

PLACE AND RESOURCES SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON THURSDAY 11 DECEMBER 2025

Present: Cllrs Ray Bryan (Vice-Chair), Louie O'Leary, Barrie Cooper and Alex Brenton

Present remotely: Cllrs David Tooke

Apologies: Cllrs Nocturin Lacey-Clarke, Craig Monks, Sarah Williams, Alex Fuhrmann and Jack Jeanes

Also present: Cllr Nick Ireland

Also present remotely: Cllr Jon Andrews

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

Jan Britton (Executive Director - Place), Jonathan Mair (Director of Legal and Democratic and Monitoring Officer), Lisa Cotton (Corporate Director for Customer and Cultural Services), Steven Ford (Corporate Director for Strategy, Performance and Sustainability), Chris Matthews (Head of Human Resources), Antony Bygrave (Senior Assurance Officer - Complaints), Liz Crocker (Head of Strategy) and Marc Eyre (Service Manager for Assurance)

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

James Ailward (Head of ICT Operations)

43. Minutes

As this was an additional meeting the minutes from 20 November 2025 were carried forward to be signed at the meeting on 22 January 2026.

44. Declarations of interest

There were no Declarations of Interest.

45. Public Participation

There was no public participation.

46. Questions from Councillors

There were no questions from Councillors.

47. 2025/26 Quarter 1 and Quarter 2 Performance Report

The Head of Strategy introduced the report and the journey undertaken to form the performance dashboard. The Relevant officers were introduced to address the specific indicators that were detailed in the report.

The Head of People and Workforce addressed the metrics around sickness and DBS check completion and the committee debate that followed covered the following areas;

- Sickness absence and a pilot that was undertaken to try to encourage earlier return to work in the Place directorate.
- The level of absence due to stress and mental health and the level of impact on those aspects of absence by budget pressures and the reduction of roles planned within the transformation programmes.
- The introduction of a new employee assistance programme to support employees with their wellbeing.
- The dispersion of sickness absence across the organisation and demographic factors.
- The current practices and interventions around DBS checks.

The Head of ICT Operations (Chief Technical Officer) spoke to the rating around cyber security and the training provided and the weaknesses within the data quality.

The committee investigated into the data quality issue to ensure progress and requested a more comprehensive update at the next quarterly update with a specific time frame to be provided. Concern were raised around the impact of a cyber security breach and the rate of training completion was discussed. The impact of data quality was raised in relation to the implementation of a new Enterprise Resource Planning system.

Missed bin collections metric and parking metrics were addressed by the Executive Director for Place who described the situation and steps that were taken to address the issue.

- The opportunity to development of people to become Heavy Goods Vehicle operators to address the impact of skills shortages.
- The opportunity to advertise HGV training and waste roles
- The development of new properties and incomplete infrastructure being a factor that impacted round completion and missed bin collection.
- The redeployment of vehicles to provide best fit for the route requirements.
- Recycling practices of residents and the impact of battery fires on collection of bins.
- Reassurance was given around parking revenue.

The Chair recognised the report, the dashboard and the effort taken by colleagues to get the data into such a clear format and thanked officers for their efforts and contributions.

48. Corporate Complaints Team Annual Report 2024-25

Senior Assurance Officer Complaints introduced the report and outlined the role of the ombudsman and the processes taken by Dorset Council.

- The online form and it's key role in effective management of complaints.
- The opportunity to use technology more effectively to meet the rising demands.
- Complaints made to Councillors and ensuring alignment with the corporate complaints process.

The Senior Assurance Officer for Complaints was to produce a briefing document for the nuance of dealing with complaints for councillors to ensure the correct processes were followed.

49. **Place and Resources Scrutiny Committee Work Programme**

The Committee reviewed the work programme.

50. **Executive Arrangements Forward Plans**

The committee reviewed the forward plans.

51. **Exempt Business**

There was no exempt business.

52. **Urgent items**

There were no urgent items.

Duration of meeting: 6.30 - 7.59 pm

Chairman

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