



Place and Resources Scrutiny Committee

Date: Thursday, 14 November 2024
Time: 6.30 pm
Venue: Council Chamber, County Hall, Dorchester, DT1 1XJ

Members (Quorum: 3)

Nocturin Lacey-Clarke (Chair), Ray Bryan (Vice-Chair), Alex Brenton, Neil Eysenck, Scott Florek, Rory Major, Emma Parker, Andy Skeats, David Tooke and Sarah Williams

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

For more information about this agenda please contact Democratic Services Meeting Contact 01305 224450 / antony.nash@dorsetcouncil.gov.uk

Members of the public are welcome to attend this meeting, apart from any items listed in the exempt part of this agenda.

For easy access to all the council's committee agendas and minutes download the free public app called Modern.Gov for use on any iPad, Android, and Windows tablet. Once downloaded select Dorset Council.

Agenda

Item		Pages
1.	APOLOGIES	
	To receive any apologies for absence.	
2.	MINUTES	
	To confirm the minutes of the meeting held on 24 th October 2024 to be published ahead of the meeting	
3.	DECLARATIONS OF INTEREST	
	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. 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 either 1 question or 1 statement for each meeting. You are welcome to attend the meeting in person or via MS Teams to read out your question and to receive the response. If you submit a statement for the committee this will be circulated to all members of the committee in advance of the meeting as a supplement to the agenda and appended to the minutes for the formal record but will not be read out at the meeting. **The first 8 questions and the first 8 statements received from members of the public or organisations for each meeting will be accepted on a first come first served basis in accordance with the deadline set out below.** Further information read [Public Participation - Dorset Council](#)

All submissions must be emailed in full to Antony.Nash@dorsetcouncil.gov.uk by 8.30am on 11th November 2024

When submitting your question or statement please note that:

- You can submit 1 question or 1 statement.
- a question may include a short pre-amble to set the context.
- It must be a single question and any sub-divided questions will not be permitted.
- Each question will consist of no more than 450 words, and you will be given up to 3 minutes to present your question.
- 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.

5. 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 Antony.Nash@dorsetcouncil.gov.uk by 8.30am on 11th November 2024

[Dorset Council Constitution](#) – Procedure Rule 13

6. URGENT ITEMS

To consider any items of business which the Chair 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.

7. PLACE AND RESOURCES SCRUTINY COMMITTEE WORK PROGRAMME 5 - 8

To review the Place and Resources Scrutiny Committee Work Programme.

8. EXECUTIVE ARRANGEMENTS FORWARD PLANS 9 - 26

To review the Executive arrangement forward plans.

Forward Plans are provided to members of the Place and Resources Scrutiny Committee to review and identify any potential post decision scrutiny to be undertaken, by scheduling items into the work programme to review after a period of implementation.

9. RISK MANAGEMENT

To receive a verbal update from the Chair following the committee's review of the risk register.

10. CORPORATE COMPLAINTS TEAM ANNUAL REPORT 2023-24 27 - 72

To consider the report of the Senior Assurance Officer Complaints

11. NATURAL ENVIRONMENT, CLIMATE AND ECOLOGY: PROGRESS REPORT - AUTUMN/WINTER 2024 73 - 120

To consider the report of the Sustainability Team Manager, Carbon Management Officer & Climate & Ecology Policy Officer

12. TRIAL REDUCTION IN CAR PARK CHARGES 121 - 150

To consider a report of the Corporate Director for Economic Growth & Infrastructure.

Please note this report has one exempt appendix.

13. EXEMPT BUSINESS

To consider passing the following recommendation:

Recommendation

That in accordance with Section 100A(4) of the Local Government Act 1972 to exclude the public from the meeting for the business specified in item(s) No 14 because it is likely that if members of the public were present there would be disclosure to them of exempt information as defined in paragraph(s) 3 of Part 1 of schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public.

The public and the press will be asked to leave the meeting whilst the item of business is considered. (Any live streaming will end at this juncture).

Reason for taking the item in private

Paragraph 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

- | | | |
|------------|---|-------|
| 14. | Trial Reduction in Car Park Charges- Exempt Appendix | 151 - |
| | <i>Para 3</i> | 158 |
| | Exempt Appendix associated with the report on trial reduction in car park charges | |

Place and Resources Scrutiny Committee Draft Work Programme

Meeting Date: 17 January 2025 – Budget scrutiny (Single item meeting)

Report Title	Aims and Objectives	Lead Officers / Members	Other Information
Budget Scrutiny	Consideration of the budget proposals before proceeding to produce the final budget paper for recommendation to Cabinet on 28 January 2024	Sean Cremer (Corporate Director – Finance & Commercial) Councillor Simon Clifford (Cabinet member for Finance & Capital Strategy)	

Pages
5

Continued over...

Meeting Date: 6 March 2025

Report Title	Aims and Objectives	Lead Officers / Members	Other Information
Performance Scrutiny	To review the most recent performance information and use this to agree items to add to the committee work programme for further analysis	David Bonner (Service Manager – BI & Performance) Cllr Nick Ireland (Leader, Cabinet member for Governance, Performance & Communications, Environment, Climate Change & Safeguarding)	

Page 6

Meeting Date: 24 April 2025

Report Title	Aims and Objectives	Lead Officers / Members	Other Information

Annual items:

- Property Strategy & Asset Management Plan update – September
- Corporate Complaints Team – Annual Report - November

Bi-annual items:

- Natural Environment, Climate & Ecology – progress report – July and November

Alternate meeting items:

- Performance Scrutiny – informal session held before each committee occurrence - July, November, March

Informal Work of the Committee:

Date	Topic	Format	Members	Lead Officers	Other Information
Quarterly	Review of the committee's performance and risk dashboards	Informal meeting	All committee members	David Bonner – Service Manager Business Intelligence & Performance	Review of the dashboards to identify potential future areas for review by the committee

This page is intentionally left blank



The Cabinet Forward Plan - December 2024 to March 2025 (Publication date – 18 NOVEMBER 2024)

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 Members and Portfolios 2024/25

Nick Ireland	Leader and Cabinet Member for Climate, Performance and Safeguarding
Richard Biggs	Deputy Leader and Cabinet Member for Property & Assets and Economic Growth
Jon Andrews	Place Services
Shane Bartlett	Planning and Emergency Planning
Simon Clifford	Finance & Capital Strategy
Ryan Holloway	Corporate Development and Transformation
Ryan Hope	Customer, Culture and Community Engagement
Steve Robinson	Adult Social Care
Clare Sutton	Children's Services, Education & Skills
Gill Taylor	Health and Housing.

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
December					

<p>Independent Reviewing Officer's Annual Report</p> <p>Key Decision - Yes Public Access - Open</p> <p>To consider the Independent Reviewing Officer's Annual Report.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 17 Dec 2024</p>		<p>Cabinet Member for Children's Services, Education and Skills</p>	<p><i>Sunita Khattra-Hall, Corporate Director for Quality Assurance and Safeguarding Families</i> <i>sunita.khattra-hall@dorsetcouncil.gov.uk</i> <i>Executive Director, People - Children</i></p>
<p>Annual Local Authority Designated Officer Report</p> <p>Key Decision - Yes Public Access - Open</p> <p>To consider the Annual LADO Report.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 17 Dec 2024</p>		<p>Cabinet Member for Children's Services, Education and Skills</p>	<p><i>Sunita Khattra-Hall, Corporate Director for Quality Assurance and Safeguarding Families</i> <i>sunita.khattra-hall@dorsetcouncil.gov.uk</i> <i>Executive Director, People - Children</i></p>
<p>Coastal Transition Accelerator Programme Project Outline Business Case</p> <p>Key Decision - Yes Public Access - Open</p> <p>The Coastal Transition Accelerator Programme is a £3m DEFRA fully funded project. It intends to help the communities of North Swanage and Charmouth to better adapt to a changing, eroding coastline. The Environment Agency is supportive of the project and business.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 17 Dec 2024</p>		<p>Cabinet Member for Place Services</p>	<p><i>Matthew Penny, Service Manager - Flood & Coastal Erosion</i> <i>matthew.penny@dorsetcouncil.gov.uk</i>, <i>Ken Buchan, Head of Environment and Wellbeing</i> <i>ken.buchan@dorsetcouncil.gov.uk</i> <i>Executive Lead for Place Directorate (Jan Britton)</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>Purbeck Pleasure Boat Byelaw 2013 amended</p> <p>Key Decision - Yes Public Access - Open</p> <p>To authorise officers to proceed with work to amend the Purbeck Pleasure Boat Byelaw 2013 and to carry out engagement with user groups and a formal public consultation on the new draft byelaw.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 17 Dec 2024</p>		<p>Cabinet Member for Place Services</p>	<p><i>Bridget Betts, Environmental Advice Manager bridget.betts@dorsetcouncil.gov.uk Executive Lead for Place Directorate (Jan Britton)</i></p>
<p>Alderholt Neighbourhood Plan 2022-2023</p> <p>Key Decision - Yes Public Access - Open</p> <p>Report relating to the 'making' (adoption) of the Alderholt Neighbourhood Plan following examination and pending a successful outcome in the referendum.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 17 Dec 2024</p>		<p>Cabinet Member for Planning and Emergency Planning</p>	<p><i>Ed Gerry, Community Planning Manager ed.gerry@dorsetcouncil.gov.uk Executive Lead for Place Directorate (Jan Britton)</i></p>
<p>Blandford + Neighbourhood Plan Review</p> <p>Key Decision - Yes Public Access - Open</p> <p>Report relating to the "making" (adoption) of the Bland + Neighbourhood Plan Review. The Review that has been undertaken is a minor (non-material) modification review. Therefore, there has been no requirement for an examination or referendum.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 17 Dec 2024</p>		<p>Cabinet Member for Planning and Emergency Planning</p>	<p><i>Ed Gerry, Community Planning Manager ed.gerry@dorsetcouncil.gov.uk Executive Lead for Place Directorate (Jan Britton)</i></p>

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
January 2025					
<p>Quarter 3 Financial Monitoring 2024/25</p> <p>Key Decision - No Public Access - Open</p> <p>To consider the Quarter 3 financial Monitoring Report 2024/25</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 28 Jan 2025</p>		<p>Cabinet Member for Finance & Capital Strategy</p>	<p><i>Sean Cremer, Corporate Director for Finance and Commercial</i> <i>sean.cremer@dorsetcouncil.gov.uk</i> <i>Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>
<p>Our Future Council Business Case</p> <p>Key Decision - Yes Public Access - Open</p> <p>Full business case setting out case for change and vision for the future with options to deliver whole council transformation. Will set out the costs and the investment requirements in conjunction with a detailed benefits appraisal setting out the savings to be achieved.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 28 Jan 2025</p>		<p>Cabinet Member for Corporate Development and Transformation</p>	<p><i>Steven Ford, Corporate Director for Strategy, Performance and Sustainability</i> <i>steven.ford@dorsetcouncil.gov.uk, Lisa Cotton, Corporate Director for Customer and Cultural Services</i> <i>lisa.cotton@dorsetcouncil.gov.uk</i> <i>Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</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>Dorset Council Transformation Plan</p> <p>Key Decision - Yes Public Access - Open</p> <p>Final transformation plan more fully formed to support the delivery programme for OFC and provide detail on wider service transformation plans. It will set out the strategic framework for transformation for 2025-29 including the target operating model, governance framework including benefit management approach, transformation priorities and roadmap, baseline success measures, alignment to council plan and MTFP/financial strategy, and alignment cross council with partner transformation e.g. integrated care board.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 28 Jan 2025</p>		<p>Cabinet Member for Corporate Development and Transformation</p>	<p><i>Nina Coakley, Head of Change n.coakley@dorsetcouncil.gov.uk, Lisa Cotton, Corporate Director for Customer and Cultural Services lisa.cotton@dorsetcouncil.gov.uk Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>
<p>Budget strategy and medium-term financial plan (MTFP)</p> <p>Key Decision - Yes Public Access - Open</p> <p>To consider a report and recommendation of the Portfolio Holder for Finance, Commercial and Capital Assets.</p>	<p>Decision Maker Dorset Council</p>	<p>Decision Date 11 Feb 2025</p>	<p>People and Health Scrutiny Committee 16 Jan 2025</p> <p>Place and Resources Scrutiny Committee 17 Jan 2025</p> <p>Cabinet 28 Jan 2025</p>	<p>Cabinet Member for Finance & Capital Strategy</p>	<p><i>Sean Cremer, Corporate Director for Finance and Commercial sean.cremer@dorsetcouncil.gov.uk Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
February					
<p>Growth & Economic Regeneration Strategy</p> <p>Key Decision - Yes Public Access - Open</p> <p>To consider and agree a refresh of the Council's strategy for economic growth. This will encompass the functions to be taken over by the Council from Dorset Local Enterprise Partnership in accordance with devolution and promote the needs and actions required to drive forward the economy in the Dorset Council area.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 25 Feb 2025</p>	<p>Place and Resources Overview Committee 21 Nov 2024</p> <p>Place and Resources Overview Committee 30 Jan 2025</p>	<p>Deputy Leader and Cabinet Member for Property & Assets and Economic Growth</p>	<p><i>Jon Bird, Service Manager for Growth and Economic Regeneration jon.bird@dorsetcouncil.gov.uk, Nick Webster, Head of Growth and Economic Regeneration nicholas.webster@dorsetcouncil.gov.uk Executive Lead for Place Directorate (Jan Britton)</i></p>
March					
<p>Update of Carbon Reduction Targets</p> <p>Key Decision - Yes Public Access - Open</p> <p>Paper to revise and bring forward the carbon reduction targets set out in the Council's Natural Environment, Climate and Ecology Strategy.</p>	<p>Decision Maker Cabinet</p>	<p>Decision Date 25 Mar 2025</p>	<p>Place and Resources Overview Committee 30 Jan 2025</p>	<p>Leader and Cabinet Member for Climate, Performance and Safeguarding</p>	<p><i>Antony Littlechild, Sustainability Team Manager antony.littlechild@dorsetcouncil.gov.uk Executive Director, Corporate Development - Section 151 Officer (Aidan Dunn)</i></p>

Subject / Decision	Decision Maker	Date the Decision is Due	Other Committee(s) consulted and Date of meeting(s)	Portfolio Holder	Officer Contact
---------------------------	-----------------------	---------------------------------	--	-------------------------	------------------------

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.



**Shareholder Committee for Care Dorset Holdings Ltd
Forward Plan - December 2024 to March 2025
For the period 1 DECEMBER 2024 to 31 MARCH 2025
(Publication date – 4 NOVEMBER 2024)**

Explanatory Note:

This Forward Plan contains future items to be considered by the Shareholder Committee for the Care Dorset Holdings Ltd. 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 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.

Committee Membership 2024/25

Cllr Nick Ireland – Leader of the Council and Cabinet Member for Climate, Performance and Safeguarding

Cllr Richard Biggs – Deputy Leader of the Council and Cabinet Member for Property & Assets, and Economic Growth

Cllr Ryan Holloway – Cabinet Member for Corporate Development and Transformation

Cllr Steve Robinson – Cabinet Member for Adult Social Care

Cllr Gill Taylor – Cabinet Member for Health and Housing

Subject / Decision	Decision Maker	Date the Decision is Due	Cabinet Member	Officer Contact
December				
Dorset Council Delegated Decisions (as required) Key Decision - No Public Access - Open	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 2 Dec 2024	Cabinet Member for Adult Social Care	<i>Mark Tyson, Corporate Director for Adult Commissioning & Improvement mark.tyson@dorsetcouncil.gov.uk Executive Director, People - Adults (Jonathan Price)</i>
Dorset Council Organisational Update Key Decision - No Public Access - Part exempt	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 2 Dec 2024	Cabinet Member for Adult Social Care	<i>Mark Tyson, Corporate Director for Adult Commissioning & Improvement mark.tyson@dorsetcouncil.gov.uk Executive Director, People - Adults (Jonathan Price)</i>
Care Dorset Update Key Decision - No Public Access - Part exempt	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 2 Dec 2024	Cabinet Member for Adult Social Care	<i>Executive Director, People - Adults (Jonathan Price)</i>
Annual Performance Update Key Decision - No Public Access - Open	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 2 Dec 2024	Cabinet Member for Adult Social Care	<i>Executive Director, People - Adults (Jonathan Price)</i>

Subject / Decision	Decision Maker	Date the Decision is Due	Portfolio Holder	Officer Contact
Alignment of End of Year Reporting Periods Key Decision - No Public Access - Open	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 2 Dec 2024	Cabinet Member for Adult Social Care	<i>Executive Director, People - Adults (Jonathan Price)</i>
Care Dorset 5 Year Strategy/Business Plan Key Decision - Yes Public Access - Fully exempt	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 2 Dec 2024	Cabinet Member for Adult Social Care	<i>Executive Director, People - Adults (Jonathan Price)</i>
Page 19 March				
Dorset Council Delegated Decisions (as required) Key Decision - No Public Access - Open	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 24 Mar 2025	Cabinet Member for Adult Social Care	<i>Executive Director, People - Adults (Jonathan Price)</i>
Dorset Council Organisational Update Key Decision - No Public Access - Part exempt	Decision Maker Shareholder Committee for Care Dorset Holdings Ltd	Decision Date 24 Mar 2025	Cabinet Member for Adult Social Care	<i>Executive Director, People - Adults (Jonathan Price)</i>

Subject / Decision	Decision Maker	Date the Decision is Due	Portfolio Holder	Officer Contact
<p>Care Dorset Update</p> <p>Key Decision - No Public Access - Part exempt</p>	<p>Decision Maker Shareholder Committee for Care Dorset Holdings Ltd</p>	<p>Decision Date 24 Mar 2025</p>	<p>Cabinet Member for Adult Social Care</p>	<p><i>Executive Director, People - Adults (Jonathan Price)</i></p>
<p>Annual Reports</p>				
<p>Care Dorset Business Plan - 6 month review and update</p> <p>Key Decision - No Public Access - Open</p> <p>For the Shareholder Committee to consider progress in delivering the 5 year business plan, and any review of the plan as necessary.</p>	<p>Decision Maker Shareholder Committee for Care Dorset Holdings Ltd</p>	<p>Decision Date</p>	<p>Cabinet Member for Adult Social Care</p>	<p><i>Jonathan Price, Executive Director of People - Adults and Housing jonathan.price@dorsetcouncil.gov.uk, Mark Tyson, Corporate Director for Adult Commissioning & Improvement mark.tyson@dorsetcouncil.gov.uk Executive Director, People - Adults (Jonathan Price)</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.

This page is intentionally left blank



The Shareholder Committee for the Dorset Centre of Excellence (DCOE) Forward Plan For the period 1 SEPTEMBER 2024 to 31 DECEMBER 2024 (Publication date – 19 JULY 2024)

Explanatory Note:

This Forward Plan contains future items to be considered by the Shareholder Committee for the Dorset Centre of Excellence. 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 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.

Committee Membership 2024/25

Cllr Nick Ireland – Leader of the Council and Portfolio Holder for Governance, Performance, Communications, Environment, Climate Change and Safeguarding

Cllr Richard Biggs – Deputy Leader of the Council and Portfolio Holder for Property & Assets, Economic Growth & Levelling Up

Cllr Ryan Hope - Portfolio Holder for Customer, Culture and Community Engagement

Cllr Clare Sutton - Children's Services, Education & Skills

Cllr Gill Taylor - Portfolio Holder for Public Health, Environmental Health, Housing, Community Safety and Regulatory Service

Subject / Decision	Decision Maker	Date the Decision is Due	Portfolio Holder	Officer Contact
Standing items for consideration				
September				
Dorset Council Delegated Decisions Key Decision - No Public Access - Open	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 16 Sep 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
Dorset Council Commissioning Report Key Decision - No Public Access - Part exempt	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 16 Sep 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
DCoE - Report of the Chair of the Board Key Decision - No Public Access - Part exempt	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 16 Sep 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
December				

Page 21

Subject / Decision	Decision Maker	Date the Decision is Due	Portfolio Holder	Officer Contact
Dorset Council Delegated Decisions Key Decision - Yes Public Access - Open	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 9 Dec 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
Dorset Council Commissioning Report Key Decision - Yes Public Access - Part exempt	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 9 Dec 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
DCoE - Report of the Chair of the Board Key Decision - Yes Public Access - Part exempt	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 9 Dec 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
Performance of the Traded Activities of the Company Key Decision - Yes Public Access - Open	Decision Maker The Shareholder Committee for the Dorset Centre of Excellence (DCOE)	Decision Date 9 Dec 2024	Councillor Clare Sutton	<i>Executive Director, People - Children (Theresa Leavy)</i>
Annual Reports				

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.

Place and Resources Scrutiny Committee / People and Health Scrutiny Committee

14 November 2024

Corporate Complaints Team Annual Report 2023-24

For Review and Consultation

Cabinet Member and Portfolio:

Cllr N Ireland, Leader of the Council, Climate, Performance and Safeguarding
Cllr R Hope, Customer, Culture and Community Engagement

Executive Director:

J Mair, Director of Legal & Democratic

Report Author: Antony Bygrave
Title: Complaints Manager
Tel: 01305 225011
Email: antony.bygrave@dorsetcouncil.gov.uk

Report Status: Public

Brief Summary:

This annual report at Appendix A provides an update on the numbers, types and outcomes of complaints made against Dorset Council during 2023/24. This includes content that meets the statutory reporting requirements of Children's and Adult's Services.

Recommendation: That the Committee scrutinises and notes the Annual Complaints Report for 2023/24.

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

1. **Key Messages for 2023/24**

- 1.1 Dorset Council received 1,588 Complaint Contacts. This is an 13% decrease from the 1,838 received in 2022-23 but still the second highest number of complaints in Dorset Council's 5-year history. We are

encouraged that the Complaints function is still easy to find, and the reduction on overall complaints points to the success we have had in promoting local resolution before complaining, largely in the Place directorate.

- 1.2 Out of the 1,588 contacts, **772** of these were considered as formal complaints. This is an increase in formal complaints year on year, but our focus on early resolution continues to pay dividends for both council staff and those complaining. We do however need to ensure that we don't obstruct statutory processes due to the significantly increased demand.
- 1.3 Of the 1,588 complaints received 2023-24 **816** were considered as cases where resolution could be met without the undue process of the formal complaints route. The informal complaints is where we have seen the overall decrease in complaint contacts, largely as we are identifying service requests more easily and getting them resolved.
- 1.4 The Local Government and Social Care Ombudsman (LGSCO) issue an annual report to the Chief Executive. This set out that that 79% of Dorset Council complaints they investigated were upheld. According to the report, this is consistent with other Councils, but does show a slight increase on the 72% upheld the previous year both locally and (again) as an average across comparable authorities. With the 1,588 complaints in 2023-24 being the second highest number since Dorset Council was formed, Councillors should be heartened that only 117 (7%) reached the LGSCO at all. This is a reduction from the 124 the previous year. This demonstrates that the majority of the time Dorset Council get it right first time, and has a positive culture around complaints, learnings and actions.
- 1.5 Of the 117 approaches, only 42 were investigated and 33 of these upheld. 21 of these were in Children's Services with 20 relating to SEND matters and children out of education, 7 Adult Social Care and 5 in Place. The key observation from the LGSCO's figures is that we are missing an opportunity to resolve upheld complaints in line with their remedies guidance. Dorset Council met the recommendations of the LGSCO in 100% of these cases.
- 1.6 17% of responses exceeded the 20-working day timescale which compares to 21% the previous year. This still indicates an area for further improvement, but is encouraging.
- 1.7 Only 9% of complaints were considered fully justified with 11% part justified. This is essentially the same as the previous year and forms evidence that, although complaint numbers have shown an increase across the last five years, service delivery is not falling across the directorates.

- 1.8 There were 196 learning points collected by the Complaints Team in 2023-24. This is a slight reduction, but is again proportionate to the decrease 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
- 1.9 We are pleased to report 568 compliments across the directorates compared to 520 the previous year. This is something for Dorset Council to celebrate and hopefully presents a more balanced report on service perceptions. It is still clear that people were more likely to voice complaints, than compliment a job well done. That said, it is likely that a number of compliments are reported directly to services without escalation to the corporate complaints team and therefore are not captured within this report. Compliments by Directorate during 2023/24 are as follows: Place 310, Children's 111, Adults 103, Corporate 44.
- 1.10 In addition, we received 51 code of conduct complaints regarding Dorset Council and Town and Parish Councillors in the county area (some 160 councils and 1,400 councillors). This is an 8% Increase on the previous year. Of these, just 2 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.
- 1.11 The Complaints Team, as an Assurance function, continue to make a difference in promoting a culture of learning from complaints, and provide support to managers across the directorates in resolving complaints without undue process, where possible.
- 1.12 An internal audit on Children's Services social care complaints identified a number of findings to improve the management of complaints within both Children's Services and the Corporate Complaints function. These will be tracked and reported via Audit and Governance Committee.
- 1.13 The Corporate Complaints policy has been updated to respond to the LGSCO's new best practice code, and this will be subject to approval by Audit and Governance Committee in January 2025.

2. Financial Implications

- 2.1 Dorset Council financial remedies in 2023-24 resulting in a total cost of £71,608.96 which is a significant increase on 2022-23 where Ombudsman findings totalled £40,630 and 42,300 in 2021-22 respectively. This breaks down as £69,608.96 in relation to SEND and children out of education,

and £2000 for Adult Social Care. However, one of the SEND cases was obstructed by the complainant as they refused payment, favouring a legal route. This has yet to come to fruition and the Ombudsman closed the case in the knowledge that the payment was never made. So, in terms of actual payments made, Dorset Council paid £40,408.96, with £38,408.96 of that related to SEND matters.

- 2.2 Outside of Children's Services, (as above) the only other payments totalled £2,000 across 6 Adult Social Care cases. Place Directorate receive the largest number of complaints, but the LGSCO only found fault in 5 cases and no financial penalty.
- 2.3 Stage 2 investigations cost Children's Services £12,394.84 on Independent Investigators.
- 2.4 Whilst reporting on the outgoing finance it is important to note that the Complaints Team have generated £9,240.17 (up from £7,376) from schools by providing a complaints advice service.

3. **Natural Environment, Climate & Ecology Implications**

- 3.1 None

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

- 4.1 The consistently high volume of complaints, coupled with associated vexatious behaviour continues to have an impact on the wellbeing for colleagues involved with complaint handling and response. The team and associated colleagues are regularly encouraged, through line management and other Dorset Council support, to be mindful of themselves and their colleagues in-keeping with our behaviours.

5. **Other Implications**

- 5.1 None

6. **Risk Assessment**

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

Current Risk: Low

Residual Risk: Low

7. **Equalities Impact Assessment**

7.1 The complaints policy was subject to an Equality Impact Assessment.

8. **Appendices**

8.1 Appendix A – Annual Complaints Report









9. **Background Papers**

9.1 None

10. **Report Sign Off**

10.1 This report has been through the internal report clearance process and has been signed off by the Director for Legal and Democratic (Monitoring Officer), the Executive Director for Corporate Development (Section 151 Officer) and the appropriate Portfolio Holder(s).

This page is intentionally left blank

	2021/22	2022/23	2023/24	
 Number of FORMAL complaints	544	747	772	2023/24 saw a slight increase in formal complaints (detailed overleaf).
 Number of INFORMAL complaints	862	1091	816	2023/24 saw a reduction in informal complaints (detailed overleaf).
 Upheld approaches to the LGSCO Ombudsman compared to total received	20/35	26/114	33/117	In 2023/24 we received 117 approaches from the LGSCO. 33 complaints were upheld.
 Timescales (overdue)	18%	21%	18%	In 2023/24 18% of all complaints exceeded the deadline for response.
 % fully justified complaints	8%	9%	8%	2023/24 continued to see a low volume of complaints reported as fully justified.
 % part justified complaints	9%	11%	9%	2023/24 continued to see a low volume of complaints reported as partially justified.
 Compliments	380	537	569	We received 569 compliments in 2023/24
 Learnings	127	212	192	We gathered 192 learnings from complaints in 2023/24 (details overleaf).

Total Complaints Overview

1588 Complaints

performance

2023/24

Numbers

Total Complaint Contacts – 1588

This is an 13% decrease from the 1838 received in 2022-23 but still the second highest number of complaints in Dorset Council's 5 year history. We are encouraged that the Complaints function is still easy to find, and the reduction on overall complaints points to the success we have had in promoting local resolution before complaining in the Place directorate.

The Complaints function is a learning mechanism for Dorset Council as well as an early warning system. This report highlights the areas of possible concern as well as the valuable organisational learning. However, we should be encouraged by the reduction in SEND (Childrens non Social Care) complaints

Directorate	2023-24	2022-23	%
Adult Social Care	117	143	-22%
Adult Non Social care	122	138	-13%
Childrens Social Care	139	140	+1%
Children s Non Social Care	248	309	-24%
Place	791	937	-18%
Corporate	171	168	+2%
Code of Conduct*	51	44	+16%
TOTALS	1588	1838	-13%

Formal Complaints 772

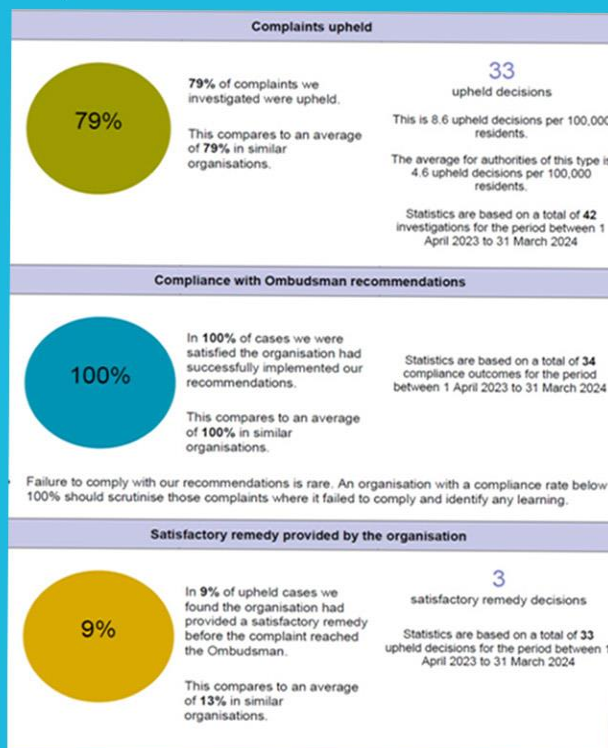
Out of the 1588 contacts, 772 of these were considered as formal complaints. The focus on early resolution continues to pay dividends for both council staff and those complaining but we need to ensure that we don't obstruct statutory processes due to the significantly increased demand.

The figures in the infographics demonstrate that the split between complaints that require formal resolution, and those that appear resolvable, is similar to the previous year.

Informal Complaints 816

Of the 1588 complaints received 2023-24 816 were considered as cases where resolution could be met without the undue process of the formal complaints route.

The Ombudsman's Handling Code (when they formally start using it later in the year) will limit informal resolution and we will expect complaint volumes to rise sharply as there is no 'Informal/Stage 0' option. We welcome the clarify and will still apply common sense, but through the complaints process



2023/24

The Ombudsman report that 79% of complaints they investigated were upheld. This is exactly the same in other organisations, but does show a slight increase on the 72% upheld the previous year both locally and (again) as an average across comparable authorities.

However, this only tells a small part of the story.

The Complaints Team received and managed 1659 complaints in 2023-24 which is the second highest number since Dorset Council was formed. Councillors and Members should be heartened that of these 1659 complaints only 117 (7%) reached the Ombudsman at all, which is actually a reduction from the 124 the previous year. This demonstrates that the majority of the time Dorset Council get it right first time, and have a positive culture around complaints, learnings and actions

Of the 117 approaches only 42 were investigated and 33 of these upheld. The key observation from the Ombudsman's figures are that we are missing an opportunity to resolve upheld complaints in line with their financial remedies guidance. The Corporate Complaints Team provide remedies guidance to managers as part of the process, and the expectation is we recognise this if we are upholding complaints. Essentially Dorset Council want to do the Ombudsman's job for them in terms of upheld complaint investigations and as a Council we only achieving this on a small number of cases. This is a point to improve on as an authority.

These were the success stories who pre-empted the Ombudsman successfully

Category	Reference	Decision	Decision Reason
Education & Childrens Services	2 3017734	Upheld	Injustice remedied during LGO consideration
Highways & Transport	2005119	Upheld	Injustice remedied during organisations complaint processes
Planning & Development	22010953	Upheld	Injustice remedied during organisations complaint processes

Dorset Council met the recommendations in 100% of these cases.

Overall the Ombudsman's involvement breaks down as follow:

Category	LGSCO Approaches	Investigated	Upheld	Upheld Previous Year
Adult Care Services	16	8	7	4
Benefits & Tax	3	0	0	0
Corporate & Other Services	7	0	0	0
Education & Childrens Services	45	24	21	17
Environmental Services & Public Protection & Regulation	12	3	0	1
Highways & Transport	10	2	2	0
Housing	7	0	0	0
Planning & Development	26	5	3	2

So as in 2022-23, SEND related complaints dominate the Ombudsman's involvement. This again is largely due to children out of education in Dorset and a lack of available, suitable placements. This is a national issue, but we have taken steps to improve communication and be more available before matters escalate to complaints.

Strictly speaking Dorset Council financial remedies in 2023-24 resulting in a total cost of £71,608.96 which is a tremendously large increase on 2022-23 where Ombudsman findings totalled £40,630 and 42,300 in 2021-22.

This breaks down as £69,608.96 in relation to SEND and children out of education, and £2000 for Adult Social Care. However, one of the SEND cases was obstructed by the complainant as they refused payment, favouring a legal route. This has yet to come to fruition and the Ombudsman closed the case in the knowledge that the payment was never made. So in terms of actual payments made, Dorset Council paid £40,408.96, with £38,408.96 of that related to SEND matters

Outside of Children's Services, (as above) the only other payments totalled £2000 across 6 Adult Social Care cases. Place with the largest number of complaints as a directorate, come out of the year very well indeed and should be pleased with the Ombudsman's report finding fault in only 5 cases:

Total Complaints Overview

2023/24

Highways & Transport - 22007648

We found fault on Mr J's complaint about the Council's decision to replace street lights near his home. It failed to show it properly considered the location's zone under its policy. It did not consider the impact of the replacement lights or assess their impact after installation. It refused to carry out night visits during summer months without considering possible exceptions.

The Council agreed to ensure recorded and reasoned future decisions about street lighting replacement properly consider area zoning. The Council agreed to ensure impact assessments of replacement LEDs for old sodium bulbs in old lanterns are carried out and considered before and after installation. The Council agreed to remind relevant officers of the need to provide meter readings when these are referred to in a response to our enquiries. The Council agreed to review the ability to exercise discretion to carry out night visits during the summer months, how this might be implemented, and provide officer guidance on it.

Highways & Transport - 23005119

We will not investigate this complaint about the Council's failure to tell a school about a road closure due to roadworks.

The Council has acknowledged failings in its procedure for scheduled roadworks. It has apologised to the Headteacher and confirmed the lessons it has learned from the incident.

We will not investigate Mr X's complaint because the Council has acknowledged its errors and apologised to Mr X. It has investigated the incident and identified its failings and what should be done to ensure the same errors do not reoccur. We consider this to be a suitable remedy to the complaint. We do not consider further investigation will lead to a different outcome.

Planning & Development – 22010953

We will not investigate this complaint about the Council's decision to grant planning permission to correct a breach of planning control. Also it is too late to consider complaints about decisions to grant planning permission made more than four years ago. Finally, we are satisfied that an apology for the delay in updating the complainant of the progress of a planning enforcement investigation is a suitable remedy for this part of the complaint.

We will not investigate Miss X's complaint because:

- we will not exercise discretion and investigate complaints about planning permission granted more than a year ago as there is no good reason to do so
- there is no evidence of fault in the way the Council considered the retrospective planning application to keep the increased parking area; and the Council has apologised for the failure to update her on the progress of its planning enforcement investigation. We consider this to be a suitable remedy to this part of the complaint.

Planning & Development – 22016217

Mr B says the Council failed to consider the impact a development would have on him and failed to consider his objections.

The Council failed to properly consider the impact the development would have on Mr B's solar panels and kitchen and failed to link all his objections to the planning record. That likely did not affect the decision to approve the application

The Council will remind

planning officers of the need to ensure all objections are uploaded to the online record for the planning application and considered in the report for the application

Planning & Development – 23005667

complained the Council lost planning control of a site on land next to their home that affects an area of outstanding natural beauty. Based on the information seen so far, there was fault for which the Council should apologise for the disappointment and frustration it caused to X.

We know that the Council intended to take enforcement action but did not do so. It seems likely its enforcement officer had assumed the Planning Inspectorate decision was an appeal to an enforcement notice. However, it was an appeal on a refusal of planning permission and no enforcement notice had been served. Because the Council did not serve its notice in time, The Council agreed to continue its review of its planning enforcement service and the drafting of its new enforcement policy so that it is ready to present to the first available meeting of the relevant scrutiny committee following the elections in May 2024. The review will include work practices and procedures, staffing levels and other resources necessary for the Council to deliver its planning enforcement service.

The Childrens and Adults payments feature in the Appendices

Total Complaints Overview

Page 36

2023/24

2023/24

Councillor Code of Conduct

The Corporate Team have been delegated the management of the Code of Conduct Complaints and report an 8% increase. This table offers a breakdown of Dorset Council, and Parish & Town Council complaints and captures how few have real substance

	2021/22	2022/23	2023/24
Code of Conduct Complaints	60	47	51
Dorset Councillor Conduct Complaints	10	10	17
Number of Councillors	82	82	82
% of Councillors subject to Complaint	12%	12%	21%
Number Investigated	0	1	1
Number Upheld*	0	0	1
Parish & Town Councillor Conduct Complaints	50	37	34
Number of Councillors	1400	1400	1400
% of Councillors subject to Complaint	4%	3%	2%
Number Investigated	3	6	1
Number Upheld*	0	0	0

Timescales – 17% Overdue

This is encouraging as 18% were overdue the previous year. This still demonstrates the impacts of the large numbers coming into the corporate complaints team and the challenges for team managers in helping us promote timely responses. The improvement is proportionate to the slight reduction in numbers.

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 needed to investigate it.

Justifications – 9% fully 11% partially

This is the same as the previous year. It may still seem surprising that so few complaints are considered to be justified by responding managers, but the real challenge is to ensure the justified complaints contribute to the lessons learned and continual improvement

Compliments – 568

We are pleased to report 568 compliments across the directorates compared to 520 the previous year. This is something for Dorset Council to celebrate and hopefully presents a more balanced report on service perceptions. It is still clear that people were more likely to voice complaints, than compliment a job well done. These split into directorates as follows: Place 310, Childrens 111, Adults 103, Corporate 44

Learnings - 196

We are pleased to report 196 learnings from complaints in 2023-24 which is an excellent return. Especially as the learnings are now so measurable and present genuine action plans that close loops in the service areas. This is a similar number to 2022-24 but achieved over a fewer number of complaints, so really impressive as it demonstrates commitment to providing genuine value from peoples complaints to Dorset Council

Total Complaints Overview

2023/24

Background

The purpose of this report is to highlight key issues from the Annual Report for Complaints 2023/24. 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 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 the greater level of scrutiny on services remains year on year with an increase in most directorates

The Complaints Team have also been heavily involved in helping Dorset Council manage vexatious and unreasonable behaviours.

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.









Reporting/Learning – 2023-24 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 38

2023/24

2023/24









		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	168	209	201	194	772
	Number of INFORMAL complaints	247	219	160	190	816
	Upheld approaches to the LGSCO Ombudsman compared to total received	7/19	15/27	7/27	6/36	33/117
	Timescales (overdue)	18%	18%	15%	19%	18%
	% fully justified complaints	10%	7%	8%	6%	8%
	% part justified complaints	10%	10%	9%	8%	9%
	Compliments	131	126	156	156	569
	Learnings	56	58	26	52	192

Total Quarterly Complaints Overview
Total Complaints 23/24 = 1588

performance

dorsetcomplaints

2023/24









		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	52	82	70	65	269
	Number of INFORMAL complaints	168	154	102	98	522
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/12	3/10	2/11	0/10	5/43
	Timescales (overdue)	15%	18%	22%	17%	18%
	% fully justified complaints	7%	7%	8%	9%	8%
	% part justified complaints	9%	10%	9%	7%	9%
	Compliments	75	64	86	85	310
	Learnings	18	13	18	15	64

Place complaints
Total complaints = 791

performance

dorsetcomplaints

2023/24









		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	15	20	25	24	84
	Number of INFORMAL complaints	25	12	16	34	87
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/4	0/2	0/2	0/2	0/10
	Timescales (overdue)	8%	7%	8%	20%	11%
	% fully justified complaints	5%	6%	10%	0%	5%
	% part justified complaints	15%	12%	10%	8%	11%
	Compliments	14	13	7	10	44
	Learnings	1	2	1	9	13

Corporate Complaints
Total Complaints = 171

performance

dorsetcomplaints

2023/24









		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	19	23	18	19	79
	Number of INFORMAL complaints	8	10	6	19	43
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/4	0/1	0/0	0/2	0/7
	Timescales (overdue)	15%	24%	19%	21%	20%
	% fully justified complaints	10%	3%	4%	0%	4%
	% part justified complaints	3%	6%	13%	12%	9%
	Compliments	1	2	1	2	6
	Learnings	3	5	0	5	13

People - Adults non social care complaints
Total Complaints = 122

performance

dorsetcomplaints

2023/24









		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	14	20	31	22	87
	Number of INFORMAL complaints	10	7	5	8	30
	Upheld approaches to the LGSCO Ombudsman compared to total received	3/4	2/3	1/5	2/5	7/16
	Timescales (overdue)	36%	22%	21%	29%	27%
	% fully justified complaints	10%	6%	0%	8%	6%
	% part justified complaints	3%	9%	17%	8%	9%
	Compliments	16	22	29	30	97
	Learnings	6	0	3	7	16

People - Adults- social are
Total complaints = 117

performance

dorsetcomplaints

2023/24









		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	53	43	48	41	185
	Number of INFORMAL complaints	18	15	15	15	63
	Upheld approaches to the LGSCO Ombudsman compared to total received	4/5	9/10	4/9	4/17	20/40
	Timescales (overdue)	18%	14%	10%	14%	14%
	% fully justified complaints	23%	17%	6%	8%	14%
	% part justified complaints	20%	17%	16%	4%	14%
	Compliments	14	12	19	14	59
	Learnings	20	27	3	8	58

People - Children - non social care
Total Complaints = 248

performance

dorsetcomplaints

2023/24

		Q1	Q2	Q3	Q4	Total
	Number of FORMAL complaints	15	21	9	20	65
	Number of INFORMAL complaints	14	21	16	23	74
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/0	1/1	0/0	0/0	1/1
	Timescales (overdue)	18%	14%	10%	14%	14%
	% fully justified complaints	8%	7%	20%	8%	11%
	% part justified complaints	16%	7%	16%	16%	14%
	Compliments	11	13	14	15	53
	Learnings	8	14	1	8	31

People - Children - social care
Total complaints = 139

performance

Annual Complaints Report 2023-24

Appendices

Children's Service Statutory Reporting Requirements

Although the overall numbers for Childrens Complaints are similar year on year, this report will highlight the increase in formal Stage 1 complaints for Social Care, the timeliness of the responses and the trend in cases escalating.

Most complaints received are from parents (some estranged) and not necessarily representing the voice or best interest of the child. However, more of this issues raised 2023-24 have qualified for the statutory process and escalation route to stage 2 and 3. The majority of the Stage 2 escalations have been around CWAD and often seek a level of financial remedy which is not always possible in this process

The figures below show an increase in complaints over all for Childrens Social care, but not limited to Children in Care which feature further down the report. Representations capture the figures for complaints that were resolved informally outside of the Statutory Process

Happily this report will also offer assurances that SEND related complaints were beginning to fall during the year

Children's Social Care	2023-24	2022-23	2021-22
Representations	74	106	91
Stage 1	64	34	29
Stage 2	5	1	1
Stage 3	1	0	0
LGSCO approaches	1 with 1 upheld (passed back to Council)	5 with 1 upheld	6 with 1 upheld
Children's Whole Authority	2023-24	2022-23	2021-22
Representations	63	129	75
Formal Complaint	182	180	98
LGSCO approaches	24 with 21 upheld	35 with 16 upheld	13 with 6 upheld

5 cases were accepted at Stage 2 detailed below. This is up from just 1 in 2022-23 and we are looking more closely at why the stage 1 investigations are failing to resolve the complaints straight away

CASE no	Team locality	Brief Subject	Outcome Upheld/ Part/Not	Total cost of IO	Total cost of IP	Additional cost
COM/4822	CWAD	For a period of 8 months, prior to child being taken into care, the family had been struggling. No support was offered, or action taken by Children's Services to try and keep child in his home environment.	Partially Upheld	£3367.20	£2,117.74	None

Annual Complaints Report 2023-24

COM/3262	CWAD	The level of service and resourcing provided by Dorset Council is not sufficient to meet the assessed needs of complainant's son.	Upheld	£3,780	£1,207.50	None
COM/4613	CWAD	Mother has not had clear confirmation in writing from Dorset Council of a permanent housing arrangement that meets daughter's needs	Upheld	£1,462.90	£459.50	None
COM/4783	North	Mother believes that the social work practice that she has experienced as a parent under child in need has been poor and she has raised complaints that she feels have not been dealt with appropriately.	Withdrawn at Stg3	Withdrawn at Stg3	Withdrawn at Stg3	Withdrawn at Stg3
COM/3472	Chesil	Alleged errors in report, inappropriate comments from Social Worker and lack of contact with late father who was in prison.	Stage 2	Not yet known	Not yet known	Not yet known
TOTALS				£8,610.10	£3,784.74	£0
OVERALL COST						£12,394.84

Local Government Ombudsman (LGSCO)

The Local Government Social Care Ombudsman (LGSCO) investigates complaints from the public about councils and other bodies providing public services in England. It also investigates complaints about registered social care providers.

Social Care

Only 1 Social Care Case was presented to the Ombudsman that they queried with Dorset Council. After enquiry, they passed the case back to Dorset Council for local process escalation. This was classed as upheld, albeit still under investigation at Stage 2

Non Social Care

Of the 33 UPHELD cases across Dorset Council in total, 21 of 33 were in Childrens Services and 20 relating to SEND matters and children out of education. The other cases were in Adults (7) and 5 in Place

The findings are outlined below

Annual Complaints Report 2023-24

Reference And Remedy	Complaint in Brief	Service improvement recommendations
22006903 £500	Miss X complained that the Council failed to provide her son Y, with education set on his EHCP, and for failing to provide education when he was out of school. The issue of a lack of access to education prior to July 2021 is out of time and there are no good reasons to exercise discretion and investigate	Ensure relevant staff are appropriately trained with respect to the EHCP process. The Council should ensure staff are aware of the statutory timescales and that changeover of staff does not impact on process.
22007794 £31,200+ Rolling Cost (Unpaid as Mr M challenging via solicitor)	Mr X complained the Council failed to make suitable alternative educational provision or special educational needs provision for his sons, carry out annual reviews of their Education, Health and Care Plans, or respond to his requests for support and his complaints. We have found fault by the Council causing injustice	I have concluded my investigation having made a finding of fault. The issue of a lack of access to education prior to July 2021 is out of time and there are no good reasons to exercise discretion and investigate. Further. we also do not have jurisdiction to investigate the failure to provide said education post the EHCP issued in July 2021. This is because Miss X acquired a right of appeal against the Council's EHCP which she later exercised. There is however fault in the time taken for the Council to issue Y's EHCP after September 2022, and the Council has further acknowledged it has not delivered SALT sessions to Y. The Council have agreed to my recommendations.
22007859 £2000	Miss X complained the Council failed to provide her son, C, with suitable alternative education when he was unable to attend school. Miss X said this caused him to miss out on his education and has caused distress, frustration, and financial difficulties for the family.	33. By 29 June 2023 the Council will: · Apologise to Miss X for the distress caused. · Pay Miss X £1700 for the benefit of C's education (this has been worked out at £400 a month from January 2022 until May 2022 taking into account school holidays). Pay Miss X £300 for the distress and frustration caused. 34. The Council should provide us with evidence it has complied with the above actions.

Annual Complaints Report 2023-24

<p>22009300 £2200</p>	<p>Miss X complained about the way the Council handled educational provision for her son (B), her complaints, and her information. She said this caused her and B unnecessary distress, frustration and uncertainty, and the loss of education and social interaction with peers impacted on B.</p>	<p>The Council will remind staff of the Council's legal duties to provide alternative educational provision when a child is out of school for health reasons. The Council should consider sharing a copy of our focus report ("Out of school, out of sight? Ensuring children out of school get a good education") and our final decision with staff. The Council will remind all staff, including directors, that when they receive any communication which is or could be a complaint, they must pass it to the complaints team and/or relevant department.</p>
<p>22009845 £150</p>	<p>Miss B complained about the Council's handling of her concerns for her grandchild's welfare whilst in her son's care. The Council agreed it was at fault for failing to acknowledge and respond to her calls and it wrongly shared information about her contacts with his mother. We found it also failed to apologise as promised</p>	<p>The Council will remind relevant social care staff of its Recording Policy and Guidelines which sets out when information received from anonymous non-professionals should not be shared with children and parents. This would include sharing information about whether a person have reported concerns and the number of calls they have made. The Council will remind its social care staff to acknowledge and respond to contacts from non-professionals regarding concern about a child as set out in the Council's Recording Policy and Guidelines, or as agreed with the individual.</p>
<p>22011440 £3800</p>	<p>Ms X complains the Council failed to issue an Education, Health and Care (EHC) Plan for her child, B, within the statutory timeframe. She also complains the Council failed to provide B with suitable alternative education provision and communicated poorly. We have found the Council at fault for the delay in issuing a final EHC Plan. We have also found the Council at fault for failing to arrange suitable alternative provision for B for periods during the 2020/2021 and 2021/22 academic years.</p>	<p>The Council will remind officers of its duty, under Section 19 of the Education Act 1996, to provide provision or suitable education for children of compulsory age who cannot attend school, because of exclusion, medical reasons, or otherwise. The Council will remind officers of the Department for Education's statutory guidance, which says the Council should consider liaising with medical professionals, such as the child's GP, in cases where medical evidence is not readily available. The Council will remind officers of the importance of keeping proper, suitable records, and refer officers to the Ombudsman's Principles of Good Administrative Practice.</p>
<p>22013476 £1400</p>	<p>Ms X complains her child has had no education since December 2021 as a post- 16 college place did not work out. Ms X says that this has caused her and her child's mental health to decline.</p>	<p>The Council should pay Ms X £1400 within one month of the date of the decision on this complaint. The Council should provide us with evidence it has complied with the above actions.</p>
<p>22015157 £1600</p>	<p>Mrs X complained that the Council failed to provide alternative educational provision for her son, and</p>	<p>We find the Council at fault which caused injustice. The Council has agreed to apologise and make a payment to remedy the injustice.</p>

Annual Complaints Report 2023-24

	communicated poorly with her	
22015375 £100	Mr X complains the Council failed to safeguard his child from malicious referrals and threatened to take action against him in a meeting if he could not safeguard his child	The Council has agreed to remind staff that where the Council is the lead agency for a child, it should be ensuring there is a record of the meeting.
22015727 £5954	Miss Y complains the Council failed in its duty to provide a full-time education to her son, D, when they moved into its area last year. Although the Council has put some alternative provision in place, Miss Y says this is part time and not sufficient for D.	The Council will improve the way it makes decisions about requests for alternative provision. This could be in the form of staff training or a briefing paper. As part of this, the Council will draw officers' attention to the Section 19 duties, accompanying statutory guidance and the LGSCO's focus report 'Out of School, Out of Sight?'
22016569 £600	Mrs A complained about the Council's failure to provide her son, S, with suitable education after he stopped attending school in October 2022	The Council agreed to share this decision with its SEN officers and emphasise the importance of keeping up the service standards for communications and the importance of the Council acting on its section 19 duties.
22016709 £1800	The Council took too long to issue the draft and final education, health, and care plans (EHC plans). It could not get an assessment from an educational psychologist. Throughout this period of delay, the provision set out in the existing EHC plan was not always in place, and the Council took too long to arrange alternative provision to support Mrs B's son	Share this decision with the relevant staff.
23001076 £4500	Mrs X complains the Council failed to provide the educational provision as set out in her son, Y's, EHCP. We have concluded our investigation having made a finding of fault. After Y stopped attending School A in November 2022, the Council failed to deliver the provision in Y's EHCP, nor did it appropriately consider its section 19 duty	Review its out of school procedures to ensure it meets its duties to secure alternative provision when its section 19 duty applies. The Council should also review its EHCP annual review procedure to ensure it follows the statutory process. The Council should inform the Ombudsman of the outcome of its review.

Annual Complaints Report 2023-24

<p>23001176 £400</p>	<p>Miss X complained the Council failed to issue an amended final Education, Health and Care plan for her daughter Y, in line with the statutory timescales before her transition to high school, and delayed her right of appeal.</p>	<p>The Council will provide training for all staff involved in special educational needs on its obligations under the Special Educational Needs and Disabilities code of practice, to include: the statutory guidelines to issue a final Education, Health and Care (EHC) plan by 15 February in years where a child is due to transition to secondary school; how it explains the EHC plan and review process to parents and ensures staff clearly explain review timelines in transition years; and the difference between the EHC plan review deadline and the school admissions deadline for secondary school placements.</p>
<p>23001987 None</p>	<p>Mrs X complained that the Council delayed arranging a suitable school placement for her child and communicated poorly with her. Mrs X said this caused unnecessary and avoidable distress and frustration, and caused her child stress and anxiety. We find the Council at fault for communicating poorly.</p>	<p>In its complaint response, the Council explained that it did not accept the specialist setting's offer of a place for C because it felt a mainstream school could meet C's needs. It said it was gathering more information about C's needs and would bring C's case back to the panel to reconsider the request for a specialist setting. The Council agreed that it had communicated poorly with Mrs X. The Council apologised for this.</p>
<p>23004838 £8900</p>	<p>Mrs Y complained the Council failed to provide her child, Z, with a suitable education when they were unable to attend school, review their Education Health and Care Plan and communicate properly with her. We have found fault by the Council in failing to make alternative provision for Z, complete a phase transfer review within the required timescale and communicate properly with Mrs Y, causing injustice.</p>	<p>The Council has agreed to review its procedures for ensuring officers: consider the Council's section19 duty at appropriate stages; make decisions about this duty promptly; properly record the reasons for their decisions; and communicate decisions to parents and carers; and report to us on the outcome of the review and any changes made.</p>

Annual Complaints Report 2023-24

<p>23009049 £850</p>	<p>Miss X complained about the Council's failure to issue her son's Education, Health and Care Plan within statutory timescales. The Council was at fault because it took too long to issue the plan following an annual review. We have also found the Council at fault for not communicating with Miss X effectively</p>	<p>As the Council proposed to amend Y's EHC Plan, it should have sent out details of the proposed amendments within 4 weeks of the annual review meeting and the final amended plan within 8 weeks of the proposed amendments. Therefore, the Council should have finalised Y's EHC Plan by 24 April 2023. However, the Council issued Y's final EHC Plan on 7 August 2023. This was fault and amounted to a delay of 15 weeks in producing a final EHC Plan. The Council says the delay in finalising the EHC Plan was the reason why it did not consult with placements sooner. This is a further injustice to Miss X and to Y.</p>
<p>23009232 £250</p>	<p>Mr X complained the Council proposed an inadequate and inappropriate Education, Health, and Care (EHC) plan for his child. He also complained the Council was incompetent and unprofessional in its handling of further drafts. We found fault with the Council for delaying production of the EHC Plan.</p>	<p>This delay of seven months was fault. There are various reasons for this delay, such as revisions being needed to the Draft EHC Plans and delays in getting information, such as from the school. However, this does not mitigate the fault of the Council in failing to meet the statutory timescales. 37. These delays have caused a delay in Mr X being able to engage his appeal rights to the tribunal. In addition, the delays have caused Mr X inconvenience, stress and frustration. 38. While this has impacted Mr X, this has not caused an injustice to Y. This is because the educational provision outlined in Y's 2019 EHC Plan is comparable to the provision detailed in the 2023 EHC Plan. What has changed between the two EHC Plans is the outcomes. Since Y continued to receive the same level of support he would have been entitled to, this has not put Y to a disadvantage. 39. The Council was also at fault for putting incorrect information and making errors in Y's Draft EHC Plans. Mr X has pointed to numerous typographical errors, misinformation and referring to his child by the incorrect name. While the Council has corrected these errors when it produced the Final EHC Plan, these errors will have added to Mr X's inconvenience and frustration.</p>

Annual Complaints Report 2023-24

23009368 £1754.96	Ms X complained the Council wrongly refused her application for home to school transport for her child Y to the school named in Y's Education, Health and Care Plan.	The Council will provide training/updated guidance to all relevant staff (Special Educational Needs and Disability and transport teams) on how to apply the Dudley test for pupils with Education, Health and Care Plans and the implications of only naming one school, without conditions, in an Education, Health and Care Plan.
23017734 None	Miss X, says the Council failed to properly reply to her children services' complaint.	Progressed to Stage 2
21017726 £1650	Mrs X complained the Council delayed issuing her son's Education, Health and Care plan and it failed to secure suitable alternative provision while it sourced a suitable school place for him	The Council acknowledged the delay in issuing the Education Health and Care plan. We found fault in the alternative provision the Council secured. The Council has agreed to apologise to Mrs X and make a payment in recognition of the injustice caused by the faults

Total = £69,608.96 (£31,200+ rolling unclaimed)

Which customer groups made the complaints;

Of the small number of complainants who categorised themselves, we present the following data on who is complaining to children's services Social Care

Young Person	5
Grandparent	3
Group	1
Individual	2
Parent	36
Advocate	2
Customer	15
Other Relative	2

The types of complaints made;

Most complaints fall under subcategories of Service Provision, largely around delays of perceived failures to deliver a service

Themes	Children's Social Care
Communication	7%
Data	3%
Finance	0%
Policy - Disagreement with Decision	18%

Annual Complaints Report 2023-24

Service Provision - Delay	0%
Professional Practice/Quality of Service	65%
Misconduct	5%
Other	2%

The outcome of complaints;

Of the complaints received for Children’s Social Care in 2023-24 only 11% were considered Fully Justified by operational managers shows there is some level of justification as outlined below:

Fully Justified	11% up from 7% last year
Partially Justified	14% the same as last year
Not justified	75% down from 79% last year

In 2023-24 the Complaints Team have improved the quarterly reporting and added extra value in terms of learnings and actions from complaints. In many cases however the complaints process is used by parents who are unhappy with records held that cant be legally altered. There is always more work to do in providing robust assurance of our self assessment of the services we provide.

Focus on Children in Care

The table below demonstrates a breakdown of Children in Care complaints. All complaints by young people are coming to the Complaints team via an advocacy service. As the numbers are so low there could be concerns we are not hearing the voice of the Child in Dorset. However, I have assurances through the work of the Corporate Parenting Board Sub Committee that we are hearing the voices loud and clear, and acting before things escalation unduly to formal complaints.

Year	Number of Complaints
Children in Care 2023-24	3
Children in Care 2022-23	10
Children in Care 2021-22	8
Children in Care 2020-21	15
Children in Care 2019-20	10

Annual Complaints Report 2023-24

Advocacy is described as supporting children to have their say and making sure their views and wishes are taken into consideration on decisions and matters that affect them, it is also about ensuring that rights are upheld. Article 12 of the United Nations Convention on the Rights of the Child sets out the right of children to be listened to in decisions which affect them.

There is a statutory duty to provide an independent advocacy service that supports children and young people to have their views and wishes taken into account when key decisions are being made about their lives.

An advocate can help if:

something needs to be started, changed or stopped, for example, if the child is unhappy about their treatment by children's social care or there are worries about plans being made, such as a move a child needs support during meetings to make sure their voice is heard children need advice and want to know their rights

a child needs support to make a complaint

In 2023-24 we have identified just the 3 cases that related to children in care, all via an advocate representing the voice of the child through the complaints process. You will note the figures are consistently low by comparison to the overall figures.

Children in Care (CIC)

In Q1 there were no CIC complaints, but 2 from last year are still with us as dialogue continues with advocacy around contact with a sibling, and the death of a parent in custody. Neither could be pursued through the complaints process, although 1 remains on our books and has had the benefit of an Investigating Officers views

In Q2 there were 2 CIC complaints, CW Fostering & housing, and AG relating to carehome and loss of money

In Q3 there was just 1 CIC complaint regarding incidents at a property and notice to leave. This was managed informally in the service without advocacy

In Q4 there were no complaints from CIC or advocacy

Compliance with timescales, and complaints resolved within extended timescale as agreed;

The table below show the majority of all Stage 1 cases for Children's Services Social Care were within the 20-day statutory timescale. A trend that is improving

Timescales	2023-24	2022-23	2021-22
0-20 Working Days	86%	85%	77%
20+ days	14%	15%	23%

As always, closer observation reveals that some cases exceed the 20 days as a result of agreeing a more informal approach and resolution after the receipt of the original complaint, with good work from locality managers. This can include follow up calls and meetings, so the figure in isolation does not tell the whole story of the journey of the complaints.

learning and service improvement, including changes to services that have been implemented and details of any that have not been implemented;

Learning points are collected at all stages of the complaints procedure. At stage 1, Operational Managers identify learning from complaints and learning actions. At Stages 2 and 3, action plans are compiled based on the

Annual Complaints Report 2023-24

recommendations of the investigator's or panel chair's report. In addition, the LGSCO will include recommendations to remedy complaints, and actions are monitored by the complaints team to ensure that they are completed.

How we disseminate learning

Quarterly reports to Children's Services Leadership Team produced by the Complaints team

Dissemination of the quarterly report to Operational Managers to be discussed at Service Team Meetings.

The complaints team also feed into the performance data for SLT each quarter

How we learn from complaints

Improvement in Stage 1 responses - Additional Training to be provided to Team Managers on how to complete and present and stage one investigations, within statutory timescales. The Complaints Team Manager will be attending meetings to advise and update

Operational Managers to ensure that Team Managers and Social Workers are clear about the need to record meetings. Robust quality assurance processes put in place.

Improved use of complaints as a measure of performance and quality control:

Evidence of sharing of quarterly reports in QAudits and closing loop with service managers. Identifying trends early

Examples of learning from Complaints:

We have collected 31 really good quality and robust organisational learnings in 23-24, up from 28 last year which is really pleasing

Case ID	What we have learned from Complaints	What we have done as a result to improve practice
COM 4177 Chesil (DMc)	Ensure correct procedures are followed by social workers when seeking parental consent for any child and family assessments	Staff reminded via either email or Team meeting
COM/4636 (LW)		Social Worker recognises that four representatives from Dorset Council was not proportionate in a core group meeting will ensure this is considered in future.
COM/4714 (BL) ChAD	Documentation should have been updated and readily available to the duty workers and paperwork should have been provided Family felt pressurised into keeping the child and guilty for not keeping him longer. Both officers have reflected on why they may have portrayed themselves as frustrated due to the nature of the day	JUSTIFIED Managers from ChAD will be discussing this with Social Workers in the Locality Teams to ensure that files are regularly kept up to date as this paramount for emergency situations and to keep the child, foster carers and their families safe. Both officers have reflected on why they may have portrayed themselves as frustrated due to the nature of the day. This will be discussed and monitored in future supervisions with both workers.
COM/3472 Purbeck C SC (LW)	Manager identified learning for the organisation is the use of language, the phrase 'ticking boxes'.	General discussion held about complaints / communication at Team Meeting on 01.06.23.

Annual Complaints Report 2023-24

<p>COM/4816 + COM/4415 (linked) Fostering/CSC DMC/BL</p>		<p>JUSTIFIED Confirmation that incorrect car seat is no longer in use and removed from foster carer by social worker Review of all car seats has taken place - those that were inappropriate or incorrect have been removed and replaced All KiT workers have received briefing to confirm, remind and reinforce legal requirements in the safe transport of children Regular supervision of social workers taking place and HoS has requested that type of car seat is recorded within children's notes. All new team members will have induction which will include safety awareness Changes have been made and implemented as a direct result of this complaint</p>
<p>COM/4886 KBO</p>	<p>Child/young person should be returned to their parent/carer/ home address following a Social Work visit, unless alternative arrangement has been agreed with parent/carer.</p>	<p>Justified - Social Worker involved has reflected on the incident (with Team Manager oversight) to inform and improve future working practice.</p>
<p>COM/4876 C SC (NORTH) (LW)</p>	<p>Complainant did not receive the conference report in a timely way was justified. Manager to talk to mother to confirm any amendments she wishes to make to the information provided in previous assessments.</p>	<p>Manager stated they have learnt from this and will ensure complainant is in receipt of the report, ahead of the conference in October, within timescales. Manager to ensure that any comments made by mother are included in the children's chronology.</p>
<p>COM/4853 C SC (DORCHESTER AND WEST) (LW)</p>	<p>Redacting third party information in assessments where these are shared with different family members and understanding the impact that sharing very limited details can have on a family. The importance of young parents who are involved in private family law proceedings to have an advocate to support them</p>	<p>This has been discussed with the social worker involved. Manager has discussed with complainant and her daughter, creating a case study based on the daughter's experiences to share with the Court and CAFCASS so that this can be considered for other young people in the same situation.</p>
<p>COM5120 NORTH CSC INF REPS</p>	<p>SW should not enter property without express consent given</p>	<p>JUSTIFIED SW has reflected on actions and agrees this was inappropriate at the time SW will now call on mobile if no answer at door</p>
<p>COM 5084 NORTH DORSET CSC STAGE 1</p>	<p>Not everything was explained to the complainant</p>	<p>Addressed in individual supervision session review of this within Children and Advice Service</p>

Annual Complaints Report 2023-24

	Complainant not supported by Children's Services throughout the process	
COM/5088 CWAD Stage 1	Unhappy with outcome of CIN assessment & Social Worker's involvement in the case	Service Manager is mindful of the need to work in partnership and harmony with the family, so whilst no fault has been found, they will provide a new worker
COM/5542 CIC Stage 1	It was not acceptable for CIC to move with belongings in black bags.	This has been raised with the whole team and apology given with assurance that suitcases will be provided in the future. Work is being carried out with Housing to raise the profile of joint strategy.
COM/5392 CSC EAST LOCAL Stage 1	Investigation has concluded that family have not received the standard of service that they should have and that on this occasion Dorset Council have not provided adequate help or support.	There are a number of learning points that Dorset will take from this complaint: <ul style="list-style-type: none"> • Ensuring that children and parents have access to good quality support and help when there is domestic abuse within a household. • Ensuring that all children and parents are signposted to appropriate bereavement services. • Ensuring that children's records are updated and all information that is shared by parents is saved to children's records.
COM/4613 C SC – STAGE 2 CWAD	<ul style="list-style-type: none"> • Complainant should be provided with clear confirmation in writing from Dorset Council Housing Solutions of their intention to provide a permanent housing arrangement that meets her child's needs. • To strengthen closer working relationships between Housing, Advice, Housing Solutions and Children's Services, they may wish to consider regular monthly meetings to review the current circumstances. • To strengthen a closer working relationship with complainant, Children's Services to consider more frequent Child in Need meetings to ensure that all professionals and complainant are kept fully up to date with any change in circumstances to 	<p>Housing Solutions has already written to S in line with this recommendation.</p> <p>The social work team and relevant colleagues in Housing met on Monday 7 August and will meet monthly thereafter. Manager from Housing Solutions agreed that complainant would be updated regularly.</p> <p>Eight-weekly Child in Need meetings have been arranged, to which complainant will be invited. Likewise, four-weekly Child in Need visits to child will be arranged. The focus of the Child in Need</p>

Annual Complaints Report 2023-24

	ensure that her daughter's needs are appropriately met.	planning will be on ensuring that complainant's child is well cared for and her needs prioritised
COM/5127 (LC)	Parent was unhappy about a statement made in the 'Manager's Comment' field of the minutes for an Early Help Team Around the Family (TAF) Meeting. The impact of the statement, shared with the ex-partner, has been to undermine and complicate the relationship with the ex-partner and that it has led to a break in the contact with the children.	<ul style="list-style-type: none"> • Work with our digital team to remove the statement in relation to Domestic Abuse from the children's record. • Write to the ex partner to inform her of the error, acknowledge what has happened, and provide an apology to her for any impact this misinformation created. • Contact the other attendees of the TAF meeting to make them aware that the information provided was incorrect. • Formally advise our Data Protection Team of the error. <p>There is wider learning for us as a Service. We need to:</p> <ul style="list-style-type: none"> • Consider how we record sufficient relevant information on a child's record when there is a third party named. • Reflect upon the way that we record the rationale for our decisions to ensure that it remains robust, but with an awareness that it will be shared with parents. • Consider changing the way wording is imported from one part of a case record to another to allow for editing / changing by Locality managers where appropriate. • Question more rapidly and robustly when factual challenges are raised by parents about information we hold.
COM/5624 C SC Stage 1 (KBO)	Parent was unhappy with Social Worker's approach and how this left her feeling.	Follow-up emails will be sent after visits, bullet pointing what was discussed and any agreed actions to help improve the communication between parent and social worker.
COM/5542 C SC Stage 1 (LW)	<p>Care leaver not feeling listened too.</p> <p>Lack of appropriate accommodation.</p> <p>Clothing went missing during move due to lack of suitcases.</p> <p>Inappropriate sharing of personal information.</p>	<p>A learning event has been held with the team around these issues for this young person and others.</p> <p>Discussion to be had with Service Manager regarding sharing of information.</p>
COM/5513 C – INFORMAL (LW)	<p>No response from team to emails.</p> <p>\Promised once a month call did not take place with social worker</p>	<p>Manager has addressed this within the team and given updated advice and training on the importance of correspondence.</p> <p>.</p>

Annual Complaints Report 2023-24

		Manager has addressed this with the previous worker explaining the impact on complainant. The new worker is aware that agreed calls should take place. This learning was also part of the advice and training as addressed in the above point.
COM/5213 SEN (LC)	Parenting assessment was not sent to parent, who disagreed with some of its contents.	A social worker has visited the family to reassess the current situation and see what support Children's Services can offer.
COM/5154	Parent has not been routinely invited to CIC reviews.	Parent is to be invited to future reviews.
	This was a complaint made by a grandmother who felt that their daughter had been asked for information about her as part of a court ordered psychological assessment. Information about psychological assessments and what's involved being available to parents would be helpful.	Team manager to talk to the team about information being available to parents explaining the process of a court ordered psychological assessment helpful information can be found here: Psychological assessment (of an adult) - Family Rights Group (frg.org.uk)
COM/1855 (KR)	Concerns raised by grandparent regarding the lack of sibling contact and the siblings being separated in foster care.	Regular monthly sibling contact has been arranged and appropriate facetime contact in between is being considered.
COM/5358 (LC)	Data Breach: The Business support team undertake Box phish training. So unfortunately, this was human error with an email done in a rush. Learning is useful as it is a reminder to not fire off 'quick' emails (which this was) and take time to pause before sending. Fortunately, the impact of the data breach was low, but it has sent a warning to all of us to be ever more cautious and double check we have bcc'd	<ul style="list-style-type: none"> • I would like to know if it is possible to have a delay send on all our emails to give us at least 30 secs to stop an email if we know we have not bcc'd. • Ensure our whole team can learn about the potential consequences of such data breaches. • I have also suggested to Business support that it would be good to try and limit the number of emails we send out.
COM/4546 SEN (LW)	Improve the way SEN Team makes decisions about requests for alternative provision in the form of staff training or a briefing paper. As part of this, the Council will draw officers' attention to the Section 19 duties, accompanying statutory guidance and the LGSCO's focus report ' Out of School, Out of Sight? '	Manager has carried out this staff training and has arranged for presentation of the training to those who were on leave / out of the office.
COM/5963 CSC Business Support (LW/BL)		There is some learning that could have prevented the two further taxis. Had the service had a conversation with the taxi company in August 2023, in addition to checking that the bookings had been cancelled, the mistake on the part of the taxi company would have been identified earlier.

Annual Complaints Report 2023-24

		This learning will be shared with the KIT service to help prevent a re-occurrence. It is noted that the taxi company have sent their apologies for their error, and I would again extend my apologies for the distress you have experienced as a consequence of this error
COM/6084 C SC (LW)	There was a gap where children were not seen by a social worker, due to extremely urgent issues arising with another service user.	Manager has reminded the social worker of the importance of maintaining fortnightly visits.
COM 6230 C SC (DMc)	PA shared information with other professionals Minimal support available with supported accommodation	Staff reminded that they need to be clear what consent is given and no confusion Significant changes made to the level of support offered to their care leavers. Survey commissioned for all care leavers to help us understand what the Council are doing well and what needs changing
COM/5994	Although CHAD services acted in a manner to ensure Keira's immediate safety, the advice given to her to stay with her friend for the weekend should not have been issued without the consent of her parent(s)	Concerns have been shared with the service manager for CHAD and requested some additional training for staff.
COM/6317 (C SC) (LW)	The Manager and Social Worker discussed how to ensure that Families and Carers have our Duty and CHAD telephone numbers and email addresses, so that any important emails or calls are not missed.	As a result of this discussion, the Manager confirmed that each Social Worker will share with Families and Carers at Child in Care Reviews the CHAD and Duty contact details. The Manager aims to ensure that this action is completed by 1 March 2024.
COM/6475 CSC (BL)	There was drift within the service and communications/information were not consistent and lacking. We accept that communications should have been with both parents, as they share PR.	We acknowledged that during our intervention with the family the communication was not clear and fell below the expected standards. We have extended our apologies and TM has spoken directly with both family and SWs to ensure this practice does not continue
COM/5740 CSC (BL)	Partially upheld It is clear that there was some missed appointments and delayed documents within the context of a worker's illness absence and her subsequent decision to leave the local authority.	We acknowledge concerns around the comments recorded within the minutes of the review child protection conference which suggest some bias on the part of the social worker. <ul style="list-style-type: none"> • Will try to ensure communication is delivered in a timelier manner • Apology offered for distress caused • There was delay to filing court order, but this does not indicate a lack of support from the SW to the family • By the nature of a split meeting, information shared pertains to the children and predominantly to the parent that is in the meeting at the time. It is important to

Annual Complaints Report 2023-24

		<p>read this document with that context in mind. That said, it is important that information shared is evidenced based and avoids value judgements.</p> <ul style="list-style-type: none"> • Apology offered for missed meeting - this was an unforeseen error; however, children have since been discussed at core meeting + conference. • New SW allocated to children with positive open dialogue • Explanation that conversation held outside of CSC remit, however concerns raised will be flagged with XX. Note that issue may have already been addressed further to positive work recorded on file
COM/6411 (C SC) (LC)	Although Social Workers and managers are trained in the importance of including both resident and non-resident parents at every stage of involvement, this doesn't always happen.	Manager to ensure, through 1-2-1 supervision and case oversight, that social workers are inclusive and, at point of closure being agree, both resident and non-resident parents are given an opportunity to have their views and input heard.
COM/6204 (C SC)	<ol style="list-style-type: none"> 1. Parent did not feel they had been listened to nor the context of their family's individual situation had been considered. 2. Delay in delivering the highchair. 3. The OT identified that the seat was not as had been assessed or quoted for. We suspected at that point that the order may have been inadvertently mixed up prior to delivery and attempts were made to rectify this. 	<p>The team will consider how they obtain additional information, for example, it may be a better option to arrange a face-to-face discussion to allow for a conversation, and an opportunity to explain why the panel made the recommendations to the family worker.</p> <p>Despite the Occupational Therapist (OT) chasing our equipment services on numerous occasions, the chair was not delivered until September.</p> <p>The length of time taken to resolve the seating was inexcusably. The Occupational Therapist did everything to try and get the issue resolved as quickly as possible. Despite raising this with our equipment service, no explanation has been offered. The manager of the Occupational Therapy service is continuing to follow this up with them to ensure that it does not occur again.</p>

Sharing Information

Professionals need to ensure they have explicit permission to share information, either through statutory guidance or with the consent of the children and family involved. This includes when sharing information with other family members.

Maintaining confidentiality within a family is complex and checks should always be made of the records to confirm what can and cannot be shared with each family member. A handover of key information between practitioners and their managers in respect of any changes in family's circumstances should take place after periods of absence to ensure clarity about what has happened and what information can be shared with whom.

Data Protection and Appropriate Action to take

Managers need to contact Data Protection Team as soon as possible following a potential breach to seek advice about immediate actions to mitigate risk and distress to the family. When aware that a data breach has occurred, advice must be obtained from the Data Protection Team about immediate actions required. Information on how to report a data breach can be found at <https://intranet.dorsetcouncil.gov.uk/task/report-a-data-breach/> Unless advised

Annual Complaints Report 2023-24

otherwise, contact should be made with the family to alert them to the breach and to provide apologies, reassurance and information about what the service will be doing to rectify the situation and mitigate the risks.

Safeguarding, the Legal Framework and Good Practice

Reference Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers.

A summary of statistical data about the age, gender, disability, sexual orientation and ethnicity of complainants

All complainants to Dorset Council are sent an equality and diversity monitoring form as part of the complaint process. Complainants are asked to complete this form but it is completely voluntary. This year we had a 70% uptake. The percentages are based on those who completed the form only and not specific to Children's Services as they are anonymous

	2023-24	2022-23
Gender		
Female	52%	50%
Male	32%	33%
Self described or non binary	1%	1%
Prefer not to say or left blank	15%	16%
Sexuality		
Heterosexual	66%	67%
Gay Man	1%	1%
Bisexual	2%	2%
Prefer not to say (selected)	17%	14%
Gay Woman/Lesbian	1%	2%
Left Blank	13%	14%
Age		
16-24	4%	4%
25-34	12%	11%
35-44	17%	15%
45-54	17%	16%
55-64	18%	17%
65-74	13%	17%
75 & Older	7%	6%
Left blank	12%	14%
Religion		
Atheist	3%	2%
Buddist	1%	0%
Christian (including Church of England, Catholic, Protestant and other Christian denominations)	30%	30%
Hindu	0%	0%
Jewish	0%	0%
Muslim	0%	0%
None/no religion	35%	36%
Other	3%	2%
Prefer not to say (selected)	12%	12%
Left Blank	28%	28%
Ethnicity		

Annual Complaints Report 2023-24

Asian or Asian British - Indian	0%	0%
Asian or Asian British - Pakistani	0%	0%
Black or Black British - African	0%	0%
Black or Black British - Caribbean	0%	0%
Mixed Ethnic Background - Other White background	0%	0%
Mixed Ethnic Background - White and Asian	0%	0%
Mixed Ethnic Background - White and Black African	0%	0%
Mixed Ethnic Background - White and Black Caribbean	0%	0%
Not known	0%	0%
Prefer not to say	4%	4%
Traveller of Irish Heritage	0%	0%
White - British	74%	70%
White - Gypsy or Traveller	0%	0%
White - Irish	0%	0%
White - Other White background	0%	0%
Other	2%	2%
Left Blank	2%	24%
Disability		
Mental Health, Learning Difficulty/Sensory	2%	0%
Mental Health Long Term	4%	2%
Mental Health - Unspecified	4%	2%
Physical Disability - Long Term	2%	4%
Physical Disability - Unspecified	5%	6%

A review of the effectiveness of the complaints procedure

The Complaints Team send out forms to gather feedback from complainants about their experience of complaining in order to continually improve the service. Regrettably there has been very little uptake on this and there is no reportable data of any value established.

Compliments

Finally we are happy to advise that Childrens services received 111 compliments in 23-24 so genuinely heartening to see

The positive sentiments and hope it presents more of a balanced critique of the service

Annual Complaints Report 2023-24

Appendices

Adult's Service Statutory Reporting Requirements

We hope the Infographic provides key information at a glance in a format that allows the Quarters to be directly compared. We include the specific the number of complaints and the manner in which they were considered. We have specified the number of complaints which were justified, and the number referred to the Ombudsman. Complaints should be regarded as an important tool and be performance monitored to ensure the Council can evidence that we are a learning organisation. Compliments should also be valued and communicated effectively to staff. Good practice and learning should be disseminated. These are feedback as soon as we receive them and are highlighted in internal quarterly reporting

Complaint Numbers

The Corporate Complaints Team happy to report a decrease in complaints in 2023-24 compared to the previous year

We suspected that there may be other complaints coming into the authority via other routes (MPs or to the Chief Executive) that may be are missing the process. We are implementing new protocols to ensure a single point of entry for complaints

Directorate	2023-24	2022-23	%
Adult Social Care	126	143	-13%
Adult Non Social care	126	138	-9%

Complaint Themes and Subject matter

We report on the following themes, shown below by Quarter

Q1

Service Provision / Quality of Service	13
Disagreement with Decision	7
Finance	3
Customer Service	1
Communication	2
Other	2

Q2

Service Provision / Quality of Service	13
Disagreement with Decision	5
Finance	3
Customer Service	3
Communication	3
Other	0

Q3

Service Provision / Quality of Service	16
Disagreement with Decision	9
Finance	3
Customer Service	4
Communication	2

Annual Complaints Report 2023-24

Other	2
-------	---

Q4

Service Provision / Quality of Service	15
Disagreement with Decision	11
Finance	1
Customer Service	4
Communication	1
Other	0

Learning from Complaints

Dorset Council have collected 20 learning points from 2023-24, a decrease from the 28 in the previous year, with a sampling below:

CASE	What we have Learned	What we have done
COM/4826 (TB)	There was a gap in the two-way communication and understanding which was unrelated to the cost of care.	<p>Manager discussed with social worker and explored and agreed learning around the following;</p> <ol style="list-style-type: none"> 1. To summarise what was agreed at any future meetings and send this out to those involved for clarity. 2. To organise follow-up calls and to check in with relevant parties and evaluate progress. 3. To instil methods to maintain these and adhere to them as good practice standards.
COM 4516 (DMc)	Communication during assessment process could be clearer to ensure the completion of assessments are transparent	CHC Hub to review communication throughout the assessment process and confirm good practice
COM/4221 (LC)		As a conclusion, I think your complaint is partially justified, the garage was entered and the mobile hoist brought through into the home causing distress to both your parents, however these events could have been avoidable given that various OT's on duty covering the previous 2 weeks had requested that the hoist be moved into the home. ***** regrets entering the garage to locate the hoist and will not do so again in similar circumstances. We have allocated the case to an alternative Occupational Therapist and your family will not have to work with ***** going forward.
COM/4896 (LW) (A SC)	Alongside the Major Adaptation Panel we hold for funding, we hold a complex case panel where there is conflict of opinion between staff and families so we can look at the issues across the service before they escalate.	Manager will be taking this recommendation back to the Housing Standards Team, Adult Social Care service and Commission service as well as our contract provider.

Annual Complaints Report 2023-24

COM/4862 (A SC – Purbeck) (LW)	Social Worker did not follow Dorset Council policies in relation to the Deprivation of Liberty Safeguards (DoLS) or follow best practice when assessing care needs.	Manger will discuss the concerns raised with the Social Worker and ensure that she undertakes further training in relation to completing Mental Capacity Act Assessments, understanding the DoLS procedures and legal requirements and further development in assessing under the Care Act.
COM/4911 A SC North (BL)	Breakdown in clear communication between Service User, Social Worker and Medica Professional Unnecessary distressed caused	PARTIALLY JUSTIFIED In order to adopt a more positive relationship between service user and Dorset Council, decision has been made to end Social Worker’s involvement and if necessary, transfer case to another SW should further support or work be needed. If there are no further concerns raised by Safeguarding teams and all parties are satisfied and happy, then service users request for referral will be ended with no further action.
COM/4626 A WA Housing Solutions (BL)		Goodwill gesture made £549.13
COM/4571 A SC (LW)	<ul style="list-style-type: none"> • We did not communicate effectively after we received the first complaint. • There was a void of time before the Locality Manager picked up the complaint when the previous person responded left Dorset Council. • We did not effectively keep the complainant updated with the progress of the complaint. 	<ul style="list-style-type: none"> • Head of Specialist Services feels he should have been more proactive in offering an apology, when staff member left and has taken this learning on board. • Head of Specialist Services has reminded the team that, if someone has attended a meeting, they should be sent a copy of notes / minutes.
COM/3651 A WA Housing (LC)	Confusion and poor communication regarding when complainant’s mother had started paying for her accommodation.	In recognition of DC’s part in this, we have agreed not to pursue outstanding fees.
COM5414 Financial Assessment (BL)	Consideration of all information available before coming to a decision.	Discussion with team re ensuring all appropriate information has been gathered. Action completed 01 Sept’23

Annual Complaints Report 2023-24

<p>COM/5070 Housing (LC)</p>	<p>Email sent to both parties using cc function resulted in a minor breach of the tenants data.</p>	<p>Manager has spoken directly to the officer responsible and her manager - it was a genuine error. She is aware of the use of CC and BCC in emails. Email guidance has been issued to all officers in Housing Standards about the use of BCC and CC on emails. Use of BCC and CC was discussed at a team meeting</p> <p>Reminder emails to the Housing Standards team about the issue and use of BCC and CC have since been sent.</p>
<p>COM/5922 (BL) ASC Safeguarding</p>	<p>Partial justification</p> <p>We need to be clear in our dealings with service users when discussing matters over the telephone and when we are not in an office environment – this can help to minimise any misunderstanding or confusion</p> <p>The provider and Registered Manager should have advised of the current situation at the home, enabling the complainant time to consider whether the placement was suitable. As the CQC are the regulator it is their responsibility to ensure that Providers exert their duty in this respect.</p> <p>Dorset Council acknowledges actions regarding the care home as being too late given the complainants experiences, however the circumstances around the complaint have had an impact and are contributing to learning across the system to help ensure that other people and families in similar circumstances do not have the same experience.</p>	<p>Team discussion to ensure noise during phone calls is minimised or an explanation is provided to ensure this is not misconstrued in future.</p> <p>We have reissued guidance to all providers about the identification and management of contractures. This is to ensure that these are prevented from developing, and that the manual handling of any person with a contracture is managed carefully to reduce the person experiencing pain and any further reduction in mobility.</p> <p>As part of NHS England (enhanced health in care homes programme) work has been initiated to improve the quality of, and access to, healthcare advice and support in care home settings.</p> <p>Dorset Council are now awaiting final decision from the NMC</p>
<p>COM/5853 (KR) ASC</p>	<p>When a staff member is off sick we need to ensure we check promptly what appointments they have on the day and make contact in a timely manner to cancel/rearrange, hopefully limiting the impact on the clients</p>	<p>Manager to discuss with Management colleagues in the team to ensure there is a robust process in place for this</p>
<p>COM/5981 A SC (BL)</p>		<p>Considering the individual circumstances XXXX, their age and recognising the changes in their health condition, I have decided to make a</p>

Annual Complaints Report 2023-24

		<p>compassionate decision for her to remain at XXXX and be funded by Dorset Council.</p> <p>We confirm that we will be backdating this award to the date their funding fell below the threshold as advised by the latest financial assessment.</p>
COM/5226 A SC (BL)	Though SW acted in the best interests (re safeguarding concerns) the intervention was misplaced as they did not consult the LPoA's	<p>We will be taking forward some refresher training for teams around working with people who have LPOA's and decision making.</p> <p>Fee's will be reimbursed (£2,600)</p>
COM 6239 A SC (BL)	Social Worker used inappropriate language when speaking to complainant	Social Worker apologised and matter discussed in supervision
COM/6344 ASC – LC	Best Value search was requested within 4 months of previous search moving a placement from temporary to perm. Feedback from brokerage was that this was not necessary and a desktop review of market was sufficient.	Improvements in process between Brokerage and Ops around use of BVS. This will be linked into the brokerage development workstream of transformation.
COM/6242 ASC – KR	Customer felt the duty worker lacked empathy towards situation	As a learning point, I will ensure that they reflect on how they ask questions and also how they offer advice on alternative provisions that may have already been tried
COM/5654 A SC (LW)	<p>The Council will review its response to the safeguarding concern and consider what different steps it should have taken.</p> <p>The Council will also review the way it monitors safeguarding training within the care providers it commissions.</p>	<p>The Safeguarding Team should have considered progressing the concern to a section 42 (2) enquiry, this would have been the appropriate response to the concerns raised to allow a full review to have taken place. Further training has taken place within the service, and we have now incorporated an authorisation process at each stage of the safeguarding process.</p> <p>Reminder sent to team by manager stating:</p> <p>Please ensure you always triangulate the information you monitor during the visits ensuring:</p> <ul style="list-style-type: none"> • You check the provider's policies and procedures and that they have a copy of Dorset's Safeguarding policies in place. • Ensure the provider is aware that they must report all safeguarding concerns including those that may relate to another provider or health & social care organisation. • Training records demonstrate all staff have received safeguarding training and that the provider assesses staff understanding through supervision and that refresher training is available.

Annual Complaints Report 2023-24

		<ul style="list-style-type: none"> Any incidents identified within care records and supporting documentation that you identify as a safeguarding concern are followed up with the provider to ensure an appropriate safeguarding alert has been raised with the Safeguarding Triage Team. <p>Also discussed at team meeting.</p>
COM 6394 ASC (KR)	Dealing with complex conversations on the telephone phone, particularly specialised needs	Discussions with duty worker and consider any training and learning to support duty role

LGSCO Findings

The Ombudsman reported 33 UPHELD cases across Dorset Council as a whole authority. Of these only 7 were related to Adult Services, as the lions share (21 of 33) in SEND.

As a percentage it would read as a big increase on 22-23 as only 4 were upheld that year, but across 23-24 as a figure the impact does not present too much of a concern. What is new is the financial remedies being requested from the directorate with the Ombudsman's findings cost you £2000 in remedies over 6 of the 7 cases. Small figures but in virtually all cases

We should observe that a decrease in complaints, but an increase in LGSCO findings and remedies is not ideal, but we are a learning authority and welcome the independent views and findings.

Dorset Council met the recommendations in 100% of these cases. The cases and outcomes are captured below:

Reference	Complaint in Brief	Service improvement recommendations
22005228	Summary: Mrs X complained the Council charged her mother, Mrs Y, for care without providing information and without getting her consent. Mrs X says this caused the family distress when they received the bill.	Issue guidance to relevant staff on the importance of providing information about financial implications before an individual becomes liable for costs.
22010334	Mr X (as I shall call him) complains that the Council failed to take seriously the financial safeguarding concerns he raised about his wife's father (Mr R). In particular he complains the Council's actions in visiting Mr R have exacerbated the situation between them. He also complains the Council has not properly responded to his complaint.	Within one month of my final decision the Council will apologise to Mr X for failing to provide a response to his complaint and offer the sum of £300 in acknowledgement of the injustice caused. The Council should provide us with evidence it has complied with the above actions.

Annual Complaints Report 2023-24

22014842	<p>The Council incorrectly required Miss X to fund her personal assistant and made that decision without notifying her or her mother, who is her representative. Although it advised her to apply for her specific food and exercise needs as disability-related expenditure, it has since refused to accept them.</p> <ul style="list-style-type: none"> • Miss X has already accumulated a £4,000 bill for unpaid care costs which she cannot repay. This has already had a negative impact on Miss X's health and that of her mother, who acts as her representative. Without funding for her personal assistant, Miss X's wellbeing and independence will suffer further, particularly as her mother is now living abroad. 	<p>The Council will take the following action within one month of my final decision to provide a suitable remedy:</p> <p>a) provide a written apology to Mrs C and Miss X for the avoidable uncertainty and inconvenience caused by the errors in the financial assessment process identified above; and b) make a symbolic payment of £150 each to both Mrs C and Miss X to acknowledge their avoidable uncertainty and inconvenience (the Council should not offset these payments against any outstanding debt).</p> <p>34. We publish guidance on remedies which sets out our expectations for how organisations should apologise effectively to remedy injustice. The organisation should consider this guidance in making the apology I have recommended in my findings.</p> <p>35. The Council should provide us with evidence it has complied with the above actions.</p>
22014884	<p>carers from a care provider commissioned by the Council verbally abused, neglected and traumatised her;</p> <ul style="list-style-type: none"> • the care provider commissioned by the Council withdrew care without notice; and • the Council delayed putting in place a new care package. 	<p>I am satisfied the procedural measures the Council has undertaken are appropriate and should hopefully prevent similar problems occurring in future. I consider though Ms X has suffered an injustice as she was caused distress at having the care package removed without notice and the carers did not always carry out the actions required in the care plan. Ms X is also left with some uncertainty about whether the situation could have been improved if the Council had followed the right procedure. As remedy for that I recommended the Council apologise to Ms X and pay her £300. The Council has agreed to my recommendation</p>

Annual Complaints Report 2023-24

23007466	<p>Mrs X (as I shall call her) complains the Council failed to take seriously the concerns she reported in June 2022 about her elderly mother Mrs A. She says it was not until February 2023 when she saw some meeting notes from November 2022, that she realised that a safeguarding alert should have been raised. She says as a result Mrs A was suffering unauthorised restraint for some months.</p>	<p>Within one month of my final decision the Council will review its response to the safeguarding concern raised in June 2022 and consider what different steps it should have taken then;</p> <p>31. The Council acknowledges that its failure to investigate critically at that point caused injustice both to Mrs A and to Mrs X;</p> <p>32. Within one month of my final decision the Council will apologise to Mrs X specifically for its failure at that point, and offer her £500 for the distress caused by its poor service;</p> <p>33. Within one month of my final decision, the Council will also review the way it monitors safeguarding training within the care providers it commissions. The Council should provide us with evidence it has complied with the above actions.</p>
23009113	<p>Mr X complained about the Council's handling of the bathroom work carried out under his disabled facilities grant application.</p>	<p>The Council failed to communicate with Mr X while acting as his agent with the contractor. The Council will apologise and pay Mr X £100 to recognise the distress caused.</p>
22000568	<p>Mr B complained about a Hospital Trust's decision to discharge his late father, Mr G, home from hospital in October 2020. He also complained about the community health and social care support provided to his father by a Community Trust and the Council</p>	<p>support provided to his father by a Community Trust and the Council.</p> <p>We did not find evidence of fault in the actions of the Community Trust. There was fault in the way the Hospital Trust and the Council dealt with Mr G's discharge arrangements including how they considered the impact of the caring role on Mrs G, his wife. The Hospital Trust and the Council have agreed to our recommendations and will apologise to Mr B and Mrs G. They will also make a symbolic payment of £250 each to Mrs G to acknowledge the adverse impact the faults had on her.</p>
		<p>£2000 in Financial Remedies</p>

Place and Resources Scrutiny Committee

14 November 2024

Natural Environment, Climate and Ecology: Progress Report – Autumn/Winter 2024

For Review and Consultation

Portfolio Holder: Cllr Nick Ireland, Leader, Cabinet Member for Governance, Performance, Communications, Environment, Climate Change and Safeguarding

Local Councillor(s): County Wide

Executive Director: A Dunn, Executive Director, Corporate Development

Report Author: Anthony Littlechild / Connor Pearson / Carl Warom

Title: Sustainability Team Manager / Carbon Management Officer / Climate & Ecology Policy Officer

Tel: 01305 224802 / 01305 838057 / 01305 225853

Email: antony.littlechild@dorsetcouncil.gov.uk / Connor.Pearson@dorsetcouncil.gov.uk / carl.warom@dorsetcouncil.gov.uk

Report Status: Public

Brief Summary:

Delivery of our programme has continued to demonstrate our commitment to a net zero, nature positive and resilient Dorset. This report is the second of our biannual progress reports for 2024. It provides a quantitative overview of progress on our emissions trajectory and performance against our current emissions targets.

Recommendation:

To review progress made on the emissions targets of the natural environment, climate and ecology strategy during 2023/24.

Reason for Recommendation:

In line with the recommendation of the Scrutiny Committee on 12 May 2021 that the Committee would provide oversight against progress and delivery of the strategy and action plan via six monthly progress reports.

1. Background and context

- 1.1 Since refreshing our strategy in early 2023, delivery of our programme has continued to demonstrate our commitment to a net zero, nature positive and resilient Dorset.
- 1.2 To maintain transparency, we report biannually in two ways:
- Spring/Summer reporting: qualitative narrative on delivery within our operational and facilitation programmes – i.e. our interventions.
 - Autumn/Winter reporting: quantitative reporting on the consequent changes to our council and county emissions trajectory – i.e. on the outcomes.
- 1.3 This report is the second of our biannual reports for 2024. It provides a quantitative overview of our emissions trajectory and how it compares to our target trajectories, for both the council's emissions and Dorset's area-wide emissions. It does not provide a qualitative description of programme delivery, which is the subject of our July reporting.¹
- 1.4 **Carbon emissions** – Appendix A to this report provides further detail on the progress of our emissions trajectories, both as a council and for the wider county. Appendix B also provides a prototype dashboard which details some further qualitative indicators of progress related to the programme – which will be refined and finalised following feedback.
- 1.5 **Nature** – A broad overview of the state of nature for the county was provided in the previous report based on available County wide data. It was highlighted at the time that the development of a Dorset Local Nature Recovery Strategy (LNRS) would provide a more appropriate consideration of nature in Dorset. This work is currently underway and the local nature recovery strategy will include % cover of Dorset by some of the key semi-natural habitat types: woodland, grassland, heathland, wetland, and coastal. This data will come from a 2018 land cover map produced for Dorset using local data, expertise and some satellite imagery. A key part of the strategy will be the maps of areas where there is opportunity to deliver nature recovery. Further details will be provided in future reports.

¹ Previous progress reports are available here: [What's happened so far - Dorset Council](#).

- 1.6 It is hoped that public consultation on the LNRS will start in February 2025, following pre-consultation approvals by Dorset Council, BCP and Natural England. This will include consideration by Place and Resources Overview Committee on 30th January 2025.
- 1.7 The [Nature Recovery Dorset network](#) was launched in late August 2024. This already has 174 members from a wide variety of sectors, who are all helping make space for nature across the county. In addition (at the time of writing) 78 landowners who want to help deliver nature recovery in the county have put their land forward to be included in the [High Opportunity Nature Areas](#) map as part of the strategy.
- 1.8 Nature Based Solutions also have a critical role to play in both sequestering carbon emissions and managing the impacts of climate change. It is noted in the progress report, Appendix A, that the council is unlikely to be able to reduce all its operational carbon emissions to zero and will need to find ways to remove residual emissions to meet its net-zero targets. Facilitating nature-based solutions on our own assets is one way the council could sequester residual carbon emissions, while also supporting nature recovery. Currently, we do not know the scale of likely residual emissions or the opportunity for nature-based solutions on our estate. An exercise is currently underway which will establish a baseline and highlight potential opportunities. This is complemented by the utilisation of an innovative nature tool which can be used to identify a range of eco-system service benefits that could result from nature-based interventions on our estate. This would include for example the potential for carbon sequestration. Once established, this will be reported in future reports.
- 1.9 **Resilience** – Whilst this report foregrounds climate mitigation through action to tackle our greenhouse gas emissions, action on climate adaptation will attain an increasingly important role in our future programme. A Climate Resilience Officer has now been appointed to the team; and they are currently finalising an initial early-stage operational climate vulnerability assessment; working as part of a national Defra pilot on adaptation reporting; and developing templates and methods towards kickstarting engagement for a county-wide assessment and strategy. These are being supported by the recent launch by the Met Office of its new Local Authority Climate Service. Presently there is no meaningful quantitative reporting we can provide under the climate

resilience/adaptation strand as this work remains embryonic, but in future reporting we will aim to incorporate repeatable quantitative climate resilience reporting elements such as climate forecasts or updated risk analyses, for a single integrated climate mitigation and adaptation report.

2. 2023/24 carbon emissions reduction progress (Council Operational)

- 2.1. As noted, the council's operational programme covers the reduction of carbon emissions from six key areas: electricity and fossil fuels used in our buildings, electricity used by Dorset streetlights, fuel used by our fleet vehicles, staff travel from business and commuting, the Dorset Travel service, and highways materials.
- 2.2. Overall progress has been good in most areas and all show significant reductions since the base year of 2019/20. Most notably emissions from buildings have reduced by 42%, office waste by 66% and streetlighting by 37%. Although we expected many areas to bounce back after the steep reductions caused by the pandemic, emissions have risen more slowly than anticipated and none have returned to pre-COVID levels. This is due largely to changes in working patterns and the success of measures such as building retrofit.
- 2.3. Over the last year there has been little year on year improvement for total operational carbon emissions, which have only reduced slightly to 27% since the previous year. Comparatively, the council's direct emissions have seen a 32% saving compared to the baseline year; these are known as scope 1 and scope 2 emissions and consist of our fleet, buildings and streetlighting electricity usage. The council defined an emissions trajectory to achieve its first milestone target of 40% reduction by 2025, this anticipated a 32% reduction by this time. This represents a significant challenge, especially with indirect emissions, but also masks some changes which have had a marked effect on emissions this year these include –
 - Changes to the national conversion factors related to electricity which have increased electricity emissions by 5% for streetlighting and buildings. This has resulted in streetlighting emission being up 3% since 2023.
 - Staff travel both for business (up 7.1%) and commuting (up 19.9%). These likely reflect an increase in staff travel as staff continue to return to offices and increased in-person meeting. These figures are also affected by improvements in measurement and recording. A workplace travel plan is currently in development, which looks to address this growth by encouraging modal shift and the use of less emitting vehicles, such as the electric pool fleet.

- Highways materials emissions are the largest area of increase (up 23.6%). This is directly related to a significant increase in road maintenance activity funded through DfT in 2023/24. This increase is outside the council's control, has a knock-on effect on fleet emissions and masks the work which is underway to reduce emissions in this area through activities such as innovative hot box, low embedded emission materials, waste reduction and materials re-use. Additional metrics are being investigated to offer a more granular view of progress.
- 2.4 It should be noted that all the areas directly under the council's control have seen emissions decrease in line with the anticipated trajectory.

3. 2022 carbon emissions reduction progress (County-wide/Facilitation)

- 3.1. As noted, the council's facilitation programme covers the reduction of greenhouse gas emissions for the wider Dorset Council administrative area towards meeting our county-wide targets. We monitor this using government's data for a nationally consistent and comparable dataset, covering carbon dioxide, nitrous oxide and methane. Owing to a two-year lag in this data, the latest available year of data is 2022.
- 3.2. Emissions in the year to 2022 reduced by just over 5% nationally, despite a continuing increase in post-lockdown transport emissions. This is believed to be linked to warmer temperatures in 2022 reducing heating demand, as well as potentially the impact of energy price inflation near the end of the year. In the year to 2022, Dorset's area-wide emissions reduced by 5.55% (from 2,365 to 2,233 ktCO_{2e}). This compares to a 5.51% reduction in England and 4.9% in the South West.
- 3.3. As detailed further in Appendix A, Dorset's area-wide net emissions footprint in 2022 is therefore now 2,233.8 ktCO_{2e}. For comparison, Dorset's per capita emissions in 2022 were 5.8 tCO_{2e} (which compares to 5.1 in England and 5.2 in the South West) or 0.9 ktCO_{2e} per km² (which compares to 2.2 in England and 1.2 in the South West).
- 3.4. Our county footprint is comprised of agriculture (33.3%), transport (29.2%), homes (20.4%), commercial and industrial buildings (11.7%), waste (3.5%) and public sector buildings (1.9%). Additionally, around 7.5% of our gross emissions are sequestered by nature. Most sources saw reductions over the year to 2022 – with the largest in the commercial and domestic sectors. Two (industrial and public sector) increased locally,

- but as both are at relatively much lower levels than other sectors locally, this did little to counteract the aggregate downward trend.
- 3.5. Over the medium-term, compared to our 2017 baseline, Dorset's area-wide emissions had reduced by 13.2% by 2022 (from 2,575 to 2,233 ktCO_{2e}). This compares to a 14.7% reduction in England and 14.4% in the South West. As such, our county-wide reductions slightly lag the regional and national averages over the medium and long-term, but as noted above they exceeded regional and national performance over the year to 2022.
 - 3.6. Following the post-COVID rebound in 2021, we remain off our target trajectory. Positively, in 2022 our actual emissions trajectory began going back in the right direction, and fell to levels below that seen in lockdown. It does, however, still need to accelerate to get back on course for our 2025 target to be hit. We project that if emissions continued to reduce on the current trajectory out to 2025 that they would have reduced by 28.5% by that date (relative to our baseline year), thereby falling short of our 36% target.
 - 3.7. We have achieved much over the year, however as we proceed our trajectory will likely get more difficult – and it will take significant effort to get our trajectories back on target. Achieving this will require (a) increasing the pace and scale of our activity; (b) delivering 'smarter' by giving greater definition to our pathways and targets; and (c) strengthening our facilitation work by working more closely with our communities.
 - 3.8. Previous scrutiny meetings have noted that whilst narrative commentary is welcome, there is difficulty in appraising progress with only quantitative emissions data and a more granular view of emission areas would be helpful. Accordingly, appended (Appendix B) is a prototype dashboard of other quantitative indicators which aim to complement the high-level emissions data. We welcome the committee's feedback on this before it is finalised.
 - 3.9. Over the course of the year, we have undertaken several operational deep dives with internal teams to develop a more detailed programme to meet our interim operational targets for 2030. This has highlighted several areas for further exploration, development and costing and a number of detailed studies are currently underway to identify opportunities, these include development of heat decarbonisation plans for over 150 buildings and solar studies for another 49 potential installations on our buildings. Once a

more detailed programme of work is finalised this will be included in future reports. Areas being explored include -

- Transition of additional fleet vehicles to EV
- Use of alternative fuels for larger fleet vehicles while technology transitions
- Additional electric pool cars to reduce business travel emissions
- Additional EV infrastructure on council sites to support fleet transition
- LED programme for all remain buildings with older lighting
- Switching any remaining oil heated buildings to electric heat pumps
- Expand programme of building energy efficiency retrofit
- Install additional Solar PV on council buildings
- Nature-based solutions to sequester residual emissions

3.10. At a county wide scale, several of our emerging new strategies and plans will be critical to defining emissions reduction pathways and nature recovery for Dorset. For this reason, the next few years of the programme will benefit considerably from the development of our Strategic Asset Management Plan, council Travel Plan, new Local Plan, Local Transport Plan, Local Nature Recovery Strategy, Economy Strategy, Housing Strategy and Local Area Energy Plan.

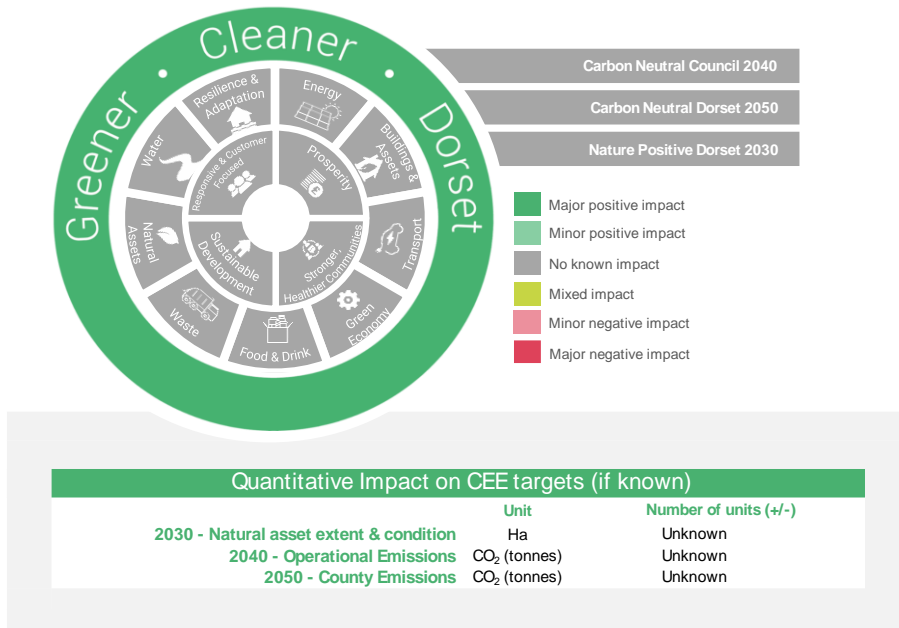
4. Financial Implications

4.1. This report itself has no financial implications. The council supports progress across the various workstreams through a £10 million five-year capital programme, running from 2022/23 to 2026/27. So far, £3.5 million has been spent on emission reducing projects, £4 million has already been allocated for this year, and over £2.5 million is planned to be spent to support programmes by 2026/27. This has been supplemented by over £24m of external funding.

4.2. As noted above, work is underway to develop a detailed work programme to deliver the next interim target of 70% reduction in carbon emissions by 2030. Once defined, a costed programme will be included in future reports.

4.3. It will be crucial that we continue our success in accessing further resources from a variety of external sources through competitive grant funding and partnership working – and we need to ensure we are opportunity-ready with the evidence and resources to win funding competitions.

5. Natural Environment, Climate & Ecology Implications



6. Well-being and Health Implications

6.1. There are no specific health and wellbeing implications of this report. However, from a strategic perspective, implementation of the strategy and action plan has significant co-benefits for health and wellbeing, and climate change impacts include significant socio-economic and health and wellbeing risks. Our emerging work on adaptation is considering how to mitigate the impacts of now unavoidable warming.

7. Other implications

7.1. There are no other specific implications contained in this report. As previously noted, the strategy and action plan itself has wide ranging implications, opportunities, and benefits for the way the council delivers services and works with others across the county.

8. Risk Assessment

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

Current Risk: High
Residual Risk: Medium

8.2. Due to the known high level of public interest in climate change and the previous commitment to provide a bi-annual progress report, to not do should be considered a high reputational risk to Dorset Council.

- 8.3. The publication of this report is in line with commitments made and shows a significant level of progress; but notes that there remains a need for increased urgency and further progress.
- 8.4. In addition, the impacts of climate change pose a significant risk to council services and budgets and the wider Dorset area in the medium and long-term. Failure to effectively address the climate and ecological emergency and resilience will increase the risks associated with climate change.

9. Equalities Impact Assessment

- 9.1. The IPCC and Climate Change Committee have highlighted the disproportionate impact of climate change on vulnerable people. These impacts are still being investigated at an international and national level, but a more Dorset-specific scoping exercise is being undertaken to highlight localised impacts that need to be considered.

10. Sign-off

This report has been through the internal report clearance process and has been signed off by the Director for Legal and Democratic (Monitoring Officer), the Executive Director for Corporate Development (Section 151 Officer) and the appropriate Portfolio Holder(s).

11. Appendices

- Appendix A – Progress Report – Autumn/Winter 2024
- Appendix B – Prototype dashboard

This page is intentionally left blank

Natural Environment, Climate and Ecology

Progress Report – Autumn/Winter 2024



Contents

1. Introduction	2
2. Dorset Council emissions	3
2.1. About this data.....	3
2.2. Changes from previous years.....	4
2.3. Council-wide carbon emissions	5
2.4. How has each workstream performed?	7
2.4.1. Buildings and Assets.....	8
2.4.2. Waste from Dorset Council sites.....	9
2.4.3. Highways Materials	10
2.4.4. Streetlighting.....	11
2.4.5. Fleet	11
2.4.6. Business Mileage.....	12
2.4.7. Commuting.....	12
2.4.8. Dorset Travel	13
2.5. Are we on target?	14
3. Dorset’s area-wide greenhouse gas emissions	16
3.1. About this data:	16
3.2. National context:	16
3.3. Dorset’s current footprint and national comparators:.....	17
3.4. Change over time:.....	18
3.5. Sectoral breakdown:	20
3.6. Performance versus targets:.....	21
4. What’s Next?	22
4.1. Operational Programme	22
4.2. Facilitation Programme.....	24

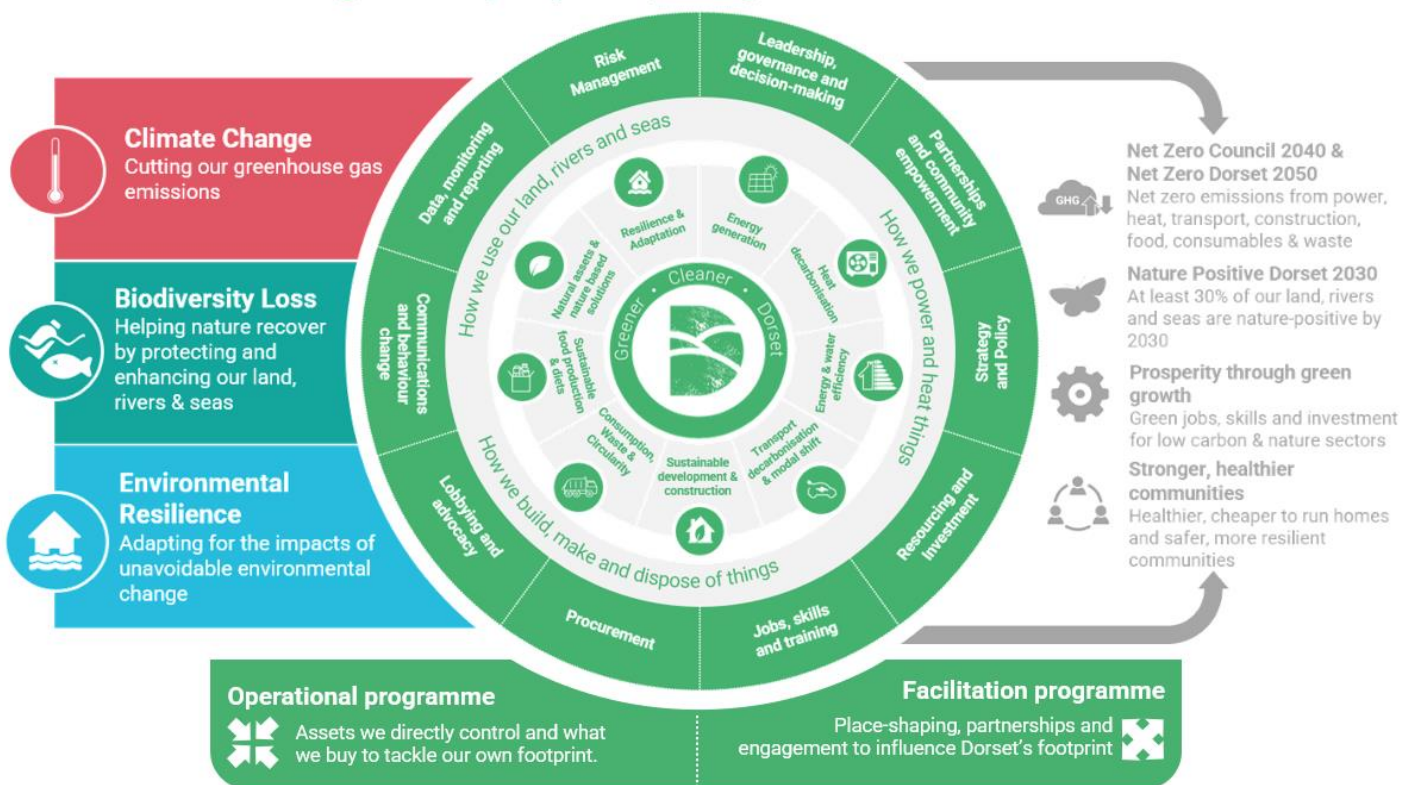


1. Introduction

1.1. Dorset Council’s first climate and ecology strategy and action plan were adopted by Full Council on 15 July 2021, setting clear targets towards a carbon neutral council by 2040 and a carbon neutral county by 2050. In March 2023 we refreshed the strategy and action plan for Phase 2 of our programme, tweaking our vision for a net zero, nature positive and resilient council and county.

Figure 1: *Natural Environment, Climate and Ecology Strategy 2023-25 diagram*

Our vision is for a **carbon neutral, nature positive and resilient Dorset** achieved through a **clean, green and fair transition** and that generates prosperous, stronger and healthier communities.



1.2. Upon the adoption of the first strategy in 2021, it was agreed that we would produce biannual progress reports. This progress reporting¹ takes two forms:

- Spring/Summer reporting: qualitative narrative on delivery within our operational and facilitation programmes – i.e. on our interventions we undertake.
- Autumn/Winter reporting: quantitative reporting on the consequent changes to our council and county emissions trajectory – i.e. on the outcomes.

1.3. This report provides an update on our emissions trajectory using the latest data. As such, it does not provide a comprehensive or detailed narrative of programme delivery, which was the subject of our earlier qualitative report on programme delivery released in July 2024.²

¹ <https://www.dorsetcouncil.gov.uk/progress-so-far>



2. Dorset Council emissions

2.1. About this data

- 2.1.1. Due to the difficulty and complexity of collecting carbon emission data, the data included in this report is as accurate as possible, but in some areas is estimated. It aims to give an indication of scale, as well as provide a picture of our performance year on year.
- 2.1.2. Each year, the Department for Energy Security and Net Zero releases a set of conversion factors for calculating an organisation's emissions.² These conversion factors are multiplied by the council's consumption data to give a figure for Carbon Dioxide Equivalents (CO₂e) emitted. Emissions in this report are given in measurements of tonnes of Carbon Dioxide Equivalents (tCO₂e).
- 2.1.3. Net zero calculations should balance CO₂e emitted against CO₂e removed and offset by measures such as renewable energy exported back to the grid and carbon sequestration through nature-based solutions. The council does not currently have a robust method of measuring carbon offsetting or removal. Because of this, this progress report does not include offsetting data, but the council will be investigating this in time for next year's data.
- 2.1.4. Our baseline data, for which this progress report is measured against, does not take full account for external emissions such as procurement and homeworking. These figures are already captured in the Dorset-wide figures and are outside of the council's direct control. Their inclusion would skew our monitoring and reporting through double counting. In last year's progress report, an indicative estimate for Working from Home emissions was given as 1,964 tonnes of CO₂e. This was calculated using a method based on the Homeworking Emission Whitepaper by EcoAct in partnership with Lloyds Banking Group and NatWest Group. Since that report, the Department for Energy Security and Net Zero have now included a conversion factor for Homeworking. This conversion factor is based on a refined version of the methodology from the Homeworking Emission Whitepaper. Based on approximate staff working patterns for 2023/24, this conversion factor gives an indicative estimate for emissions from Working from Home to be 1,334.65 tonnes of CO₂e.

² [Greenhouse gas reporting: conversion factors 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023)



2.2. Changes from previous years

- 2.2.1. The council continuously works towards making its data as accurate and robust as possible. As such, the method of collection for some data may change from year to year as more accurate methods are used.
- 2.2.2. Streetlighting and Overall Baseline Data: During measurement of the council's streetlighting consumption, it was raised that a portion of Dorset Council's streetlighting data contains streetlighting in Christchurch, an area that is part of Bournemouth, Christchurch and Poole Council. This would have been carried over from the previous agreement before Local Government Reorganisation in 2019. This Christchurch share of Dorset Council's assets is assessed to be 14.73% of the whole streetlighting service. This share has now been removed from Dorset Council's streetlighting figures and has been backdated to the baseline year to give an accurate point of comparison throughout this report. As such, baseline data in this report will be different from that shared in previous reports.
- 2.2.3. Fleet Fuel Usage: In previous years, fuel usage data for the council's bunkered sites was estimated through comparing the average price per litre of fuel per month to the annual spend on fuel. For this report, fuel data has been able to be collected in litres of fuel from these sites to give a more accurate figure on emissions from the council's fleet.
- 2.2.4. Dorset Travel: In previous years, reporting was based on assumptions using the data available at the time. The information provided used estimated annual mileage and assumed users had travelled on all days throughout the period, which in some instances was not the case. This year's data should provide a more accurate reflection of usage across all areas of Dorset Travel. This has been backdated where possible for the years 2021/22 and 2022/23.



2.3. Council-wide carbon emissions

Compared to the baseline year (2019/20), Dorset Council emissions have reduced by approximately 27% to 23,841 tonnes of CO₂e.

2.3.1. The council collects the consumption data of its workstreams across the council, such as the usage of fuel for its fleet vehicles and the electricity to power its buildings and assets. This consumption data is then converted into CO₂e using the Department for Energy Security and Net Zero conversion factors. In 2023/24, the key sources of greenhouse gas emissions and their percentage of the council's total emissions were:

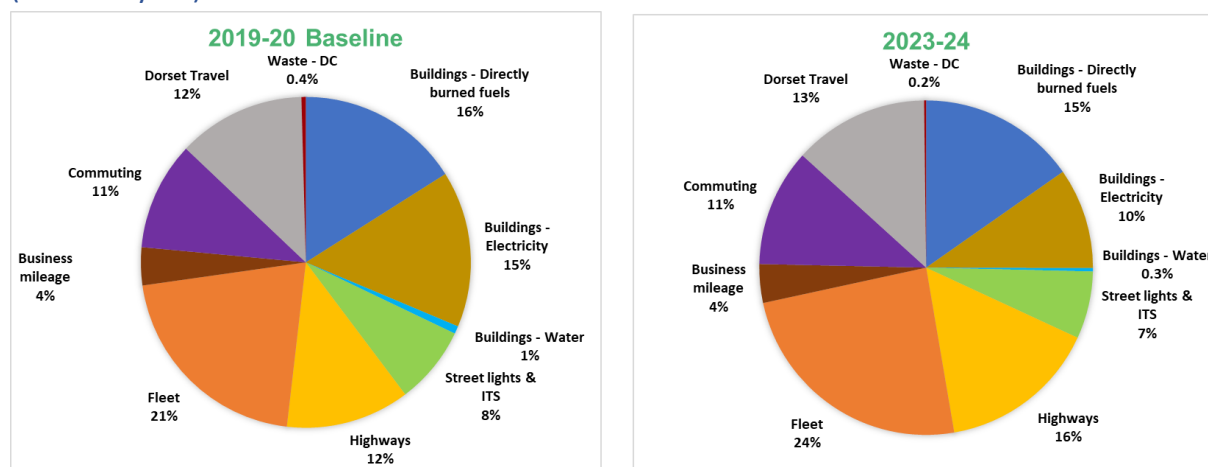
Table 1: Dorset Council Greenhouse Gas Emission Sources

Workstream	Percentage of Council's Total Emissions
Buildings – Directly burned fuels	15%
Buildings – Electricity	10%
Buildings – Water	0.3%
Streetlighting and Intelligent Transport Systems	7%
Highways Materials	16%
Fleet Fuel	24%
Business Mileage	4%
Commuting	11%
Dorset Travel	13%
Waste – DC Buildings	0.2%

2.3.2. When comparing this makeup to the baseline year, some areas have reduced their emissions at a faster pace than others, shown as a reduction in their percentage of the council's total emissions. *Figure 2* shows breakdowns of 2019/20 and 2023/24:



Figure 2: Pie charts of Dorset Council Greenhouse Gas Emissions sources for 2019-20 (Baseline year) and 2023-24



2.3.3. In 2023/24, all workstreams across Dorset Council showed a reduction in their emissions compared to the baseline year of 2019/20. Table 2 shows the percentage change in emissions for each workstream in 2023/24 compared to the baseline year of 2019/20.

Table 2: Percentage change in emissions for each workstream in 2023/24 compared to baseline year (2019/20)

Workstream	Percentage Change compared to 2019/20
Buildings – Directly burned fuels	-30.4%
Buildings – Electricity	-53.4%
Buildings – Water	-69.3%
Streetlighting and Intelligent Transport Systems	-37.6%
Highways Materials	-7.1%
Fleet Fuel	-15.2%
Business Mileage	-26.3%
Commuting	-21.6%
Dorset Travel	-23.6%
Waste – DC Buildings	-66.6%
Total	-27.0%

2.3.4. Water (-69.3%) and Waste (-66.6%) from council buildings have seen the sharpest decreases in emissions. Both areas have seen some improvements and efficiencies introduced, but have largely been helped by significant drops in the national conversion factors.

2.3.5. Electricity-based emissions, such as for buildings (-53.4%) and streetlighting (-37.6%), have seen the next biggest decreases, due to retrofitting assets to



be more energy-efficient and installing solar photovoltaic (PV) panels to reduce the council’s demand for electricity from the grid. The council has also worked to replace directly burned fuels in buildings with electricity where possible, showing a -30.4% change in emissions.

2.3.6. Vehicle-based emissions have all decreased, with Business Mileage (-26.3%), Dorset Travel (-23.6%) and Commuting (-21.6%) all reducing by a similar percentage. Fuel for the council’s fleet (-15.2%) has not reduced at quite the same rate as other vehicle-based emissions, which has led to it taking up a larger portion of the council’s overall emissions, from 21% in 2019/20 to 24% in 2023/24.

2.3.7. The smallest saving in emissions is seen in Highways (-7.1%), which has seen an increase on the previous year due to increased activity over this year.

2.4. How has each workstream performed?

Every workstream has reduced its emissions compared to the baseline year, but four areas show an increase compared to the year prior (2022/23). These are streetlighting (3.0%), Highways Materials (23.6%), Business Mileage (7.1%), and Commuting (19.9%). This has led to an overall 0.35% decrease in emissions compared to the year prior.

Table 3: Breakdown of Council emissions by tCO₂e and percentage change compared to the baseline year (2019/20) and the previous year (2022/23)

Workstream	2019-20 Baseline (tCO ₂ e)	2023-24 (tCO ₂ e)	% Change from Baseline	% Change from 2022/23
Buildings – Fuels	5,235	3,644.6	-30.4%	-5.8%
Buildings – Electricity	4,990	2,326.1	-53.4%	-11.7%
Buildings – Water	246	75.6	-69.3%	-26.6%
Streetlighting and ITS	2,491	1,553.9	-37.6%	3.0%
Highways Materials	3,960	3,677.9	-7.1%	23.6%
Fleet Fuel	6,829	5,794.1	-15.2%	-9.7%
Business Mileage	1,209	891	-26.3%	7.1%
Commuting	3,457	2,710	-21.6%	19.9%
Dorset Travel	4,082	3,121	-23.6%	-1.8%
Waste – DC Buildings	141	47.2	-66.6%	-12.4%
Total	32,641	23,841	-27.0%	-0.35%



2.4.1. Buildings and Assets

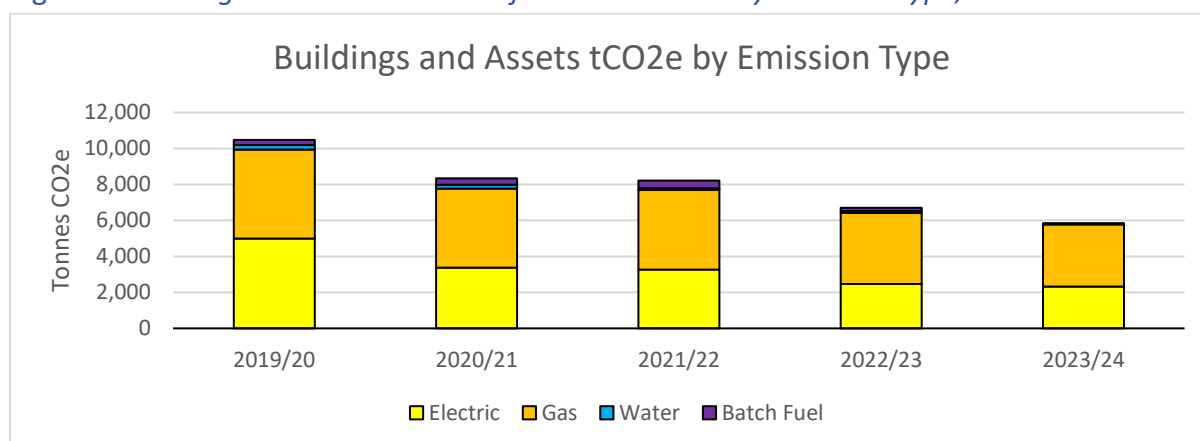
Compared to the baseline year (2019/20), Dorset Council's electricity, fuel and water emissions for its **buildings and assets** have **reduced by approximately 42.3% to 6,046 tonnes of CO₂e**.

2.4.1.1. The council's buildings and assets have seen the largest decrease in emissions for all workstreams in terms of tonnage. The combined total of electricity, directly burned fuels, and water supply and treatment has decreased by 4,425 tonnes of CO₂e compared to the baseline year.

Table 4: Breakdown of emissions for Buildings and Assets by Emission type

Emission Type	2019/20 (tCO ₂ e)	2023/24 (tCO ₂ e)	Difference (tCO ₂ e)
Directly burned fuels	5,235.2	3,644.6	1590.6
Electricity	4,990.0	2,326.1	2,663.9
Water	246.3	75.6	170.7
Total	10,472.6	6,046.4	4,425.2

Figure 3: Buildings and Assets tonnes of CO₂e emissions by Emission Type, 2019-2024



2.4.1.2. The council has worked to replace fuel-burning heating systems with heat pumps across a number of sites, which use electricity instead, reducing the demand for directly burned fuels. Despite this, the council has more than halved its emissions from electricity since the baseline year through improvements in building energy efficiency, such as retrofitting buildings with LEDs and upgraded building management systems. The council has also increased the amount of electricity it generates on-site through renewable sources such as solar PV panels (from 1MW to 5MW), reducing the need to import grid electricity.

2.4.1.3. Since the baseline year, the national conversion factor for grid electricity has reduced as it has drawn more from renewable sources such as wind farms and



nuclear, and reduced fossil-fuel sourced electricity generation. However, the conversion factor for electricity in 2023/24 saw an increase on the previous year, due to an increase in natural gas usage in centralised electricity generation across the UK. Despite the increased national conversion factor and transferring of fuel-based emissions to electricity within the council’s estate, the council saw a 5.8% year-on-year decrease in electricity emissions, due to its continued work towards on-site generation and energy efficiency.

2.4.2. Waste from Dorset Council sites

Compared to the baseline year (2019/20), emissions from **Waste** from Dorset Council sites have **reduced by approximately 66.6% to 47 tonnes of CO₂e**.

- 2.4.2.1. Waste emissions from Dorset Council sites have decreased from 141 tonnes of CO₂e in 2019/20, to 47 tonnes in 2023/24. This is a reduction of 7 tonnes from the 54 tonnes in 2022/23. This is despite the recycling rate for 2023-24 being almost identical to the year prior, at 26.67%.
- 2.4.2.2. However, the Mechanical Biological Treatment (MBT) plant where Dorset Council’s rubbish is sent, saw an improvement, with 0% of the processed waste in 2023/24 going to landfill, compared to 1.3% in 2022/23. This has resulted in more waste in 2023/24 being treated through thermal combustion, which has a lower carbon factor than landfill.
- 2.4.2.3. Dorset’s reduction in waste emissions since the baseline year has also been helped by the improvement of national carbon factors for waste since 2019, and the reduction in the number of Dorset Council sites, due to academisation of several schools and the closure of council sites. Compared to 2022/23, 19 sites are no longer counted towards the council’s waste collection, whilst only 2 have been added.
- 2.4.2.4. Emission improvements since 2019/20 may also be affected by the council’s improvements in measuring its waste. Improvements added over the past five years, such as weighing equipment on vehicles taking waste from sites, mean that Dorset Council can more accurately measure, rather than estimate, its waste. These estimations in the baseline year may have overstated the tonnage of waste, which has now been corrected by more accurate measuring.

Table 5: *Breakdown of Waste from Dorset Council sites by Emission type*

Emission Type	2019/20 (tCO ₂ e)	2023/24 (tCO ₂ e)	% Change from Baseline
---------------	---------------------------------	---------------------------------	---------------------------



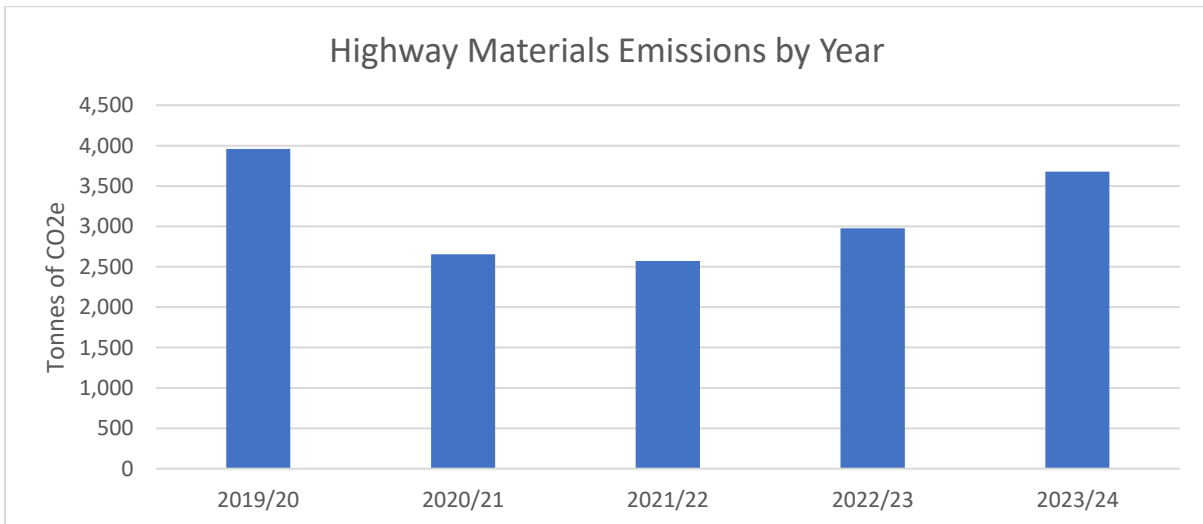
Recycling	4.8	5.4	13%
Food Waste	1.6	1.2	-25%
Glass Waste	0.4	0.5	20%
MBT Treatment - Biological	0.8	0.6	-30%
MBT Treatment - Thermal	19.7	20.5	4%
MBT Treatment Landfill & Process Loss	114.2	19.1	-83%
Total	141.4	47.2	-67%

2.4.3. Highways Materials

Compared to the baseline year (2019/20), emissions from **Highways materials** have **reduced by approximately 7.1% to 3,677 tonnes of CO₂e.**

2.4.3.1. Emissions from Highways materials saw an increase in 2023/24 compared to 2022/23; however, they are still lower than the 2019/20 baseline measurement. This is calculated from the amount and type of material used for highways repairs and improvements. Emissions had dropped sharply in 2020/21 but have been steadily increasing, reflecting the increase in the quantity of highways work that has been carried out. This unfortunately masks the innovative approaches the council has been developing to reduce carbon emissions in this area, such as recycling more of the on-site material, reducing raw materials during highway maintenance, and the use of low temperature materials and lower embodied energy. Better measures are being investigated to highlight these carbon efficiency initiatives.

Figure 4: Highway Materials Emissions by Year, 2019-2024



2.4.4. Streetlighting

Compared to the baseline year (2019/20), emissions from **Streetlighting** have **reduced by approximately 37.6% to 1,554 tonnes of CO₂e.**

- 2.4.4.1. Streetlighting has seen a decrease in its consumption of electricity due to the continued programme of LED replacement. Despite this, the increase in the national conversion factor for electricity in 2023/24 has caused an increase in tonnes of CO₂e emitted compared to the year prior. Had the conversion factor stayed the same as 2022/23, there would have been a further decrease of emissions down to 1,458 tCO₂e, a 96-tonne difference.
- 2.4.4.2. As detailed in the introduction, the share of streetlighting belonging to Christchurch (14.73%) has now been removed from our figures. This has been backdated to all years including our baseline year to give a more accurate point of comparison. This share will be reported on by Bournemouth, Christchurch and Poole Council.

2.4.5. Fleet

Compared to the baseline year (2019/20), emissions from the council's **Fleet** have **reduced by approximately 15.2% to 5,794.1 tonnes of CO₂e.**

- 2.4.5.1. In 2023/24, the council was able to measure the fuel usage for its fleet more accurately than previous years, by measuring the litres of bunkered fuel rather than using an estimation based on the average price. Emission data for the fleet is made up of the bunkered fuel at Dorset Council sites, fuel purchased from filling stations, and electricity used to charge electric vehicles (EV). Overall fleet emissions decreased in 2023/24 compared to both the baseline year (2019/20) and the year prior (2022/23), from 6,829 tCO₂e in 2019/20 to 5,794 tCO₂e in 2023/24.
- 2.4.5.2. This year saw an increase in emissions from charging EVs, due to the expansion of the EV pool fleet. As more vehicles are switched over to ultra-low emission vehicle alternatives, such as EVs, we would expect an increase in EV-related emissions, but a continued decrease in the overall emissions. In 2023/24, the EV pool fleet travelled 72,199 miles, saving 6.2 tCO₂e compared to the same mileage in diesel alternatives.

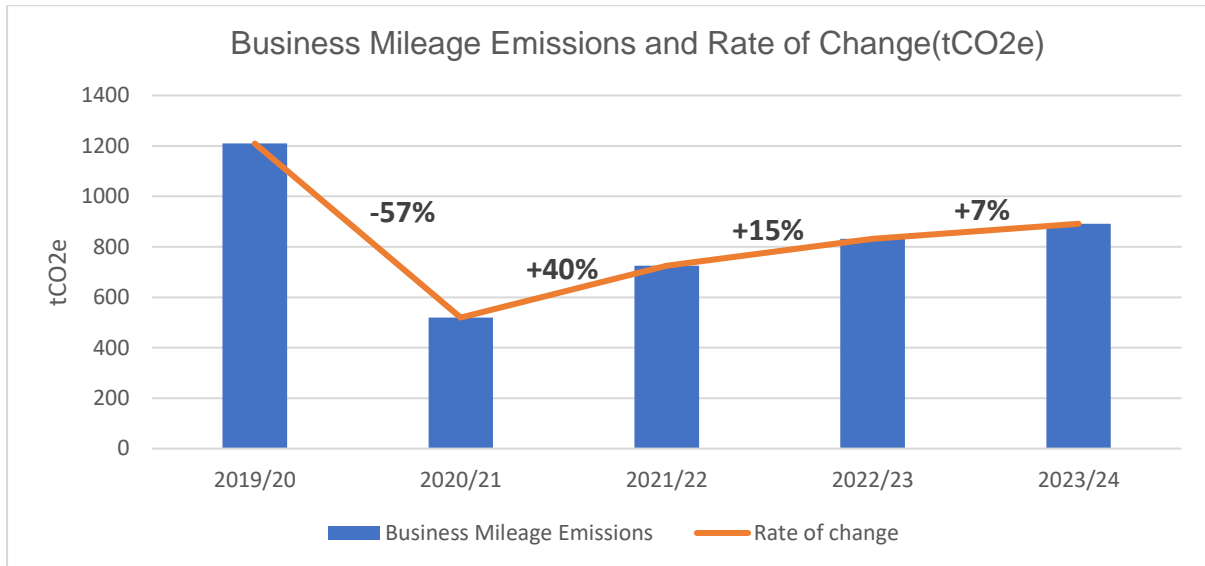
2.4.6. Business Mileage

Compared to the baseline year (2019/20), emissions from the council's **Business mileage** have **reduced by approximately 26.3% to 891 tonnes of CO₂e.**



2.4.6.1. Emissions from business mileage have continued to grow since the increase in travel after COVID; however, this year has seen a slight slowing in the pace of increase, from 40% between 2020/21 and 2021/22, to 15% between 2021/22 and 2022/23, to now 7% between 2022/23 and 2023/24. Emissions from business travel now sit at 891 tCO₂e, compared to 1,209 tCO₂e in the baseline year.

Figure 5: Business Mileage Emissions and Rate of Change, 2019-2024



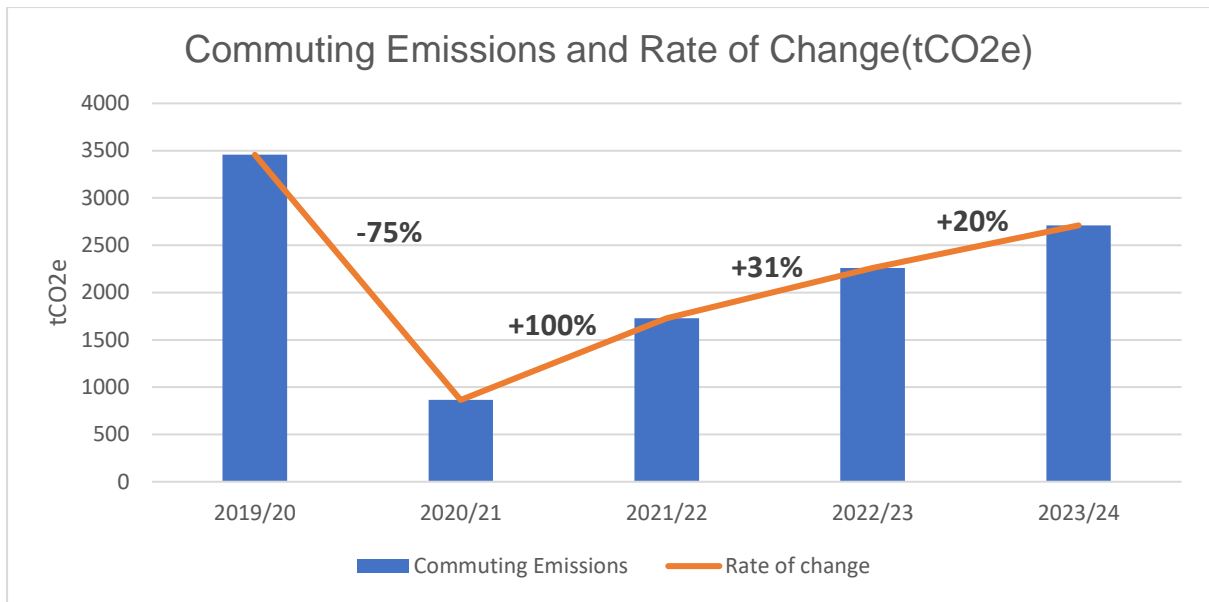
2.4.7. Commuting

Compared to the baseline year (2019/20), emissions from **Commuting** have reduced by approximately 21.6% to 2,710 tonnes of CO₂e.

2.4.7.1. Similar to business mileage, commuting emissions have increased since the return of post-COVID office working. Commuting emissions are still 21.6% lower their pre-COVID levels during the baseline year of 2019/20, now sitting at 2,710 tCO₂e. The rate of change has also slowed for commuting, from a 100% increase between 2020/21 and 2021/22, to 31% between 2021/22 and 2022/23, to now 20% between 2022/23 and 2023/24.

Figure 6: Commuting Emissions and Rate of Change, 2019-2024





2.4.8. Dorset Travel

Compared to the baseline year (2019/20), emissions from the **Dorset Travel** have **reduced by approximately 23.6% to 3,121 tonnes of CO₂e.**

- 2.4.8.1. The Autumn/Winter 2023 Progress report raised that the council would work towards a more robust method of monitoring fuel use by the school transport under Dorset Travel.³ Previous years' data used estimated annual mileage and assumed users had travelled on all days throughout the period, which in some instances was not the case. This year's data should provide a more accurate reflection of usage across all areas of Dorset Travel, with figures backdated where possible for 2021/22 and 2022/23. Overall, Dorset Travel has seen a very small decrease in mileage across the service but an increase in the number of vehicles being used.
- 2.4.8.2. The figures presented for the current year should now reflect normal service, with the effect of COVID now negligible. In the future, the council will be able to look in depth at each area of the service to consider how efficiency savings can be made whilst balancing the needs of individuals and their complex needs.

³ [Natural Environment Climate and Ecology Progress Report, Autumn/Winter 2023 \(dorsetcouncil.gov.uk\)](https://www.dorsetcouncil.gov.uk/reports-and-accounts/2023/autumn-winter-2023-progress-report)

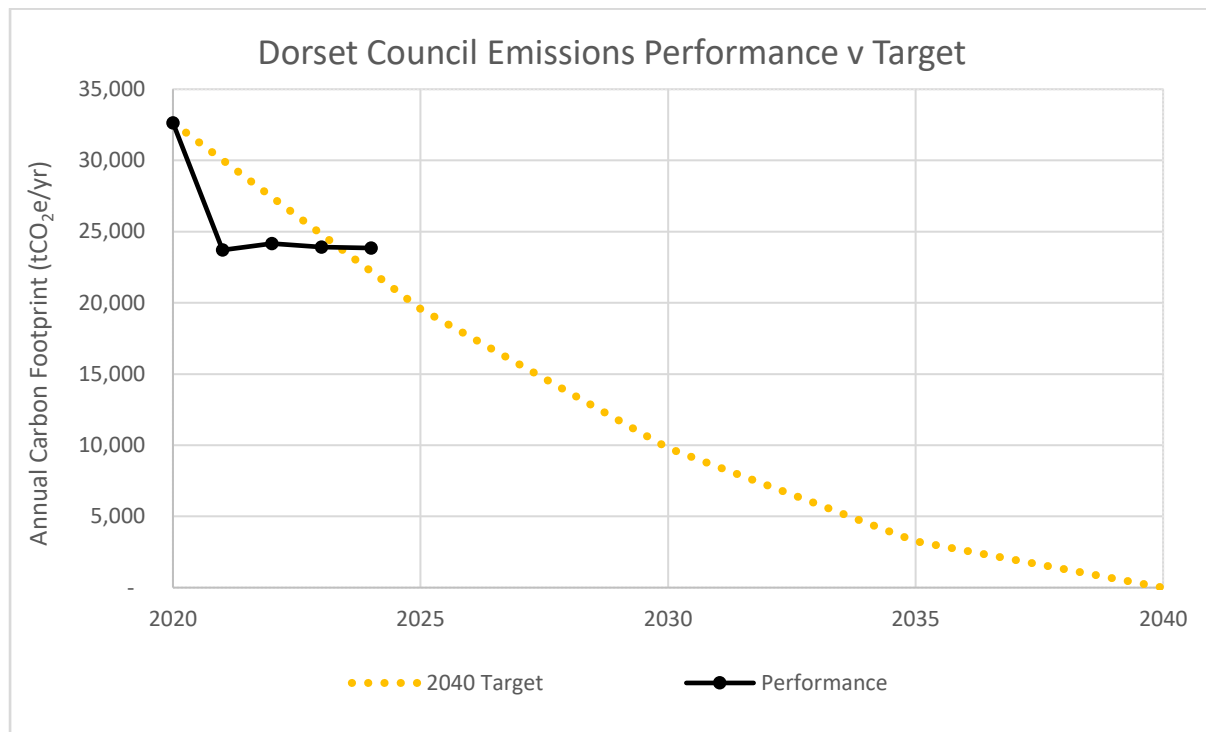


2.5. Are we on target?

Compared to the baseline year (2019/20), Dorset Council emissions have reduced by approximately 27% to 23,841 tonnes of CO₂e.

2.5.1. Dorset Council has committed to achieving a carbon neutral council by 2040, with intermittent goals for 2025, 2030, and 2035. The trajectory for this goal gives a guideline target for each year. This year, the guideline target was 22,196 tCO₂e (32% lower than baseline emissions); Dorset Council's operational emissions were 23,841 tCO₂e (27% of baseline emissions). The first intermittent goal will be next year in 2025, when the council is aiming to cut emissions by 40% of its baseline emissions, to 19,585 tCO₂e.

Figure 7: Dorset Council Emissions, Performance compared to Target



2.5.2. This year, the council was aiming for a 32% saving in emissions. Three workstreams have achieved decreasing their emissions by at least 32% compared to the baseline year: Buildings and Assets, Streetlighting, and Waste from Dorset Council sites. Buildings and Waste have also already achieved a 40% saving ahead of 2025, and Streetlighting would have achieved a 40% saving if the national emission factor for electricity had stayed the same from the year prior.

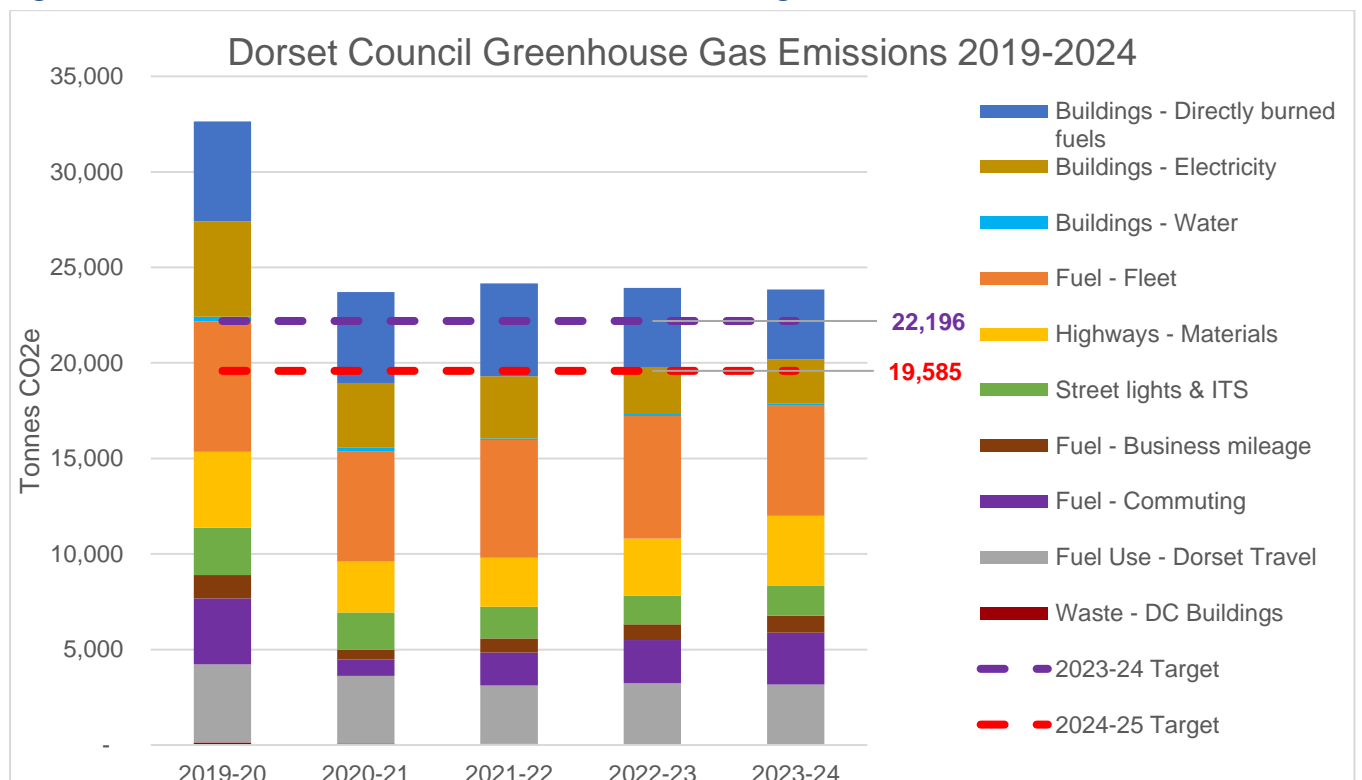
Table 6: Council emissions by percentage change compared to the baseline year (2019/20)



Workstream	% Change from Baseline
Buildings and Assets – Total	-42.3%
Streetlighting and ITS	-37.6%
Highways Materials	-7.1%
Fleet Fuel	-15.2%
Business Mileage	-26.3%
Commuting	-21.6%
Dorset Travel	-23.6%
Waste – DC Buildings	-66.6%
Total	-27.0%

2.5.3. The council has managed to decrease emissions across all workstreams, but not at a fast enough rate to achieve its 32% aim for this year. This is exasperated by areas where the council has less influence over activity due to external factors, such as its statutory duties for highway maintenance and SEND travel provision.

Figure 8: Dorset Council Greenhouse Gas Emissions with targets, 2019 to 2024



3. Dorset’s area-wide greenhouse gas emissions

3.1. About this data:

3.1.1. This section presents the latest local (Dorset Council administrative) area-wide greenhouse gas emissions for 2005-2022 for carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O).⁴ The data comes from government’s annual local area emissions statistics, which provide a consistent and comparable set of local estimates across the UK. There is a two-year lag in the reporting year due to data analysis timelines.

3.1.2. The emissions reported are mostly those which are emitted locally – except those arising from energy supplies and waste, which are instead allocated to where the energy is *used* or where the waste *arises* (rather than to the location of power stations, refineries or waste treatment sites where emissions occur).⁵

3.2. National context:

3.2.1. National emissions decreased by 5.1% in the year to 2022, whilst per capita emissions reduced by 5.9%. This was despite a continuing post-lockdown increases in transport emissions, and mostly owed to warmer temperatures in 2022 reducing energy use for heating buildings (as well as, potentially, energy price inflation inducing reductions in energy use near the end of 2022). Despite the post-lockdown rebound seen in 2021 (as reported last year), emissions in 2022 were below the levels seen during lockdown.

3.2.2. There are large variations in the total amount of local area emissions owing to differences in local geographies, populations and economies.⁶ But emissions decreased in all regions and in almost all local areas in the year to 2022. Nationally, around a third of emissions are now from transport, a fifth from industry, and around a tenth from agriculture or commerce each. But there are very large local variations in their relative contribution: such that transport is the biggest source for over half of

⁴ In line with global protocols, emissions from different gases are weighted by their global warming potential (using IPCC AR5 values) to enable comparability – and are therefore expressed in units of carbon dioxide equivalent (CO₂e).

⁵ Some gases and emissions sources which are captured in the UK national inventory are *not* allocated to localities for want of a suitable distribution method – such as F-gases or emissions from International Aviation and Shipping.

⁶ Total regional emissions span from just under 15MtCO₂e in the North East to over 42MtCO₂e in the South East – with the South West emitting just over 31MtCO₂e. In percentage terms, the range spans from around 3.5% of the UK total to 11% - with the South West making up just shy of 8%. London has the lowest *per capita* emissions (just over 3t per resident), and the East Midlands the highest (around 6.5t) – with the South West having just over 5t per resident.



localities, homes are the biggest for around a fifth, and agriculture the biggest in around 14%.⁷

3.3. Dorset's current footprint and national comparators:

Dorset's area-wide net emissions footprint, 2022:

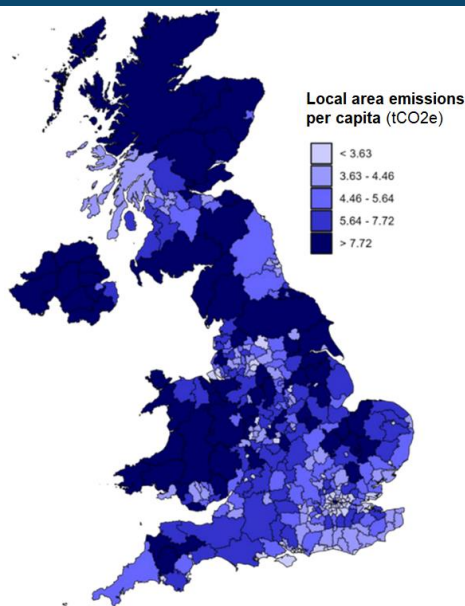
2,233.8 ktCO₂e

This is comprised of agriculture (33.3%), transport (29.2%), homes (20.4%), commercial and industrial buildings (11.7%), waste (3.5%) and public sector buildings (1.9%). Around 7.5% of our gross emissions are sequestered by nature.⁸

Dorset's per capita emissions, 2022:⁹

5.8 tCO₂e

This compares to 5.1 in England and 5.2 in the South West



⁷ Whilst the proportion of emissions coming from the public sector, waste and commercial sectors don't vary much between areas – there are large differences in the relative contribution of industry, agriculture, domestic & transport.

⁸ The stated emissions footprint is net that which is sequestered.

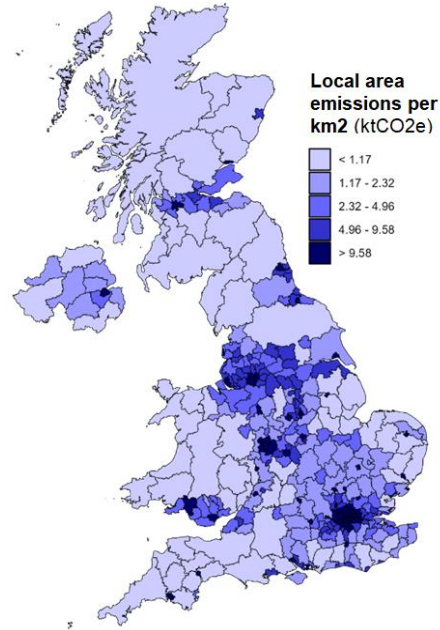
⁹ Comparing areas relative to their size (emissions per km²) or population (emissions per capita) is a rough guide; but it should be done with caution as some emission sources don't correlate well with area or population – such as the presence of a large industrial site. Typically, rural areas have higher emissions per capita owing to their population sparsity, whilst highly urban areas will have higher emissions per km² owing to their density. But there are many exceptions, such as the City of London which has the highest emissions per capita *and* per km², despite its small area and population.



Dorset's emissions per km², 2022:

0.9 ktCO₂e

This compares to 2.2 in England and 1.2 in the South West



3.4. Change over time:

Short-term (2021-2022):

In the year to 2022, Dorset's area-wide emissions reduced by 5.55% (from 2,365 to 2,233 ktCO₂e).

This compares to a 5.51% reduction in England and 4.9% in the South West.

Medium-term (2017-2022):

Compared to our 2017 baseline, Dorset's area-wide emissions reduced by 13.2% by 2022 (from 2,575 to 2,233 ktCO₂e).

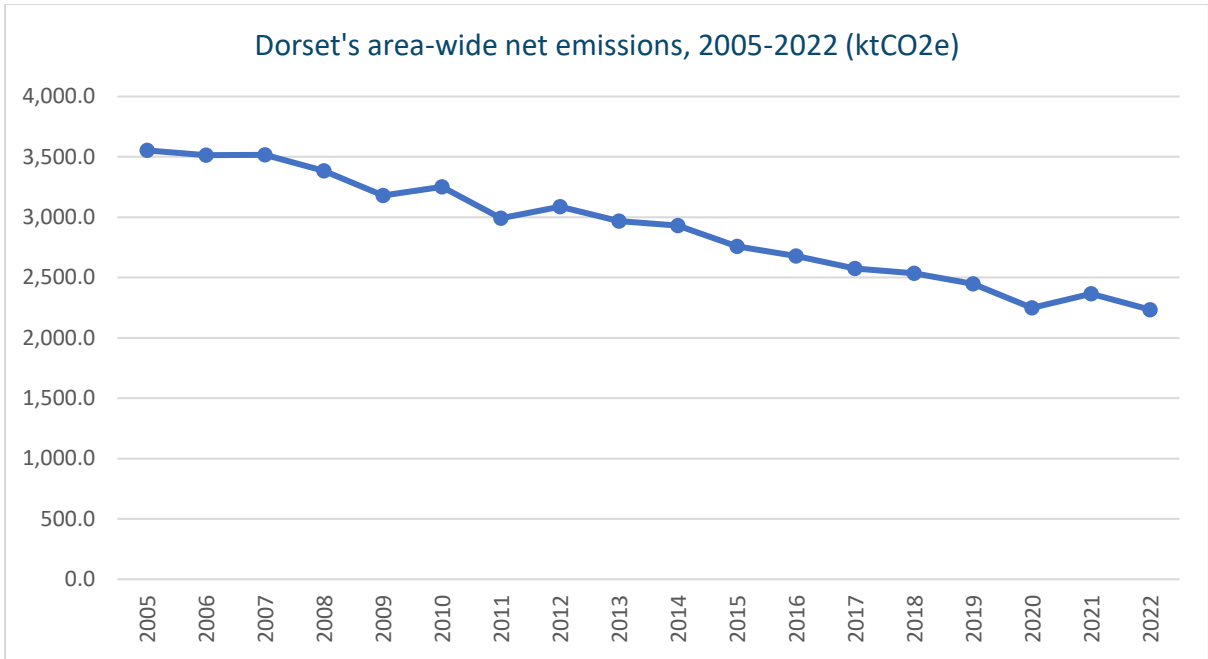
This compares to a 14.7% reduction in England and 14.4% in the South West.

Long-term (2005-2022):

Dorset's area-wide emissions reduced by 37.1% from 2005 to 2022 (from 3,553 to 2,233 ktCO₂e).

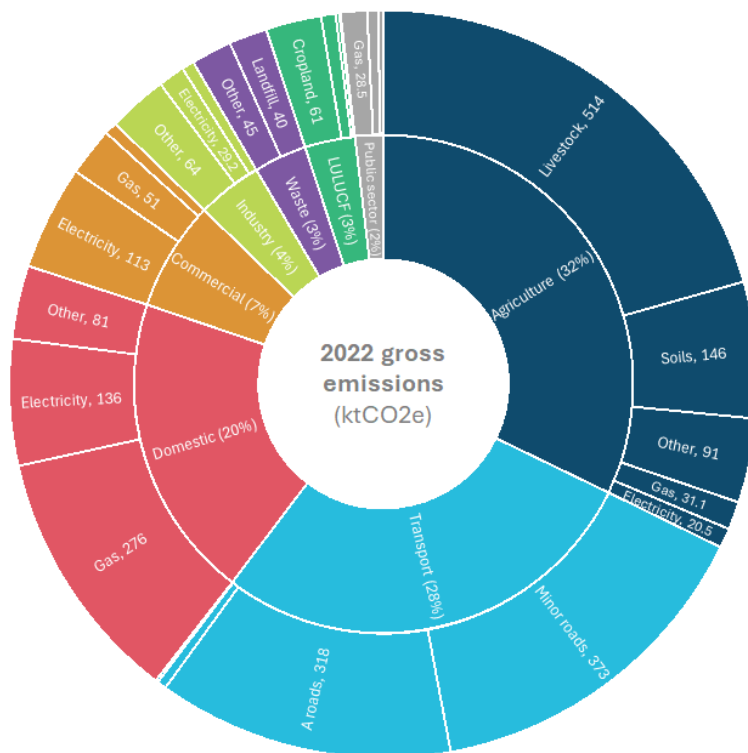
This compares to a 42.9% reduction in England and 41.2% in the South West.





3.5. Sectoral breakdown:

3.5.1. The following diagram shows the breakdown of Dorset’s gross footprint (i.e. prior to netting off the amount sequestered by nature) in 2022. As is shown, local emissions sources – from largest to smallest – are agriculture (32%), transport (28%), domestic (20%), commercial (7%), industry (4%), waste (3%), LULUCF i.e. land & nature (3%) and the public sector (2%).



3.5.2. The following diagram shows how those individual sectors have varied over time.¹⁰

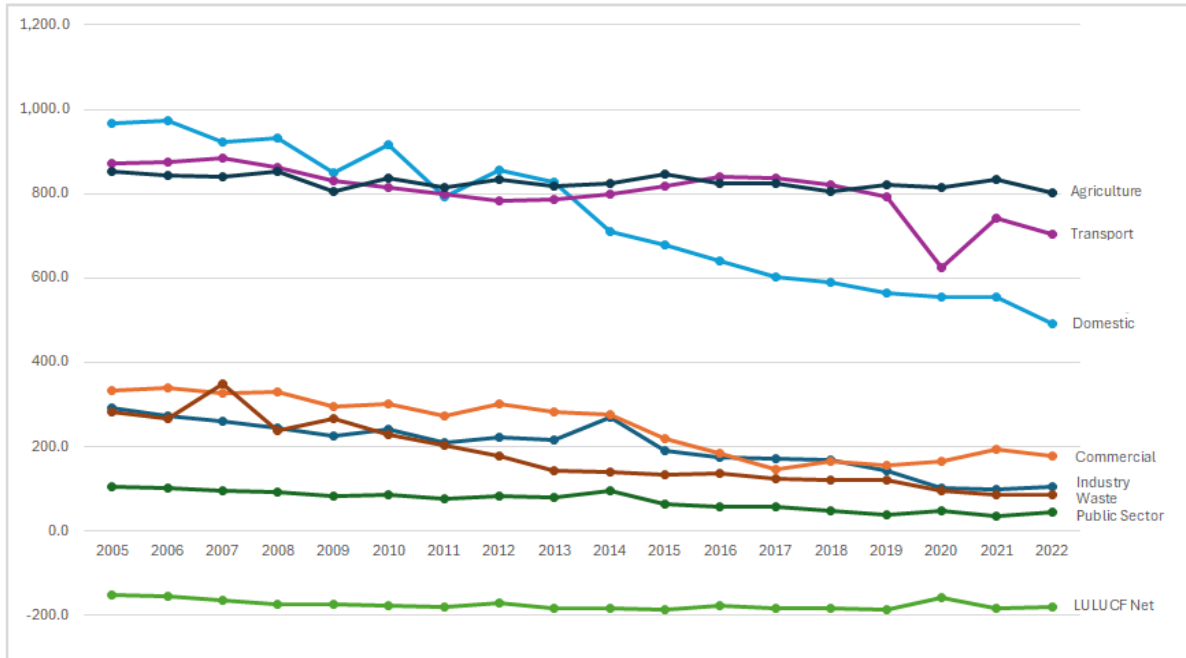
3.5.3. Most of those sectors have seen emissions reductions over the year to 2022, including commercial (-8%), domestic (-11.3%), transport (-4.9%), agriculture (-3.8%), and waste (-2.1%). Two sectors increased their emissions year on year – industry (+5.5%) and the public sector (+25.9%) – but as both are at relatively much lower levels than other sectors, the absolute increase in emissions resultant from that has done little to counteract the aggregate downward trend.

3.5.4. Around 70% of the emissions reductions seen since 2017 have come from transport and housing combined – but they are starting from a very high

¹⁰ Over the last year, both industrial and public sector emissions have grown slightly – and LULUCF emissions have sequestered slightly less. However, as their absolute values are relatively small compared to other sectors, their annual changes are likely to be more volatile.

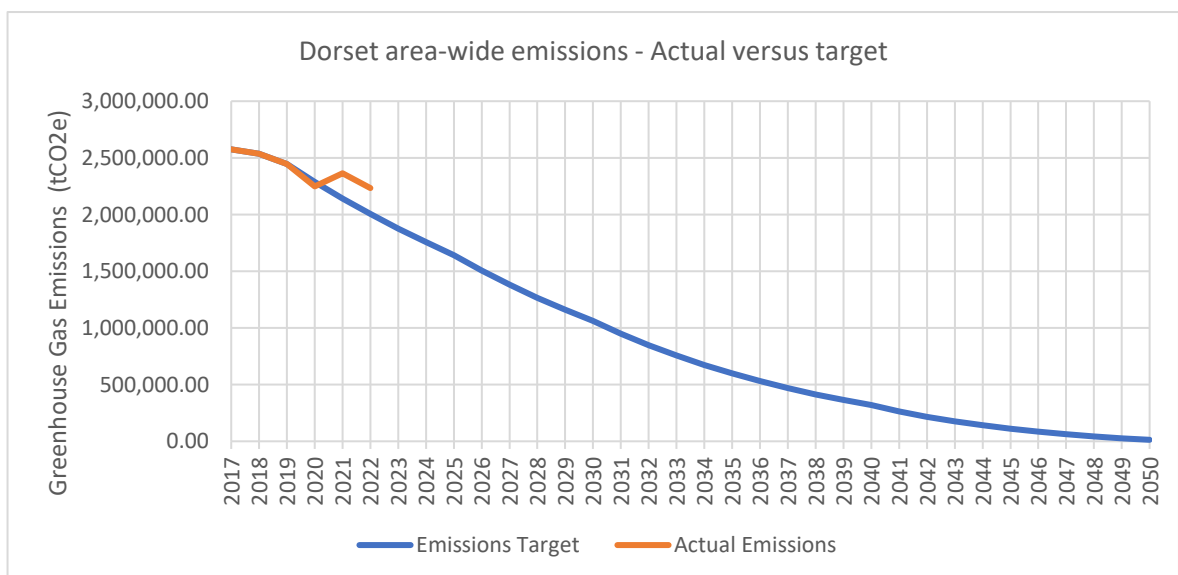


level and still have a long way to go. Other sectors have reduced their emissions by between 18% (public sector) and 38% (industry) over that same period – apart from agriculture, which has only seen reductions of 2.5%.



3.6. Performance versus targets:

3.6.1. The Dorset area-wide emissions targets set within our 2023 Strategy require a 36% reduction by 2025, 59% by 2030, 88% by 2040, and 100% by 2050. Following the post-COVID rebound in 2021, we are now off track. In 2022 the trajectory is now going in the right direction, but still needs to accelerate in order to get back on course for our 2025 target to be hit. Were the current trajectory projected outwards to 2025, emissions would reduce by a forecast 28.5% by 2025, short of our interim target.



4. What's Next?

4.1. Operational Programme

4.1.1. In 2021, the council established an operational programme to reduce carbon emissions from the assets it directly controls. An operational group, chaired by the Executive Director for Place, has been established to steer the development and delivery of work programmes to reduce council emissions, and monitor their progress.

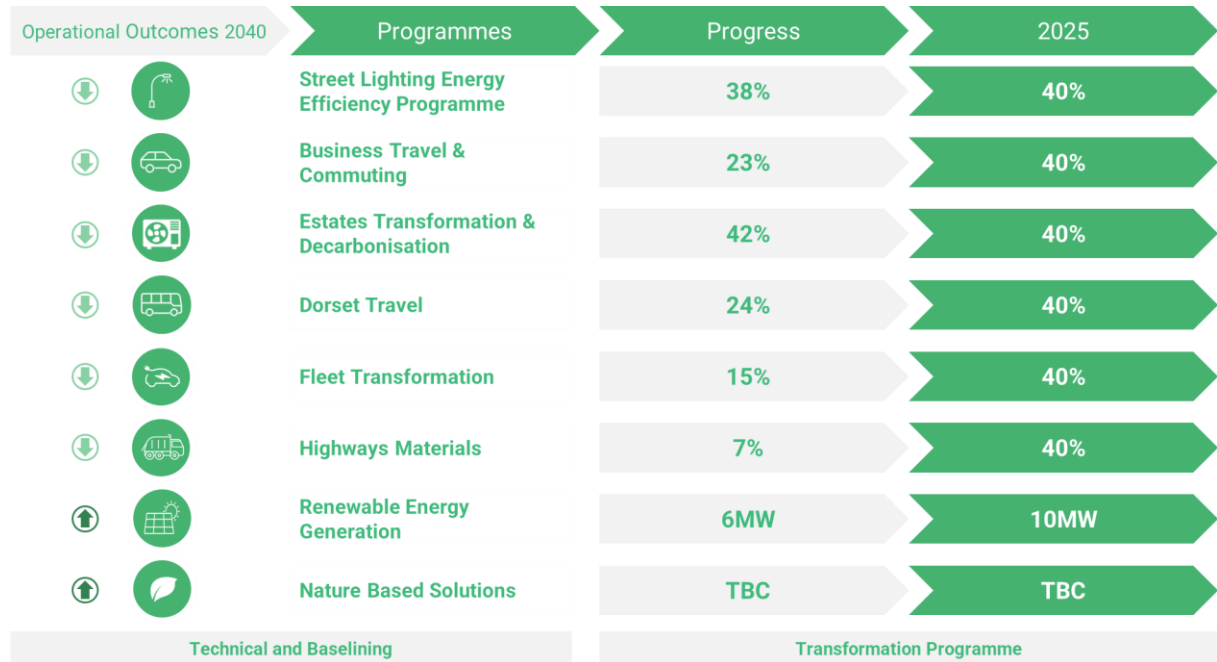
4.1.2. The operational programme contains six workstreams for decreasing emissions:

- Streetlighting Energy Efficiency Programme
- Business Travel and Commuting
- Estates Transformation and Decarbonisation
- Dorset Travel
- Fleet Transformation
- Highways Materials

4.1.3. As well as two programmes for sequestering and offsetting emissions:

- Renewable Energy Generation
- Nature Based Solution

Figure 9: Operational Programme Progress and 2025 targets



4.1.4. The Operational Programme currently aligns with the council's overall target for a 40% reduction in emissions by 2025. As the programme progresses, we



plan on tailoring these targets to each workstream in a manner that considers their specific projects and programmes. As we reduce emissions and approach net zero, some residual emissions will be inevitable and will require balancing through offsetting and removal, such as from Nature-based solutions. The targets for such balancing will depend on the residual emissions once they are estimated, therefore the target for Nature-based Solution is currently 'To be confirmed'.

4.1.5. The council supports progress across the various workstreams through a £10 million five-year capital programme, running from 2022/23 to 2026/27. This has enabled programmes such as replacing streetlighting with LEDs, retrofitting buildings to be more energy efficient and use of renewable energy technologies such as heat pumps and solar panels, and expanding the EV fleet. The programme has also supported external programmes aimed at supporting residents and organisations, such as Low Carbon Dorset and Healthy Homes Dorset.

4.1.6. So far, £3.5 million has been spent on emission reducing projects, £4 million has already been allocated for this year, and over £2.5 million is planned to be spent to support programmes by 2026/27. This has been supplemented by over £24m of external funding, such as the Shared Prosperity Fund and Public Sector Decarbonisation Scheme.

Table 7: Breakdown of Capital Spending programme

Completed	<ul style="list-style-type: none"> •Street light LED replacement Phases 1 & 2 •Building retrofit - 350 measures accross 200 sites •Inc. Installation of 5MW solar PV on our estate •Range of electric vehicles and power tools •Inc 14 fleet vehicles replaced by EVs •22 EV chargers installed at council buildings • Low Carbon grants for business, community, public sector
Underway	<ul style="list-style-type: none"> •Street light LED replacement Phase 3 •Completion of 3 large heat pump projects other retrofit projects •Design studies for Solar PV & a net-zero depot •Energy surveys of 170 buildings to identify next steps •EV Infrastructure at 7 sites •14 fleet vehicles replaced by EVs
Future 2026-27	<ul style="list-style-type: none"> •Streetlight LED replacement Phases 4 & 5 •Increased EV infrastructure at council sites •Further building retrofit measures (multiple sites) •Installation of further solar PV on council buildings



- 4.1.7. To help support the monitoring and planning of the operational programme, a climate dashboard is being developed with the council's Business Intelligence and Performance team, which will enable service areas to better track their emissions and project impacts on emissions from changes to their activity. The council aims to have this operational in early 2025.
- 4.1.8. As part of this work, the council is looking to improve the measurement and categorisation of workstreams. This will include a process of baselining the council's current renewable energy and nature-based assets, and its direct control and indirect influence over both council-owned and county-wide emissions. Greater categorisation and baselining will help to provide a more accurate measurement of the council's net emissions for future progress reports, with the aim for some of the categorisation work to be published in early 2025, and next Autumn's progress. In addition, this will allow the identification of the potential residual emissions that may need to be offset in some way.
- 4.1.9. Work is currently underway to further define work programmes to achieve the council's targets for 2025 and beyond. As part of this, we are exploring additional measures such as further expansion of our building retrofit programme, electrification of all viable small fleet vehicles, additional solar PV on our estate, and alternative fuels, such as sustainable hydrotreated vegetable oil (HVO), to replace diesel as an interim measure whilst the fleet progressively transitions towards zero and ultra-low emission vehicles (ULEVs). We are also exploring opportunities to offset residual emissions through measures such as renewable energy generation and nature-based solutions.

4.2. Facilitation Programme

- 4.2.1. The county wide emissions are provided by government and are only available two years behind, making it difficult to track progress related to activities. In broad terms, the emissions for the county of Dorset breaks down into three key areas: agriculture and land management, buildings (including business, residential and public), and transport. Dorset Council has highlighted that it has a critical facilitation role in helping to reduce carbon emissions across the county through its place shaping strategic role, delivery of programmes and projects and engagement with partners and



communities. Over the past few years, it has taken a wide range of actions which are reported annually.¹¹

- 4.2.2. Moving forward, there are some key areas of work that will need to be further developed, strengthened and accelerated to facilitate a faster emission trajectory for each of the three key emission areas -
- 4.2.3. **Agriculture** – Schemes such as the Farming in Protected Landscapes scheme run by the Dorset National Landscape team have helped to support farmers to undertake a wide range of projects beneficial to climate, nature, people and place. Such work has helped to support the development farm cluster to share experience and approaches for sustainable farming, including some of the council-owned county farms. The development of the Local Nature Recovery Strategy has strengthened engagement with farmers and landowners and will provide a key catalyst for nature recovery across the county and other environmental activities.
- 4.2.4. **Buildings** – The council has been running several schemes to deliver building retrofit measures for residents, organisations and even across its own building stock. The Low Carbon Dorset programme has provided advice and grants to over 700 organisations since 2018, helping Dorset reduce its emissions by nearly 10,000 tonnes a year. The council has run and supported schemes through its capital funding and by facilitating external funding streams, such as the Shared Prosperity Fund and Public Sector Decarbonisation Scheme. This has helped to deliver and facilitate schemes across all sectors, such as Healthy Homes Dorset, Minimum Energy Efficiency Standard for landlords and the Dorset Home Upgrade Grant.
- 4.2.5. **Transport** – The council has begun to facilitate the transition towards lower emission vehicles and modal shift within the county, whilst modelling change through the electrification of its own fleet. We have supported and delivered the continued expansion of Dorset’s EV charging infrastructure, the delivery of major active travel infrastructure upgrades in areas such as Ferndown and Dorchester, and the expansion of gigabyte technology to enable digital alternatives. Our work with local partners has helped to influence sustainable transport across the county, such as the SE Dorset Sustainable Transport Network project with BCP Council; an ever-expanding

¹¹ [What's happened so far - Dorset Council](#)



Bikeshare Scheme with Beryl, and an Enhanced Partnership with bus operators.

- 4.2.6. All of these areas of work have helped facilitate the county's journey to net zero and nature recovery, and have started to develop key partnerships and engagement, improved infrastructure and a range of best practice exemplars. As well as reduce emissions, these can act as a foundation from which to further develop and accelerate activity at all levels from strategy to community and individual action.
- 4.2.7. There are some key challenges and areas of work required for us all to be able to accelerate activity, amongst these are:
- Resourcing and securing further competitive funds or alternative finance
 - Strengthening partnership working and engagement and influence to facilitate wider change
 - Developing an approach for strategic energy planning – including grid constraints, hydrogen and the role of larger scale renewable energy
 - Developing a more strategic plan for retrofitting homes and low carbon heating
 - Defining the future of the estate retrofit and solar programme and unlocking income
 - Developing an approach for food and agriculture
 - Understanding our need and approach for natural sequestration, ensuring its quality, and maintaining a mitigation-first approach
 - Developing an approach to adaptation alongside mitigation
 - Improving corporate embedding, monitoring and training – especially for procurement
 - Embed in critical new plans/policy
- 4.2.8. The council has a critical role to ensure that our place shaping strategies fully embed the principle for climate, nature and resilience. Dorset Council is at a crucial point in the development of this strategic framework for the county with several key strategies, plans and programmes currently be defined. These include the Housing delivery plan, Local Plan, Local Transport Plan, Local Nature Recovery Strategy, Waste Strategy, Economy Strategy, and internal plans such as Council Travel Plan and Strategic Asset Management Plan.



This page is intentionally left blank

Dorset Council

Climate and Nature Monitoring dashboard

Autumn/Winter 2024

Climate Change | Carbon Neutral Dorset

Biodiversity Loss | Nature Positive Dorset

Adaptation | Resilient Dorset

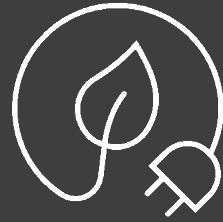
Page 11

DRAFT





County emissions



Energy



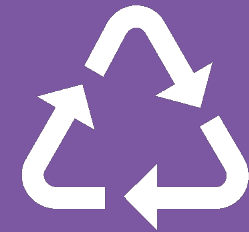
Buildings



Transport



Land

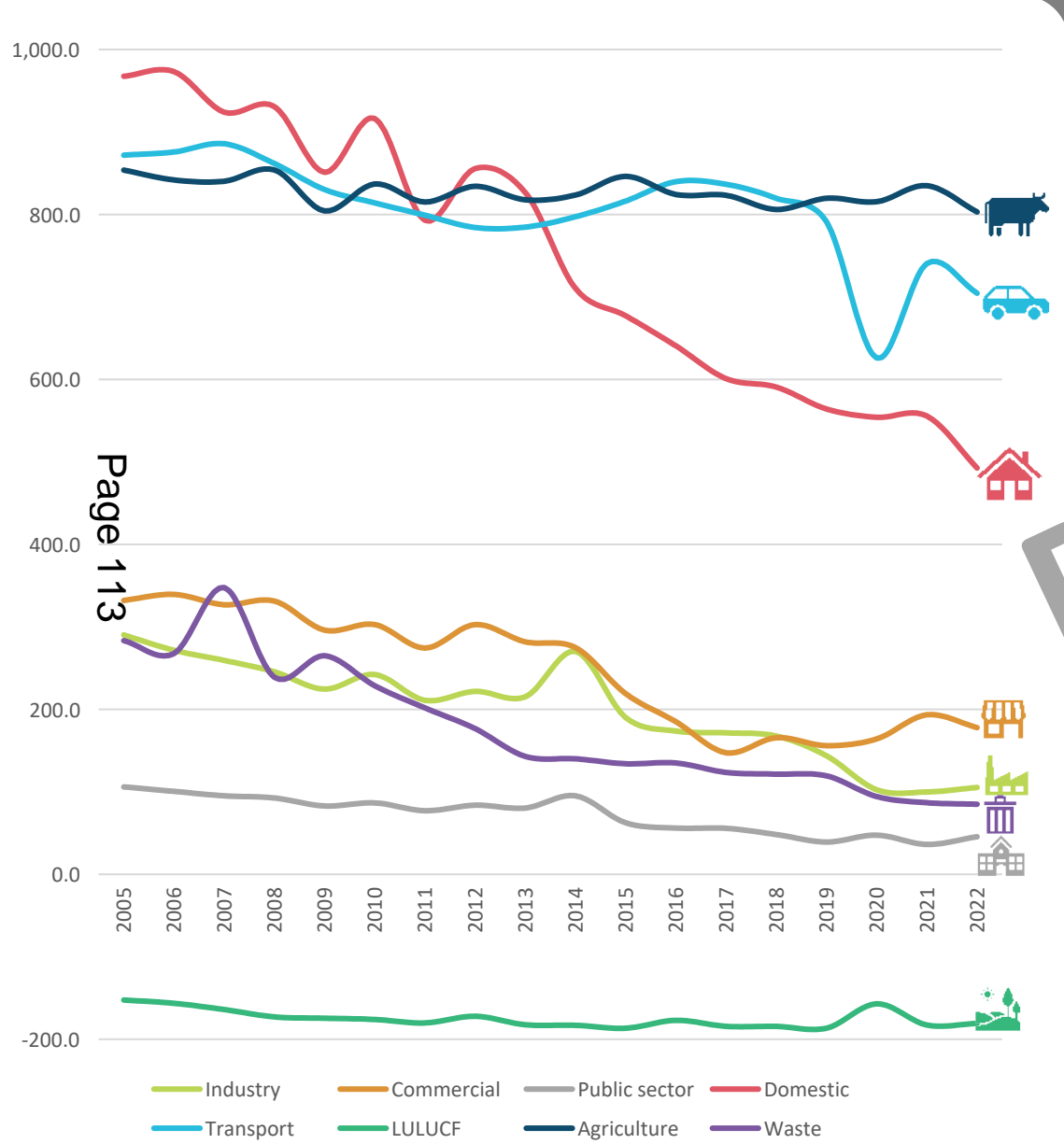


Waste

DRAFT



County Emissions | Total and trend



Total emissions, 2022
2,233.8 ktCO2e

Annual change, 2021-2022
-5.55%

Short-term trend: Dorset's emissions reduced by 5.55% (121.4 kt) during 2021-2022 – compared to 4.9% for the SW and 5.5% for England.

Medium-term trend: Dorset's emissions reduced by 8.72% (213kt) since our baseline year of 2019 – compared to 9.9% for the SW and 10.6% for England.

Long-term trend: Emissions reduced by 37.1% (1319.6 kt) since 2005 – compared to 41.2% for the SW and 42.8% for England.

Dorset's emissions are therefore reducing at a similar but marginally slower pace than the regional and national averages.

Per capita emissions, 2022
5.8 tCO2e

SW average: **5.2**
England average: **5.1**

Dorset ranks **207th out of 296** council areas in England by per capita emissions. (The lowest is Hackney at 2.2, and the highest the City of London at 55.2)

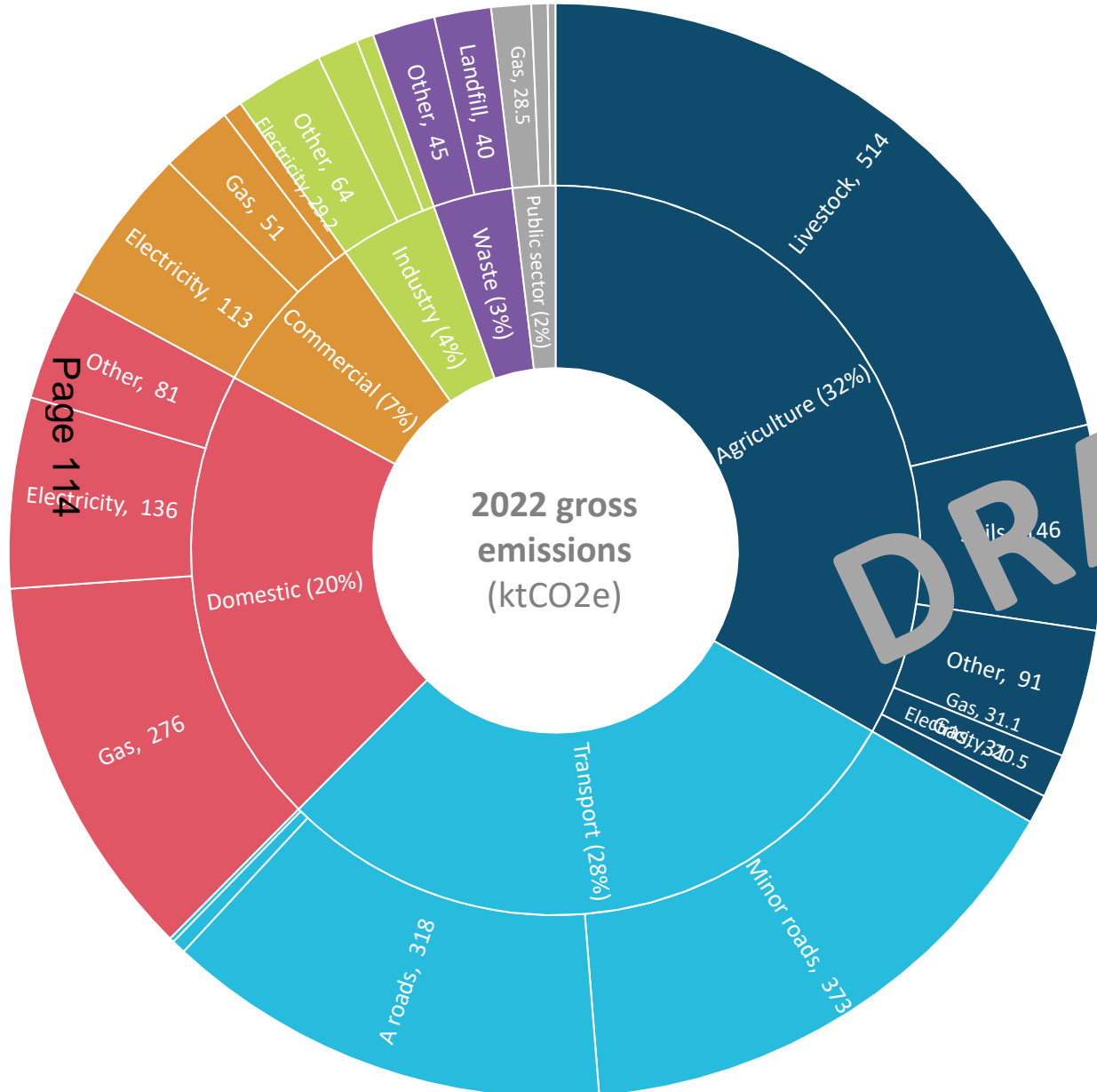
Emissions per km2, 2022
0.9 ktCO2e

SW average: **1.2**
England average: **2.2**

Dorset ranks **26th out of 296** council areas in England by per capita emissions. (The lowest is Northumberland at 0.4, and the highest is the City of London at 190.1.)



County Emissions | Sectoral breakdown



DRAFT

Industrial: 105.4kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
+5.5%	-38.6%	-64%
Regional: -4.8% England: -9%	Regional: -5% England: -11%	Regional: -65% England: -59%

Commercial: 178kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
-8%	+20.7%	-46.4%
Regional: -8% England: -5%	Regional: -11% England: -9%	Regional: -60% England: -58%

Public sector: 45.7kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
+25.9%	-18.2%	-56.9%
Regional: -2.2% England: -6.4%	Regional: -3.2% England: -5.9%	Regional: -59% England: -57%

Domestic: 492.7kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
-11.3%	-18%	-49.1%
Regional: -12% England: -13%	Regional: -13% England: -13%	Regional: -48% England: -47%

Transport: 704.6kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
-4.9%	-15.8%	-19%
Regional: -0.5% England: +0.5%	Regional: -8% England: -11%	Regional: -8.3% England: -19%

LULUCF sources: 81.5kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
+0.1%	+0.1%	-11.2%

Agriculture: 803kt

Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
-3.8%	-2.5%	-6%
Regional: -2% England: -3%	Regional: -4% England: -4%	Regional: -10% England: -13%

Waste: 85.1kt

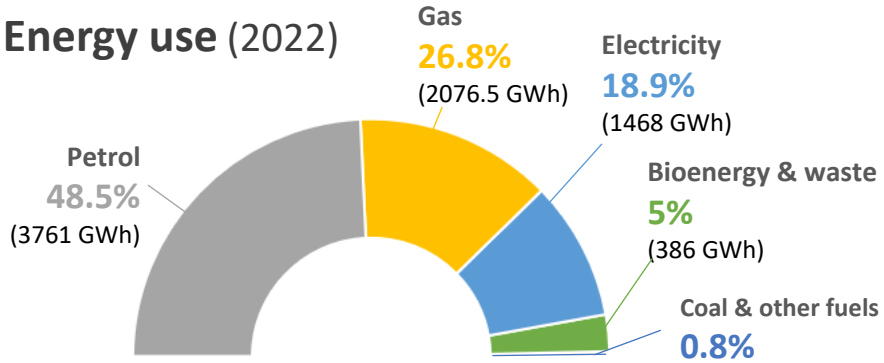
Short-term 2021-2022	Medium-term 2017-2022	Long-term 2005-2022
-2.1%	-31.2%	-70%
Regional: -11% England: +0.7%	Regional: -33% England: -10%	Regional: -73% England: -50%



Energy



Energy use (2022)



Around **76%** of our energy use comes directly from fossil fuels – with more indirectly through electricity. That has barely changed from 2005, when it was 79.5%.

Page 115



663 GWh per 100,000 people is used by households – compared to 596 regionally and 617 in England. Locally this reduced by 8.5% from 2021-22, and by 25.8% from 2005-2022.



582 GWh per 100,000 people is used by industry and commerce – compared to 584 regionally and 796 in England. Locally this reduced by 1.3% from 2021-22, and by 12.6% from 2005-2022.



795 GWh per 100,000 people is used for travelling – compared to 796 regionally and 689 in England. Locally this reduced by 0.8% from 2021-22, and by 5.3% from 2005-2022.

Renewable generation (2022)

328.4 GWh

of renewable energy was generated locally in 2022 – up 5.3% on 2017.

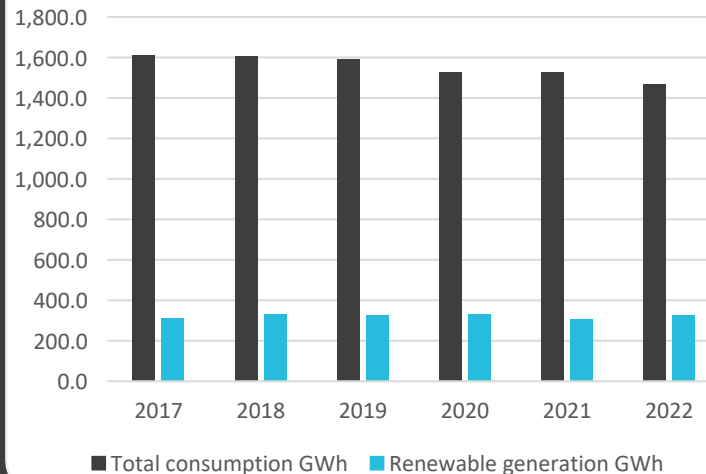
That was equivalent to

22.4%

of our electricity consumption, and

4%

of our total energy consumption



Renewables infrastructure (2023)

14,261 installations

▲ +50.6% (2019-2023)

Compared to 43% in England and 45% in the SW

358MW capacity

▲ +21.7% (2019-2023)

Compared to 18% in England and 12% in the SW



Solar (99.6%)

14,207 installations

344.7 MW capacity



Onshore Wind (0.3%)

26 installations

0.9 MW capacity



Hydro (0.03%)

11 installations

0.1 MW capacity



Anaerobic Digestion (1.7%)

14 installations

5.1 MW capacity



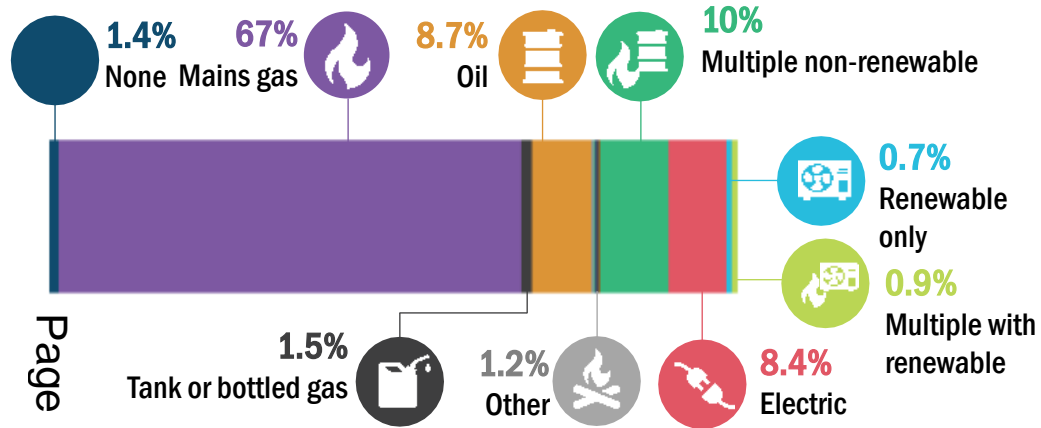
Landfill gas (2.4%)

3 installations

7.2 MW capacity



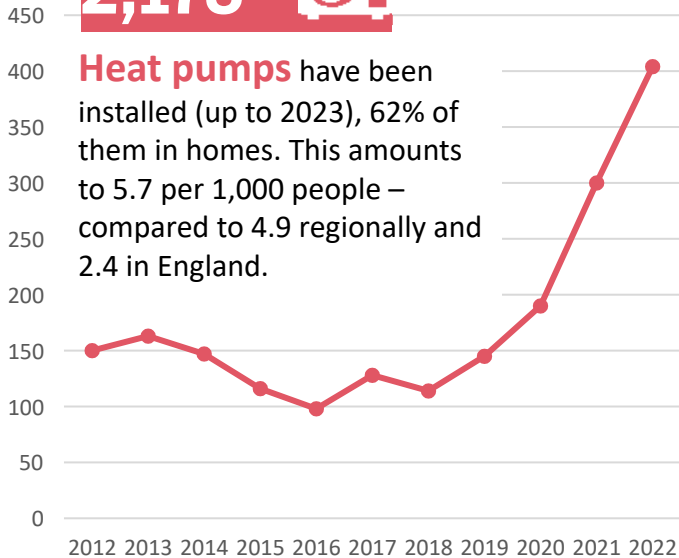
Household heating (2021)



Page 116

2,178

Heat pumps have been installed (up to 2023), 62% of them in homes. This amounts to 5.7 per 1,000 people – compared to 4.9 regionally and 2.4 in England.



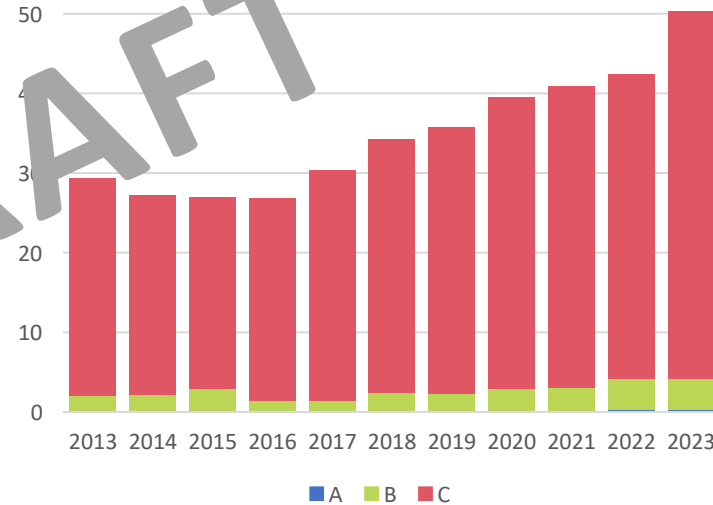
61

Heat networks were registered by 2022, serving **1,543** customers. That's amounts to 4 connected customers per 1,000 people – compared to 4.5 regionally. Another **489** customers will connect locally if those in the pipeline are built.

Energy efficiency

50.3%

of **homes** assessed for energy efficiency had an EPC rating of C or above in 2023 (excluding new builds) – compared to 49.4% regionally and 52.6% nationally.



75%

of **non-domestic buildings** locally are EPC C or above.



12.5%

of homes (22,223) were in **fuel poverty** in 2022 – compared to 12.9% regionally and 13.1% in England.

495

homes have been upgraded through Government grant-funded energy efficiency schemes (LAD & HUG) since 2020. That amounts to 1.3 households per 1,000 people – compared to 1.35 regionally and 1.16 in England.

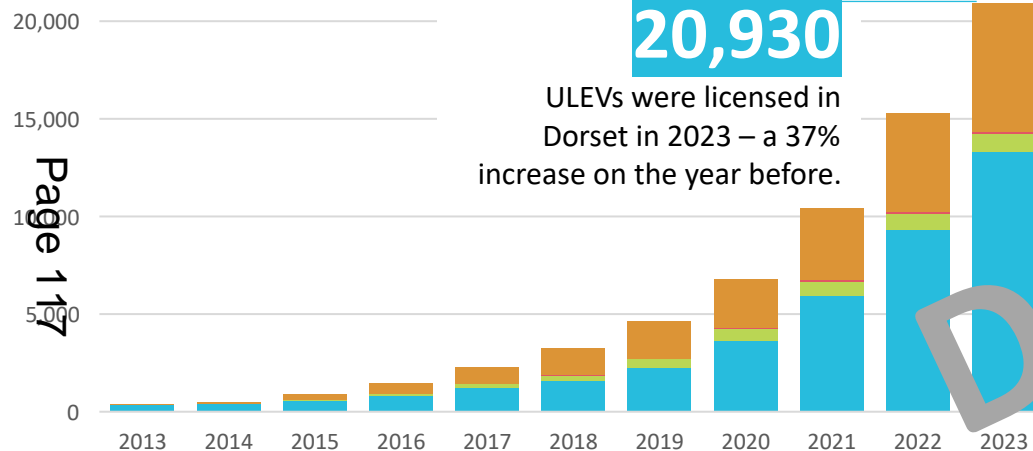
2.2%

of our road vehicles were electric in 2023 – compared to 5.3% regionally and 4.7% in England, but...



25.5%

of newly licensed cars or vans were EVs or hybrid.



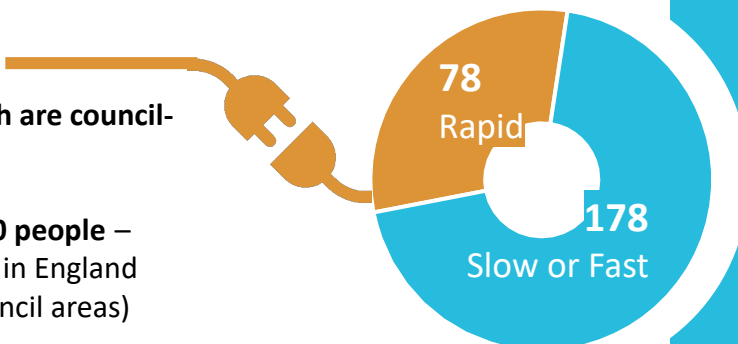
20,930 ULEVs were licensed in Dorset in 2023 – a 37% increase on the year before.

■ Battery electric ■ Other fuels ■ Plug-in hybrid electric (diesel) ■ Plug-in hybrid electric (petrol)

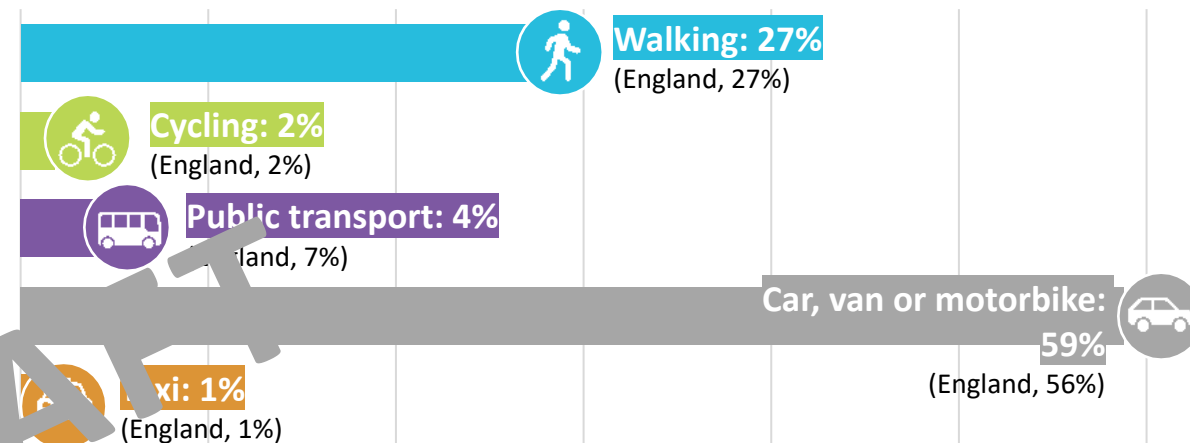
There are **256**

EV chargers in Dorset, **66% of which are council-sponsored.**

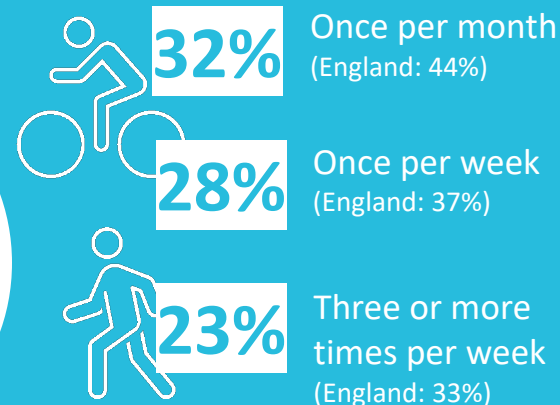
That amounts to **67 per 100,000 people** – compared to 80 regionally or 97 in England (making us 138th out of 296 council areas)



Mode of transport (SW regional)



Adults engaged in active travel (2022)



Bus journeys per head (2022)



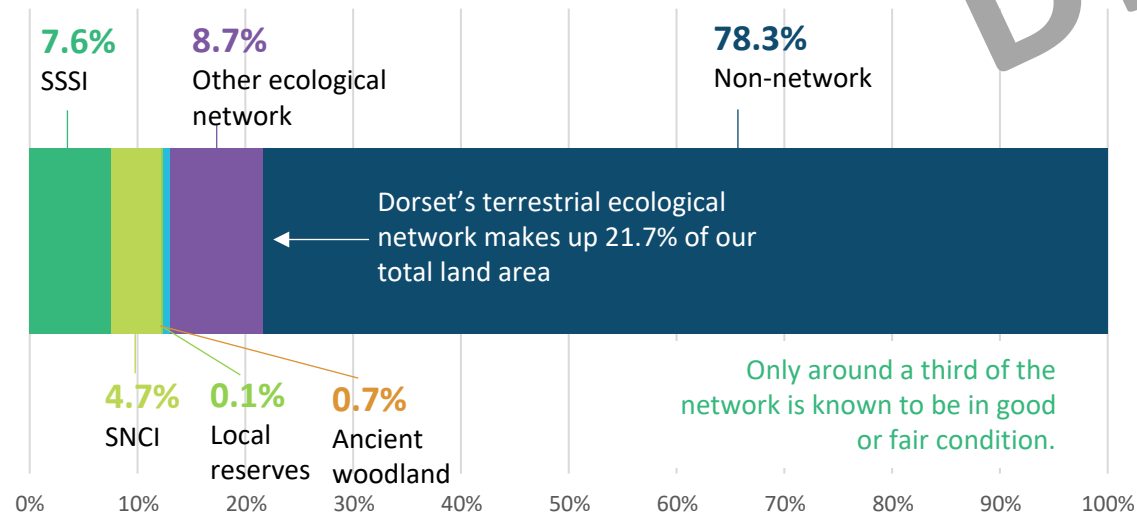
12.5

Compared to 24.1 regionally and 50.2 in England

Land use, 2022



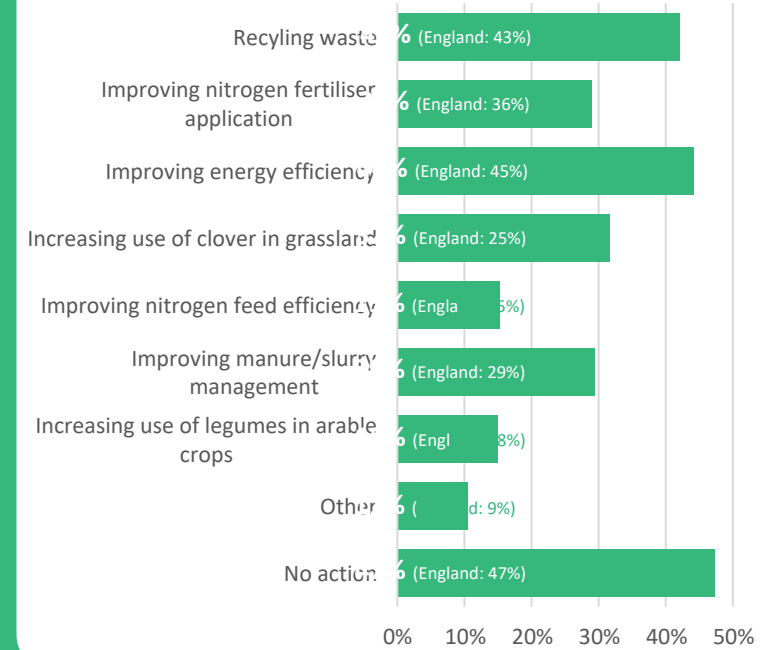
Terrestrial ecological network



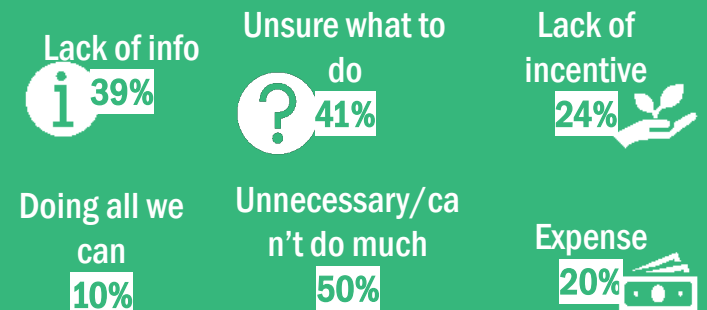
Net emissions, 2022



Farm emission practices, 2023 (SW Regional)



Barriers to action

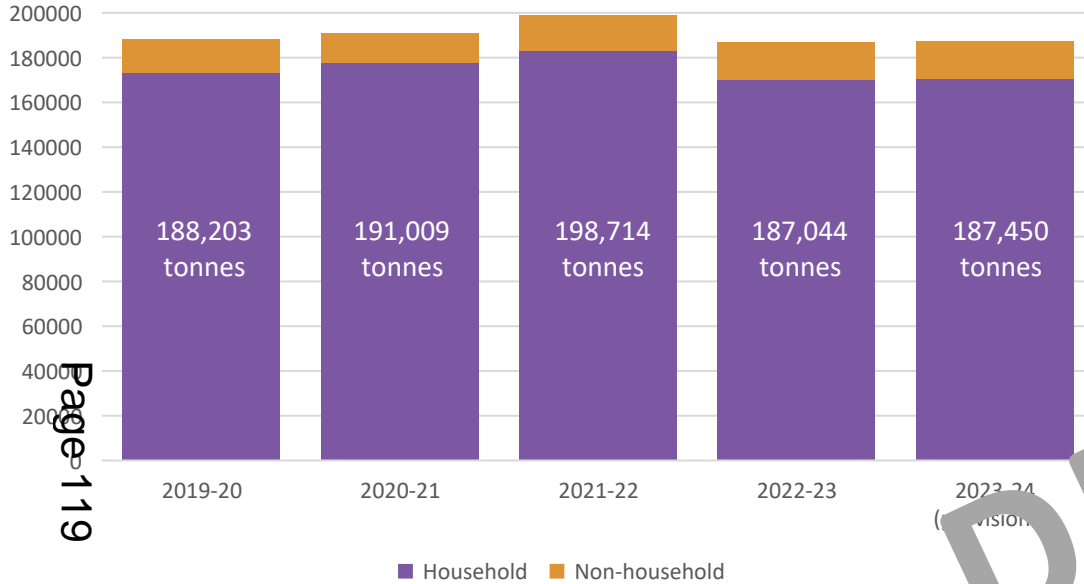




Waste



Local authority-collected waste, tonnes (2019-24)

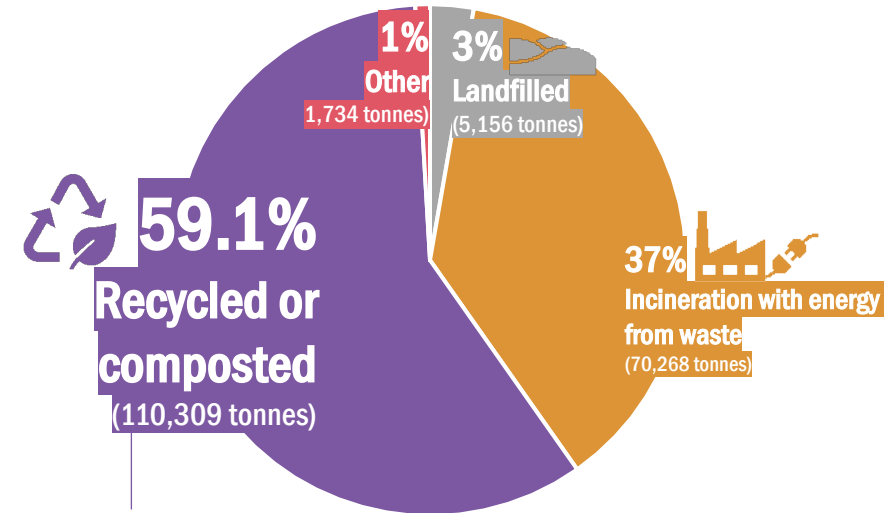


Page 119

Waste management, 2022/23

#1

Dorset Council is the number 1 performing Unitary Authority area for household recycling and composting rates



This compares so a regional average of 48.2% and an England average of 41.7%

377.9kg

Residual household waste per household

Down 6.3% on 2021/22.



This compares to 456kg regionally and 509kg in England. Dorset produces the 6th lowest amongst 94 unitary authorities

Recycling breakdown (average yield per household)





Sources



Greenhouse Gas Emissions:

- Department for Energy Security and Net Zero and Department for Business, Energy & Industrial Strategy: [UK local authority and regional greenhouse gas emissions statistics, 2005-2022](#)



Energy:

- Department for Business, Energy & Industrial Strategy: [Total final energy consumption at regional and local authority level, 2005-2022](#)
- Department for Energy Security and Net Zero: [Regional Renewable Statistics](#)
- Department for Energy Security and Net Zero: [Renewable Energy Planning Database](#)



Page 120

Buildings:

- Office for National Statistics: [Type of central heating of the accommodation based on Census 2021](#)
- MCS: [MCS Data Dashboard](#)
- Ministry of Housing, Communities and Local Government: [Live tables on Energy Performance of Buildings Certificates](#)
- Department for Energy Security and Net Zero: [Heat Networks Planning Database](#)



Transport:

- Department for Transport: [Vehicle licensing statistics data tables \(VEH0132: Licensed ULEVs\)](#)
- Department for Transport: [Electric vehicle public charging infrastructure statistics](#)
- Department for Transport: [Mode of travel](#) and [CW0301: Proportion of adults who do any walking or cycling, for any purpose, by frequency and local authority](#)
- Department for Transport: [BUS01: Local bus passenger journeys](#)



Land:

- Ministry of Housing, Communities and Local Government: [Land use in England, 2022](#)
- Dorset Local Nature Partnership: [Natural Value Report 2022](#)
- Department for Energy Security and Net Zero: [UK local authority and regional greenhouse gas emissions statistics, 2005-2022](#)
- Department for Environment, Food & Rural Affairs: [Farm practices survey February 2024](#)



Waste:

- Department for Environment, Food & Rural Affairs: [Local authority collected waste management - annual results](#)
- WRAP LA Portal: [Waste & recycling information for local authorities](#)
- [WasteDataFlow portal](#)

Place and Resources Scrutiny Committee

14 November 2024

Trial reduction in Car Park Charges

For Review and Consultation

Cabinet Member and Portfolio: Cllr J Andrews, Place Commissioned Services

Local Councillor(s): All Councillors

Executive Director: Jan Britton, Executive Lead for Place

Report Author: Matthew Piles

Job Title: Corporate Director Economic Growth and Infrastructure

Tel: 01305 221336

Email: matthew.piles@dorsetcouncil.gov.uk

Report Status: Part Exempt Para 3 Appendix 2

Brief Summary: Between 1 July and 31 October 2024, a trial of reduced car park tariffs took place in three level 3 car parks. A review of the impact of this temporary change has been requested by the Scrutiny Chair and Vice-Chair.

A number of factors influence where people choose to park. Particularly for seaside locations, these factors include the weather and the price to stay in the car park.

The data for the review forecasts that income from parking payments directly at Dorset Council's car parks (in the towns where the trials took place) will reduce by £263k during the trial. Overall numbers of vehicles parking in those towns' car parks remained broadly constant when compared to the previous year's data.

The data shows an increase in the number of vehicles parking in the car parks where the tariffs had been reduced during the trial. At an individual car park level this did not balance the loss of income from the reduced tariff. The increase in visitors at the trial carparks is offset by the reduction in visitors to the nearby carparks that weren't part of the trial.

Recommendation: The committee are asked to review the information as shown in this report about the effects of the trial.

Reason for Recommendation: By request of Scrutiny Chair and Vice-Chair.

1. Report

1.1 Background

- 1.1.1 From 28 April 2023, the parking tariffs for level 3 locations were increased as part of the annual budgetary process.
- 1.1.2 At Full Council on 13 July 2023, a petition was submitted by Mr Sims-Duff asking to reduce the new charges to match those of other Dorset Council towns. Full Council agreed to refer the debate about parking charges to Cabinet.
- 1.1.3 At Cabinet on 5 September 2023, the decision was made to review the charges at Scrutiny Committee at a later date in the 2023/2024 financial year.
- 1.1.4 On 3 May 2024, following local elections, a review of the parking tariffs with an aim to support Dorset residents and businesses was requested.
- 1.1.5 An operational review paper was written, with options for change and the forecast cost of each included.
- 1.1.6 From this review paper, the decision was made to implement a trial reduction of tariffs in three level 3 car parks: West Bay Road in West Bay, Charmouth Road in Lyme Regis and Swannery in Weymouth.
- 1.1.7 Legal advice was sought to ensure that the process for implementing the trial did not contravene Dorset Council's Rules of Procedure.
- 1.1.8 On 18 June 2024 an Executive Decision Notice detailing the trial was signed by Cllr Jon Andrews, Cabinet Member for Place Services.
- 1.1.9 On 1 July 2024, a trial of a reduced car park tariffs commenced in the three level 3 car parks as listed above.
- 1.1.10 The trial finished on 31 October 2024.

1.2 Trial Review

- 1.2.1 When analysing the effects of the reduced tariff, the following have been looked at: income in the relevant car parks, and in towns and across Dorset, the number of transactions, average payments and

weather. Currently data is available for July to September, so this report looks at this period. Once October's data is available, it will be reviewed again.

Income – details shown in figures 1,2,3,4,5, and 6 of appendix 2

At individual car parks, when comparing to last year's income from July to September, there has been a reduction of £43,000 in Charmouth Road, Lyme Regis; £84,000 in Swannery, Weymouth; and £34,000 in West Bay Road, West Bay giving a total of £161,000. The forecast percentage drop in the car parks was 40% but the actual drop was 30%, so slightly better than predicted.

Across the 3 towns, there has been a reduction in income in all Dorset Council car parks in the July to September period when compared to last year: reductions of £36,000 in Lyme Regis, £89,000 in Weymouth and £53,000 in West Bay. Although there are other factors that affect this, the most probable reason for the majority of the reduction has been the cheaper parking prices.

At a county wide level, there has been a reduction of income in all car parks of 3.3%. In tier 3 car parks, it has reduced by 11%.

Transactions – details in figures 7,8, and 9 of appendix 2.

In individual car parks there has been a small increase in transaction numbers across July to September in the 3 affected car parks.

Charmouth Road (Lyme Regis) had an increase of 1.6%, Swannery (Weymouth) had an increase of 3.7% and West Bay Road (West Bay) had a 13.8% increase.

This increase in transactions did not correspond to an increase of transactions across the towns, where they were on average down by 1.6% from last year.

In the case of Weymouth and Lyme Regis, the reduced tariff car parks were not the ones with the biggest increase in transactions. There was a bigger percentage increase in Broad Street, Lyme Regis and Harbourside, Weymouth.

Average payment/dwell time – details in figure 10 of appendix 2.

Average payments have not changed significantly from last year when the reduction in tariff is taken into consideration. The average payment still relates to a dwell time of about 2-3 hours.

Weather – details in figure 11 of appendix 2.

To help show the effects that weather has on parking income, weather data for the last three years included. Over the last two years, there has been a decrease in sunshine hours and an increase in rain. This year there has been nearly three times as much rain as was experienced in 2022.

Summary

The tariff change has seen a reduction of income by £161,000 so far over the last three months in the car parks affected. It's probable that the reduction in those towns was predominantly down to the tariff reduction. There has not been a significant increase in transactions in the affected car parks and any movement appears to be a movement of users in other local car parks rather than an increase in overall visitor numbers.

- 1.2.2 During the trial, a survey was conducted. The results of the data gathered, and analysis can be found in appendix 3.

The survey was directed at two separate groups: customers of the reduced tariff car parks and local businesses near to the reduced tariff car parks.

Summary of customer feedback.

336 customers responded to the survey with a good split across the 3 car parks. 62% of the people who responded came from out of county, but a promising 71% of them were aware of the permits that we offer.

57% of customers said that parking costs influenced the decision to visit and 86% said that they would visit more often if the charges were cheaper. 88% said that they would stay longer if the charges were cheaper.

52% would have liked the charges to be reduced more but 44% were happy with the reduced level.

69% said they would spend more time and money in the towns if charges were less and over 50% think that car parks are cheaper in other areas.

62% said that weather did not affect their decision to visit, which is surprising. This may have been driven by asking the opinion of those visitors during poor weather.

Business owners

There were 47 responses to this survey with a good split between towns and a good variety of businesses.

Over 50% of business thought there were fewer visitors this year, but 55% felt the trial had a positive impact on trade.

Business owners did feel that weather had an impact on trade with over 70% thinking it had at least some impact.

The survey activity had not closed at the stage of writing the report and further analysis needs to be carried out once it has. We will need to check the context that questions were answered in, and the size of the response in relation to visitor numbers.

The analyses given both for parking data and survey results should be treated as interim only until final data has been received and time has been given to analysing it fully.

2. Legal

- 2.1 On the basis that changes to the tariff for 3 car parks were part of a temporary trial for 3 months (and not a policy or permanent change), with a financial impact of less than £500,000 and were not considered to be significant in terms of effects on communities living or working in the areas the decision was not considered to be a Key Decision. The operational decision by the Cabinet Member for Place Services was taken in accordance with the delegated authority for Cabinet Members set out in Article 6 (and its Annex) within Dorset Council's constitution.

3. Financial Implications

- 3.1 Overall transaction numbers including other nearby car parks have not significantly varied, and the movement to the reduced tariff car parks appears to be at the detriment to other car parks. If it is assumed (until the final trial data is available) there would have been same number of transactions had the tariffs remained at the original summer rate, then the total income reduction is likely to be £263000. If car park usage levels remained the same as 2023, then the budget impact was estimated to be an income reduction of £276000. This was based on the average

customer spend in each of the three reduced car parks being deducted from the income received for the same period in 2023.

- 3.2 Price isn't the only factor that determines car park income. Car parking usage is also variable from one year to the next due to seasonal and weather patterns. A wet spring and poor summer can significantly decrease overall income. Consequently, the actual budget impact has been closely monitored.

It is expected that the 3 car parks affected will be £179,000 down in comparison to last year's income. The actual reduction in income has been £161,000 to the end of September 2024 in the car parks affected with one month left to run.

There are a lot of factors that have affected income in the car parks this year and there is no certainty over what people's behaviour would have been if prices had not been reduced. The actual true loss can only be estimated from the data that we have to date to be between £179000 and £263000.

4. Natural Environment, Climate & Ecology Implications

- 4.1 The overall vision of the Local Transport Plan 3 (LTP3) includes creating sustainable travel patterns which involves providing a greater choice of realistic alternatives to the car. There is also a focus on setting parking policies in town centres that consider the impact on local economies, and which encourage long stay commuters to use public transport alternatives.
- 4.2 The aim is to promote sustainable access to visitor attractions and developing transport facilities, such as the Park & Ride in Weymouth and Purbeck (park & train) in Corfe Castle.

5. Well-being and Health Implications

- 5.1 The trial parking charges will help improve health and wellbeing by supporting the reduction of cost pressures for Dorset residents and businesses.

6. Other Implications

None.

7. Risk Assessment

- 7.1 The risk that needs to be assessed is whether a reduction in parking charges will affect Parking Service's ability to cover the Highways costs that have been budgeted for this financial year.

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

Current Risk: Low
Residual Risk: Low

8. Equalities Impact Assessment

Not applicable.

9. Appendices

Appendix 1: Executive Decision Notice
Appendix 2: Financial and transaction tables – Exempt paragraph 3
Appendix 3: Parking trial survey analysis

10. Background Papers

None.

Date of Decision	18 June 2024
Decision Maker	Cabinet Member for Place Services
Designation	Place commissioned services
Decision:	<p>To trial the reduction of charges in three car parks, one in each of the main coastal towns that have tier three charges. The charges will reduce from peak rates to off peak rates, from 1 July through to the 31 October 2024.</p> <p>1st April to 31st October (peak) Up to 30 minutes £1.50 Up to 1 hour £3 Up to 2 hours £4.50 Up to 3 hours £6 Up to 4 hours £7.50 Up to 10 hours £15</p> <p>1st November to 31st March (off peak) Up to 30 minutes £0.80 Up to 1 hour £1.50 Up to 2 hours £2.30 Up to 3 hours £3.30 Up to 4 hours £5.30 Up to 10 hours £9</p> <p>The car park affected are:- Swannery – Weymouth West Bay Road – West Bay Charmouth Road – Lyme Regis</p>

	<p>To extend the short stay permit in Dorset Council car parks from 2 to 3 hrs. Existing terms and conditions apply.</p>
<p>Reasons for the decision</p>	<p>The Council is trialling a reduction in charges following the concerns raised by local communities and businesses. It will help us to understand the impact that the increase in charges in 2023 has made to occupancy and length of stay in car parks. This increase was introduced during the 2023 budget setting process and implemented on 28 April 2023 as part of the fees and charges increases. It will also help make a case for using charging to drive behaviour, moving users from the town centre car parks to ones further out.</p> <p>This decision is taken in accordance with the delegated authority for Cabinet Members set out in Article 6 (and its Annex) within Dorset Council's constitution.</p> <p>The reason for this not being a key decision is that the financial impact is less than £500k for this financial year and it does not have a significant effect on multiple wards.</p>
<p>Alternative options considered and rejected</p>	<p>Reducing all tier three car parks to off peak prices – the financial implications of this would be beyond what could be covered in the financial year.</p> <p>Reducing all or some tier three car parks to tier two prices – this would mean a larger change to signs, orders and systems and would not be possible in a timely manner to make an impact on this summer.</p> <p>Reducing tier three car parks to 2022 prices - this would mean a larger change to signs, orders and systems and would not be possible in a timely manner to make an impact on this summer.</p>

	<p>The rationale for the trial is to understand the impact through evidence of occupancy, impact on the highway network in addition to the financial impact set out in the budget implications.</p>										
<p>Consultees</p>	<p>Matthew Piles, Corporate Director Economic Growth and Infrastructure</p> <p>Michael Westwood, Service Manager for Parking Services</p> <p>Local ward members for Melcombe Regis, Bridport, Lyme Regis and Charmouth.</p>										
<p>Budget Implications</p>	<p>Decrease in budget estimated to be £276,259.</p> <table border="1" data-bbox="662 758 1105 1041"> <thead> <tr> <th></th> <th>From 1st July Change</th> </tr> </thead> <tbody> <tr> <td>Swannery</td> <td>144,133</td> </tr> <tr> <td>West Bay Road</td> <td>61,007</td> </tr> <tr> <td>Charmouth Road</td> <td>71,118</td> </tr> <tr> <td></td> <td>276,259</td> </tr> </tbody> </table> <p>The budgetary impact will be mitigated by savings identified elsewhere (£100k lead member allowances) and with the balance made up from income and operational efficiencies across the Place Directorate.</p> <p><i>Explanatory update: At the meeting of the Place and Resources Scrutiny Committee on 30 July 2024 members considered an item about the trial reduction in car parking. The committee established that the £100,000 saving identified in this decision notice from removing lead member allowances was incorrect and that the saving was £60,000. An assurance was sought by the committee and provided by officers that the correct figure would be published, hence this explanatory update to the decision notice</i></p>		From 1st July Change	Swannery	144,133	West Bay Road	61,007	Charmouth Road	71,118		276,259
	From 1st July Change										
Swannery	144,133										
West Bay Road	61,007										
Charmouth Road	71,118										
	276,259										

	This is an operational decision and is not a fundamental change to budget framework. The overall council budget will not be impacted. The decision is for a 'pilot' rather than a permanent change.
Legal Implications	N/A
Any Conflict of Interest?	N/A
Reference Documents	N/A

Publication date: 18/06/2024

General Survey

Car parking charges trial

<https://consultation.dorsetcouncil.gov.uk/c-e/dcd14c64>

This report was created on Wednesday 30 October 2024 at 09:48

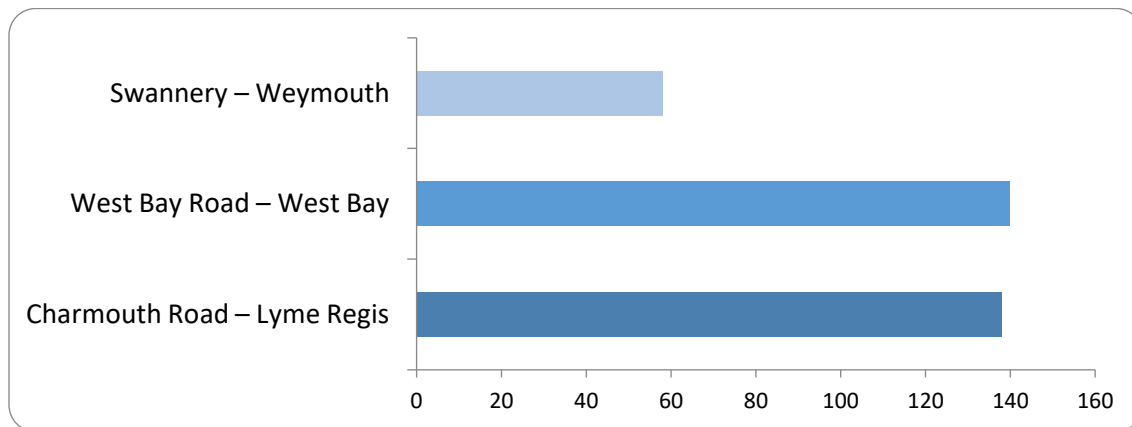
The activity had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses and should be treated as interim only.

Responses to this survey: **336**

Which car park are you using/did you use today?

Which car park are you using/did you use today?

There were 336 responses to this part of the question.

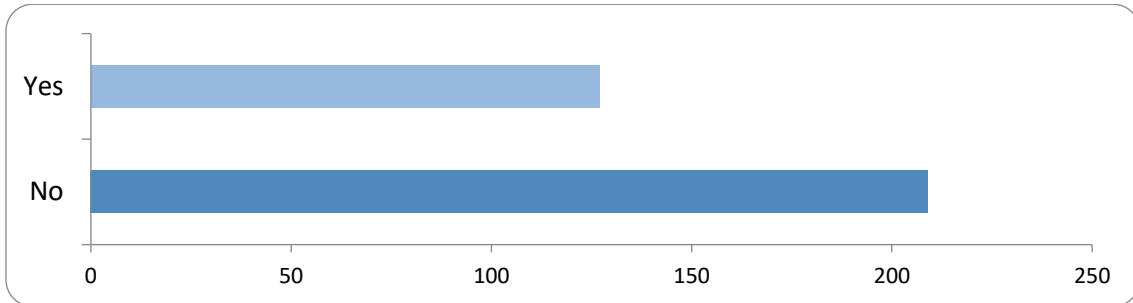


Option	Total	Percent
Swannery – Weymouth	58	17.26%
West Bay Road – West Bay	140	41.67%
Charmouth Road – Lyme Regis	138	41.07%

Do you live in the Dorset Council area?

Do you live in the Dorset Council area?

There were 336 responses to this part of the question.



Option	Total	Percent
Yes	127	37.80%
No	209	62.20%

Which town/village did you travel from?

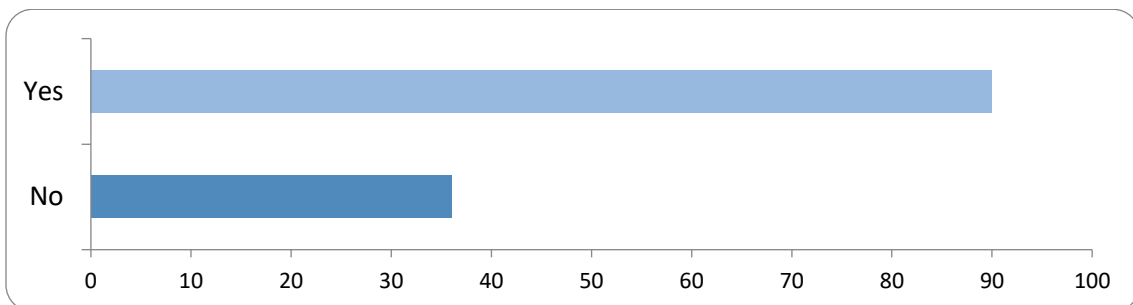
Which town/village did you travel from?

There were 127 responses to this part of the question.

Did you know Dorset Council offers both short and long stay parking permits for residents?

Did you know Dorset Council offers both short and long stay parking permits for residents?

There were 126 responses to this part of the question.



Option	Total	Percent
Yes	90	71.43%
No	36	28.57%

Where did you travel from?

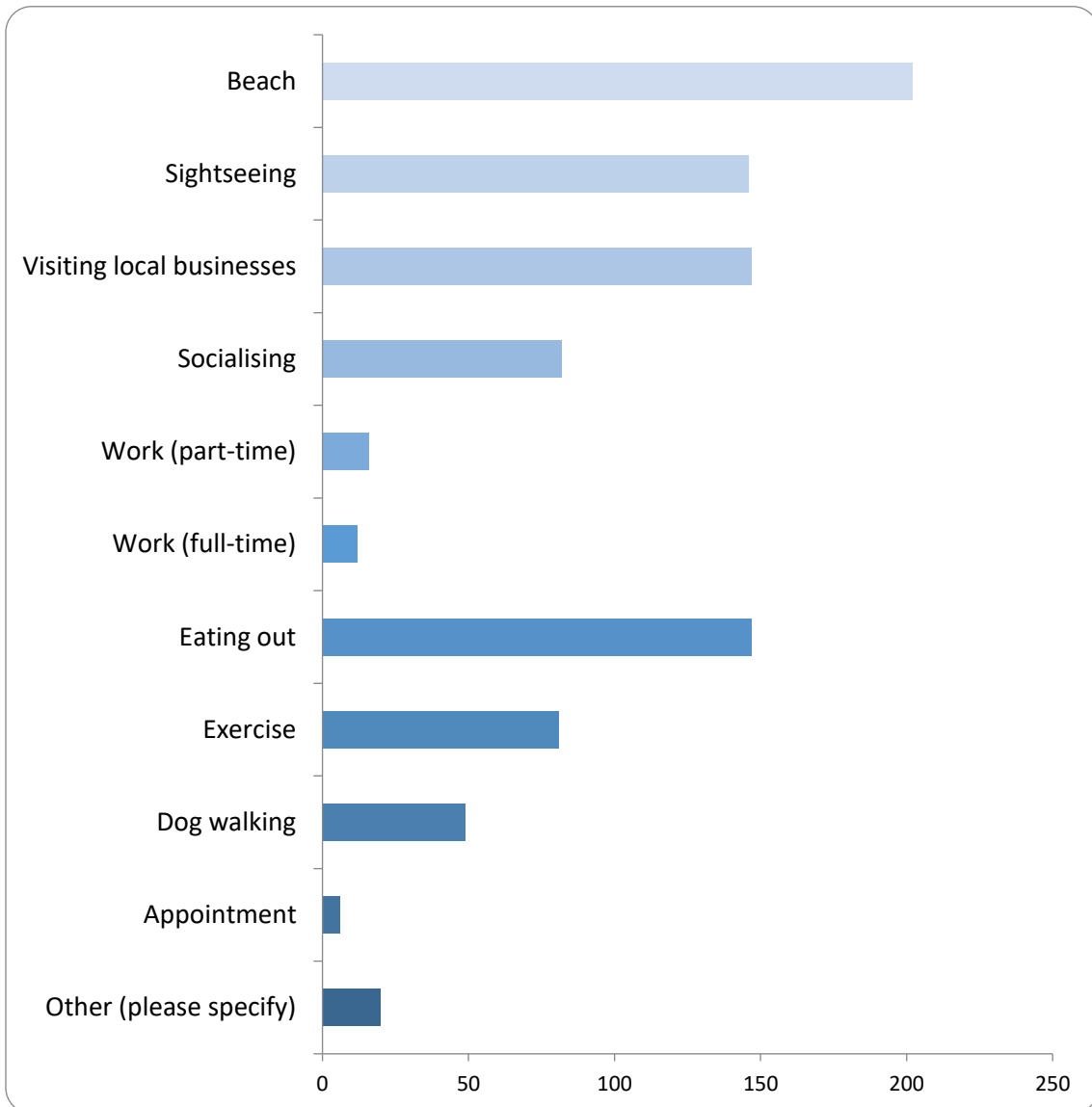
Outside DC - Where did you travel from?

There were 208 responses to this part of the question.

What are/were your plans during your visit today?

What are/were your plans during your visit today?

There were 334 responses to this question, multiple answers could be given.



Option	Total	
Beach	202	
Sightseeing	146	
Visiting local businesses	147	
Socialising	82	
Work (part-time)	16	
Work (full-time)	12	
Further commute (train/bus)	0	
Eating out	147	
Exercise	81	
Dog walking	49	
Appointment	6	
Other (please specify)	20	

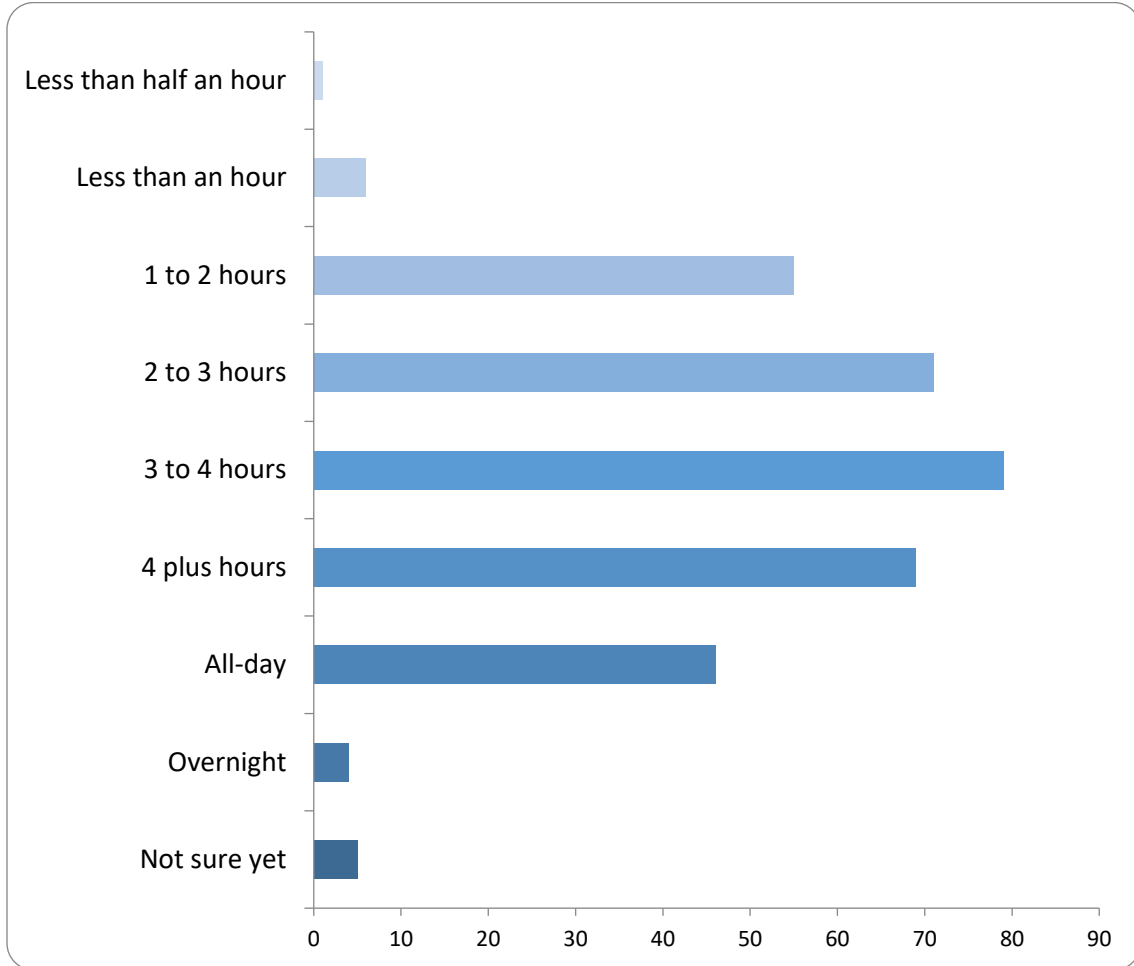
Other - What are/were your plans during your visit today?

There were 20 responses to this part of the question.

How long do/did you plan on parking here today?

How long do/did you plan on parking here today?

There were 336 responses to this part of the question.

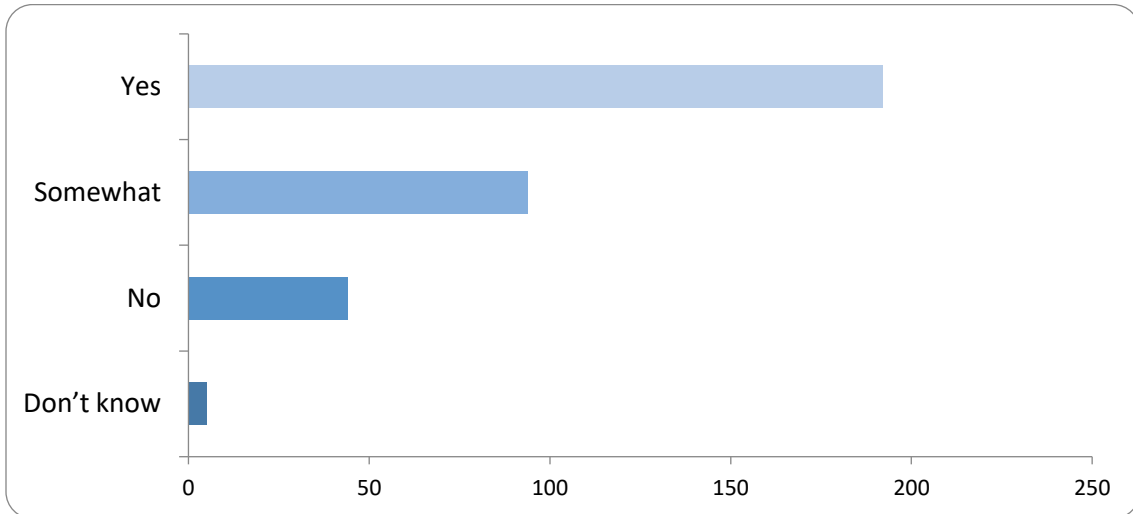


Option	Total	Percent
Less than half an hour	1	0.30%
Less than an hour	6	1.79%
1 to 2 hours	55	16.37%
2 to 3 hours	71	21.13%
3 to 4 hours	79	23.51%
4 plus hours	69	20.54%
All-day	46	13.69%
Overnight	4	1.19%
Not sure yet	5	1.49%

Did the cost of parking here affect your decision to visit?

Did the cost of parking here affect your decision to visit?

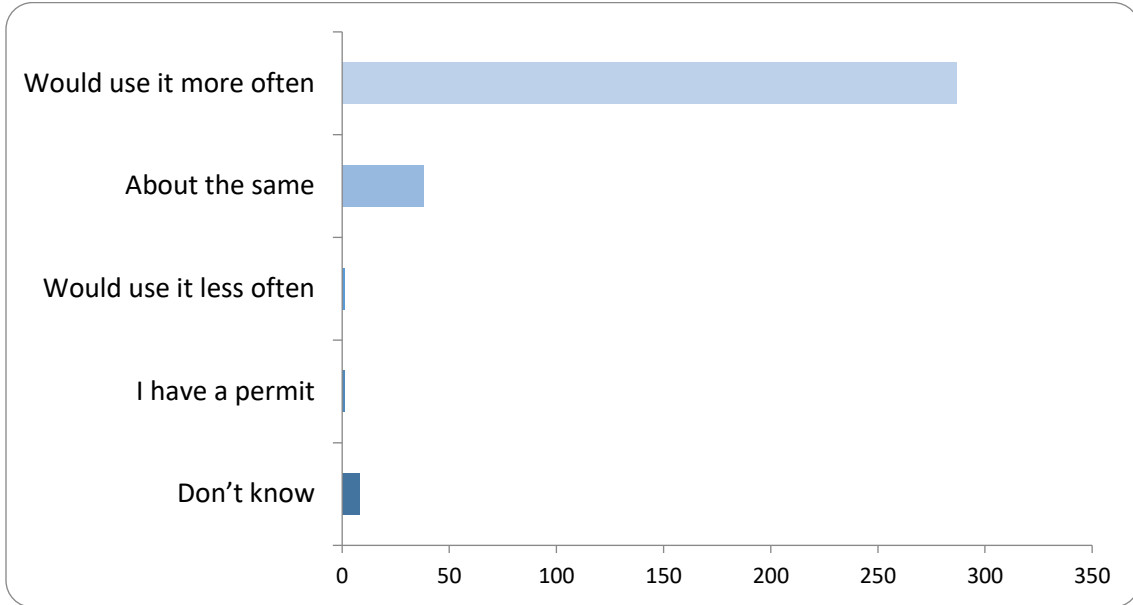
There were 335 responses to this part of the question.



Option	Total	Percent
Yes	192	57.31%
Somewhat	94	28.06%
No	44	13.13%
Don't know	5	1.49%

Would the amount you use the car park change if the charges were cheaper?
Would the amount you use the car park change if the charges were cheaper?

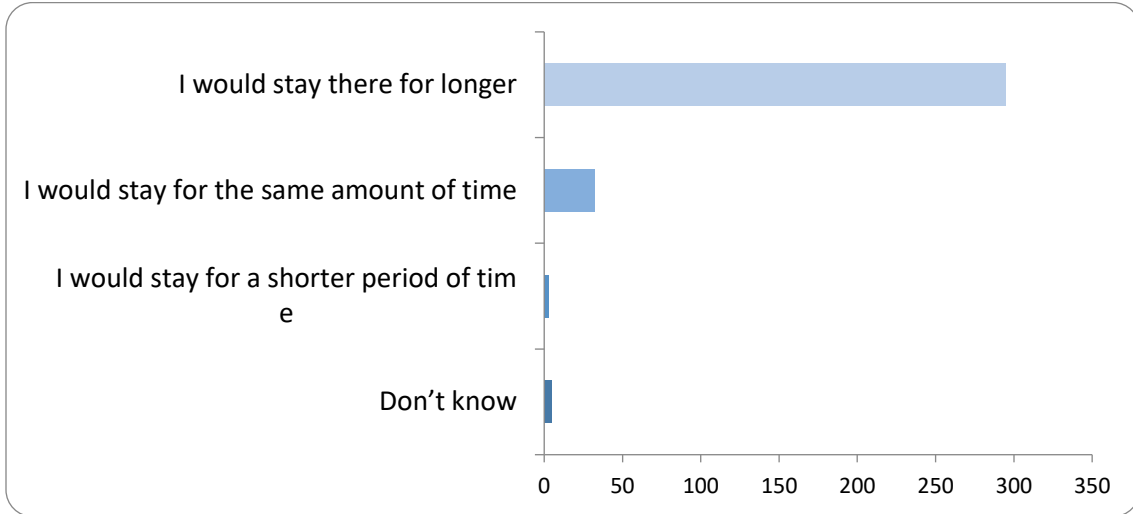
There were 335 responses to this part of the question.



Option	Total	Percent
Would use it more often	287	85.67%
About the same	38	11.34%
Would use it less often	1	0.30%
I have a permit	1	0.30%
Don't know	8	2.39%

Would the length of your visit change if the parking charges were cheaper?
Would the length of your visit change if the parking charges were cheaper?

There were 335 responses to this part of the question.

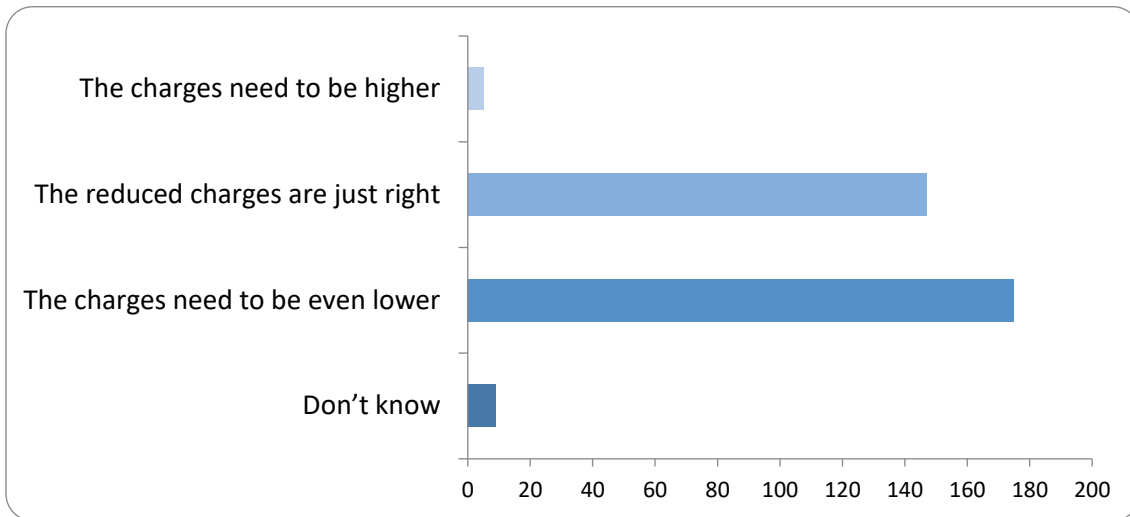


Option	Total	Percent
I would stay there for longer	295	88.06%
I would stay for the same amount of time	32	9.55%
I would stay for a shorter period of time	3	0.90%
I have a permit	0	0.00%
Don't know	5	1.49%

The charges for the trial car parks have been reduced in the summer to match the winter charges. To what extent do you agree with the new reduced summer cost?

To what extent do you agree with the new reduced summer cost of car parking charges?

There were 336 responses to this part of the question.

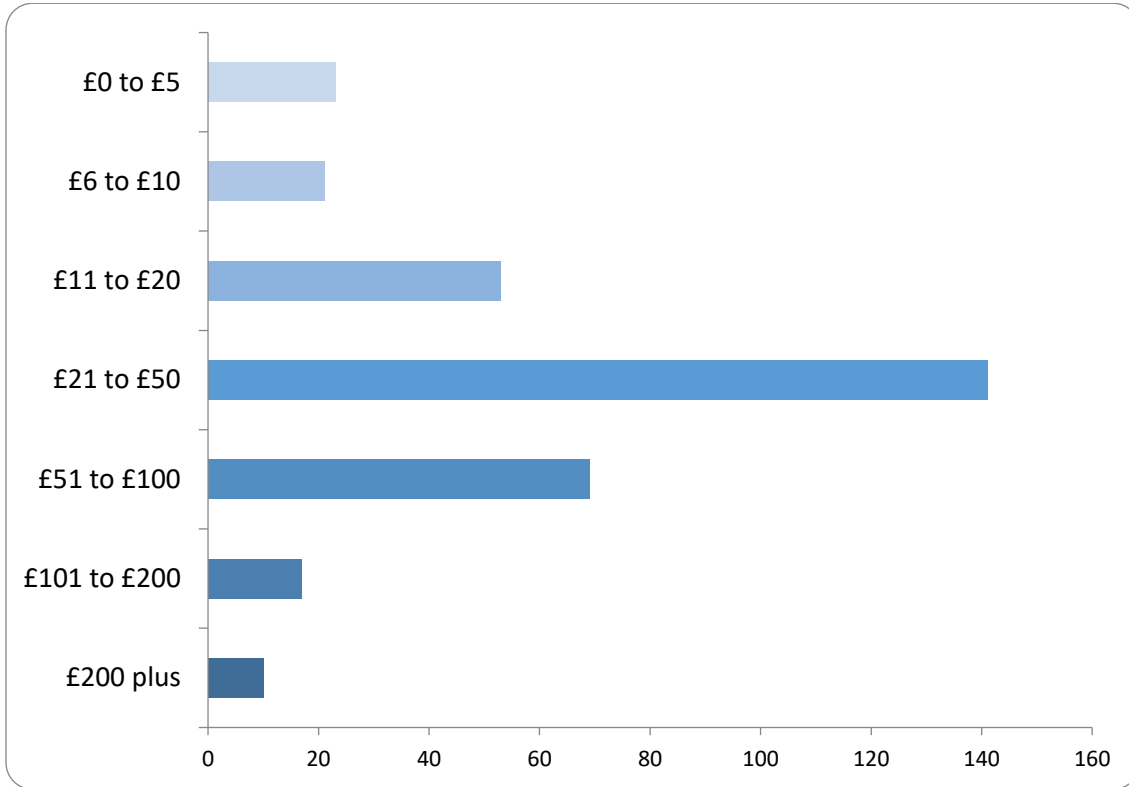


Option	Total	Percent
The charges need to be higher	5	1.49%
The reduced charges are just right	147	43.75%
The charges need to be even lower	175	52.08%
Don't know	9	2.68%

In the past, on average, how much have you generally spent in town on each visit?

In the past, on average, how much did you generally spend in town on each visit?

There were 334 responses to this part of the question.

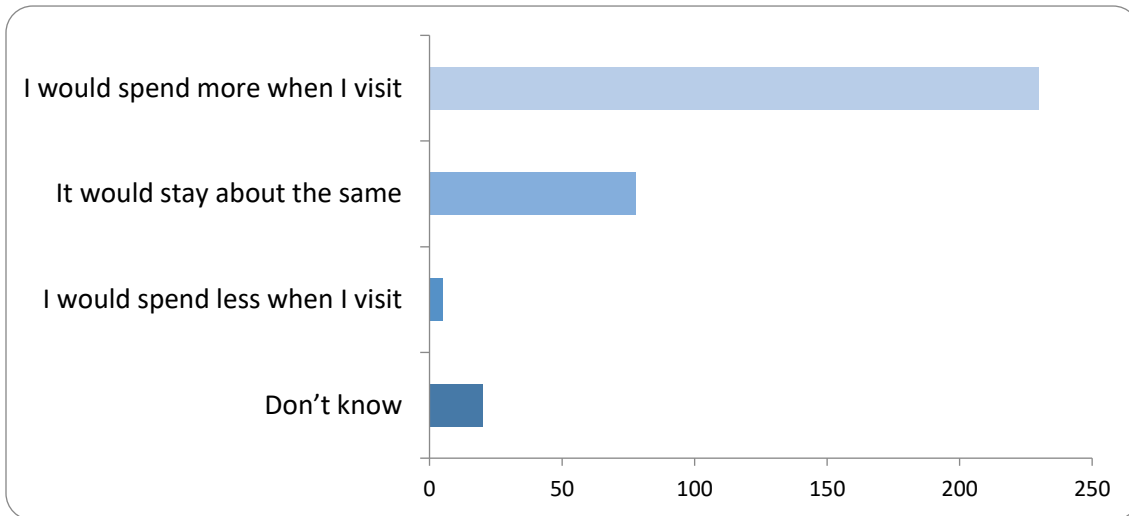


Option	Total	Percent
£0 to £5	23	6.89%
£6 to £10	21	6.29%
£11 to £20	53	15.87%
£21 to £50	141	42.22%
£51 to £100	69	20.66%
£101 to £200	17	5.09%
£200 plus	10	2.99%

Would the amount you spend at businesses change if you paid lower parking charges?

Would the amount you spend at businesses change if you paid lower parking charges?

There were 333 responses to this part of the question.



Option	Total	Percent
I would spend more when I visit	230	69.07%
It would stay about the same	78	23.42%
I would spend less when I visit	5	1.50%
Don't know	20	6.01%

Why did you choose this car park instead of others in the area?

Why did you choose this car park instead of others in the area? Multiple answers could be given for this question

There were 330 responses to this part of the question.



Option	Total	
Closest distance to where I'm headed	107	
First car park I came across	44	
Convenience	88	
Availability of spaces	117	
Accessibility	26	
Price of parking	118	
Length of stay	43	
Other (please specify)	12	

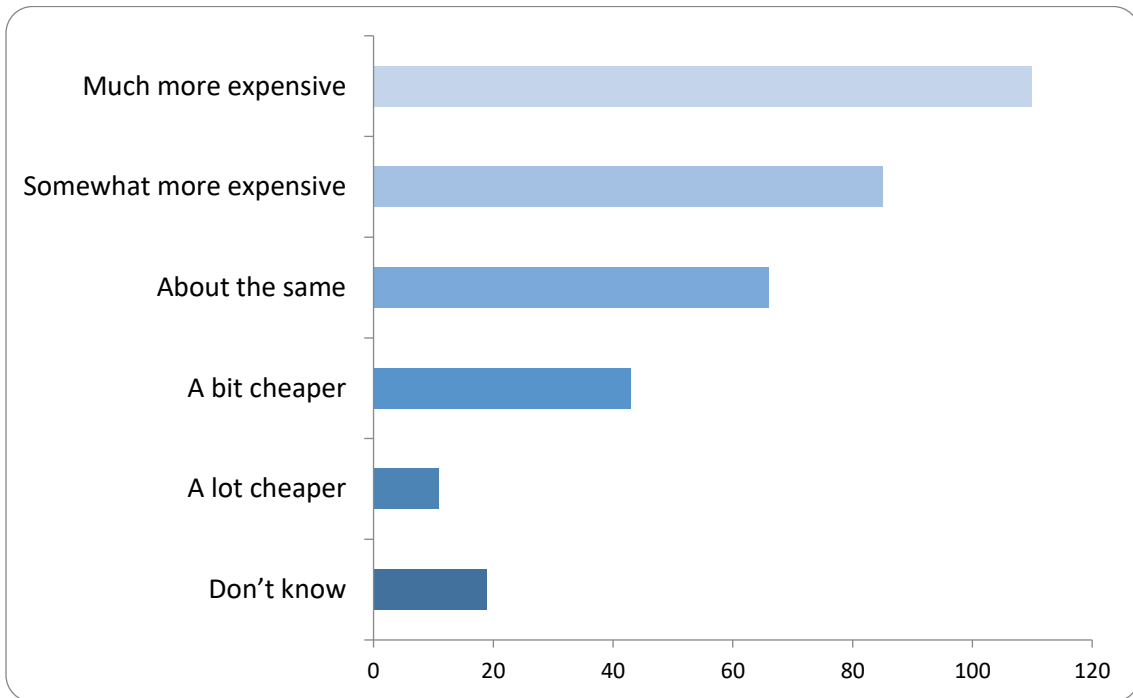
Other - Why did you choose this car park instead of others in the area?

There were 12 responses to this part of the question.

How do you think the cost of parking here compares to other coastal places you have visited?

How do you think the cost of parking here compares to other coastal places you have visited?

There were 334 responses to this part of the question.

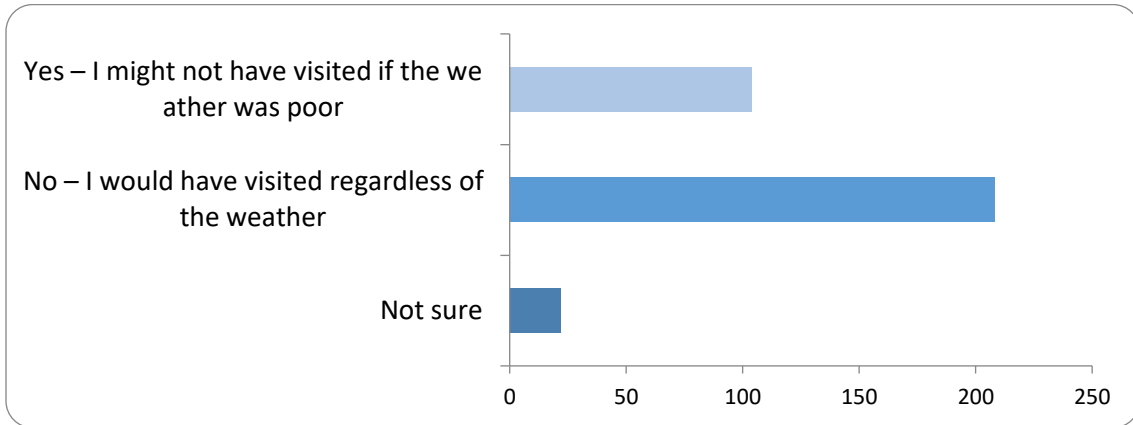


Option	Total	Percent
Much more expensive	110	32.93%
Somewhat more expensive	85	25.45%
About the same	66	19.76%
A bit cheaper	43	12.87%
A lot cheaper	11	3.29%
Don't know	19	5.69%

Has the weather affected your decision to visit this location today?

Has the weather affected your decision to visit this location today?

There were 334 responses to this part of the question.



Option	Total	Percent
Yes – I might not have visited if the weather was poor	104	31.14%
No – I would have visited regardless of the weather	208	62.28%
Not sure	22	6.59%

Business Survey

Car parking charges trial - Businesses

<https://consultation.dorsetcouncil.gov.uk/c-e/60e7afc6>

This report was created on Wednesday 30 October 2024 at 09:49

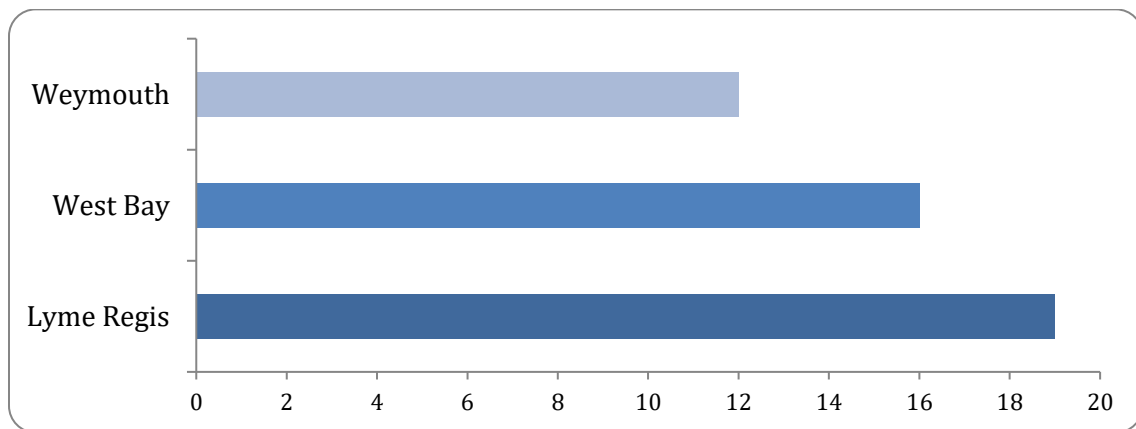
The activity had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses, and should be treated as interim only.

Responses to this survey: **47**

1: Where is your business based?

Where is your business based?

There were 47 responses to this part of the question.

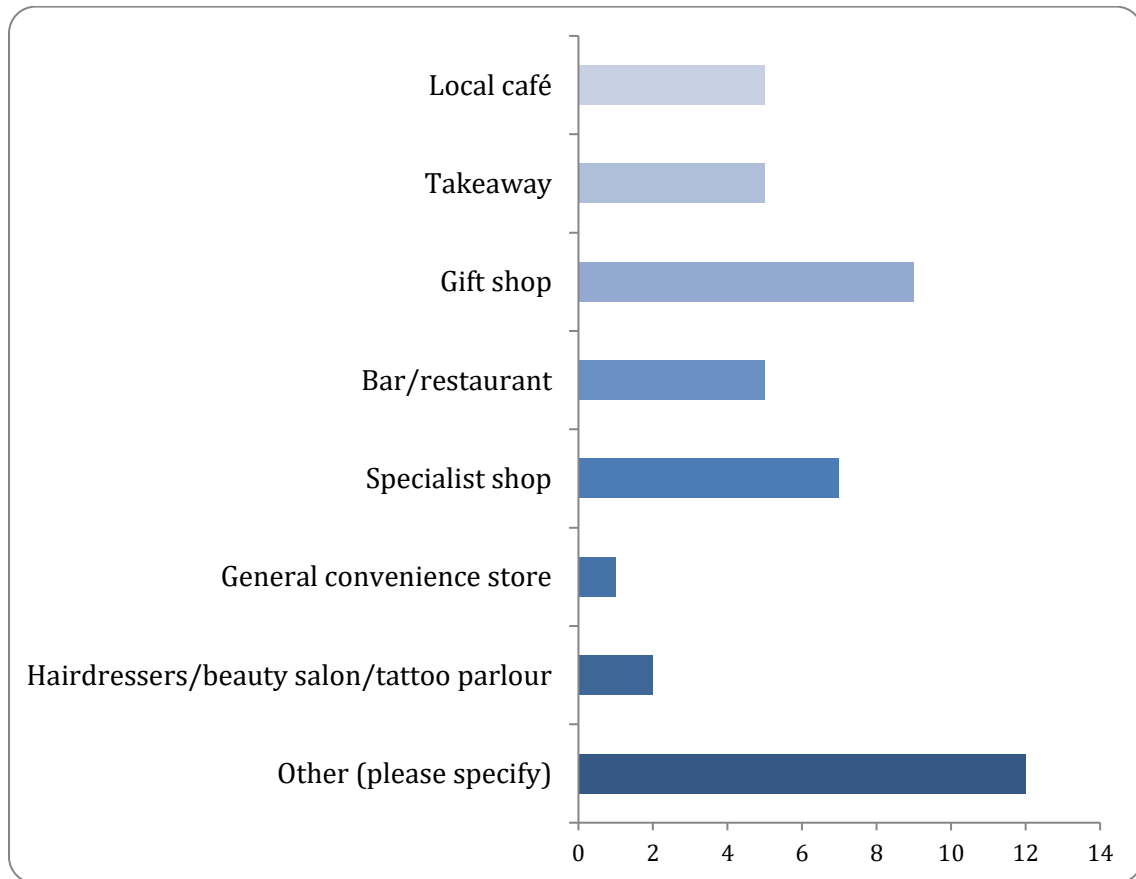


Option	Total	Percent
Weymouth	12	25.53%
West Bay	16	34.04%
Lyme Regis	19	40.43%

2: What type of business do you run?

What type of business do you run?

There were 46 responses to this part of the question.



Option	Total	Percent
Local café	5	10.87%
Food stand (could be a truck or outdoor facility)	0	0.00%
Takeaway	5	10.87%
Gift shop	9	19.57%
Bar/restaurant	5	10.87%
Entertainment/amusements	0	0.00%
Charity shop	0	0.00%
Specialist shop	7	15.22%
General convenience store	1	2.17%
Bakery/cake shop	0	0.00%
Hairdressers/beauty salon/tattoo parlour	2	4.35%
Other (please specify)	12	26.09%

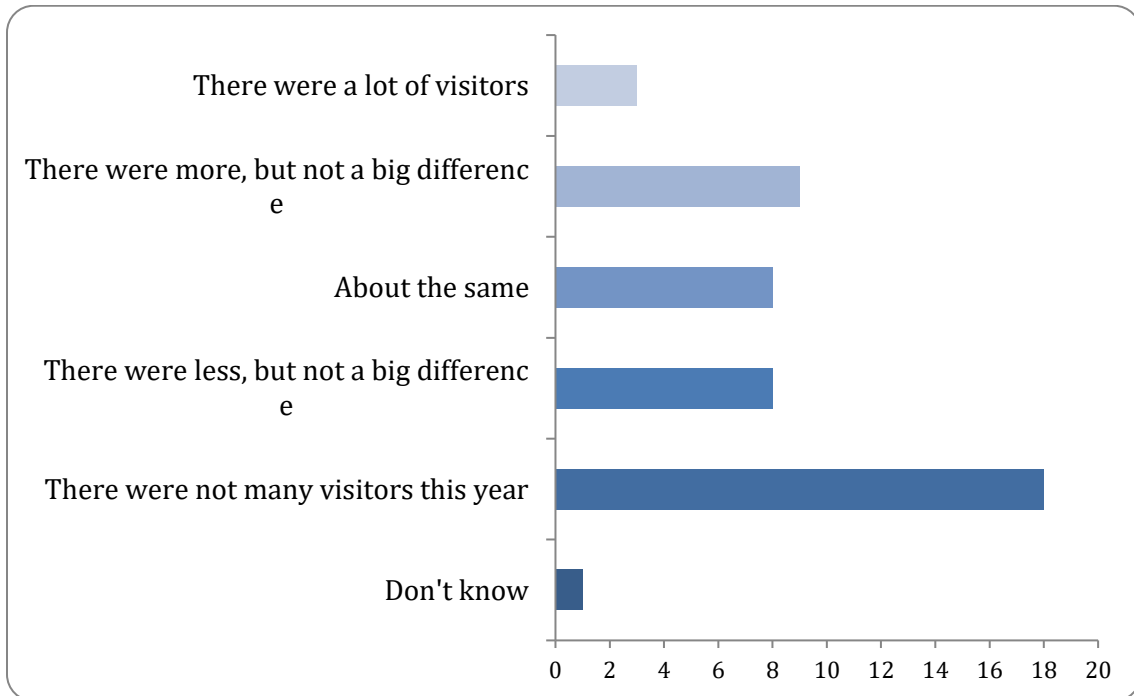
Other - type of business

There were 16 responses to this part of the question.

3: Has the number of visitors to the area changed compared to last year?

Has the number of visitors to the area changed compared to last year?

There were 47 responses to this part of the question.

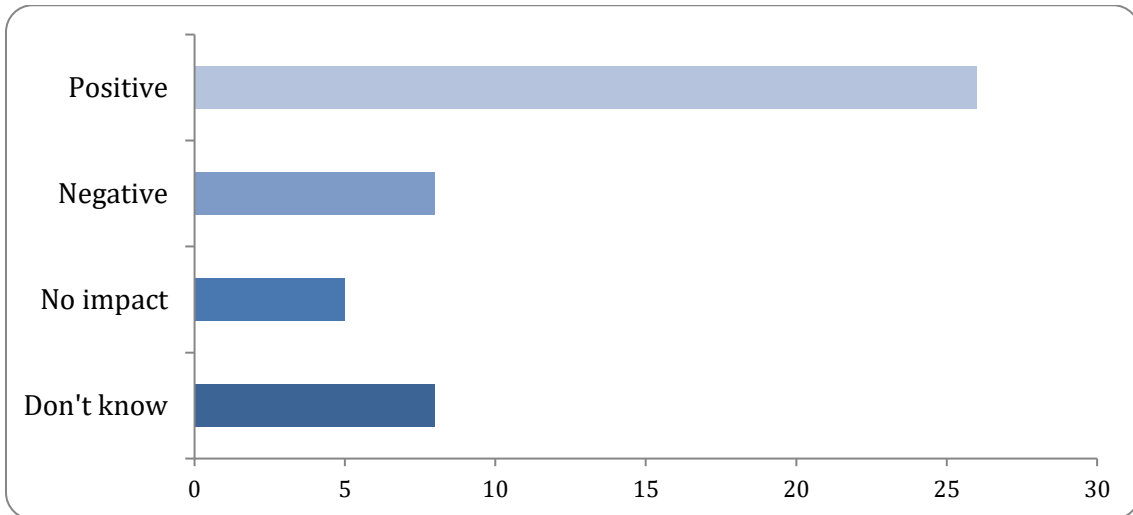


Option	Total	Percent
There were a lot of visitors	3	6.38%
There were more, but not a big difference	9	19.15%
About the same	8	17.02%
There were less, but not a big difference	8	17.02%
There were not many visitors this year	18	38.30%
Don't know	1	2.13%

4: What impact, if any, has the parking trial made on your trade across the summer?

What impact, if any, has the parking trial made on your trade across the summer?

There were 47 responses to this part of the question.

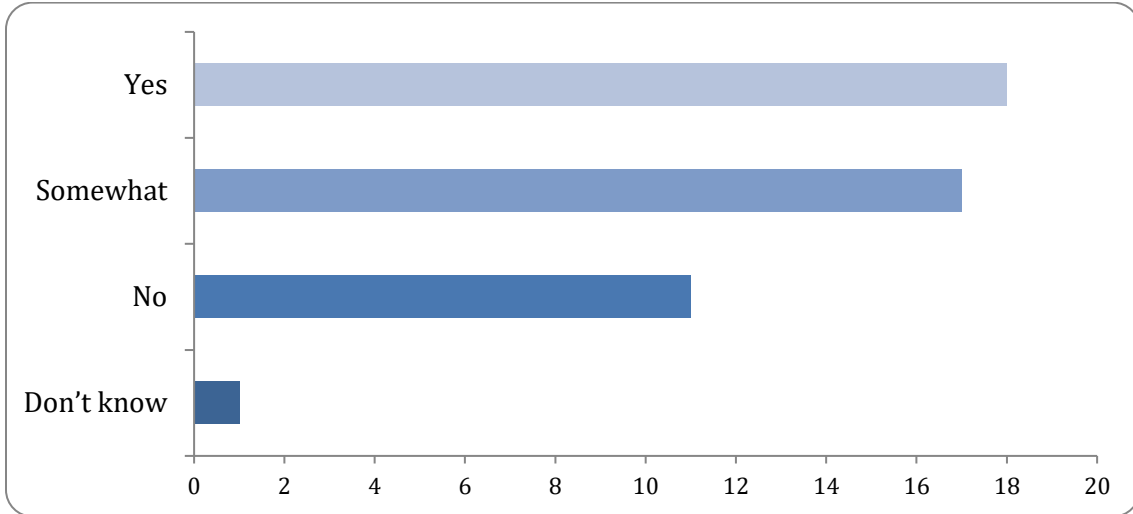


Option	Total	Percent
Positive	26	55.32%
Negative	8	17.02%
No impact	5	10.64%
Don't know	8	17.02%

5: Do you feel the weather affects the number of customers you receive?

Do you feel the weather affects the number of customers you receive?

There were 47 responses to this part of the question.



Option	Total	Percent
Yes	18	38.30%
Somewhat	17	36.17%
No	11	23.40%
Don't know	1	2.13%

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

Document is Restricted

This page is intentionally left blank