

# Notice of Cabinet



Date: Wednesday, 27 September 2023 at 10.15 am

Venue: Committee Room, First Floor, BCP Civic Centre Annex, St Stephen's Rd, Bournemouth BH2 6LL

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## Membership:

### Chairman:

Cllr V Slade

### Vice Chairman:

Cllr M Earl

Cllr D Brown  
Cllr R Burton  
Cllr M Cox

Cllr A Hadley  
Cllr J Hanna  
Cllr A Martin

Cllr K Wilson

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All Members of the Cabinet are summoned to attend this meeting to consider the items of business set out on the agenda below.

The press and public are welcome to view the live stream of this meeting at the following link:

<https://democracy.bcpCouncil.gov.uk/ieListDocuments.aspx?MIId=5361>

If you would like any further information on the items to be considered at the meeting please contact: Sarah Culwick (01202 817615) on 01202 096660 or email [democratic.services@bcpCouncil.gov.uk](mailto:democratic.services@bcpCouncil.gov.uk)

Press enquiries should be directed to the Press Office: Tel: 01202 118686 or email [press.office@bcpCouncil.gov.uk](mailto:press.office@bcpCouncil.gov.uk)

This notice and all the papers mentioned within it are available at [democracy.bcpCouncil.gov.uk](https://democracy.bcpCouncil.gov.uk)

GRAHAM FARRANT  
CHIEF EXECUTIVE

19 September 2023

**DEBATE  
NOT HATE**



Available online and  
on the Mod.gov app



## Maintaining and promoting high standards of conduct

### Declaring interests at meetings

Familiarise yourself with the Councillor Code of Conduct which can be found in Part 6 of the Council's Constitution.

Before the meeting, read the agenda and reports to see if the matters to be discussed at the meeting concern your interests



What are the principles of bias and pre-determination and how do they affect my participation in the meeting?

Bias and predetermination are common law concepts. If they affect you, your participation in the meeting may call into question the decision arrived at on the item.

#### Bias Test

In all the circumstances, would it lead a fair minded and informed observer to conclude that there was a real possibility or a real danger that the decision maker was biased?

#### Predetermination Test

At the time of making the decision, did the decision maker have a closed mind?

If a councillor appears to be biased or to have predetermined their decision, they must NOT participate in the meeting.

For more information or advice please contact the Monitoring Officer  
([susan.zeiss@bcpcouncil.gov.uk](mailto:susan.zeiss@bcpcouncil.gov.uk))

### Selflessness

Councillors should act solely in terms of the public interest

### Integrity

Councillors must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships

### Objectivity

Councillors must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias

### Accountability

Councillors are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this

### Openness

Councillors should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing

### Honesty & Integrity

Councillors should act with honesty and integrity and should not place themselves in situations where their honesty and integrity may be questioned

### Leadership

Councillors should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs

# AGENDA

Items to be considered while the meeting is open to the public

## 1. Apologies

To receive any apologies for absence from Councillors.

## 2. Declarations of Interests

Councillors are requested to declare any interests on items included in this agenda. Please refer to the workflow on the preceding page for guidance.

Declarations received will be reported at the meeting.

## 3. Confirmation of Minutes

To confirm and sign as a correct record the minutes of the Meeting held on 6 September 2023.

7 - 16

## 4. Public Issues

To receive any public questions, statements or petitions submitted in accordance with the Constitution. Further information on the requirements for submitting these is available to view at the following link:-

<https://democracy.bcpCouncil.gov.uk/ieListMeetings.aspx?CommitteeID=151&Info=1&bcr=1>

The deadline for the submission of public questions is 12 noon, 3 clear working days before the meeting.

The deadline for the submission of a statement is midday the working day before the meeting.

The deadline for the submission of a petition is 10 working days before the meeting.

## 5. Recommendations from the Overview and Scrutiny Committees

To consider recommendations from the Overview and Scrutiny committees on items not otherwise included on the Cabinet Agenda.

## ITEMS OF BUSINESS

## 6. Quarter One Performance Report 2023/24

17 - 78

BCP Council's priorities and values which underpin how we work to develop and deliver services are set out in the Corporate Strategy, adopted by Full Council in November 2019.

Delivery plan actions and performance measures are refreshed annually in line with the annual budget process, to ensure they remain relevant and in line with council priorities.

The council is currently refreshing the corporate strategy to update the vision for the place, the priorities and headline objectives. These will help build stable foundations to guide the council through current challenges and shape the way it can improve the lives of those who live, work, study and

visit the Bournemouth, Christchurch and Poole area.

The appended performance report shows progress with performance measures set out in the delivery plans and any additional measures agreed by Cabinet as part of the performance reporting process, for quarter one of 2023/24 (April to June 2023). Individual exception reports provide explanations and planned actions to address under performance against quarter one targets.

The appended report also provides a further update on the delivery plan actions previously reported to Cabinet in July 2023.

**7. The future of BCP FuturePlaces Ltd, investment and development**

79 - 114

This report makes recommendations following a review of BCP FuturePlaces Ltd's (FuturePlaces) work programme and business plan to enable BCP Council to deliver financially sustainable investment and development.

[PLEASE NOTE: Should the Cabinet wish to discuss the detail of the confidential appendix at Appendix 5, the meeting will be required to move into Confidential (Exempt) Session].

**8. To agree the provision of revenue funding for the delivery of Contact Centre as a Solution (CCaaS)**

115 - 122

In 2020 the Council introduced Microsoft Teams telephony to facilitate agile and flexible working. Whilst this was sufficient for most of the workforce, an additional integrated solution was needed to manage calls in the Contact Centre environment. A Contact Centre solution was introduced, using skills-based routing to direct incoming calls to available agents, and to manage calls waiting in queues. That solution is now nearing a break clause in its contract and so the opportunity has been taken to review the market, identifying newer more reliable CCaaS solutions which also enable the introduction of new customer channels (omnichannel).

Options have been considered, including retaining the status quo as well as stopping using a Contact Centre solution. However, both options have a negative impact on customers.

The original Contact Centre solution was funded by a combination of transformation funding and Covid grants. This report seeks CCaaS funding to be built into base budgets in recognition that a cloud-based solution requires ongoing funding on an annual basis.

**9. Highcliffe Seafront Area - Parking Restriction Proposals (P26 2022)**

123 - 160

To consider the representations received following the advertisement of the Traffic Order and to approve the making and sealing of the Order. This will enable the implementation of parking restrictions across the Highcliffe Seafront area.

The benefits to road users resulting from the proposed restriction include reducing danger to such road users and facilitating improved passage, particularly for cyclists, pedestrians, and those with mobility issues.

## **10. SEND – Accelerated Timeliness**

161 - 168

A Written Statement of Action is in place to respond to the Local Area Special Educational Needs and Disabilities (SEND) Inspection that took place in June 2021. An improvement programme to deliver this is in train and reports to the SEND Improvement Board. The SEND Inspection identified eight areas of significant weakness which need to be addressed. This resulted in a set of actions being put into the Written State of Action to address the weaknesses.

Improvement activity is underway, and progress is being made in several areas, however in the key area of statutory performance the service performance has decreased, and this data places BCP Council as the 5<sup>th</sup> lowest performing authority in the country, in terms of adhering to the statutory 20-week timescale for Education, Health and Care Needs Assessments and Plans.

This business case puts forward the reason for the poor performance and the actions being taken to mitigate this. It also includes a proposal for urgent investment in the SEND Service on a short-term basis to manage the backlog so that the service can meet its statutory duties going forward. The concerns about this performance and the action plan have been raised at the SEND Improvement Board as have the capacity issues to manage the backlog and the increased demands.

## **11. Urgent Decisions taken by the Chief Executive in accordance with the Constitution**

The Chief Executive to report on any decisions taken under urgency provisions in accordance with the Constitution.

## **12. Cabinet Forward Plan**

To follow

To consider the latest version of the Cabinet Forward Plan for approval.

No other items of business can be considered unless the Chairman decides the matter is urgent for reasons that must be specified and recorded in the Minutes.