



**Brighton & Hove
City Council**

COUNCIL ADDENDUM 2

6.30PM, THURSDAY, 21 JULY 2022

HOVE TOWN HALL - COUNCIL CHAMBER

ADDENDUM

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- (2) Amendment from the Labour Group. Proposed by Councillor Allcock.

Brighton & Hove City Council

Council

Agenda Item 16

Subject: Written questions from councillors.

The following questions have been received from Councillors and will be taken as read along with the written answer which will be included in an addendum that will be circulated at the meeting:

Date of meeting: 21 July 2022

(24) Councillor Bagaen:

Why are there no council open vacancies for street cleansing and weeds removal on Blue Arrow? The advert closed on 7 July.

Reply from Councillor Davis / Heley, Joint Chair of the Environment, Transport & Sustainability Committee

Brighton & Hove City Council

Council

Agenda Item 17

Date of meeting 21 July 2022

CONSERVATIVE GROUP AMENDMENT

Review of Committee Arrangements

That the relevant changes are made to the recommendations as shown below in strikethrough and ***bold italics***:

- 2.1 That full Council agrees that the arrangements set out in the attached Protocol should cease to have effect immediately following the full Council meeting on 21st July 2022, subject to recommendations 2.2 and ~~2.3~~ below.
- ~~2.2 That full Council agrees that attendees are required to continue to wear masks at full Council and Committee meetings and to take an LFT test before attending those meetings, as set out at paragraph 3.6-3.7 of the report.~~
- ~~2.3 That the arrangements will be kept under review and the Chief Executive be granted delegated powers to modify the requirement regarding the wearing of masks and need for a lateral flow test ahead of Council or committee meetings if, following consultation with Group Leaders, he considers it appropriate.~~
- 2.2 That Government guidance is followed as to the wearing of masks and LFT tests.**
- 2.3 That members of the public and the press have their full in-person access to council and committee meetings that they enjoyed prior to the pandemic restored with immediate effect.**
- 2.4 That full Council notes the information in relation to ventilation at Hove Town Hall set out at paragraph 3.10-3.11 of the report.

Proposed by: Cllr Brown

Seconded by: Cllr Bell

Recommendations to read if carried:

- 2.1 That full Council agrees that the arrangements set out in the attached Protocol should cease to have effect immediately following the full Council meeting on 21st July 2022, subject to recommendations 2.2 and ~~2.3~~ below.
- 2.2 That Government guidance is followed as to the wearing of masks and LFT tests.

- 2.3 That members of the public and the press have their full in-person access to council and committee meetings that they enjoyed prior to the pandemic restored with immediate effect.
- 2.4 That full Council notes the information in relation to ventilation at Hove Town Hall set out at paragraph 3.10-3.11 of the report.

Brighton & Hove City Council

Council

Agenda Item 18

Subject: Kingsway to the Sea

Date of meeting: 21 July 2022

Report of: Executive Director Economy Environment & Culture

Contact Officer: Lisa Johnson
Email: lisa.johnson@brighton-hove.gov.uk

Ward(s) affected: All

1. **Action required of Council:** To receive the report and draft minutes for information.
2. **Recommendation:** To note the report

Brighton & Hove City Council

Policy & Resources Committee

4.00pm 7 July 2022

Hove Town Hall - Council Chamber

Minutes

Present: Councillor Mac Cafferty (Chair) Druitt (Joint Deputy Chair), Gibson (Joint Deputy Chair), Allcock (Joint Opposition Spokesperson), Evans, McNair, Yates, Moonan, Shanks and Peltzer Dunn

Also present: Dr Anusree Biswas Sasidharan, Standing Invitee

Part One

20 KINGSWAY TO THE SEA

- 20.1 The Committee considered the report of the Executive Director Economy, Environment & Culture which provided an update on progress with the design and requested authorisation to proceed with submission of a Planning application.
- 20.2 Cllr Yates said that he, and other members of this committee, were also members of the Planning Committee and asked if he agreed with recommendations in the report whether there was a risk that he would be prejudicing any decision which would have to be made if the matter later came to the Planning Committee. The Monitoring Officer said that when members made decisions at different committees, they were wearing different hats, and today you would be making a decision as a landlord and not as a planning authority. He recommended that any members of the planning committee say either during today's debate or if the matter came to the planning committee at that meeting that you will consider any application on its own merits and you will approach it with an open mind.
- 20.3 Councillor Peltzer Dunn asked for clarity on which part of the ward of South Portslade was geographically included in the scheme. The Executive Director Economy Environment & Culture said that the reference to South Portslade related to the users of the park and those most affected rather than a geographic reference.
- 20.4. Councillor Peltzer Dunn said that the consultation had shown that further consideration could be very useful, and therefore proposed the following amendments to Recommendation 2.2 which would allow for members to see if there were any further comments before the final application were submitted:

Amendment 1 (western pitch and putt lawn)

2.2 Agrees that a Planning application for the Kingsway to the Sea site is submitted to include the elements listed in 3.1 below subject to prior consultation with a panel formed of three Councillors (one from each of the three parties represented on Policy & Resources Committee) of proposals for the western pitch and putt lawn following concerns being raised about over-intensification and destruction of green space by residents, dog-walkers, local amenity societies and other groups.

Amendment 2 (outdoor gym)

2.2 Agrees that a Planning application for the Kingsway to the Sea site is submitted to include the elements listed in 3.1 below along with a dedicated space for a new outdoor gym.

Amendment 3 (tennis provision)

2.2 Agrees that a Planning application for the Kingsway to the Sea site is submitted to include the elements listed in 3.1 below subject to prior consultation with a panel formed of three Councillors (one from each of the three parties represented on Policy & Resources Committee) of the make-up of racket sport provision on the site.

- 20.5 Councillor McNair formally seconded the amendment which would ensure that the consultation process continued up until the planning stage.
- 20.6 Councillor Moonan noted that a large number of public consultations had been held and the public had been fully engaged, and this design took into account the needs of all groups and provided a balance between sports facilities, recreation and open space. With regard to the amendment, if the consultation were to continue then all representative groups would need to be included and it would be inappropriate to allow some groups to have further discussions and therefore the Labour Group could not support the amendment.
- 20.7 Councillor Shanks said that the Green Group would not support the amendment and that the Planning Committee would be reviewing the matter in due course and that would be an opportunity for members of the public to raise any further issues.
- 20.8 The Committee voted on the amendments and they were not agreed.
- 20.9 RESOLVED:** That the Committee –
- (i) Agreed in principle to the development of the area shown in Appendix 1 Site Map, as outlined in this report;
 - (ii) Agreed that a Planning application for the Kingsway to the Sea site is submitted to include the elements listed in 3.1 below;
 - (iii) Approved a revised capital budget of £12.99m including £1.000 million additional borrowing as set out in paragraph 3.27 and Section 7 of this report;

- (iv) Authorised the Executive Director Economy, Environment & Culture to procure and award contracts necessary to deliver the project and enter into any legal agreements required to facilitate the works;
- (v) Agreed that a further report on the status of the project is brought back to the Policy and Resources Committee in December 2022 in advance of construction commencing on site.

Brighton & Hove City Council

Council

Agenda Item 19

Subject: Audit Report on Member Expenses

Date of meeting: 21 July 2022

Report of: Executive Director for Governance, People & Resources

Contact Officer: Name: John Peel

Email: john.peel@brighton-hove.gov.uk

Ward(s) affected: All

For general release

Action Required of Council:

To receive the report and extract from the Audit & Standards Committee for information.

Brighton & Hove City Council

Audit & Standards Committee

4.00pm 28 June 2022

Council Chamber, Hove Town Hall

Minutes

Present: Councillor Wilkinson (Chair) Peltzer Dunn (Group Spokesperson), Littman, Meadows, Shanks, West and Yates

Independent Members present: Helen Aston

Part One

15 AUDIT REPORT ON MEMBER EXPENSES

- 15.1 The Committee considered a report of the Executive Director Executive Director Governance People & Resources that informed the Committee of the findings of the Internal Audit investigation into issues relating to expenses claims and to sought agreement to the recommendations in the report.
- 15.2 In response to questions from Councillor Yates, the Executive Director Governance People & Resources explained that the only mechanism to amend the Members Allowances scheme was through the Independent Remuneration Panel (IRP) and so this had not been included in the recommendations. Further, the Executive Director Governance People & Resources explained that the service had not operated exclusively on trust and confidence and evidence had been provided. However, it was true to say there had been on over-reliance upon trust and confidence and that was something that would be addressed as well as development of an expenses claim system that was easier to use and process.
- 15.3 In response to a question from Councillor Yates, the Executive Director Governance People & Resources agreed that the advice that had been provided to Councillor Yates as former Chair of the committee had been wrong and had been provided based on incorrect information on any discrepancies provided to him.
- 15.4 In response to a question from Councillor Yates, the Audit Manager (Counter Fraud), explained that there was no deception found in the claims looked at and where receipts had not been submitted, evidence was provided at a later date to evidence the childcare costs incurred.
- 15.5 In response to a question from Councillor Yates, the Orbis Chief Internal Auditor stated that the approach taken on the investigation would be the same as for a staff member or member of the public. The Audit report presented the

facts from the investigation and the interpretation and response was a matter for the Council.

15.6 Members then debated the report and comments were made on the validity of the claims made, effectiveness of the process controls and potential improvements to the claims system were made.

15.7 The Committee adjourned at 5.30pm and reconvened at 5.38pm

15.8 Councillor Littman moved the following amendment to recommendation 2.2 and additional recommendation 2.3 as shown in bold and strikethrough:

2.2 That Members agree the recommendations in section 5 of the report and instruct officers to implement the same **subject to amendments and addition to those recommendations as follows:**

5.7 All Members should be **supported with, and regularly reminded of**, their responsibilities to submit fully completed claim forms with supporting documentation within the relevant timeframe.

5.8 Democratic Services should ~~consider whether it is possible to~~ introduce electronic claim forms to reduce the possibility of a claim form being misplaced

5.9 That officers are instructed to consult with the Independent Remuneration Panel (IRP) regarding extending the time limit for submitting claims to three months

2.3 That the Committee receive an update report as soon as reasonably possible to a future meeting.

15.9 The Chair then put the motion to the vote that was agreed.

15.10 The Chair then put the recommendations as amended to the vote that were agreed.

15.11 **Resolved-**

1) That Committee notes the Internal Audit report into issues associated with Member expenses claims as set out in Appendix 1 to this report.

2) That Members agree the recommendations in section 5 of the report and instruct officers to implement the same subject to amendments and addition to those recommendations as follows:

5.7 All Members should be supported with, and regularly reminded of, their responsibilities to submit fully completed claim forms with supporting documentation within the relevant timeframe.

5.8 Democratic Services should introduce electronic claim forms to reduce the possibility of a claim form being misplaced

5.9 That officers are instructed to consult with the Independent Remuneration Panel (IRP) regarding extending the time limit for submitting claims to three months

- 3) That the Committee receive an update report as soon as reasonably possible to a future meeting.

The meeting concluded at 7.00pm

Brighton & Hove City Council

Full Council

Agenda Item 21

Date of meeting 21 July 2022

LABOUR GROUP AMENDMENT

Support for year-round temporary ice rink in Brighton & Hove

That the relevant changes are made to the recommendations as shown below in strikethrough and ***bold italics***:

This Council notes that:

- ~~• The Sussex Ice Rink campaign group arranged a meeting on 22nd April 2022 between Cllr Martin Osborne, Council Officers Donna Chisholm and Mark Fisher, and Planet Ice, which owns and operates 14 ice rinks across the UK. <https://planet-ice.co.uk/> The meeting was to discuss the use of vacant land next to King Alfred for a year-round temporary ice rink (not only for Christmas).~~
- ~~• The campaigners' hope was that Planet Ice would be invited to submit a proposal for the King Alfred site. However, Planet Ice have not been approached.~~
- An ice rink has not been included in the Sports Facilities Investment Plan, ***but this council is supportive of a year-round ice rink in the city if an appropriate bid comes forward at an appropriate site*** ~~- and some of the assumptions in the plan about ice rinks appear to be incorrect.~~

This Council also notes that:

- The land on the West side of the King Alfred is vacant and available now ***although may not be appropriate or feasible for a year-round ice rink.***
- ***Local residents could be consulted in order to utilise this land for some form of meantime-use to community benefit, including a pop-up ice rink if feasible, before long term plans for King Alfred take shape***
- ~~• A temporary ice rink would enable a real-time feasibility study.~~
- ~~• The new Planet Ice Bristol ice rink is getting about 700 people a day through the doors which is 255,000 per annum.~~
- ~~• Peter Kyle MP supports a temporary ice rink on this site.~~

Council notes:

This Council therefore resolves to

- ~~1) Request Policy & Resources Committee to ask officers to bring forward a report that focuses on the steps that can be taken to ensure that a privately owned ice rink can be brought to Brighton & Hove.~~
- ~~2) Further request Policy & Resources Committee to ask officers to include in the report plans to:
 - ~~• Make land available at King Alfred for Planet Ice to put in place a professional ice rink venue for clubs, teams, individual competitions and for people of all ages and abilities to use for fun and leisure activities for a period of five years.~~
 - ~~• Immediately invite Planet Ice to submit a proposal for a temporary ice rink near King Alfred. Proposed site for temporary ice rink: NMO 2-178~~~~

Proposed by: Cllr Robins

Seconded by: Cllr Appich

Motion to read if carried:

This Council notes:

- An ice rink has not been included in the Sports Facilities Investment Plan, but this council is supportive of a year-round ice rink in the city if an appropriate bid comes forward at an appropriate site

This Council also notes that:

- The land on the West side of the King Alfred is vacant and available now, although may not be appropriate or feasible for a year-round ice rink
- Local residents could be consulted in order to utilise this land for some form of meantime-use to community benefit, including a pop-up ice rink if feasible, before long term plans for the King Alfred take shape

Full Council

Date of meeting 21 July 2022

LABOUR GROUP AMENDMENT

Abortion Rights

That the relevant changes are made to the recommendations as shown below in strikethrough and ***bold italics***:

In light of the recent US Supreme Court decision to overturn Roe v Wade and the public perception that this could in turn erode abortion rights in the UK, this Council:

1. Reiterates its support for a woman's right to choose free, safe & legal abortion at a local, national and international level

2. Expresses solidarity with women internationally and within the UK and its fundamental belief that women need to feel safe attending an abortion clinic. We deplore intimidating behaviour outside clinics. Where abortion is or has been made illegal, it still continues but unsafely

3. Expresses support for the women of Northern Ireland where the government has failed to commission abortion services, despite legalisation to extend, forcing women to travel abroad for an abortion

4. Expresses its support for women's rights organisations campaigning for a woman's right to choose, including the Alliance for Choice in Northern Ireland and Abortion Support Network which are supporting women with practical information, accommodation and the costs of travelling

5. Expresses dismay that abortion continues to be criminalised in England, Wales and Scotland, unless certain criteria apply, and that women are increasingly being prosecuted for accessing abortion, including migrant women, many of whom are denied access to free abortions on the NHS

~~56.~~ Asks the Chief Executive to write to the Government to ask them to ~~include the right to abortion in their planned Bill of Rights.~~ ***remove abortion from the criminal statute book and regulate it as a health matter instead, ensuring free, safe and legal access across the UK***

7. Notes that since the closure of the BPAS clinic, local residents in need of abortions are finding it extremely difficult to access services causing delays and unnecessary trips to London

8. Requests officers work with local healthcare partners to ensure local abortion services are running efficiently and providing a local service to those who need it

Proposed by: Cllr Grimshaw

Seconded by: Cllr Appich

Motion to read if carried:

In light of the recent US Supreme Court decision to overturn Roe v Wade and the public perception that this could in turn erode abortion rights in the UK, this Council:

1. Reiterates its support for a woman's right to choose free, safe & legal abortion at a local, national and international level
2. Expresses solidarity with women internationally and within the UK and its fundamental belief that women need to feel safe attending an abortion clinic. We deplore intimidating behaviour outside clinics. Where abortion is or has been made illegal, it still continues but unsafely
3. Expresses support for the women of Northern Ireland where the government has failed to commission abortion services, despite legalisation to extend, forcing women to travel abroad for an abortion
4. Expresses its support for women's rights organisations campaigning for a woman's right to choose, including the Alliance for Choice in Northern Ireland and Abortion Support Network which are supporting women with practical information, accommodation and the costs of travelling
5. Expresses dismay that abortion continues to be criminalised in England, Wales and Scotland, unless certain criteria apply, and that women are increasingly being prosecuted for accessing abortion, including migrant women, many of whom are denied access to free abortions on the NHS
6. Asks the Chief Executive to write to the Government to ask them to remove abortion from the criminal statute book and regulate it as a health matter instead, ensuring free, safe and legal access across the UK
7. Notes that since the closure of the BPAS clinic, local residents in need of abortions are finding it extremely difficult to access services causing delays and unnecessary trips to London
8. Requests officers work with local healthcare partners to ensure local abortion services are running efficiently and providing a local service to those who need it

Date of meeting 21 July 2022

GREEN GROUP AMENDMENT

Take action to tackle gender inequality: from period poverty to safety, health and education

That changes are made as shown below in ***bold italics*** and strikethrough.

Council notes:

- The US Supreme Court decision to overturn Roe v Wade
- Systematic and institutional misogyny meaning women being failed in areas ranging from justice to health
- Brighton & Hove has been ranked the worst city in the country for period poverty, with almost HALF of women and girls unable to afford basic sanitary protection
- Charities are still supporting red boxes in schools and food banks with sanitary products ***and commends the work of projects like the young-people led Brighton Period Project who collect and distribute products in the city***
- ~~NHS reports Healthwatch survey data which shows~~ over a THIRD of women in Brighton & Hove missed smear tests and critical cervical screenings last year ~~although recognises the limitations of the data provided, meaning this may not be an accurate picture~~
- ***That*** Government intervention ***is*** needed, but ***that*** there are ***concrete real*** actions we can take to tackle period poverty, female health inequalities, and to improve safety and education ***some of which is already taking place in a variety of settings***
- ***Services already provided by Brighton & Hove City Council, including support in schools such as the equality service provided on BEEM***
- ***The recent consultation on the creation of a Violence Against Women and Girls Strategy***

Therefore, resolves to:

- 1) Request ~~Policy & Resources~~ ***Tourism, Equalities, Communities and Culture Committee*** to ask officers to bring forward a report, in consultation with ~~female~~-residents ***who self-define as a woman or another marginalised gender identity, and women's organisations and other organisations such as youth services and public sector partners*** in the city, that outlines a new Gender Equality Strategy, aimed at tackling gender inequality in the city
- 2) Further requests ~~P&R~~ ***TECC*** to ask officers to include in the report ***information on work already ongoing, alongside any new*** proposals to

work in partnership ***to tackle gender inequality to create and support a network for women in the city, and*** to focus on four key areas;

- Poverty (to consider distributing free sanitary products at community centres and youth clubs)
- Health (including a public health awareness campaign to improve cervical screening rates)
- Safety (including improvements to support services for victims of VAWG, and a Night Time Safety Charter and a consultation to hear from women and girls on improving street safety)
- Education (including rolling out -anti-misogyny and gender equality training ***in schools***)

Proposed by: Cllr Powell

Seconded by: Cllr Lloyd

Motion to read if carried:

Council notes:

- The US Supreme Court decision to overturn Roe v Wade
- Systematic and institutional misogyny meaning women being failed in areas ranging from justice to health
- Brighton & Hove has been ranked the worst city in the country for period poverty, with almost HALF of women and girls unable to afford basic sanitary protection
- Charities are still supporting red boxes in schools and food banks with sanitary products and commends the work of projects like the young-people led Brighton Period Project who collect and distribute products in the city
- Healthwatch survey data which shows over a THIRD of women in Brighton & Hove missed smear tests and critical cervical screenings last year although recognises the limitations of the data provided, meaning this may not be an accurate picture
- That Government intervention is needed, but that there are concrete ~~real~~ actions we can take to tackle period poverty, female health inequalities, and to improve safety and education some of which is already taking place in a variety of settings
- Services already provided by Brighton & Hove City Council, including support in schools such as the equality service provided on BEEM
- The recent consultation on the creation of a Violence Against Women and Girls Strategy

Therefore, resolves to:

- 1) Request Tourism, Equalities, Communities and Culture Committee to ask officers to bring forward a report, in consultation with residents who self-define as a woman or another marginalised gender identity, ~~and~~ women's organisations and other organisations such as youth services and public sector partners in the city, that outlines a new Gender Equality Strategy, aimed at tackling gender inequality in the city
- 2) Further requests TECC to ask officers to include in the report information on work already ongoing, alongside any new proposals to work in partnership to tackle gender inequality to focus on four key areas;

- Poverty (to consider distributing free sanitary products at community centres and youth clubs)
- Health (including requesting that the NHS to consider a public health awareness campaign to improve cervical screening rates)
- Safety (including improvements to support services for victims of VAWG, and a Night Time Safety Charter and a consultation to hear from women and girls on improving street safety)
- Education (including rolling out further commissioned services such as anti-misogyny and gender equality training)

Brighton & Hove City Council

Full Council

Agenda Item 24

Date of meeting 21 July 2022

GREEN GROUP AMENDMENT

Short Term Lets Licensing Motion

That the relevant changes are made to the recommendations as shown below in strikethrough and ***bold italics***:

This committee notes:

- The disruption, distress, and exacerbation to the housing supply crisis that the rise in short term holiday lettings such as AirBnB have inflicted on our local communities
- That some short-term holiday lets have replaced long term rental accommodation, stifling supply of rented accommodation and in turn driving rents up and conditions down
- The detrimental impact holiday lets have on local hotels, **bed and breakfast establishments** and our local hospitality industry, and on our aim for a circular local economy that builds community wealth

This council also notes:

- **The council has previously reviewed options to regulate short term lets (1) (2), which confirmed that it has no powers to license short term lets**
- **The government have recently assessed the impact of short term lets in England (3) and have launched a consultation on regulation in June 2022, which closes on 21st September. (4)**

Therefore, this Council resolves to:

~~1) Request TECC Committee task officers with bringing forward a report that helps tackle the issues created by short term holiday lets in the city~~

1) Request a report to come to next TECC Committee which provides updates on the report from March 20, including new legislation in Wales, changes in tax policy, and suggestions made by AirBnB themselves (5)

2) Submit a response to the government's call for evidence

2) Further request TECC Committee to ask officers to include in the report plans to:

- Require mandatory licensing for all short term lets, and to ensure they are brought in line with rented accommodation in terms of the standards we expect and enforce as a local authority
- Make licenses dependent upon owners producing health and safety certificates to ensure compliance

3) Request the Chief Executive write to the Housing Secretary, lobbying for powers to;

- Designate a minimum percentage of **rented** housing to be reserved for long term lets, and place a cap on the number of holiday lets
- Rescind licenses if holiday lets prove a nuisance to residents
- Introduce a licensing scheme similar to that laid out by the Welsh Government, to not only limit the number of second homes and holiday lets, but to ensure fair taxation is extracted from them
- **Change planning laws to require landlords wishing to convert their property into a holiday let to have to apply for change of use to a new class use for holiday lets**

Sources:

- (1) [Party Houses Scrutiny Panel in 2014](#)
- (2) **TECC committee report in March 2020**
- (3) [The Growth in Short-Term Lets \(England\) Government report](#)
- (4) [Government Consultation link](#)
- (5) [AirBnB White Paper](#)

Proposed by: Cllr Osborne

Seconded by: Cllr Ebel

Motion to read if carried:

This committee notes:

- The disruption, distress, and exacerbation to the housing supply crisis that the rise in short term holiday lettings such as AirBnB have inflicted on our local communities
- That some short-term holiday lets have replaced long term rental accommodation, stifling supply of rented accommodation and in turn driving rents up and conditions down
- The detrimental impact holiday lets have on local hotels, bed and breakfast establishments and our aim for a circular local economy that builds community wealth

This council also notes:

- The council has previously reviewed options to regulate short term lets (1) (2), which confirmed that it has no powers to license short term lets
- The government have recently assessed the impact of short term lets in England (3) and have launched a consultation on regulation in June 2022, which closes on 21st September. (4)

Therefore, this Council resolves to:

1) Request a report to come to next TECC Committee which provides updates on the report from March 20, including new legislation in Wales, changes in tax policy, and suggestions made by AirBnB themselves (5)

2) Submit a response to the government's call for evidence

3) Request the Chief Executive write to the Housing Secretary, lobbying for powers to;

- Designate a minimum percentage of rented housing to be reserved for long term lets, and place a cap on the number of holiday lets
- Introduce a licensing scheme similar to that laid out by the Welsh Government, to not only limit the number of second homes and holiday lets, but to ensure fair taxation is extracted from them
- Change planning laws to require landlords wishing to convert their property into a holiday let to have to apply for change of use to a new class use for holiday lets

Sources:

(6) [Party Houses Scrutiny Panel in 2014](#)

(7) TECC committee report in March 2020

(8) [The Growth in Short-Term Lets \(England\) Government report](#)

(9) [Government Consultation link](#)

(10) [AirBnB White Paper](#)

Brighton & Hove City Council

Full Council

Agenda Item 25

Date of meeting 21 July 2022

COMPOSITE AMENDMENT

Customer Service

That the relevant changes are made to the recommendations as shown below in strikethrough and **bold italics**:

This Council:

- Recognises and appreciates that the pandemic has seen an unprecedented challenge for staff at the City Council;
- **Notes that some services have not offered a face-to-face customer support service for many years, with services such as City Clean offering a phone/digital only service since at least 2007**
- Notes that there has been a 55% increase in stage 1 complaints regarding customer service **but notes that this represents an 11% increase compared to pre-pandemic year of 2019/20 when adjusted against customer contact levels;**
- Believes that a satisfaction rate of 57% for transactional council services is disappointing **but commends council teams for achieving 1% above the national average for satisfaction and improving satisfaction in the year where the national average was dropped;**
- **Notes that against the backdrop of continued cuts from Government to the council's budget, we need to adjust our method of delivering customer service to best use our resources.**
- Believes that customer satisfaction will increase if ~~there is a focus on inperson delivery we provide a range of ways to contact the council, including a 24/7 digital service, as is standard in industry and deploy our resources to meet customer demand across all channels.~~
- **Recognises Welcomes that returning to, and focusing on an in-person service has been offered at Hove and Brighton Customer Service Centres since as early as September 2021, and welcomes these services continuing to be well-staffed with direct links to key service teams, to ensure residents can access key services such as Housing, Parking, Libraries, Benefits and Bereavement, and Financial Advice 9-5 5 days per week in-person, alongside a focus on rather than a service focused on improving digital access and social media, which will help to ensure that the most vulnerable residents, including often the poorest, the elderly, the dyslexic, and the hard of hearing, are able to access council support in the way that works for them.** ~~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~~ **customer service in a variety of ways that meets customer needs through the continued development of the current operating model taking into account customer feedback; and**

2. ~~**Further express its support for an improved 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.**~~
3. **Expresses support for continued hybrid working where appropriate, so long as working from home does not impact upon residents being able to access services over the phone or in-person**

Proposed by: Cllr Clare

Seconded by: Cllr Yates

Motion to read if carried:

This Council:

- Recognises and appreciates that the pandemic has seen an unprecedented challenge for staff at the City Council;
- *Notes that some services have not offered a face-to-face customer support service for many years, with services such as City Clean offering a phone/digital only service since at least 2007*
- *Notes that there has been a 55% increase in stage 1 complaints regarding customer service but notes that this represents an 11% increase compared to pre-pandemic year of 2019/20 when adjusted against customer contact levels;*
- *Believes that a satisfaction rate of 57% for transactional council services is disappointing but commends council teams for achieving 1% above the national average for satisfaction and improving satisfaction in the year where the national average was dropped;*
- *Notes that against the backdrop of continued cuts from Government to the council's budget, we need to adjust our method of delivering customer service to best use our resources.*
- *Believes that customer satisfaction will increase if we provide a range of ways to contact the council, including a 24/7 digital service, as is standard in industry and deploy our resources to meet customer demand across all channels.*
- *Welcomes that an in-person service has been offered at Hove and Brighton Customer Service Centres since as early as September 2021, and welcomes these services continuing to be well-staffed with direct links to key service teams, to ensure residents can access key services such as Housing, Parking, Libraries, Benefits and Bereavement, and Financial Advice 9-5 5 days per week in-person, alongside a focus on improving digital access, which will help to ensure that the most vulnerable residents, including often the poorest, the elderly, the dyslexic, and the hard of hearing, are able to access council support in the way that works for them.*

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 *customer service in a variety of ways that meets customer needs through the continued development of the current operating model taking into account customer feedback;*
2. *Further express its support its support for an improved contact rate to letters, phone and online*
3. *Expresses support for continued hybrid working where appropriate, so long as working from home does not impact upon residents being able to access services over the phone or in-person*

Brighton & Hove City Council

COUNCIL

Agenda Item 26

Date of meeting 21 July 2022

GREEN GROUP AMENDMENT

Public Toilets

That changes are made as shown below in ***bold italics*** and strikethrough.

This Council:

- Recognises ~~huge~~ public dissatisfaction over the current state of the public toilets across the city;
- ***Notes the agreed Public Toilet Refurbishment Programme agreed at Policy and Resources Committee in July 2021 which replaced previous refurbishment plans agreed as part of the since-terminated contract with Healthmatic in 2017***
- ***Welcomes that following bringing maintenance and cleansing in-house the council is now able to better manage the cleaning of toilets***
- ***Welcomes news that this refurbishment programme for Kings Esplanade, Daltons Bastion, Station Road and Saltdean Undercliff will commence in the autumn, at the end of the busy summer season, which ensures that access to toilets will remain open over the summer despite their current need of refurbishment***
- ***Commends officers in recent successful bids to the Government to provide changing places toilets and refurbish the Hove Lagoon toilets as part of Kingsway to the Sea***
- ***Notes that the Brighton & Hove City Council website already provides residents with the refurbishments to be completed this year***
<https://www.brighton-hove.gov.uk/libraries-leisure-and-arts/update/public-toilet-refurbishment-programme>
- ***Notes that temporary portaloos were provided in 2021 from two one-off covid related funding streams with a £71,000 contribution from the Welcome Back Fund and £50,000 from the Contain Outbreak Management Fund – which as a result of the Government pretending the pandemic is over, have not been offered in 2022***

Therefore, resolves to:

- ~~1. Request that officers consider the immediate provision of portaloos where appropriate;~~

2. 1. Request the ~~Chief Executive council communications team continue to widely communicate existing~~ provide updates to information regarding the list of proposed refurbishment dates for each toilet block;
3. 2. Request that the ~~Environment, Transport & Sustainability Policy & Resources~~ Committee asks officers to bring forward a report *to an upcoming meeting* which outlines *the progress in spending the capital allocation of £3m already agreed options for other interim measures.*

Proposed by: Cllr Hugh-Jones

Seconded by: Cllr Mac Cafferty

Motion to read if carried:

This Council:

- Recognises public dissatisfaction over the current state of the public toilets across the city;
- Notes the agreed Public Toilet Refurbishment Programme agreed at Policy and Resources Committee in July 2021 which replaced previous refurbishment plans agreed as part of the since-terminated contract with Healthmatic in 2017
- Welcomes that following bringing maintenance and cleansing in-house the council is now able to better manage the cleaning of toilets
- Welcomes news that this refurbishment programme for Kings Esplanade, Daltons Bastion, Station Road and Saltdean Undercliff will commence in the autumn, at the end of the busy summer season, which ensures that access to toilets will remain open over the summer despite their current need of refurbishment
- Commends officers in recent successful bids to the Government to provide changing places toilets and refurbish the Hove Lagoon toilets as part of Kingsway to the Sea
- Notes that the Brighton & Hove City Council website already provides residents with the refurbishments to be completed this year
<https://www.brighton-hove.gov.uk/libraries-leisure-and-arts/update/public-toilet-refurbishment-programme>
- Notes that temporary portaloos were provided in 2021 from two one-off covid related funding streams with a £71,000 contribution from the Welcome Back Fund and £50,000 from the Contain Outbreak Management Fund – which as a result of the Government pretending the pandemic is over, have not been offered in 2022

Therefore, resolves to:

1. Request the council communications team continue to provide updates to information regarding the list of proposed refurbishment dates for each toilet block;

2. Request that the Policy & Resources Committee asks officers to bring forward a report to an upcoming meeting which outlines the progress in spending the capital allocation of £3m already agreed.

Brighton & Hove City Council

Full Council

Agenda Item 26

Date of meeting 21 July 2022

LABOUR GROUP AMENDMENT

Public Toilets

That the relevant changes are made to the recommendations as shown below in strikethrough and ***bold italics***:

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;~~

12. Request the Chief Executive to widely communicate existing information regarding the list of proposed refurbishment dates for each toilet block;

23. Request that the Environment, Transport & Sustainability Committee asks officers to bring forward a report which outlines options for ~~other~~ interim measures, ***including but not limited to the provision of portaloos.***

Proposed by: Cllr Allcock

Seconded by: Cllr Appich

Motion to read if carried:

This Council:

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

Therefore, resolves to:

1. Request the Chief Executive to widely communicate existing information regarding the list of proposed refurbishment dates for each toilet block;

2. Request that the Environment, Transport & Sustainability Committee asks officers to bring forward a report which outlines options for interim measures, including but not limited to the provision of portaloos.