

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

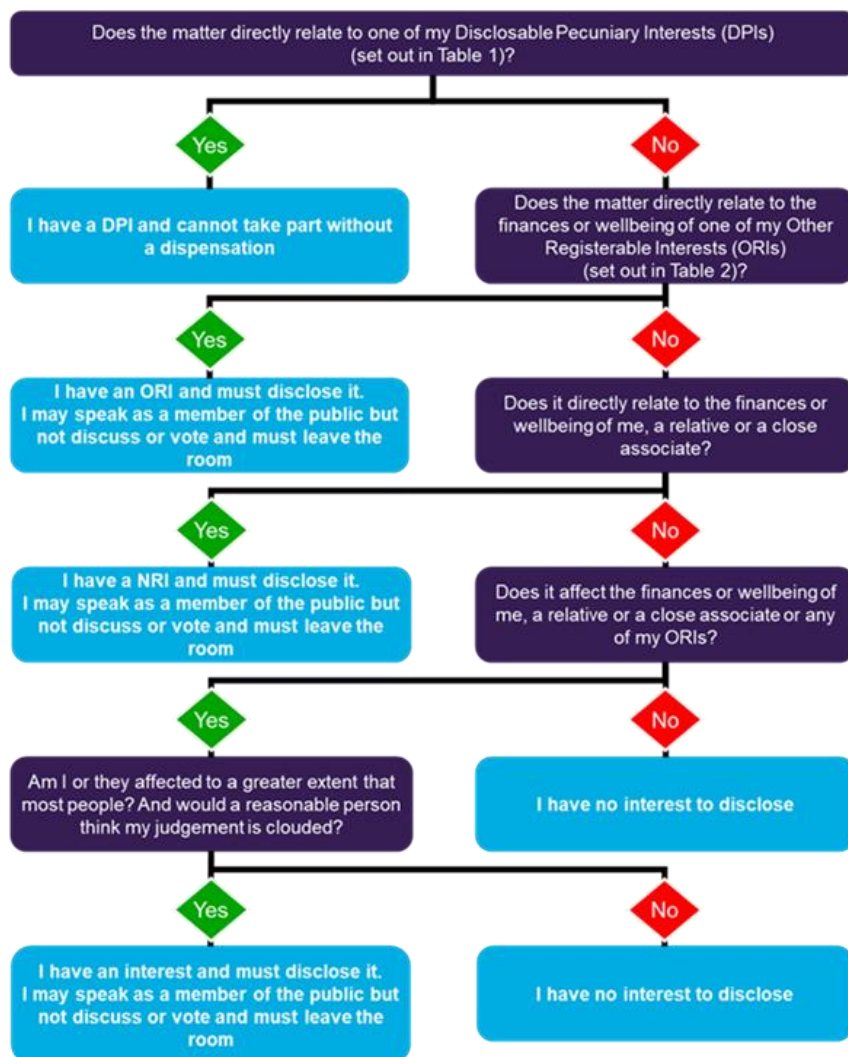


Maintaining and promoting high standards of conduct

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.

5 - 10

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.bcpCouncil.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.

ENVIRONMENT AND PLACE OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY, 9TH JULY, 2025

Present: Councillor Chris Rigby in the Chair

Cllr D d'Orton-Gibson (Vice-Chair), Cllr S Mackrow
(In place of Cllr J Clements), Cllr O Walters (In place
of Cllr M Gillett), Cllr C Goodall, Cllr J Martin,
Cllr V Ricketts and Cllr G Wright

12 Apologies

Apologies were received from Cllr Jo Clements, Cllr Jackie Edwards and Cllr Matthew Gillett.

13 Substitute Members

Cllr Sandra Mackrow substituted for Cllr Jo Clements and Cllr Oliver Walters substituted for Cllr Matthew Gillett.

14 Declarations of Interests

There were no declarations of interest made on this occasion.

15 Confirmation of Minutes

The Minutes of the meeting held on 14 May 2025, were confirmed as an accurate record and signed by the Chair.

16 Public Issues

There were no public issues received.

17 Local Area Energy Plan

The Portfolio Holder for Climate Response, Environment and Energy presented a report, a copy of which had been circulated to each Member and a copy of which appears as Appendix 'A' to these Minutes in the Minute Book.

This report presented the Bournemouth, Christchurch and Poole Local Area Energy Plan (LAEP). It was produced to provide a roadmap and informed action plan that enabled the Council, working with partners and other organisations, to address its Climate and Ecological Emergency commitments and achieve the stated aim of carbon neutrality by 2045.

The Committee considered the plan and made the following comments:

- The Committee was advised that hydrogen is not recommended for domestic heating due to cost, infrastructure leakage, and safety concerns. It was confirmed that hydrogen would be reserved for sectors such as marine and heavy transport.
- In response to a query raised regarding hydrogen trials, the committee was advised that several projects had been cancelled, and national guidance now discourages its use for heating.
- The Committee was advised that the energy plan had modelled scenarios both with and without the Comfort incinerator. Officers advised that heat networks would rely on geothermal and heat pump technologies, and the incinerator's removal would not significantly affect the overall strategy.

- In response to a query raised regarding constraints at Hatch Pond depot due to limited electric waste vehicle usage, the Committee was advised that upgrades were now in place to enable full-day operations and that additional space and fire safety measures would be required to accommodate future fleet expansion.
- Officers advised that while capital costs for achieving net zero were significant, long-term savings and comparable system costs were expected.
- In response to a query raised regarding funding sources, the Committee was advised that grants, prudential borrowing, and partner contributions would be explored. It was noted that the balanced pathway scenario offered similar costs to a 'do nothing' approach when factoring in future energy savings and avoided climate impacts.
- In response to a query raised regarding retrofitting heat pumps, the Committee was advised that a fabric-first approach would be prioritised to improve thermal efficiency before installation.
- In response to a query raised regarding the cultural impact of school travel, the Committee was advised that broader behavioural change would need to address emissions not captured in the plan.
- The Committee was advised that updated housing targets had been factored into the modelling, including scenarios based on 3,000 new homes per year.
- The Committee was advised that assumptions from the Local Transport Plan and Council motions had been incorporated into the scenarios.
- In response to a query raised regarding public transport infrastructure, the Committee was advised that further engagement with operators and stakeholders would be required.
- The Committee was advised that residual emissions would be offset through local greenhouse gas removal initiatives, including nature-based solutions.
- The Committee was advised that offshore wind was excluded from the plan due to its classification as nationally significant infrastructure.
-

It is RECOMMENDED that:

- 1) The recommendation as outlined in the report be approved by Cabinet.**

Voting: unanimous

- 2) Cabinet add as an external stakeholder, the community to be represented in all stakeholder engagement, including any panels, meetings or focus groups.**

Voting: unanimous

18 Email and Document Storage Retention – Impact Analysis on Costs and Environmental Factors & Recommendations

The Portfolio Holder for Transformation, Resources and Governance and the Service Director for IT & Programmes presented a report, a copy of which had been circulated to each Member and a copy of which appears as Appendix 'B' to these Minutes in the Minute Book.

This report evaluated the then-current email and document storage, carbon, and cost footprints of BCP Council's use of Microsoft 365.

The primary reason for bringing the report had been to address the scrutiny request to "establish the current data use and retention policies of the council, and whether there was scope for reduction of the environmental and financial impact of those policies."

The report outlined three options for consideration: reducing how much data the Council retained in its compliance libraries, transitioning to alternative cloud or on-premises solutions, and completing activity to profile users to enable potential re-mapping to lower-cost licence types.

The Committee discussed the report and responses to queries were provided, including:

- The Committee was advised that email signatures and image-heavy communications contribute significantly to data storage and energy usage, and that Microsoft Teams offers a more efficient alternative for collaboration.
- In response to a query raised regarding the environmental impact of Microsoft 365, the Committee was advised that the average footprint equates to approximately 190g CO₂ per user per month, roughly equivalent to driving half a mile in a car.
- The Committee was advised that Microsoft 365 is a more cost-effective and resilient solution compared to on-premises infrastructure, particularly in terms of remote access, data recovery, and energy efficiency.
- In response to a query raised regarding AI usage, the Committee was advised that increased AI adoption may offset any gains made through reduced email storage and confirmed that governance and monitoring mechanisms are being established to track environmental impacts.
- The Committee was advised that Microsoft licences can be tailored to individual usage levels, and that licence optimisation is being progressed through the Data and Innovation Programme.
- In response to a query raised regarding dormant accounts and data retention, the Committee was advised that accounts are reviewed regularly and deleted following a grace period, with managers given access to retrieve any necessary data. Deleted data is retained for up to five years in a preservation hold library, depending on the last edit date.
- The Committee was advised that Teams chat history is stored within the Exchange mailbox and subject to the same retention policies as email data.
- The Committee was advised that over 500 digital champions are embedded across the organisation to support the adoption of Microsoft 365 tools and promote efficient digital working practices.
- The Committee was advised that the carbon footprint data used in the report is available via Power BI and has been shared with the Sustainability Team for future monitoring and reporting.
- Officers agreed that the online dashboard would be shared with the Committee.

ACTION

It is RECOMMENDED to cabinet that:

as per Option (B), the Committee supports the continuation of activity already underway, as part of the Councils Data and Innovation Programme, to re-assess and profile Microsoft 365 end-user licensing requirements, moving colleagues to lower-costs licenses where appropriate.

Voting: unanimous

19 Cliff and Coastal Erosion Management across the BCP coast

The Portfolio Holder for Climate Response, Environment and Energy presented a report, a copy of which had been circulated to each Member and a copy of which appears as Appendix 'C' to these Minutes in the Minute Book.

Since the late 19th century, coastal defences had been built along the shoreline at the base of the cliff to prevent coastal erosion. However, while the introduction and evolution of these defences had been very successful in stopping coastal erosion caused by marine action, they had not been successful in preventing cliff instability landwards of the coastal defences.

Consequently, borough engineers between the 1950s and 1990s undertook extensive cliff stabilisation works and carried out ongoing maintenance of a variety of engineering measures. From the 1990s onwards, however, due to a loss of knowledge and experience as engineers left the local authorities and were not replaced—combined with a reduction in funding—the

approach to cliff stabilisation became much more reactive, responding to events rather than proactively intervening or maintaining the systems installed during the 1950s–1990s.

In recognition of the challenges posed by cliff instability, from 2022 the South West Flood & Coastal team led the development of a new BCP Cliff Management Strategy (CMS). This aimed to provide a single, consistent, and integrated approach to managing each section of cliff along the BCP coast, ensuring that decisions made by various service areas within BCP Council were based on a common understanding of the risks posed by future cliff erosion and instability arising from a range of factors, including the impacts of climate change.

The CMS had been scheduled for completion by March 2026, and the paper provided details on its intended outputs. After March 2026, funding would have been required to support the ongoing maintenance of the new systems and processes established by the CMS. Additionally, further funding would have been needed for the maintenance of various cliff management systems across the BCP coast and, in certain areas, the construction of new cliff stabilisation works where cliff slips and falls continued to occur—such as at West Cliff.

The Committee discussed the report and responses to queries were provided, including:

- The Committee was advised that historical gaps in cliff maintenance may have contributed to recent landslips, alongside extreme weather events. Officers confirmed that engineering knowledge is being rebuilt internally to support long-term resilience.
- In response to a query raised regarding the estimated £41 million revenue requirement, the Committee was advised that this figure includes reactive works and maintenance but does not fully account for future climate impacts or population growth.
- The Committee was advised that approximately 6,000 properties are at risk over the next 100 years, with a combined estimated value of £1.5 billion.
- The Committee was advised that sand drain clearance has begun in priority areas, with inspections ongoing. A full clearance programme is not yet funded, but work is being prioritised through the Cliff Management Working Group.
- In response to a query raised regarding private landowner responsibilities, the Committee was advised that education and communication are key. A householder guide is being developed to support awareness and planning decisions.
- The Committee was advised that 1.4 miles of cliff frontage is privately owned, and that access for works requires permission from landowners.
- The Committee was advised that communications to residents aim to raise awareness without causing alarm, and that BCP's coastal protection schemes reduce risk and support mortgage viability.
- The Committee was advised that national shoreline management plans ensure joined-up decision-making across neighbouring authorities to avoid negative downstream impacts.
- In response to a query raised regarding ongoing resident engagement, the Committee was advised that digital resources and a dedicated website are being used to maintain awareness.
- In response to a query raised regarding the Cliff Lift, the Committee was advised that assessments are ongoing and that estimated repair costs of £5–6 million are currently unfunded.
- The Committee discussed the value of the cliffs as a natural and economic asset and suggested installing information boards to highlight biodiversity, history, and coastal protection efforts. Officers agreed to explore funding options.
- The Committee requested a future briefing on the Lift Management Strategy, which officers advised is scheduled for completion by March 2026.

The Committee noted the report.

The Chair presented a report, a copy of which had been circulated to each Member and a copy of which appears as Appendix 'D' to these Minutes in the Minute Book.

The Overview and Scrutiny (O&S) Committee was asked to consider and identify work priorities for publication in a Work Plan.

There were four scrutiny items considered by the Committee, detailed below:

Van Life Scrutiny Request – The Committee agreed to split the scrutiny into two sessions. The first session, scheduled for September, will focus on evidence gathering regarding the needs of those who live or travel in vans. The second session, provisionally scheduled for November, will consider the impact on residents and how BCP Council can respond.

The Committee confirmed the following six key lines of enquiry:

1. What are the needs of those who choose to live in vans locally?
2. What are the needs of those who culturally live or travel in vans eg. Gypsy Roman Traveller communities?
3. What are the needs of those who end up living in vans or other vehicles due to circumstances i.e. homelessness?
4. What are the needs of those who travel to BCP in their vans?
5. What is the impact to residents in particularly densely populated parking spots?
6. How can BCP Council provide for all of the above, particularly noting the rise of people choosing or otherwise to live in vehicles?

Evidence relating to KLOE 1–4 will be gathered in a scrutiny meeting in September with invitation of representatives of Kushti Bok and other local van dwellers known to councillors.

Evidence relating to KLOE 5 will be gathered in a scrutiny meeting provisionally arranged for November, with invitees to be determined. The Chair will seek further input from Committee members to support preparations in relation to this KLOE.

The Committee will reflect on actions to support KLOE 6 after KLOE 1–5 have been covered.

Plant-Based Food Options – The Committee agreed to retain this item on the September agenda, noting that monitoring of kiosk and outlet changes over the summer would provide timely context for discussion.

Pedestrian Crossing Timings – The Committee was advised that Councillors Rice and Chapmanlaw had been designated as rapporteurs for this item and would provide updates at future meetings.

Weed Spraying Chemicals – The Committee agreed to receive a winter briefing on the impact of chemical usage during the current season, with a view to determining whether a public meeting discussion would be appropriate.

RESOLVED that the Van Life scrutiny be scheduled for September and November, with the six key lines of enquiry agreed and noted. The Committee approved the items on the Work Plan and delegated responsibility for programming and reactive scrutiny to the Chair and Vice-Chair.

Duration of the meeting: 6.00 - 9.06 pm

Chairman at the meeting on
Wednesday, 9 July 2025

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CABINET



Report subject	Plant-based and reduced meat and dairy diets: draft position statement and action plan
Meeting date	29 October 2025
Status	Public Report
Executive summary	<p>Following questions to Council from several members of the public on the Council's stance on plant-based diets in relation to climate change, the Chair and Vice Chair of the Environment & Place Overview & Scrutiny Panel requested a preliminary discussion paper on the issue in order to stimulate debate.</p> <p>A review of this discussion paper by the Overview and Scrutiny committee on 11 September 2024, resulted in the committee requesting that officers review the suggested draft position statement and develop a set of Specific, Measurable, Achievable, Realistic and Time-bound (SMART) actions to be considered by BCP Council aimed at encouraging and promoting plant-based diets.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <p>The Environment & Place Overview & Scrutiny Committee review and consider the revised position statement and set of eleven suggested actions, whether actions are suitably SMART and whether they have been developed with appropriate scope. Recommended proposals will then be considered by Cabinet for acceptance.</p>
Reason for recommendations	<p>To provide a clear position statement and set of agreed-upon actions to implement, relating to plant-based and reduced meat and dairy diets. Action in this area will contribute to improved climate change, civic leadership and equality, diversity and inclusion outcomes.</p>

Portfolio Holder(s):	Councillor Andy Hadley, Portfolio Holder for Climate Response, Environment and Energy
Corporate Director	Aidan Dunn, Chief Executive
Report Authors	Gail Scholes, Interim Head of Climate and Sustainability Martin Gardner, Sustainability Officer Neil Short, Strategic Lead for Climate and Sustainability
Wards	Council-wide
Classification	For Decision

Background

1. According to the United Nations, approximately one third of all human-caused greenhouse gas emissions are linked to the global food system. Animal-based foods, especially red meat, dairy, and farmed shrimp, are generally associated with the highest greenhouse gas (GHG) emissions. In order to meet national government's Net Zero by 2050 target, the UK Climate Change Committee recommends a 20-50% reduction in all meat and dairy consumption.
2. Developing a draft plant-based diet position statement and action plan therefore aligns with BCP Council's commitment to net zero in GHG emissions and the Corporate Strategy ambition that climate change is tackled through sustainable policies and practice.
3. The Corporate Strategy seeks to position the council as forward-thinking, alongside intervening as early as possible to improve outcomes, which this draft position statement and action plan seeks to achieve.
4. Under the Equality Act (2010) veganism is a legally recognised protected philosophical belief, with individuals adhering to veganism entitled to certain legal protections, particularly related to workplace service provision. Providing vegan options therefore supports BCP Council's commitment to equality, diversity and inclusion laid out in its Equality and Diversity policy and aligns with the Corporate Strategy objective to provide accessible and inclusive services.
5. According to the Vegan Society, BCP Council have already made good progress in providing plant-based options within their food service offerings, ranking in the top 10% of councils (ranked between 5th and 19th position of the 216 councils reviewed). The Vegan Society's 'Catering for Everyone' campaign calls on local and national governments to guarantee at least one nutritious plant-based option on every public sector menu. This option should be made available to everyone, every day, without the need to make a special request.
6. Following previous recommendations from the Environment & Place Overview & Scrutiny Committee, this draft position statement and plan seeks to base its action on data, insights and feedback to shape solutions to service offerings. Individual actions have therefore been assessed against Specific, Measurable, Achievable, Realistic,

and Time-bound (SMART) criteria. Where data, insights and feedback are currently lacking in some areas, these baselines have been sought to be established.

7. This draft position statement and action plan contributes, or has the potential to contribute to, the following Sustainable Development Goals (SDGs): 2. Zero Hunger; 3. Good Health and Wellbeing; 12. Responsible Consumption and Production; 13. Climate Action; 14. Life below Water; and 15. Life on land.

BCP Council draft position statement on plant-based and reduced meat and dairy diets

The proposed draft position statement for BCP Council on plant-based and reduced meat and dairy diets is as follows – the Council will:

- Aim to lead by example in promoting and prioritising plant-based eating where it has influence and it is financially viable to do so.
- Promote and encourage a plant-based and reduced meat and dairy diet as part of our climate strategy going forwards.
- Ensure that food and drink provided at meetings, functions and offices within Council premises includes plant-based and reduced meat and dairy options.
- Require BCP Council managed food outlets to provide for sale plant-based options of each food type and seek to progressively increase its plant-based food offering when it is commercially viable to do so.¹
- Specify and require that plant-based options are available when re-tendering food contracts, excluding meat-only contracts.²
- Specify and require during the tendering process that a proportion of all food sold at major, licensed events by short-term concessions be plant-based, with the appropriate proportion to be determined by Commercial Operations and subject to annual review.
- Advocate for and promote plant-based diets through appointed ‘vegan champions’ internal to BCP Council, alongside additional promotional and educational campaigns.
- Baseline, monitor and annually review the state, ongoing progress and commercial viability of plant-based food sale and consumption within BCP managed food outlets and among the wider BCP area.

The above statement intends to outline BCP Council's position on plant-based and reduced meat and dairy diets for the next three years, until 8 October 2028.

A set of eleven actions developed to support the implementation of this position statement are provided in Appendix 1 for the consideration of the Environment & Place Overview & Scrutiny Committee. These actions, if agreed, will be subject to annual monitoring and review, to assess their ongoing commercial viability and appropriateness in reflecting the stated position.

¹ This will not apply to food outlets operated by third parties under lease or licence by concession.

² Any standards or minimum threshold requirements will not apply to contracts already awarded for their duration, only to newly awarded contracts.

Options Appraisal

8. Option 1: Environment & Place Overview & Scrutiny Panel and subsequently Cabinet discusses and reaches consensus on the position statement, alongside the scope and likely effectiveness of the eleven recommended actions in promoting and encouraging plant-based diets, in order to help to reduce global greenhouse gas emissions.
9. Option 2: Environment & Place Overview & Scrutiny Panel and subsequently Cabinet discusses but is unable to reach consensus on the position statement, alongside the scope and likely effectiveness of the eleven recommended actions in promoting and encouraging plant-based diets, which will not help to reduce global greenhouse gas emissions.

Summary of financial implications

10. The proposed actions have been discussed with key commercial officers, and the financial implications have been assessed for the upcoming year. It has been agreed that these should be minimal and commercially viable. The ongoing financial implications will be reviewed annually.

Summary of legal implications

11. None identified at this stage. However, dependant on the views of the Panel, any actions proposed will need to be subject to further assessment to establish any legal implications.

Summary of human resources implications

12. None identified at this stage. However, dependant on the views of the Panel, any actions proposed will need to be subject to further assessment to establish any human resources implications.

Summary of sustainability impact

13. Adopting plant-based and reduced meat and dairy diets is intended to reduce greenhouse gas emissions and lessen the environmental impact of food production and consumption on the planet, therefore their promotion and encouragement should be of benefit. However, dependant on the views of the Panel, any actions proposed will need to be subject to further assessment to establish sustainability impact. Decision Impact Assessment no. 734 has been completed and resulted in an amber rating for this proposed policy and related action plan.

Summary of public health implications

14. Adoption of plant-based and reduced meat and dairy diets can have health benefits if implemented correctly, ensuring essential nutrient levels are maintained for good health. Any recommendations will be subject to consultation with the appropriate bodies to ensure this is achieved.

Summary of equality implications

15. The suggested actions to increase the availability of plant-based foods in Council catering and promotions, would carry positive equalities outcomes. Faiths and cultures that are not able to consume certain animal products would be assured of suitable food and drink at Council functions and outlets, as ethical veganism is a protected belief under the Equalities Act 2010. Therefore, action to increase

availability of plant-based foods is in line with diversity and inclusion objectives. An EIA conversation/screening document has been submitted, and advice was provided to review the scope of the position statement in subsequent iterations in relation to the inclusion of other protected groups.

Summary of risk assessment

16. Failing to achieve the Climate and Ecological Emergency declaration commitments will contribute to an increasingly hostile global and local environment, population displacement, biodiversity loss and risk to life. The Council risks reputational damage from negative publicity (locally, nationally, and internationally). However, if we act in a timely manner, many actions to tackle climate change, including a reduction in meat and dairy consumption, will contribute to social, economic, and environmental benefits, reducing the likelihood of actual and perceived risks. Dependant on the views of the Panel, any actions proposed will be subject to a further risk assessment.

Background papers

Published works:

- Minutes of Council meetings where issue was raised:
 - 20/02/2024 (Item 71. Public Issues)
 - 23/07/2024 (Item 13. Public Issues)
 - 25/02/2025 (Item 73. Public Issues)
 - 25/03/2025 (Item 98. Questions from Councillors)
- The Sixth Carbon Budget: The UK's path to Net Zero – Climate Change Committee
- The National Food Strategy: The Plan - National Food Strategy Team
- The Plant-Based Treaty
- BCP Council Plant-based and reduced meat and dairy diets: discussion paper

Appendices

Appendix 1 - Plant-based and reduced meat and dairy diets: action plan

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DRAFT Plant-based diet action plan

Cabinet
29 October 2025

Scope of plan

This action plan has the defined scope of improving the plant-based diet offering by and of BCP Council. It aims to:

- Position BCP Council as a civic leader by encouraging plant-based diets amongst its operations and services through the use of quantified minimum thresholds.
- Advocate for and promote plant-based diets through an internally consistent set of promotional and educational campaigns.
- Strive for continual improvement and facilitate potential later enhancements in scope by baselining current plant-based diet offerings, monitoring progress and improvements, and seeking to steadily increase ambition through annual reviews of planned actions and interventions.

Other notable factors relevant to food purchasing, provision and consumption have not been directly included in scope, although some of these factors have inevitably been considered in ensuring that proposed actions are Specific, Measurable, Achievable, Realistic and Time-bound (SMART). Factors not in scope include, but are not limited to:

- whether the food is organic or fairly traded.
- the provenance of food and whether it is locally, nationally or internationally sourced.
- the health benefits and/or impacts of food consumed.
- food affordability and food poverty mitigation.
- food availability and food security.
- food waste, food packaging and disposal.
- economic and commercial feasibility.
- a detailed analysis of the environmental and climate change impacts of food procured and provided.

BCP Council will rely on the [Government Buying Standard \(GBS\) for food and catering services](#) and the adoption of GBS mandatory standards and GBS best practice standards for the inclusion of many of the above-mentioned factors. Of note, other councils such as Birmingham City Council have developed a [Food System Strategy](#), whereby both environmental impact and dietary nutrition have been considered.

The advertising and promotion of food stuffs has been excluded from this first annual plan. Banning certain vendors or food types from promotion would have immediate financial implications and could be subject to legal challenges without well-evidenced, fair and transparent policy guiding assessment as to the acceptability of unacceptability of certain food types.

Placemaking under the Council's influence has generally been excluded. The focus has been instead, at least initially, on promoting and encouraging plant-based diets within the Council's direct areas of responsibility. Avenues of placemaking discussed but discounted include:

- to financially incentivise private food vendors including licensed and leased long-term concessions to improve their plant-based food offering.
- to support local plant-based food grower markets in council-run public spaces.
- to support and enable community fruit and vegetable growing.
- to provide tasting and sampling opportunities of plant-based meals.
- to educate citizens on how to prepare plant-based meals and the benefits of an enhanced plant-based diet.

A number of more complex and advanced solutions have also been excluded, due to a lack of data and resource to implement these effectively. These include indicating the climate change impacts of different foodstuffs on menus and introducing a loyalty scheme whereby plant-based food purchases result in discounts to food, drinks or council services e.g. free swim lessons.

Recommended SMART actions

Action 1: Meetings on Council premises to provide at least one vegan option for all food and drink types	
Description (specific):	All food and drink provided at meetings on Council premises to have at least one plant-based option of each food and drink type e.g. non-dairy milk and vegan sandwiches, provided. To provide training and guidance to persons purchasing these items on which food items meet these criteria.
Measurement:	To check and confirm that ordered food and drink for internal meetings meet the above criteria.
Confirmation that it is realistic/achievable:	Democratic Services have confirmed that it is practically feasible.
Implementing service/directorate:	Democratic Services
Time period to implementation:	By 28 February 2026.
Action 2: To promote a vegan day within BCP Council and schools within the BCP area	

Description (specific):	To develop and promote a 'vegan day' to potentially be extended to one-week within BCP Council and schools within the BCP area in either November or January (to coincide with established and internationally recognised vegan or vegetarian days or months). An accessible plant-based recipe will be sourced and promoted for this day, or a set of seven recipes if extended to one week.
Measurement:	Record of promotion and communication of a 'vegan day' within BCP Council and schools within the BCP area. Feedback will be requested from schools as to whether any related activities occurred.
Confirmation that it is realistic/achievable:	Children's Services have confirmed that this is achievable.
Implementing service/directorate:	Marketing, Communications & Policy Directorate and Children's Services
Time period to implementation:	First occurrence either in January or November 2026.
Action 3: BCP Council operated food outlets to have at least a 20% plant-based offering across all of its outlets	
Description (specific):	All BCP Council operated (both public-facing and internal) food outlets to have on average at least 20% of their food and drink options to be plant-based (vegan) and to have available for sale at least one plant-based option for each of the food types offered e.g. non-dairy milk, plant-based ice cream, plant-based sandwiches, plant-based pasties etc. ¹²
Measurement:	Manually checking menus and offerings meet the quantified requirement.
Confirmation that it is realistic/achievable:	Confirmation from Commercial Operations that options can be reinforced through menus. Subject to annual review of supply and demand to assess commercial viability.
Implementing service/directorate:	Commercial Operations
Time period to implementation:	By 30 April 2026.

¹ This will not apply to food outlets under lease or licence by concession, operated by third parties.

² Percentage to be annually reviewed based upon assessed commercial viability by Commercial Operations.

Action 4: All newly tendered major, licensed events to include at least 10% plant-based options within the overall menu offer (when the event includes a catering provision)	
Description (specific):	Tenders for all major, licensed events to include at least 10% plant-based (vegan) options as a proportion of all food offerings. This would exclude major events with a primary focus on meat or dairy food and/or drink products. ³
Measurement:	Review of the contracts and catering plans of major events.
Confirmation that it is realistic/achievable:	Confirmation from Commercial Operations. Subject to annual review.
Implementing service/directorate:	Commercial Operations
Time period to implementation:	By 30 April 2026. ⁴
Action 5: Re-tendered food contracts to include plant-based options	
Description (specific):	All re-tendered food contracts relating to food procured by BCP Council must ensure plant-based options are available for each food type, with the exception of meat-only contracts. ⁵
Measurement:	Verifying that the requirement is embedded within food tendering documents and contract terms.
Confirmation that it is realistic/achievable:	Confirmed by Procurement.
Implementing service/directorate:	Procurement
Time period to implementation:	By 28 February 2026.
Action 6: Promotional and retail guidance on plant-based diets developed and shared	
Description (specific):	Develop and share promotional and retail guidance for Council-operated food outlets relating to plant-based options.
Measurement:	Record of guidance distributed to all Council-operated food outlets.

³ Any thresholds, restrictions or requirements would not apply to any existing contracts, only to future contracts.

⁴ Not applicable to any tenders already published or awarded prior to this date.

⁵ Any thresholds, restrictions or requirements would not apply to any existing contracts, only to future contracts.

Confirmation that it is realistic/achievable:	Confirmed as achievable by Climate and Sustainability Service.
Implementing service/directorate:	Climate and Sustainability Service
Time period to implementation:	By 28 February 2026.
Action 7: Undertake a scoping and baselining exercise of plant-based offerings	
Description (specific):	<p>Undertake a scoping exercise to establish a baseline for plant-based diet offerings within the BCP area. To include:</p> <ul style="list-style-type: none"> • The number of BCP managed food outlets offering plant-based diet options and the number and proportion of plant-based diet options offered by these outlets. • The number and proportion of plant-based only private and public cafes and restaurants within the BCP area. • The number and proportion of licenses or leases given to concessions offering plant-based food.
Measurement:	Production of a scoping report.
Confirmation that it is realistic/achievable:	Agreed to have sufficient time to complete the research in the given time period.
Implementing service/directorate:	Climate and Sustainability Service
Time period to implementation:	By 30 April 2026.
Action 8: Survey and adapt non-dairy milk provision in BCP Council offices	
Description (specific):	To undertake a survey within Council-owned buildings that offer hot drink facilities to staff, to ascertain the proportion of staff that would prefer non-dairy options, and seek to adapt the non-dairy milk provision by demand and locality dependent on the results of the survey, if commercially viable to do so.
Measurement:	Survey is planned, undertaken and completed in coordination with corporate communications. Results assessed and communication with Facilities Management for possible implementation.

Confirmation that it is realistic/achievable:	Facilities Management will confirm that non-dairy milk would be financially feasible and not result in excessive waste following the results of the survey. There is confirmed sufficient time to undertake a survey to determine demand.
Implementing service/directorate:	Climate and Sustainability Service
Time period to implementation:	By 30 April 2026.
Action 9: Appoint 'vegan champions' to deploy plant-based initiatives	
Description (specific):	To recruit and appoint at least three voluntary vegan champions within BCP Council to pioneer, organise and promote new internal plant-based diet initiatives, such as a 'bring your vegan cake to work day'. To grow this into a wider network of members within BCP Council.
Measurement:	Three vegan champions have been recruited and appointed. A set of initiatives planned, including plans to enlarge the network.
Confirmation that it is realistic/achievable:	Not a significant amount of time required to organise. 'Champions' follows existing models of internal advocacy.
Implementing service/directorate:	Climate and Sustainability Service & Marketing, Communications & Policy Directorate
Time period to implementation:	By 30 April 2026.
Action 10: Publish online text to promote the benefits of plant-based diets	
Description (specific):	To publish online text with tips for various age groups on how to prepare healthier plant-based options alongside the benefits of doing so.
Measurement:	An area of the Council website or other online page updated with new information on plant-based diets.
Confirmation that it is realistic/achievable:	IT to confirm that text developed is acceptable for a website update.
Implementing service/directorate:	Climate and Sustainability Service
Time period to implementation:	By 28 February 2026.

Action 11: Annual review and adjustment of the plant-based diet action plan	
Description (specific):	Annually review the plant-based diet action plan, adding or amending actions and adjusting the proportion of required plant-based options as assessed to be appropriate.
Measurement:	The scheduling of meetings in the summer of 2026 to review plant-based diet actions and whether any revisions or enhancements are justified.
Confirmation that it is realistic/achievable:	Annual discussions to occur with key implementing services/directorates to confirm that the actions are practically and financially feasible. The Environment & Place Overview & Scrutiny Committee to confirm the regularity of resubmissions of plans.
Implementing service/directorate:	Climate and Sustainability Service
Time period to implementation:	By 31 August 2026.

CABINET



Report subject	BCP Homes Performance Update
Meeting date	29 October 2025
Status	Public Report
Executive summary	<p>This report provides performance information on how services are delivered to council tenants and to support councillors oversight in ensuring that the council:</p> <ul style="list-style-type: none"> • 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. <p>It provides an update against key performance indicators and performance against the Tenant Satisfaction Measures for quarter 1, 2025-26.</p>
Recommendations	<p>It is RECOMMENDED that:</p> <p>(a) Cabinet notes the content of this report and raises any issues for consideration by officers.</p> <p>(b). Cabinet agrees to quarterly updates on BCP Homes performance in delivering services to tenants.</p> <p>(c). Cabinet agrees to quarterly updates on progress on meeting the actions set out in the Housing Revenue Account Delivery Plan.</p>
Reason for recommendations	To support councillors in ensuring that council services provided to tenants are managed effectively.

Portfolio Holder:	Councillor Kieron Wilson - Housing and Regulatory Services
Corporate Director	Glynn Barton – Chief Operations Officer
Report Authors	Seamus Doran – Head of BCP Homes
Wards	Council-wide
Classification	For Information

Background

1. BCP Homes is the council's inhouse housing management team providing services to approximately 10,700 council tenants and leaseholders. These services are funded through the Housing Revenue Account (HRA) which is a ring-fenced account that records the income and expenditure associated with the landlord function in respect of the council's homes.
2. The range of services is varied and are also provided by other teams within the council. This primarily includes the Asset Management and Property Maintenance teams within the Customer and Property Directorate and the Anti-Social Behaviour team within Public Protection. New homes funded through the HRA are developed through the Housing Delivery team within the Investment and Development Directorate.
3. As a Registered Provider of Social Housing, BCP Council is responsible for the delivery of services to tenants and demonstrating that it is meeting the outcomes of the [regulatory standards for landlords](#) as provided by the Regulator of Social Housing (the Regulator).
4. The Transparency, Accountability and Influence standard requires registered providers to take action and deliver fair and equitable outcomes for tenants. It also contains a requirement to collect and provide information to support the effective scrutiny by tenants of their landlord's performance in delivering landlord services.
5. Services provided to council tenants and leaseholders include:
 - Customer services
 - Void management and lettings
 - Repairs and planned maintenance to homes and communal areas
 - Servicing and testing
 - Neighbourhood management
 - Cleaning and gardening of communal areas
 - Rent collection
 - Tenancy sustainment and money advice

- Sheltered housing
 - Anti-social behaviour
 - Tenancy management
 - Complaint handling
 - Resident involvement
6. To support the council in meeting its responsibilities teams providing services to tenants and leaseholders report on performance to established resident panels and a Residents Committee. Quarterly performance reporting is also provided to the BCP Homes Advisory Board (Advisory Board) in the following areas:
 - Lettings
 - Responsive repairs
 - Rent arrears and collection
 - Complaint handling times
 - Information governance
 - Call handling times
 - Anti-social behaviour
 7. Reporting on property compliance, for example gas servicing, is undertaken separately and is also reported quarterly to the Advisory Board. Property compliance is reported to Cabinet annually through the [Housing and Property Compliance Update Housing Revenue Account](#).
 8. The Transparency, Accountability and Influence standard requires the council to carry out and report annually against the [Tenant Satisfaction Measures](#) (TSM's). These are collected according to requirements set out by the Regulator. They include information from the TSM perception survey and management information held by the council on areas including repairs, complaints, building safety and tenant engagement.
 9. The TSM's are published and allow tenants to see how the council is performing against other landlords. They also provide the council with an opportunity to see where it might need to improve its services and enable the Regulator to gauge how well it is performing in meeting the outcomes of the regulatory standards.
 10. Cabinet has previously received updates on performance against the TSM's most recently on the 16 July 2025 through the [BCP Homes Tenant Satisfaction Measures and Housing Regulatory Compliance Update](#).
 11. As part of that update Cabinet was provided with the Housing Revenue Account (HRA) Delivery Plan which sets out the improvements to be made to the service including those from the deep dive carried out by Housing Quality Network (HQN) of our self-assessments against the regulatory consumer standards. Included in the improvements is the action to provide more information to tenants to help them understand how well the council is performing in providing landlord services.

12. It is recommended that updates on progress on meeting the actions set out in the Delivery Plan are provided to Cabinet at future meetings through the BCP Homes Performance Update.

Performance Scorecard

13. The quarterly performance scorecard set out in appendix 1 is also provided to the Advisory Board and the Residents Committee. Commentary on the key performance indicators is provided within the scorecard.
14. Benchmarking is obtained through a subscription service, Housemark, a data, insight and analysis provider for the housing sector in the UK.
15. Key performance indicators and targets will be reviewed to ensure that they are relevant for residents (tenants and leaseholders) and other stakeholders. In July 2025, Corporate Management Board approved proposals for additional resources through the HRA for managing performance and insight. This will support managers and provide greater assurance on the performance information provided.
16. The Advisory Board has requested additional performance information on the performance scorecard on how anti-social behaviour is managed. At present this only includes the number of new cases per 1,000 homes which is one of the indicators used for the TSM's.
17. The table below provides some further insight into performance on anti-social behaviour.

	24-25	Q1 25-26
Number of ASB cases still open after 4 months	193	207
Number of active ASB cases being managed	303	369
Community Protection Warning	26	16
Community Protection Notice	0	0
Anti-social Behaviour Injunction	6	1
Closure Order	4	0
Notice of Seeking Possession Served	3	1
Eviction Completed	3	1

18. Information will also be provided on the number of tenants who are evicted from their homes. This provides a good indication on how well tenants are supported to sustain their tenancies and how this is seen as a last resort. The table below sets out the number of evictions that have occurred in the last three years.

Year	No. of evictions
2022-23	6
2023-24	5
2024-25	4
2025-26 Qtr. 1	1

19. Our work to provide tenancy sustainment and work with other agencies is reflected in the low number of evictions from council properties.

Tenant Satisfaction Measures

20. Information to report against the TSM's must be collected as specified by the Regulator in the [Tenant Satisfaction Measures - Tenant survey requirements](#) and [Tenant Satisfaction Measures - Technical requirements](#). The council has procured an independent market research agency to undertake the perception survey on behalf of the council.
21. The perception survey must include the survey question wording and the response options available as set out in the requirements. Surveys may be carried out online, by telephone or post and additional questions may be incorporated.
22. Performance against the TSM's must be submitted annually and published so that tenants can see how the council is performing. Information on the survey results, summary of the survey approach (methodology) and the survey questionnaire are available on the council's website [BCP Homes performance](#).
23. The council should be satisfied that the publication of TSM results and summary approach meets the requirements as set out by the Regulator, [Summary of TSM publication requirements](#).
24. The council's summary of the survey approach sets out:
 - Sample size
 - Timing of the survey
 - Collection method
 - Sample method
 - Assessment of representativeness
 - Weighting applied to results
 - Role of any external named contractor in collecting, generating or validating the measures
 - Incentives offered
25. The Regulator publishes data on the [Tenant Satisfaction Measures](#) which allows benchmarking with other registered providers. Benchmarking is also available through Housemark and is summarised in appendix 2. It includes results of the 2021 survey of council tenants and the perception questions that were asked at that time and performance for quarter 1, 2025-26.
26. From 2025-26 the perception survey has been undertaken quarterly instead of at a single period of time once a year. Results from each quarter will be combined to provide annual satisfaction levels. This provides an earlier indication of satisfaction and allows action to be taken where it is low. It also enables more regular benchmarking to be carried out.
27. National quartile data is provided by the Regulator and information for 2024-25 will not be available until later this year.
28. Overall satisfaction amongst tenants (TP01) has fallen in the first quarter of 2025-26 from 81.2% to 79.0% but within or very close to the top quartiles. Additional

questions can be added into the perception survey and for some measures tenants are asked why they are dissatisfied. Tenants are not currently asked this for this measure but will be in future.

29. Satisfaction with repairs (TP02) has increased in the first quarter of 2025-26 after falling during 2024-25. In August 2024 the inhouse Property Maintenance team began carrying out repairs in Poole following the end of the previous arrangements with an external contractor. There was a significant amount of work carried out to align the repairs service to include approximately 4,500 additional properties and this did cause some delays in completing repairs.
30. The main reasons for dissatisfaction include the time taken to arrange or start a repair, poor standard of repair and issues ongoing as repair not completed. Satisfaction is also measured through an ongoing transactional survey, and this provides an opportunity to explore these reasons for dissatisfaction.
31. Other satisfaction measures related to repairs, (TP03, TP04 and TP05), show that levels of satisfaction are being maintained or increasing and within top quartile performance.
32. Satisfaction measures relating to engagement with tenants and treating them fairly (TP06, TP07 and TP08) show an increase in the first quarter and are near or within top quartile performance. A new Resident Engagement and Communication Strategy is to be presented to Cabinet with an accompanying delivery plan that will set out how improvements are to be made in these areas.
33. Satisfaction with complaint handling performance, (TP09), has slightly fallen in the first quarter but overall, there has been an increase since 2023-24. Performance is below the top quartiles.
34. Satisfaction with the maintenance of communal areas (TP10) has increased in quarter 1 but previously has been static. There have been changes in how services to communal areas have been delivered, alignment with the inhouse cleaning team, new neighbourhood management team and a new specialist cleaning contractor but further work is required to understand the reasons for dissatisfaction. An action has been set out in the HRA Delivery Plan to develop a neighbourhood strategy. Satisfaction levels with the council's contribution to the neighbourhood (TP11) have also increased in quarter 1 but have previously been static.
35. Satisfaction with how reports of anti-social behaviour (ASB) are dealt with has increased in quarter 1 to 60% but is below top quartile performance. Changes have been made to how the service is delivered that include a single ASB team within Public Protection, additional staff, new policies and an ASB improvement plan. Residents state that the reasons for their dissatisfaction include no action is taken, issues are not dealt with, complaints about children/teenagers, complaints about noise/shouting and problems with neighbours.
36. The remaining TSM's are based on management information.
37. The proportion of emergency and non-emergency repairs completed within timescale has fallen, (RP02(1) and RP02(2)). This is due to the level of demand, damp and mould work and an accelerated stock condition survey programme. The inhouse Property Maintenance team is reviewing its resources and external

contractor performance will be reviewed. The proportion of responsive repairs not completed is high at 15.3%. This includes repairs raised but not out of time and includes situations where tenants do not provide access. It is also calculated as a proportion of completed repairs for the year and in the first quarter this will be low.

38. Complaint handling performance has fallen for stage 1 complaint responses but improved for stage 2 responses. The Housing Ombudsman's Complaint Handling Code sets out the timescales for responding to complaints. Where complaints are complex the code allows extensions to the response times if the complainant agrees.
39. Details of building safety measures are provided in the [Housing and Property Compliance Update Housing Revenue Account](#). Performance is good in these areas.
40. Subgroup analysis is undertaken to explore the responses from the TSM perception survey and presented in appendix 3. Overall satisfaction is high across nearly all subgroups. Older people and those living in sheltered accommodation are more likely to be satisfied while younger tenants, those living in flats and tenants whose activities are limited are less likely to be satisfied.
41. Across most of the TSM's older people are more satisfied as are those living in sheltered accommodation.
42. Those tenants from ethnic minority groups are less likely to be satisfied that their home is safe but many of the comments show that this is related to anti-social behaviour and security and not property condition. This group are also more likely to be dissatisfied with how the council keeps them informed about things that matter to them. Additional reasons for dissatisfaction are not collected for this measure but will be during future surveys.
43. Tenants from ethnic minority groups are the most satisfied with how the council manages anti-social behaviour.
44. There are actions within the HRA Delivery Plan to improve the collection of household data and demonstrate that services are delivered fairly and equitably and producing outcomes for all tenants. There are also actions to develop service standards, so tenants know what to expect.

Options Appraisal

45. Cabinet is asked to note the contents of the performance update and raise any issues for consideration. Councillors are responsible for ensuring that the outcomes of the consumer standards are met. They also need to ensure 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.
46. Performance information supports councillors in meeting their responsibilities and provides an oversight on services to tenants.

Summary of financial implications

47. There are no specific financial implications associated with this report. However, performance has an impact on the income available to the HRA through void times and rent collection.
48. The need to meet regulatory requirements necessitates additional resources for staff. This has been addressed through the HRA Budget Setting report from a staffing perspective for 2025/26 where an additional £615,000 was made available. This includes staff to support improved performance management and tenant insight.

Summary of legal implications

49. There are no specific legal implications associated with this report. It provides information to councillors to help them fulfil their obligations in ensuring that the outcomes of the regulatory consumer standards are met.

Summary of human resources implications

50. There are no specific human resources implications associated with this report. As set out above there will be a need to recruit additional staff to improve performance information and insight. This has been included in the HRA budget for 2025/26.

Summary of sustainability impact

51. There are none specifically associated with this report. However, performance information supports decisions in the way in which services are delivered. The council has a large housing stock of approximately 9,500 homes and poor performance can impact the provision of more energy efficient homes, for example a poor repairs service or lost income.

Summary of public health implications

52. There are none specifically associated with this report. Services provided to tenants contribute to the safe and warm homes that benefit physical and mental health. Listening to tenants and action on their concerns also supports wellbeing.

Summary of equality implications

53. There are none associated with this report. Any equality implications leading to changes in policies or services to tenants as a result of performance would be considered through consultation and completion of an equality impact assessment.

Summary of risk assessment

54. Poor performance can have an impact on the council's ability to provide services to tenants that meet the requirements of the regulatory consumer standards. Reporting on performance to Cabinet ensures that councillors have oversight of how services are being provided and enables them to meet their responsibilities.

Background papers

None

Appendices

Appendix 1 – BCP Homes: Key Performance Indicators

Appendix 2 – Tenant Satisfaction Measures Summary August 2025

Appendix 3 – Tenant Satisfaction Measures Summary by Subgroup August 2025

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APPENDIX 1

BCP Homes: Key Performance Indicators

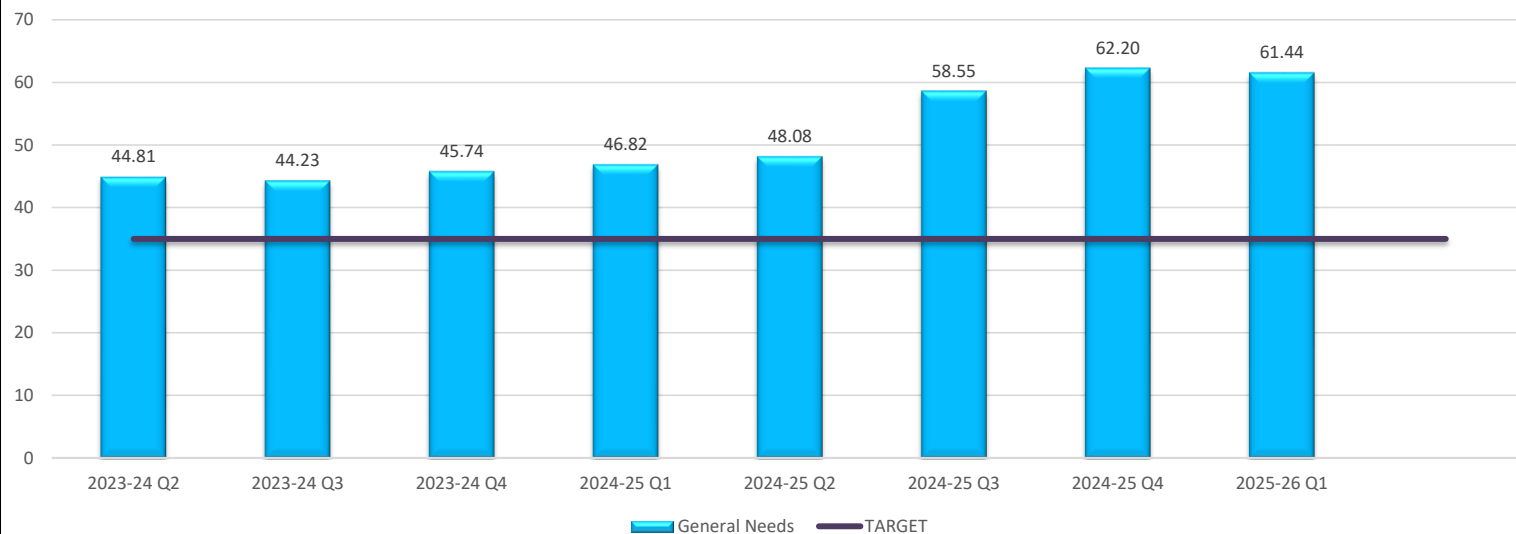
Quarter 1 2025-26

June 2025



BCP Homes: Key Performance Indicators

Average Relet Times (Routine Voids) - General Needs



Benchmarking (HouseMark) Q1 2025-26		
LA's Over 10K Excl. London		
Top Quartile	Median	Bottom Quartile
57.21	70.48	78.35
National		
Top Quartile	Median	Bottom Quartile
29.78	45.21	72.00

Target	35 days
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2023-24	44.81	↑
2024-25	62.20	
2025-26	61.44	

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
Number of voids	102	137	173	55	123	182	248	50
Total days void	4,571	6,060	7,913	2,575	5,914	10,656	15,426	3,072

Reason for level of performance

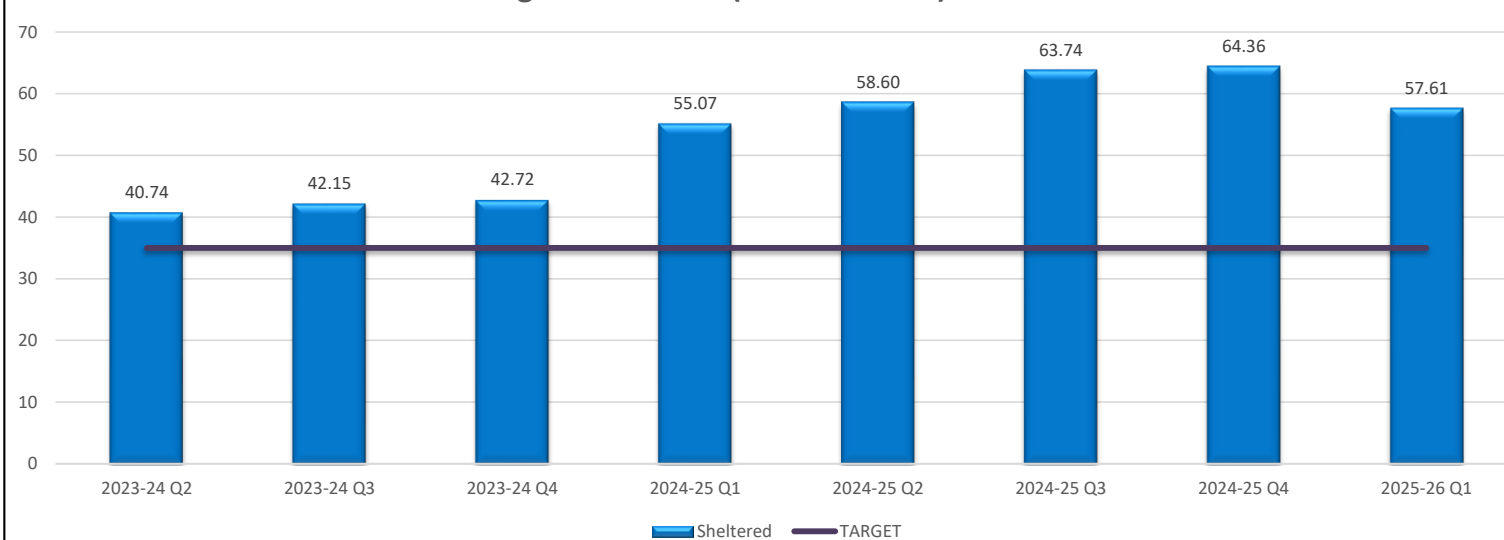
The new reporting tools through Power BI have been improved and allow the different stages of the void process to be analysed e.g., time taken to let a property once returned from voids work. It is not clear at this stage for the delay in re-let times but it is likely to be a combination of issues such as poor property condition and refusals causing delays in obtaining further nominations.

Actions taken or planned

The revised tenancy agreement has been rolled out to new tenants from the 8 September 2025. This allows any day tenancy start dates and for properties to be let any day of the week. Although not significant this will reduce re-let times by a few days in most circumstances. Additional benchmarking has also been provided for similar sized local authorities.

BCP Homes: Key Performance Indicators

Average Relet Times (Routine Voids) - Sheltered



Benchmarking (HouseMark) Q1 2025-26		
LA's Over 10K Excl. London		
Top Quartile	Median	Bottom Quartile
57.21	70.48	78.35
National		
Top Quartile	Median	Bottom Quartile
29.78	45.21	72.00

Target

35 days

2023-24	40.74	↑
2024-25	64.36	
2025-26	57.61	

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
Number of voids	81	115	149	43	93	137	193	46
Total days void	3,300	4,847	6,366	2,368	5,450	8,733	12,422	2,650

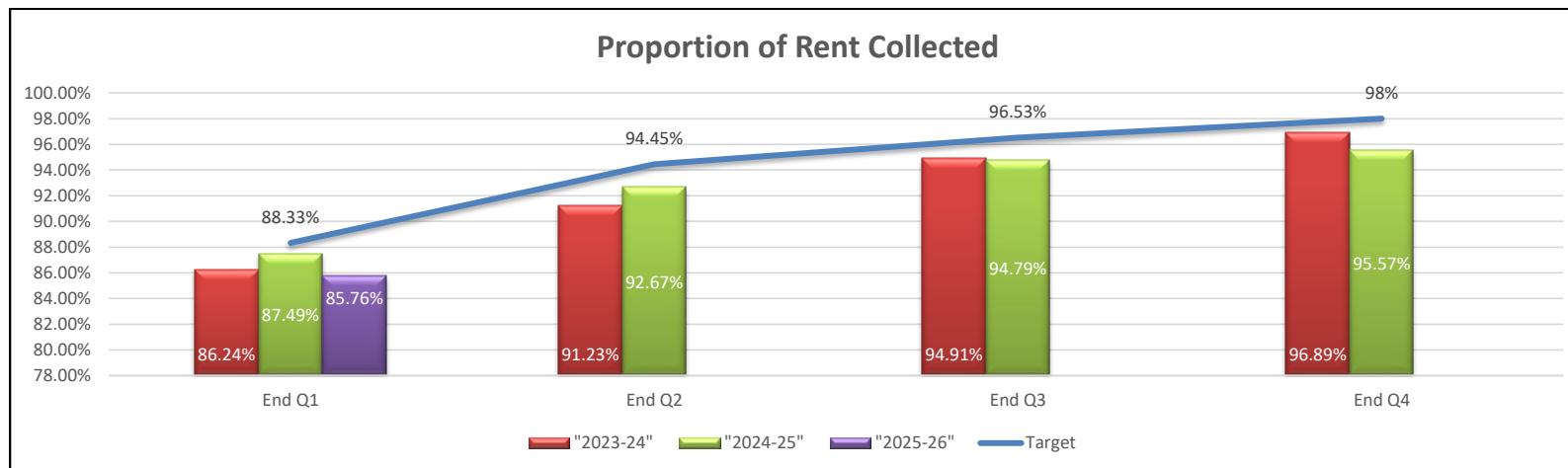
Reason for level of performance

The new reporting tools through Power BI have been improved and allow the different stages of the void process to be analysed e.g., time taken to let a property once returned from voids work. It is not clear at this stage for the delay in re-let times but it is likely to be a combination of issues such as poor property condition and refusals causing delays in obtaining further nominations.

Actions taken or planned

The revised tenancy agreement has been rolled out to new tenants from the 8 September 2025. This allows any day tenancy start dates and for properties to be let any day of the week. Although not significant this will reduce re-let times by a few days in most circumstances. Additional benchmarking has also been provided for similar sized local authorities.

BCP Homes: Key Performance Indicators



Target	98%
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2022-23	96.89%	↓
2023-24	95.57%	
2025-26	85.76%	

	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
Rent collected	£12,279,790	£25,557,121	£37,747,354	£50,911,242	£13,548,660	£28,151,189	£41,904,376	£56,028,305	£12,685,851
Rent due	£12,753,840	£26,529,976	£38,284,836	£51,062,498	£13,823,330	£28,713,217	£42,543,728	£56,960,164	£12,590,196
Arrears b/f	£1,485,331	£1,485,331	£1,485,331	£1,485,331	£1,663,279	£1,663,279	£1,663,279	£1,663,247	£2,201,884
Void loss (YTD)	£89,265	£193,071	£275,201	£364,299	£129,856	£278,175	£443,276	£621,769	£79,840
Current arrears	£1,789,892	£2,120,565	£1,862,667	£1,515,117	£1,755,305	£1,883,842	£2,157,045	£1,967,211	£2,302,783

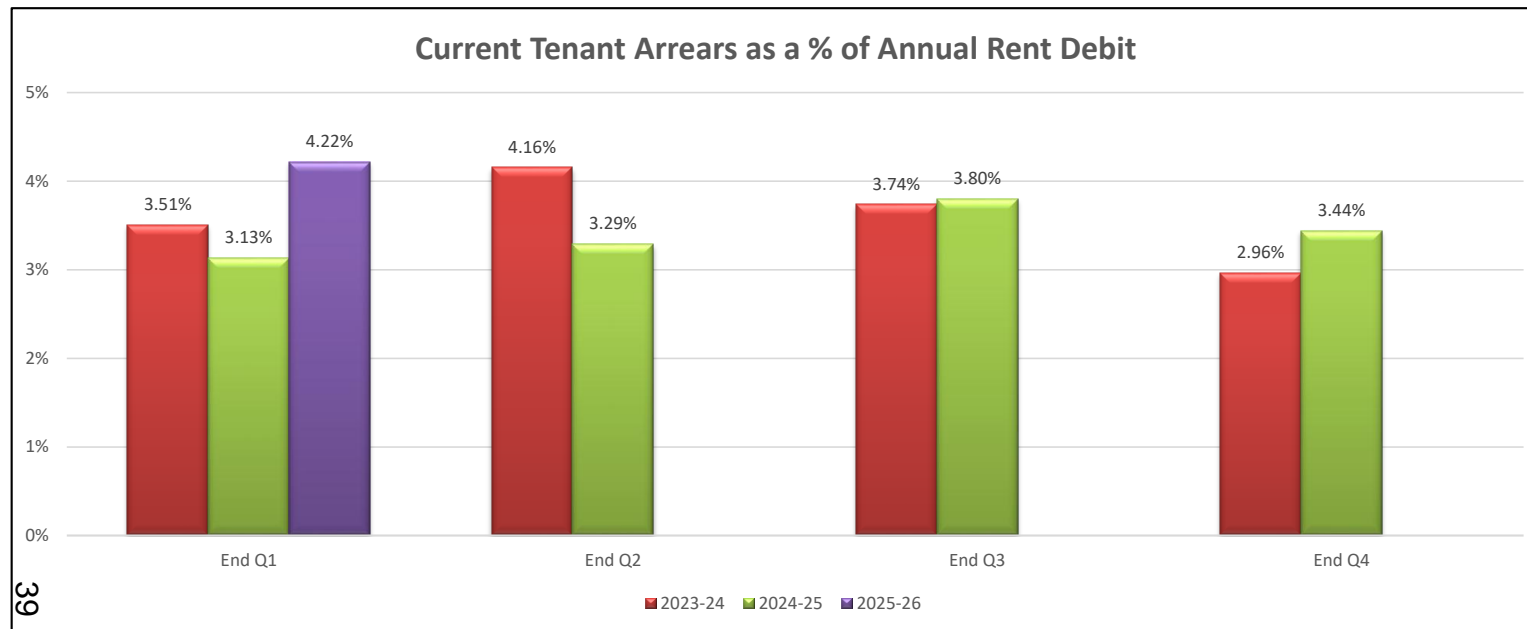
Reason for level of performance

Performance for the end of the quarter has fallen significantly in comparison to previous years. Rent collection is calculated on the rent due for a period plus arrears carried forward from previous years. At the beginning of the year when the arrears carried forward is a larger proportion of the rent due, the collection rate is low. The period to the end of June 2025 was a 12 week period. In 2024 this was a 14 week period and the rent due would have been greater, making the arrears carried forward a smaller proportion. The rent collection rate for August has returned to the level expected, 93.04%.

Actions taken or planned

Work will also begin on improving performance monitoring and reporting and identifying any trends that may assist in reducing arrears. There is no benchmarking currently available for this indicator and further work will be undertaken to get assurance on the management information used. The target for rent collection will also be reviewed as it is unlikely this can be met given the switch over to universal credit.

BCP Homes: Key Performance Indicators



Benchmarking (HouseMark) 2024-25		
LA's Over 10K Excl. London		
Top Quartile	Median	Bottom Quartile
1.92%	2.94%	3.92%
National		
Top Quartile	Median	Bottom Quartile
3.02%	3.55%	5.82%

Target	3%
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2023-24	2.96%	↓
2024-25	3.44%	
2025-26	4.22%	

	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
Current arrears	£1,789,892	£2,120,565	£1,862,667	£1,515,117	£1,755,305	£1,883,842	£2,157,045	£1,967,211	£2,302,783
Annual rent debit £	£51,031,100	£51,023,523	£49,842,691	£51,162,206	£56,073,159	£57,273,358	£56,817,693	£57,218,023	£54,597,329

Reason for level of performance

The current tenant arrears figure is the amount of rent owed by tenants as a proportion of the annual rent debit. The estimated annual rent debit to the end of the quarter is less than that for the same period last year. This is because 2024-25 was a 53 week rent year and an extra weeks rent was collected. The arrears owed has increased and is a larger proportion of a reduced estimated annual rent debit.

Actions taken or planned

Review cases to see if there has been an increase in tenants moving to universal credit and understand any delays in receiving benefit payments.

BCP Homes: Key Performance Indicators

Repairs Survey - % Satisfied (per quarter)

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1	Trend	Quarter End	Target
% Satisfied	93.80%	93.26%	95.36%	96.63%	90.72%	90.61%	90.89%	93.23%	↑	93.23%	95.0%
# Surveys	403	445	453	416	291	309	395	192			

% of Non-emergency Responsive Repairs Completed Within the Landlord's Target Timescale (per quarter)

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1	Trend	Quarter End	Target
% Completed within target timescale	N/A	N/A	80.93%	81.16%	81.71%	83.50%	85.51%	82.38%	↓	82.38%	93.0%
# Repairs completed	N/A	N/A	15,637	4,268	3,932	4,655	4,686	5,816			
# Repairs in time	N/A	N/A	12,655	3,464	3,213	3,887	4,007	4,791			

% of Emergency Responsive Repairs Completed Within the Landlord's Target Timescale (per quarter)

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1	Trend	Quarter End	Target
% Completed within target timescale	N/A	N/A	95.00%	96.12%	94.76%	96.29%	98.38%	94.40%	↓	94.40%	99.5%
# Repairs completed	N/A	N/A	10,518	2,060	2,254	2,883	3,026	2,198			
# Repairs in time	N/A	N/A	9,992	1,980	2,136	12,855	2,977	2,075			

% of Non-emergency Responsive Repairs Completed Within the Landlord's Target Timescale Cumulative

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1	Trend	Quarter End	Target
% Completed within target timescale	N/A	N/A	80.93%	81.16%	81.43%	82.18%	83.07%	82.38%	↓	82.38%	93.0%
# Repairs completed	N/A	N/A	15,637	4,268	8,200	12,855	17,541	5,816			
# Repairs in time	N/A	N/A	12,655	3,464	6,677	10,564	14,571	4,791			

% of Emergency Responsive Repairs Completed Within the Landlord's Target Timescale Cumulative

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1	Trend	Quarter End	Target
% Completed within target timescale	N/A	N/A	95.00%	96.12%	95.41%	95.76%	96.54%	94.40%	↓	94.40%	99.5%
# Repairs completed	N/A	N/A	10,518	2,060	4,314	7,197	10,223	2,198			
# Repairs in time	N/A	N/A	9,992	1,980	4,116	6,892	9,869	2,075			

% of Responsive Repairs Appointments Kept (per quarter)

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1	Trend	Quarter End	Target
% Appointments kept	69.20%	64.89%	99.10%	99.27%	99.77%	97.23%	97.08%	97.93%	↑	97.93%	99.5%

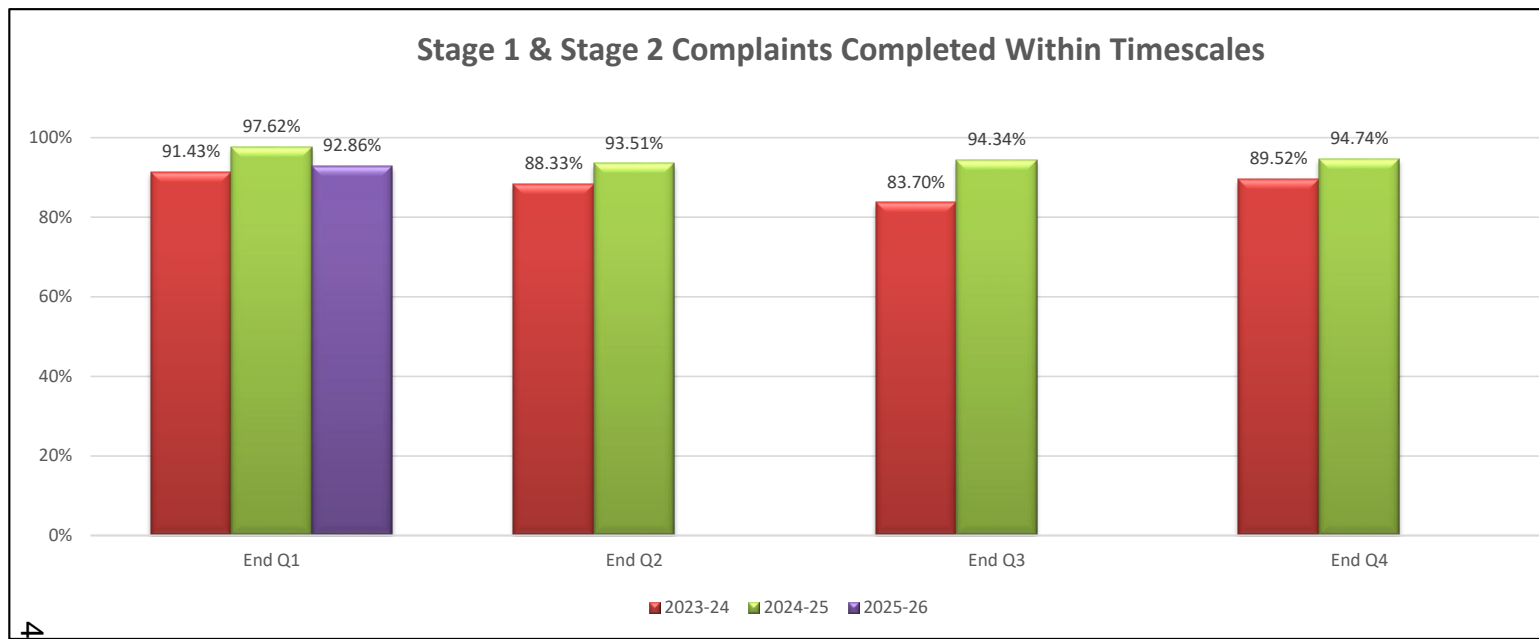
Reason for level of performance

Repairs satisfaction increased in Q1 compared to Q4 last year by 2.34% (93.23%). All negative satisfaction surveys are reviewed and actions taken where required. Emergency repairs performance dropped compared to Q4 last year. Inhouse performance was 98.5% however specialist sub-contractors was only 71.5% completion to target (95 jobs). Repairs manager is investigating further the reasons for this and will address with the relevant contractors as part of the monthly contract meetings. Average completion of all emergency repairs was 0.49 days. Routine repairs performance was comparable to Q4 last year at 82.38% however still below target. This is largely due to the level of demand which is 30% above normal levels due to harmonisation work, damp and mould and the accelerated stock condition program. The proportion of jobs in issued status is decreasing and completion times are starting to reduce. Inhouse teams are reviewing resources and specialist contractors performance will be discussed at contract meetings. Average completion of all routine repairs was 12 days. At the end of Q1 there were four x CAT 1 (external handrail, Trip Hazard Driveway, unprotected drop front garden, missing restrictor, loose bricks garden) & three x CAT 2 (handrail to bath, handrail garden paths) HHSRS outstanding all within target timescales.

Actions taken or planned

Contractor contract meetings are raising the issue with completion to target for Emergency and Routine with improvement plans to be agreed. Inhouse team are reviewing resources available for routine repairs to address below target performance.

BCP Homes: Key Performance Indicators



Benchmarking (HouseMark) Q1 2025-26		
LA's Over 10K Excl. London		
Top Quartile	Median	Bottom Quartile
92.5%	82.0%	70.0%
National		
Top Quartile	Median	Bottom Quartile
100.0%	97.2%	80.9%

Target	90%
--------	-----

2023-24	89.52%	↓
2024-25	94.74%	
2025-26	92.86%	

	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
% Completed on time	91.43%	88.33%	83.70%	89.52%	97.62%	93.51%	94.34%	94.74%	92.86%
# Complaints due for response	35	60	92	124	42	77	106	152	56

Reason for level of performance

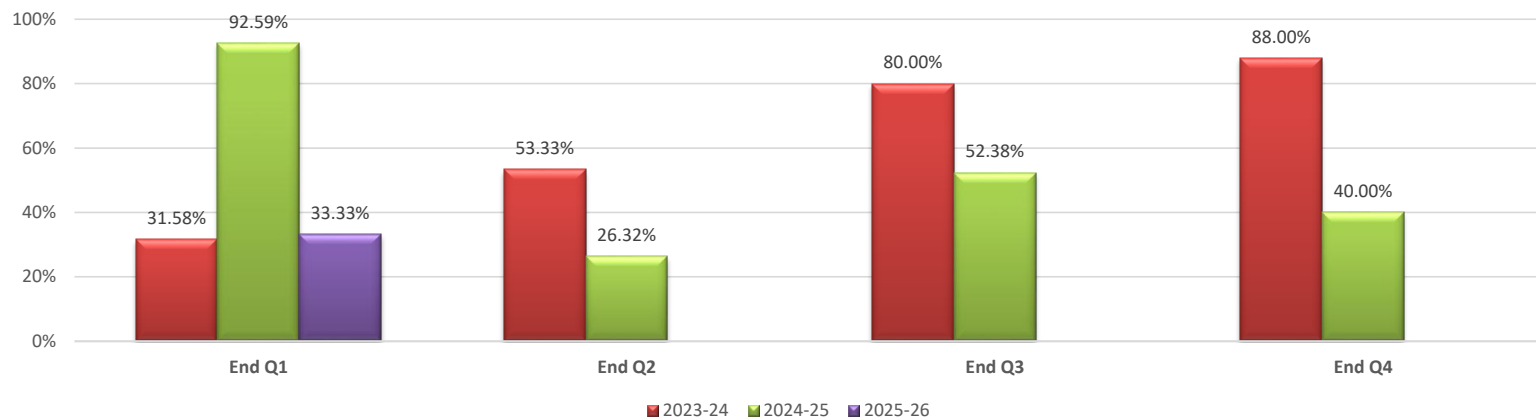
This indicator measures the response time for complaints due a response during the year. There has been an improvement in performance as the process has been aligned onto a single housing management system but has slightly fallen in the last quarter. Extensions of time are being used as set out in the Housing Ombudsman's Complaint Handling Code.

Actions taken or planned

Performance monitoring will be improved to provide more visibility of open cases. It is also proposed that this indicator is aligned with the Tenant Satisfaction Measures as it measures performance against the the number of complaints received during the year rather than those due a response during the year.

BCP Homes: Key Performance Indicators

Information Governance Per Quarter



Target

90%

2023-24

88.00%

2024-25

40.00%

2025-26

33.33%



42	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
% SARs/FOIs responded to on time	31.58%	53.33%	80.00%	88.00%	92.59%	26.32%	52.38%	40.00%	33.33%
# SAR/FOI due a response	19	15	15	25	27	19	21	15	15
# Breaches	1	1	0	1	1	2	1	1	2

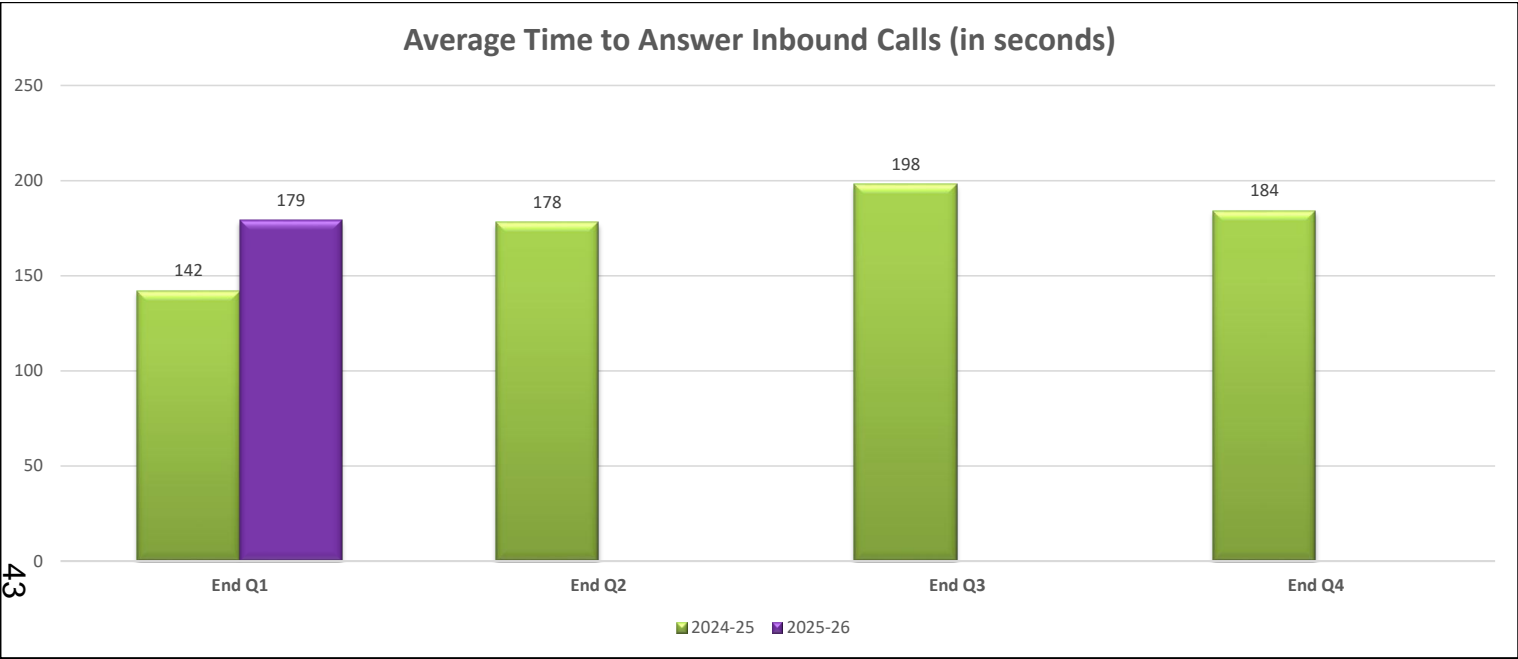
Reason for level of performance

This is not clear as management information used to calculate the performance indicator is obtained from multiple sources.

Actions taken or planned

Performance meetings have commenced to understand how information is being collected, recorded and updated.

BCP Homes: Key Performance Indicators



Benchmarking (HouseMark) 2024-25		
LA's Over 10K Excl. London		
Top Quartile	Median	Bottom Quartile
77.70	211.50	292.13
National		
Top Quartile	Median	Bottom Quartile
218.25	309.00	508.00

Target	240
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2024-25	184	↑
2025-26	183	

	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
No. of calls	18,470	38,375	59,255	83,021	22,084
Total secs to answer	2,622,740	6,830,750	11,732,490	15,275,864	3,953,036

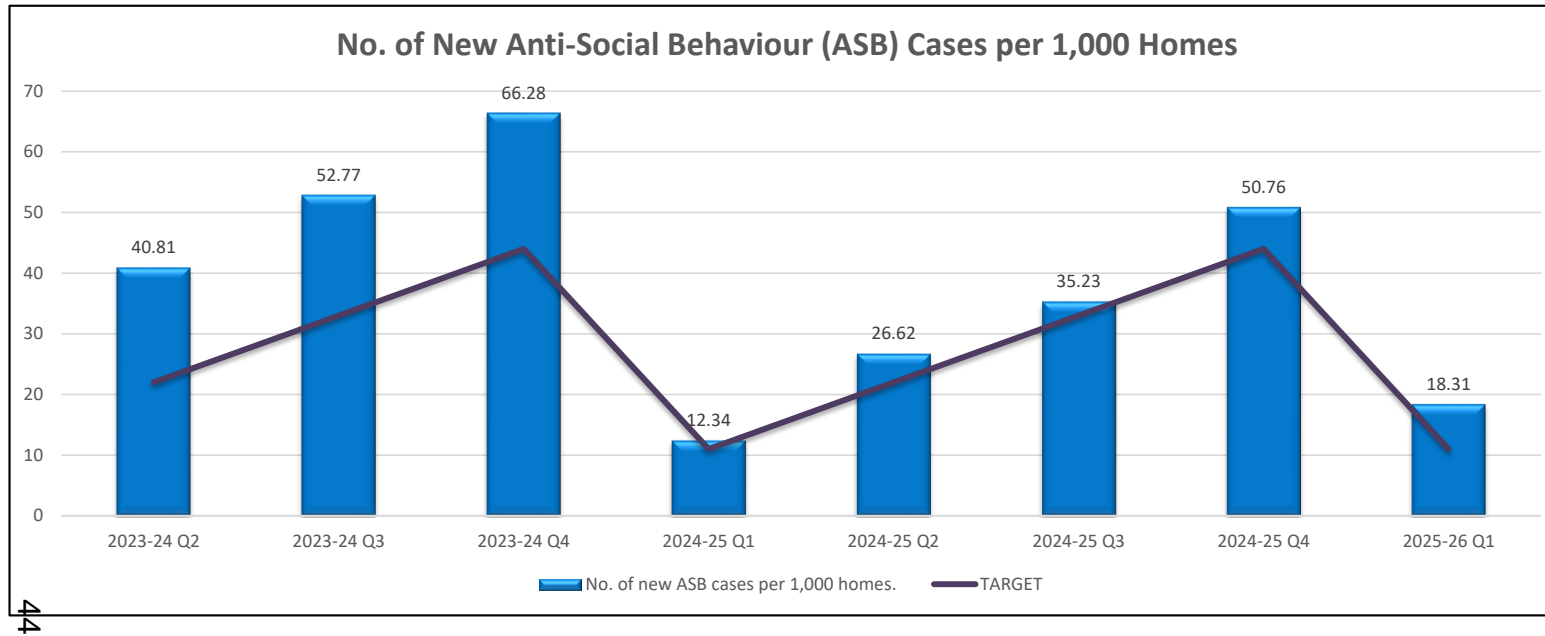
Reason for level of performance

This is a new performance indicator that reports on information from the council's call handling system. It shows the average time, in seconds, taken for calls to be answered by the Tenancy Advice and Repairs team.

Actions taken or planned

Further information on call handling will be provided to the Residents Committee and Advisory Board so that further performance measures can be agreed.

BCP Homes: Key Performance Indicators



Benchmarking (HouseMark) Q1 2025-26		
LA's Over 10K Excl. London		
Top Quartile	Median	Bottom Quartile
31.88	53.25	69.58
National		
Top Quartile	Median	Bottom Quartile
2.23	3.70	6.59

Target	44
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2023-24	66.28	↑
2024-25	50.76	
2025-26	18.31	

	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	2025-26 Q1
ASB rate per 1,000 homes	40.81	52.77	66.28	12.34	26.62	35.23	50.76	18.31
New cases	391	505	634	118	255	338	487	176

Reason for level of performance

This KPI has been amended from last year and is now reported as a cumulative figure throughout the year. Benchmarking data through HouseMark shows that the rate is in keeping with similar sized local authorities. The Tenant Satisfaction Measures (TSM's) for 2023/24 provides a median of 35.5 cases which is in keeping with this benchmarking.

Actions taken or planned

The ASB & Nuisance Manager has drafted an improvement action plan for ASB and the range of indicators and management information will be reviewed to ensure that reporting is useful and that assurance is provided. Additional management and performance information has been provided in the main body of the Performance Update. .

[illegible]

[illegible]

	Building Safety Measures		BCP Homes 23/24	National Lower Quartile 23/24	National Median 23/24	National Upper Quartile 23/24	BCP Homes 24/25	HouseMark 24/25 Upper Quartile	BCP Homes 25/26 Qtr 1
	BS01: Proportion of homes for which all required gas safety checks have been carried out.		100.0%	99.7%	99.9%	100.0%	100.0%	99.97%	100.0%
	BS02: Proportion of homes for which all required fire risk assessments have been carried out.		86.9%	99.7%	100.0%	100.0%	100.0%	100.00%	100.0%
	BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		99.5%	99.2%	100.0%	100.0%	100.0%	100.00%	98.7%
	BS04: Proportion of homes for which all required legionella risk assessments have been carried out.		87.8%	99.6%	100.0%	100.0%	100.0%	100.00%	100.0%
	BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out.		100.0%	97.8%	100.0%	100.0%	100.0%	100.00%	100.0%

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	Appendix 3 - Tenant Satisfaction Measures Summary by Sub group August 2025																		
	TSM Perception Measures	BCP Homes 24/25	National Upper Quartile 23/24	16 -34 years	35 - 54 years	55 - 74 years	75 + years	Female	Male	General Needs	Sheltered	Bungalow	Flat	House	Other	Activities limited a lot/little	Not limited	White British	Minority ethnic groups
	TP01: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	81.2%	78.4%	78.0%	76.0%	83.0%	86.0%	80.0%	83.0%	80.0%	86.0%	88.0%	79.0%	84.0%	81.0%	79.0%	84.0%	81.0%	79.0%
	TP02: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	80.8%	78.7%	72.0%	75.0%	84.0%	90.0%	79.0%	84.0%	79.0%	91.0%	91.0%	80.0%	79.0%	N/A	81.0%	82.0%	81.0%	78.0%
	TP03: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	81.3%	75.3%	77.0%	74.0%	86.0%	86.0%	79.0%	86.0%	80.0%	88.0%	96.0%	81.0%	80.0%	N/A	81.0%	82.0%	81.0%	81.0%
	TP04: Proportion of respondents who report that they are satisfied that their home is well maintained.	79.3%	77.6%	70.0%	72.0%	82.0%	90.0%	78.0%	82.0%	76.0%	90.0%	84.0%	78.0%	82.0%	73.0%	78.0%	81.0%	79.0%	82.0%
	TP05: Proportion of respondents who report that they are satisfied that their home is safe.	80.4%	82.5%	66.0%	72.0%	86.0%	88.0%	78.0%	84.0%	78.0%	87.0%	88.0%	77.0%	87.0%	72.0%	79.0%	83.0%	81.0%	74.0%
	TP06: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66.7%	67.9%	55.0%	64.0%	69.0%	74.0%	65.0%	70.0%	65.0%	73.0%	73.0%	63.0%	72.0%	67.0%	65.0%	69.0%	67.0%	67.0%
	TP07: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	75.2%	75.9%	76.0%	70.0%	77.0%	80.0%	75.0%	75.0%	75.0%	77.0%	69.0%	72.0%	83.0%	68.0%	73.0%	79.0%	76.0%	70.0%
	TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	83.9%	82.8%	78.0%	78.0%	87.0%	90.0%	84.0%	84.0%	82.0%	89.0%	83.0%	82.0%	88.0%	69.0%	83.0%	87.0%	84.0%	80.0%
49	TP09: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	39.9%	41.1%	62.0%	32.0%	38.0%	42.0%	43.0%	35.0%	39.0%	42.0%	32.0%	40.0%	38.0%	N/A	39.0%	41.0%	39.0%	49.0%
	TP10: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	68.2%	71.7%	62.0%	55.0%	70.0%	81.0%	65.0%	72.0%	60.0%	82.0%	67.0%	68.0%	69.0%	67.0%	70.0%	65.0%	68.0%	67.0%
	TP11: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.5%	70.4%	55.0%	63.0%	67.0%	76.0%	64.0%	71.0%	63.0%	78.0%	60.0%	66.0%	69.0%	76.0%	64.0%	70.0%	67.0%	70.0%
	TP12: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55.8%	64.8%	56.0%	54.0%	55.0%	62.0%	56.0%	55.0%	55.0%	60.0%	64.0%	53.0%	58.0%	N/A	52.0%	63.0%	55.0%	66.0%

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CABINET



Report subject	BCP Homes Annual Complaints Performance and Service Improvement Report
Meeting date	29 October 2025
Status	Public Report
Executive summary	<p>This report provides information on the council's handling of complaints related to the provision of landlord services to council tenants and leaseholders.</p> <p>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.</p> <p>It must be published on the section of the council's webpages relating to complaints. Cabinets response to the report must be published alongside this.</p> <p>In line with the Complaint Handling Code, this report sets out:</p> <ul style="list-style-type: none"> • 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.
Recommendations	It is RECOMMENDED that:
	(a). Cabinet notes the content of the Annual Complaints Performance and Service Improvement Report and provides a

	response for publication on the council's website. (b). Cabinet approves the self-assessment against the Complaint Handling Code at appendix 1 for submission to the Housing Ombudsman and publication on the council's website.
Reason for recommendations	To ensure compliance with the Housing Ombudsman's Complaint Handling Code
Portfolio Holder:	Councillor Kieron Wilson – Housing and Regulatory Services
Corporate Director	Glynn Barton – Chief Operations Officer
Report Authors	Kelly Deane – Director of Housing and Public Protection
Wards	Council-wide
Classification	For Recommendation

Background

1. As a registered provider of social housing, the council is subject to clear expectations from both the Regulator of Social Housing and the Housing Ombudsman regarding complaint handling. Under the Social Housing (Regulation) Act 2023, the Housing Ombudsman's [Complaint Handling Code](#) became statutory from 1 April 2024, requiring landlords to adopt a two-stage complaints process that is accessible, fair, and transparent.
2. Complaints must be defined broadly as any expressions of dissatisfaction, regardless of how they are made, and the council must ensure residents (tenants and leaseholders) are not treated differently for raising concerns. The Code mandates that landlords publish their complaints policy, offer multiple channels for submission, and ensure staff are trained to handle complaints effectively. The council must also complete and publish an annual self-assessment of its compliance with the Code, and failure to comply may result in a complaint handling failure order.
3. The Regulator of Social Housing expects landlords to have robust internal procedures for managing complaints about their landlord services, with clear escalation routes and timely responses. Together, these frameworks aim to foster a culture of learning, accountability, and continuous improvement in housing services.
4. The Complaint Handling Code requires the council to produce an Annual Complaints Performance and Service Improvement report for scrutiny and challenge. This report must contain:
 - 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.
5. The Annual Complaints Performance and Service Improvement report must be reported to the council's governing body, or equivalent, and published on the section of its website relating to complaints. The governing body's response to the report should also be published alongside this.
 6. Landlord services are provided by different teams within the council. Housing management services such as letting and rent collection are provided by BCP Homes. Property maintenance and repairs are provided by the Property Maintenance and Asset Management teams within the Customer and Property Directorate. However, all must comply with the Housing Ombudsman Complaint Handling code where complaints are made about landlord services.

Annual self-assessment against the Complaint Handling Code

7. The Housing Ombudsman self-assessment is an annual submission that social housing landlords complete to show their compliance with the Code.
8. The self-assessment helps landlords identify areas for improvement and informs residents about service provision, and since April 2024, compliance with the Code is a statutory duty for landlords. Landlords submit their self-assessment via a dedicated electronic form, and this submission also forms part of their annual complaint handling and service improvement report, which must be published online for residents to access.
9. The self-assessment form can be found at Appendix 1. It outlines the compliance of the council with the Code's provisions related to complaints handling. The key findings include:
 - **Definition of a Complaint:** the council complies with the Code's definition of a complaint and ensures that all expressions of dissatisfaction are treated as complaints and forwarded to the correct team
 - **Accessibility and Awareness:** the council makes it easy for residents to complain by providing multiple channels and ensuring all staff are aware of the complaints process. The complaints policy is available in a clear and accessible format on the website, [Make a complaint about BCP Homes](#).
 - **Complaint Handling Staff:** BCP Homes has a dedicated Complaints Officer and complaints coordinators in key areas to ensure effective administration of complaints.
 - **Complaint Handling Process:** the council follows a two-stage complaints process and ensures that complaints are acknowledged, defined, and logged within five working days. Responses are provided within the specified timescales, and extensions are communicated to the residents.
 - **Putting Things Right:** the council acknowledges when something has gone wrong and sets out actions to put things right, including apologies, explanations, and financial remedies.
 - **Self-assessment, Reporting, and Compliance:** an annual complaints performance and service improvement report, which includes a self-assessment against the Code, is reported to the governing body.

Analysis of complaint handling performance

10. A comprehensive analysis of complaint handling performance for 2024-25 is set out within appendix 2. It presents detailed statistics regarding the volume and nature of complaints received, their respective outcomes, and the subsequent actions taken to address key recurring issues. The report further underscores compliance with the Housing Ombudsman's Complaint Handling Code and its ongoing commitment to continuous improvement and resident-focused service delivery.
11. During the 2024-25 financial year, 164 complaints were recorded predominantly concerning Housing Management (58.5%) and Property Maintenance (23.2%). Of these, 16.5% were upheld, 35.4% were partially upheld, and 48.2% were not upheld. Most complaints were resolved at Stage 1.
12. Analysis of complaint trends identified areas for improvement including communication, accountability of processes, staff training, and cross-team collaboration. Responsive measures implemented include customised communication strategies, revised processes, enhanced staff development initiatives, and improved integration of legacy teams.
13. Additionally, the report notes receipt of 310 compliments throughout the year, reflecting positively on resident satisfaction.

Findings of non-compliance with the code by the Housing Ombudsman

14. The Housing Ombudsman may issue a complaint handling failure order (CHFO) where a landlord fails to ensure that its complaints process is accessible, consistent and enables the timely progression of a resident's complaint in line with the complaint handling code.
15. A CHFO may be issued by the Ombudsman where:
 - An individual complaint is not being progressed through a landlord's complaint procedure
 - Where a landlord fails to provide information to the Ombudsman as requested
 - Where a landlord fails to comply with its membership obligations of the Housing Ombudsman scheme.
16. Failure to comply with the terms of a complaint handling order could result in the Ombudsman taking further action including referral to the Regulator of Social Housing.
17. There have been no complaint handling orders issued to the council. There have also been no issues raised by the Ombudsman regarding previous self-assessments against the complaint handling code.

Service improvements made as a result of the learning from complaints

18. The council is expected to learn from complaints and make improvements to services where required. Key areas of learning and actions taken are set out in the table below:

Theme	Learning	Actions Taken
Communication and Customer	Need for clearer, more consistent communication during	Tailored communication plans for projects; weekly updates for decanted tenants; improved

Engagement	major works, complaints, and ASB cases.	complaint tracking; training for staff; better appointment and insurance communication.
Process Improvements and Accountability	Gaps in application checks, charge accuracy, and complaint oversight.	Updated hospital admission processes; reviewed mutual exchange procedures; strengthened internal checks; improved fire safety communication.
Staff Training and Support	Need for better customer service and disability awareness.	Toolbox talks for operatives and training for call handlers, planning teams, and technical staff; improved supervision of cleaning teams.
Repairs, Maintenance and Safety	Delays and inefficiencies in repairs and safety procedures.	Prioritisation of urgent issues; sourcing materials before work; first-time fix emphasis; reinforced out-of-hours repair protocols; coordinated fire safety updates.
Cross-Team Collaboration	Legacy team misalignment and communication gaps.	Integration of legacy teams; joint working in senior living blocks; improved internal communication to reduce errors.
Facilities and Cleaning	Inconsistent cleaning standards and supervision.	Updated cleaning schedules to include windows and textured flooring; supervisor inspections; flagged resource needs.
Resident Engagement and Support	Inconsistent support for vulnerable residents and lack of early intervention.	Encouraged early issue identification; reinforced equal treatment; distributed fire safety and no-smoking communications in high-rise blocks.

19. Additional performance indicators will be established for complaints handling. These and feedback to residents will be publicised.

Annual performance report from the Housing Ombudsman

20. The Housing Ombudsman provides annual individual performance reports for all landlords who have had five or more findings as a result of complaints that it has investigated.
21. There are eight possible findings that the Ombudsman can determine once it has looked at the evidence available to it. These include:

- **No maladministration** – Where the landlord acted in accordance with its obligations in the tenancy agreement and relevant policies and procedures. Minor failings may have been found but these have caused no detriment to the resident.
 - **Service failure** – Where there is evidence of a minor failing, but action is still needed to put things right. Service failure is a form of maladministration.
 - **Maladministration** – Where there was a failure which has adversely affected the resident.
 - **Severe maladministration** – The most serious failure, where there is evidence of serious detrimental impact to the resident.
 - **Resolved with intervention** - Where the resident and landlord have agreed to enter into mediation and, with the Ombudsman's intervention, reached an agreed outcome which resolves the complaint satisfactorily.
 - **Redress** - There is evidence of maladministration, but the landlord has identified and acknowledged this prior to the Ombudsman's investigation and has, on its own initiative, taken steps that puts things right.
 - **Outside jurisdiction** - The complaint will not or cannot be considered by the Ombudsman.
 - **Withdrawn** - The resident withdrew their complaint, and the Ombudsman is satisfied as to the circumstances.
22. The Landlord Performance report for 2024-25 for BCP Council is provided in appendix 4. It includes information on the number of cases determined by the Housing Ombudsman, the number of maladministration findings and orders made. There have been no findings of severe maladministration.
23. The report sets out the areas where most findings of maladministration are found; complaint handling, anti-social behaviour and property condition. The council is fully compliant in complying with orders made by the Ombudsman to put things right and include compensation payments to residents.

Other relevant publications or reports produced by the Housing Ombudsman in relation to the work of the council in dealing with complaints

24. The Housing Ombudsman can conduct further investigations into a landlord beyond an individual complaint to establish if the evidence that has been provided to them is indicative of systematic failure.
25. It can also issue wider orders that require landlords to go beyond the scope of the individual complaint and take steps to extend fairness and protection to wider residents.
26. There have been no other publications or reports produced in relation to the work of the council in dealing with complaints.

Options Appraisal

27. Not applicable.

Summary of financial implications

28. There are no financial implications associated with this report. Failure in service delivery can lead to payments of compensation to residents. There have been additional resources set aside to provide another member of staff to help manage complaints and ensure compliance with the Complaint Handling Code.

Summary of legal implications

29. There are no legal implications associated with this report. However, failure to comply with the Complaint Handling code may result in action by the Housing Ombudsman and the Regulator of Social Housing.

Summary of human resources implications

30. There are none associated with this report, but an additional member of staff will be recruited to support complaint handling.

Summary of sustainability impact

31. Not applicable.

Summary of public health implications

32. There are no specific public health implications associated with this report. However, an accessible complaints handling process allows residents to raise concerns and ensures that they have redress if not listened to. This can ensure the provision of safe homes and contributes to wellbeing.

Summary of equality implications

33. There are no changes to policies or service delivery because of this report. Any equality implications brought about by changes as a result of learning from complaints would be considered through an equality impact assessment.

Summary of risk assessment

34. Failure to manage complaints may result in action by the Housing Ombudsman to ensure compliance with the Complaint Handling code. The Regulator of Social Housing may also take action where there is a failure to meet the outcomes related to complaint handling set out in the consumer standards.

Background papers

None

Appendices

Appendix 1 – Annual self-assessment against the Complaint Handling Code

Appendix 2 – Analysis of complaint handling performance 2024-25

Appendix 3 - Housing Ombudsman Landlord report BCP Council

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Appendix 1 – Annual self-assessment against the complaint handling code

This self-assessment form should be completed by the complaints officer, and it must be reviewed and approved by the landlord's governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints' performance and service improvement report on their website. The governing body's response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’</i></p>	Yes	This is stated on the BCP Homes website and within the BCP Homes Complaints Policy	<p>BCP Council (BCP) bases its definition on the Local Government and Social Care Ombudsman’s (LGSCO) definition of a complaint. This states that a complaint is:</p> <p>“A complaint is an expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.”</p> <p>BCP uses the following definition of a complaint which expands on the LGSCO definition:</p> <p>A complaint is an expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner). There is no difference between a ‘formal’ and an ‘informal’ complaint. Both are expressions of dissatisfaction that require a response.</p> <p>To ensure consistency and avoid confusion BCP Council will only use the expanded LGSCO definition of a complaint.</p>

				<p>An expression of dissatisfaction will be treated as a complaint, and will be forwarded onto the correct team. If the matter cannot be resolved as a service request within 24 hours of receipt then it will be logged as a stage 1 complaint within 5</p> <p>However there have been instances where tenants continue to complain after receiving a complaint response; eg that BCP Homes will not install rods on a roof to prevent seagulls nesting. Seagulls are protected and BCP Homes cannot install such measures, however the tenant is not happy with the response.</p>
1.3	A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.	Yes	This is stated within the BCP Homes Complaints Policy and Procedure and has been made clear in the residents' magazine.	
1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put	Yes	This is set out in our Complaints Policy.	Service Requests are logged.

	something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.			
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	If the issue cannot be resolved within 24 hours of receipt, then a stage 1 complaint will be logged within 5 working days of receipt.	
1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	Information about how to make a complaint is available on your webpage, and has been mentioned in previous editions of the residents' magazine.	

Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	This is set out in the Complaints Policy.	Complaints can be made via phone, email, post, in person to a member of staff or by filling in an online form.
2.2	<p>A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:</p> <ul style="list-style-type: none"> • The issue giving rise to the complaint occurred over twelve months ago. • Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. • Matters that have previously been considered under the complaints policy. 	Yes	This is set out in the Complaints Policy	
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on	Yes	This is set out in the Complaints Policy.	

	other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.			
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	BCP Homes will not accept complaints that have already been through our stage 2 complaints process.	The Council has guidance on 'Unreasonable and unreasonably persistent complainants'
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	Each complaint is considered on a case-by-case basis.	

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	All complaints for BCP Homes are directed one inbox – bcphomes.complaints@bcpcouncil.gov.uk	There is a Complaints Officer within BCP Homes and complaints co-ordinators in key areas. Complaints co-ordinators acknowledge complaints if they cannot be resolved quickly and confirm to the resident which member of staff will be dealing with the complaint. This will be based on the expertise in the area relating to the complaint.
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	This is set out in the Complaints Procedure. Training was given in May 2024 to all staff involved in the complaints process. This recording has been saved and is available to new staff.	Complaints can be made via phone, email, post, in person to a member of staff or by filling in an online form.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low	Yes	The different ways to contact BCP Homes are advertised on our webpage as well as in previous editions of the residents' magazine.	

	complaint volumes are potentially a sign that residents are unable to complain.			
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	<p>The complaints policy is available on the council's webpage. Should a resident request a hard copy, then we can send this by post.</p> <p>The complaints process sets out the two stage complaints process and timescales. This is also available on the BCP Homes webpage.</p>	
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	<p>Contact details for the Housing Ombudsman are available in section 8 of the Complaints Policy. Reference is made in section 9 about adhering to the Housing Ombudsman's Code.</p>	The full policy is available on the Council website
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	We would require permission for a third party to speak on a complainant's behalf.	
3.7	Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint.	Yes	This is available in the Complaints Policy, on the BCP Homes webpage, and in stage 1 and 2 acknowledgement letters, and the stage 2 response letter.	

Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Evidenced on our website	<p>There is a Complaints Officer within BCP Homes and complaints co-ordinators in key areas. Complaints co-ordinators acknowledge complaints if they cannot be resolved quickly and confirm to the resident which member of staff will be dealing with the complaint. This will be based on the expertise in the area relating to the complaint.</p> <p>The details of complaints co-ordinators are available on the intranet only.</p> <p>This ensures that there is effective administration of complaints and that they are dealt with in a timely manner.</p> <p>It would not be clear to residents who to contact for complaint handling e.g., chasing a response.</p> <p>Actions –</p>

				1. Provide a point of contact on the website for residents regarding complaint handling.
4.2	The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	The Complaints Officer reports into the Service Manager for Regulation and Resident Involvement. They have authority and autonomy to resolve disputes.	
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively	Yes	BCP Homes has a complaints team and all staff especially front facing staff are aware of the process should they receive an email or phone call expressing dissatisfaction.	

Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	BCP Homes Complaints Policy.	
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	We do not have additional stages. Upon receipt of a complaint, we will endeavour to resolve the concern within 24 hours where possible. If this is not possible then a stage 1 complaint will be logged within 5 working days of receipt.	
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	We do not have more than two stages to our complaints process.	
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	Yes procedure is the same for these	
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	Yes in our processes	

5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	This is set out in our stage 1 and stage 2 acknowledgement template letters. We ask complainants to clarify if we have recorded anything incorrectly.	
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	This is set out clearly in the acknowledgement letters.	
5.8	At each stage of the complaints process, complaint handlers must: <ul style="list-style-type: none"> a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position; c. take measures to address any actual or perceived conflict of interest; and d. consider all relevant information and evidence carefully. 	Yes	This is all done. The template response letters give prompts to ensure all points are addressed.	
5.9	Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.	Yes	If the deadline for a complaint needs to be extended up to 10 working days, then the responding officer will contact the complainant to advise what the new deadline date is.	

			If the deadline date needs to be extended by more than 10 working days, then the responding officer must contact the complainant to explain the reasons why the extension is required, and agree the extension date with the complainant.	
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.		<p>Section 7.2 of the BCP Homes complaints policy states: BCP Homes aims to work with customers to provide an easy-to-use complaints process, focusing on their needs and satisfaction. BCP Homes will provide equal access to the complaints service by:</p> <ol style="list-style-type: none"> 1. Accepting complaints in the format easiest for the complainant. 2. Supporting vulnerable customers who wish to make complaints via support workers, relatives or third parties 3. Translating and interpreting and providing information in large print or alternative formats 	<p>EIAs done for policies and procedures.</p> <p>Corporate Complaints Guidance advises:</p> <p>Is the person having difficulty in communicating their complaint to you? Do they need an interpreter or translation help or information in a different format like Braille or audio-tape? Do they need an advocate?</p> <p>Reasonable adjustments policy available for staff on intranet.</p> <p>If a copy of the policy, or response letters need to be in a different language, this can be arranged. Equally if a tenant cannot read, then the responding officer will ring the tenant to go through the response, and follow up with a</p>

				written response if someone is available to read the letter to the tenant.
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code.	Yes	Yes this is in our policy.	
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	All information is saved on either EDRMS or Sharepoint.our document management systems.	
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	The responding officer will, where possible, remedy the situation where appropriate in either stage of the complaints process if inline with our policy or procedure. Financial remedies will be considered on a case by case basis.	
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for		The Council has guidance on how to deal with 'Unreasonable and unreasonably persistent complainants'.	

	putting any restrictions in place and must keep restrictions under regular review.		On some occasions contact plans will be implemented against tenants whose contact with us becomes unmanageable.	
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.		Yes our process for this reflects the Equality Act	

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	Each complaint received is assessed on a case by case basis upon receipt. Some can be resolved as a service request, where as others require a full investigation and are logged at stage 1.	
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received.</u>	Yes	We follow this process.	
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	We follow this process. Sometimes an extension is required.	
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any	Yes	This is followed	

	extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.			
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.		Very often the resident will be contacted by phone. However, the complainant will have been made aware of how to contact the housing ombudsman in their acknowledgement letter.	
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	The complaint response will set out how the issues will be overcome.	
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This is followed	
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would	Yes	This is followed	

	unreasonably delay the response, the new issues must be logged as a new complaint.			
6.9	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	Evidenced in our standard letters	

Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	This is complied with.	
6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	This is complied with.	

6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	This is complied with	
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	This is complied with. A Service Manager or Head of Service will be the allocated officer for a Stage 2 complaint.	
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	Unless the deadline date needs extending.	
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	This is complied with	
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.		The stage 2 acknowledgement letter gives information on how to contact the Housing Ombudsman.	
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly	Yes	This is complied with	

	with appropriate updates provided to the resident.			
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	This is complied with	
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.	Yes	This is complied with	
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	This is complied with	

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
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7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	This is complied with	
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	This is complied with. Most often it will involving putting right what went wrong especially if this relates to repairs.	
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	We have a Compensation Policy which sets out levels and types of compensation.	
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	The Compensation Policy takes into account Housing Ombudsman guidance.	

Section 8: Self-assessment, reporting and compliance

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	<p>Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:</p> <ul style="list-style-type: none"> a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. 		<ul style="list-style-type: none"> a) This is included b) This is included c) This is included d) This is included e) This is included f) This is included 	
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body		This will be done once it has been signed off by our governing body in October.	

	(or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.			
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.		We will comply where necessary.	
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.		We will comply if necessary.	
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code.		We will comply if necessary	

Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	For all complaints that are upheld or partially upheld, the responding officer must fill in a 'Service Improvement form' that states lessons learned and actions required.	
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	See above.	
9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Lessons learned are shared to the Advisory Board, in the residents magazine, in the BCP Homes staff bi-monthly complaints newsletter etc.	
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	Service Manager for Regulation and Resident Involvement.	

9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Councillor Dower is the lead for complaints	
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	Councillor Dower is on the Advisory Board.	
9.7	As a minimum, the MRC and the governing body (or equivalent) must receive: <ol style="list-style-type: none"> regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; regular reviews of issues and trends arising from complaint handling; regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and annual complaints performance and service improvement report. 	Yes	<ul style="list-style-type: none"> • Yes we hold regular scheduled meetings • Lessons learnt and trends picked up are covered. • Ombudsman outcomes are reported • Report provided. 	
9.8	Landlords must have a standard objective in relation to complaint handling for all		All Staff have a set objective as follows:	

	<p>relevant employees or third parties that reflects the need to:</p> <ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 		<p><i>'Ensure that you deal with complaints collaboratively, take collective responsibility for any shortcomings, act on any lessons learned and uphold professional standards in complaint handling.'</i></p>	
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Appendix 2 – Analysis of complaint handling performance 2024-25.

87

	Quarter 1 - Apr-June 2024					Quarter 2 - July-Sept 2024					Quarter 3 - Oct-Dec 2024					Quarter 4 - Jan-Mar 2025				
No of Complaints	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total	Number of Complaints Received at Stage 1		Number of Complaints Received at Stage 1 Escalated to Stage 2		Total
Received	40		8		48	30		5		35	21		8		29	43		9		52
	No.	%	No.	%		No.	%	No.	%		No.	%	No.	%		No.	%	No.	%	
Responded to in full	40	100	8	100	48	30	100	5	100	35	21	100	8	100	29	43	100	9	100	164
Upheld	9	23	2	25	11	5	17	1	20	6	3	14	0	0	3	5	12	2	22	27
Partially upheld	14	35	4	50	18	12	40	0	0	12	11	52	2	25	13	13	30	2	22	58
Resolved	40	100	8	100	48	30	100	5	100	35	21	100	8	100	29	41	95	9	100	50
Not upheld	17	43	2	25	19	13	43	4	80	17	7	33	6	75	13	25	58	5	56	79
Outcome to be confirmed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	100	9
Responded to within timescales	39	98	8	100	47	27	90	5	100	32	19	90	7	87.5	26	41	95	8	89	154

Breakdown of Complaints by Service Area

Type	Number
Repairs / Property Maintenance	38
Neighbourhood Management	96

Learning from Complaints Received

You said

We did

Property Maintenance appointments are re-arranged or cancelled without letting residents know. The wrong trade arrives, or operative is not aware of the work required.	We have recruited and upskilled Planners. Guidance has been provided to Planners and Helpdesk staff on the importance of communicating effectively with all residents and discussed in monthly meetings.
Outstanding repairs on Property Maintenance complaints	Daily Complaints tracker implemented within DRS to give Manager improved visibility of any ongoing complaints
Perception that the BCP Homes tenant did not receive enough support with his application and throughout the Mutual Exchange process.	We should be providing support and guidance to tenants throughout the exchange process and consider any specific vulnerabilities and needs, consideration of this should be included in the review. The Mutual Exchange policy is being revised.
Lack of communication with major projects such as decanted properties.	A tailored communication plan agreed at the start of any major project, with clear expectations set out at the beginning of the project with the resident and any concerns heard and an approach agreed.

88

Complaints made to the Housing Ombudsman

Ombudsman complaints	
New complaints received	13
Determinations received	11
Yet to be determined	4

In 2024-25, BCP Homes received 13 new requests for information from the Housing Ombudsman on complaints that have been through our two stage complaints process.

Lesson learned	Action
Improvements re the way the complaints are handled	Ongoing
Don't delay referral to mediation. update risk assessment if complaint significantly changes. record decisions about not taking legal action. keep complainant updated. initial assessment fine. pet issue, offer of support and moving all good.	Meeting with staff
Complete all minor works following adaptations in a timely manner. respond to complaints on time or set out to resident why more time is needed. adhere to reasonable adjustments agreed.	Provide feedback to staff. monitoring of adaptation requests.
Refresher training to all staff who deal with complaints	Email sent with training video, key documents, timescales, and a link to an e-learning module to complete that is available via the housing ombudsman's website.
To review its record keeping practices so accurate, accessible and complete.	Recording keeping and saving of communication on systems.
It is recommended that the landlord ensures that there is cover from other staff when a resident's housing officer is absent from work for an extended period of time.	Cover when Housing Officer on leave/ off sick

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Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2024/2025









Bournemouth, Christchurch and Poole Council

Bournemouth, Christchurch and Poole Council



Landlord: Bournemouth, Christchurch and Poole Council

Landlord Homes: 10,781 **Landlord Type:** Local Authority / ALMO or TMO



PERFORMANCE AT A GLANCE

 Determinations 11	 Findings 28	 Maladministration Findings 19	 Orders Made 34
 Recommendations 17	 CHFOs 0	 Compensation £3,875	 Maladministration Rate 73%

PERFORMANCE 2022-2023

 Determinations	 Maladministration Rate
Not Applicable	

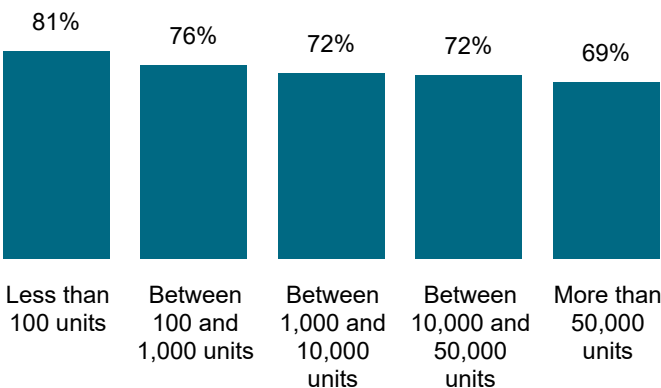
PERFORMANCE 2023-2024

 Determinations	 Maladministration Rate
8	63%

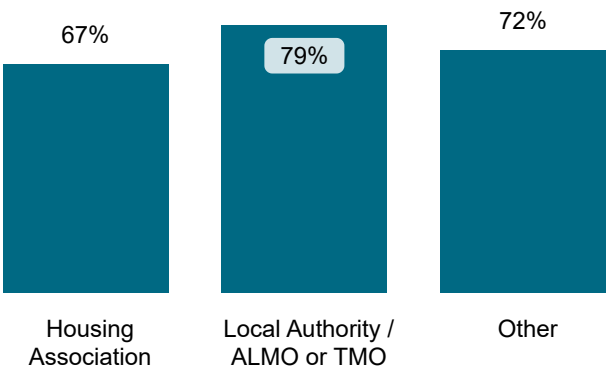
Maladministration Rate Comparison | Cases determined between April 2024 - March 2025

NATIONAL MALADMINISTRATION RATE: 71%	National Maladministration rate for Landlords of a similar size <u>and</u> type: 80%
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National Mal Rate by Landlord Size: Table 1.1



by Landlord Type: Table 1.2



Findings Outcome Comparison | Cases determined between April 2024 - March 2025

National Performance by Landlord Size: Table 2.1

Outcome	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	National	Landlord Findings
Severe Maladministration	5%	10%	5%	5%	4%	5%	0%
Maladministration	38%	36%	41%	41%	41%	41%	25%
Service failure	32%	24%	22%	22%	20%	21%	43%
Mediation	0%	0%	1%	2%	2%	2%	0%
Redress	3%	6%	10%	12%	17%	13%	4%
No maladministration	14%	17%	15%	13%	10%	13%	21%
Outside Jurisdiction	8%	7%	6%	6%	6%	6%	7%
Withdrawn	0%	0%	0%	0%	0%	0%	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	National	Landlord Findings
Severe Maladministration	4%	6%	3%	5%	0%
Maladministration	39%	45%	35%	41%	25%
Service failure	21%	22%	27%	21%	43%
Mediation	2%	1%	1%	2%	0%
Redress	16%	7%	10%	13%	4%
No maladministration	13%	11%	15%	13%	21%
Outside Jurisdiction	5%	7%	8%	6%	7%
Withdrawn	0%	0%	0%	0%	0%

Landlord Findings by Category | Cases determined between April 2024 - March 2025

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Complaints Handling	0	2	6	0	0	1	0	0	9
Anti-Social Behaviour	0	1	2	0	0	3	0	0	6
Property Condition	0	2	3	0	0	1	0	0	6
Estate Management	0	2	0	0	0	0	1	0	3
Moving to a Property	0	0	0	0	0	1	1	0	2
Staff	0	0	1	0	1	0	0	0	2
Total	0	7	12	0	1	6	2	0	28

Findings by Category Comparison | Cases determined between April 2024 - March 2025

Top Categories for Bournemouth, Christchurch and Poole Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	9	89%	77%
Anti-Social Behaviour	6	50%	66%
Property Condition	6	83%	73%

National Maladministration Rate by Landlord Size: Table 3.2

Category	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	% Landlord Maladministration
Anti-Social Behaviour	100%	71%	70%	61%	70%	50%
Complaints Handling	100%	86%	84%	81%	70%	89%
Property Condition	65%	79%	73%	74%	72%	83%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	63%	71%	79%	50%
Complaints Handling	72%	87%	86%	89%
Property Condition	70%	79%	68%	83%

Findings by Sub-Category | Cases Determined between April 2024 - March 2025

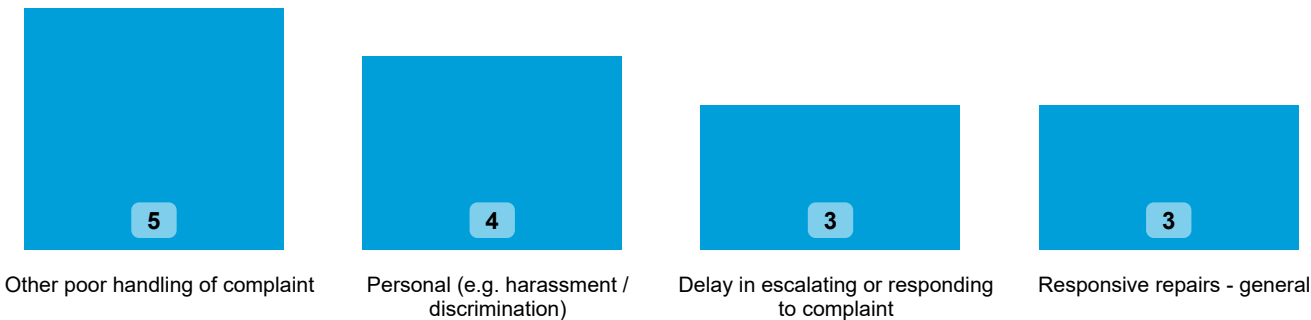
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	0	3	0	0	0	0	0	3
Responsive repairs – leaks / damp / mould	0	1	0	0	0	0	0	0	1
Staff conduct	0	0	0	0	1	0	0	0	1
Total	0	1	3	0	1	0	0	0	5

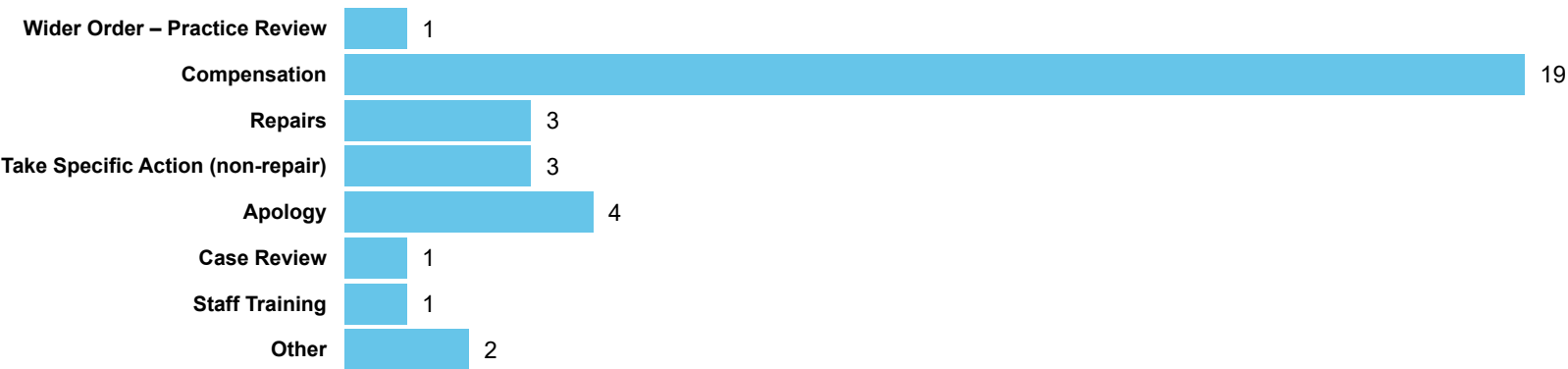
Top Sub-Categories | Cases determined between April 2024 - March 2025

Table 3.5



Orders Made by Type | Orders on cases determined between April 2024 - March 2025

Table 4.1



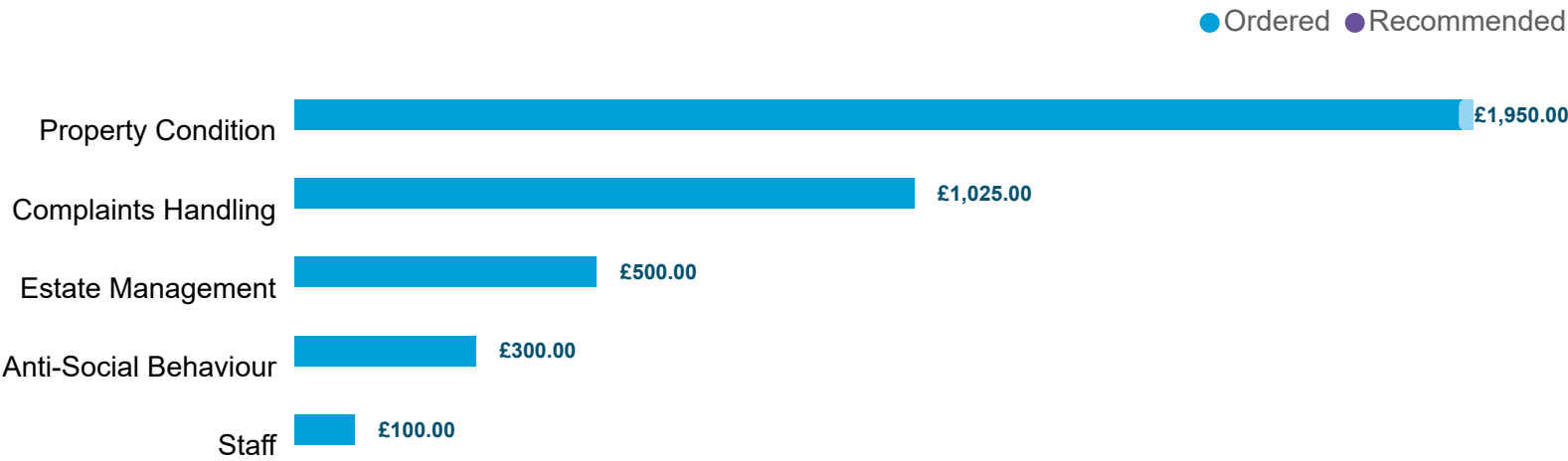
Order Compliance | Order target dates between April 2024 - March 2025

Table 4.2

Order	Within 3 Months	
Complete?	Count	%
Complied	33	100%
Total	33	100%

Compensation Ordered | Cases Determined between April 2024 - March 2025

Table 5.1



Introduction | *Notes on your figures in this report*

The Housing Ombudsman's 2024-25 landlord reports are for landlords with 5 or more findings made in cases determined between 1 April 2024 and 31 March 2025.

The data comes from our casework management system. The reports include statistics on cases determined in the period. If we published a performance report for the landlord last year, then its individual report will also include limited statistics about cases determined between 1 April 2022 and 31 March 2024 for year-on-year comparison. Where a landlord has merged, we have merged the 2022-24 data and it may therefore be different to the published figures last year.

Determinations | *Cases Determined*

The number of cases determined (decided upon) for this landlord by the Ombudsman. 11 determinations were recorded for Bournemouth, Christchurch and Poole Council, this includes OSJ and Withdrawn determinations. 11 determinations were made excluding OSJ and Withdrawn.

In this report we are only counting the determinations excluding OSJ and Withdrawn overall - this is a change from previous years to where we counted all Determinations. We have also adjusted the determined figures for 22/23 and 23/24 referenced on the first page of this report to exclude OSJ and Withdrawn so that it is comparable. This means these figures may not match the published reports for those years.

Findings | *Category Findings*

The number of findings on cases determined. Each category on a determined case has one finding. When we count findings, we exclude any cases where the entire case was declared outside our jurisdiction (OSJ) or all elements of the complaint were entirely Withdrawn, usually prior to the case being allocated for investigation.

On this basis, we are only counting the findings made in the 11 determinations. 28 findings were recorded for Bournemouth, Christchurch and Poole Council in these 11 determinations.

Maladministration Rate | *Calculated from Category Findings*

Under our Scheme, maladministration includes findings of severe maladministration, maladministration and service failure. The number of findings of maladministration are expressed as a percentage of the total number of findings (excluding findings of 'outside jurisdiction' and 'withdrawn'). This is referred to as 'mal rate'.

The number of findings recorded for Bournemouth, Christchurch and Poole Council to calculate the Maladministration rate is 26. This excludes the 2 findings of Outside Jurisdiction or where elements of the case were Withdrawn during our investigation, but we made other findings on the case.

The number of 'Mal' findings recorded for Bournemouth, Christchurch and Poole Council is 19, which gives the Maladministration rate of 73.1% (19 / 26). The national Mal rate is calculated on the same basis and is comparable to previous reports.

Orders | *Calculated from Orders issued on Cases Determined*

We issue Orders when the case investigation has resulted in a category finding of some level of maladministration or mediation. They are intended to put things right for the resident. We can issue multiple orders for each category of a case, so if we issue compensation of £50 for one category, and £50 for another category - we will count this as two orders even though the Landlord may just see it as one order of £100 compensation for the case.

The number of orders recorded for Bournemouth, Christchurch and Poole Council is 34, these orders are across 19 category findings.

Unit Numbers | *Homes owned by the Landlord*

The number of homes (or 'units') owned or managed by the member landlord under the Housing Ombudsman Service's jurisdiction as of 31 March 2024. This is based on information available from the Regulator of Social Housing and provided by landlords.

Reviews | *Determination reviews*

The Landlords and residents may request a review of our determinations in circumstances set out in the Housing Ombudsman Scheme. This report includes data on cases originally determined between 1 April 2024 and 31 March 2025. If a determination is changed at review and the revised determination is issued on or before 31 March, the revised decision is included in the data. If the revised determination is issued on or after 1 April, only the original determination is included in the data.

ENVIRONEMNT AND PLACE OVERVIEW AND SCRUTINY COMMITTEE



Report subject	Work Plan
Meeting date	8 October 2025
Status	Public Report
Executive summary	The Overview and Scrutiny (O&S) Committee is asked to consider and identify work priorities for publication in a Work Plan.
Recommendations	It is RECOMMENDED that: the Overview and Scrutiny Committee review, update and confirm the Work Plan.
Reason for recommendations	The Council's Constitution requires all Overview and Scrutiny Committees to set out proposed work in a Work Plan which will be published with each agenda.
Portfolio Holder(s):	N/A – Overview and Scrutiny is a non-executive function
Corporate Director	Aidan Dunn, Chief Executive
Report Authors	Lindsay Marshall, Overview and Scrutiny Specialist
Wards	Council-wide
Classification	For Decision

Work Plan updates

1. This report provides the latest version of the Committee's Work Plan at Appendix A and guidance on how to populate and review the Work Plan in line with the Council's Constitution. For the purposes of this report, all references to Overview and Scrutiny Committees shall also apply to the Overview and Scrutiny Board unless otherwise stated.
2. Items added to the Work Plan since the last publication are highlighted. Councillors are asked to consider and confirm the latest Work Plan.
3. The most recent [Cabinet Forward Plan](#) can be viewed on the council's website. This link is included in each O&S Work Plan report for councillors to view and refer to when considering whether any items of pre-decision scrutiny will join the O&S Committee Work Plan.

Resources to support O&S Work

4. The Constitution requires that O&S committees take account of the resources available to support proposals for O&S work. Advice on maximising the resource available to O&S Committees is set out in the O&S Work Planning Guidance document referenced below.

Work programming guidance and tools

5. The [Overview and Scrutiny Committees Terms of Reference](#) document provides detail on the principles of scrutiny at BCP Council, the membership, functions and remit of each O&S committee and the variety of working methods available.
6. [The O&S Work Planning Guidance](#) document provides detail on all aspects of work planning including how to determine requests for scrutiny in line with the Council's constitution.
7. The [O&S Framework for scrutiny topic selection](#) was drawn up by O&S councillors in conjunction with the Centre for Governance and Scrutiny. The framework provides detail on the criteria for proactive, reactive and pre-decision scrutiny topics, and guidance on how these can be selected to contribute to value-added scrutiny outcomes.
8. The '[Request for consideration of an issue by Overview and Scrutiny](#)' form is an example form to be used by councillors and residents when making a new suggestion for a scrutiny topic. Word copies of the form are available from Democratic Services upon request by using the contact details on this agenda.
9. Performance information: progress against the council's Corporate Strategy can be viewed on the council's [Performance Dashboard](#). The dashboard includes ratings to show where the council is on target, areas for monitoring or where action is required, and explanations. The dashboard includes measures relevant to all O&S committees and is provided to assist committees in their horizon scanning and work selection process.

Options Appraisal

10. The O&S Committee is asked to review, update and confirm its Work Plan, taking account of the supporting documents provided and including the determination of any new requests for scrutiny. This will ensure member ownership of the Work Plan and that reports can be prepared in a timely way.
11. If updates to the Work Plan are not confirmed there may be an impact on timeliness of reports and other scrutiny activity.

Summary of financial implications

12. There are no financial implications arising from this report.

Summary of legal implications

13. There are no legal implications arising from this report. The Council's Constitution requires that all O&S bodies set out proposed work in a Work Plan which will be published with each agenda. The recommendation proposed in this report will fulfil this requirement.

Summary of human resources implications

14. There are no human resources implications arising from this report.

Summary of sustainability impact

15. There are no sustainability resources implications arising from this report.

Summary of public health implications

16. There are no public health implications arising from this report.

Summary of equality implications

17. There are no equality implications arising from this report. Any councillor and any member of the public may make suggestions for overview and scrutiny work. Further detail on this process is included within O&S Procedure Rules at Part 4 of the Council's Constitution.

Summary of risk assessment

18. There is a risk of challenge to the Council if the Constitutional requirement to establish and publish a Work Plan is not met.

Background papers

- [Overview and Scrutiny Committees Terms of Reference](#)
- [O&S Work Planning Guidance document](#)
- [O&S Framework for scrutiny topic selection](#)
- [‘Request for consideration of an issue by Overview and Scrutiny’](#)

Further detail on these background papers is contained within the body of this report.

Appendices

Appendix A - Current O&S Work Plan

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BCP Council Environment and Place Overview and Scrutiny Committee – Work Plan. Updated 30.06.25



Guidance notes:

- 2/3 items per committee meeting is the recommended maximum for effective scrutiny.
- The Environment and Place O&S Committee will approach work through a lens of **SUSTAINABILITY**
- Items requiring further scoping are identified and should be scoped using the Key Lines of Enquiry tool.



	Subject and background	How will the scrutiny be done?	Lead Officer/Portfolio Holder	Report Information
Meeting Date: 8 October 2025 – rescheduled from 10 September				
1.	Plant Based Food Options (TBC) Following the initial report to the Committee this provides an update on the Council's progress on Plant Based foods offerings.	Committee Report	Cllr Andy Hadley/ Cllr Richard Herrett/ Martin Gardner	This was agreed to be added to the forward plan at the September 2024 meeting.
2.	BCP Homes	Committee Report	Cllr Kieran Wilson/Kelly Deane/ Seamus Doran/ Stuart Brookes	BCP Homes performance Report BCP Homes Annual Complaints Performance and Service Improvement Report
Meeting Date: 19 November 2025				
1.	Waste Strategy Bournemouth, Christchurch and Poole To consider a Cabinet report which presents the new waste strategy for BCP.	Pre-decision Scrutiny of a Cabinet Report	PH – Climate Response, Environment and Energy, Cllr Andy Hadley	Item scheduled on the Cabinet FP – It was agreed to add this item to the Work Plan in 2025.
2.	Local Transport Plan To consider a Cabinet report which seeks approval of the revised LTP.	Pre-decision Scrutiny of a Cabinet Report	PH – Climate Response, Environment and Energy, Cllr Andy Hadley	It was agreed to add this item to the work plan following the transfer of this function from the O&S Board – Item scheduled on Cabinet FP

Key:  Pre-decision or reactive scrutiny item  Proactive Scrutiny item

3.	Reserved for proactive Scrutiny matters			
Meeting Date: 25 February 2026				
1.	Reserved for pre-cabinet Scrutiny matters			
2.	Reserved for pre-cabinet Scrutiny matters			
3.	Reserved for proactive Scrutiny matters			
Meeting Date:				
	There are no items currently scheduled for this meeting date			
Items with Dates to be allocated:				
1.	Climate and Nature The purpose of this report is to support work relating to climate and nature by determining a scrutiny process focused on the relevant key priorities within the Corporate Plan.	TBC - Needs to be Scoped using Kloe Document	PH – Climate Response, Environment and Energy, Cllr Andy Hadley	Report Information KLOE Document
2.	Redhill Paddling Pool To investigate how Council arrived at the current situation and investigate ways to keep the paddling pool open and report back to full Council.	Needs to be Scoped using KLOE Document	TBC	Item added to the work plan in April 2025 following a referral from Council in response to a petition. KLOE Document


Key:  Pre-decision or reactive scrutiny item  Proactive Scrutiny item

3.	Christchurch Harbour To consider options for a potential Christchurch Harbour Protection Policy and inclusion in the Local Plan.	Needs to be scoped using KLOE Document	PH – Climate Response, Environment and Energy, Cllr Andy Hadley / Leader of the Council	This item was agreed to be added to the work plan at the meeting in May 2025.
4.	Achieving Carbon Emission Neutrality To consider how the committee can contribute to and support the council in reaching its net zero targets by 2030.	TBC - Further work on this will be informed by the LAEP report. It may include: <ul style="list-style-type: none"> • Vehicle Fleet • Housing, • Energy Supply Procurement Strategy. 	PH – Climate Response, Environment and Energy, Cllr Andy Hadley	It was agreed to add this to the Work Plan in November 2024 following recommendations from the Budget framework working group
5.	Community Owned Renewable Energy To consider in-depth, options around community owned renewable energy and support provided for this from the Council.	TBC – KLOE Document to be completed	PH – Climate Response, Environment and Energy, PH – Community and Partnerships	It was agreed to add this to the Work Plan in November 2024 following recommendations from the Budget framework working group
6.	Temporary Accommodation Strategy To consider the development of the Temporary Accommodation Strategy at an appropriate time in its development.	TBC	PH - Housing	It was agreed to add this to the Work Plan in November 2024 following recommendations from the Budget framework working group
7.	Safer Accommodation Strategy Review	TBC	PH - Housing	It was agreed to add this to the Work Plan in April 2025 following recommendations from the Safe Accommodation Strategy Working Group

Key:  Pre-decision or reactive scrutiny item  Proactive Scrutiny item

	To consider a review of the provision of safe accommodation and associated commissioning			
8.	Development of Safe Accommodation Strategy KPI's To consider the development of KPIs related to the Safe Accommodation Strategy through test and challenge to draft measures.	Committee Report	PH - Housing	It was agreed to add this to the Work Plan in April 2025 following recommendations from the Safe Accommodation Strategy Working Group
9.	Update on the Implementation of the Safe Accommodation Strategy To review the progress in the strategy and wider domestic abuse work, including monitoring of associated KPIs.	TBC - consider whether this should be part of a wider housing update. Cross cutting with other O&S Bodies - all Chair's to be invited.	PH - Housing	It was agreed to add this to the Work Plan in April 2025 following recommendations from the Safe Accommodation Strategy Working Group Annual Update requested -
	Pedestrian Crossing Update	Cllr Rice to verbally update at meetings		Update as and when there is information to come through.
	Van Life – Community Pact Item to consider the potential for a community pact for vehicle dwellers, including potential designated safe parking areas. Enquiry Session – to be scoped using KLOE Document	TBC		In consultation with the Chair it was decided that this item be postponed to later due to all stakeholders not being available. Committee informed by email on 15/9/25
Working Groups				

	There are no currently operating working groups or requests agreed for a working group.			
Item suggestions for Briefing Sessions				
	Chemicals Scrutiny – Information session requested for this at May 2024 meeting.	Informal Briefing		This requires further scoping – KLOE document
	Planning Service Improvement – Potential briefing to monitor this improvement journey.	Informal Briefing	Head of Planning	Committee to consider holding interim briefings, to provide 6 monthly updates between formal committee reporting on this topic.

Key:  Pre-decision or reactive scrutiny item  Proactive Scrutiny item

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