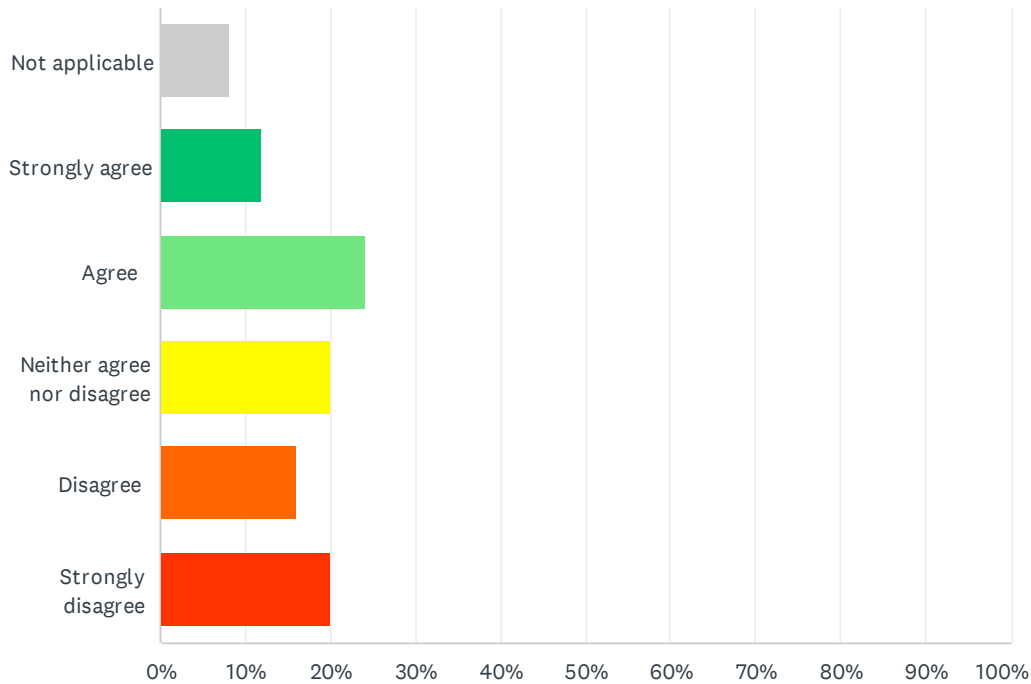


Q1 If I have contacted the Allotment Service, my questions have been promptly answered

Answered: 25 Skipped: 0



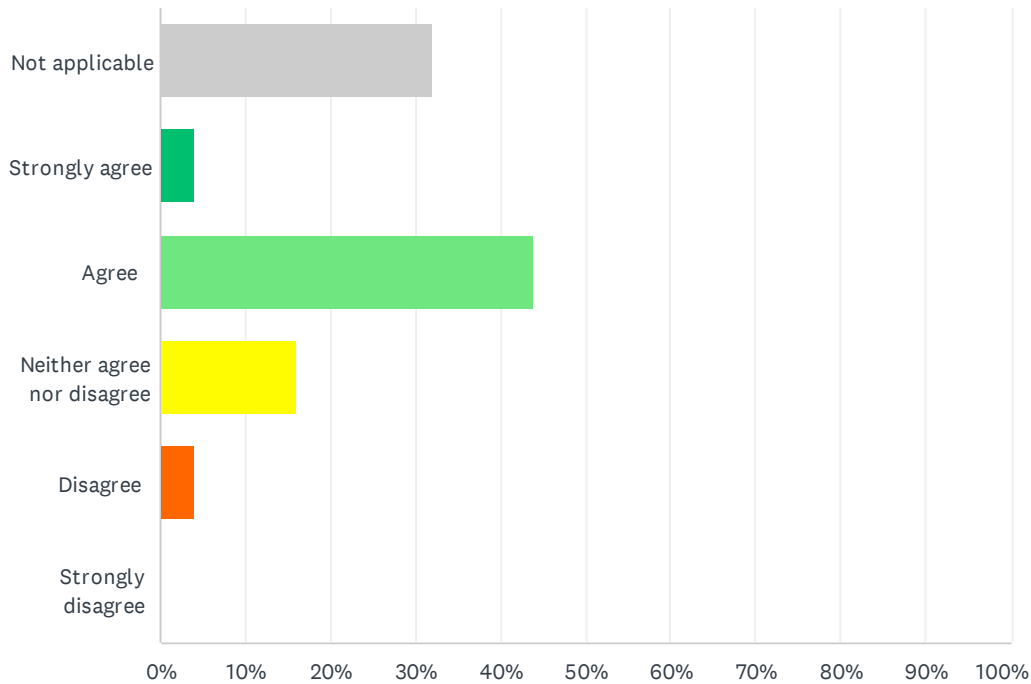
ANSWER CHOICES	RESPONSES
Not applicable	8.00% 2
Strongly agree	12.00% 3
Agree	24.00% 6
Neither agree nor disagree	20.00% 5
Disagree	16.00% 4
Strongly disagree	20.00% 5
TOTAL	25

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	Awaiting reply from maintenance dept	11/17/2023 8:14 PM
2	It seems if its a simple issue which the staff can deal with then its OK. If it requires a response from the Allotments Officer it can either be quick or not at all.	10/28/2023 10:13 AM
3	anything more complex than a very basic question goes unanswered	10/27/2023 5:55 PM
4	I understand the reasons why	10/27/2023 3:58 PM
5	The new system of the allotments@brighton-hove.gov.uk doesn't work; I don't get any replies at all now. But reporting a leak by putting "leak" in the title has worked and the guys came the next day.	10/26/2023 4:52 AM
6	Could you just acknowledge my text !!!!!!!!!	10/25/2023 11:28 PM
7	The 10 day reply period is a thing of the past. Some emails are never answered. I now only write to the AO if I want to create a paper trail, I don't expect to receive a reply.	10/25/2023 5:08 PM

8	I'm still waiting for answers to emails from about 2 years ago!	10/25/2023 5:05 PM
9	No	10/25/2023 2:00 PM
10	I have found that phoning the office is the most helpful	10/25/2023 12:46 PM
11	But the answer does not necessarily get me further.	10/25/2023 11:53 AM
12	i stil need keys and an understanding on the procedure on how i issue them.	10/25/2023 11:34 AM
13	Questions are always replied to if it's Deanna that is contacted. Contact Bruce and you won't get a reply. Ever.	10/25/2023 11:28 AM

Q2 If I have contacted BHAF, my questions have been promptly answered

Answered: 25 Skipped: 0

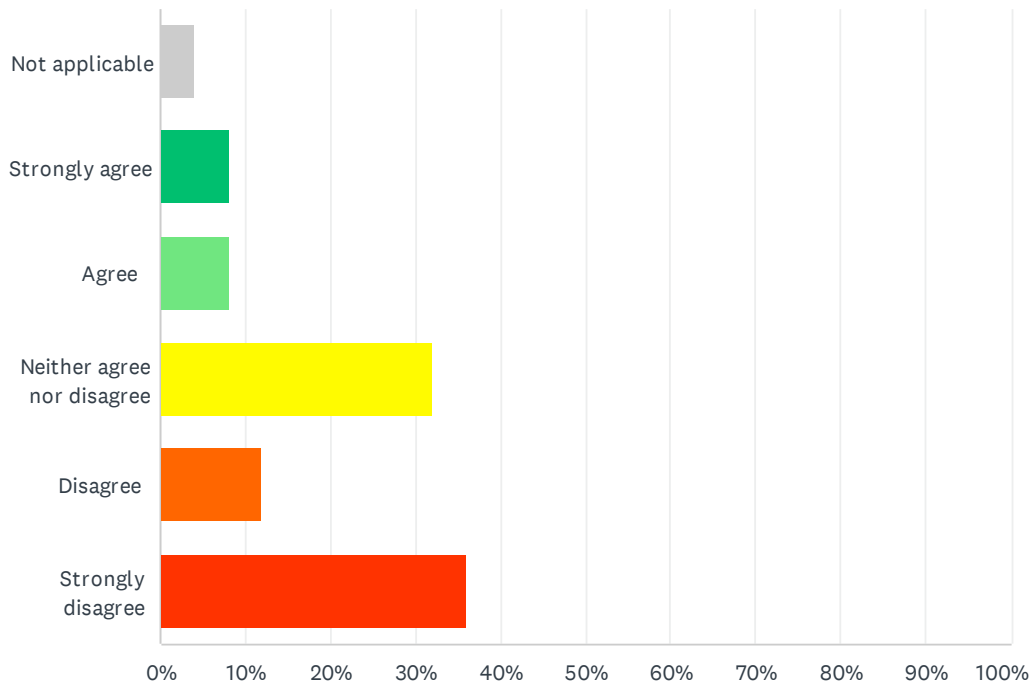


ANSWER CHOICES	RESPONSES
Not applicable	32.00% 8
Strongly agree	4.00% 1
Agree	44.00% 11
Neither agree nor disagree	16.00% 4
Disagree	4.00% 1
Strongly disagree	0.00% 0
TOTAL	25

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	Not had to contact bhaf Re any problems in the last 6 months . I'm sure they would help if needed.	11/7/2023 4:33 AM
2	always reply.. but a lot of the time all they can do is ask you to contact the allotment service.. and then get no reply	10/27/2023 5:55 PM
3	They act more professionally	10/25/2023 11:28 PM
4	No	10/25/2023 2:00 PM
5	They keep me up to date with regular postings, some of which I comment on.	10/25/2023 11:53 AM

Q3 The council has given me the support I need to do my job effectively

Answered: 25 Skipped: 0



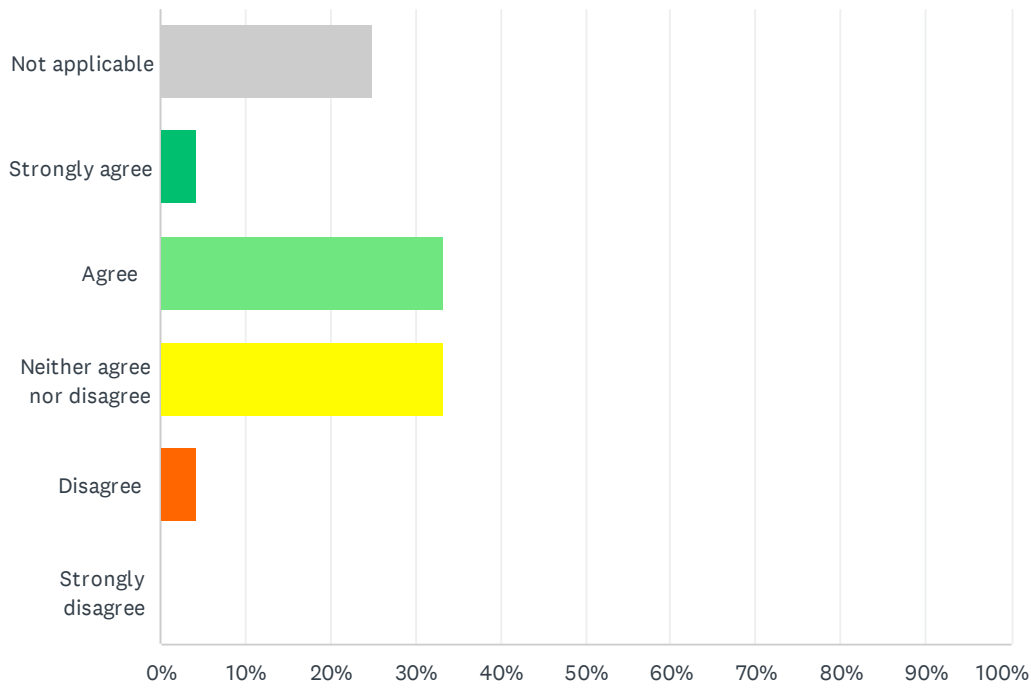
ANSWER CHOICES	RESPONSES
Not applicable	4.00% 1
Strongly agree	8.00% 2
Agree	8.00% 2
Neither agree nor disagree	32.00% 8
Disagree	12.00% 3
Strongly disagree	36.00% 9
TOTAL	25

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	Allways very helpful re any queries i my have	11/7/2023 4:33 AM
2	The current way of letting plots is leading to overgrown plots, disappointment to people on waiting lists and is getting site reps frustrated and also blamed by those who want a plot.	10/28/2023 10:13 AM
3	we've had no support at all	10/27/2023 5:55 PM
4	I wouldn't say I've had any support in the last 6 months.	10/26/2023 1:14 PM
5	I do realise that things have slipped back with COVID, but no I am not getting the support. My fellow co-site rep and I carried out cultivation inspections in May (as we are required to) we highlighted about 20 sites needing attention, but when we tried to organise the follow up inspections we got no where. If I am honest I really feel like giving up as site rep as I get so little support	10/26/2023 4:52 AM
6	As above with questions to the AO. The only exception is the support and rapid replies from Jim Mayor who I have been working with on the Inspection Pilot Project	10/25/2023 5:08 PM
7	No	10/25/2023 2:00 PM

8	Clearly they have been under huge pressure due to lack of staff which has meant delays. The new system of concentrating on one site at a time to fill vacant plots does mean that where plots need to be let there may be a delay in getting potential tenants. I look forward to the time when we have access to the list and keep on top of letting plots.	10/25/2023 12:46 PM
9	Just the usual thing about vacant plots but no info on waiting list names. Some vacant plots need trees grubbing up now.	10/25/2023 11:53 AM
10	Remove inactive ploholders whatever the reason after fair notice	10/25/2023 11:16 AM

Q4 BHAF has given me the support I need to do my job effectively

Answered: 24 Skipped: 1

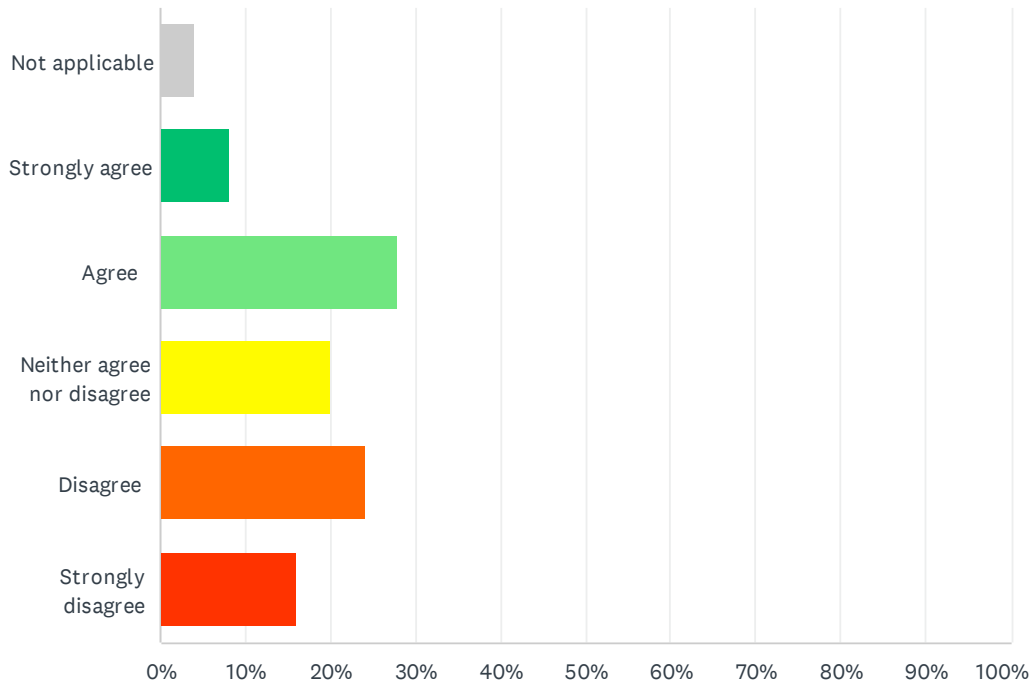


ANSWER CHOICES	RESPONSES	
Not applicable	25.00%	6
Strongly agree	4.17%	1
Agree	33.33%	8
Neither agree nor disagree	33.33%	8
Disagree	4.17%	1
Strongly disagree	0.00%	0
TOTAL		24

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	AS best as they are able given the stance of the Allotments Officer.	10/28/2023 10:13 AM
2	they do their best	10/27/2023 5:55 PM
3	I wouldn't say I've had any support in the last 6 months, although the introduction of their online forum for reps is useful.	10/26/2023 1:14 PM
4	No	10/25/2023 2:00 PM

Q5 Any maintenance issues at my site have been dealt with quickly and effectively

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
Not applicable	4.00% 1
Strongly agree	8.00% 2
Agree	28.00% 7
Neither agree nor disagree	20.00% 5
Disagree	24.00% 6
Strongly disagree	16.00% 4
TOTAL	25

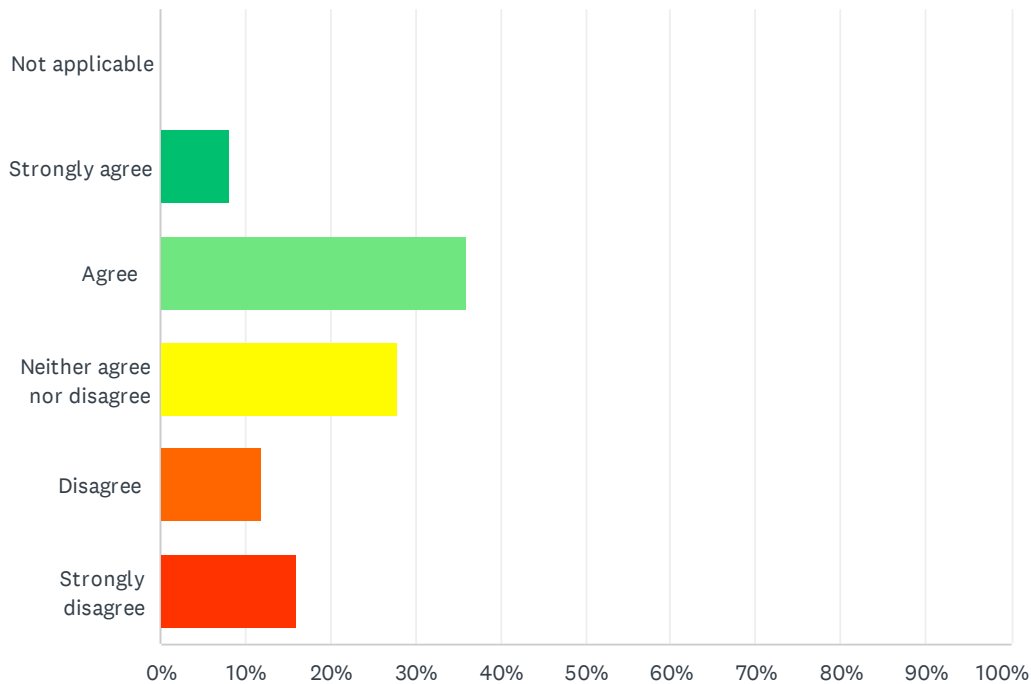
#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	The bollard! At last.	11/7/2023 2:48 PM
2	However if its dangerous or a water leak they do it. More routine matters do not seem to be prioritised.	10/28/2023 10:13 AM
3	still waiting on maintenece issues from years ago	10/27/2023 5:55 PM
4	An issue with our site gate was resolved the same day so loss of site security was maintained to a minimum. Subsequent problems with keys fitting the lock were also quickly resolved, so thank you.	10/26/2023 1:14 PM
5	I am hopeful that the new guys you have working on the sites will help us with this. They are lovely guys and very willing. Definitely responded quickly to the water leak this week.	10/26/2023 4:52 AM
6	Water and security yes , rubbish clearing no	10/25/2023 11:28 PM
7	Although I understand that some sites have been more neglected than others and we need	10/25/2023 5:08 PM

to take our turn, the increased maintenance staffing has not resulted in any improvement in my site.

8	I'm still waiting for a dilapidated shed to be taken away since I moved onto the plot (4 years is it?); it's now regularly used by other people as a rubbish dump.	10/25/2023 5:05 PM
9	No	10/25/2023 2:00 PM
10	Security problems, locks have been dealt with quickly, now the grass cutting of the haulage ways is getting done sporadically thanks to the two new members of the team.	10/25/2023 12:46 PM
11	No maintenance issues raised recently.	10/25/2023 11:53 AM
12	Due to cutbacks we never see the maintenance team although water issues seem to be dealt with promptly. We have 2 mounds of rubbish waiting to be taken away that have sat on site for months.	10/25/2023 11:28 AM

Q6 Inspections have worked well

Answered: 25 Skipped: 0



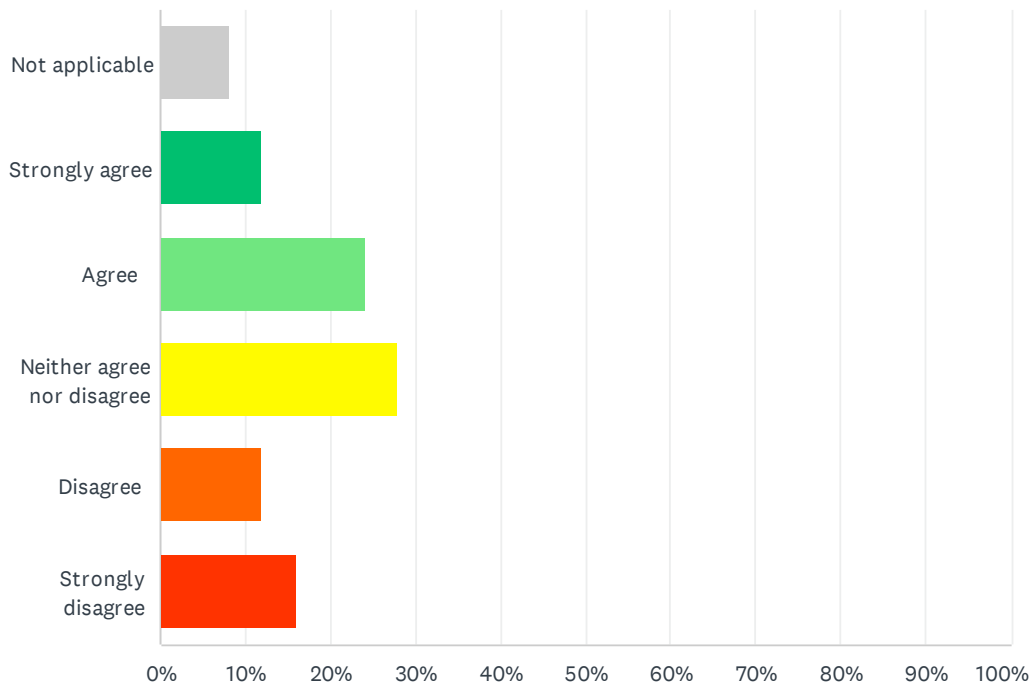
ANSWER CHOICES	RESPONSES
Not applicable	0.00% 0
Strongly agree	8.00% 2
Agree	36.00% 9
Neither agree nor disagree	28.00% 7
Disagree	12.00% 3
Strongly disagree	16.00% 4
TOTAL	25

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	Much better recently	10/28/2023 10:13 AM
2	I've had no further feedback from my inspection in June, so can't comment. It would be good to be kept informed of what action was taken and any other updates.	10/26/2023 1:14 PM
3	Not at all. We have several (20+ plots) that are not being worked. We carried out inspections, but had no follow up support from the Allotments Office. Those plots are now worse, and no one has received any further notices. We will never get the waiting list down if you don't help us to move on plot holders who have abandoned their plots.	10/26/2023 4:52 AM
4	Errors were made in the first round of the Pilot Project resulting in some notices / terminations being rescinded. Most of these issues were dealt with and the second round has gone better.	10/25/2023 5:08 PM
5	I did the first one but have been unable to do further inspections due to an accident. I do feel that the system takes so long that often about a year has passed before tenants who are not working their plots have their tenancy ended. I also missed out on doing any inspections with Bruce which is unfortunate, but I assume the inspections are all completed by now.	10/25/2023 12:46 PM

6	The inspection process done long ago was OK, but I still do not know if all banished tenants have accepted and gone. I have not refunded any key deposits.	10/25/2023 11:53 AM
7	Really good with Jim, it's a shame he's not staying.	10/25/2023 11:28 AM
8	See 3	10/25/2023 11:16 AM

Q7 Lettings have worked as well as possible (allowing for the known issues with the IT platform)

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
Not applicable	8.00% 2
Strongly agree	12.00% 3
Agree	24.00% 6
Neither agree nor disagree	28.00% 7
Disagree	12.00% 3
Strongly disagree	16.00% 4
TOTAL	25

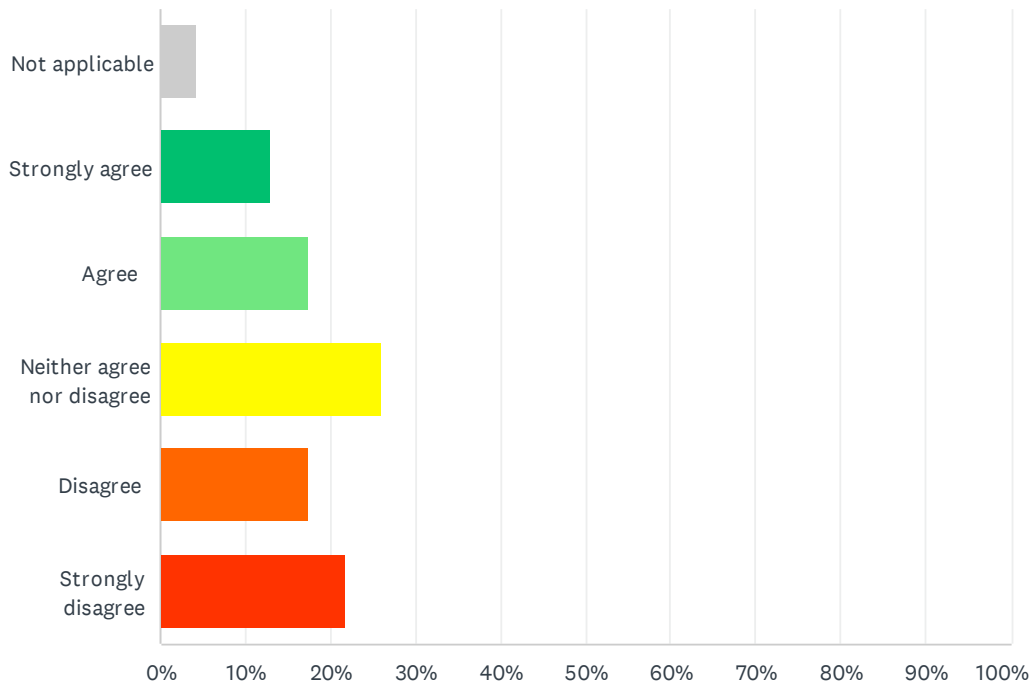
#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	Dara protection issues need revising	11/16/2023 1:08 PM
2	See above	10/28/2023 10:13 AM
3	I've not noticed any real difference.	10/26/2023 1:14 PM
4	I have had no vacancy lists/ letting events for >6 months. I appreciate that the situation is worse on other sites and they are being given priority. However, it is very frustrating and disappointing not to be able to let plots considering how many people are on the waiting list.	10/25/2023 5:08 PM
5	I don't think the mass showings work very well because different people have different attitudes thereby causing holdups.	10/25/2023 5:05 PM
6	I was able to sort out that showing a large group around the site is not good as it is like hearing cats, they stray off and need to be kept together. I would like to do another letting session but due to my mobility, which is temporarily impaired, I have not been able to. I hope	10/25/2023 12:46 PM

to get Andres the new member of staff who deals with lettings will enable this as soon as I can do it.

7	None of vacant plots let in recent months - last letting was in early February 2023.	10/25/2023 11:53 AM
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Q8 I have felt my contribution is valued by the Council

Answered: 23 Skipped: 2

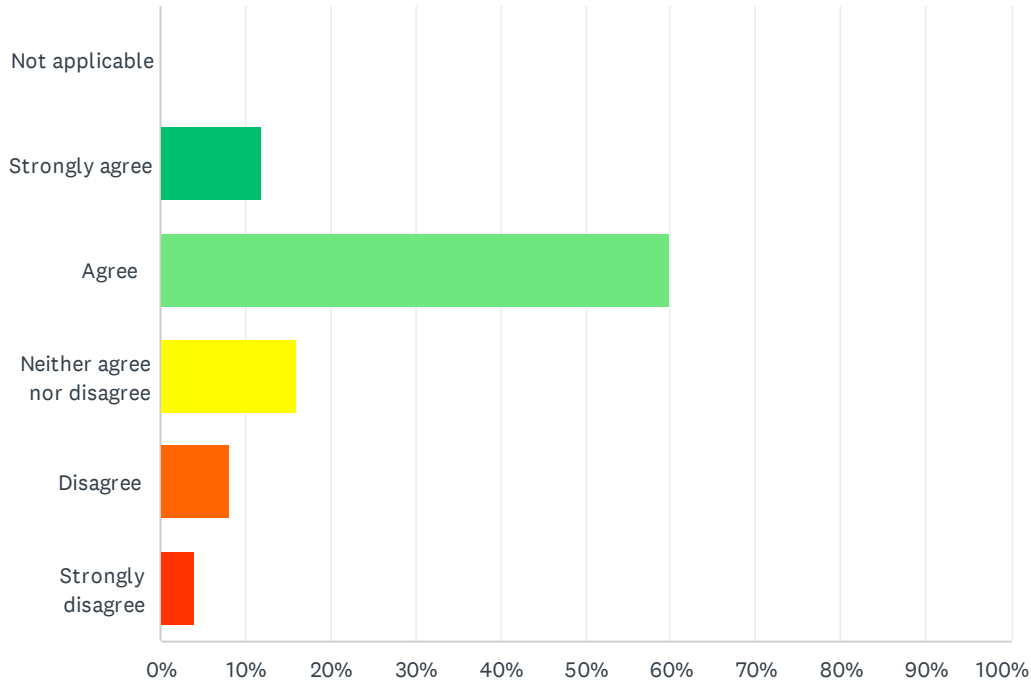


ANSWER CHOICES	RESPONSES
Not applicable	4.35% 1
Strongly agree	13.04% 3
Agree	17.39% 4
Neither agree nor disagree	26.09% 6
Disagree	17.39% 4
Strongly disagree	21.74% 5
TOTAL	23

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	Not sure what 'the council' means	11/16/2023 1:08 PM
2	Not at all.	10/26/2023 4:52 AM
3	I have no idea as the support and contact is virtually non-existent, apart from the one example already mentioned.	10/25/2023 5:08 PM
4	I offered to be a rep in May, to replace Trudi, who was ending her role at Tenantry Down upper site. I have sent several emails to the allotment service about this, but have still had no reply. I assume that someone thinks I am a rep as I am on the mailing list.	10/25/2023 12:21 PM
5	I am valued to the annual cost of a half plot rent. Is that about £1 a week?	10/25/2023 11:53 AM

Q9 I am happy in my role and am happy to continue being a site rep

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not applicable	0.00%	0
Strongly agree	12.00%	3
Agree	60.00%	15
Neither agree nor disagree	16.00%	4
Disagree	8.00%	2
Strongly disagree	4.00%	1
TOTAL		25

#	IS THERE ANYTHING YOU WOULD LIKE TO ADD?	DATE
1	I feel like giving up because of the obstacle course I have to go through. It is unbelievably stressful!	11/16/2023 1:08 PM
2	Unless there are improvements may have to consider my position.	10/28/2023 10:13 AM
3	I am seriously thinking of stepping down as a rep due to the lack of support from the Allotment Service.	10/26/2023 4:52 AM
4	I do not currently enjoy the role due to some of the above issues I have mentioned. I would be happy in the role and continue as a Site Rep if I were convinced that the Allotment Service shares my views on the points I have raised and they are addressed and resolved asap. If not, I can't see that there is much point in continuing. I want to see a fully let site and well used plots where the tenants want more than just passing the inspections, or failing them and then appealing (unless genuine mitigating reasons) and not taking responsibility for their lack of effort.	10/25/2023 5:08 PM
5	There is another tenant who is willing to become a rep and is waiting for the training, this has been going on for some months now, hopefully it may happen in the winter as there are no inspections to be done so that must lighten their work load.	10/25/2023 12:46 PM

6	I will continue in an optimistic and only slightly cynical manner.	10/25/2023 11:53 AM
7	It would be easier if the GDPR issue was sorted out and I could contact plot holder direct rather than giving Deanna extra work.	10/25/2023 11:28 AM

Q10 Are there any allotment rules that you think should be reviewed? For example rules which you feel are unreasonable or hard to enforce or rules that need updating to reflect current aims? (eg increasing biodiversity on our sites / rules around pesticides etc)

Answered: 12 Skipped: 13

#	RESPONSES	DATE
1	Data protection Swifter terminations of unused plots Co workers need copies of the rules. I have asked!	11/16/2023 1:08 PM
2	Rules that seriously need enforcing are 4.2 and 20.2 20.2 Repairs and Maintenance Repairs to the site perimeter fences, gates and water infrastructure; maintenance of haulage ways; vacant plot management; hedges and tree management. 4.2 Where hedges about a perimeter boundary, road or vehicular haulageway, the council is responsible for maintaining the outside and top.	10/27/2023 5:55 PM
3	I would ban dogs	10/27/2023 3:58 PM
4	I and many allotment holders at my site believe there needs to be a review of what constitutes a weed and an acknowledgment of when they are providing benefit to wildlife. This can also be dependent on the time of year, in autumn for example when most crops are going over many weeds could be left to provide much needed food for insects and pollinators. Maybe rules on 'weeds' could be relaxed to reflect this and a certain amount of individual discretion given to the site rep/plot holders?	10/27/2023 11:12 AM
5	Allotments must be kept clean and maintained in a good state of cultivation (minimum 75% in cultivation) and fertility throughout the year. I'M NOT SURE HOW YOU MEASURE 'FERTILITY' ? - I WOULD REMOVE THIS. All trees, bushes and hedging over the absolute height of 2.5 metres (or 8 feet) in height are in breach of allotment rules and will lead to a notice and possible termination. WHAT DO YOU DO WHEN YOU INHERIT A PLOT WITH HUGE SYCAMORES OR ASH TREES GROWING IN THE HEDGEROW? UNLESS THE COUNCIL DEALS WITH THESE THEN IT WOULD BE FAIRER TO SAY 'NO TREES, BUSHES, OR HEDGES PLANTED BY THE TENANT SHOULD BE ALLOWED TO GROW ABOVE 2.5M' Invasive plants such as Bamboo, all types of willow and fast growing conifers (including Christmas trees) are not permitted. If the invasive plants are not removed by the tenant then the tenancy will be terminated and plants removed at cost to the tenant. CAN WE SAY 'CONIFERS, SYCAMORES AND OTHER FAST GROWING TREES ARE NOT PERMITTED' The bringing on site and use of rubble and hardcore for paths and other forms of construction is prohibited.... as well as other timber ...not relating to crop production is prohibited. Bringing such materials on site will result in a notice and possible termination. THIS SEEMS UNNECESSARILY HARSH. ON SOME SLOPING PLOTS IT IS PREFERABLE TO CONSTRUCT SOLID STEPS, AND HAVING AREAS OF DECK OR PATIO SHOULD BE PERMISSABLE AS LONG AS ANY FOUNDATIONS ARE ONLY A COUPLE OF INCHES DEEP AND COULD BE EASILY REMOVED. The creation of concrete pad footings for sheds or green houses, or concrete pads for paving, or any solid brick and cement structures is prohibited. LIKEWISE.	10/26/2023 1:14 PM
6	All the rules are hard to enforce when the Allotment Service doesn't support you.	10/26/2023 4:52 AM
7	To make sure plots are better used and the waiting lists reduced, the rules need to be changed so that tenants can be terminated more easily. The run of notices should not be cancelled at the end of each calendar year. In addition, persistent offenders who get notices, or just repeatedly do just do enough to scrape through inspections should be terminated.	10/25/2023 5:08 PM
8	Pesticides should NOT be used in my opinion, they do more overall harm than good. I don't think they should use them on the golf course either.	10/25/2023 5:05 PM
9	Waste materials and pollutants 7.4 , some people choose to have paths made of rubble and raised beds. Paths and Haulage ways- 9.4 Getting people to take responsibility for the paths next to their plots is very difficult, maintainance is often ignored and the paths colapse or become obliterated. get the owners to understand that the dogs are unaware of the boundaries. I don't like to be a monitor and Dogs, livestock and bees- 10.1 There are some dogs that can be a nuisance and it is hard to get the owners to recognise that their dog does	10/25/2023 12:46 PM

not understand boundaries. Frankly I feel it is not a suitable environment for most dogs. Plot numbering, plot splitting and notices- 16.1 It is essential to have clearly marked plots but this doesn't happen and needs to be strengthened. I also feel that pesticides should be banned, it would be hard for reps to monitor but would at least put people off using them. Moves to increase bio-diversity would be good As some gardeners now like to leave all ground in use as this is recommended as the soil benefits from a diverse range of grow, this sometimes leads to weeds being allowed to grow, making inspection tricky, perhaps this can be discussed.

10	I feel there should be a limit to how many people can be signed up as helpers, and I don't agree with handing out keys to every helper on a plot, I feel there should be one key per plot. Having many keys to one plot makes it very difficult to get them back when the plot becomes vacant as since we no longer have paperwork we do not know how many keys have been allocated to that plot	10/25/2023 12:22 PM
11	The wording of 19.14 needs attention, as pointed out by BHAF.	10/25/2023 12:21 PM
12	No time for rulebook study just now, sorry	10/25/2023 11:53 AM