

Notice of Environment and Place Overview and Scrutiny Committee



Date: Wednesday, 8 October 2025 at 6.00 pm

Venue: HMS Phoebe, BCP Civic Centre, Bournemouth BH2 6DY

Membership:

Chairman:

Cllr C Rigby

Vice Chairman:

Cllr D d'Orton-Gibson

Cllr B Chick

Cllr J Clements

Cllr J Edwards

Cllr M Gillett

Cllr C Goodall

Cllr J Martin

Cllr Dr F Rice

Cllr V Ricketts

Cllr G Wright

All Members of the Environment and Place Overview and Scrutiny Committee 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=5918>

If you would like any further information on the items to be considered at the meeting please contact: Rebekah Rhodes or email rebekah.rhodes@bcpCouncil.gov.uk

Press enquiries should be directed to the Press Office: Tel: 01202 454668 or email press.office@bcpCouncil.gov.uk

This notice and all the papers mentioned within it are available at democracy.bcpCouncil.gov.uk

AIDAN DUNN
CHIEF EXECUTIVE

30 September 2025

**DEBATE
NOT HATE**



Available online and
on the Mod.gov app

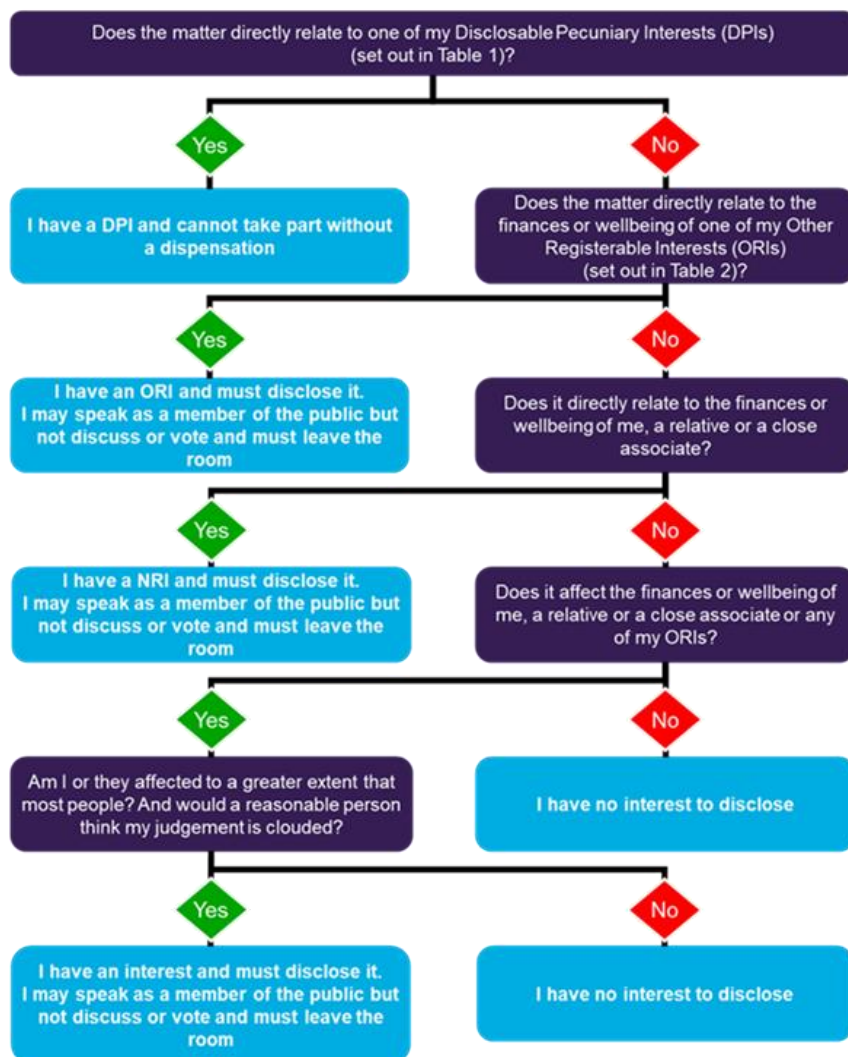


Maintaining and promoting high standards of conduct

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

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. Substitute Members

To receive information on any changes in the membership of the Committee.

Note – When a member of a Committee is unable to attend a meeting of a Committee or Sub-Committee, the relevant Political Group Leader (or their nominated representative) may, by notice to the Monitoring Officer (or their nominated representative) prior to the meeting, appoint a substitute member from within the same Political Group. The contact details on the front of this agenda should be used for notifications.

3. 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.

4. Confirmation of Minutes

To confirm and sign as a correct record the minutes of the Meeting held on 9 July 2025.

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5. 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.bcpccouncil.gov.uk/ieListMeetings.aspx?CommitteeID=151&Info=1&bcr=1>

The deadline for the submission of public questions is mid-day Thursday 2 October 3 clear working days before the meeting.

The deadline for the submission of a statement is midday Tuesday 7 October the working day before the meeting.

The deadline for the submission of a petition is Midday Tuesday 23 September 10 working days before the meeting.

ITEMS OF BUSINESS

6. Plant-based and reduced meat and dairy diets: draft position statement and action plan

11 - 24

7. Scrutiny of Housing related Cabinet reports

Scrutiny of the 2 reports outlined below.

a) **BCP Homes Performance Update**

25 - 50

This report provides performance information on how services are delivered to council tenants and to support councillors oversight in ensuring that the council:

- Provides good quality homes and services to all tenants
- Makes best use of its resources to deliver what it is required to do as a landlord
- Resolve issues promptly and effectively when things go wrong.

It provides an update against key performance indicators and performance against the Tenant Satisfaction Measures for quarter 1, 2025-26.

b) **BCP Homes Annual Complaints Performance and Service Improvement Report**

51 - 96

This report provides information on the council's handling of complaints related to the provision of landlord services to council tenants and leaseholders.

The report complies with the requirements within the Housing Ombudsman's Complaint Handling Code that landlords must produce an Annual Complaints Performance and Service Improvement report for scrutiny and challenge.

It must be published on the section of the council's webpages relating to complaints. Cabinet's response to the report must be published alongside this.

In line with the Complaint Handling Code, this report sets out:

- The annual self-assessment against the code
- A qualitative and quantitative analysis of complaint handling performance
- Any findings of non-compliance with the code by the Housing Ombudsman
- Service improvements made as a result of the learning from complaints
- Any annual report about performance from the Housing Ombudsman
- Any other relevant publications or reports produced by the Housing Ombudsman in relation to the work of the council in dealing with complaints.

8. **Forward Plan**

97 - 106

The Environment and Place Overview and Scrutiny Committee is asked to consider and identify work priorities for its next meeting pending a wider review of its forward plan at a future meeting.

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.