



## Cabinet

**Date:** Tuesday, 2 March 2021  
**Time:** 10.00 am  
**Venue:** MS Teams Live Event

**Membership: (Quorum 3)**

Spencer Flower (Chairman), Peter Wharf (Vice-Chairman), Ray Bryan, Graham Carr-Jones, Tony Ferrari, Laura Miller, Andrew Parry, Gary Suttle, Jill Haynes and David Walsh

**Cabinet Lead Members (6)** (are not members of the Cabinet but are appointed to work along side Portfolio Holders)

Cherry Brooks, Piers Brown, Simon Gibson, Nocturin Lacey-Clarke, Byron Quayle and Jane Somper

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

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Due to the current coronavirus pandemic the Council has reviewed its approach to holding committee meetings. Members of the public are welcome to attend this meeting and listen to the debate either online by using the following link: [Link to Watch the Cabinet meeting on 2 March 2021](#)

Members of the public wishing to view the meeting from an iPhone, iPad or Android phone will need to download the free Microsoft Team App to sign in as a Guest, it is advised to do this at least 30 minutes prior to the start of the meeting.”

Please note that public speaking has been suspended. However Public Participation will continue by written submission only. Please see detail set out below.

Dorset Council is committed to being open and transparent in the way it carries out its business whenever possible. A recording of the meeting will be available on the council's website after the event.

# A G E N D A

Page No.

## 1 APOLOGIES

To receive any apologies for absence.

## 2 MINUTES

7 - 24

To confirm the minutes of the meeting held on 19 January 2021.

## 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. Public speaking has been suspended for virtual committee meetings during the Covid-19 crisis and public participation will be dealt with through written submissions only.

Members of the public who live, work or represent an organisation within the Dorset Council area, may submit up to two questions or a statement of up to a maximum of 450 words. All submissions must be sent electronically to [kate.critchel@dorsetcouncil.gov.uk](mailto:kate.critchel@dorsetcouncil.gov.uk) by the deadline set out below. When submitting a question please indicate who the question is for and include your name, address and contact details. Questions and statements received in line with the council's rules for public participation will be published as a supplement to the agenda.

Questions will be read out by an officer of the council and a response given by the appropriate Portfolio Holder or officer at the meeting. All questions, statements and responses will be published in full within the minutes of the meeting.

**The deadline for submission of the full text of a question or statement is 8.30am on 25 February 2021.**

## 5 QUESTIONS FROM MEMBERS

To receive questions submitted by councillors. The deadline for receipt of questions is **8.30am on Thursday 25 February 2021.**

<b>6</b>	<b>FORWARD PLAN</b>	25 - 30
	To consider the Cabinet Forward Plan.	
<b>7</b>	<b>DORSET COUNCIL PLAN: QUARTER 3 PERFORMANCE UPDATE</b>	31 - 122
	To consider a report of the Portfolio Holder for Corporate Development and Change.	
<b>8</b>	<b>DORSET HEATHLANDS INTERIM AIR QUALITY STRATEGY</b>	123 - 160
	To consider a report of the Portfolio Holder for Planning.	
<b>9</b>	<b>DORSET AND BCP JOINT LOCAL TRANSPORT PLAN DEVELOPMENT</b>	161 - 166
	To consider a report of the Portfolio Holder for Highways, Travel and Environment.	
<b>10</b>	<b>DORSET COUNCIL TOURIST INFORMATION CENTRES - SERVICE REVIEW: CONSULTATION RESPONSES AND NEXT STEPS</b>	167 - 234
	To consider a report of the Portfolio Holder for Customer and Community Services.	
<b>11</b>	<b>YOUTH EXECUTIVE ADVISORY PANEL</b>	235 - 242
	To consider a report of the Portfolio Holder for Children, Education, Skills and Early Help.	
<b>12</b>	<b>PROCUREMENT FORWARD PLAN REPORT - OVER £500K (2021-2022)</b>	243 - 248
	To consider a report of the Portfolio Holder for Finance, Commercial and Capital Strategy.	
<b>13</b>	<b>REVIEW OF REDUNDANCY MULTIPLIER AND EXIT PAY CAP UPDATE</b>	249 - 252
	To consider a report of the Portfolio Holder for Corporate Development and Change.	

## **RECOMMENDATIONS FROM COMMITTEES**

To consider the following recommendations from the Joint Archives Advisory Board of 5 February 2021

### **14 JOINT ARCHIVES SERVICES: REVIEW: REVIEW OF FEES AND CHARGES**

253 - 262

The Portfolio Holder of Customer and Community Services to present the recommendation.

### **15 CABINET MEMBER UPDATE ON POLICY DEVELOPMENT MATTER REFERRED TO AN OVERVIEW COMMITTEE(S) FOR CONSIDERATION**

Cabinet Portfolio Holders to report.

## **PANELS AND GROUPS**

To receive any minutes, recommendations or verbal updates from panels, groups and boards:

### **16 CLIMATE & ECOLOGICAL EMERGENCY EXECUTIVE ADVISORY PANEL UPDATE**

To receive an update from the Portfolio Holder for Highways, Travel and Environment.

### **17 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.

### **18 EXEMPT BUSINESS**

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

The Chairman to close the public element of the meeting and the MS Team Live Event will end.

**The Cabinet Live Event will close and councillors will meet in closed session for items 19 and 20.**

**19 TRACKING AND SUPPORT SERVICE FOR YOUNG PEOPLE NOT IN EDUCATION, EMPLOYMENT OR TRAINING - OPTIONS APPRAISAL OF POTENTIAL MODELS FOR DELIVERY 263 - 312**

To consider a report for the Portfolio Holder for Children, Education, Skills and Early Help.

**20 FORWARD FUNDING OF THE EASTERN LINK ROAD, WEST PARLEY 313 - 380**

To consider a report of the Portfolio Holder for Highways, Travel and Environment.

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## DORSET COUNCIL - CABINET

### MINUTES OF MEETING HELD ON TUESDAY 19 JANUARY 2021

**Present:** Cllrs Spencer Flower (Chairman), Peter Wharf (Vice-Chairman), Ray Bryan, Graham Carr-Jones, Tony Ferrari, Laura Miller, Andrew Parry, Gary Suttle, Jill Haynes and David Walsh

**Apologies:** None

**Also present:** Cllr Cherry Brooks, Cllr Byron Quayle, Cllr Jane Somper, Cllr John Worth, Cllr Tony Alford, Cllr Shane Bartlett, Cllr Dave Bolwell, Cllr Beryl Ezzard, Cllr Barry Goringe, Cllr David Gray, Cllr Brian Heatley, Cllr Stella Jones, Cllr Paul Kimber, Cllr David Morgan, Cllr Mike Parkes, Cllr Maria Roe, Cllr Andrew Starr, Cllr David Taylor, Cllr Gill Taylor, Cllr David Tooke, Cllr Daryl Turner and Cllr Kate Wheller

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

Matt Prosser (Chief Executive), Aidan Dunn (Executive Director - Corporate Development S151), Jonathan Mair (Corporate Director - Legal & Democratic Service Monitoring Officer), John Sellgren (Executive Director, Place), Kate Critchel (Senior Democratic Services Officer), Vivienne Broadhurst (Interim Executive Director - People Adults), Theresa Leavy (Executive Director of People - Children), Ed Denham (School Admissions Manager), Nicola Fowler (Financial Assessments Team Manager), Andrew Galpin (Infrastructure & Delivery Planning Manager), Jim McManus (Corporate Director - Finance and Commercial) and Susan Ward-Rice (Equalities and Diversity Officer)

**76. Minutes**

The minutes of the meeting held on 8 December 2020 were confirmed as a correct record and would be signed by the Chairman at a date in the future.

**77. Declarations of Interest**

There were no declarations of interest to report.

**78. Public Participation**

There were three questions received from the public. These were read out by Matt Prosser, Chief Executive and Jonathan Mair (Corporate Director, Legal and Democratic Services) and responded to by the appropriate Portfolio Holder.

A copy of the full questions and the detailed responses are set out in Appendix 1 to these minutes.

**79. Questions from Members**

There were two questions from Cllr D Tooke and Cllr R Holloway, these along with the responses were set out in Appendix 2 to these minutes.

At this point the Chairman lost his Internet connection resulting him in dropping out of the meeting. The Vice-Chairman, Cllr P Wharf took the chair.

## 80. **Forward Plan**

The Cabinet Forward Plan was received and noted.

Cllr S Flower, Chairman returning to the meeting.

Cllr Flower in the chair.

The Chairman advised that item 8 “Dorset Council Budget – Quarterly Performance Report Q3” would be take first on the agenda prior to item 7 “Budget Strategy”. This allowed members to consider the current financial position before to considering the Budget Strategy Report for 2021 – 2022.

## 81. **Dorset Council Budget - Quarterly Performance Report - Q3**

The Portfolio Holder for Finance, Commercial and Capital presented a report setting out the financial impact of Covid-19 and other matters on the current year’s financial performance. It was likely that there would be a shortfall of 18 million pounds in the council’s budget. This was largely due to the significant additional resources for services delivered to the community because of Covid-19 and the considerable fall in income generation.

The Chairman of the People & Health Scrutiny Committees confirmed that performance management and budget monitoring training had been arranged for a date in the near future and all scrutiny members were encourages to attend.

### **Decision**

- (a) That the Senior Leadership Team’s forecast for Dorset Council’s revenue budget position at the end of Q3 and the change since Q2 be noted;
- (b) That Cabinet notes the proposals to improve the position during the year and considered further action to address the budget gap;
- (c) That the latest position on the capital programme and the impact this was having on capital financing in the revenue budget be noted as set out in appendix 1 of the report;
- (d) That the current positions on collection funds and collection rates and the impact that the council tax position in particular might have on local preceptors be noted. Also that Government consultation on support for local tax losses in 2020/21 be noted;
- (f) That Cabinet notes the impact that Spending Review 2020 (SR20) has had on the expectations for the year. It was noted that the impact on the budget strategy and medium-term financial plan (MTFP) were covered in a separate report on the agenda.



## **Reason for the decision**

The Council has responsibilities to deliver against its 2020/21 revenue budget and capital programme whilst maintaining adequate reserves. Cabinet wishes to understand clearly the financial impact and consequences of the Council's response to the Covid-19 pandemic as well as other matters affecting the financial performance and position.

## **82. Budget Strategy Report**

In presenting the Budget Strategy for 2021-2022, the Portfolio Holder for Finance, Commercial and Capital advised that significant progress had been made in delivering Dorset Council's priorities despite the Covid-19 pandemic and the huge challenges that had presented.

Members were asked to support a rise in general council tax of 1.997% and to levy 2.995% (3%) as the social care precept.

The following observations were made:

Cabinet acknowledged the value and importance of scrutiny committee(s) to help inform the budget process and monitor the approved budget.

It was noted that the importance Cross-party working would be required to successfully deliver the budget.

The slight increase in the Children Services budget was welcomed by the Portfolio Holder but there was also acknowledgement that efficiencies needed to be delivered in both Children and Adult Services in the forth coming year.

## **Recommendation to Full Council**

To approve:

- (a) the revenue budget summarised in Appendix 1 of the report;
- (b) the increase in general council tax of 1.997% and to levy 2.995% (3%) as the social care precept, providing a band D council tax figure for Dorset Council of £1,779.39;
- (c) the capital strategy set out in Appendix 3 and the capital programme set out in Appendix 4 of the report;
- (d) the treasury management strategy set out in Appendix 5 of the report;
- (f) the assumptions used to develop the budget strategy and Medium-Term Financial Plan (MTFP) as set out throughout this report and summarised in Appendix 6 of the report;
- (g) the recommended balances on earmarked reserves and on general funds, including the minimum level of the general fund;
- (h) in making these recommendations Council is requested to consider and agree the responses to the recommendations and comments made as part of the budget scrutiny process (Appendix 7 of the report).

**Reason for Recommendation:**

The Council is required to set a balanced revenue budget, and to approve a level of council tax as an integral part of this. A balanced budget is essentially one where expenditure is funded by income without unsustainable use of one-off, or short-term sources of finance.

The Council is also required to approve a capital strategy, a capital programme and budget, and a treasury management strategy, each of which are included with this report.

### 83. **Children's Provision**

The Portfolio Holder for Children, Education, Skills and Early Help presented a report on the Children's Provision – Placement Sufficiency Strategy. He advised that the report set out the targets for reducing the number of children in care in Dorset and increasing the number of homes available for children in care in Dorset.

#### Decision

- (a) That the Placement Sufficiency Strategy as set out in Appendix 1 to the report be noted;
- (b) That Cabinet the procurements and awards of contracts set out in Appendix 2 of the report be approved.

*In giving this approval, Members were approving known / likely procurement set for implementation during 2021/22 on terms to be agreed by the Executive Director, in consultation with the Portfolio Holder Education, Skills and Early Help for each arrangement. Procurements exceeding the key decision threshold which were not yet identified would be subject to a separate report presented at a later date.*

#### **Reason for the decision**

The council is required through a 'sufficiency duty' to secure sufficient accommodation for children and young people under their care who cannot live at home. The procurement of supported accommodation is required as the existing contract comes to an end this financial year. The procurement will deliver a modernised service that is better value for money. The procurement of residential children's homes will replace existing spot purchasing spend and offer better value for money.

### 84. **Schools Admission Arrangements and Coordinated Scheme 2022-2023**

Cabinet considered a report from the Portfolio Holder for Children, Education, Skills and Early Help seeking the adoption of the Schools Admission Arrangements and Coordinated Scheme 2022-2023.

#### Decision

That the following policies that make up Dorset Council's School Admissions Arrangements and Coordinated Scheme for school place allocations from September 2021 be adopted:

- (a) Co-ordinated Admissions Scheme Timetable 2022-2023
- (b) Primary Co-ordinated Scheme 2022-2023
- (c) Secondary Co-ordinated Scheme 2022-2023
- (d) In Year Co-ordinated Scheme 2022-2023
- (e) Admissions Arrangements for Community & Voluntary Controlled Schools 2022-2023.
- (f) Admissions to Maintained Nursery Units Policy 2022-2023
- (g) Sixth Form Admissions Policy 2022-2023
- (h) Guidance on Placement Outside of Normal/Chronological Age Group 2022-2023
- (i) Armed Forces Policy 2022-2023

#### **Reason for the decision**

To determine admissions arrangements in accordance with statutory requirements including the Schools Admissions Code December 2014.

To ensure compliance with the latest legislation and subsequent regulation/statutory guidance.

#### **85. Recommendations for spending Community Infrastructure Levy funding**

Cabinet considered a report from the Portfolio Holder for Planning seeking approval of Community Infrastructure Levy (CIL) funding as set out in the report at section 10 (and in Appendix 3 to these minutes)

#### **Decision**

That the recommendations for Community Infrastructure Levy (CIL) funding as set out in section 10 of the report to Cabinet of 19 January 2021, be approved.

#### **Reason for the decision**

To ensure the delivery of important community infrastructure to support growth and development.

#### **86. Recommendations from Committees**

Members considered the following recommendations from the People & Health Overview Committee.

#### **87. Current & Future Changes to the Charging and Financial Assessment policy**

The Portfolio Holder for Adult Social Care and Health presented a recommendation from People and Health Overview Committee of 14 December 2020. The aim of the policy and its amendments was to give clarity and support the continued delivery of the Service; ensuring care contributions could be

assessed and collected in a timely manner supporting fairness and equitability across the County.

### **Decision**

- (a) That the updated policy as set out in Appendix A of the report to People and Health Overview Committee be agreed. *This incorporated the changes identified within the report to People and Health Overview Committee under section 2.2 of that report.*
- (b) That authority be delegated to the Executive Director for People – Adults and the Portfolio Holder for Adult Social Care and Health to sign off future minor amendments and clarification of decision-making processes within the policy.

### **Reason for the Decision**

As a public body, we have both a legal and a moral duty to promote equality, diversity and inclusion.

## **88. Equality, Diversity & Inclusion Strategy and action plan**

The Portfolio Holder for Corporate Development and Change presented a report on the Equality, Diversity and Inclusion Strategy and action plan that had been considered by People & Health Overview Committee on 14 December 2020.

### **Decision**

That the Equality, Diversity and Inclusion Strategy and action plan as set out in the Appendix 3 of the report to Cabinet of 19 January 2021 be adopted.

### **Reason for the decision**

As a public body, we have both a legal and a moral duty to promote equality, diversity and inclusion.

## **89. Cabinet member update on policy development matters referred to an Overview Committee(s) for consideration**

The Portfolio Holder for Customer and Community Services reported that the Taxi Licence Policy would be coming forward to People & Health Committee, after consultation in the autumn.

The Portfolio Holder for Children, Education, Skills and Early Help reported that the Youth Executive Advisory Panel had completed its work and the final report would be presented to Cabinet at a future date.

## **90. Climate & Ecological Emergency Executive Advisory Panel Update**

The Portfolio Holder for Highways, Travel and Environment update members on the consultation process which would be analysed over the next few months. He further reported the successful bid for grant funding of £298,000.00 had been received for the Low Carbon Skills Fund. In addition 18.7 million pounds of grant funding had been received to support the work for reducing the council's the carbon footprint.

91. **Urgent items**

There were no urgent items to report.

92. **Exempt Business**

There was no exempt business.

**Duration of meeting:** 10.00 - 11.35 am

**Chairman**

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## Cabinet 19 January 2021

### Public Questions

#### 1. Question from Cllr Lucy Hamilton (Weymouth Town Council)

##### Local Government Finance Reform

Can Cabinet confirm that Dorset Council is pushing for reform of local government funding?

The Local Government Association is calling for a multi-year core local government funding settlement. The LGA calls for reform and review of local taxation, which is currently based on 1991 property prices. The LGA calls for a complete review of business rates, where currently multipliers are controlled by central government. To improve the build-out rates of homes with planning permission, the LGA proposes that **councils should be able to charge developers full council tax for every unbuilt development from the point that the original planning permission expires.**

Central government funding for local services is at an historic low. Government funding to councils has fallen by 60% since 2010. As a result, funding for essential services in Dorset falls on the shoulders of council tax payers more so than in many other counties.

Residents and businesses need Dorset Council to speak up for fair funding for local services. The burden shouldn't fall on the shoulders of those who can least afford to pay it.

##### Response from the Portfolio Holder for Finance, Commercial and Strategy

Thank you for your question. I can confirm that Cabinet is pushing for reform of local government funding.

There are a number of aspects to this.

Firstly, there is Dorset's own funding. It is cabinet's view that Dorset Council's funding from Government is insufficient for the services needed by our residents. Many other, wealthier Councils continue to receive Revenue Support Grant (RSG) from Government, but we don't. Dorset's funding is almost entirely locally raised, and this funding source does not match local needs or the costs of their delivery. This leaves Dorset Council no choice but to set one of the highest council tax charges. We therefore continue to press for a rethink of the Council tax and business rates agenda.

Secondly, the Cabinet believes that the level of funding made available to local government in total, is insufficient. We just have to look at financial challenges faced by Adult and Children's social care to see this.

Thirdly, we need financial certainty. Government funding is currently announced on a 1 year basis. We want and need to develop long term financial plans and to do that we need multi-year financial settlements.

I can assure you that we are continuously making these points to government through our memberships of the Local Government Association and the County Council Networks. And we are also making the point directly through our MPs, and through our direct links with MHCLG. Last week our Leader met with Luke Hall, the Minister of State for Housing, Communities and Local Government, and made these very points on behalf of the Council. And yesterday he also wrote to the Secretary of State for Health & Social Care, restating the need for multi-year settlements for the Social Care part of his role not just Health.

## **2. Question from Cllr Lucy Hamilton (Weymouth Town Council)**

### **St Mary's School Shaftesbury**

My question relates to Agenda items 7 Budget Strategy Report and 9 Children's Provision.

On 7 January, Dorset Council confirmed that it aims to buy St Mary's School near Shaftesbury. This is to improve services for children and adults. How will this purchase be financed?

St Mary's School near Shaftesbury is an enormous rambling Victorian building set in 55 acres of grounds. The school lies just over the border, in Wiltshire. I assume Dorset council tax payers will contribute to its purchase, maintenance and running costs.

I welcome investment in the future of our children and vulnerable adults. I would rather this investment stayed within Dorset. At sustainable locations, close to our big towns. Close to our families.

As part of local government reorganisation, there was a fire sale of Dorset County Council properties across the county. Well-used local centres, in our communities and on a human scale, were put up for grabs. Last year, Dorset Council pledged to divest itself of properties.

Government rightly requires local authorities to care for children and vulnerable adults. Government should pay for these essential services.

### **Response from the Leader of the Council**

The St Marys site in Shaftesbury has been purchased through the use of capital funds. Its usage is subject to formal consultation but it would be expected that any future use would be expected to either be self-funding or offset revenue spending that would have otherwise been incurred elsewhere. The site comprises buildings of various ages that may be suitable for a range of uses to support the provision for Dorset children and young adults. We are also keen to maximise the best use of



government funding wherever possible to provide for the people of Dorset and actively seek to attract such funding to the county.

### **3. Question from John Calvert**

As someone who lives off Weymouth Avenue in Dorchester, I support the proposal to spend some of the Community Infrastructure Levy Funding on the stretch of pavement outside the market on Weymouth Avenue. I myself in recent years have tripped over and gone headlong due to uneven paving and I have known a neighbour who sustained facial injuries due to a similar fall. This is also where the coaches drop off visitors and where people walk down to town from Fairfield carpark so it is well overdue for both residents and visitors.

My question is this. Do we have to wait for similar funding before other places where visitors arrive in Dorchester are improved or moved?

For example, there is the cramped space where buses drop people off in Trinity Street and there is the continual problems of access to both the railway stations.

### **Response from the Portfolio Holder for Highways, Travel and Environment**

Highway improvement projects are identified on a case by case basis and form part of a programme of maintenance. Details of defects and reports of trips or falls help the council make decisions about which improvement schemes to prioritise. Dorset Council utilises the most appropriate funding sources available when addressing necessary improvements.

Highway projects are identified on a case by case basis and form part of a programme of improvement and maintenance. Details of defects and reports of trips or falls help the council make decisions about which maintenance schemes to prioritise. Dorset Council utilises the most appropriate funding sources available when addressing necessary improvements.

There is only enough funding granted to Dorset Council on an annual basis to deliver a proportion of improvement schemes that are proposed, meaning that individual schemes are developed and prioritised for delivery against others across the whole County. The Council also seeks to utilise external funding to deliver highway schemes where possible and depending on the criteria and objectives for that funding.

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## Councillor Questions for Cabinet 19 January 2021

### Question from Councillor David Tooke

#### 1. Consultation on the Local Plan

Regarding the Consultation on the Local Plan; currently I understand that it is proposed to put 5 copies of the Consultation Document in Public Libraries which, due to Corona Virus restrictions will be available via the order and collect system. It seems quite probable that issuing copies via this collect scheme – with its concomitant delays for hygiene as well as a loan period of up to 3 weeks – will severely restrict the number of people who can see the document in this way. This also makes it difficult for those who neither drive nor use the internet to make a contribution.

Whilst I accept that mailing a copy to every household would be prohibitively expensive, would it not be possible to mail out “on-demand”?

#### Response from the Portfolio Holder for Planning

We have been moving away from printed copies in many areas of our work, as part of our commitment to reducing environmental impacts. And during the pandemic we have of course been holding all our meetings online. Nationally, approximately 93% of the population has internet access and this is increasing.

We have five printed copies of the Local Plan consultation document in each of our 23 libraries. These will be available for ‘click and collect’ loan and they will be quarantined in between loans so as to minimise the risk. We can also arrange for them to be delivered to people who are unable to get to the libraries.

There is no requirement in legislation to make individual hard copies available. At this first stage of consultation we are only obliged to notify people and invite their representations: at the next stage the regulations require us to make the document available on the website and hard copies ‘for inspection’ at our offices and anywhere else we consider appropriate. During last year, this legislation was amended in response to the coronavirus pandemic, to remove the requirement for even inspection hard copies to be available.

The cost of printing and posting ‘on-demand’ copies would be approximately £55 per copy, but would also require officers to make otherwise unnecessary trips into the offices to undertake the printing.

While consultation during the lockdown is certainly challenging, we are offering a range of approaches including the loaned copies at libraries as mentioned; a series of online webinars and podcasts; and a dedicated telephone line for people who would like to discuss anything to do with the plan.

## **Question from Councillor Ryan Holloway**

### **2. Dorset Local Plan**

In regard to the Dorset Local plan that is going out for consultation to the public on the 18<sup>th</sup> January to the 15<sup>th</sup> March. I understand that the consultation will be going out on online and webinars too. Considering I know that most of our residents do have access to online. What is the council doing to help our residents who don't have internet access?

With also Dorset now back in a national lockdown and we are likely to stay until March, would it not be best to delay the Public consultation in order to ensure that our residents can see the draft plans in detail, So that we can present the plan when we are out of lockdown.

### **Response from the Portfolio Holder for Planning**

As explained in the response to the previous question, we have been moving away from printed copies and towards more digital approaches in many areas of our work, as part of our commitment to reducing environmental impacts.

For those without access to the internet, we have five printed copies of the Local Plan consultation document in each of our 23 libraries. These will be available for 'click and collect' loan and they will be quarantined in between loans so as to minimise the risk. We can also arrange for them to be delivered to people who are unable to get to the libraries.

We also have a dedicated telephone line so that residents can talk to members of the planning policy team about the issues in the plan, and we can send out paper copies of the response form for those who would prefer to respond that way. Residents can also telephone in to listen to the webinars, as an alternative to viewing them online.

We do not know how long coronavirus restrictions will last, and delaying the consultation would have a major impact on the programme for preparing the local plan. It is very important that we make progress on the plan, as without an up to date local plan in place, the weight that can be given to local policies is less and we therefore have less control over the development that takes place in the Dorset Council area.

Extract (section 10) from Report to Cabinet 19 January 2021 - Recommendations for spending Community Infrastructure Levy funding

## **Funding Recommendations**

### Children's Services (schools and educational establishments)

West (£484,116.48). Balance after approved bid(s) £484,116.48

W&P (£303,707.21). Balance after recommended bid(s) £303,707.21

East (£238,397.53). Balance after recommended bid(s) £238,397.53

- No bids submitted by Education Team but PMG confirm bids will be made in round 2.

### Highways / Transport

West (£242,058.24). Balance after recommended bid(s) £0

- Widening of pavement to improve accessibility between Morrisons turn-off from South St to South Mill Lane (supports BBL programme at Flood Lane) £127,656.96 and £40,343.04 Public Realm monies
- Ridgeway Footway Construction (introduction of slabbed footway) £74,401.28 (project part-funded)
- Weymouth Avenue Dorchester Footway Enhancements (replacement of paving) £40,000.00

W&P (£60,741.44). Balance after recommended bid(s) £741.44

- Park Street Connection Project (improving cycling and pedestrian links between railway station and town centre) £60,000.00

East (£536,394.43). Balance after recommended bid(s) £394.43

- Installation of new electric vehicle charge points in East Dorset £65,000.00
- East Dorset Rights of Way Network Enhancement (range of public footpath and bridleway enhancements) £100,000.00
- South East Dorset dockless bike sharing scheme £240,000.00
- Provision of SEND independent travel / Life skill training for residents of East Dorset £131,000.00

### Green Infrastructure & Recreation

West (£80,686.08). Balance after recommended bid(s) £4,719.08

- West Dorset Maiden Newton to West Bay Old Railway Line bridleway shared route £75,967.00

W&P (£60,741.44). Balance after recommended bid(s) £24,101.44

- Weymouth s1/34 surface (installation of stone path) £12,000.00
- Weymouth s1/75 surface (installation of stone path) £4,500.00
- Weymouth s1/112 surface and widening (installation of stone path) £12,000.00
- Weymouth s1/135 surface (installation of stone path) £5,140.00
- Weymouth s1/157 steps (installation of replacement steps) £3,000.00

### Waste Management

West (£80,686.08). Balance after recommended bid(s) £20,686.08

- Sherborne Household Recycling Centre reuse area (covered area where items are reused) £10,000.00
- Dorchester Household Recycling Centre reuse area and associated office (covered area where items are reused) £45,000.00
- Improvement to Bridport Household Recycling Centre reuse area (covered area where items are reused) £5,000.00

W&P (£30,370.72). Balance after recommended bid(s) £370.72

- Weymouth Household Recycling Centre welfare facilities (replacement building with improved accessibility) £30,000.00

### Public Realm

West (£40,343.04). Balance after recommended bid(s) £0

- Widening of pavements to improve accessibility between Morrisons turn-off from South St to South Mill Lane (supports BBL programme at Flood Lane) £40,343.04 and £127,656.96 Transport / Highways

W&P (£30,370.72). Balance after recommended bid(s) £9,370.72

- Weymouth Station Gateway Project – lighting £21,000.00

### Flood Defence

West (£80,686.08). Balance after recommended bid(s) £0

- Lyme Regis Environmental Improvement (LREI) Scheme Phase 5 – The Cobb (scour protection works) £80,686.08

#### Culture & Leisure (Culture, Leisure, Community Facilities)

West (£282,401.28). Balance after recommended bid(s) £282,401.28

W&P (£121,482.88). Balance after recommended bid(s) £59,812.88

- Rodwell Trail bench replacement £1,925.00
- Rodwell Trail signs £745.00
- Weymouth s1/76 new surface (new compacted stone surface) £6,000.00
- Weymouth s1/133 new surface (new tarmac surface) £3,000.00
- Refurbishment of external changing rooms and pavilion £50,000.00

#### Uncategorised

Purbeck (£804,000.00). Balance after recommended bid(s) £194,680.00

- Nitrogen enrichment mitigation £313,320.00 and £18,180.00 of Poole Harbour Nutrient
- Replacement of Gym Equipment, Purbeck Sports Centre £146,000.00
- Huntick Road footway/cycleway £150,000.00

#### Flood Defence (With Environment Agency)

W&P (£485,931.53). Balance after recommended bid(s) £0

- Weymouth Harbour & Esplanade Flood & Coastal Risk Management Scheme Phase 1 £485,931.53

#### Dorset Heathlands (With Natural England)

West (£80,686.08). Balance after recommended bid(s) £80,686.08

Purbeck (£510,390.00). Balance after recommended bid(s) £210,654.00

- Purbeck Visitor Network Project (network of paths linking SANGS) £240,600.00
- Purbeck Heaths Visitor Management Project (parking infrastructure) £59,136.00

East (£202,195.67) Balance after recommended bid(s) £2,195.67

- BytheWay Field 5 year SANG Maintenance Contribution £74,500.00
- Woolslope 5 year SANG Maintenance Contribution £82,500.00

- Slop Bog Emergency Access £43,000.00

#### Poole Harbour Nutrient (With Natural England)

West (£80,686.08). Balance after recommended bid(s) £80,686.08

Purbeck (£18,180.00). Balance after recommended bid(s) £0

- Nitrogen enrichment mitigation £18,180.00 of Poole Harbour Nutrient and £313,320.00 uncategorised funding.

#### Poole Harbour Recreation SAMM (With Natural England)

- Purbeck (£21,932.00). Balance after recommended bid(s) £21,932.00

#### Healthcare (With NHS)

West (£40,343.04). Balance after recommended bid(s) £6,343.04

- Dorset County Hospital Dermatology Reconfiguration £34,000.00

W&P (£60,741.44). Balance after recommended bid(s) £10,741.44

- Dorset County Hospital CT1 Changing Room Installation £50,000.00

#### Emergency Services (With Dorset Police, SW Ambulance Trust, D&W Fire & Rescue)

West (£80,686.08). Balance after recommended bid(s) £80,686.08

W&P (£30,370.72). Balance after recommended bid(s) £30,370.72

#### Utilities (Broadband)

W&P (£40,343.04). Balance after recommended bid(s) £343.04

West (£30,370.72). Balance after recommended bid(s) £370.72

- Fibre Hubs Connectivity in Rural Dorset £70,000.00





**The Cabinet Forward Plan - March to June 2021  
For the period 1 MARCH 2021 to 30 JUNE 2021  
(Publication date – 5 MARCH 2021)**

**Explanatory Note:**

This Forward Plan contains future items to be considered by the Cabinet and Council. It is published 28 days before the next meeting of the Committee. The plan includes items for the meeting including key decisions. Each item shows if it is 'open' to the public or to be considered in a private part of the meeting.

**Definition of Key Decisions**

Key decisions are defined in Dorset Council's Constitution as decisions of the Cabinet which are likely to -

- (a) to result in the relevant local authority incurring expenditure which is, or the making of savings which are, significant having regard to the relevant local authority's budget for the service or function to which the decision relates (**Thresholds - £500k**); or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the relevant local authority."

In determining the meaning of "*significant*" for these purposes the Council will have regard to any guidance issued by the Secretary of State in accordance with section 9Q of the Local Government Act 2000 Act. Officers will consult with lead members to determine significance and sensitivity.

**Cabinet Portfolio Holders 2020/21**

<b>Spencer Flower</b>	Leader / Governance, Performance and Communications
<b>Peter Wharf</b>	Deputy Leader / Corporate Development and Change
<b>Gary Suttle</b>	Finance, Commercial and Capital Strategy
<b>Ray Bryan</b>	Highways, Travel and Environment
<b>Tony Ferrari</b>	Economic Growth, Assets & Property
<b>David Walsh</b>	Planning
<b>Jill Haynes</b>	Customer and Community Services
<b>Andrew Parry</b>	Children, Education, Skills and Early Help
<b>Laura Miller</b>	Adult Social Care and Health
<b>Graham Carr-Jones</b>	Housing and Community Safety

Subject / Decision	Decision Maker	Decision Due Date	Other Committee Date	Portfolio Holder	Officer Contact
<b>April</b>					
<p><b>Our Digital Vision</b></p> <p><b>Key Decision - Yes</b> <b>Public Access - Open</b></p> <p>To adopt the Dorset Council's Digital Vision and action plan.</p>	Dorset Council - Cabinet	6 Apr 2021	Dorset Council - Place and Resources Overview Committee 25 Feb 2021	Deputy Leader - Corporate Development and Change	<p><i>Deborah Smart, Corporate Director – Digital &amp; Change</i>  <i>deborah.smart@dorsetcouncil.gov.uk</i>  <i>Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>
<p><b>Barbeques and other related fire activities options paper</b></p> <p><b>Key Decision - Yes</b> <b>Public Access - Open</b></p> <p>To address legislative and other alternatives available to control or prohibit barbeques and other fire related activities relating to the Dorset Council area.</p>	Dorset Council - Cabinet	6 Apr 2021	Dorset Council - Place and Resources Overview Committee 25 Feb 2021	Portfolio Holder for Highways, Travel and Environment	<p><i>Bridget Betts, Environmental Advice Manager</i>  <i>bridget.betts@dorsetcouncil.gov.uk</i>  <i>Executive Director, Place (John Sellgren)</i></p>
<p><b>Transfer of Pinemoor Allotments and Open Green Space to Weymouth Town Council</b></p> <p><b>Key Decision - No</b> <b>Public Access - Open</b></p> <p>Dorset Council stepped in to complete the works to create allotments at Pinemoor which were required, as a result of a Section 106, Town &amp; Country Planning Act 1990, to be provided by a developer of a adjoining property development after they fell into financial difficulty. Work to the allotments is now almost completed and terms have been agreed with Weymouth Town Council for the transfer of the asset. "</p>	Dorset Council - Cabinet	6 Apr 2021		Portfolio Holder for Economic Growth, Assets and Property	<p><i>Dave Thompson, Corporate Director for Property &amp; Assets</i>  <i>dave.thompson@dorsetcouncil.gov.uk</i>  <i>Executive Director, Place (John Sellgren)</i></p>

Subject / Decision	Decision Maker	Decision Due Date	Other Committee Date	Portfolio Holder	Officer Contact
<p><b>Dorchester Office Strategy</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Part exempt</p> <p>To review and agree the strategy for the Dorchester Office estate.</p>	Dorset Council - Cabinet	6 Apr 2021	Dorset Council - Place and Resources Scrutiny Committee 25 Mar 2021	Portfolio Holder for Economic Growth, Assets and Property	<p><i>Dave Thompson, Corporate Director for Property &amp; Assets</i>  <i>dave.thompson@dorsetcouncil.gov.uk</i>  <i>Executive Director, Place (John Sellgren)</i></p>
<p><b>Leisure Services Future management Arrangements</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Fully exempt</p> <p>To consider future management arrangements</p>	Dorset Council - Cabinet	6 Apr 2021		Portfolio Holder for Customer and Community Services	<p><i>Paul Rutter, Service Manager for Leisure Services</i>  <i>paul.rutter@dorsetcouncil.gov.uk</i>  <i>Executive Director, Place (John Sellgren)</i></p>
<p><b>Dorset Council Climate and Ecological Emergency Strategy</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>Following public consultation, this report will present the results of the consultation and the post consultation updated final version of the Climate and Ecological Emergency Strategy for approval.</p>	Dorset Council	15 Apr 2021	Dorset Council - Place and Resources Scrutiny Committee Dorset Council - Cabinet 25 Mar 2021 6 Apr 2021	Portfolio Holder for Highways, Travel and Environment	<p><i>Antony Littlechild, Community Energy Manager</i>  <i>antony.littlechild@dorsetcouncil.gov.uk, Matt Reeks, Service Manager for Coast and Greenspace</i>  <i>matt.reeks@dorsetcouncil.gov.uk</i>  <i>Executive Director, Place (John Sellgren)</i></p>
<b>April - Additional meeting</b>					
<p><b>Outcome from consultation on provision in Shaftesbury</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>To report on the outcome of the consultation.</p>	Dorset Council - Cabinet	29 Apr 2021		Portfolio Holder for Children, Education, Skills and Early Help	<p><i>Executive Director, People - Children (Theresa Leavy)</i></p>

Subject / Decision	Decision Maker	Decision Due Date	Other Committee Date	Portfolio Holder	Officer Contact
<b>May</b>					
<b>Dorset Council Budget Quarterly Performance Report - Q4</b>  <b>Key Decision - Yes</b> <b>Public Access - Open</b>	Dorset Council - Cabinet	18 May 2021	Dorset Council - Audit and Governance Committee 19 Apr 2021	Portfolio Holder for Finance, Commercial and Capital Strategy	<i>Jim McManus, Corporate Director - Finance and Commercial</i> <i>J.McManus@dorsetcc.gov.uk</i> <i>Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i>
<b>Dorset Cultural Strategy 2021 - 2026</b>  <b>Key Decision - Yes</b> <b>Public Access - Open</b>	Dorset Council - Cabinet	18 May 2021	Dorset Council - People and Health Overview Committee 4 May 2021	Portfolio Holder for Customer and Community Services	<i>Paul Rutter, Service Manager for Leisure Services</i> <i>paul.rutter@dorsetcouncil.gov.uk</i> <i>Executive Director, Place (John Sellgren)</i>
<b>Youth Justice Plan</b>  <b>Key Decision - Yes</b> <b>Public Access - Open</b>  To approve the Youth Justice Plan.	Dorset Council	15 Jul 2021	Dorset Council - People and Health Scrutiny Committee Dorset Council - Cabinet 20 Apr 2021 18 May 2021	Portfolio Holder for Children, Education, Skills and Early Help	<i>David Webb, Service Manager - Dorset Combined Youth Offending Service</i> <i>david.webb@bcpcouncil.gov.uk</i> <i>Executive Director, People - Children (Theresa Leavy)</i>
<b>June</b>					
<b>Dorset Care Framework</b>  <b>Key Decision - Yes</b> <b>Public Access - Open</b> To review and approve the new framework for Adult Social Care	Dorset Council - Cabinet	22 Jun 2021		Portfolio Holder for Adult Social Care and Health	<i>Jeanette Young, Interim Head of Commissioning &amp; Improvement</i> <i>jeanette.young@dorsetcouncil.gov.uk</i> <i>Executive Director, People - Adults (Mathew Kendall)</i>

Subject / Decision	Decision Maker	Decision Due Date	Other Committee Date	Portfolio Holder	Officer Contact
<p><b>Encompass Contract</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Fully exempt</p> <p>To consider a review of encompass contract</p>	Dorset Council - Cabinet	22 Jun 2021		Portfolio Holder for Adult Social Care and Health	<p><i>Jeanette Young, Interim Head of Commissioning &amp; Improvement</i>  <i>jeanette.young@dorsetcouncil.gov.uk</i>  <i>Executive Director, People - Adults (Mathew Kendall)</i></p>
<p><b>Tricuro Options Paper</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Fully exempt</p>	Dorset Council - Cabinet	22 Jun 2021		Portfolio Holder for Adult Social Care and Health	<p><i>Jeanette Young, Interim Head of Commissioning &amp; Improvement</i>  <i>jeanette.young@dorsetcouncil.gov.uk</i>  <i>Executive Director, People - Adults (Mathew Kendall)</i></p>
<p>Page 22 of 27</p>					
<p><b>Dorset Council Homelessness &amp; Rough Sleeper Strategy</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>A Homelessness &amp; Rough Sleeper Strategy for Dorset Council replacing previous district and borough strategies. To determine, prioritise and explain the Council's strategy and action plan to meet our objectives to reduce homelessness and rough sleeping and improve services available to those households.</p>	Dorset Council - Cabinet	27 Jul 2021	Dorset Council - People and Health Overview Committee 4 Mar 2021	Portfolio Holder for Housing and Community Safety	<p><i>Sharon Attwater, Service Manager for Housing Strategy and Performance</i>  <i>sharon.attwater@dorsetcouncil.gov.uk</i>  <i>Executive Director, People - Adults (Mathew Kendall)</i></p>

**Private/Exempt Items for Decision**

Each item in the plan above marked as 'private' will refer to one of the following paragraphs.

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the shadow council proposes:-
  - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
  - (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

# Cabinet

## 2 March 2021

### Dorset Council Plan: Quarter 3 Performance Update

#### For Decision

**Portfolio Holder:** Cllr P Wharf, Corporate Development and Change

**Local Councillor(s):** All

**Executive Director:** [Matt Prosser, Chief Executive](#)

Report Author: Liz Crocker

Title: Business Intelligence & Performance Business Partner- Place & Corporate

Tel: 01305 228663

Email: [liz.crocker@dorsetCouncil.gov.uk](mailto:liz.crocker@dorsetCouncil.gov.uk)

**Report Status:** [Public](#)

**Recommendation:** That Cabinet note progress against the Council Plan priorities shown in appendix 1 and agree the amended Council Plan performance monitoring framework shown in appendix 2.

**Reason for Recommendation:** To ensure progress towards the Council Plan is measured and monitored.

#### 1. Executive Summary

1.1. This report provides an update on performance for the period October-December 2020 (quarter 3, Q3). It highlights where performance has declined, where it has stayed the same, or improved and why. As reported for quarter 2, headline commentary has been provided against the five key priorities to complement the data.

1.2. In terms of areas of concern, the data shows that:

- The number of children on a child protection plan rose every month during quarter 3 (from 44.20 in September to 54.20 in December). This is significantly higher than at this time last year. Investigation is underway about the causes of the increase, and Children's Services is undertaking a review of initial child protection conferences to ensure the right children are subject to child protection plans.
- The number of children in care has been a long standing concern and remained higher than target during quarter 3 but has improved significantly since then, having reduced from 478 at the end of December 2020 to 459 at the end of January 2021. The number of children coming into care in an unplanned way has dropped dramatically and for the first time we see more children exiting our care than entering into our care. This demonstrates improved practice planning and more timely permanence. We recognise that the rate per 10,000 of the population is still a concern but we are making significant in-roads into turning this around.
- The number of apprenticeships started continued to decline. The target for 2019/20 was missed, achieving 1.5% compared to a target of 1.9%. This reflects a national trend – in fact Dorset is performing better than the national average – and the Council continues to work with business to improve the creation and take up of apprenticeships, and to use apprenticeships to develop its own workforce.

1.3. Quarter 3 also saw several achievements. The Council continued to deliver national business support grants schemes in response to COVID-19, and saw the launch of the new Additional Restrictions Grant. Many services also continued to work closely with voluntary and community sector organisations to support people through the pandemic. The number of households in temporary accommodation and the number of households in bed and breakfast both decreased, which was very positive, and several successful bids were made for external funding, including grants to support housing and environmental priorities.

1.4. The report also includes some proposed alterations to the performance measures used to monitor each priority (appendix 2). This minor refresh has been done to identify new measures that better reflect progress against the priorities, and to capture new areas of performance management (such as the Climate and Ecological Emergency Strategy and action plan).



## **2. Financial Implications**

- 2.1. See [Dorset Council Budget - Quarterly Performance Report - Q3](#) (Cabinet 19 January 2021).

## **3. Well-being and Health Implications**

- 3.1. Three out of the five Council Plan priorities relate to the well-being and health agenda: strong, healthy communities and staying safe and well. Performance updates are provided against both of these priorities and the addition of some health and well-being performance measures are recommended within appendix 2.

## **4. Climate Implications**

- 4.1. Addressing the climate and ecological emergency is one of the Council's priorities. New performance measures monitoring the key strategic objectives of the Climate and Ecological Emergency Strategy are recommended to be embedded within the Council Plan's monitoring framework within appendix 2. A full performance monitoring framework will be developed for the Climate and Ecological Emergency Strategy once it has been signed off, later this year.

## **5. Other Implications**

- 5.1. None.

## **6. Risk Assessment**

- 6.1. Having considered the risks associated with this decision, the level of risk has been identified as:  
Current Risk: Low  
Residual Risk: Low

## **7. Equalities Impact Assessment (EqIA)**

- 7.1. An EqIA of the Council Plan was agreed by Cabinet on 28 January 2020.

## 8. Appendices:

Appendix 1: Council Plan Performance: October-December 2020 p.16  
Appendix 2: Revised Council plan performance monitoring framework p.46  
Appendix 3: Dorset Council Plan 2020-2024

## 9. Background Papers:

- Cabinet 8 December 2020, Dorset Council Plan: Quarter 2 Performance Update

## 10. Background

10.1. On 3 March 2020, Cabinet agreed an outline performance framework in order to monitor progress against the Plan's five priorities, which are:

- Economic growth
- Unique environment
- Suitable housing
- Strong, healthy communities
- Staying safe and well

The Plan is attached at appendix 3.

10.2. The existing performance framework as listed in appendix 1 is made up of indicators that:

- Relate directly to the five priorities (as opposed to performance in general) and are strategic/high level, rather than operational; and
- Vary in their reporting frequency. Some performance measures are available monthly, some quarterly and some annually. Therefore, some data has remained unchanged from previous reports, any new data is indicated by: **NEW data**.

10.3. Please note due to COVID-19 it is not possible to report on some of the performance measures, as some national data collection processes have been paused. This has affected some social care and education performance measures in particular. These data reporting gaps have been explained in the commentary.

10.4. Appendix 2 presents a proposed update to the Council Plan performance monitoring framework. The proposed framework reflects new work

completed since March 2020 to build the Council's performance framework and ensures that the measures are closely aligned to the five priorities in the Council Plan.

- 10.5. Appendix 2 provides a rationale for the addition/deletion of new measures. It also contains some placeholder measures, where the service expects to develop these further in the next 12 months.
- 10.6. When the revised performance framework is approved, the Business Intelligence and Performance Business Partners will work with the services and Portfolio Holders to agree targets for reporting year 2021/22. These targets will need to be set with consideration to the ongoing impacts of COVID-19 and anticipated COVID-19 recovery. Performance targets will be agreed ahead of the new reporting year which starts on the 1 April 2021.
- 10.7. We anticipate an annual light touch review process to ensure that the metrics continue to provide the fullest and most relevant picture of progress against our objectives.

## **11. Headlines**

- 11.1. The narrative below provides some strategic, qualitative commentary to complement the data.

### **Economic growth**

COVID-19 continues to have a significant impact on the local economy. Quarter 3 (October – December) saw the reintroduction of the national lockdown from 5 November to 2 December, followed by the imposition of Tier 2 restrictions in Dorset up to 30 December. Whilst some sectors of the local economy were able to continue operating in COVID-19 safe conditions and adapt to circumstances, others were mandated to close or were severely impacted as part of wider supply chains.

As was the case during the first national lockdown the retail, hospitality and leisure sectors in particular were severely affected by COVID-19 restrictions, although the second national lockdown did allow slightly more businesses to operate than before. The easing of restrictions and adoption of new business models up to Christmas allowed for some businesses to trade more normally.

There are indications that the Government's furlough scheme has helped to stabilise the unemployment claimant count<sup>1</sup> locally. The data has remained stable from September to December, remaining at 4.40% (equating to 9,100 people). England's claimant count rate for December was higher at 6.40%.

To alleviate the impact of the national lockdown, the Council continued to deliver national business support grant schemes, as it did during quarter 2. Quarter 3 saw the launch of a new Government grant, the Additional Restrictions Grant, for businesses affected by the November-December national restrictions but not eligible for other existing grants or support. The new Additional Restrictions Grant consisted of small grants to contribute towards meeting fixed costs. 745 grants totalling £707,948 were paid between its creation on 7 December and the end of the calendar year on 31 December 2020. The grant remains open and we hope to award over £1 million by the time this first phase of the scheme closes. Government is proposing a further phase of this grant which could provide further generic support for businesses and/or more substantial support to specific sectors and business types. As previously, the Council will advertise all COVID-19 support available to businesses and work with partners and business networks to reach those who need it.

Quarter 3 also saw local businesses prepare for the UK's departure from the European Union. Business uncertainty remained until the Trade and Co-operation Agreement was signed on 24 December. Throughout quarter 3, the Council worked with business organisations and networks, including the Dorset Chamber and Gateway, to inform and advise businesses of the implications of EU Exit. However, certainty could only be given once a deal had been reached, which for some was too late. The tourism sector in particular witnessed low expectations and lack of investment to prepare for 2021.

Despite COVID-19 and the uncertainty of EU Exit, the growth of jobs at the Dorset Innovation Park, Dorset's designated Enterprise Zone, has continued. The number of jobs by the end of December was up at 750, an increase of 62 since the 1 April 2020.

The roll out of full fibre technology has continued to progress since last reported. By December 2020, 6.51% of premises within the Dorset Council area could access gigabit-capable (full fibre) broadband. The national target is to reach 100% by 2025.

The number of apprenticeships started (as a percentage of the working age population 16-64) has continued to decline. The target for 2019/20 was missed, achieving 1.5% compared to a target of 1.9%. This represents a 9% decrease

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<sup>1</sup> The number of people who claim job seekers allowance plus those who claim Universal Credit and are required to seek work (Office of National Statistics data).

in the number of apprenticeships started since 2018/19. COVID-19 was present for half of the time period for this performance measure, so it is likely to partially reflect economic impacts of the pandemic. England's figure for 2019/20 was down at 0.9%, so Dorset is still performing better than the national picture. Dorset Council continues to work across the wider business networks to improve the creation and take up of apprenticeships across the authority area. The Council continues to use apprenticeships to develop its own workforce, and in quarter 3 the number of Council apprenticeships rose to 136, an increase of 25 compared to quarter 2.

### Unique environment

Dorset AONB Partnership was successful in two bids to the Green Recovery Challenge Fund to resource nature recovery work and support environment charities and local businesses through to March 2022.

1. The Purbeck Heaths Large Grazing Unit (which secured £840,000) will see the creation of a 1300 hectare single grazing unit for pigs, ponies and cattle on the Purbeck Heaths National Nature Reserve, with an associated engagement and sustainable tourism programme.
2. Greening West Dorset's Hills and Vales (which secured £237,000) is a portfolio of projects to deliver nature conservation and landscape enhancements.

Visitor numbers to Dorset's Country Parks remained steady if not slightly above expected for this time of year as residents sought COVID-19 secure recreational activities.

During quarter 3 Dorset Council's rangers adapted their environmental engagement activity in response to COVID-19 restrictions. The Country Parks developed "self-led" interactive nature trails to engage with visitors. These trails educational and informative and allow families to explore the outdoors supporting both physical health and mental wellbeing in a COVID-19 secure way. The trails reached over 6,620 children and adults during quarter 3, exceeding the service's quarterly target. The service is also providing free online content which supports users to get out and explore their open space either at home or at a County Park.

The Council's Coast and Greenspace volunteer programme adapted to remain compliant with COVID-19 guidance and during quarter 3 volunteer opportunities equating to 12.2 full time posts were supported. Although some elements of the Council's Coast and Greenspace programmes have been able to adapt and operate under COVID-19 restrictions, other elements remain suspended, including the vast majority of the Health and Green exercise offer.

The Council's programme of both urban and rural verge cutting was completed for the year during quarter 3. The verge cutting programmes start back up in March/April 2021.

Maintenance activity work continued with 948 activities completed (fixing defects on the rights of way network reported via the Council's countryside reporting tool). For the reporting year to date 2,923 maintenance jobs have been completed, which is an increase on what was achieved by the same point last year (2,494).

In December Dorset Council took over maintenance and management of a two-acre plot in Wimborne which includes a new skatepark and 42 allotment plots. This is in addition to an adjoining 8-acre riverside park adjacent to the River Stour, both will be managed in a manner to secure its recreational and ecological value to local residents.

The Council continues to work with and support residents to reduce, reuse, and recycle their waste correctly. This includes running a number of Christmas related activities including a social media '12 days of Christmas' recycling 'hints & tips' campaign and a 'Love Food Hate Waste' leftover Christmas recipes initiative. The communal property improvement programme, to increase recycling facilities in flats, continues and a 'caddy liner' trial has begun to increase the use of the food waste collection scheme in a low performing area.

Some promotional activities have been put on hold due to COVID-19 restrictions, but some promotional activities have gone online. To support the current home-schooling situation for example, a suite of online materials including lessons and worksheets have been developed and are available for schools to request via the Council's recycling officer, and they have proved popular to date. The waste performance measures are subject to reporting delays and quarter 3's data is not yet available, however quarter 2's performance is now available for both kilograms of residual household waste per household and the percentage of household waste sent for reuse/recycling/composting. They have both exceeded their Q2 target. Full data is available in appendix 1. The Council is focussed on supporting residents to maintain existing recycling performance against the rising levels of household waste currently being produced due to the majority of Dorset residents being at home.

The draft Climate and Ecological Emergency Strategy and Action Plan were published for consultation in October 2020. Following discussion with the Council's Climate and Ecological Emergency Executive Advisory Panel a shorter consultation was also created aimed primarily at younger people and those who may not have had time to complete the longer more detailed consultation. Both consultations were widely publicised via the resident's newsletters, e-newsletters and social media. In November 2020 the decision

was taken to extend the response deadline until mid-January 2021 due to the impact of the additional COVID-19 restrictions. The consultation responses are now being analysed.

### **Suitable housing**

At the beginning of September there were 320 homeless households in temporary accommodation, of which 107 households were in bed and breakfast hotels. This represents a reduction of 19% compared to the figure for the end of July. By the end of December, the number of households in temporary accommodation had decreased to 287 and the number of households in bed and breakfast had decreased to 81. This reduction is a result of placements into permanent social housing, moves from bed and breakfast into more suitable temporary accommodation, completion of assessments to identify no duty on the Council, and households making other arrangements.

Delivery of the Homes England, Next Steps Accommodation Programme (NSAP) continues. Funding was secured to provide accommodation and support for those people identified during the 'Everyone In' initiative<sup>2</sup>. Work is focussed on delivering additional temporary accommodation at specific sites to provide additional available properties that meet these needs.

The current programme includes the conversion of one property that will provide up to 14 units that will be a mixture of self-contained and shared units across the Dorset Council area, and the purchase of ten properties, four which have been completed in the Weymouth and Bridport areas and will be suitable for clients with medium and high level needs. The Council has also worked with a social landlord to support their bid for funding and a further five properties are nearing completion which will be used to provide accommodation to clients who need minimum support.

We are anticipating a second phase of NSAP funding in 2021/22 which will support the further development of suitable housing.

Aside from COVID-19, the requirement for placement into temporary accommodation continues irrespective of the current pandemic as part of business as usual demand. A further increase in demand during 2021/22 is anticipated as the economic effects of the pandemic are felt.

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<sup>2</sup> As part of the national response to COVID-19 the Government announced the 'Everyone in' initiative which saw a responsibility for local authorities to bring homeless/rough sleepers into accommodation.

At the end of December, the Severe Weather Protocol (SWEP) was activated. The SWEP provision includes night shelter provision (known as Safesleep) and via our community partners, The Lantern, overnight accommodation is provided for those sleeping rough and not in accommodation.

The Council's housing standards team have seen a 54% increase in service requests during the first 3 quarters of 2020/21. The increased demand relates to landlords being either unwilling or unable to carry out routine repairs, to COVID-19 restrictions requiring the closure of park homes and increased activity investigating long term empty properties by the new Empty Property Officer.

A new housing strategy for Dorset is due to be developed in 2021 which will pull together and determine all the accommodation and related support needs for Dorset.

A review into homelessness in Dorset continued during quarter 3. The review findings will be used to formulate a new Dorset Council Homelessness and Rough Sleepers Strategy and Action Plan. This will be completed and adopted in 2021.

We remain on target to support the delivery of 300 new affordable homes in the Dorset Council area by the end of quarter 4 (assuming there are no interruptions to the supply chain). The completion rates are slightly behind those anticipated but progress remains positive.

Reflecting on the wider house building programme between 01 April 2019 and 31 March 2020, 1,440 homes were built in the Dorset Council area. The target was missed by 74 homes with the area targets for North Dorset, West Dorset and Weymouth & Portland in particular not being met. A key factor for the missed target in North Dorset has been the delay in the delivery of the major urban extension south of Gillingham.

The majority of the Council area does not currently have sufficient land to meet the current requirement for the five-year supply of land for housing. Progress on the new Local Plan will help to address this by allocating further land for development, which will help to increase the supply of new homes. A range of sizes and locations of sites will be allocated to improve the supply, enabling both smaller local builders and larger national builders to deliver homes.

The consultation on the new Dorset Council Local Plan began on 18 January and continues until 15 March 2021. The document is available online and there are copies available for loan from local libraries. Consultation approaches also include a range of podcasts, webinars and a dedicated telephone line.



The Local Plan consultation document includes potential sites for the development of the housing needed over the next 17 years. It also includes draft policies for the provision of affordable housing on general development sites. Further work on the housing needs of different groups of the population, including affordable housing need, has now been commissioned and will inform the next draft of the plan.

### **Strong, healthy communities**

Work to support communities through COVID-19 continues through a strong partnership approach with the town and parish Councils, voluntary and community sector organisations and informal networks.

The Volunteer Centre Dorset (VCD) was commissioned to issue emergency food parcels alongside the co-ordination of shopping and pharmacy deliveries to vulnerable and self-isolating residents. This financial year, they have directly actioned 1232 requests from the Council's contact centre and have over 2000 volunteers directly registered with them. In the local micro community COVID-19 support networks, research indicates there are a further 3000+ volunteers supporting their local community.

Age UK (in north, south and west Dorset) has made over 35,000 befriending calls during this time to lonely and isolated older people. Dorset Community Action (DCA) has held 25 webinars for community organisations during this period with a combined attendance of 2125 participants. Dorset Race Equality Council (DREC) has supported many of Dorset's ethnic minority communities who may have been disadvantaged during the pandemic.

The four Citizen's Advice offices helped 11,111 vulnerable clients with 36,462 issues between 16 March and 31 December. They have helped clients to gain £5.3million in additional income, primarily through claiming welfare benefits including Universal Credit (38%) followed by debt (9%) and employment (9%). Compared to the same period in 2019, they experienced a 42% increase in the number of clients requiring employment related issues.

Work continues with community partners to ensure people have reliable access to affordable and nutritious food (food security) and work progresses well on the development of community fridges. There are now seven either operating or in development, along with two social supermarkets. A social delivery van also supports areas of deprivation. A foodbank forum has been set up to encourage networking and best practice and the sharing of food gluts.

The Reaching Out campaign continues with Citizens Advice, which aims to raise awareness of the range of support available to people financially affected by COVID-19, so people can seek advice and support before they reach crisis

point. The Council is also working to support the roll out of the national free school meals grant and enhance the offer with fuel vouchers and access to support and guidance on accessing support. Nearly 800 families have been supported through this.

Schools remained open during quarter 3, and Dorset consistently had a high proportion of schools fully open and higher attendance rates than national averages. A number of the performance measures used to monitor this priority are suspended as a result of COVID-19 (see appendix 1). The performance measures help to monitor the Council's desire to improve outcomes for children and narrow the gap for the most vulnerable. They look at the percentage difference between achievement of children in receipt of free school meals compared to those not in receipt of free school meals across key educational milestones (the attainment gap). The measure looking at the GCSE attainment gap is the only measure to be reported in 2020 (see appendix 1). This shows an attainment gap of 24%, which is smaller than the national figure and smaller than the south west and those of our statistical neighbours (similar authorities to Dorset Council).

When this full set of attainment gap performance measures start to report again, they will be helpful indicators in monitoring COVID-19 recovery. The percentage of care leavers in education, employment and training in December experienced a slight decline to 51.4%. This could be a result of the impact COVID-19 has had on the economy. The Council is pulling together an action plan to address the 60 or so care leavers who are *not* in employment, education or training.

Sustainable transport remains the core focus of the Council's road network improvement programme. In quarter 3, communication, consultation and design work were completed allowing works to begin for the first Transforming Cities Fund cycling and walking improvement scheme in Wimborne. This scheme will provide a high-quality sustainable transport link between jobs, services and housing to reduce the number of short car journeys, reduce car emissions, and improve health and wellbeing by encouraging active travel. Two on-road cycle lanes have also been introduced to encourage and help facilitate cycling in Weymouth. This additional cycleway will form part of an extensive cycle network around Weymouth as part of the peninsula regeneration.

Preparation work has been carried out for the installation of 44 new electric vehicle (EV) charging points across towns in Dorset, which are due to be installed in January/ February 2021.

There were 831 registrations to the LiveWell Dorset programme during October- December 2020. LiveWell Dorset is a pan Dorset programme (i.e.

covering both BCP and Dorset Councils) and the figures are reported at a pan Dorset level. The percentage of client registrations from the most deprived areas in the Bournemouth, Christchurch and Poole (BCP) and Dorset Council areas has remained consistently high for the year to date. It peaked at 33% in quarter 1 of this year, with 25% achieved in quarter 3.

The LiveWell programme offers four 'pathways' (or courses). The most popular pathway in quarter 3 was weight loss, with 520 registrations, followed by the stop smoking pathway with 324 registrations. The sign up to the cutting down on alcohol and the physical activity pathways were considerably down compared to the quarter 3 performance last year (2019/20) reflecting the impacts of COVID-19. However, early qualitative data suggests that the people who are registering on these pathways are highly motivated to make a change. LiveWell Dorset has also been using the Government's national Better Health campaign to help increase engagement with the LiveWell Dorset programme and will continue to do so in quarter 4.

LiveWell Dorset has also adapted its offer in light of COVID-19 restrictions. It has launched a virtual health MOT offer (prior to COVID-19 these were carried out face to face in workplaces). It also launched online engagement sessions for healthcare professionals called: "Supporting Others with Lifestyle Change" and delivered sessions at the Dorset Council's Festival of Learning which introduced participants to LiveWell Dorset and the support on offer. LiveWell Dorset's commercial team have also developed a 'How To' guide to engage businesses in the creation and implementation of their own workforce wellbeing strategies and this has been downloaded over 30 times already. LiveWell Dorset has also made its first podcast in partnership with a local GP surgery which discussed motivation and goals for healthy living.

In quarter 3 the Council investigated 186 scam complaints. There was a spike in Trading Standards major non-compliances<sup>3</sup> found in November, with the highest monthly occurrence for the last 12 months. These resulted from remote postal checks on livestock movement records. 99% of major non-compliances found were brought back into compliance within 28 days.

The National Food Safety inspection requirements were altered in response to COVID-19 to prioritise the inspection of high risk or new premises. This diversion away from the routine inspection programme has resulted in a backlog of inspections to be carried out. Currently over 90% are overdue. This issue of a routine inspection backlog is a shared issue across the country and

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<sup>3</sup> A major non-compliance is a non-compliance with trading standards legislation that is serious enough not to allow it to continue, and where officers believe it is appropriate to check it has been corrected or further action taken. This differs to minor non-compliances which would be dealt with via advice. Examples of major non-compliance's in Q3 include stores required to close during COVID-19 lock down restrictions, untagged livestock, failure of weights and measures equipment.

the Council is awaiting guidance from the Food Standards Agency on how to progress. The Council has appointed a contractor to pick up around 18% of the missed programmed inspections, but due to the lockdown staff are not visiting premises unless there is a public health risk.

To support the local fishing industry in preparing for EU Exit the Council's food officers were required to inspect all fishing vessels in the lead up to 1 January 2020 and had to put new procedures in place to ensure Export Health Certificates for fishery products could be issued from 1 January 2021.

### **Staying safe and well**

In quarter 3 COVID-19 continued to have an impact on all services that aim to keep residents and visitors safe and well. The pandemic added to the complexity of the cases of children that are defined as 'in need' (children referred to the Council because their health or development is at risk) and also increased the number of children placed in care outside of the Dorset Council area (as the number of foster careers was reduced due to infection or the need to isolate).

Between October and December 2020, the number of children in care also remained a concern. Actions were put in place to address this and the number has now reduced significantly. COVID-19 also had an impact on the number of children re-referred for help, but overall the numbers of re-referrals are also reducing, which is positive.

Worryingly, the number of children on a child protection plan rose every month during quarter 3 (from 44.20 in September to 54.20 in December). This is significantly higher than at this time last year. Investigation is underway about the causes of the increase, and the service is undertaking a review of initial child protection conferences to ensure the right children are subject to child protection plans.

The directorate has increased efforts to undertake needs assessments for children within 45 days and this showed an improvement over the three months from October to December.

The percentage of children achieving basics (9-5 in English and Maths) at key stage 4 was also showing signs of improvement in December 2020. 71% of pupils achieved a grade 4 or higher in English & Maths GCSEs ('Basics') and 49% achieved the higher grade 5 plus. These mark improvements from previous years (though are not directly comparable due to the changes from exams to Centre assessed grades).

COVID-19 has also resulted in the acceleration of people discharged from hospitals and into short-term and residential care. Adults & Housing teams have been extremely busy supporting the Dorset Integrated Care System (ICS) with hospital discharge pressures, including helping to support large cohorts of clients who would not usually need local authority social care support.

A new hospital discharge service – Home First – has been introduced which enables greater numbers of people to be discharged from hospital, access appropriate short term-term recovery/rehabilitation or reablement and ultimately help them to remain independent in their own homes. New measures are being developed that will allow this to be reported in future.

Home First sits alongside Adults & Housing directorate's transformation programme called A Better Life, which aims to ensure that the services the Council offer residents support them in the best way possible, are sustainable and promote independence. The programme is made up of a number of projects sitting under three main themes:

- Better Days to live a better life
- Great partnerships to empower a better life
- Right systems to enable a better life

Delivery of the £200 million Building Better Lives programme to deliver five care villages across Dorset has two current in-flight projects, Bridport and Wareham. The programme works closely with other transformational projects to deliver service transformation to social care and housing. The key aim of the programme is to reduce reliance on residential care and provide people with the option of independent living with care, as well as delivering affordable, key working housing (primarily) and nursing and specialist dementia care.

Argenti, our Assistive Technology partner, continues to fast-track equipment to people leaving hospital to get them home more quickly with technology to support their independence.

During quarter 3, COVID-19 was the main focus of work for the Council's regulatory services (i.e. Trading Standards team, Food, Safety and Port Health team and Licensing and Community Safety team). There was a three-fold increase in Trading Standards enquiries in November supporting local businesses in relation to business closures/safe opening, and implementation of "COVID-19 secure" guidance. The Food, Safety and Port Health team dealt with 277 COVID-19 related contacts in quarter 3 which included complaints, business advice and investigation of outbreaks.

The Council also recruited a local supplier to provide six COVID marshals who work with the public and business owners to ensure they are "COVID-19 secure". These roles are designed to increase public confidence when visiting

Dorset's high streets, as well as explaining and encouraging people to follow COVID-19 public health measures. They can identify hot spots of non-compliance and work with Regulatory Services, communities and Town and Parish Councils to resolve problems. The COVID marshal initiative has been an effective frontline voice of the Council, supporting residents in understanding what is required of them. Marshal operations will be expanded to seven days a week from January 2021.

In relation to keeping people safe on Dorset's roads, this year's assessment of the skid resistance has shown a significant improvement. This is the result of an improved approach to identifying priority sites for immediate investigation and mitigating actions, as well as using skid data to inform planned treatment programmes. New artificial intelligence (AI) technology is also helping to identify areas where replacement is required and to prioritise work on roads that are not subject to annual skid surveys. These will typically be crossing points on minor roads, some near schools or amenities, and the use of AI to improve road conditions in these areas is an exciting development.

**Appendix 1: Council Plan performance - October-December, Q3 2020**

<b>1. Economic Growth</b>						
Supporting plans: Local Industrial Strategy; Economic Growth; Local Plan; Superfast Broadband programme; Local Transport Plan; Climate & Ecological Emergency Strategy						
Exec Director – John Sellgren. Portfolio Holders– Cllr Ray Bryan, Cllr Tony Ferrari, Cllr Andrew Parry & Cllr Peter Wharf						
Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<b>NEW data:</b> Percentage of premises within the Dorset Council area that can access Superfast broadband services 1809 47	Monthly	<b>October</b>	95.90%	Monthly increase  98% by 2022	<b>Green</b>	This measure has improved since last reported at the close of Q2 (the higher the percentage, the better we are doing). Dorset Council has an ongoing contract with Open Reach until December 2021. This contract improves the network infrastructure across Dorset which allows more properties to access super-fast broadband. Dorset Council is promoting the Government’s Gigabit Broadband voucher scheme which allows Dorset’s residents to access gigabit capable broadband. This national Government scheme is now being topped up by a Dorset Council fund helping to reduce the cost to residents even further. Communication campaigns are ongoing to help inform residents of
		<b>November</b>	95.93%			
		<b>December</b>	95.94%			
<b>NEW data:</b> Percentage of premises within the Dorset Council area that can access gigabit-capable (full fibre)	Monthly	<b>October</b>	5.88%	Monthly increase  Central Gov. target of 100% by 2025	<b>Green</b>	
		<b>November</b>	6.05%			

## 1. Economic Growth

Supporting plans: Local Industrial Strategy; Economic Growth; Local Plan; Superfast Broadband programme; Local Transport Plan; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders– Cllr Ray Bryan, Cllr Tony Ferrari, Cllr Andrew Parry & Cllr Peter Wharf

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
broadband		<b>December</b>	6.51%			superfast broadband packages available to them, encouraging consumer choice. Digital Place team conducting ongoing supplier engagement to encourage commercial delivery across Dorset.
Page 48 <b>NEW data:</b> Business births per 10,000 population of working age	Annual - Based on a snapshot survey within the calendar year.	<b>2017</b>	71.96 (per 10,000 population of working age)	Target for 2019 data: More than 71.62 (per 10,000 population of working age)	<b>Green</b>	This performance measure is subject to significant reporting delays and the new data reflects business births per 10,000 population <i>in 2019</i> (the first year of Dorset Council's existence). Prior to 2019, in 2017 and 2018 there had been a decline in this performance measure. However, in 2019, both in Dorset and nationally, the rate of business births increased (improved). England's rate of business births in 2019 was 99.58. The improvement of this measure could be used to suggest a growing economy, but this growth is pre-COVID-19. We hope the COVID-19 support grants will have helped to
		<b>2018</b>	71.62 (per 10,000 population of working age)			



## 1. Economic Growth

Supporting plans: Local Industrial Strategy; Economic Growth; Local Plan; Superfast Broadband programme; Local Transport Plan; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders– Cllr Ray Bryan, Cllr Tony Ferrari, Cllr Andrew Parry & Cllr Peter Wharf

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
		2019	73.29 (per 10,000 population of working age)			support these new businesses during 2020/21. We expect this performance measure to decline when it is next reported at the end of 2021, as it will then reflect 2020's data (which will help to demonstrate the economic impact of COVID-19).
<b>NEW data:</b> Number of apprenticeships started (as a percentage of the working age population 16-64)	Annual	2017/18	2.1%	Target for 2019/20 data is: 1.9%	Red	The new data for this performance measure is subject to reporting delays and reflects the data period August 2019 – July 2020. Over the last 2 years this measure has been on a declining trend. We set the target for 2019/20 as maintenance of the previous year's performance. We missed the target for 2019/20 achieving 1.5%, this represents a 9% decrease in the number of apprenticeships starts since 2018/19. COVID-19 was present for half of the time period for this performance measure, so it is likely to partially reflect economic impacts of the

## 1. Economic Growth

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Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
Page 50		2018/19	1.9%			pandemic. England's figure for 2019/20 was down at 0.9% so Dorset is still performing better than the national picture. Dorset Council continues to work across the wider business networks to improve the creation and take up of apprenticeships across the authority area. The Council continues to utilise apprenticeships to develop our own workforce, in Q3 the number of DC employees on apprenticeship programmes rose to 136.
		2019/20	1.5%			
Percentage of residents aged 16-64 qualified to NVQ3 or above	Annual	2018	57.30%	Target for 2020 data is: More than 61.50%	N/A awaiting latest data	<b>Updated data expected in April 2021:</b> This qualifications data is taken from the Annual Population Survey which is a residence-based labour market survey covering population,
		2019	59.50%			

## 1. Economic Growth

Supporting plans: Local Industrial Strategy; Economic Growth; Local Plan; Superfast Broadband programme; Local Transport Plan; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders– Cllr Ray Bryan, Cllr Tony Ferrari, Cllr Andrew Parry & Cllr Peter Wharf

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
		<b>2020</b>	Available in April 2021			economic activity and qualifications data. As this survey is based on a sample, the margin of error can be quite large so these figures should be used with caution. The trend between 2018 and 2019 has been an increase over the past year for both percentage of NVQ3 and NVQ4 following an upward trend since 2015.
Percentage of residents aged 16-64 qualified to NVQ4 or above	Annual	<b>2018</b>	34.50%	Target for 2020 data is: More than 38.40%	N/A awaiting latest data	
		<b>2019</b>	36.40%			
		<b>2020</b>	Available in April 2021			
Business numbers (net) via the UK Business dataset	Annual Survey Based on a snapshot survey within the	<b>2018</b>	19,995	More than 20,385	<b>Amber</b>	This annual performance measure was reported in September 2020 (as part of the Q2 Council Plan performance report). This measure will remain unchanged until new data is available in 2021.
		<b>2019</b>	20,185			

## 1. Economic Growth

Supporting plans: Local Industrial Strategy; Economic Growth; Local Plan; Superfast Broadband programme; Local Transport Plan; Climate & Ecological Emergency Strategy

**Exec Director – John Sellgren. Portfolio Holders– Cllr Ray Bryan, Cllr Tony Ferrari, Cllr Andrew Parry & Cllr Peter Wharf**

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
(Number of VAT and/or PAYE based enterprises in the DC area)	calendar year	<b>2020</b>	20,215			
Employment numbers via Business Register and Employment Service (BRES)	Annual - Based on a snap short survey within the calendar year.	<b>2017</b>	153,000	Target for 2019 data: More than 160,000	<b>Amber</b>	This annual performance measure was reported in September 2020 (as part of the Q2 Council Plan performance report). This measure will remain unchanged until new data is available in 2021.
Number of people employed plus working owners, either full time or part time in either public or private enterprise within the DC area)		<b>2018</b>	157,000			
		<b>2019</b>	158,000			

## 1. Economic Growth

Supporting plans: Local Industrial Strategy; Economic Growth; Local Plan; Superfast Broadband programme; Local Transport Plan; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders– Cllr Ray Bryan, Cllr Tony Ferrari, Cllr Andrew Parry & Cllr Peter Wharf

Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
Percentage of households within 30 minutes of Dorset's towns by public transport (rail and bus)	Annual	<b>Baseline year 2020/21:</b> 77.84%	21/22 target: More than 76.84%	N/A as 20/21's data is our baseline year	This annual performance measure was reported as part of the Q2 Council Plan performance report. This measure will remain unchanged until it is reported again in the 21/22 reporting year.

## 2. Unique Environment

Supporting plans: Local Transport Plan; Highways Verge Management and Street Cleansing Strategy; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders – Cllr Ray Bryan, Cllr Jill Haynes

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<b>NEW data:</b> Kilograms of residual household waste per household (cumulative)  Kilograms per household Kg/hh  <i>(the lower the number, the better the performance)</i>	Quarterly (with 8-week time lag)	<b>2019/20 Q2</b>	205.59 Kg/hh	Q2 target: 212kg/hh	<b>Green</b>	Data measured in kg per household (kg/hh). We are continuing to exceed the quarterly target for this performance indicator. We continue to try to reduce the amount of residual waste per household by implementing waste reduction initiatives such as Love Food Hate Waste and promoting reuse, recycling and composting.
		<b>2020/21 Q2</b>	191.56 Kg/hh	Annual target of Below 423kg/hh		
<b>NEW data:</b> Percentage of household waste sent for reuse/recycling/composting  <i>(the higher the number, the better the performance)</i>	Quarterly (with 8-week time lag)	<b>2019/20 Q2</b>	60.21%	Q2 target: 60%	<b>Green</b>	We are on track and have exceeded the quarterly target for this performance indicator. We continue to undertake promotional campaigns to increase the use of the 'Recycle for Dorset' service.
		<b>2020/21 Q2</b>	61.9%	Annual target of 60%		

## 2. Unique Environment

Supporting plans: Local Transport Plan; Highways Verge Management and Street Cleansing Strategy; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders – Cllr Ray Bryan, Cllr Jill Haynes

Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
Length of improved or new rights of way or trail-ways	Annual	<b>2019/20<sup>4</sup>:</b> 7,480metres	2,000 metres	N/A awaiting 20/21 data	<b>N.B.</b> The 20/21 target has been set based on a non COVID-19 year.
Number of improvements/ interventions made to our rights of way network, trail-ways, long distance trails and coast paths	Annual	<b>2019/20<sup>5</sup>:</b> 3,382	3,200	N/A awaiting 20/21 data	
Increase in highway verge now subject to cut and collect/ non-intervention management in order to improve biodiversity (metres <sup>2</sup> )	Annual	<b>2019/20<sup>6</sup>:</b> 684,732m <sup>2</sup>	20,000m <sup>2</sup>	N/A awaiting 20/21 data	

<sup>4</sup> The 7,840 metres achieved during 19/20 was an exceptional year as a result of external funding received. 2020/21's target has been based on a normal year (although all external funding opportunities continue to be pursued to the fullest).

<sup>5</sup> This figure includes some duplicated data, the service is in the process of cleaning the 2019/20 data (i.e. removing duplicated entries) which means there is likely to be a slight reduction in this 2019/20 figure. A provisional target for 20/21 has been set based on no duplicate entries, hence it is slightly lower than the 2019/20 figure.

<sup>6</sup> The 684,732m<sup>2</sup> achieved in 2019/20 was an exceptional year. The huge increase was a result of local Government re-organisation, when Dorset Council took over responsibility for verge cutting in the former Weymouth & Portland Borough Council area. There will not be such a significant windfall again. The 20/21 target reflects an average increase.

## 2. Unique Environment

Supporting plans: Local Transport Plan; Highways Verge Management and Street Cleansing Strategy; Climate & Ecological Emergency Strategy

Exec Director – John Sellgren. Portfolio Holders – Cllr Ray Bryan, Cllr Jill Haynes

Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
<b>Placeholder for:</b> Climate and Ecological Emergency performance measures					On 29 October 2020 Dorset Council launched a consultation on the draft Climate and Ecological Emergency Strategy. An accompanying performance monitoring framework is in development for the 8 key areas of action within the Strategy. Once the Strategy is agreed the resulting performance monitoring framework will be embedded within the organisation's existing performance reporting frameworks. The most strategic measures will be incorporated within the Council Plan's performance monitoring framework and appear in future reports. Please see appendix 2, Unique environment for the recommended performance measures.



### 3. Suitable Housing

Supporting plans: Dorset Council Local Plan; Building Better Lives Programme; Asset Management Plan

Exec Director – Vivienne Broadhurst, John Sellgren. Portfolio Holder – Cllr Graham Carr-Jones, Cllr David Walsh

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<b>NEW data:</b> Number of accepted main housing duties this month where the Council has a duty to secure permanent accommodation <sup>7</sup>	Monthly	<b>October</b>	19 acceptances	N/A No target as this measure states the number of people who meet the homelessness eligibility criteria	N/A	This figure reflects those households where an assessment has taken place and the Council has accepted a legal duty to secure permanent accommodation. The number of acceptances in Quarter 1 totalled 67, in Quarter 2 acceptances totalled 55. Quarter 3 totalled 46.  Compared to the figures in the previous quarter the decrease in households approaching the homeless team, and delays in possession action has enabled officers to focus on decision making and prevention.
		<b>November</b>	14 acceptances			
		<b>December</b>	13 acceptances			

<sup>7</sup> Where applicants are accepted as eligible for assistance, in priority need, unintentionally homeless and have a local connection

### 3. Suitable Housing

Supporting plans: Dorset Council Local Plan; Building Better Lives Programme; Asset Management Plan

Exec Director – Vivienne Broadhurst, John Sellgren. Portfolio Holder – Cllr Graham Carr-Jones, Cllr David Walsh

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<p><b>NEW data:</b> Total number of households accommodated in bed and breakfast on the last day of the month</p>	Monthly	<p><b>October</b></p>	<p>105 households</p>	<p>N/A No target as this measure is demanded, the Council has a legal duty to support those who meet the eligibility criteria</p>	<p>N/A</p>	<p>The direction of travel is improving due to a reduction in the number of households placed in bed.</p> <p>The number of households in bed and breakfast at the end of each month is reducing as households are moved to more suitable temporary accommodation, make their own alternative arrangements or where assessments are completed and no duty to accommodate is determined.</p> <p>The implementation of the Severe Weather Protocol (SWEP) on 29 December has impacted on the number of households accommodated in B &amp; B. This has mainly affected the rough sleeper cohort and is a temporary measure whilst there is a period of sustained cold weather.</p>
		<p><b>November</b></p>	<p>93 households</p>			
		<p><b>December</b></p>	<p>98 households</p>			

### 3. Suitable Housing

Supporting plans: Dorset Council Local Plan; Building Better Lives Programme; Asset Management Plan

Exec Director – Vivienne Broadhurst, John Sellgren. Portfolio Holder – Cllr Graham Carr-Jones, Cllr David Walsh

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<b>NEW data:</b> Number of pregnant women / families with children in bed and breakfast exceeding a 6 week stay (snapshot figure at the end of the month)	Monthly	October	7	0	Amber	The target is set at 0 as there is a legal duty to provide alternative temporary accommodation after this period.
		November	3			This is a snapshot at the end of each month.
		December	3			The direction of travel is improving.  Supply of suitable alternative temporary accommodation remains under pressure although the service prioritises these households wherever possible. We actively continue to work with our registered provider partners and private landlords to meet demand.

### 3. Suitable Housing

Supporting plans: Dorset Council Local Plan; Building Better Lives Programme; Asset Management Plan

Exec Director – Vivienne Broadhurst, John Sellgren. Portfolio Holder – Cllr Graham Carr-Jones, Cllr David Walsh

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<p>Page 60</p> <p><b>NEW data:</b> Number of affordable homes delivered</p>	Quarterly	<b>Q3 2020/21</b>	<p>Total:99</p> <p>Made up of: 70 affordable rent and 28 shared ownership, and one low cost home ownership</p>	75 per Quarter	<b>Amber</b>	<p>The target has been set based on achieving an increase compare to the 274 affordable homes delivered in 2019/20.</p> <p>The Q3 figures is made up of 70 affordable rented properties, 28 shared ownership properties and 1 low cost home ownership property.</p> <p>Development continues but with the current lockdown, EU Exit and shortages of tiles and other materials this may affect the final year figure. The service continues to work with providers not only on the provision for this year but to make sure there is a healthy programme next year.</p>

### 3. Suitable Housing

Supporting plans: Dorset Council Local Plan; Building Better Lives Programme; Asset Management Plan

Exec Director – Vivienne Broadhurst, John Sellgren. Portfolio Holder – Cllr Graham Carr-Jones, Cllr David Walsh

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<p><b>NEW data:</b> Percentage Local Development Scheme milestones completed or on-track</p> <p>Page 61</p>	Quarterly	<b>Q3 2020/21</b>	100%	More than 90%	<b>Green</b>	The local plan consultation document was agreed by Cabinet with consultation due to start 18 January 2021. This is on track but in the longer term, the government's potential changes to the planning system could adversely affect progress. The Purbeck local plan is currently on track, with consultation on the main modifications due to finish in January, though achieving the target for adoption will depend on the length of time the inspector needs to complete their report, and whether additional hearings are required.
<p><b>Placeholder for:</b> Measure(s) to be added in relation to housing standards</p>	Please Appendix 2, Suitable Housing for the recommended performance measures.					

#### 4. Strong & Healthy Communities

Supporting plans: Our Dorset; Live Well Dorset

Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<p><b>NEW data:</b> Percentage care leavers in education, employment and training <i>(the higher the percentage, the better the performance)</i></p>	Monthly	October	52.30%	53%	Amber	<p>There was a slight worsening of the rates of care leavers in education, employment and training. This may reflect the changing situation regarding COVID-19 and the second lockdown. It may also reflect a later than expected dropout rate of young people in further education (the move to online learning as a result of COVID-19 altered the dropout period as people reached their decision on whether or not the course was suitable for them at a later point than in a usual year). Work is being done by the team within the Care Leaver service to pull together an action plan to address the 60 or so care leavers who are <i>not</i> in employment, education or training where there is no identified reason. This data will form the basis of how we target those care leavers that need to be re-engaged.</p>
		November	52.70%			
		December	51.40%			

#### 4. Strong & Healthy Communities

Supporting plans: Our Dorset; Live Well Dorset

Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<p><b>NEW data:</b> Percentage disadvantaged attainment gap* for pupils achieving 9-5 grades in English and Maths GCSE</p> <p><i>(the lower the percentage, the better the performance)</i></p>	Annual	2019	22.5%	N/A- no target set due to the impact of COVID-19	Amber	<p><b>*The disadvantaged attainment gap is the:</b> Percentage difference between achievement of children in receipt of free school meals (FSM) compared to those not in receipt of free school meals.</p> <p>This measure shows the impact of the drive to ensure that children who are eligible for Free School Meals (FSM) achieve as well as those that are not. A low percentage denotes good performance, as this represents a small gap in attainment. The gap for those achieving a grade 5 or higher in English &amp; Maths GCSEs was 24%; this is smaller than National, South West and Statistical Neighbours, following a similar position in 2019. Direct comparison is unreliable due to the move from exams to centre assessed grades in 2020. However, it is worth noting that the increase for Free School Meal pupils was 7% from 2019, and for non-Free School Meal pupils was 9%. Thus, the Gap is increasing due to Free School Meal pupils increasing at a lower rate than their peers. There is a similar pattern at the National level. During the current crisis the education community in Dorset has worked more closely together, cementing and improving strong partnerships to ensure that all children can achieve their potential. We will continue to</p>
		2020	24.4%			

#### 4. Strong & Healthy Communities

Supporting plans: Our Dorset; Live Well Dorset

Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
					improve and work together to deliver the best education possible for every child.
Number of children and adults taking part in environmental engagement activity	Annual	<b>2019/20</b> <sup>8</sup> : 10,997	21,800	<b>N/A</b>	<b>N.B.</b> Target has been set based on a non COVID-19 year.
Number of participants, including GP referrals, involved in health and green exercise (i.e. number of activity spaces that are filled)	Annual	<b>2019/20</b> : 20,804	20,000	<b>N/A</b>	<b>N.B.</b> Target has been set based on a non COVID-19 year.

<sup>8</sup> Following the creation of Dorset Council in April 2019 reporting methodologies have been reviewed and a consistent approach agreed. The 20/21 target of 21,800 is based on a non- COVID-19 year and takes into account the expanded scope of data collection to include our country parks and the ranger den facility, which provides the potential to engage with high numbers of people.



#### 4. Strong & Healthy Communities

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Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
Area of 'new' space provided and created for recreational and ecological value to local residents	Annual	<b>2019/20<sup>o</sup></b> : 19 hectares	3 hectares	<b>N/A</b>	This measure will report at the close of Q4.
Number of volunteer hours/opportunities created by the Coast & Greenspace service	Annual	<b>2019/20</b> : 30,873.5	24,000	<b>N/A</b>	<b>N.B.</b> Target has been set based on a non COVID-19 year.
Percentage of respondents who feel safe when outside in their local area after during the day	Annual	<b>2019/20</b> : 93%	More than 93%	N/A awaiting 20/21 data	2019/20's Residents' Survey was carried out in Oct – Nov 2019 and forms the baseline against which Dorset Council's future performance will be judged. The 2020/21 Resident's Survey has now closed and will be reported in quarter 4's performance update.

#### 4. Strong & Healthy Communities

Supporting plans: Our Dorset; Live Well Dorset

Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
Percentage of respondents who feel safe when outside in their local area after during the night	Annual	<b>2019/20:</b> 77%	More than 88%	N/A awaiting 20/21 data	
Percentage of respondents who were satisfied with their local areas as a place to live	Annual	<b>2019/20:</b> 88%	More than 88%	N/A awaiting 20/21 data	
Percentage of respondents who feel they belong to their local area	Annual	<b>2019/20:</b> 73%	More than 73%	N/A awaiting 20/21 data	2019/20's Residents' Survey was carried out in Oct – Nov 2019 and forms the baseline against which Dorset Council's future performance will be judged.  The 2020/21 Resident's Survey has now closed and will be reported in quarter 4's performance update.

<sup>9</sup> The area of 'new' space is normally a result of building developer conditions and is therefore subject to variation in the market and the planning system. 19 hectares achieved in 2019/20 is considered to be an exceptional year, 20/21's target is based on an average year.

#### 4. Strong & Healthy Communities

Supporting plans: Our Dorset; Live Well Dorset

Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
Percentage of residents who agree that their local area is a place where people from different ethnic backgrounds	Annual	2019/20: 53%		More than 53%	N/A awaiting 20/21 data	
Percentage disadvantaged attainment gap* across all Early Learning Goals  (the lower the percentage, the better the performance)	Annual	2019	20.0%	N/A	N/A	*The disadvantaged attainment gap is the: Percentage difference between achievement of children in receipt of free school meals (FSM) compared to those not in receipt of free school meals.  County and national data is not available for 2020 year due to COVID-19 pandemic. The use of this indicator, for accountability, is suspended. Dorset Council continues to support our schools to provide the best education for all
		2020	See commentary			
Key Stage 1 disadvantaged attainment gap* for expected standard in reading, writing	Annual	2019	The gap is: <b>Reading</b> 21% <b>Writing</b> 22% <b>Maths</b> 23%	N/A	N/A	*The disadvantaged attainment gap is the percentage difference between achievement of children in receipt of free school meals (FSM) compared to those not in receipt of free school meals.

#### 4. Strong & Healthy Communities

Supporting plans: Our Dorset; Live Well Dorset

Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
and maths <sup>10</sup>  <i>(the lower the percentage, the better the performance)</i>						County and national data is not available for 2020 year due to COVID-19 pandemic. The use of this indicator, for accountability, is suspended. Dorset Council continues to support our schools to provide the best education for all
		<b>2020</b>	See commentary			
Key Stage 2 Disadvantaged Attainment gap* for expected standard in reading, writing and maths  <i>(the lower the percentage, the better the performance)</i>	Annual			N/A	N/A	*The disadvantaged attainment gap is the percentage difference between achievement of children in receipt of free school meals (FSM) compared to those not in receipt of free school meals.  County and national data is not available for 2020 year due to COVID-19 pandemic. The use of this indicator, for accountability, is suspended. Dorset Council continues to support our schools to provide the best education for all.
		<b>2019</b>	22%			
		<b>2020</b>	See commentary			
Healthy life expectancy at birth- Female	Rolling two-year data period.	<b>2016-2018:</b> 67 years		England average: 63.9	<b>Green</b>	This performance measure was reported in as part of the Q2 Council Plan performance report. This measure will remain unchanged until it is reported again in the 21/22 reporting year.

<sup>10</sup> N.B. A single percentage for reading writing and maths (RWM) combined is not provided at Key Stage 1

#### 4. Strong & Healthy Communities

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Exec Directors –Vivienne Broadhurst, Sam Crowe, Theresa Leavy, John Sellgren. Portfolio Holders – Cllr Jill Haynes, Cllr Laura Miller, Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data	Target	Rating	Commentary
Healthy life expectancy at birth- Male	Rolling two-year data period.	<b>2016-2018:</b> 64 years	England average: 63.4	<b>Green</b>	

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<b>NEW data:</b> Permanent admissions per 100,000 population to adults' residential homes  <i>(the lower the number, the better the performance)</i>	Monthly	<b>October</b>	461.61	500	<b>Amber</b>	Reducing placements into residential and nursing care is one of the aims of the directorate's 'A Better Life' transformation programme. Some of the planned work to help us achieve that aim are: <ul style="list-style-type: none"> <li>- Increasing the proportion of people using Direct Payments so they have more choice over their care.</li> <li>- Utilising Assistive Technology to keep people independent in their own homes.</li> <li>- Focussing on support to adults with a Learning Disability or Mental Health issues to help them stay at home.</li> <li>- Reviewing people's Support Plans to ensure we can better support them at home.</li> </ul> Our strengths-based approach to assessments also aims to reduce the numbers of inappropriate admissions to residential care. Despite this, due to the pressures of COVID-19 we are currently seeing numbers increasing, albeit to a rate that is similar to the same period of 2019/20 (505.49). Recently released data shows Dorset Council is in the top 50 performers in the country (out of 151) for this metric in 2019-
		<b>November</b>	472.52			
		<b>December</b>	504.32			

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
						20.
<b>NEW data:</b> Reablement effectiveness in delaying and reducing the need for care and support <sup>11</sup>	Monthly	<b>October</b>	76.94%	80%	Amber	This measures the percentage of reviews completed in a rolling year where the 're-abled' person is still at home 91 days after being discharged from hospital (. Currently we are still moving towards the target, but performance is at risk with the demands on locality teams and the reablement service due to the current COVID-19 surge.
		<b>November</b>	77.60%			
		<b>December</b>	78.00%			
<b>NEW data:</b> Percentage of adults with learning difficulties in settled accommodation <sup>12</sup>	Monthly	<b>October</b>	86.10%	88%	Green	Whilst we have ambitious plans to support people to live in settled accommodation, this is proving even more difficult this year due to COVID-19 and the pressures it is placing on housing availability. The national figure in 2019/20 was 77.3%.

<sup>11</sup> This measure looks at how many people who are discharged from hospital with a reablement package are still at home after 91 days.

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
		November	85.80%			
		December	85.00%			
<b>NEW data:</b> Percentage of adults with learning disabilities in paid employment	Monthly	October	3.90%	6%	Amber	Whilst we have ambitious plans to support people of working age into employment, this is proving more difficult this year due to COVID-19 and the impact it has had on the economy and employment opportunities generally. Nationally the figure for 2019/20 was 5.6%, down from 5.9% the previous year.
		November	3.80%			
		December	3.80%			

<sup>12</sup> "Settled" includes Owner occupier, living with friends/family, supported accommodation, tenant, shared ownership.



## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<b>NEW data:</b> Percentage of concluded adult safeguarding enquiries where risk has been removed or reduced PS9973	Quarterly	<b>Q3 2020/21</b>	86%	88%	<b>Green</b>	It is positive that risks have been removed or reduced in 86% of concluded adult safeguarding enquiries. In the year 2020/21 so far, the top 4 types of risk are: neglect and acts of omission (in particular provider not following care plan), physical abuse, domestic abuse (in particular physical abuse) and psychological abuse. Together they make up around three quarters of the adult safeguarding enquiries progressed/concluded.
<b>NEW data:</b> Rates of children in care per 10,000	Monthly	<b>October</b>	70 per 10,000 children	60 per 10,000 children	<b>Red</b>	We are starting to see a similar number of children coming into our care as exiting our care. This is positive as it demonstrates improved practice processes starting to embed and an improved over-sight of children coming in and out of our care as they achieve timely permanence. The number of children in care rate remains

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
Page 74		November	70.10 per 10,000 children			<p>RAG rated “Red” as we believe the number of children in our care per 10000 in Dorset is too high and we have a clear target we are working towards. Actions are:</p> <ol style="list-style-type: none"> <li>1. Implement and embed robust permanence tracking arrangements including those living with Connected Persons and Section 20 (voluntarily accommodated) so that drift and delay is avoided</li> <li>2. Ensure every child in care has a clear permanence plan within four months of coming into care, plans are understood, robustly pursued and care planning focuses on permanency options</li> <li>3. Strengthen the role of Quality Assurance Reviewing Officers (Independent Reviewing Officers) in having a robust line of sight to cases and relentlessly and consistently driving care and permanency plans for children, preventing drift and delay and delivering good outcomes for children.</li> </ol>
		December	70.40 per 10,000 children			

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
<p>Page 15</p> <p><b>NEW data:</b> Rate of children in need per 10,000</p>	Monthly	<b>October</b>	355.20 per 10,000 children	280 per 10,000 children	<b>Amber</b>	<p>The number of children in need (CiN) under 18 (including those on child protection plans and in care) is 1,976, including over 18's is 2,461. The measure was adjusted in December 2020 and backdated to include all children and young people in need, including those over 18. Further work is required as a result of this adjustment to ensure our reporting mechanisms are consistent and data is accurate. Social Work practice in relation to children in need remains a focus with the risk of volatility associated to COVID-19. So far complexity rather than volume is the greatest challenge. Actions are:</p> <ol style="list-style-type: none"> <li>1. Implement and embed robust permanence tracking arrangements including those living with Connected Persons (i.e. relative, friend or person connected with the child) and Section 20 (voluntarily accommodated, taken into care with parental consent) so that drift and delay is avoided</li> <li>2. Ensuring consistency of reporting in relation to CiN</li> <li>3. Focused work on case file maintenance is underway to ensure that the children</li> </ol>
		<b>November</b>	362.60 per 10,000 children			
		<b>December</b>	357.00 per 10,000 children			

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
						being included within this measure are not being over counted.
<b>NEW data:</b> Rate of children re-referrals	Quarterly	<b>Q3 2020/21</b>	20.20%	20% or less	<b>Amber</b>	In comparison to the same quarter last year (24.10%) and Q2 this year (21.70%) the re-referral rate is improving and near to target. There continues to be some instability month on month around COVID-19 and the impact on types and sources of referrals being received.
<b>NEW data:</b> Percentage of 16- and 17-year olds not in education, employment or training (NEET)	Quarterly	<b>Q3 2020/21</b>	3.12%	3.5%	<b>Amber</b>	The percentage of NEETs has fallen but is in line with performance at this time last year. This is good news as there were concerns that COVID-19 might impact on the number of NEETs. Unfortunately, from 1 January 2020 there will be a gap in the provision of free courses to re-engage NEET young people due to a change in the

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
						delivery organisation. We are in contact with the funding body to resolve this.
<b>NEW data:</b> Rate of children with a child protection plan per 10,000	Monthly	<b>October</b>	49.50 per 10,000 children	40.0	<b>Amber</b>	Further work is required around ensuring children are de-escalated from a child protection plan to be supported as a child in need at the most appropriate time when the risk has reduced. We are working with the Quality Assurance Reviewing Officers (QAROs) and the Safeguarding Children Partnership to ensure that we have the right children on a Child Protection Plan for the right length of time. We are currently undertaking a review of initial child protection conferences to ensure we have the right children subject to child protection plans because we may be seeing an increase due to legacy cases as a result of the work taking place under the strengthening services plan in localities. A multi-agency audit of core groups has been agreed by the Pan Dorset Safeguarding Children Partnership to test Partners'
		<b>November</b>	53.0 per 10,000 children			
		<b>December</b>	54.20 per 10,000 children			

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
						contribution to Child Protection Plans.
Delayed transfers of care <sup>13</sup>	Monthly	N/A		TBC	N/A	As previously reported, this data has been impacted by COVID-19 and there has not been any national or local data reported for the first half of 2020/21.
School readiness: Percentage of children with 'a good level of development' at early years foundation stage	Annual (academic year)	2019	71.50%	N/A	N/A	County and national data is not available for 2020/21 due to COVID-19, and following notification from DFE, assessments will not be collected in 2021.  The use of this indicator, for accountability, is suspended. Dorset Council continues to support our schools to provide the best education for all.
		2020	See commentary			
Percentage of children achieving basics (9-5 in English and Maths) at Key Stage 4	Annual (academic year)	2019	40.8%	N/A	N/A	
		2020	See commentary			

<sup>13</sup> People who are fit for discharge from hospital, but whose departure is delayed.

## 5. Staying Safe and Well

Supporting plans: Our Dorset; Building Better Lives

Exec Directors – Vivienne Broadhurst and Theresa Leavy. Portfolio Holders – Cllr Laura Miller and Cllr Andrew Parry

Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
Percentage of children achieving expected standard at KS2 at reading, writing and maths	Annual (academic year)	2019	61%	N/A	N/A	
		2020	See commentary			
Percentage of respondents who speak positively of Dorset Council	Annual	2019/20: 30%		More than 30%	N/A	2019/20 Resident Survey was carried out in Oct – Nov 2019 and forms the baseline against which Dorset Council's future performance will be judged.  The 2020/21 Resident's Survey has now closed and will be reported in quarter 4's performance update.
Percentage of pupils with one or more episodes of fixed period exclusions	School Census, school term	Jan 2020 school census	2.04%	N/A	N/A	There is no valid exclusion data available for the full school population due to the suspension of the Summer 2020 school census. The January school census has taken place for 2021, so we expect to report

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Measure	Reporting Frequency	Latest Data		Target	Rating	Commentary
		<b>Summer 2020 school census</b>	See commentary			data for these performance measures within the Quarter 4 Council Plan performance report.
Rate of permanent exclusions from schools (all schools)	School Census, school term	<b>Jan 2020 school census</b>	0.06	N/A	N/A	
		<b>Summer 2020 school census</b>	See commentary			
Percentage of children with good attendance at school	School Census, school term	<b>Jan 2020 school census</b>	72.9%	N/A	N/A	
		<b>Summer 2020 school census</b>	See commentary			



## Appendix 2: Revised Council plan performance monitoring framework

<u>Economic growth</u>			
Change	Performance measure	Rationale for the changes	Link to the Council Plan
Amendment	Number of businesses (net) in Dorset Council area <sup>14</sup> <del>Business numbers (net) via the UK Business Dataset.</del> <b>Frequency:</b> Annual	Performance measure title has been updated to improve clarity	“support the growth of new and existing businesses, and in turn support job creation”
Amendment	Rate of new businesses created (Business births per 10,000 population of working age) <sup>15</sup> <del>Business births per 10,000 population of working age</del> <b>Frequency:</b> Annual	Performance measure title has been updated to improve clarity	“support the growth of new and existing businesses, and in turn support job creation”
Page 81 New	Percentage of working age people employed in Dorset Council area (Annual population survey) <sup>16</sup> <b>Frequency:</b> Annual	This new measure is to replace the previous measure of: “Employment numbers via Business Register and Employment Service (BRES)” As this new measure is a far more accessible way of presenting employment numbers. This new measure also includes self-employed people, whereas the old measure didn’t.	“support the growth of new and existing businesses, and in turn support job creation”

<sup>14</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>15</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>16</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

Economic growth

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Percentage of people in skilled occupations (Skilled Standard Occupation Codes: 1,2,3&5). <sup>17</sup>  <b>Frequency:</b> Annual	This measure was included as a contextual/baseline measure in the original Council Plan document. Standard Occupation Codes: 1,2,3&5 are listed as: <ol style="list-style-type: none"> <li>1. Managers, directors and senior officials</li> <li>2. Professional occupations</li> <li>3. Associate prof &amp; tech occupations</li> <li>5. Skilled trade occupations</li> </ol>	“enhance people’s aspirations and skills to improve social mobility”
<b>New</b>	Average weekly earnings <sup>18</sup>  <b>Frequency:</b> Annual	This measure was included as a contextual/baseline measure in the original Council Plan document- it will be a helpful to continue to monitor this measure over the duration of the strategy. This also a performance measure used by the Social Mobility Commission and links to a Council Plan objective.	“work with schools, colleges, universities and businesses to raise career aspirations and improve skills”
<b>New</b>	Percentage of jobs that are paid less than the applicable “Living Wage Foundation’s” living wage <sup>19</sup>  <b>Frequency:</b> Annual	This is a performance measure used by the Social Mobility Commission, it monitors the priority’s intent to improve social mobility and improve high skill jobs available within Dorset.	“work with schools, colleges, universities and businesses to raise career aspirations and improve skills”

<sup>17</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>18</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>19</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

Economic growth

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Productivity: Value produced for every hour worked <sup>20</sup> <b>Frequency:</b> Annual	The addition of this measure is recommended as it is included as a contextual/baseline measure in the original Council Plan document.	“work with schools, colleges, universities and businesses to raise career aspirations and improve skills”
<b>New</b>	Claimant Count rate <sup>21</sup> <b>Frequency:</b> Monthly	This measure is a helpful contextual measure to be considered in conjunction with the “Percentage of working age people employed in Dorset Council area”. The claimant count rate reflects those who are without a job, looking for work and claiming out of work benefits.	“support the growth of new and existing businesses, and in turn support job creation”
<b>New</b>	House price to residence-based earnings ratio: Average (median) house prices compared to average (median) gross annual residence-based earnings <sup>22</sup> <b>Frequency:</b> Annual	This is a performance measure used by the Social Mobility Commission, it monitors the priority’s intent to improve social mobility.	“enhance people’s aspirations and skills to improve social mobility”

<sup>20</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>21</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>22</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

### Economic growth

Change	Performance measure	Rationale for the changes	Link to the Council Plan
	Number of apprenticeships started (as a percentage of the working age population 16-64) within the Dorset Council area <sup>23</sup>  <b>Frequency:</b> Annual	Measure remains unchanged.	“promote apprenticeships to develop the Council’s own workforce, and work with partners to improve the creation and take-up of apprenticeships across Dorset”
<b>New</b>	Number of apprenticeships started within Dorset Council  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“promote apprenticeships to develop the Council’s own workforce”
Page 84	Percentage of residents aged 16-64 qualified to NVQ3 (or equivalent) or above <sup>24</sup>  <b>Frequency:</b> Annual	Measure remains unchanged.	“working with schools, colleges, universities and businesses to raise career aspirations and improve skills”
	Percentage of residents aged 16-64 qualified to NVQ4 (or equivalent) or above <sup>25</sup>  <b>Frequency:</b> Annual	Measure remains unchanged.	“working with schools, colleges, universities and businesses to raise career aspirations and improve skills”
<b>New</b>	Percentage of 16- and 17-year olds not in education, employment or training (NEETs)  <b>Frequency:</b> Quarterly	Recommend this measure is removed from the Staying Safe and Well priority and moved to Economic Growth as it links to the priority’s objective.	“working with schools, colleges, universities and businesses to raise career aspirations and improve skills”

<sup>23</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>24</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

<sup>25</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

Economic growth

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Percentage of young people eligible for FSM that are in education, employment or training (positive destination) after completing KS4 <sup>26</sup> <b>Frequency:</b> Annual	The addition of this measure is recommended as it is a measure used by the Social Mobility Commission, it monitors the priority's intent to improve social mobility. (FSM= free school meals)	"enhance people's aspirations and skills to improve social mobility"
	Percentage of premises within the Dorset Council area that can access gigabit-capable (full fibre) broadband <b>Frequency:</b> Monthly	Measure remains unchanged.	"drive the roll out of full fibre technology and 5G in Dorset to enable people to travel less and access opportunities online"
Page 85	Percentage of premises within the Dorset Council area that can access superfast broadband services <b>Frequency:</b> Monthly	Measure remains unchanged.	"improve the provision and use of ...digital connectivity"
<b>New</b>	Number of jobs in Dorset Innovation Park (enterprise zone) <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	"enable growth of good quality jobs at Dorset Innovation Park, our designated Enterprise Zone"
<b>New</b>	Total number of new jobs created within key sectors listed in the Council Plan: agritech, maritime commercial opportunities (maritime), aquaculture, <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective.	"support growth in key sectors, including advanced engineering/manufacturing, agritech, maritime commercial opportunities, aquaculture, tourism and the care sector"

<sup>26</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council's control to influence this.

Economic growth

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Total number of new jobs created within key sectors listed in the Council Plan: advanced engineering/manufacturing, tourism and the care sector. <sup>27</sup>  <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective.	“support growth in key sectors, including advanced engineering/manufacturing, agritech, maritime commercial opportunities, aquaculture, tourism and the care sector”
<b>New</b>	Number of businesses supported via Low Carbon Dorset.  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“supporting businesses and other organisations to reduce their carbon footprint”
<b>New</b>	Percentage of DC total third party spend on providers with a Dorset postcode  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“stimulate local business opportunities, innovation and skills development through Council procurement of goods and services”
<b>Delete</b>	Employment numbers via Business Register and Employment Service (BRES)  <b>Frequency:</b> Annual	This measure has been replaced by the new measure of: Percentage of working age people employed in Dorset Council area (Annual population survey).	
<b>Delete</b>	Percentage of households within 30 minutes of Dorset's towns by public transport (i.e. rail and bus)  <b>Frequency:</b> Annual	Propose this measure is moved to the Suitable Housing priority where it will monitor effective delivery of both the Local Transport Plan and Local Plan.	

<sup>27</sup> When performance reports are provided, it will be made clear that this measure is a contextual measure and it is not directly within the Council’s control to influence this.

**Unique environment**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>Placeholder</b>	Condition of the right of way network <b>Frequency:</b> TBC	This draft performance measure serves as a place holder whilst the Coast and Greenspace service explore the feasibility of commissioning a condition audit of the network.	
	Length of improved or new rights of way or trail ways <b>Frequency:</b> Annual	Measure remains unchanged.	“improve access to our coast, countryside and greenspaces”
Page 87 Amended	Number of improvements/ interventions made to our rights of way network, trail-ways, long distance trails and coast paths <b>Frequency:</b> Quarterly	To address Cllr feedback received we propose that within the commentary for this performance measure the service will provide a breakdown of type of interventions made: <ul style="list-style-type: none"> <li>• Maintenance: % of reported defects fixed in the quarter</li> <li>• Improvements: Number of proactive improvements to the network</li> </ul> The result of these interventions then helps to contribute to the performance measure above: Length of improved or new rights of way or trail ways.	“improve access to our coast, countryside and greenspaces”
Amended	Area of “new” space provided and created for recreational, ecological, climate resilience or carbon sequestration <b>Frequency:</b> Annual	The Coast and Greenspace service have expanded the scope of this measure to include climate emergency response	“improve access to our coast, countryside and greenspaces” and “protect Dorset’s natural biodiversity” and “responsibly manage the spaces, buildings and land we own”

**Unique environment**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
Amended	<p>Percentage <del>Increase</del> in of highway verge now subject to cut and collect/non-intervention management in order to improve biodiversity</p> <p><b>Frequency:</b> Annual</p>	<p>Performance measure has been changed to a percentage, which provides a more meaningful way of reporting progress towards non -intervention management of our highway verges</p>	<p>“deliver our highways verge management strategy” and “deliver our pollinators action plan”</p>
New	<p>Number of children and adults taking part in environmental engagement activity</p> <p><b>Frequency:</b> Quarterly</p>	<p>Recommend this performance measure, which was previously listed under Strong and Healthy Communities, is moved to Unique Environment as it directly links to a Council plan objective.</p>	<p>“improve access to our coast, countryside and greenspaces” and “build and celebrate community pride in our environment to help keep it clean and safe”</p>
Page 88	<p>Kilograms of residual household waste per household</p> <p><b>Frequency:</b> Quarterly</p>	<p>Measure remains unchanged.</p>	<p>“promote behavioural change to reduce waste and increase reuse and recycling”</p>
88	<p>Percentage of household waste sent for reuse/recycling/composting</p> <p><b>Frequency:</b> Quarterly</p>	<p>Measure remains unchanged.</p>	<p>“promote behavioural change to reduce waste and increase reuse and recycling”</p>
New	<p>Carbon footprint for Dorset Council authority area</p> <p><b>Frequency:</b> Annual</p>	<p>These measures are included in the Climate and Ecological Emergency Action Plan and accompanying performance framework. These are key strategic performance measures which are relevant to the Council Plan.</p>	<p>“lead and support communities to respond to climate and ecological change”</p>
New	<p>Dorset resident’s average carbon footprint (tCO<sub>2</sub> per person)</p> <p><b>Frequency:</b> Annual</p>		



**Unique environment**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	% achieved towards 40% reduction in Dorset Council's carbon budgets by 2025  <b>Frequency:</b> Annual		
<b>New</b>	Installed GW capacity from renewable energy in Dorset Council authority area (external to the authority)  <b>Frequency:</b> Annual	These measures are included in the Climate and Ecological Emergency Action Plan and accompanying performance framework. These are key strategic performance measures which are relevant to the Council Plan.	“lead and support communities to respond to climate and ecological change”

Suitable housing

Change	Performance measure	Rationale for the changes	Link to the Council Plan
New	Total number of homelessness preventions <b>Frequency:</b> Monthly	Recommend the addition of this measure as it directly links to a Council plan objective.	“reduce homelessness”
Amendment	Percentage of accepted main housing duties compared to number of homelessness approaches Number of accepted main housing duties (Homeless Acceptances) – Number of accepted main housing duties this month where the Council has a duty to secure permanent accommodation <b>Frequency:</b> Monthly	Performance measure title has been updated to improve clarity	“reduce homelessness” and “support people to access the right accommodation”
Amendment	Net number of households accommodated in B&B for the month (taking into account households newly placed in B&B and those moving out into alternative accommodation) Total number of households accommodated in B&B on the last day of the month <b>Frequency:</b> Monthly	Performance measure title has been updated to improve clarity	“reduce homelessness” and “support people to access the right accommodation”

Suitable housing

Change	Performance measure	Rationale for the changes	Link to the Council Plan
Amendment	Percentage of pregnant women/families with children in bed and breakfast exceeding 6 weeks stay  <b>Frequency:</b> Monthly	Recommend the addition of this measure as it directly links to a Council plan objective.  It has been agreed that within the commentary for this measure the numbers which the percentage is based on will be shared to help add context to the percentage.	“support people to access the right accommodation”
New	Number of people on the housing register  <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective.	“implement a new single Dorset Council housing register” and “support people to access the right accommodation”
New	Percentage of Local Development Scheme milestones completed or on track  <b>Frequency:</b> Quarterly	Measure remains unchanged.	“adopt a new Dorset Council Local Plan by 2024”
New	Number of homes built in Dorset Council area  <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective.	“provide homes by 2024 in line with land supply target”
New	Number of affordable homes delivered  <b>Frequency:</b> Quarterly	Measure remains unchanged.	“increase the number of new homes of all tenures e.g. shared ownership, starter homes, key worker housing, social rented housing”

Suitable housing

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Percentage of households within 30 minutes of Dorset's towns by public transport (i.e. rail and bus)  <b>Frequency:</b> Annual	This measure has been moved from the Economic Growth priority to the Suitable Housing priority as the measure will reflect effective delivery of both the Local Transport Plan and Local Plan, ensuring development is located in sustainable locations.	"provide homes by 2024 in line with land supply target"
<b>New</b>	Number of long-term empty properties (2 years or more) brought back into reuse as a direct result of action by DC  <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective.	"bring long term empty properties back into use"
Page 92  <b>New</b>	Number of properties where a housing health and safety rating system category 1 hazard is removed, or a category 2 hazard is reduced  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	"raise standards of privately rented homes, using appropriate legislation"
<b>Placeholder</b>	Healthy Homes Dorset programme performance measures  <b>Frequency:</b> TBC	The contract for Healthy Homes Dorset is currently being tendered. Performance measure will be developed once the contract is agreed.	"increase the number of households receiving assistance with energy efficiency from Healthy Homes Dorset"

**Strong, healthy communities**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
	Percentage of respondents who were satisfied with their local areas as a place to live  <b>Frequency:</b> Annual	Measure remains unchanged.	“enable people to feel a sense of belonging and to participate actively in their community”
	Percentage of residents who agree that their local area is a place where people from different ethnic backgrounds get on well together  <b>Frequency:</b> Annual	Measure remains unchanged.	“support communities to be connected, inclusive, safe and active”
Page 93	Percentage of respondents who feel safe when outside in their local area during the night  <b>Frequency:</b> Annual	Measure remains unchanged.	“support communities to be connected, inclusive, safe and active”
New	Percentage of nursery providers rated 'outstanding' or 'good' by Ofsted  <b>Frequency:</b> Quarterly	The addition of this measure is recommended as it is a measure used by the Social Mobility Commission and links to a Council Plan objective	“improve outcomes for children, and focus on narrowing the gap for the most vulnerable”
	Early Learning attainment gap: The percentage difference in children achieving a “good level of development” in all Early Learning Goals for children in receipt of free school meals compared to those not in receipt of free school meals.  <b>Frequency:</b> Annual	Measure remains unchanged. This a performance measure used by the Social Mobility Commission and links to a Council Plan objective	“improve outcomes for children, and focus on narrowing the gap for the most vulnerable”

**Strong, healthy communities**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
	<p>Key Stage 2 attainment gap: The percentage difference in children achieving the expected standard in KS2 (reading, writing and maths) for children in receipt of free school meals compared to those not in receipt of free school meals.</p> <p><b>Frequency:</b> Annual</p>	<p>Measure remains unchanged. This a performance measure used by the Social Mobility Commission and links to a Council Plan objective</p>	<p>“improve outcomes for children, and focus on narrowing the gap for the most vulnerable”</p>
Page 94	<p>GCSE Attainment gap: The percentage difference in children achieving 9 -5 (A*-C) grades in English and Maths GCSE for children in receipt of free school meals compared to those not in receipt of free school meals.</p> <p><b>Frequency:</b> Annual</p>	<p>Measure remains unchanged.</p>	<p>“improve outcomes for children, and focus on narrowing the gap for the most vulnerable”</p>
<b>New</b>	<p>Percentage of young people eligible for FSM at age 15 entering higher education by the age of 19</p> <p><b>Frequency:</b> Annual</p>	<p>This a performance measure used by the Social Mobility Commission and links to a Council Plan objective</p>	<p>“improve outcomes for children, and focus on narrowing the gap for the most vulnerable”</p>
	<p>Percentage care leavers in education, employment and training</p> <p><b>Frequency:</b> Monthly</p>	<p>Measure remains unchanged.</p>	<p>“improve outcomes for children, and focus on narrowing the gap for the most vulnerable”</p>
<b>New</b>	<p>Percentage of residents who use the internet either at work, in their own home or in other places (Residents Survey)</p> <p><b>Frequency:</b> Annual</p>	<p>Recommend the addition of this measure as it directly links to a Council plan objective.</p>	<p>“keep Dorset connected, with better transport and digital links between communities”</p>

**Strong, healthy communities**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
	Number of volunteer hours/opportunities created by the Coast & Greenspace service. <b>Please note</b> – we hope to expand the scope of this measure within the 21/22 reporting year.  <b>Frequency:</b> Annual	Work is underway in the Communities and Partnerships team to look at expanding the scope of this measure to present the number of volunteer hours supported by the whole authority – not just Coast and Greenspace.	“encourage volunteering to help build communities, reduce loneliness and enable people to learn new skills”
	Healthy life expectancy at birth- Female  <b>Frequency:</b> Annual	Measure remains unchanged.	“aim to increase people’s healthy life expectancy and reduce differences between areas”
Page 95	Healthy life expectancy at birth- Male  <b>Frequency:</b> Annual	Measure remains unchanged.	“aim to increase people’s healthy life expectancy and reduce differences between areas”
	Number of participants, including GP referrals, involved in health and green exercise (i.e. number of activity spaces that are filled)  <b>Frequency:</b> Quarterly	Measure remains unchanged.	“Increase the number of people supported...to be more active”
<b>New</b>	Percentage of adults in Dorset who are fairly/regularly active  <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective  <b>N.B.</b> Exact wording yet to be agreed with Active Dorset	“increase the number of people supported...to be more active”

**Strong, healthy communities**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Percentage of children in Dorset who are fairly/regularly active  <b>Frequency:</b> Annual	Recommend the addition of this measure as it directly links to a Council plan objective  <b>N.B.</b> Exact wording yet to be agreed with Active Dorset	“increase the number of people supported...to be more active”
<b>New</b>	Number of new Live Well Dorset registrations (reported as cumulative figure for the year)  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“increase the number of people supported by LiveWell Dorset to be more active, maintain healthy weight, quit smoking and reduce their alcohol intake”
<b>New</b>	Percentage of Live Well Dorset registrations who are from the 20% most deprived areas within BCP and Dorset for the quarter  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“aim to increase people’s healthy life expectancy and reduce differences between areas”
<b>New</b>	Percentage of new Live Well Dorset registrations to the weight loss pathway for the quarter  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“increase the number of people supported by LiveWell Dorset to be more active, maintain healthy weight, quit smoking and reduce their alcohol intake”
<b>New</b>	Percentage of new Live Well Dorset registrations to the physical activity pathway for the quarter  <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“increase the number of people supported by LiveWell Dorset to be more active, maintain healthy weight, quit smoking and reduce their alcohol intake”



**Strong, healthy communities**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Percentage of new Live Well Dorset registrations to the stop smoking pathway for the quarter <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“increase the number of people supported by LiveWell Dorset to be more active, maintain healthy weight, quit smoking and reduce their alcohol intake”
<b>New</b>	Percentage of new Live Well Dorset registrations to the cutting down on alcohol pathway for the quarter <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“increase the number of people supported by LiveWell Dorset to be more active, maintain healthy weight, quit smoking and reduce their alcohol intake”
Placeholder	Adults and children’s mental health measures to be developed in 21/22. <b>Frequency:</b> TBC		“improve mental health support for children, young people and adults”
New	Average time for processing new benefit claims <b>Frequency:</b> Monthly	Recommend the addition of this measure as it directly links to a Council plan objective.	“help people to claim and receive benefits they are entitled to”
<b>New</b>	Trading Standards scam complaints completed <b>Frequency:</b> Monthly	Recommend the addition of this measure as it directly links to a Council plan objective.	“protect people from harm from rogue traders and scammers”
<b>New</b>	Percentage Trading Standards major non compliances found which are brought back into compliance within 28 days <b>Frequency:</b> Quarterly	Recommend the addition of this measure as it directly links to a Council plan objective.	“protect people from harm from rogue traders and scammers”

**Strong, healthy communities**

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	Percentage of food premises inspected and achieving a high rating for food hygiene (scoring 4* or 5*) <b>Frequency:</b> Monthly	Recommend the addition of this measure as it directly links to a Council plan objective.	“help ensure food available to buy and eat is safe”
<b>Placeholder</b>	Cycle infrastructure performance measure to be developed <b>Frequency:</b> TBC	Indication of the intent to introduce a performance measure related to condition of cycle infrastructure.	“provide safe and useable cycle ways and footpaths, integrated bus services and community transport schemes”
<b>Delete</b>	Percentage of respondents who feel safe when outside in their local area during the day <b>Frequency:</b> Annual	Recommend the deletion of this measure as the number of perception-based safety questions needed to be rationalised and we have retained the measure looking at safety during the night. This data will continue to be collected via the resident’s survey.	
<b>Delete</b>	Percentage of respondents who feel they belong to their local area <b>Frequency:</b> Annual	Recommend the deletion of this measure as “Percentage of respondents who were satisfied with their local areas as a place to live” and “Percentage of residents who agree that their local area is a place where people from different ethnic backgrounds get on well together” are more meaningful measures.	

**Strong, healthy communities**

<b>Change</b>	<b>Performance measure</b>	<b>Rationale for the changes</b>	<b>Link to the Council Plan</b>
<b>Delete</b>	Key Stage 1 attainment gap: The percentage difference in children achieving expected standard in reading, writing and maths for children in receipt of free school meals compared to those not in receipt of free school meals. <b>Frequency:</b> Annual	Recommend the deletion of this measure, as we are including attainment gap measures for: early years learning, Key Stage 2 and GCSE attainment.	
<b>Delete</b>	Number of children and adults taking part in environmental engagement activity <b>Frequency:</b> Annual	Recommend this performance measure is moved to Unique Environment as it links to “improving access to our coast, countryside and greenspaces” it also helps to “ build and celebrate community pride in our environment to help clean it clean and safe”.	
<b>Delete</b>	Area of ‘new’ space provided and created for recreational and ecological value to local residents <b>Frequency:</b> Annual	Recommend this performance measure is moved to Unique Environment as it links to “improving access to our coast, countryside and greenspaces”	

Staying safe and well

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>New</b>	<p>Number of people who are supported to live more independently in their own homes through a range of digital and assistive technology solutions... (own homes include supportive living /extra care).</p> <p><b>Frequency:</b> Monthly</p>	<p>Recommend the addition of this measure as it directly links to a Council plan objective.</p>	<p>“Use technology – and help others to use it - to explore innovative ways to improve quality of life and independence”</p>
<b>New</b>	<p>Number of people supported by the Council in good or excellent care homes</p> <p><b>Frequency:</b> Monthly</p>	<p>Recommend the addition of this measure as it directly links to a Council plan objective.</p>	<p>“Provide good quality social care services”</p>
<b>New</b>	<p>Reablement effectiveness in delaying and reducing the need for care and support: percentage of people still at home following reablement intervention</p> <p><b>Frequency:</b> Monthly</p>	<p>Measure remains unchanged.</p>	<p>“Support older people and disabled people to live independently in their own homes and, when this isn’t possible, provide high quality care”</p>
	<p>Percentage of adults with learning difficulties in settled accommodation</p> <p><b>Frequency:</b> Monthly</p>	<p>Measure remains unchanged.</p>	<p>“Support older people and disabled people to live independently in their own homes and, when this isn’t possible, provide high quality care”</p>

Staying safe and well

Change	Performance measure	Rationale for the changes	Link to the Council Plan
Amendment	<p>Percentage of adults with learning disabilities in paid employment supported to develop skills that result in :</p> <ul style="list-style-type: none"> <li>a) Voluntary work experience</li> <li>b) apprenticeships</li> <li>c) paid employment</li> </ul> <p><b>Frequency:</b> Monthly</p>	<p>Measure expanded to include apprenticeships and voluntary work experience.</p>	<p>“Support older people and disabled people to live independently in their own homes and, when this isn’t possible, provide high quality care”</p>
Page 101	<p>Percentage of concluded adult safeguarding enquiries where risk has been removed or reduced</p> <p><b>Frequency:</b> Monthly</p>	<p>Measure remains unchanged.</p>	<p>“Work to protect children and vulnerable adults and prevent them from being exploited”</p>
	<p>Rates of children in care per 10,000</p> <p><b>Frequency:</b> Quarterly</p>	<p>Measure remains unchanged.</p>	<p>“Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can”</p>
	<p>Rate of children in need per 10,000</p> <p><b>Frequency:</b> Quarterly</p>	<p>Measure remains unchanged.</p>	<p>“Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can”</p>

Staying safe and well

Change	Performance measure	Rationale for the changes	Link to the Council Plan
	Reduction in percentage of children re-referrals <b>Frequency:</b> Quarterly	Measure remains unchanged.	“Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can”
	Rates of children with a child protection plan per 10,000 <b>Frequency:</b> Quarterly	Measure remains unchanged.	“Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can”
Page 102	Percentage of children achieving basics (9-5 in English and Maths) at Key Stage 4 <b>Frequency:</b> Annual	Measure remains unchanged.	“Ensure our children achieve the best educational results they’re capable of”
	School readiness - percentage of children with ‘a good level of development’ at early years foundation stage <b>Frequency:</b> Annual	Measure remains unchanged.	“Ensure our children achieve the best educational results they’re capable of”
	Percentage achieving expected standard at KS2 at reading <b>Frequency:</b> Annual	Measure remains unchanged.	“Ensure our children achieve the best educational results they’re capable of”
	Percentage achieving expected standard at KS2 at writing <b>Frequency:</b> Annual	Measure remains unchanged.	“Ensure our children achieve the best educational results they’re capable of”

Staying safe and well

Change	Performance measure	Rationale for the changes	Link to the Council Plan
	Percentage achieving expected standard at KS2 at maths  <b>Frequency:</b> Annual	Measure remains unchanged.	“Ensure our children achieve the best educational results they’re capable of”
	Percentage of pupils with one or more episodes of fixed period exclusions  <b>Frequency:</b> School term	Measure remains unchanged.	“Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can”
Page 103	Rate of permanent exclusions from schools (all schools)  <b>Frequency:</b> School term	Measure remains unchanged.	“Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can”
	Percentage of children with good attendance at school  <b>Frequency:</b> School term	Measure remains unchanged.	“Ensure our children achieve the best educational results they’re capable of”
<b>New</b>	% of principal road carriageway (i.e. A roads) in Dorset Council area below minimum level of skid-resistance  <b>Frequency:</b> Annual	Recommend the addition of this measure as it relates to keeping residents safe on our roads. Maintaining the minimal level of skid resistance helps to reduce the risk of road traffic collisions.	
<b>New</b>	% of non-principal carriageway (i.e. B & C roads) in Dorset Council area below minimum level of skid-resistance  <b>Frequency:</b> Annual	Recommend the addition of this measure as it relates to keeping residents safe on our roads. Maintaining the minimal level of skid resistance helps to reduce the risk of road traffic collisions.	

Staying safe and well

Change	Performance measure	Rationale for the changes	Link to the Council Plan
Placeholder	Early help <b>Frequency:</b> TBC	Indication of the intent to introduce a performance measure related to providing early help.	“Focus on getting it right first time, proactively providing early help as needs arise”
Placeholder	Child exploitation measure <b>Frequency:</b> TBC	Indication of the intent to introduce a performance measure related to tackling child exploitation in the future. Further work is required to improve data confidence before a meaningful performance measure can be introduced.	“Work to protect children and vulnerable adults and prevent them from being exploited”
Placeholder	Exploitation of vulnerable adults <b>Frequency:</b> TBC	Indication of the intent to introduce a performance measure related to tackling exploitation of vulnerable adults.	“Work to protect children and vulnerable adults and prevent them from being exploited”
Delete	16- and 17-year olds not in education, employment or training <b>Frequency:</b> Quarterly	This measure has been moved to the Economic Growth priority	
Delete	Percentage of respondents who speak positively of Dorset Council <b>Frequency:</b> Annual	This measure does not align to this priority, we feel it would be better used within the overarching narrative for future performance reports.	
Delete	Delayed transfers of care <b>Frequency:</b> Monthly	There has not been any national or local data reported for the first half of 2020/21.	



Staying safe and well

Change	Performance measure	Rationale for the changes	Link to the Council Plan
<b>Delete</b>	Permanent admissions per 100 thousand population to adults' residential homes  <b>Frequency:</b> Monthly	This measures the number of people admitted to residential homes, rather than number of people helped to live independently in their own homes which is the focus of this priority. We have replaced this measure with measures which look at helping people to live independently in their own home.	

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# Dorset Council's Plan

2020 - 2024



## Welcome

This is the Dorset Council Plan, which sets out our ambitions for the next four years. It incorporates the political vision of your new councillors, and has been developed following a conversation with residents, town and parish councils, businesses and representatives from the public, private and voluntary sectors.

Our ambition is to put Dorset Council at the heart of the community. The reorganisation of local government in 2019 simplified administrative structures, and was a big step forward, but we continue to face some very significant challenges, locally, nationally and globally.



**Cllr Spencer Flower,**  
Leader of Dorset Council

It is clear that the climate and ecological emergency must inform the council's decisions and actions for the foreseeable future. A climate and ecological change strategy and action plan is currently being developed. It will make a significant change in our approach and will require a shared commitment and ongoing dialogue with you, our residents and partners.

We must all challenge ourselves to do more and this will involve some difficult conversations about the nature of our economic growth and the infrastructure – particularly the transport infrastructure – that underpins it. We will drive the roll out of full fibre technology and 5G in Dorset to enable people to travel less and access opportunities online. We need to maximise technology so that 'jobs move to people, rather than people moving to jobs'.

We must work closely with Dorset's children and young people, not only to safeguard their future environment, but also to improve their aspirations, education, health and wellbeing. Levels of obesity continue to rise, and educational outcomes remain low, particularly in more deprived areas of the county. If we want our young people to stay in Dorset, we must give them something to stay for, so we will also focus our energies on developing suitable housing, the skills agenda and sustainable economic growth.

**Financial constraints remain, and demand continues to grow for services which:**

- support children with special educational needs and disabilities;
- keep children safe from risk of harm; and
- support vulnerable older people and people with disabilities.

In response, the council has developed a four year medium-term financial plan which sets out our budget demands, pressures and risks. We will champion the interests of Dorset, advocate nationally the need for better funding, and work with our partners for the benefit of our county.

This is a high-level plan – delivery will be detailed in directorate and service plans as they develop. We will need to work together with residents, partners and communities to deliver our shared ambitions and to monitor how we're doing.

In the meantime, if you have any questions, comments or concerns, please make contact with your local Dorset Council ward councillor – they are there to represent your area and respond to your queries and concerns. Please keep them informed about the issues that affect you and your communities, so we can continue to make Dorset a great place to live, work and visit.

# Understanding Dorset

## Population

Dorset (Council area) has a population of 375,000 residents, 28% of whom are aged 65 and older (compared to 18% in England and Wales).

Dorset is an attractive place for people to settle in their retirement – it has a large population of older people, and relatively low birth rates. Currently there are over 7,000 people in Dorset living with dementia, and the number is increasing. Younger people often move away from the area. The population continues to grow slowly, driven by people moving into the county and longer life expectancy. The greatest part of population growth is among over 65s. Dorset's working age population is expected to see a marginal decline over the next 25 years.

The Dorset rural idyll can conceal hidden deprivation: there are pockets of deprivation, mostly in urban areas (mainly Weymouth and Portland). But there is also some rural deprivation due to isolation and difficulty accessing housing, transport and essential services. Crime is generally low in Dorset.

The population is predominantly white British, with 4.4% of our residents black and minority ethnic.

## Natural, geological and historic environment

Dorset's natural environment is a great asset.

95 miles of coast in Dorset and Devon are classified as a UNESCO Natural World Heritage Site – the only one in England. Over half of Dorset is covered by the Area of Outstanding Natural Beauty designation; 7% of Dorset is protected as a Site of Special Scientific Interest; and Dorset has one of the largest areas of protected lowland heath in Europe.

These designations together mark Dorset as a special place but also present challenges in terms of available land for delivering housing and employment development.

Dorset also has a rich historic environment, with one in twenty of all the protected ancient monuments in England, a well preserved pre-historic landscape and around 10,000 listed buildings.

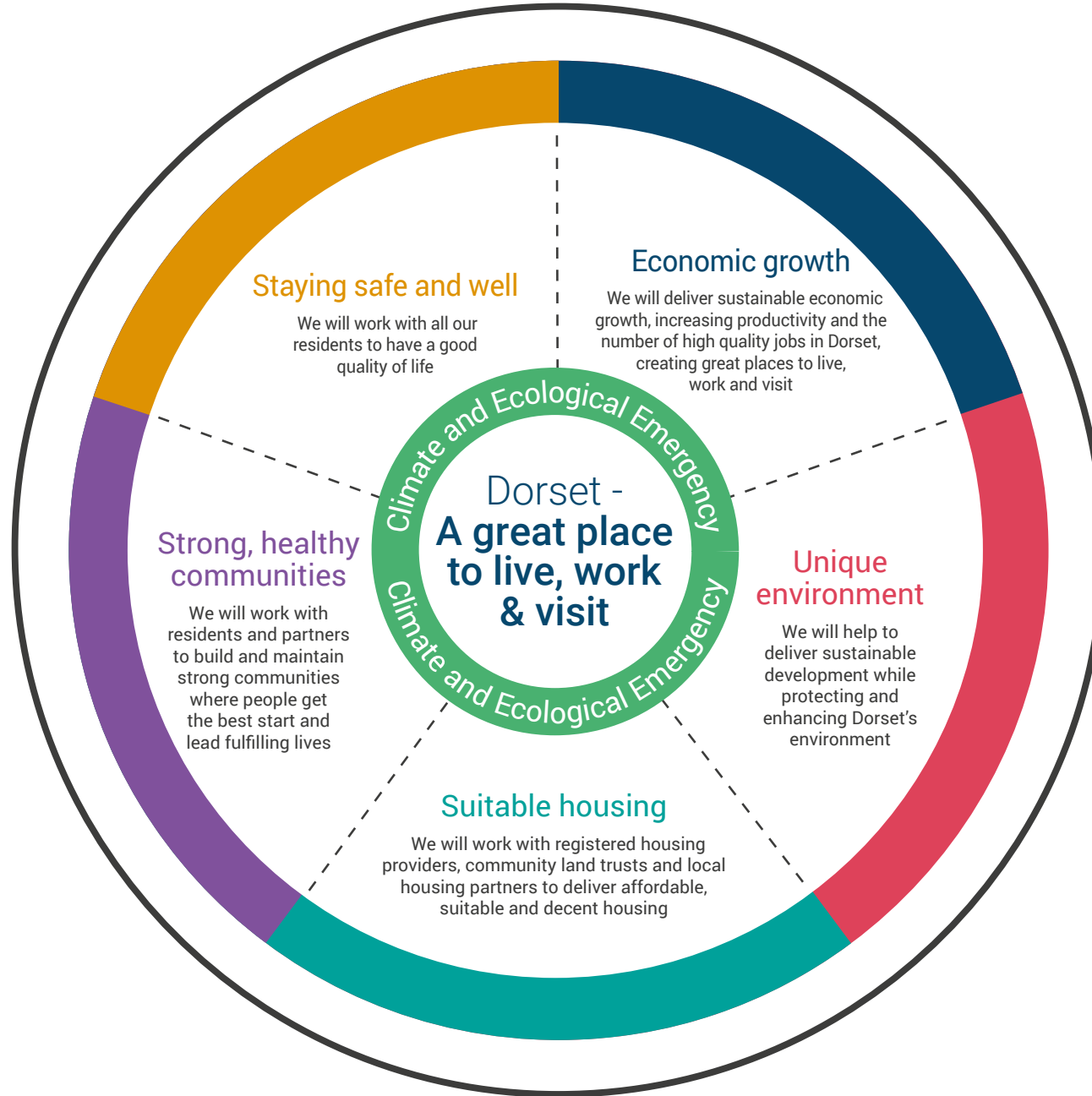
## Economy and infrastructure

Employment in Dorset is high but, like the UK, our economy has a productivity gap. Manufacturing, health, retail, education and hospitality are all big employers in Dorset. 20,000 businesses are based in Dorset: 86% are micro firms and fewer than 1% are large firms. Dorset's economy is worth around £7.1 billion and provides 143,000 jobs. Dorset has an above average number of advanced engineering and manufacturing businesses. But there is also a continuing seasonal, low skill, low wage economy with tourism and agriculture significant industries. The area is rich in valuable minerals, including stone, sand/gravel and oil.

Earnings are below average and house prices are high with affordability issues for many young people and keyworkers. In 2017, lower end house prices were more than ten times higher than lower end earnings in Dorset.

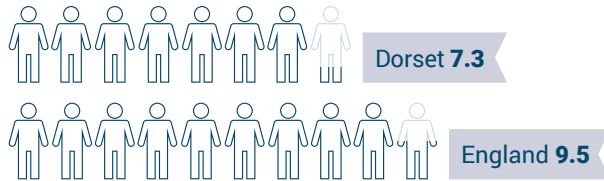
Dorset has no motorway but over 2,500 miles of roads. 95.1% of premises in the Dorset Council area have access to superfast broadband. 3.1% of premises in the Dorset Council area have access to full-fibre broadband.

# Our priorities

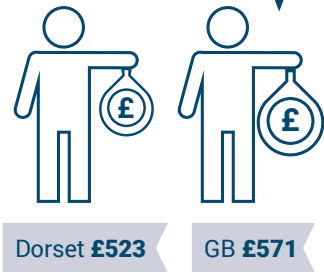


# Economic growth – the current picture

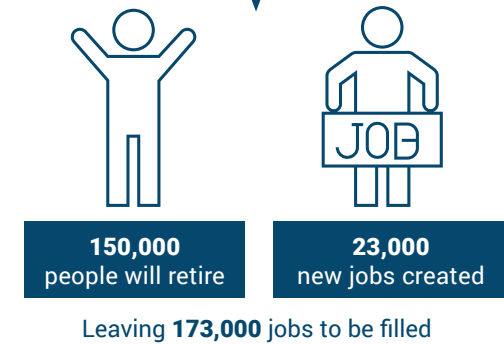
## Number of employees per business



## Average weekly earnings



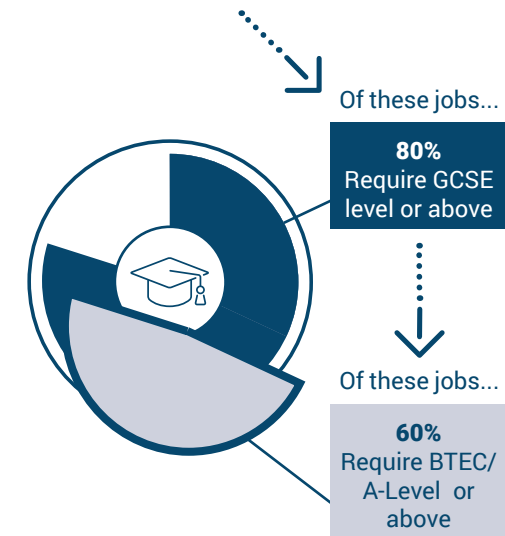
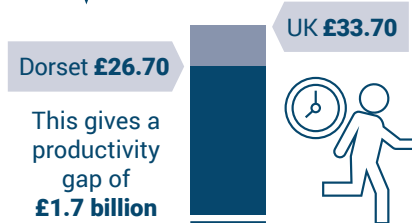
## \*By 2029...



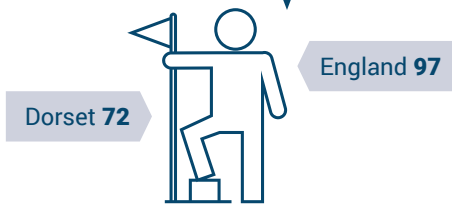
## Workforce aged 50+



## Value produced for every hour worked



## New businesses



(per 10,000 working age people)

The rate of creation of new businesses is below the national average and has changed little in the last four years

## Superfast broadband coverage



# Our priorities

## Economic growth

We will deliver sustainable economic growth, increasing productivity and the number of high quality jobs in Dorset, creating great places to live, work and visit.

### What will we do?

- Promote Dorset as a place to do business and attract inward investment
- Support the growth of new and existing businesses, and in turn support job creation
- Improve the provision and use of sustainable transport and digital connectivity
- Enhance people's aspirations and skills to improve social mobility
- Support growth in Dorset's low carbon economy and skills

### How will we do it?

- Adopt a Local Industrial Strategy and Economic Growth Strategy in 2020, and a new Local Plan by 2024
- Drive the roll out of full fibre technology and 5G in Dorset to enable people to travel less and access opportunities online
- Improve rail services, public transport and reliability of journey times by working with providers, lobbying Government and focussing on schemes to ease congestion
- Enable growth of good quality jobs at Dorset Innovation Park, our designated Enterprise Zone
- Support growth in key sectors, including advanced engineering/manufacturing, agritech, maritime commercial opportunities, aquaculture, tourism and the care sector
- Work with schools, colleges, universities and businesses to raise career aspirations and improve skills

- Stimulate local business opportunities, innovation and skills development through council procurement of goods and services
- Promote apprenticeships to develop the council's own workforce, and work with partners to improve the creation and take-up of apprenticeships across Dorset
- Support businesses and other organisations to reduce their carbon footprint

### Who will we work with?

- Dorset Local Enterprise Partnership
- Dorset Local Nature Partnership
- Schools, colleges, and universities
- Local business community
- Government departments
- Investors and developers
- Business support networks, including Chambers of Commerce
- Town and parish councils
- Digital infrastructure providers





# Unique environment – the current picture

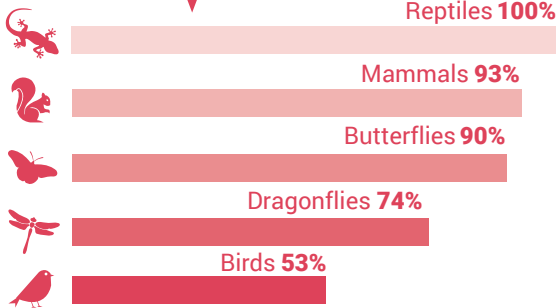
## Dorset environmental economy

(natural assets, agriculture, forestry, fishing, energy, tourism)



...is valued at up to **15%** of the local economy and supports up to **61,000** jobs

## Native species living in Dorset



## Natural status



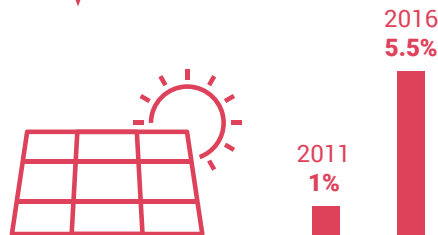
Dorset has England's only natural **World Heritage Site** and two **Areas of Outstanding Natural Beauty (AONB)** covering **54%** of the Dorset Council area

## \*\*Living in Dorset

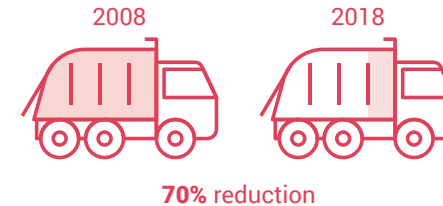


**Nine out of ten** Dorset residents said the environment was an important factor in their decision to live in Dorset

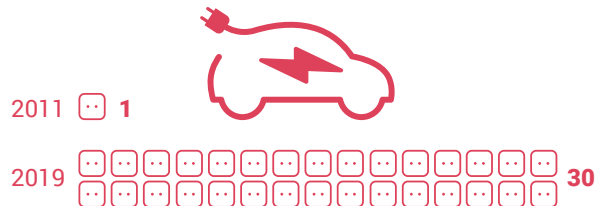
## \*Renewable energy production in Dorset



## \*\*Amount of waste sent to landfill



## Publicly available charging points in Dorset

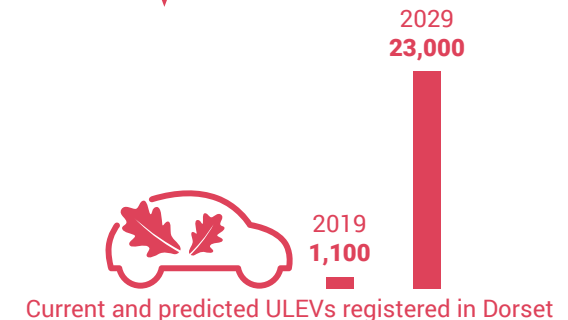


## Car and van emissions



**Government targets:**  
All new cars and vans should be "effectively zero emission" by **2040**

## Ultra Low Emission Vehicles (ULEVs)



Data underlying the infographics is provided by the Research Team. For more information contact [research@dorsetcouncil.gov.uk](mailto:research@dorsetcouncil.gov.uk). \*Dorset Local Enterprise Partnership Area (DLEP). \*\*Dorset County Council. Dorset refers to the new Dorset Council area that came into effect 1 April 2019, unless otherwise indicated.

# Our priorities

## Unique environment

We will help to deliver sustainable development while protecting and enhancing Dorset's environment.

### What will we do?

- Improve access to our coast, countryside and greenspaces
- Deliver services in ways that protect our natural, historic and cultural environments
- Promote behavioural change to reduce waste and increase reuse and recycling
- Lead and support communities to respond to climate and ecological change
- Capitalise on Dorset's unique environmental assets to support our priorities
- Provide an environment that attracts business investment, tourism and a skilled workforce
- Protect Dorset's natural biodiversity
- Build and celebrate community pride in our environment to help keep it clean and safe
- Support the development of appropriately located renewable energy

### How will we do it?

- Develop a climate and ecological emergency strategy working with our partners, particularly town and parish councils and Government
- Actively respond to proposals that impact on the environment
- Deliver a highways verge management and street cleansing strategy
- Deliver our pollinators action plan
- Responsibly manage the spaces, buildings and land we own
- Support local farmers, woodland owners, foresters and land managers to make environmental improvements through agri-environment schemes
- Support the Environment Agency on flood protection projects
- Protect our environment from harm by monitoring and improving air, land and water quality

### Who will we work with?

- Areas of Outstanding Natural Beauty partnerships
- Dorset Local Nature Partnership
- Jurassic Coast Trust
- Dorset Wildlife Trust
- National Trust
- Natural England
- Marine Management Organisation
- Environment Agency
- Historic England
- Highways England
- Government departments
- Dorset Police
- Dorset and Wiltshire Fire and Rescue Service
- Town and parish councils
- Voluntary, community and social enterprise organisations
- Significant landowners

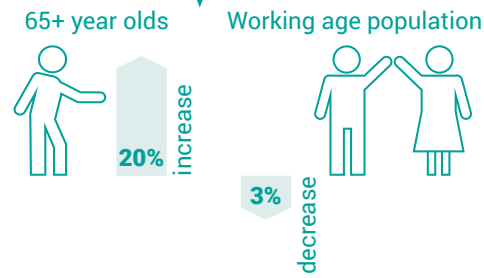
# Suitable housing – the current picture

## Properties in Dorset



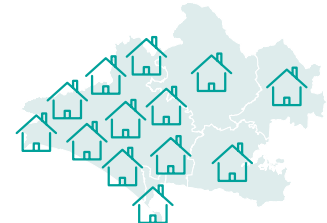
We will see an increase of around **7,000** properties over the next 6 years

## Population change 2019 - 2029



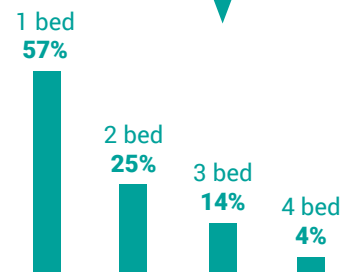
Housing supply needs to reflect this

## Area demand



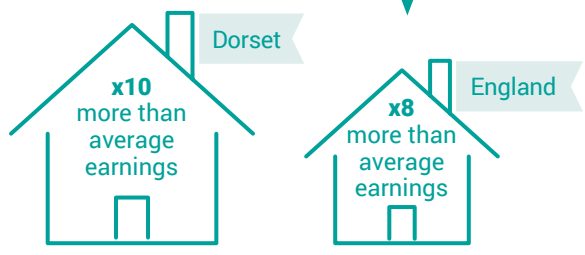
Greatest demand for social rented housing is in **West Dorset, Weymouth and Portland**

## Bedroom demand



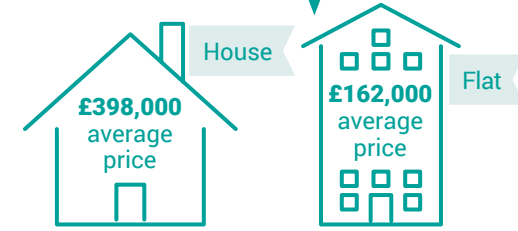
**More than half** of the demand for social rented housing is for **one-bedroom homes**

## Average property prices are...



This makes it **very hard for first time buyers** to join the property market

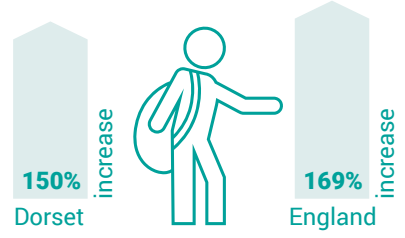
## Property types



**Detached houses** are the most common type of property in Dorset

## Rough sleepers

Between 2010 - 2017



Dorset had approximately 35-40 rough sleepers in November 2018, a decrease on the previous year

## Homeless households



There are **265** homeless households in Dorset

Data underlying the infographics is provided by the Research Team. For more information contact [research@dorsetcouncil.gov.uk](mailto:research@dorsetcouncil.gov.uk). Dorset refers to the new Dorset Council area that came into effect 1 April 2019, unless otherwise indicated.

# Our priorities

## Suitable housing

We will work with registered housing providers, community land trusts and local housing partners to deliver affordable, suitable and decent housing.

### What will we do?

- Maximise the use of council assets to develop affordable and sustainable housing, including the creation of more social rented housing
- Bring long-term empty properties back into use
- Support people to access the right accommodation
- Raise standards of privately rented homes, using appropriate legislation
- Promote energy efficiency and green initiatives within the housing sector
- Implement a new single Dorset Council housing register
- Adopt a new Dorset Council Local Plan by 2024

### How will we do it?

- Deliver the Building Better Lives programme that will provide quality housing and care for local people ([www.dorsetcouncil.gov.uk/building-better-lives](http://www.dorsetcouncil.gov.uk/building-better-lives))
- Provide homes by 2024 in line with land supply target
- Develop a business plan for our emerging housing company Homes Dorset
- Increase the number of new homes of all tenures e.g. shared ownership, starter homes, key worker housing, social rented housing
- Reduce homelessness
- Maximise the amount of affordable housing on new developments in line with the Local Plan
- Increase the number of households receiving assistance with energy efficiency from Healthy Homes Dorset ([www.healthyhomesdorset.org.uk](http://www.healthyhomesdorset.org.uk))

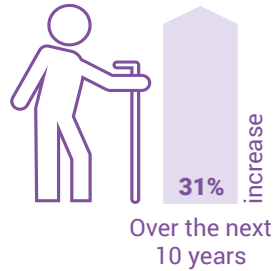
### Who will we work with?

- Registered housing providers
- Town and parish councils
- Voluntary, community and social enterprise organisations
- Private landlords
- House builders
- NHS partners
- Homes England
- Dorset Police
- Armed Forces
- Community Land Trusts



# Strong, healthy communities – the current picture

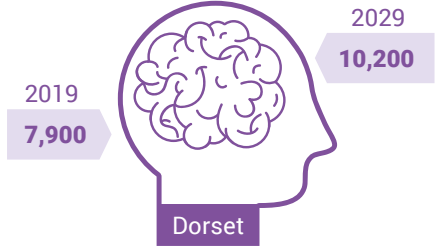
## 85+ year olds in Dorset



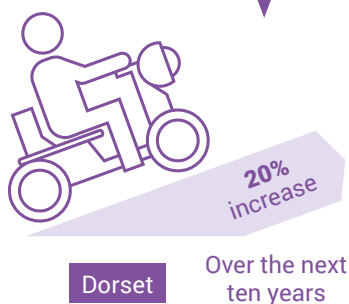
## Life expectancy



## 65+ year olds with dementia



## 65+ year olds with long-term health conditions and disabilities



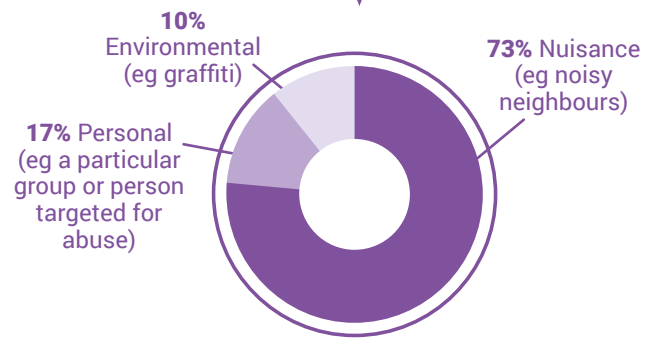
## Deprived areas

Dorset has few deprived areas in national terms, but...deprivation is concentrated in certain areas

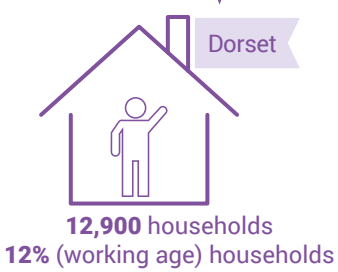


**10 out of 11** deprived areas are in **Weymouth & Portland**

## Anti-social behaviour in Dorset



## Workless households



## Regular physical activity (adults)



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# Our priorities

## Strong, healthy communities

We will work with residents and partners to build and maintain strong communities where people get the best start and lead fulfilling lives.

### What will we do?

- Work to improve the economic, social, cultural and environmental wellbeing of the area
- Support communities to be connected, inclusive, safe and active
- Enable people to feel a sense of belonging and to participate actively in their community
- Aim to increase people's healthy life expectancy and reduce differences between areas
- Provide additional support to communities with the greatest challenges
- Improve outcomes for children, and focus on narrowing the gap for the most vulnerable
- Keep Dorset connected, with better transport and digital links between communities

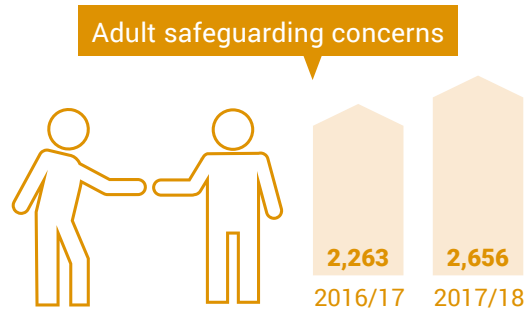
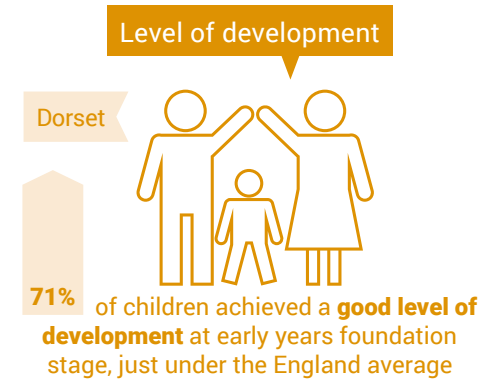
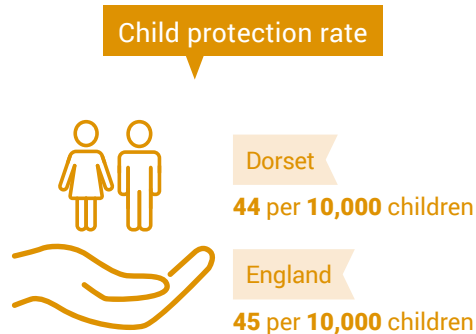
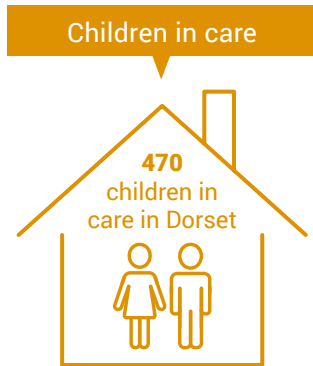
### How will we do it?

- Work collaboratively with town and parish councils and communities to identify and deliver what they think is important
- Provide an inclusive and accessible directory of community activities to connect people and tackle social isolation
- Help people to claim and receive benefits they are entitled to
- Improve mental health support for children, young people and adults
- Help ensure food available to buy and eat is safe
- Increase the number of people supported by LiveWell Dorset to be more active, maintain healthy weight, quit smoking and reduce their alcohol intake ([www.livewelldorset.co.uk](http://www.livewelldorset.co.uk))
- Protect people from harm from rogue traders and scammers
- Provide safe and useable cycle ways and footpaths, integrated bus services and community transport schemes
- Provide and maintain access to rights of way, country parks and countryside
- Recognise when the voluntary, community and social enterprise sector is better placed to provide a service and support them in their work
- Encourage volunteering to help build communities, reduce loneliness and enable people to learn new skills

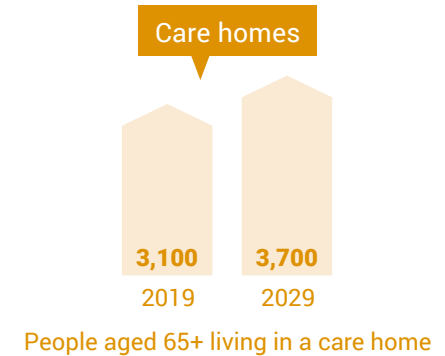
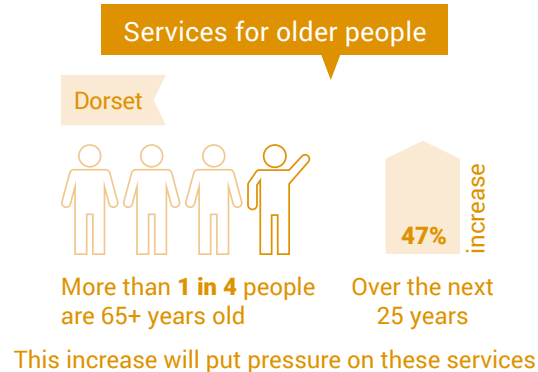
### Who will we work with?

- Schools, colleges, universities and other training providers
- Residents
- Cultural and sporting partners
- Dorset Police
- Town and parish councils
- NHS partners
- Dorset and Wiltshire Fire and Rescue Service
- Voluntary, community and social enterprise organisations
- Department for Work and Pensions
- Bus companies and other transport providers
- Other councils including Bournemouth, Christchurch and Poole Council
- Sport England
- Active Dorset

# Staying safe and well – the current picture



This reflects an increased cultural awareness of adult safeguarding and more informed reporting



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# Our priorities

## Staying safe and well

### What will we do?

- Make Dorset the best place to be a child; where communities thrive, and families are supported to be the best they can be
- Ensure our children achieve the best educational results they're capable of
- Support older people and disabled people to live independently in their own homes and, when this isn't possible, provide high quality care
- Focus on getting it right first time, proactively providing early help as needs arise
- Build and support capacity in voluntary, community and social enterprise organisations
- Work to protect children and vulnerable adults and prevent them from being exploited

### How will we do it?

- Provide good quality social care services
- Provide more specialist education within Dorset for children with complex communication and learning needs
- Increase the types of care placements available for children and young people
- Develop youth support services
- Provide information, advice and support at the earliest opportunity
- Use technology – and help others to use it - to explore innovative ways to improve quality of life and independence
- Improve the way we work to deliver better outcomes for children and young people
- Design services with people, not for them

We will work with all our residents to have a good quality of life.

- Raise public awareness of exploitation of children and vulnerable adults
- Target our resources in the areas of greatest need and deliver services at a local level
- Improve how social care, education and health services work together through the 'Our Dorset' partnership ([ourdorset.nhs.uk](http://ourdorset.nhs.uk))

### Who will we work with?

- NHS partners
- Schools, colleges and universities
- Police, probation and youth offending
- Voluntary, community and social enterprise organisations
- Residents and communities
- Dorset and Wiltshire Fire and Rescue Service
- Regulators
- Housing associations
- Service providers
- Prisons
- Local Enterprise Partnership
- Town and parish councils
- Dorset Police





# Dorset Council's values, behaviours and principles

As we have come together to create a new organisation, we have defined our principles and values for our journey ahead. This is the focus of our transformation plan which will support us to achieve the council's priorities by 2024.

## Our values

- We are an advocate for Dorset on a local, national and global stage
- We work together with our communities and our partners to make things happen
- We put people first and design services around their needs now and in future
- We are open, accessible and accountable
- We use time and money wisely
- We value people and build on their strengths



## Our behaviours

Responsibility • Respect • Recognition • Collaboration

## Our equality objectives

- Fostering good relations with and within the community
- Developing and supporting a diverse workforce
- Developing, commissioning and delivering inclusive and responsive services

### Dorset Council is committed to:

A skilled and confident workforce which will be well trained, supported and enabled to take decisions and operate efficiently within a clear accountability structure. The behaviours, attitudes and approaches we take are key to our success.

## Our principles





**Dorset**  
Council

 [dorsetcouncil.gov.uk](http://dorsetcouncil.gov.uk)

 [@dorsetcounciluk](https://twitter.com/dorsetcounciluk)

 [dorsetcounciluk](https://www.facebook.com/dorsetcounciluk)

 [@dorsetcounciluk](https://www.instagram.com/dorsetcounciluk)

## **Cabinet**

### **2 March 2021**

## **Dorset Heathlands Interim Air Quality Strategy**

### **For Decision**

**Portfolio Holder:** Cllr D Walsh, Planning

**Local Councillor(s):** all

**Executive Director:** J Sellgren, Executive Director of Place

Report Author: Sue Bellamy  
Title: Senior Planning Policy Officer  
Tel: 01929557303  
Email: sue.bellamy@dorsetcouncil.gov.uk

**Report Status:** Public

#### **Recommendations:**

- (1) That cabinet agrees to adopt the Dorset Heathlands Interim Air Quality strategy covering the period 2020-2025; and
- (2) That cabinet agrees to allocate up to £187,000 from CIL to fund a project co-ordinator, delivery of projects and monitoring over a five year period.

#### **Reason for Recommendations:**

An interim strategy is needed to allow the Council to continue granting planning permission for new development and facilitating growth. The proposed interim strategy will simplify the planning application process by removing the need for applicants to identify and implement bespoke mitigation projects, in most cases, to mitigate the air quality impact of developments upon the Dorset Heathlands. Work needs to begin immediately on identifying and implementing projects.

#### **1. Executive Summary**

- 1.1 Several major planning applications in Bournemouth, Christchurch and Poole Council area have triggered the need to mitigate the in-combination effect of nitrogen deposition of additional development upon the Dorset Heathlands designated sites (SPA, SAC and Ramsar).

This has brought the issue into focus across all the South East Dorset protected heathlands.

- 1.2 Airborne nitrogen and ammonia gases from multiple sources, including agriculture and vehicle emissions settle on heathlands, enriching the soil. This favours faster growing plants and the spread of species not normally found on heathlands which outcompete and inhibit the recovery of the characteristic protected heathland features.
- 1.3 A strategy is needed to help address emissions caused by the additional car trips from new development. The proposed joint strategy with Bournemouth, Christchurch and Poole Council in Appendix 1 provides interim mitigation measures in advance of a formal policy position in the emerging BCP Council and Dorset Council local plans.
- 1.4 The strategy is required until at least 2030 when the take up of electric powered vehicles should negate the need for mitigation and improve air quality. Current Council strategies such as modal shift will help, but targeted projects around heathland sites are also needed.
- 1.5 A budget of £750,000 is needed for 5 years mitigation projects, £562,500 from BCP Council and £187,500 from Dorset Council based on the proportions of planned development at £50 per home. The strategy will be paid for by developers from the Community Infrastructure Levy and planning obligations. The Property Management Group and Corporate Strategy Assets Management Group will be made aware of these requirements.

## **2. Financial Implications**

- 2.1 There will be no cost to the Council as projects would be funded from CIL or planning obligations
- 2.2 The appropriate panels/groups will be kept apprised of the projects identified as part of the strategy. A total budget requirement of £750,000 has been identified. The budget is based upon 15,000 homes planned over the 2020-2025 period at £50 per home. Based on planned growth Dorset Council would find £187,500 (25%) and BCP Council £562,500 (75%). The funding would come from CIL or other planning obligations, as appropriate. CIL liable development will be funded through CIL, including exemptions. Other development which is not CIL liable, or development within the 5km heathland buffer zone in the former north Dorset where CIL is not collected but is assessed as having an impact on air quality will be secured through S106 or other planning obligation. The budget would fund a project co-ordinator, the delivery of projects and monitoring over the five-year period.

- 2.3 Further work is needed on costing up individual projects and these will be set out in the separate Monitoring, Projects and Implementation Plan, published after the strategy is in place.
- 2.4 There is potential to link projects involving the change of use of agricultural land to other mitigation strategies to provide more cost-effective solutions such as Suitable Alternative Natural Greenspace, nitrogen offsetting land, biodiversity net gain / compensation projects and carbon offsetting projects.

### **3. Well-being and Health Implications**

- 3.1 The strategy would lead to an overall improvement to air quality to humans as well as the Dorset Heathlands, benefitting public health and well-being. Projects could also provide local residents greater public access to the countryside for exercise, education and general health and wellbeing.

### **4. Climate implications**

- 4.1 Policies encouraging the uptake of low emission vehicles will help meet the aims of the climate change action plan as well as reducing nitrogen deposition on protected heaths.
- 4.2 Projects on agricultural land can be brought forward with 'layered benefits' such as carbon offsetting and net gain in biodiversity. The emerging Environment Bill will make it a requirement for all developers to contribute to achieving a net gain in biodiversity and the Council will be looking for projects to spend developer contributions in coming years.

### **5. Other Implications**

- 5.1 The strategy would have significant environmental benefits by helping to return the Dorset Heathlands to favourable condition, and through a general improvement to air quality.

### **6. Risk Assessment**

- 6.1 Having considered the risks associated with this decision, the level of risk has been identified as:
- 6.2 Current Risk: Without the mitigation strategy provided by the SPD there is a high risk of the Council failing to meet Habitats Regulations requirements which could result in it not being able to grant planning permission, thereby not meeting national housing delivery targets.

Without the strategy the Council would have to consider using Grampian conditions on all vehicle generating development (e.g. employment, housing, etc.), preventing the development from being built until mitigation has been put in place. This would hinder developers at a crucial time for jobs and the economy during the recovery from the Covid pandemic. There would be social costs of housing delivery from lack of available housing. There could be damage to the economy and unemployment from a slowdown in construction. The Council would also miss out on Council tax, business rates and New Homes Bonus.

- 6.3 Residual Risk: With an interim strategy in place the risks will be significantly lowered. The interim strategy will speed up the planning process, by providing certainty for all parties that the necessary mitigation will be delivered. This will enable the Council to continue to grant planning permission, continue to encourage growth and gain recognition for its positive approach for facilitating growth whilst improving habitat and air quality.

## **7. Main Report**

- 7.1 The lowland heaths in South East Dorset, collectively known as the Dorset Heathlands are designated as Special Protection Area (SPA), Special Area of Conservation (SAC) and Ramsar Site.
- 7.2 The Councils are responsible as Competent Authority under the Conservation of Habitats and Species Regulations 2017, as amended by the Conservation of Habitats and Species Amendment (EU Exit) Regulations 2019 which came into force on 31 December 2020. As Competent Authority the Council must ensure that when granting planning permission, the development will not have an adverse effect upon integrity of the Dorset Heathlands SPA, SAC and Ramsar site.
- 7.3 Air borne nitrogen and ammonia gases from multiple sources including agriculture and vehicle emissions settle on heathlands, enriching the soil. This favours faster growing plants and the spread of species not normally found on heathlands which outcompete and inhibit the recovery of the heathland habitats.
- 7.4 Vehicle emissions cause nutrient deposition and direct toxicity effects, principally within 200 metres of roads. Additional vehicle trips generated by new development, in-combination with all planned development

across South East Dorset, is likely to have a significant adverse effect upon the integrity of Dorset Heathlands.

- 7.5 Whilst air quality on designated sites has been an issue for some time, it was a 2017 High Court ruling in the case of Wealden District Council v Secretary of State that made the impact of air quality on designated sites the responsibility of local planning authorities. The 'Wealdon Judgement' highlighted the need to consider the impact of all development 'in-combination' under the Habitats Regulations, rather than determine each application on a stand-alone basis.
- 7.6 For this reason, Natural England has begun objecting to planning applications in the Bournemouth, Christchurch and Poole Council area that in-combination with other planned developments in South East Dorset would be harmful to the Dorset Heathlands. The applicants for these first schemes have each employed ecological consultants to look at the issue and identify bespoke mitigation packages to ensure that each development does not harm the Dorset Heathlands. This is proving a difficult exercise and the production of the interim air quality strategy would simplify and speed up the process for all parties.
- 7.7 The proposed strategy set out in Appendix 1 will simplify and speed up the planning process, facilitating growth, by avoiding each applicant having to employ ecological consultants to tackle this issue and identify and deliver bespoke mitigation.
- 7.8 Government plans to phase out sales of new petrol and diesel cars and vans by 2030 to accelerate the transition to electric vehicles. Around 2030 or soon after it is expected that the take up of electric vehicles will cut vehicle emissions to the point where this strategy is no longer needed.
- 7.9 The strategy has been prepared jointly with Bournemouth, Christchurch and Poole Council. It identifies 3 phases to facilitate the recovery the Dorset Heathlands towards favourable conservation status with regard to air quality:
- Phase 1: - Measures already in place 2015-2020 – Projects implemented for other reasons but have air quality benefits to the protected heathland nearby;

- Phase 2: Interim approach from 2020-2025 - Projects to deliver benefits ahead of the preparation of formal local plan policy; and
- Phase 3: Local plan approach from 2025 onwards - Projects aligned to new policies set out in the BCP Council Local Plan and the Dorset Council Local Plan. The strategy will be re-evaluated at this point and may become an SPD.

7.10 Phase 2 is the first documented phase of the overall strategy. It is an interim strategy to deliver projects in the short term from 2020-2025. The aim of Phase 3 is to formalise the strategy in policy through local plans from 2025 onwards. The measures will be needed until air pollution levels return to an acceptable level and the conservation objectives of the Dorset Heathlands are achieved in respect of air quality. Measures include:

- Managing heathland adjacent to roads;
- Changing of use of agricultural land adjacent to heathlands to less intensive use;
- Reducing vehicle trips by encouraging modal shift to other forms of transport;
- Reducing vehicle speed past heathlands (e.g. A338 at Hurn & Gravel Hill);
- Encouraging the use of low emission electric vehicles (e.g. charging points, subsidy); and
- The re-siting or cleaning up of certain operations that generate emissions alongside heathlands (e.g. slurry pits, intensive livestock units).

7.11 By taking a holistic approach with other mitigation measures and initiatives this strategy will drive an improving trend in air quality which is targeted to the sources which make the greater contribution to current exceedances. This improving trend might then be taken into account by the Council when undertaking habitats regulations assessment of a development proposal and considering whether to grant planning permission. The improvements to air quality on the Dorset Heathlands will also benefit air quality for local residents.

7.12 The Interim Dorset Heaths Air Quality Strategy has the support of Natural England and would have multiple benefits:

- It would enable the Council to mitigate development and thereby continue to grant planning permission;



- Mitigation of the impact of the development will be passed from the developer to the Council, removing a block from the planning application process;
- It saves planning applicants the cost of ecological consultants as all development that generates car trips would have to provide mitigation;
- It enables the Council to achieve environmental benefits by facilitating the recovery the highly valued Dorset Heathlands towards favourable conservation status with regard to air quality;
- Improvements to air quality would equally benefit human health; and
- Mitigation projects can have 'layered benefits' such as a net gain in biodiversity, carbon offsetting and public access.

#### **8. Equalities Impact Assessment**

An EqIA screening has been undertaken and there are no impacts from the interim strategy on people (Appendix 2).

#### **9. Appendices**

Appendix 1 Dorset Heathland Interim Air Quality Strategy

Appendix 2 EqIA screening

#### **10. 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.

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Working in Partnership



# Dorset Heathlands Interim Air Quality Strategy

.....  
A Strategy to help achieve the conservation objectives  
of the Dorset Heathlands designated sites

Phase 2 – Interim Measures for 2020-2025

16 December 2020

V5.6 For Cabinet  
BCP Council Planning Policy Team

## Executive Summary

The aim of this strategy is to address the adverse effect of airborne nitrogen upon the Dorset Heathlands designated sites by contributing to the achievement of the conservation objectives for air quality and in doing so, facilitate the delivery of planned development.

This document is part of an agreed strategic approach by Bournemouth, Christchurch and Poole Council (BCP Council), Dorset Council and Natural England to address sources of airborne nitrogen based pollution generated in the vicinity of the Dorset Heathlands.

Airborne nitrogen-based pollutants from multiple sources including agriculture and vehicle emissions settle on heathlands, enriching the soil. This favours faster growing plants and the spread of species not normally found on heathlands which outcompete and inhibit the recovery of the heathland habitats. Ammonia and nitrogen oxides also have direct toxic effects on plant communities.

Article 6(2) of the Habitats Directive requires member states to take appropriate steps to avoid deterioration of designated sites. When preparing a local plan or granting planning permission for development, Councils are also required under Article 6(3) of the Habitats Directive, through a habitats regulations assessment, to conclude no significant adverse effects on the integrity of designated sites, such as those which comprise the Dorset Heathlands.

Vehicle emissions cause nutrient deposition and direct toxicity effects, principally within 200 metres of roads. Additional vehicle trips generated by new development, in-combination with all planned development across South East Dorset, is likely to have a significant adverse effect upon the integrity of Dorset Heathlands SAC. The Councils can partially address this pollution by using developer contributions to fund targeted management of heathland but measures to actively reduce emissions are also required. This element forms part of the overall strategy to deliver the reductions in pollution necessary to help achieve the conservation objectives of the Dorset Heathlands.

The Councils have already implemented, or are already implementing, projects that will improve air quality on heathlands. The strategy envisages a phased approach to the delivery of further projects and measures to contribute to the recovery the Dorset Heathlands towards favourable conservation status with regard to air quality:

- *Phase 1: - Measures already in place 2015-2020* – Projects implemented for other reasons which have air quality benefits to the protected heathland nearby.
- *Phase 2: Interim approach from 2020-2025* - Projects to deliver benefits ahead of the preparation of formal local plan policy.
- *Phase 3: Local plan approach from 2025 onwards* - Projects aligned to new policies set out in the BCP Council Local Plan and the Dorset Council Local Plan.

This document constitutes Phase 2. It is the first documented phase of the overall strategy and will deliver projects from 2020-2025. Phase 3 of the strategy will be prepared through the BCP Council and Dorset Council local plans process. This strategy can then become a supplementary planning document (SPD) setting out the detail to implement local plan policies. By 2030, or when government policy on vehicle emissions will trigger an increasing shift to zero emission vehicles, the measures set out in this strategy should become embedded. The measures will be needed until air pollution levels return to an acceptable level and the conservation objectives of the Dorset Heathlands are achieved in respect of air quality.

Types of measures include direct measures targeting vehicle emissions adjacent to heathland. These include projects to encourage modal shift to other forms of transport, reduce vehicle speeds adjacent to heathlands, encourage the use of zero emission vehicles and through heathland management alongside roads. The strategy also addresses wider measures to reduce nitrogen deposition from agricultural land near to heathlands, or the re-siting / cleaning up of certain operations that generate emissions.

By taking a holistic approach with other mitigation measures and initiatives, this strategy will drive an improving trend in air quality which is targeted to the sources which make the greater contribution to current exceedances. This improving trend might then be taken into account by the Councils when considering whether to grant planning permissions in accordance with regulation 63 of the Habitats Regulations.

The Councils will produce and regularly update an Implementation Plan. A projects coordinator will be appointed to bring forward projects and establish a monitoring strategy to assess vegetation changes and transport emissions data over the timeframe of this strategy. A budget of £750,000 will be set aside from Community Infrastructure Levy, split between the Councils on the basis of planned development (75% BCP Council and 25% Dorset Council).

As projects are implemented and landowners are engaged within the process, the strategy will not only play its part in avoiding adverse effects to site integrity from proposed development but will also actively contribute to achieving the conservation objectives in respect of air quality for the Dorset Heathlands designated sites.

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# 1. Legislative and Policy Background

## Designations

- 1.1 The lowland heaths in South East Dorset are covered by several international, European and national designations:
- Dorset Heathlands Special Protection Area (SPA);
  - Dorset Heathlands Ramsar Site;
  - Dorset Heaths Special Area of Conservation (SAC); and
  - Dorset Heaths (Purbeck and Wareham) and Studland Dunes SAC.
- 1.2 Collectively these designations are referred to as the Dorset Heathlands and cover an extensive area of South East Dorset fragmented by urban development, forestry, agriculture and other land uses. The sites include lowland dry heath, wet heath and mire, in particular air pollution affects the lower plant and lichen communities, as well as functional aspects of the habitats such as the structure. Examples of species negatively impacted by nitrogen include common heather, reindeer lichen, cross leaved heath and sundew in wet heathland and Sphagnum mosses, liverworts, Utricularia (bladderwort) species and bog asphodel in the Rhynchosporion community.
- 1.3 The Site Improvement Plan (SIP) for the Dorset Heathlands provides a high-level overview of the issues (both current and predicted) affecting the condition of features on the site and outlines the priority measures required to improve the condition of those features. The following extract is from the Dorset Heathlands SIP (2014):

Priority & Issue	Pressure or threat	Features affected	Measure	Delivery Bodies
11 Air Pollution: impact of atmospheric nitrogen deposition	Pressure	H4010 Northern Atlantic wet heaths with Erica tetralix; H4030 European dry heaths; H7150 Depressions on peat substrates of the Rhynchosporion	Reduce atmospheric nitrogen deposition	Natural England

- 1.4 The SIP also identified ‘actions’ against the issues and the extract in respect of air pollution is as follows. The need for the control, reduction and amelioration of atmospheric nitrogen impacts has therefore been recognised within the SIP.

11 Air Pollution: impact of atmospheric nitrogen deposition							
Air pollution impacts on the site's vegetation diversity. As with most lowland heathlands and mires in England N deposition is close to, and in some cases exceeds critical loads (e.g. fFor Rhynchosporion							
Action	Action description	Cost estimate	Timescale	Mechanism	Funding option	Delivery lead body	Delivery partner(s)
11A	Control, reduce and ameliorate atmospheric nitrogen impacts.	Not yet determined	2014-20	Site Nitrogen Action Plan	Not yet determined	Natural England	Not yet determined

## The Habitats and Birds Directives

- 1.5 The European Commission Habitats Directive (1992) contributes towards securing biodiversity through the conservation of natural habitats and species. Both the Dorset Heaths SAC and the Dorset Heaths (Purbeck and Wareham) and Studland Dunes SAC are designated in accordance with the Habitats Directive.
- 1.6 The European Commission Wild Birds Directive (2009) concerns the conservation of all species of wild birds. The Dorset Heathlands SPA is classified under the Birds Directive.

- 1.7 Following the exit from the European Union, the United Kingdom is no longer a 'Member State'. However, the Conservation of Habitats and Species Amendment (EU Exit) Regulations 2019 came into force on 31 December 2020. Regulation 3A covers interpretation of the Directives, where it sets out that all references to 'Member States' include the United Kingdom. The requirements of the Habitats and Birds Directives therefore continue to have effect. Furthermore, regulation 16A sets out new duties to manage the national site network with a view to contributing to the achievement of its management objectives. The management objectives are to maintain or restore habitats and species to a favourable conservation status and to contribute to ensuring the survival and reproduction of Annex 1 bird species as well as regularly occurring migratory species of birds.
- 1.8 Article 6(1) of the Habitats Directive requires Member States [*including the United Kingdom*] to establish the necessary conservation measures which correspond to the ecological requirements of the habitats and species. Article 6(2) of the Habitats Directive requires Member States [*including the United Kingdom*] to take appropriate steps to avoid the deterioration of designated SACs. In addition, regulation 10 of the Habitats Regulations sets out similar duties in respect of wild bird habitat where designated as part of an SPA, and UK National Planning Policy Framework (2019) affords Ramsar sites (known as International Sites) the same protection as SACs and SPAs (known as European sites). SPAs, SACs and Ramsar sites are collectively known as the Natura 2000 network across Europe and this, following the exit from the European Union, is now known as the National Sites Network in the UK.
- 1.9 Article 6(3) of the Habitats Directive, regarding the need for appropriate assessment of a plan or project which has a likely significant effect (either alone or in combination with other plans and projects), is transposed into UK law through Regulation 63 of the 'Habitats Regulations'.

## The Habitats Regulations

- 1.10 European sites are protected by the European Commission Birds and Habitats Directives, specific provisions of which are applied in the UK by the Conservation of Habitats and Species Regulations 2017 (as amended). The regulations are more commonly referred to as the Habitats Regulations. They place responsibilities on a decision maker (referred to as the 'competent authority') in relation to such sites. The Councils when determining planning applications take on the role of the competent authorities under the Habitats Regulations and are advised by Natural England on how to fulfil these duties.
- 1.11 Regulation 63 of the Habitats Regulations requires that any application for development or strategic plan or policy which is likely to significantly affect a European site is subject to an appropriate assessment of the implications of the proposal in view of the site's conservation objectives. The planning authority must ascertain that the plan or project will not have an adverse effect on the integrity of the site, either alone or in combination with other plans or projects, either directly or indirectly, taking account of any conditions or restrictions that would help ensure no adverse effect, before granting permission or adopting a plan or policy.
- 1.12 Regulation 9(3) places a general duty upon a competent authority, in exercising any of its functions, to have regard to the requirements of the Directives so far as they may be affected by the exercise of those functions.

## Legal Judgements

- 1.13 When preparing a local plan or granting planning permission for development, Councils are required, through appropriate assessment, to conclude no significant adverse effects on the integrity of designated sites, such as the Dorset Heathlands.
- 1.14 In 2017, the High Court ruled in the case of *Wealden* District Council v Secretary of State<sup>1</sup> that the failure to take account of proposed housing development in combination with other plans and

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<sup>1</sup> Wealden DC v SoS and Lewes DC [2017] EWHC 351 (Admin)



projects had brought about a clear breach of the Habitats Directive. The Court explicitly recognised that *'if it is known that specific impacts are very low indeed, or are likely to be such, these can properly be ignored'* (emphasis added) but the failure to take account of in combination effects could not be supported (under the circumstances) on logical and empirical grounds.

## National Planning Policy Framework

- 1.15 The National Planning Policy Framework (NPPF) and Planning Practice Guidance (PPG) outline the procedure set out by the government that should be followed in deciding whether to approve a proposal (a plan or project) that will potentially affect a protected habitats site.
- 1.16 The NPPF recognises the value of our natural environment stating that the *'planning system should contribute to and enhance the natural and local environment'*<sup>2</sup>, for example by protecting and enhancing valued landscapes such as heathland, establishing coherent and resilient ecological networks and providing net gains for biodiversity. Importantly the presumption in favour of sustainable development does not apply where development requiring appropriate assessment under the Birds or Habitats Directives or Ramsar convention is being considered, planned or determined.<sup>3</sup>

## Development Plans

- 1.17 The two Councils have adopted legacy Local Plans which contain similarly worded policies to address the adverse effects on the Dorset Heathlands of pressures arising from population growth:
- Bournemouth Core Strategy (2012) - Policy CS33 Heathland.
  - Christchurch and East Dorset Local Plan Part 1 (2014) - Policy ME2 Protection of the Dorset Heathlands.
  - The Poole Local Plan (2018) - Policy PP32 Part (1) Poole's nationally, European and internationally important protected sites.
  - The North Dorset Local Plan Part 1 (2016) – Policy 4 Natural Environment.
  - The Purbeck Local Plan Part 1 (2012) Policy DH Dorset Heaths International Designations and Swanage Local Plan (2017). A new Purbeck Local Plan is currently at examination and will replace the 2012 Plan with a replacement heathland policy (Policy E8).
  - The West Dorset, Weymouth & Portland Local Plan (2015) – Policy ENV2 Wildlife and Habitats.
- 1.18 The strategy to implement these policies is set out in The Dorset Heathlands Planning Framework 2020-2025 SPD. The SPD identifies air pollution as an issue for the heathlands, but the strategy is focussed upon the recreational impacts of development, so does not deal directly with the additional airborne emissions associated with the developments.
- 1.19 The local plans are accompanied by habitats regulations assessments which set out the measures that need to be provided to enable development to be delivered. Together the habitats regulations assessments provide a consistent record of the approach to avoidance and mitigation and in varying levels of detail, the type and nature of projects required.
- 1.20 In addition to the local plans, there may be relevant policies in neighbourhood plans which will provide local context and support for the strategy.

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<sup>2</sup> NPPF para 170

<sup>3</sup> NPPF para 176,177

## 2. Evidence

2.1 The evidence section is broken down into 3 parts:

- Evidence of air pollution effects;
- Evidence of traffic patterns; and
- Evidence of air pollution remediation/mitigation opportunities.

### Evidence of air pollution effects

#### Nitrogen deposition

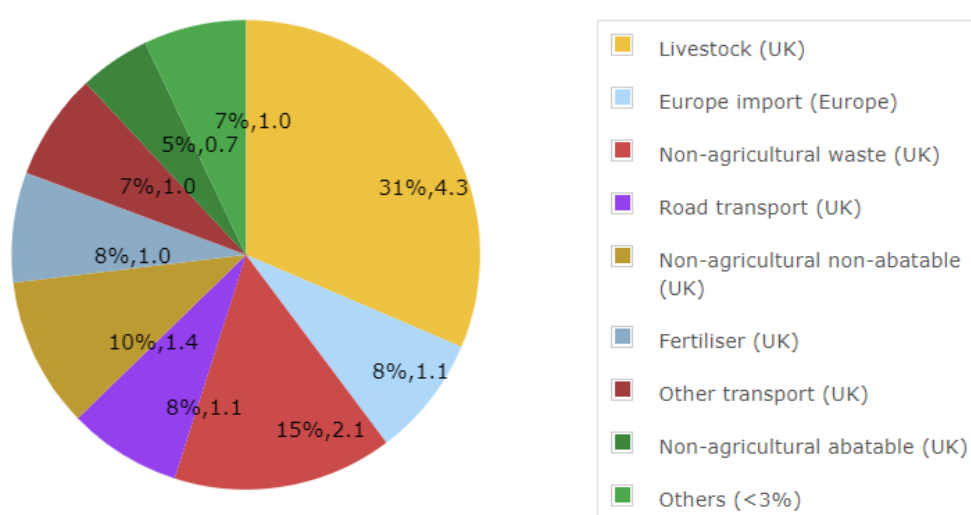
2.2 It is important to acknowledge that nitrogen deposition on to the heathlands comes from several sources. The main sources of atmospheric nitrogen deposition are nitrogen oxides (NOx) from vehicles, industry and electricity generation and ammonia (NH3), mainly from agricultural sources. Some local sources will make larger contributions when they lie close to the heathlands, such as road transport, airports, waste sites and agricultural activities.

2.3 Figure 1 below produced by the UK Air Pollution Information System (APIS) provides an indication of the contributions of different sources to total nitrogen deposition on the Dorset Heaths SAC. It represents the contributions averaged over a 5x5km square for the year 2012. It does not include the contribution from ammonia within the transport sector as this is an emerging area of research<sup>4</sup> into how commercially available fuel additives, e.g. Adblue (used to control NOx emissions in diesel exhaust gasses) lead to elevated ammonia emissions which may require consideration at the local level - hence it is only indicative.

2.4 There are some activities which can't be influenced at a local level such as deposition coming from abroad (Europe import) or aeroplanes and shipping (Other transport). Activities that can be influenced include agriculture (Livestock, Fertilisers) which accounts for 39% of deposition and vehicles (Road Transport) which accounts for 8%.

Figure 1 – Indicative proportions of nitrogen deposition on the Dorset Heaths SAC from different activities

■ Pie Chart: Local contributions to Nitrogen deposition (Kg N/ha/yr) from sources (UK)

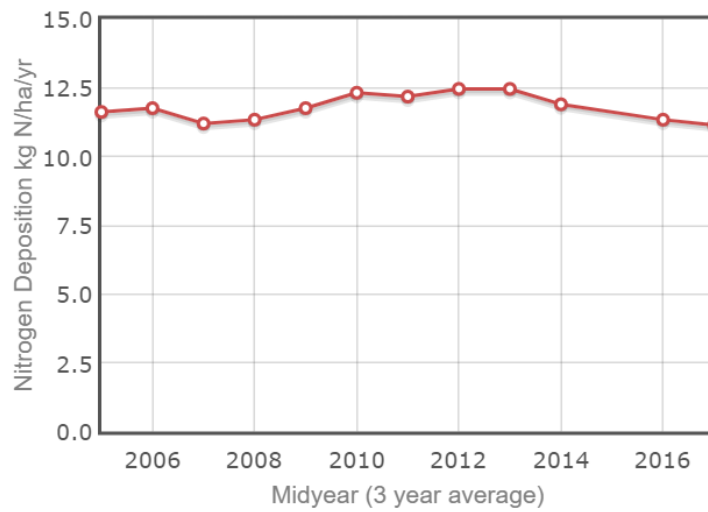


Source: <http://www.apis.ac.uk/src/source-attribution?submit=Source+Attribution&sitetype=SAC&sitecode=UK0019857&sitename=Dorset+Heaths>

<sup>4</sup> A Guide to the assessment of air quality impacts on designated nature conservation sites. Institute of Air Quality Management, May 2020

2.5 Figure 2, also from APIS, shows the trend in nitrogen deposition to short vegetation within Dorset Heaths SAC over the period 2004 to 2018. This shows little change over the 14 year period.

Figure 2 – Trend in total nitrogen deposition to short vegetation on the Dorset Heaths SAC, 2004 to 2018.

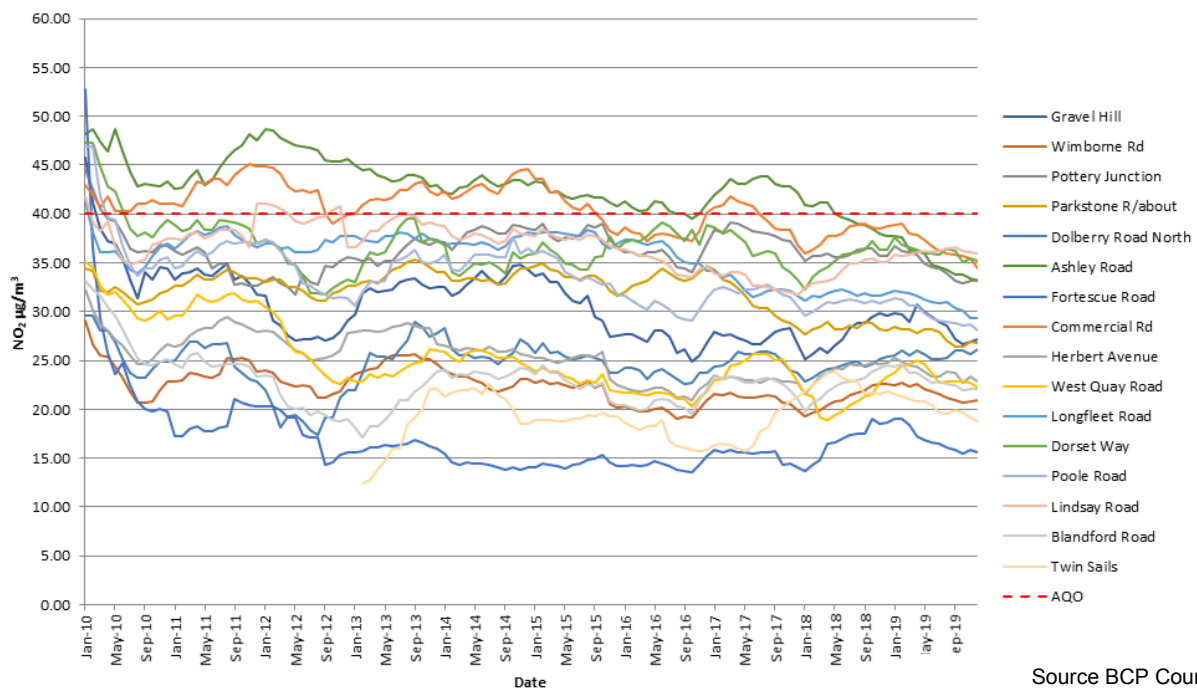


Source <http://www.apis.ac.uk/src/select-a-feature?site=UK0019857&SiteType=SAC&submit=Next>

### Ammonia and Nitrogen Oxides

- 2.6 Ammonia and nitrogen oxides have toxic effects in their gaseous form, as well as contributing to nitrogen deposition. Key sources of ammonia are from agricultural activities with a further contribution from road vehicle emissions associated with the technologies being used to control the nitrogen oxides emissions. Lichens and mosses are particularly sensitive to toxic effects from ammonia.
- 2.7 Nitrogen oxides come from combustion sources, with road traffic being the key source. Emissions of nitrogen oxides from road traffic have been declining over the last decade, due to the introduction of legal controls on vehicle emissions. This is reflected in the roadside monitoring results for nitrogen dioxide from the former Borough of Poole over the period 2010 to 2019, as set out in Figure 3; there has been an overall decline over this period. This is due to both a reduction in regional emissions of nitrogen oxides and more directly to declining emissions from the road traffic close to the monitoring site from improving vehicle engine performance.

Figure 3: Reduction in nitrogen oxides from vehicle emissions in Poole from 2010-2019



Source BCP Council

## The effect of nitrogen deposition

- 2.8 This nitrogen deposition affects the vegetation of lowland dry heath, wet heath and mire, in particular, the lower plant and lichen communities as well as functional aspects of the habitats. The likely effects of nutrient deposition are:
- Heath vegetation becomes "lusher" and so more prone to adverse effects such as heather beetle, fungal attacks etc. The growth rate of some species is accelerated e.g. European and dwarf gorses;
  - The vegetation responds with increased grass dominance and especially non-typical grasses and herbs responding to higher levels of available nutrients;
  - Nitrogen levels in heathland soils build up when there is increased aerial pollution and standard management measures such as cutting are less effective at removing nitrogen than more aggressive approaches such as humus removal;
  - The wetter habitats show increased vigorous purple moor grass cover due to increased nutrient availability;
  - Bare ground and open habitats used by SPA birds and features such as sand scrapes, which are important habitats for sand lizards, become vegetated over more rapidly and require more frequent management;
  - Site restoration measures are inhibited, e.g. succession pathway towards a bracken, birch seedling, grassland phase is facilitated rather than to heathland;
  - Non-native invasive species such as Gaultheria spp, rhododendron, Amelanchia spp and laurel are able to grow and spread more effectively; and
  - More vegetation growth can lead to an increased fire risk due to the higher fuel load produced and increased management costs and considerations.

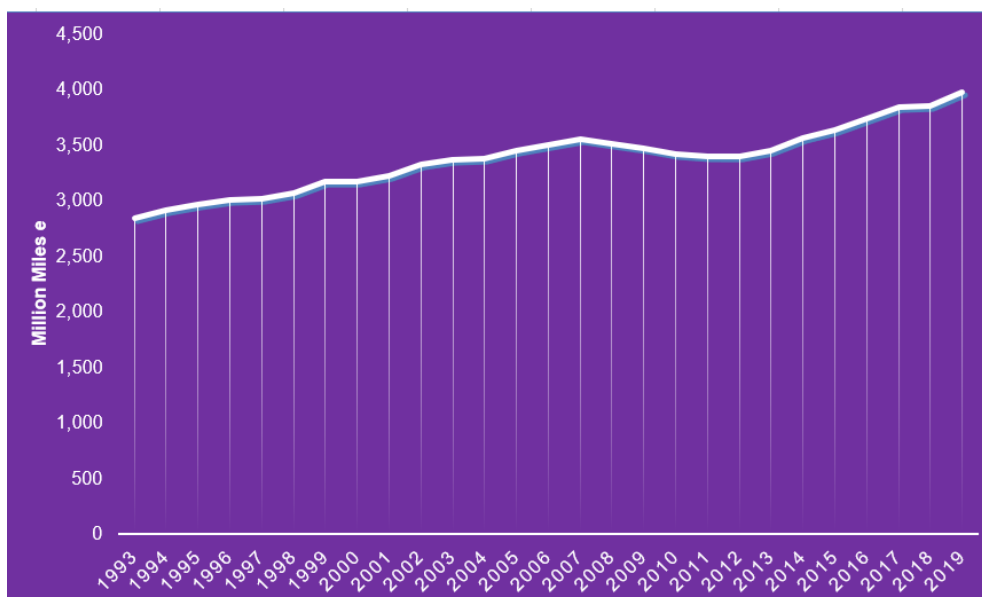
## The air quality impact of combustion engine vehicles and how this affects the Dorset Heathlands

- 2.9 As highlighted above by APIS, combustion engine vehicles (motor vehicles) make an overall contribution of around 8% of the nitrogen deposition upon the heathlands. However, Natural England advice to competent authorities is that this contribution will be higher within around 200 metres of the roadside<sup>5</sup>. The amount deposited on the vegetation declines rapidly away from the road.
- 2.10 Vehicle trips in the BCP Council and Dorset Council areas are rising as shown in Figure 4, and the Department for Transport projects this to continue. Traffic volume increased by 4% from 2001-2018. This trend makes it harder to reduce nitrogen deposition to the heathlands in order to meet the conservation objectives.

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<sup>5</sup> [Natural England's approach to advising competent authorities on the assessment of road traffic emissions under the Habitats Regulations](#)

Figure 4: Car Trips in Dorset and BCP Council Areas (million miles)



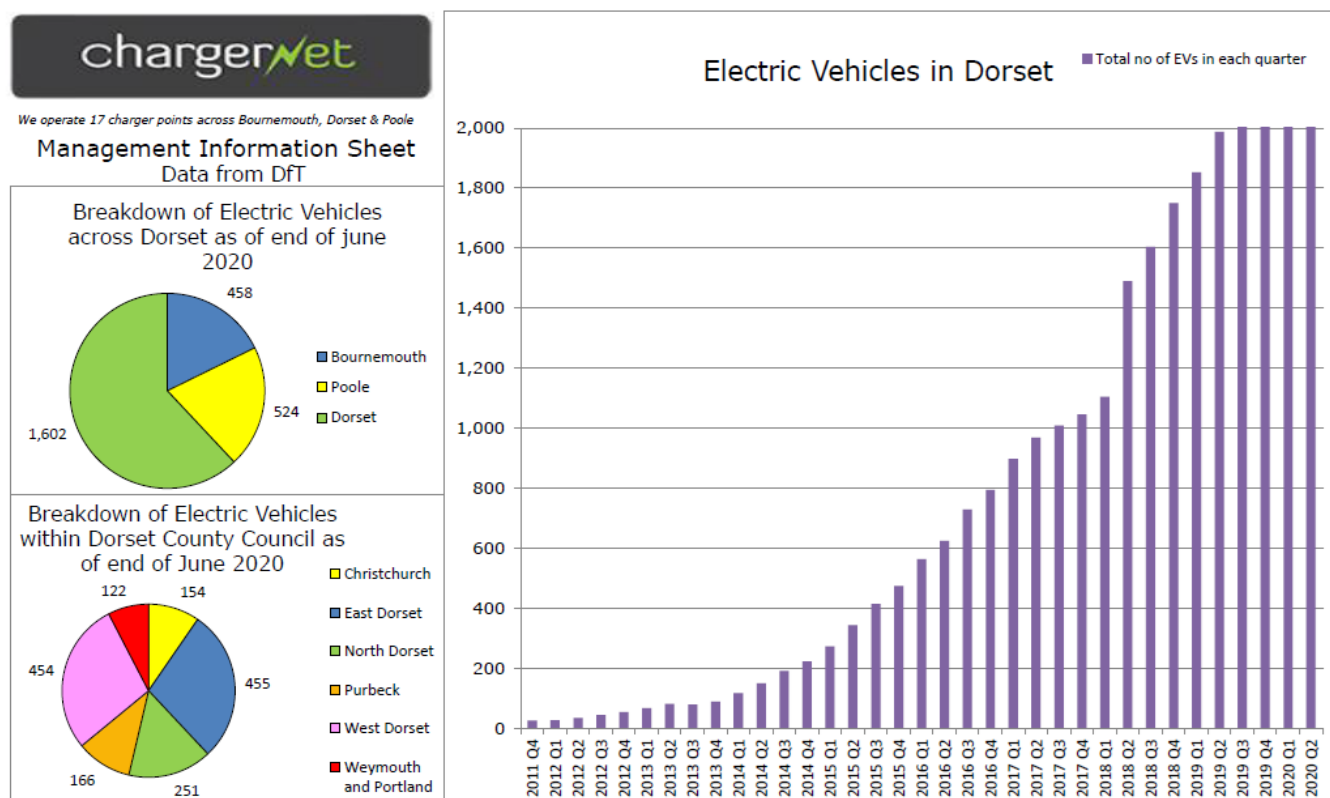
Source DfT: <https://www.gov.uk/government/statistical-data-sets/road-traffic-statistics-tra#traffic-by-local-authority-tra89>

## Evidence of traffic patterns

### The transition to zero emission vehicles

- 2.11 Government through *'The Ten Point Plan for a Green Industrial Revolution'* (November 2020) is planning to ban the sale of new purely petrol and diesel-powered cars and vans by 2030 and the sale of new internal combustion engines (including hybrids) by 2035. Government intends to invest in electric-vehicle charge points. The Ten Point Plan states that cars and vans make up nearly a fifth of emissions.
- 2.12 As car manufacturing responds to this challenge, the current expectation is that by around 2030 the shift to zero emission cars and vans should result in air pollution levels returning to an acceptable level, helping to achieve the conservation objectives of the Dorset Heathlands in respect of air quality. Measures are therefore required in the period between now and when wider government measures take effect and vehicle emissions reduce.
- 2.13 The two Councils are facilitating the transition to electric vehicles through the provision of publicly accessible electric charging points and by encouraging developers to make electric charging points available in new homes and businesses. Figure 5 shows the rapid growth in electric vehicles across BCP Council and Dorset Council areas.

Figure 5: Increase in electric vehicle ownership across BCP Council and Dorset Council areas



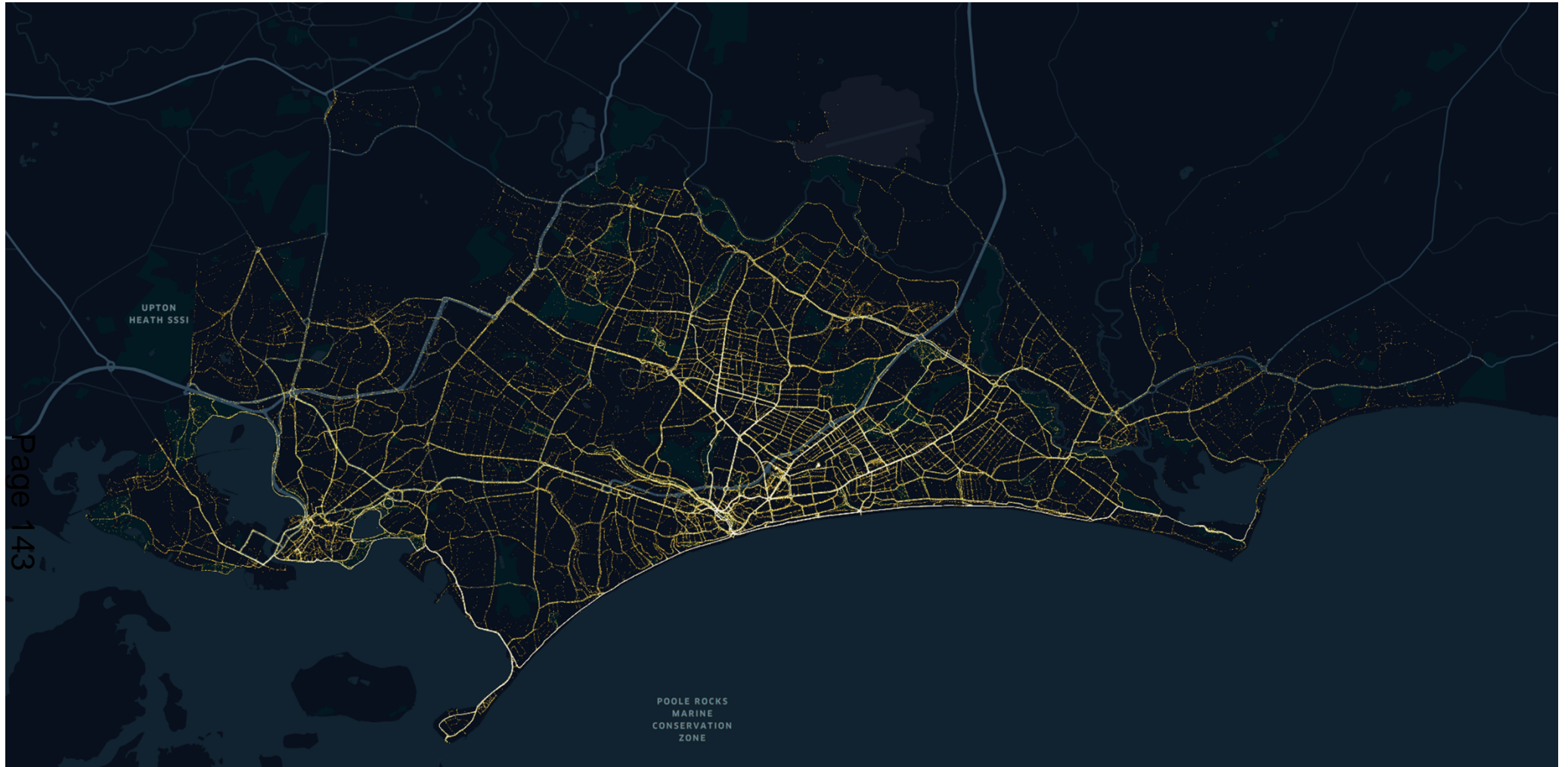
Source DfT, <https://www.gov.uk/government/statistical-data-sets/road-traffic-statistics-tra#traffic-volume-in-miles-tra01>

## Transforming Travel

- 2.14 The Government's ten-point plan also includes proposals for significant further investment in public transport, cycling and walking. Government had already awarded BCP Council and Dorset Council £100m plus from the Transforming Cities Fund to make a step-change in local sustainable transport options. The local initiative called '*Transforming Travel*'<sup>6</sup> will be the largest sustainable transport infrastructure improvement programme ever seen in the area.
- 2.15 The Councils are already actively promoting sustainable transport options. These strategies aim to improve accessibility and reduce reliance upon private motor vehicles for trips. BCP Council introduced a bike hire system in June 2019, with 235,000 journeys by bike in the first year. Survey data from riders indicates that 18% of riders used a hire bike instead of a private car, taking 42,300 car journeys off the road. Figure 6 provides a heatmap of all journeys since the launch.

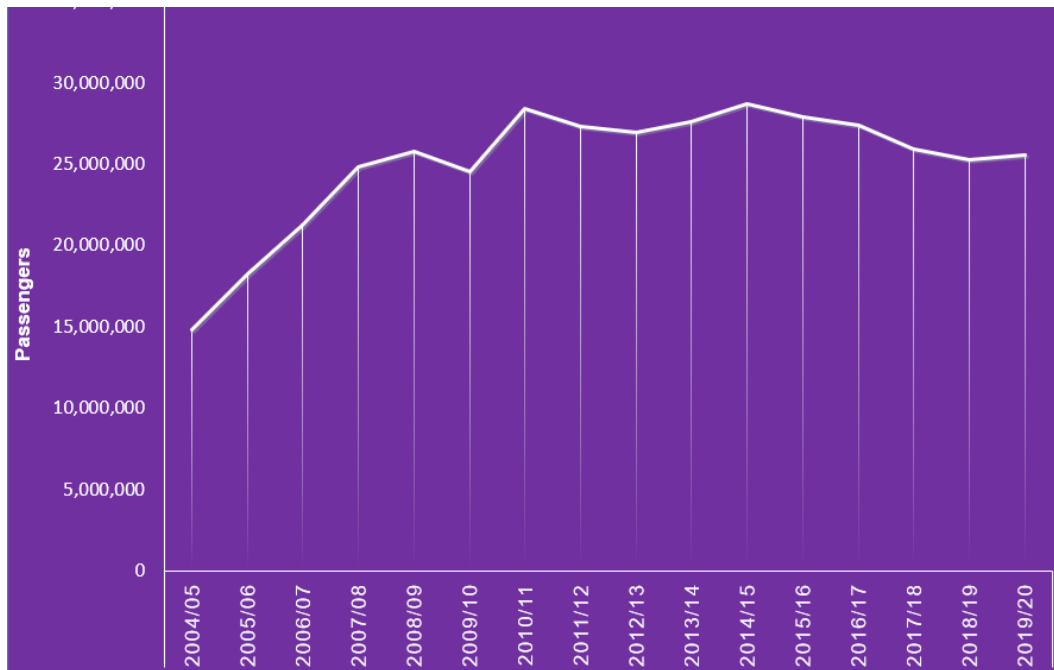
<sup>6</sup> <https://www.bcpCouncil.gov.uk/News/News-Features/Transforming-Travel/Transforming-Cities-Fund.aspx>

Figure 6: Heatmap showing trips made by hire bikes since June 2019



2.16 The provision of bus services including high speed routes across the conurbation saw a large increase in bus patronage to 2010 after which usage has levelled off as illustrated in Figure 7

Figure 7 - Passengers using local bus services in Bournemouth and Poole



Source: BCP Council

2.17 Moving forward the two Councils are committed to Transforming Travel and as the project progresses over the next few years, will encourage an increasing of proportion of all trips to be made by public transport, cycling and walking.

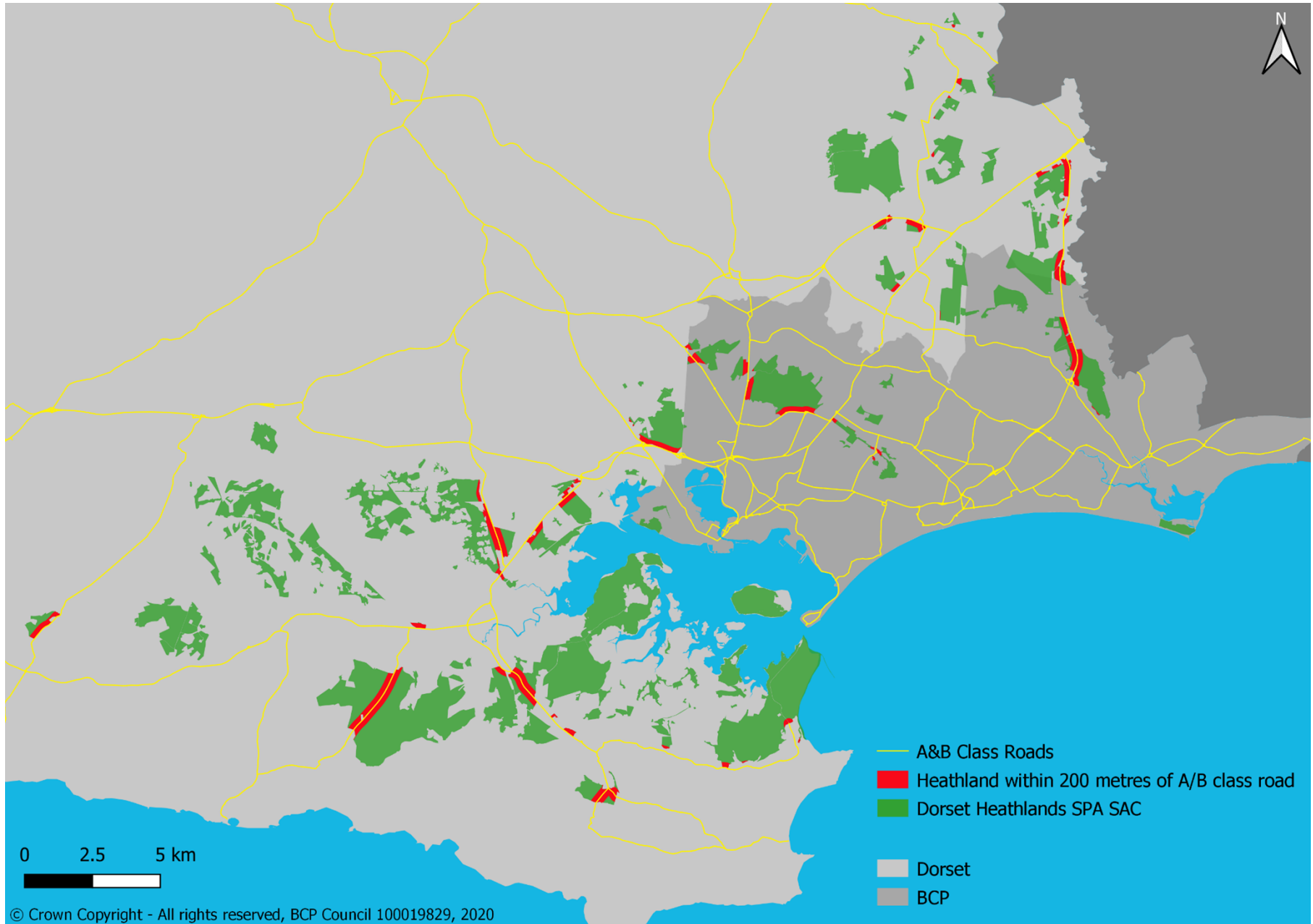
## Evidence of air pollution remediation/mitigation opportunities

### Additional management practices on heathlands

- 2.18 As evidenced above, heathland management can counteract the harmful effects from air pollution. To counteract air pollution from vehicles within 200 metres of a road, measures could include focussed grazing or stripping back of nutrient enriched soil / vegetation within these areas. These methods are consistent with current heathland management practices but carried out in a more focussed manner. This management will help facilitate native heathland species to recover. Currently landowners can secure countryside stewardship payments to maintain lowland heath at £274 per hectare per year. In the absence of detailed and costed management plans for the individual heathland sites, this cost is considered an established figure which should over the duration of the strategy ensure enough resources are available to counteract the identified harmful processes.
- 2.19 Using the road centre line for A and B class roads and measuring 200 metres in either direction identifies 638 hectares of heathland that are likely to be affected by vehicle emissions, as coloured red in Figure 8. Only some of this area will be suited to measures, as for example some heathland will be established broadleaved woodland, or landowners may not be interested in introducing measures.



Figure 8: A and B class roads passing heathland sites in South East Dorset



2.20 To counter the effects of vehicle emissions, increased land management practices can prevent areas remaining in an unfavourable condition, including:

- Heather sward cut or burnt more frequently;
- Increased grazing stock rate/more mixed grazing;
- Focussed small grazing units to tackle specific problem areas;
- Litter stripping with the creation of banks;
- Soil stripping of affected soil humus and enhanced control of invasive non-native plants;
- Increased frequency of bracken and gorse control to direct regeneration to heathland;
- Creation of bare ground; and
- Change of use of adjacent agricultural land to support conservation measures, e.g. Heathland Support Area.

### Nitrogen Futures

2.21 The DEFRA Nitrogen Futures project<sup>7</sup> aims to compare current and possible future emission reduction policies to help maximise the benefits to ecosystems and the people that live near them.

2.22 The project has quantified the benefits from a range of potential emission mitigation options and develop different scenarios. The scenarios explore the location for mitigation measures to maximise benefits to ecosystems and protected areas. The project results will be used as evidence to inform policy development at UK, country and local scale. It is not yet clear what the effect of the project on nitrogen deposition will be or the time scales involved.

### Identification of Potential Remedies for Air Pollution (nitrogen) Impacts on Designated Sites (RAPIDS)

2.23 The 2015 RAPIDS study<sup>8</sup> sets out potential measures and delivery mechanisms to reduce nitrogen deposition on heathland. Some of the suggested measures are set out below in Figure 9 for both agriculture and vehicle emissions, with an indication of the potential mitigation effect.

Figure 9: A selection of potential mitigation measures identified by RAPIDS

Method	Mitigation effect
<b>Agricultural emissions</b>	
Convert intensive agricultural land (arable and grass) to unfertilised grassland or semi-natural land cover (inc. woodland) around designated sites	90%
Reduce mineral fertiliser application rates	20%
Tree belt next to designated site	20%
Improvements to manure spreading, e.g. slurry injection	70-90%
Improved manure storage, e.g. a floating cover on slurry pits	50%
In planning applications for new sites, local protection of a designated site may be much improved by landscape-planning, i.e. siting the development further away.	Unspecified
<b>Vehicle emissions</b>	
Installation of bunds/screens alongside roads	Unspecified
Introduction of demand management technique, e.g. low emission zones (LEZs).	12%
Real time traffic information e.g. optimising traffic flows, re-routing of traffic	Unspecified
Promote greener technologies e.g. financial incentives to take up electric vehicles	Unspecified

<sup>7</sup> <https://jncc.gov.uk/our-work/nitrogen-futures/>

<sup>8</sup> [https://uk-air.defra.gov.uk/library/reports?report\\_id=865](https://uk-air.defra.gov.uk/library/reports?report_id=865)

### 3. The Dorset Heathlands air quality strategy

#### Aim of the strategy

3.1 The aim of this strategy is to address the adverse effect of airborne nitrogen upon the Dorset Heathlands designated sites by contributing to the achievement of the conservation objectives for air quality and in doing so, facilitate the delivery of planned development.

#### Objectives of the strategy

3.2 The objectives are:

- Contributing to the achievement of the conservation objectives of the Dorset Heathlands;
- Facilitating the delivery of planned development;
- Encouraging modal shift to reduce the number of trips by combustion engine vehicles;
- Accelerating the shift to zero emission vehicles;
- Working pro-actively with the agricultural sector to implement measures; and
- Multi-layering projects to provide other benefits to include:
  - improved air quality for public health;
  - net gain in biodiversity; and
  - helping towards achievement of the Council's climate and ecological emergencies.

#### Types of Mitigation Measures

3.3 Figure 1 illustrates the range of air pollution sources affecting the Dorset Heaths SAC and highlights the need for the Councils to work with multiple agencies and landowners on a variety of different types of mitigation projects in order to help achieve the conservation objectives in respect of air quality.

3.4 Many of the sources require a national or even international approach to mitigate the harm. The RAPIDS study notes that *'While locally targeted remedies may be particularly effective for a number of designated sites, this is not a substitute for overall national and international efforts to reduce emissions, which are necessary to reduce large-scale regionally elevated background N concentrations and deposition.'* As mentioned above, a key national approach is the current government's aim to only allow sales of zero emission cars and vans by 2030 and all vehicles by 2035. Combustion engine vehicle use may be assumed to substantially decline thereafter.

3.5 This strategy is therefore limited to local measures that the two Councils can influence. As highlighted by the RAPIDS study there are some options that can be achieved locally. For instance, the two Councils can:

- As local planning authority prepare local plans for waste and for the location of development;
- As local planning authority gather developer contributions as set out in the relevant local plans and supporting documents and use this funding to implement a range of management measures either on or adjacent to designated heathland;
- As local highway authority encourage a modal shift from private cars to public transport, cycling and walking; manage transport and facilitate electric vehicle charging;
- As landowners deliver projects within the Council owned estate; and
- Continue working with landowners and the farming community, as with other habitats regulations mitigation projects, in particular on the emerging Poole Harbour Nutrient

Management Scheme, which provides a useful platform to identify air quality improvement projects.

3.6 Measures fall into two types; Category 1 and Category 2:

#### Category 1 measures - to mitigate the direct impact of development

3.7 These measures will directly mitigate the impact of development by increasing the resilience of heathland habitats within 200m of the road. Measures will allow the heathland to recover as traffic emissions continue to decline as a result of modal shift and a greater take up of zero emission vehicles. These projects will be focussed around transport corridors with the aim of tackling vehicle emissions.

#### Category 2 measures - to improve air quality across the whole of the Dorset Heathlands

3.8 Category 1 measures alone may not be sufficient to avoid adverse effects to integrity of the Dorset Heathlands if other sources are anticipated to increase or if the current exceedances of critical nitrogen loads/levels are predicted to persist into the long term. Therefore Category 2 measures will aim to address air pollution across the entire heathland site (beyond 200 metres from a road). Category 2 measures are essential to ensuring that Category 1 measures are not undermined and that the conservation objectives in relation to air quality are achieved. These projects will be carried out at locations around the heathland area and focussed on reducing emission from agriculture.

3.9 By taking a holistic approach in which category 1 measures are delivered in parallel with other category 2 mitigation measures and initiatives, this strategy will drive an improving trend in air quality which is targeted to the sources which make the greatest contribution to current exceedances. This improving trend might then be taken into account by the Councils when considering whether to grant planning permissions in accordance with Article 6(3) of the Habitats Directive.

### **A phased approach to the strategy**

3.10 The strategy has 3 phases, each phase of which will combine Category 1 and Category 2 measures:

- *Phase 1: - Measures already in place 2015-2020* – Projects implemented for other reasons which also have air quality benefits for the protected heathland nearby.
- *Phase 2: Interim approach from 2020-2025* - Projects to deliver benefits ahead of the preparation of formal local plan policy.
- *Phase 3: Local plan approach from 2025 onwards* - Projects aligned to new policies set out in the BCP Council Local Plan and the Dorset Council Local Plan.

3.11 This document constitutes Phase 2, the Interim approach from 2020-2025 and is the first documented phase of the strategy. It will act as the Site Nitrogen Action Plan as set out in the SIP. Phase 3 of the strategy will be prepared through the formal BCP Council and Dorset Council local plan processes. This strategy will then be integrated into each Council's local plan policy, with an expectation that this document will become a supplementary planning document (SPD), setting out the strategy to implement local plan policies.

3.12 By 2030, or when government policy on vehicle emissions drives a shift to other transport modes such as zero emission vehicles, the measures set out in this strategy should become embedded. The measures will be needed either until air pollution levels return to an acceptable level and favourable conservation status of the Dorset Heathlands, in respect of air pollution, is achieved or it is shown that vehicle emissions no longer contribute towards this issue

3.13 The next section focusses on the types of project considered at each phase of the strategy.

## 4. Phase 1 - Measures already in place 2015-2020

- 4.1 When preparing Phase 2 of this strategy, it has become evident that the Councils have already been delivering projects for other reasons, which have the incidental benefit of also reducing air pollution on the heaths. These projects have been captured below as a record of how this strategy is ongoing:

### Category 1 measures:

- Traffic management to reduce vehicle speeds:
  - From 50mph to 40mph on Gravel Hill alongside Canford Heath (2016); and
  - From 70mph to 50mph using average speed cameras along the Wessex Way (2019) alongside Town Common / St Catherine's Hill; Sopley / Ramsdown heaths (2019).
- Encouraging modal shift away from private motor vehicles:
  - South East Dorset Urban Mobility Strategy (SEDUMS) and the Transforming Travel strategy - implement sustainable transport measures across South East Dorset and avoid reliance upon private car travel; and
  - Local Transport Plan and Local Plan transport mitigation strategies.
- Encouraging the switch to zero emission vehicles:
  - Provision of publicly available electric vehicle charging points; and
  - Requirement to provide electric charging points in new homes to encourage the switch to electric cars.

- 4.2 The air quality benefits of these transport measures have not been quantified, although the Implementation Plan will attempt to do so. However, these measures provide some context as to how wider initiatives can help to tackle traffic emissions and contribute towards achieving the conservation objectives in respect of air quality on the Dorset Heathlands.

### Category 2 measures:

- Changing the management of agricultural land around heathlands to low nitrate use through mitigation measures under the Dorset Heathlands SPD and Nitrogen Reduction in Poole Harbour SPD:
  - Upton Park Farm to create a 30-hectare Suitable Alternative Natural Greenspace alongside Upton Heath (2015-2020);
  - Agreement with tenant farmer of Upton Park Farm for low intensity nitrate usage for a further 30 hectares of fields adjacent to Upton Heath (2015); and
  - Soldiers Road to revert use of 6 hectares of horse paddocks to heathland and incorporate into the adjacent Stoborough Heath National Nature Reserve (2017).

- 4.3 It should be possible to calculate the benefits of these measures and this will be carried out as part of the Implementation Plan. The RAPIDS study indicates that these changes of use can be up to 90% effective in tackling nitrogen deposition on nearby heathland.

## 5. Phase 2 Interim approach from 2020-2025

### Planned development

- 5.1 Paras 4.12-15 of the Dorset Heathland Planning Framework 2020-2025 SPD identify the number of homes expected to come forward in each Council area within 5km of heathland over the 5 year period 2020/21-2024/25. This is 11,290 homes in the BCP Council area and 3,716 in the Dorset Council area, a total of 15,006 homes (rounded to 15,000).
- 5.2 This quantum of growth is likely to generate more vehicular trips on the road network and therefore contribute to nitrogen deposition on the Dorset Heathlands. However, current adopted local plans and habitats regulations assessments do not contain measures to ensure that new developments do not, alone or in combination, have an adverse effect upon heathland sites from increased air pollution. Because of recent legal judgements elsewhere in the UK and in the Dutch Nitrogen Case the issue has become critical for the Councils to address.
- 5.3 This leaves a policy vacuum for any new planning permissions until such time as the new local plans are adopted. The two Councils need to grant planning permissions and enabling housing growth during this time. To facilitate this, this strategy is intended to front load the implementation of projects to create a buffer through the delivery of measures. The two Councils can then take account of the mitigation provided through the delivery of such measures when completing habitats regulations assessments for new planning permissions.

### Projects budget

- 5.4 Phase 2 will have an initial budget of £750,000 over 5 years, or £150,000 per year. This is based upon allocating £50 per dwelling from CIL paid by developers. Due to the need for mitigation to be provided early in Phase 2 and before harm is caused, this budget should be set aside from CIL from the outset (i.e. front loaded before CIL is paid by developers). In line with the proportion of development in each area the budget will be split 75% BCP Council (£562,500) and 25% Dorset Council (£187,500). This budget will include funding a projects coordinator, monitoring work and implementation of projects.
- 5.5 Mitigation will be funded from Community Infrastructure Levy (CIL) or planning obligations. As with other strategies the Councils will ensure that the mitigation measures for designated sites remain the top priority for funding from the CIL.
- 5.6 Where housing proposals do not contribute CIL, there may be a requirement to provide a bespoke contribution towards the strategy through a planning obligation. By doing so the Councils will be able to conclude that the proposed development can satisfy Habitats Regulations Assessment.
- 5.7 There are other uses which do not contribute CIL, such as commercial uses that can generate vehicular trips. However, in practice, calculating the air quality impact of a specific proposal is both onerous for the applicant and uncertain in the longer term due to potential changes in occupancy. Any resulting bespoke mitigation package will inevitably contribute to the same measures as housing growth (i.e. using the same roads and impacting upon the same heathlands). Therefore, for simplicity, in terms of calculating air quality impacts, this strategy assumes that outward or inward commuting is balanced. Therefore, on the basis that people live and work in the area then any growth in commercial or other trip generating uses will be covered by the air quality mitigation necessary to mitigate housing growth. The Councils will use funds from the overall CIL fund to ensure these impacts are mitigated. There may be exceptions where major proposals are clearly going to have measurable impacts and these will be dealt with on a case by case basis with advice from Natural England.

## Projects coordinator

- 5.8 To implement the Phase 2 measures (2020-2025) a projects coordinator will be appointed early in the five year period to:
- Prepare and regularly update the Implementation Plan to document the measures;
  - Establish an air quality monitoring programme and implement it early in the five year period;
  - Work with landowners of heathland to identify areas within 200 metres of roads where management change is necessary;
  - Contact owners of land around heathland to identify opportunities to change the management of the land;
  - Coordinate the efforts across Council departments including environment, transport and estates teams;
  - Input evidence into the preparation of the local plans and formalisation of Phase 3 elements of policy approach; and
  - Maintain a register of measures against which development can be released.
- 5.9 The possible types of measures are listed below. This is not an exhaustive list and the two Councils will work positively with local partners to investigate other proposals as they arise.

### Category 1 measures:

- Work with the landowners of heathland sites (including Council owned sites) to implement new and additional management practices within 200 metres of roads;
- Actively encourage modal shift by improving public transport, cycling and walking and through positive communications strategy with public awareness campaigns;
- Ensuring that opportunities to facilitate zero emission vehicles e.g. through national government grants are taken;
- Actively incentivise the switch to zero emission vehicles through the delivery of a vehicle scrappage scheme that provides financial grants to households living within a defined distance of the Dorset Heathlands; and
- Require all new houses to install electric vehicle charging points through the Bournemouth, Christchurch and Poole Parking Standards Supplementary Planning Document (2021).

### Category 2 measures:

- Decommission Poole's crematorium alongside Canford Heath (Completed April 2020);
  - Install nitrogen oxides abatement equipment at Bournemouth crematorium; and
  - Work with landowners and the farming community to change the management of agricultural land around heathlands to non-agricultural or low nitrate use.
- 5.10 The cost of measures is not yet known, and if the budget identified above is insufficient to mitigate planned growth, the projects coordinator can apply for further CIL funding.

## Habitats regulations assessments of planning applications during Phase 2

- 5.11 Applicants seeking planning permission for trip generating uses will need to consider the impacts of air quality arising from the proposed development. Most applicants will be able to conclude through shadow appropriate assessment that the respective development will be contributing towards the Council's strategic approach where the proposal:
- (i) Encourages modal shift;
  - (ii) Facilitates the use of zero emission vehicles, and/or

(iii) Contributes CIL towards mitigation measures.

- 5.12 Subject to exceptional circumstances, where a bespoke approach may be required, it is anticipated that where development proposals satisfy the criteria above, it would be possible for the Council to conclude that air quality impacts from the proposed development will not have an adverse effect on the integrity of the Dorset Heathlands, either alone or in combination with other developments. Regular monitoring will be essential to ensuring that mitigation measures keep pace with development.
- 5.13 For proposals that don't involve housing, applicants can conclude that the Councils will implement the necessary measures from the overall CIL fund.
- 5.14 The Council after completing the Habitats Regulations Assessment for the proposed development will publish it alongside the determination of the planning application. The two Councils' application of the Habitats Regulations is in accordance with recent case law, e.g. *People over wind*<sup>9</sup>, *Holohan*<sup>10</sup> and *Dutch nitrogen*<sup>11</sup>, which all reinforce the need for a rigorous approach.

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<sup>9</sup> [People over wind case, Sweetman vs Coillte Teoranta \(ref: C-323/17\)](#)

<sup>10</sup> [Holohan and Others \(C 461/17\)](#)

<sup>11</sup> [Dutch nitrogen case, Coöperatie Mobilisation for the Environment and Vereniging Leefmilieu \(C-293/17\)](#)



## 6. Phase 3 - Local plan approach from 2025 onwards

- 6.1 This strategy will be developed and formalised as policy in the BCP Council Local Plan and the Dorset Council Local Plan to ensure that new development does not have an adverse effect upon heathland. The Local Plans will be subject to a rigorous Habitats Regulations Assessment to ensure the development proposals have no significant adverse effect from new development upon the Dorset Heathlands. The Local Plans could include policies to address:
- The siting of new development by focussing growth in the urban area where there is better access to facilities and services and thereby minimising the need for additional car trips past heathland sites;
  - The siting and design of new agricultural buildings that create pollutants, e.g. stocking sheds, slurry pits, etc.;
  - The change of use of agricultural land near heathland to lower nitrogen inputs;
  - Ensuring that any major development proposals in the countryside near heathland include measures to reduce impacts elsewhere in the wider land ownership;
  - Look to identify multiple use benefits in the siting of Heathland Infrastructure Projects (HIPs), Poole Harbour Infrastructure Projects (PHIPs) and nitrogen offsetting projects on sites adjacent to heathland; and
  - Help implement the outcomes of the government's Nitrogen Futures project.
- 6.2 It is expected that this interim strategy document will be updated to reflect local plan policy and be formalised as a supplementary planning document (SPD). The SPD would set out the detailed strategy to implement local plan policies.
- 6.3 Government policy decisions based upon the Nitrogen Futures Project, modal shift and the move to zero emission cars and vans by 2030 should further contribute to support the local measures provided by the Councils. Since work commenced on this strategy Government commitments have tightened due to the climate change emergency and are likely to further strengthen over the duration of the strategy.

## 7. Implementation Plan

- 7.1 An Implementation Plan will be published early in the five-year period to 2025. The implementation plan will set out the monitoring strategy and the specific mitigation measures (projects) and timeline in which these measures will be delivered. The Implementation Plan will require regular updating to ensure that mitigation measures are delivered in pace with development.
- 7.2 An important part of the Implementation Plan will be quantifying the effectiveness of the delivered measures. It should be possible to calculate the benefits of the mitigation measures, starting with Phase 1 and looking ahead to Phase 2.
- 7.3 It is crucial that any grant payments towards management work secured by the Councils is over and above any existing funded management that takes place. It will therefore be important to ensure any agreements with landowners take this into account.

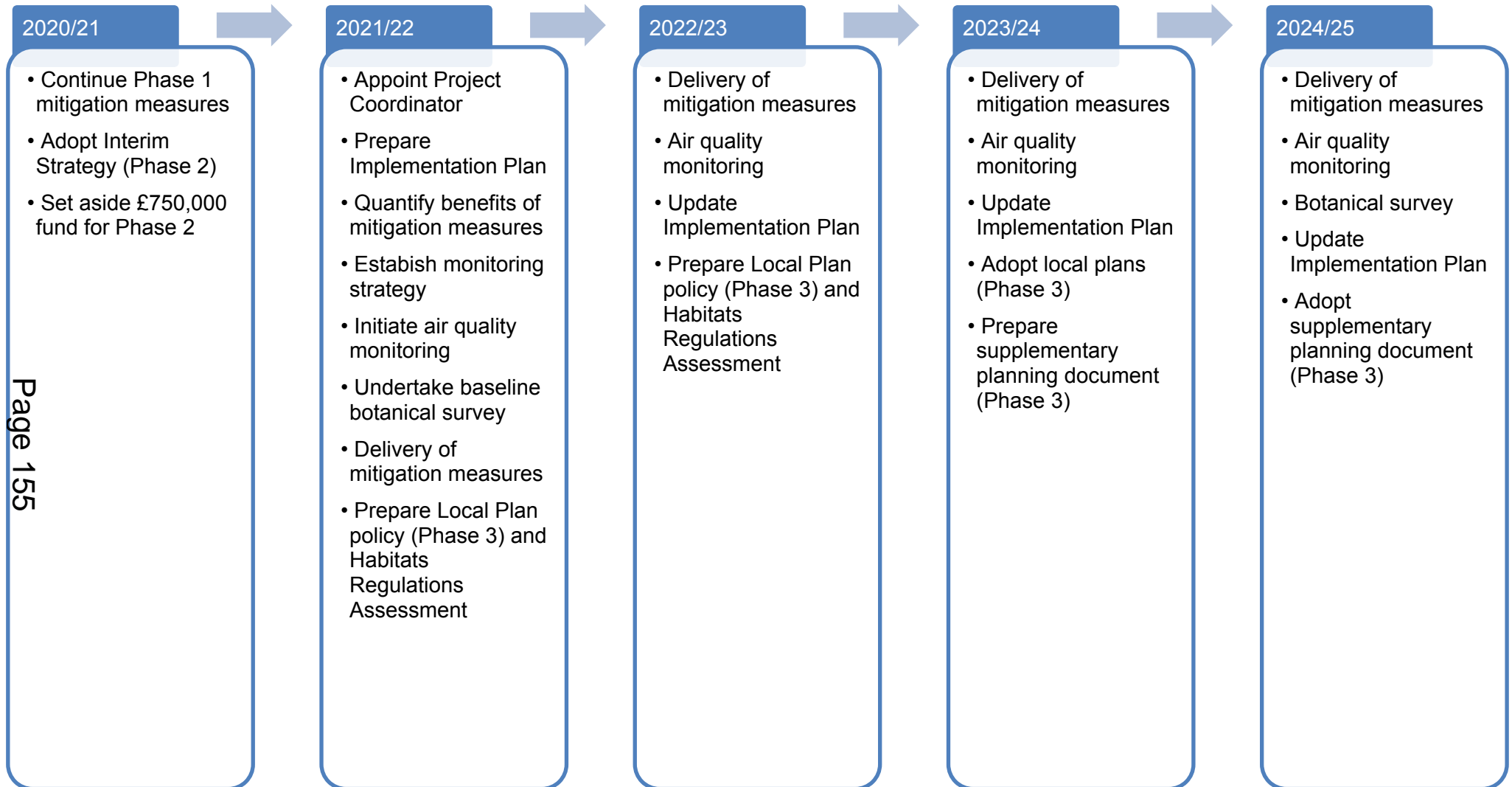
### Monitoring Strategy

- 7.4 The monitoring strategy will need to be set up early in Phase 2 to enable the Councils to document the benefits of planned mitigation measures. The monitoring strategy will:
- Collect botanical data on heathland sites; and
  - Collect air quality data (ammonia and nitrogen dioxide) to monitor changes in air quality on heathland sites in relation to traffic levels.
- 7.5 The botanical surveyor would be required to visit all the relevant sites to establish a baseline condition. Survey information will include, where appropriate, lower plants and lichens and identification of specific monitoring trees as well as quadrat locations. The surveyor will identify possible measures to counteract the adverse effects from the available options. The Councils will then be in a position to approach land managers to discuss implementing such measures. When these measures are carried out the surveyor will revisit the site to confirm the actions and monitor the impacts. Based on 5 yearly monitoring cycle, the sites will need to be resurveyed prior to adoption of Phase 3 and twice up to 2030 or 2035. This will provide a minimum of three visits.
- 7.6 Air quality would need to be monitored continuously at various locations where busy roads run alongside the heathland, as well as at control sites away from roads. This will capture trend data on vehicle emissions directly affecting the adjacent heathland sites.

### Timeline for Phase 2

- 7.7 Following adoption of this interim strategy the Councils will need to make swift progress with implementation. A timeline for implementation of Phase 2 is set out in Appendix A.

## Appendix A: Timeline for Implementation



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## Equality Impact Assessment (EqIA)

Before completing this EqIA please ensure you have read the guidance on the intranet.

### Initial Information

Name:	Sue Bellamy
Job Title:	Senior Planning Policy Officer
Email address:	Sue.bellamy@dorsetcouncil.gov.uk
Members of the assessment team:	
Date assessment started:	10/12/20
Date of completion:	10/12/20
Version Number:	1

### Part 1: Background Information

Is this (please tick or expand the box to explain)

Existing	
Changing, updating or revision	
New or proposed	An additional impact on Dorset Heaths protected sites has been identified. There is an existing Dorset Heaths SPD in place which addresses recreation impacts on the protected sites.
Other	

Is this (please tick or expand the box to explain)

Internal (employees only)	N/A
External (residents, communities, partners)	N/A
Both of the above	N/A

What is the name of your policy, strategy, project or service being assessed?

Dorset Heaths Air Quality Interim Strategy

What is the policy, strategy, project or service designed to do? (include the aims, purpose and intended outcomes of the policy)

The purpose of this strategy is to address the adverse effects of airborne nitrogen oxides from a range of pollution sources upon the protected Dorset Heathlands sites designated for nature conservation and achieve the conservation objectives for air quality. A build-up of airborne nitrogen deposited on heathland soils results in changes in the composition of vegetation and protected species are lost.

Reducing the amount of nitrogen oxides falling on protected heathland sites will lead to an improvement in the overall condition of the protected sites. Currently the Dorset Heaths are not in a favourable condition due to the amount of nitrogen in

the heathland soils. New development will add to this problem through vehicle emissions.

What is the background or context to the proposal?

The lowland heaths in South East Dorset are covered by several international, European and national designations:

- Dorset Heathlands Special Protection Area (SPA);
- Dorset Heathlands Ramsar Site;
- Dorset Heaths Special Area of Conservation (SAC); and
- Dorset Heaths (Purbeck and Wareham) and Studland Dunes SAC.

Collectively these designations are referred to as the Dorset Heathlands and cover an extensive area of South East Dorset fragmented by urban development, forestry, agriculture and other land uses. The site includes lowland dry heath, wet heath and mire, in particular, the lower plant and lichen communities as well as functional aspects of the habitats. Species impacted by nitrogen include Erica tetralix and Rhynchosporion.

Natural England's Site Improvement Plan for the Dorset Heaths SAC identifies the needs for control, reduction and amelioration of atmospheric nitrogen impacts.

The UK Air Pollution Information System (APIS) gives an indication of the contributions of different sources to total nitrogen deposition on the Dorset Heaths SAC, including vehicle emissions.

The Council is required to ensure that any development does not have a likely significant effect on protected habitats, alone or in combination with other projects/developments.

The interim strategy identifies projects and policies to reduce nitrogen on the heaths, particularly the 200m zone either side of main roads through heathlands (the most affected area from vehicle emissions) and a monitoring programme and allow the Council to grant planning permission.

Dorset Council has worked with Bournemouth, Christchurch and Poole Council and Natural England to develop the interim strategy.

## Part 2: Gathering information

What sources of data, information, evidence and research was used to inform you about the people your proposal will have an impact on?

The proposal will not have impact on any individual. The proposal is about addressing the impact of vehicular emissions on a protected habitat.

What did this data, information, evidence and research tell you?

N/A

Is further information needed to help inform this proposal?

N/A

### Part 3: Engagement and Consultation

What engagement or consultation has taken place as part of this proposal?

N/A

How will the outcome of consultation be fed back to those who you consulted with?

N/A

#### Please refer to the Equality Impact Assessment Guidance before completing this section.

Not every proposal will require an EqlA. If you decide that your proposal does **not** require an EqlA, it is important to show that you have given this adequate consideration. The data and research that you have used to inform you about the people who will be affected by the policy should enable you to make this decision and whether you need to continue with the EqlA.

#### Please tick the appropriate option:

An EqlA is required (please continue to Part 4 of this document)	<input type="checkbox"/>
An EqlA is <b>not</b> required (please complete the box below)	<input checked="" type="checkbox"/>

This policy, strategy, project or service does not require an EqlA because:

The strategy is about addressing pollution on protected habitats and will not impact any individuals.

#### EqlA Sign Off

Officer completing this EqlA:	Sue Bellamy	Date:	10 December 2020
Equality Lead:	Susan Ward-Rice	Date:	6 January 2021
Equality & Diversity Action Group Chair:	Dr David Bonner	Date:	11 January 2021

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## **Cabinet 2nd March 2021 Dorset and BCP joint Local Transport Plan development**

### **For Decision**

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

**Local Councillor(s):** all

**Executive Director:** J Sellgren, Executive Director of Place

Report Author: Wayne Sayers  
Title: Transport Planning Team Leader  
Tel: 01305 224161  
Email: wayne.sayers@dorsetcouncil.gov.uk

**Report Status:** Public

### **Recommendation:**

That Cabinet agrees to the commitment of resources within existing budgets to take forward the revised LTP, associated area transport strategies and other supporting strategies.

### **Reason for Recommendation:**

Seeking support to review and refresh the joint Local Transport Plan jointly with BCP to align with the emerging Local Plans. The new plan will steer the future transport strategy for Dorset and how we spend our £1.9M Local Transport Capital Block Funding allocation from DfT.

### **1. Executive Summary**

- 1.1 The Local Transport Plan contains the principles and policies that will guide investment in transport within Dorset. A refresh is required to make the plan fit for purpose in the current context so that it is able to serve Dorset as a great place to live, work and visit.

- 1.2 The adopted Bournemouth, Poole & Dorset Local Transport Plan (LTP) 2011-2026 covers the geographical area of Dorset Council (formerly East, West and North Dorset, Purbeck, and Weymouth and Portland Councils) and BCP Council area (formerly Bournemouth, Christchurch and Poole Councils). The LTP consists of a strategy document, a series of local area strategies and a range of supporting strategy documents including road safety, walking and cycling, freight, buses/rural transport, accessibility, sustainable tourism and intelligent transport systems (ITS).
- 1.3 The annual Government funding allocations for highways maintenance and improvement schemes are calculated for each LTP area based upon local need. The formula used for allocations includes elements such as road safety, public transport, congestion, tackling pollution, accessibility and is calculated upon population.
- 1.4 As the geographical areas of Dorset and BCP are interrelated in terms of transport e.g. travel to work areas we should continue to work on a joint plan in addressing cross-administrative boundary transport matters. The joint LTP area also reflects the Dorset Local Enterprise Partnership (DLEP) area in terms of geographical coverage. The DLEP is important for securing Government funding for delivering major transport schemes within the LTP area.
- 1.5 The LTP is a statutory document and the current plan period runs until 2026, so Dorset Council is not statutorily obliged to refresh it now. However, with the Local Government Reorganisation in 2019 and the development of a Dorset-wide Local Plan (for the Dorset Council area), it is beneficial to align these two important policy documents, using an updated transport evidence base. The relationship between land-use planning and transport is fundamental in delivering sustainable development. The LTP also needs to be updated with current national, regional and local guidance and policies, as there have been many changes since the LTP was published in 2011 including Brexit, Health and Well-being, Active Travel, Climate and Ecological Emergency, Covid19.
- 1.6 There is a need to provide a shorter and more succinct strategy that provides a modern and accessible document that can be actively used to direct transport investment.

## **2. Financial Implications**

- 2.1 The cost of this exercise will depend on the resources used to revise the LTP document. It is likely that the process will involve a balance of Dorset

Council officer time supported by external consultants where necessary. This can be accommodated within existing budgets.

- 2.2 Having an up to date and clear LTP which aligns with government policy will enable Dorset Council to maximise income from external bidding opportunities.

### **3. Well-being and Health Implications**

- 3.1 Improving well-being and health through the promotion of active travel will continue to be a key objective of the LTP.

### **4. Climate implications**

- 4.1 Reducing Dorset's carbon emissions through transport will continue to be a key objective of the LTP.

### **5. Other Implications**

N/A

### **6. Risk Assessment**

- 6.1 Having considered the risks associated with this decision, the level of risk has been identified as:
- Current Risk: LOW
  - Residual Risk: LOW

### **7. Equalities Impact Assessment**

- 7.1 An EQIA will be undertaken as part of the LTP refresh process.

### **8. Appendices**

N/A

### **9. Background Papers**

- 9.1 Bournemouth, Poole & Dorset Local Transport Plan (LTP) 2011-2026

The current over-arching LTP vision is:

*A safe, reliable, and accessible low carbon transport system for Bournemouth, Poole and Dorset that assists in the development of a strong low carbon economy, maximising the opportunities for sustainable*

*transport and respects and protects the area's unique environmental assets.*

9.2 The current LTP goals are:

- Support economic growth
- Tackling climate change
- Better safety, security and health
- Equality of opportunity
- Improved quality of life
- Value for money

9.3 The core strategy document will be likely to include a greater emphasis on economic growth, climate change, carbon reduction, active travel, health and well-being, sustainable travel, and public transport. The supporting strategy documents will include updates and action plans on emerging policy work areas e.g. Area Strategies for key growth areas, Electric Vehicle Charging Points, Active Travel, Health and Wellbeing, Public Transport, Parking, Technology, Road Safety, Accessibility, Strategic Transport vision, Behaviour Change/Travel Planning/Modal Shift.

9.4 The overarching LTP vision and goals are unlikely to change significantly and this is intended to be a 'light-touch' review of the strategy document.

9.5 The intension is not only to update the LTP strategy document, but also to significantly streamline the document to provide a clear and accessible document with a maximum of around 50 pages.

### **Reasons for a refresh**

9.6 In 2019 Dorset Council declared a Climate and Ecological Emergency and has since been acting upon this by developing the Climate Emergency and Strategy Action Plan which is currently out for public consultation. Transport has a significant part to play in reducing carbon emissions in Dorset and this will continue to be a core theme of the refreshed LTP.

9.7 Since the LTP was adopted, there have been significant changes in Government policy. The current strategy document requires updating to align with new and revised government policy and other changes in the local and regional transport context. This includes, the National Planning Policy Framework (NPPF), the Dorset Local Enterprise Partnership (DLEP), the formation of the Western Gateway Sub-national Transport Body (STB), the Major Road Network (MRN) and Large Local Major Schemes investment programmes, Transforming Cities Fund (TCF), and the Local Cycling & Walking Infrastructure Plan (LCWIP).

- 9.8 Both Council areas have gone through a local Government review since the LTP was written. This changes the context within which some of the plan actions were written and developed. For example with parking provision no longer shared between District and County council.
- 9.9 The current document is very detailed and comprehensive but is also somewhat inaccessible for the majority of audiences. The intention is to create a short and concise strategy document that is accessible and clearly indicates the transport vision for Dorset Council
- 9.10 A revised Local Transport Plan will be needed to support and align with the emerging Dorset Local Plan.
- 9.11 The Highways and Transport Board Task and Finish group will be looking at the LTP as part of policy review.

### **Transport Evidence**

- 9.12 Since 2019, Dorset Council has been working in partnership with BCP and the DLEP on updating the transport evidence base for South East Dorset in the South East Dorset Multi Modal Transport Study (SEDMMTS). This Transport Study not only covers the Bournemouth, Poole and Christchurch conurbation, it also includes the travel to work areas in East Dorset and Purbeck, providing evidence on the close inter-relationship between the Dorset Council area and the South East Dorset conurbation. Further transport evidence and local area strategies will be produced to support the emerging Dorset Local Plan.

### **Public Engagement**

- 9.13 There will be public engagement on revised LTP although this will be proportionate given that the LTP vision and goals are unlikely to change significantly from the existing strategy. We will utilise digital technology for engagement depending upon the situation with face-to-face events in the future with Covid.
- 9.14 Engagement across the Dorset Council area will be likely to include the following:

#### **Who:**

- Joint working with Dorset Local Plan officers where appropriate;
- Liaison with Dorset Council Councillors;

- Engagement with Town Councils and Parish Councils through the Dorset Association of Town and Parish Councils;
- Transport Action Groups;
- Neighbourhood Plan Groups.
- Industry and other stakeholders

How:

- Digital engagement – same or similar to other Dorset Council consultation platforms;
- Local Transport Plan website - link from Dorset Council and BCP websites to the LTP website showing progress with the plan and inviting contributions during the development of the plan;
- Your Dorset magazine distributed to all households in the county.
- 'Virtual' and face-to-face events where possible.

#### 9.15 Draft Timetable

- 9th Feb 21 – Dorset Council report to Cabinet setting out the reasons for refreshing the LTP, the process, and timescale and seeking approval to work on this strategy.
- Spring 21 –Dorset Council officers to scope work on supporting area strategies and documents. Dorset Council officers meeting with BCP officers to review existing work and agree/define any discrete pieces of work and allocate tasks/establish governance.
- Summer 21 – Workshops to agree LTP content in principle and therefore content for public engagement. Public and stakeholder engagement. Produce Draft strategy document
- Autumn 21 - Consult on revised LTP
- Winter 21/22 - Formal adoption of revised LTP

#### **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.

## Cabinet 2 March 2021

### Dorset Council Tourist Information Centres – Service review: consultation responses and next steps

#### For Decision

<b>Portfolio Holder:</b>	Cllr J Haynes, Customer and Community Services
<b>Local Councillor(s):</b>	Dorchester – Cllrs Richard Biggs, Andy Canning, Les Fry, Stella Jones, Molly Rennie  Sherborne – Cllrs Jon Andrews and Matthew Hall  Wareham – Cllrs Beryl Ezzard and Ryan Holloway
<b>Executive Director:</b>	J Sellgren, Executive Director of Place

Report Author: Tracy McGregor/Bridget Downton

Title: Service Manager for Libraries/Head of Business Insight and Corporate Communications

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**Report Status:** Public

#### **Recommendation:**

Cabinet are asked to approve the recommendations that:

1. Dorset Council stops directly funding tourist information centres (TICs) in Dorchester, Sherborne and Wareham.
2. Dorset Council continues to work with the Town Councils and/or other local services and will consider one-off support funding for suitable transitional arrangements to reduce the impact of the closure of the TIC on local people.
3. Authority is delegated to the Portfolio Holder for Customer and Community Services, in consultation with the Executive Director for Place, to agree any support payment arrangements agreed.
4. Dorset Council continues to promote Dorset as a visitor destination through its Visit Dorset website.

### **Reason for Recommendation:**

- a) TICs are a discretionary service and there is currently disparity across the council area. Dorset Council cannot afford to fund TICs across the whole of the Council area.
- b) To support local alternatives, for example via Town Council, that may wish to facilitate transitional arrangements in place of TIC services.
- c) To provide transitional funding, for example via Town Councils, that may wish to support alternative arrangements in place of TIC services.
- d) To support the tourism sector to attract visitors to Dorset, particularly focussing on extending the tourism season.

## **1. Executive Summary**

The purpose of this report is to seek agreement on the way forward for Dorset Council in respect of its approach to funding and managing tourist information centres.

Tourist Information Centres (TIC)s are a discretionary service and there is currently disparity across the council area. Dorset Council currently funds and manages three TICs in Dorchester, Sherborne and Wareham (Discover Purbeck).

Another Dorset Council funded TIC in Lyme Regis has recently closed following the lease expiring on the building it was in. Elsewhere in Dorset (Blandford, Bridport, Shaftesbury, Swanage and Wimborne) TICs are run by other organisations such as the Town Council or a volunteer group.

There is disparity in terms of the council support for TICs across the area and Dorset Council cannot afford to fund TICs across the whole of the council area.

Officers, in consultation with the Portfolio Holder, have carried out a service review of the Council managed TICs to explore what they are used for and how best to provide services in the future in a fair and equitable way across the entire Dorset Council area. The review included a public consultation that received 990 responses as well as meetings with each of the town councils where Dorset Council currently provides a TIC.

The consultation results show that there is a strong level of support for TICs and the service offered both to local residents and to visitors. The consultation results provide support for finding an alternative service delivery model by working with other organisations.

The recommendation is that Dorset Council will no longer fund direct delivery of any TICs. Budget assumptions for next year assume some transitional funding to smooth the transition.



The Town Councils have, so far, expressed differing appetites for providing some sort of transitional arrangements. The proposal is to continue to work with the three town councils to agree what alternative arrangements can be put in place. This is not about replicating the current service offer as local councils will want to identify elements of the service offer that are important to their local area and they wish to find a way of delivering.

## 2. Financial Implications

The cost to the council for the three TICs is £212,000 in 2020/21.

In 2019/20 the net budget for the three TICs was £194,671 (year end figure showed a small overspend at £199,398).

The following table shows the expenditure and income by each TIC:

TIC	Income	Expenditure	Net budget /cost to council
Dorchester	£100,154	£184,520	£84,365
Sherborne	£128,882	£193,786	£64,903
Wareham	£100,478	£150,607	£50,130

The council's budget for 2021/22 includes an assumption about savings in the TIC budget with an overall budget for 2021/22 of £168,000. If the Cabinet approves the recommendation to stop funding TICs, there will still be some costs in 2021/22 incurred until all appropriate organisational change management processes have been concluded in addition to any transitional support payments to those town councils that wish to provide some transitional arrangements. If the organisational change management processes result in redundancy, the maximum one off costs associated with any potential redundancies are estimated to be £60,000. It has not been possible to predict these costs accurately due to possible changes in redundancy and pension payments that are yet to be confirmed.

## 3. Well-being and Health Implications

Providing information is an important part of the work of the TICs and the council is aware that the ongoing Covid-19 pandemic is increasing demand for more information and advice. This could include information to help support people's wellbeing both for local residents and for visitors to Dorset.

## 4. Climate implications None identified

## 5. Other Implications

**Property and assets** Two of the TICs are co-located in library buildings. If the TICs no longer operate from these libraries, there will be space available for other public or community-based services to provide customer facing

services. Sherborne TIC is in a leased property which requires a three-month notice period.

### **Voluntary organisations**

Two of the town councils have indicated that they may wish to work with other organisations in the local community to explore an alternative offer and this may include local voluntary and community organisations.

**Human resources** The TICs employ 12 people (in 5.93 full time equivalent posts). Colleagues have had the opportunity to contribute to the consultation about the TICs. Any change affecting colleagues will be subject to further consultation with this group of employees and Trade Unions in line with the council's approach to organisational change.

## **6. Risk Assessment**

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

Current Risk: Low

Residual Risk: Low

Having considered the risks associated with this decision using the Council's approved risk management methodology, it is the officer's opinion that there are no High risks that need to be reported.

There is some risk that one or more of the local towns may not be able or willing to take responsibility for this local service offer and to mitigate this risk we will continue to consider other alternative service delivery options with local business or service providers.

There could be some short term reputational risk to Dorset Council as the current service provider particularly given that any implementation is likely to be undertaken and completed during the summer season when there are more visitors in the area.

## **7. Equalities Impact Assessment** - A full Equalities Impact Assessment has been completed and this is shown as Appendix 3. The headline results from the assessment, together with information collected as part of the consultation, show the following impacts:

- Over 93,000 visited one of the 3 TICs in person during 2019/20
- The data from the survey indicates that the age profile of majority of respondents is aged 65 years or over (48%)
- The majority of respondents were female (57%% vs 37% by males)
- The respondents were from a similar ethnic grouping when compared with the profile of the Dorset population
- 6.5% of the responses were from people who declared that they had a disability. However their responses did not differ significantly from the responses from people without a disability.

## 8. Appendices

**Appendix 1** – Tourist Information Centres – service review consultation responses – report

**Appendix 2** – Tourist Information Centres – responses from Dorchester, Sherborne and Wareham Town Councils

**Appendix 3** – Tourist Information Centres – Equalities Impact Assessment

## 9. Background Papers - none

## 10. Further information

### Background

- 10.1. Based on Visit Dorset data, in 2019, there were over 30 million visitors (staying and day trips) to Dorset. The council's Economic Growth Strategy includes support for the tourism sector by developing the 'Visit Dorset' brand to support the visitor economy and promote sustainable tourism
- 10.2. Dorset Council currently funds and manages three TICs in Dorchester, Sherborne and Wareham. The TICs provide the following key services:
  - free information about the local area and wider Dorset including maps, local attractions, bus/transport provision and information about accessibility
  - ticket sales for local theatre and local events/festivals
  - accommodation information and booking
- 10.3. Two of the TICs also have a small retail offering.
- 10.4. There was also a Dorset Council TIC in Lyme Regis. This has been progressed as a separate issue as the lease was expiring on the premises. Following discussions with the Town Council to explore alternative service delivery options, this service has now closed.
- 10.5. There are five other TICs which are run by other organisations such as the local Town Council or a volunteer group. These are in Blandford, Bridport, Shaftesbury, Swanage and Wimborne. There are also some areas in the county which no longer have a TIC such as Weymouth. This means that there is disparity in the offer across the council area.

### Service review

- 10.6. A service review of the council managed TICs has been undertaken to consider the role of visitor information and how it is funded and delivered. It is essential that future arrangements are sustainable, affordable and fit for the future. Continuing to provide the service in the same way will not do this. TICs do generate an economic benefit to local areas by influencing visitor spend. The TICs play a role in encouraging visitors to spend more time and money in a locality and promoting the area so that people want to return.

- 10.7. The Covid-19 pandemic has changed the way in which some services are being used and delivered. More people are looking to find further local information and advice about their area as well as visitors to Dorset looking for tourist information. During this period, local town and parish councils have worked closely with Dorset Council to strengthen the work that they do together in local communities. TICs are a traditional way of providing face to face service, but their use has dropped with developments in technology over recent years.
- 10.8. Dorset Council provides the Visit Dorset service and website as an important access channel for visitors and tourism businesses. Promoting the whole Dorset area as a destination is seen as important by Dorset Council whereas promoting local towns and attractions may better fit with local town or parish councils.
- 10.9. Dorset Council is facing on-going financial challenges and must prioritise the services on which it spends its money. As TICs are not a statutory service, it is appropriate to review this service and its funding arrangements.

### **Public consultation**

- 10.10. Consultation with stakeholders has taken place including:
- there has been a period of extended consultation (19 October 20 – 3 January 2021) with individuals and local tourism businesses seeking views about how people use the TICs and the value of this service. This has been done via an online survey promoted through social media and hard copy survey forms being available at the 3 TICs and all 23 Dorset Council libraries.
  - informal discussions with Town Council representatives from the three towns where there is a Dorset Council managed TIC
  - views have also been sought from the TIC employees
- 10.11 There were 990 responses received. Of these responses, 85% were from Dorset residents and 11% completed by visitors to Dorset. Due to the necessary timing of the review to fit into the council budget process it was not possible to run the consultation through the summer season. Aware that the consultation wasn't going to reach significant numbers of summer visitors measures were taken to mitigate the effect including ensuring the consultation was open in half term week, social media promotion including paid for advertising and work with Visit Dorset to promote it with their subscribers.
- 10.12 75 businesses and organisations and 11 Town and Parish Councillors took part, as did 25 Dorset Council employees including some who work in the TICs. The response size was good for a council consultation of this type and reasonably representative of the Dorset population with a heavier weighting towards the older population (48% over 65 years old). A copy of the full consultation results is attached as Appendix 1.

- 10.13 The consultation evidenced that 82% of respondents stated that they use a TIC, nearly 40% visited over five times a year with over three quarters visiting to get information about the local area.
- 10.14 The consultation responses show that the top three purposes for using a TIC are:
- To find out information about the local area
  - To buy tickets for a local event or festival
  - To buy retail goods.
- 10.15 Getting information on the local area and services was most important for both locals and visitors, including the ability to talk to someone face-to-face with reliable and specialist knowledge. Local residents also use a TIC to advertise or promote their business, organisation or an event.
- 10.16 The retail offer and buying of event tickets also scored as important and the convenience of doing so in one place was emphasised. Holiday accommodation information was important to visitors.
- 10.17 The consultation also tested views on potential alternative delivery models for the TICs. Three options were presented: to work with the Town Councils and Voluntary and Community Sector to provide a service; to cease providing Dorset Council TICs or to provide a local/tourist information service in a different way. 41% of respondents agreed that the three TICs could be run differently and 18% disagreed.
- 10.18 Those that agreed the TICs could be run differently commented that this was because other models worked elsewhere in the county and suggested it could be run by the Town Council and volunteer/community support, but it was important to keep some kind of service. Those that disagreed felt it was important to keep a professional service and knowledgeable staff.
- 10.19 Overall, 81% chose the first option of Town Council and VCS and 16% in a different way; the latter most popular suggestions being working with other organisations such as the library or other cultural institutions, adapting and reducing the current TIC offer or working with local businesses. Other suggestions were to increase TIC revenue and to offer technological approaches.
- 10.20 The survey also allowed for people to include comments which have been categorised into similar themes. The most mentioned themes were:
- the importance of encouraging tourism for the local economy and for employment
  - the value of offering a face-to-face service.
  - Working with other organisations around sites
  - Having knowledgeable staffing.
- 10.21 Consideration has been given to the feedback from the consultation and the following table outlines how the council addresses and responds to these key issues as part of its future service offer.

Key feedback from consultation	Response to this issue
Importance of encouraging tourism for the local economy and for employment	<p>Dorset Council continues to develop the Visit Dorset brand to support the visitor economy and promote sustainable tourism as part of its Economic Growth Strategy.</p> <p>It cannot afford to fund tourism support activity at a local level across communities in Dorset. The council's role is to promote Dorset as a destination.</p> <p>The three local councils will be supported to develop some form of local offer that is right for their community.</p>
Value of having face to face service particularly to find out information/knowledgeable staff	The consultation has been useful in understanding more about how the TICs are used as a source of information for both local residents and visitors. Improving access to information will be incorporated to the council's emerging work on a new customer strategy and other transformational plans.
Working with other organisations	Two of the local councils have already indicated that they are exploring an alternative offer and this would include engaging with others such as tourism attractions in their local area.

### **Town council engagement**

- 10.22 As part of the consultation, discussions have taken place with the three town councils in the areas where there is a Dorset Council managed TIC and two of these councils have expressed some interest in continuing to provide some form of local visitor information offer and are now exploring what role the town council can play in leading in this service delivery. All town councils considered their response to the issue and provided a formal view. These are in Appendix 2
- 10.23 The option to work with the town councils to deliver an alternative service model with them taking responsibility to provide visitor information at a local level would meet some of the elements identified as most important from the survey results. This would not be about the town councils delivering the same service offer but elements of the service such as very local information

to visitors. It is not anticipated that TUPE would apply in these circumstances.

- 10.24 Both Dorchester and Sherborne Town Council have recognised the importance of tourism to their local area and were understanding of the financial position of Dorset Council. These local councils felt that there was a continued need for face to face information provision about their local areas and are now exploring the feasibility of what could be done locally, led by the Town Councils. Both councils expressed the need for some transitional funding.
- 10.25 Wareham Town Council stated that there was strong support to retain the TIC in its current form.

**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.

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Tourist Information Centres –  
Service Review  
**Consultation Response Report**

Produced by Mark Simons and Laura Gardner  
**for Dorset Council**

**January 2021**

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# Tourist Information Centres – Service Review

## Consultation Response Report

<p><b>What was the consultation about?</b></p>	<p>Currently Dorset Council manage and fund three Tourist Information Centres (TICs) across the county at Dorchester, Sherborne and Wareham.</p> <p>Since 2017 and 2011 respectively, Dorchester and Wareham TICs have been co-located in libraries with the service being delivered by a dedicated TIC team.</p> <p>Sherborne TIC is in a standalone premise in the town centre (leased building).</p> <p>Lyme Regis TIC is out of scope for this consultation as the decision about the future provision of tourism information has been undertaken separately and ahead of this wider consultation. This was because of the need to vacate the current TIC premises. Separate public consultation has been carried out for Lyme Regis to understand the local view of the TIC. What we found was that Lyme Regis TIC continues to be a valuable source of information for visitors being highly valued with both residents and businesses holding a strong belief that TIC's made a significant contribution to the local tourism economy. The consultation responses showed that there was a lot of use of the TIC by local residents as well as visitors to the area. This was to primarily to find out information and book tickets for local events and festivals. The local tourism business sector also felt that the TIC played a role in helping their customers.</p> <p>The TICs were part of the former district council functions. Since the creation of Dorset Council in April 2019, the intention has been to review the service in order to consider how the tourism information function fits with council priorities and resources available.</p> <p>Whilst the TICs do generate some income, it cost the council approximately £200,000 in 2019/20 for the three TICs. Further savings across the organisation are expected from 2021/22 onwards.</p> <p>To date, there has been no broader public TIC consultation but there is a substantial disconnect between the service provided by the TICs and the aims of the Council Plan. The newly agreed Economic Growth Strategy identifies Visit Dorset as the channel for tourism development and promotion.</p>
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	<p>It should be noted that there is disparity across the council area in terms of TIC provision and there are five other TICs across the county which are not managed by Dorset Council</p> <ul style="list-style-type: none"> <li>• Bridport (Town Council run)</li> <li>• Wimborne (volunteer run)</li> <li>• Swanage (Town Council run)</li> <li>• Blandford (volunteer run)</li> <li>• Shaftesbury (volunteer run)</li> </ul> <p>Due to the necessary timing of the review to fit into the council budget process it was not possible to run the consultation through the summer season. Aware that the consultation wasn't going to reach significant numbers of summer visitors measures were taken to mitigate the effect including ensuring the consultation was open in half term week, social media promotion including paid for advertising and work with Visit Dorset to promote it with their subscribers.</p>
<b>What did we need to find out</b>	<p>The council needs to understand more about what services provided by the TICs are valued and most used. And to seek views about how the service could be delivered in a different way. It also needs to find out how any proposals impact on local people.</p> <p>Further to this the council needs to find out if there are any unforeseen impacts of the proposals, and if so whether these can be mitigated.</p>
<b>Over what period did the consultation run?</b>	<p>The consultation period ran from 29 September 2020 to midnight on the 3 January 2021.</p>
<b>What consultation methods were used?</b>	<p>The consultation involved an online and paper consultation survey. This included:</p> <ul style="list-style-type: none"> <li>• Online survey. This included a free text section for people to add any other comments.</li> <li>• Paper surveys available from the DC managed TICs and 23 Dorset Council libraries when open.</li> </ul>
<b>How many responses were received overall?</b>	<p>990 overall responses were received. 88% of responses were from individuals and 12% from business/organisations/other. 85% of the individuals were local residents and 11% visitors. 3% were DC staff.</p>
<b>How representative is the response to the wider population?</b>	<p>The response size is good for a council consultation of this type. As this was an open survey it is not possible to define a statistically valid sample size. The response from residents was reasonably representative of the Dorset population. There was an uneven balance between males and females with 57% of responses from females and 37% from males. Responses came from a wide range of ages but 48% came from respondents aged 65 or older. This compares to only 29% of the population being in this age band in the wider Dorset population. With 88% of the respondents saying their ethnic group was White British this is fairly typical of the wider population. Responses from disabled people were above average at 6.5% of responses compared to a Dorset figure of</p>

	5% based on those claiming either Disability Living Allowance, Personal Independence Payments or Attendance Allowance.
<b>Where will the results be published?</b>	Results will be published on the council's website <a href="http://www.dorsetcouncil.gov.uk">www.dorsetcouncil.gov.uk</a>
<b>How will the results be used?</b>	Councillors will make the final decision on the future of the remaining TIC's in Dorset having regard to the feedback received during this consultation.
<b>Who has produced this report?</b>	Mark Simons and Laura Gardner, Consultation Officers, Dorset Council January, 2021

## Executive Summary

**Background:** Since the creation of Dorset Council in April 2019, the intention has been to review the tourist information centre (TIC) service to consider how it fits with council priorities. The purpose of the consultation was to understand more about which services provided by the TICs are valued and most used and to seek views on how the service could be delivered in a different way. The three TICs subject to this consultation are in Dorchester, Sherborne and Wareham and it ran from 19 October 2020 to 3 January 2021.

**The Respondents:** 990 responses were received; 85% were Dorset residents and 11% visitors to Dorset. 75 businesses and organisations and 11 Town and Parish Councillors took part, as did 25 Dorset Council employees including some who work in the TICs. Just over 60 respondents reported themselves as disabled. The response size was good for a council consultation of this type and reasonably representative of the Dorset population with a heavier weighting towards the older population (48% over 65 years old). The town councils in the three areas where there is a TIC were also engaged with and provided their responses.

**Use of the TIC:** 82% of respondents stated that they use a TIC, nearly 40% visited over five times a year with over three quarters visiting to get information about the local area. Other popular uses included buying tickets for events and festivals, retail goods or council services. Of the respondents who were visitors, 25% visited more than 5 times a year and used the TIC for similar reasons to locals but also for finding out about holiday accommodation. Local residents also use a TIC to advertise or promote their business, organisation or an event.

Getting information on the local area and services was most important for both locals and visitors, including the ability to talk to someone face-to-face with reliable and specialist knowledge. The retail offer and buying of event tickets also scored as important and the convenience of doing so in one place was emphasised. Holiday accommodation information was important to visitors.

**VisitDorset:** The VisitDorset website was used by around half the respondents (51%); 56% of those who do not use it said they were aware of it. There was little difference between age groups. 82% of those who use the website also use the TIC; the former for general ideas or planning days out, especially across the wider county, but preferring a face-to-face approach at a TIC for more accurate and local knowledge and for actions such as buying tickets. The website is used by some when the TIC is closed or unavailable but is found to be limited in some aspects.

**Comparison to other services:** Many respondents value the TIC service but rated all statutory services (e.g. waste collection and disposal, Children's and Adult Services) more important when considering the budget. When rated against non-statutory services TICs were highly valued, second only to country parks.

**Alternative delivery:** 41% of respondents agreed that the three TICs could be run differently and 18% disagreed. There were no significant differences between groups. Those that agreed the TICs could be run differently commented that this was because other models worked elsewhere in the county and suggested it could be run by the Town Council and volunteer/community support, but it was important to keep some kind of service. Those that disagreed felt it was important to keep a professional service and knowledgeable staff. Those who neither agreed or disagreed, or were unsure, largely reported that they did not know enough or had not visited other TICs to comment. What was important to them was to keep professional and knowledgeable staff and a good level of service, regardless of who runs or funds it.

Three options were presented: to work with the Town Councils and Voluntary and Community Sector to provide a service; to cease providing Dorset Council TICs or to provide a local/tourist information service in a different way. Overall, 81% chose the first option of Town Council and VCS and 16% in a different way; the latter most popular suggestions being working with other organisations such as the library or other cultural institutions, adapting and reducing the current TIC offer or working with local businesses. Other suggestions were to increase TIC revenue and to offer technological approaches.

**Groups:** Overall, there were little differences between groups of respondents. Disabled users reported a slightly higher frequency of visit (52% visit more than five a year) but similar use of a TIC and services they felt were important to non-disabled users. They are less likely to use the Visit Dorset website (55.6%). 31% agreed that the service could be run differently; 75% supported a Town Council and VCS model and 20% another alternative. A quarter disagreed that it could be run differently.

75 businesses and organisations responded to the consultation; 43% agreed on possibilities of running the TICs differently and 11% disagreed leaving almost half unsure (46%) There was again overwhelming support for a Town Council and VCS model of delivery (84%) and 15% felt there could be an alternative approach.

**Any other comments:** Most mentions were of the importance of encouraging tourism for the local economy, for employment and of offering a face-to-face service. Working with other organisations around sites and staffing were also popular.

In summary, the service the TIC provides is overwhelmingly important to both the locals and visitors who use them and who emphasise the benefits - especially to tourism and the local economy - however there is support for an alternative delivery model as long as the same standards are met. Many reported being unsure or neither agreeing or disagreeing with proposals which suggests more information could be provided.

## Background

### The consultation explained:

“There are a number of venues where visitor information can be accessed. These include five TICs provided by town councils or a local voluntary group, with Dorset Council currently managing four other TICs across the county (Note: Since December 2020 this has reduced to 3). This survey focused on the remaining three Dorset Council TICs in Dorchester, Sherborne and Wareham.

TICs provide the following key services:

~ free information including maps, local attractions and events, general information about the local area, bus/transport provision and information about accessibility

~ ticket sales for some transport providers and for local events

~accommodation information and booking for the local area.

Providing information is an important part of the work of the TICs and the council is aware that the ongoing Covid-19 pandemic period may result in a greater need for more information and advice.

The TICs generate income to help with operating costs, with approximately £200,000 each year (for the 3 TICs) paid by Dorset Council to support the service, which is increasing each year. The majority of this funding is spent on staffing.”

### Why we are reviewing the service?

~ The Covid-19 pandemic has changed the way some services are being used and delivered. More people are looking to find further local information and advice about their area as well as visitors to Dorset looking for tourist information.

~ TICs are a traditional way of providing face to face service, but their use has dropped with developments in technology in recent years

~ Dorset Council sees the increasingly popular Visit Dorset website as an important access channel for visitors and tourism businesses. It’s also a way to encourage people both in the UK and abroad to visit the area and support the local economy

~ Dorset Council is facing on-going financial challenges and must prioritise the services on which it spends its money. In the near future, we’re likely to review of many of the services such as TICs we are not legally obliged to provide.

For these reasons, we need to consider the role of visitor information, and how it is funded and delivered. It is essential that future arrangements are sustainable, affordable and fit for the future and continuing to provide the service in the same way will not do this. There are various ways of providing this service to meet the needs of different communities and we want to tailor our service accordingly.”

## The Consultation

The consultation period ran from 19 October 2020 to midnight on the 3 January 2021. Dorset Council explained resident's views were important to help them decide the future of the Tourist Information Centres. It was suggested the survey would only take approximately 5-10 minutes to complete.

Very few questions were compulsory. A copy of the survey is available in the appendix.

**Analysis Method:** Questions were considered on an individual basis. Overall responses were examined and specific responses of respondents who said they had a disability. Responses were also studied based on residents and visitors' views. The official organisational responses were looked at separately. The main method of analysis was looking at the percentage of respondents who expressed a view on each question.

For each open question the text comments have been studied and "coded" depending on what issues were raised. The coded comments are then reported on based on the amount of times those individual issues have been raised. Total redacted comments are provided in an appendix.

Note: some figures may not sum due to rounding.

## Response Method

Overall, 990 responses were received. The majority of these were electronic responses. Dorset Council received 132 paper copies in total with survey forms being returned to Dorchester 27, Purbeck 35, Sherborne 70. This means paper responses made up 13.3% of all responses.



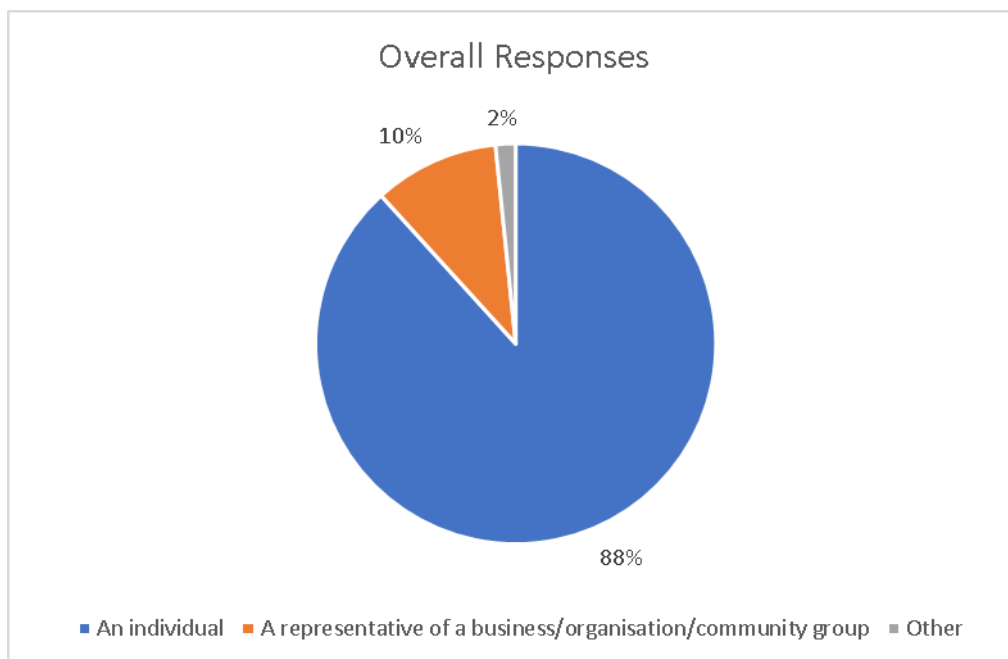
## About respondents

990 overall responses were received.

### Q Are you responding as:

#### Respondents:

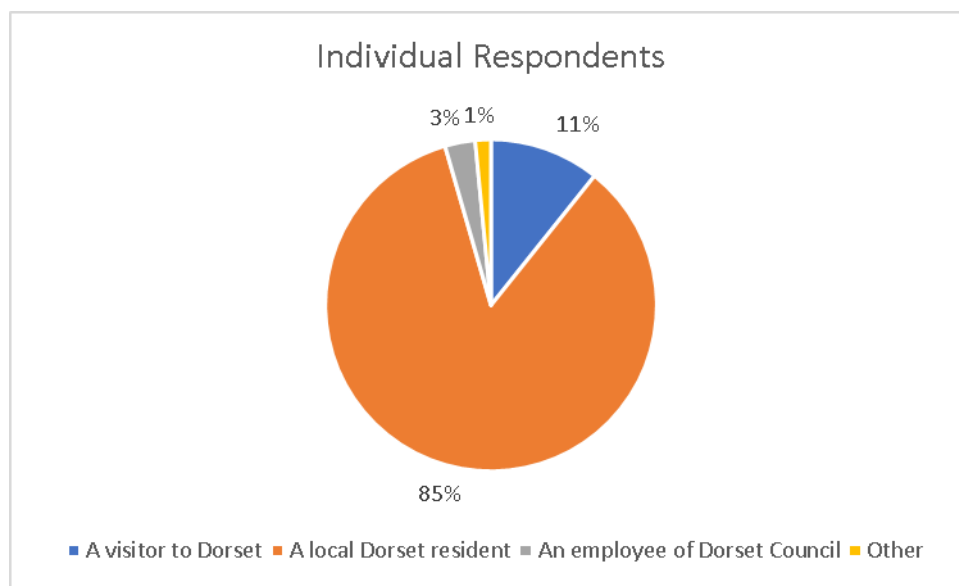
	% of all respondents	Number
An individual	88.1%	872
A representative of a business/organisation/community group	10.1%	100
Other	1.8%	16



88% of respondents were responding as individuals. Other responses came on behalf of organisations, community groups and businesses (10.1%). There were also responses from 11 Town or Parish Councillors.

**Q For all individual responses people were asked if they were:**

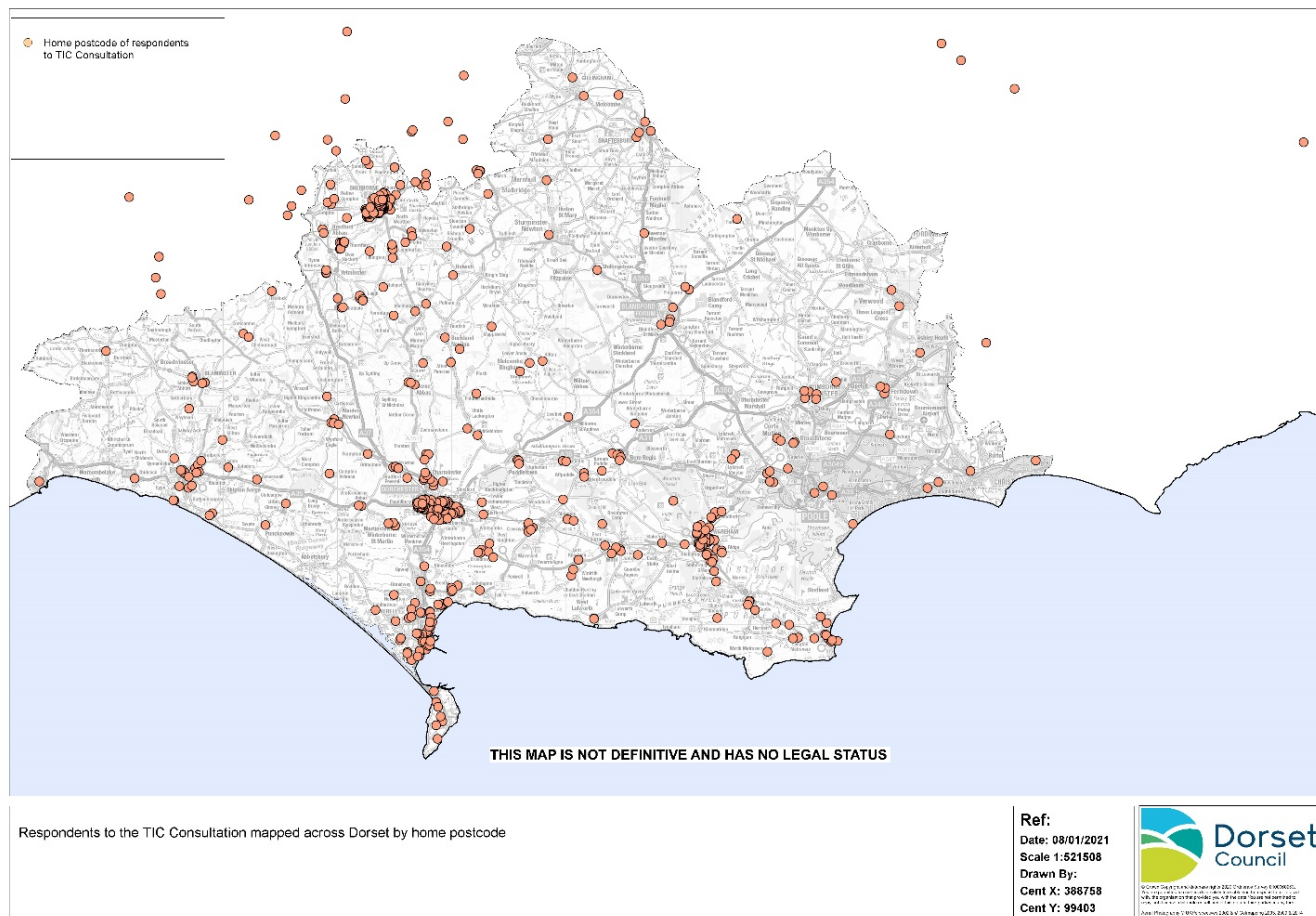
	<b>% of all respondents</b>	<b>Number</b>
<b>A visitor to Dorset</b>	10.7%	91
<b>A local Dorset resident</b>	84.4%	718
<b>An employee of Dorset Council</b>	3.0%	25
<b>Other</b>	1.5%	13

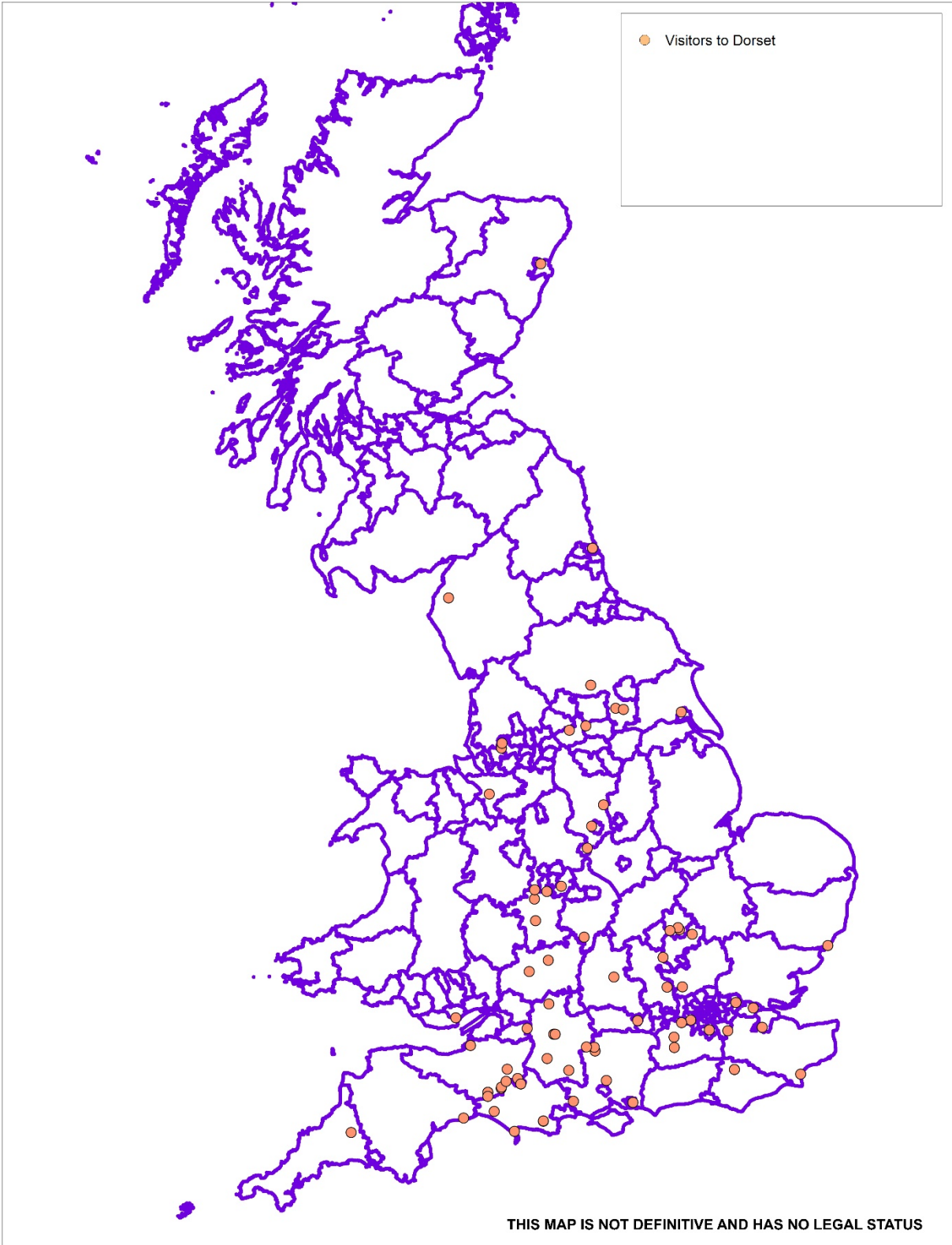


The figures show nearly 85% of respondents were local residents and only 11% visitors. For a tourist information service this would seem low but figures collected by the centres themselves suggest use by local residents can be as high as nearly 60%. The time of year the consultation was carried out may have impacted on the responses from visitors but the survey was live during the autumn half term when the Tourist Information Centres were open.

## Map of responses to the consultation

Postcodes were supplied by 940 respondents with the majority of those living in the Dorset Council area. The map shows the distribution of overall responses to the consultation demonstrating a good spread across the geographical area. Promotion of the consultation appears to have been successful across all areas.





<p>Visitors to Dorset - respondents to the TIC Consultation</p>	<p><b>Ref:</b>  <b>Date:</b> 11/01/2021  <b>Scale:</b> 1:5767283  <b>Drawn By:</b>  <b>Cent X:</b> 430370  <b>Cent Y:</b> 445286</p>	 <p><b>Dorset Council</b></p> <p><small>© Dorset Council and Database right in: TIC Consultation Survey 2021/22. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Dorset Council. Dorset Council is not responsible for the use of any information contained in this publication. Dorset Council is not liable for any loss or damage arising from the use of this publication. Dorset Council is not responsible for any errors or omissions in this publication. Dorset Council is not responsible for any loss or damage arising from the use of this publication. Dorset Council is not responsible for any errors or omissions in this publication.</small></p>
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The above map shows the postcodes of the respondents who replied to the survey saying they were visitors to Dorset.

## Parish/Town Councils

1 response came back saying they were responding on behalf of a parish/town councils. This was from:

Council name
Langton Matravers Parish Council

Other direct responses have been received from Dorchester Town Council, Sherborne Town council and Wareham Town Council. These will be reported separately.

## Dorset Council Employee Responses

25 responses came from Dorset council employees, a number of whom work directly in the affected TICs. These workforce responses were looked at separately, particularly looking at suggestions of alternative ways of providing the service. A response was received from the Dorset Council VisitDorset team and this is covered under organisational responses.

### Selected Comments from Employees

These are given to show the range of responses. All full comments are included in the appendix.

Selected Comments from Employees
"I think money savings could be made by using volunteers, but that doesn't mean you'd still get the same, high quality service. Volunteers might cost less, but they still require training and retaining knowledgeable volunteers is sometimes difficult."
"I think more could be done with the merging of job roles at Wareham and Dorchester TIC, where library staff can train to learn what TIC staff do and vice versa. Therefore you could reduce the overall number of staff if everyone could do each others job. Before Dorset Council it was understandable that PDC or DCP employees did not cover for DCC employees, but now that we're one team, there is no excuse not to do it. You could also have just one library/TIC manager at each location instead of having 2 at each location. I'm not sure if moving Sherborne TIC into the library is viable or not, but if it hasn't been investigated, perhaps it should be."
"Town councils are an option but would depend on how they were to be run. If it is to be an information point only then expertise will be lost. Volunteer run centres would be reliant on the goodwill of people being committed and this is not always the case. Again the expertise of TIC staff would be lost as volunteers would have to be very up to speed with local knowledge."
"I think Wareham TIC needs paid staff - Purbeck is a tourist hotspot and as the gateway town Wareham is busy with tourists for a lot of the year and needs a reliable TIC service. The previous two questions are spurious - of course waste management and adult social care need to take priority, but running TICs is surely done at a fraction of the cost of these services and must make a net contribution to the Dorset economy."
"I am a member of staff at Wareham library and during the time the TIC was closed this summer we were on the receiving end of many angry complaints about the lack of tourist information services. Visitors expressed very strongly that having been enticed down here they expected to be able to get maps and information. Not everyone had a smart phone and internet access, and clearly even people that did have them still wanted to talk to a person to get advice and information. Town Councils could have a role in running the TICs but staff need to be paid. It is the only way to get a consistent, professional service."
We are an essential face-to-face service for Wareham town and the surrounding Purbeck area. New ways do need to be found to fund the service i.e. sell more tickets and retail or transform us into Customer Services for the Council in addition to Tourist Information. We are, after all, already a 'One stop Shop' in the Library! Knowledgeable staff need to be recognised and paid - Volunteers just do not provide the reliability or commitment of paid staff. Any money saved by losing our Wareham Information Service will be minimal - just a ripple in an 'ocean of debt' We should not compare Tourist Information to Childrens Services or Adult Services - these are statutory services and should not be compared with a non-statutory service. It is an unfair question and makes Dorset Council appear biased to ask people to rank these services in order of importance.

"Dorset Council should work with Wareham Town Council to continue to provide the face-to-face service to Wareham town and the surrounding Purbeck area. Swanage Town Council successfully run their Tourist Information Service as they understand the value to local residents and tourists. In the summer this year, when the Information Centre was closed but the Library was open, it was noted that 80% of enquiries to the centre were for tourist information. Due to the pandemic there was a huge number of tourists visiting the area on staycation. Wareham was rammed with tourist during July/August at a much needed time for advice and assistance from Discover Purbeck and we were not open. With our help and advice we promote small businesses i.e. Bed & Breakfasts, restaurants, cafes, pubs, local shops and attractions bringing much needed revenue into the area, which depends on tourism for its very survival. The indication is that Staycations are here for the future after lockdown, as many people are still nervous about holidaying abroad and have come to realise the beautiful areas in Britain to be explored, particularly our lovely rural Purbeck with the first Super National Park in the country. In addition, 50% of people to our desk are local residents using our information service for a variety of reasons. From April each year until the end of July we sell Camp Bestial tickets. We are the only outlet for half price resident tickets plus we sell full price tickets without adding a booking fee, just taking 10%. Last year the final total exceeded £70,000 worth of tickets! We provide National Express tickets to local people who do not own or have the know how to buy online. We also sell Charity Christmas Cards/gifts from mid-September until Christmas Eve a service to local people not available elsewhere. This is in addition to selling cards, books, maps, framed images of the area, gifts and leaflets all year at a substantial profit. We also support charities and local groups which will need us even more after lockdown. Being based in the Library we are able to open the doors on days when the Library would ordinarily be closed i.e. Tuesday morning, all day Wednesday and Saturday afternoon. This allows local people to use the Library's self-service which extends the service to local people, including vulnerable, lonely people who often come in just for a chat. We are often sure we are the only people they have seen all day! I am sure that, after lockdown, there will be many more people needing our services as a support to get them back to normality, with information on volunteer and support groups, coach trips, charity events, concerts, 'what's on' information etc. to help them integrate back into the community. Being open at times when the Library is closed enables groups to meet upstairs, i.e. Adult Education, Play Reading group, Carers Support Group etc. We often provide ideas, suggestions and details of events to the Leader of the Carers Group to enable her to organise days out ie. Boat trips etc. for the well-being and much needed breaks for the dedicated carers of the terminally ill. We currently all work together to ensure our building is a Community Centre not just a Library and it is essential for the well-being of the community it serves."

"I have worked at Sherborne TIC for over 13 years now. Previously I worked for the then Christchurch Borough Council in their TIC and later in the Tourism team at the Civic Offices. In total I have had almost 30 years of working in TICS and Tourism and feel that I have a broad depth of knowledge of how the TICs have worked and developed over the years. Whilst I was working at Christchurch TIC the decision was made to rename the TIC "Christchurch Information Centre". I feel that this would be a good move for the Dorset TICs to adopt, assuming that there is to be any future for us as a presence in town centres. Much emphasis has been put on the use of digital technology now and in the future but there are still many people who, for whatever reason, prefer not to use it. Some of our customers are living alone and from the older generation, many of whom do not use the internet and welcome the opportunity to speak to a friendly person face to face. When we re-opened after both lockdowns, it was heartening to hear so many people say how pleased they were to see us open again. A frequent comment was "We need you in the town". Furthermore, when we explained about the TIC consultation they were horrified at the thought of us not providing the service as we currently do. It would be very difficult for individuals to find out much of the information elsewhere if we were not there to provide it. These customers would be penalised because of their choice not to use the internet, both in obtaining information and losing the enjoyment of interacting with fellow members of the public. The disappointment on customers faces when they were told that we are not selling Cards For Good Causes this year because of Covid restrictions and our uncertainty about the date we would be re-opening made us realise how much hundreds of customers have relied on us to provide this service every Christmas. The income from the sales of CFGC and Christmas stamps amounts to an income of approximately £28,000 (gross)p.a. and will be a huge loss to the charities concerned and reduced income to the TIC/Council this year and will continue if the TIC closes. It is clear that at Sherborne TIC that we do very few bed and breakfast bookings now as visitors tend to make their arrangements before leaving home, whether this is by email, phone or letter. However, many visitors to the town make the TIC their first port of call as they know that they can get up to date information from knowledgeable staff. They are also happy to browse the selection of leaflets and brochures offering information about how to spend their time (and money) in Sherborne and the surrounding areas. Often visitors will be amazed at the amount of information we hold and would not have known about the attraction or event if they were not able to access the TIC in. If a person doesn't know about said attraction or event they cannot look it up on the internet! Although many of our local residents do use the internet to find out information or buy tickets for various events, they are still keen to speak to us in person. As you know we have, prior to the Covid outbreak, sold tickets for many events in the town and further afield. Sherborne Abbey Festival, Sherborne Literary Festival, Sherborne Castle Fireworks, Sherborne Film

Festival, Yeovil Air Day, Dorset Steam Fair are a few of the more prominent ones. At times last year we were selling tickets for in excess of 12 events at various times at Sherborne TIC. Even customers who have access to the internet often come in to book their tickets with us and have them handed to them rather than doing it from home as they find it an easier process. If the TICs are closed, this loss of income to the TIC/Council will be considerable. This may have a knock-on effect to some of the smaller event organisers, particularly charities, who have relied on us to sell tickets for them. If Sherborne TIC is to operate in a different and more cost efficient way would it be possible for any of the following to be considered?

- \* Ask Sherborne Castles Estates for a reduction in rent. We could perhaps act as a box office for them, and also sell the products they have in their gift shop for them in return for reduced rent.
- \* Approach local businesses to allow space for a TIC within their premises, eg Waitrose, Sainsbury's, Cross Keys Pub, railway station, post office.
- \* Purchase a mobile unit and position it in one of the Council run car parks.

Any permanent closure of the TIC would be very disruptive for Sherborne. It is clear to me that we offer an essential service to the town, more so for the residents and we are part of a community that is currently trying to survive in these uncertain times. As an Information Centre rather than a Tourist Information Centre we could work for and with the community, providing a much-needed hub and central meeting point for local residents and visitors alike. A final consideration - should all or any of the three TICs be closed, redundancy payments will have to be provided, people will be out of work and more taxes not paid to the Government. A further financial implication to consider for the wider community. I hope that this has given you an insight to the various reasons why I think TICs should remain open in one form or another, but not just as an on-line service."

## Town/Parish Councillors

11 Town/parish councillors responded on their own behalf to the consultation.

## Official Organisational/Business Responses

75 organisations/businesses provided an official response from their business/organisation. These came from:

Q6 Name of the business/organisation/community group
Amateur Players of Sherborne
Bagwell Farm Touring Park
Beaminster Museum
Beauhemia
Bere Regis and District Twinning Association
Bookham Court
Bournemouth Sinfonietta Choir
Bradle Farmhouse
Brewery Square
Camp Bestival (Safe Festivals Group Limited)
Campsite
Charterhouse Auctioneers
Corfe Castle National Trust
Crossways Travel Ltd
Dorchester Conservative Association
Dorchester Post Office
Dorset Cottage Holidays
Dorset Food & Drink
Dorset Visual Arts -/Dorset Art Weeks
Douzelage
Downshay Tourers & Tents
Dream Adventures Ltd

Excel Taxis Network
Fernhill Wholesale
Galway Guest House
Giants Head Caravan & Camping Park
Girling Services Ltd
Goldcrest Jewellers
Jurassic Jaunts
Langton Matravers Parish Council
Mervyn House B&B
Midwest the Stationers
Moreton Church
National Express
naturalife wholefoods
Oliver's Coffee House
Piddlehinton Twinning Association
Poundbury Wealth Management LLP
Self-employed Tour Guide
Services for Tourism Ltd / Dorset Tourism Awards
Sherborne Abbey
Sherborne Abbey Festival
Sherborne Amateur Pantomime Society
Sherborne Castle and Gardens
Sherborne Museum
Sherborne Steam & Waterwheel Centre
Sherborne Walks
Shire Hall Historic Courthouse Museum
Society of Dorset Men
Specialist Plant Fairs
Sprint Signs
square and compass
Susie Watson Designs
Swanage Blues
Swanage Railway
Taste Restaurants Ltd
The Eastbury Hotel & Spa
The Gardens Group Ltd
The Grange at Osborne
The Gryphon School
The Horse with the red Umbrella
The Jerram Gallery
The Outdoor Guide
The Three Wishes
Tor Mark books
Treetops caravan Park
Trent Memorial Hall
Ullwell holiday park
Visit Dorset
Wessex Strings
Weymouth BID



Weymouth Heritage Centre Ltd
White Horse Farm Holiday Cottages
Wimborne Model Town
Wings & Wheels Henstridge

Responses from businesses and organisations showed fair support for the possibility of running the TICs differently. On the specific question “Do you agree the other TICs at Dorchester, Sherborne and Wareham could also be run differently and still provide the service you value?” 43% strongly agreed/agreed compared to only 11% strongly disagree/disagree.

A response has been received from the Visit Dorset and Growth & Economic Regeneration team at Dorset Council Their main points were:

- TICs are valuable to residents and visitors
- Prefer a new business model over closure
- Closure would have an impact on VD - would lead to additional pressures/resource requirements on VD
- TICs are beneficial for specific/local/accurate information and to the local economy
- Suggest alternative form of service (rather than just reducing the current offer) – rename from Tourist Info and offer community support and visitor engagement – more of a developmental role working with partners to enrich the offer.

The table below shows some selected comments giving an idea of their views. Full comments are available in the appendix.

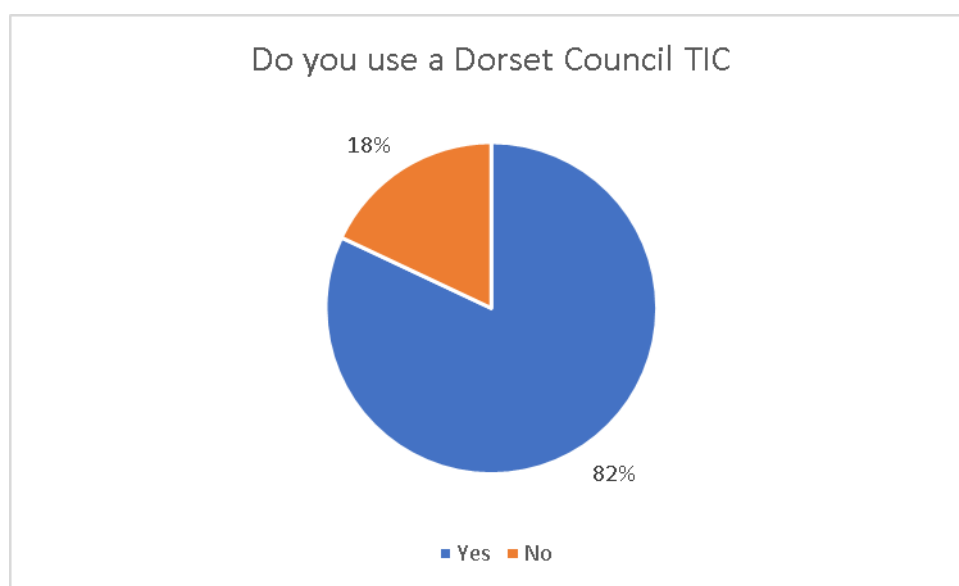
Selected business /Organisational comments
“My main experience is of the Shaftesbury and Blandford Centres. They are good so clearly the centres can be volunteer run. Makes me think that the bigger places might at least have a mix of paid and volunteer staff”
“if the information centre was sponsored by having a normal tourist based shop in it,s premises then the profits could run the centre”.
“There are many models all over the world where TICs have effectively been run by local groups / volunteers. In France virtually every town and village has a TIC run by the local Chamber”
“If other towns in Dorset can run TICs by town councils or volunteers surely others can to”
“Having professional staff in the key tourist areas is important”
“a TIC needs a prominent space that locals and tourist alike can readily access. Any volunteer-run service is unlikely to have the funds to manage such an expenditure”.
“The Council should run the TICs. They should have an obligation to run them after all the Attractions advertising are Tax Payers and they bring Thousands of pounds each year into the County.”
“My feeling is that where resources be combined to reduce overheads and costs it should be implemented.”
“The cost of providing the required services is very high - our own Visitor information centre in Weymouth had to close due to lack of funding and a lack of volunteers.
Whoever provides the service needs to have a belief in the importance of the service they are providing and the vision to make the service work, as appears to be the case in Bridport.”
“I have worked extensively with the Bridport TIC and they service and atmosphere they provide is second to none, are there ways to allow local authorities or town councils to give more supportive or work with TIC's and staff to ensure they thrive and also better control their funding relationships with local councils and businesses”

Business/Organisational responses are considered in each individual question.

## Q Do you use a Dorset Council Tourist Information Centre?

They are in Dorchester, Sherborne and Wareham (Discover Purbeck)

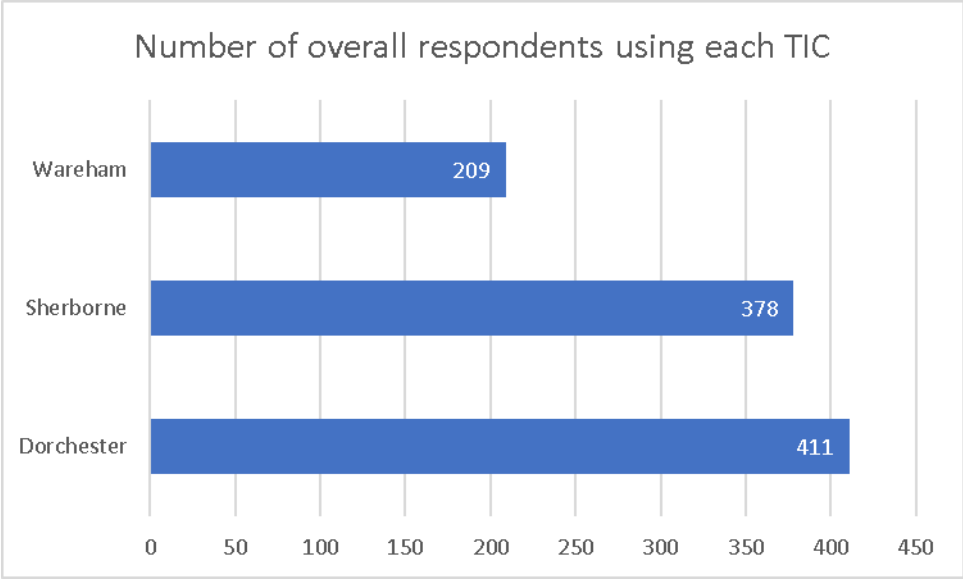
Overall responses	Yes	No
Number	811	178
% of all who responded	82.0%	18.0%



## Q Which Dorset Council Tourist Information Centres do you use? (select all that apply)

Overall responses	Dorchester	Sherborne	Wareham
Number	411	378	209
% of all who responded	51.2%	47.1%	26.1%

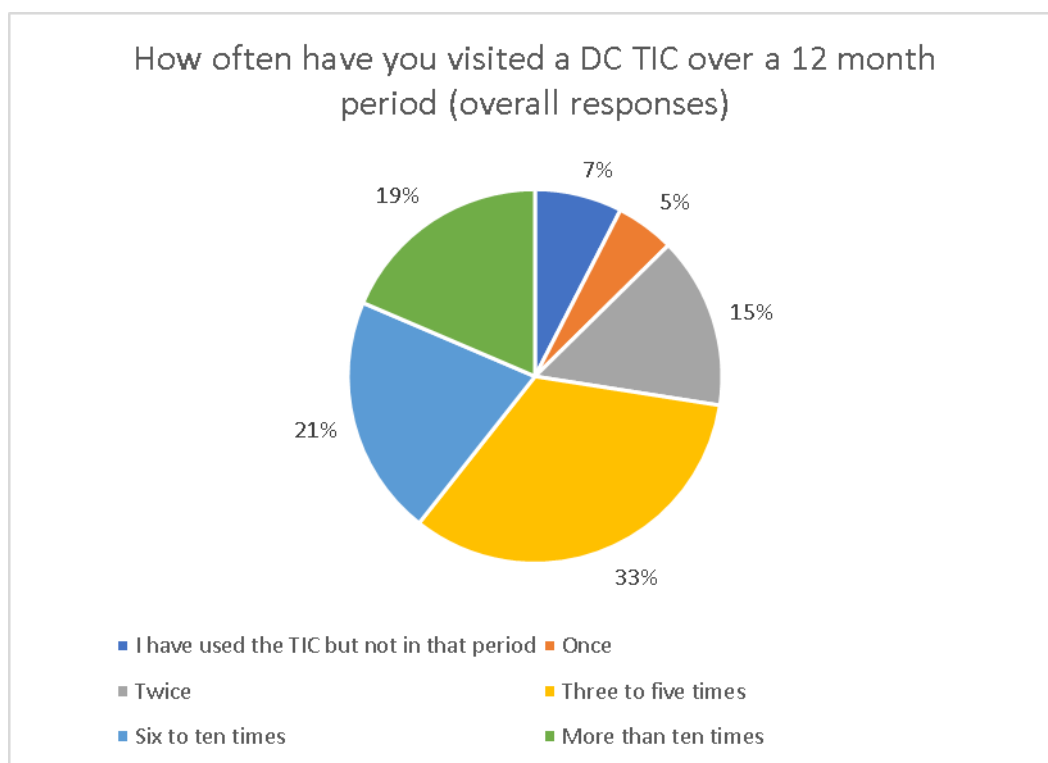
In this question people could make multiple choices. Responses to this question showed overall respondents used both Dorchester and Sherborne to quite a high level but Wareham slightly less so. Looking specifically at responses from visitors 64% of them used Sherborne, 35% Dorchester and 29% Wareham. Dorchester was used by disabled respondents more than Sherborne or Wareham.



Q Roughly how often have you visited one of these Tourist Information Centres in the 12 months prior to them temporarily closing due to Covid19 in March 2020?

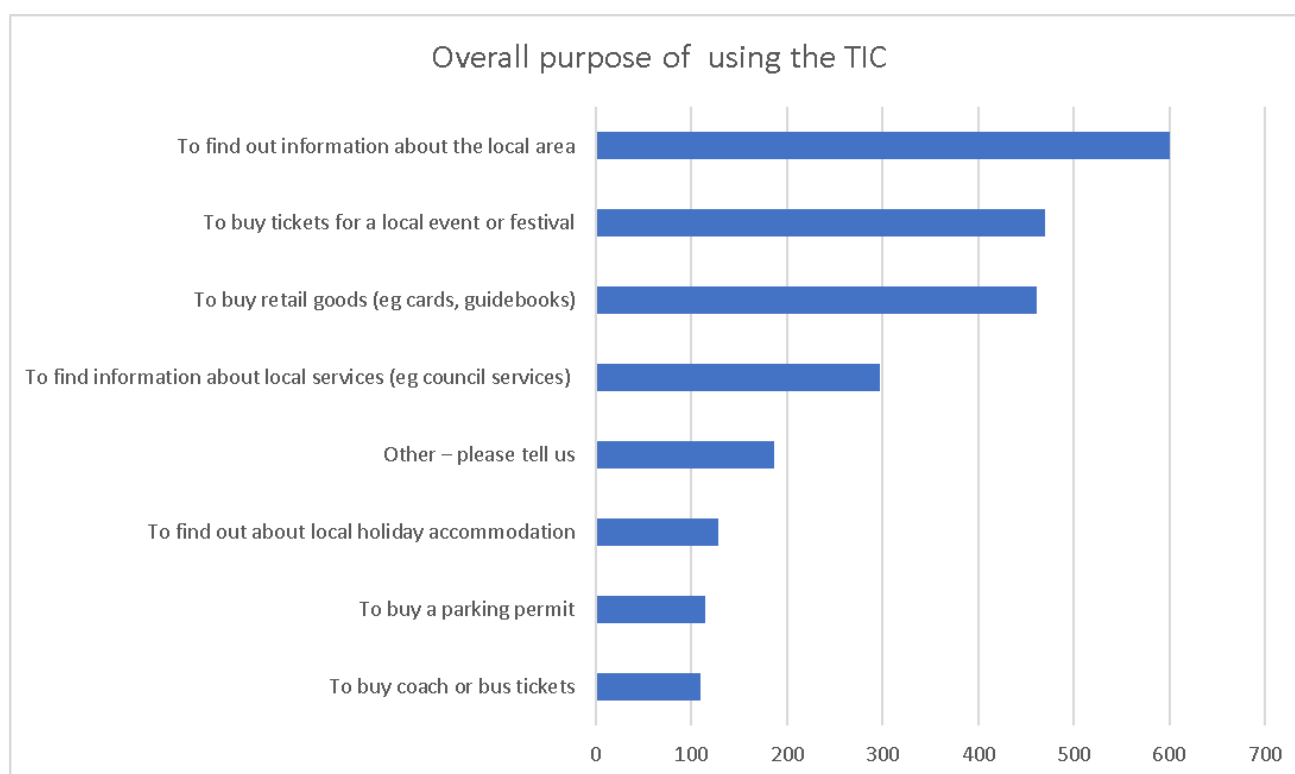
Overall responses	I have used the TIC but not in that period	Once	Twice	Three to five times	Six to ten times	More than ten times
Number	61	41	120	268	168	150
% of all who responded	7.5%	5.1%	14.9%	33.2%	20.8%	18.6%

As the table above shows many respondents said they visited the TICs on quite a number of occasions throughout the year. Nearly 40% said they visited over 5 times in the year. Looking at responses specifically from visitors they clearly did not visit so many times with 25% visiting over 5 times. Looking at responses from people who visited Dorchester 32% visited over 5 times. Equivalent figures for Sherborne was higher at 46% and Purbeck at 45%. Just over 60 disabled people responded to the survey, mainly local residents rather than visitors. They were quite regular visitors with 52% visiting more than 5 times in the year.



## Q For what purpose did you use the TIC? – tick multiple options

Overall responses	Number	% of all who responded
To find out information about the local area	601	74.3%
To find information about local services (eg council services)	297	36.7%
To buy tickets for a local event or festival	470	58.1%
To buy retail goods (eg cards, guidebooks)	461	57.0%
To buy coach or bus tickets	109	13.5%
To buy a parking permit	114	14.1%
To find out about local holiday accommodation	128	15.8%
Other – please tell us	186	23.0%



Overall respondents main use of the TIC was to gather information about the local area with  $\frac{3}{4}$  of people using them in that way. The next two most popular uses were for retail purposes including tickets for events and also goods. The fourth most popular use was finding information about local services. 48% of all selected uses were retail uses.

Looking specifically at visitors they were more focused on information about the local area and holiday accommodation. They were also interested in retail goods, including event tickets.

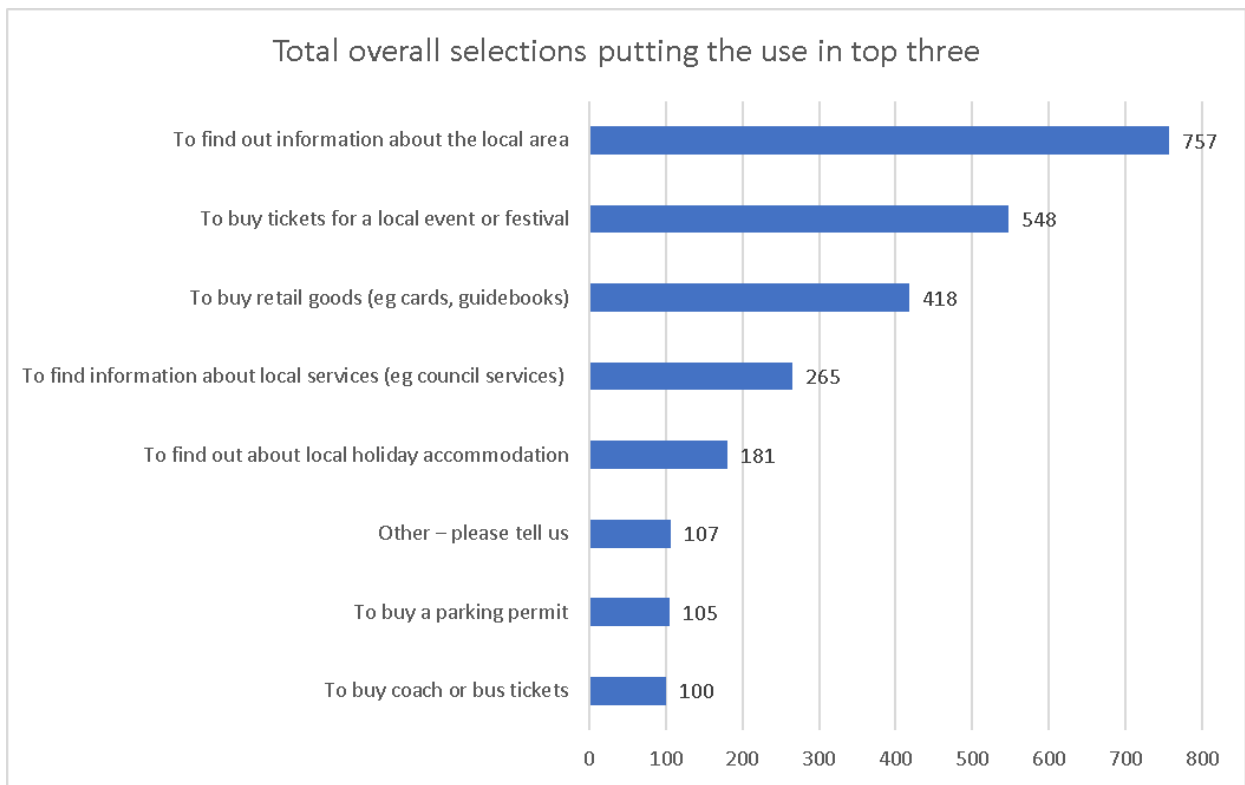
Disabled use of the TICs was very similar to non- disabled use.

Looking specifically at what people had listed under other uses of the TIC shows many were actually uses already suggested in the main part of the question. A summary of those responses is shown in the table below. The main extra category suggested was for organisations and individuals to advertise their events and businesses at the TIC for residents and visitors alike. Other things listed were more specific things within the categories.

<b>Other Purpose</b>	<b>Mentions</b>
To advertise an event/business or to provide leaflets/information/posters	61
To find out about local events/attractions/history	53
To get a bus/rail timetable	24
To get various misc information about the local area	19
For the TIC to sell tickets for an event	18
For maps/directions and walking/cycling routes.	17
To buy/acquire local magazines and papers	16
Other - general miscellaneous use.	16
Getting information for guests/visitors	15
Retail purposes (9 - Charity Christmas Cards)	14
To ask for support, questions or recommendations.	11
To buy/acquire recycling/refuse bags	7
To ask for information on other areas	7
Place of work	5
Accommodation	2

**Q Please rank the importance of the services from the TIC. Select up to 3 services that are most important to you.**

<b>Overall responses</b>	<b>Number 1<sup>st</sup> choice</b>	<b>Number 2<sup>nd</sup> choice</b>	<b>Number 3<sup>rd</sup> choice</b>
To find out information about the local area	533	142	82
To find information about local services (eg council services)	45	132	88
To buy tickets for a local event or festival	158	255	135
To buy retail goods (eg cards, guidebooks)	37	156	225
To buy coach or bus tickets	17	41	42
To buy a parking permit	28	38	39
To find out about local holiday accommodation	22	56	103
Other – please tell us	41	20	46



The overall responses showed the most important service that respondents used the TIC for was to find out about the local area, with a total of 757 selections for 1<sup>st</sup>-3<sup>rd</sup> place. The next two most popular services were retail ones. Buying tickets for local events/festivals received 548 overall and purchasing retail goods 418. None of the other uses came close to these more popular choices.

The response from visitors was again focused on information about the local area. The main difference was that, as you might expect, finding out about local holiday accommodation was more important and more on par with some of the retail activities.

Looking at responses from people who are disabled they were similar to the overall responses.

### Q Why are these most important to you?

811 people took the opportunity to explain why these are important to them. The table below shows the coded results from the responses.

Comment	Mentions
To get information and keep up to date on the local area, services (e.g. timetables, maps, permits) and events from a reliable source and to support local economy, business, events.	206
To talk to someone face-to-face, with local, up-to-date knowledge that can clarify or offer tailored information/answer questions or offer new information/suggestions	162
Good retail offer, including unique local gifts, souvenirs and Christmas cards	122
Convenient, accessible, information hub where all the information is in one place	117
Preferred method/ease of buying events or coach tickets	109
Important port of call to visitors and for tourism in the area (for motorhome users and where to park - 23)	90
Internet/Online does not offer the same quality, up-to-date or breadth of local information as a person/TIC does & you need to know what you are searching for. Not always available on the move (internet/phone signal).	87
To help advise customers, guests and visitors to the area	84
Promotion/support of our businesses or events	50
Service not available/as good elsewhere or unsure where to go for it	38
Do not use computers, internet or social media	35
These are services I expect/need from a TIC (most common choices were local area information, tickets, retail, parking)	34
I do not use or need the service, will or do use sources elsewhere (esp. online)	28
Important community asset. Also adds value to life/health	27
If you are new to or don't know the area.	25
General positive comment about TICs	23
Other reason	9

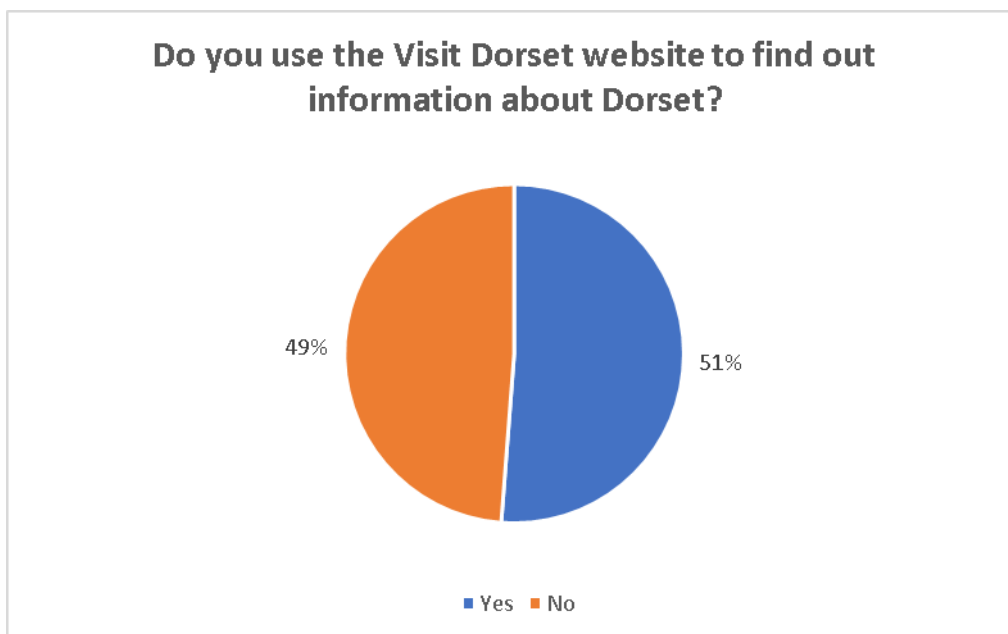
The main reason given was to get information and keep up to date on the local area, services (e.g. timetables, maps, permits) and events from a reliable source and to support local economy, business, events. Clearly people find the TICs a good reliable source of local information. The second most popular reason was to talk to someone face-to-face, with local, up-to-date knowledge that can clarify or offer tailored information/answer questions or offer new information/suggestions. It is clearly the face to face element that people found most beneficial.



The retail offer was also quite a popular reason for people finding the TICs important. They also appreciated the “one stop shop” approach where you could get information, buy things all in a face to face environment. The specialist knowledge and local knowledge was particularly valued.

**Q Do you use the Visit Dorset website to find out information about Dorset?**

Overall responses	Yes	No
Number	503	479
% of all who responded	51.20%	48.8%



Overall the Visit Dorset website was used by around half the respondents.

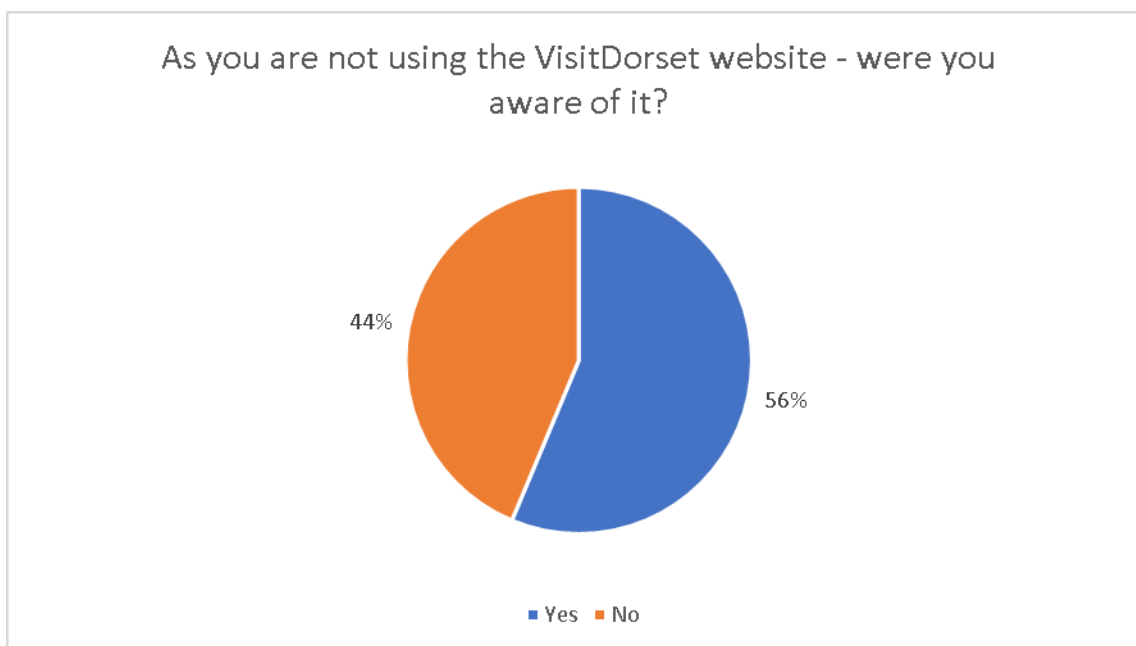
Responses from visitors were very similar with 50.5% using the website and 49.5% not using it. Disabled respondents used the website less than the average with 44.4% using it and 55.6% not using it.

Use of the website was not particularly affected by age. 47.8% of the over 65s responding said they used the Visit Dorset website. With under 45s use of the website increased slightly to 58.3%.

Those who didn't use the VisitDorset website were then asked an additional question.

## Q Were you aware of the Visit Dorset website?

Responses from those not using the VD website	Yes	No
Number	263	204
%	56.3%	43.7%

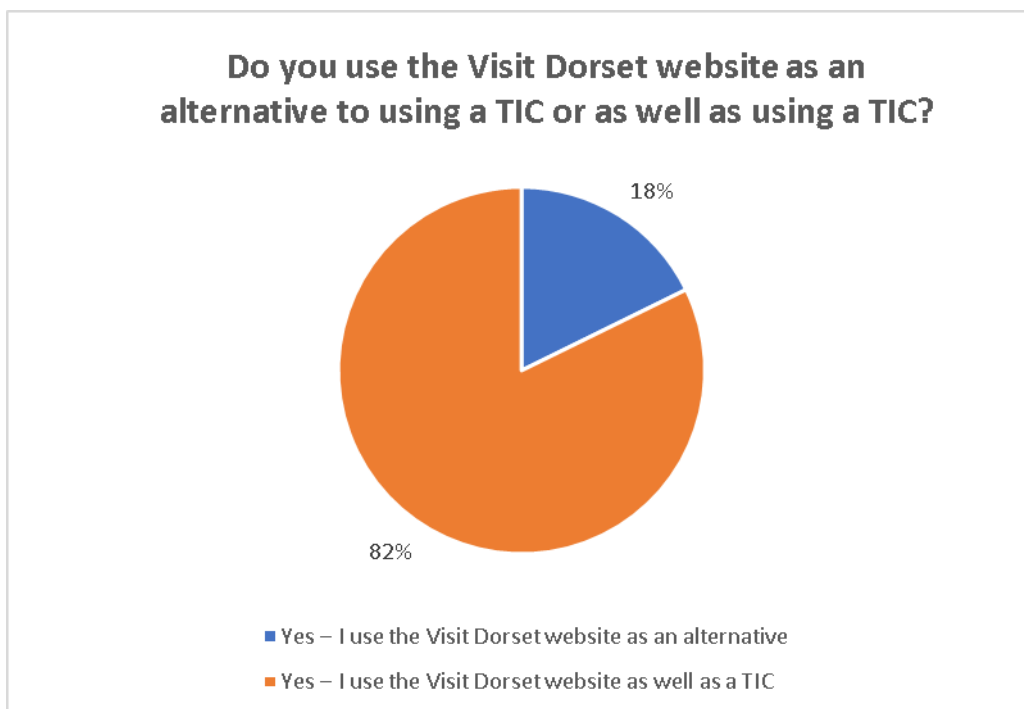


So over half of those responding who didn't use the website were aware of it, with 56.3% responding this way. However, 204 were not aware of the VisitDorset website.

The following question was only asked to those who did use the VisitDorset website.

**Q Do you use the Visit Dorset website as an alternative to using a TIC or as well as using a TIC?**

<b>Responses from those using the VD website</b>	<b>Yes – I use the Visit Dorset website as an alternative</b>	<b>Yes – I use the Visit Dorset website as well as a TIC</b>
<b>Number</b>	86	399
<b>%</b>	17.7%	82.3%



Over 80% of those who said they used the VisitDorset website said they used it as well as the TIC.

**Q Tell us more about your use of the VisitDorset website**

321 people responded to this question. The responses are summarised below.

<b>Comment</b>	<b>Mentions</b>
Use website for ideas or to plan days out/events/opening times and contacts/accommodation - especially for the wider county.	86
Website is limited in scope (too general about the county and not local info they need, can't answer Qs, follow ups) (31) out-of-date/incomplete/inaccurate (11)	42
Use website for basic/general, then the TIC for more/local/specific info or actions (e.g. buying tickets)/as a preference	39
Prefer TIC, face-to-face interaction and 'hard copies' of information	30
Use website when the TIC is not open/can't get there/no TIC	24
Website is difficult to use/navigate	22

Website has good/valuable/additional info/links, is convenient and user friendly	21
Comment about the general Council website (confusion with Visit Dorset)	17
Website is useful at short notice, for immediate info and 24/7	13
Use website to promote events and other adverts	12
Use website for research/courses/work, read blog/newsletters	11
Other comments	11
Use website due to COVID/lockdown	10
Have not used the website recently/rarely use	9
I did not know about the website/need to use it	3

From responses it showed that people “Use website for ideas or to plan days out/events/opening times and contacts/accommodation - especially for the wider county.” most of all. So it seems they find the website useful for information for the wider county but prefer to use the TIC for more detailed local knowledge. There was an appreciation of the fact that the website is open all hours unlike the TIC. With 17 mentions it is clear that there is some confusion between the VisitDorset website and the wider Dorset Council website.

The survey explained that “The council is under continuing financial pressures with the need to reduce budgets and streamline services in many areas. These are difficult decisions. Below are listed some of Dorset Council's services.”

Q If you were trying to manage with less money how would you rank these in order of importance for protecting or maintaining the budget.

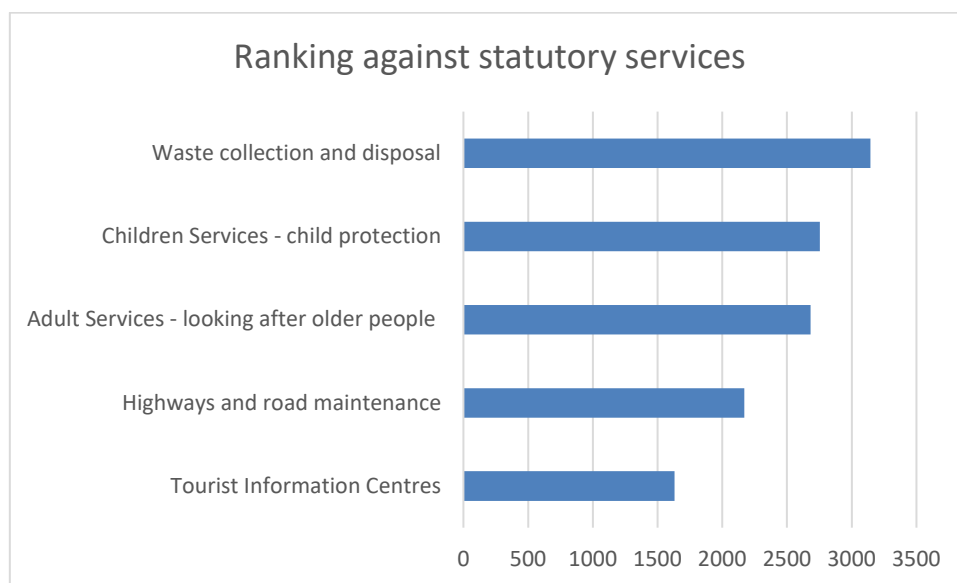
<b>Overall responses</b>	<b>1<sup>st</sup> choice</b>	<b>2<sup>nd</sup> choice</b>	<b>3<sup>rd</sup> choice</b>	<b>4<sup>th</sup> choice</b>	<b>5<sup>th</sup> choice</b>
Tourist Information Centres	70	50	139	127	411
Waste collection and disposal	352	129	219	85	41
Adult Services - looking after older people	135	281	181	140	59
Children Services - child protection	230	206	157	120	69
Highways and road maintenance	67	182	146	262	146

The above table shows the responses to this question asking people to rank the TIC service in relation to other Dorset Council services which are generally statutory. This was asked as if people were considering maintaining budgets. As you might expect whilst people value the TIC service most rated the important statutory services more important when considering the budget.

The Waste Collection and disposal service was highly valued by respondents and highway and road maintenance less so.

If one awards 5 points for a first choice down to 1 point for a 5<sup>th</sup> choice you can create a score for each service. The table below shows how this leaves TICs in fifth place compared to the other services listed. This is shown in the table and chart below.

Service	Score
Waste collection and disposal	3144
Children Services - child protection	2754
Adult Services - looking after older people	2681
Highways and road maintenance	2171
Tourist Information Centres	1632



The survey explained that “Below are listed some of Dorset Council's non-statutory services.

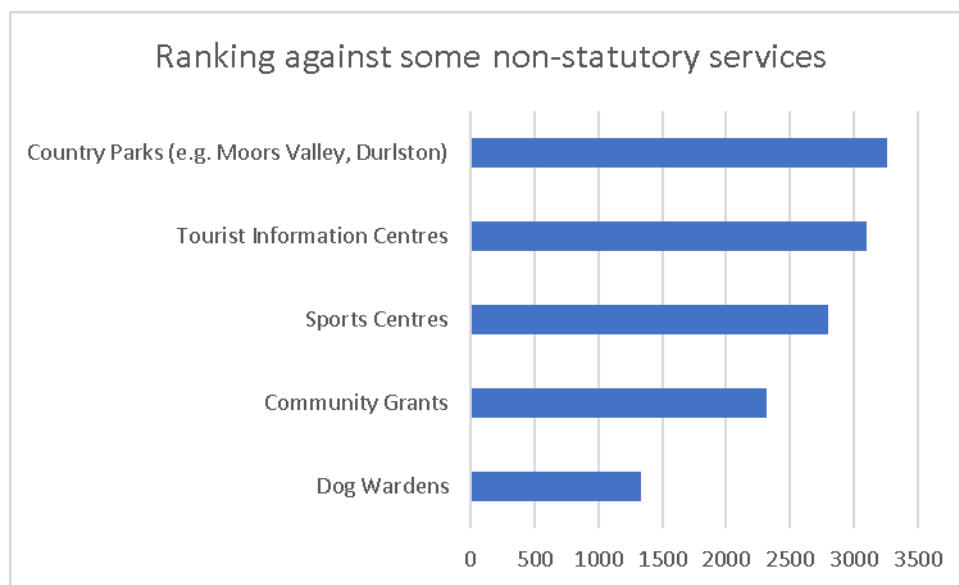
Q If you were trying to manage with less money how would you rank these in order of importance for protecting or maintaining the budget.

Overall responses	1 <sup>st</sup> choice	2 <sup>nd</sup> choice	3 <sup>rd</sup> choice	4 <sup>th</sup> choice	5 <sup>th</sup> choice
Tourist Information Centres	276	190	226	111	61
Sports Centres	201	212	182	156	84
Country Parks (e.g. Moors Valley, Durlston)	271	300	170	82	29
Dog Wardens	20	43	88	163	470
Community Grants	114	126	196	264	123

In this scenario Tourist information Centres were ranked considerably higher but were very similar to Country Parks which were highly valued.

If one awards 5 points for a first choice down to 1 point for a 5<sup>th</sup> choice you can create a score for each service. The table below shows how this leaves TICs in second place to Country Parks but above Sports Centres.

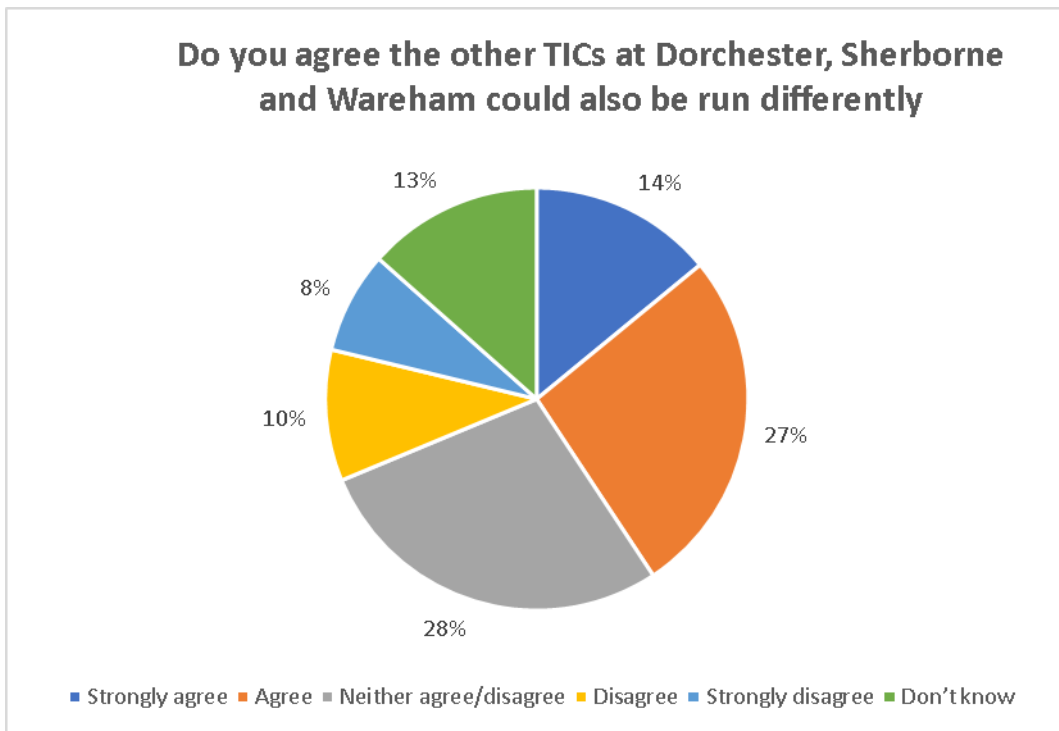
Service area	score
Country Parks (e.g. Moors Valley, Durlston)	3,258
Tourist Information Centres	3,101
Sports Centres	2,795
Community Grants	2,313
Dog Wardens	1,332



Currently only 3 Tourist Information Centres are run by Dorset Council at Dorchester, Sherborne and Wareham. There are 5 other TICs across the county which are not managed by Dorset Council and these are run in different ways: Bridport (Town Council run) Wimborne (volunteer run) Swanage (Town Council run) Blandford (volunteer run) Shaftesbury (volunteer run)

**Q Do you agree the other TICs at Dorchester, Sherborne and Wareham could also be run differently and still provide the service you value?**

Overall responses	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	Don't know
Number	137	260	273	98	76	131
% of all who responded	14.1%	26.7%	28.0%	10.1%	7.8%	13.4%



Overall 40.8% of respondents strongly agreed/agreed that the three TICs at Dorchester, Sherborne and Wareham could be run differently. 17.9% disagreed/strongly disagreed that they could be run differently and still provide the service they value. This gives a net agreement figure of plus 22.9% where zero would have meant an equal number disagreeing as agreeing. However, many people were unsure with 13.4% saying don't know and a significant 28.0% neither agreeing nor disagreeing with the statement.

The table below shows how other groups responded to the same question.

	Strongly agree	Agree	Neither agree/disagree	Disagree	Strongly disagree	Don't know
<b>Overall</b>	14.1%	26.7%	28.0%	10.1%	7.8%	13.4%
<b>Visitors</b>	12.5%	21.6%	30.7%	10.2%	6.8%	18.2%
<b>Disabled</b>	19.0%	12.7%	30.2%	12.7%	11.1%	14.3%
<b>Local residents</b>	14.1%	27.2%	27.3%	10.3%	8.5%	12.6%
<b>Businesses/ organisations</b>	9.1%	34.3%	27.3%	8.1%	3.0%	18.2%

Whilst there was some variation between the different groups there was no real outliers. Looking at the responses from the groups in the table above there is net agreement in all cases. Businesses and organisations were also generally accepting that there could be another way of providing the service. Their net agreement is plus 32.3%.

## Q Why do you think that?

718 people responded to this question. We considered their responses based on whether they

- Strongly agreed/Agreed
- Strongly disagreed/Disagreed or
- Neither Agreed/Disagreed or Did not know

This was to look for patterns in the responses. The table below shows a summary of the key messages from each group.

Comments – Strongly Agree/ Agree	Mentions
As the model/doing it differently works elsewhere	70
A tourist information service is very important for towns/tourism /community - not just who funds/runs it (15)	47
Support being run by the Town Council (plus volunteers/community)	45
Use trained/supported volunteers to keep them open	31
Comment agreeing it could be done differently if viable/funded/discussed/improved	24
Should be co-located/collaborate/network with other organisations	23
Mix of paid/volunteer staff (not just volunteers, 9)	22
Any service must be in a good location, have the right opening hours	16
Do not necessarily need TICs - irrelevant/online/outdated/other methods/not open	12
Improve/combine retail/commercial income offer	9
Other comments/don't know	8
Online services are important (esp. off-season) online chat/call/self-service	7
Should not be run/funded by council/residents, but other (e.g. business, self-funded)	7
Continue to run as it is	6
Consolidate to one local information/customer service centre	6
Should be run/funded by the County Council - and be imaginative (2)	5
Weymouth should have a TIC	2
More consultation - consult staff, other councils	2
Funding should be the same/shared across all TICs	2

Comments – Strongly disagree/ disagree	Mentions
Keep professionalism and knowledgeable staff - volunteer-led can be unreliable/less quality/less well funded.	61
Continue to run as they are now/do not cut services - tourism is important	36
Should be funded/run by the County Council - Town Council less likely to be able to	16
Volunteers should be in addition to staff - not dependent on them, not enough available	15
The service will continue to be reduced/be lost	11
Other comments	6
Use the internet instead so TICs not needed - spend savings on online offer.	4
Not enough information/don't know/never visited other TICs	3
Council should save money/fund elsewhere	2
Dorchester should have a fully funded TIC	2

Comments – Neither agree/disagree or Don't know	Mentions
I don't know enough/there is not enough information	66
No experience of/never visited the other TICs	56



Keep professionalism and knowledgeable staff - volunteer-led can be unreliable/less quality/availability	41
Service level/maintaining good service is important - not necessarily who runs/funds it/online	34
Continue to run as they are now, keep a TIC/service	26
I don't know/do not use TICs	14
Should be run by the Town Council (plus vols if available/reliable)	9
Any service should be in a good location	8
Other comments	7
Consolidate to one local information/customer service centre	7
Should be funded/run by both Dorset Council and Town Council	7
Use paid and volunteer staff	5
Volunteers could provide the service	5
Council should raise income elsewhere/improve the town to attract tourists	4
Depends who is willing to take the service on/fund it	4
Weymouth should have a TIC	3
Decision should be budgetarily sound	3
Should be co-located with other organisations	3
The service will continue to be reduced/lost	2
The model appears to work elsewhere	2
Should be run by Dorset Council	2
Commercialise it/improve retail offer	2

The consultation introduction had explained why the current way of delivering the service was not viable going forward. Hence, this option was not available in the following question.

### Q With a significantly reduced budget should we?

(i) Work with town councils and the voluntary and community sector to provide a local and tourist information service

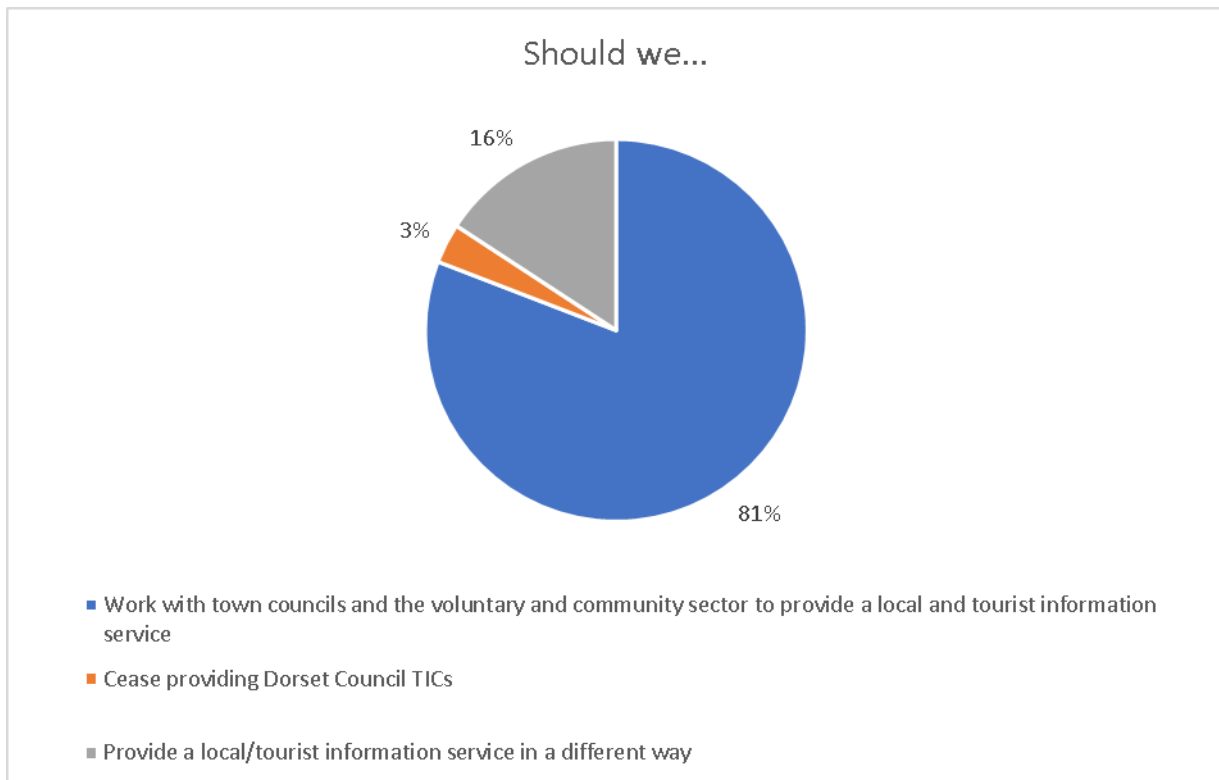
(ii) Cease providing Dorset Council TICs

(iii) Provide a local/tourist information service in a different way (please explain)

Overall responses	Work with town councils and the voluntary and community sector to provide a local and tourist information service	Cease providing Dorset Council TICs	Provide a local/tourist information service in a different way
Number	743	31	145
% of all who responded	80.8%	3.4%	15.8%

Rather than lose the TICs completely most respondents felt Dorset Council should work with the town councils and the voluntary and community sector to provide a local and

tourist information service. 80.8 % of respondents felt this way. A further 15.8% felt the service should be provided in a different way.



	Work with town councils and the voluntary and community sector to provide a local and tourist information service	Cease providing Dorset Council TICs	Provide a local/tourist information service in a different way
<b>Overall</b>	80.8%	3.4%	15.8%
<b>Visitors</b>	80.7%	0.0%	19.3%
<b>Disabled</b>	74.6%	5.1%	20.3%
<b>Local residents</b>	82.4%	3.2%	14.4%
<b>Businesses/ organisations</b>	83.5%	1.0%	15.5%

Looking at the responses from other groups there is no significant variation from the overall response. These are shown in the table above.

Q How do you suggest this service is provided?

Those specifically saying the service should be provided in a different way were then asked to explain how they thought that should happen. The main way suggested was working with other organisations e.g. libraries, museums etc. The second most regular suggestion to adapt the TIC offer as a smaller cheaper service making use of volunteers. The third most popular suggestion was working with commercial/business partners to provide a TIC within their current offer. Some of the ideas were already catered for in the suggested approach of working with town councils and the voluntary and community sector. There were a range of other suggestions including raising more revenue, becoming more digital, using more technology, more self-service, provide a wider information service etc. The full list is available in the table below.

Comment	Mentions
Work with/in another organisation: Library (inc dual use/staff/volunteers and longer opening hours) 17, other cultural/council organisations e.g. museum (14)	31
Adapt the TIC offer - reduce/tailor opening hours (9), staff/volunteer make-up (6), students/work exp/back to work (4), smaller service (4) upskill/retain staff (2)	25
Work with commercial/private/local businesses to accommodate a TIC/Kiosk	17
TIC: Increase revenue/commercial activity to raise income.	15
Increase/improve the online offer, webchat and digitising the experience.	13
Interactive and self-service kiosks and help points (with F2F/phone internet option, 8)	13
Town Council operated - support from VCS (2) staff/volunteers (4), schools (1)	11
A General local information/community/tourism service	10
Financing: Give grants, Govt/Council/Town Council/Business funding, tax visitors more, review leases, consider charitable status.	10
Other suggestion or comment	9
None of these/not sure - but important to keep a TIC and keep cost effective/location/good displays	6
Mixed offer: Should not just be volunteers or just a digital offer	5
Cut costs elsewhere at the Council	3
Volunteer-led	3

## Q Any other comments on the possible outcomes

There were 376 further comments. These covered a wide range of issues and these are summarised in the table below. The most prolific issue was the importance encouraging tourism for the benefit of the local economy. This issue was raised 82 times. Other major issues were around keeping the service as is, and ensuring a face to face service continued. Others talked about a TIC supported by a variety of different organisations and how important the TIC is to the local community. The full verbatim comments are available in the appendix.

Comment	Mentions
Encourages tourism and revenue which helps local economy/employment and important for visitor experience, expectations and impressions of Dorset.	82
The TIC should continue/be supported as it is/not be closed	38
Should be a face-to-face offer - better than online/may not have internet (23) to gain local knowledge and services (14)	37

Should be operated/supported by Town Council and using paid/VCS/schools to run it (also supported by Dorset Council, 11)	33
The TIC is an asset and is important to the locals and the community	31
Council should find other ways to cut costs/create income/look at other services.	28
Explore partnership working with other organisations/businesses/share sites	22
TIC's are/should be located in good locations and have opening hours to suit tourists (e.g. market day, weekends)	21
Online: Improve online/website presence, keep it current, webchat facility and support people to use it	19
Create more retail/sales/income opportunities (e.g local crafts, produce, souvenirs, coffee, services for motorhome visitors) or donations	15
TICs could be run by volunteers/community with appropriate training	13
Create a centralised local 'information' service/hub	12
TICs/Heritage should have properly funded jobs, training and advertising of their services.	12
Other comments	11
Should be staffed by a mix of paid workers and volunteers	10
Don't know/no further comment	9
Weymouth & Portland should have a TIC	9
Positive comment about TIC, staff or service	8
Offer a reduced TIC service to save money.	6
There should be more discussion and appraisal of options required with those affected	4
Close the TICs and save money	4
Explore grant funding/sponsorship/other opportunities to fund/run TICs	4

# Demographic Information

## Age

The tables below show the profile of people taking part in the consultation. The consultation is dominated by responses from those in the older age groups, with those aged 65+ making up 48% of respondents compared to only being 29% of the Dorset population.

5.6% of respondents preferred not to disclose their age group.

	Under 18	18-24	25-34	35-44	45-54	55-64	65-and over	Prefer not to say
<b>% of responses in age group</b>	0.2 %	0.1 %	3.0 %	6.6%	9.9%	26.3 %	48.3 %	5.6 %

## Gender

The current profile of the residents of Dorset show 49.8% male and 51.1% female. As the table below shows the responses from females, does vary considerably from the Dorset profile but this is not unusual in this type of survey.

	Male	Female	Prefer to self describe	Prefer not to say
<b>What best describes your gender?</b>	37.1%	56.6%	0.8%	5.5%

There was an uneven balance between males and females with 57% of responses from females and 37% from males.

## Disability

6.5% of respondents considered they had a disability. This equates to 63 people. Responses from disabled people were above average at 6.5% of responses compared to a Dorset figure of 5% based on those claiming either Disability Living Allowance, Personal Independence Payments or Attendance Allowance. The data has been used when analysing the responses to all the questions to see if people who have a disability had a different view to the majority on the key questions in the consultation.

	Yes	No	Prefer not to say
<b>Do you consider yourself to be disabled as set out in the Equality Act, 2010?</b>	6.5%	87.2%	6.3%

When looking at the specific disabilities of the 63 people responding 25 said they had a physical disability 32 had a longstanding illness, 7 had a mental health condition, and 15 a sensory impairment.

## Ethnic Group

	What is your ethnic group?
White British	87.8%
White Irish	0.5%
Gypsy/Irish traveller	0.0%
Any other white background	1.3%
Asian/ Asian British - Bangladeshi	0.1%
Asian/ Asian British - Chinese	0.0%
Asian/ Asian British - Indian	0.1%
Asian/ Asian British - Pakistani	0.0%
Any other Asian background	0.0%
Black/Black British - African	0.0%
Black/Black British - Caribbean	0.0%
Any other black background	0.0%
Mixed ethnic background – White and Asian	0.1%
Mixed ethnic background – White and Black African	0.0%

Mixed ethnic background – White and Black Caribbean	0.0%
Any other mixed background	0.4%
Prefer not to say	7.9%
Any other ethnic group	1.8%

With 88% of the respondents saying their ethnic group was White British this is fairly typical of the wider population.

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## 1.0 Dorchester Town Council



### DORCHESTER TOWN COUNCIL

Council Offices, 19 North Square, Dorchester, Dorset. DT1 1JF  
Telephone: (01305) 266861 e-mail: A.Stuart@dorchester-tc.gov.uk  
Adrian Stuart, Town Clerk

Tracey McGregor  
Service Manager for Libraries  
Dorset Council  
South Walks House, South Walks Road  
DORCHESTER  
DT1 1UZ

26 November 2020

Dear Tracey,

#### **DORCHESTER TIC**

At our Council meeting on Monday night Members debated their position regarding the future of the Tourist Information Centre, within the context of wider tourism service provision.

Council is obviously disappointed that the TIC is at risk of closure, but also acknowledge the incongruity of Dorset Council delivering some TICs while others are provided by a mix of local council, voluntary and heritage body support. There was also a recognition that Dorset Council's financial position would always place the future of this discretionary service at risk.

The Council does, however, recognise that there is a need for some form of face to face information provision, echoing a key finding emerging from a tourism strategy being developed by the Dorchester Heritage Joint Committee, of which Dorset Council is a partner. We will therefore explore a number of options

- Basic Provision - A network of well-informed front desk providers based on heritage attractions, accommodation providers and key others (including hopefully your Library team), supported by a part time Tourism Development Officer (TDO) with a projects budget
- Enhanced Provision - As a possible addition to the above, either
  - One partner to provide a more in depth service, with ongoing financial support met by the Town Council and partners; or
  - The Town Council developing its own TIC, with ongoing financial support from partners

Council also recognised that, the current economic circumstances and timing being what they are, we will need to take the lead co-ordinating role, and that while we are establishing alternative provision it will be difficult to secure partnership funding from the business and community sectors.

The Council anticipates it will be 3 years before we can bring key partners into a funding partnership, as Dorchester BID will need to include any long term funding in its next rebalot prospectus and other key partners (Shire Hall, County Museum, commercial) will take time to recover from the impact of the pandemic.

We have costed the minimum provision outlined above (the Network supported by a TDO, with projects focused on training and improved information accessible from a central website) at £30,000 per annum, i.e. £90,000 for the first 3 years. We would ask that Dorset Council consider meeting half this cost with us, i.e. £45,000 over 3 years. We would be happy to include a project to share our experiences, learning and any systems developed with other towns as part if Dorset Council feels this of benefit.

Beyond three years there is no expectation of ongoing funding; nor are we asking for funding should we choose to supplement the Basic provision proposed with either of the Enhanced options outlined above.

I should also highlight that at present the Town Council has not committed to the basic alternative provision. It will consider the issue further at its Policy Committee on 18 January, making any recommendation to Full Council on 25 January.

Finally it would be helpful to know what level of commitment still exists to the Visit Dorset promotional service; all of our current thinking is based on a working assumption that Dorset Council still intends to focus on promoting Dorset as a tourism destination.

It would be helpful to have a clearer picture to share with Policy Committee in January, both confirming your decision regarding the future of the TIC and also regarding our suggestion that you support a managed transition towards a different form of provision.

Please do not hesitate to get in touch if you want to discuss any of the content of this letter.

Yours sincerely,



Adrian Stuart  
Town Clerk

## 2.0 Sherborne Town Council



### Sherborne Town Council

The Manor House, Newland, Sherborne, Dorset, DT9 3JL

Steve Shield Town Clerk  
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14<sup>th</sup> December 2020

Tracy McGregor  
Service Manager for Libraries, Customer Services & Archives  
Dorset Council  
South Walks House  
South Walks Road  
Dorchester  
DT1 1UZ

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Dear Tracy,

#### **Sherborne Tourist Information Centre Consultation**

Thank you for providing the Town Council with an opportunity to consider the current consultation, and indeed to respond in letter form directly to you.

It is with much regret that this important service is potentially at risk of closure due to financial pressures within Dorset Council.

Our Town Council discussed the position regarding the future of the Tourist Information Centre within the context of the wider tourism provision locally, at our meeting held on Monday, 16<sup>th</sup> November 2020.

The Town Council recognise the service currently provided needs to adapt, especially considering the pandemic. Consideration was given to potential alternative venues and service providers. Members agreed that any future site for the TIC needs to be in the town centre and easily accessible to all. The possibility of a voluntary rather than employment led basis was also discussed. Further enquiries are to be made into the feasibility of some these potential alternative locations. Any transitional funding from Dorset Council would be very much welcomed, should the Town Council have any direct future involvement in overseeing any aspects of tourism moving forward in the town.

Whilst the Town Council are not able to offer employment to existing TIC staff in the event of the facility closing, the Town Council does recognise tourism as an important part of the local community. Consideration is currently being given to allocating funding for the creation of a microsite specifically for Sherborne as part of the wider Visit Dorset website.

In the meantime, the Town Council will continue to work with various organisations across the town to discuss the future of tourist information and future delivery here in Sherborne.

Yours sincerely

Steve Shield  
Town Clerk

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### 3.0 Wareham Town Council

The response from Council is as follows:

a) Tourist Information Centre Consultation (Minute 320 refers)

Strength of support was again demonstrated by the Town Council to retain the Tourist Information Centre in its current form, within the library. Members were keen to note that the TIC served the whole of Purbeck, not just Wareham.

The Town Clerk was asked to respond to Dorset Council expressing the strength of feeling of support for the TIC by the Town Council and the community at large.

**Vanessa Ricketts FSLCC**  
**Town Clerk**



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## Equality Impact Assessment (EqIA)

Before completing this EqIA please ensure you have read the guidance on the intranet.

### Initial Information

Name:	Tracy McGregor
Job Title:	Service Manager for Libraries
Email address:	<a href="mailto:Tracy.mcgregor@dorsetcouncil.gov.uk">Tracy.mcgregor@dorsetcouncil.gov.uk</a>
Members of the assessment team:	Bridget Downton, Head of Business Intelligence and Corporate Communications  Tracy McGregor, Service Manager for Libraries
Date assessment started:	10 November 2020
Date of completion:	2 February 2021
Version Number:	V0.1 17 November 2020 V0.2 Revised on 20 January 2021 with consultation response information V0.2 2 February 2021 Revised following EDAG review

### Part 1: Background Information

Is this (please tick or expand the box to explain)

Existing	
Changing, updating or revision	Yes – review of current Tourist Information Centre service provided by Dorset Council
New or proposed	
Other	

Is this (please tick or expand the box to explain)

Internal (employees only)	
External (residents, communities, partners)	
Both of the above	X

What is the name of your policy, strategy, project or service being assessed?

To review the council's current tourist information centre service. Dorset Council currently funds and manages three Tourist Information Centres (TICs) in Dorchester, Sherborne and Wareham.

During 2020/21, the future arrangements for the council managed TIC at Lyme Regis has been discussed with the local town council and this is being progressed separately and has been subject to a separate EQIA.

What is the policy, strategy, project or service designed to do? (include the aims, purpose and intended outcomes of the policy)

The review will consider the role of visitor information and how it can be delivered and funded. It is essential that future arrangements are sustainable, affordable and fit for the future.

Continuing to deliver the service in the same way will not do this.

Possible options could be:

- work with town councils and the voluntary and community sector to provide a local tourist information service
- cease providing Dorset Council TICs
- provide a local and tourist information service in a different way

The consultation results will inform the way forward. A report on the review of the TICs will be considered by the council's Cabinet; the report will include recommendations on the future for the TICs based on the review and consultation results. The Cabinet will receive this report at its meeting on 2 March 2021 and it is expected that a decision will be taken about the council's provision of TICs at this meeting.

What is the background or context to the proposal?

Tourist Information Centres are not a statutory service for the council to provide. In addition to the three TICs managed by Dorset Council, there are five other TICs which are run by other organisations such as the local Town Council or a volunteer group. These are in Blandford, Bridport, Shaftesbury, Swanage and Wimborne. There are also some areas in the county which no longer have a TIC such as Weymouth. This means that there is disparity in the offer across the council area.

The council is reviewing the service for the following reasons:

- The Covid-19 pandemic has changed the way in which some public sector services are being used and delivered with increased reliance on digital only access. More people are looking to find further local information and advice about public sector and community services and activities within their local area as well as visitors to Dorset looking for tourist information.
- TICs are a traditional way of providing face to face service but their use has dropped with developments in technology over recent years.
- Dorset Council provides the Visit Dorset service and website (<https://www.visit-dorset.com>) as an important access channel for visitors and tourism businesses. It is a way of encouraging people both in the UK and abroad to visit the area and support the local economy. Promoting the whole Dorset area as a destination is seen as important by Dorset Council whereas promoting local towns and attractions may better fit with local town or parish councils.



- Dorset Council is facing on-going financial challenges and must prioritise the services on which it spends its money.

The TICs provides the following services:

- Free information about the local area and wider Dorset including maps, local attractions, bus/transport provision and information about accessibility
- Ticket sales for local theatre and local events/festivals
- Accommodation information and booking

It is noted that the majority of these services (in some way) are available from other sources or online.

Two of the TICs also have a small retail offering. Dorchester TIC no longer offers retail goods – this ceased when the former West Dorset District Council made the decision to re-locate the TIC from its town centre premises to the shared space in the town’s library.

Following the review and consultation, recommendations will be considered by the council’s Cabinet and a decision taken on the future for the council’s TIC provision. This may impact on the TIC workforce and the general public which includes tourists to the local area and local people. The TIC provides a universal service to visitors and local community. We have data about the number of visitors who use the TIC and method of enquiry

The TICs generate small income to help with operating costs although the service still requires funding from the council. It costs the council approximately £200,000 per annum to support the service. This funding contributes to the primary costs of staffing and premises for the service.

## Part 2: Gathering information

What sources of data, information, evidence and research was used to inform you about the people your proposal will have an impact on?

- Number of visitors/enquirers to TICs

In 2019/20, the 3 TICs had 93,631 people visit/enquiries in person (see Appendix 1 for breakdown per TIC) together with enquiries by phone, email or letter. We know that the TICs are used by local people as well as visitors for finding out information such as local events and activities, council services and public transport. In Dorchester, use by local residents is approx. 50% of overall use, in Sherborne it is 70% and in Wareham it is 50%.

- Equality data re employees. Information about employees is taken from council collected information which the employee self-declare.
- Equality data re Dorset population found on [Dorset Insight](#)

This has limited value as the use by the local population is only a percentage of the overall use.

- Former West Dorset District Council [Committee Reports](#) in relation to TIC service review commenced in 2014/15. This involved Sherborne and Dorchester TICs. The WDDC Executive Committee established a Scrutiny Working Group as part of

the service review programme. There was the [recommendation](#) that the TICs should be cost neutral and if they cannot reach that target they should be closed. However given the proximity to the councils' re-organisation, the negotiations and discussions were not concluded.

There were over 30 million visitors to Dorset in 2019 (staying and day visitors). Source: Dorset Council's Visit Dorset team. Less than 1% of these tourist visitors used the TIC on a face to face basis.

There is information produced by the council's Visit Dorset team in 2017 which shows a summary about the tourism sector in Dorchester and Sherborne. There is no similar information available about Wareham. This shows the number of tourist visitors to town (by day visit or staying), information about the expenditure related to tourism and tourism related employment. There is no information in relation to protected characteristics.

- [summary of tourism sector in Dorchester](#)
- [summary of tourism sector in Sherborne](#)

There is information about the [market characteristics of holiday visitors to Dorset](#). This research includes some data about the key group segments (Mosaic marketing segments) that visit the Dorset area as a holiday destination.

The research does show that many of the visitors when classified by Mosaic (a consumer classification tool which segments the population into groups/types to help understand an individual's likely customer behaviour) segments comprises the relatively affluent groups. Whilst this research does not include information about the protected characteristics, it does illustrate that a significant sector of the visitors are classified as 'Senior Security' group which are elderly singles and couples, with 90% aged over 65 years and retired. This Mosaic category are characterised by the following most common behaviours/traits:

- are unlikely to invest in digital technology and
- tend to use information from destination organisations.

Another group, 'Rural reality' group, also provide a segment of visitors and this group are typically aged between 46 -55 living in inexpensive homes in rural locations and in lower cost housing. They tend to be cost conscious and like to use traditional information sources.

Advice has also been sought from the council's Head of Legal Services and HR Business Partner and the council's consultation team.

January 2021 update following consultation:

There were 990 respondents to the consultation survey; 85% were Dorset residents and 11% visitors to Dorset. 75 businesses and organisations and 11 Town and Parish Councillors took part, as did 25 Dorset Council employees including some who work in the TICs. Just over 60 respondents reported themselves as disabled. The response size was good for a council consultation of this type and reasonably representative of the Dorset population with a heavier weighting towards the older population (48% over 65 years old). The consultation results will be published on the Dorset Council website during February 2021.

What did this data, information, evidence and research tell you?

The TICs are also used by local residents to find out information and to buy tickets, permits etc as well as providing information to visitors to the area.

The workforce is mainly female, work part time and are aged 50 years +.

#### Is further information needed to help inform this proposal?

We do not have information about the protected characteristics of these visitors as this information is not currently collected. The public engagement consultation that is taking place (October 2020 – end of November 2020) will include questions so that diversity data can be collected.

Update – January 2021

The consultation responses are now available and have been used to update this EQIA. The consultation results will be published on the Dorset Council website during February 2021.

### **Part 3: Engagement and Consultation**

#### What engagement or consultation has taken place as part of this proposal?

- Engagement with TIC employees via Microsoft Teams virtual meetings as well as by email and manager updates. Involvement of Trade Union colleagues will be included as any proposed changes to staffing structures are known.
- Engagement with lead Portfolio Member
- Engagement with three Town Councils in affected areas
- Engagement with Priests House Museum Trustees.
- Engagement with Service Manager for Economic Growth and Visit Dorset service team
- Public consultation undertaken for 6 week period – survey online and hard copy available on demand (by post) and via 23 libraries
- Information sent to key external and internal stakeholders to make them aware of the consultation.
- Promotion of consultation through local media.
- Promotion of consultation via social media platforms and e-newsletters

#### How will the outcome of consultation be fed back to those who you consulted with?

Through employee briefings and emails.  
Information via local media  
Briefing to local Town Councils  
Email update to identified key stakeholders  
Consultation results published on Dorset Council website during February 2021

### **Please refer to the Equality Impact Assessment Guidance before completing this section.**

Not every proposal will require an EqIA. If you decide that your proposal does **not** require an EqIA, it is important to show that you have given this adequate consideration. The data and research that you have used to inform you about the

people who will be affected by the policy should enable you to make this decision and whether you need to continue with the EqIA.

**Please tick the appropriate option:**

An EqIA is required (please continue to Part 4 of this document)	<b>Yes</b>
An EqIA is <b>not</b> required (please complete the box below)	

This policy, strategy, project or service does not require an EqIA because:

Name:

Job Title:

Date:

**Part 4: Analysing the impact**

Who does the service, strategy, policy, project or change impact?

- If your strategy, policy, project or service contains options you may wish to consider providing an assessment for each option. Please cut and paste the template accordingly.

For each protected characteristic please choose from the following options:

- Please note in some cases more than one impact may apply – in this case please state all relevant options and explain in the ‘Please provide details’ box.

Positive Impact	<ul style="list-style-type: none"> <li>• the proposal eliminates discrimination, advances equality of opportunity and/or fosters good relations with protected groups.</li> </ul>
Negative Impact	<ul style="list-style-type: none"> <li>• Protected characteristic group(s) could be disadvantaged or discriminated against</li> </ul>
Neutral Impact	<ul style="list-style-type: none"> <li>• No change/ no assessed significant impact of protected characteristic groups</li> </ul>
Unclear	<ul style="list-style-type: none"> <li>• Not enough data/evidence has been collected to make an informed decision.</li> </ul>

Age:	Negative
What age bracket does this affect?	Older people 50+
Please provide details:	<p>We do not have exact data relating to people using the TICs. However there is Mosaic segment data about the visitors to Dorset which shows that 11.2% can be categorised as Senior Security (11.2%) with a median age of 75 years and according to the Mosaic interpretation of typical behaviour, they are less likely to use digital technology.</p> <p>The consultation survey asks people for their age – further information about this sample group will be available when the consultation results are analysed.</p> <p>Update – January 2021 The consultation responses totalled 990 responses. 48% of the responses came from people aged 65 years+ (compared with 29% in this age band in Dorset population). Less than 10% of</p>

	<p>respondents were aged under 44 which is likely to be illustrative of the age profile of the users of the TICs.</p> <p>The data relating to the TIC workforce shows a disproportionate impact on the age groups with 11 of the 12 members of the workforce being aged 50 years or over. Of these, 6 are aged 65 years or over. However, to avoid the risk of identifying the employees affected, we have not included the number affected.</p>
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Disability: (including physical, mental, sensory and progressive conditions)	<i>Unclear</i>
Does this affect a specific disability group?	Unclear
Please provide details:	<p>Data about users is not known. Nationally we know that approx. 18% of the population has a disability. Some people with disabilities may not be able to easily use or access online services and consideration should be given to meeting their needs with any potential alternative arrangement of the face to face service.</p> <p>January 21 update: There was above average response (6.5%) to the consultation by people with disabilities compared to the % of people in Dorset population who claim Disability Living Allowance, Personal Independence Payments or Attendance Allowance (5%). The analysis of the consultation responses included reviewing the responses from people with disabilities separately and this showed that the responses were similar to people without disabilities including use of the TICs and support for running the TIC in a different way.</p> <p>No employees have declared any disabilities at this time but there will be opportunities for employees to share any updates especially as part of any change management process that may be implemented.</p>

Gender Reassignment & Gender Identity:	Unclear
Please provide details:	<p>Data about users is not known.</p> <p>Dorset Council does not currently collect this data.</p>

Pregnancy and maternity:	Unclear
Please provide details:	Data about users is not known.

	No employees have currently stated that they are pregnant nor on maternity leave. Employees have the opportunity to share any updates at any time.
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Race and Ethnicity:	Unclear
Please provide details:	<p>Data about users is not known. We do know that approx. 19% of the national population identifies as non White British and in addition there are visitors from other countries/overseas who are likely to use a local TIC facility. The consultation survey asks people on an optional basis for information so further information will be available at this point.</p> <p>January 2021 – update: 88% of the respondents identified as White British which is in line with the Dorset population profile.</p> <p>All employees are White British with one team member not declaring this information.</p>

Religion or belief:	Unclear
Please provide details:	<p>Data about users is not known.</p> <p>We have insufficient data at this present time to analyse this, however, all employees will be treated equally regardless of their religion or belief .</p>

Sexual orientation:	Unclear
Please provide details:	<p>Data about users is not known.</p> <p>We have insufficient data at this present time to analyse this, however, all employees will be treated equally regardless of their sexual orientation.</p>

Sex (consider both men and women):	<p>Unclear impact on users</p> <p>Negative impact – employees</p>
Please provide details:	<p>Data about users is not known. The consultation survey asks for people for this information.</p> <p>January 2021 update: The number of females completing the survey was higher (57%) to males (37%).</p> <p>The majority of the workforce are female (10) with 2 others being male.</p>

	11 of the workforce work part time and only one post is full time.
Marriage or civil partnership:	Unclear
Please provide details:	Data about users is not known. Dorset Council does not collect this information about employees.
Carers:	Unclear
Please provide details:	Data about users is not known. Dorset Council does not collect this information about employees.
Rural isolation:	Unclear
Please provide details:	We do not have exact data relating to visitors to the TICs. However there is Mosaic segment data about the visitors to Dorset which shows that 11.2% can be categorised as Rural Reality (7.8%) which includes people likely to live in rural locations and not be significant users of the internet and favour traditional information sources. Dorset Council does not directly collect this information about employees.
Single parent families:	Unclear
Please provide details:	Data about users and employees is not known
Social & economic deprivation:	Unclear
Please provide details:	Data about users and employees is not known
Armed Forces communities	Unclear
Please provide details:	Data about users and employees is not known

## Part 5: Action Plan

Provide actions for **positive**, **negative** and **unclear** impacts.

If you have identified any **negative** or **unclear** impacts, describe what adjustments will be made to remove or reduce the impacts, or if this is not possible provide justification for continuing with the proposal.

Issue	Action to be taken	Person(s) responsible	Date to be completed by
<p>Consultation with local communities and visitors being undertaken during Covid-19 pandemic and ensuring that the consultation is representative</p>	<p>Advice from Council's consultation and legal teams.                      Survey available online and in hard copies in 3 TICs and 23 council managed libraries.                      Promotion of survey via Dorset Council magazine (locals) and social media.                      Consultation running for 2.5 weeks before second lockdown closed face to face service points. Decision taken to extend the consultation period for a further period until 3 January 2021 to allow more time for consultation responses once service points re-opened.                      During period of second lockdown, continued promotion via social media. Hard copies available by post on request (poster on doors of TICs)</p>	<p>Tracy McGregor</p>	<p>By close of consultation – 29 November 2020</p>
<p>Unclear impacts</p>	<p>Consultation survey asks people for information relating to equalities so that impact can be better understood.</p> <p>Targeted communication to stakeholders based on stakeholder mapping by local team.</p> <p>Monitoring of responses at mid point to check if any targeted promotion is required.</p>	<p>Dorset Council's Consultation team with Tracy McGregor</p>	<p>By start of consultation – 19 October 2020</p> <p>Mid point – w/c 9 November 2020</p>



Protected characteristics of employees	<p>All employees will be treated equally regardless of any protected characteristic. Dorset Council's policies will be applied consistently regardless of age or gender or any other protected characteristic. Given that the data about the workforce identifies a large percentage of older people (aged over 55 years), employees will be provided with information and support from the council's pension service as well as HR colleagues.</p> <p>There are a range of learning and development opportunities and well-being activities designed to support employees who may be impacted by any changes.</p> <p>Employees and trade unions will be asked to come forward with any suggestions on adjustments that may need to be applied to ensure protected groups are not put at a disadvantage at any stage in the process.</p>	Tracy McGregor	At start and during Change Management procedure – no timescales known yet
Disabilities – users	<p>We know that some people with disabilities may not be able to easily use or access online information. Hard copy surveys available in libraries and TICs. Consideration of their needs should be included in the development of any proposal and decision-making process.</p>	Tracy McGregor	By start of consultation 19 October 2020
Disabilities - employees	<p>Any affected employees will be invited to make HR aware of any factor that may affect the change process, which could include a disability, and consultation with the staff will check the specific requirements for reasonable adjustments for individuals at all stages of the process.</p> <p>The nature of the process and proposal may have a negative impact on staff wellbeing and mental health. All employees will have access to support through discussions with managers and HR as well as through other services such as Trade Union support, counselling and the council's wellbeing resources. This will be promoted to employees at briefings and by email.</p>	Tracy McGregor	At start and during Change Management procedure – no timescales known yet

Mitigation of financial hardship	If it is necessary to serve notice of redundancy all employees will have a 13 week notice period to allow additional time to help find an alternative position.	Tracy McGregor	When any changes to staffing is implemented.
Ensure equalities impact issues are managed as part of any change implementation plans	Review EQIA action plan and update if necessary following any decisions made by Dorset Council's Cabinet	Tracy McGregor	Post Cabinet meeting (expected 2 March 2021)

**EqIA Sign Off**

Officer completing this EqIA:	Tracy McGregor	Date:	17 November 2020 Revised 20 January 2021 Revised 2 February 2021
Equality Lead:	Susan Ward-Rice	Date:	05 February 2021
Equality & Diversity Action Group Chair:	Pete Bartlett	Date:	05 February 2021

## **Cabinet 2 March 2021 Youth Executive Advisory Panel**

### **For Decision**

**Portfolio Holder:** Cllr A Parry, Children, Education, Skills and Early Help

**Local Councillor(s):** Cllr

**Executive Director:** T Leavy, Executive Director of People - Children

Report Author: Claire Shiels

Title: Corporate Director, Commissioning, Quality and Partnerships

Tel: 01305 22 4682

Email: [claire.shiels@dorsetcouncil.gov.uk](mailto:claire.shiels@dorsetcouncil.gov.uk)

**Report Status:** Public

### **Recommendation:**

That the Cabinet:

- (i) Note the findings of this report and support the implementation of the recommendations of the Youth Executive Advisory Panel (EAP)

### **Reason for Recommendation:**

The cross party EAP gathered information on the current youth offer and plans for its development to support the delivery of the council's plan.

#### **1. Executive Summary**

A cross party EAP was created to focus on the council's youth offer, to identify learning from the transfer of youth and community centre assets commenced by the predecessor council, Dorset County Council; explore the current offer for young people in Dorset and to identify issues affecting current providers of youth provision and identify potential solutions.

Members of the EAP considered the findings from a survey of the youth sector, mapping of youth activities and provision, and reports from officers. This report provides an overview of the key findings and makes a number of recommendations for next steps on the provision of support to youth clubs and groups; the relationship between Dorset Council employed youth workers and community run youth centres; and the governance for developing the youth offer.

## **2. Financial Implications**

Implementation of these recommendations will require changes to how money is provided to youth organisations in Dorset. The £100,000 currently made available to a wide range of youth activities through Crowdfunder would instead be targeted towards youth club provision through a simple grant making process.

## **3. Well-being and Health Implications**

Access to youth clubs and other positive activities promotes wellbeing. The provision of support to young people through a range of different mechanisms can support their wellbeing. It will be important to ensure that local services work together to support young people that have been negatively impacted by Covid-19.

## **4. Climate implications**

No specific climate change implications have been identified through this report.

## **5. Other Implications**

Voluntary organisations provide a wide range of positive activities and important support to children and young people. This paper sets out a proposal for providing ongoing support to voluntary youth organisations.

## **6. Risk Assessment**

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

Current Risk: Low

Residual Risk: Low

## **7. Equalities Impact Assessment**

An equalities impact assessment has not been completed as part of this work. It is recommended that officers undertake this work following the outcome of the cabinet decision.

## **8. Appendices**

## **9. Background Papers**

## **10. Introduction**

10.1. Executive Advisory Panels (EAP) were established to offer the opportunity for elected members from different groups to gather information and make recommendations to Dorset Council's Cabinet on action that are relevant

to the delivery of the council's plan. Following changes made in September 2020 it is likely that in future this sort of joint working work will be undertaken in panels overseen by the relevant Overview Committee.

- 10.2. It was agreed at a full council meeting on the 18<sup>th</sup> Feb 2020 that there would be benefit in setting up an Executive Advisory Panel to focus on the council's youth offer.
- 10.3. The purpose of the EAP was to:
  - Identify learning from the transfer of youth and community centre assets commenced by the predecessor council, Dorset County Council.
  - To explore the current offer for young people in Dorset
  - To identify issues affecting current providers of youth provision and identify potential solutions.
- 10.4 The EAP was chaired by the Chair of People and Health Overview Committee, Cllr Andrew Kerby, and the Vice Chair was Cllr Les Fry. There was participation by members from all groups, supported by officers from children's services. The portfolio holder and lead member for Children, Education, Skills and Early Help participated as observers.
- 10.5 Members of the EAP considered the findings from a survey of the youth sector, mapping of youth activities and provision, and reports from officers. This report provides an overview of the key findings and makes a number of recommendations for next steps.

## **11 Key Findings**

### **The Youth Offer**

- 11.1 Young people have told us that they want a wide range of leisure, arts, sports, cultural and learning opportunities. Access to these varies due to location and affordability. A mapping exercise to understand the range of youth activities, clubs and groups identified that there is a wide and varied range of different types of activities across Dorset, but that there is an identified gap of in youth club provision, particularly in the Portland area of the county. It was also identified that there is a building that could be made available for the provision of a youth club in Upton.
- 11.2 Information about youth activities is listed on the council's Family Information Directory, but there are limitations to this. Not all activities are listed and young people don't tend to use this as their first choice of information provision. There is no single place that young people can use to find out about youth activities.

- 11.3 Dorset Council employs a small number of targeted youth workers (eight in total) to lead and respond to contextual safeguarding issues such as child exploitation as well as providing support to and liaising with existing youth club provision provided by community youth centres. As the needs of each individual youth centre and community is unique, the support they require is different.

#### **Status of Youth Club provision**

- 11.4 The predecessor council operated twenty-two youth centres from premises that were leased from private landlords, were on school sites or were owned by the council. Nineteen of these are operating as youth centres through a number of different arrangements including tenancy at will, freehold transfer, and local arrangements with a number of schools. There remain a small number of outstanding issues related to premises and legal transfer for some youth clubs that continue to be worked on by officers.
- 11.5 A survey of youth clubs and groups was distributed (including to all former Dorset County Council Youth Centres) to understand current position. Whilst the majority stated that they were operating successfully there were a number of areas of concern identified which included delays in building transfers, repair and maintenance of buildings prior to asset transfer, the sustainability of their volunteer base, financial worries (further impacted by Covid) and the level and type of support offered by Dorset Council. Learning from officers that were involved in the transfer identified that the level of officer time and support that was required to deliver safe transfer of the assets was underestimated, which impacted on the timeliness of the transfer and where the council was not owner of the site, this led to further complications and delays.
- 11.6 For those clubs and groups that are operating successfully the key themes are the determination and hard work of staff, volunteers and community support; partnership working; and other community groups using the space and successful funding bids. Support from town and parish councils was highlighted as particular beneficial.
- 11.7 Potential support needs were identified which included integration of support, access to training, funding support for both running costs and staff, support from councils and others to hire space in the building, better communication and sharing of good practice between groups and help with recruiting and retaining volunteers.
- 11.8 Youth clubs and groups suggested that the youth offer would be improved through support to help local areas to work together to integrate services; easier access to grant funding, more outreach and detached work, better

access for children and young people with Special Educational Needs and Disabilities and a single place for communication of the offer.

## **Support to Youth Clubs and Groups**

11.9 Infrastructure Support is provided to youth clubs and groups in a number of different ways:

- (i) Dorset Youth Association is an umbrella organisation that offers the opportunity for youth clubs and groups to affiliate and receive support such policy development, DBS Clearance, support to volunteers, training, advice with fundraising. This is a charitable organisation that raises its own income with a grant contribution from the council. There are 49 affiliated clubs and groups. There is much positive feedback about the support offer but opportunities to target support in a different way have been identified which include a reduction in duplication and a greater focus on impact. This general offer of support was not always sufficient for some of the unique challenges faced by the community organisations that stepped forward to take on the transfer of youth and community centre premises and there would have been benefit in identifying bespoke support.
- (ii) The children's services workforce development team offer training, opportunity to gain youth work qualifications and offer support and guidance at no cost to community organisations. This is valued by youth clubs and groups.
- (iii) There are a number of infrastructure organisations supporting the voluntary and community sector which are really valuable and collectively go a long way to meeting the needs of youth clubs identified through the survey. The EAP found that there is an opportunity to better communicate this offer so that all organisations are aware of the support; better coordinate the support offer to reduce duplication and explore how infrastructure organisation can best use technology to better connect and share best practice.
  - a. The 0-25 forum supports organisations working with children and families through meetings, an annual conference, newsletters and information alerts.
  - b. Dorset Community Action support charities, voluntary groups and social enterprises to new and established groups
  - c. Volunteer Centre Dorset supports, promotes and develops volunteering across the county.

11.10 Financial support is provided to organisations offering youth activities in 2 different ways:

- (i) Match funding pot (£100k) distributed through a Crowdfunding platform which seeks to increase local sources of support, flexible use for new and existing groups to provide community led projects focused on places to go, things to do and social action.
- (ii) Themed grant opportunities from the Corporate Revenue Grant Support fund that support the delivery of the Council's Plan.

11.11 The Youth EAP found that while a range of organisations had benefited from Crowdfunding and it enabled the amplification of funding, traditional youth centres and clubs were less likely to have benefit and myths around the use of it had been difficult to shift. Former Dorset County Council youth centres in particular have been least likely to access funding through this mechanism.

### **Children, Young People and Families Plan**

11.12 There are a number of activities related to developing our youth offer that are contained within the partnership Children, Young People and Families Plan (2020-23). These are listed below:

- (i) Create and publish personal development opportunities such as Volunteering, peer support, peer mentoring
- (ii) Support the provision of a wide range of positive activities including youth clubs, detached youth work, group work, arts and culture, sports
- (iii) The programme of activity identified to support this include:
  - a. Update the information directory and publish offer
  - b. Identify volunteering opportunities through VCS
  - c. Bid for Youth Hub
  - d. Increase work with National Citizens Service
  - e. Targeted group work programmes and virtual youth work offer
  - f. Provide support to VCS providers of universal youth work

## **12 Recommendations of the EAP**

12.1 The EAP recommend that:

- (i) The multi-agency Strategic Alliance for Children and Young People is the appropriate governance forum for the oversight of the development of our youth offer and the EAP is supportive of the programme of delivery outlined in the previous section.



- (ii) Given that organisations that took over running predecessor council youth and community centres were least likely to access Crowdfunder, that the current approach to funding for positive activities for young people is changed and the £100k set aside for Crowdfunder is repurposed and prioritised for these through a simple grant allocation process.
- (iii) The provision of qualification support and training continues to be provided by Dorset Council to voluntary and community run youth centres.
- (iv) That the infrastructure organisations that are commissioned by Dorset Council are asked to work more closely together to minimise duplication and to modernise the support offer to community run youth centres. Monitoring meetings between officers and infrastructure organisations will focus on impact.
- (v) That the Community Infrastructure Levy is used to support the development of youth provision for young people in Dorset, particularly focused on areas where gaps in provision are identified.
- (vi) That a Memorandum of Understanding is created between all community run youth centres and Dorset Council employed targeted youth workers to clarify expectations and ways of working to ensure sharing of good practice and avoidance of duplication.
- (vii) That elected members with experience of setting up and supporting youth clubs offer support to ward members who are interested in supporting the development of youth club provision in their local area.
- (viii) That officers pay attention to working with community organisations to address any outstanding issues.
- (ix) That a digital offer of youth provision and better information provision on the range of youth activities available across the county is delivered at pace.
- (x) That officers from Children's Services seek to support the development of youth club provision in Portland by working with the local community and local member to develop a plan.
- (xi) That sufficient resource, including officer time, is made available to support any future asset transfer arrangements in the future.

**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.

## **Cabinet 2 March 2021 Procurement Forward Plan Report – over £500k (2021-22)**

### **For Decision**

**Portfolio Holder:** Cllr G Suttle, Finance, Commercial & Capital Strategy

**Local Councillor(s):** Cllr

**Executive Director:** A Dunn, Executive Director, Corporate Development

**Report Author:** Dawn Adams  
**Title:** Service Manager for Commercial & Procurement  
**Tel:** 01305 221271  
**Email:** dawn.adams@dorsetcouncil.gov.uk

**Report Status:** Public

### **Recommendation:**

The Cabinet is asked to consider the contents of this report in respect of proposed contracts that are set out in Appendix 1 and that Cabinet agree:

1. To begin each of the procurement processes listed in Appendix 1 to the report.
2. That in each instance the further step of making any contract award should be delegated to the relevant Cabinet portfolio holder, after consultation with the relevant Executive Director.

### **Reason for Recommendation:**

Cabinet is required to approve all key decisions with financial consequences of £500k or more. It is also good governance to provide Cabinet with a summary of all proposed procurements prior to them formally commencing.

Planning procurements effectively ensures:

- effective stakeholder management
- efficient commissioning and sourcing
- compliance with regulations and contract procedure rules
- best value for money is clearly defined

## **1. Executive Summary**

- 1.1 The Council defines key decisions as those with a financial consequence of £500k or more. This report provides notice of the planned / known procurement activities that Cabinet will need to make key decisions on for 2021/22.
- 1.2 The Commercial & Procurement team have worked with colleagues across the Directorates to review the contracts database and establish a procurement programme for 2021/22. Procurement activity, within that programme, that are known/likely to secure contracts exceed the £500k threshold are set out in Appendix 1 for Cabinet's consideration. The information shown includes the maximum term of the proposed contracts and the estimated total value over the contract term.

### **Corporate Procurement Process**

- 1.3 The Council's Corporate Procurement Strategy underpins all procurement activity and provides the mechanism to ensure that procurement takes place in accordance with the Council's strategic aims, that it is effective and delivers best value to Council residents. This means that procurement decisions under the corporate procurement process considers, as appropriate, quality and all the costs that will be incurred by the Council throughout the life of a contract period, or asset, not simply the price. Optimum results are achieved by early market engagement before commencing procurement, to achieve good response from suppliers. Robust contract management, in accordance with the Contract Management Procedure Guide and Guide to Managing Contract Criticality, shall ensure what has been procured is delivered to meet the initial requirements within the contracted terms and conditions, and represents value for money.

The Council's commercial approach to procurement activity is based on the requirement for efficiency, cost effectiveness and meeting needs. This approach reflects the wider economic context in which the Council operates and the risks and opportunities this offers.

- 1.4 This report is based upon the current commissioning intentions of each Directorate's concerned. As the service and transformation plans are developed it may be necessary to bring further requests to future Cabinet meetings for approval.

### **Urgent Decisions**

- 1.5 There may be occasions where the Council has to take urgent action in response to a situation where there is not sufficient time to seek formal approval at a Cabinet meeting (which has to be called on notice) of a key decision, prior to spending over £500k.

Such occasions are usually rare, but the pandemic has meant that the Council has had to respond at scale and pace to national priorities and funding initiatives.

- 1.6 Where there is an urgency, the Scheme of Delegation within the Council's Constitution allows for such decisions to be made which can be executive or non-executive in nature, depending on the delegation given.

Part 3 of the Scheme of Delegation specifies the Chief Officers responsibilities. Paragraph 32 explains the circumstances in which the delegation can be used:

'In any cases which s/he considers to be urgent, to discharge any function and deliver any service within the Chief Officers responsibility, other than those functions which can only be discharged by the Council or a specific Committee. This delegation is subject to the following conditions:

- a) prior consultation with the Monitoring Officer and the Section 151 Officer;
- b) consultation with the appropriate Executive Member or the Chairman of the appropriate Committee; and,
- c) to the extent it will incur expenditure from working balances and/or reserves, the prior approval of the s151 Officer.'

- 1.7 An example of this urgent action was the recent direct award of contracts for community asymptomatic lateral flow testing in response to instruction from the Department of Health and Social Care for local authorities to provide this provision. This testing is particularly for people who work in critical services to support communities or respond to the pandemic and those at higher risk of infection and transmission themselves or who interact with those who are at higher risk. A provision that had to be in place by mid-February to deliver up approximately 42,589 tests over an initial 6 week period over both DC and BCP areas. The programme is being led by Public Health Dorset which is hosted by DC. The total value

could be several million of government money, depending on the uptake of the tests and whether the 6 week period is extended.

There was insufficient time to convene a cabinet meeting and therefore Part 3, para 32 is applicable and enables urgent decisions to be made.

In this example, the Council is also applying Public Contract Regulations 2015 32 “Use of negotiated procedure without prior publication” which provides lawful means to direct award contracts without competition in response to state of urgency.

- 1.6 Where urgency means that it is not possible to convene a Cabinet meeting on notice then to ensure transparency a decision notice is prepared giving details of the decision made and the reasons for it and the notice is published on the website. Call-in does not apply to an urgent decision but the relevant Chief Officer can be called to account for their decision at a meeting of the relevant scrutiny committee.

## **2. Financial Implications**

- 2.1 Service budgets will need to incorporate funding required for the procurements set out in this report.

The following to be considered by the appropriate project team as part of the business case and rationale for each procurement:

- How will best value from the procurement / contract be achieved
- How will the contract and supplier(s) be effectively managed in order to deliver saving targets that are incorporated into the MTP
- Whether funding is available the budget for the provision, after savings have been account for

## **3. Well-being and Health Implications**

- 3.1 To be considered by the appropriate project team as part of the business case and rationale for each procurement.

## **4. Climate implications**

- 4.1 To be considered by the appropriate project team as part of the business case and rationale for each procurement.

## **5. Other Implications**

- 5.1 To be considered by the appropriate project team as part of the business case and rationale for each procurement.

## **6. Risk Assessment**

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

Current Risk:       LOW

Residual Risk:     LOW

Level of risk per procurement to be considered by the appropriate project team as part of the business case rationale.

## **7. Equalities Impact Assessment**

To be considered by the appropriate project team as part of the business case and rationale for each procurement.

## **8. Appendices**

Appendix 1 – Procurement planned for 2021-22 – exceeding £500k

## **9. 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.

**Appendix 1** - Contracts 2021/2022 where the contract value is expected to exceed £500,000

<b>Contract Description</b>	<b>Directorate / Portfolio Lead</b>	<b>Executive Director</b>	<b>Contract Term (max)</b>	<b>DC Total Spend over Contract Term</b>	<b>Sourcing Strategy</b>	<b>Public Services (Social Value) Act 2012</b>	<b>Risk Category</b>
Printing of Election and Electoral Registration Materials	Corporate / Cllr Gary Suttle	Aidan Dunn	4 years	£706,000	Tender	Yes	Medium
Supply of Rock Salt	Place / Cllr Ray Bryan	John Sellgren	4 years	£800,000	Tender	Yes	High
Vehicle and Heating Fuel and Oil	Place / Cllr Jill Haynes	John Sellgren	4 years	£11,200,000	Tender	Yes	Medium
Supply of Vehicle Tyres and Associated Services	Place / Cllr Jill Haynes	John Sellgren	4 years	£1,000,000	Tender	Yes	Medium
Supply of Vehicle Parts and Associated Services	Place / Cllr Jill Haynes	John Sellgren	5 years	£7,000,000	Tender	Yes	Medium
Supply of Civil Engineering & Construction Materials	Place / Cllr Jill Haynes	John Sellgren	4 years	£3,000,000	Tender	Yes	Medium
Road Surface Treatment DPS - Renewal	Place / Cllr Ray Bryan	John Sellgren	5 years	£10,000,000	Tender	Yes	Medium
Passenger Transport DPS - Renewal	Place / Cllr Ray Bryan	John Sellgren	4 years	£20,000,000	Tender	Yes	Medium
Apprenticeship DPS – Renewal	Corporate / Cllr Gary Suttle	Aidan Dunn	4 years	£1,000,000	Tender	Yes	Low
Block Contracts for Children's Home Placements in Dorset	People – Childrens / Cllr Andrew Parry	Theresa Levy	7 years	£42,000,000	Tender	Yes	High
Sessional and Specialist Assessment Framework - Children's Social Care	People - Childrens / Cllr Andrew Parry	Theresa Levy	4 years	£1,808,000	Tender	Yes	Low



## Cabinet

2 March 2021

## Review of Redundancy Multiplier and Exit Pay Cap Update

### For Decision

**Portfolio Holder:** Cllr P Wharf, Corporate Development and Change

**Executive Director:** A Dunn, Executive Director, Corporate Development

Report Author: David McIntosh

Title: Corporate Director - HR & OD

Tel: 01305 221815

Email: David.McIntosh@dorsetcouncil.gov.uk

**Report Status:** Public

### Recommendation:

- (a) That the current 1.75 redundancy multiplier be extended for a further 12 months. This rate will be introduced for all employees.
- (b) That a further review of the redundancy multiplier takes place towards the end of 2021, to ensure any agreement of a new rate of redundancy multiplier from 1 April 2022 takes into consideration any potential reintroduction of an Exit Pay Cap or reforms to the Local Government Pension Scheme.

### Reason for Recommendation:

- a. The impact of Covid-19 has seen some delays in progressing convergence activity across the council and which will result in employees being made redundant after 31st March 2021. If the council introduces a reduction to its level of redundancy multiplier this will result in employees in these areas being treated less favourably than those that have been included in reviews already taken forward.

- b. A continuation of the existing multiplier for 12 months will enable all reviews currently underway or due to commence to be completed prior to any change in multiplier being introduced and provide managers and leaders with appropriate notice of any reduction should redundancy processes be in the early stages of planning.
- c. The recent revocation of the Exit Pay Cap was unexpected. However, HM Treasury have said that they will “bring forward proposals at pace to tackle unjustified exit payments”. This leaves us with uncertainty about whether and what legislation will be introduced in the future or if MHCLG will continue to progress reforms of the LGPS. Any future changes could impact on the attractiveness of the council’s redundancy payment terms for employees, impacting on our ability to secure volunteers when seeing to bring about organisational change.

## **1. Executive Summary**

- 1.1 When Dorset Council was formed, the Shadow Executive Committee agreed to the introduction of a single redundancy multiplier for all employees transferring into the new council. This introduced parity, as previously the former County Council offered a lower level of enhancement (1.5 times) than the former District and Borough Councils (1.75 times). A redundancy multiplier of 1.25 was put in place for all new employees recruited into Dorset Council on or after the 1<sup>st</sup> April 2019.
- 1.2 The higher level of enhancement was initially agreed until 30 September 2020, after which it was expected to be brought into the line with the level of redundancy multiplier in place for newly appointed employees (1.25 times).
- 1.3 Due to delays in progressing planned convergence activity, Cabinet agreed to a further extension of the protected higher level of multiplier until 31<sup>st</sup> March 2021.
- 1.4 During the subsequent period the Exit Pay Cap legislation was introduced (4<sup>th</sup> November 2020), preventing exit costs of public sector workers from exceeding £95k. This legislation has recently been revoked and it remains unclear as to if and when revised legislation will be introduced or if MHCLG will continue to take forward its reforms of the Local Government Pension Scheme (LGPS).

## **2. Financial Implications**

2.1 An assessment of the future costs of redundancy payments and pension strain costs has been set out in Appendix 1. The modelling is based on redundancy payments made during 2020.

2.2 During 2020, the total costs of all redundancy related payments was just over £1.8m. Using 2020 as a guide, Appendix 1 sets out the potential difference in costs to the council of any change in multiplier, ranging from a reduction of around £148k with the introduction of a 1.5 multiplier to a reduction in costs of £645k if no multiplier is offered and all redundancy payments are made in line with the statutory minimum.

2.3 Whilst it is now uncertain as to whether the changes will be introduced, modelling of the proposed impact of the MHCLG's LGPS reforms (Appendix 2) suggests this would have reduced costs by around a third (in the region of £625k) through the payment of statutory redundancy only where early access to pension is taken up and a reduction in strain costs equivalent to the value of any statutory redundancy payments.

### **3. Well-being and Health Implications**

3.1 None

### **4. Climate implications**

4.1 None

### **5. Other Implications**

5.1 The opportunity to facilitate organisational change through the use of voluntary redundancy will be lessened if a lower redundancy multiplier is introduced.

### **6. Risk Assessment**

6. 1 Having considered the risks associated with this decision, the level of risk has been identified as:

Current Risk:

Residual Risk:

### **7. Equalities Impact Assessment**

7.1 The recommendation is to not change the current redundancy multiplier, so a continuation of the existing policy.

## 8. Appendices

Appendix 1: Assessment of the future costs of redundancy payments and pension strain costs.

### 2020 Redundancy Overview

No. of redundancies	36	
Total cost of redundancies	£1,041,422	
Average redundancy payment (1.75 multiplier)	£28,928	
No. of cases with early access to pension	21	
Total cost of early access to pension	£786,126	
Average cost of pension access	£37,434	
<b>Total Costs of Exits</b>	<b>£1,827,548</b>	

Appendix 2: Modelling of the proposed impact of the MHCLG's LGPS reforms.

### Modelling of Redundancy Costs

		Savings
Costs of Redundancies at 1.75 (as is)	£1,041,422	
cost of redundancies at 1.5 multiplier	£892,647	£148,775
cost of redundancies at 1.25 multiplier	£743,873	£297,549
cost of redundancies with no multiplier	£595,098	£446,324
cost of statutory redundancy payments	£395,674	£645,748

## 9. Background Papers

9.1 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.

# Recommendation to Cabinet

**Joint Archives Advisory Board – 5 February 2021**

**Joint Archives Service: Review of Fees and Charges**

## For Decision

**Portfolio Holder:** Cllr J Haynes, Customer and Community Services

**Local Councillor(s):** Pan-Dorset

**Executive Director:** Executive Director for Place

**Report Status:** Public

### **Recommendation:**

It is recommended that the revised fees and charges (set out in Appendices 1-2 of the report to the Joint Archives Advisory Board) be recommended to the executive bodies of the two councils for implementation from 1 April 2021.

### **Reason for Recommendation:**

To sustain the Joint Archives Service's budget and income levels through robust and benchmarked charging for services.

### **Appendices:**

Report to Joint Archives Advisory Board

Appendix 1: Dorset History Centre Fees and Charges 2021/2022

Appendix 2: Reproduction fees

### **Background Papers:**

None

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# Joint Archives Advisory Board

## 5 February 2021

### Joint Archives Service: Review of Fees and Charges

#### For Recommendation to Cabinet

**Portfolio Holder:** Cllr J Haynes, Customer and Community Services  
Cllr M. Iyengar, Tourism, Leisure and Culture, BCP Council

**Local Councillor(s):** Pan-Dorset

**Executive Director:** J Sellgren, Executive Director of Place

Report Author: Sam Johnston  
Title: Service Manager for Archives  
Tel: 01305-228929  
Email: [sam.johnston@dorsetcouncil.gov.uk](mailto:sam.johnston@dorsetcouncil.gov.uk)

**Report Status:** Public

**Recommendation:** It is recommended that the revised fees and charges (set out in Appendices 1-2) be recommended to the executive bodies of the two councils for implementation from 1 April 2021.

**Reason for Recommendation:** To sustain the Joint Archives Service's budget and income levels through robust and benchmarked charging for services.

- 1. Executive Summary:**  
Report of review of fees and charges in regard to new products and re-pricing together with recommendations for changes in Dorset History Centre Fees and Charges to take effect 1 April 2021.
- 2. Financial Implications**  
The income derived from the JAS's fees and charges is vital to its budget make-up.
- 3. Well-being and Health Implications**

None

#### **4. Climate implications**

None

#### **5. Other Implications**

None

#### **6. Risk Assessment**

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

Current Risk: **Medium**

Residual Risk: **Medium**

#### **7. Equalities Impact Assessment**

The JAS has completed a full EQIA. Areas for further consideration include working with younger people and with black and ethnic minority groups and religious minorities. Improved digital provision will also assist in providing greater access to collections for people living at some distance from Dorchester.

#### **8. Appendices**

Appendix 1: Dorset History Centre Fees and Charges 2021/2022

Appendix 2: Reproduction fees

#### **9. 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.



## **1. Background**

- 1.1 Dorset History Centre's fees and charges were last reviewed at the Joint Archives Advisory Board meeting on 31 October 2016 and came into force on 1 January 2017. Since then however, adjustments have been made in a variety of areas. This report seeks to formalise these adjustments and to suggest further changes to the tariff of fees and charges.
- 2.1 It is proposed that the revised fees and charges set out in the Appendices be implemented with effect from 1 April 2021.
- 3.1 At its meeting in May 2006, the Board agreed to give the County Archivist/Service Manager for Archives the discretion to set and vary initial prices and to negotiate discounts as appropriate for new products or services between reviews and that these should be reported and recommended to the Board in the following review of fees and charges. This need continues as the service delivery evolves due to technical innovation and circumstances, such as the Covid-19 pandemic. Recent additional or revised charges are included in Appendices 1 and 2.

## **2. Review**

- 2.1 After careful consideration, it is not proposed to raise all charges, as the Service is still broadly in line with the market and comparable organisations. The charges have been compared with Surrey History Centre, West Sussex Record Office and Hampshire Archives Service as well as comparison with other archive services in the South-West.
- 2.2 There have been significant changes to the method of delivery of some services. The ability to deliver digital copying through electronic transfer or email is now preferred to printing or copying to CD and posting.
- 2.3 The service is investigating the possibilities of delivering outreach online. This is reflected in the addition of new charges in this area, with the provision of free taster sessions to build interest. The service establishment does not currently include an Education Officer, therefore, the charges for delivery of education sessions have been held at previous rates.
- 2.4 The car parking charges are now regulated through a Traffic Regulation Order in force since 2018 which are changed in line with the charges levied by Dorset Council.

## **3. Conclusion**

- 3.1 This report has set out proposals for various amendments to the JAS's schedule of fees and charges. Increases have been proposed only where it is felt that they are realistic, are linked to inflationary pressures and where there have been improvements or changes to the method of delivery and standard of provision.

## Dorset History Centre Fees and Charges 2021/2022

	Current Price	Proposed Price (changes in bold)
<b>Reprographics Services</b>		
<b>Photocopies/Microform print out ordered &amp; supplied during visit</b>		
Photocopies/Microform print out (black & white) (A4 or A3)	£1.00	£1.00
Photocopies (colour) (A4 or A3)	£2.00	£2.00
Minimum charge for photocopies/microform print out (b&w) ordered & supplied by post includes up to 4 x A4 or A3 sheets	£7.00	<b>£8.00</b>
Additional photocopies/microform print out (b&w) – ordered by post	£1.00	£1.00
Additional photocopies (colour) (A4 or A3) – ordered by post	£2.00	£2.00
<b>Digital copying services - supplied by email/electronic transfer or download</b>		
Tiff Images each	£7.00 1st image	<b>£9.00</b>
jpeg images each	£4.00 subsequent images	<b>£6.00</b>
Additional consecutive pages in bound volumes jpeg only	£1.00 consecutive pages in bound volumes	<b>£1.50</b>
Handling charge for e-mail or electronic transfer of digital orders		<b>£3.00</b>
Sound files		<b>£8.00</b>
Tithe maps (one map and apportionment)	£12.00 + p&p	<b>£15.00</b>
Resupply by We Transfer admin charge		<b>£5.00</b>
Supply of images/sound files on CD or DVD	£3.00 per CD/DVD + £2.00 p&p	<b>£3.00 + £2.00 p&amp;p</b>
Postage and packaging		From <b>£1.80</b>
<b>Public self-service copying</b>		
Photocopies (black & white) (A4 or A3)	20p	<b>25p</b>
Microform print-out	60p	<b>70p</b>
Black & white print-out from computers	60p	<b>70p</b>

<b>Permission to photograph documents</b>		
Day ticket	£8.00	<b>£10.00</b>
Weekly ticket	£25	<b>£35.00</b>
<b>Certification Services</b>		
Certification of copies (includes searching for specific entry, copying and certification)		<b>£17.00</b>
Cost of the copy in whatever format plus	£6.00	
Vehicle Registrations (incl. register and card, if available)	£12.00	
<b>Certificates</b>		
Baptism or burial from a parish register entry (Certificate fees set by the Church of England Table of Fees 2020)		<b>£31.00 + p&amp;p</b>
<b><u>Research/consultation and advice Services</u></b>		
Enquiries: look ups for specific information		<b>£10.00</b> per half hour
Research Service or Family History consultation fee	£35.00 per hour or part hour	<b>£37.00</b> per hour or part hour
One to one surgery - research topic consultation		<b>£30.00</b> per hour or part hour
Professional Consultation/advice fee	£40.00	<b>£60.00</b> per hour
Magistrates	£30 per hour	<b>£35.00</b> per hour plus copy charge and certification if entry found
<b><u>Conservation Services</u></b>		
Treatment Proposal (where items assessed at DHC)	Free	<b>£35.00</b> per hour deducted from final charge if treatment carried out at DHC
Conservation – collection condition survey and written report (at customers site)		<b>£35.00</b> per hour including travel time, plus expenses
Conservation treatment fee (per hour)	£50.00	<b>£60.00</b> per hour

<b>Community Engagement, Outreach and Education Services</b>		
<b>Group talks, training, tours, lectures &amp; visits</b>		
Offsite talk, lecture (standard talks)	£65.00	<b>£70.00</b>
Online talks by DHC staff for other organisations (standard talks)		<b>£60.00</b>
Onsite talk/lecture; introductory tours and visits	£50 minimum charge or £3.50 per head	<b>£60.00</b> (group of up to 12) or <b>£5.00</b> per person
Bespoke/specialist talks requiring substantial research		<b>£80.00</b>
Online events (talks/workshops) organised by DHC		<b>Tasters free</b> otherwise <b>£5.00</b> per person
2-3 hour workshop/training session (e.g. oral history or family history)	Variable between £5.00 and £10.00 per person per session	
Onsite		<b>£120</b> for group up to 10 or <b>£12</b> per person
Offsite		<b>£130</b> for group up to 10 or <b>£13</b> per person (plus travel)
Full day workshop/class	Variable between £10.00 and £20.00 per person per session	Variable between <b>£15.00</b> and £20.00 per person per session
<b>Education Service charges</b>		
Downloadable education packs		Variable depending on size of the resource from <b>£20</b> per download
2 hour outreach taught session at a school (inc. CD of copies of documents, transcripts and session plans)	£80.00	£80.00 plus travel expenses
2 hour taught session at DHC (inc. as above, lecture room hire and opportunity to use original records)	£80.00	£80.00
<b>Miscellaneous</b>		
Coffee/tea in Public Common Room	£1.00	<b>£1.50</b>

<b>Hire of Lecture Room</b>		
Mon - Fri: 9am-5pm per hour (minimum of two hour booking) (full rate/charity rate)	£10.00/£7.50	<b>£12.00/£9.00</b>
Saturday - 1st and 3rd Saturday of the month per hour (minimum of two hour booking) (full rate/charity rate)	£10.00/£7.50	<b>£12.00/£9.00</b>
Saturday - when History Centre is closed	Available on request	
Evenings	Available on request	
Cancellation fee (less than 3 days notice)	£15.00	<b>£17.00</b>
<b>Car Parking Fees – Tied to Dorset Council charges</b>		
Monday to Saturday 8.00 -18.00		
Up to 1 hour	60p	<b>70p</b>
Up to 2 hours	£1.00	£1.00
Up to 3 hours	£2.00	£2.00
Up to 4 hours (no return)	3.40 (All day)	£3.00
Disabled Badge Holders Maximum stay of 3 hours (no return within 1 hour)	Free	Free

## Reproduction fees

These charges have been increased since the last Fees and Charges to the Board and are presented for confirmation

**Rate 1: Not-for-profit publication: £10.00 discounted rate £7.50**

Including: Community/ local voluntary groups/scholarly/educational publications, digital publication on community/local voluntary group websites or other digital media and video.

**Rate 2: Commercial publication – local: £20.00 discounted rate £10.00**

Including: local press, magazines and websites and other digital media, local publishers of Dorset history and related material.

**Rate 3: Commercial publication – national: £100.00 discounted rate £50.00\***

Including: national media, digital publication in all formats, film and TV use of images.

*\*For third and all further images used in a single publication*

**Category 1: Other commercial use: by negotiation**

Include significant filming, advertising use, book covers, CD labels, TV editorial flashes, TV advertising flashes, commercial video, souvenirs.

**Category 2: Commercial filming: by negotiation**

£60 per hour to include research, set up costs, staff time for filming and supervision plus additional charges for venue hire for filming.

**Category 3: No charge**

Only when directly supports DHC core objectives and key priorities or is otherwise beneficial to the archives and local studies collections and the wider priorities of both funding councils.

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

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