

Items from North Area ROM 27th June 2019

1. Field Officers

The response to the Area Panel was discussed. There was concern that the role of Field Officers is more limited than residents originally thought it would be and they are never seen out and about on the estates.

Hollingdean Residents Association has made repeated attempts to invite them to a meeting but never receive a response.

The meeting supported the question put forward by the East Residents Meeting to the East Area Panel:

- What percentage of the Field Officer's service costs are covered by the Housing Revenue Account?
- What percentage of the Field Officer's work takes place on Council housing estates?

Action:

2 stars (👏 👏)

The meeting agreed to raise this at the Area Panel to request a response on above two questions. People are concerned that the Field Officers are not responding effectively to problems that arise on estates. An example was given from Robert Lodge, when a group of men were outside drinking and causing a disturbance. The issue was reported but no known action was taken and the complainant didn't receive any feedback about whether any action had been taken.

Response from Brett Stacey, Field Officer Manager

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The Field Officer Team responds consistently to all requests for service regardless of the tenure of the property. It is a developing service and the effectiveness of the service is being constantly improved as a result of feedback received from the public. The team welcomes suggestions for specific improvement where shortfalls can be identified.

ASB in a communal area is not within the Field Officer remit and should be reported to the Police or to Housing Customer Services. No record of any correspondence relating to this incident can be found, without the date of the incident or the identity of the reporter an effective search of our records is not possible.

The Housing Revenue Account contributes 17.1% of the costs of the Field Officer service. 24% of the all of the service requests dealt with by the Field Officers in the first quarter of 2019/2020 were related to Housing Revenue account property. In addition to this the Field Officers will be delivering a new innovative way to bring about neighbourhood improvements on behalf of Housing. Housing officers worked with Field Officers to review the service delivery model for estate inspections and developed a new approach to gather ideas and suggestions of residents via an 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. The first meetings are planned for August 2019 and the Environmental Survey went live on the website on 27 May 2019.

