

# Resident Questions for Housing Area Panel

Reference Number: W3.2

<b>Department</b>	Community Engagement
<b>Date question raised</b>	18/08/22
<b>Date of Area Panel</b>	12/10/22
<b>Area in city</b>	West Area
<b>Star rating applied by residents</b>	3 Star
<b>Deadline for officer response</b>	19/09/22
<b>Name of officer responding</b>	Justine Harris
<b>Officer job title</b>	Head of Tenancy Services

## Resident Question

<b>Title of Question</b>	Role of Community Engagement Officers
<b>Issue:</b>	West Residents Associations feel they are not getting the same level of support as they have in the past, and that the role of the Community Engagement Officers has changed.
<b>Background:</b>	<p>In the past, a crucial part of getting Residents Associations up and running successfully was very practical, on-the-ground support from what was then the Resident Involvement Team.</p> <p>Amongst other things, this was about organising start-up meetings, leafleting neighbourhoods and attending meetings. Officers would be in regular contact, actively involved with the Association and give lots of support to individuals.</p>
<b>Action requested by residents:</b>	Request a report for Area Panel with a clear description of the job of Community Engagement Officers and what support Residents Associations can expect.

## Officer Response

<b>Officer contact details:</b>	Sam Warren – Community Engagement Manager
<b>Officer Response:</b>	Firstly, I would like to apologise if you felt the West of the city has not had the support you would like. There are a few reasons for this that I am currently addressing, and I hope this will resolve the issue.

	<p>The part time officer in the West retired a few months ago and we have had a short pause on recruitment to complete a team restructure. However, we are currently recruiting a new part time CEO for the West of the city which will increase the support for groups within this area.</p> <p>In addition, the existing CEO will soon be joined by a support worker, this will make it possible for him to carry out some of the duties that are currently more difficult for him with his visual impairment.</p> <p>The Community Engagement Team is funded 70% through the HRA budget and 30% through the general fund and works with residents of any tenure, although in line with the funding we spend at least 70% of the time working with tenants and leaseholder groups.</p> <p>The CEO role is very varied, and they work with a range of community, tenant and leaseholder groups.</p> <p>This includes supporting residents to organise start-up meetings, leafleting neighbourhoods, and attending meetings. CEOs work with many groups and are in regular contact with them to support their development, help guide funding bids, support them to contact officers in the council and other organisations and give a range of support to develop resident led projects in the area.</p> <p>The CEOs also support some of the Service Improvement groups, attend Area Panels and other local groups such as the Portslade forum, community networking sessions, and meet with local voluntary sector groups such as the Hangelton and Knoll Project.</p> <p>I have attached the Community Engagement Officer Job Description.</p>
<p><b>Action:</b></p>	<p>Recruitment of new part time post 18.5 hrs per week Recruitment of support worker for the current CEO</p>
<p><b>Start date:</b></p>	<p>12<sup>th</sup> September advertising for part time post</p>
<p><b>End date:</b></p>	<p>October/Nov start date for the part time post Support worker in post</p>