



**Brighton & Hove
City Council**

COUNCIL ADDENDUM 1

Notices of Motion

6.30PM, THURSDAY, 21 JULY 2022

HOVE TOWN HALL - COUNCIL CHAMBER

ADDENDUM

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Brighton & Hove City Council

Full Council

Agenda Item 25

Subject: Customer Service

Date of meeting: 21 July 2022

Proposer: Councillor McNair
Seconder: Councillor Meadows

Ward(s) affected: All

Notice of Motion

Conservative Group

This Council:

- Recognises and appreciates that the pandemic has been an unprecedented challenge for staff at the City Council;
- Notes that there has been a 55% increase in stage 1 complaints regarding customer service;
- Believes that a satisfaction rate of 57% for transactional council services is disappointing;
- Believes that customer satisfaction will increase if there is a focus on in-person delivery;
- Recognises that returning to, and focusing on an in-person service, rather than a service focused on improving digital access and social media, will help to ensure that the most vulnerable residents, including often the poorest, the elderly, the dyslexic, and the hard of hearing, many of whom cannot use email or the phone easily, can receive the same level of care as other residents;

Therefore, resolves to:

1. Express its support for ensuring that key services such as Housing, Parking, Libraries, Benefits, Bereavement, and Financial Advice, and Rubbish and Recycling will provide a fully accessible in-person service from 9-5 5 days per week from 1st September 2022; and
2. Further expresses its support for a contact rate of 15% (the rate last seen in 2015) to be achieved by 1st January 2023 when compared to letters, email, phone and online, noting that this rate was 0% on 1st January 2022.

Brighton & Hove City Council

Full Council

Agenda Item 26

Subject: Public Toilets
Date of meeting: 21 July 2022
Proposer: Councillor Nemeth
Seconder: Councillor Bagaeen
Ward(s) affected: All

Notice of Motion

Conservative Group

This Council:

- Recognises huge public dissatisfaction over the current state of the public toilets across the city;

Therefore, resolves to:

1. Request that officers consider the immediate provision of portaloos where appropriate;
2. Request the Chief Executive to widely communicate existing information regarding the list of proposed refurbishment dates for each toilet block;
3. Request that the Environment, Transport & Sustainability Committee asks officers to bring forward a report which outlines options for other interim measures.

