



Place Scrutiny Committee

Date: Thursday, 30 January 2020
Time: 10.00 am
Venue: Committee Room A/B, South Walks House,
South Walks Road, Dorchester, DT1 1EE

Membership: (Quorum 3)

Daryl Turner (Chairman), Cherry Brooks (Vice-Chairman), Robin Cook, Jean Dunseith, Simon Gibson, Ryan Hope, Val Potheary, Andrew Starr, Roland Tarr and David Taylor

Chief Executive: Matt Prosser, South Walks House, South Walks Road,
Dorchester, Dorset DT1 1UZ (Sat Nav DT1 1EE)

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A G E N D A

Page No.

1 APOLOGIES

To receive any apologies for absence.

2 MINUTES

5 - 16

To confirm the minutes of the meetings held on 24 October 2019 and 13 January 2020.

3 DECLARATIONS OF INTEREST

To receive any declarations of interest.

4 PUBLIC PARTICIPATION

To receive questions or statements on the business of the committee from town and parish councils and members of the public.

5 URGENT ITEMS

To consider any items of business which the Chairman has had prior notification and considers to be urgent pursuant to section 100B (4) b) of the Local Government Act 1972. The reason for the urgency shall be recorded in the minutes.

6 REVIEW OF PLACE ENFORCEMENT ACTIVITIES

17 - 20

To consider a report of the Head of Community and Public Protection to agree the scope of a review of Place enforcement activities.

7 POLICY REVIEW UPDATE - PRESENTATION

To receive a presentation from the Executive Director of Place in respect of the review of policies in the Place area for Dorset Council.

8 DOG CONTROL ENFORCEMENT ACTIVITY

21 - 30

To consider a report of the Head of Community and Public Protection. The committee is invited to provide views to officers to help inform the

review of enforcement activities and shape the Dog Warden service.

9 SINGLE USE PLASTIC POLICY 31 - 48

To consider a report of the Environment Advice Manager.

10 COMMUNITY SAFETY PLAN 2020 - 2023 49 - 56

To consider a report of the Community Safety Manager (Adults and Housing) to assist in the development of an effective Community Safety Plan for Dorset.

11 QUARTERLY COMPLAINTS UPDATE - PLACE 57 - 64

To consider a quarterly update report on complaints (Place).

12 PLACE SCRUTINY COMMITTEE FORWARD PLAN 65 - 70

To review the Place Scrutiny Committee Forward Plan (attached)

To review the Cabinet Forward Plan (click on link below to view):
<https://moderngov.dorsetcouncil.gov.uk/mgListPlanItems.aspx?PlanId=123&RP=152>

To review recent Cabinet decisions (click on links below to view):
[5 November 2019](#)
[10 December 2019](#)
[28 January 2020](#)

13 EXEMPT BUSINESS

To move the exclusion of the press and the public for the following item in view of the likely disclosure of exempt information within the meaning of paragraph 3 of schedule 12 A to the Local Government Act 1972 (as amended).

The public and the press will be asked to leave the meeting whilst the item of business is considered.

14 REINSTATING ESSENTIAL HIGHWAY MAINTENANCE ACTIVITIES AND INVESTING IN HIGHWAY INFRASTRUCTURE ASSETS - EXEMPT 71 - 82

To consider an exempt report of the Head of Highways. **NOT FOR PUBLICATION**

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PLACE SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON THURSDAY 24 OCTOBER 2019

Present: Cllrs Daryl Turner (Chairman), Cherry Brooks (Vice-Chairman), Robin Cook, Jean Dunseith, David Taylor, Simon Gibson, Val Potheary, Andrew Starr and Roland Tarr

Apologies: Cllrs Ryan Hope

Also present: Cllr Tony Alford, Cllr Ray Bryan, Cllr Graham Carr-Jones, Cllr Les Fry, Cllr Barry Goringe, Cllr David Gray and Cllr Andrew Kerby

Officers present (for all or part of the meeting):

Marc Eyre (Service Manager for Assurance), Andy Frost (Community Safety and Drug Action Manager), William Haydock (Senior Health Programme Advisor), Kerry Pitt-Kerby (Environmental Health Manager - Environmental Protection), Karyn Punchard (Corporate Director of Place Services), Kate Shelley (Communications Officer), Jane Williams (Team Leader - Public Protection) and Fiona King (Senior Democratic Services Officer)

12. Apologies

An apology for absence was received from Ryan Hope.

13. Minutes

The minutes of the meeting held on 10 July 2019 were agreed and signed.

14. Declarations of Interest

No declarations of disclosable pecuniary interests were made at the meeting.

15. Public Participation

A question from a member of the public had been received on graffiti around the Weymouth town and Upwey areas. The question and answer is attached as an Annexure to these minutes.

There were no statements or questions submitted from Town and Parish Councils at this meeting.

16. Statutory Guidance on Overview & Scrutiny Committees May 2019 (SW Councils Scrutiny Recommendation)

The Chairman advised members that at a recent South West Scrutiny Chairs meeting that he had attended, it was suggested that The New Statutory

Guidance was placed on the Agenda of Committees for record. He had also sent this to all elected members along with the New Centre for Public Scrutiny Guide "Good Scrutiny Guide".

Noted

17. Annual Community Safety Report

As the Place Scrutiny Committee was the Council's formal Crime and Disorder Committee (as required under the Police and Justice Act 2006), Members considered a report which set out the work undertaken by the Dorset Community Safety Partnership (CSP), and statutory plans and strategies for adoption by the Council.

The Cabinet Member for Housing introduced to members the Chairman of the Community Safety Partnership (CSP), Andrew Kerby. Cllr Kerby had been Chairman of the Partnership for the past four years and welcomed the opportunity to bring this report to members. He advised members that the work of CSP was very complex and contained a lot of acronyms. He took this opportunity to remind members of the statutory responsibility for Dorset Council adding that crime was no longer the sole responsibility of the Police. There was now a multi-agency approach to tackling difficult issues at a strategic level.

In respect of Domestic Homicide Reviews (DHRs), the Chairman noted that he and the Vice-Chairman had recently attended a meeting in order to gain better insight into DHRs. He had learned that there was a high degree of scrutiny taking place during the whole process but felt that this Committee should review actions specific to Dorset Council and a process for this had now been put in place.

Members noted that the reports were created by multi-agencies and attention was drawn to Appendix 2 of the report which showed graphs giving trend information. The trends looked as if they were rising but the notes below gave the reasons why.

Following a question from a member relating to cyber-crime, Chief Inspector Jim Bushell noted that they were undoubtedly seeing an increase in this area of crime. In respect of scams he advised that the Police had done a lot of work with banks locally and nationally to help in this regard. Officers sent out a high number of alerts and messages to the public and were working hard to find other ways to get messages out to the older members of the population. He added that one of the main problems was that a lot of the offenders appeared to be based overseas and highlighted the work of the Action Fraud work that was being undertaken.

The Vice-Chairman made reference to the drug and alcohol section and felt that some of the words/statements were not quantified and therefore was unable to get an idea of the scale of the problem. Dr Will Haydock advised Public Health could provide data and analysis on specific issues if requested

but noted that certain figures were only estimates. The figures were reported to the Joint Public Health Board which oversaw the work this area.

Resolved

That Members of the Committee considered and commented on partners' community safety work.

Recommended

That Cabinet be asked to recommend the Community Safety Plan 2017-2020 (2019 refresh), Reducing Reoffending Strategy 2018-2021 (2019 refresh), including the amendment, and Bournemouth, Poole and Dorset 2016-2020 Alcohol and Drugs Strategy to Dorset Council for adoption as amended by the Supplement for Item 6, Appendix 4 – Amendment of Wording in the Reducing Reoffending Strategy (Page 4 – Dorset, Devon and Cornwall Community Rehabilitation Company).

Reason for recommendation

To ensure Dorset Council met its duties as set out in relevant legislation.

18. Proposed content of Public Consultation for a dog-related Public Spaces Protection Order

Members considered a report which set out the content of the consultation for a Dog-related Public Spaces protection Order (PSPO) to replace and consolidate existing PSPOs and byelaws for the Dorset Council area.

Members were also asked to consider the time extension of current Dog-related PSPOs covering the former East Dorset, Purbeck, West Dorset and Weymouth and Portland council areas to 31 December 2020 to enable the new Order to be properly made.

The Cabinet Member for Customer, Communities and Regulatory Services advised members that any changes made during the consultation period would require an extension to the current consultation period (Appendix B of the report refers). Appendix A of the report was about engaging with members of the public.

The Chairman shared with members 2 emails that had been received from Cllr Gill Taylor and Cllr Ryan Hope regarding the wishes of Weymouth Town Council to reduce the time that dogs are banned from certain areas of the beach in order to support the economy of the town.

The Environmental Health Manager explained that the existing Order already provided for part of the beach to be used as an exercise area and therefore dog walkers could use part of Weymouth Beach now and throughout the summer. Any changes made now would need to go through another 12 week consultation period, which would mean being behind with this consultation. He recognised and understood the wishes of Weymouth and suggested they engaged with this consultation which was expected to cover all the points that had been raised.

In response to a question about the signposting of dog walking areas, members were advised that the Beach team at Weymouth displayed notices which clearly signposted dog walkers to the appropriate places.

One member highlighted the importance of these Orders being kept and adhered to in respect of bacteria, infections and infestations.

Following a concern from the Vice-Chairman about the reluctance to push forward what was being put forward by Weymouth Town council, the Environmental Health Manager explained that it could be progressed but the implications were that this would not start until the New Year and would result in having 2 consultations running at the same time and the chances of getting it in place by next summer would be unlikely. The Cabinet Member noted that this would involve a lot of additional time and effort along with confusion and officers had not as yet identified the benefits. Government guidance in respect of consultations was highlighted. There was an opportunity within the consultation in the comments box to bring Weymouth in.

In response to a query about question 4 in the proposed consultation, 'dogs on leads on roads and pavements within 30 mph zones', officers advised this was in line with Highways legislation.

Following a question about beaches in the eastern end of the county as they now came under the authority of Bournemouth, Christchurch and Poole (BCP), officers advised BCP would have to make their own decisions on how they wished to address their expiry dates for their Orders.

Officers advised that the consultation did not include school playing fields as the Government viewed education areas as different so therefore was outside of this control

In respect of question 20, the Chairman sought agreement from members to consider adding a time limit for dogs to be allowed on beaches, say 6am - 8am. The Corporate Director for Place Services advised caution as beach cleansing regimes took place in the early hours and this could result in a heightened risk of faeces being left behind. It was also noted this could affect the blue flag status of beaches. Following discussion, Members did not agree to adding a time limit in this regard.

The Chairman felt as there was such a huge difference in public opinion in different areas the Council was unlikely to achieve one Order covering all beaches

Following a discussion about the number of enforcement officers and their hours of duty, the Corporate Director advised she would be looking at capacity across all Place services. Dog wardens were from predecessor councils and worked outside of normal working hours, and would need to be brought together with other enforcement officers. It would be important to pull teams together as part of the transformation work and this could involve looking at terms and conditions. As well as dog wardens and enforcement officers there were a lot of other staff that were engaged in enforcement work.

Members agreed there was a real problem with dog fouling in all areas, not just on the beaches but in town areas also, and felt that the only way to change these habits would be to have a campaign and carry out more enforcement.

The Vice-Chairman felt there was a real opportunity here to encourage dog walkers to carry on using beaches, where permitted, in respect of the health and wellbeing agenda.

Members felt that the proposed consultation was thorough and provided the information that was required and therefore unanimously agreed the proposals.

Recommended

1. That Cabinet be asked to consider the consultation proposals and approve the content of the consultation as set out in Appendix A for the Director's report.

2. That Cabinet be asked to approve the extension of the current Dog-related PSPO's in the former East Dorset, Purbeck, West Dorset and Weymouth & Portland council areas until 31 December 2020.

Reasons for Recommendations

1. One Dog-related PSPO for the council area will help ensure consistency, fairness and clarity for residents and visitors to Dorset and will assist the efficient use of enforcement resources.

2. While it is a requirement to consult with stakeholders prior to introducing a PSPO, it is appropriate to define the parameters of the consultation in order to avoid generating unworkable proposals or raising unreasonable expectations.

3. A number of Dog-related PSPOs currently in place from predecessor councils will expire during the period of making the new Order. Should those expiry dates not be extended, it will not be possible to enforce the relevant requirements for public safety and animal welfare.

19. Complaints

Members considered a report which provided an update for members on the numbers, types and outcomes of complaints made against services that sit within the Place Directorate.

The key messages for this quarter were highlighted to members. The Service Manager for Assurance highlighted that the numbers of complaints generating learning for the organisation were currently low, but that his vision for the new service would include analysing of trends and embedding organisational learning. There were no complaints to the Local Government Ombudsman during this period, therefore no issues of maladministration to report.

The Service Manager for Assurance highlighted that 36 Compliments had been received across the directorate in Quarter 1 which continued the work that had been done in Quarter 4.

The Chairman welcomed the report and felt there was a real opportunity to build on this in respect of trends and analysis of complaints.

The Vice-Chairman felt it would be helpful to see how many complaints were signed off satisfactorily. She was pleased to see that compliments received were included in the quarterly report.

Noted

20. Forward Plan Place Scrutiny and Cabinet Decisions

Members considered the Cabinet Forward Plan. The Chairman highlighted the Quarter 2 budget update which was a crucial part of the budget building exercise. He also reflected on the Somerley Household Recycling Centre item which members had commented on prior to it being taken to Cabinet. The Leader of Dorset Council had now met with Hampshire County Council with the aim of moving forward and this would be discussed at Cabinet on 5 November 2019.

Members also noted the decisions made by the Cabinet at meetings prior to Place Scrutiny Committee meetings.

Members considered the Place Scrutiny Forward Plan. The Chairman advised that he and the Vice-Chairman had met with Members from the Town and Parish Councils/Local Area From Task and Finish Group and discussed how they could add value to the Executive Advisory Panel (EAP) on Relationships with Town and Parish Councils. As the EAP were due to meet with Town and Parish Councils at a number of workshops, members felt it would be prudent to await the outcome of these meetings before moving forward with more practical ways of looking at service delivery, Localism and Area Boards.

The Cabinet Member for Customer, Communities and Regulatory Services Alford advised members on the progress of the work being done with the Executive Advisory Panel (EAP). Workshops with Town and Parish councils had been arranged and the first one had recently been held in Bridport. Nearly 60 town and parish councillors attended and engaged with other members. This work would continue with more workshops and a survey which would run until the end of November. In December some summary work would take place prior to a second round of workshops in the New Year.

Members discussed the undertaking of a piece of work on the merging of the policies of previous councils into Dorset Council policy. The Chairman advised that having had a look into Dorset Councils Policy Library (for Place) he had found a number of Policies from many predecessor Councils that needed updating in order to produce Policies for this Council. These could be looked at via Working Groups or through this Committee. Members may also wish to look at the library for themselves and bring forward their priorities. In the first instance the Chairman felt the following policies; Tree, Car Parking and Dorset County Council Carbon Management Beyond 2010 should be taken forward.

Cllr Tarr wished to pay his compliments to all the staff who had helped him in the past 6 months especially in relation to recent highways and engineering works. He also wished to thank Democratic Services for their training and induction sessions which he had found very helpful. He also mentioned recent AONB sessions which had been really helpful and informative.

Noted

21. Urgent Items

There were no urgent items of business.

Duration of meeting: 10.00 - 11.18 am

Chairman

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PLACE SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON MONDAY 13 JANUARY 2020

Present: Cllrs Daryl Turner (Chairman), Cherry Brooks (Vice-Chairman), Robin Cook, Jean Dunseith, Simon Gibson, Val Potheary, Andrew Starr, Roland Tarr and David Taylor

Apologies: Cllrs Ryan Hope

Also present: Cllr Tony Alford, Cllr Ray Bryan, Cllr Tony Ferrari and Cllr David Walsh

Officers present (for all or part of the meeting):

Aidan Dunn (Executive Director - Corporate Development S151), Matthew Piles (Corporate Director - Economic Growth and Infrastructure), Karyn Punchard (Corporate Director of Place Services), John Sellgren (Executive Director, Place) and Lindsey Watson (Senior Democratic Services Officer)

22. Declarations of Interest

There were no declarations of interest.

23. Public Participation

There were no representations from town or parish councils or from members of the public.

24. Urgent items

There were no urgent items.

25. Pre-decision Scrutiny of the 2020/2021 Budget

The committee was invited to consider the budget proposals for 2020/21 prior to consideration at Cabinet on 28 January and Full Council on 18 February 2020. The report set out the proposals for Dorset Council's 2020/21 revenue and capital budgets, summarised the medium-term financial plan, which covered the following four years to 2024/25 and included the capital strategy and treasury management strategy. The committee had the opportunity to consider the implications of the proposals on behalf of residents of Dorset and to provide constructive challenge to decision makers before a final decision was made. It was noted that the comments made by the committee would be reported to Cabinet on 28 January 2020 and taken into consideration as part of the budget setting process.

The Executive Director of Place Services provided an introduction to the report and noted that he was confident that plans were in place in order to deliver proposed efficiency savings.

The committee considered the issues arising from the report and during discussion, the following points were raised:

- A discussion was held with regard to work on asset management and disposal and a point raised about the opportunities for revenue raising and capital realisation. A review of the council's asset portfolio was to be undertaken with a separate piece of work to identify assets to be disposed with a savings target of £15m. A potential list of assets for disposal would be produced and consultation undertaken with officers and councillors. A request was made for a timetable to be produced for this work with an end date
- Work was being undertaken in respect of the harmonisation of charges and the example of car parking charges was discussed. Consultation would be undertaken with councillors and local councils in order to gain local knowledge and a report would be considered by Cabinet. The need to consider local circumstances was highlighted and councillors would play an important role in this discussion
- Planning fees were being considered through review of the planning transformation budget
- A discussion was held with regard to transformation initiatives and a point raised on funding for recommendations coming out of Executive Advisory Panels (EAPs). Recommendations arising from the work of EAPs would be considered by the relevant scrutiny committee and Cabinet and it would be for Cabinet to consider cost implications if relevant
- The use of technology within services was raised and an example provided in relation to refuse collection vehicles
- A point was raised with regard to income generation and how it fitted in with this year's budget
- Reference was made to work being undertaken in the highways area and a recent report that had been received which highlighted the good work being undertaken and identified areas where improvements could be made. A specific reference was made to the permit system used for charging organisations where roads had to be closed for works
- The Chairman noted that there were assumptions made throughout the budget and therefore risk associated, however there was a need to set a balanced budget. There was some concern around overspend projections and it was noted that the figures may need to be adjusted in light of the Quarter 3 budget monitor
- A discussion was held in respect of the level of council tax precept increase proposed and having the right narrative in place to explain the increase to the public was recognised, in order to explain the pressures on the council and the additional funding that had been proposed for Adult and Children's Services

- A concern was expressed with regard to the level of council tax increase and the impact that this would have on residents.

Following discussion the committee resolved

Decision

That the Place Scrutiny Committee endorse the Budget proposals for 2020/21 for consideration by Cabinet and Full Council.

The Chairman thanked the portfolio holders and officers for their work in preparing the budget and for their attendance at the meeting.

In response to a question, the Portfolio Holder for Finance, Commercial and Assets noted that discussions were taking place with Dorset MP's with regard to requesting a multi-year finance settlement from the Government.

26. Exempt Business

There was no exempt business.

Duration of meeting: 3.05 - 3.58 pm

Chairman

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Place Scrutiny Committee 30 January 2020 Review of Place Enforcement Activities

For Decision

Portfolio Holder: Cllr A Alford, Customer, Community and Regulatory Services

Local Councillor(s): All

Executive Director: John Sellgren, Executive Director of Place

Report Author: Graham Duggan
Title: Head of Community & Public Protection
Tel: 01305 252285
Email: graham.duggan@dorsetcouncil.gov.uk

Report Status: Public

Recommendation:

Your committee is asked to agree the scope of the review of Place enforcement activity.

Reason for Recommendation:

Your committee has asked for a review of Place enforcement activities to ensure that resources are being used efficiently and effectively and that we embrace best practice and innovation. The review will be undertaken over the coming months and the findings reported to your committee.

1. Executive Summary

The Council has statutory duty to enforce a wide range of legislative provisions that safeguard people; public health and the environment from harm. Many of these provisions fall within the remit of Place Services and Place Scrutiny Committee has requested an early review of enforcement activities principally in relation to 'streetscene' services. The findings of the review can be used to shape the future development of services in the early life of Dorset Council.

2. Financial Implications

There are no financial implications at this stage.

3. Climate Implications

Dorset Council declared a climate emergency at its first meeting on 16 May 2019, and in December 2019 a Climate and Ecological Emergency. The Council is mindful of the environmental impact of its work, and in making decisions it is required to consider the impact on the climate and ecology. In reviewing services we will be mindful of this and look for opportunities to reduce the carbon footprint of enforcement activities.

4. Other Implications

None identified.

5. Risk Assessment

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: Low

Residual Risk: Low

6. Equalities Impact Assessment

It will be appropriate to undertake an EqIA as part of the review of enforcement activities if changes to current policies and services are proposed.

7. Appendices

Nil.

8. Background Papers

Nil.

Footnote:

Issues relating to financial, legal, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.

9. Introduction

- 9.1 A range of streetscene related enforcement services are undertaken through Place based services originating from functions previously undertaken by predecessor councils. These include;
- Car parking
 - Dog control
 - Waste storage; fly tipping; littering; abandoned vehicles
 - Planning
 - Highways
 - Environmental Health
 - Trading Standards
 - Licensing
 - Community Safety
- 9.2 Your Committee has asked that a review be scoped for your comment and approval, the outcome of which will be to provide officers with guidance in developing these services within the new council.
- 9.3 It is proposed that the services listed above together with any other related enforcement activity that you may identify, are included in the review which will be sponsored by the Corporate Director for Place Services. The review process will be managed by the Head of Community & Public Protection. The review is predicated on support from relevant senior managers across the directorate, and members of the Place Scrutiny Committee.
- 9.4 The purpose of the review is proposed as *‘to ensure that streetscene enforcement services are organised and delivered in ways which maximise effectiveness and at best value to the Council.’* Much work is going on at present to converge and harmonise services brought together from the predecessor councils, but it is recognised that yet more work is required to ensure that Members transformational ambitions are realised. This review will help to inform that work. In particular, the review will help us understand the potential for multi-disciplinary enforcement officers and the review will explore best practice and innovative approaches from elsewhere as part of the review.
- 9.5 The stages of the review are proposed as;

10. Mapping

- 10.1 To determine what services are delivered; the policy framework; the resources employed; the benefits realised to communities and the Council together with a SWOT analysis for each. It is proposed that mapping should be extended to any services outside of Place which are clearly linked to the purpose of the review.

11. Analysis

11.1 To identify synergies; opportunities and comparison to how services are structured and delivered in other councils – best practice and innovation. To look at how policy may need to change (where not dictated by statute) to provide a more flexible operating and adaptable environment.

12. Recommendations

12.1 May cover issues including;

- Policy development
- Service groupings and combined services/roles
- Level of resources
- New ways of working
- Use of technology

12.2 It is proposed to complete this review within 6-months with an interim report to your Committee at the halfway stage. Resources will be drawn from the relevant services, Place Scrutiny Committee members, and a project manager will be sought from the Transformation Team.

13. Other Considerations

13.1 The Government's Better Regulation initiative aims to improve the relationship between business and regulators and reduce regulatory burden. Whilst this review is primarily focused around streetscene enforcement, regard will be had to implications for Dorset business and opportunities taken to support business growth.

13.2. The opportunity for closer partnership working with town & parish councils will also be explored. In dog control, the Council already has joint enforcement arrangements with Lyme Regis Town Council and five parish councils in the east of Dorset. In addition, a Dorset Council led multi-agency funded Community Safety Accreditation Scheme in Weymouth delivers 4 uniformed patrol officers working across a range of ASB related enforcement activities.

Place Scrutiny Committee 30 January 2020 Dog Control Enforcement Activity

For Decision

Portfolio Holder: Cllr A Alford, Customer, Community and Regulatory Services

Local Councillor(s): All

Executive Director: John Sellgren, Executive Director of Place

Report Author: Graham Duggan
Title: Head of Community & Public Protection
Tel: 01305 252285
Email: graham.duggan@dorsetcouncil.gov.uk

Report Status: Public

Recommendation:

Your Committee is asked to provide views to officers to help inform the review of enforcement activities and shape the Dog Warden service.

Reason for Recommendation:

Your Committee has asked for a review of streetscene enforcement activities and this will be undertaken over coming months. Dog welfare and control is a small but high profile service and its early consideration will help shape the council service.

1. Executive Summary

1.1 The council has a statutory duty to safeguard public health from harm due to dog fouling; dangerous and stray dogs in public places and on council and certain other land. This duty was formerly exercised by the previous district and borough councils and work to create a single Dorset Council service is required. This will take place during the year as part of Environmental Health convergence and your views will help officers to allocate appropriate resource and shape the work of the service.

2. Financial Implications

- 2.1 There are no financial implications at this stage and further information on the budget allocated to this service is contained within the report.

3. Climate implications

- 3.1 Dorset Council declared a climate emergency at its meeting on 16 May 2019. The council is mindful of the environmental impact of its work, and in making decisions it is required to consider the impact on the climate. In reviewing this service we will be mindful of this and look for opportunities to reduce its carbon footprint.

4. Other Implications

- 4.1 None identified.

5. Risk Assessment

- 5.1 Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: Low
Residual Risk: Low

6. Equalities Impact Assessment

- 6.1 This report is asking for views on the delivery of a service. If this leads to a proposed change in policy, an EqlA will be undertaken at that time.

7. Appendices

- 7.1 None.

8. Background Papers

- Further information on national trends and initiatives in relation to dog fouling can be found here [Association of Public Service Excellence - Dog Fouling](#)
- Anti-social Behaviour, Crime and Policing Act 2014 Public Spaces Protection Orders <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>.
- Dangerous Dogs Act 1991
<http://www.legislation.gov.uk/ukpga/1991/65/contents>
- Dog Act 1871 <http://www.legislation.gov.uk/ukpga/Vict/34-35/56>
- Behaviours. Statutory Guidance for Front Line Professionals; Home Office, July 2014 (updated December 2017)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/823316/2019-08-05_ASB_Revised_Statutory_Guidance_V2.2.pdf

- Dealing with Irresponsible Dog Ownership - Practitioners Manual, DEFRA, October 2014 <https://www.gov.uk/government/publications/dealing-with-irresponsible-dog-ownership-practitioners-manual>
- Environmental Protection Act 1990 s.149 stray dogs <http://www.legislation.gov.uk/ukpga/1990/43/section/149>
- Microchipping of dogs (England) Regulations 2015 <https://www.legislation.gov.uk/ukdsi/2015/9780111125243>
- Control of Dogs Order 1992 - collar and tag legislation <http://www.legislation.gov.uk/uksi/1992/901/contents/made>
- Animal Welfare Act 2006 <http://www.legislation.gov.uk/ukpga/2006/45/contents>
- The Animal Welfare (Licensing of Activities involving Animals) (England) Regulations 2018 <https://www.legislation.gov.uk/ukdsi/2018/9780111165485>
- DEFRA codes of Practice for the Animal Welfare (Licensing of Activities involving Animals) (England) Regulations 2018 http://www.cfsg.org.uk/_layouts/15/start.aspx#/SitePages/Legislation%20and%20Guidance.aspx
- Environmental Protection Act 1990 s.79 statutory nuisance <http://www.legislation.gov.uk/ukpga/1990/43/section/79>
- Information on the Dorset Council Dog Warden Service can be found here; <https://www.dorsetcouncil.gov.uk/environmental-health/dog-warden-service.aspx>
This includes the Dog Related Public Spaces Protection Orders that are currently in place for Dorset Council

Footnote:

Issues relating to financial, legal, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.

Report

9. Statutory Duties

9.1 The council has a statutory responsibility for the collection of stray dogs in public places and under street cleansing legislation, the removal of fouling. In addition the council is required to carry out specific functions under a range of animal welfare legislation dating from the Dogs Act 1871 to the animal new licensing regime established in the Animal Welfare Act 2018. The making of a Public Space Protection Order for Dog Control by a council places responsibility for enforcement of provisions on that council. The legislation and Government guidance is listed in the background papers.

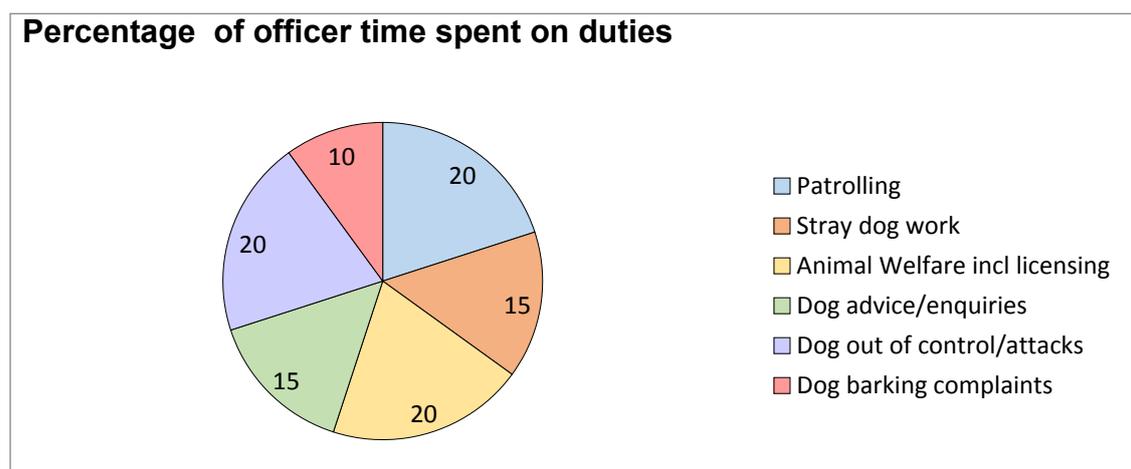
Current Service

10. Resources

10.1 The Dog Warden and Animal Welfare function is located in the Environmental Protection service. There are currently 3.4 full-time equivalent (FTE) Dog Wardens, 0.6 FTE Animal Welfare Officers and a 0.25 FTE Enforcement Officer. These roles originate from the predecessor councils and will be re-structured this year as part of environmental health convergence. Member's views will feed into this work. The cost of the service is approximately £200,000 gross per annum including salary costs, kennelling, rehoming and transport related expenditure. The income generated, mainly from stray dog cost recovery and animal licensing is approximately £35,000 per annum.

On what activities officer time is spent is shown in the diagram below.

11. Service overview



Service detail

12. Collection of stray dogs

12.1 There is a statutory duty for the seizure of stray dogs in public places, which unless can be returned to the owner, are taken contract kennels. Any unclaimed dogs are offered for re-homing. Unfortunately, but rarely, dogs may be euthanased due to behaviour issues or ill health. Owners are charged both officer time and associated kennelling and veterinary fees for the return of their stray dogs.

12.2 The number of reported strays (contained and uncontained) received over the past 2 years, 2018-19 and 2019-20 (projected), has remained relatively static at approximately 300 per annum. Approximately a third of these have required collection by a Dog Warden. Around 80% of dogs are reunited with their owners.

13. Responding to public complaint

13.1 Officers investigate complaints relating to dog fouling; barking; lead length; aggressive behaviour and attacks. Sanctions may take the form of fixed penalty notices (FPN); written warnings; animal behaviour agreements and if necessary, prosecution in the Courts.

13.2 Originally the Police also had a role with stray dogs but this ceased in 2006. They maintain involvement in dog matters where livestock is harmed or people are in fear or harmed. They also have a role in the identification and control of listed breeds in the Dangerous Dogs Act.

13.3 The table below gives information on public complaints received:

| | 2018-19 | 2019-20 (to date) |
|------------------------------|---------|-------------------|
| Fouling | 408 | 276 |
| Barking | 312 | 217 |
| Dog attacks & out of control | 387 | 430 |

Over the past two years there has been a downward trend in fouling and barking whilst complaints of dog attacks and/or dogs being out of control has increased.

13.4 Any formal action including prosecution requires good evidence which unfortunately is rarely available. Patrolling has limited success in identifying offenders as most fouling often occurs during the hours of darkness and when no witnesses are present and no ability to identify offenders. Residents are understandably hesitant to confront people. FPN's may be served if fouling is observed in a public place, however due to the inherent difficulties the council serves a relatively small number.

14. Patrolling

14.1 Patrols are undertaken by officers at various times including early and late patrols and a limited service over weekends and Bank Holidays. Hotspots are identified across Dorset with patrols undertaken by uniformed officers on foot. In the east of the area, there is a contractual

(paid) agreement with 5 town and parish councils to undertake specific patrols. These hotspots include dog exclusion zones which in the main cover areas of beaches, children's play areas, and marked sports pitches. Officers will look for evidence of offending behaviour, monitor fouling conditions and recommend whether any further signage or other requirements are needed. In addition officers maintain good relationships with the community, talking with the users of public space and providing information.

15. Inspection of (vertebrate) animal welfare licences

15.1 The council currently has 160 establishments in its area which fall within this licensing requirement (Animal Welfare Act 2018), each needing a licence and regular inspection. The range of premises is diverse and includes dog day care, breeders, catteries and exhibiting of animals. It is believed that the actual number of premises requiring inspection is higher due to a 'hidden' number of commercial operations often selling from websites or social media. A close watch is kept on this aspect by officers together with Trading Standards. This inspection regime is a relatively new legislation and the competency requirements for officers undertaking inspections has been upgraded. Currently we have one qualified officer with all officers requiring certification by 2021.

15.2 In April 2020, new legislation will be enacted which prohibits the sale of puppies or kittens being sold without their parent being present. This is a practice which is highly lucrative and again, occurs mainly on internet and social media platforms. The legislation is likely to bring more work to the service in terms of licensing; education and enforcement.
<https://www.dorsetcouncil.gov.uk/business-consumers-licences/trading-standards/trading-standards-consumer-advice/trading-standards-consumer-advice.aspx>

15.3 Other establishments that fall within our inspection scope are those under the Zoo Licensing Act 1981 and the Dangerous Wild Animal Act 1976. We also work closely with our Trading Standards colleagues on the importation of dogs into the UK and sale of animals which are sick or incorrectly sold.

16. Public Spaces Protection Orders (PSPO)

16.1 Councils can make PSPO's for dog related controls. An Order lasts for 3 years and must be consulted upon prior to being made. It must meet specific legislative tests listed in the Antisocial Behaviour Crime and Policing Act 2014.

PSPOs can covers matters relating to:

- Dog fouling
- Dogs on leads
- Dogs on leads by direction
- maximum lead length (so that the extendable leads are not used)
- Dog exclusion areas
- Other dog issues considered of concern to a local authority such as restrictions on the number of dogs walked by an individual.

16.2 Presently the council enforces dog related issues through a series of PSPOs, and By-laws. The council is looking to simplify this process by bringing in a new PSPOs to cover the council area, eliminating the need for the current mix of legislative provisions. This will be clearer for the public and more efficient for the council.

16.3 A statutory public consultation is currently underway for a period of 12 weeks, after which this committee will be able to review the results and consider the content of the future Public Spaces Protection Order. The draft Order will be brought to your Committee.

17. Education

17.1 Formal education activity has reduced along with the resources to the service due to budget reductions coupled with an increase in work due to the PSPO regime. However, officers are often at village and town events and work with the Dogs Trust on initiatives such as microchipping roadshows.

18. Dog/owner identification

18.1 It is a statutory requirement for all dogs to wear a collar and tag with a means to identify the owner, as well as a microchip with the owners details stored on a recognised database. Breaches for collar and tag legislation are only direct to prosecution and therefore are rarely enforced as the fines are low for the work required to present to Court. There is no provision to serve fixed penalty notices. As the population of dogs that are microchipped is now very high, prosecution for offences relating to microchipping is not common place.

18.2 The Government is currently considering the compulsory microchipping of cats. It is not clear if this will impact on the work carried out by councils.

18.3 We do not undertake microchipping of animals. It was agreed that this was best undertaken in a veterinary environment and/or by veterinary professionals as it is classified as an intrusive procedure.

19. Rabies

19.1 In the event of a rabies outbreak, Dorset Council would be the lead authority through its Trading Standards function. There are contingency plans based on a national model for all exotic animal diseases including rabies and also Local Resilience Forum (LRF) planning and involvement. The Dog Warden service would be called upon to assist in the capture of stray animals in the area of the disease outbreak.

19.2 Dorset Council's harbours heighten the potential of this risk as boat owners will often take their pets on holiday with them.

20. Out of Hours

20.1 The current picture across the area is mixed due to differing arrangements at the predecessor councils. In some areas there is a voluntary arrangement for out of hours working and in others, contract kennels provide a reception service for the delivery of stray dogs. This issue will be addressed through service convergence.

21. Relationship with Town and Parish Councils/other agencies

21.1 The service works closely with the Dorset Police to ensure consistency when dealing with dog behaviour issues and any offence in terms of prohibited breeds under the Dangerous Dog Act 1991. In addition, there is a close working relationship with the RSPCA on animal welfare matters.

21.2 Community Safety Patrol Officers patrol Weymouth, and their primary role is to deal with antisocial behaviour, however they are authorised to serve dog related FPN's when the need arises. They have provided additional, visible resource in the town which has been appreciated.

21.3 The council can delegate enforcement authority to appropriate officers of town and parish councils. Whilst a number have shown interest, to date an arrangement only exists with Lyme Regis Town Council. Enforcement Officers are able to serve FPN's and supply witness statements in order for Dorset Council to proceed with enforcement.

21.4 Five town and parishes of the former East Dorset area currently pay Dorset Council for a bespoke patrol service due to an arrangement with the predecessor council. The contract ceases on March 31 2020 and a decision on whether to continue this service will be made.

22. National & regional picture

22.1 The number of stray dogs is falling due to improvements in microchipping requirements. However, in Dorset we have a high visitor population and this appears to be offsetting the national reduction. Consideration needs to be given to improving the messaging to visitors and the better use of technology to reunite owners and their dogs without our involvement.

For general comparison, Cornwall Council has 4 FTE Dog Wardens and Wiltshire Council 3.

Service improvements and new initiatives

23. Recent service improvements:

- New uniform and vehicle livery
- Harmonisation of fees and charges; procedures etc.
- New proposed PSPO currently out to consultation

24. Proposed service improvements

- Training programme for officers including greater use of enforcement provisions
- Updated webpages
- Provision of on-line stray dog register
- Roll-out provision of card payment units to all officers from April 2020
- Increase availability of online payment
- Provision of body cams to all officers
- Complete specialist Animal Welfare Act training for all officers
- Evaluation of non-uniform patrolling
- Better use of digital platforms for reuniting of stray dogs with owners
- Ensure consistency across all policies; procedures and activities
- Review of the dog warden/ animal welfare officer's job description and duties as part of service convergence.

25. Questions

In light of the above, the following questions may be appropriate to consider;

1. Given the financial climate, is the allocation of resources about right?
2. How could the effectiveness of the service be improved?
3. Is the balance between education and enforcement right?
4. Should we look to further enable Town Councils?
5. Are we making best use of technology?
6. Given the specialist nature of the work, could it be incorporated into a more generic enforcement officer role

Place Scrutiny Committee 30 January 2020 Single Use Plastic Policy

For Recommendation to Cabinet

Portfolio Holder: Cllr R Bryan, Highways, Travel and Environment

Local Councillor(s): **Relevant to all Dorset Council Members**

Executive Director: John Sellgren, Executive Director of Place

Report Author: Bridget Betts
Title: Environment Advice Manager
Tel: 01035 224760
Email: bridget.betts@dorsetcouncil.gov.uk

Report Status: Public

Recommendation: That members of the committee consider and comment on the Single Use Plastic Policy and recommend to cabinet for adoption.

Reason for Recommendation: Bring consistency of approaches to reducing Single Use Plastic (SUP) throughout Dorset Council offices and services

1. Executive Summary

Single use plastics are any disposable plastic item that is designed to be used only once. Single-use plastics are often used in packaging, consumer products, cosmetics and healthcare. Examples include: plastic bags, disposable utensils, beverage containers, balloons and wet wipes. It is estimated that around 50% of plastic waste we produce globally is packaging that is used just once.

There are two key issues linked to this policy:

- a. Plastic pollution is litter which is linked to damaging the environment and wildlife (especially marine and coastal wildlife)
- b. Plastic is a major contributor to climate change because chemicals derived from fossil fuel production are used to make almost all plastics.

The Single Use Plastic (SUP) Policy commits Dorset Council to act to remove and reduce the use of Single Use Plastic from Dorset Council's operations

and services as well as working towards finding positive solutions for reducing unnecessary waste across Dorset.

The work to implement this policy will be undertaken in two phases. Phase 1 will look at reducing single use plastic in all the 14 Dorset Council offices. Phase 2 will look at reducing single use plastic in Dorset Council services and operations

A Single Use Plastic task group has been established to focus on making changes within Dorset Council. This group is concentrating on phase 1

A SUP audit has been carried out to inform the work.

A SUP action plan (phase 1) supports this policy setting out what, how and when this will be achieved. Implementing this policy Dorset Council will:

- Lead by example
- Work with our suppliers and contractors
- Support Dorset communities

The work to reduce SUP is being coordinated by the Dorset Council hosted partnership Litter Free Dorset.

2. Financial Implications

It is difficult to clarify whether there will be any financial savings or costs related to this policy as it will depend on what actions are being carried forward to reduce SUP. There could be potential savings related to this policy for example the number of water bottles procured by Dorset council could be reduced. It is important to note that all actions within the SUP Action plan will look at the financial, carbon footprint, environment, health and safety implications.

3. Climate implications

Plastic is a major contributor to climate change - Chemicals derived from fossil fuel production are used to make almost all plastics. The more plastic made, the more petrochemicals are required, and the more petrochemicals required, the higher the demand for gas, oil and even coal. By reducing or removing SUP this will mean Dorset Council are helping to reduce the demand for fossil fuels, thereby reducing the CO₂ in the atmosphere. This will support the Dorset Council climate change emergency work.

4. Other Implications

Plastic pollution is both a global and local issue that affects the natural and urban environment, the oceans, beaches and links to people's health and wellbeing. Dorset has some of the most beautiful countryside in Britain, numerous designations including the Jurassic Coast World Heritage Site, the Dorset and Cranborne Chase Areas of Outstanding Natural Beauty and a highly designated coast and marine environment. All of which contribute

greatly to the local economy and support a diverse range of habitats and species which are at risk due to plastic pollution. Plastic pollution from SUP found in our towns and villages impacts aesthetically but is also costly to remove and dispose of.

5. Risk Assessment

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: Low

Residual Risk: Low

6. Equalities Impact Assessment

An EqlA screening has been carried out which has indicated that the policy does not require a full EqlA,

7. Appendices

- Appendix 1 - The Single Use Plastic Policy
- Appendix 2 - The Single Use Policy Action Plan
- Appendix 3 - The Single Use Plastic procurement data

8. Background Papers

9.0 Introduction

9.1 Litter Free Dorset is made up of a group of local organisations, local authorities, charities and community groups. They all work together to reduce the social, economic and environmental impacts of litter. This is done by trying to stop littering behaviour in the first place through implementing campaigns, policy and co-producing projects to reduce waste and litter in Dorset.

9.2 Litter Free Dorset are creating a Resource Hub with policy templates for organisations and businesses wanting to reduce their single use plastic, and are supporting Dorset Council to reduce Single Use Plastic by coordinating the work, facilitating discussion and offering advice.

10. Single Use Plastic Policy

10.1 Dorset Council has a designated SUP task group to focus on making changes within the Council. This group includes key representatives across the authority including procurement, facilities, communications, Sustainability, property, estate & assets, waste (DWP) and environmental advice. The group also has three Councillors within the membership. It has worked on delivering the SUP policy and phase 1. A new group will be established for phase 2.

10.2 The first step in developing the single use plastic policy and action plan was to carry out an audit of the council office buildings. The audit identified what single use plastic items are in Dorset Council offices and helped the task

group identify which items will be easy or difficult to remove or find alternatives for. This has been used to create the SUP action plan. The audit details what single use plastic was found in all 14 DC offices. It was used by the task and finish group to see the inconsistencies across DC offices and determine what actions need to happen to ensure a fair and consistent approach to reduce SUP across all the council offices.

The Single Use Plastic Audit – Key Findings are:

Milk

- Plastic Milk pots 12ml are used in County Hall and Princes House
- Plastic Milk containers were found in 13 out of 14 council offices

Water

- The only place where plastic water bottles are sold or provided is at the café in County Hall
- Plastic water cups were found at 3 council offices - Westport House, Allenview & Nordan

Cutlery

- Plastic Stirrers were found in Westport House & Nordan
- Plastic Cutlery was found at County Hall

Cleaning

- Wet wipes were found in Allenview House & Nordan for cleaning
- Plastic Bottles for cleaning products (1 time use) were being used in 6 council offices

A summary of what SUP has been procured over the last two years can be found in a background paper.

10.3 The Single Use Plastic Policy has been put together by the SUP task and finish group and is attached as a background paper.

10.4 A Single Use Plastic Action Plan has been produced to show the actions needed to reduce the amount of single use plastic across the Dorset Council offices. This action plan is a 'live' document which will be updated and reviewed regularly, and currently applies only to phase 1. This is attached as a background paper.

10.5 A Single Use Plastic communications plan for phase 1 has been written and will be delivered by the communications team. The key elements of the communications plan include:

- Core messages at key intervals prior to implementation will be sent out
- Use of existing internal communication channels will be used
- There will be a number of calls to action e.g. Staff to bring in their own cutlery and crockery
- It will link to the Climate Emergency work
- There will be FAQs – What do I need to do?

11. Conclusion

The Single Use Plastic policy presents a joint and consistent approach to managing Dorset Council's use of SUPs. The policy and action plan fit well with the Council's emerging Corporate Plan and our ongoing work around the Climate Change Emergency.

John Sellgren
Executive Director for Place

30th January 2020

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Single Use Plastic Policy

| | |
|-----------------|--|
| Ref. No. | |
| Category (Y/N) | |
| People | |
| Place | |
| Corporate | |
| In Constitution | |

Policy Details

| | |
|---|---|
| What is this policy for? | The Single Use Plastic (SUP) Policy commits Dorset Council to act to remove and reduce the use of Single Use Plastic from Dorset Council's operations and services as well as working towards finding positive solutions for reducing unnecessary waste across Dorset. |
| Who does this policy affect? | The Single Use Plastic Policy will affect: Dorset Council Offices including County Hall Cafe (Phase 1) Dorset Council Operations and Services (Phase 2) |
| Keywords | Single Use Plastic, Plastic, Climate Emergency, Environmental Advice |
| Author | Sophie Colley - Litter Free Dorset Project Coordinator Email: sophie.colley@dorsetcouncil.gov.uk |
| Dorset Council policy adopted from | This policy applies across the Dorset Council area |
| Does this policy relate to any laws? | N/A |
| Is this policy linked to any other Dorset Council policies? | Reference number and details of any other Dorset Council policies this policy is linked to, and in what way they are linked: <ul style="list-style-type: none"> Social value policy – A social value policy would outline how staff would choose where charitable donations would be allocated (milk tops and crisp packets) Climate Emergency – Reducing plastic will reduce Dorset Councils' carbon footprint |
| Equality Impact Assessment (EqIA) | N/A |
| Other Impact Assessments | N/A |

Status and Approvals

| | | | |
|------------------------------------|--|------------------|--------------|
| Status | <i>DRAFT</i> | Version | <i>001</i> |
| Last review date | N/A – New Policy | Next review date | January 2021 |
| Approved by (Director) | Executive Director of Place John Sellgren | Date approved | |
| Member/ Partnership Board Approval | <i>SUP Task Group</i> <i>Cllr Ray Brian</i> | Date approved | |

Single Use Policy (SUP) – Putting it into context

Background to the Policy – setting the scene

Dorset Council Single Use Plastic Task Group

Dorset Council has a designated Single Use Plastic task group to focus on making changes within Dorset Council. This group includes key representatives across the council including procurement, facilities, communications, Sustainability, property, estate & assets, waste (DWP) and environmental advice. The group also has three Councillors within the membership. The work to reduce SUP is being coordinated by the hosted partnership Litter Free Dorset.

The Issue

Single-use plastics can be described as any disposable plastic item that is designed to be used only once. Single-use plastics are often used in packaging, consumer products, cosmetics and healthcare. Examples include: plastic bags, disposable utensils, beverage containers, balloons and wet wipes. It is estimated that around 50% of plastic waste we produce globally is packaging that is used just once.

There are two key issues linked to this policy:

1. **Plastic pollution is litter** - Plastic pollution is both a global and local issue that affects the natural and urban environment, the oceans, beaches and links to people's health and wellbeing. Dorset has some of the most beautiful countryside in Britain, numerous designations including the Jurassic coast world heritage site, the Dorset and Cranborne Chase Areas of Outstanding Natural Beauty and a highly designated coast and marine environment. All of which contribute greatly to the local economy and support a diverse range of habitats and species which are at risk due to plastic pollution. Plastic pollution from SUP found in our towns and villages impacts aesthetically but is also costly to clear up.
2. **Plastic is a major contributor to climate change** - Chemicals derived from fossil fuel production are used to make almost all plastics. The more plastic made, the more petrochemicals are required, and the more petrochemicals required, the higher the demand for gas, oil and even coal. By reducing or removing SUP this will mean Dorset Council are helping to reduce the demand for fossil fuels, thereby reducing the CO₂ in the atmosphere. This will support the Dorset Council climate change emergency work.

National Policy

The UK Government published its 25-Year Environment Plan in January 2018, which includes a target of "achieving zero avoidable plastic waste by the end of 2042". DEFRA's new waste and resources strategy 2018/19 also sets out several plastic waste reduction reforms to help the Government achieve its ambitious plans for a greener future. Reducing SUP has become a priority for many local authorities across the UK and elsewhere. The target of "removing SUP from government estate by 2020" highlighted in DEFRA's new Waste and Resources Strategy requires all local authorities to take action immediately in order to meet the given 2020 target.

Challenges

Plastic is one of the most useful inventions in recent history. However, the current volume of plastic waste means it has also now become a pressing environmental challenge. Its low cost has encouraged the development of many SUP items:

- SUP is found in many products: medical supplies that cannot be reused for safety and hygiene reasons, cigarette filters containing plastic among other materials, chewing gums, disposable nappies, food packaging, balloons, cups, straws and many more.
- The types of polymers used to produce some items are currently hard to recycle so they often end up in residual waste. The numbers of SUP items are high; the UK Government estimates that every year 4.7 billion plastic straws, 316 million plastic stirrers and 1.8 billion plastic-stemmed cotton buds end up in landfill.
- Items used 'on-the-go' are the most often littered, creating an environmental pollutant and removing the possibility of managing their end of life effectively.
- When SUP items are not adequately captured and managed at their end of life, they represent a real threat to our ecosystems by degrading into tiny particles. Known as micro-plastics, they can contaminate the food web including being ingested by plankton.

Single Use Policy (SUP) – Dorset

The Single Use Plastic Policy

Dorset Council will act to remove and reduce the use of Single Use Plastic from its operations and services as well as working towards finding positive solutions for reducing unnecessary waste across Dorset.

How we will go about doing this:

A SUP action plan supports this policy setting out what, how and when this will be achieved. Implementing this policy Dorset Council will:

1. Lead by example
 - All Dorset Council teams will reduce and remove SUP across Dorset Council buildings and services
 - Embed the SUP policy into other key council strategies, policies and plans
 - Where the use of plastics is unavoidable, Dorset Council will encourage the use of recycled plastics, supporting manufacturers that make products from locally sourced waste plastics
2. Work with our suppliers and contractors
 - Ask Dorset Council suppliers to have a SUP policy in place or demonstrate that they are minimising the use of single-use plastics in their service provision and are finding sustainable alternatives (where appropriate)
 - The SUP policy is embedded in procurement and tender processes for Dorset Council
3. Support Dorset
 - Work with event organisers to eliminate SUP across all Dorset events held on Dorset Council land and share guidance for this more widely
 - Continue to support local communities by sharing best practice, raise awareness, supporting and promoting positive initiatives, campaigns and actions for reducing waste

Action Plan

The single use plastic action plan will provide the on-going planned changes to remove and reduce SUP.

The work to implement the policy will be in 2 phases:

- Phase 1: Reducing single use plastic in Dorset Council offices
- Phase 2: Reducing single use plastic in Dorset Council services and operations

A SUP audit will be carried out through the facilities team on an annual basis in September.

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Single Use Plastic Action Plan

Dorset Council Single Use Plastic Task Group

Dorset Council has a designated Single Use Plastic task group to focus on making changes within Dorset Council. This group includes key representatives across the council including procurement, facilities, communications, Sustainability, estate & assets, waste (DWP) and environmental advice. The group also has three Councillors within the membership. The work to reduce SUP is being coordinated by the hosted partnership Litter Free Dorset.

The Issue

It is estimated that around 50% amount of plastic waste we produce globally is packaging that is used just once. Single-use plastics are any disposable plastic item that is designed to be only used once. Single-use plastics are often used in packaging, consumer products, cosmetics and healthcare. Examples include: plastic bags, disposable utensils, beverage containers, balloons and wet wipes.

There are two key issues linked to this policy:

1. Plastic pollution is litter - Plastic pollution is both a global and local issue that affects the natural and urban environment, the oceans, beaches and links to people's health and wellbeing. Dorset has some of the most beautiful countryside in Britain, numerous designations including the Jurassic coast, the AONB and a highly designated coast and inshore waters. All of which contribute greatly to the local economy and support a diverse range of habitats and species which are at risk due to plastic pollution. Plastic pollution from SUP found in our towns and villages is seen as not aesthetically pleasing as well as costly to clear up.

2. Plastic is a major contributor to climate change - Chemicals derived from fossil fuel production are used to make almost all plastics. The more plastic made, the more petrochemicals are required. And the more petrochemicals required, the higher the demand for gas, oil and even coal. Therefore by reducing or removing SUP this will mean Dorset Council are helping to reduce the demand for fossil fuels, thereby reducing the CO₂ in the atmosphere. This will support the Dorset Council climate emergency work.

Dorset council commits to:

Leading by example

- Work with staff to ensure that SUP is reduced across our council buildings and services
- Embed the SUP policy into other key council strategies, policies and plans
- Where the use of plastics is unavoidable, Dorset Council will encourage the use of recycled plastics, supporting manufacturers that make products from locally sourced waste plastics

Work with suppliers and contractors

- Ensure all Dorset Council suppliers have a SUP policy in place or demonstrate that they are minimising the use of single-use plastics in their service provision and are finding sustainable alternatives (where appropriate)
- The SUP policy is embedded in procurement and tender processes for Dorset Council

Support Dorset

- Work with event organisers to eliminate SUP across all Dorset events held on council land and share guidance for this more widely.
- Continue to support local communities by sharing best practice, raise awareness, supporting and promoting positive initiatives, campaigns and actions for reducing waste.

Single Use Plastic Action Plan – This is a working document

Key Objective: End the sale and provision of SUP products in order to phase out SUP use across Dorset Council and operations wherever possible.

Phase 1: Reducing single use plastic in Dorset Council offices

Phase 2: Reducing single use plastic in Dorset Council operations

Colour Key: Green = Short term, Orange = Medium term, Red = Long term

Page 42

| Stage 1 | Objective | Action | Who is responsible? | Timescales |
|--|---|--|--|----------------------------------|
| SUP Audit Summer 2019 | To establish what SUP items, exist within Dorset Council office buildings | Facilities team to complete an audit of all SUP items in 14 Dorset Council Offices. | Facilities Team: Matthew Hodgett Lloyd Naerger David Pine | Audit complete by: 09.09.2019 |
| SUP Task Group Meeting (1) DC Offices | To analyse the audit and create an action plan to reduce SUP | Litter Free Dorset to coordinate and facilitate the first meeting. Task group to coproduce the SUP action plan. | SUP Task Group | First meeting: 02.10.2019 |
| SUP Policy | To create a SUP policy to set out the Councils commitment to reducing SUP | Litter Free Dorset to write a draft SUP policy and circulate amongst the task group. | Litter Free Dorset Sophie Colley | Draft sent by: 31.10.2019 |
| SUP Task Group Meeting (2) DC Offices | To agree on the final SUP policy | Litter Free Dorset to coordinate and facilitate the meeting. <ul style="list-style-type: none"> Final comments on the SUP action plan and policy before it is implemented. Discuss Phase 2 - Dorset Council operations | SUP Task Group | Second meeting: 28.11.2019 |
| Implement SUP policy | To implement the SUP policy | <ul style="list-style-type: none"> Policy to be recommended to EAP Communication to inform employees of the reduction in single use plastic and how they can get involved | Environmental Advice Team DC Communications & Engagement | December 2019 |

| | | | | |
|--|---|---|---|-------------------|
| Implement SUP policy | To implement the SUP policy | <ul style="list-style-type: none"> SUP Policy taken to Cabinet Mentioned in all Dorset Council team meetings | Councillors Service Managers | January 2019 |
| SUP Task Group Meeting (3) DC Offices | To re-cap on what has been removed and reduced so far | <ul style="list-style-type: none"> Have all the actions been achieved? | SUP Task Group | March 2019 |
| Action Plan – Which items are we removing, reducing and or replacing? | | | | |
| Stage 1 | Item | Action | Service Responsible | Timescales |
| Action Plan <i>Remove, Reduce or Replace</i> | Plastic Stirrers - Remove | Procurement to put a stop on ordering anymore plastic stirrers. Teaspoons should be accessible to use in place of plastic stirrers. | Procurement | End of Dec |
| | Plastic Water Cups - Remove | Procurement have already put a stop on ordering water cups since April (stocks are still being used up). Facilities and Customer Services teams to discuss the most viable way of ensuring stocks of glasses for meetings are available. | Procurement Facilities | End of Dec |
| | Plastic Coffee Cups - Remove | Procurement to put a stop on ordering anymore plastic coffee cups for vending machines. Facilities to put notices on coffee vending machines stating – ‘you can use your own cup’ | Procurement Facilities | End of Dec |
| | Tetra Pak Coffee Cups - Reduce | These will be reduced by encouraging staff to use reusable cups through various incentives and comms. <ul style="list-style-type: none"> Reduced cost for using a reusable cup Mug library to be introduced by Litter Free Dorset | County Hall Café Litter Free Dorset | End of Dec |
| | Milk | | | |
| | Milk Pots (12ml) - Remove | Milk pots that are provided to County Hall meeting rooms will be phased out (no more stock will be purchased) and flasks of milk will be phased in. | Facilities | End of Feb |
| | Plastic Milk Containers - Reduce | Milk provision for DC staff is being discussed by HR. The final decision from SLT will be January 2020. | Communication Team Cafes Service Manager | End of Apr |

| | | | | |
|--|---|---|---|-------------------------------------|
| | | <ul style="list-style-type: none"> • 'Milk Clubs' are to be promoted to staff to encourage reduction of SUP and to reduce waste. • Milk provided by county farms in glass bottles is being considered. This is to be discussed with the café's Service Manager as an outcome of the SUP café review. | | |
| | County Hall Cafe | | | |
| | Plastic Cutlery – Remove | <p>All SUP cutlery including Vegware will be phased out.</p> <ul style="list-style-type: none"> • The Café will offer metal cutlery to customers who wish to 'eat in'. If customers wish to 'take away' cutlery won't be provided. • Staff can bring their own cutlery to work and use the kitchens to wash the cutlery after use. • If customers are 'on the move' they can choose a refreshment which doesn't require cutlery. | County Hall Cafe | End of Dec |
| | Plastic Water Bottles – Remove | <p>Water bottles will be removed from the café.</p> <ul style="list-style-type: none"> • Communications will encourage staff to use reusable water bottles and prepare them for the change. | Communication Team Cafes Service Manager | End of Feb |
| | Plastic Tubs - Reduce | <p>The tubs are currently Vegware. Vegware is a single use (plant based) plastic that can't currently be recycled in Dorset.</p> <ul style="list-style-type: none"> • Staff can bring their own bowls to be filled up by the café for items such as pasta and fruit salad. • Longer term aspiration is to look at alternative forms of packaging. | Communication Team Cafes Service Manager | End of Dec |
| | <p>Cling Film – Reduce</p> <p><i>Small amounts used for paninis, hummus pots and biscuits for meetings.</i></p> | <ul style="list-style-type: none"> • Biscuits for meetings – trial use of small buffet trays which will be re-used • Paninis/hummus pots – viable alternative solution to be looked at | Cafes Service Manager | <p>End of Dec</p> <p>End of Feb</p> |
| | Chocolate/ Crisp Packets - Reduce | Crisp packet recycling stations are now in place at County Hall / SWH and Princes House in order to raise awareness and increase | Cafes Service Manager | On- going |

| | | | | |
|-------------------------|---------------------------------|--|--|------------|
| | | recycling. The café at County Hall provide a range of products (healthy included) to give staff choices. | Review - Assets and Property team | |
| Cleaning / Other | | | | |
| | Wet Wipes – Remove | Wet wipes have stopped being ordered. Estate & Assets and Procurement to find an alternative to wet wipes for staff to keep there working environment clean. | Procurement Estate & Assets | End of Apr |
| | Cleaning products (1 time use) | These are provided through the cleaning contracts. Bottles should be able to be refilled and reused. Procurement to look at the cleaning contractors and make sure that there is consistency with products used across all sites. | Procurement | TBC |
| | Bin Bags for recycling bins | Some DC offices use cardboard boxes instead of plastic bin bags to collect mixed recycling. The recycling team at Dorset Waste Partnership (DWP) to speak to the facilities team to check what is currently happening across all sites with regards to recycling collection and look at practicalities or alternatives to reduce SUP. | Dorset Waste Partnership Facilities | TBC |
| | Printer Cartridges (single use) | The SUP policy will include that all external staff using DC offices moving forward should use printers that use reusable cartridges to eliminate single use. | Communication Team | TBC |

Appendix 3

Background paper: Single Use Plastic Audit procurement findings

The Table 1 and 2 shows a summary of the procurement of SUP for the financial year 2018/19 and from April 2019 until August 2019

Table 1 SUP ordered by DCC from April 2018 to March 2019

| Procurement Snapshot - How many were ordered April 18 - March 19 | | |
|--|-----------------|--|
| Product | Number of units | Comments |
| Plastic Water Bottles | 25,646 | Does not include vending machines - awaiting information |
| Plastic Water Cups | 12,000 | |
| Plastic Coffee Cups | | Awaiting information |
| Plastic Stirrers | 900 | |
| Wet Wipes | 180,660 | |
| Plastic gloves (1 time use) | 151,300 | |
| Plastic bottles for cleaning products (1 time use) | 981 | |
| Bin Bags for Recycling Bins | 13,150 | |
| Printer Cartridges (single use) | 495 | |

Table 2 SUP ordered by DC from April 2018 to March 2019

| Procurement Snapshot - How many were ordered 01.04.19 - 31.08.19 | | |
|--|-----------------|--|
| Product | Number of units | Comments |
| Plastic Water Bottles | 11,490 | Does not include vending machines - awaiting information |
| Plastic Water Cups | 0 | |
| Plastic Coffee Cups | | Awaiting information |
| Plastic Stirrers | 200 | |
| Wet Wipes | 48,650 | |
| Plastic gloves (1 time use) | 37,300 | |
| Plastic bottles for cleaning products (1 time use) | 162 | |
| Bin Bags for Recycling Bins | 4,800 | |
| Printer Cartridges (single use) | 191 | |

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Place Scrutiny Committee 30 January 2020 Community Safety Plan 2020-2023

For Decision

Portfolio Holder: Cllr G Carr-Jones, Housing and Community Safety

Local Councillor(s):

Executive Director: Vivienne Broadhurst, Interim Executive Director of People - Adults

Report Author: Andy Frost
Title: Community Safety Manager (Adults & Housing)
Tel: 01305 224331
Email: andy.frost@dorsetcouncil.gov.uk

Report Status: Public

Recommendation:

That members of the committee consider and comment on the process for developing the Community Safety Plan 2020-2023.

Reason for Recommendation:

To assist in the development of an effective Community Safety Plan for Dorset.

1. Executive Summary

Dorset Council is under a legal duty to work with the following partners (responsible authorities) to identify and tackle community safety issues in its area:

- Dorset Police
- Dorset Clinical Commissioning Group
- Dorset & Wiltshire Fire & Rescue Authority
- National Probation Service (Dorset)
- Dorset, Devon and Cornwall Probation Services

Partners come together through the Dorset Community Safety Partnership (CSP). The CSP must produce three-year community safety plans that are revised annually. The plans should set out partners' priorities (informed by their latest Partnership Strategic Assessment (PSA)) and how they will address them in broad terms.

Partners' current plan expires on the 31 March 2020 and they are in the process of developing a new plan for the period 2020-2023.

Place Scrutiny Committee is the Council's formal Crime & Disorder Committee and is responsible for scrutinising the work of the Dorset CSP and partners' delivery of their community safety functions.

The committee is being asked to consider and comment on the process by which the CSP is developing its new community safety plan.

2. Financial Implications

The Dorset CSP does not receive funding, however partners' plans and strategies clarify where they will focus their time and effort and their broad activity to meet priorities.

From time to time, central government makes available one off funding opportunities to support community safety work such as tackling domestic abuse. When possible, partners apply for such funds.

3. Climate implications

It is not anticipated that partners' work to tackle community safety, including through the Community Safety Plan, will have an adverse effect on the environment or climate change.

4. Other Implications

The CSP works closely with other partnership bodies on areas of mutual interest, including safeguarding boards and partnerships. This work includes having joint approaches to learning lessons and good practice in relation to serious case reviews and domestic homicide reviews.

5. Risk Assessment

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: Low

Residual Risk: Low

6. Equalities Impact Assessment (EqIA)

An EqIA is being written alongside the development of the plan and will be used to inform the final version.

7. Appendices

Appendix – Community Safety Questions to the People’s Panel.

8. Background Papers

None.

9. Background

- 9.1 Community Safety Partnerships (CSPs) are required to produce three-year community safety plans that are revised annually.
- 9.2 Community Safety Plans set partners’ strategy for the reduction of crime and disorder highlighting priority issues, how they will be tackled, how partners will measure progress and how they will engage and consult with the public.
- 9.3 Priorities should be informed by the findings from partners’ latest Partnership Strategic Assessment (PSA). In developing the plan, partners should consider the views of people living in the area about levels of crime and disorder and what community safety issues they should prioritise.
- 9.4 It is a requirement for the community safety plan to be formally adopted by the local authority’s full council.

10. Partnership Strategic Assessment (PSA)

- 10.1 CSPs are required to complete an annual PSA. The assessment uses a range of data and information to consider community safety issues and provide suggestions for priority work areas for inclusion in the community safety plan.
- 10.2 The purpose of the PSA is to provide an objective evidence base for partners to work from and in Dorset, a scoring tool called ‘MoRiLE’ (Management of Risk in Law Enforcement) is used to inform and guide the annual PSA.
- 10.3 MoRiLE is a national project that was created in 2014 to develop an approach to risk prioritisation that could be used by law enforcement agencies in a structured and consistent way. Many CSPs now use MoRiLE in the production of their PSAs.

- 10.4 MoRiLE uses a matrix of statistics, trends, impacts and forecasts to score issues and organise them in order of priority.
- 10.5 At its meeting on 19 December 2019, the Dorset CSP considered early findings from work undertaken on the latest PSA using the MoRiLE process. The following strategic priorities were highlighted:
- Modern Slavery and Human Trafficking
 - County Lines
 - Sexual Violence
 - Child (sexual) exploitation
 - Domestic Abuse
 - Rural Crime
- 10.6 Locality issues (to be picked up by multi-agency locality groups called Partnership Co-ordinating Groups) were also identified:
- Public place violence (robbery / non-domestic violence against the person / assault with injury)
 - Anti-social Behaviour
- 10.7 Although the following issues were highlighted it was recognised they are already the focus of other partnership arrangements that lead these areas of work:
- Killed and Seriously Injured (Dorset Road Safety Partnership)
 - Drug Related Deaths (substance misuse partnership groups led by Public Health Dorset)
- 10.8 Members of the CSP felt partners should also monitor and respond to hate crime including in the wider context of community cohesion.

11. Consultation and Engagement

- 11.1 Community safety plans should be informed by members of the public's views on community safety issues.
- 11.2 Questions relating to how safe people feel in their neighbourhood were included in the Council's last residents survey. The findings, which will be available in January 2020, will be used in the development of the community safety plan. Further, more detailed, questions are being sent to members of the Dorset People Panel (see the appendix).
- 11.3 A request has been sent to partners, including housing associations, for any relevant information they have on customer and service users views and experience of crime and community safety issues.
- 11.4 The information gained from the above will be used to shape and refine draft priorities which will be available for the public to comment on via the Council's website and a public event which will take place in

February (it is a legal requirement for the CSP to hold at least one public event each year to help determine people's views regarding crime and disorder and priority issues).

12. Finalising the Community Safety Plan

- 12.1 The information gained from the latest PSA and consultation exercises will be considered alongside any additional local and national research and the findings of an EqIA, to shape partners' priorities and produce the community safety plan.
- 12.2 The plan will set out partners' approach to tackling priorities highlighting in broad terms, ongoing and new work. More detailed delivery plans will be available that complement the community safety plan.
- 12.3 It is fundamental for partners to understand whether their actions and activity are impacting positively on the issues they are aiming to address. This year work has been undertaken to develop a performance dashboard that can be accessed by members of the CSP and provides up to date information on performance issues and trends. The dashboard allows members of the CSP to take a more proactive approach to assessing performance.
- 12.4 Over the course of 2020/21 work will be completed to better understand the detail and causal factors behind partners' priorities so that more targeted interventions can be put in place to address them.
- 12.5 This year the CSP has developed its consultation and engagement work. This will continue with the new community safety plan with a particular focus on using consultation and engagement to understand members of the public and service users experience and concerns about community safety issues.

13. Agreeing and Adopting the New Plan

- 13.1 The intention is to complete the new community safety plan so it can be agreed at the CSP meeting in March 2020.
- 13.2 Once agreed by the CSP it is necessary for the Plan to be formally adopted by the Local Authority's Full Council. That adoption process will begin by bringing the agreed plan to members of Place Scrutiny Committee for them to consider recommending to Full Council, via Cabinet.

Community Safety Questions to the People's Panel

The Dorset Community Safety Partnership wants to understand people's experience of crime in their local area to help shape it's work for the coming year. It would be great if you could complete this short survey to help us with this.

Q1 The following are a problem where I live.

- Hate crime
- Graffiti
- Anti-social behaviour
- Knife crime
- Slavery/human trafficking
- Alcohol related crime
- Sexual violence
- Vehicle crime
- Domestic abuse
- Burglary
- Rural crime
- Drug dealing
- Violence in public places
- Neighbour disputes
- Criminal exploitation

(Options: Strongly disagree, Disagree, Neither agree nor disagree, Agree, Strongly agree, I'm not sure)

Q2 Are there any other areas of community safety that concern you where you live?

Q3 To what extent do you think crime is an issue where you live?

- It's a big issue and has a serious impact on my daily life
- It's a problem and I take it into consideration in my daily life
- There are some issues but they don't have much impact on my daily life
- Crime isn't an issue where I live and it doesn't affect my daily life

Q4 To what extent do you think anti-social behaviour is an issue where you live?

- It's a big issue and has a serious impact on my daily life
- It's a problem and I take it into consideration in my daily life
- There are some issues but they don't have much impact on my daily life

- Anti-social behaviour isn't an issue where I live and it doesn't affect my daily life

Q5 Have you been a victim of crime in the last 12 months?

- Yes
- No

Q6 Have you been a victim of anti-social behaviour in the last 12 months

- Yes
- No

Q7 Have any of your friends or family been a victim of crime in the last 12 months?

- Yes
- No
- I'm not sure

Q8 Have any of your friends or family been a victim of anti-social behaviour in the last 12 months?

- Yes
- No
- I'm not sure

Q9 How much do you agree or disagree that each of the following influence how you feel about crime?

- TV news (national)
- TV news (local)
- Papers (national)
- Papers (local)
- Radio (national)
- Radio (local)
- Facebook
- Twitter
- Friends and Family
- Neighbours
- People you work with

(Options: Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree, I'm not sure / Not applicable).

Q10 Is there anything else you feel influences how you feel about crime?

Survey respondents will also be asked for their postcode and standard personal information questions.

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Place Scrutiny Committee 30 January 2020 Quarterly Complaints Update - Place

For Decision

Portfolio Holder: Cllr S Flower, Leader of the Council

Executive Director: Jonathan Mair, Corporate Director, Legal & Democratic

Report Author: Tony Bygrave
Title: Senior Assurance Officer (Complaints)
Tel: 01305 225011
Email: antony.bygrave@dorsetcouncil.gov.uk

Report Status: Public

Recommendation: That the Committee note the performance of complaints made again functions within the Place Directorate.

Reason for Recommendation: To have an awareness of the numbers and types of complaints and the organisational learning.

1. Executive Summary

This quarterly report provides an update on the numbers, types and outcomes of complaints made against services that sit within the Place Directorate. As raised at the last quarterly update, there have been issues trying to amalgamate complaints figures for cases handled by each of the predecessor Councils. There is now a central corporate complaints team situated within the Assurance Service, and good progress is being made on a single point of entry. The Quarter 2 statistics included within this report continue to bring together all of the complaints relating to 'Place' into a single declaration. At this stage, there is no available comparative data for previous quarters, with the figures included relating to ex Dorset County Council functions.

Key messages for this quarter are:

- There have been 103 complaints relating to Place functions, (up from 90 during Q1). 54 of which were managed as formal complaints;

- There were 8 complaints escalated to the Local Government Ombudsman and no findings of maladministration, accepting that some are still open cases.
- 12% of the complaints received were found to be fully or partially justified;
- The 20 day timescale has been missed on 18% of cases, up sharply from 4% Q1
- We are starting to see some organisational learnings from Place complaints with 14 cases providing genuine value

The vision of the new central team continues to be to work with services to ensure greater organisational learning, but this is a heartening step.

2. Financial Implications

None

3. Climate implications

None

4. Other Implications

None

5. Risk Assessment

Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk: LOW

Residual Risk LOW

6. Equalities Impact Assessment

None. The Corporate Complaints policy has been subject to an EQIA

7. Appendices

Appendix A – Summary of Q2 Complaints

8. Background Papers

None

Footnote:

Issues relating to financial, legal, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.

dorsetcomplaints



2019/20

| | | Q1 | Q2 | Q3 | Q4 | |
|---|--|-----|-----|----|----|--|
|  | Number of FORMAL complaints | 44 | 54 | | | In Q2 we received and responded to 54 formal complaints process. This shows an increase on the 44 in Q1. |
|  | Number of INFORMAL complaints | 46 | 49 | | | In Q2 we received and responded to 49 informal complaints, broadly the same as Q1. |
|  | Upheld approaches to the LGSCO Ombudsman compared to total received | 0/0 | 0/8 | | | There have been 8 approaches to the LGSCO this quarter, but none were upheld. |
|  | Timescales (overdue) | 4% | 18% | | | In Q2 18% of complaint responses were over the 20 working day deadline. This is a big increase on the 4% in Q1. |
|  | % fully justified complaints | 3% | 6% | | | Of the 103 complaints received in Q2, 6% were fully justified. This is a slight increase on Q1. |
|  | % part justified complaints | 2% | 6% | | | Of the 103 complaints received in Q2, 6% were partially justified. This is a slight increase on Q1. |
|  | Compliments | 34 | 28 | | | In Q2 we received 28 compliments. Some examples will appear in the full report. |
|  | Learnings | 2 | 14 | | | Of the 103 complaints received in Q2 14 brought learning points. We continue to invite greater directorate engagement to ensure learning points are collected and lessons learned. |

Place - total Q2 complaints = 103

2019/20

Summary of Q2 Complaints

Quarter 2 Total Complaints Place 103

Complaints handling staff have received **103** communications for Quarter 2. **49** were dealt with informally, and **54** formally through Dorset Council's Whole Authority complaints process. There were no decisions from the LGSCO in Q2, and no maladministration found. We only have historic data from DCC, and this Q1 report represents the first time we can confidently report on the total combined complaints of the new council.

Summary of Complaints

2019/20

Total Communications to Complaints **103**

Total Formal Complaints **54**

Total Informal Representations **49**

LGSCO **8**

Main Theme -Service Provision

Some complaints have more than 1 theme depending on complexity. However, the majority of cases fall under 'Service Provision' with a perceived lack of, delay to, of dissatisfaction with, service levels.

Service Provision Breakdown

Service Provision - Delay in providing services 5

Service Provision - Failure to provide service 6

Service Provision - Inadequate Service 9

Service Provision - Quality of Service 29

Service Provision - Professional Practice of Staff 5

Service Provision - unspecified 78

Timescales

Place complaints & concerns should be investigated and responded to within 20 working days. 82%

of the timescales were met in Quarter 2. Although a slight slip on usual standards, Place still demonstrate the best efforts on timescales across Dorset.

Timescales 2019/20

Responses within 20 days 82%

Responses Overdue **18%**

Complaints by Team

Complaints by Team Q2

Assets & Property 2

Community & Public Protection 0

Environment & Wellbeing 13

Highways 42

Planning 33

Travel Dorset 4

Customer Services/Libraries 9

Complaints personnel continue to encourage more engagement when considering learning points and actions arising from complaints. However, we are happy to report a vast improvement in value from complaints. 14 learning points is a massive step. We are also working a lot more closely with DWP and are happy to report an encouraging forecast for Q3, as learnings are starting to come in.

Service Review will reduce the instances of a delay (prompted by complaint)
The Head of Highways recognises that, currently, there is an inconsistent parking strategy across the whole of Dorset. A Parking Strategy Manager is being appointed to ensure that we have a consistent approach to parking in Dorset in the future.

Many people would like there to be no more development, and this isn't possible because people do still want new homes and jobs (and we have statutory duties to plan for such development). In our communications on planning issues, try to include more about why we need economic development and housing growth. This is ongoing – especially during local plan consultations

The ineffective monitoring of the email account has led to a failure to respond. In order to prevent this service failure from occurring again, a clear system for monitoring the email account has been implemented, to ensure staff check it at set and frequent intervals. Arranged for further advice to be given to staff member with regard to dealing with customers. Once again, Service Review will reduce the instances of a delay

Apology and reminder to driver of DC vehicle re appropriate conduct (completed - no further action required).

Discussion with team leader to ensure customer receive a timely response to correspondence sent to travel team generic inbox.

MG to make Enforcement Officers aware of the need for clarity when offering advice
We are not able to retrospectively amend the decision notice, but we will seek to resolve this matter informally through discussion with the applicant's agent. In addition, I have discussed this matter with the planning case officer, and we will seek to avoid any similar disparity arising in the future.

Parking Service Manager has arranged a meeting with the Chief Executive of the Cruise

Company with a view to identifying a more suitable site for the dropping of passengers. Once this meeting has taken place I hope there will be a new location that we can agree upon.

Complaint was about parking metre taking money but not registering that the money had been paid. PH asked officers to look at the machine and put some signage or stickers with contact details if the machines are not working. He offered the complainant two free parking sessions on next visit to Penny's Walk by way of recompense for inconvenience and being out of pocket.

Damage to complainant's driveway - Dorset Council to have the damage repaired, (actioned).

Problems with lax working practices. This has been addressed via a team talk to the gang by the manager.

Compliments

We have collected 28 compliments across the directorate in Q2.

What people are saying:

Having spent a week driving around Dorset (mainly the Swanage area) I just wanted to say how impressed I am with the roads in the county. If there's any chance of you guys showing your opposite numbers in Surrey how to look after roads that would be a bonus. Keep up the good work. A big 'Thank You' to the 2 gentlemen for replacing the gully - they did a brilliant job and it looks really good.

I would just like to let you know how professional, polite and clean your work man that showed up yesterday to carry out the work.

NB Highways have been unable to provide Q2 compliments figures due to a reporting issue.

Compliments are being promoted and we hope locality teams will make use of the new address in an effort towards producing a more balanced report:

Compliments@dorsetcouncil.gov.uk

Local Government Social Care Ombudsman -(LGSCO)

There were 8 approaches from the LGSCO this quarter in relation to Place issues. None currently upheld.

Ombudsman Link:

<https://content.govdelivery.com/accounts/UKLGO/bulletins/2204c0b>

A look forward....

The Complaints Team are continuing their efforts to raise the profile of learning from complaints, by attending meetings, booking time with managers and engaging in person. It is clear that the culture of emailing isn't helpful – and face to face has been much more successful in generating some value.

Tranche 2 has recognised we are 1.5 FTEs short since Shaping Dorset began. We are happy to advise that Lisa Camp will be joining us from (former) DCP, and he hope to fill the remaining vacancy before the new year. This will enable us to do much more in promoting learnings and actions in person.

Tony Bygrave

Senior Assurance Officer– Complaints Team

Governance and Assurance Services

Chief Executive's Department

(01305) 225011

710 5011 (internal)

Complaints Page – Find out more

<https://dorsetcc.sharepoint.com/sites/intranet/find-out-about/informationmanagement/>

[complaints#cat-termName](#)

Complaints Team Home Page

<https://dorsetcc.sharepoint.com/sites/intranet/howwework/teams/Pages/Compliments-and-Complaints.aspx>

Place Scrutiny Committee – Forward Plan

| Subject | Report Due | Consultation | Portfolio Holder/s / Other relevant Councillors | Officer Contact (Lead) |
|---|-------------------|---------------------|--|--|
| Scoping of review of Place Enforcement activities | 30 January 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Karyn Punchard – Corporate Director for Place Services |
| Policy Review Update - Presentation | 30 January 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | John Sellgren - Executive Director of Place |
| Dog Control and Welfare Service | 30 January 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Graham Duggan – Head of Community & Public Protection |
| Single Use Plastics Policy | 30 January 2020 | Climate Change EAP | Portfolio Holder for Highways, Travel & Environment | Karyn Punchard – Corporate Director for Place Services |
| Community Safety Plan – developing the new 3 year plan | 30 January 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Andy Frost – Community Safety Manager |
| Reinstating Essential Highways Maintenance - Exempt | 30 January 2020 | Highways EAP | Portfolio Holder for Highways, Travel & Environment | Matt Piles – Corporate Director for Economic Growth & Infrastructure |
| Quarterly Complaints Update - Place | 30 January 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Marc Eyre - Service Manager for Assurance |
| Place Scrutiny Committee Forward Plan Cabinet Forward Plan/ Decisions | 30 January 2020 | | Chairman of the Place Scrutiny Committee | Lindsey Watson – Senior Democratic Services Officer |

| Subject | Report Due | Consultation | Portfolio Holder/s / Other relevant Councillors | Officer Contact (Lead) |
|---|-------------------|---------------------|--|---|
| Leisure Services Review Executive Advisory Panel – consideration of report to Cabinet - tbc | 10 March 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | John Sellgren - Executive Director of Place Karyn Punchard - Corporate Director for Place Services |
| Economic Development Executive Advisory Panel – consideration of report to Cabinet | 10 March 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | David Walsh – Service Manager for Growth & Economic Regeneration |
| Dorset Local Plan Executive Advisory Panel - tbc Every 6 months | 10 March 2020 | | Portfolio Holder for Planning | John Sellgren - Executive Director of Place |
| Single Policy for Alcohol Licensing - tbc | 10 March 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Graham Duggan – Head of Community and Public Protection |
| Single Policy for Gambling Licensing - tbc | 10 March 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Graham Duggan – Head of Community and Public Protection |
| Planning - The Constitution and Process for Call In - tbc | 10 March 2020 | | Portfolio Holder for Planning | |
| Quarterly Complaints Update - Place | 10 March 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Marc Eyre, Service Manager for Assurance |
| Place Scrutiny Committee Forward Plan Cabinet Forward Plan/Decisions | 10 March 2020 | | Lead Member - Chairman of the Place Scrutiny Committee | Lindsey Watson – Senior Democratic Services Officer |

| Subject | Report Due | Consultation | Portfolio Holder/s / Other relevant Councillors | Officer Contact (Lead) |
|---|-------------------|---------------------|--|--|
| Dorset Council Tree Policy | 2 July 2020 | | Portfolio Holder for Highways, Travel & Environment | Karyn Punchard - Corporate Director for Place Services |
| Quarterly Complaints Update - Place | 2 July 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Marc Eyre, Service Manager for Assurance |
| Place Scrutiny Committee Forward Plan Cabinet Forward Plan/Decisions | 2 July 2020 | | Lead Member - Chairman of the Place Scrutiny Committee | Lindsey Watson – Senior Democratic Services Officer |
| | | | | |
| Dorset Local Plan Executive Advisory Panel - tbc Every 6 months | 22 October 2020 | | Portfolio Holder for Planning | John Sellgren - Executive Director of Place |
| Quarterly Complaints Update - Place | 22 October 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Marc Eyre, Service Manager for Assurance |
| Place Scrutiny Committee Forward Plan Cabinet Forward Plan/Decisions | 22 October 2020 | | Lead Member - Chairman of the Place Scrutiny Committee | Lindsey Watson – Senior Democratic Services Officer |
| | | | | |
| Quarterly Complaints Update - Place | 17 December 2020 | | Portfolio Holder for Customer, Community and Regulatory Services | Marc Eyre, Service Manager for Assurance |
| Place Scrutiny Committee Forward Plan Cabinet Forward Plan/Decisions | 17 December 2020 | | Lead Member - Chairman of the Place Scrutiny Committee | Lindsey Watson – Senior Democratic Services Officer |

| Subject | Report Due | Consultation | Portfolio Holder/s / Other relevant Councillors | Officer Contact (Lead) |
|---|-------------------|---------------------|--|---|
| Dorset Local Plan Executive Advisory Panel - tbc Every 6 months | 25 March 2021 | | Portfolio Holder for Planning | John Sellgren - Executive Director of Place |
| Quarterly Complaints Update - Place | 25 March 2021 | | Portfolio Holder for Customer, Community and Regulatory Services | Marc Eyre, Service Manager for Assurance |
| Place Scrutiny Committee Forward Plan Cabinet Forward Plan/Decisions | 25 March 2021 | | Lead Member - Chairman of the Place Scrutiny Committee | Lindsey Watson – Senior Democratic Services Officer |

| Future Topics | | | | |
|---|--|--|--------------------|--|
| Climate & Ecological Emergency Executive Advisory Panel | | | TBC | Portfolio Holder for Highways, Travel and Environment Lead Officer -John Sellgren - Executive Director of Place |
| Dorset Environment Executive Advisory Panel | | | TBC | Councillor Mike Dyer Lead Officer - John Sellgren - Executive Director of Place |
| Dorset Local Plan Executive Advisory Panel | | | TBC Every 6 months | Portfolio Holder for Planning Lead Officer -John Sellgren - Executive Director of Place |
| Engaging with Town & Parish Councils Executive Advisory Panel | | | TBC | Portfolio Holder for Customer, Community and Regulatory Services Lead Officer - John Sellgren – Executive Director of Place |
| Highways Executive Advisory Panel | | | TBC | Portfolio Holder for Highways, Travel and Environment Lead Officer - John Sellgren - Executive Director of Place |
| Rural Access to Services Executive Advisory Panel | | | TBC | Portfolio Holder for Highways, Travel and Environment Lead Officer - John Sellgren - Executive Director of Place |

| Task and Finish Groups | | |
|--|---|---|
| Local Area Forums/Parish and Town Councils | An update on the progress of the Local Area Forums/Parish and Town Councils Task and Finish Group will be provided at the meeting to be held on 30 January, 2020. | Membership:- Cllr Cherry Brooks Cllr Robin Cook Cllr Andrew Starr Cllr David Taylor |

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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