



# Place and Resources Scrutiny Committee

**Date:** Thursday, 26 January 2023  
**Time:** 10.00 am  
**Venue:** Council Chamber, County Hall, Dorchester, DT1 1XJ

## Members (Quorum 3)

Shane Bartlett (Chairman), Andy Canning (Vice-Chairman), Rod Adkins, Jon Andrews, Piers Brown, Barry Goringe, Mark Roberts, David Shortell, David Tooke and Bill Trite

**Chief Executive:** Matt Prosser, County Hall, Dorchester, Dorset DT1 1XJ

For more information about this agenda please contact Democratic Services Meeting Contact 01305 252209 / [lindsey.watson@dorsetcouncil.gov.uk](mailto:lindsey.watson@dorsetcouncil.gov.uk)

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## Agenda

Item		Pages
1.	<b>APOLOGIES</b>	
	To receive any apologies for absence.	
2.	<b>MINUTES</b>	5 - 18
	To confirm the minutes of the meetings held on 10 November 2022 and 12 January 2023.	
3.	<b>DECLARATIONS OF INTEREST</b>	
	To disclose any pecuniary, other registrable or non-registrable interests as set out in the adopted Code of Conduct. In making their disclosure councillors are asked to state the agenda item, the nature of the interest and any action they propose to take as part of their declaration.	
	If required, further advice should be sought from the Monitoring Officer	

in advance of the meeting.

#### **4. CHAIRMAN'S UPDATE**

To receive any updates from the Chairman of the Place and Resources Scrutiny Committee.

#### **5. PUBLIC PARTICIPATION**

Representatives of town or parish councils and members of the public who live, work or represent an organisation within the Dorset Council area are welcome to submit up to two questions or two statements for each meeting. Alternatively, you could submit one question and one statement for each meeting.

All submissions must be emailed in full to [lindsey.watson@dorsetcouncil.gov.uk](mailto:lindsey.watson@dorsetcouncil.gov.uk) by 8.30am on 23 January 2023.

When submitting your question(s) and/or statement(s) please note that:

- no more than three minutes will be allowed for any one question or statement to be asked/read
- a question may include a short pre-amble to set the context and this will be included within the three minute period
- please note that sub divided questions count towards your total of two
- when submitting a question please indicate who the question is for (e.g. the name of the committee or Portfolio Holder)
- Include your name, address and contact details. Only your name will be published but we may need your other details to contact you about your question or statement in advance of the meeting.
- questions and statements received in line with the council's rules for public participation will be published as a supplement to the agenda
- all questions, statements and responses will be published in full within the minutes of the meeting.

[Dorset Council Constitution](#) Procedure Rule 9

#### **6. QUESTIONS FROM COUNCILLORS**

To receive questions submitted by councillors.

Councillors can submit up to two valid questions at each meeting and sub divided questions count towards this total. Questions and statements received will be published as a supplement to the agenda and all questions, statements and responses will be published in full within the minutes of the meeting.

The submissions must be emailed in full to [lindsey.watson@dorsetcouncil.gov.uk](mailto:lindsey.watson@dorsetcouncil.gov.uk) by 8.30am on 23 January 2023.

7. **POST IMPLEMENTATION REVIEW OF THE PHASE 2 PARKING CHARGES TRANSFORMATION PROJECT** 19 - 24

To consider a report of the Strategic Parking Project Manager.

8. **SUMMER OPERATIONS IN DORSET** 25 - 38

To consider a report of the Head of Community and Public Protection.

9. **HR MATTERS RELATING TO PLACE** 39 - 52

To consider a report of the HR Business Partner.

10. **CORPORATE COMPLAINTS TEAM ANNUAL REPORT 2021-22** 53 - 66

To consider a report of the Senior Assurance Officer.

11. **RISK MANAGEMENT UPDATE**

A review of the relevant Dorset Council risk register dashboard to inform the Scrutiny Committee's Forward Plan and identify items for deep dives.

The following link is the dashboard for this committee:

[Risk Dashboard - Power BI](#)

12. **PLACE AND RESOURCES SCRUTINY COMMITTEE FORWARD PLAN** 67 - 70

- 1) To review the Place and Resources Scrutiny Committee Forward Plan.
- 2) Monitoring of the Performance Dashboard – members of the committee to flag up any areas for potential review:

**Operational – Corporate:** Councillors Piers Brown, Brian Heatley and David Shortell

**Operational – Place:** Councillors Mark Roberts, David Tooke and Jon Andrews

**HR:** Councillors Andy Canning and Bill Trite

*The Chairman, Councillor Shane Bartlett, maintains an overview of all the above areas.*

**13. CABINET FORWARD PLAN AND DECISIONS**

71 - 82

To review the Cabinet Forward Plan and decisions taken at recent meetings.

*The Cabinet Forward Plan and decisions of recent meetings are provided to members of the Place & Resources Scrutiny Committee to review and identify any potential post decision scrutiny to be undertaken, by scheduling items into the forward plan to review after a period of implementation.*

**14. 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.

**15. EXEMPT BUSINESS**

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

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

**There is no exempt business.**



## PLACE AND RESOURCES SCRUTINY COMMITTEE

### MINUTES OF MEETING HELD ON THURSDAY 10 NOVEMBER 2022

**Present:** Cllrs Shane Bartlett (Chairman), Andy Canning (Vice-Chairman), Jon Andrews, Barry Goringe, David Shortell and David Tooke

**Apologies:** Cllrs Mark Roberts

**Also present:** Cllr Tony Alford, Cllr Ray Bryan, Cllr Graham Carr-Jones, Cllr Brian Heatley, Cllr Andrew Parry and Cllr Jane Somper

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

John Sellgren (Executive Director, Place), Aidan Dunn (Executive Director - Corporate Development S151), Jonathan Mair (Director of Legal and Democratic and Monitoring Officer), Grace Evans (Head of Legal Services and Deputy Monitoring Officer), Dawn Adams (Service Manager for Commercial and Procurement), Peter Hopkins (Corporate Director - Assets and Property), Antony Littlechild (Sustainability Team Manager), Steven Ford (Corporate Director for Climate and Ecological Sustainability), David Bonner (Service Manager for Business Intelligence and Performance), Wendy Carmichael (Corporate Sustainability Officer), John Miles (Democratic Services Officer Apprentice) and George Dare (Senior Democratic Services Officer)

**36. Apologies**

An apology for absence was received from Cllr Mark Roberts.

**37. Minutes**

The minutes of the meeting held on 17 October 2022 were confirmed and signed.

**38. Declarations of interest**

There were no declarations of interest.

**39. Chairman's Update**

The Chairman asked the Head of Legal Services to provide an update on land charges. The update is attached to these minutes.

The Head of Legal Services responded to questions from committee members and explained how the search times will be monitored and maintained.

Several members thanked the Land Charges Team.

The Portfolio Holder for Highways, Travel, and the Environment updated the committee on car parking. Committee members expressed concern around car parking machines and the loss of revenue from broken machines. A member felt the car parking charges were not competitive and they were too high.

The Chairman would raise the issues with the Chairman of the Audit and Governance Committee.

#### 40. **Public Participation**

There was no public participation.

#### 41. **Questions from Members**

There were no questions from members.

#### 42. **Property Strategy and Asset Management Plan Update**

The Corporate Director for Property and Assets introduced the item and gave a presentation which is attached to these minutes. The purpose and the strategic priorities were outlined. The asset review was on track to be completed by 2024.

The committee asked questions and made comments on the update. The following key points were raised:

- There was sufficient officer resource to meet the date of the asset review.
- The council needs to be confident on the assets it owns because of the money it costs.
- There were assets with limited information due to the information transferred during local government reorganisation.
- The SWAP audit highlighted issues which have been addressed through the property and asset governance arrangements.
- There should be more consultation with local members about assets.
- Members have an opportunity for a 'ward walk' with a senior officer from the place directorate.
- Executive Directors needed to drive development and keep pressure on services to enable the asset review to be delivered on time.

- The asset management plan should have a 'RAG' system to help scrutiny monitor the plan in the future.
- A member felt the officer to desk ratio could create problems in the future.
- The council was not currently seeing a pressure on workspaces but there was a need for more collaboration space. Workspace need was reviewed on a team-by-team basis.
- Employees working from home needed a good level of broadband connectivity.

The committee agreed to create a task and finish group on agile working. It would add value to the organisation through members' own experience of agile working in their role as a councillor and reviewing how other organisations are working.

The Committee noted the intention to develop a new Strategic Asset Management Plan.

#### 43. **Commercialisation Transformation Programme**

The Executive Director for Corporate Development introduced the report and outlined the four themes of the programme. A large number in the budget was for third-party spend. The council aimed to become more commercially minded and there was contract management training course and information available.

A non-committee member felt that there was a wealth of talent among members who had run successful businesses and members should be involved. There was a need for more commercial flexibility in local government.

The committee asked questions and made comments on the commercialisation transformation programme. Officers responded to questions. The following points were raised:

- The council was legally not allowed to make a profit on trade waste.
- Local authorities can create trading companies which are able to make profits.
- Dorset Council was part of a group of councils that look at opportunities for trading, however there were restrictions on trading in other local authority areas.
- The Commercial Board was an officer panel that looked at the implications and pressures of operational decisions. It was not a form of scrutiny.
- Some contract management training was specialist as well as delivered by networks.
- A webinar on contract management training and being commercially minded would be beneficial for members.

- Financial pressures on the council were created by inflation, the pay award, and an increased number of people discharged from hospital into care.
- Although senior officers were on the Commercial Board, they were there because of their commercial expertise.
- There was a further need to understand scrutiny's role in the Commercial Board.
- There was a market element in adult care bed provision, as beds could be bloc purchased or sold to private buyers.

Following the discussion, the committee requested:

1. An all-member webinar on contract management and being commercially minded.
2. That officers review/explore and produce a report on local authority trading companies for SEND and school transport provision.
3. That officers review the impacts of inflation and covid on transformation projects and budgetary requirement. Then provide feedback to the committee.

The committee noted the progress made and proposed future developments under the programme.

## **ADJOURNMENT**

The meeting was adjourned at 12.48pm and reconvened at 13.00pm.

Upon reconvening, it was agreed to continue the meeting beyond 3 hours.

### **44. Dorset Council Climate and Ecological Emergency Strategy - Progress report Autumn 2022**

The Sustainability Team Manager introduced the progress report and gave a presentation which is attached to these minutes. Key areas of progress included the public sector decarbonisation scheme, developing climate and ecological branding, webpage development, communications support, and partner engagement. The next steps included a refresh of the climate and ecological strategy and action plan.

The Portfolio Holder for Highways, Travel, and Environment felt that this was some of the best climate and ecological work done by councils and it was something to be proud of.

The committee reviewed the progress report and asked questions of the officers and portfolio holder. During the discussion, the following points were raised:

- There was a need to start using measures that had better value for money.
- The refreshed strategy would be used to develop the action plan further.



- There was some data being produced for every local authority area, however there were some elements of data that the council needed to improve at collecting.
- A member asked for the video shown during the presentation to be put on social media and circulated to parish councils.
- Local members were essential for raising climate and ecological opportunities in their wards.
- Wind power was a reliable source of energy.
- There would be a future piece of work on tree planting. There was a need to see what level of priority it would be.
- Grants from funding outside the council were being used for tree planting.
- If the right kind of trees are not planted, then they would not be as effective.

The Chairman asked to receive further information on how the failure to receive grant applications and the loss of experienced officers would impact on achieving the carbon neutral target.

The Chairman asked for the review on tree planting opportunities to be progressed earlier than planned.

#### 45. **Performance Scrutiny**

The committee considered the performance dashboard and highlighted some areas of concern. These included:

- Staff turnover and the reasons for this.
- Quarterly results for RIDDOR reportable accidents.
- Staff sick leave, although this was showing a green direction of travel.
- The number of overdue subject access requests.

A statement would be brought to the committee on the number of overdue subject access requests. The Executive Director of Place would bring a report to the committee on staff sick leave, the causes of it, and what is being done.

#### 46. **Place and Resources Scrutiny Committee Forward Plan**

Members were aware of the forward plan and have informal meetings to discuss it. There were some items raised to add to the forward plan during this committee. There was a need to prioritise items on the plan.

#### 47. **Cabinet Forward Plan**

The Committee reviewed Cabinet's forward plan and identified potential items to review.

The committee would receive a statement on the 20mph policy 6 months after it has been implemented.

The Fees and Charges Policy was identified as a potential item to review.

A member raised the item Updated Children in Care Strategy and Plan which included a proposal to increase fees for foster carers. This would be raised with the People & Health Scrutiny Committee.

**48. Urgent items**

There were no urgent items.

**49. Exempt Business**

There was no exempt business.

**Duration of meeting:** 10.00 am - 2.40 pm

**Chairman**

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## **Land Charges Service Update for the Chair of Place and Resources Scrutiny Committee**

Chairman's announcement:

Over the last 12 months the Committee has received updates about Land Charges Service response times.

As a reminder, the Council is responsible for processing land charges search requests, which are commonly made as part of property purchases.

The government has a target of a maximum of 10 working days within which these searches should be returned to applicants.

I am pleased to inform you that for the first time since October 2020 searches are being returned to applicants within 10 working days. The average response time for October 2022 was 8 working days. 82% of searches were returned within target. This has taken a huge effort by the team, supported by colleagues particularly in planning and transformation.

To remind you of some context, I first reported to your Committee in September 2021. At that time a delay in response times had built up due to a combination of an unexpected and sustained surge in the housing market and staff vacancies, while the service was migrating to a new system. At the time of my report, vacancies had already been filled, additional staff had been employed and were being trained, and response times were published on the Council's website.

Your Committee agreed with proposed actions to reduce waiting times, and since my first report I have provided regular updates to your Committee on progress; including updates on response times, the completion of system migration, refinements to search processing and creation of a single email address for enquiries.

Shortly after my first report to your Committee in September 2021 response times hit their peak of 62 working days. However, since October 2021 response times have reduced as planned and are now at 8 working days.

The Committee may be interested to know that in each of the last 3 years we have received and processed at least double the number of searches per year than pre-Covid. We have not yet seen signs of search numbers dropping.

The team also continue to look for improvements to search processing. They work closely with the Planning Transformation Project, and in the coming months will be arranging for searches requests to be submitted and paid for online and to review, converge, and harmonise the legacy land charges registers.

I again apologise to those people whose searches were delayed. I want to thank the officers in the team and colleagues in other services for their work and support to improve response times and make improvements to the service and I hope that those buying and selling houses and the Committee are reassured by the progress that has been made.

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## **PLACE AND RESOURCES SCRUTINY COMMITTEE**

### **MINUTES OF MEETING HELD ON THURSDAY 12 JANUARY 2023**

**Present:** Cllrs Shane Bartlett (Chairman), Andy Canning (Vice-Chairman), Jon Andrews, Barry Goringe (attended remotely), Mark Roberts, David Shortell, David Tooke and Bill Trite

**Apologies:** Cllrs Rod Adkins and Piers Brown

**Also present:** Cllr Belinda Bawden, Cllr Laura Beddow, Cllr Cherry Brooks, Cllr Ray Bryan, Cllr Graham Carr-Jones, Cllr Simon Christopher, Cllr Tony Ferrari, Cllr Spencer Flower, Cllr Brian Heatley, Cllr Sherry Jespersen, Cllr Andrew Parry, Cllr Jane Somper, Cllr Gary Suttle, Cllr Gill Taylor, Cllr David Walsh and Cllr Peter Wharf

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

Matt Prosser (Chief Executive), Aidan Dunn (Executive Director - Corporate Development S151), Jonathan Mair (Director of Legal and Democratic and Monitoring Officer), Heather Lappin (Head of Strategic Finance), Hannah Brown (Service Manager (Finance)), Paul Ackrill (Service Manager (Finance)), Lisa Cotton (Corporate Director for Customer and Cultural Services), Anna Eastgate (Corporate Director - Place Services), Steven Ford (Corporate Director for Climate and Ecological Sustainability), Peter Hopkins (Corporate Director - Assets and Property), Deborah Smart (Corporate Director – Transformation, Innovation and Digital), Dawn Adams (Service Manager for Commercial and Procurement), James Ailward (Head of ICT Operations), Mike Garrity (Head of Planning), Elizabeth Murray (Strategic Parking Project Manager), Jack Wiltshire (Head of Highways) and Lindsey Watson (Senior Democratic Services Officer)

**50. Declarations of interest**

There were no declarations of interest.

**51. Public Participation**

There were no questions or statements from members of the public or local organisations.

**52. Questions from Councillors**

A question was received from Councillor B Bawden. A copy of the question and response provided are included at Appendix 1 to the minutes.

### 53. **Budget Strategy and Medium-Term Financial Plan**

The committee was invited to consider the budget proposals for 2023/24 prior to consideration at Cabinet on 23 January 2023 and Full Council on 14 February 2023. The report gave a summary of progress to date on the budget strategy and process and provided the opportunity for the scrutiny committees to review further, budget assumptions and actions being proposed to deliver a balanced and sustainable budget for 2023/24.

The Place and Resources Scrutiny Committee had the opportunity to consider the implications of the proposals on behalf of residents of Dorset and to provide constructive challenge to decision makers before a final decision was made. It was noted that the comments made by the committee would be reported to Cabinet on 23 January 2023 and taken into consideration as part of the budget setting process.

Portfolio holders and officers provided a short introduction to their budget areas as relevant and in addition, the Executive Director for Corporate Development provided an overview of Central Finance and Capital issues.

Further to the discussion held, the Chairman provided a summary of the key points raised during the discussion in relation to each area covered by the committee and noted that the points below would be submitted to Cabinet as part of the budget setting process:

#### **Place Directorate – Highways, Travel and Environment**

- It was noted that Dorset Travel was facing cost pressures of circa £2.5m in the current year and particular reference was made to SEND transport, which was facing significant cost increases, well above the rate of inflation. Concern was expressed about cost increases in this area and the impact on the budget. Recognition of the links to work with Children's and Adult Services to reduce costs for travel for the council
- A comment was made that it was difficult to justify increases to charges for car parking until improvements to car parks were rolled out, due to public expectation as to the service they should be getting.

At this point in the meeting, the committee had a ten-minute adjournment and returned at 11.43am.

#### **Place Directorate – Economic Growth, Assets and Regeneration**

- The committee were content with the strategic approach being taken in the area of Economic Growth, Assets and Regeneration but flagged a concern around whether there were sufficient staffing levels to deliver the council's aspirations in this area.

## **Place Directorate – Natural Environment and Ecology**

- In order to provide transparency around the council's costs for climate change work, consideration should be given to how costs in this area and investments received from external sources, could be presented outside of the budget book
- The committee wished to flag up the potential risks around decisions on the council's vehicle fleet – purchase versus lease of vehicles and fuel type (electric versus hydrogen).

At this point in the meeting, it was proposed by J Andrews seconded by D Shortell and agreed by the committee, that the meeting continue beyond the 3-hour limit as set out in the Constitution.

## **Place Directorate – Planning**

- The committee flagged a concern around the national issue of a shortage of planning officers and the risk that this could potentially present to the council.

## **Place Directorate – Culture, Community and Customer Services (and budget generally)**

- Reference was made to the detail of savings associated with other smaller council programmes - consideration to be given to the level of detail provided in future budget reports, across all budget areas, and in particular with regard to smaller service/budget areas.

At this point in the meeting, the committee had a ten-minute adjournment and returned at 2.22pm.

## **Corporate Development Directorate**

- The committee were content with the budget information and proposals in this area.

## **Central Finance and Capital**

- The committee support the making of representations to the Government to secure an earlier date for receipt of the Financial Settlement (October)
- A 3 to 5 year Financial Settlement should be sought from the Government
- Support for continued communications between portfolio holders and directorates to continue to foster a 'one-team' approach
- The committee accepted the inflation rate assumptions made within the budget report
- The Government to be asked to apply a formula approach to funding, which has an understanding of the issues pertinent to the council and how these affected the council's finances

- The committee suggest that cross party working groups be established as part of the budget setting process, to allow opportunity for informed consideration of budget proposals, to feed into the member budget informal sessions.

The Chairman thanked officers and portfolio holders for their work on the budget and the committee and other councillors present for their contribution to the meeting.

**54. Urgent items**

There were no urgent items.

**55. Exempt Business**

There was no exempt business.

**APPENDIX 1 - QUESTIONS FROM COUNCILLORS**

**Agenda item 4 – Questions from councillors**

**Question from Cllr Belinda Bawden**

Could the Portfolio Holder for Highways, Travel and Environment please explain why the budget for the Lyme Regis Harbour includes an assumption on income from PWC permits (jet skis) when every user group on the Harbour Users' Consultative Committee, except the licence applicant, is in total opposition to any proposed trial on safety and environmental grounds?

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

Thank you for your question, Councillor Bawden. There has been no application for a licence to operate jet skis from Lyme Regis Harbour. There have been discussions at the Lyme Regis harbour consultative group about whether a limited number of permits could be provided through the Powerboat Club with tight restrictions on the activity and the option to remove permits if necessary. The group have been presented examples of where this, and water safety issues have been managed successfully at Weymouth Harbour and Studland. However, this is an ongoing discussion, and one that ultimately the Harbours Advisory Committee with input from the Harbour Consultative Group will have to consider.

I understand that there was reference made to PWC permits in the budget monitoring report at the last Harbour Advisory Committee. This report relates to all Dorset Council Harbours and the reference to Personal Watercraft was linked to Weymouth only as no such permits exist for Bridport and Lyme Regis Harbours.



**Duration of meeting:** 10.00 am - 3.30 pm

**Chairman**

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## Place and Resources Scrutiny Committee

26 January 2023

## Post implementation review of the Phase 2 Parking Charges Transformation Project

### For Review and Consultation

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

**Local Councillor(s):** All

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

Report Author: Elizabeth Murray  
Title: Strategic Parking Project Manager  
Tel: 01305 221813  
Email: Elizabeth.murray@dorsetcouncil.gov.uk

**Report Status:** Public

#### Brief Summary:

In November 2021 Cabinet approved the proposed Parking Charging Strategy, which included four recommendations for change:

1. Align the day rate in the main tourist locations car parks during peak and low season
2. Align charges in all other car parks (rural and town locations)
3. Align on-street parking charges in areas that already have on-street pay & display
4. Withdraw all current car park permits and introduce a long stay and short stay car park permit for residents and workers in the Dorset Council area

#### Recommendation:

That the committee notes and comments on the review information provided in this report.

## **Reason for Recommendation:**

This report provides a review of the impact of the changes to parking charges and gives information of further work that has been done in Parking Services, as requested by the Chair of Place & Resources Scrutiny committee.

### **1. Background**

- 1.1 During the Shaping Dorset Programme, the Interim Section 151 Officer requested a paper on aligning off-street parking across the Dorset Council area. The aim of this was to bring parity and consistency to charges.
- 1.2 The first stage of the alignment was completed in April 2021. This included increasing the day rate in Lyme Regis and West Bay, extending the morning charges in Purbeck and implementing Sunday charging. These changes have been implemented without issue. There had been a plan to extend evening charging in car parks, but it was decided not to implement this due to the feedback received and covid economic recovery.
- 1.3 Prior to implementing the second phase of the tariff changes, Parking Services sought legal advice to ensure that the legal duty was met, and the legal process followed correctly.
- 1.4 One hundred and seventy-four Town and Parish Councils, all BIDs and Chambers of Commerce were notified and given the opportunity to feedback and influence the changes. Twenty-seven responses were received from Town and Parish Councils and one each from the BIDS and Chambers.
- 1.5 Although there was no legal duty to undertake public engagement, there were meetings with local stakeholders to provide updates and to receive feedback throughout the project. The public were also given the opportunity to email comments/queries to the Parking Transformation Team.
- 1.6 The Executive Director of Place confirmed the 'minded to' Recommendation to Cabinet, under delegated powers on behalf of the informal meeting of the Place and Resources Overview Committee.
- 1.7 Cabinet members indicated that their view was "minded to" support the proposals (as listed in the summary of this report) including the additional recommendation added by the portfolio holder:

1.7.1 That Purbeck Park car park at Nordon be moved from level 2 to the level 1 parking tariff.

## 2. **Phase 2 Parking Charges Transformation Review**

There are several themes that have arisen since the implementation of the recommended changes as part of the Phase 2 Charges work. The most commented on is with regards to the new Short Stay permit, but also about the car park restrictions.

### 2.1 Flexi and Short Stay Permits

The feedback shows that customers were finding the application process for the new permits difficult. To resolve this, the application process has been simplified. The MiPermit Flexi Stay application pages have been updated to have a separate button for residents and workers/businesses to make the criteria clearer. The application criteria has been reduced.

After feedback from stakeholders, all Dorset Council car parks have been included in the Short Stay permit, so there is no confusion for customers where they can use the permit. The MiPermit App has been simplified to make it more customer friendly.

A physical permit is available for customers who do not have access to a mobile or smart phone. MiPermit will be administering the paper version of the permits, which will make the customer journey smoother and quicker.

There has been new information received regarding the need for the Flexi Stay permit in car parks that they currently cannot be used in. Each town and car park has been reviewed and where it has been found that a change is necessary, it has either been done or is in the process of being changed along with the update of the Parking Order.

### 2.2 Weekly Permits and Hotel Scratch Cards

The removal of weekly permits and hotel Scratch Cards received some consternation from holiday makers and guest accommodation businesses. Discussions have taken place between businesses, Dorset Council officers and the Portfolio Holder for Highways, Travel and Environment to look for a solution. A multiple day ticket will be implemented; the tariff is the same as paying for each day individually but stops the need for customers to go back to the pay and display machine daily (if they do not have the parking payment app) to top-up payments.

### 2.3 Motorhome Parking

Comments have been received concerning the limited amount of 6m plus long motorhome parking in some of Dorset Council car parks. Work has already been completed to install a motorhome area in Portland and West Bay. Future towns to have 6m plus motorhome parking are Dorchester and Weymouth. It is expected that this will resolve the shortage of spaces and support the ability for visitors in larger vehicles to enjoy Dorset.

### 2.4 Maximum Stay

The maximum stay was reduced in some car parks to keep an availability of spaces for customers who need to make short trips to local shops etc. Feedback has been received that the maximum stay limits do not allow enough time to undertake certain activities, such as visiting the hairdresser or having lunch. Hence, the maximum stay of 2 hours is being increased to either 3 or 4 hours in all of Dorset Council car parks.

### 2.5 Phase 2 Parking Charges Transformation Myths

There has been feedback received regarding the size of vehicles permitted in different car parks. This is not a change that was implemented as part of the Phase 2 project; Dorset Council car parks have always had a 4.8m restriction on the length of vehicles to avoid oversized vehicles causing an obstruction and safety issue in car parks. Signage was amended to make the restriction clearer as part of the Phase 2 work, this has since been removed from most signs as it was causing confusion for customers.

There have been comments in relation to the removal of cash as a payment option for Dorset Council pay and display machines. This has not been done, cash payment is still available.

## 3. **Further Feedback**

There are two themes that have arisen from the Phase 2 Transformation that were not part of the project but should be reported on. These are pay and display machines and car park maintenance.

Within the last six months, nineteen new pay and display machines have been installed to test that they work in situ and meet requirements. All further pay & display machines will be replaced at a cost of £1.4m. Seventy machines will be ready for installation by the summer, with the remaining being installed in stages and completed by early 2024. The new

machines accept cash payment, as well as contactless bank card and Apple/Google Pay. A parking payment app will still be available.

A programme of maintenance works has commenced in Dorset Council car parks. This includes routine maintenance and inspection of all vegetation and trees, and the testing of car park lighting and reactive repairs. The condition of car park surfaces is to be assessed so that the cost of resurfacing can be estimated. This work will come together as an asset management plan.

#### **4. Customer Transformation**

Parking Services is focused on improving the customer journey. Work has commenced on transferring non-complex queries to Customer Services, so that Parking Services can concentrate on queries that need specialised knowledge, such as parking and highways legislation. This change has reduced the time that customer queries are answered and has enabled the office to reduce a backlog in responding to Penalty Charge Notice challenges.

A further review is due to start soon considering the full customer journey. Opportunities to work in a one council way will be explored, which in turn will free up time for more challenging customer needs. It is planned to work with customer services to provide a more joined up experience at the point of contact; enable the customer to self-serve via the customer account, improve information published to our customers, consolidate some of our technology and processes into a one council way of working.

#### **5. Financial Implications**

Parking Services has been monitoring parking usage since the implementation of the new charges. The number of customers parking does not appear to have reduced and revenue is as expected. Surplus revenue will be reinvested in parking and highways services as per the Traffic Management Act 2004 section 95 and the Road Traffic Regulation Act 1984 section 55.

#### **6. Environmental Implications**

It has been recognised that locations that see an increase in parking charges may show positive climate impact, as the public may be persuaded to use green transport rather than using their vehicles and pay for parking. It is planned to use some of the surplus revenue to support the

local public transport network. Any charging strategy review will be aligned with the Local Transport Plan, to ensure that it supports carbon reduction.

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

There are no well-being and health implications to report.

## 8. **Other Implications**

There are no other implications to report.

## 9. **Risk Assessment**

9.1 The level of risk has been identified as:

Current Risk: Low

Residual Risk: Low

## 10. **Equalities Impact Assessment**

8.1 A full Equalities Impact Assessment was completed prior to the Strategy implementation and is published on our website:

<https://www.dorsetcouncil.gov.uk/parking-charges-transformation-project-phase-2-eqia>

8.2 When customers do not have access to the internet or a mobile phone, a physical permit is available for their use in place of the Flexi Stay and Short Stay virtual permits.

8.3 Pay and Display machines have card and coin payment, thus they do not require customers to have a smart phone or internet connection.

## 11. **Appendices**

There are no appendices in this report.

## 12. **Background Papers**

12.1 Links are provided to the previous Overview and Cabinet reports and decisions:

- <https://moderngov.dorsetcouncil.gov.uk/mgChooseDocPack.aspx?ID=5182>
- <https://moderngov.dorsetcouncil.gov.uk/ieDecisionDetails.aspx?ID=740>



## Place and Resources Scrutiny Committee 26 January 2023 Summer Operations in Dorset

### For Review and Consultation

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

**Local Councillor(s):** All

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

Report Author: Graham Duggan  
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**Report Status:** Public

#### Brief Summary:

Due to Covid-19 travel restrictions, summer 2021 saw unprecedented visitor numbers to Dorset and numbers remained higher than normal through summer 2022. The Council and its partners were well prepared and the implications were managed effectively. Your Committee received a report on 26 May 2022 about the plans for summer 2022 and this report gives an overview about that work and the position for summer 2023.

#### Recommendation:

Your committee is recommended to;

- (i) comment on the review of work undertaken for summer 2022.
- (ii) review the proposals for managing visitor numbers to Dorset during summer 2023.

#### Reason for Recommendation:

To ensure that council services are prepared to effectively manage the consequences of visitor numbers during the summer.

## 1. Report

- 1.1 Covid-19 foreign travel restrictions led to exceptionally high visitor numbers to Dorset during summer 2021 and associated issues such as illegal parking and major incidents including serious injuries from tombstoning at Lulworth Cove and the Wareham Forest fire, most likely resulting from the use of a disposable BBQ. During this time there was a strong national focus on preventing the further spread of Covid-19 through restrictions and social distancing and council resources were deployed to assist with this and support the welfare of those more vulnerable to the consequences of infection.
- 1.2 With the experience of high visitor numbers to Dorset due to international travel restrictions, an Improvement Action Plan was developed to ensure that services were prepared for future demand. The plan was implemented and progress reported to your Committee. The plan is completed and is given at Appendix 1.
- 1.3 In 2022, foreign travel restrictions were mainly lifted and as a result, visitor numbers to Dorset were lower but still above pre-Covid levels. Given the good feedback from the arrangements put in place to help manage summer demand in 2021, the following were again used during summer 2022;
  - Summer Delivery Group with core membership of key council services; coastal town councils and Dorset Police. Its overarching objective being to effectively manage the implications of high visitor numbers and keep people safe.
  - Red/Amber/Green (RAG) rated calendar for the period informed by the Safety Advisory Group and Dorset Police. The calendar primarily drove the level of preparedness of summer operations and the resources put in place by services.
  - A Multi-Agency Command Centre (MACC) stood up at key times, informed by the RAG rated calendar. As in 2021, it was provided by an experienced contractor and operated remotely. It provided an operational communications hub and facilitated the input of services and agencies to live issues. It linked into Emergency Planning and the Local Resilience Forum as necessary.

These arrangements were again valued by stakeholders including Dorset Police and the Dorset Local Resilience Forum and there is support for their continuance in future years.

- 1.4 Also, additional services were again deployed funded by an allocation of Government Covid-19 grant which was able to be used to manage the implications of restrictions being removed.

<b>Additional Services</b>
Litter bins & street cleansing
Temporary harbour seasonal staff
Weymouth Park & Ride operation
Coastal Town Council visitor management
Illegal parking and tow away zones
MACC and ancillary arrangements
Weymouth ASB Patrol & additional signage
Weymouth Safe Space project
Mobile CCTV units

- 1.5 The grant allocation for summer 2022 was £688,000 and to date, £469,000 has been claimed. Some services continued up to Christmas 2022, for example, Weymouth Safer Space, which provides shelter and services for those who become vulnerable in the night time economy. Any underspend in the current financial year will be returned to Public Health Dorset who manage the grant.
- 1.6 Generally, our resort towns and visitor attractions were less busy than in summer 2021 but activity remained above 'business as usual.' There were less issues with irresponsible parking at visitor attractions, unauthorised camping etc. but incidents still occurred. There were incidents of wildfires but not on the scale of the Wareham Forest fire in 2020. Campaigns about the danger of disposable BBQ's continued as did the work to reduce their availability from retail outlets. New ASB-related Public Space Protection

Orders came into force which included provisions about unauthorised camping on certain beaches and the lighting of fires on certain land. Enforcement of provisions has been problematic even with additional temporary resources, the main benefit has been to 'warn and inform' people of the restrictions.

- 1.7 A short survey of those who participated in the 2022 summer demand work was undertaken and the results given in Appendix 2. Whilst all of the additional services are considered valuable to visitors and communities, the Multi-Agency Command Centre (MACC) and Summer Demand Group (SDG) were highly rated in survey responses.
- 1.8 Whilst demand is returning closer to a pre-Covid position, it would be helpful for some components of additional summer services to be built into the new 'business as usual' whilst recognising the financial limitations. A £350,000 budget growth request was made through the 2023-24 budget setting process however, due to the financial climate, this was unsuccessful. An application was made for an allocation of remaining COMF (Covid Outbreak Management Fund) funding however, this too was unsuccessful due to the demand on a limited budget.
- 1.9 Due to the reduction in funding, officers have considered how to continue aspects of the summer demand services that are most beneficial. The MACC has been valuable in maintaining communication and information sharing between stakeholders especially during incidents. It also complements the approach adopted by BCP Council. As an externally contracted service, it has required funding from the Covid grant. Officers are in discussion with the Council's in-house call handling service, Dorset Direct to see what features of the MACC operation can be accommodated within existing resources or at a reduced cost.
- 1.10 The multi-stakeholder Summer Demand Group met weekly throughout the summer season to coordinate tactical operations. It's role has been valued in the feedback from both 2021 & 2022. It is proposed to continue this approach with the Council organising and chairing the virtual meetings. There are no direct costs to this element of the summer demand work.
- 1.11 If no funding is available for additional summer demand services, the alternative MACC approach and Summer Demand Group can be accommodated within existing budget. Other services including some of those given in paragraph 1.3 will still operate but at a pre-Covid level e.g. litter bins & cleansing; illegal parking; and some may be funded

elsewhere. For example, funding has been gained from the Government's Safer Streets Programme to continue Weymouth Safe Space. An area of specific concern is the potential loss of additional ASB Patrol resource which has been very beneficial through Covid restricted summers and would continue to be of benefit in future years. Officers are considering how a more permanent solution can be reached.

1.12 For 2023, it is anticipated that the excellent working relationships between council services, stakeholders and agencies will continue. The Council's emergency planning and response arrangements will be in place linking into the Dorset Local Resilience Forum.

1.13 It is appropriate that with reduced implications from the Covid pandemic on summer visitor numbers, additional resources should be scaled back. And this is the case with the finishing of Covid grant from Government. However, useful experience has been gained and continuing some approaches such as a MACC type arrangement and the Summer Demand Group, will be beneficial to stakeholders, visitors and our communities.

## **2. Financial Implications**

2.1 Covid grant funding is finishing and to accommodate this, additional summer demand services are being reduced for 2023. Some measures will continue which will be funded from existing budget.

## **3. Environmental Implications**

3.1 Additional summer demand services have helped to protect our natural environment such as beaches and open land. With visitor numbers returning to a more normal position, it is appropriate to review the need for these additional services.

## **4. Wellbeing and Health Implications**

4.1 Access to open space for leisure and relaxation is essential for wellbeing and health. The additional summer demand services have helped to reduce the adverse effects of high visitor numbers on communities. It is important to recognise good practice that has been developed and where possible, continue measures that make a positive difference.

## **5. Other Implications**

Nil.

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 Covid grant funding was provided for the Traveller Transit Site at Piddlehinton to help accommodate additional visitors. The site will continue its pre-Covid operational level.

8. **Appendices**

Appendix 1 – Improvement Action Plan

Appendix 2 – Stakeholder Summer Demand Survey 2022

9. **Background Papers**

Reports to Place & Resources Scrutiny Committee on Summer Demand, 26 May 2022 & 25 January 2022.

Appendix 1 – Improvement Action Plan

Ref	Lessons Learnt	Actions	By Whom	By When	Current Position
<b>A) Summer Operations Structures (Dorset Council Operations Group)</b>					
A1.1; A3.6	The Dorset Council Operations Group (or similar) has been very effective and should be retained	Determine chair/membership of DCOG (from February to end Summer)	Place Management Team	21/2/22	Complete - Summer Demand Group (SDG) led by Head of Community and Public Protection
A3.4		Invite to be provided to duty officers and SAG coordinator	Emergency Planning	21/2/22	Complete – SDG membership determined
A3.7		Establish quarterly meetings between Police and DC (regulatory services)	Head of Community & Public Protection; Service Manager for Licencing	21/2/22	Complete – Regular meetings established, plus Dorset Police represented on SDG
A3.1	Proposed funding requirements need to be presented to SLT at an early stage, as COMF funding unlikely to continue	Outcomes from the debrief to be shared with Executive Director for Place	Covid Silver / Service Manager for Assurance	21/2/22	Complete – 2022 funding agreed
A3.3	Briefing on summer operations could be extended to a wider set of stakeholders	Internal DC briefing to be extended from Gold/Silver to other duty groups. This needs to clarify roles and manage expectations	Place Corp Director (tbc) / Emergency Planning	21/2/22	Complete

Ref	Lessons Learnt	Actions	By Whom	By When	Current Position
A3.9; B3.5		Briefing sessions for elected members and parish & town councils, including contact points (emails etc)	Place Corp Director (tbc) / Emergency Planning	11/4/22	Complete - Briefing for councillors delivered. Briefings for town & parish councils being delivered as part of regular briefing sessions
A3.5	Required command and control involvement could be clarified by DCOG agreeing risk level (RAG) based on	RAG level to be determined by DCOG based on police / weather / service intelligence.	DCOG Chair	11/4/22	Complete – RAG ratings agreed
B3.2		OOH meetings attendance to be based on DCOG risk ranking (i.e. Green = Bronze/MACC; Amber/Red= Silver/Bronze/ MACC/Duty Emergency Planning / Comms)	DCOG	11/4/22	Complete – RAG ratings agreed
A3.9	Demands on officers are not sustainable and need to be recognised with job descriptions/remuneration	Decision needs to be reached on how we manage staff resources in future years, either by backfilling or remuneration. This is primarily a Place Directorate issue.	Place Management Team	30/12/22	Complete – As high visitor numbers have reduced, demand is being accommodated
A3.10	There is a Local Resilience Forum expectation that local authorities will lead an ongoing forum for partner engagement	Reiterate importance of partner engagement with SAGs, via Local Resilience Forum	Service Manager for Assurance / Service Manager for Licencing	11/4/22	Complete – Both local authorities have fed this back via the Civil Contingencies Unit



Ref	Lessons Learnt	Actions	By Whom	By When	Current Position
		Communicate awareness of SAGs to Parish & Town Councils, including invites to specific SAGs where appropriate	Service Manager for Licencing	11/4/22	Complete - In place for this season of events
		Liaise with Place Management Team on extent of LRF forum and lead	Service Manager for Assurance / Place Management Team	11/4/22	Complete – Agreed that SDG will include appropriate partner representation (Police / Coastal town and parish councils)
<b>B) Multi Agency Command Centre</b>					
B1.1; B1.2; C3.1	There is a need for some level of multi-agency coordination group to continue for next summer	A decision needs to be reached as to whether a MACC is retained or integrated into a revised Bronze role. This needs to include operation hours (with flexibility)	Place Management Team	11/4/22	Complete – MACC will be operational for Red rated days (primarily weekends)
D3.1		If Bronze arrangements replace the MACC for coordination, this will need to be reflected in a revised role as it would not be possible on current standby/duty arrangements	Place Management Team	30/12/22	Dorset Direct likely to replace elements of the MACC. Any implications for Bronze will be picked up
B3.4	Updates need to be sense-checked to ensure messages are appropriate for audience, without impacting on timeliness of information sharing	Agree who has sign-off responsibility for update reports	DCOG lead	11/4/22	Completed

Ref	Lessons Learnt	Actions	By Whom	By When	Current Position
<b>C) Information Sharing / Situation Reports</b>					
C3.1; C3.2; C3.3	Situation reports play a vital role, but we need to ensure that key messages / nil returns can be provided more easily by busy operational teams	Work with Digital and Change team to enable an effective Strep tool, including 'tick box' for nil return/mobile phone reporting	Emergency Planning	30/12/22	Current sitrep form reviewed and considered appropriate
<b>D) Operational / Bronze</b>					
D3.2	Out of hours duty officers play an important role and we need to ensure that we have access to the knowledge that is needed	Link in with Digital and Change team as to how Delve can provide greater access to resources/knowledge/contacts	Emergency Planning	11/4/22	Complete
D3.5		The Duty gypsy / traveller rota should be reinstated for 2022, or integrated into an existing operational duty rota	Service Manager for Coast & Greenspace / Place Services Management Team	11/4/22	Complete
D3.3		Ensure that there is summer operations input into the review of out of hours services	Chair Summer Demand Group	30/12/22	Out of hours call handling brought in-house. Any further review work will incorporate summer demand

Ref	Lessons Learnt	Actions	By Whom	By When	Current Position
D3.4	There are too many channels of communication to responding officers (teams / phone / WhatsApp / email etc)	Consolidate methods of communication (particularly for Bronze / Duty Emergency Planning Officer). It may be useful to discuss this with Digital and Change colleagues.	Chair Summer Demand Group	11/4/22	Protocol agreed
D3.5	Liaison between partners over management of transient communities was vital	Discussions to be held between Dorset Countryside and parish/town clerks over use of the Piddlehinton site to support S62 notices	Town Clerk (Weymouth Town Council) / Greenspace Manager	11/4/22	Ongoing dialogue

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## APPENDIX 2

### SUMMER DEMAND STAKEHOLDER SURVEY 2022

Responses from 11 stakeholders including;

Council Services  
Coastal Town Councils  
Dorset Police  
Multi-Agency Command Centre

#### 1. What went well?

Multi-Agency Command Centre (MACC) & tasking  
Summer Demand Group & information sharing, horizon scanning  
Communication between stakeholders

#### 2. What went less well?

At times the MACC was stood up during periods of low demand  
Some incomplete or missing situational reports  
Intermittent operation of the MACC

#### 3. What could be done better next time?

Regular pattern to standing up the MACC  
Improved preparedness for concurrent incidents  
Additional services mainly focused to daytime demand, improve night-time resilience

#### 4. What (if any) elements do you think would be beneficial to have in place for the next summer season?

MACC or something similar  
All of the elements from this year  
Duty Officers including traveller liaison

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## Place and Resources Scrutiny Committee

26 January 2023

### HR Matters Relating to Place

#### For Review and Consultation

**Portfolio Holder:** Cllr J Haynes, Corporate Development and Transformation

**Local Councillor(s):**

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

Report Author: Emma Harris-Cormack

Title: HR Business Partner

Tel: 01202 228962

Email: emma.harris-cormack@dorsetcouncil.gov.uk

**Report Status:** Public

#### Brief Summary:

This report provides an overview of a range of data and interventions taking place regarding key HR matters, in the Place Directorate.

Sick Absence continues to be above the Dorset Council average. There are a range of interventions detailed within the report to demonstrate work that is taking place to support a reduction in sickness absence.

Staff Turnover remains high in the Place Directorate. There are a range of interventions detailed within the report to give background on the difficulties faced when recruiting and retaining employees and initiatives that have been deployed to reduce turnover and increase employee retention.

Mandatory training continues to be a priority for the Place Directorate. Detailed in the report are the activities and engagement initiatives that we are carrying out with employees to encourage them to complete mandatory training and develop a learning culture within teams and individually.

Outstanding DBS checks remain a priority for the Place Directorate. Detailed in the report are a range of interventions that are being carried out to ensure we educate our employees on the process and comply with the Dorset Council DBS Policy.

## Recommendation:

Committee to review the contents of this report and raise any comments as relevant. Decide if any further action is required.

## Reason for Recommendation:

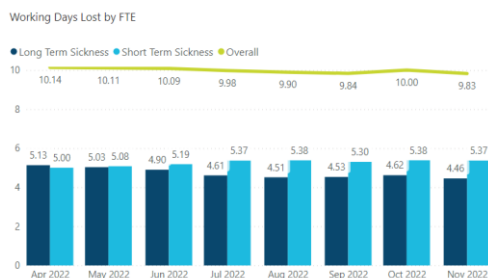
To provide assurance to the Committee that appropriate robust HR systems and processes are in place.

## Report

### 1. Workforce Context

- 1.1 The Place Directorate has a headcount of 2196, (1715 FTE). Services within the directorate are clustered within five areas, each led by a Corporate Director. These areas are, Place Based Services, Economic Growth & Regeneration, Assets & Properties, Libraries & Cultural services, and Climate & Ecological Sustainability. Services provided are very diverse and include customer services, libraries, climate, ecological, planning, highways, assets and properties, passenger transport, environment & wellbeing, community & public protection, waste operations, and waste strategy.
- 1.2 The age demographic shows that 55% of employees in Place are over 50 years of age. The gender data shows an almost equal split with 48% female and 52% male employees. This compares to just over 47% of Dorset Council's whole workforce being over the age of 50 and a whole workforce gender split of 64% female and 36% male.

### 2. Sickness absence





- 2.1 Sickness absence in the Place Directorate is currently an average of 9.74 days lost per FTE. 5.39 Short term and 4.35 Long term. This compares to a whole council position of an average of 8.85 days lost per FTE, with 4.79 days lost to short term absence and 4.06 to long term absence.
- 2.2 Due to the nature of the work undertaken within the directorate, it is often common for sickness absence levels to be higher than typical office-based areas of working. This is supported by national benchmarking.
- 2.3 Officers have analysed the sickness absence data which shows the following:
- The top 3 reasons for sickness absence overall in the Place Directorate have been Covid, Musculoskeletal (MSK) and Mental Health (MH). (See appendix 1.2)
  - The top 3 reasons for short term sickness absence Covid, Digestive System and respiratory absences. (See appendix 1.3)
  - The top 3 reasons for long term sickness absence have been musculoskeletal, mental health and cardiovascular. (See appendix 1.4)

### **3. Interventions**

- 3.1 Various interventions have been used to reduce sickness absence and these include:
- i. Working in collaboration with Health & Safety colleagues to carry out manual handling training with individuals/teams in high-risk roles and identified individuals with high absence related to MSK. Since the first week in December, 72 operatives have refreshed their manual handling training. This will potentially help to reduce MSK absence.
  - ii. Digestive short-term absence is particularly high in Waste. The hygiene messaging has been refreshed around using the hand wipes after eating, smoking, or using the facilities and washing hands with soap and water as soon as able. Also around washing of PPE. Health & Safety colleagues have agreed to carry out an inspection of hygiene regimes.
  - iii. We are supporting and growing the existing network of mental health & wellbeing champions of which there are 56 representatives in the Place directorate. We are currently expanding our network and have arranged training from 17<sup>th</sup> January 2023. Our Mental Health Champions play an important role in raising awareness of emotional health issues, offering a listening ear and signposting individuals to the most appropriate type of support and resources, promoting mental health campaigns and initiatives and challenge the stigma of mental health.
  - iv. Working with the wellbeing team to produce tailored “Toolbox talks” around Wellbeing support for our digitally disconnected colleagues. Introducing posters and leaflets with details of the Wellbeing offer.

- v. From 1st December, all absence that is related to covid-type symptoms will be recorded under the category of 'Respiratory', alongside other illnesses with similar symptoms, for example flu. This is in line with national guidance on the subject.
- vi. A four-year Wellbeing plan has been produced by the Place Health & Wellbeing group which consists of 21 representatives from the Place Directorate (including Trade Union representatives and corporate service colleagues). It is linked to the Dorset Council Wellbeing strategy, People strategy and feedback from the Health & Wellbeing HIVE survey.
- vii. Focusing on reintroducing regular 121 conversations to inject the human element into manager/employee relationships. Managers having a conversation to discuss any support needed or possible interventions to support an employee to remain at work can support a reduction in sick absence. Building relationships with their team will enable managers to understand their employees' circumstances and enable them to offer support and interventions on an individual basis.
- viii. Managers promoting an 'Open door' policy gives individuals the confidence and pathway for raising a wellbeing issue with their manager. It encourages an early-intervention approach for all absence reasons, reduce stigma of MH and help prevent MH crisis.
- ix. Improving employee Voice. Managers need to be aware of the feelings and views of all employees. We are working on interventions to improve participation in the 2023 Hive survey to enable us to get a balanced view of feedback from all services. To support change managers will be encouraged to build action plans within teams based on the feedback from the survey. Teams will regularly review the plan and ensure employees receive feedback on 'You said, we did'.
- x. Ensure employee networks which can have a big draw and provide a different type of support, are communicated to all. Women, Disability, LGBTQI+, BAME, Ethnic minority, Carers, and Armed Forces networks are all operational within the council.
- xi. Continue Menopause awareness training sessions for all managers.
- xii. Regularly promoting the Employee Offer - Discounted health services, gym and leisure passes, and other staff benefits to aid financial wellbeing to improve physical and mental health.
- xiii. Regularly promoting the support on offer for Financial Wellbeing -Ensure employees have access to the right support and information to manage financial difficulty and reduce stress.
- xiv. Promoting Wellbeing Health MOTs through Livewell Dorset. Ensure physical health problems are detected early, especially in higher risk groups. Considering a targeted approach e.g., those with higher identified risk.
- xv. Celebrate success of teams and individuals on Place webinar and in "Place maker" newsletter.

#### **4. Staff Turnover and Recruitment**

- 4.1 Our current employee turnover rate is 15.44% with 30% of leavers over the last two years citing the lack of career development opportunities as their main reason for leaving. Within the Place Directorate we struggle to attract and retain employees in a variety of roles. This reflects the national skills shortages and particular recruitment challenges relating to Dorset as a place.
- 4.2 Within Waste Services we have previously had difficulty recruiting drivers. A Recruitment & Retention Scheme has been introduced to incentivise people to apply for roles and to ensure that they remain with us. This has been successful in aiding recruitment and retention over the last 12 months. The scheme has recently been extended to continue to aid retention in these hard to recruit roles in Waste Services.
- 4.3 The directorate are also experiencing difficulties attracting and retaining employees in professional roles within Planning and Engineering. This is in line with the national position. There are skills shortages nationally in these professions which shows no sign of abating in the years to come. To plug the gaps left by skills shortages and the difficulties attracting and retaining employees, the planning service are forecast to spend a total of £239,408 on agency staff for the financial year ending 2022/23. The cost of this is being met through a combination of: vacant posts; a budget line for agency staff, and planning reserves that we can use for staff-related costs. We are continuing to work to reduce our reliance on agency staff, including holding some posts vacant where we can, and using positive recruitment campaigns to fill essential posts with permanent employees.
- 4.4 We are working in collaboration with our Recruitment & Attraction consultant to set out how we can maximise our ability to attract and hire new employees in Place, as well as how we will retain our existing workforce. It is linked to our priorities, behaviours and values and underpinned by our People Strategy, Employer Branding, our Equality, Diversity and Inclusion Strategy as well as the work being carried out on Talent Management, considering our skills gaps, internal mobility, development opportunities and succession planning.
- 4.5 With no immediate foreseeable change in the recruitment climate, it is necessary to retain employees through demonstrating they are valued and by providing progression opportunities.
- 4.6 At the council we encourage where possible when recruiting, an increase in flexible working options to attract a diversity and larger number of candidates. However, due to the large number of customers facing roles delivering front line services to our communities in the Place Directorate, this is not always possible.

4.7 When recruiting for roles where it is an option, we are considering offering hybrid working, compressed hours, job shares and part time roles. This can widen the recruitment and talent pool beyond our borders. It is acknowledged that work is an activity not necessarily a location and a flexible approach can support the council's objectives regarding the Climate and Ecology Emergency into our recruitment process making Place Directorate a more attractive employer in a competitive recruitment market.

## **5. Succession Planning and Talent Management**

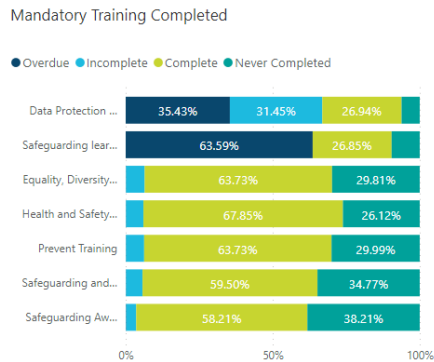
5.1 Where skills shortages are evident, apprenticeships and work-based learning are encouraged to grow our own talent internally and use workforce planning to plan for future need. We are working to grow the number of apprentice roles within all services in the Place Directorate. There are currently 88 live apprentices in the Place Directorate.

5.2 We are holding quarterly Leadership Development and networking sessions with Heads of Service and the Place Leadership team. To develop our leaders to achieve their full potential ensuring they and their teams are competent and confident and empowered in their roles.

5.3 We have identified and are growing talent to fill leadership and business-critical positions in the future. We are working in collaboration with Learning & Development, Leadership Management Development academy (LMDA) to support the learning and development of our managers. We want to support managers in their personal development and career aspirations to feel confident and competent in their roles. We aim to achieve this through promoting a learning culture. Encouraging managers to use My Road Map, Dorset Council's established performance and development tool, to establish development plans to improve leadership and management capability and competency.

5.4 Within the Place Directorate we have many manual roles where a numeracy qualification is not required. To support individuals in these roles who wish to develop further professionally and personally, we are working in collaboration with our Learning & Development team and Weymouth College, to offer Place employees the opportunity to develop their numeracy skills in a free 12-week course following a recent government funding for developing Maths in the workplace. This is due to begin early 2023.

## 6. Mandatory Training

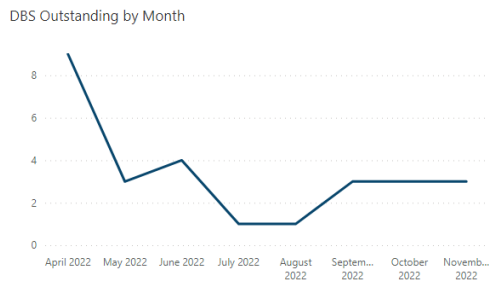


- 6.1 We are continuing to work with the L&D team and IT to improve the quality of our data to enable us to take an informed approach to our strategy.
- 6.2 Communications campaigns have taken place to encourage employees to engage and complete mandatory training in line with the culture of Dorset Council.
- 6.3 Working alongside the Leadership, Management Development Academy (LMDA) we are engaging with our managers to offer learning and development. This will enable them to build the skillset to use the learning hub to support their own, and their team's development and encourage the completion of mandatory training. This is encouraged with managers to build learning & development and mandatory training in as part of their culture and their 121 process and for our staff to take responsibility and ownership for their own learning and development with access to the tools they need.
- 6.4 We are promoting the use of the "Thrive" app to complete learning assignments. Thrive is available to download and can be used on any personal smart phone or tablet. The app allows users to download and complete assigned mandatory training for instances where Wi-Fi isn't available, or data limits are reached.
- 6.5 We are broadening our offer by collaborating with Learning & Development colleagues, to look at ways in which we can be more inclusive in our learning & development offer. Offering more inclusive ways of engaging with and completing mandatory training for example, face to face training, and podcasts. This will support us to engage with hard-to-reach employees that have roles where access to technology does not form part of their core role. We are carrying out face to face visits to depos with digitally disconnected colleagues to engage with employees to understand their views on best methods to complete any training.

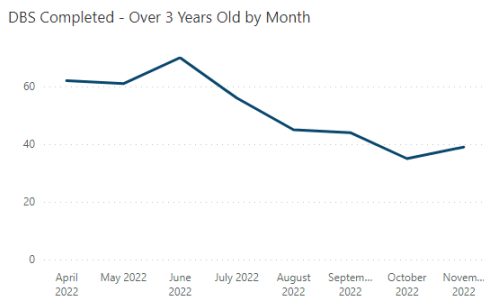
## 7. Disclosure & Barring Service (DBS)

7.1 A DBS check supports us in considering whether a person is suitable to work in some roles within Dorset Council. DBS checks are relevant for some, but not all roles within the directorate. They are largely required for roles that work with or come into contact with children or vulnerable adults. The certificate will contain details of convictions and conditional cautions that are considered unspent under the terms of the Rehabilitation of Offenders Act (ROA) 1974. There are a significant number of positions within the council which have been identified as requiring a check. The Dorset Council policy is to carry out a DBS check for people in these identified roles when starting with Dorset Council. The DBS is then reviewed after 3 years, to ensure no criminal convictions have occurred.

### 7.2 DBS New Starters data



### 7.3 DBS Over 3 years data



7.4 Various interventions have been used to reduce outstanding DBS checks, and increase understanding of the process, and these include:

- Manager coaching on DBS process for new starters in progress due to be completed February 2023.

- Working with Service Managers to update the DBS status list to confirm that all roles have the correct status.
- Reporting quarterly to SWAP auditors on Place DBS position
- Working with individual teams who have outstanding DBS checks over 3 years to input process to monitor completion.
- Training with teams to ensure that there is an understanding of the “Update service” process.
- Working with Leisure to identify casual employees who have an outstanding DBS and need their contract ended as they haven’t carried out any work recently and are for example at university.
- Identifying under 16s in leisure who don’t need a DBS and diarise 16<sup>th</sup> Birthday to complete a timely DBS.

**8. Financial Implications**

There are no financial implications arising from this report

**9. Environmental Implications**

As set out in the report, a flexible approach to recruitment can support better environmental outcomes supporting the Council’s climate change objectives.

**10. Well-being and Health Implications**

Having fair and robust processes and policies in place to ensure our employees stay healthy and well in their roles reduces sickness absence and ensures our employees and managers have the support they need if are sick to return to the workplace.

**11. Other Implications**

No further implications

**12. Risk Assessment**

HAVING CONSIDERED: the risks associated with this decision; the level of risk has been identified as:

Current Risk: No risk

Residual Risk: No risk

**13. Equalities Impact Assessment**

As set out in the report there is consideration given to Equality, Diversity & Inclusion (EDI) in the flexible approach to recruitment and work being carried out in collaboration with Learning & Development to look at ways in which we can be more inclusive in our learning & development offer. Engaging with hard-to-reach employees that have roles where access to technology does not form part of their core role. Carrying out visits to depos

with digitally disconnected colleagues to engage to understand their views. We recognise that our people are our biggest assets and work with them to support and develop to reach their full potential. Giving access to the resources and support needed to carry out their work effectively. In our plans and interventions, we give value to diverse backgrounds, skills, and personalities. Our aim is to develop a positive working culture that is flexible and enhances the health and wellbeing of our employees.

**14. Appendices**

Attached

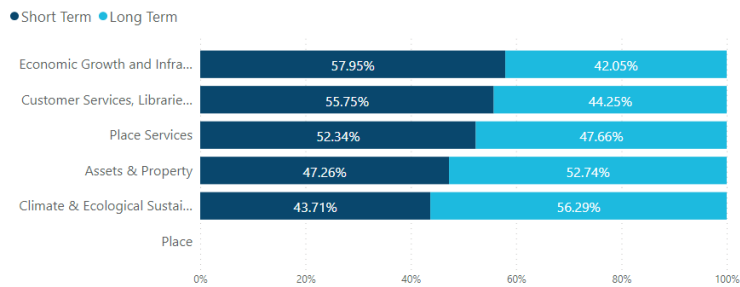
**15. Background Papers**



# Appendices

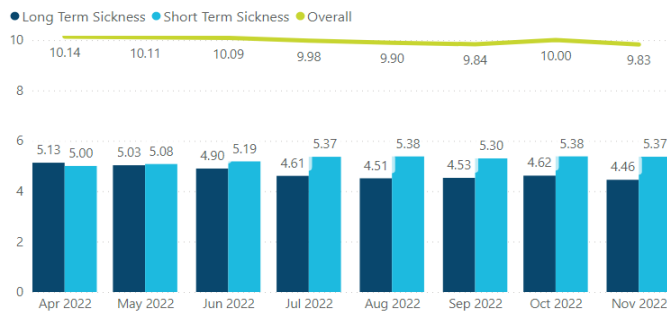
## 1. Sick Absence Data

Short Term vs Long Term

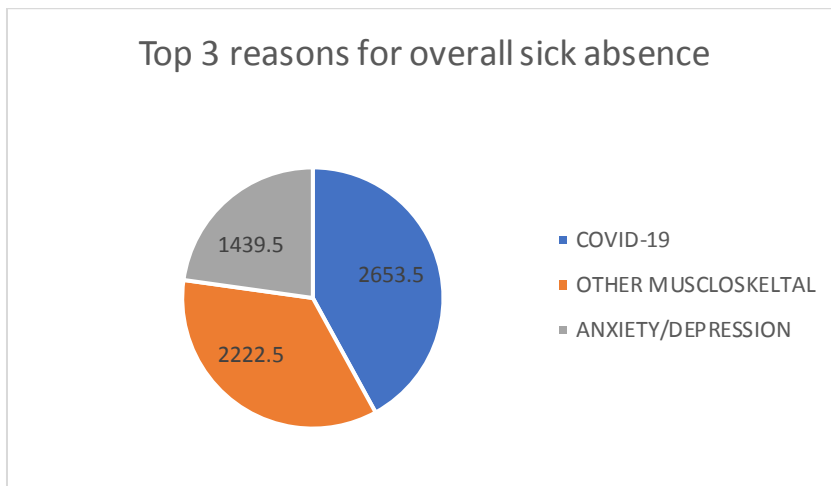


### 1.1 Working Days Lost

Working Days Lost by FTE

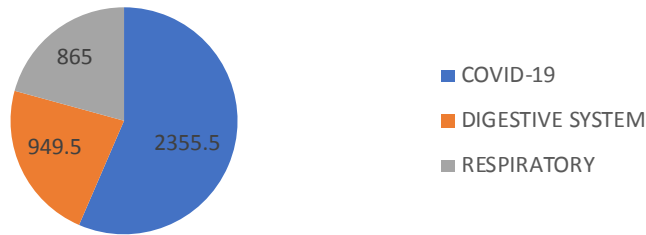


### 1.2 Top 3 Reasons for overall sick absence



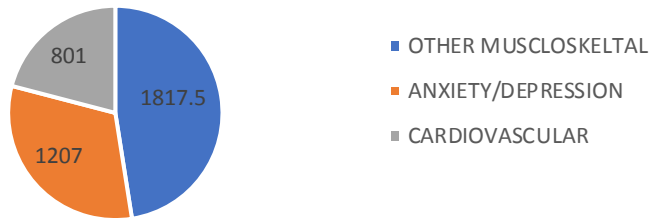
### 1.3 Top 3 Reasons for Short Term Sick Absence

### Top 3 reasons for Short Term Sick Absence



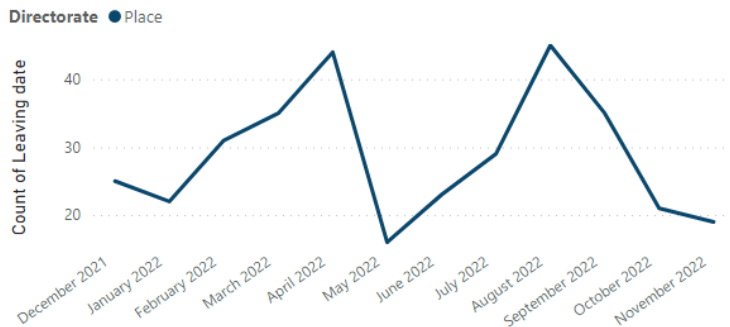
### 1.4 Top 3 Reasons for Long Term Sick Absence

#### Top 3 reasons for Long Term Sick absence



## 2. Staff Turnover

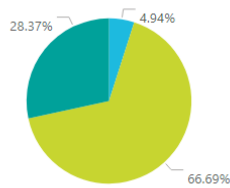
Number of leavers by leaving date and directorate



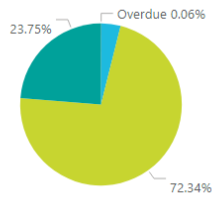
## 3. Mandatory Training Data

The pie charts below show the completion rates for the mandatory training courses assigned to Place employees. Each training course is given a period of time to complete eg 1 or 2 years. If training is not completed in this period, it is shown as “overdue”. Otherwise, if still in timescales for completion it will show as “incomplete”. The “never completed” percentage is the percentage of Place employees who have never engaged with the learning & Development platform, so therefore never completed any training. This data also included employees in digitally disconnected roles with no access to laptops to complete the training.

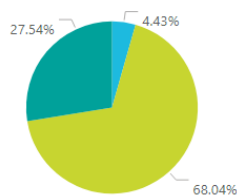
### 3.1 Equality, Diversity, and Inclusion – Completed every 2 years



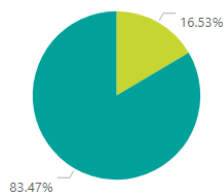
### 3.2 Health & Safety Essentials - Completed every 2 years



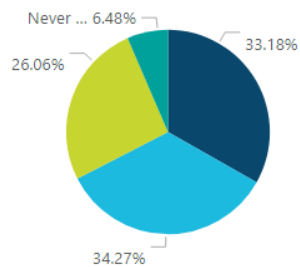
### 3.3 Prevent - Completed every 2 years



### 3.3 Safeguarding Learning Pathway Completed every 2 years

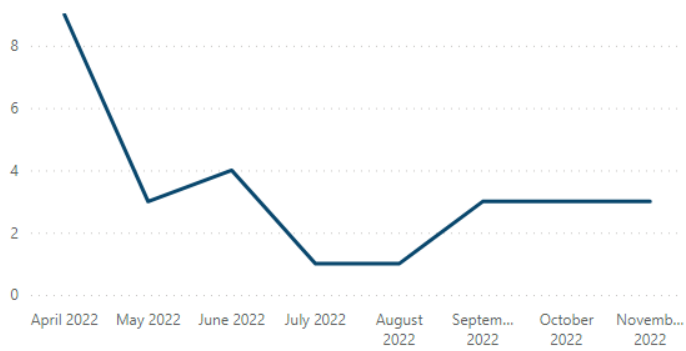


### 3.4 Data Protection – Completed Yearly



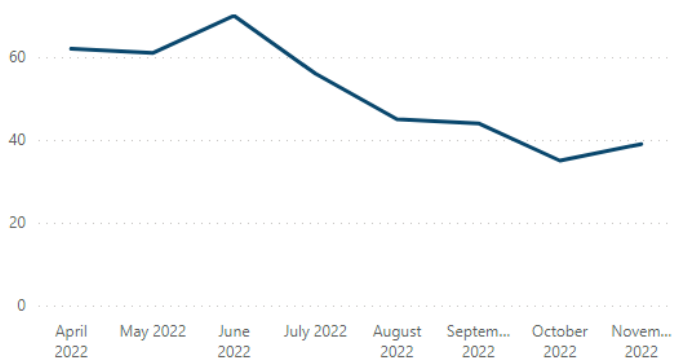
## 4. DBS New Starters

DBS Outstanding by Month



### 4.1 DBS Over 3 Years Outstanding

DBS Completed - Over 3 Years Old by Month



## Place and Resources Scrutiny Committee 26 January 2023 Corporate Complaints Team Annual Report 2021-22

### For Review and Consultation

**Portfolio Holder:** Cllr S Flower, Leader of the Council

**Local Councillor(s):** All

**Executive Director:** J Mair, Director of Legal & Democratic

**Report Author:** Antony Bygrave  
**Title:** Annual Report – Corporate Complaints Team  
**Tel:** 01305 225011  
**Email:** antony.bygrave@dorsetcouncil.gov.uk

**Report Status:** Public

#### Brief Summary:

This annual report provides an update on the numbers, types and outcomes of complaints made against services at Dorset Council across the Directorate. There are also appendices that meets statutory reporting requirements of Children's Services.

**Recommendation:** That the Committee scrutinises and notes the Annual Complaints Report for 2021/22

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

#### 1. Report

##### 1.1 Key messages for 2021-22 are:

- There have been 1406 complaints across the Directorates in 2021-22 which is a 14% increase year on year, and 100% increase on 2019-20

(pre-Covid19). Of these only 554 have been considered through formal processes

- 862 have been resolved informally, with the Complaints Team working with Operational Managers towards more agreeable outcomes with less undue process.
- Members should be heartened that of the 1406 complaints only 121 reached the Local Government and Social Care Ombudsman (LGSCO) with 32 warranting an investigation and, of those, 20 were upheld. Of the 20 upheld complaints none of them were judged by the LGSCO to be so serious as to warrant the publication of a public interest report, notices in newspapers and a section 5A Local Government and Housing Act report to the Cabinet by the Monitoring Officer. Dorset Council met the recommendations by the LGSCO in all 20 cases where complaints were upheld. Of the upheld cases 8 related to Children's Services, 7 to Adult Services, 4 in Place and 1 in Corporate Services.
- There was a total cost of £42,300 in financial remedies. 6 related to SEN delays, or children out of education, at a cost of £40,850. This is an area the Complaints Team are focusing support on as some of these delays and complaints are historic but only more recently finding their way into the Complaints Process. We continue to work closely with Children's Services and are recording learnings wherever possible. In addition, there was 1 Adult Social Care finding at a cost of £750, 1 Place finding at a cost of £200 (Enforcement), and a Children's Social Care case at £500. This is a steep rise from £6,750 2020-21 and just £1,800 in 2019-20. The other cases, although upheld, did not result in a financial penalty as an apology had been offered.
- 18% of responses exceeded the 20-working day timescale which, although a tremendous improvement of the 39% overdue 2020-21, indicates an area for improvement.
- Only 8% of complaints were considered fully justified with 9% part justified. This is essentially the same as the previous year and forms evidence that, although complaints are continuing to increase, service delivery is not falling across the directorates.
- There were 127 learning points collected by the Complaints Team in 2021-22. This is a 13% increase, but this is proportionate to the increase in complaint numbers. It does evidence that, if complaints are being upheld in full or in part, we are getting value from the complaint as an organisation

- We are pleased to report 380 compliments across the directorates. Although perhaps predictably down on the previous Covid year, this is still something for Dorset Council to celebrate and hopefully presents a more balanced report on service perceptions. It is more clear in 2021-22 that people were more likely to voice complaints, than compliment a job well done
- In addition, we received 60 code of conduct complaints regarding Dorset Council and Town and Parish Councillors in Dorset (some 160 councils and 1,400 councillors). This is up 11% on 2020-21. Of these, just 5 were investigated and none upheld at the time of this report. In line with our approach to other complaints, we will look in the future to how we can learn from complaints about councillors as part of promoting high standards of conduct.

The Complaints Team, as an Assurance function, continue to make a difference in promoting a culture of learning from complaints despite well documented challenges across the directorates and overall increase in complaints year on year. We are also pleased to report that we are able to support managers across the directorates in resolving complaints without undue process, where possible. This is also having a financial benefit with a reduction in Stage 2 complaints and independent investigators fees, continuing the good work of 2020-21.

## **2. Financial Implications**

2.1 Dorset Council have paid £42,300 in LGSCO maladministration charges in 2021-22. This is a steep rise from £6,750 2020-21 and just £1,800 in 2019-20. This increase is largely centred around SEN and periods where education was not provided.

In 2021-22 £5703.40 was spent on independent investigators for the more complex complaints cases in Children's Services. This compares to £4334.60 in 2020-21. The Complaints Team are very proud of our positive work with Locality Managers towards informal resolutions and this has had a tremendous impact on keeping these costs down. For perspective, we spent £16,000 in 2018-19.

## **2. Environmental Implications**

None

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

3.1 The increase in complaints, coupled with associated vexatious behaviours, have had an impact on staff wellbeing and the team are regularly encouraged, through line management and other Dorset Council support, to be mindful of themselves and their colleagues in-keeping with our behaviours

4. **Other Implications**

None

5. **Risk Assessment**

5.1 HAVING CONSIDERED: the risks associated with this decision; the level of risk has been identified as:

Current Risk: LOW

Residual Risk: LOW

6. **Equalities Impact Assessment**

None









7. **Appendices**

Complaints Overview

8. **Background Papers**

None



	2019/20	2020/21	2021/22	
 <b>Number of FORMAL complaints</b>	358	644	544	2021/22 saw a reduction in formal complaints (detailed overleaf).
 <b>Number of INFORMAL complaints</b>	364	624	862	2021/22 saw a further significant increase in informal complaints (detailed overleaf).
 <b>Upheld approaches to the LGSCO Ombudsman compared to total received</b>	4/34	17/30	20/35	In 2021/22 we received 121 approaches from the LGSCO. 35 cases were investigated, and 20 were upheld.
 <b>Timescales (overdue)</b>	16%	39%	18%	In 2021/22 we saw a great improvement over the previous year in adhering to response timescales.
 <b>% fully justified complaints</b>	5%	8%	8%	2021/22 continued to see a low volume of complaints reported as fully justified.
 <b>% part justified complaints</b>	24%	11%	9%	2021/22 continued to see a low volume of complaints reported as partially justified.
 <b>Compliments</b>	298	633	380	There was a large reduction in the number of compliments received in 2021/22 (details overleaf).
 <b>Learnings</b>	151	119	127	We gathered 127 learnings from complaints in 2021/22 (details overleaf).

## Total Complaints Overview

1406 Complaints

performance

## Numbers

2021/22

### Total Complaint Contacts – 1406

This is a 14% increase from the 1268 received in 2020-21 and 100% increase on 722 received 2019-20 pre-Covid. Dorset Council and its services continue to be more visible to the general public since the Covid19 emergency. Although we are pleased that the complaints process remains accessible and easy to find, as in 2020-21 not all of the scrutiny has been fair or communicated in a reasonable way. Although in some cases complaints have given the authority a chance to learn and implement changes. Out of the 1445 contacts, 544 of these were considered as formal complaints. The focus on early resolution continues to pay dividends for both council staff and those complaining but we need to ensure that we don't obstruct statutory processes due to the significantly increased demand. Not all of the scrutiny has been fair or communicated in a reasonable way and we have also seen an increase in vexatious and aggressive behaviours

### Formal Complaints 544

Although complaints overall have increases year on year, this is a 12% decrease on the 644 received 2020-21. Place services have had the greatest impact as they provide the most visible services to the public. Planning matters have featured heavily as well as continuing trends of neighbour disputes.

### Informal Complaints 862

This is a 28% increase on the 682 received in 2020-21. Although we are encouraged by Dorset Council's appetite for informal resolution we also recognise some formality is required for some areas, (particularly Planning and Adult Finance), to ensure outcomes are reached without unnecessary bureaucracy. We do however need to employ a common sense, outcomes-based approach to complaints handling when possible

### Local Government & Social Care Ombudsman Complaints

Members should be heartened that of 1406 complaints only 121 reached Ombudsman with 32 investigated and 20 upheld. Dorset Council met the recommendations in 100% of these cases. Of the upheld cases 8 related to Children's Services, 7 to Adult Services, 4 in Place and 1 in Corporate. There was a total cost of £42,300 in financial remedies. 6 related to SEN delays or children out of education at a cost of £40,850. This is an area the Complaints Team are focusing support on as some of these delays and complaints are historic but only more recently finding their way into the Complaints Process. We continue to work closely with Children's Services and are recording learnings wherever possible. In addition there was 1 Adult Social Care finding at a cost of £750, 1 Place finding at a cost of £200 (Enforcement), and a Children's Social care case at £500. This is a steep rise from £6,750 2020-21 and just £1,800 in 2019-20. The other cases although upheld did not result in a financial penalty as an apology had been offered

### Timescales – 18% Overdue

This is a tremendous improvement when compared to 29% overdue in 2020-21 and should be celebrated. The complaints procedures operated by the Council vary in timescales for responses. The Whole Authority procedure is 20 working days, the Children's Services Social Care procedure is 10 working days, up to 20 by exception (with automatic escalation to an independent investigation if not met. This can be costly). The Adult Social Care procedure does not specify exact timescales, and we are now looking to establish these on a case by case basis depending on the gravity and risk of the complaint and the time need to investigate it.

### Justifications – 8% fully 9% partially

This is the same as last year. It may still seem surprising that so few complaints are considered to be justified by responding managers, but there is a growing sense that people complaint more readily than pre-covid times, despite a return to more normal, post lockdown living.

### Compliments – 380

The is still a good news story despite the reduction from 633 2020-21. There was a genuine wave of gratitude for a job well done last year, especially in Q1. Despite Covid having less of an impact the Complaints team have captured and shared these compliments which has been really beneficial both to the individuals and the Complaints team themselves. Its important we recognise a job well done as well as the scrutiny and critique.

### Learnings - 127

We are pleased to report an increase in organisational learnings from 2020-21, especially around Children's Services. Not only have the volume of learnings increased, the quality and supporting action plans overseeing delivery has improved, offering significantly more assurance that loops are being closed and lessons genuinely learned

## Total Complaints Overview

2021/22

## Background

The purpose of this report is to highlight key issues from the Annual Report for Complaints 2021/22. There is a full annual report to support this executive summary together with material to meet the statutory functions associated with Social Care.

## Introduction

The corporate Complaints Team was established in the Shaping Dorset restructure to manage complaints for a new Dorset Council. The team sit in Legal & Democratic as an Assurance function, with the emphasis more on learning from complaints, rather than merely processing numbers. As the report will show, despite the greatly reduced impacts of the Covid19 pandemic, a greater level of scrutiny on services remains

The Complaints Team have also been heavily involved in helping Dorset Council manage vexatious and unreasonable behaviours. The number of people now managed through a Single Point of Contact at Dorset Council remains higher than pre-Covid times.

The council operates 4 complaints procedures. The Council's own – which is a one stage process with a review process as necessary and Children's Services and Adult Services Social Care have their own legal procedures. Full details of these procedures are found in Appendix 1 and 3 as full reports which are required to satisfy legislation. We have also been delegated the Councillor Code of Conduct complaints to triage and manage. Although not contributing greatly to the overall numbers, it has been an interesting experience trying to apply the same culture of learning to a new and unfamiliar policy to the team.

The team's focus for this coming year is:

Team Wellbeing and Development – Further galvanising a team to deal with increasingly upsetting subject matter, and (at times) vexatious behaviours. We have been very vocal in ensuring staff are aware of the support available.

IT developments – Our new software (Infreemation) is finally in place and been rolled out to colleagues with training videos available. In time it will start to deliver more granular detail than previously available

Reporting/Learning – 2021-22 saw an improvement in the quality of learnings presented by team managers. There is a genuine mutual awareness for delivering extra value. However some complaints are resolvable without grass-roots learnings presenting themselves.









# Total Complaints Overview

Page 59

# 2021/22

# dorsetcomplaints

2021/22

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	49	49	63	74	235
	Number of INFORMAL complaints	135	140	80	116	351
	Upheld approaches to the LGSCO Ombudsman compared to total received	2/11	0/9	2/15	0/8	4/43
	Timescales (overdue)	36%	17%	11%	8%	18%
	% fully justified complaints	2%	5%	8%	4%	5%
	% part justified complaints	7%	10%	8%	8%	8%
	Compliments	59	45	35	58	197
	Learnings	5	6	9	11	31









Place

Total Complaints = 586

performance

# dorsetcomplaints









2021/22

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	10	7	19	13	49
	Number of INFORMAL complaints	31	20	32	40	123
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/5	0/3	0/2	1/7	1/17
	Timescales (overdue)	54%	13%	8%	2%	19%
	% fully justified complaints	Unknown	13%	13%	5%	10%
	% part justified complaints	Unknown	13%	13%	10%	12%
	Compliments	0	0	5	1	6
	Learnings	0	1	0	2	3

performance

Corporate  
Total Complaints = 172

2021/22

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	5	7	11	19	42
	Number of INFORMAL complaints	10	4	10	14	38
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/1	0/2	0/0	0/4	0/7
	Timescales (overdue)	9%	41%	25%	10%	22%
	% fully justified complaints	Unknown	Unknown	8%	0%	4%
	% part justified complaints	Unknown	Unknown	8%	9%	8%
	Compliments	7	2	6	1	16
	Learnings	0	0	0	0	0









**People - Adults - Non social care**

Total Complaints = 80

performance

# dorsetcomplaints

2021/22

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	22	22	19	28	91
	Number of INFORMAL complaints	10	17	21	10	58
	Upheld approaches to the LGSCO Ombudsman compared to total received	4/6	1/7	0/1	2/7	7/21
	Timescales (overdue)	41%	41%	18%	17%	29%
	% fully justified complaints	6%	3%	8%	5%	6%
	% part justified complaints	6%	3%	8%	2%	5%
	Compliments	36	28	30	21	115
	Learnings	4	4	5	8	21









**People - Adults - Social care**

Total Complaints = 149

performance

# dorsetcomplaints

2021/22

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	19	24	23	32	98
	Number of INFORMAL complaints	14	23	15	23	75
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/6	3/9	1/5	2/7	6/27
	Timescales (overdue)	10%	32%	27%	16%	21%
	% fully justified complaints	9%	6%	16%	22%	13%
	% part justified complaints	9%	11%	16%	13%	12%
	Compliments	11	9	3	7	30
	Learnings	14	6	5	14	39

**People - Children - Non Social Care**









Total Complaints = 173

performance



# dorsetcomplaints

2021/22

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	8	6	8	7	29
	Number of INFORMAL complaints	17	26	17	31	91
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/2	2/2	0/1	0/1	2/6
	Timescales (overdue)	20%	32%	27%	16%	24%
	% fully justified complaints	8%	6%	8%	7%	7%
	% part justified complaints	20%	6%	16%	7%	12%
	Compliments	11	16	20	18	65
	Learnings	6	6	18	3	33

**People - Children - Social Care**

Total Complaints = 120

performance

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**Place and Resources Scrutiny Committee – DRAFT Forward Plan**

<b>Title</b>	<b>Description</b>	<b>Date of committee meeting</b>	<b>Requested by</b>	<b>Report author</b>	<b>Portfolio Holder</b>	<b>Other meetings? (Cabinet)</b>
<i>Chairman's update – Subject Access Requests</i>	<i>Statement for Chairman's Update item only</i>	<i>26 January 2023</i>	<i>Committee request</i>	<i>Marc Eyre – Service Manager for Assurance</i>		
Phase 2 Parking Transformation Review	A post-implementation review of the recommendations coming out of the Phase 2 Car Parking project, which were agreed by Cabinet in November 2021	26 January 2023	Committee request	Elizabeth Murray – Strategic Parking Project Manager	Cllr Ray Bryan – Portfolio Holder for Travel, Highways & Environment	
Review of Summer Demand Operations 2022	A review of the multi-agency arrangements put in place to manage the consequences of high visitor numbers to Dorset	26 January 2023	Committee request	Graham Duggan – Head of Community & Public Protection	Cllr Ray Bryan – Highways, Travel & Environment / Cllr Laura Beddow - Culture, Communities & Customer Services	
HR matters relating to Place – items arising from review of performance dashboard	Short and long-term sickness, staff turnover, mandatory training, DBS checks	26 January 2023	Committee request	Emma Harris-Cormack – Assistant HR Business Partner	Cllr Jill Haynes - Portfolio Holder for Corporate Development & Change	

<b>Title</b>	<b>Description</b>	<b>Date of committee meeting</b>	<b>Requested by</b>	<b>Report author</b>	<b>Portfolio Holder</b>	<b>Other meetings? (Cabinet)</b>
Corporate Complaints Team – Annual Report	An overview of the volume and impacts of Dorset Council's complaints through the Corporate Complaints Team 2021/22	26 January 2023	Antony Bygrave – Senior Assurance Officer – Complaints	Antony Bygrave – Senior Assurance Officer - Complaints	Cllr Jill Haynes - Portfolio Holder for Corporate Development & Change	People & Health Scrutiny Committee
Risk Management update report  <i>Informal committee session to be held a few days before committee</i>	To provide an update on the key risks facing the Council & the activities being undertaken to support the Council in developing a culture of being 'Creative & Aware of Risk'.	26 January 2023	David Trotter – Risk & Resilience Officer	Marc Eyre – Service Manager for Assurance  David Trotter – Risk & Resilience Officer	Cllr Spencer Flower – Leader of Council	People & Health Scrutiny Committee  Audit & Governance Committee

Continued over...

<b>Title</b>	<b>Description</b>	<b>Date of committee meeting</b>	<b>Requested by</b>	<b>Report author</b>	<b>Portfolio Holder</b>	<b>Other meetings? (Cabinet)</b>
Implementation review of the Household Recycling Centre (HRC) Vehicle Access Policy	To provide an update on the implementation of the updated HRC vehicle access policy since its introduction in May 2022	30 March 2023	Committee request	Gemma Clinton – Head of Commercial Waste & Strategy  Jason Jones – Group Manager Commissioning	Cllr Laura Beddow – Portfolio Holder for Culture, Communities & Customer Services	
Commercialisation Transformation Programme	Discussion on the topic of contract management under “being commercially minded”. To include a briefing on training available, including the newly developed interactive webinar format on the topic “Negotiation and Influencing”	30 March 2023	Committee request	Dawn Adams – Service Manager for Commercial & Procurement	Cllr Gary Suttle – Portfolio Holder for Finance, Commercial & Capital Strategy	
Transforming Cities Fund update	Annual update on Transforming Cities Fund progress	30 March 2023	Officer request	Jack Wiltshire – Head of Highways/ Wayne Sayers – Trans Planning Team Leader	Cllr Ray Bryan – Portfolio Holder for Travel, Highways & Environment	

Title	Description	Date of committee meeting	Requested by	Report author	Portfolio Holder	Other meetings? (Cabinet)
Bus Service Improvement Plan refresh 2022	The Department for Transport requires that the Bus Service Improvement Plan (BSIP) is a living document. The Council is committed to reviewing the BSIP annually and reporting progress against the targets	30 March 2023	Officer request	Sue McGowan – Head of Dorset Travel  Owen Clark – Strategic & Policy Team Manager  Deborah Fiddik – Transport Planner – Public Transport	Cllr Ray Bryan – Portfolio Holder for Travel, Highways & Environment	
Performance Scrutiny <i>Informal committee session to be held a few days before committee</i>	To review the most recent performance information and use this to agree items to add to the committee forward plan for further analysis	30 March 2022	David Bonner – Service Manager – BI & Performance	David Bonner – Service Manager – BI & Performance	Cllr Jill Haynes - Portfolio Holder for Corporate Development & Change	

Dates for May 2023 onwards will be set in the 2023/24 calendar of meetings to be approved by Full Council in February 2023



**The Cabinet Forward Plan - December 2022 to March 2023  
For the period 1 DECEMBER 2022 to 31 MARCH 2023  
(Publication date – 8 NOVEMBER 2022)**

**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 2021/22**

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

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
<b>December</b>					
<b>January 2023</b>					
<p><b>Medium Term Financial (MTFP) and Budget Strategy Report</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>The Council is required to set a balanced revenue budget, and to approve a level of council tax as an integral part of this.</p>	<p><b>Decision Maker</b> <b>Dorset Council</b></p>	<p><b>Decision Date</b> <b>14 Feb 2023</b></p>	<p>Cabinet 23 Jan 2023 People and Health Scrutiny Committee 10 January 2023 Place and Resources Scrutiny Committee 12 January 2023</p>	<p>Portfolio Holder for Finance, Commercial and Capital Strategy</p>	<p><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></p>
<p><b>Quarter 3 2022/23 Financial Monitoring Report</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>To consider the Quarter 3 Financial Monitoring Report for 2022/23.</p>	<p><b>Decision Maker</b> <b>Cabinet</b></p>	<p><b>Decision Date</b> <b>23 Jan 2023</b></p>		<p>Portfolio Holder for Finance, Commercial and Capital Strategy</p>	<p><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></p>
<p><b>Commissioning Strategies for Adult Social Care</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>To adopt final versions of the suite of commissioning strategies to form the basis of the Council's priorities under the portfolio for the coming five years.</p>	<p><b>Decision Maker</b> <b>Cabinet</b></p>	<p><b>Decision Date</b> <b>23 Jan 2023</b></p>	<p>People and Health Overview Committee 19 Dec 2022</p>	<p>Deputy Leader and Portfolio Holder for Adult Social Care and Health</p>	<p><i>Jonathan Price, Interim Corporate Director for Commissioning</i> <i>jonathan.price@dorsetcouncil.gov.uk</i> <i>Executive Director, People - Adults</i></p>



Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
<p><b>Fees and Charges Policy</b></p> <p><b>Key Decision - No</b> <b>Public Access - Open</b></p> <p>To approve the Fees and Charges Policy.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 23 Jan 2023</b></p>	<p>Place and Resources Overview Committee 24 Nov 2022</p>	<p>Portfolio Holder for Finance, Commercial and Capital Strategy</p>	<p><i>Dawn Adams, Service Manager for Commercial and Procurement dawn.adams@dorsetcouncil.gov.uk Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>
<p><b>Dorset Attendance Strategy</b></p> <p><b>Key Decision - No</b> <b>Public Access - Open</b></p> <p>To approve the Dorset Attendance Strategy.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 23 Jan 2023</b></p>	<p>People and Health Overview Committee 19 Dec 2022</p>	<p>Portfolio Holder for Children, Education, Skills and Early Help</p>	<p><i>Lisa Linscott, Principal Teacher lisa.linscott@dorsetcc.gov.uk Executive Director, People - Children (Theresa Leavy)</i></p>
<p><b>Proposal to transfer a council owned asset to AFC Bournemouth Community Trust under the Community Asset Transfer scheme.</b></p> <p><b>Key Decision - Yes</b> <b>Public Access - Fully exempt</b></p> <p>The Council and AFC Bournemouth Community Trust (AFCBCT) are in final negotiations to transfer a Council owned asset. The draft Heads of Terms currently being negotiated propose to transfer the asset under the Community.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 23 Jan 2023</b></p>		<p>Portfolio Holder for Economic Growth, Assets and Property</p>	<p><i>Peter Hopkins, Corporate Director - Assets and Property peter.hopkins@dorsetcouncil.gov.uk Executive Director, Place (John Sellgren)</i></p>

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
<p><b>Proposal for build completion on Dorset Centre of Excellence site</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Fully exempt</p> <p>Continuation of building programme on this site to provide the school with capacity for 230 pupils as well as the establishment of the Conference and Training Facilities.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 23 Jan 2023</b></p>		<p>Portfolio Holder for Children, Education, Skills and Early Help, Portfolio Holder for Economic Growth, Assets and Property</p>	<p><i>Paul Scothern, Manager- Assets &amp; Property paul.scothern@dorsetcouncil.gov.uk Executive Director, People - Children (Theresa Leavy)</i></p>
<p><b>New Household Recycling Centre for the Eastern Area of Dorset</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Fully exempt</p> <p>Selection of the preferred location for the new Household recycling Centre to serve the eastern area of Dorset.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 23 Jan 2023</b></p>	<p>Place and Resources Overview Committee 6 Oct 2022</p>	<p>Portfolio Holder for Culture, Communities and Customer Services</p>	<p><i>Gemma Clinton, Head of Commercial Waste and Strategy gemma.clinton@dorsetcouncil.gov.uk Executive Director, Place (John Sellgren)</i></p>
<p><b>Dorset Council Plan Priorities Update: Climate and Ecology, Assets and Property</b></p> <p><b>Key Decision</b> - No <b>Public Access</b> - Open</p> <p>To receive an update from the Portfolio Holders for Highways, Travel and Environment and Economic Growth, Assets and Property.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 23 Jan 2023</b></p>		<p>Portfolio Holder for Highways, Travel and Environment, Portfolio Holder for Economic Growth, Assets and Property</p>	<p><i>Executive Director, Place (John Sellgren)</i></p>
<p><b>February</b></p>					

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
<p><b>Update on Children in Care Strategy and Plan</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>To review a proposal to increase fees for foster carers to ensure the offer of Dorset Council is comparative to neighbouring authorities and recognises the work that out foster carers do for our children.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 28 Feb 2023</b></p>	<p>People and Health Overview Committee 31 Jan 2023</p>	<p>Portfolio Holder for Children, Education, Skills and Early Help</p>	<p><i>Louise Drury, Head of Service Children in Care and Care Leavers louise.drury@dorsetcouncil.gov.uk Executive Director, People - Children (Theresa Leavy)</i></p>
<p><b>Procurement Forward Plan Report - over £500K (2023-24)</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>Cabinet is required to approve all key decisions with financial consequences of £50K or more.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 28 Feb 2023</b></p>		<p>Portfolio Holder for Finance, Commercial and Capital Strategy</p>	<p><i>Dawn Adams, Service Manager for Commercial and Procurement dawn.adams@dorsetcouncil.gov.uk Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>
<p><b>Dorset Council - Determination of School Admissions Arrangements 2024 - 25</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>Statutory requirement for an annual determination of the Council's School Admissions Arrangements.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 28 Feb 2023</b></p>	<p>People and Health Overview Committee 31 Jan 2023</p>	<p>Portfolio Holder for Children, Education, Skills and Early Help</p>	<p><i>Ed Denham, School Admissions Manager ed.denham@dorsetcouncil.gov.uk Executive Director, People - Children (Theresa Leavy)</i></p>
<p><b>Dorset Council Plan Priorities: One Customer Account and Digital Innovation</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>To receive a report from the Portfolio</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 28 Feb 2023</b></p>		<p>Portfolio Holder for Corporate Development and Transformation, Portfolio Holder for Culture, Communities</p>	<p><i>Executive Director, Place (John Sellgren)</i></p>

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
<p> Holders for Corporate Development and Transformation and for Culture, Communities and Customer Services.</p>				and Customer Services	
<b>March</b>					

<p><b>Climate and ecological strategy - refresh</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>Refresh of the Climate and Ecological strategy.</p>	<p><b>Decision Maker</b> Cabinet</p>	<p><b>Decision Date</b> 28 Mar 2023</p>	<p>Place and Resources Scrutiny Committee</p>	<p>Portfolio Holder for Highways, Travel and Environment</p>	<p><i>Steven Ford, Corporate Director for Climate and Ecological Sustainability Executive Director, Place (John Sellgren)</i></p>
<p><b>Council decision making building on climate and ecological considerations</b></p> <p><b>Key Decision</b> - Yes <b>Public Access</b> - Open</p> <p>A new decision making tool to embed climate and ecological considerations.</p>	<p><b>Decision Maker</b> Cabinet</p>	<p><b>Decision Date</b> 28 Mar 2023</p>	<p>Audit and Governance Committee 16 Jan 2023</p>	<p>Portfolio Holder for Highways, Travel and Environment</p>	<p><i>Steven Ford, Corporate Director for Climate and Ecological Sustainability Executive Director, Place (John Sellgren)</i></p>
<p><b>Dorset Council Plan Priorities: Update: County Deals/Community Safety</b></p> <p><b>Key Decision</b> - No <b>Public Access</b> - Open</p> <p>To receive a report from the Portfolio Holders for Economic Growth, Assets and Property and Housing and Community Safety.</p>	<p><b>Decision Maker</b> Cabinet</p>	<p><b>Decision Date</b> 28 Mar 2023</p>		<p>Portfolio Holder for Economic Growth, Assets and Property, Portfolio Holder for Housing and Community Safety</p>	<p><i>Andrew Billany, Corporate Director of Housing, Dorset Council andrew.billany@dorsetcouncil.gov.uk Executive Director, People - Adults</i></p>

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
<b>April</b>					
<p><b>Dorset Council Plan Priorities Update: Housing for Local People</b></p> <p><b>Key Decision - No</b> <b>Public Access - Open</b></p> <p>To receive a report of the Portfolio Holder for Housing and Community Safety.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 25 Apr 2023</b></p>		<p>Portfolio Holder for Housing and Community Safety</p>	<p><i>Andrew Billany, Corporate Director of Housing, Dorset Council</i> <i>andrew.billany@dorsetcouncil.gov.uk</i> <i>Executive Director, Place (John Sellgren)</i></p>
<p><b>Dorset Council Plan Priorities Update: Working with the Integrated Care System</b></p> <p><b>Key Decision - No</b> <b>Public Access - Open</b></p> <p>To receive a report of the Portfolio Holder for Social Care and Health.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date 25 Apr 2023</b></p>		<p>Deputy Leader and Portfolio Holder for Adult Social Care and Health</p>	<p><i>Executive Director, People - Adults</i></p>
<b>May</b>					
<p><b>Dorset Council Plan Priorities Update: Value for Money (Unitary Council Benefits)</b></p> <p><b>Key Decision - No</b> <b>Public Access - Open</b></p> <p>To receive a report of the Portfolio Holder for Finance, Commercial and Capital Strategy.</p>	<p><b>Decision Maker Cabinet</b></p>	<p><b>Decision Date</b></p>		<p>Portfolio Holder for Finance, Commercial and Capital Strategy</p>	<p><i>Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</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.

Date of committee: 1 November 2022

Date published: 2 November 2022

Date of implementation: 10 November 2022

**DECISIONS OF THE CABINET  
1 NOVEMBER 2022**

The following decisions were made by the Cabinet on 1 November 2022 and will come into force and may be implemented on xxx unless the decision is called in for scrutiny.

In accordance with the council's constitution, any six members of the same relevant Scrutiny Committee may request the Monitoring Officer to 'call-in' a decision for scrutiny. The Monitoring Officer will be provided with written notice that will identify the decision to be called-in and the ground for the call-in when the request is made. If satisfied that there are reasonable grounds for the proposed call-in, the Monitoring Officer will notify the decision-maker of the call-in within 5 clear working days. The deadline for this request is **9 November 2022.**

The full call-in procedure is set out in the Constitution or for further information and advice please telephone Kate Critchel on 01305 252234

## **6 QUARTER 2 2022/23 FINANCIAL MONITORING REPORT**

- (a) That the Senior Leadership Team's forecast of the full year's outturn for the Council, made at the end of Quarter 2 including progress of the work to deliver savings that were incorporated into the budget, be noted.
- (b) That the spend to date on the approved capital programme for 2022/23 and the likelihood of significant slippage alongside the risk of inflation, interest rates and delivery concerns, be noted.
- (c) That the impact of financial projections for 2022/23 on the developing budget strategy and Medium-Term Financial Plan (MTFP), be noted.
- (d) That the commencement of a procurement process for an insurance protection contract be agreed and the subsequent decision to award the contract be delegated to the Portfolio Holder for Finance, Commercial and Capital Strategy, in consultation with the Executive Director, Corporate Development.

### Reason for the decision

The Council has responsibilities to deliver its corporate plan priorities and it must do this within the resources made available through the revenue and capital budgets for 2022/23. This report summarises the Council's forecast financial performance for the year at the half-way point.

## **7 WILD WOODBURY SUITABLE ALTERNATIVE NATURAL GREENSPACE**

- (a) That Dorset Council enters into a funding agreement above £500,000 (£895,034) with Dorset Wildlife Trust (DWT) to deliver 12.5 hectares of strategic Suitable Alternative Natural Greenspace (SANG) for heathland mitigation.
- (b) That authority be delegated to the Portfolio Holder for Planning to enter into a contract funding agreement for DWT to deliver the Wild Woodbury SANG should be delegated to the Portfolio Holder for Planning on terms to be recommended by the Executive Director of Place.

### Reason for the decision

Cabinet was required to consider all key decisions with financial consequences of £500,000 or more. The project formed part of the Heathland Interim Mitigation Strategy for the emerging Purbeck Local Plan which was currently undergoing an examination into its soundness.

The project had been considered and approved by the Heathland Mitigation Steering Group which includes representatives from Natural England.

## **8 PIMPERNE NEIGHBOURHOOD PLAN**

That the revised timetable for the production of the Dorset Council Local Plan, the Minerals Plan, the Waste Plan and various Neighbourhood Plans within the Local



Development Scheme be acknowledged and that it will come into effect as of the date of this committee (1 November 2022).

Reasons for decision

To formally make the neighbourhood plan review part of the statutory development plan for the Pimperne Neighbourhood Area. In addition, to recognise the significant amount of work undertaken by Pimperne Parish Council and members of the Neighbourhood Plan Group in preparing the plan review and to congratulate the Council and Group on their success.

## **9 DORSET COUNCIL 20MPH SPEED LIMIT PROCESS AND GUIDANCE**

- (a) That the policy for setting the principles, criteria, and process for 20mph schemes, as amended below, be approved.

*“That the wording in Appendix B, relating to the requirement to undertake a survey of residents and the requirement to have a threshold level of support of 60% from the respondents of households affected by the proposed 20mph scheme, should be removed, and changed to ‘must be able to demonstrate and quantify community support for the initiative’, to be in line with the wording of ‘criteria c”*

- (b) That the policy be reviewed 1 year after adoption.

Reason for decision

To ensure speed limit consistency across Dorset.

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