




Brighton & Hove
City Council

Neighbourhoods, Inclusion, Communities & Equalities Committee

Title:	Neighbourhoods, Inclusion, Communities & Equalities Committee
Date:	3 December 2018
Time:	4.00pm
Venue	Council Chamber, Hove Town Hall
Members:	Councillors: Daniel (Chair), Marsh (Deputy Chair), Nemeth (Opposition Spokesperson), West (Group Spokesperson), Cattell, Morgan, A Norman, K Norman, Peltzer Dunn and Phillips Invitees: Representative, Clinical Commissioning Group; Representative, Sussex Police; Joanna Martindale, Hangleton & Knoll Project; Anusree Biswas Sasidharan, BME Police Engagement Group
Invitees:	
Contact:	Penny Jennings Democratic Services Officer 01273 291065 penny.jennings@brighton-hove.gov.uk
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AGENDA

PART ONE

Page

27 PROCEDURAL BUSINESS

- (a) **Declarations of Substitutes:** Where councillors are unable to attend a meeting, a substitute Member from the same political group may attend, speak and vote in their place for that meeting.
- (b) **Declarations of Interest:**
 - (a) Disclosable pecuniary interests;
 - (b) Any other interests required to be registered under the local code;
 - (c) Any other general interest as a result of which a decision on the matter might reasonably be regarded as affecting you or a partner more than a majority of other people or businesses in the ward/s affected by the decision.

In each case, you need to declare

- (i) the item on the agenda the interest relates to;
- (ii) the nature of the interest; and
- (iii) whether it is a disclosable pecuniary interest or some other interest.

If unsure, Members should seek advice from the committee lawyer or administrator preferably before the meeting.

- (c) **Exclusion of Press and Public:** To consider whether, in view of the nature of the business to be transacted or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

Note: Any item appearing in Part Two of the agenda states in its heading the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the press and public.

A list and description of the exempt categories is available for public inspection at Brighton and Hove Town Halls and on-line in the Constitution at part 7.1.

28 MINUTES

7 - 20

To consider the minutes of the meeting held on 8 October 2018 (copy attached).

Contact Officer: Penny Jennings

Tel: 01273 291065

29 PRESENTATIONS

There will be a brief presentation from representative(s) from Red Box in relation to countering period poverty following which there will be the opportunity for Members to ask questions.

30 CHAIRS COMMUNICATIONS

31 CALL OVER

- (a) Items (32 – 38) will be read out at the meeting and Members invited to reserve the items for consideration.
- (b) Those items not reserved will be taken as having been received and the reports' recommendations agreed.

32 PUBLIC INVOLVEMENT

21 - 36

To consider the following matters raised by members of the public:

- (a) **Petitions:** To receive any petitions presented by members of the public to the full Council or at the meeting itself

To consider the following petition referred from Full Council on 18 October 2018 in relation to Hove, Carnegie Library (extract from Council attached)

- (b) **Written Questions:** To receive any questions submitted by the due date of 12 noon on the 26 November 2018.
- (c) **Deputations:** To receive any deputations submitted by the due date of 12 noon on the 26 November 2018. The following referred from the meeting of Full Council held on 18 October have been received to date : (copy attached)

Child Refugees – Spokesperson Ms Ortiz;

IHRA Definition of Anti-Semitism – Spokesperson Ms Edmond;

IHRA Definition – Spokesperson Ms Sharpe

33 MEMBER INVOLVEMENT

37 - 38

To consider the following matters raised by Members:

- (a) **Petitions:** To receive any petitions referred from Full Council or submitted directly to the Committee;
- (b) **Written Questions:** To consider any written questions;
- (c) **Letters:** To consider any letters;

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE

- (d) **Notices Motion:** to consider any Notices of Motion referred from Full Council or submitted directly to the Committee. (Notice of Motion submitted by Councillor Nemeth copy attached)

34 COUNTERING PERIOD POVERTY 39 - 46

Report of Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: Sam Beal Tel: 01273 293533
Ward Affected: All Wards

35 FOOD POVERTY ACTION PLAN 47 - 94

Report of the Brighton Food Partnership (copy attached)

36 FUNDRAISING - GEORGE STREET, HOVE 95 - 106

Report of the Executive Lead, Strategy, Governance and Law (summary report attached)

Contact Officer: sara mercer Tel: 01273 293020
Ward Affected: All Wards

37 COMMUNITIES AND NEIGHBOURHOODS PORTFOLIO 107 - 124

Report of the Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: Emma McDermott Tel: 01273 296805
Ward Affected: All Wards

38 FIELD OFFICERS : IMPLEMENTATION PROGRESS REPORT 125 - 166

Report of Executive Director, Neighbourhoods, Communities and Housing (copy attached)

Contact Officer: Annie Sparks Tel: 01273 292436
Ward Affected: All Wards

39 ITEMS REFERRED FOR FULL COUNCIL

To consider items to be submitted to Council for information.

In accordance with Procedure Rule 24.3a, the Committee may determine that any item is to be included in its report to Council. In addition, any Group may specify one further item to be included by notifying the Chief Executive no later than 10am on the eighth working day before the Council meeting at which the report is to be made, or if the Committee meeting take place after this deadline, immediately at the conclusion of the Committee meeting.

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE

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For further details and general enquiries about this meeting contact Penny Jennings, (01273 291065, email penny.jennings@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Friday, 23 November 2018

BRIGHTON & HOVE CITY COUNCIL

NEIGHBOURHOODS, INCLUSION, COMMUNITIES & EQUALITIES COMMITTEE

4.00pm 8 OCTOBER 2018

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillors Daniel (Chair), Marsh (Deputy Chair), Nemeth (Opposition Spokesperson), West (Group Spokesperson), Cattell, Moonan, A Norman, K Norman, Peltzer Dunn and Phillips

Also in Attendance : Superintendent Geoff Riley, Sussex Police, Joanna Martindale, Hangleton and Knoll Project, Anusree Biswas Sasidharan, Community Works, Ethnic and Cultural Minorities Representative

PART ONE

13 PROCEDURAL BUSINESS

13a Declaration of Substitutes

13.1 There were none.

13b Declarations of Interest

13.2 Councillors Cattell and A Norman declared an in interest in, Item 21 on the agenda, "Domestic and Sexual Abuse: Future Commissioning Options" by virtue of their work as volunteer caseworkers with RISE. Neither had any involvement with the management of that organisation and both confirmed that they were of a neutral mind in considering the report, did not therefore have a prejudicial interest and would remain present at the meeting during the discussion and decision making process

13c Exclusion of Press and Public

13.3 In accordance with Section 100A of the Local Government Act 1972 ("The Act"), the Committee considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the

business to be transacted or the nature of the proceedings, that if members of the press and public were present during that item, that there would be disclosure to them of confidential information, (as defined in section 100A(3) of the Act) or exempt information as defined in section 100(1) of the Act).

- 1.4 **RESOLVED** – That the press and public be excluded during consideration of and discussion of the contents of Appendix 4 of Item 21/26 – “Options for Commission of Domestic Violence and Abuse and Sexual Violence Services” – Exempt Category 3.

14 MINUTES

- 14.1 **RESOLVED** – That the minutes of the meeting held on 2 July 2018 be approved and signed as a correct record.

15 CHAIRS COMMUNICATIONS

- 15.1 The Chair welcomed all to the meeting.

Recent Appointments

- 15.2 The new VVE co-ordinator Tim Read had started in post and the new joint strategic commissioner for DVA and SV services Lindsay Adams has also started and was in attendance at the meeting .The first tranche of the new field officers had started to operate in the city. Recruitment had taken longer than expected, which meant that the team would start with four officers operating a service from 12 noon to 8pm, seven days a week. The Team Manager and remaining Field Officers had been interviewed and their start dates will be confirmed soon. The new team members would spend their first months working alongside the Field Officers already in post, training, shadowing and meeting council teams, residents, community groups and partners. The aim was to have the service running at full capacity and launched to the public from the beginning of December. For the first few months, the team would focus on enforcement functions and making referrals across the service areas.

Rainbow Hub

- 15.3 The Rainbow Hub had opened on St James St, and whilst fully funded by the Rainbow Fund for the next three years, it is a discreet and separate organisation, it was a fully accessible community space in the heart of the Gay Village with information on where to access LGBT+ specific services in the city, a home for The LGBT Community Safety Forum’s outreach service, and a resource for service providers and organisations to hold drop in sessions. It was also open to any of the cities communities who might care to use the space.
- 15.4 The city’s hate crime vigil is being held in St James St at 7pm on October 17th as part of Hate Crime Awareness Week, with a candle lit reception in the Rainbow Hub beforehand hosted by BHCC & the LGBT C Safety Forum for community, third sector and public bodies to meet & share the various campaigns and projects happening in and around hate crime awareness week.

- 15.5 The Mayor of Brighton & Hove would be holding a reception to celebrate all the good work done this year in Brighton & Hove to further inclusion, promote positive narratives and understand for Trans and Non-Binary communities in the city, honouring the work done by many of the cities prominent activists and organisations.
- 15.6 During hate crime awareness week (week commencing 15th October) the council would be launching a hate crime campaign to raise awareness and encourage reporting, with the key message that all hate incidents were serious enough to report. The campaign was being led by Brighton and Hove Buses in partnership with the Council and Sussex Police and would include having posters on buses on an ongoing basis. Positive messaging would also be posted on social media throughout hate crime awareness week.
- 15.7 The city was taking at least three more Syrian families on the government's refugee resettlement programme this autumn. One of these families arrived last week. Many thanks to the landlords who are offering their private rented properties at an affordable rent so that the local authority can continue to offer sanctuary to these vulnerable families. We continue to look for properties for the scheme (particularly two bed properties at the moment). The contact details for the scheme are refugeehelp@brighton-hove.gov.uk or 01273 291248.
- 15.8 **RESOLVED** – That the content of the Chair's Communications be received and noted.

16 CALL OVER

- 16.1 All items appearing on the agenda were called for discussion with the exception of the following item which was agreed without discussion:

Item 23 – “St. James Court Public Space Protection Order – Consultation Summary.”

17 PUBLIC INVOLVEMENT

17a Petitions

- 17.1 The Committee were asked to consider a petition which had been referred from Full Council requesting implementation of a policy for the distribution of free sanitary products to schools to counter period poverty.
- 17.2 The full wording of the petition and an extract of the minutes from the meeting of Council held on 19 July 2018 had been circulated with the agenda and are also set out below. Ms Whittaker the lead petitioner was invited forward by the Chair to speak in support of her petition:
- “We the undersigned petition Brighton & Hove Council to implement a policy for the distribution of free sanitary products to schools to counter period poverty. We see this as an integral part of the Council's Health and Wellbeing Strategy.”
- 17.3 The Chair, Councillor Daniel, responded in the following terms:

“I would like to thank Ms Whittaker for attending this building a second time to present a petition on an issue which affects a significant number of children in the city’s schools. The information provided in the petition has been noted, as has the request that the Council lead on ensuring the free distribution of sanitary products at schools do as to counteract period poverty. Steps are already being taken to mitigate the problem and its impact on girls and young women in the city in concert with the Red Box Project, implemented in a number of local authority areas whereby arrangements are in place whereby free tampons and pads are left in local schools.

Although this is already underway I propose that we seek a written report to consider ways in which the Council might additionally support work in this area. This will include any practical steps which might be taken as well as any funding implications which arise as a result.”

- 17.4 **RESOLVED** – That a report be brought forward to the next scheduled meeting of the Committee setting out ways in which the Council might additionally support work to seek to address period poverty.

17b Written Questions

- 17.5 There were none.

17c Deputations

- 17.6 There were none.

18 MEMBER INVOLVEMENT

18a Petitions

- 18.1 There were none.

18b Written Questions

- 18.2 There were none.

18c Letters

Enforcement in George Street, Hove, of Byelaw Banning “Touting”

- 18.3 The Committee considered a letter submitted by Councillor Wealls requesting enforcement in George Street of a Byelaw banning “touting”. A copy of the letter had been circulated with the agenda papers. Councillor Nemeth spoke in his capacity as Opposition Spokesperson on the Committee in Councillor Wealls absence.
- 18.4 The Chair, Councillor Daniel, stated that she was grateful that the issue had been raised and was of the view that it would be appropriate for a report detailing the powers available under existing Bye-Laws and setting out other options including their respective financial implications any to be brought forward to the next scheduled meeting of the Committee.

- 18.5 Councillor Nemeth stated that George Street was a busy shopping area and that the persistent behaviour of some of those collecting for charity was a nuisance and that some, such as elderly shoppers and residents found it intimidating. A number of complaints had been received by Local Ward Councillors.
- 18.6 Councillor West considered it was important to seek clarification of the different types of activity and at the implications arising from enforcement. Councillor Peltzer Dunn concurred. The Executive Director, Neighbourhoods, Communities and Housing stated that a Bye-Law already existed in relation to activities taking place in George Street and as part of any assessment of future options it was important to look at how that had been drafted and how it could be reworded/better enforced. It was important to revisit that as a blanket ban on use of George Street would also preclude those selling poppies for example. Councillor Peltzer Dunn stated that he was grateful for the clarification which had been given and would welcome a report on this issue.
- 18.7 **RESOLVED** – That a further report be brought forward for consideration at the next scheduled meeting of the Committee detailing possible options to counter nuisance caused by charity chuggers in George Street, Hove.

18d Notices of Motion

- 18.8 There were none.

19 PRESENTATION - WORK OF THE RACIAL HARASSMENT FORUM

- 19.1 A presentation was given by Monika Richards and Mahir Chowdhury of the Racial Harassment Forum outlining their work and detailing the content of the Racial Harassment Forum Consultation report which had been circulated recently.
- 19.2 It was explained that in June 2016 the RHF had been formally constituted. Although the Council retained support for the RHF, the organisation was fully independent. The RHF was a community led membership organisation to support victims of hate crimes and incidents and representatives from Brighton and Hove's culturally and ethnically diverse communities were directors and formed its Executive Committee. The consultation process which had been carried out had been seen as a crucial step for RHF in its commitment to ensuring that it had the support and foundations for operating amongst the consensus of its membership and wider communities and that the consultation findings would provide the RHF with a mandate for work it should focus on in the short-mid and long term to create sustainability.
- 19.3 The aims and objectives of the RHF were outlined and it was stressed that at its core its aims were to ensure that those who believed they were victims of a hate crime or incident had an accessible, recognised and culturally sensitive organisation they could approach in order to seek support and address incident(s) in order to support their policies in ensuring there was zero tolerance of hate crimes or incidents across the city. Details of the methodology used and results received were also outlined as were the differences between on-line and hard copy questionnaire results which highlighted that varied approaches to engagement were required. Examples of individual comments/feedback received were given.

19.4 following the presentation members had the opportunity to ask questions. The Chair, Councillor Daniel commended the report, stating that the feedback received gave cause for concern and clearly illustrated that issues remained to be addressed, in the expectation that nothing would happen and that a number of young people did not report incidents in schools and colleges as they considered that nothing would happen to the perpetrators and that their situation could become less safe if they reported peers. Those concerns were echoed by Members of the Committee who also commended the report which they considered timely and which highlighted the importance of individuals feeling confident in reporting incidents and in knowing where to go.

19.5 **RESOLVED** – That the contents of the presentation be noted and received.

20 COUNTER-EXTREMISM

20.1 The Committee considered a report of the Executive Director of Neighbourhoods, Communities and Housing the purpose of which was to brief members on the work being undertaken under the local Counter Extremism (CE) strategy to challenge extremism in all its forms.

20.2 It was noted that the National Counter Extremism (CE) Strategy had been published in October 2016, and had set out the Government’s overarching approach to tackling extremism in all its forms. The strategy had defined extremism as “vocal or active opposition to our fundamental values including democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.” The CE Strategy recognised the wider harms of extremism, outside of terrorism and radicalisation which came under “Prevent.” These wider harms had been identified as hate incidents and hate crimes, less cohesive society, harmful practices (e.g., forced marriage) and rejection of democracy and the rule of law. The CE Strategy was therefore distinct and complimentary to the Prevent Strategy.

20.3 On 24 January 2018, the Home Office had announced the appointment of a new lead Commissioner for countering Extremism. The Commission had been engaging widely since that time in order to support communities and the public sector in confronting extremism where it existed. Nationally, the most significant risks in relating groups to extreme right-wing groups and Al-Qaida or Daesh inspired or affiliated extremism.

20.4 The Council’s Communities Coordinator had come into post with the council in July 2017, as a dedicated resource to embed the national CE strategy and to build capacity in countering extremism at a local level. This was a Home Office funded post in the Communities Equality and Third Sector Team and was funded until the end of March 2019. The local CE Strategy sat within the Community Safety and Crime reduction Strategy 2017-20 and an action plan had been developed in order to support the strategy.

20.5 Anusree Biswas Sasidharan, Community Works, Ethnic and Cultural Minorities representative referred to the need for on-going collaboration.

20.6 Councillor Marsh referred to the planned training day for Committee Members enquiring whether invitations to attend the event could be extended to other Councillors. It was

explained that the date and content of this event were yet to be finalised and details would be circulated to all Councillors at that time.

20.7 Councillor Nemeth stated whilst willing to support the report recommendations he proposed that the wording of recommendation 3 be amended (as set out in bold below) to take on board the broader remit of the training and feedback. The Committee concurred and the recommendations (as amended) were agreed unanimously and are set out below.

20.8 **RESOLVED** – (1) That the Committee notes the contents of the report;

(2) Notes that the Committee has access to the national Special Interest Group on Countering Extremism (SIGCE), and is invited to nominate a lead from each political group on the committee to join SIGCE; and

(3) Notes that Committee Members are invited to attend the half day “Workshop on Countering Extremism” facilitated by the Communities Coordinator and **note that it is possible for Councillors** to feedback relevant concerns from constituents to the Communities Coordinator.

21 **OPTIONS FOR COMMISSION OF DOMESTIC VIOLENCE AND ABUSE AND SEXUAL VIOLENCE SERVICES**

21.1 The Committee considered a report of the Executive Director, Neighbourhoods, Communities and Housing examining the options for the commission of domestic violence and abuse and sexual violence services and seeking Committee approval to the joint commission of specialist and community based services for victims/survivors of Domestic Violence and Abuse (DVA) and Sexual Violence (SV) for Brighton and Hove and East Sussex by Brighton & Hove City Council (BHCC) and East Sussex County Council (ESCC) which services are to commence on expiry of the current contract arrangements.

21.2 The report was presented by The Head of Safer Communities, Jo Player and the newly appointed Joint Commissioner for DVA and SV, Lindsay Adams. It was noted that in July 2018, the NICE Committee had requested that officers provide options for the effective development of commissioned services for Domestic Violence and Abuse (DVA) and sexual Violence (SV) provision in the City. This paper reported on aspects of the current service known as “The Portal” and the proposal to involve service users and providers from all sectors in the co-production of a strategy to address the needs of those requiring support as a result of the DVA and SV which would inform the re-commissioning of services.

21.3 It was noted that SV and DV reporting had increased substantially. Using reporting to the Police as an example, between 2013/14 and 2016/17 there had been an increase of 28% in reporting of domestic violence incidents and crimes and an increase of 115% in sexual offences in Brighton and Hove. In 2016/17, 4,703 domestic violence incidents and crimes had been reported to the police and there had been 821 police recorded sexual offences in the city. Although this increase was substantial it was accepted that police recorded data was likely to under represent the scale of violence and abuse as it was considered that a numbers of instances of such crime went unreported. These

crime types had a significant impact on victims/survivors, their children and the wider community and also carried a significant financial cost.

- 21.3 The initial contract period for “The Portal” had been 1 October 2015 to 30 September 2018. The contract period had been extended in conformity with the contract for six months to 31 March 2019, to allow sufficient time for learning from the triage pilot funded by the OSPCC and other new initiatives to come forward in order to inform the redevelopment of the strategy and the design of a needs-led new commission. Within “The Portal” contract BHCC also contracted for refuge provision in Brighton and Hove. Therefore this was also currently due to end on 31 March 2019. The current contracts and provision and potential options going forward were set out in the report.
- 21.4 In conclusion it was considered that the council currently had one viable option (Option 1) which would provide additional security to contracted specialist service users during a period of review and service commissioning. Whilst this might not be an ideal scenario for commissioned services who wished to continue delivering the existing contract until September 2020, it offered the best outcome possible in an environment of necessary service and budget review. The officer view was that a joint commissioning process provided the council with a strong opportunity to maximise the benefit of its investment in the service so as to ensure high quality services were available for residents.
- 21.5 Councillor Marsh sought clarification of the options being placed before Committee and it was confirmed that of the two options which were being put forward, Option 1 was considered to represent the “best fit” within the timetable put forward for all parties. It was also confirmed that all funding had now been confirmed by partners in order to cover an extension until November 2019. That additional period would enable purchasing different elements on a bespoke basis to be explored. Councillor Marsh confirmed that she was happy to support the report recommendations.
- 21.6 Councillor Nemeth stated that following lengthy discussions of the issues to be explored at the previous meeting of the Committee he considered that the report now before Members had addressed his concerns and he would therefore support the report recommendations.
- 21.7 Councillor Peltzer Dunn concurred in that view stating that the additional information provided as helpful and that he did not feel the need to discuss any of the background information provided to members which fell within exempt category 3.
- 21.8 Councillor West stated that following deferral of consideration at the previous meeting of the Committee, the additional information he had requested had now been provided, he noted that other partners had agreed to the proposed extension and he was therefore happy to support the report recommendations.
- 21.9 A vote was taken and members voted unanimously to support the report recommendations.
- 21.10 **RESOLVED** – (1) That the Committee notes the intended timescales and development plan as set out in Appendix 3 of the report for the redevelopment of the DVA and SV Strategy which will inform the recommission of DVA and SV services;

(2) That the Committee approves the extension of the current Portal until 30 November 2019;

(3) Grants delegated authority to the Executive Director, Neighbourhoods, Communities and Housing to participate in the joint commission of DVA and SV services in Brighton and Hove only, and including the procurement process and contract award with services to commence in December 2019;

(4) Agrees to establish a cross party member working group to provide oversight on the commission and request that the officers report to the working group at key stages throughout the procurement process.

Note: Having considered the report and its supporting appendices Members of the Committee did not feel the need to discuss any of the material contained in the appendix which was exempt under Category 3 of Part 1 of Scheduled 12A of the Local Government Act 1972. The report was therefore considered and determined whilst the Public were present.

22 ROUGH SLEEPING STRATEGY UPDATE

22.1 The Committee considered a report of the Executive Director for Health and Adult Social Care which provided a progress update on implementation of the Rough Sleeping Strategy.

22.2 It was explained that the “Rough Sleeping Strategy (2016-2020)” had been approved by the Local Authority and its partners and had been signed up to by Brighton and Hove Connected in June 2016. The issue of rough sleeping remained acute with a visible presence on the streets and with an impact not only on the life chances and well-being of an individual but also the city’s reputation with costs incurred to public services and businesses. It was estimated that there were currently around 10 new arrivals to the city each week who were either already rough sleeping or at risk of rough sleeping. In consequence local agencies had to work effectively together with over 1000 individuals per year; of those there was a 50-50 split between those who came from outside the city and those who had a local connection. The vast majority of individuals had complex needs, often relating to substance misuse and mental health issues connected with their vulnerability. The strategy which had been approved unanimously by all agencies was now in the process of being closely monitored and actively reviewed to seek to ensure that the most effective outcomes were achieved for rough sleepers and for the city as a whole with the strategy having been broken down into 5 priorities and 12 goals.

22.3 Councillor Phillips stated that this was a big issue for residents in her ward and was often mentioned when she spoke to them, whilst the strategies referred to were laudable, in practical terms this problems was becoming worse year on year. This was a horrific situation and was getting worse.

22.4 Councillor Peltzer Dunn stated that reference made to updates which had been made to the document, it was unclear however when the document had been updated and what amendments had been made. It was difficult in his view to extrapolate the information provided in a meaningful way as presented. The Executive Director, Neighbourhoods, Communities and Housing explained that the figures were updated on a quarterly on the

basis of information provided by all partners. The points raised were noted and would be incorporated into future update reports.

- 22.5 Councillor A Norman referred to ex-military personnel some of whom were vulnerable in consequence of trauma due to their work and asked regarding any measures in place to identify and assist this group. It was explained that liaison with SAFFA took place on a regular basis and individuals were directed towards appropriate pathways.
- 22.6 Councillor Moonan stated that the report provided a picture of the cross-cutting work which had been undertaken and was continuing to be undertaken with partners. In reality the problem had worsened due exacerbated by the on-going housing crisis and shrinking resources.
- 22.7 Councillor Nemeth stated that in his view a more robust approach was required to provide assistance into employment and to assess the manner in which the current night shelter arrangements were provided. The current strategy in his view was not working at all and would not work, it was in shreds and needed to be looked at anew with a different approach adopted. In some instances “tough love rather than “warm words was required. He did not support the existing strategy.
- 22.8 The Chair, Councillor Daniel, stated that her group certainly would not support an approach which could result in the vulnerable being vilified. Government policy at national level made a huge impact locally and the strategies in place sought to address the problem against a backdrop of diminishing resources. It should be noted that this strategy had been signed up to by the Council at Cross-Party level and that the report before the Committee that day was an update report for noting.
- 22.9 Councillor West stated that whilst he had no wish to victimise the victims he was agreement that the current processes/strategies in place were not working. In his view an entirely new approach was needed and as he could not support the existing strategy he was unable to support the report recommendation, albeit that it was to note. Councillor Phillips concurred with that view.
- 22.10 Councillor K Norman stated that he was very disappointed that consideration of the report had descended to a political level as he considered all parties should be working together to seek solutions. Councillor Peltzer Dunn agreed, stating that clearly this was an issue about which Members were passionate.
- 22.11 The Chair noted all that had been said re-iterating that work with partners was on-going, problems were compounded in consequence of national policies and the existing strategy which continued to evolve had been signed up to by the majority of Members Cross-Party. The report before the Committee that day provided a snapshot of the work undertaken to date and current position. Councillor Moonan re-iterated that, that was the case and that she was the Lead Councillor on this issue and that there was a willingness to receive input and enter into dialogue with all Members.
- 22.12 Councillor West noted what had been said but stated that no one had been in possession of a crystal ball when the Strategy had been signed up to originally. In his view current arrangements were not working, a different approach to collaboration was needed and he could not support the existing strategy going forward. Councillor Phillips

agreed stating that the available resources needed to be used to provide housing, the focus needed to be different.

22.13 Councillor A Norman considered that whatever strategies were in place it was important to have awareness that many rough sleepers were on the street through no fault of their own and that there was a need to work together to find long term solutions.

22.14 A vote was taken and 4 Members voted to receive and note the contents of the report, 1 Member abstained from voting and 5 Members voted not to accept the recommendation that the report be received and noted.

22.15- **RESOLVED** – That the contents of the report be received and noted.

23 ST JAMES COURT PUBLIC SPACE PROTECTION ORDER - CONSULTATION SUMMARY

23.1 The Committee considered a report of the Executive Director, Neighbourhoods and Communities and Housing which provided feedback on the statutory consultation which had been carried out regarding the proposed St. James' Court Public Space Protection Order.

23.2 It was noted that using powers under the Anti-Social Behaviour Crime and Policing Act 2014 a local authority could make a Public Spaces Protection Order (PSPO) as a measure to tackle crime and anti-social behaviour. PSPO's required or prohibited certain activities from taking place in certain places in order to prevent or prohibit certain activities from taking place in certain places in order to prevent or reduce the impact of those activities on local people. The following criteria must be met in relation to the behaviour being restricted:

- having a detrimental effect on the quality of life of those in the locality;
- be persistent or continuous;
- be unreasonable; and
- justify the restrictions being imposed

23.3 During the consultation period, no responses had been received from the public because those directly affected (occupants of nearby properties), had already provided supportive testimony as part of the pre-consultation process; no views in opposition to the proposal were received. Alternative interventions – aside from access restriction had been considered, but, because of the nature of the activities taking place, and the role that that alleyway had in that, no other approach had been identified which would resolve matters effectively and it was therefore recommended that a Protection Order be granted.

23.4 **RESOLVED** - That the Committee gives approval to the grant of the proposed St James' Court Public Space Protection Order as set out in Appendix 1 to the report.

24 BRIGHTON AND HOVE FAITH COVENANT

24.1 The Committee considered a report of the Executive Director, Neighbourhoods, Inclusion, Communities and Equalities seeking approval for the council to sign up to a

covenant with the faith communities of Brighton and Hove which committed both the council and the communities to working together in an open, respectful and collaborative manner for the benefit of the city.

- 24.2 The Head of Communities and Equality, Emma Mc Dermott presented the report and was accompanied by Mr Rik Child, Chair of the faith covenant group. It was noted that the covenant set out practical commitments within the partnership with the common goal of helping more people and communities in the city to flourish and meet their full potential. Birmingham City Council had been the first local authority to respond to the call from the All Party Parliamentary Group on Faith and Society for all local authorities across the UK to sign up to the newly developed Faith Covenant, since which time eleven other local authorities had signed up to a faith covenant for their area.
- 24.3 Representatives from the Brighton and Hove Faith Council including its co-ordinator and chair had worked together with officers from the Council's Communities, Equality and Third Sector Team to develop the covenant as set out in appendix 1 to the report. During August and September the co-ordinator had recirculated the covenant to all faith groups in the city asking if any objected to signing off of the final text. Representatives from forty one faith groups, including the Anglican Bishop of Lewes had said that they had no objections and wished to proceed; no faith groups had raised any objection and those who managed the faith council which was made up of Christian, Muslim, Jewish and Buddhist representatives had given the text their unanimous support.
- 24.4 Joanne Martindale, Hangleton & Knoll Project stated that it was encouraging to note the hard work which had taken place in order to build up the network of relations across the various organisations involved. Councillor Cattell concurred stating that the positive approach which had been adopted by all was welcomed.
- 24.5 Councillor West whilst citing the valuable collaborative work which had been undertaken considered that it was also very important that groups also recognised their differences. Mr Child responded stated that recognition and respect for differences was very much the ethos of the covenant which it was hoped would build a positive bridge across diverse communities. Though an umbrella organisation it was diverse in its make-up whilst about 30 % of its representation came from those of the Christian faith many other faith groups were included.
- 24.6 Councillor Nemeth was pleased to note the comprehensive nature of this group and the work which had been undertaken. Councillors Peltzer Dunn and K Norman concurred also noting that there were a number of people who had no faith hoping that their input could also be included.
- 24.7 Councillor Marsh stated that as someone of no faith she had been overwhelmed by the volume of positive work which she become aware of during her recent year in office as Mayor.
- 24.8 Councillor Moonan stated that the work which under pinned the report provided a valuable contribution and the Chair, Councillor Daniel, commended it to Members and sought their approval to the recommendations.

24.9 **RESOLVED** – That on behalf of the council, the Committee approves the Brighton and Hove Faith Covenant as set out in appendix 1 to the report.

25 ITEMS REFERRED FOR FULL COUNCIL

25.1 There were none.

**26 OPTIONS FOR COMMISSION OF DOMESTIC VIOLENCE AND ABUSE AND
SEXUAL VIOLENCE SERVICES - EXEMPT CATEGORY 3**

26.1 This item was discussed and the recommendations contained within it agreed without the necessity to exclude the press and public from the meeting.

The meeting concluded at 7.15pm

Signed

Chair

Dated this

day of

Subject: Petition(s)
Date of Meeting: 3 December 2018
Report of: Executive Lead, Strategy, Governance and Law
Contact Officer: Name: Penny Jennings Tel: 29-1065
E-mail: penny.jennings@brighton-hove.gov.uk
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 To receive any petitions submitted directly to Democratic Services or any e-Petition submitted via the council's website.

2. RECOMMENDATIONS:

- 2.2 That the Committee responds to the petition either by noting it or writing to the petition organiser setting out the Council's views, or where it is considered more appropriate, calls for an officer report on the matter which may give consideration to a range of options, including the following:

- taking the action requested in the petition
- considering the petition at a council meeting
- holding an inquiry into the matter
- undertaking research into the matter
- holding a public meeting
- holding a consultation
- holding a meeting with petitioners
- referring the petition for consideration by the council's Overview and Scrutiny Committee
- calling a referendum
- calling for a report to Committee

3. PETITIONS

3. (i) Hove Carnegie Library

To receive the following petition signed by 202 people, presented by Councillor Wealls and referred by the meeting of Full Council held on 18 October 2018:

"We ask that with next Libraries Plan, due in January in, this Council includes a report to the Committee to explain the situation which has led to a disproportionate reduction in the number of new books being brought for Hove's Carnegie Library. Indeed, it has seen a cut to the

previously ring-fenced Book Fund greatly exceeding the stated overall cut of 25%.

We also ask that there be a reversal of this Administration's reduction in the Carnegie's opening hours.

What's more, with funding and new books steered towards Brighton's Jubilee Library, we ask for a review of the method of overall stock selection (many good books are not being chosen in advance for any library). Our town's central, Carnegie Library now appear to be regarded by the Administration as merely a branch library. Such an oxalic attitude to the Carnegie Library is counter to its stained glass and lift door, which proclaim: "Floreat Hova."

Subject: Items referred from 18 October Full Council meeting
Date: 3 December 2018
Report of: Monitoring Officer
Contact Officer: Name: Mark Wall **Tel:** 01273 291006
E-mail: mark.wall@brighton-hove.gov.uk
Wards Affected: Various

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 To receive any petitions and/or deputations referred from the full Council meeting held on the 18 October 2018.

2. RECOMMENDATIONS:

- 2.1 That the Committee responds to the petition either by noting it or where it is considered appropriate, calls for an officer report on the matter which may give consideration to a range of options shown below and writes to the lead petitioner setting out the committee's decision:
- taking the action requested in the petition
 - holding an inquiry into the matter
 - undertaking research into the matter
 - holding a public meeting
 - holding a consultation
 - holding a meeting with petitioners
 - calling a referendum
- 2.2 That the Committee responds to the deputations either by noting them or where it is considered more appropriate, calls for an officer report on the matter which may give consideration to a range of options and writes to the deputation spokesperson setting out the committee's decision(s).

3. PETITIONS AND DEPUTATIONS

- 3.1 To receive the following petition referred from the meeting of full Council on the 18th October, 2018 and signed by 202 people:

“

Lead petitioner – Christopher Hawtree

- 3.2 To receive the following petition referred from the meeting of full Council on the 18th October:

To consider the following petition referred from Full Council on 18 October 2018:

“We ask that with next Libraries Plan, due in January in, this Council includes a report to the Committee to explain the situation which has led to a disproportionate reduction in the number of new books being brought for Hove’s Carnegie Library. Indeed, it has seen a cut to the previously ring-fenced Book Fund greatly exceeding the stated overall cut of 25%.

We also ask that there be a reversal of this Administration’s reduction in the Carnegie’s opening hours.

What’s more, with funding and new books steered towards Brighton’s Jubilee Library, we ask for a review of the method of overall stock selection (many good books are not being chosen in advance for any library). Our town’s central, Carnegie Library now appear to be regarded by the Administration as merely a branch library. Such an oxalic attitude to the Carnegie Library is counter to its stained glass and lift door, which proclaim: “Floreat Hova.”

(1) Deputation concerning Child Refugees - Spokesperson Elaine Ortiz

Supported by:

Alistair Rooms

Toby Moore

Nick Norton

John Gantley

Mariam O’Gorman

Mick Sutton

Michael Hamilton

Steve Williams

Jo Sweeting

Penelope Steel

Vicki Lesley

Ward affected: All

- 3.3 An extract from the minutes of the full council meeting setting out the deputation and any supporting papers are set out in Item 32 (2)(i).

(2) Deputation concerning The IHRA Definition of Antisemitism - Spokesperson Nadia Edmond

Supported by:

Ms Agnes Baetens

Mr Sabri Benameur

Prof Ben Rogaly

Ms Cath Senger

Ms Dorothy Sheridan MBE

Ward affected: All

- 3.4 An extract from the minutes of the full council meeting setting out the deputation and any supporting papers are set out in Item 32 (2)(ii).

(3) Deputation concerning The IHRA Definition of Antisemitism - Spokesperson Fiona Sharp

Supported by:

Rabbi Andrea Zanardo

Beryl Sharpe

Sarah Wilks

Rabbi Hershel Rader

Debra Goodman

Rabbi Elli Sarah Tikvah

Rabbi de Beck Spitzer

Ward affected: All

- 3.5 An extract from the minutes of the full council meeting setting out the deputation and any supporting papers are set out in Item 32 (2)(iii).

BRIGHTON & HOVE CITY COUNCIL

COUNCIL

4.30pm 19 JULY 2018

COUNCIL CHAMBER - HOVE TOWN HALL

MINUTES

Present: Councillors Simson (Chair), Phillips (Deputy Chair), Atkinson, Barford, Barnett, Bell, Bennett, Brown, Chapman, Cobb, Daniel, Deane, Druitt, Gibson, Gilbey, Greenbaum, Hamilton, Hill, Horan, Hyde, Inkpin-Leissner, Janio, Knight, Lewry, Littman, Mac Cafferty, Marsh, Meadows, Mears, Miller, Mitchell, Moonan, Morgan, Nemeth, A Norman, K Norman, O'Quinn, Page, Peltzer Dunn, Penn, Platts, Robins, Sykes, C Theobald, G Theobald, Wares, Wealls and Yates.

PART ONE

30 DEPUTATIONS FROM MEMBERS OF THE PUBLIC

(1) CHILD REFUGEES

30.1 The Mayor reported that four deputations had been received from members of the public and noted that two had been taken earlier in the meeting as part of the debate on the IHRA definition for Anti-Semitism. She noted that the remaining two deputations would now be considered and invited Ms. Ortiz. as the spokesperson for the first deputation to come forward and address the council.

30.2 Mr. Al Yousef thanked the Mayor and stated that he was attending on behalf of Ms. Ortiz and would like to start by thanking Brighton & Hove council for welcoming him as a refugee and for the brilliant work done already in supporting refugees. Our council have really shown leadership on refugee resettlement by resettling 28 refugees (as far as I know) through the Vulnerable Persons Resettlement Scheme. You have taken on the serious responsibility of working with families and supporting them to create a new life here. Thank you for taking the decision to transform the lives of families. You've also supported young people like me to come and make a new life in Brighton -- I've been able to make a home here -- so thank you for helping to make that happen.

This year is the 80th anniversary of the Kindertransport, the scheme through which Britain welcomed 10,000 child refugees over two years. This anniversary marks the best of what Britain is about: helping those fleeing war and terror make a new life.

As part of this anniversary, we are joining a national campaign led by Lord Alf Dubs, himself a Kindertransport child, to call on central Government to start a fully-funded scheme for 1,000 child refugees to be resettled in the UK every year. If the UK were to

take 1,000 children a year, spread across the UK, each local authority would support just three children.

We want to recreate now what happened then. People like me from across Britain are speaking to councils over the UK, from Perth and Kinross in Scotland down to Lewes, to ask them to offer places for child refugees in a new fully-funded scheme.

We think local authorities like ours, who represent welcoming places, can show leadership on the issue and offer more than three places a year. Hammersmith and Fulham Council have offered 100 places for child refugees; Scotland's Perth and Kinross Council have offered 20 places; and Barnet has pledged 30 places for child refugees.

We think in Brighton and Hove we are a welcoming place, so we want to work with our Council to resettle 100 child refugees over 10 years -- just 10 children every year. So we are here to ask one question:--

1. Will Brighton and Hove City Council commit to resettle 10 child refugees a year if central Government were to create a new fully-funded scheme?

We would be happy to support the council to make this happen. It would help newer refugee children and children currently in care find a home.

We would be happy to meet with the Council to discuss how we could support you in this.

- 30.3 Councillor Daniel thanked Mr. Al Yousef for attending the meeting and speaking on behalf of the deputation. She stated that Brighton and Hove was proud to be a city of sanctuary and she was grateful to all the organisations involved in supporting refugees and was happy to commit to receiving 10 unaccompanied children per year as part of the Dubs Scheme. She noted that the city had already received a number of asylum seeking children and spontaneous arrivals; however the biggest barrier was the need for foster carers and funding for mental health services to support children and families arriving in the city.
- 30.4 The Mayor thanked Mr. Al Yousef for attending the meeting and speaking on behalf of the deputation. She explained that the points had been noted and the deputation would be referred to the Neighbourhoods, Inclusion, Communities & Equalities Committee for consideration. The persons forming the deputation would be invited to attend the meeting and would be informed subsequently of any action to be taken or proposed in relation to the matter set out in the deputation.

Supporting Information

80 years on it's... **Our turn** 

The *Our Turn* campaign – 10,000 child refugees resettled over the next 10 years

- Supported by the refugee charity Safe Passage, and led by Lord Alf Dubs, the *Our Turn* campaign is calling for the establishment of a new 'Children at Risk' resettlement scheme to bring 10,000 child refugees to the UK over the next 10 years.
- The scheme should build on and extend the current Vulnerable Children's Resettlement Scheme (VCRS) beyond 2020, with central government providing funding to local authorities that at least equals that allocated under VCRS.
- Critically, the new scheme would be open to vulnerable children in Europe as well as other regions around the world, to reflect the urgent need for protection of many children who arrive in Europe.
- **To secure this ambitious government commitment, the *Our Turn* campaign is asking local authorities to pledge places for children for this future scheme.**

How can local authorities support the *Our Turn* campaign and help secure a new Children at Risk scheme?

- In the past the Government has suggested that councils are unwilling to offer additional places to children. This was the justification they gave for cutting the numbers of children to be taken in under the Dubs scheme from 3,000 to just 480 places.
- **The reality is that authorities across the country have consistently volunteered to take more child refugees if the government provides adequate funding.**
- For the *Our Turn* campaign to succeed in securing an ambitious commitment to resettle 10,000 children over 10 years, it is essential that the government is sent a clear message that councils are willing to resettle more children, providing adequate support is there.
- Every place that a council pledges will help the *Our Turn* campaign show the government that the willingness to help is there.
- 10,000 children over 10 years equates to just 3 children per local authority per year. However, we are asking councils who can to pledge more than 3 places to ensure enough places are offered. We have already had commitments from councils in cities and rural areas ranging from 20 to 100 places.

Why is it *Our Turn*?

- **This year is the 80th anniversary of the start of the Kindertransport, a rescue operation launched by the UK government and Jewish groups that saved 10,000 child refugees from Nazi Europe. A new commitment to resettle child refugees will continue the UK's proud history of offering sanctuary to vulnerable children.**
- Britain's existing resettlement commitments (the Vulnerable Persons Resettlement Scheme and Vulnerable Children's Resettlement Scheme) are due to expire in 2020. The Dubs scheme resettling vulnerable children from within Europe is due to end after 480 children are resettled.
- With the current routes to safety threatened, Britain has an urgent responsibility to live up to the Kindertransport legacy by establishing a new and lasting legal commitment to ensure child refugees can access safe passage.

What will the new Children at Risk scheme look like?

- UNHCR figures show that across the world, over half a million children need urgent resettlement. In 2017 alone, nearly 32,963 refugee and migrant children arrived in Europe. Over 60% of these were unaccompanied or separated, compared to 34% in 2016¹.

<https://data2.unhcr.org/en/documents/download/63435>

- The new Children at Risk scheme will extend the current VCRS to incorporate the principles of the Dubs scheme, enabling both unaccompanied and vulnerable children with family to benefit. It would also be available to vulnerable refugee children both within Europe and other regions globally.

The scheme will be flexible to meet the changing need from year-to-year. Eligibility will be determined by vulnerability and the best interests of the child rather than location or nationality.

- **The *Our Turn* campaign is calling on central government to fund the scheme to at least the rate of the existing VCRS and Section 67 Schemes** - currently up to £114 per day for unaccompanied children and £25,020 over five years for accompanied children. There is also limited additional funding available via the Controlling Migration Fund and the possibility for councils in England to draw on extra support for healthcare and English language provision².
- The Chief Inspector of Borders and Immigration's 2018 report on the VPRS³ found that local authorities were generally positive about the amount they received to cover the costs of the first year of a VPRS resettlement of accompanied minors (which is the same as that for VCRS). However, in their joint response to the UASC funding review, the ADCS and LGA have made clear that the current rate of funding for unaccompanied minors remains inadequate and requires a significant uplift⁴.
- **The *Our Turn* campaign believes that if the new Children at Risk scheme is to be fit for purpose, the government must take the concerns of local authorities on board and allocate adequate funding for the new Children at Risk scheme.**

Publicly thanking pledging councils at a Kindertransport Commemoration

- On 15th November, 1,000 *Our Turn* supporters, including Kindertransport survivors, child refugees, senior public figures, charities and civil society will come together in a major national event to commemorate the Kindertransport and celebrate the role communities have played in assisting child refugees to reach protection both then and now.
- Local authorities who make pledges will be invited to attend this very special commemoration event, to be publicly thanked for their commitment to helping child refugees today.
- The campaign hopes to announce pledges for at least 1,000 'Children at Risk' places from councils at the commemoration and to call on the government to fund the new scheme.

Making a Children at Risk pledge

- If you are ready to pledge to help child refugees, the *Our Turn* campaign can add your commitment to our online record of pledging councils – please let us know if you would like us to include photos or a message of support. We can then work with your Press Office to publicise the commitment.
- To discuss the campaign further, please contact Rosie Rooney, Press and Public Affairs Manager Rosie.rooney@safepassage.org.uk - 07517805753 or Alistair Rooms, Campaigns Organiser on Alistair.rooms@safepassage.org.uk - 07398504371

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/722154/Combined_local_authority_funding_instruction_2018-2019_v2.pdf

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705155/VPRS_Final_Artwork_revised.pdf

⁴ http://adcs.org.uk/assets/documentation/ADCS_LGA_Joint_response_to_UASC_Funding_Review.pdf

BRIGHTON & HOVE CITY COUNCIL

COUNCIL

4.30pm 19 JULY 2018

COUNCIL CHAMBER - HOVE TOWN HALL

MINUTES

Present: Councillors Simson (Chair), Phillips (Deputy Chair), Atkinson, Barford, Barnett, Bell, Bennett, Brown, Chapman, Cobb, Daniel, Deane, Druitt, Gibson, Gilbey, Greenbaum, Hamilton, Hill, Horan, Hyde, Inkpin-Leissner, Janio, Knight, Lewry, Littman, Mac Cafferty, Marsh, Meadows, Mears, Miller, Mitchell, Moonan, Morgan, Nemeth, A Norman, K Norman, O'Quinn, Page, Peltzer Dunn, Penn, Platts, Robins, Sykes, C Theobald, G Theobald, Wares, Wealls and Yates.

PART ONE

30 DEPUTATIONS FROM MEMBERS OF THE PUBLIC

(2) THE IHRA DEFINITION OF ANTISEMITISM

30.5 The Mayor invited Ms. Edmond as the spokesperson for the deputation to come forward and address the council.

30.6 Ms. Edmond thanked the Mayor and stated that on October 18th 2018, councillors will debate a proposal to 'adopt' a definition of antisemitism framed by the International Holocaust Remembrance Alliance (IHRA). On behalf of numerous civil society organisations in the City – working to combat racism in all its forms – we urge Councillors to vote *against* this proposal.

Charges of antisemitism have recently been levelled at many groups and individuals, including some politicians and campaigners. With the issue of antisemitism prominent in the media, the IHRA definition appears to offer local councils an opportunity to signal clearly their repudiation of this odious form of race hatred.

There are several reasons to reject the proposal to 'adopt' the IHRA definition. First, the City Council's existing policies already make clear its unambiguous opposition to racism. Moreover, we understand that the Council will consider adopting an even stronger anti-racist policy at its October meeting, and we naturally applaud this. We feel that to single out antisemitism for special or additional treatment will send the wrong message to other members of our community who also face racism. Antisemitism is a pernicious form of race hatred, which undoubtedly exists in the city. But it is no more and no less pernicious than other forms of race hatred. If the Council's anti-racism policies are adequate for some parts of our community, they are surely adequate for *all* parts of our community. And if the Council's policies are

inadequate for some parts of our community, they must be strengthened for *all* parts of our community.

Second, the IHRA definition goes far beyond a definition of anti-Jewish hatred and discrimination. It explicitly links antisemitism to criticism of the Israeli government. We are profoundly concerned by this attempt to position legitimate *political* criticism as *religious* or *ethnic* discrimination or stereotyping. The effect of adopting the IHRA definition would be to silence legitimate criticism of Israel by labelling it as antisemitism. (*see supporting information)

Third, Brighton and Hove City Council has a responsibility to uphold the provisions of Article 10 of the European Convention on Human Rights, including the right to freedom of expression for all its citizens. This freedom of expression must include the right to condemn Israel's repeated violations of international humanitarian law, UN resolutions, and the Fourth Geneva Convention. The IHRA definition, in conflating antisemitism with criticism of Israel, risks being seen in law to limit such freedom. There are therefore profound civil liberties implications in adopting the IHRA definition.

Finally, we state again our unwavering opposition to all forms of racism, and applaud the City Council for its resolve on this issue. We strongly urge City Councillors to resist the pressure to adopt the IHRA definition of antisemitism – not in a negative spirit, but in the positive spirit of standing together against racism.

- 30.7 Councillor Yates thanked Ms. Edmond for attending the meeting and speaking on behalf of the deputation. He stated that the arguments were well thought out and he respected the views expressed; however he did not believe that the IHRA definition curtailed free speech but rather was aimed at curtailing hate speech. He accepted that no definition was perfect but the council had been asked by the local community to adopt a working definition and to do nothing was effectively accepting anti-Semitism and that would be wrong.
- 30.8 The Mayor thanked Ms. Edmond for attending the meeting and speaking on behalf of the deputation. She explained that the points had been noted and the deputation would be referred to the Neighbourhoods, Inclusion, Communities & Equalities Committee for consideration. The persons forming the deputation would be invited to attend the meeting and would be informed subsequently of any action to be taken or proposed in relation to the matter set out in the deputation.

Supporting Information:

On this point, we particularly draw Councillors' attention to two recent public statements. The first was issued in July by over 40 Jewish groups in 15 countries, co-ordinated by Jewish Voice for Peace (), condemning attempts to use the IHRA definition to stifle criticism of Israel with false accusations of antisemitism. These Jewish groups explicitly state their opposition to 'Israel's policies and system of occupation and apartheid' – a description that is deemed to be antisemitic under the IHRA definition. The other statement was issued last month by over 100 Black, Asian and Minority Ethnic organisations, writing as the 'Our History-Our Place' coalition (*). The groups argue that the IHRA definition of antisemitism could lead to a silencing of public discussion about past and current injustices suffered by the Palestinian people, and about the racism underlying those injustices.

Each City Councillor has been sent a copy of a legal opinion produced last year by Hugh Tomlinson QC. Tomlinson's opinion is a considered and dispassionate analysis of the IHRA definition, and provides sound reasons for the City Council to decline to adopt the IHRA definition. Indeed a decision to adopt it would create division and confusion.

Councillors may know that the original drafter of the IHRA definition of antisemitism, Kenneth Stern, has publicly stated that there are already signs the IHRA definition will be used to 'encourage punishments of legitimate expressions of political opinion' – a use for which it was never designed.

It is also important for Councillors to note that many public bodies have declared their opposition to the IHRA definition, including universities and colleges, trade unions, faith groups and local councils.

BRIGHTON & HOVE CITY COUNCIL

COUNCIL

4.30pm 19 JULY 2018

COUNCIL CHAMBER - HOVE TOWN HALL

MINUTES

Present: Councillors Simson (Chair), Phillips (Deputy Chair), Atkinson, Barford, Barnett, Bell, Bennett, Brown, Chapman, Cobb, Daniel, Deane, Druitt, Gibson, Gilbey, Greenbaum, Hamilton, Hill, Horan, Hyde, Inkipin-Leissner, Janio, Knight, Lewry, Littman, Mac Cafferty, Marsh, Meadows, Mears, Miller, Mitchell, Moonan, Morgan, Nemeth, A Norman, K Norman, O'Quinn, Page, Peltzer Dunn, Penn, Platts, Robins, Sykes, C Theobald, G Theobald, Wares, Wealls and Yates.

PART ONE

30 DEPUTATIONS FROM MEMBERS OF THE PUBLIC

(4) IHRA DEFINITION

30.9 The Mayor invited Ms. Sharpe as the spokesperson for the deputation to come forward and address the council.

30.10 Ms. Sharpe thanked the Mayor and stated that she was speaking on behalf of Sussex Jewish Representative Council and the vast majority of the 3000 people who make up the Jewish community in Brighton, Hove and Sussex.

We fully support and encourage the adoption of the International Holocaust Remembrance Alliance's working definition on Antisemitism and all its examples by this Council, bringing them in line with the 141 other councils across the country.

The adoption of the IHRA definition gives my community the protection it needs against the growing tide of antisemitism we are seeing in this country. The latest hate crime figures once again show that antisemitism hate crimes have risen.

We, like all minority communities and those with protected characteristics, are fully entitled to self-define hate against us. We do not seek to tell other minorities what is or is not an attack on them. We see no reason why others feel better equipped to tell us what is or isn't antisemitism.

We stand shoulder-to-shoulder with other faith groups and minority communities against all hate, racism and bigotry.

The IHRA definition in no way limits an individual's freedom of speech and is equally clear that robust, legitimate criticism against the government of Israel is perfectly

permissible. But as MP Gareth Snell so clearly stated last weekend, 'If you're not able to criticise Israel without breaching IHRA, it isn't IHRA stopping you, its probably that you're an antisemite.'

We welcome the strong and principled stand taken by the leaders of all three parties here in Brighton and Hove in doing what is right. This in no way affects any other minority community or the people of Brighton and Hove or any causes they wish to support and champion. The decision today to adopt the IHRA without any amendments or caveats will be welcomed by the majority of our 3000 strong community. Brighton and Hove's Jewish community has thrived and contributed to this city for more than 250 years. This motion demonstrates that we are valued, heard, respected and protected by this Council in our welcoming City of Sanctuary. We are grateful for your support and solidarity.

- 30.11 Councillor Yates thanked Ms. Sharpe for attending the meeting and speaking on behalf of the deputation. He stated that it was clear that self-definition was a crucial aspect and he respected the request to the council to recognise that. He was aware of the support taken by various organisations against hate crime such as the local bus company and believed that people needed to speak out against such crime. He was therefore supportive of adopting the IHRA definition as requested.
- 30.12 The Mayor thanked Ms. Sharpe for attending the meeting and speaking on behalf of the deputation. She explained that the points had been noted and the deputation would be referred to the Neighbourhoods, Inclusion, Communities & Equalities Committee for consideration. The persons forming the deputation would be invited to attend the meeting and would be informed subsequently of any action to be taken or proposed in relation to the matter set out in the deputation.

NOTICE OF MOTION

CONSERVATIVE GROUP

ROUGH SLEEPING EMERGENCY ACTION

This Committee:

1. Expresses great concern over the Administration's handling of Brighton & Hove's rough-sleeping situation where the number of rough-sleepers has more than doubled in recent years (78 in 2015 to 178 in 2017), which leave Brighton & Hove as the local authority area with the second highest number of rough-sleepers in the country.
2. Calls for an emergency statement to be sent to all Councillors confirming:
 - (i) What estimate has been made of the current number of rough-sleepers in the City;
 - (ii) What measures are in place to assist rough-sleepers in the City over the coming winter;
 - (iii) What plans are being drawn up to address dire safety conditions in and lack of provision of emergency and temporary accommodation; and
 - (iv) Exactly how all funding streams, including large sums recently announced nationally by HM Government, are being put to best use.
3. Calls for an emergency Officer report with options on (i) ways to work to tackle rough-sleeping on a cross-party basis, as happened so well last winter on the Brighton Centre Night shelter Cross-Party Working Group; and (ii) the arrangement of an urgent multi-organisation meeting to bring together as many homelessness groups as possible to ensure that all solutions are being considered.
4. Requests that the rough-sleeping responsibilities of NICE Committee, Housing & New Homes Committee and the Health & Wellbeing Board are urgently brought together under the auspices of a single committee, Housing & New Homes, to address concerns over strategy and accountability.

Proposed by: Cllr Nemeth

Seconded by: Cllr Peltzer Dunn

Subject:	Countering Period Poverty		
Date of Meeting:	3 December 2018		
Report of:	Executive Director for Families, Children & Learning		
Contact Officer:	Name:	Sam Beal, Emma McDermott	Tel: 01273 293533, Tel: 01273 291577
	Email:	sam.beal@brighton-hove.gov.uk, emma.mcdermott@brighton-hove.gov.uk	
Ward(s) affected:	(All Wards);		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 This report has been called for by the NICE committee in response to a petition asking Brighton & Hove Council to implement a policy for the distribution of free period products to schools to counter period poverty.
- 1.2 The report provides detail on the work of volunteer-run group Red Box in Brighton & Hove schools to tackle period poverty both in terms of access to products and the stigma of talking about period. The report also gives examples of other activity in the city to help with period poverty and also recommendations for action the council make wish to support, enable or take.

2. RECOMMENDATIONS:

- 2.1 That Committee supports one-off funding of £3,620 be made available from within existing 2018/19 budget provision for the start-up cost to fund Red Boxes for all secondary, primary, junior and special schools in Brighton & Hove;
- 2.2 That the Committee notes that Red Box will be seeking sponsorship from the business community in Brighton & Hove and that the council encourages the private sector corporate social responsibility group to support the ongoing delivery of Red Boxes to Brighton & Hove schools;
- 2.3 That the Committee supports the continuing work of the council's PSHE education service and school nursing service in supporting schools to reduce stigma and shame related to periods and provide education on puberty and changes within the body;
- 2.4 That Committee notes the activity taking place in community settings in the city to tackle period poverty especially that of food banks and libraries.
- 2.5 That Committee approves the council using its internal and external communication channels to promote donations to Red Box.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 According to Plan International UK, one in ten girls in the UK have been unable to afford period products. 49% of girls have missed an entire day of school because of their period. Research also shows significant taboo and stigma surrounding periods and menstruation. We do not have any local data on how widely this affects Brighton & Hove pupils and schools.
- 3.2 The Poverty Proofing the School Day Project was commissioned from Child Poverty North East and we have worked with them to ensure questions about access to period products are now asked to all pupils and students from Year 5 onwards and staff in schools. These questions have only routinely been asked in audits since September 2018. In all the nine schools where these questions have been asked period products were available to pupils and students at no cost. In one school, staff were buying period products to give to students. However, not all pupils were aware that their schools provided free period products to those who needed them, this was particularly the case for primary age pupils. Pupils and students talked with during the audits also raised the issue of where they would like to access period products from. This provides evidence that alongside schools having access to a range of period products they also need to discuss with pupils and students where these should be located and promote widely.
- 3.3 The Red Box Project is a national voluntary organisation that provides boxes of period products to schools and community settings. The 'Red Box' also comes with publicity materials for schools to use to promote the boxes. These boxes are filled through donations and sponsorship. There is a donation point in Hove Town Hall for example.
- 3.4 At the time of writing, Red Box Brighton & Hove provides red boxes to 6 secondary, 8 primary, 2 special schools and 1 college. The Brighton & Hove PSHE Education Service has promoted this to schools via a school bulletin and emails to PSHE co-ordinators. The service will continue to provide this support.
- 3.5 There is a local area approach to period poverty led by the Hangleton and Knoll Project (HKP) in partnership with Benfield Valley Healthcare Hub (BVHH) in the west of the city. This project was developed from needs identified in both local youth and community work and from within the local primary care setting. The project aims to reduce stigma and increase confidence as well as get products out to local women. The project provides:
- Posters (in English, Arabic and Bengali) in the public toilets in Portslade Library, Hangleton Community Centre, St Richards Community Centre and BVHC surgery about free period products
 - Free period products for young women attending HKP youth sessions
 - Plastic container in these toilets with free period products to take freely
 - Small cards which can be taken to reception/ library staff to obtain a pack of free period products with no questions asked.

This service is also advertised in the local community newsletters and with outreach to local community groups e.g. Hangleton and Knoll Multicultural Women's group. Period products have been provided by Sainsbury's, the Co-Op,

Sussex University Students Union, the Hove and West Blatchington Food Bank and BHT First Base.

- 3.6 In addition, the Young People's Centre has been providing period products, advice and support to young people accessing the centre, support for this has been provided through Fare Share. BWC (Brighton Women's Centre) has made period products freely available to women using its Food Bank and Peer Group Drop-In and associated services since period poverty was raised as an issue over five years ago. These products are provided through donations and relationships with local supermarkets/shops, e.g. Sainsbury's, Co-op and Superdrug.
- 3.7 The Brighton and Hove Emergency Food Network (EFN) identified the need for period products in 2016 and through its annual survey reported in 2017 and 2018 that toiletries came joint highest in needs/gaps: "12 of the 16 food banks would like to include more toiletries in their parcels. With comments specifying a need for more period products and nappies." The EFN discussed period poverty at its most recent meeting in November identifying the following issues: demand continues to outstrip supply – other areas have lower need but higher donations, its important to offer choice, a need for awareness raising that period poverty exists in the city, for more donation points and signposting to places for free products. [The Hygiene Bank](#) has a collection point in the Open Market and is looking to setup more, Whitehawk Food bank has funding from the Homity Trust to provide monthlies packs and Fareshare will soon be working with Morrison's which will be donating period products for distribution across the EFN.
- 3.8 The School Nursing service, commissioned by Public Health and provided by Sussex Community NHS Foundation Trust, has been working with schools across the city to offer the following:
- Health promotion education on puberty and the changing body aimed at some year 6 pupils
 - All year 7 pupils are provided with health questionnaires and the choice to have appointments for follow up support. This includes puberty and changing body education
 - Period / puberty education and sign posting to where they can access free products in schools via the school health drop-ins or CHATHEALTH texting service.
 - Health promotion opportunities such as assemblies, drop-day days to promote puberty, periods and access to free period products
- 3.9 The Public Health Funded PSHE Education Service has, in the last academic year, reviewed and developed guidance and resources related to relationships and sex education to support quality teaching and learning of this subject in schools. The new primary relationships and sex education lesson plans take a period positive approach and some of the excellent resources developed by 'Girlguiding UK' have also been shared with schools. In addition, a document was written to encourage schools to take a period positive approach and this promotes Red Box Brighton & Hove. This is shared in Appendix 1.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 There are period products being provided to young people at no cost in schools and youth settings although in schools these are not always well promoted. There is more work to do across all settings to prevent and reduce stigma related to periods and talking about periods.
- 4.2 The Red Box Project provides an offer that is being embraced by schools. There are a range of products provided in the red boxes and this is welcomed by young people as they are able to choose what they need. Red Box needs continued support from the PSHE Education Service to promote the offer to schools. If all schools sign-up for a Red Box then the project will need support in funding this offer through their existing system of donations and sponsorship.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 This report has been informed by research and campaigns such as those led by Girlguiding UK as well as local feedback from community organisations including the Emergency Food Network.
- 5.2 Since September 2018, Poverty Proofing the School Day research has included questions to pupils and students in Year 5 and above about the availability of period products.

6. CONCLUSION

- 6.1 There is a need for free period products for young people and for these to be effectively promoted in and around schools. The Red Box Project already has a positive reputation in Brighton & Hove and has established itself in a number of schools. The Red Box Project is run by committed and knowledgeable volunteers and the Council do not see a need to undermine this, but to provide support to the Project locally and nationally and use its resources to support and work with Red Box.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 The start-up cost to fund Red Boxes for all secondary, primary, junior and special schools in Brighton & Hove would be £3,620. The scheme has not been running long enough to ascertain how much it would cost to maintain the boxes throughout a year. Start-up costs can be met from within the existing Communities, Equality and Third Sector 2018/19 budget.

Finance Officer Consulted: Name Michael Bentley Date: 25/10/18

Legal Implications:

- 7.2 Local Authorities have duties under the Health and Social Care Act 2012 to promote public health and the work described in this report will support the

Council in meeting that duty. The work will also support the Council in delivering its s149 Equality duty to promote equality of opportunity.

Lawyer Consulted:

Elizabeth Culbert

Date: 24.10.18

Equalities Implications:

7.3 Due regard has been shown to all groups in the development of this work.

Sustainability Implications:

7.4 None

Any Other Significant Implications:

7.5 None

SUPPORTING DOCUMENTATION

Appendix 1

1. Taking a Period Positive Approach in Brighton & Hove Schools

In a period positive school:

- Periods are talked about in schools openly and without stigma or shame.
- Period products are provided for all pupils and students who need them and this provision is promoted and known about by all.
- All pupils and students from year 4 receive age and development appropriate period education within a planned programme of relationships and sex education.
- Pupils with very early onset puberty and trans pupils and students are provided with additional support perhaps from a school nurse, if needed.
- Learning about periods is seen to be of benefit to all genders.
- When appropriate and with careful management single gender sessions are provided for in depth, safe discussion about managing periods.
- Pupils and students are involved in developing learning about periods and puberty.
- Lessons are taught by trained staff, factually accurate, up-to-date and well-researched, with learners' needs in mind, and regularly evaluated with pupils and students.
- There is excellent communication to other members of the school community including, parents and carers about the content of lessons.
- Lessons include the biological, social, emotional and practical elements of having and managing a period and including self-care and menstrual well-being.
- Lessons on periods complement lessons on body parts, puberty, human reproduction fertility, puberty and reproductive health, with an awareness of physiological differences and medical conditions related to reproductive health and healthy menstrual cycles.
- There is a cross-curricular approach to learning about periods, particularly in science and PSHE but also in media studies, PE, maths, graphics, and textiles

- Adults avoid the language of 'sanitary hygiene', 'sanitary products' and refer instead to periods and menstruation, pads and period products.
- Language and learning about periods is inclusive of all genders, cultures, faiths and sexual orientations. For example; 'girls and women and others who have periods'.
- Adults adapt learning so that it meets the needs of SEND pupils and students and seek expert advice if needed for example to support children with sensory needs or physical impairments.
- There are links to information about periods on the school website for parents and carers so that they can support this learning.

Key messages for learning about periods:

- Periods are a natural and normal part of human development and growth.
- Periods should not stop someone from doing things they usually do, but might be a time to focus more on self-care and menstrual well-being.
- Periods are not dirty, disgusting or something to be ashamed of or embarrassed by.
- Period fluid contains blood but this is different to bleeding from a cut or injury.
- Periods are something to celebrate and we can see this in ceremonies and celebrations across the world.
- Most people who have periods, leak onto their clothes at some point.
- There are a range of period products available, including reusable products such as mooncups and washable pads.
- Period products should be changed regularly.
- Period products should be disposed of appropriately, in a bin, not down the toilet.
- Trans boys and men and non-binary people may have periods.
- It's ok to ask questions about periods (and signpost the staff who can offer support.)
- If periods are difficult to manage seek help from the school nurse or a Doctor.

Methods for challenging stigma and shame:

- Develop positive messages (such as the ones above) and build self-esteem and period confidence.
- Explore feelings of embarrassment and develop coping strategies.
- Explore the social media campaign for the period emoji in challenging stigma and embarrassment.
- Grow a critical awareness of any euphemisms or tactics of shame used in marketing of period products.
- Support a pupil or student who experiences a leak or a stain on their clothes and safely challenge any unsupportive reactions.
- Be aware that some abusive behaviours such as 'skirt lifting', 'upskirting' or 'groping' may cause even greater impact on those with a period.
- Consider using older students to support younger ones with period management.

Practicalities:

Period poverty can stop some people from attending school and doing activities. Schools are encouraged to have a box of period products available in a variety of accessible locations. Check with pupils that they feel comfortable with the locations of period product boxes.

The Red Box Project - <http://redboxproject.org/> is a national project which aims to provide free period products within schools. Information about the Brighton & Hove project bringing red boxes into schools can be found here: <https://en-gb.facebook.com/redboxprojectbrighton/>

Pupils and students are aware of where they can access free period products in school if their period starts unexpectedly or they cannot afford period products.

Schools have a clear policy on support they are able to provide to pupils and students experiencing period pain ie hot water bottles, pain killers etc
Bins for used period products are provided in all toilets from Key Stage 2.
Pupils and students have access to toilets during lessons and exams.

For further information:

#periodpositive - <https://periodpositive.wordpress.com/> This website offers a #periodpositive school charter <https://periodpositive.files.wordpress.com/2016/02/sef-period-positive-prepared-for-puberty.pdf>

Plan International: [Break the Barriers: Girls' Experiences of Menstruation in the UK, https://plan-uk.org/act-for-girls/girls-rights-in-the-uk/break-the-barriers-our-menstrual-manifesto](https://plan-uk.org/act-for-girls/girls-rights-in-the-uk/break-the-barriers-our-menstrual-manifesto)

<https://plan-uk.org/act-for-girls/join-our-campaign-for-a-period-emoji>

Menstrual Matters - www.menstrual-matters.com

Menstrupedia - <https://www.menstrupedia.com/>

Betty Bus - <https://bettyforschools.co.uk/betty-bus>

Always - <https://www.always.co.uk/en-gb/puberty-education-programme-always-tampax>
(Schools may want to take care with 'promoting' branded products)

28th May – Menstrual Hygiene Day - <http://menstrualhygieneday.org/>

Adventures in Menstruating - <http://www.chartyourcycle.co.uk/zines>

The Bollywood film breaking the taboo around periods: Pad Man - <https://www.bbc.co.uk/news/entertainment-arts-42732782>

Subject: Food Poverty Action Plan – Final Progress Report
Date of Meeting: 3 December 2018
Report of: Executive Lead Officer for Strategy, Governance & Law
Contact Officer: Name: Penny Jennings Tel: 01273 291065
E-mail: penny.jennings@brighton-hove.gov.uk
Wards Affected: All

FOR GENERAL RELEASE

Action Required of the Neighbourhoods, Inclusion, Communities & Equalities Committee

To receive and note the contents of the Food Poverty Action Plan - Final Progress Report.

Recommendations: That the contents of the Food Poverty Action Plan – Final Progress Report be considered and noted.

NB: The Extract from the meeting of the Health and Wellbeing Board held on—and the Action Plan are attached

Brighton & Hove Food Poverty Action Plan 2015-18

Final progress report: June 2018

Find the Brighton & Hove Food Poverty Action plan 2015-2018 + 'One Year On' and final 'Food Power stakeholder event' reports at www.bhfood.org.uk/resources

Winner 2016
Community Works
Sector Star Award:
'Most Innovative
Commission or Public
Sector Service'

Lottery funded **Food Power** Programme
rolling out the
approach nationally
www.foodpower.org.uk

Mayor of London
using as a model
for support to
London Boroughs



Introduction

In 2015, partners from across the city pledged to take action on food poverty. After three years, lead partners reported back the progress that had been made. The Plan had 78 headline actions, but some were grouped so this report breaks them down further into 84 separate actions. There is more information and a case study on how the action plan was produced at <http://bhfood.org.uk/policy/food-poverty-action-plan/>.

Nationally it has been seen as best practice and has contributed to Brighton & Hove becoming the first [silver sustainable food city](#) in the UK.

Part 1 - Summary of Activity

Overall there was progress on 78 out of 84 actions (93%)

- 49 actions had made good progress (58%)
- 29 had made some progress (34%)
- 6 had made minimal or no progress (7%)

All partners were contacted via email or telephone, in Spring 2018, for final updates. Some progress updates were previously received via a 'halfway' event & emails in 2017. Some update responses have been summarised by BHFP who also decided the 'traffic light' status in the detailed report in part 2.

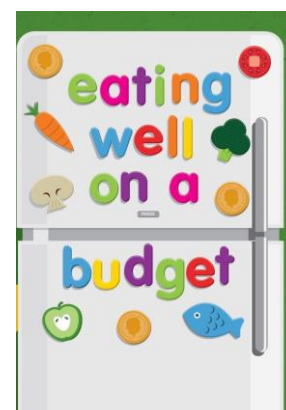
Highlights and challenges

Please see part 2 for full details – this is just a handful of the activities which took place!

Aim 1: Tackle the underlying causes of food poverty in the city

Highlights

- ✓ BHFP's information and advice page & leaflets for people experiencing food poverty continue to be well used including a new directory and online map of food banks.
- ✓ Feedback from the 2018 stakeholder event indicates that BHFP training with frontline staff, plus awareness raising around this plan by BHFP and other partners, has raised the profile in the city and catapulted the issue into other plans and services & Fairness Commission findings.
- ✓ A strategic approach to welfare reform at the city council, plus DWP training for food banks and others in short term benefit advances, and other routes out of hardship, alongside hard work by money advice agencies has helped reduce the impact of welfare changes.
- ✓ Primary and Special School Meals Service became a Living Wage Employer as a beacon for other large catering employers.



- ✓ Organisations have collectively helped to 'measure' food poverty by including BHFP questions- most notably BHCC Housing who uncovered high levels of food poverty in their tenants.
- ✓ BHFP secured financial support from Food Power for next steps on food poverty agenda in 2018, and to undertake research with most at-risk groups including rough sleepers
- ✓ Learning has been shared with other cities nationally and evidence submitted to national consultations and parliamentary enquiries.

Challenges/Sticking Points

- ✗ Although the Living Wage Campaign has successfully increased sign-ups, many continue to experience insecure/low paid employment and in-work food poverty – ironically often those in food production/ retail / catering.
- ✗ Housing costs, and lack of housing, continue to be a huge issue in the city with food banks reporting housing as an increasing factor in demand.
- ✗ Likely rises in energy and food prices (compounded by Brexit) along with the continuing impact of welfare changes especially Universal Credit could be a tipping point for many people in the city who are just getting by.
- ✗ There has been less progress around the apprenticeships agenda although Plumpton College have some exciting food related apprenticeships going forward, and there is potential for related economic/apprenticeship actions to be picked up via the new Economic Strategy.
- ✗ The external climate has been difficult, with limited resources at BHCC, BHFP and other partners, plus health service restructures and high turnovers of staff in some organisations making partnership working difficult.

Aim 2: As a bare minimum, ensure that every child, and every vulnerable adult, can eat one nutritious meal a day.

Highlights

- ✓ A joint citywide healthy start voucher campaign with a poster, social media, and changes to practices including an easy sign-up option via children's centres.
- ✓ Chomp, who address 'holiday hunger' with activity and lunch clubs targeted at families who get free school meals in term times, have expanded and now operate on 12 sites across the city with 700 meals served a year. A new partnership with the school meals service means that Chomp now taking place in three schools; and there are pilots in children's centres
- ✓ A joint exercise by BHFF welfare reform and the school meals service substantially increased uptake of free school meals.
- ✓ Both the CCG and BHCC Adult social care have committed to better embedding the food poverty agenda and both malnutrition screening and a preventative focus on avoiding diet related ill health within their services.
- ✓ Digital Brighton & Hove have championed inclusion of food shopping in 'getting online' courses and digital access in food banks.
- ✓ Approx. 7000 copies distributed of a new 'Eating Well as you Age' booklet produced by BHFP in partnership and jointly funded by Age UK and the CCG to help prevent malnutrition in the community.



Challenges/Sticking Points

- ✘ Children – particularly in larger families & single parent families – have already been disproportionately affected by welfare/tax credit reforms continue to be hit hard e.g. the new "2 child limit". This makes actions aimed at families (such as Healthy Start vouchers, Schools & Chomp) particularly important.
- ✘ The climate in ASC, CCG, and BSUHT has been incredibly challenging which has made it difficult for food to be priority, though individual staff have been great champions.
- ✘ There was little progress in creatively combining care package to allow people to eat together (or other creative solutions to care packages not allowing enough time for good food preparation – not just 'take off the foil') however there is interest in a pilot going forward.
- ✘ The end of the community meals contract could have been an opportunity to divert funding to allow new social enterprise models to develop, as has happened in other areas and it was a shame this did not take place. Whilst there are private providers, there remains a gap/need for more affordable home delivery of meals to people who find it hard to get out and are at risk of malnutrition.
- ✘ BHFP facilitated a meeting on food and hospital discharge, which came up with recommendations. In response, Healthwatch are taking forward a project researching hospital discharge and older people, including food and hydration. The hospital is improving its short-term food parcel, the discharge pack. However, the CCG is not funding the longer-term bags which were a key recommendation and will cease funding the Red Cross 'settle at home' pilot which would have delivered the bags (and which plays an important role helping very vulnerable people without family or friends support networks to access food).
- ✘ Whilst there has been some progress, schools could engage more over food poverty agenda. It is hoped that the findings from the 'Poverty Proofing the School Day' audit, which has built in questions on food and food poverty, will clarify the issues and the way forward.

Aim 3: Brighton & Hove Becomes the city that cooks and eats together

Highlights:

- ✓ The uniquely positive vision of the 'City that cooks and eats together' has led to initiatives such as [Casserole Club](#), where neighbours cook an extra portion for a local vulnerable person; and a higher profile for lunch clubs and shared meals. One of the less recognised effects of food poverty is social isolation, and these projects help to address loneliness alongside healthy food access
- ✓ BHFP and other partners have continued to promote run classes in cooking and shopping skills including Cooking on a Budget and BHFP set up the new community kitchen to act as a focal point for cooking together and for cooking skills.
- ✓ Possability People made the 'It's Local Actually' Directory easier to search for lunch clubs and Adult Social Care produced a paper directory which was sent out widely. Befriending organisations have played a key role in helping people to access them. New models have been tried e.g. 'Posh Club'. BHFP has been funded by BHCC to support shared meal settings.



- ✓ Sheltered Housing have championed the agenda, setting up shared meals and food growing and promoting casserole club. They have committed that all refurbishments will include a fridge/freezer rather than a fridge with icebox as this helps cooking on a budget for one or two.
- ✓ The role of surplus food has increased and become more coordinated via the new Surplus Food Network, and expansions to FareShare and Sussex Homeless Support operations.
- ✓ Real Junk Food Project have expanded and found rotating premises to offer a meal 5 day a week, and opened their food hub in Bevendean, with a shop and storage - though they are still seeking a permanent café site.
- ✓ The Local Transport Plan (March 2015) stresses both connecting people with shopping areas, and the importance of local shopping centres in allowing access to food, as well as creating healthier environments that encourage walking and cycling for food shopping journeys.
- ✓ There have been successful city-wide Sugar Smart and Veg Cities Campaigns.



Challenges/Sticking Points

- ✗ Whilst there have been new shared meals set up, due to cuts there has also been losses including BHCC Tower House Day Centre (now reopened by St Vincent de Paul Society) Mad Hatters in East Brighton, Bluebird & the Bridge community centre & cafe in Moulsecoomb.
- ✗ BHFP won the BHCC City Innovation Challenge, with the idea of offering free market stalls outside libraries but this ran into red tape and didn't happen. Market stalls are a great way to have easy access to fruit and veg, so it is hoped this can go forward.
- ✗ Although Casserole Club has proved popular during the pilot, longer term funding to support the work is not secure.

Aim 4: When prevention is not enough – ensure there is crisis and emergency support so that people do not go hungry

Highlights

- ✓ Food Banks have continued to expand provision plus add-ons e.g. digital access and shared meals.
- ✓ Food banks are increasingly integrated with money, and other advice services (e.g. housing, mental health) and with BHCC welfare support and the DWP. Many food banks now have advisers visiting and both the DWP & BHCC run training for food banks.
- ✓ BHFP continue to support the Food Banks and Emergency Food network, bringing food banks together with other services and BHCC have funded this work.
- ✓ Although funding has been reduced, BHCC continued to support the Local Discretionary Social Fund meaning that people experiencing an emergency are not reliant purely on the voluntary/ community sector.



- ✓ FareShare and other surplus organisations (see also above) have increased their volunteer numbers and food supply, as well as their reach. They have encouraged healthier food donations. Supermarkets including Lidl, Tesco and Sainsbury's have been much more proactive at offering surplus. BHFP have set up an online food donations portal and do regular blogs about what food banks need donations-wise.

Challenges/Sticking Points

- ✗ Food Banks continue to report increasing demand.
- ✗ The LDSF funding is only secure year by year. Without it almost all crisis food solutions rely on voluntary sector provision.
- ✗ As identified in section 1, the city's housing crisis continues to be a huge issue in the city alongside low wages/insecure employment. Likely rises in energy and food prices (compounded by Brexit) could be a tipping point for many people in the city who are just getting by.

Aim 5: Commit to measuring levels of food poverty so we know if we are being effective

Progress

- ✓ BHFP's annual survey of food bank use continues to provide a useful insight (see intro for details).
- ✓ BHCC's city tracker question continues to provide extremely useful picture of household food insecurity or 'long term' food poverty. (see intro for details).
- ✓ Several organisations notably BHCC Housing have included BHFP's questions in their monitoring and then shared data. (see intro for details).
- ✓ Both universities have supported BHFP around tracking and measurement, and links are now much stronger.
- ✓ Many food banks now use 'Trussell Trust' categories to better track the reasons for food bank use locally and compare with national data.
- ✓ BHFP secured Food Power financial support (though this is short term) which allows them to keep up to data with national research on food poverty as well as carry out local research with groups identified as most vulnerable to food poverty.



Challenges/Sticking Points

- ✗ As the external climate changes, and because other areas don't measure it is hard to know what success looks like in terms of food poverty.
- ✗ There is data held by organisations e.g. the hospital collects data on malnutrition on arriving and leaving hospital, but this isn't shared with partners.
- ✗ The absence of a government measurement makes it hard to compare with other areas. BHFP continues to add a local voice to national campaigns for proper measurement of both emergency food poverty and longer-term household food insecurity in the UK.

What next?

The next phase will continue the food poverty focus, but rather than having a separate Action Plan, food poverty will be absorbed back into 'Spade to Spoon' the city-wide food strategy for a 'healthy sustainable and fair food system' meaning that food poverty and food inequality will be at the heart of a new five-year action plan alongside health, the economy, community, and the environment.



Food Poverty Round Table, 2015

[Spade to Spoon: Digging Deeper](#) sets the strategic direction for food work in the city from 2012 to 2032. The vision is a healthy sustainable fair food system for Brighton and Hove. Progress will be reported on by BHFP (subject to resources) supported by a cross-sector expert panel, which will meet approximately 3 times per year.

Brighton & Hove Food Partnership: Food Poverty Resources:

Advice for people experiencing food poverty: <http://bhfood.org.uk/food-poverty-advice>

How to refer to a food bank (includes infographic map of pathways produced with food banks in the city): <http://bhfood.org.uk/referring-to-a-food-bank>

Emergency Food Network: <http://bhfood.org.uk/support-for-food-banks>

Budget eating advice: <http://bhfood.org.uk/eating-on-a-budget> (also printed leaflets)

Free & low-cost meals: <http://bhfood.org.uk/accessing-low-cost-meals>

Our resources page includes the food poverty action plan, One Year On Report, our annual report into food bank use, and other publications e.g. research on shared meals <http://bhfood.org.uk/resources>

With thanks to over 50 partners involved in the plan, and to our funders:



Food Poverty in Brighton & Hove – what we learned

In order to demonstrate progress on food poverty (and this plan) Aim 5 of the Food Poverty Action Plan focussed on how as a city we can track levels of food poverty. This involved a three-pronged approach – BHFP’s annual survey of food bank use (for emergency/crisis food poverty), a question in BHCC’s city tracker survey (for ‘household food insecurity’) and through a citywide approach, with various partners including questions in their monitoring and/or exploring this issue.

1. Emergency / Crisis Food Poverty: annual survey of food bank use

“Food poverty is going to get worse and foodbanks may be relied on for longer periods of time than 4-8 weeks. How, as a city, can we work together to support this?” - Food bank survey respondent, July 2017

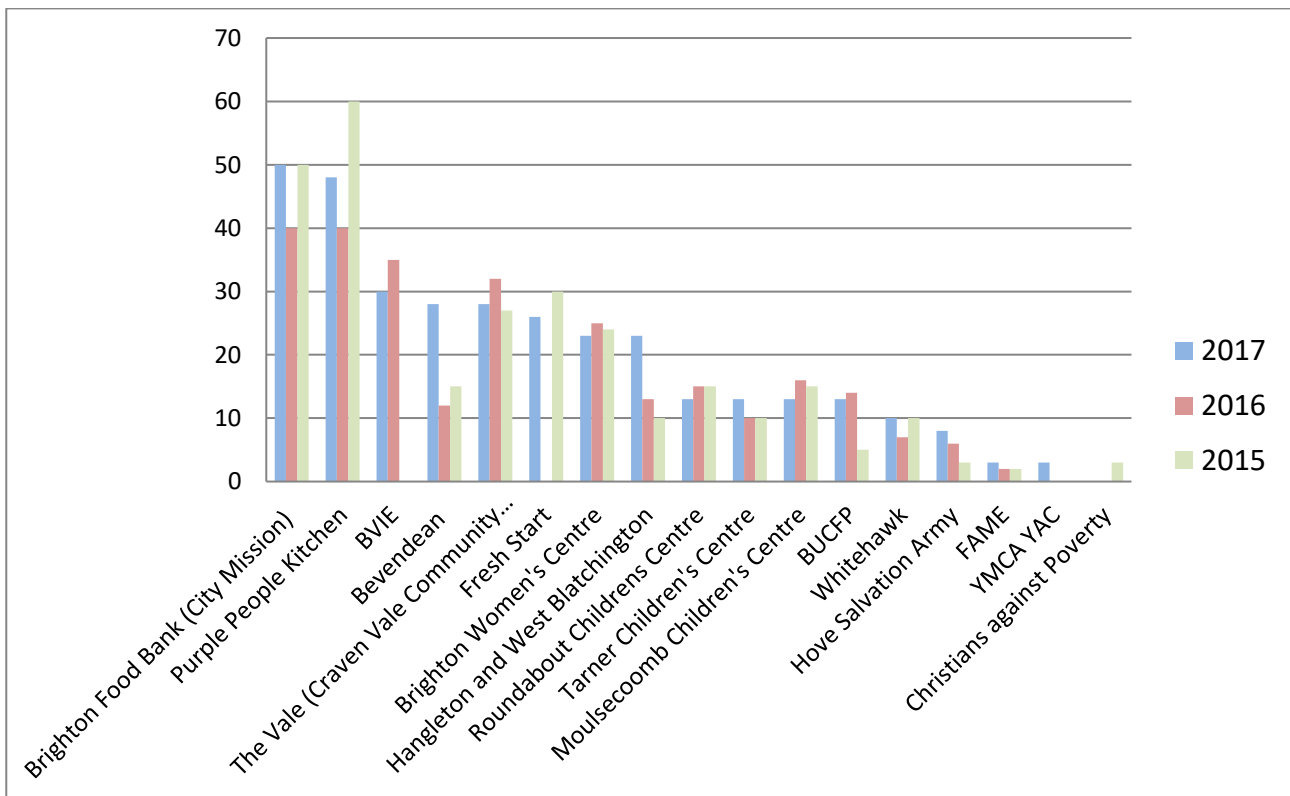
BHFP’s annual survey of food bank use shows that food bank usage in Brighton and Hove continues to slowly but steadily increase¹:

- In 2017 **16** food banks gave out roughly **315** food parcels per week
- In 2016 **15** food banks gave out roughly **298** food parcels per week
- In 2015 **15** food banks gave out roughly **289** food parcels per week
- In 2014 **13** food banks gave out roughly **266** food parcels per week



When asked about their perception of demand for their service, in 2017 no food banks reported a decrease in demand from last year. Three reported that they felt that demand was roughly the same and seven reported that there had been an overall increase in demand.

Food parcels distributed in Brighton & Hove snapshot of a typical week 2015-2017



¹ Brighton and Hove Food Partnership’s annual ‘Food Banks and Emergency Food Survey’ www.bhfood.org.uk/resources . Note that parcel sizes / values vary between food banks plus distribution varies between weeks – this is not a ‘league’ table but a rough snapshot of overall distribution Brighton & Hove

Our survey showed that the **pattern of food bank use is changing:**

- Seven out of ten food banks reported an increase in demand over the last year from **vulnerably housed people** and **people in temporary accommodation**, and three out of ten from **street homeless people**
- Six out of ten food banks reported an increase in demand from people with **mental health issues**.
- Five out of ten food banks reported an increase in demand from both large **families and single parents**.
- Four out of ten food banks reported an increase in demand from **people in work**

“I have nothing but praise for the food bank and volunteers.” A story from our [blog](#)

Debbie (nor her real name) is a mother of four children. When her husband became paralysed following complications during a routine back operation, he had to stop working. The part-time income from her own work was not enough to live on, but it put them over the threshold for ESA benefits. When we spoke to her, she had been waiting four months to hear whether she would be eligible for alternative PIP benefits, and before the food bank’s support was having to choose between paying for food and bills. “I have nothing but praise for the food bank and volunteers. Even when they offer you a sauce or a vegetable that you wouldn’t necessarily know about, they tell you ways to cook it ... I will never forget them.”

Why measuring food bank use isn’t the same as measuring ‘food poverty’

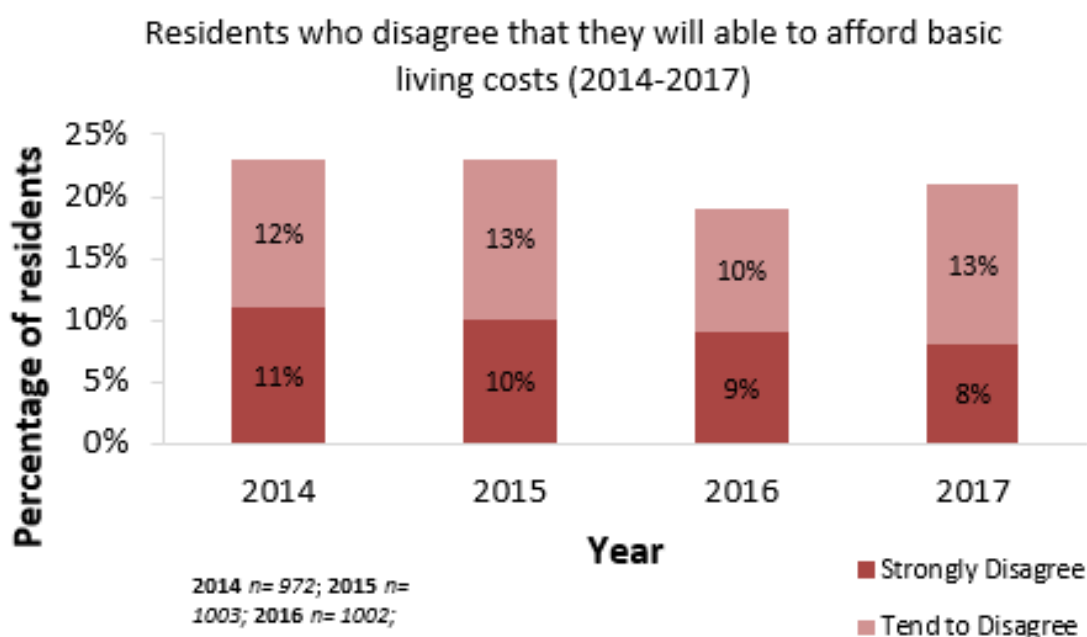
Although food bank use is often used as a ‘measure’ of food poverty, it isn’t a good one. Food Bank use is only the tip of the iceberg. Food Banks are set up for short term emergency use and don’t reflect longer term food poverty or household food insecurity experienced by many more people, and which was the focus of this plan. Even in an emergency, many don’t access food banks because they can’t get there (especially with health or mobility issues), don’t know they exist or how to get a referral, or because of stigma.



2. Long Term Food Poverty/ Household Food Insecurity: City Tracker Survey

For four years, Brighton and Hove City Council has included a question which seeks to gather information on food and fuel poverty in their annual weighted survey of residents ('City Tracker'²): **"Thinking about the next year, how much do you agree or disagree that you will have enough money, after housing costs, to meet basic living costs? By this I mean to pay for food, water and heating?"**

In 2017 **21% of people disagreed** – a slight increase (not considered statistically significant) from 19% in 2016 - indicating that **they don't feel they will have enough money to meet their basic living costs** and hence could be at risk of household food insecurity. This figure has remained fairly constant, at around 20% over the last four years, or **1 in 5 people in Brighton & Hove** (over 50,000 people)³ Because of the difficult external climate, we think that 'holding steady' should be seen as success for the Food Poverty Action Plan. It is hard to compare our performance with other places, as others do not measure and there is little national data – this is a current 'ask' of Government.



Those most likely to struggle with meeting basic living costs continue to be concentrated in particular groups: - women, young working age people, Black and Minority Ethnic people and people with a disability or health condition. Where you live in the city is also a factor.

- Men (38%) are more likely to strongly agree that they will have enough money than **women (31%)**
- **The youngest age band (18-34)** are least likely to strongly agree (**27%**) compared with **36%** of 35-54s and **43%** of those aged 55+

² <http://www.bhconnected.org.uk/sites/bhconnected/files/City%20Tracker%202017%20report%20-%20V2%2005%2012%2017%20vFinal.pdf>

³ Based on population estimate of 275,800 (2012) see

<http://www.bhconnected.org.uk/sites/bhconnected/files/City%20Snapshot%20Summary%20of%20Statistics%202014.pdf>

- White British residents (**36%**) are more likely to strongly agree than those **from black and minority ethnic communities (15%)**
- **Disabled residents (18%)** are less likely to strongly agree than those without a disability (**38%**)
- The number of strongly agree ratings is highest in BN3 (**41%**), followed by **36%** in BN1, **31%** in BN2 and **22%** in BN41

Age: Younger people

In 2017, only **3.5%** of **55-65+ year olds**, compared to **37.3%** of **18-34 year olds**, strongly disagreed that they will have enough money, after housing costs, to meet basic living costs in the next year.

Disability/long-term health condition

Those who **do not have a disability or health condition** were consistently *more likely to agree with the statement* than those who do, especially those whose daily activities are limited 'a lot'. This difference was consistent throughout four years, with around a **25-30% difference**.

3. Cost Savings from taking a city-wide preventative approach to long term food poverty/ household food insecurity

Evidence from Canada has shown that food-insecure people use health care services much more than those who are food-secure. People who were severely food-insecure had annual health care costs which were 121% higher (Tarasuk et al, 2015⁴). Given the future cost to health and social care services, plus the established effects on employment, education and social cohesion, even a small reduction in those figures represents a considerable saving in public money.



The 'One Year On' Food Poverty Action Plan Lead Partners' event in 2016

⁴ <https://www.sustainweb.org/resources/files/reports/MeasuringHouseholdFoodInsecurityintheUK.pdf>

3. Gathering info through a city-wide approach

As part of the Food Poverty Action Plan, organisations have included [BHFP's questions](#) in their monitoring to help build a picture of food poverty in the city.

"I am so glad we asked this set of new questions in this year's STAR survey, it has highlighted there is a need,"

- BHCC Housing Department

Brighton & Hove City Council Housing Department added three questions to their bi-yearly STAR [survey of tenants](#) in 2016. They found similar overall levels to the city tracker, and again younger people and people with disabilities were more severely affected.

39% agree their household tends to eat less healthily because of affordability

However, the extra questions showed that food was impacting on health choices – with 39% of people saying their household eats less healthily because of affordability. Worryingly, 21% had skipped meals or reduced portion sizes in the previous two months because they couldn't afford enough food.

- Whilst more than half of those who responded (52%) agreed they would have enough money next year (after housing costs) to meet basic living costs, a **fifth disagreed (19%)**.
- This figure rose to 29% for the **youngest age group (16-34)**, more than half of whom 'strongly disagreed' (17%). In contrast, only one in ten of those aged 65 or over disagreed they will have enough money next year to meet basic living costs (11%).
- Households containing someone with a **disability** were more likely to disagree than nondisabled households (24% and 13% respectively).

21% skipped meals or reduced portion sizes in the last 2 months because they **couldn't afford enough food**

Brighton Unemployed Centre Families Project in their annual centre survey in December 2016 found:

- 42% of centre users said they have **reduced the size of their meals or skipped meals** because they couldn't afford food.
- 56% of centre users tended to agree or strongly agreed that they would not have enough money to **pay for food, water and heating** costs after paying housing costs.
- 62% of centre users tended to **eat less healthily at home** because they couldn't afford healthier options.

Warmth for Wellbeing programme (which includes advice services & BHESCo, a fuel poverty organisation) in 2016 found that **56% of their clients regularly missed meals or reduced portion sizes** because they couldn't afford enough food:

Options	Count	Percentage
Never	100	44%
Occasionally	21	9%
A few times a month	25	11%
Twice a week or more	33	15%
Daily	48	21%
Total	227	

CCG Research into Food with Equalities groups - 2017

The CCG commissioned research into Active Living & Healthy Eating in the city to inform local service commissioning, planning and delivery. Research was carried out in a variety of ways, including via surveys, focus groups & interviews. Note that some of the sample sizes are small, and the surveys not weighed so statistics should just be used as a guide. The following summaries are focused on food poverty, including the ability to eat, prepare and access healthy food.

Much of the research reported at least some participants who have struggled to afford food. Even when participants did not explicitly state that they struggled, many reported that they might not eat as healthily as they know they should due to cost.

- For participants with a **disability**, 29% stated that **they did struggle to afford food in the last 12 months**. 38% felt they **tended to eat less healthily because of the cost of healthier options** and 23% felt they sometimes did this. The majority of responses related to the cost of healthy food being a barrier, but also **the ability and energy to cook a meal was a common barrier**.
- Amongst participants with a **mental health condition**, **70% felt that food poverty was not an issue for them**, although a few people identified specific challenges, such as with 'free from' foods being too expensive.
- For participants with a **learning disability**, **support face-to-face** was reported as integral to being able to budget and eat healthily. **Lunch clubs** were also highlighted as useful.
- Amongst participants who identify as **LGBTQ+** **24% said that food poverty is an issue for them and 27% strongly agreed or tended to agree** with the statement that **they tended to eat less healthily because they can't afford healthier options**.
- For **young men**, **8% of respondents had skipped meals or reduced portion sizes in order to save money**, however **losing weight (19%) or saving time (17%) were much more common reasons** for this behaviour.
- For women who identify as **BME**, participants said **skipping or reducing meal size does not happen in their culture**. However, they reported that they **find it difficult to cook cultural food for their families, which are still healthy options**.
- For participants who are part of **gypsy & traveller communities**, having the **ability and access to cook healthy food was reported as an issue**. There were also reports of **struggling to afford healthy food** and a **lack of education** into what is healthy.

Overall, the research suggests that there is a general perception of healthy food being more expensive, and therefore, inaccessible to groups who may not have disposable income. **Food poverty, in the sense of lack of access to healthy, nutritious food, therefore seems to be very prevalent**. Even if participants may not explicitly describe their situation as food poverty, or if it has not led them to the extent of skipping meals or reducing meal sizes, it may be because they will buy cheaper, unhealthier food instead. **Other practical implications** such as **health conditions or disabilities** that make it **hard to shop, prepare and cook healthy food**, as well as **lack of appropriate cooking facilities**, mean that often people find it easier to consume cheap ready meals instead.

Summarised by BHFP intern, March 2018




PART 2: DETAILED FOOD POVERTY ACTION PLAN PROGRESS REPORT

(updates in this section date from March 2018 unless otherwise stated)



The Big Roast 2018, sponsored by First Base

Abbreviations used in this report	
ASC	Adult Social Care
BHCC	Brighton & Hove City Council
BHESCo	Brighton & Hove Energy Services Co-op
BHFP	Brighton & Hove Food Partnership
BHT	Brighton Housing Trust
CCG	Clinical Commissioning Group
DWP	Department for Work and Pensions
NEA	National Energy Action
RSLS	Registered Social Landlords
TDC	Trust for Developing Communities

Key	
	Minimal/no progress
	Some progress
	Good progress
(Y.1)	Year 1 (2015-16)
(Y.2)	Year 2 (2016-17)
(Y.3)	Year 3 (2017-18)

Aim 1: Tackle the underlying causes of food poverty in the city

1A. Actions which address the broader or underlying causes of food poverty

	Action	Progress
1A.1	Provide information relating to 'solutions', including a web page plus non-digital resources (e.g. leaflets) to guide both people experiencing food poverty and those who advise them.	BHFP's information and advice page ⁵ for people experiencing food poverty continues to be well used. Food Bank referral page has developed into a directory and on-line map and is also well used. 'Eating well on a Budget' leaflets (with signposting info) produced and reprinted twice and widely distributed

⁵ <http://bhfood.org.uk/how-to-hub/food-poverty-advice/>

1A.2	<p>Better integrate food poverty into money advice programmes:</p> <ul style="list-style-type: none"> • See where food can add value to advice or engage people e.g. food as a 'safe' way to talk about budgeting • Include food ordering/ budgeting/ preparation in other financial capability training sessions, digital inclusion programmes etc. <i>(See also 3A.)</i> • Explore how lunch clubs /shared meals <i>(as well as food banks – see 4A.)</i> can become a site for money advice 	<p>There has been progress on integrating food with money advice, and including BHFP in the Moneyworks Partnership. Links between advisers and food banks are stronger (see Aim 5)</p> <p>Good progress in linking digital inclusion via Digital Inclusion partnership with food, especially with including food ordering in online training</p>
1A.3	<p><i>Paradoxically many people experiencing food poverty are working in the food industry, yet food has huge potential as an employment option. Explore the following opportunities (see also 1B for broader employment actions):</i></p>	
1A.3 (A)	<p>Better/fairer paid staff e.g. good practice on tipping in restaurants; reduced use of zero hours contracts; supermarkets becoming living wage employers</p>	<p>There has been interest in this, but no real progress specific to a local level (though nationally this has moved up the agenda and some supermarkets have committed to paying the living wage).</p>
1A.3 (B)	<p>More apprenticeships with a food element</p>	<p>Plumpton College have extended their apprenticeships programme to include baking and processing and is offering apprenticeships at all levels from entry to degree and intend to work with 40+ apprentices each year from Sept 2018.</p>
1A.3 (C)	<p>Primary and Special School Meals Service becomes a Living Wage Employer as a beacon for other large catering employers</p>	<p>Fully achieved - paid to all staff from April 2018 and is included as a requirement in the new school meals contract.</p>
1A.3 (D)	<p>A role for new apprenticeships e.g. in social care which include cooking skills (double win – increase employment in a shortage area/better care for vulnerable people - <i>see also 1B below for broader employment actions</i>)</p>	<p>There has been interest in this, but no real progress at a local level.</p> <p>Challenges: less private sector engagement in the plan. Potential for this & the related economic/apprenticeship actions to be picked up via Economic Strategy</p>

1A.4 Reduce the impact of benefit issues, which currently contribute to a large proportion of food bank use⁶/crisis food poverty

- When there are delays/refusals/ sanctions, DWP automatically gives information about what the issue is and clear guidance on how to resolve it. DWP also provides information on hardship payments e.g. short-term benefit advances; and signposting to advice services and other support in the city
- DWP to run awareness sessions on understanding hardship routes for advice and food bank workers & volunteers, so they can better advise their clients

(Y.1&2) DWP delivered awareness sessions on hardship routes to food banks and others at Brighton Job centre. It is hard to tell whether the situation with delays/refusals/sanctions has improved or not as a result, however local food bank use figures that year record this as less of an issue than nationally. The Fairness Commission recommendations include reducing delays in the benefit system for taking forward.

(Y.3) Regarding Universal Credit, food banks have suggested good information provided on short term benefit advance may have helped to reduce the impact of universal credit in the area.

Challenges: Although there has good progress against specific actions, this has been marked amber as more still needs to be done around benefits. The impact of Universal Credit is not likely to be felt until later in 2018

1A.5 Raise awareness in frontline workers and volunteers via food poverty awareness training/ sharing information. Also encourage two-way process where 'intermediary' organisations share their information on food poverty issues with BHFP

BHFP were commissioned to deliver food poverty awareness training to housing workers. Moneyworks helpline workers trained by BHFP. Several organisations have included 'food poverty' questions, notably BHCC housing (*see also 1A.6*). BHFP online food poverty resources are well used. BHFP receive regular information on food poverty challenges and the two stakeholder events relating to this plan provided useful info.

1A.6 Given the synergies with the Housing Strategy and the Food Poverty Action Plan, run a workshop with BHCC housing staff and BHFP to scope how to make the most of the overlaps in this work.

Workshop with senior BHCC housing staff and BHT took place led to changes in BHCC working practices, including inclusion of food poverty questions in STAR tenancy survey. This revealed high levels of food poverty in council tenants (see intro to this report). A pre-tenancy workshop with BHFP and BHT was piloted. Sheltered housing has championed food poverty initiatives.

⁶ Perry, J., Sefton, T., Williams, M. and Haddad, M. (2014) Emergency Use only: Understanding and reducing the use of food banks in the UK. . <http://www.trusselltrust.org/resources/documents/press/foodbank-report.pdf>

1A.7	Raise awareness of food poverty issues and this plan in other strategies, and in policy service planning – especially in housing, fuel poverty/affordable warmth, Public Health, social services, and hospital care and discharge	<p>Whilst progress has been slower in some areas than in others, feedback from the 2018 stakeholder event indicated that food poverty has increased profile and moved up agendas, as reflected in this progress report. There was a suggestion at the One Year On event that BHFP should engage with the housing committee however there wasn't capacity to take this forward</p> <p><i>Challenges: BHFP & BHCC resources. Additionally, BHCC staff turnover and health service restructures means engaging with different staff/partners</i></p>
1A.8	Raise awareness and seek to engage further partners in development of this action plan, especially those who work with the groups identified above as most vulnerable to food poverty	<p>New partners have engaged throughout the process and further partners have come on board for the next stage.</p> <p>Financial Support secured through Food Power to understand more about food poverty in the most vulnerable groups with the 'least heard' voices including rough sleepers.</p> <p>BHFP/Red Cross 2018 case study of leaving hospital showed importance of food support at hospital discharge.</p> <p>Migrant needs assessment 2017-18 looked at food need although the report only addressed food bank use not day to day food security – researchers have been asked to go back to (extensive) data to see if more info; and VIE who work with migrants without recourse to funds have also agreed to host a focus group</p> <p>CCG engagement research in 2017 looked at food and food access in 'less heard' groups – see intro for a summary by BHFP</p>
1A.9	Share the learning from developing this plan locally and nationally, and respond to both national and local campaigns and consultations	Achieved via case study, webinars and hearing through the sustainable food cities network. BHFP input into design of national 'Food Power' programme to

tackle food poverty using a city-wide approach and are delivering mentoring support to other areas through that programme. Evidence has been submitted to national consultation and a parliamentary inquiry into food poverty. Plan and learning from it seen as influential nationally.

1A.10 Submit the evidence which has informed this action plan to the Fairness Commission. Continue to liaise with Commissioners to ensure that food poverty is fully integrated as an issue

Evidence submitted. BHFP then met with BHCC to discuss how food poverty can be included in the 'Poverty Proofing the School Day' audit resulting from the Fairness Commission.

1B. Broader 'bigger picture' actions – influencing elsewhere to ensure that people have an adequate income in relation to their household expenditure.

1B.1 Promote Brighton & Hove as a 'Living Wage City' at the level calculated by the Living Wage Foundation; Encourage larger employers including national ones to sign up

The Brighton & Hove Living Wage Campaign continued to build and has now signed up 370 employers with 3064 salaries raised as a result of the campaign. Employers have pledged to pay their staff £8.75 per hour or more, which is the rate calculated by the Living Wage Foundation based on the true cost of living in the UK (2018).

1B.2 Via delivery of Economic Strategy and Learning and Skills work, develop a thriving economy with secure, living wage employment opportunities.

Ensure people can develop the skills needed to access good employment – including disabled people and other 'at risk of food poverty' groups listed above. Deliver a programme of work on apprenticeships as outlined in 1A.

Possability People have employment projects which are about getting people, who are the furthest away from the workplace into work.

Some progress on apprenticeships & food agenda (see 1A) but nothing specifically in relation to disabled people.

BHFP have been consulted on the new Economic Strategy and it is hoped some aspects will be taken forward through this.

1B.3 Via delivery of the key priorities of the Housing Strategy – improving supply, improving quality and improving support - deliver action to

This action was always 'bigger picture' although BHFP submitted to consultation on HMO (Houses in Multiple Occupation) standards in 2017.

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increase the affordability of housing, reduce failed tenancies and reduce fuel poverty (food vs fuel pay-off is a major cause of food poverty)- especially in the private rented sector.

Challenges: *The lack of affordable housing and high levels of homelessness in the city is having a big impact on food poverty levels. Although there has been progress made against the actions the growing issues with homelessness in the city as reported by food banks and others mean this has been marked as red*

1B.4 Promote the local financial inclusion agenda and actions to tackle the 'poverty premium' whereby those on the lowest income end up paying the highest prices:

- Advice (*see also 1B.5*)- including debt & benefit maximisation
- Banking- access to cheaper means of payment e.g. direct debits
- Credit- so people are not reliant on loan sharks or payday lenders, if an emergency occurs
- Deposits- to allow a savings 'buffer' against things going wrong
- Education including digital inclusion - to access food for home delivery and other goods at the best prices* (*see also 3A.3*)
- Fuel poverty reduction/energy efficiency - keeping fuel bills low*
- Food- uniquely, Brighton & Hove includes 'food' under financial inclusion

**as food is the flexible item in people's budgets, reducing other outgoings helps to free up spend for food. Food and fuel poverty are interlinked.*

The financial inclusion agenda led to the creation of Moneyworks –to provide support to financially excluded and hard to reach groups by joining up the existing services throughout the area. Links between food and fuel poverty programmes have improved but could still go further.

(See also elsewhere - Digital Brighton & Hove have championed inclusion of food shopping in digital inclusion courses.)

Challenges: *Fuel poverty programmes tend to be funded year by year and change shape/staff, so it is difficult to embed food within them. The need for money advice (for example in food banks) is growing and funding opportunities for advice work not keeping up.*

1B.5 Identify those who will be most affected by future rounds of Welfare Reform and prioritise for support (all tenures i.e. private rented as well as social housing tenants). Share information about the impact of

(Y.1&2) BHCC Welfare Reform identified those most affected by benefit changes (the biggest impact being the benefit cap) and directly supported those

	<p>benefit changes e.g. how the changes to working tax credit will affect eligibility for free school meals</p>	<p>households. They also produced a newsletter for people who work or volunteer with those who may be affected, to clarify the changes and signpost to support.</p> <p>(Y.3) Case working support for people identified as most impacted by welfare reform continues. In addition, a large-scale training programme has been undertaken by the Council's Welfare Rights team to provide front line workers and organisations including food banks with detailed knowledge about Universal Credit, which rolled out in the City at the end of 2017 and beginning of 2018. An up to date newsletter has also been produced to provide information about support for people on Universal Credit.</p>
1B.6	<p>Undertake research to better understand the poverty premium in terms of food shopping (for example to include the price difference of healthy /unhealthy food) and the impact of local shops vs internet shopping / large retailers.</p>	<p>Food Matters have carried out research into the 'poverty premium' in relation to food in the city, and the cost of a healthy basket of food vs an unhealthy basket. This research is only available in draft format but expected to be expanded and repeated later in 2018.</p>
1B.7	<p>Ensure people can access advice about money at an early stage - before hitting crisis – including:</p> <ul style="list-style-type: none"> • Benefit maximisation & debt advice • Building savings (to have a buffer in case of crisis) • Planning for later life (thinking now about how to have an adequate income in later years) 	<p>Moneyworks continue to coordinate money advice. Possability People have introduced a programme to better prepare people for retirement, involving financial advice & activities.</p> <p><i>(See also 1B.4 & 1B.5)</i></p> <p>Challenges: <i>This is a huge area, so although there has been progress, this will still need to go further.</i></p>

Aim 2: As a bare minimum, ensure that every child, and every vulnerable adult, can eat one nutritious meal a day

2A. There is more creative use of existing support to parents of under 5s including breastfeeding, food poverty advice and Healthy Start vouchers & vitamins

	Action	Progress
2A.1	Continue existing good practice in achieving high overall levels of breastfeeding with continued focus on deprived areas	<p>(Y.1) In 2015/16, exclusive rate breastfeeding at 6-8 weeks was 57% – the highest rate in England. There were a range of initiatives in place focusing on areas and groups with lower rates in the city. In 2016/17, exclusive rate of breastfeeding at 6-8 weeks in B&H was 55.3%. This is a little lower than the previous year – but that figure was affected by an information system/data collecting change. The particular services that were in place in 2015/16 offering additional breastfeeding support in areas of the city that have lower breastfeeding rates (by definition more deprived areas) have ended. This is the result of financial challenge.</p> <p>However, Brighton & Hove continues to achieve overall high levels of breastfeeding. There is an aim to offer some additional support to areas of deprivation through the Healthy Child programme teams (HCP), and HCP Peer Support programme, including training to deliver early proactive contacts to mums. This work is also happening for groups with lower rates – such as young parents and travellers – through the Healthy Child Programme Healthy Futures team.</p>

2A.2 Improve healthy eating advice to families with young children and link to cookery/shopping skills. Increase uptake of Healthy Start vouchers amongst eligible families, by ensuring they are included in conversations with Health Visitors

Children's centres have been proactive in bringing this agenda into their work including new cooking and eating opportunities for children and families. A new food poverty group led by the BHCC children's Centres and focussed on children, families and early years brings together public health, Welfare Reform, midwife services, health visitors, BHFP, Chomp and others has led on Healthy Start but also brought key people together over the wider agenda.

A joint campaign was developed between Public Health, Children's Centres and BHFP to increase uptake of Healthy Start vouchers and vitamins, including local posters and work to improve knowledge amongst health professionals, with retailers and in community settings. (Ongoing campaign see <http://bhfood.org.uk/struggling-local-families-missing-out-on-thousands-of-pounds/>).

The campaign has maintained (at 68%) the uptake of Healthy Start Vouchers, whilst take-up has fallen slightly elsewhere. Brighton and Hove now has the 3rd highest take up out of 68 regions in the South East (SE average is 60% and national average 65%) although other areas continue to do much better e.g. NE average is 74%.

- 2A.3 Increase uptake of healthy start vitamins
- Clinical lead to provide teaching session to Children's Centre reception staff to increase awareness of importance of Vitamin D & Healthy Start scheme
 - Clinical lead to undertake audit of Health Visitor records to establish if Healthy Start vouchers and vitamins are being discussed
 - Guidance to be written for Health Visitors

Efforts have been focussed on healthy start vouchers rather than vitamins although there has been some progress and the BHCC food poverty group has meant the issue has stayed on the agenda. Data has shown that about 250 healthy start vitamins have been given out in the space of around 3 months from Children's Centres in Brighton & Hove (2018)

(See also 2A.2)

Challenges: There has been a lack of data available from pharmacies regarding vitamin distribution. It has been suggested by local partners & in wider research⁷

⁷ McFadden, A., Green, J. M., McLeish, J., McCormick, F., Williams, V., & Renfrew, M. J. (2015). Healthy Start vitamins—a missed opportunity: findings of a multimethod study. *BMJ open*, 5(1), e006917.

- Continue to work with Community Pharmacists and work towards distributing vitamins from them
- Repeat update on vitamins (lunch-time seminar)

that the current targeted system of providing free vitamin supplements for low-income childbearing women and young children via the Healthy Start programme is not fulfilling its potential to address vitamin deficiencies. There is wide professional and voluntary sector support for moving from the current targeted system to provision of free vitamin supplements for all pregnant and new mothers, and children up to their fifth birthday.

2B. A greater number of families with children eligible for free school meals are accessing them. Schools embed initiatives which help to alleviate food poverty, including 'holiday hunger' schemes

2B.1 Provide information and training to schools about using breakfast clubs to alleviate food poverty. Share good practice information with learning mentors on using breakfast clubs to support learning. Support breakfast clubs to achieve the Healthy Choice Award to demonstrate that the food they are serving is healthy and age appropriate

1100 children attend a primary school breakfast club every school day in Brighton & Hove and 66% of the city's primary school breakfast clubs have been supported to improve the nutritional content of their breakfast provision through the Healthy Choice Award. BHFP produced a Primary School Breakfast Clubs in Brighton & Hove report and a good practice booklet for staff and volunteers working in breakfast clubs.

Real Junk Food Project have improved links with schools and are developing a 'fuel for schools' project

Challenges: There seems to be a difference between free breakfast clubs and paid-for ones – potential to explore via the Poverty Proofing the School Day audit.

2B.2 Continue to deliver Universal Infant Free School Meals (UIFSM) at Silver Food for Life standard. Keep prices of school meals for other age groups low by keeping uptake high. Arrangements for school meal provision when contract changes in 2017 to consider food poverty issues

The school meal service has continued to deliver universal infant free school meals at silver food for life and uptake remains high. The cost of meals was increased from September 2017 to cover the increased cost of the Living Wage Foundation living wage (higher than the government's living wage) from April 2018- this was the first increase since 2010.

2B.3	Increase uptake by those who are signed up for free school meals, but don't choose to eat one (both UIFSM and FSM)	<p>BHCC School Meals Service supported Moulsecoomb's BEST Week. During this week parents were invited to come and enjoy lunch with their child. It was very well received and there is hope that it will have a positive impact on overall take up of UIFSM and FSM.</p> <p><i>(See also 2B.2)</i></p>
2B.4	Maximise the number of eligible families who are signed up to receive free school meals, learning from any developments in best practice nationally	<p>There were 75 families identified through the School Meals Service working in partnership with the Council Welfare Team and cross-checking records. This equated to around 90 children. There is a desire to be able to find a way that this identification process occurs on a more regular basis, to make it a less onerous task.</p>
2B.5	Explore and share good practice on using pupil premium for healthy food related activity in schools	<p>Public Health Schools Programme collates data (such as the Safe and Well at School Survey and IMD data on child poverty) to develop school profiles. Public Health also works with schools (and other partners) to develop priority initiatives such as healthy eating. Food and children continues to be a priority for Public Health, explored via the BHCC led food poverty group.</p> <p>Challenges: Schools are hard to engage with collectively and there has been less direct school involvement with this plan</p>
2B.6	Raise awareness in primary schools of Chomp holiday lunch clubs for families, and improve referrals	<p>(Y.2) There was a push on awareness about Chomp holiday lunch clubs. Leaflets were distributed in school bags in a partnership between BHCC & TDC, with information such as food poverty guidance and access to local resources including food banks, Chomp holiday lunch clubs and shared meals in local areas. TDC continue to promote Chomp and shared meals. Hangleton & Knoll Project have continued to promote CHOMP in the West via Facebook, leaflets at community buildings and targeted outreach to community groups.</p>

		<p>(Y.3) Chomp has continued to expand and referrals have greatly improved from some schools, although others are less engaged. Hangleton & Knoll Project co-delivered two Chomp sessions held in Knoll Park Pavilion during the summer holidays last year supported by their community development and youth workers, ensuring they were able to target those most in need through their existing work and relationships with local families and young people</p>
2B.7	<p>Pilot a holiday lunch club taking place on at least one school premises (ideally in Portslade or Hangleton) via existing Chomp model and/or in partnership with school meals service</p>	<p>(Y.1) A successful pilot partnership (combining Chomp with funding and staff from the School Meals Service) took place at West Blatchington Primary School. Hangleton & Knoll Project actively promoted CHOMP in the West via Facebook & leaflets at community buildings and targeted outreach to community groups.</p> <p>(Y.2) In 2017, 341 meals were served at West Blatchington primary school. The club also ran during October half term and Christmas.</p> <p>(Y.3) By 2018 3 successful school venues running Chomp - West Blatchington, Benfield, and St Marks in Whitehawk in partnership with the school meals team. Chomp is also piloting in Children and Family Centres in term times.</p> <p>Chomp served approx. 700 meals in total.</p>
2B.8	<p>Contact projects providing food for children during term time to see if they are interested in expanding holiday provision</p>	<p>Contact was made – however, there didn't prove to be a good way to find new venues, and meanwhile Chomp has expanded (see above) so this is unlikely to be repeated.</p>

2C. Vulnerable adults have their food needs automatically considered during assessments. There is meal delivery provision for those who need it – but people are able to choose alternatives out of the home such as shared meals. *See also 2E for residential settings.*

2C.1	<p>Explore if / how nutrition and hydration can be introduced to the checklist for Care Assessments as part of the Better Care agenda; and whether this can be an opportunity to give people info on 'shared meals' and other ways to access healthy food</p>	<p>As part of the CCG's current work, including The Caring Together programme – projects are currently being developed across the Central Sussex and East Surrey Commissioning Alliance, looking at a Community Aligned Short Term Services project. BHFP's input has led to one of the outcomes of projects being 'Increased access to good food and prevention of diet related ill health including under-nutrition and obesity, and the importance of hydration'. Once the Project Initiation Document is finalised (this is quite complex as involves 4 different CCG's), formal project groups will be set up to include partners across the community and voluntary sector.</p>
2C.2	<p>Develop possibilities of shared food in terms of Adult Social Care services e.g. whether people can eat with a neighbour/ friend/family member/ at a lunch club as part of a care package; and/or whether eating together might allow people to combine their care packages allowing more time with care worker and/or reducing social isolation</p>	<p>Challenges: <i>There has been good progress in promoting lunch clubs and other opportunities to eat/socialise together including via Access Point, the council's single point of contact and sending a list of lunch clubs to former meals on wheels recipients (see below) however the actual reconfiguration of care packages to allow combining is still a work in progress – there is interest from the Central Social work team in taking this forward in 2018/19</i></p>
2C.3	<p>Ensure that Community Meals are available, affordable and offer a range of options to meet and maintain people's nutritional needs. Explore options for April 2016 (current contract end date March 2016) to ensure further choice and control for people using the service. Ensure that people are also aware of the alternatives (such as shared meals) which reduce social isolation and engage people back in communities</p>	<p>When the RVS Community Meals (Meals on Wheels) contract ended, an independent review by ASC checked whether individuals had a new meals provision in place or had made alternative arrangements. The majority of people were happy with the outcome and some had found inventive, alternative ways of getting access to meals. ASC sent out a lunch club list, community transport pamphlet and casserole club leaflet for volunteers and diners to all former recipients</p> <p>There remains a gap left by the loss of the community meals service i.e. need for people to receive food help at home, and a pilot by Sussex homeless support will</p>

		explore using the old RVS kitchen to deliver a limited number of meals to people who find it hard to get out and are at risk of malnutrition.
2C.4	Adult Social Care is currently re-commissioning the Home Care contract provision - meal preparation to be considered as part of this process	See 2C.7
2C.5	Take steps to make nutrition and hydration a priority by mainstreaming into thinking and across contracting. Initial meeting with CCG / BHFP to understand what information there is already available about the scale of problem/ budget implications (including possible cost savings from a preventative approach)	Healthwatch are looking at this area in relation to hospital discharge 1018-19 (see above). The NHS standard contract (2017-19), which was updated in January 2018, sets out certain rules for food standards. This includes ensuring that NHS providers provide and promote healthy food and drink; also, from the 1st July 2018, the NHS service providers must not itself sell any sugar-sweetened drinks. In addition, one of the Sussex Community Foundation Trust CQUIN (commissioning for quality and innovation) measures in 17/18 was Staff Health and Wellbeing: Healthy Food for NHS staff, visitors and patient ⁸
2C.6	Invite BHFP to give a presentation to the Home Care Provider Forum on nutrition and preparation of nutritional meals for vulnerable people	BHFP attended a Home Care Forum to give a presentation to the Council's contracted home care providers (who provide the majority of the home care within the city) however this area does need more exploration

⁸ Some of the changes proposed for this measure include:

- a.) The banning of price promotions and advertisements on sugary drinks and foods high in fat, sugar or salt (HFSS) on NHS premises
- b.) The banning of sugary drinks and foods HFSS from checkouts on NHS premises
- c.) Ensuring that healthy options are available at any point, including for staff working night shifts
- d.) 70% of drinks stocked on the premises must be sugar free, 60% of confectionery and sweets do not exceed 250 kcal.

At least 60% of pre-packed sandwiches and other savoury pre-packed meals available contain 400kcal or less per serving & do not exceed 5.0g saturated fat per 100g

2C.7	<p>BHFP to offer the learning from developing this action plan into the Home Care recommissioning process – e.g. the importance of including enough time for preparing a simple nutritious meal– not just microwaving/ ‘taking off the foil’; and importance of paid care workers understanding nutrition & having cooking skills</p>	<p>Learning was shared but the recommissioning process did not include any extra time for meals - the new provider was appointed in 2016 for 4 years. Some training for paid care workers also provided (see below)</p> <p>Challenges: This has been flagged as amber as although the action was completed the need remains current</p>
2C.8	<p>Explore provision of training for paid care workers on both nutrition and cooking - explore the ‘cooking together’ model (carer and client learn together)</p>	<p>Paid care worker training on nutrition is provided on an annual basis via the BHCC training programme (1 course in 2017). Plus, BHFP have run sessions for private care providers in food and nutrition (3 courses in 2017)</p> <p>Challenges: This has been flagged as amber as although there has been some progress, the need remains current</p>
2C.9	<p>Ensure hospital discharge procedures include a ‘nutrition and hydration’ check i.e. that appropriate food arrangements are in place (e.g. someone will be able to help with shopping/cooking/special diet if needed).</p> <p>Ensure that hospitals provide information at discharge about food options including ‘shared meals’ such as lunch clubs and/or referral to befriending organisations if people need support to attend them</p>	<p>(Y.1) BHFP prepared a briefing and facilitated a conversion on hospital discharge and food. Partners agreed to take the questions & recommendations to their hospital, CCG and Adult Social Care senior contacts. BHFP contacted Healthwatch.</p> <p>(Y.3) Healthwatch project on hospital discharge and the elderly planned for 2018-19, which will look at nutrition and hydration. (in progress)</p>

2C. 10	Explore whether 'food to go bags' can be provided to people who won't be able to immediately access support with shopping (if needed) when they are discharged from hospital, so they don't go home to an empty fridge. ⁹	<p>(See also 2C.9) BHFP facilitated a meeting on hospital discharge and food with follow up with frontline workers (see above). Moneyworks provided some funding for food bags for the Red Cross - this pilot was very successful, but the CCG have not taken on funding the bags on an ongoing basis as hoped.</p> <p>Brighton & Sussex University Hospitals (BSUH) hospital discharge lounges currently supply vulnerable patients with a food bag at discharge however the contents of this varies between wards and has not been standardised. The Trust has set up a 'Food Improvement Group' (attended by Healthwatch) and one project under this group is to agree the exact content of a discharge food bag (items to cater for the first 24 hours post discharge) from both a nutritional and food safety standpoint; and to agree some criteria to ensure access to these discharge packs is fair and equitable.</p>
	Develop a trigger mechanism if a meal service for vulnerable people is under threat, i.e. ensure that a range of options is available so that people will have their needs met	BHCC have suggested that there are limited settings where meals are provided by the council, and that the process developed when the RVS Community Meals contract ended will be adapted for other contracts ending as necessary.
<h2>2D. Older people's experiences of food poverty are considered – including increased risk of malnutrition; and issues around food access. <i>For more detail see also Public Health/BHFP's Healthy Ageing and Food (2016)</i>¹⁰</h2>		
2D.1	Explore how older people can best be supported, especially at key 'transition times' including hospital discharge (<i>see also 2C</i>) and bereavement to prevent long term food issues / entrenched isolation developing	<p>'Eating Well as you Age' booklet produced by BHFP in partnership and jointly funded by Age UK and the CCG to help prevent malnutrition in the community. Widely distributed</p> <p>Citywide Connect have coordinated better support at bereavement e.g. work with funeral directors on signposting. Healthwatch project on hospital discharge</p>

⁹ <https://www.freshthinking.uhmb.nhs.uk/2015/03/23/local-hospitals-offer-patients-food-to-go-bags-when-they-are-discharged/>

¹⁰ <http://bhfood.org.uk/wp-content/uploads/2017/09/010916-Older-people-and-Food-final.pdf>

and the elderly planned for 2018-19, which will look at nutrition and hydration (see also above). Public Health are recommissioning their Ageing Well programme activities for older people during 2018 for a 2019 start. The new service will focus on reducing social isolation and loneliness, promoting good health and wellbeing, preventing ill health, and enabling people to remain independent for as long as possible. Identifying older people at risk of food poverty and/or malnutrition and taking positive action will be a key performance indicator for the service.

Challenge: As this is a huge and growing issue, it is flagged as amber even though progress has been made

The CCG recognises that more work needs to be done to bring together information derived from the MUST tool and that a wider and more consistent use of the MUST tool needs to be explored. For example, Primary Care uses the tool routinely on older, frail patients and this information could be used to map out areas where there was a greater prevalence of community malnutrition. A review of the use of the MUST tool took place in March 2018, with the following feedback:

Primary Care: A training need has been highlighted. The lead dietitian is working with the Primary Care Workforce Tutor and the SCFT Clinical Skills Hub to help develop nutrition and hydration training, which would include the use of this tool. There is no MUST tool automatically built into Systm1 and Emis, but some surgeries may have loaded a MUST template onto their system. A longer term strategy would be to develop a template that would include MUST and link with our local guidelines. The Lead Primary Care Dietitian has undertaken training with District Nurses and Integrated Primary Care Team nurses at Brighton General Hospital, Hove Polyclinic, Conway Court, Portslade Health Centre and Moulsecoomb Health Centre and care homes about MUST.

2D.2 Fully embed the MUST (malnutrition screening) tool in hospitals and beyond e.g. in GPs, via health checks and in care homes (as many hospital admissions from care homes are related to malnutrition). Also engage with private sector home care agencies & discharge agencies around training/ embedding

CCG Medicines Management Team:

Local Oral Nutrition Support (ONS) guidance on the CCG website includes information on MUST scoring tool and the requirement to have the score at hand when initiating prescribing and subsequently conducting monthly scores to monitor ongoing benefit of oral nutritional supplements.

The CCG would like, healthy as part of its 'Caring Together', to develop the consistent utilisation of the MUST tool. Relevant programmes are:

- Programme 1 - Preventative Services & Community Care
- Programme 3 - Access to Primary Care & Urgent Care

Digital Brighton & Hove have championed inclusion of food shopping in digital inclusion courses.

Possability People created an easier search function and a print button for the 'It's Local Actually' Directory, which made it easier to search for lunch clubs

ASC organised the set up and control of 'My Life' portal. Casserole Club has been added to food section of My Life and Nutrition Course for Carers. There is also a link to the BHFP website.

Non-digitally, Adult Social Care (ASC) has sent out a lunch club list, community transport pamphlet and Casserole Club leaflet for volunteers and diners to all food banks and lunch clubs as well in order for them to put up where people can see them and spread the information

ASC ensured that the Carers Centre had information on the Food Nutrition Course for Carers & Casserole Club and provided leaflets and also shared within relevant adult social care teams.

2D.3 Noting lower levels of internet access/confidence amongst some older people, ensure:

- Digital inclusion courses for older people include food shopping (*see also 3A*)
- Information is provided non-digitally –around changing nutritional needs with age, cooking in response to changed mobility, choosing a ready meal, home delivery of pre-cooked meals, how to find lunch clubs/ shared meals etc. (*see also 3A.3*)

2E. Food in residential settings such as hospitals and nursing homes is palatable and nutritious, and where possible sustainable: reducing levels of malnutrition and improving clinical outcomes

2E.1 Improve hospital food at Royal Sussex County Hospital in terms of nutrition, sustainability and palatability, exploring the potential to work in partnership with other local NHS Trusts around a joint catering production unit

(Y.1) The wording of this action was changed to “joint catering procurement” from “joint catering production unit”.

(Y.2) There was no progress on this at this point because there was no permanent Catering Manager employed within the Trust. A formal management restructure took place, potentially allowing for recruitment for this post.

(Y3) The new catering managers are now in post and focusing on creating an allergen database and streamlining catering procurement and menus across the two main hospital sites (RSCH and PRH). Regular patient feedback on the hospital food comes from ‘Patient Voice’ questionnaires and through annual dietitian-led ward meal observation audits. The Trust ‘Food Improvement Group’ consists of members of the catering, dietetic and nursing teams as well as patient representatives. They meet quarterly to discuss patient comments on food and identify/implement/ monitor work streams to improve patient catering.

2E. 2 Adult Social Care and the Clinical Commissioning Group to work together to explore how nutrition and hydration can be improved in care homes

ASC and CCG carried out joint quality monitoring visits to nursing homes plus desk assessments, which take into account nutrition and hydration in relation both to individuals and the care home processes, and they have provided detailed info on these (see footnote for full update¹¹).

¹¹ ASC and CCG have been carrying out joint quality monitoring visits to nursing homes. The care plans are checked and this can include a risk assessment about dehydration/malnutrition, if appropriate. If it is appropriate, the care plan should have a MUST assessment and weighing of the resident, as well as, monitoring sheets for food and fluids. At quality monitoring visits, there is a walk-around the property which includes observing if the residents have access to drinks in both their rooms and communal areas. The meal time can be observed and the chef can be asked about whose meals need fortifying.

		<p>The CCG Lead Dietitian works with individual care homes, and they have provided detailed information about this role.¹² She has also been working with BHCC to improve the robustness of training offered to care home staff on the Food Safety, Nutrition and Hydration & make it more relevant to the attendees by targeting it towards the needs of the elderly at risk of malnutrition and dehydration. She is working with the Primary Care Workforce Tutor and the SCFT Clinical Skills Hub to help develop nutrition and hydration training.</p>
2E.3	<p>Deliver training on nutrition and cooking skills to staff in care homes via the BHCC core training programme. Undertake programme of work to encourage wider uptake of the training.</p>	<p>This training was successfully delivered (approx. once annually).</p>
2E.4	<p>Promote the Healthy Choice Award to encourage good practice in residential settings; include as part of Adult Social Care audit/review process; share good practice at relevant forums/through relevant communications. BHFP to give presentation at the city-wide Care Home Forum on the Healthy Choice Award.</p>	<p>This particular work has now ceased. Instead, the BHFP/Age UP publication 'Eating well as you age' was circulated across the city (~7000 copies). This is an information booklet aimed to raise awareness of malnutrition in the community.</p>

We work closely with the Speech & Language team (SALT) about resident's swallowing difficulties and the correct food textures.

There is a three-monthly Nursing Home Professionals meeting which includes SALT and Community Dietitians to discuss the nursing homes in the city and any concerns.

ASC also undertake Desk Top Reviews (DTR) of care/nursing homes which would include looking at any concerns/complaints/incidents and safeguarding raised in the past year. This would see if any concerns about nutrition and hydration had been raised, which could lead to a focused visit.

¹² The CCG employs a Lead Dietitian Primary Care worker as part of the Medicines Management Team. The dietitian works with individual care homes –which either self-refer or are flagged up following intelligence, either visits or through meetings. Training offered can include MUST Screening, food fortification, adequate hydration, appropriate referral to Dietetic Services.

The Lead Dietitian for Primary Care has been in post since October 2017. She has been working with the council to improve the training offered to care home staff on the Food Safety, Nutrition and Hydration course to bring this in line with local guidelines and to make it more relevant to the attendees by targeting it towards the needs of the elderly at risk of malnutrition and dehydration. She spoke at the Sussex and Surrey Safeguarding conference to highlight the importance of nutrition and hydration, where she launched "Hydration Hints for Older People - <https://www.gp.brightonandhoveccg.nhs.uk/files/hydration-hints-older-peoplepdf>"

She is also working with the Primary Care Workforce Tutor and the SCFT Clinical Skills Hub to help develop nutrition and hydration training. The lead dietitian has been working directly with individual care homes to provide training in homes relating to MUST screening, food fortification, hydration, care planning and appropriate use of oral nutritional supplements. Care homes can contact the lead dietitian directly to arrange training, or she accepts referrals from the care quality team, the community dietitians at BSUH and GPs. She is also providing training sessions for community nurses (district nurses, responsive services)

Aim 3: Brighton & Hove becomes the city that cooks and eats together

3A. Brighton and Hove becomes 'The city that can cook': Part A Skills

	Action	Progress
3A.1	<p>Expand the number of classes on offer in cooking and shopping skills, for both general public and specific groups e.g. people with learning disabilities; single men; older/bereaved men ('Old Spice') and the groups identified above as at risk of food poverty, including young working age people¹³</p> <p>Explore how budgeting, numeracy etc. can be embedded within cookery sessions</p> <p>Explore how cookery sessions can be better linked with community cookery/shared meals groups e.g. Chomp holiday lunch clubs for children and families</p>	<p>BHFP and others such as Big Fig and community centres have continued to offer cookery courses, plus cooking has been built into other activities e.g. Chomp have run sessions. BHFP have secured funding for a purpose-built community training kitchen to open in 2018.</p> <p><i>Challenges: funding can be sporadic, including for courses that are seen as priority such as Old Spice.</i></p>
3A.2	<p>Develop specialised training courses and/or written 'Tip sheets' – for people in particular circumstances (and those who support and advise them e.g. support workers, paid carers and family/unpaid carers)</p> <ul style="list-style-type: none"> Adapting cooking to disabilities/sensory impairments (plus how to access cooking equipment/ adaptations – see 3B.1) Lacking cooking equipment e.g. in temporary accommodation or bedsits 	<p>A leaflet was produced by BHFP in partnership with CCG and BSUHT on older people's nutritional needs and identifying malnutrition. There is still a desire to produce some that include other tip sheets - in particular, on cooking with limited equipment, which has become even more relevant with the increase in use of emergency accommodation which often has poor kitchen facilities.</p> <p><i>Challenges: BHFP have not had the capacity to produce all desired tip sheets.</i></p>

¹³ <https://www.independent.co.uk/news/uk/home-news/16-to-24-year-olds-spend-more-on-food-than-any-other-age-group-says-research-a6678596.html>

- Mental health condition (e.g. cooking in advance for bad days)
- Cooking for one
- Older people's nutritional needs (these change as we age)
- Choosing a healthy ready meal in a supermarket/ options for home delivery (many people are reliant on pre-cooked meals)

3A.3 Include food ordering/budgeting/preparation in financial capability training sessions. Also, in 'getting online' training e.g. how to set up a 'favourites list' for food shopping online

Digital Brighton & Hove have championed inclusion of food shopping in digital inclusion courses.

3B. Brighton and Hove becomes 'The city that can cook': Part B *Equipment* (fridge/freezer/cooker/saucepans/storage)

3B.1 Improve access to equipment that will help people with sensory impairments or other disabilities to cook, initially by exploring wider roll out of Independent Living Centre and/or re-ablement services similar to those available after a stroke

Possability People hasn't had the capacity to progress on this front.
The Independent Living Centre has since closed.

3B.2 Explore whether Sheltered Housing refurbishments/developments can include a fridge/freezer rather than a fridge with icebox as this is important for budget cooking for one or two people

Sheltered Housing refurbishments will now include a fridge/freezer. In Sheltered Housing premises, shared meals have been set up and casserole club promoted, and other aspects of food such as food growing have also been encouraged.

3B.3 Encourage registered providers (social landlords) to ensure adequate kitchen provision in refurbishments/ developments i.e.

- Appropriate kitchen space

BHFP submitted to HMO (Houses in Multiple Occupation) consultation in 2017 requesting this be incorporated in guidance (outcome unknown)

- Appliances to enable budget cooking e.g. accommodation aimed at single people/couples, includes a fridge freezer (rather than a fridge with icebox)

BHCC have been proactive in promoting and have taken to private sector landlords' forum.

3C. Brighton & Hove becomes 'The city that eats together'. Shared meals are thriving, and people can find out about and get to them. Offers of new venues and storage spaces help keep costs low. *Sharing food is an effective means for people to eat well – including (but not only) those who are vulnerable e.g. don't have the mobility, equipment or skills to cook. They help strengthen community networks which are themselves a resource in hard times. Cost, access and (especially) transport are key factors in accessing them.*¹⁴

3C.1 Recognise the role that shared meals e.g. lunch clubs are playing in improving the health, nutrition and mental health of the city; increase their role as a site to deliver advice or be a 'safe place' to raise other issues.

Ensure that projects can keep up with increasing demand e.g. explore creative commissioning arrangements (*see also 'care packages' below*) and/or new micro funding to test new models of provision/ meet gaps /increase sustainability.

*NB - gaps are at evenings/weekends and in the East and North of the City – 52% of people accessing shared meals live nearby (2015)*⁸

BHCC have funded some BHFP development support and training for shared meal settings. BHFP have included shared meals in the 'good food grants' programme to provide some limited funding. Casserole Club set up (see 3C.9).

'Shared meals' have had a higher profile and partner engagement e.g. Possability People made sharing food a discussion theme at a Citywide Connect event, leading to action plans around promoting Casserole Club and new shared meal settings.

New models /pilots include Posh Club - <http://theposhclub.co.uk/clubs/brighton/>

Although this has been flagged green because of progress, sustainability is an issue. Mad Hatters in East Brighton has closed, as has Bluebird.

3C.2 Explore whether existing projects can add *cooking and eating together* to their existing services - e.g. community groups; school holiday activities such as Play bus; 'trusted' providers such as food banks (*see also Aim 4*)

Sheltered Housing have encouraged shared meals in Sheltered Housing premises. BHFP offer Good Food Grants and development support for shared meals settings (see above). Providers such as the Purple People Kitchen food bank have made a meal integral, and the Brighton Women's centre is looking at adding a meal to their food bank service.

¹⁴ <https://bhfood.org.uk/wp-content/uploads/2017/09/Eating-Together-Report-FINAL-1.pdf>

3C.3	Explore in-kind support for shared meals e.g. use of council premises for shared meals and/or for storage of ingredients/ surplus food; Sheltered / seniors housing (for residents also for wider community); Schools and children’s facilities (for family meals and/or holiday lunch clubs); Council storage spaces and community rooms e.g. in housing estates (especially ones with kitchens); Faith groups/ community groups/ facilities in private sector e.g. care homes	<p>Whilst this could be more coordinated, there has been some progress e.g. Chomp have expanded onto school premises (see above). BHCC were unable to find premises for The Real Junk Food Project but they have secured a storage hub (see below). Sussex Homeless Support are looking at taking on the former RVS meals on wheels kitchen. St Vincent De Paul Society have taken on the former BHCC Tower House Day Centre to act as a lunch club. Mayfield Manor private care home have also set up a lunch club accessible by the community.</p> <p>This continues to be a priority going forward given the loss of some provision e.g. Mad Hatters & Bluebird lunch clubs and community facilities such as The Bridge in Moulsecoomb.</p>
3C.4	Secure a premises so that a ‘pay as you feel’ meal is available 7 days a week - ideally own premises, but if shared then focus particularly on evenings & weekends (identified as a gap)	RJFP found premises to offer lunch 5 days a week, in different community venues, and secured a storage hub in Bevendean which includes a pop-up shop. They are still seeking a permanent café site.
3C.5	Explore whether BHFP can support shared meal projects with recruiting volunteers and/or other development support e.g. around management/fundraising	BHFP’s work has included provision of development support in these areas (funded by BHCC) to shared meal settings although capacity is limited.
3C.6	Provide 3x initial training sessions – including food safety and creative cooking with surplus foods/cooking for groups - as a cost-effective way to support shared meal projects	BHFP coordinated several training sessions in food hygiene/safety for shared meal settings, and following further research into priorities for these groups, they also ran training sessions on mental health awareness and on boundaries
3C.7	Recognise the ‘infrastructure’ role of FareShare and grassroots surplus food distributors in supporting shared meal settings (plus food banks – see 4A.2 – and other food services for vulnerable/ disadvantaged people) to keep their costs low and accessible –	<p>BHCC have funded the Surplus Food Network and this has brought in additional funding through Sainsbury’s and the People’s Project. FareShare have also increased their infrastructure role through accessing national funding</p> <p>The wording was changed (see left) for this action in 2016.</p>

support via direct funding and/or in-kind support, especially storage facilities for surplus food *and/or strategic support [added 2016]*

3C.8 Make information about shared meals more accessible via an easier search mechanism on the 'It's Local Actually' directory and by non-internet methods e.g. printed list/radio – promote in other settings (e.g. hospital discharge, care assessments, via GPs and other health professionals, Community Navigators).

3C.9 Support initiatives which encourage neighbours to connect, with potential to share e.g. 'Know my Neighbour Week' May 2016; Neighbourhood Care Scheme.

Possability People created a 'lunch club' category in the on-line 'It's Local Actually' Directory, which made it easier to search for them. ASC organised the set up and control of 'My Life' portal. Casserole Club has been added to food section of My Life and Nutrition Course for Carers- there is also a link to the BHFP website.

Non-digitally, ASC has sent out lunch club lists, community transport pamphlets and Casserole Club leaflets for volunteers and diners to all food banks and lunch clubs in order for them to put up where people can see them and spread the information.

ASC ensured that the Carers Centre had information on the Food Nutrition Course for Carers & Casserole Club and provided leaflets. [see above/below]

KMN Week in May 2016 was a collaboration of organisations including One Church picnic, BHFP, Brighton University, and Hop 50+. Time to Talk Befriending held events to bring neighbours together, generally around food.

One Church passed the project (KMN) on to Impetus in early 2017.

BHFP, Impetus and Bright Dials Digital Marketing set up Casserole Club to reduce isolation by encouraging neighbours to share a meal. This has been advertised in a number of ways including coffee morning packs.

3D. It becomes easier to access to low cost food in the city, whether this is ingredients or shared meals – making it easier to make healthier choices

3D.1 Explore options to increase access to fresh low-cost ingredients at a local level for example:

- link existing local grocers van or with food banks, lunch clubs; community venues
- encourage new individual or community run low cost food outlets in community spaces or sheltered housing (offering free use of space to keep costs down) e.g. low cost veg; bulk buying clubs or food co-ops

(see also 3A.3 for digital inclusion – improving access to home food delivery)

The Surplus Food Network, and the increase of FareShare’s capacity with a new focus on fresh food, has increased supply.

Challenges: *Less progress has been made on community run co-ops or bulk buying clubs.*

3D.2 Deliver a programme of work with outlets to offer healthier options in restaurants, cafes and takeaways; including healthier cooking techniques and achieving the Healthy Choice Award

(Y.2) BHCC worked with restaurants and caterers on healthier options, as part of the Sugar Smart Campaign (which also ran much wider) and produced a guide to Healthy Choice catering.

(Y.3) There are currently 103 Food Outlets who are part of the Healthy Choice (HC) scheme in Brighton & Hove. The scheme looks at preparation, purchasing cooking methods, choice, drinks and marketing of healthier options. The council offers HC training sessions, which usually take place quarterly. They also offer healthier frying catering training sessions.

3D.3 Explore how City Plan Part 2 and economic planning processes can encourage local shops and market stalls selling fresh ingredients; and encourage healthier takeaways

(Y.2) BHFP submitted a far-reaching submission to City Plan 2.

(Y.3) BHFP have explored the possibility of supplementary planning guidance with BHCC.

3D.4	Recognise the role of community kitchens and venues in addressing the impacts of food poverty and explore protection through existing and future planning policy frameworks (e.g. City Plan Part 2)	(Y.3) A new policy had been drafted on 'Community Facilities' for City Plan Part 2, which protects against the loss of community facilities and sets out their importance in the city especially to vulnerable residents. Public consultation on the draft City Plan Part 2 is due summer 2018.
3D.5	Via Transport Strategy ensure accessible affordable public and community transport is promoted and provided, enabling people to travel to local and main shopping areas and/or access shared meal settings. Transport is an important factor in food poverty, especially to those with disabilities	The Local Transport Plan (March 2015) ¹⁵ stresses both connecting people with shopping areas, and the importance of local shopping centres in allowing access to food, as well as creating healthier environments that encourage walking and cycling to be used for food shopping journeys.
3D.6	Shared meal settings refer to the Fed Centre for Independent Living's 'Out and About' guide ¹⁶ for information about informal shared transport options and other useful examples and guidance on ensuring effective (free) insurance provision for volunteer drivers	Shared meal settings were referred to this in the shared meals survey undertaken by BHFP. Transport remains a barrier to people accessing support such as lunch clubs.

¹⁵ <https://www.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/BHCC%20Local%20Transport%20Plan%204%20Document%20v260515.pdf>

¹⁶ <https://www.possabilitypeople.org.uk/wp-content/uploads/2017/08/Out-about-guide.pdf>

Aim 4: When prevention is not enough - ensure there is crisis and emergency support so that people do not go hungry

4A. Food banks are supported to operate effectively as an emergency option and to widen their services to help address underlying causes of food poverty – and they are not the only option in a crisis

	Action	Progress
06 4A.1	<p>Advocate and provide planning options for the continuation of the Local Discretionary Social Fund (LDSF) or similar form of crisis support by a statutory organisation - so that people experiencing an emergency are not reliant purely on the voluntary/community or faith sectors. Options for continued funding are creatively explored before current provision ends in 2017</p>	<p>(Y.2) Although funding was reduced, BHCC continued to support the LDSF meaning that people experiencing an emergency are not reliant purely on the voluntary/community sector.</p> <p>(Y.3) BHCC will continue to provide support through the LDSF in 2018/19.</p> <p>Challenges: This is marked as amber as there is always a question over funding.</p>
4A.2	<p>FareShare and other food surplus organisations continue to redistribute surplus food effectively, underpinning the work of food banks in the city.</p> <p>Focus on securing more fresh/healthy food & expanding to meet demand - whilst acknowledging that food waste is never the 'answer' to food poverty.</p> <p>The debate around food surplus issues to be explored via the Surplus Food Network and future city waste strategies <i>(NB affordable surplus food also supports 'shared meals' as well as food banks – see 3C.7)</i></p>	<p>(Y.2) FareShare increased their volunteer number and their food supply, as well as their reach. They encouraged healthier food donations. Grassroots action to redistribute surplus food was enhanced with new peer to peer apps and platforms including Olio and Food Cloud (now called FareShare Go). Supermarkets including Lidl, Tesco and Sainsbury's were much more proactive at offering surplus.</p> <p>(Y.3) FareShare continues to recruit and support volunteers, including through provision of training: 17 have moved into employment so far in 2017/18. FareShare provision of surplus food to local charities continues to grow, with plans underway to significantly upscale operations. BHCC Public Health has committed funding for FareShare to continue to improve health outcomes until 2019. FareShare has worked closely with Surplus Food Network member Sussex Gleaning Network to</p>

		<p>rescue more fresh surplus produce from farms and get it to those in need. Two major supermarkets are coming on board with FareShare Go in 2018.</p> <p>The Surplus Food Network and a Food Waste Round table have explored issues including the 'value' of surplus food and the importance of quality donations.</p>
4A.3	<p>Food banks and emergency food providers ensure that people receive holistic support to tackle the underlying causes of the emergency, including access to the city's advice services (either on site or by referral). Advice services continue to better integrate their services with food banks</p>	<p>In 2016, food banks identified housing advice as a particular need – resources were shared on housing advice via the Emergency Food Network (EFN). Also, an adviser from BHCC visited several foodbanks. Food banks have continued to expand provision, including access to advice services and a focus on prevention. Moneyworks partners have worked more closely with food banks, with more advisors attending food bank sessions. An annual BHFP survey continues to identify food bank needs in relation to training and other services.</p>
4A.4	<p>Food banks continue to look at how they can offer longer term support which goes beyond emergency food & is preventative:</p> <ul style="list-style-type: none"> • Digital access ideally with support • Shared meals / other 'longer term' options • 'Cooking and Eating Together' sessions and/or cookery classes • Access to low cost ingredients for cooking at home (e.g. food buying groups, link with local grocers) alongside healthier food within food banks 	<p>There has been continued progress, including a pilot digital access project with Brighton & Hove Libraries/ Digital Brighton and Hove. Several Food banks meals offer meals or refreshments e.g. at Purple People food Bank. There have been pop up cookery sessions using food bank ingredients by BHFP but this was quite hard to coordinate and not seen as priority going forward. The Emergency Food Network has continued to help build links with other services and support as have individual food banks.</p> <p>There has been less progress on looking at food banks as a place for 'bought' food at low cost/ links with grocers</p>
4A.5	<p>BHFP secures funding to develop its work to support food banks & emergency food providers; and continue the EFN as a collective space for food banks to work together and meet with advice providers and the City Council</p>	<p>BHCC has funded BHFP to support the EFN for 3 years from 2017.</p>

Aim 5: Commit to measuring levels of food poverty so we know if we are being effective

5A. Existing monitoring mechanisms are used to gather better info on food poverty

	Action	Progress
5A.1	BHFP to continue to measure crisis or emergency food poverty by providing an annual snapshot of food bank use in the city	BHFP's annual survey ^{17 18 19} of food bank use continues to provide a useful insight (see intro to report)
5A.2	Continue to gather information on longer term or chronic food poverty in the city; also on national good practice/ 'solutions'	BHCC continue to ask a question about food/fuel poverty in the annual city tracker. (see below) Although BHFP have less funding for coordination on food poverty issues, new financial support from Food Power has allowed them to keep on top of national issues and good practice
5A.3	Explore how information from MUST (malnutrition screening) can inform understanding of food poverty in the city, in parallel with wider use of MUST outlined in Aim 2	The CCG recognises that more work needs to be done to bring together information derived from the MUST tool to inform a wide overview of food poverty and has committed to doing so (for more detail see aim two)
5A.4	Use breastfeeding rate data to track rates of breastfeeding, taking note of trends in more deprived wards	This data is still tracked (<i>see also 2A.1</i>).
5A.5	Use child measurement programme data to track rates of childhood obesity in different income groups	This data is still tracked and still shows disparity between different income groups in relation to child obesity.

¹⁷ <http://bhfood.org.uk/wp-content/uploads/2017/09/Food-Bank-Survey-Snapshot-July-2015-v2.pdf>

5A.6	Food banks commit to measuring the reasons people are accessing them, using 'Trussell Trust' categories so that the data can be compared	<p>Several food banks have introduced the use of Trussell Trust Categories which has been useful both for understanding reasons for food bank use and comparing with national figures.</p> <p><i>Challenges: not all food banks are using this method, but it was anticipated this would happen.</i></p>
5A.7	Organisations and services track food poverty levels amongst their service users using question(s) already piloted by BHFP or including the broader city tracker food/fuel question; or 'innovative' methods e.g. video/visuals - BHFP to collate data	<p>Several organisations have included BHFP's questions in their monitoring and responded with answers. BHCC's Housing department found food poverty to be a surprisingly big issue. Other organisations have also found high levels of need. (see intro to report)</p> <p><i>Challenges: It can be hard to get data back from organisations for collation</i></p>
5A.8	Universities strengthen their research partnership with BHFP and/or Food Matters, including at least one joint project around understanding or tracking food poverty or food prices/availability in the city (<i>see also 1A</i>)	<p>Food Matters carried out research into the 'poverty premium' in relation to food in the city, and the cost of a healthy vs. an unhealthy basket of food. (see Aim 1)</p> <p>BHFP & Sussex University have strengthened joint working, with a joint event looking at tracking impact of food strategy, including the food poverty aspects, and Adrian Ely from Sussex University joining the expert panel for the food strategy refresh. BHFP and Brighton University have jointly applied for funding for a PhD student to track progress and impact.</p>
5A.9	BHCC measures on-going levels of long term or chronic food and fuel poverty via a question in the annual weighted 'City Tracker' survey. CCG/BHCC explore whether contracts for health and social care services can help with measuring levels of food poverty (by requiring	BHCC continues to include the food and fuel poverty question in the annual 'City Tracker' survey. Although the sample is relatively small (1000 people) it has been consistent over four years so seems to provide a good picture.

¹⁸ <http://bhfood.org.uk/wp-content/uploads/2017/09/Food-banks-and-Emergency-Food-Network-report-2016-final.pdf>

¹⁹ <http://bhfood.org.uk/wp-content/uploads/2017/09/Food-banks-and-Emergency-Food-Network-report-2017.pdf>

data collection); or whether they can share existing data e.g. from health visitor assessments

Although it is just one question (three or more would be much more effective) many cities are envious that we have anything. See intro for data.

There has been less progress on bringing together other data sources and potential measurements e.g. Sharing health visitor assessment data not practical.

BHFP have supported national campaigns around the need for a systematic Government-led means of tracking of food poverty.

Subject:	Fundraising – George Street, Hove		
Date of Meeting:	3 December 2018		
Report of:	Executive Lead - Strategy, Governance & Law Executive Director - Neighbourhoods Communities & Housing		
Contact Officer:	Name:	Sarita Arthur-Crow	Tel: 01273 291568
	Email:	sarita.arthur-crow@brighton-hove.gov.uk	
Ward(s) affected:	All Wards		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 This report sets out the detail requested by this Committee on 8 October 2018 regarding the options for curtailing street fundraising activity on George Street, Hove.
- 1.2 This Committee is asked to agree the proposed approach for curtailing street fundraising on George Street.

2. RECOMMENDATIONS:

- 2.1 That the Committee resolve for officers to pursue negotiations with the Institute of Fundraising with the aim of entering into a new or amended Site Management Agreement as set out in paragraphs 3.10-3.14 of the report.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 A letter was presented to the NICE Committee meeting on 8 October 2018 which raised the issue of charity 'chuggers' obstructing members of the public and in some instances intimidating passers-by. A copy of the letter is attached at Appendix 1.
- 3.2 A meeting has taken place with representatives of businesses, residents and managers of charity shops to obtain views. A summary of the concerns raised is attached at Appendix 2.
- 3.3 The outcome sought by those who have expressed their views to the Council is for fundraising activity on George Street to be restricted to event-based fundraising. This is where the fundraisers have a flag, stall or marquee and people who wish to can choose to approach the stall or marquee rather than having individual fundraisers approach them. Currently, in addition to event

based fundraising, street fundraisers (also known as 'chuggers') are all along George Street. This means that it is difficult to avoid being approached.

- 3.4 Whilst most approaching of street fundraisers is not said to be in an aggressive or intimidating manner, it is the approaching in itself that is reported as having negative effects on some passers-by.
- 3.5 George Street, Hove has many charity shops and these charity shops have many volunteers with special needs and mental health issues. Volunteering presents the opportunity for socialising in the community and gaining skills. However, some volunteers have been found to be unable to cope with being approached by street fundraisers and this has presented a barrier to them arriving in the morning or returning after their lunch break.
- 3.6 Further, the representations made are that many shoppers on George Street, Hove are either vulnerable or elderly and being approached by street fundraisers that are not in a fixed place makes it hard for them to avoid being approached. There are reports of elderly shoppers routinely giving out their direct debit details in order to be able to pass on and then for their relatives or carers having to undo this following each visit. George Street, Hove is a 'tunnel' whereby there are limited options to exit the street. Entrance and exit is in the main through the top and bottom end of the street. The only exception is one small passage way leading to the Tesco car park.

Options

- 3.7 The options for restricting street fundraising on George Street, Hove are as follows:
 - A. Enter into a voluntary agreement with the Institute of Fundraising;
 - B. Rely on an existing bye law on 'touting';
 - C. Seek to create a new bye law ;
 - D. Seek to make a Public Space Protection Order under the Anti-Social Behaviour, Crime and Policing Act 2014.
- 3.8 Each of these options are considered below.
- 3.9 Voluntary agreement with the Institute of Fundraising
- 3.10 The Institute of Fundraising is the professional membership body for charity fundraising in the United Kingdom. The Institute works with local authorities and Business Improvement Districts (BIDs) to establish co-regulatory agreements. These are called Site Management Agreements (SMAs) and they set controls on where and when fundraising can take place.
- 3.11 The Institute make sure that their members stick to the agreement through a programme of spot checks, mystery shopping and co-regulation with the Council.

Breaches of the conditions of the SMA attract penalty points for the employers/contractors of fundraisers under a penalties and sanctions regime.

- 3.12 There is currently a Site Management Agreement in Brighton and Hove (a copy is attached at Appendix 3). This was set up by the Brighton BID and includes George Street, Hove. The current restriction for George Street, Hove is a maximum of four fundraisers and a maximum of three times per week.
- 3.13 Contact has been made with the Institute of Fundraising to request whether the Institute would agree a complete ban on street fundraising on George Street. This has happened in North Laine in Brighton, where there were particular concerns raised. Another option which will be explored is the possibility of a restriction on street fundraisers being able to move around George Street. Details of how a restriction to a fixed spot could be made would need further exploring. If a fundraiser has a stall or a marquee, this would require a licence from the Council. If the fundraiser did not wish to have a stall that required a licence, it would need to be worked out how to designate where the fundraiser is to stand.
- 3.14 A meeting with the Institute will be scheduled in the next few weeks where a site visit to George Street will take place and further discussions will take place regarding the options for either a new Site Management Agreement covering only George Street or amending the current Site Management Agreement. Officers will provide a verbal update to Committee in relation to the meeting.
- 3.15 Relying on an existing bye law
- 3.16 Bye laws are local laws that are made by local authorities. In Brighton and Hove, there is already in existence a bye law against 'touting'. The bye law states:
- No person shall in any street or public place for the purpose of selling or advertising any article or obtaining custom tout or importune to the annoyance or obstruction of passengers.
- 3.18 Although this may appear to be a good option for street fundraising, the lack of precision may open the Council to challenge. Street fundraising is on the edge, if not outside, the wording of 'for the purpose of selling, advertising any article or obtaining custom'.
- 3.19 Pertinently, the Ministry for Housing, Communities and Local Government issue model bye laws which can be used when making a new bye law. The Model Bye laws and guidance have very recently been updated. The current wording for the 'touting' model bye law is very similar to the Brighton and Hove wording and the guidance states that "The Department for Digital, Culture, Media and Sport advice is this byelaw does not cover collections for a charitable, philanthropic or benevolent purpose".
- 3.20 Bye laws are enforced by the local authority in the Magistrates Court and if convicted, can lead to a fine. The risk with enforcing a law that does not cover the offence is that the prosecution will not be successful. The best first avenue is therefore to explore all options for dealing with the matter through a site management agreement with the Institute of Fundraising.

3.21 Making a new bye law

3.22 In view of the uncertainty around the enforceability of the existing bye law in relation to 'chugging' there is the option of seeking to make a new bye law which does explicitly cover 'chugging'.

3.23 The process for making a new bye law includes preparing a draft of the bye law, carrying out an assessment of whether the regulatory burden of the bye law is proportionate and publishing a statement regarding the regulatory burden and why an increase has been considered proportionate and necessary. The assessment by the local authority needs to have involved consultation with the persons likely to be affected by the byelaw.

3.24 Importantly, the proposed byelaw requires the approval of the Secretary of State. Byelaws are considered measures of last resort after a local authority has tried to address the local issue through other means. Therefore, if the Council were to seek to make a new bye law, it will be very important to be able to show that all the possible attempts to deal with the issue through a Site Management Agreement had not been successful. A local authority that is not able to establish this is not likely to be given approval for the bye law.

3.25 Making a Public Space Protection Order

3.26 The Council has the power to make a public space protection order (PSPO) which could apply to George Street. However, the following criteria will need to be met. The Council would need to be able to show that:

- i) The activities carried on in the public space have or are likely to have a *detrimental effect on the quality of life of those in the locality* and
- ii) The effect of the activities are or are likely to be of a *persistent or continuing nature such as to make them unreasonable* and justifying any restrictions or requirements imposed by the PSPO.

3.27 It would be important to consider proportionality when assessing whether to make a PSPO. Part of this would be considering whether the aim could be achieved by a different method and whether all attempts had been made to resolve the issue through a Site Management Agreement.

3.28 Before making a PSPO, the Council would also need to consult various groups, including the police, community representatives and owners and occupiers of land within the restricted area.

3.29 Breach of a PSPO is an offence and may lead to a conviction with a fine. Alternatively, a fixed penalty can be given by a police officer or a person authorised by the Council.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 In light of the information that has come forward from representatives of businesses, charities and residents on George Street, Hove, there are a number of options that can be pursued to seek to curtail street fundraising. Each option is set out in the report.
- 4.2 It is recommended that the option of a new Site Management Agreement should be explored to its fullest before any of the other three avenues are explored. Although the current Site Management Agreement does not deal with the issue, there is potential for a revised or entirely new agreement. If, despite efforts this is not attainable, the other three options could be explored further. The attempts to resolve the matter through a new Site Management Agreement will be important evidence which will be needed to support pursuing any of the other options.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 Two meetings with representatives from businesses, charities, residents and Councillor Wealls who raised the issue at Committee have already taken place and their views and representations are set out in the body of the report and in Appendix 2. A further meeting is scheduled to take place with these representatives and the Institute of Fundraising to discuss the options further.

6. CONCLUSION

- 6.1 This Committee was presented with a letter at its meeting on 8 October 2018 asking for a report on the options for curtailing street fundraising on George Street.
- 6.2 If the Council are to curtail street fundraising, there are four options for doing this; a Site Management Agreement, relying on an existing touting bye law, making a new bye law or making a public space protection order.
- 6.3 It is recommended that the first option should be thoroughly explored before the other options are progressed. If a new or amended Site Management Agreement is not successful, the other options of making a new bye law or making a public space protection order would be the next steps. It is not recommended that the Council rely on our existing 'touting' bye law for the reasons set out in paragraphs 3.16- 3.20.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 Any costs incurred in entering into a new or amended Site Management Agreement will have to be met from within existing revenue budgets.

Finance Officer Consulted: Michael Bentley

Date: 30/10/18

Legal Implications:

7.2 The legal implications are set out in the body of this report.

Lawyer Consulted: Sarita Arthur-Crow Date: 29 October 2018

Equalities Implications:

7.3 The proposals set out in the report are intended to ensure that those from vulnerable groups are protected from unsolicited approaches which may cause them distress or concern. Any agreed way forward would be designed to be proportionate in terms of impact on those seeking to raise funding and those who are affected by it.

Sustainability Implications:

7.4 None

Any Other Significant Implications:

7.5 None

SUPPORTING DOCUMENTATION

Appendices:

1. Letter submitted to the Committee seeking a report on the curtailing of street fundraising on George Street
2. Summary document of the concerns raised by representatives from businesses, charities and residents on George Street
3. The Brighton and Hove Site Management Agreement

Brighton & Hove City Council
Hove Town Hall
Norton Road
Hove
BN3 3BQ

Councillors Gill Mitchell and Emma Daniel
Chairs, Environment, Transport and Sustainability
Committee and NICE Committee,
Brighton & Hove City Council
Hove Town Hall
Hove
BN3 3BQ

16th July 2018

Dear Councillors Mitchell and Daniel

Re: Enforcement in George St of Byelaw Banning Touting

Further to discussions I have been having with the Council's Head of Law, please consider this a formal request that a report is brought to the next appropriate committee (ET&S or NICE Committee) regarding the practical implications of enforcing the following clause of the attached byelaw as follows;

'5. No person shall in any street or public place for the purpose of selling or advertising any article or obtaining custom tout or importune to the annoyance or obstruction of passengers.'

My request is in order to deal with complaints from businesses in George St, Hove, where charity 'chuggers' are obstructing members of the public and in some instances accused of intimidating passers-by. Given George St is a challenging retail business environment, any help we can give in making sure shoppers and visitors are not put off by charity fund collectors will be welcomed.

Should there be alternative means of deterring chuggers in George St (such as a new bye-law or PSPO), please do include them for consideration.

Thank you in advance.

Yours sincerely,



Councillor Andrew Wealls

Cc Councillors Moonan and Wares
Abraham Ghebre-Ghiorghis

GEORGE STREET : CHUGGERS BULLET POINTS :

We want the people to have the choice to engage, NOT be forced to engage!

This not an uncharitable act of banning charities in raising money in George Street, just the way charities collect money.

We fully support charities, as we have so many charity shops in George Street, and even those charity shops dislike 'Chugging' as it gives charities a bad name by visitors that are pestered by 'Chuggers'.

1: We believe that this 'Chugging' ban should not be considered by the council from the outset as a 'City wide' issue. It would over complicate the issue and would lose focus to deal with the very real issues that George Street face.

2: The council should look and focus at the problem and the solution that the community of George Street have submitted that would solve the problem.

3: Once the problem has been solved in George Street, the council can approach other areas and communities for their feedback, and so instigate a ban in those areas if requested.

4: We believe that this can be made bespoke for George Street due to existing special circumstances (see below), and solve the problem for this community.

5: There is a precedence here in George Street, as other charities have led the way use marquee's and opt to give pedestrians the choice to engage. Charities such as Guide Dogs for the Blind, Sussex Wildlife, RSPB and Cats Protection.

6: Unlike other shopping areas in the city, George Street is long and tubular. Once you are in the street and it being so narrow there is really no escape, and this makes it intimidating to people in general, but more so to those considered vulnerable and those with special needs or mental health issues.

7: One of the aspects that make George Street different to other areas, within this tubular narrow street, is the amount of charity shops that are in the street. These charity shops have many volunteers with special needs and mental health issues. Such opportunities in the community help those persons socialise within the community and help gain self confidence.

8: These volunteers are intimidated and vulnerable by the presence of 'Chuggers'. Apart from 'not having the choice to engage' and the invasion of personal privacy, to safeguard any request of highly personal financial information from vulnerable people should be protected.

9: Another aspect that singles out George Street to have a bespoke arrangement is the proximity of so many care homes and hostels in the area. George Street have an incredible amount of visitors from these care homes that consider George Street the centre of their community. These persons have mental health issues and learning difficulties that require care.

10: All 'Chuggers' are national charities and not local charities. Local charities would also support our ban on 'Chugging' and would prefer that charities employ a marquee.

Site Management Agreement between PFRA and Brighton and Hove City Council

The purpose and spirit of this voluntary Site Management Agreement (SMA) is to facilitate responsible face-to-face fundraising in Brighton and Hove town centres and provide balance between the duty of charities and not-for-profit organisations to fundraise and the rights of the public to go about their business without the impression of undue inconvenience. For the avoidance of doubt, this document does not constitute a legal contract.

Once this agreement is in place it should minimise the administration for the council, providing just one channel for information and support regarding face-to-face fundraisers, as nominated 'gatekeepers' only have to deal with one organisation, the PFRA, instead of dealing with each individual charity and fundraising organisation separately.

Statement of Conformity

- 1) All fundraisers will abide at all times by the relevant elements of the Institute of Fundraising's [Codes of Practice](#), and the PFRA's [Rule Book](#).

Access Details

Sites, team sizes, and frequency

- 1) Sites may be used as follows, as shown in the map at Appendix 1:

Queens Rd: Gloucester Rd to Church St
Capacity: maximum of 3 fundraisers
Frequency: not more than 3 visits per week

Cranbourne St/Duke St: Pedestrianised area of Cranbourne St between the stairs and West St; and the pedestrianized area of Duke St between West St and Dukes Ct. Fundraisers are to remain within the central part of both streets, marked by the paving and the gutter line
Capacity: maximum of 4 fundraisers, with no more than 2 on either street
Frequency: not more than 3 visits per week

East St/St James St: East St between Prince Albert St and North St, North St between East St and Old Steine, and St James St to George St

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Unit 11 Europoint, 5-11 Lavington Street, Southwark, London SE1 0NZ
www.pfra.org.uk

Capacity: maximum of 5 fundraisers, with no more than 2 positioned in the pedestrianized area of East St or on St James St
 Frequency: not more than 3 visits per week

Hove: George St between Blatchington Rd and Church Rd, with fundraisers spread out along the length of the site
 Capacity: maximum of 4 fundraisers
 Frequency: not more than 3 visits per week

London Rd: Cheapside to York Hill
 Capacity: maximum of 3 fundraisers
 Frequency: not more than 3 visits per week

North St: Portland St to Princes Pl. Fundraisers are to spread out with not more than 2 positioned on any 1 block
 Capacity: maximum of 6 fundraisers
 Frequency: not more than 3 visits per week

Western Rd: Regent Hill to Spring St. North side only. Fundraisers are to spread out with not more than 2 positioned on any 1 block.
 Capacity: maximum of 6 fundraisers
 Frequency: not more than 3 visits per week

- 2) Where fundraisers are found to be working outside of the agreed locations, they must comply with requests made by Local Authority Officials and reposition themselves correctly or as directed on-site.
- 3) Only one charity will be present on any one site on any one day.
- 4) Fundraising will only be permitted between the hours of 9am and 7pm, unless otherwise specified.
- 5) Exclusion Dates etc are to be announced by the Council (e.g specific event days) and must be pre booked as part of the PFRA Diary Management System. Any exclusion dates to give a minimum of 4 weeks' notice to the PFRA from date of diary delivery.

Other Conditions

- 6) Fundraisers should be positioned in such a way as to offer an adequate 'comfort zone' to those users of the public highway who do not wish to engage. In furtherance of this, it is desirable that a minimum footway channel of 1 metre be

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maintained between fundraisers and the kerb / shop frontage where it is reasonable to do so.

- 7) Fundraisers are at no point to be within 3 metres of any shop entrance or within 6 metres of the frontage of any licensed market/street trader. Fundraisers should maintain a reasonable distance (of approximately 3 metres) apart from one another and any other legitimate street activities (e.g. Big Issue sellers, buskers, newspaper stands, promotional activities and market researching).

Information Required

Nominated Gatekeeper

- 1) The nominated gatekeeper for [insert name](#) Council is [insert contact](#) and his/her contact details are [insert](#). In his/her absence all enquiries should be made to [secondary email](#) or [secondary telephone number](#).

Required Information

- 2) The PFRA will maintain and manage the diary schedule. Diary/Schedule information will include: contact details for the agency (if applicable); and charity being fundraised for.
- 3) Copies of the diary are to be made available to:

[Example
Name, Licensing Manager, Insert Name Council
email:

Name, Licensing Officer, Insert Name Council
email:

Name, Town Centre Manager
email: ...]

- 4) These contact details shall be updated as and when necessary.

Transition and continuity

- 5) Should the nominated gatekeeper move on or responsibilities otherwise change, the gatekeeper will inform his/her successor of the detail of this agreement, the relationship with the PFRA, arrangements for the regulation of face-to-face fundraising, and provide the PFRA with contact details for the successor.

Complaint Management

- 1) PFRA will respond to and seek to resolve all complaints received, and issue penalties where this agreement or any PFRA rules have been breached. The Council will provide real time notification of any complaints it wishes to be resolved immediately and provide sufficient detail for any retrospective complaints to be investigated. Where the collection agencies or the charities themselves receive complaints it is expected that they will provide information to the PFRA including information about the identity of any individual collector who is subject of a complaint and of the action taken (if any).

Working Together

- 1) [Insert name](#) Council agrees to work with the PFRA to raise awareness regarding this site management scheme, including explaining what face-to-face fundraising is, the PFRA, the Code of Practice, and facts about Direct Debit.
- 2) The PFRA monitors member organisations, through a programme of random spot-checks, responding to complaints, and other mechanisms, to ensure fundraisers' adherence to the code of practice, PFRA Rules, and Site Management Agreements.
- 3) This SMA will be reviewed 6 months after it is signed, and then once every 12 months, if necessary, or earlier if there is just cause to do so. All amendments will be agreed in writing before becoming effective. Either party can withdraw from this agreement, giving 3 months' notice in writing.
- 4) Depending on when this agreement is signed, in relation to the PFRA's bidding/allocation cycle, there will be a lead-time of up to 8 weeks before the agreement can be fully implemented.

Signed For and On Behalf Of PFRA:

Dr Toby Ganley, Head of Policy

Date:

Signed For and On Behalf Of [Insert Council](#):



Public Fundraising *Regulatory* Association

Print name:

Job title:

Dated:

DRAFT

Appendix 1

Plan showing the area(s) where fundraising is to be permitted:

[\[insert map\]](#)

DRAFT

Appendix 2

Know your rights - The Direct Debit Guarantee

Direct Debit is one of the safest ways of making charitable donations. Organisations using the Direct Debit Scheme go through a careful vetting process before they're authorised, and are closely monitored by the banking industry. The efficiency and security of the Scheme is monitored and protected by your own bank or building society.

The Direct Debit Scheme applies to all Direct Debits. It protects you in the rare event that anything goes wrong.

The Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.

Subject:	Communities and Neighbourhoods Portfolio		
Date of Meeting:	3rd December 2018		
Report of:	Executive Director for Neighbourhoods, Communities & Housing		
Contact Officer:	Name:	Emma McDermott	Tel: 01273 291577
	Email:	emma.mcdermott@brighton-hove.gov.uk	
Ward(s) affected:	All wards		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

1.1 The purpose of the report is to provide committee with an update on the work that sits within the Communities and Neighbourhoods Portfolio, which includes:

- Community hubs
- Collaboration
- Volunteering
- Enforcement and inspection (Field Officers).

This report covers the first three element of the portfolio. A sister report is provide specifically on the Field Officers.

1.2 Neighbourhoods, Inclusion, Communities and Equalities (NICE) committee last received a report on the Portfolio in November 2017. This report provides an update one year on and also indicative direction of travel for the year ahead.

2. RECOMMENDATIONS:

2.1 That the Committee notes the progress of the work in the Portfolio.

2.2 That Committee supports the ongoing work of the three workstreams outlined in this report: community hubs, collaboration, volunteering.

3. CONTEXT/ BACKGROUND INFORMATION

3.1 The aims and objectives of the Portfolio were agreed at the July 2017 NICE committee. These aims are:

- To put communities at the heart of service delivery
- Make effective use of resources
- Support delivery of savings

The objectives are (in no particular order):

- a) Focus the development of services around community needs and target those most in need
- b) Share information and bring together public, private and voluntary sector, and communities' resources, to work harder for residents
- c) Drive greater collaboration between service providers to avoid duplication and reduce the number of interactions with service users
- d) Make services easier to navigate, providing digital solutions for transactional activities, and ensuring effective support for those who need it
- e) Improve our relationships with residents, making every contact count for them and for us
- f) Enable residents to have a stronger involvement and influence in decisions about their local area
- g) Improve service user satisfaction by listening to local people and involving residents in service development and delivery
- h) Encourage and develop the capacity for people to do more for themselves and each other, helping people solve problems before they escalate into bigger problems.

3.2 Key Successes in the Four Work Programmes

3.2.1. Community hubs

3.2.2. The community hubs programme was prioritised for delivery in four areas: Moulsecoomb and Bevendean, East Brighton, Hanover and Elm Grove, and Hangleton & Knoll. The aim was to make services easier to access both digitally and physically, increase awareness of services and support available in communities, encourage innovation and closer working between organisations and change organisation culture with the aim of improving outcomes for residents and neighbourhoods.

3.2.3. All four areas, through a collaborative process between residents and service providers from the voluntary and public sectors, with good representation from across council services, have produced and started delivering **Neighbourhood Action Plans (NAPs)**. This is having the direct effect of: improving the sharing of information between services, and between services and residents, making better use of existing resources, putting residents' aspirations and ideas for their area at the heart of change, with residents taking direct action and improving access to services.

3.2.4. In addition, the work in the four areas has generated enthusiasm and desire for similar plans in other areas including Queens Park, North and South Portslade and Hollingdean. We have been able to support development of NAPs in these areas through the existing investment in community development as part of the council's Third Sector Investment Programme. However, members for wards without community development commissioned work have also requested support for development of NAPs. This is currently not resourced.

3.2.5. Hub Cross Sector Networking has been set up in the four hub areas supported by community development providers. These sessions are open to anyone that provides services in each area; this includes small community groups who are delivering local activities alongside statutory and larger CVS services. These

sessions have been extremely popular and provided a valuable space to build new relationships, understand the range of services and opportunities for local people and develop signposting or referral routes. The sessions have resulted in a range of new ideas for joint work to improve communications, evaluation and develop specific targeted projects. These ideas are being developed through task and finish groups. The sessions have been driving a more connected approach to using resources and providing better local services to residents and some new projects are already taking place such as new referral routes, joint work between community projects, Age UK, Albion in the Community, GP services and Whitehawk Football Club to name a few.

'I have made more headway today than I have in the last five years'

Service provider at East Brighton Networking Session

3.2.6. Community Development has continued to support and build the capacity of local groups and organisations across three of the four hub areas, with a limited amount in Hanover and Elm Grove and direct support from the council's Communities, Equality and Third Sector team. The community development support is empowering and enabling residents to engage in the setting of local priorities for the Neighbourhood Action Plans, coming together with local service providers to look at how to address issues collaboratively. In addition, the community development work is supporting residents and groups to provide a range of locally delivered activities such as LGBT support groups, parent and toddler, multi-cultural groups, fun days and festivals, and to campaign and fundraise to sustain these.

3.2.7. Partnership Events: Each Hub area is hosting quarterly partnership events to bring together all the key community organisation and service provider to drive forward the actions with the NAPs.

3.2.8. East Brighton Successes

3.2.9. Whitehawk Hub has a multi service campus that includes a library, community café, social work team, housing office, youth employability, children's centre, GP, dentist and pharmacy, primary school and a nursery all on the one site. However, development on the site has been piecemeal and there was limited multi-agency working across the services. In order to develop and support more partnership working and create services that are easier to access for residents there are now a number of things in place. These include:

- a) Whitehawk Hub Campus Group - this is looking at services sharing resources and contracts such as CCTV, cleaning, site maintenance, security, Wi-Fi, car parking, accessibility and using the open space to create more functional use of the area.
- b) The site is very difficult to access by public transport especially for anyone with a disability. An access audit has been completed and a range of priorities highlighted to ensure the whole campus becomes more accessible. This includes better signage, improved step free routes, handrails, curbs and paving.
- c) Health and Wellbeing Group – East Brighton has the worst reported health outcomes in the city this has long lasting impacts for local people and results in

expensive services that are not delivering the desired outcomes. The Health and Wellbeing group is developing joint approaches to providing support to local residents and working on providing more holistic services through the GP surgery, children's centre, nursery, sheltered housing, library and many other voluntary sector providers. This is resulting in shared use of space such as diabetic clinics running from the library, signposting and referrals including some social prescribing to services such as money advice and adult learning. This work is changing the way local services are working together to recognise that wellbeing encompasses the wider determinants of health such as financial wellbeing, housing, opportunities for work, learning or volunteering etc.

- d) The Whitehawk Inn has worked hard to continue to provide an adult learning offer in the area and is developing the centre to offer a wider community offer, including now hosting the local youth café in partnership with Trust for Developing Communities.
- e) The Urbact Partnership Bid is a European project that has been successful at first stage, if successful at second stage it will be providing additional resource to the East Brighton to deliver elements of the NAP specifically focused on the use of local space and fostering closer working between local community groups.
- f) Well attended by residents and services a Community Market event and Whitehawk Family Day have been held to bring everyone together and get to know each other.

'I have never been in the Library or in the children's centre before; I didn't know there was so much happening around here' Local Resident

- g) Whitehawk library plays a pivotal role in the hub, regularly contributing to the Due East Newsletter, supporting local communications through digital screens in the library, and collaborating with other services: with the children's centre to deliver Bookstart Corner packs to local families, with Active4Life promoting Healthy Lifestyles, and with the local primary school on the Summer Reading Challenge and Whitehawk library has provided a permanent room for Due East to use in the hub
- h) In response to families' feedback about limited indoor space at home and no gardens, and feelings that local parks are not particularly well resourced the Roundabout Children's Centre started running Open House sessions; these are unstaffed sessions allowing parents and children 8 years and under to use the children's centre playroom and garden.
- i) Roundabout Children's Centre held a community event on 28th November with Whitehawk Library, Wellsbourne Health Centre and Due East, with the theme 'Well in Winter', the first of future REAL (Raising Early Achievement in Literacy) events seeking to incorporate literacy in everyday services.
- j) Parklife is a local campaigning group that has been developed by two young parents in Whitehawk who are concerned about the poor state of local parks and open space in the area. They have are now working closely with the council's parks team, Community Works, ward councillors and other residents to direct and influence the development of the 'middle' park in Whitehawk. This will be possible with the use of section 106 contribution from the New Homes for Neighbourhoods developments Kite Place and Hobby Place.

3.2.5 Moulsecoomb and Bevendean Successes

3.2.6 Moulsecoomb and Bevendean has a range of strong community organisations and smaller community groups delivering community led activities and support.

- a) A key focus for the area was to build and maintain these groups and work with new residents to create the Neighbourhood Action Plan. The NAP is now complete and will be driven through quarterly partnership events with key stakeholders such as Moulsecoomb Local Action Team (LAT) and Bevendean Action for Communities.
- b) Moulsecoomb also has a physical site that hosts a range of organisations and services, however, unlike Whitehawk some of these buildings are old and no longer fit for purpose such as the 67 Centre and Hillcrest Centre. Enabled through Greater Brighton's successful bid for One Public Estate (OPE) funding, BHCC has been leading the review and consolidation of the Moulsecoomb property portfolio to release the existing buildings no longer fit-for-purpose and, by using the capital receipts raised, developing a new Neighbourhood Hub to house a range of new and existing services for the local community.

The intention is to utilise any redundant sites for the delivery of new affordable housing. The services comprising the proposed Neighbourhood Hub have been identified to include library services, youth services, an adult learning centre, sports and leisure, primary and community health provision, an Ambulance Community Response Post (ACRP) and community space.

In spring 2018, design briefs and a series of design workshops led to the development of an outline scheme for the Neighbourhood Hub on the preferred location (adjacent to the sports centre on Hodshrove Lane). Initial high-level costings were also produced through a feasibility study and QS report. Since the completion of this work, the project has grown in scope at the request of the Leader of the Council and ward councillors. This change will enable the delivery of additional homes and create the potential for a new social work facility, facilitating closer joint-working between health and social care. The project team continues to fully explore this new option, which has resulted in the need to revisit the feasibility study and expand the business case (previously scheduled for April 2018). The change in scope is substantial and will consequentially delay the project and increase costs. An outline business case for the wider scope was approved by the council's Corporate Modernisation Board in October 2018. The OPE funding awarded to the project as part of the Phase 4 call has been spent on developing feasibility studies and designs for the original project brief. New funding sources are now being identified and will include bids to both the Big Lottery Fund, which holds a budget for developing projects that strengthen communities, and the National One Public Estate Programme's current Phase 7 funding call, which closes on 30 November 2018. Announcements on funding awards are expected in February 2019.

Following the closure of the Bridge, the preferred adult education provider for the proposed Neighbourhood Hub, further research has been undertaken to explore alternative providers and the sustainability of a new model. This has

included on-going engagement with the stakeholders, alongside a variety of community, volunteer-led, development and charitable organisations to discover potential new opportunities for adult education, explore ideas for a community café and to ensure that the project continues to adhere to the Neighbourhood Action Plan, which outlines the needs of the community.

- c) Despite the loss of the Bridge the majority of the adult learning has been retained and is now hosted at number of other venues including St Georges Hall, Moulsecoomb Primary School and Moulsecoomb library.
- d) Working with a local theatre group, the Library Service co-produced, an Arts Council funded, puppet show called 'Between the Books' all about the library offer. While aimed at children aged five and six, all children from Moulsecoomb Primary School saw the show and all have since been back to their local library for regular class visits. The show was also performed to Hangleton and West Blatchington Primary School children with the same results.

3.2.7 Hangleton and Knoll Success

3.2.8 Hangleton and Knoll already has strong co-ordination and grass roots engagement through the Hangleton and Knoll Project (HKP) to deliver joint community initiatives. Therefore, action here has been focused on building on this strength and developing capacity to deliver needed additional activity.

- a) Hangleton and Knoll Community Action have, alongside, service providers developed a Neighbourhood Action Plan to ensure a sustainable and collaborative approach. The NAP actions will be driven through Hangleton and Knoll Community Action which will hold partnership events with a wider stakeholder group 4 times a year.
- b) The Library Service has been working in collaboration with the Benfield Valley Healthcare Hub (BVHH), which covers both Hangleton and Portslade, with the aim of connecting and integrating BVHH more into the local community. It resulted in information sharing between libraries and GP surgeries, to promote services and initiatives via electronic screens. Projects, such as Library Connect and library activities were promoted to patients in surgeries via digital screens. BVHH representatives spent half a day in both Portslade and Hangleton libraries as part of their community consultation to talk to residents about 'community parties' and Community Circles - an initiative to support people in the community with complex needs, by creating a circle of people who can support them.
- c) Hangleton and Portslade libraries are participating in the 'S card' scheme led by HKP and BVHH to pilot the advertising and giving out of free sanitary products.
- d) A weekly Hearing Aid Clinic, run by volunteers from Hove Polyclinic, now takes place in Hangleton Library.

- e) During 2017/18 the council's Personalised Travel Planning Team worked from Hangleton library encouraging people to use sustainable transport and help them get into work.
- f) The Library Service participated in the September Hangleton & Knoll Community Action and the annual 50+ event at St Richards during the Older People's Festival, where they showcased the library offer for people living with dementia, including the Reading Well Books On Prescription dementia collection and reminiscence stock.
- g) Hangleton and Knoll ward achieved Neighbourhood Area Status and Community Action Neighbourhood Forum status allowing greater influence over any potential Community Infrastructure Levy funding.
- h) Collaboration between HKP, Brighton Festival, Brighton Peoples Theatre and BHCC Arts and Culture Services is developing a year round arts offer in the area with several funding applications in progression to support the work.

3.2.9 Hanover and Elm Grove Successes

3.2.10 Although Hanover & Elm Grove contains a number of strong and mature community organisations and a diverse spread of active residents, the area differs from the other three community hub pilot areas in that opportunities for physical hub development are limited as the area has no significant council building or library open to the community, and the area has had little in terms of community development support. This has presented a challenge in bringing residents together around a shared vision for collaboration and improvements to service delivery across the ward, and has involved forging new relationships between existing community actors, and developing the concept of a virtual hub as a focus for neighbourhood improvement.

- a) Work taken forward over the past 18 months has involved bringing together existing community groups and active residents to develop a collaborative and shared Neighbourhood Action Plan and to start to take forward actions generated from it. Starting life as an informal Community Coalition, this has involved key voluntary and residents groups from across the ward working together in partnership to deliver local consultation for the emerging NAP, and the value of this informal partnership has been recognised by participant groups, who plan to formalise as the Hanover & Elm Grove Communities Forum in December 2018. The launch of the new group on December 1st also formed a service provider engagement event where service providers commented on the draft NAP and considered their role in taking it forward, prior to the final publication early in 2019.
- b) An early benefit for the coalition in identifying new ways of working together was that some of the participating organisations were able to come together to submit a bid to the council Communities Fund, and were successful in resourcing a collaborative project to work alongside the BHCC Restorative Practice Team to pilot local approaches to community conflict, neighbourhood issues and antisocial behaviour in the ward, and this work is ongoing.

- c) For the first time, Phoenix Gallery & Studios have established a relationship with Phoenix Estate, collaborating on a number of projects including the Advent Calendar 2018, a ball park consultation and targeted arts activities in the neighbourhood.
- d) Through the Coalition, Hanover Action has been working in partnership with May Road residents to plant trees, reinvigorating community engagement in the area following several turbulent years of drug activity and crime that had blighted the neighbourhood.
- e) A second area of action follows the development of the Hanover & Elm Grove Online digital inclusion theme of the NAP, and will involve three existing community groups across the ward pooling digital resources to be able to offer a programme of Digital Drop-ins which will support digital inclusion and assist the development of a local Digital Champions network.
- f) Following the formation of the Communities Forum, the group will continue to develop and publish the NAP and to drive forward actions and projects developed by it. The Communities Forum has discussed its potential role in terms of the Community Infrastructure Levy, and this will also be a subject for future consideration. Possibly the most significant outcome generated by the NAP development process is the Community Coalition/Communities Forum itself, which has encouraged groups and associations to work together around common neighbourhood concerns and ambitions in a way that has not previously taken place in the ward, and it is hoped that this will remain an enduring strength and encourage further collaboration and partnership work to further neighbourhood improvements locally.

3.2.11 Arts and Culture

There is strong evidence that participation in the arts and culture contributes to community cohesion, reduces social exclusion and isolation and/or make communities feel safer and stronger. The new city Cultural Framework has a '*Rethinking Our Place*' strand that is focused on East Brighton and Hangleton and Knoll which aims to support local people to be both the producers and consumers of local art and culture. This builds on prior partnership work between arts and community development organisations in both areas but is strongly led by the community and influenced by the development of Neighbourhood Hubs, NAPs, local need and the ability to connect with a range of 'willing' services and organisations.

3.2.12 Digital Inclusion

Important to the success of the portfolio is improving residents' digital access to services and developing the skills and confidence of residents to make best use of everything digital has to offer. The Digital Brighton & Hove Project, through cross-sector partnership work, has built a network of trained Digital Champions in local communities to support service users, staff and volunteers with their digital transformation journeys. There are champions in all four of the hub areas that have delivered 564 digital support sessions over the last two years, 217 were delivered in libraries by volunteers, giving 527 hours of their time to do this.

Examples of the support activities include individual help sessions on the computers, and digital gadget drop-ins, where people just turn up with the gadget they need help using. These have taken place in seniors housing schemes in the hub areas and at the Craven Vale Resource Centre. Digital Champions working with health colleagues have also promoted GP online services in Wellsbourne / Broadway GP Surgeries (East Brighton) and Allied Medical Practice (Moulsecoomb). In Hangleton & Knoll much of the digital inclusion activity is delivered by HAKIT, and in Whitehawk by the Whitehawk Inn; with many of the digital champions being existing community volunteers.

3.2.13 Community Hubs - Lessons Learnt

- a) The active participation of ward councillors in the community hubs has played a critical factor in the successes. In all areas the ward councillors attend or Chair community structures such as Due East Neighbourhood Council, Hangleton and Knoll Community Action, Moulsecoomb LAT, Hanover and Elm Grove Communities Forum, and their support to these groups is vital. Acting as a focal point for residents and services they have been a catalyst for change and have they alternated, rightly, between empowering residents to represent and take action themselves and representing resident's concerns.
- b) Community development supports is vital in enabling community participation and ensuring inclusion in the hub developments.
- c) In order to drive change and more collaborative working on the frontline, senior and middle management need to strengthen support and generate time for staff to engage in new ways of working. To support and mainstream a culture of collaboration with communities, there is a need for continued leadership from a senior management project board willing to allow experimentation.
- d) There is a need to continue to work with corporate services such as legal, procurement, insurance, health and safety and communications to ensure council systems and processes support and enable rather than hinder collaborative working with communities.
- e) Communities continually change and transition, and within the more deprived areas of the city, this is heightened due to more complex needs. This means that seemingly strong communities can be vulnerable without ongoing capacity building resource, especially in terms of ensuring the younger generation is enabled to become active citizens.
- f) Creating space for services to work together may seem time consuming but this can lessen duplication, promote the sharing of limited resources and reduce confusion for service users.
- g) Through the networking sessions, we are now using a model of focused Task and Finish groups to engage a mix of senior managers and front line staff, residents and community organisations to develop the ideas and suggestions for a clearer approach to joint/shared service delivery and community actions.
- h) Whitehawk Hub buildings and services have grown and developed incrementally and without an overall strategy. This has resulted in a range of difficult issues, including responsibility for land and maintenance and a lack of share approaches to contracted services such as Wi-Fi, cleaning, ground maintenance, security and car parks. Once these issues are entrenched they are very time consuming to unpick.
- i) To develop a sustainable Community Hub in Moulsecoomb it is important to learn from the lessons in Whitehawk. It will be vital for the building to have a strong

and shared sense of ownership so it becomes a well-used community space as well as a place of service provision. The physical hub work is developing this strand and currently exploring a partnership with the Trust for Developing Communities to ensure there is space for locally run and managed activities.

3.2.14 Community Hubs - Next Steps

In 2019 the focus of the community hubs programme will be on:

- a) Maintaining delivery of the NAPs in the four principle hub areas and continuing development of plans in other neighbourhoods with community development support, and the support of the Library Service. Libraries are ready and willing to support development of Neighbourhood Action Plans in other areas, using a similar approach successfully used in the original four areas.
- b) Making physical changes to the Whitehawk campus to make it more accessible and improve management of the site as a whole.
- c) Achieving the next stages of the Moulsecoomb and Bevendean hub development, including bids to the Big Lottery and One Public Estate for project development costs, continuing stakeholder engagement with existing partners, detailed design and pricing, co-ordinating with New Homes for Neighbourhoods programme, Planning For Real engagement exercise and development of the full business case.
- d) Across the four hubs, the council's Library Service is focused on engaging local children and families on health and well-being activities, family and adult learning, and strengthening links with primary schools as well as and supporting artistic and creative activity linked to the Brighton Festival specifically in East Brighton and Hangleton and Knoll.
- e) Reviewing the council's community development commission to ensure ongoing and future alignment with the council's neighbourhood approach.
- f) Achieve public wifi for the Hollingdean Community Centre, and to provide an outreach library service and ongoing digital inclusion support, working with partners.

3.2.15 Collaboration

The intention of the collaboration programme is to improve collaborative practice with and between residents, across services and sectors in order to maximise impact of everyone's resources for the benefit of the city. In July 2017, the NICE committee approved a Collaboration Framework for the city which sets six collaborative principles: Collaborative - Places, Communities, Behaviours, Commissioning, Organisations, Systems. Overseen by the city's Equality and Inclusion Partnership, a cross sector action plan to improve practice under the six principles has been developed.

3.2.16 Successful collaborations:

- a) Collaborative Behaviours including working with communities is a key strand of the council's Behaviour Framework and embedded in staff personal development planning.
- b) The city council and Brighton & Hove Clinical Commissioning Group jointly funded eight different statutory and non-statutory advocacy services. Extensive engagement with people who use, refer and provide advocacy shows that, while there is some excellent provision, the way that some of the services are organised by client group means that people who need advocacy are sometimes unsure where to go if they have multiple conditions and people need to be transferred between services if they need more than one type of advocacy. An Integrated Advocacy Hub with a lead provider will provide a central point of access to service users and referrers but still provide essential specialist provision to people who feel particularly excluded from mainstream services. There will be reduced 'hand offs' between organisations and people that need advocacy and referrers will know where to go. Commissioning across 3 different local authority boundaries for some of the statutory advocacy will also provide greater flexibility as people in care homes often go over the borders. Feedback from other local services that have a single point of contact show an increased ability to manage demand and identify gaps (Befriending Coalition) and better outcomes, increased social value and financial savings (Inspire).
- c) Developing the [LSCB Whole Family Working Strategy](#) - the purpose of the strategy is to agree a collective commitment that whole family working and early help is the responsibility of everyone who works with children and families. Whole family working means transforming services from a number of unconnected professionals with their own assessments, thresholds and measures to integrated, family-focussed, outcome based working. Partners include all organisations who work with children and families including early years providers, schools, mental health services, community and acute health services, voluntary sector organisations, probation services, the police and local authority (including both children's and adult services).
- d) Children's Centres, council and school nurseries and the Library Service will be collaborating to deliver the REAL (Raising Early Achievement in Literacy) programme for parents to support children's early literacy skills at home. REAL aims to build parents' confidence and works on strength based approach. Practitioners will engage parents by finding out what their child enjoys and what parents already do. REAL is for everyone and is a way of working in families' homes, in the community and in childcare settings. This approach has shown in other local authority areas to increase parents' confidence to engage with services. Once the programme is embedded parents will be invited to become REAL volunteers.
- e) Through activities facilitated by community and voluntary sector youth organisations in the city, young people were asked to determine a set of priorities for young people city wide. This included meetings to gather views from a range of young people and an away day with some young people to agree the top priorities which were: mental health, youth activities, alcohol and substance misuse, volunteering and work experience. A group of young people led on the

design of the grants process and a panel of young people agreed 24 grants for small projects for financial year 2018/19. All the successful projects were developed involving young people.

- f) In collaboration with the Library Service, Hangleton & Knoll Project has worked hard to create a dementia friendly neighbourhood. In response Hangleton Library has made various changes to make it more accessible for people with Dementia, including training for staff so they can better support customers.
- g) The Brighton & Hove Digital Inclusion project has developed a strong Digital Inclusion Network across the city involving over 180 organisations including council teams, charities, community groups and local businesses to tackle digital exclusion in different localities. Through collective effort in the first two years of the project, a total of 308 Digital Champions were trained and 2,782 digital support sessions took place in the city. The project has also developed a Digital Collaboration Framework, to help shape and engage local partners in the network at a level that is relevant to them, so all those who want to, can play a part in improving digital inclusion.

3.2.17 Collaboration - Lessons Learnt

The key and important lesson is that there is a wide range of strong collaborations already taking place across the city and that the ethos of working collaboratively is strongly embedded in public sector organisations, community and voluntary organisations and in communities. However, the reality of working collaboratively is challenging especially when resources are stretched. Therefore, supporting collaborative behaviours and facilitating space in everyone's daily work to be collaborative is important to ensure real change. In addition, collaboration with communities and residents requires specific skills and can be counterproductive if done badly. Resourcing the development of staff is vital if we are to harness the willingness and desires of residents and local communities to work with service providers. The Collaboration Framework is a key tool to do this and the council's Third Sector Investment Programme underpins this approach supporting vital capacity in the community and voluntary sector.

3.2.18 Collaboration - Next Steps

In 2019, the focus will be on using a council commission as an action learning set for improved collaborative commissioning, continued oversight and drive of the cross sector action plan by the Equality and Inclusion Partnership, running a second phase of networking sessions in the four hub areas and embedding collaboration in BHCC leadership development programme through action learning on real service improvements.

3.2.19 Volunteering

The intention of the volunteering programme is to raise council staff awareness of the benefits of having volunteering opportunities alongside council services, to increase volunteering opportunities in the council and to provide a more efficient system for volunteer management for staff.

3.2.20 Volunteering Successes

- a) Development of a council wide Volunteering Policy, tool kit and eLearning
- b) Quarterly Volunteering Coordinators Forum to deliver best practice and consistency for residents volunteering with council services
- c) Volunteers able to access some staff benefits including Staff Shop
- d) Volunteer Plus platform developed in partnership with Community Works, providing a single website to broker volunteer opportunities and enable services to recruit, manage and monitor volunteers. This will include managing rotas, expenses, training, recruitment processes such as DBS checking and references, and large scale volunteering.
- e) Running reports from Volunteer Plus to discover volunteer engagement and equality and diversity gaps.
- f) Pooling of budgets to support a large celebration for volunteer week to ensure volunteers are recognised and valued
- g) Re-launch of the BHCC staff volunteering policy – 2 days per year for all council staff
- h) Working on the development and expansion of large scale volunteering opportunities, especially within the parks departments to look at how to work with large organisations wishing to fulfil their corporate social responsibilities.
- i) Development of the cross sector City Volunteering Partnership to problem solve city wide issue; currently focused on impact of volunteers with increasingly complex needs and insufficient staff resource to provide required support.
- j) We have pockets of excellent practice, for example: the European funded Providing Access to Childcare and Employment (PACE) project runs in partnership between the Family Information Service and Children's Centres to support children to access childcare and parents to access volunteering and employment across the city. 75 parents have signed up to the project and 24 are volunteering.

3.2.21 Volunteering - Lessons Learnt

- a) Volunteer management can be time consuming and challenging, especially when volunteers have complex needs, to ensure services and volunteers have a good experience there needs to be dedicated volunteer management time.
- b) Increasing volunteer numbers is not the answer for all services and we need to provide some committed focus to growing volunteering within specific services such as Children Centres, Parks, Libraries, Public Health and Visit Brighton.
- c) All volunteering opportunities need to offer value for both the service and the volunteer this includes being clear on what a volunteer role entails.
- d) Supporting services to understand how to manage volunteering information in light of GDPR
- e) Recruitment of volunteers needs to be quick and easy as a long process loses potential volunteers, this includes DBS checks
- f) Building in time for services to be at the heart of system development to ensure that Volunteer Plus offers all the required elements to fit a diverse range of services and will provide the strategic information needed to drive volunteering development across the council.

3.2.22 Volunteering - Next Steps

In 2019, resources will be focused on developing a programme that will support large scale volunteering to engage organisations to deliver on their Social Corporate Responsibility, transitioning of all relevant services to Volunteer Plus, continued development of Volunteer Plus to allow volunteers to 'self-serve'. This would include recording volunteer hours, claiming expenses and selecting volunteering shifts, and developing best practice to support volunteers with more complex needs.

3.2.23 Portfolio Governance

3.2.24 Governance of the portfolio is overseen by a multi-agency board consisting of senior staff from across the council, fire service, police, community and voluntary sector, Clinical Commissioning Group and DWP. The board meets three times a year.

3.2.25 At a recent meeting board members' reflected on success, learning and future expectations. Some of the success the board identified were as follows:

- a) The governance structure of a citywide, multi-agency board and practical co-ordination group had provided the drive and culture for change. Board members felt that without a co-ordinated and facilitated space for discussion about improving how services work together for, and with, communities it was all too easy to tackle problems through a service specific lens. Critical to this was the need for all services to be in the room and on board.
- b) The board identified 'spin-offs' from the portfolio that was evidence of the change required, for example, the development of neighbourhood police action plans was aligned to and built on the NAPs, the recruitment of the Field Officers was focused on problem solving and community engagement skills rather than enforcement experience, council housing team and detached youth work collaborated swiftly to tackle ASB, more in depth engagement on Toad Hole Valley Supplementary Planning Document through collaboration with local community organisations which ensured a wider range of residents voices were heard. Overall, it was felt that a 'what we can do' rather than a 'what we can't do' attitude was building.
- c) The learning areas identified by board were that it need only met three times a year and it was its responsibility to ensure that issues were referred to relevant existing multi-agency groups/forums as appropriate to avoid duplication ensuring linking between neighbourhoods agenda and thematic groups e.g. Community Safety Partnership. Also, that engaging with residents and community groups requires specific skills and staff learning and development in neighbourhoods should have started earlier, either before or alongside development of the NAPs, and that the frontline staff, often the lowest paid, are the ones making the most difference and 'management' needs to continue to improve support to them and empower them to work differently with other services and communities.

- d) Looking forward the board felt that investment by many had been made in improving relationships and knowledge of each other in the hub areas and therefore on-going focus and facilitation in neighbourhood hubs was critical to capitalise on this and to avoid losing the commitment and enthusiasm of residents – avoid ‘the latest fad’. Residents and frontline staff need more time to implement their ideas for change and improvement, and to deliver the NAPs. Alongside, time, support to small groups was seen as important to retain; if residents are to do more for themselves and their communities. Ongoing high level messaging, from elected members and senior management that working differently was welcomed and supported. This chimed with the board’s feedback that we had failed to communicate effectively about all the good work taking place and thus build greater awareness and buy in that collaborating was how we do business. The board acknowledged that whilst much had been achieved by bending existing resources and levering in additional resource, resources remained tight. Thus, to avoid these being one offs it was important that the board and the neighbourhood agenda continued.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 No alternatives explored as committee approved delivery of the portfolio November 2015.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 Various engagements have taken place across the portfolio of work from neighbourhood level community engagement per the strategy in appendix 2 to regular engagement with volunteer co-ordinators internally in the council and throughout the city via the City Volunteering Partnership. There is also community and voluntary sector organisation representation on the board.

6. CONCLUSION

- 6.1 The portfolio’s focus was on developing a more collaborative relationship between the council and residents, and between services in the localities, with the intention of doing things differently and better, making best use of all our existing resources – in the council and in the community.
- 6.2 Using existing resource within the council and in the community development commission, with the strategic support and expectation of the NICE committee, the portfolio has been able to facilitate and broker new and better relationships between services, and between services and residents. Important to progress has been the creation of opportunities for time pressured frontline workers to meet each other, and residents, and be more creative when solving problems. The work of the portfolio has proved that there is willingness in services and neighbourhoods to work better together but making this happen, especially the culture change takes time and facilitation. Different services in the council are at different stages of change; however, momentum has been generated.

- 6.3 In addition, the presence of ward members has been critical; acting as catalysts for change, impetus for service response and loci for community action at neighbourhood level, reinforced by the ongoing strategic support from members through the NICE committee. Together, the push from elected members is helping make collaboration the way the council does business. Bringing services closer and more responsive to residents is not only getting improvements on the ground, making better use of all our resources but is also ensuring the council remains relevant to residents. At a time of reducing budget there is a risk that the council becomes remote and only for crisis interventions. Should the portfolio's programmes of work stop now and progress halt or reverse, the council risks losing the trust that has been rebuilt with residents, with partners and with frontline staff over the last two years.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 Funding for the community hubs has been a combination of existing budget from the Communities, Equality and Third Sector (CETS) team and one-off modernisation funding of £36,000 for volunteering programme and £12,000 for the hub cross sector networking in the four community hubs. Ongoing maintenance costs for Volunteer Plus have been built into the CETS budget. Resourcing of the networking costs will have to be found from within next year's budget once set. Community development budget is one element of the total budget for the council's Third Sector Investment Programme and therefore provision is dependent on final council budget setting in February 2019. Service changes driven through the NAPs will have to be delivered through existing resources or appropriate permission sought from PRG committee as and when required.

Finance Officer Consulted: Michael Bentley

Date: 14/11/18

Legal Implications:

- 7.2 This report updates the committee regarding the work carried out on the Communities and Neighbourhoods Portfolio. As a result there are no legal implications arising from the report.

Lawyer Consulted: Victoria Simpson

Date: 14/11/18

Equalities Implications:

- 7.3 An equality impact assessment was completed for the community hubs and for the portfolio as a whole.

Sustainability Implications:

- 7.4 None

Any Other Significant Implications:

7.5 None

SUPPORTING DOCUMENTATION

Background Documents

- www.brighton-hove.gov.uk/naps
- www.brighton-hove.gov.uk/east-brighton-nap
- www.brighton-hove.gov.uk/hangleton-knoll-nap
- www.brighton-hove.gov.uk/m-b-nap

**NEIGHBOURHOODS, INCLUSION,
COMMUNITIES & EQUALITIES
COMMITTEE**

Agenda Item 38

Brighton

Subject: Field Officers Implementation Progress Report –
Date of Meeting: 3 December 2018
Report of: Executive Director Neighbourhoods, Communities
and Housing
Contact Officer: Annie Sparks –
Name: Regulatory Services **Tel:** 01273 292436
Manager
Email: annie.sparks@brighton-hove.gcsx.gov.uk
Ward(s) affected: All

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 On the 22nd January 2018 the Neighbourhoods, Inclusion, Communities and Equalities Committee agreed the business case for the creation of a new Field Officer Team.
- 1.2 This report presents the progress of the work to develop and implement this team, and also present how the team will move forward and develop in the future.
- 1.3 This new role is part of the wider Communities & Neighbourhoods Portfolio, and focuses on how we deliver enforcement and inspection functions across services to reduce the costs to the council and give a better service to our communities across the city.
- 1.4 In addition, a key feature of this role is working in our communities and with our communities to promote a more proactive and preventative way of working, that delivers solutions and resolves problems.
- 1.5 The progress of the work relating to the wider Communities and Neighbourhoods Portfolio is the subject of another committee report which is being presented to this Committee.
- 1.6 Since January 2018 the work of the Field Officer Team has been integrated in to the Supporting Businesses Modernisation Programme, and thereby ensuring that the team delivers work that benefits both our residents and our businesses.

2. RECOMMENDATIONS:

Committee are recommended to:

- 2.1 Note the implementation update in relation to the Field Officer Team and agree that a further report be submitted to the July 2019 Neighbourhoods, Inclusion, Communities and Equalities Committee updating on the progress of the Field Officer Team.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Communities and Neighbourhoods Portfolio is delivering 4 programmes:

- i. Community hubs
- ii. Collaboration
- iii. Volunteering
- iv. Enforcement & Inspection (development of the Field Officer role).

- 3.2 The objectives of this new Field Officer role are to:-

- Improve customer satisfaction with services through citizen engagement, joined up service delivery making services easier to navigate
- Be better connected, sharing information and expertise with our key partners to avoid duplication, move away from silo working and reduce the number of interactions customers have with different services
- Be smarter with universal services, providing digital solutions for high level transactions, automating connections to back office services, reducing the need for officer intervention and promoting self-help
- Work with communities to build resilience, allowing residents to take greater control to make a difference in their neighbourhoods

These objectives align with the objectives of the overarching Communities & Neighbourhoods Portfolio

- 3.3 3 elements of the role have been identified:-

1. Enforcement activities that are quick and responsive to customer needs. Timely effective enforcement action resolves problems which will reduce unnecessary demand on partners and services.
2. Gathering intelligence and evidence for existing specialist services. Gathering quick and robust evidence including photographs, mapping and statements to inform these services and enable them to deliver faster, more effective and coordinated enforcement action that is resolving both environmental and community problems.
3. Working proactively promoting behaviour change and community collaboration.

4. Implementation of the New Field Officer Team

4.1 Service Delivery Model

4.2 The service delivery model for the new Field Officer role aligns with the service delivery model for the wider Communities and Neighbourhoods Portfolio.

4.3 The Field Officer role has been developed to be flexible working across services, preventing duplication, reducing response times and improving the way customers access services, with improved customer satisfaction.

4.4 This role provides coordinated fast and effective enforcement and inspection work across a number of council services, while at the same time working proactively with communities.

4.5 As a new and innovative programme crossing a broad range of services, all at different stages of modernisation and digitalisation, we need to adopt an agile and cautious approach to the implementation and development of this role. The launch of the service has therefore been phased. The service initially started on the 17th September 2018 delivering some elements of the team's work portfolio. This has allowed IT and workflow arrangements to be tested, and also refine working practices and procedures. It has also enabled working relationships with services and partners to become more established. With additional Field Officers joining the team during October and November, it is proposed that the service becomes fully operational on the 3rd December 2018. The work and performance of the team are being monitored and where change is needed this will be quick and responsive.

4.6 The 9 services in scope working with the Field officer Team are:-

- Regulatory Services
- Housing
- Private Sector Housing
- Planning Enforcement
- Community Safety
- City Parks
- Highways
- Travellers
- Seafront Office

4.7 The functions being delivered by the Field Officer Team on behalf of the 9 services in scope are detailed in the table in Appendix 1 and were agreed at NICE Committee in January 2018. Field Officers will be delivering estate inspections on behalf of Housing. The service delivery model for estate inspections is currently being reviewed.

4.8 The Field Officer service is operating citywide to ensure that we deliver a consistent customer service across all our communities. This approach prevents dividing the city into different models of service delivery and risking the creation of hotspots and varying degrees of enforcement. As the service develops opportunities to work on an area/patch basis will be explored

- 4.9 The team is part of the Safer Communities Service and consists of one Field Office Manager and 8 Field Officers. In accordance with the vision outlined in previous Reports, specialist leads in the nine services in scope direct and define the work that the Field Officers deliver. As the Field Officer Team develops so will the working relationships with the 9 services in scope, partner agencies, and our communities.
- 4.10 Various working patterns for the team were explored and these were presented in the original business case. To facilitate a flexible model of service delivery that remains focused on community and service needs, resource, and seasonal demands the team are working over 7 days 12.00 to 20.00. Each shift is 9.75 hours and this enables the Field Officers to be flexible and work before 12.00 and or after 20.00. Their annualised contracts also enables flexibility with the days and hours that are worked across the year. Again, this provides a responsive service and the ability to target resources effectively.

Resources

- 4.11 The intention has always been that the Field Officer Team is funded from existing budgets across a variety of services. The services currently in scope are located in Neighbourhoods Communities and Housing and Economy Environment and Culture. At NICE Committee in January 2018 the funding and resources required for the set up of the Field officer Team were agreed.
- 4.12 For this financial year funding required was £0.360m and thereafter £0.320m per annum. This includes funding for 7 permanent Field Officers. An additional one off £0.050m was also allocated to fund one further post for a year to work across the city to tackle the growing issues of tented communities.
- 4.13 Initially all of this has been funded by NCH directorate using a combination of identified budgets of £0.162m, and a contribution of £0.049m from the Housing Revenue Account (HRA). An additional £0.109m relates to a carry forward request to Policy, Resources & Growth Committee to use NCH underspends from 2017/18 to accommodate this service in 2018/19.
- 4.14 For 2019/20 there is a current service pressure of £0.109m plus an additional £0.050m service pressure to fund the Field Officer Manager role. As part of the ongoing review of budgets and service delivery, work is taking place to understand where this resource can be identified in both NCH and EEC Directorates.
- 4.15 Currently there is an underspend of £0.150m due to the delayed recruitment, which will be reported in the TBM7 report to Policy, Resources & Growth Committee.
- 4.16 The business case described that cashable benefits may be possible as the result of better productivity through the use of the new digital first platform. However, it is too early to quantify at this stage of the programme. Therefore, current budget proposals for this service assume no extra income generation for this financial year and beyond. As we work closer with services and partners opportunities around income generation will be explored.

Recruitment

- 4.17 The Field Officer post has been evaluated at S01/2 and the Field Officer Manager role has been evaluated at M10.
- 4.18 The person specifications and job descriptions for these two new roles were formulated to not only require knowledge skills and abilities in relation to enforcement and inspection work, but equally as important having the ability to engage, and work effectively, with the diverse communities within our city. Also encouraging local residents to get involved and work together to improve the quality of life for everyone living in their neighbourhood.
- 4.19 To capture the diverse range of skills and abilities for this role took time but we now have seven Field Officers in post and one Field Officer Manager. The remaining Field Officer post is currently being recruited to. The team come from backgrounds including local authority, policing, housing, environmental health, parks, highways, licensing, planning enforcement, child protection and youth justice.
- 4.20 This range of skills and knowledge across the team is enabling us to shape a new service that brings communities, existing services and partners together to solve problems, find creative solutions, and also explore new ways of working.

Digital and IT Solutions

- 4.21 Working in the field, being responsive, enabling fast referrals and fast effective information sharing requires digitalisation and use of mobile technology.
- 4.22 All Field Officers have mobile tablets and are the first team in the council to use this technology. This has enabled IT & D teams to test their readiness for the introduction of mobile technology elsewhere in the council.
- 4.23 Work is ongoing to ensure that the technology can enable fast effective workflow and referrals across services, and support evidence gathering, including photographs and taking of witness statements.
- 4.24 UNIFORM software is used by some of the 9 services in scope and is being installed with some of the remaining. UNIFORM has developed Apps that can be used on mobile devices and these include Apps for Planning Enforcement, and Licensing. These Apps have been purchased and are in various stages of implementation.
- 4.25 One of the greatest challenges has been bringing 9 services together who all work in different ways, using different technology, systems and process. Work is ongoing to facilitate service improvement and effective cross service working, information sharing and also ensure consistency.

Training, competency, and sharing and developing good practice with services, partners and our communities.

- 4.26 The original consultation process and staff engagement workshops helped to identify training needs for the team. These were then transferred into a 10 week comprehensive summer training programme for the Field Officers initially recruited to. This included a diverse range of training, not only spanning the work of the 9 services in scope, but also engagement and training with our partners and communities.
- 4.27 The training programme is continuing and other teams are now interested in sharing the training.
- 4.28 Key features of the training has included regular early morning sessions with the outreach homeless service, St Mungo's, in relation to managing our tented communities across the city. Also regular training sessions with colleagues from our legal team. Field Officers have been working with and shadowing various services, including regulatory services, travellers, planning enforcement and seafront and city park services to learn their work and ensure consistency.
- 4.29 Field officers have also been out shadowing Police Community Support Officers (PCSOs) in the new Prevention and Partnership Policing Team and are already establishing close working relationships and sharing knowledge/intelligence and experience. This has included sharing good practice on how Body Cameras can be used to collect evidence, manage risk and personal safety. Field officers will be working in the field using a number of council and community buildings. Opportunity to co-locate the team in John Street Police Station is currently being explored.
- 4.30 The new Local Policing Plans have been developed, and work has started with our Communities and Third Sector Team to understand how these will link with the new Neighbourhood Action Plans.
- 4.31 East Sussex Fire and Rescue have also been developing a working relationship with our Field Officers and will be training them to recognise risk and vulnerabilities and ensure fast effect referrals.
- 4.32 As part of the Supporting Businesses Modernisation Programme the Field Officers have been out shadowing the Business Improvement District Ambassadors to understand how our Field officers can work more closely with our businesses. To also share information and intelligence and provide relevant support and solutions. The team are getting to understand the work of the Crime Reduction Partnership and identify where they can work together.
- 4.33 The original staff engagement workshops have developed into bi monthly Field Officer Champion workshops. These provide a forum for services, partners, and community representatives to work with the Field Officers on establishing fast effective working procedures, exploring service improvement and customer

satisfaction, but also share and develop good practice. These will continue as the service develops.

- 4.34 To enable the Field Officers to exercise the Council's enforcement functions across a range of services, the Scheme of Delegations to Officers was amended to provide Field Officers with direct delegations, exercisable in accordance with, and within the terms of, direction and guidance provided from officers in the relevant service area. These arrangements were approved at Policy Resources and Growth Committee in June 2018.

Out of Hours Noise Service

- 4.35 It was agreed at NICE Committee in January 2018 that £0.042m from the existing Noise Patrol service would be used to fund and resource the Field Officer Team with the aim of reviewing how noise services are delivered out of hours.
- 4.36 The Noise Patrol service has been operating for over 20 years and there has been little change to the service delivery model and the hours and days of operation. The service currently operates Friday and Saturday 22.00 hours – 03.00 hours. Two officers work together and deliver the service Citywide, which depending on the call pattern can result in significant travelling times, and delayed response times for our customers.
- 4.37 Operating under this model currently costs £42k per annum. In 2017 there were 221 complaints to the Noise Patrol Service. This works out at £190 per complaint.
- 4.38 There were serious concerns raised about both the effectiveness of the service and the safety of the staff. There had been occasions when behaviour towards Noise Patrol officers has been inappropriate, including incidents where officers have been chased from a building.
- 4.39 Changing environment and changing social trends are presenting new risks to the staff that deliver this service. Where someone is causing a disturbance and under the influence of drugs and/or alcohol then stopping the noise that night rarely happens for a variety of reasons, access denied, risk, and lack of cooperation. What can be practically achieved on the night to stop the noise safely and without risk is becoming an increasing challenge.
- 4.40 In response to the review of the out of hours noise service, and the review of risk, the Noise Patrol service was suspended during April and May 2018. This enabled both the risk assessments and operating instructions to be reviewed, and for staff to be consulted about the proposed changes. To increase safety for staff and manage risk it was agreed that AP Security would be available to staff when visiting new unknown cases. Operational criteria were defined for when and how staff should visit customers. This included some visits only being done with AP security or Police
- 4.41 In Appendix 2 you will see that the graphs show a steady decline in the demand for the service, but also a drop in the number of visits by Noise Patrol officers. Between June and October 2018, since the review of the operating instructions

and risk assessments, there has been a month on month percentage decrease in the visits being undertaken by the Noise Patrol staff. The reason for such a radical reduction over the last 5 months is not fully understood but there are a number of contributing factors. When calls come in and customers are rung back there are a number of occasions where the noise has reduced and the customer does not want a visit and it is agreed to follow up the case the following week. There are also a number of occasions when the Noise Patrol Officers call back to discuss the case and there is no answer, or follow up from the customer. In addition, to witness noise nuisance we legally need to visit the resident affected to assess the noise and establish if it is a statutory noise nuisance and a noise abatement notice needs to be served. Late at night residents often do not want someone coming in to their home and some consider it intrusive and disruptive. They often prefer a follow up the following week.

- 4.42 In addition, it appears that there has been inconsistency on how the new operating instructions have been interpreted by staff and visits have not always been undertaken when under the procedure and risks assessment a visit would be triggered. Staff have all been reminded of the operating instructions and risk assessments for the remaining weeks that the current model is operating.
- 4.43 Having Field Officers working over a weekend, visiting and responding to calls, will ensure that we provide a service that results in a faster more responsive service at a time of day when those involved can participate in constructive dialogue, understanding the impacts of their actions, and deliver solutions to night time noise problems.
- 4.44 Since the initial launch of the Field Officer Team in September 2018 all new domestic noise complaints are investigated by a Field Officer with the aim that perpetrators will be visited to discuss the impact of their actions. We are already seeing the value and benefit of this face to face contact and how it is stopping cases escalating. It is proposed that this face to face approach will continue as part of the review on how we deliver noise services out of hours.
- 4.45 While the Field officer service is being developed and implemented the original Noise Patrol service has continued to operate over the weekend with revised risk assessments and operating instructions. The service will cease in this current format from the first weekend of December 2018.
- 4.46 From 8th December 2018 it is initially proposed that customers will be able to email or phone in noise complaints on a Friday and Saturday night. These calls and emails will be responded to the following morning with the offer of a visit that day. This intervention on Saturday and Sunday enables there to be immediate face to face dialogue in an environment away from the challenges and distractions experienced when the incident was taking place the night before. This provides an environment where the impact of the disturbance can be properly discussed, including practical solutions to stop the problem escalating.
- 4.47 The introduction of the field officers is an opportunity to modernise how we deliver noise services out of hours, and review how this resource could better serve our communities and be better value for money. As the role of Field Officer is developed throughout 2019/20 the delivery of out of hours noise services will be kept under review.

Communications and Engagement

- 4.48 To manage the implementation of the service a fortnightly Field Officer Delivery Board has been established. This will continue to remain in place and will continue to be developed and reviewed as this role is implemented. Trade Unions, staff and support services (including Finance, HR, Legal, IT and Digital First) have been engaged throughout.

Early Observations and Case Studies

- 4.49 The initial launch of the Field Officer service at the end of September has already given us an opportunity to observe how this new model of service delivery is making a difference. It is still early days to get meaningful data and identify trends. We are starting to monitor the performance of the team, and listen to feedback from our customers.

The table below details compliments received in the first few weeks of the service operating. It also includes the first complaint about the service.

Details of case	Comment
Rubbish scattered around a recycling point	Comment from a councillor <i>The 2 Field officers that were on duty on Saturday morning performed their duties admirably. Please thank them</i>
Noise from builders	Comment from a resident <i>I confess I pinged my email more in irritation than expectation so I was delighted to learn that the field officer visited the flat in question on Monday. Brilliant service</i>
Meeting a residents group	Comment from vice chair <i>Thanks for your very generous time at our meeting and explanation. We look forward to working with you</i>
Noise from a car left idling early morning	Comment from perpetrator <i>The unannounced visit on a Sunday followed by a letter are extremely distressing to me</i>

- 4.50 Many council services are delivered Monday to Friday during the working day. The Field Officers are now delivering some of those services 7 days a week, including evenings. The period from 17.00 to 20.00, and 12.00 to 20.00 at weekends is proving to be a good time to find customers at home and an opportunity to discuss complaints received, and identify quick solutions. Residents are regularly commenting that they are surprised to be receiving visits during the evening and at weekends, and also commenting on the speed at which they are receiving a visit.

- 4.51 When responding to complaints Field Officers are aiming to visit and have face to face contact with both perpetrators and complainants, and not just rely on letters, emails and phone calls. Early face to face communication is facilitating fast resolution of cases, with the aim that long term we will see more cases being resolved with only one initial interaction. Thereby reducing the number of protracted cases, reducing officer time, and leading to greater customer satisfaction.
- 4.52 This face to face interaction is also enabling field officers to observe behaviours and vulnerabilities and make fast referrals to the appropriate agencies and support services. A visit to ask for a sofa to be removed from in front of a house resulted in a young vulnerable woman being referred to support agencies. A visit in response to a complaint about an overgrown garden has identified a hoarder and immediate referral to a number of support agencies including adult social care, but also action to resolve an extensive rat infestation.
- 4.53 Working closely with services has started to identify gaps in service delivery and this has included a review of how community protection notices are used.
- 4.54 A weekend visit to a local park found an established encampment. This was referred to the homeless charity St Mungo's to provide the necessary support, enforcement notices were subsequently issued by Field Officers and the tent was removed.
- 4.55 Information and intelligence is now being gathered out of hours, which other services are unable to do. This information is being used to inform more complex cases and will enable cases to be resolved more quickly.

5. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 5.1 To continue to monitor and review the progress and performance of the service. It is therefore proposed that this progress be reported to NICE Committee July and December 2019

6. COMMUNITY ENGAGEMENT & CONSULTATION

- 6.1 As part of the training programme and initial launch of the service Field Officers have been out meeting community groups across the city.
- 6.2 This has included attending the launch of the Neighbourhood Action Plans for Moulsecoomb and Bevendean, and also Hangleton and Knoll. Also meeting residents at the hub in Whitehawk. Other groups where engagement has started has included Hangleton and Knoll Project, and attendance at their recent AGM. Also visiting all four Housing Area Panels, attending the Housing City Wide Conference, and meeting residents from Adelaide and Brunswick, North Laine, and Bristol Estate Crime Prevention Group.
- 6.3 Being part of community meetings across the city enables the Field officers to start to understand local needs. At the same time working with communities and our partners to solve problems. Field officers will be the 'eyes and ears' for the council and be able to refer matters on fast and effectively.

6.4 Statements of support from East Sussex Fire & Rescue Service and Sussex Police are detailed below:

Nigel Cusack
City Borough Commander,
East Sussex Fire and Rescue Service

Following the implementation of the Field Officer role within the Communities and Neighbourhoods Portfolio, in January the new full cohort of staff will receive awareness training around business fire safety, understanding our demographic groups at risk from fire and how to refer to our local teams or for Home Safety Visits. We are working together to build our relationship so as the Field Officers become embedded working in the local community, they can raise appropriate concerns through East Sussex Fire & Rescue Service.

Looking to the future, we will continue to support the Field Officers to look at effective ways of sharing information and knowledge with them as key partners to move away from silo working and towards more meaningful interactions with the public. We will monitor referrals and work together with the Field Officer team to explore how we can utilise their role to offer support to the most vulnerable or business premises with visual concerns. We plan to build on their education around core fire safety (businesses, vulnerable people and Home Safety Visit referrals) by reflecting on progress and considering opportunities to bring the Field Officers into our Water and Road Prevention activity.

Karon Chamberlain
Prevention and Partnership Manager
Sussex Police
Brighton and Hove Command
Divisional Prevention Support Team

Sussex Police will protect vulnerable people, prevent crime, catch criminals and be there when people need the Police most. Specific priorities may change if new or emerging patterns of crime or incidents happen and threat, risk and harm principles will be used to decide on an appropriate and proportionate response.

The Sussex Police priorities are to:

Keep communities safe and feeling safe

- *Keep communities safe and feeling safe.*
- *Being accessible and delivering the best outcomes we can for victims.*

Identify and protect vulnerable people

- *Proactively identify and protect vulnerable people in Sussex whose safety is at risk and take positive action to reduce the threat.*

Prevent and respond to harm

- *Prevent harm; responding where necessary; investigating professionally.*
- *Catching criminals.*
- *Making best use of and valuing resources, partnerships and engagement.*

The Sussex Local Policing Model shows a commitment to protect the community, however, the Police can no longer respond to everything and often, are called on to respond when it would be more effectively dealt with by other providers or by working in partnership. It is our intention that local policing is focused on ensuring dedicated officers are being protected from abstraction in order to work with local communities and partners.

Partnership working is therefore key to achieving our priorities and to provide the best service we can; it is crucial that the local Police teams understand their communities and the problems that have evolved and are emerging. Sharing information, intelligence and resources effectively across a strong partnership is crucial and together, with a real focus on intelligence gathering efforts and deploying resources effectively this will build trust and confidence across our community.

The Prevention strand of local policing focuses on 'Problem Solving' being at the very core of what we do, concentrating on demand that protects vulnerable people in our communities. We will work with partners to solve problems that are affecting or concerning neighbourhoods. Together we are better able to understand tensions that exist between or within communities and develop solutions.

The introduction of the new Field Officer Team and the fact that they are being embedded into a range of services delivered by Brighton and Hove City Council is a very positive development from a Policing perspective; The Division is particularly eager to develop strong links with the Field Officers with particular attention on their ability to 'accurately gather a comprehensive range of information and intelligence' this ability will support the continuous development of community intelligence being presented and will provide a realistic understanding of what is happening in communities now and will help Police to consider what action to take or what other appropriate response is required by partners.

We believe that the creation of this team of dedicated Field Officers will strengthen and enable a partnership approach in addressing local issues through enforcement and wider community collaboration initiatives and will enable both organisations to work together more efficiently and effectively and thereby deliver a better service to local people.

7. CONCLUSION

- 7.1 The development and implementation of this new and innovative service has been a collaborative approach.
- 7.2 Providing a service which crosses a range of services has been challenging particularly as all services are at different stages of modernisation and digitalisation. It has been an opportunity to deliver and develop service improvement, and be more coordinated in how we modernise services.
- 7.3 The development of this service has enabled us to be creative and explore and implement new ways of working, and adopt and share good practice. Also an opportunity to test new technology with the aim of working more effectively and efficiently, and being able to deliver better customer satisfaction.

- 7.4 This work has enabled us to understand how we can work more closely with our partners and communities, share resource, but also identify how by working together we can deliver better services.
- 7.5 The recruitment process has delivered a team with a range of skills and knowledge and this is enabling us to shape a new service that brings communities, existing services and partners together to solve problems, find creative solutions, and also explore new ways of working.
- 7.6 The service will be responsive and agile to meet customer and service needs.
- 7.7 The service is being launched on 3rd December 2018 and the performance and activity of the team will be monitored and reviewed and reported at future NICE Committees

8. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

The financial implications are set out in the 'Resources' section of the main body (paragraph 4.11 – 4.16).

Finance Officer Consulted: Michael Bentley Date: 30/10/18

Legal Implications:

No legal implications have been identified as arising from the report.

Lawyer Consulted: Victoria Simpson Date: 5/11/2018

Equalities Implications:

An Equalities Impact Assessment (EIA) has been completed for this new role

Sustainability Implications:

The Field Officer roles support stronger community cohesion, facilitating community engagement that can have a positive impact on local neighbourhoods and help to improve the quality of environment.

It would be useful if feedback on hot spots relating to litter and poor use of public litter/recycling bins could be fed back to City Clean (or any relevant waste service companies) so they can target problem areas, improve facilities if necessary and influence behaviour change around litter in these areas.

Sustainability Programme Officer: Date : 14/11/18

Crime & Disorder Implications

Working closely and sharing intelligence and information with Sussex Police and the Crime Reduction Partnership and the Business Improvement District.

Risk and Opportunity Management Implications

The risks presented to NICE Committee in January 2018 have been updated and in Appendix 3. The non-cashable benefits are in Appendix 4.

SUPPORTING DOCUMENTATION

- Appendix 1 : Field Officer Functions
- Appendix 2 : Out of Hours Noise Service
- Appendix 3 : Risk Register
- Appendix 4: Non cashable benefits

Field Officer – Functions for 17 September 2018 Launch

SERVICE	FUNCTIONS AND TASKING	CODES	
1. Regulatory Services	FUNCTIONS		
HIGH	1.Disconnection of vehicle and premises alarms ENVIRONMENTAL PROTECTION ACT 1990 : SECTION 80 AS AMENDED BY NOISE AND STATUTORY NUISANCE ACT 1993 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1(1)(2) Code definition NOA : Alarm Vehicle and Premises CONTINUOUS NOAI : Alarm Vehicle and Premises INTERMITTENT	NOA NOAI	
UNIFORM : FULLY FUNCTIONAL	2.Investigation and abatement of noise in the street Control of Pollution Act 1974- section 62 Environmental Protection Act 1990 part III Noise and Statutory Nuisance Act 1993 Good Rule and Government Byelaws (Noise in the Street and other Public Places)– Local Government Act 1972 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1(1)(2) Code Definition NBUSK : Busker	NBUSK	
Champions : Glenn Boughen; Jim Cosgrove, Paul Hooper	3.Initial response and investigation to residential noise complaints Environmental Protection Act 1990 section 79-82 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1 (1)(2) Code Definition ALL DOMESTIC NOISE NOB : Barking Dog NOC : Other Animals and Birds NOH : People noise (footsteps/talking shouting) NOI : Music NOJ : Party NOJS : Students NOK : TV/Radio NOP : Vehicle noise NOQ : Vehicle repairs NOR : DIY NOT : Other	NOB NOC NOH NOI NOJ NOJS NOK NOP NOQ NOR NOT	

Field Officer – Functions for 17 September 2018 Launch

<p>Service Managers : Annie Sparks; Nick Wilmot, Jim Whitelegg</p>	<p>4. Investigation and abatement of all commercial and domestic bonfire complaints Environmental Protection Act 1990 section 79-82 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1 (1) UNIFORM Code definition DOMESTIC AND COMMERCIAL RSMO : Pollution bonfire (limited) - Residential PSMOKL : Pollution bonfire (large area) – Commercial</p>	<p>RSMO PSMOKL</p>	
	<p>5. Investigation and abatement of all commercial and domestic dust complaints Environmental Protection Act 1990 section 79-82 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1(1) UNIFORM Code definition DOEMSTIC AND COMMERCIAL PDUST : Pollution Dust</p>	<p>PDUST</p>	
<p>146</p>	<p>6. Investigation and abatement of waste on private land inc noxious matter on private land Environmental Protection Act 1990 section 79-82 PUBLIC HEALTH ACT 1936 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1 (1) (9) UNIFORM Code Definition DOMESTIC AND COMMERCIAL RACC : Public Health - Accumulation - Residential RACCF : Public Health – Accumulation FOUL – Residential CHECK COMMERCIAL WASTE ON PRIVATE LAND *****</p>	<p>RACC RACCF</p>	
	<p>7. Investigation of blocked commercial drains and commercial drains in disrepair Section 35 of the Local Government (Miscellaneous Provisions) Act 1976 BUILDING ACT 1984 - SECTION 59 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1(10) UNIFORM Code Definition COMMERCIAL AND DOMESTIC DRABLK : Blocked Drain – Commercial DRADEF : Defective Drain - Commercial Residential drainage to come on board when Private Sector Housing Launched *****</p>	<p>DRABLK DRADEF</p>	

Field Officer – Functions for 17 September 2018 Launch

	8.Enforcement of taxis over/illegal ranking Section 64; Local Government (Miscellaneous Provisions) Act 1976 PartVII page54 Paras 8(1)(2) Page 60 Part 6.5 Schedule 2 (3)(x)	TBC	
	9.Dog Control Order Enforcement : including not keeping a dog on a lead; not putting, and keeping, a dog on a lead, dog fouling and permitting a dog to enter land from which dogs are excluded; All can be dealt with under Sections 43 & 52 of the Anti-Social Behaviour, Crime and Policing Act 2014 Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1 (8)	TBC	
	10.Street Trading Enforcement only inc markets and mobile vehicles <u>Local Government (Miscellaneous Provisions) Act 1982 (Schedule 4) sections 7, 8,9 & 10.</u> PartVII page54 Paras 8(1)(2) Page 60 Part 6.5 Schedule 2 (3)(xix) UNIFORM Code Definition LICSTI : Illegal Street Trading	LICSTI	
	TASKS		
	1.Support Licensing Officers by gathering information and evidence in relation to breach of Licensing Act 2003 provisions eg breach of premises licence conditions Licensing Act 2003 PartVII page54 Paras 8(1)(2) Page 60 Part 6.5 Schedule 2 (1)(i)(ii)(iii)(iv)		
	2.Monthly changing of the nitrogen dioxide diffusion tubes T N/A		

Field Officer – Functions for 17 September 2018 Launch

2. Housing Management	FUNCTIONS Function Delayed		
<p>HIGH</p> <p>OHMS NO UNIFORM</p>	<p>Carry Out Estates Inspections and follow up March 2019 Housing Act 1985 Part 4 Secure Tenancies & rights of Secure Tenants</p> <p>Our Tenancy agreement states as follows, in Section 2 <i>Repairs and improvements - Our responsibilities:</i></p> <ol style="list-style-type: none"> 1. We are responsible for keeping the following items in good repair and working order: <ul style="list-style-type: none"> • The structure and outside of your home including but not limited to drains, gutters and pipes • All fittings. Pipes and connections for supplying water, gas and electricity • All equipment for sanitation including basins, sinks, baths and toilets • All kitchen units and worktops provided by the council • All equipment that provides heating and hot water <p>If you live in a flat, we will keep the shared parts and services clean and in a good state of repair. This includes but is not limited to entrances, door entry systems, halls, stairways, lifts, passages, refuse chutes and lighting.</p> <ol style="list-style-type: none"> 2. We will decorate the outside of your home and the shared parts when necessary. 3. We will keep communal grounds and landscaped areas that are our responsibility clear and tidy. <p>This mirrors our statutory obligations laid out in the Landlord and Tenant Act 1985.</p> <p>Part VII p50 Para 4 (2)(a)(b) page 66 Part 6.5 Schedule 5 (5)(9)</p>		

Field Officer – Functions for 17 September 2018 Launch

	TASK		
<p>Champions : Laura Newton; Toya Regan; Caroline Boaks;</p> <p>Service Manager : Rachel Chasseaud</p>	<p>Supporting Housing Officer Intelligence gathering on ASB and drug related behaviour and community reassurance liaison</p> <p>Community Protection Notices Issue warnings and Community Protection Notices - section 43 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices sections 52 & 53 of the Anti-Social Behaviour, Crime and Policing Act 2014 Part VII p50 Para 4 (2)(a)(b) page 66 Part 6.5 Schedule 5 (9)</p>		
3. Private Sector Housing	FUNCTIONS DELAYED		
HIGH	<p>Responding to complaints about unlicensed HMOs. Visit and collate evidence and pass back to HMO team/and or Planning Enforcement to enforce. Housing Act 2004 Part VII page 52 Para 4(11)</p>		
<p>UNIFORM FULLY FUNCTIONAL</p> <p>Champions: Tracy Lewis Service Managers: Martin Reid;</p>	<p>Third Party complaints (not tenants) about private rented accommodation including licensed and non-licensed HMOs eg. Waste and overgrown gardens. Limited to issues relating to non HRA housing and related to nuisance arising from occupation of those properties in particular (not exclusively) drainage, ASB, waste management, residential drainage, and overgrown gardens.</p> <p>Section 35 of the Local Government (Miscellaneous Provisions) Act 1976 BUILDING ACT 1984 - SECTION 59 Housing Act 2004</p> <p>Part VII page 54 Paras 7(1) and (2) page 59 Part 6.5 Schedule 1(10) Part VII page 52 Para 4 (12)(b)</p>		

Field Officer – Functions for 17 September 2018 Launch

4. Planning Enforcement	FUNCTIONS		
HIGH UNIFORM FULLY FUNCTIONAL	1.Condition of land or a property is considered harmful to the area (Detriment to the amenity of the area) Serve Section 215 notices/enforcement if necessary. Section 215 of the Town and Country Planning Act 1990 (as amended) Part IV Page 34 Para 15(2) Page 64 Part 6.5 Schedule 4 Part II (4)(a)	TBC	
Champion: Sarah Mossman; Allison Palmer	2.Breaches of planning condition that are easily quantifiable such as hours of use or delivery time restrictions (All go to FO for initial assessment and checking planning history and then triaged) Section 187a of the Town and Country Planning Act 1990 (as amended) Part IV Page 34 Para 15(2) Page 64 Part 6.5 Schedule 4 Part II (4)a	TBC	
Service Manager: Robin Hodgetts; Nicola Hurley	3.Estate Agent Boards enforcement The Town and Country (Planning) Control of Advertisements (England) regulations 2007 (as amended) Part IV Page 34 Para 15(2) Page 64 Part 6.5 Schedule 4 Part II (4)(a)	TBC	
	4.Initial assessment and evidence gathering for alleged unauthorised signage. Part IV Page 34 Para 15(2) Page 64 Part 6.5 Schedule 4 Part II (4)(a)	TBC	
	TASKS		
	1.Following complaint visit listed buildings when work has commenced on them to gather information and warn them of their responsibilities before passing to Planning / Heritage immediate response to stop work and gather evidence issue temp stop notice. The Planning (Listed Buildings and Conservation Areas) Regulations 1990 (as amended) Part IV Page 34 Para 17(1)		

Field Officer – Functions for 17 September 2018 Launch

	2.Display of site notices relating to planning permission N/A		
	3.General site visits to gather information for Planning Enforcement Officers relating to enforcement cases (photos, measurements, talking to residents)		
5. Travellers	FUNCTIONS		
MEDIUM	1.Out of Hours Dealing with PSPO breach out of hours s59 of the Anti-social Behaviour, Crime and Policing Act 2014 Part VII Page 50 Para 1 Part IV Page 30 Para 7(1) Part IV Page 29 Para 6 (1) UNIFORM Code Definition 20TLOP : Out of hours PSPO Breach	20TLOP	
UNIFORM LICENSING FUNCTION ONLY Champion: Debbie Simmons Service Managers : Rachel Chasseaud; Sheila Peters	2. Out of Hours Hotspots Out of hours checking for evidence as to whether vehicles are lived in and if so serving a S77 notice and referring to the team for follow up Criminal Justice and Public Order Act 1994. Part VII Page 50 Para 1 Part VII Page 50 Para 4 (2)(a) Part IV Page 31 Para 10 Page 70 Part 6.5 Schedule 7 (14) Part IV Page 31 Para 12(3) Part IV Page 30 Para 7(1) Part IV Page 29 Para 6 (1) Part IV Page 35 Para 21(1) UNIFORM Code Defintion 20TLOV : Out of Hours Hotspot sec 77	20TLOV	
	3.Carry out welfare checks Part VII Page 50 Para 1 UNIFORM Code Definition 20TLWC : Welfare checks	20TLWC	

Field Officer – Functions for 17 September 2018 Launch

6. Community Safety	TASKS		
MEDIUM	1. Attending LATs and relevant community/residents meetings when ASB/hate incidents is on the agenda. T		
UNIFORM ACCESS NOT UTILISED ECINS ONLY	<p>Community and individual victim reassurance visits to reduce harm T More detailed list:</p> <ol style="list-style-type: none"> 1. Assist CSCT caseworker with setting up restorative conferences 2. Add information to community notice boards 3. Attend Court to give evidence in support of Injunctions, CBOs, Closure Orders etc . 4. Attend hotspot locations where there is a need to assertively engage with identified individual 5. Attend hotspots and collect evidence 6. Attend visits (first visits or any visit where risk dictates the need for two professionals) with caseworkers. 7. Attend Restorative conferences where they have played a role in the work around the behaviour that has caused harm. 8. Attend LATS and public meetings 9. Conduct letter drops and House to house enquiries 10. Observe breaches of enforcement orders 11. Provide support to victims and witnesses in court 12. Respond to reports relating to condition of land or property that is causing harm to the area/local residents by visiting 13. Serve BCRP exclusions 14. Serve Closure Notices. 15. Serve warning letters /CPNs 16. Support collection of statements, including taking statements 17. Take clients to appointments 18. Undertake HARAs. 19. Visit BCRP premises to collect evidence. 20. Welfare checks on vulnerable clients (those reporting harm/ those vulnerable to exploitation). 		

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153	<p>21. Initial visits to people/ properties reported to be causing harm where a verbal warning is likely to be sufficient intervention to address reported behaviour.</p> <p>22. Involvement in targeted action addressing ASB issues relating to Street Community</p> <p>23. Targeted enforcement of PSPOs</p> <p><u>Community Protection Notices</u> Issue warnings and Community Protection Notices - section 43 of the Anti-Social Behaviour, Crime and Policing Act 2014</p> <p>Issue Fixed Penalty Notices sections 52 & 53 of the Anti-Social Behaviour, Crime and Policing Act 2014</p> <p><u>Public Space Protection Order</u> Exercise the Council's powers to enforce relevant prohibitions - section 63 of the Anti-Social Behaviour, Crime and Policing Act 2014</p> <p>Issue Fixed Penalty Notices - section 68 of the Anti-Social Behaviour, Crime and Policing Act 2014</p> <p>Part VII Page 53 Para 6 (1)(b)</p>		
<p>Champions: Siobhan Bostock, Anthony Carroll</p>	<p>1.Letter drops in priority and emerging areas and for ongoing cases</p> <p>Patrolling priority and emerging areas gathering information, intelligence and evidence and providing community reassurance and reducing harm</p> <p>2.Serving Warning letters and notices e.g. Community Protection Notices (CPN) TASK</p> <p>Part VII Page 53 Para 6 (1)(b)</p>		
<p>Service Manager: Peter Wileman</p>	<p>TASK</p> <p>Tasking on complex cases</p>		
<p>7. Highways</p>	<p>FUNCTIONS</p>		
<p>LOW</p>	<p>1.Abandoned bicycle tagging/photographs no follow up enforcement back to team</p> <p>Refuse Disposal (Amenity) Act 1978 sec 6</p> <p>No delegation</p> <p>UNIFORM Code Definition</p> <p>3AB</p>	<p>3AB</p>	

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	TASKS		
NO CUSTOMER DATABASE EXCEL ONLY	1.Evidence gathering Overgrown Vegetation photographs only. Enforcement back to team Highways Act sec154 Part IV page 31 Para 10 Page 70 Part 6.5 Schedule 7 (14)		
Champion: Sarah Leach Service Manager: David Fisher , Sarah Leach	2.Supporting Highways Enforcement Officers by gathering information and intelligence in relation to unauthorised stree licensing activities T Part IV page 31 Para 10 Page 70 Part 6.5 Schedule 7 (14)		
8. City Parks			
LOW Need legislation	1.Intelligence and evidence (for court purposes) - ASB, fly tipping, parks borders etc. This is currently largely done during the working week there is very little cover at other times. Environmental Protection Act 1990 ADD SPECIFIC Byelaws Community Protection Notices Issue warnings and Community Protection Notices - section 43 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices sections 52 & 53 of the Anti-Social Behaviour, Crime and Policing Act 2014 Public Space Protection Order Exercise the Council’s powers to enforce relevant prohibitions - section 63 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices - section 68 of the Anti-Social Behaviour, Crime and Policing Act 2014 Part IV Page 30 Part 7 (1) (2)	TBC	

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<p>NO CUSTOMER DATABASE EXCEL ONLY</p> <p>Needs legislation</p>	<p>2.Out of Hours - improving behaviour and issue PSPO's. There is some incidental work by rangers Community Protection Notices Issue warnings and Community Protection Notices - section 43 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices sections 52 & 53 of the Anti-Social Behaviour, Crime and Policing Act 2014 Public Space Protection Order Exercise the Council's powers to enforce relevant prohibitions - section 63 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices - section 68 of the Anti-Social Behaviour, Crime and Policing Act 2014 Local Government Misc Provisions Act 1976 Part IV Page 30 Part 7 (1) UNIFORM Code Definition 4PSPS : City Parks PSPO CHANGE TO</p> <p>*****</p> <p>4PSPO1 : PSPO Parks – Vehicle / Tent /Caravan 4PSPO2 : PSPO Parks – Driving vehicle on grass 4PSPO3 : PSPO Parks – Littering and Flytipping 4PSOP4 : PSPO Parks – Lighting/Maintaining Fire 4PSPO5 : PSPO Parks – Deficating Urinating</p>	<p>4PSPS (change to 4PSPO1 4PSPO2 4PSPO3 4PSPO4 4PSPO5</p>	
<p>Champions: David Larkin; Sarah Carlisle</p> <p>Check with VS</p>	<p>3.Out of Hours – Tents. Currently rangers are working on this but this is a rapidly growing issue Civil Procedure Part 55 Possession claims for Unauthorised Encampments on land. Part IV Page 30 Part 7 (1) UNIFORM Code Definition 4TC : Tented Communities (NON PSPO Area)</p>	<p>4TC</p>	

Field Officer – Functions for 17 September 2018 Launch

<p>Service Manager : Robert Walker</p> <p>Needs legislation Check with VS</p>	<p>Out of Hours - Respond to initial queries and answering questions on Tree Preservation Orders (TPO) and Conservation Orders through checks on planning portal F</p> <p>Needs Legislation XXXXX</p> <p>Part IV ?? TPOS page 64 more about enforcement not managing application</p> <p>UNIFORM Code Definition</p> <p>4QTC : Out of Hours Tree Preservation Offences</p>	<p>4QTC</p>	
<p>9. Seafront Office</p>		<p>FUNCTIONS</p>	
<p>LOW</p>	<p>1.Remove illegal traders from the upper/lower promenade</p> <p>Local Government (Miscellaneous Provisions) Act 1982, Part 3 and schedule 4 Trading Consents.</p> <p>ADD SPECIFIC BYELAWS</p> <p>PartVII page54 Paras 8(1)(2) Page 60 Part 6.5 Schedule 2 (3)(xix)</p> <p>UNIFORM Code Definition</p> <p>5ILT : Illegal Street Traders - Seafront</p>	<p>5ILT</p>	
<p>NO CUSTOMER DATABASE EXCEL ONLY</p>	<p>2.Seafront commercial premises not managing their waste (no law as such Duty of Care certificate from their waste collection provider)</p> <p>ADD SPECIFIC BYELAWS</p> <p>Environmetal Protection Act 1990</p> <p>UNIFORM Code Definition</p> <p>5 WSTC : Waste Seafront</p>	<p>5WSTC</p>	
<p>Champion: David Wheeler</p>	<p>3.PSPO work</p> <p>Community Protection Notices</p> <p>Issue warnings and Community Protection Notices - section 43 of the Anti-Social Behaviour, Crime and Policing Act 2014</p> <p>Issue Fixed Penalty Notices sections 52 & 53 of the Anti-Social Behaviour, Crime and Policing Act 2014</p>	<p>5PSPO1</p> <p>5PSPO2</p> <p>5PSPO3</p> <p>5PSPO4</p> <p>5PSPO5</p>	

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	<p>Public Space Protection Order Exercise the Council’s powers to enforce relevant prohibitions - section 63 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices - section 68 of the Anti-Social Behaviour, Crime and Policing Act 2014 Part IV Page 29 Para 6 (1) UNIFORM Code Definition 5PSPO1 : PSPO Seafront – Vehicle / Tent /Caravan 5PSPO2 : PSPO Seafront – Driving vehicle on grass 5PSPO3 : PSPO Seafront – Littering and Flytipping 5PSPO4 : PSPO Seafront – Lighting/Maintaining Fire 5PSPO5 : PSPO Seafront – Defecating Urinating</p>		
Service Manager : Chris Ingall	<p>4.In addition managing ASB on the seafront Part IV Page 29 Para 6 (1)</p>		
	INFORMATION ON PSPO FUNCTIONS: SEAFRONT, CITY PARKS, TRAVELLERS		
	PSPO Prohibitions :		
	1. Occupying any vehicle, caravan, tent or other structure		2.
	2. Driving any vehicle on grass		3.
	3. Littering or fly tipping		4.
	4. Lighting or maintaining a fire		5.
	5. Defecating or urinating		6.
	<p>PSPO delivery cuts across 3 services above so could be captured together as one piece of work.</p> <p>Public Space Protection Order Exercise the Council’s powers to enforce relevant prohibitions - section 63 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices - section 68 of the Anti-Social Behaviour, Crime and Policing Act 2014</p>		

Field Officer – Functions for 17 September 2018 Launch

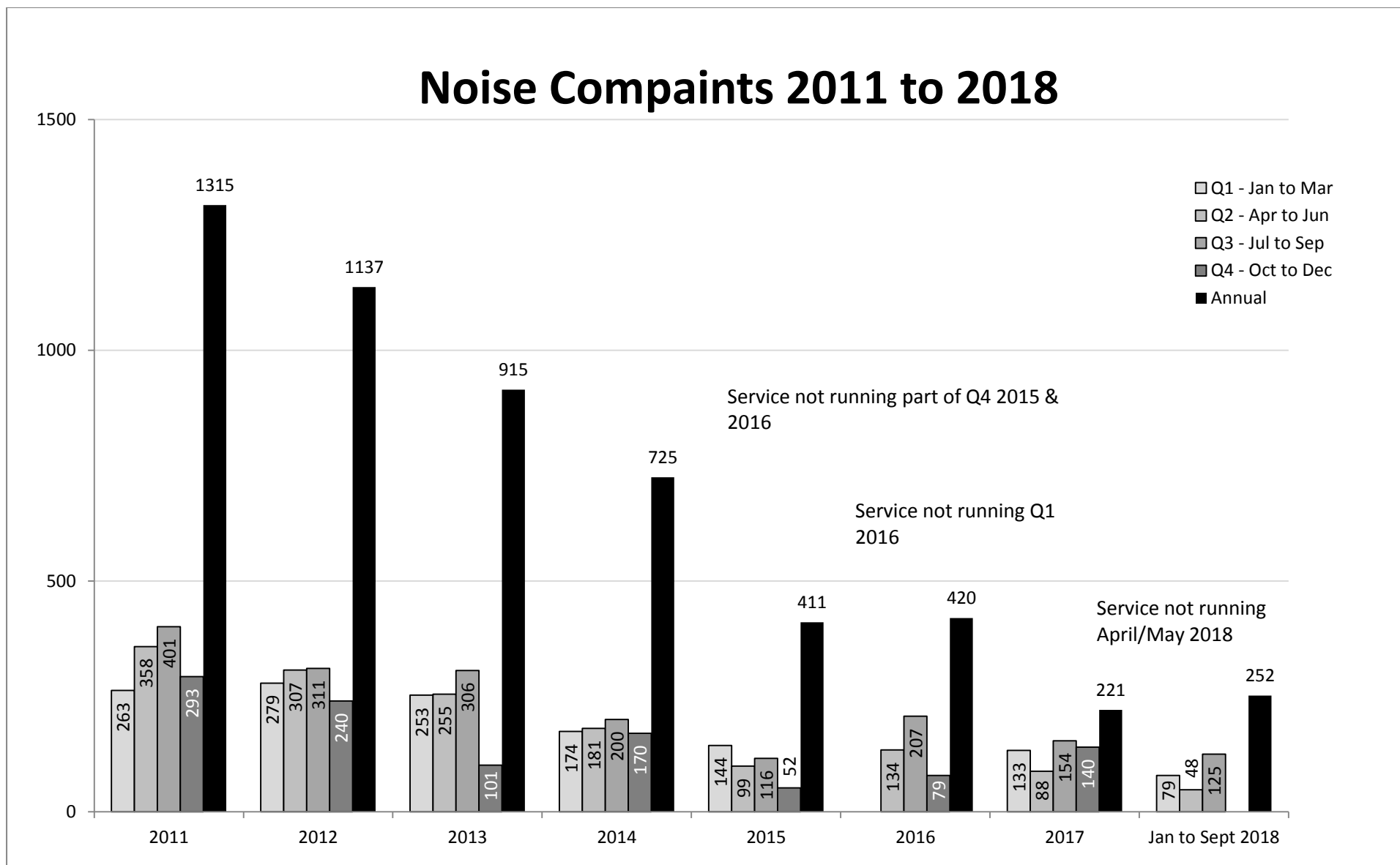
Requisition of information across all service areas	Requisition of Information General Section 16 Local Government (Miscellaneous) Provisions Act 1972? Or 1984?		
Community Protection Notices across all service areas	<u>Community Protection Notices</u> Issue warnings and Community Protection Notices - section 43 of the Anti-Social Behaviour, Crime and Policing Act 2014 Issue Fixed Penalty Notices sections 52 & 53 of the Anti-Social Behaviour, Crime and Policing Act 2014		

KEY

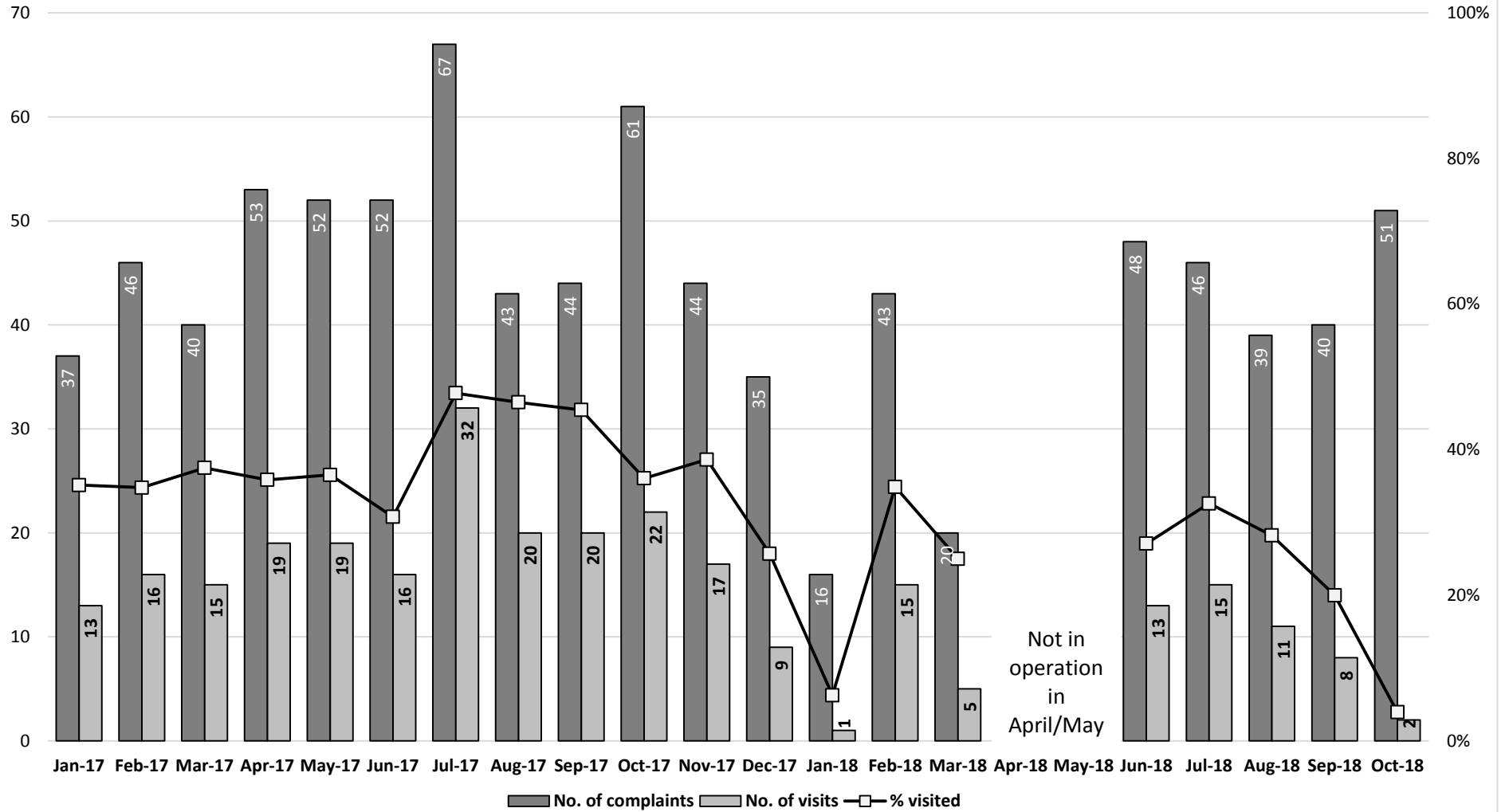
FUNCTION	FUNCTION
TASKS	TASKS
INFORMATION ON PSPO	INFORMATION ON PSPO

Noise Complaints 2011 to 2018

159



Noise Complaints and Visits 2017/2018



160

Likelihood: 1 – Almost Impossible, 2 – Unlikely, 3 – Possible, 4 – Likely, 5 – Almost Certain

Impact: 1 – Insignificant, 2 – Minor, 3 – Moderate, 4 – Major, 5 – Catastrophic (or Fantastic, if an opportunity)

15 – 25 Red		High. Immediate action required & escalate to management level above		8-14 Amber		Significant. Review & ensure effective controls		4-7 Yellow		Moderate (option to TOLERATE) Monitor if risk levels increase TOLERATE?		1-3 Green		Low (option to TOLERATE) Monitor Periodically		
Risk No.	Risk Description & Proximity	Potential Consequences	Initial Likelihood (L) Risk Score (see header)	Initial Impact (I) Risk Score (see header)	Controls	Revised Likelihood (L) Risk Score (see header)	Revised Impact (I) Risk Score (see header)	Revised Risk Score (Multiply L x I)	15-25 Red	8-14 Amber	4-7 Yellow	1-3 Green	Target Date	Responsible Officer	Date Added	Date Updated
									Does this risk warrant more action ('Solutions')? Be guided by the Risk Revised Risk Score & add actions							
1	Financial Resources insufficient to implement and operate the FO service. Linked to Risk no. 2	Reputational damage, poor customer service and not managing expectations. Manager post currently a one year fixed term contract. £0.050m to fund this post for 2019/20 still needs to be identified Manager is crucial link between services, communities and FO; responsible for monitoring work escalation and delivering benefits. An additional service pressure of £0.109m for	3	5	As part of the ongoing review of budgets and service delivery, work is taking place to understand where this resource can be identified in both NCH and EEC Directorates. Currently there is an underspend of £0.150m due to the delayed recruitment.	3	4	12					Ongoing	AS	18.4.17	02/11/2018

		2019/20. If funding not identified capacity of team reduced and service delivery reduced														
2	Resources insufficient to implement and operate the Field Officer Service see Risk 6 for Financial Resources	Reputational damage, poor customer service and not managing expectations. Service is spread too thinly to have the impact needed. FO unable to meet demand and deliver defined functions. FO staff struggle to support the specialists. FO and specialists fail to integrate and silo working continues.	3	4	Programme Board set up in April to manage the implementation phase, risk programme resources and communications. Maintain an agile approach that ensures consistent service delivery city wide across all our communities. Ensure close management of the service that continues to monitor and review performance information, customer need, and deploy resources flexibly and appropriately. Managerial role to also work over 7 days and on a rota. To include shift leaders. Fast and effective response where service delivery is not meeting customer need.	2	3	6					Ongoing	AS	27/09/2017	02/11/2018

3	Noise patrol – change to how out of hours noise services are delivered	Health & Safety risks to frontline staff and subsequent corporate risk. Reputational damage and not managing customer needs. Noise complaints between 8pm and midday not routinely responded to by the FO. Breaches of noise abatement notices cannot be witnessed by FO during this time. Noise complaints may escalate if immediate intervention is delayed. There maybe confusion and uncertainty how out of hours noise services are delivered prior to December 2018 when the role is fully launched..	3	3	Staff risk assessments in place and routinely reviewed to reflect changes to the night time economy and increasing risks to staff associated with this. FO to follow up late night noise complaints the following day with a safer and more practical solution, and stop complaints escalating. FO to be on annualised contracts and thereby enable flexibility around hours worked. This will include opportunity for joint visits with colleagues and Police Staff in EP team to continue working flexibly out of hours to respond to ongoing complaints and to work to revised risk assessments and working protocols, including option to use security company. Continue use of digital noise recording equipment to gather evidence and enable notice abatement notices to be served. Continue to develop partnership working	2	2	4						December 2018	AS	27/09/2017	02/11/2018
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with Police to witness noise from persistent offenders. Effectively communicate changes.



4	Ensuring effective technology and access to it	Lack of mobile technology and associated functionality will prevent fast effective enforcement action and service delivery. Slow down workflow and referrals. Reputational damage that does not meet customer and service needs and prevents effective communication with stakeholders. Digital technology will not be able to deliver solutions to all 9 services by December 2018. Not all services having access to UNIFORM enterprise workflow, and service request functions to enable fast effect workflow and information sharing	5	4	Programme Board fortnightly meetings with ICT and DF to collaborate on procurement and delivery. Revised IT&D Programme Plan with prioritised functions. Ensure that this plan is routinely reviewed and any implementation issues escalated. FO to be given access to PCs while the tablets are being implemented and functionality and synchronicity reviewed. Roles and responsibilities of IT &D have been reviewed and introduction of workshops relating to culture change and facilitate a shift to this new technology and cross working.	3	3	9		Ongoing	AS	27/09/2017	02/11/2018
5	Limited Capacity for Out of Hours Management	Lack of cover when Field Officer Manager not available. Health and Safety risk for Field Officers impacting on the teams duty of care.	4	4	Created a duty officer for each shift using a model currently practised by Carelink Services. Following consultation with Executive Leadership Team a modernisation project is going to Modernisation Board in the new year to look corporate risk and	3	3	9		Ongoing	AS	18.4.17	02/11/18

					resilience in relation to out of hours service delivery.								
6	Fail to share information across partners and communities	Service delivery not as effective resulting in poor communication, possible duplication and not achieving the programmes' benefits. Fail to realise service improvement Fail to effectively share resources.	3	3	Regular champion workshops where services, field officers, partners and community representatives share information and review service delivery, workflow procedures, and problem solve. Ongoing shadowing and training with partner agencies and communities.	2	2	4		31.10.17	AS	18.4.17	02/11/2018
7	Disproportionate amount of time spent on admin tasks	Reduced capacity to meet objectives: delivery and monitoring including duplication of work due to lack of digital solutions. Additional work for back office admin – reducing time to visit residents	5	4	Ongoing IT&D and work to improve/streamline systems Communication with services see RISK 4	3	3	9		31.10.17	AS	18.4.17	02/11/2018
8	Challenge of bringing about cultural change	Change not embedded Cross service working not effective and silo working remains. Workflow across teams restricted Poor service delivery	4	4	Launch of new change workshops Ensure effective communications to all staff and unions	3	3	9		Ongoing	AS	18.4.17	02/11/2018

9	Conflict over stakeholder priorities and strategies	Reputational damage, poor customer service and not managing expectations	4	3	Strong operational leadership. Regular joint intelligence meetings with external partners, including opportunities around co-location and joint working. Developing community collaboration and enabling communities.	3	2	6						Ongoing	AS	27/09/2017	02/11/2018
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4. Non-cashable benefits			
Current situation	Benefits expected	Measured outcomes that will be achieved	How will the benefits be measured?
The FO role is flexible and able to add additional functions as needed to deliver enforcement and inspection work.	Increased flexibility in delivery of the enforcement and inspection function across the city including our partners. This increases responsiveness to needs of communities, services and partners and targets resources more effectively leading to better customer satisfaction and reduce duplication.	Measure the different Functions being delivered by each of the 9 services. Increased customer satisfaction include all 9 services as customers. Increased resolution times.	Utilising existing reports across 9 services. Future monitoring and performance including key performance indicators still to be fully defined. All functions have been coded therefore activity on each function can be clearly quantified. Team Plan to be developed and map the flexible element of this role to record activities of Functions, tasking, referrals, engagement with communities and other work identified.
Field Officer role is flexible and able to work with communities and facilitate behaviour change.	As the role has been developed we have identified that there is a need for increased flexibility on how we collaborate and work with our communities across the city. This will be defined by the character and needs of each area. Field officers will work more closely with communities and making stronger connections with services and partners to problem solve identify creative solutions. Closer alignment with community priorities.	How we collaborate with our communities will in some cases be defined by the new Neighbourhood Action Plans. Increased capacity to feedback on and address community's concerns. Using a collaborative approach we can enable communities to deliver change, problem solve and identify solutions. Increased customer satisfaction.	Work with Third Sector to identify how this would be measured and aim to use existing reports. Team Plan to be developed and map the flexible element of this role to record activities of Functions, tasking, referrals, engagement with communities and other work identified.
Services 'siloes' and working independently. Customers dealing with multiple services working to different response times.	Generic and flexible role working across existing services. Improve customer satisfaction with more effective and efficient communication. Increased face to face contact with customers to enable a greater	Customer Insight and satisfaction metrics. Annualised contracts and 9.75 hour working days will enable resources to be effectively targeted according to the needs and work outside the defined shift and map the work pattern and associated seasonal demands	Customer satisfaction data to be collated using existing corporate structures. Existing reports and future monitoring and performance still to be defined.

<p>Duplication of resources.</p>	<p>understanding of circumstances surrounding a complaint and deliver a faster, more effective resolution.</p> <p>Increasing access to council services out of hours by providing 7 day a week working 12.00 -20.00.</p> <p>In addition providing a more responsive service to tackle variation in demand by adopting an agile approach to better respond to customer and operational needs.</p> <p>Faster service coordinated response times. Improved staff morale in being involved in a wider remit of work and personal development opportunities.</p>		
<p>Performance data for each service is inconsistent and “siloed”.</p>	<p>Data sharing to understand trends and performance. Use data information more intelligently.</p> <p>Sharing resources across services and with partners for faster effective resolution.</p>	<p>Linking the activity of Field Officers to the performance of the specialist teams. Sharing of UNIFORM reports and consistent coding of activity across services.</p>	<p>To be defined based on a greater understanding of current data capture and performance monitoring of individual services to make more integrated.</p>
<p>Specialist teams covering a portfolio of work that includes simple transactional work alongside more complex and demanding casework.</p>	<p>A shift of casework moving simple straightforward cases to the Field Officer Team leaving the specialist teams to manage complex cases more effectively and efficiently.</p>	<p>Higher productivity of specialist staff delivering complex cases more effectively and efficiently.</p> <p>Use the Field Officer role to visit and gather intelligence on behalf of the specialist teams.</p> <p>Field Officers to deliver simple cases.</p>	<p>Existing reports and future monitoring and performance still to be defined.</p>

<p>Ward members regularly approached by residents to resolve operational issues, and difficulties identifying who to approach to resolve issues. Services working in isolation with little or no coordination and resulting in duplication.</p>	<p>Be more responsive providing a Field Officer inbox for councillors to enable 7 days a week access and fast effective referrals and resolution. Reduce duplication. Improved customer satisfaction Faster effective referrals to services</p>	<p>Greater support for Members engaging with communities over a 7 days period Faster and more effective response to complaints.</p>	<p>Using UNIFORM all referrals are coded to map activity. Potential to quantify councillor enquiries coming in, including resolution.</p>
<p>Staff working in “siloed” areas with limited career development opportunities</p>	<p>Field Officer Team working across teams developing a range of skills and experience. Improved staff morale in being involved in a wider remit of work and personal development opportunities. Could create secondment opportunities. Shared training resources across all 9 services. Creating a workforce with a broader range of skills that can work more flexibly across services.</p>	<p>Link to People Promise initiative and staff survey.</p>	<p>Link with HR existing and proposed performance.</p>

