



**Brighton & Hove  
City Council**

# **COUNCIL ADDENDUM 2 Amendments**

**4.30PM, THURSDAY, 19 OCTOBER 2023**

**COUNCIL CHAMBER, HOVE TOWN HALL**



## **ADDENDUM**

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# Brighton & Hove City Council

**Council**

**Agenda Item 41**

**Subject:** Petition for debate

**Date of meeting:** 19 October 2023

**Report of:** Executive Director for Governance, People & Resources

**Contact Officer:** Name: Anthony Soyinka  
Tel: 01273 291006  
Email: [anthony.soyinka@brighton-hove.gov.uk](mailto:anthony.soyinka@brighton-hove.gov.uk)

**Ward(s) affected:** All

## Petition for debate

### Green Group Amendment

That deletions are made as shown with ~~strikethrough~~ below and additional recommendations are added as shown in ***bold italics*** below:

#### 2. RECOMMENDATIONS:

2.1 That the petition is noted and referred to the Transport & Sustainability Committee for consideration. ***That the council agrees to commission a report into the feasibility of providing free bus travel to all school children in the city, to come before the Transport and Sustainability Committee.***

Proposed by: Cllr Raphael Hill      Seconded by: Cllr Steve Davis

#### Recommendations to read if carried:

2.1 That the council agrees to commission a report into the feasibility of providing free bus travel to all school children in the city.



# Brighton & Hove City Council

**Council**

**Agenda Item 45**

**Subject: Council Constitution**

**Date of meeting: 19 October 2023**

**Proposer: Councillor Shanks**

**Seconder: Councillor McNair**

**Ward(s) affected: All**

## **Joint Green & Conservative Group Amendment**

That deletions are made as shown with ~~strike through~~ below and additional recommendations are added as shown in ***bold italics*** below:

2.1 Approves the proposed changes set out in paragraphs 3 and 4 of the report and reflected in Appendices 1, 1A & 2 to come into effect immediately following their approval by Council, ***with the exception of 3.5 and 3.6 which shall be deleted,*** and

Proposed by: Cllr Shanks

Seconded by: Cllr McNair

### **Recommendations to read if carried:**

2.1 Approves the proposed changes set out in paragraphs 3 and 4 of the report and reflected in Appendices 1, 1A & 2 to come into effect immediately following their approval by Council, with the exception of 3.5 and 3.6 which shall be deleted, and

2.2 Authorises the Chief Executive and Monitoring Officer to take all steps necessary or incidental for the implementation of the changes and authorises the Monitoring Officer to amend and re-publish the Council's constitutional documents to incorporate the changes.





# Brighton & Hove City Council

Council

Agenda Item 48

Subject: Better Customer Service

Date of meeting: 19 October 2023

Proposer: Councillor Shanks

Seconded: Councillor Goldsmith

Ward(s) affected: All

## Notice of Motion

### Green Group amendment

That deletions are made as shown with ~~strike through~~ below and additional recommendations are added as shown in ***bold italics*** below:

This Council:

- 1) Notes the ongoing public dissatisfaction and high volume of complaints Councillors receive from residents about basic council services from missed refuse and recycling to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to the general maintenance, upkeep and cleanliness of our city; ***and notes the continued impact of both the pandemic and government cuts to public services;***
- 2) Notes that according to the Annual Customer Insights Report, the overall customer service satisfaction rate is 59%; ***an increase on the previous year;*** that only 51% of customers find the service easy to access; that stage 1 complaints have increased by 25% since 2021/22; that face-to-face service accounts for less than 5% of all contact; that contact with customers is down 22% overall since 2018;
- 3) Notes that a 28% increase in the Brighton & Hove 65+ population is expected in 2030 – from 38,300 to 50,100.

This council therefore resolves to:

- ~~Complete a review~~ ***Request that a briefing is provided to all councillors informing them of the current*** of face-to-face Customer Service & Housing Support provided to Brighton and Hove residents from Hove Town Hall and Brighton Town Hall, ***so that councillors are fully aware of the current provision and can best signpost those who are digitally excluded;***  
~~to determine the best options for the future of the service,~~
- ***That as part of this briefing detail is provided on any plans*** to including locating customer service points in libraries or other council buildings throughout the city.
- Consider all council-owned buildings should relocation be determined as the appropriate action;
- Publicise and promote any future changes to the provision widely; ***and detail how digitally excluded residents are informed of current services;***
- ~~Return to previous levels of face-to-face service in recognition of the~~

- challenges many residents face in accessing email and telephones;
- ~~Increase weekday telephone operating hours until 5.30pm;~~
- ~~Open face-to-face customer service points at weekends;~~
- ~~Reach a satisfaction rate of 70% by July 2024.~~

**Supporting Information:**

[Annual Customer Insight Report 202223 APX. n 1.pdf \(brighton-hove.gov.uk\)](#)

Proposed by: Cllr Shanks

Seconded by: Cllr Goldsmith

**Recommendations to read if carried:**

This Council:

- 1) Notes the ongoing public dissatisfaction and high volume of complaints Councillors receive from residents about basic council services from missed refuse and recycling to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to the general maintenance, upkeep and cleanliness of our city; and notes the continued impact of both the pandemic and government cuts to public services;
- 2) Notes that according to the Annual Customer Insights Report, the overall customer service satisfaction rate is 59%; an increase on the previous year; that only 51% of customers find the service easy to access; that stage 1 complaints have increased by 25% since 2021/22; that face-to-face service accounts for less than 5% of all contact; that contact with customers is down 22% overall since 2018;
- 3) Notes that a 28% increase in the Brighton & Hove 65+ population is expected in 2030 – from 38,300 to 50,100.

This council therefore resolves to:

- Request that a briefing is provided to all councillors informing them of the current-face-to-face Customer Service & Housing Support provided to Brighton and Hove residents from Hove Town Hall and Brighton Town Hall, so that councillors are fully aware of the current provision and can best signpost those who are digitally excluded;
- That as part of this briefing detail is provided on any plans to-including locating customer service points in libraries or other council buildings throughout the city.
- Consider all council-owned buildings should relocation be determined as the appropriate action;
- Publicise and promote any future changes to the provision widely; and detail how digitally excluded residents are informed of current services;

# Brighton & Hove City Council

**Council**

**Agenda Item 48**

**Subject: Better Customer Service**

**Date of meeting: 19 October 2023**

**Proposer: Councillor Stevens**

**Seconder: Councillor Robinson**

**Ward(s) affected: All**

## **Notice of Motion**

### **Labour Group Amendment**

That deletions are made as shown with ~~strike through~~ below and additional recommendations are added as shown in ***bold italics*** below:

This Council:

- 1) Notes the ~~ongoing~~ public dissatisfaction, and high volume of complaints Councillors receive from residents about basic council services from missed refuse and recycling to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to the general maintenance, upkeep and cleanliness of our city;
- 2) Notes that ~~according to~~ ***in*** the ***2022-23*** Annual Customer Insights Report, the overall customer service satisfaction rate is ***was*** 59%, ***compared to a national benchmark of 60%***; that only 51% of customers ~~find~~ ***found*** the service easy to access; that stage 1 complaints ~~have~~ increased by 25% since 2021/22; that face-to-face service ***accounted s*** for less than 5% of all contact; that contact with customers is ***was*** down 22% overall since 2018;
- 3) Notes that a 28% increase in the Brighton & Hove 65+ population is expected in 2030 – from 38,300 to 50,100
- 4) ***Notes that a new Customer Experience Strategy, which outlines the continuing work to improve customer service, including improving accessibility by establishing new access points in libraries and family hubs, will be presented to the Strategy, Finance & City Regeneration Committee in December;***
- 5) ***Notes that a new mystery shopping exercise reveals current overall satisfaction with council services at 85%.***

This council therefore resolves to:

- ~~Complete a review of face-to-face~~ ***Continue to progress its ongoing radical modernisation and renewal programme of*** Customer Service & Housing Support provided to Brighton and Hove residents from Hove Town Hall and Brighton Town Hall ***and other access points across the wider city;*** ~~to~~

- determine the best options for the future of the service, including locating customer service points in libraries throughout the city.
- ~~Consider all council-owned buildings should relocation be determined as the appropriate action;~~
  - Publicise and promote any future changes to the provision widely;
  - ***Continue to improve the digital offer, including an ongoing end-to-end review of council web pages, to make it easier for customers to access all services online, in order to free resources to provide more face-to-face or telephone contact for those who genuinely need it***
  - ***Continue to encourage residents and members to use the online Councillor Enquiry Case Management System which enables residents to contact members 24/7 and streamlines members' contact with relevant officers***
  - ***Request officers to review the operation of these arrangements in 6 months and bring a report outlining the outcome of the review to a future S,F&CR Committee meeting***
  - ~~Return to previous levels of face-to-face service in recognition of the challenges many residents face in accessing email and telephones;~~
  - ~~Increase weekday telephone operating hours until 5.30pm;~~
  - ~~Open face-to-face customer service points at weekends;~~
  - ~~Reach a satisfaction rate of 70% by July 2024.~~

Proposed by: Cllr Stevens Seconded by: Cllr Robinson

### **Recommendations to read if carried:**

This Council:

- 1) Notes the public dissatisfaction and high volume of complaints Councillors receive from residents about basic council services from missed refuse and recycling to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to the general maintenance, upkeep and cleanliness of our city;
- 2) Notes that in the 2022-23 Annual Customer Insights Report, the overall customer service satisfaction rate was 59%, compared to a national benchmark of 60%; that only 51% of customers found the service easy to access; that stage 1 complaints increased by 25% since 2021/22; that face-to-face service accounted for less than 5% of all contact; that contact with customers is was down 22% overall since 2018;
- 3) Notes that a 28% increase in the Brighton & Hove 65+ population is expected in 2030 – from 38,300 to 50,100
- 4) Notes that a new Customer Experience Strategy, which outlines the continuing work to improve customer service, including improving accessibility by establishing new access points in libraries and family hubs, will be presented to the Strategy, Finance & City Regeneration Committee in December;

- 5) Notes that a new mystery shopping exercise reveals current overall satisfaction with council services at 85%.

This council therefore resolves to:

- Continue to progress its ongoing radical modernisation and renewal programme of Customer Service & Housing Support provided to Brighton and Hove residents from Hove Town Hall and Brighton Town Hall and other access points across the wider city
- Publicise and promote any future changes to the provision widely;
- Continue to improve the digital offer, including an ongoing end-to-end review of council web pages, to make it easier for customers to access all services online, in order to free resources to provide more face-to-face or telephone contact for those who genuinely need it
- Continue to encourage residents and members to use the online Councillor Enquiry Case Management System which enables residents to contact members 24/7 and streamlines members' contact with relevant officers
- Request officers to review the operation of these arrangements in 6 months and bring a report outlining the outcome of the review to a future S,F&CR Committee meeting



# Brighton & Hove City Council

**Council**

**Agenda Item 50**

**Subject:** Women's Football in the City

**Date of meeting:** 19 October 2023

**Proposer:** Councillor Hill

**Seconder:** Councillor Pickett

**Ward(s) affected:** All

## **Notice of Motion**

### **Green Group amendment**

That deletions are made as shown with ~~striketrough~~ below and additional recommendations are added as shown in ***bold italics*** below:

This council notes:

1. That the City's top-flight women's football team- Brighton & Hove Albion- currently play their home matches in Crawley, some 22 miles from the City.
2. That this has a detrimental impact on attendances and hinders development and participation.
3. That the team having a purpose-built stadium in Brighton & Hove will benefit both the club and the City.

Therefore, resolves to:

4. To support in principle the return of the Brighton & Hove Albion women's team to the City.
5. Request a report to Culture, Heritage, Sport, Tourism and Economic Development Committee on how the Council can support the club in establishing a women's stadium in the city, including through identification of possible sites, ***and for such a report to include recommendations on how the council can continue to promote and encourage participation in women's sport in the city, following the success of the campaign over the Women's Euros in 2022.***

Proposed by: Cllr Hill

Seconded by: Cllr Pickett

## **Recommendations to read if carried:**

This council notes:

1. That the City's top-flight women's football team- Brighton & Hove Albion- currently play their home matches in Crawley, some 22 miles from the City.
2. That this has a detrimental impact on attendances and hinders development and participation.
3. That the team having a purpose-built stadium in Brighton & Hove will benefit both the club and the City.

Therefore, resolves to:

4. To support in principle the return of the Brighton & Hove Albion women's team to the City.
5. Request a report to Culture, Heritage, Sport, Tourism and Economic Development Committee on how the Council can support the club in establishing a women's stadium in the city, including through identification of possible sites, and for such a report to include recommendations on how the council can continue to promote and encourage participation in women's sport in the city, following the success of the campaign over the Women's Euros in 2022.



# Brighton & Hove City Council

**Council**

**Agenda Item 50**

**Subject:** Women's Football in the city

**Date of meeting:** 19 October 2023

**Proposer:** Councillor Bagaeen

**Seconder:** Councillor McNair

**Ward(s) affected:** All

## Notice of Motion

### Conservative Group Amendment

That deletions are made as shown with ~~striketrough~~ below and additional recommendations are added as shown in ***bold italics*** below:

This Council notes:

1. That the City's top-flight women's football team- Brighton & Hove Albion- currently play their home matches in Crawley, some 22 miles from the City.
2. That this has a detrimental impact on attendances and hinders development and participation.
3. That the team ~~having a purpose-built~~ ***playing at the Amex*** stadium in Brighton & Hove will benefit both the club and the City.

Therefore, resolves to:

4. To support ~~in principle~~ the return of the Brighton & Hove Albion women's team to the City ***at the Amex Stadium***.
5. Request a report to Culture, Heritage, Sport, Tourism and Economic Development Committee on how the Council can support the club ~~in establishing a women's stadium in the city, including through identification of possible sites.~~

Proposed by: Cllr Bagaeen

Seconded by: Cllr McNair

### Recommendations to read if carried:

This Council notes:

1. That the City's top-flight women's football team- Brighton & Hove Albion- currently play their home matches in Crawley, some 22 miles from the City.
2. That this has a detrimental impact on attendances and hinders development and participation.

3. That the team playing at the Amex stadium in Brighton & Hove will benefit both the club and the City.

Therefore, resolves to:

4. To support the return of the Brighton & Hove Albion women's team to the City at the Amex Stadium.
5. Request a report to Culture, Heritage, Sport, Tourism and Economic Development Committee on how the Council can support the club.

# Brighton & Hove City Council

**Council**

**Agenda Item 51**

**Subject: Opposing academisation of Benfield and Hangleton schools**

**Date of meeting: 19 October 2023**

**Proposer: Councillor Shanks**  
**Seconder: Councillor Goldsmith**

**Ward(s) affected: All**

## **Notice of Motion**

### **Green Group Amendment**

That deletions are made as shown with ~~striketrough~~ below and additional recommendations are added as shown in ***bold italics*** below:

This council notes:

- 1) We oppose the academisation of Benfield and Hangleton schools
- 2) That the proposal for Benfield and Hangleton schools to join the Eko Academy Trust is not in the best interests of staff, parents or children
- 3) That schools leaving the Local Authority system to become Academies will not solve the issues of falling pupil numbers or budgetary pressures

Therefore, resolves to:

- 4) Request officers to ask the Governing Body for Benfield and Hangleton schools to pause the academisation proposal to enable more time to engage with the local authority and the community, including parents and carers
- 5) Request officers to work with the Hangleton and Benfield school communities and Governing Board to encourage them to remain in the Local Authority school's family
- 6) Request a report to a future Children, Families and Schools Committee addressing SEND and SEMH provision in the city
- 7) Request a report to a future Children, Families and Schools Committee which considers options for strengthening the partnerships that make up our family of schools, and boosts the support given to local authority school leadership.
- 8) *Request the Chair of the Children's committee, following a pause to the consultation, to ask the school to conduct an urgent ballot of their parents, carers and staff in order to determine the levels of local public support or opposition to the schools' academisation, in order that governors can act on this information***

Proposed by: Cllr Shanks

Seconded by: Cllr Goldsmith

## **Recommendations to read if carried:**

This council notes:

- 1) We oppose the academisation of Benfield and Hangleton schools
- 2) That the proposal for Benfield and Hangleton schools to join the Eko Academy Trust is not in the best interests of staff, parents or children
- 3) That schools leaving the Local Authority system to become Academies will not solve the issues of falling pupil numbers or budgetary pressures

Therefore, resolves to:

- 4) Request officers to ask the Governing Body for Benfield and Hangleton schools to pause the academisation proposal to enable more time to engage with the local authority and the community, including parents and carers
- 5) Request officers to work with the Hangleton and Benfield school communities and Governing Board to encourage them to remain in the Local Authority school's family
- 6) Request a report to a future Children, Families and Schools Committee addressing SEND and SEMH provision in the city
- 7) Request a report to a future Children, Families and Schools Committee which considers options for strengthening the partnerships that make up our family of schools, and boosts the support given to local authority school leadership.
- 8) Request the Chair of the Children's committee, following a pause to the consultation, to ask the school to conduct an urgent ballot of their parents, carers and staff in order to determine the levels of local public support or opposition to the schools' academisation, in order that governors can act on this information

# Brighton & Hove City Council

Council

Agenda Item 52

Subject: Solidarity with UCU strikers

Date of meeting: 19 October 2023

Proposer: Councillor Grimshaw

Seconder: Councillor Sheard

Ward(s) affected: All

## Notice of Motion

### Labour Group Amendment

That deletions are made as shown with ~~strike through~~ below and additional recommendations are added as shown in ***bold italics*** below:

#### This council notes:

- 1) The ~~indefinite strike~~ ***industrial action taken*** by the University and College Union ***members*** against ~~22 compulsory~~ redundancies being made at the University of Brighton, ~~that began on the 4<sup>th</sup> of July, following redundancies announced in May;~~
- 2) Concerns that ***there will be a significant impact on the university's offer in certain subjects as a result of the planned*** ~~plans to sack staff risk a~~ reduction in lecturers teaching students in education, engineering, humanities, art, media and sports science; ~~threatening the quality of education at the university, and that 82 staff have already been made redundant to date~~
- 3) ***Recognises the significant impact on staff and students in our city of the decision to make 82 staff redundant***
- 4) ***Concerns for staff who have already had their pay deducted as a result of taking industrial action***
- 5) ***Recognises the challenges that universities are facing as a result of funding pressures, the impact of the hard-Brexit, and of the Covid-19 pandemic***

#### Therefore, resolves to:

- 6) ~~Express its support and solidarity with the strike action, demonstrating this council's concern with the plans and urging the university to maintain a quality education offer in our city through any means possible prior to considering cutting lecturer jobs~~ ***Express our support for all workers and unions who strive for fairness and better conditions including the workers who are***

***involved in the current industrial action***

- ~~7) Request the Chief Executive to make representations to Universities UK [3] and Government, urging improved funding for local universities, particularly post-Brexit, given the Higher education sector contributes £95 billion to the economy and supports 815,000 jobs.~~
- 8) *Encourage and urge a satisfactory outcome to save as many jobs as possible***
- 9) *Request that officers work in partnership with the city's universities, staff and students to understand the challenges faced by the sector and explore opportunities for further lobbying of government on Higher education funding and support***

**Recommendations to read if carried:**

**This council notes:**

- 1) The industrial action taken by the University and College Union members against redundancies being made at the University of Brighton
- 2) Concerns that there will be a significant impact on the university's offer in certain subjects as a result of the planned reduction in lecturers teaching students in education, engineering, humanities, art, media and sports science
- 3) Recognises the significant impact on staff and students in our city of the decision to make 82 staff redundant
- 4) Concerns for staff who have already had their pay deducted as a result of taking industrial action
- 5) Recognises the challenges that universities are facing as a result of funding pressures, the impact of the hard-Brexit, and of the Covid-19 pandemic

**Therefore, resolves to:**

- 6) Express our support for all workers and unions who strive for fairness and better conditions including the workers who are involved in the current industrial action
- 7) Encourage and urge a satisfactory outcome to save as many jobs as possible
- 8) Request that officers work in partnership with the city's universities, staff and students to understand the challenges faced by the sector and explore opportunities for further lobbying of government on Higher education funding and support

Proposed by: Cllr Grimshaw

Seconded by: Cllr Sheard