

# Notice of Overview and Scrutiny Board

Date: Monday, 13 January 2025 at 6.00 pm

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



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## Membership:

### Chairman:

Cllr S Bartlett

### Vice Chairman:

Cllr S Aitkenhead

Cllr P Broadhead  
Cllr J Beesley  
Cllr L Dedman  
Cllr C Goodall

Cllr S Mackrow  
Cllr L Northover  
Cllr Dr F Rice  
Cllr K Salmon

Cllr T Trent  
Cllr O Walters  
Cllr C Weight

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All Members of the Overview and Scrutiny Board 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?CId=609&MId=6317&Ver=4>

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

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

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

GRAHAM FARRANT  
CHIEF EXECUTIVE

3 January 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  
([janie.berry@bcpcouncil.gov.uk](mailto:janie.berry@bcpcouncil.gov.uk))

### Selflessness

Councillors should act solely in terms of the public interest

### Integrity

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

### Objectivity

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

### Accountability

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

### Openness

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

### Honesty & Integrity

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

### Leadership

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

# AGENDA

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

## 1. Apologies

To receive any apologies for absence from Councillors.

## 2. 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. Public Issues

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

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

The deadline for the submission of public questions is midday 3 clear working days before the meeting – 7 January 2025.

The deadline for the submission of a statement is midday the working day before the meeting – 10 January 2025.

The deadline for the submission of a petition is 10 working days before the meeting – 30 December 2024.

## ITEMS OF BUSINESS

## 5. Transformation Programme Completion

5 - 32

This report provides a summary of the Council's Transformation Programme and achievement against its original aims and objectives.

## 6. Regeneration Progress Report

33 - 50

In September 2023, Cabinet approved the establishment of an Investment and Development Directorate which would be responsible for the delivery of the priority programmes for regeneration, Council Newbuild and Acquisition

delivery and Smart Places.

This report provides an update on the establishment process and progress against the Council's approved regeneration priorities. The four priorities approved by Cabinet in September 2023 are the former Holes Bay power station site, redevelopment of the Dolphin Leisure Centre, proposals for the Bournemouth International Centre (BIC) and the Winter Gardens development.

## **7. The Centralisation of Complaints across BCP Council - Update**

51 - 56

**Why are we centralising complaints?** The centralisation decision was made in 2022, initially as a national Ombudsman recommendation to improve consistency, quality and efficiency in all local authorities' complaints services, with a deadline of April 2026.

**What will centralisation achieve?** Within BCP the centralised service will ensure complaints are dealt with consistently across all departments, reduce costs and enhance accountability and transparency. The centralised complaints service aims to streamline processes, utilising a user-friendly system, along with artificial intelligence technology and staff training to enhance efficiency, facilitate learning and improve customer experience.

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.