

**Area Panels: 3,4,5,6 June 2019**  
**Briefing Paper: Environment Improvement Survey - Field Officers**

**1. Background**

Our new Environmental Improvement Survey that launched on 27 May 2019 is an innovative way in which to deliver neighbourhood improvements. This process will enable our Field Officers to work with our communities to bring about improvements to housing areas across Brighton & Hove and links in with Neighbourhood Action Plans and various work programmes around the built environment.

We are keen for residents to contribute to the place they live and this is key to our plans. Residents are being encouraged to give their ideas and suggestions via the on-line survey. Our Field Officers will hold local community meetings with residents, Councillors and service providers to review the results of the survey for each area and the first meetings are planned for summer 2019.

As this is quite a different approach to before, we will implement this on a pilot basis and will review the process after the first year.

**2. Feedback from the Environmental Improvement Survey resident testing session**

Five residents from the Tenancy and Neighbourhood SIG attended a session to test the new survey before its launch. We wanted to get feedback on ease of access to encourage as many residents to complete it as possible. Below are some of the comments from that session and our responses.

<b>Comment</b>	<b>Response</b>
Concerns about gaps left without Estate Inspections	We have produced a Q&A sheet to explain the arrangements in place to cover the variety of issues previously raised on Estate Inspections and this is attached as Appendix 1. We relaunched the 'Don't walk by' initiative earlier in the year to encourage staff, residents and others to report issues as they happen. We are recruiting 2 Surveyors to work specifically in the environment areas of our estates
Address look up doesn't result in the correct address	Included a link on the survey to enable people to report a missing address
Will the money be evenly distributed between wards?	The idea is that the EIB funds will be used where improvements are needed rather than an even distribution across the city.

Residents liked the heat map and understood the benefit of seeing the relative vote against the total possible number of properties	I have included this as a hand out for the June area panels. These will be used in the Environmental Improvement meetings throughout the year.
Query around the purpose of the survey	The survey will capture initial category priorities. The meetings will be the forum to discuss in detail the results and form projects for the area.
Some residents don't know the name of the ward they live in.	We have included a 'ward' look-up function on the survey
Comment around the items on the drop down box within the survey	We have expanded the drop down box to include a wider range of areas
Query around how people can complete the survey if they didn't have internet access	Our Housing Customer Service Team will be on hand to assist with this. Contact 01273 293030-email <a href="mailto:housing.customerservices@brighton-hove.gov.uk">housing.customerservices@brighton-hove.gov.uk</a> or drop in to Lavender Street, Portslade Town Hall, Whitehawk Hub Housing receptions to access this service.

### 3. New service delivered by Field Officers from May 2019

The new approach is designed to be a two-year programme.

#### Year 1

The survey opened to all residents across the city on 27 May 2019 and is open for seven weeks. Once closed the Field Officers will review the survey results with Housing Officers and arrange for the Environmental Improvement Meetings to happen throughout the year. Projects will be proposed at the meetings to meet the priorities identified by the survey results.

Field Officers will post the results from each Environmental Improvement meeting on the council's website. These projects will be put forward to a new Environment Improvement Panel to consider the technical aspects and approve.

#### Year 2

Year 2 will focus on the progress of projects with Field Officers carrying out site visits in each area to review how things are going. Progress updates will be posted on the council's website throughout the year.

### 4. Communications

- What's happened so far – Posters detailing the online survey and this new way of working have been placed in community notice boards on housing estates, and community spaces across the city. There was an article in the spring edition of Homing In, which introduces the Field Officer team and this new way of working.

Ward Councillors have received a briefing of the project and we have attended various team meetings to promote the initiative with our colleagues in Housing.

- Appendix 1 is a question and answer sheet displaying arrangements in place to pick up other issues in and around the estate environment.
- Invites to EI meetings will go out from the Field Officer team
- Results from the Environmental Improvement Surveys will be displayed on the council's website following each area meeting.
- Residents without access to the internet can access this service at our Housing Office receptions, libraries or by calling our Housing Customer Service Team on 01273 293030. The team are there to support and assist people with digital inclusion and getting on line.

## **5. Arrangements for a review of the pilot**

We will work with the Tenancy and Neighbourhood Service Improvement Group who have helped us so far with the project to evaluate the process and outcomes. Following this, we will bring a briefing back to a future area panel.

**Appendices:** Estate Inspection Q&A sheet  
Local Environmental Plan two year programme

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