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CABINET

MINUTES OF MEETING HELD ON TUESDAY 6 SEPTEMBER 2022

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

Apologies: Cllrs

Cabinet Leads in attendance: Cllr Nocturin Lacey-Clarke, Cllr Byron Quayle and Cllr Jane Somper

Also present: Cllr Pete Barrow, Cllr David Gray, Cllr Stella Jones, Cllr Paul Kimber, Cllr Tony Alford, Cllr Cherry Brooks, Cllr Simon Christopher, Cllr Molly Rennie and Cllr Rob Hughes (attending remotely)

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

Peter Hopkins (Corporate Director - Assets and Property), Matt Prosser (Chief Executive), Aidan Dunn (Executive Director - Corporate Development S151), Jonathan Mair (Director of Legal and Democratic and Monitoring Officer), John Sellgren (Executive Director, Place), Kate Critchel (Senior Democratic Services Officer), Vivienne Broadhurst (Executive Director - People Adults), Theresa Leavy (Executive Director of People - Children), Paul Ackrill (Service Manager (Finance)), Andrew Billany (Corporate Director of Housing, Dorset Council), Anna Eastgate (Corporate Director - Place Services) and Vik Verma (Interim Director of Education and Learning)

45. Minutes

The minutes of the meeting held on 26 July 2022 were confirmed as a correct record and signed by the Chairman.

46. Declarations of Interest

There were no declarations of interest to report.

47. Public Participation

There were 11 questions/statements from the public. A copy of the full questions and the detailed responses were set out in Appendix 1 to these minutes.

48. Questions from Councillors

There was 1 question from Councillor P Kimber; this along with the response was set out in Appendix 2 to these minutes.

49. **Forward Plan**

The draft Cabinet Forward Plan for October 2022 was received and noted.

50. **Additional Procurement Forward Plan Report - over £500k (2022 - 2023)**

Cabinet considered the contents of the report of 6 September 2022, in respect of proposed contracts as set out in Appendix 1 of the report, which were in addition to those on the forward plan that was approved by Cabinet on 1 March 2022.

Decision

It was agreed:

- (a) To begin each procurement processes listed in Appendix 1 of the report.
- (b) That in each instance the further step of making any contract award should be delegated to the relevant Cabinet portfolio holder, in consultation with the relevant Executive Director.

Reason for the decision

Cabinet is required to approve all key decisions with financial consequences of £500k or more. It is also good governance to provide Cabinet with a summary of all proposed procurement prior to them formally commencing.

51. **Strategic Community Infrastructure Levy (CIL) Expenditure - 2022**

The Portfolio Holder for Planning presented a report seeking agreement of expenditure of Strategic Community Infrastructure Levy (CIL) Funding towards projects recommended for approval.

In response to a question, members were advised that the scoring matrix was a desk top exercise, approved as part of the governance arrangements and was similar in nature to those used by other authorities. Responding to further questions, the Infrastructure & Delivery Planning Manager confirmed that the infrastructure funding statement published the balances held by the Council and further information could be provided to members as requested.

It was proposed by Cllr D Walsh, seconded by Cllr T Ferrari

Decision

That the expenditure of Strategic Community Infrastructure Levy (CIL) Funding toward the projects as set out in the report of 6 September 2022 and accompanying appendices, be approved.

Reason for the decision

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

52. **Pan-Dorset Safeguarding Children Partnership**

The Portfolio Holder for Children, Education, Skills, and Early Help presented the report of the pan-Dorset Safeguarding Children's Partnership (PDSCP) which was a statutory body overseeing multi-agency safeguarding services in the areas of Dorset Council and BCP Council.

James Vaughan, Independent Chairman of the PDSCP updated Cabinet on the work of the partnership and the annual report. He set out the areas of challenge including children exploitation, sexual abuse, recognising the impact of domestic abuse on children and to support children with their wellbeing and mental health. He invited members to comment and note the report.

A member sought reassurance and regular updates on the challenges faces by children, in the light of the current economic climate.

Responding to a query, that the Dorset Youth Council have the opportunity for a regular a slot before or at the beginning of full council to listen to their concerns and achievements, the Chairman agreed to share this idea with the Chairman of Council as any decision was outside of the remit of Cabinet.

It was proposed by Cllr A Parry and seconded by Cllr L Beddow

Decision

That the Pan-Dorset Safeguarding Children's Partnership (PDSCP) Annual Report 2021-22 be received and noted.

Reason for the decision

The production of an annual report was a statutory responsibility and therefore the endorsement of the four statutory partners (Dorset Council, BCP Council, NHS Dorset, Dorset Police) of the safeguarding partnership was required.

53. **SEND Capital Strategy Implementation Plan**

The SEND Capital Strategy Implementation Plan was jointly presented by the Portfolio Holder for Economic Growth, Assets and Property. The recommendations were proposed by Cllr T Ferrari and seconded by Cllr A Parry.

In response to a question regarding academy schools and special education needs, the Corporate Director for Education & Learning advised the council worked closely with all schools including academies, through the work of the Education Board. Members also discussed the work being carried out in respect of home-schooled children and children missing from school.

In respect of a comment regarding the Mountjoy School, Beaminster, the Portfolio Holder advised that it was a popular choice and has reached capacity. He acknowledged that there was work to be done around rural

educational needs, particularly around the social and mental well-being of young people in rural areas.

Decision

- (a) That the budget allocation, as set out in the Appendix to the report of 6 September 2022, to enable a range of projects to be delivered as part of the SEND Capital Strategy, be approved.

The projects set out total an approximate delivery of 228 new specialist places for the capital investment plus any yet to be determined variation to the PFI contract at The Sir John Colfox Academy.

- (b) That authority be delegated to the Executive Director for Place, in consultation with the Executive Director for People - Children's to enter construction contracts at the appropriate time, in line with an existing delegation.

This will be subject to the outcome of the formal consultation process in respect of each project and provided that following procurement, the project is within the set budget level of this Cabinet paper.

- (c) That authority be delegated to the Executive Director for People – Children to agree to the commencement of any required 4-week formal consultation period, in line with relevant statutory guidance.

Exercise of this delegation will be necessary if a school is to be required to formally expand their capacity by more than 10% or 20 places as part of this programme of works, at the appropriate time.

Reason for the decision

To show the progress of the implementation of the SEND capital strategy and to approve the next phase of projects for delivery.

54. Redlands Community Sports Hub Lease and Management Arrangements

The Portfolio Holder for Economic Growth, Assets and Property set out the report on the ongoing operational arrangements at the Redlands Community Sports Hub. The proposed keyholder model would give users and volunteers the opportunity to show their support and play a more active role. In presenting the report he proposed the recommendation.

In seconding the recommendation, the Portfolio Holder for Culture, Communities and Customer Services advised that the report and its recommendations was considered and supported by the Place and Resources Overview Committee on 28 July 2022. She further agreed that the proposals were a good outcome for the local community and sports centre.

Cllr P Barrow, local ward member welcomed the report and its proposals.

Decision

- (a) That the Corporate Director for Assets & Property be authorised to agree the terms of the schedule of surrender payments and timeline for Weymouth College to surrender the lease at Redlands Community Sports Hub.
- (b) That the Corporate Director for Assets & Property be authorised to agree the terms to complete the early lease surrender with Weymouth College, agreeing the level of surrender payment and the grant of a new 30-year lease to Active Dorset for Redlands Community Sports Hub, with a break clause for either party at 5 years.
- (c) That the Council agrees to insure and maintain the fabric of the buildings, boundary fencing, car parks, access roads and any other built infrastructure at Redlands Community Sports Hub for the period of the lease to the extent of maintaining a wind, watertight and accessible site.
- (d) That the Council acknowledges the 8-year revenue forecast set out at Appendix 3 of the report and agrees to provide cash flow support (if required) for the period of the initial business case and the 8-year revenue projections forecast to be built into the Dorset Council Medium Term Financial Plan.
- (e) That the Place and Resources Scrutiny Committee be asked to undertake a review of the arrangements at an appropriate time.

Reason for the decision

The Council recognises the financial challenges for Weymouth College in continuing to manage the community facilities at Redlands and granting an early lease surrender will enable them to focus solely on their educational priorities.

Active Dorset have a passion for helping people to be more active, and their exciting plans for developing the volunteer led community café and sports fields will enable far greater community use for all ages.

55. Amateur Archaeological Fieldwork and Metal Detecting on Dorset Council Land Policy

The Portfolio Holder for Culture, Communities and Customer Service set out the report. She further advised that the report and its recommendations had been supported by the Place and Resources Overview Committee on 28 July 2022. She proposed the recommendation for approval.

Members were informed that the old metal detecting on Dorset Council farms policy was out of date and did not include all other Dorset Council land. The revised Archaeological Fieldwork and Metal Detecting on Dorset Council Land policy provided an updated version.

The recommendation was seconded by Cllr T Ferrari.

Decision

That the Archaeological Fieldwork and Metal Detecting on Dorset Council Land Policy be adopted including the suggested amendments made by the Place and Resources Overview Committee as follows:

- Removal of the word 'amateur' from the policy and replacing it in some places with 'non-professional'
- Including the following wording in bullet point 7 in paragraph 5.1 of the policy on safeguarding issues: 'Demonstrate awareness of health and safety measures appropriate to the activity for which permission is being requested, including safeguarding, as necessary.'
- Including the following wording in point 3.1 of the policy on highway verges: 'This policy applies to all Dorset Council land, including highways and verges'

Reason for the decision

The old metal detecting on Dorset Council farms policy is out of date and does not include all Dorset Council land. The revised Archaeological Fieldwork and Metal Detecting on Dorset Council Land Policy provides an updated version.

56. Dorset Council Plan Priorities Update: Libraries Strategy

The Portfolio Holder for Culture, Communities and Customer Service updated members on the Libraries Strategy. This was an ongoing piece of work to update the Libraries Strategy which will shape how the council delivers the library service over the next 10 years.

There were 2 phases of public consultation, phase 1 "Lets talk libraries" took place in October 2021 to January 2022. This was an open conversation with communities, employees, and partners, to understand what they value about the service and how things might be done differently. Over 7000 responses were received. The analysis was available on the "lets talk libraries" web pages.

The next phase of the consultation would be launched in October; to include a children's survey, public survey and employee and partnership survey. Engagement workshops would also be held to give depth to the consultation process.

It was hoped that a report would be presented to the Overview Committee in early 2023 with sign off for the new policy in the Spring of 2023.

57. Portfolio Holder/Lead Member(s) Update including any Policy Referrals to Report

The Portfolio Holder for Corporate Development and Transformation updated members on work within her portfolio, including the first awards from project gigabit: -

- Wessex Internet won the bid for more than 7000 hard to reach premises struggling with slow internet speeds in north Dorset.
- Working closely with British digital and with Wessex Internet on the bids within this area.
- They will be connected under a six million contract award and the project will specifically cover the rural outskirts of towns, villages, and hamlets.
- The Dorset area was also in the running for further bids.

The Portfolio Holder also gave an update on 5g Rural Dorset.

58. Urgent items

There were no urgent items considered at the meeting.

59. Exempt Business

There was no exempt business.

60. SEND Capital Strategy Implementation Plan

The exempt appendices associated with the report "SEND Capital Strategy Implementation Plan" had been made available to members, however Cabinet did not move into exempt business to discuss the information at the meeting.

61. Redlands Community Sports Hub Lease and Management Arrangements

The exempt appendices associated with the report "Redlands Community Sports Hub Lease and Management Arrangements" had been made available to members, however Cabinet did not move into exempt business to discuss the information at the meeting.

Appendix 1 - Public Q & A's
Appendix 2 Councillor Q&A's

Duration of meeting: 10.00 - 11.32 am

Chairman

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Questions from the Public to Cabinet for the meeting on 6 September 2022

1. Question from Richard Thomas on behalf of the Dorset Deserves Better campaign

On 26 July, Dorset Council (DC) announced that the Council would pilot a new national approach to local planning with a 2-year delay to its own Local Plan timetable, for adoption in 2026. This announcement was promptly contradicted by the Department for Levelling Up Housing & Communities (DLUHC) who confirmed that a request for planning rule changes had been requested by DC but that no such changes had been agreed.

Will Cllr Walsh please comment on when he expects to have a decision on the proposed rule changes for the Dorset Local Plan and confirm that the Council will continue to press the case for a change in the rules with the new Government?

2. Question from Richard Thomas on behalf of the Dorset Deserves Better campaign

Given the likelihood that developers are continuing and will continue to take advantage of the current situation for 'speculative development', what is his department doing or will do in the event DLUHC does not grant DC sufficient dispensation against housing land supply restrictions or an extension of the plan timetable?

3. Question from Ian Wolff

The Portfolio Holder for Planning has proposed that the existing dates for adopting a new Local Plan be extended out until 2026 as per the table below¹.

Stage	Existing Milestones in adopted LDS	Proposed Milestones
Further evidence and review	-	Through to Q2 2024
Cabinet	-	Q2 2024
Council	-	Q3 2024
Publication (pre-submission consultation)	Q2 2022	Q4 2024
Submission to Secretary of State	Q4 2022	Q2 2025
Examination	Q2 2023	Q3 2025
Adoption	Q4 2023	Q2 2026

¹ From - Appendix 3, Dorset Council Plan Priorities Update Local Plan 26 July 2022.

This appears to be based on the Department of Levelling Up Housing and Communities (DLUHC) agreeing "for Dorset to be a pilot for a new national approach to local plans". What does the Portfolio Holder propose to do if the DLUHC does not agree with Dorset being a pilot scheme?

4. Question from Ian Wolff

As per the table below¹, only the old West Dorset & Weymouth and Portland 2015 Local Plan meets the five-year housing supply out to 2026. What does the Portfolio Holder for Planning propose to do to maintain West Dorset & Weymouth and Portland to meet the required level and bring the rest of Dorset up to the required housing delivery out to 2026, while the new Local Plan is being developed?

Area of Dorset (based on predecessor Councils' boundaries)	Housing Delivery Test Result (2021 Measurement)
East Dorset ²	94%
North Dorset	69%
Purbeck	76%
West Dorset, Weymouth and Portland ³	114%

¹ From - Appendix A - Dorset Council Housing Delivery Test Action Plan – FINAL – March 2022

² The HDT result for East Dorset has been measured jointly with Christchurch on the basis that there is currently a joint plan for the Christchurch and East Dorset area.

³ The HDT results for West Dorset and Weymouth and Portland have been measured jointly on the basis that there is currently a joint plan for the West Dorset, Weymouth and Portland area.

5. Question from David Berry

Reference 1 : Printed Minutes of the Cabinet Meeting 27th July 2021

Reference 2 : Public Document Pack Cabinet Meeting 6th September 2022

Appendix 3 Dorset Council Plan Priorities Update: Local Plan

Background Information to Question 1

At reference 1 I asked two questions with the following responses:

"Question(s) from David Berry

Question 1

With the proposed nominal 6 month delay in adopting the Dorset Local Plan from Quarter 2 2023 (published in September 2020) to Quarter 4 2023 (proposed in July 2021) there is a serious risk that the Dorset Council will miss the Government December 2023 deadline for it being adopted. What are the results of the risk analysis and mitigation measures to produce the Local Plan to meet this deadline, including but not limited to, the effects of your proposed reduction of the submission and examination duration from 15 months to 12 months, the new National Planning Policy Framework issued on the 20th July 21 and the proposed Government Planning reforms?

Response from the Portfolio Holder for Planning

The delay in the local plan programme is due mainly to the large number of responses received to the first consultation, but it is essential that all of these are properly considered before moving forward to the next stage. We had originally aimed to adopt the plan early in 2023, so this delay should not risk the December 2023 deadline. We do not yet know when the national planning reforms will come into effect but it is likely that there will be transitional arrangements allowing plans that are in progress to continue.

Question 2

Can you please provide to the public a more detailed breakdown of the indicative dates for each stage of the local plan development including how the public will be engaged for comments on the pre submission draft version of the Local Plan now scheduled for publication in May 2022.

Response from the Portfolio Holder for Planning

The stages of local plan preparation are set out in the Local Development Scheme. The publication draft plan will be brought to Cabinet and full Council for approval before it is published in May 2022, and a more precise date will be given at that time. At the publication stage, there will be an eight-week period during which people will be invited to comment on the plan and whether they consider it to be sound. All the responses received will be submitted to the inspector who will examine the plan."

At reference 2 there is a table with a proposed delay in the Local Plan adoption from Quarter 4 2023 to Quarter 2 2026, a delay of 2 years and 6 months. The same table included Publication (pre-submission consultation) (footnote 2) moving from Quarter 2 2022 to Quarter 4 2024. The footnote stated that "Milestones based upon no further round of pre-submission consultation. If we have to consult on significant changes, there is potential for the timetable to be extended."

Question

In the next issue of the Local Development Scheme Update a period should be included in the revised dates to have public consultation for pre-submission significant changes. In fact it is confusing that in July 2021 it was stated by the Portfolio Holder that the publication stage will be for public **comment** (i.e. not consultation) but in July 2022 the publication was a pre-submission **consultation** document. Please can the Portfolio Holder clarify the Council's view on the proposed significant changes to the Local Plan and the current plans (including timescales) for all future public consultation stages of the revised Local Plan including under what Town and Country Planning (Local Planning) (England) Regulations they will be?

6. Question from David Berry

Going forward what constructive ongoing interaction can local residents groups and organisations who have registered concerns and comments on the Draft Local Plan have direct with Dorset Council Officials during the

period of gathering further evidence and review until Quarter 2 of 2024, including access to completed studies and reports?

7. Question from Mike Allen

At the last Cabinet Cllr Walsh's statement on future housing developments in Dorset referred to "the longer-term growth needs of Dorset". He also said that "Dorset is planning ambitious growth".

Estimates of housing needs are based currently on 2014 figures. Back then the UK population was expected to grow rapidly for the foreseeable future. But falling fertility and rising numbers of deaths mean that much less growth is expected now according to the ONS and OBR. Indeed, the OBR has recently put forward a scenario in which the UK population would stabilise in the 2030s.

So, assuming these phrases are based on the Council's own research, what are the "longer term growth needs" in Dorset referred to in the Cabinet statement of 26th July and what is the Council's current justification for "planning ambitious growth"? Thank you.

Response from the Portfolio Holder for Planning to questions 1-7 from members of the public

I propose to answer questions 1 to 7 in a single response, as all of these questions are about the local plan and raise similar issues.

Cabinet will be considering a report on a revised local plan timetable, at our next meeting in October. This will include a full revised 'Local Development Scheme' or local plan programme, setting out the dates for all the milestones along the way to adoption and the opportunities for involvement.

We have not yet had any response from Government to our requests about the local plan, but have had to delay the programme in any event because of the time needed for additional evidence work, particularly relating to nutrients in Poole Harbour, following the recent letter from the Government's Chief Planner.

If we are not granted the dispensations we have asked for from Government, we will continue to work on the plan, on the new timetable. We are of course anticipating changes in the national planning system, as set out in the Levelling Up and Regeneration Bill and will make changes to our plan in the light of those. They are expected to include changes to the current 'duty to cooperate' and to the methodology for working out housing requirements.

In the meantime, in areas where we have not met the requirements for the five-year housing land supply and/or housing delivery test, we will need to take this into account when considering planning applications. Any new pieces of evidence prepared for the local plan will be published online as soon as they are available.

8. Question from Colin Tracy on behalf of Dorset Climate Action Network (to be read out by Giles Watts)

Most people have been shocked by the drought this summer with the highest temperatures ever recorded leading to wildfires, water shortages and destruction of much wildlife. Nearly everyone agrees that we need to act now to reduce the impact of climate change and protect our environment. Dorset Council has made strong efforts to address its own carbon emissions (which we applaud) but has done little to address the other 99% of emissions in Dorset.

Will Dorset work with other like-minded local organisations and the general public to tackle this urgent issue and put resources towards reducing emissions in the wider county and providing mitigations against the effects of climate change?

Response from the Portfolio Holder for Highways, Travel and Environment

Dorset Council has committed to working and engaging with a range of partners and stakeholders to deliver the ambitions set out in the Climate and ecological emergency strategy, work is continuing to strengthen engagement and partnership working in this area.

9. Question from Giles Watts

We are in the midst of a very damaging cost of living crisis which is being fuelled by very high energy prices.

Will the council support some simple ideas that will help to reduce costs such as helping people to put solar panels on their roofs, retrofitting insulation and supporting community energy projects which often generate electricity at rates much lower than the national capped rate?

Response from the Portfolio Holder for Highways, Travel and Environment

The Council is working closely with a range of partners to support residents through the cost-of-living crisis. Current advice and support is available from the Dorset for you webpages.

Support includes additional investment in the Healthy Homes Dorset Programme, which can offer free impartial energy advice and for eligible residents' free loft and wall insulation. Free heating improvements may also be available.

Further opportunities for accelerating energy efficiency schemes and community energy continue to be explored.

10. Question from Giles Watts

Do you also think that Dorset would benefit from its own Energy Strategy that would provide a route-map of how Dorset will supply its future energy needs while also supporting local businesses and complying with its ambitions for reducing carbon emissions?

Response from the Portfolio Holder for Highways, Travel and Environment

This is identified as one of the actions within the Dorset Council Climate and Ecological emergency strategy and work continues to explore how best this could be achieved.

11. Question from Jennifer Morisetti

Will the council demand that all new buildings (residential and commercial) have rooftop PV solar installations as standard and how will the council facilitate installation of rooftop PV solar on existing buildings, at speed and for the general public?

Response from the Portfolio Holder for Planning

Dorset Council through a number of its climate and ecological projects is directly delivering and facilitating the take up of PV and energy efficiency measures both across its own estate, community buildings, businesses and on residential properties. However, while the council is delivering these programmes that will result in over 10MW of additional renewable generation, working within national planning policy frameworks Dorset Council cannot universally insist on the installation of PV on residential and commercial buildings. The council continues to work in partnership with government to look at how greater flexibilities can be integrated into the local plan moving forward to help us accelerate the delivery of our climate and ecological strategy ambitions.

Cllr R Bryan and I will be knocking on doors of ministers to get energy efficiencies added to future planning legislation.

Question from Councillor P Kimber

Councillors, I'm asking a question as to **what provision this Council is making for next winter** to support the most vulnerable in our Dorset community?

As you know, Martin Lewis has painted quite a bleak picture on energy bills and food pricing both of which are set to rise dramatically.

An average families energy bill is forecast to average £3600 this Autumn and rise to £4200 in January 2023.

The latest 2021 census results for Dorset show 112,300 people aged 65 and over at 29.6% of the population, compared to 24.6% in 2011. Nationally the figure is 16.4%. If no action is taken to support Dorset's ever growing elderly population our social services will be put under even more pressure.

What are we the Dorset Council doing? What are our plans to deal with the **elderly** who will be facing dramatic financial hardship, our **residents with disabilities** who cannot leave home and need to be kept warm, and Dorset families, all of whom will have difficulty in managing?

Response from the Portfolio Holder for Culture, Communities and Customer Services

The Executive Director for Corporate Development, Aidan Dunn has brought together a network of officers and representatives from the community and voluntary sector to coordinate a response to the Cost of Living Crisis using the Dorset Together model of network support that has been successfully used for other issues such as Covid and the Ukraine response. The network has been focusing on:

- Direct financial aid
- Better access to housing services,
- Urging people to act early
- Signposting to support on money (debts, benefits, budgeting), food, housing and mental health

Some key highlights include:

- Our 'Cost of living help' campaign was launched in partnership with Dorset Together on 15 June, with a new [Cost of Living Help](#) web page and key messages to residents.
- By the end of August Dorset Council Tax had paid £150 Energy Rebates totalling £15,849,000 to 105,660 households
- We are currently processing the final claims that have been received.
- Those households which are eligible, but who have not submitted a claim will have the £150 Council Tax Energy Rebate paid directly onto their Council Tax account by 30 September.
- An £877,800 discretionary fund will be open for applications soon with the awards processed by the closing date of 30 November
- We are working with Citizen's Advice in Dorset and Age UK to offer help and advice and ensure people are getting the support they need.
- We have continued to administer the government's Household Support Fund to funding to support households with children, adults of pensionable age and other households in need of support, including those with disabilities. This is

providing support with energy and food costs and currently open for applications and will close on the 30th September, and has amounted to just over £2.2M for the 6 month period April to September 2022. There is further funding available for the next 6 months.

- We are promoting the uptake of Free School meals and Healthy Start vouchers and have used funding from government to provide free school meal vouchers in the holidays. We have delivered the Summer in Dorset Programme (holiday and food activities) to low income families and a range of free activities for free activities for children with special educational needs and disabilities.
- Our Housing Team has recently introduced a single number for all housing enquiries and a new triage team to ensure those who most urgently need help get help first.