

Enquiries to: Kelly Baxter
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member.services@nuneatonandbedworth.gov.uk

Date: 21st January 2025

Dear Sir/Madam,

A meeting of the **CABINET** will be held in the Council Chamber, Town Hall, Nuneaton, on **Wednesday, 29th January 2025** at **6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

To: Members of Cabinet

Councillor Chris Watkins (Leader)	-	Housing
Councillor Jill Sheppard (Deputy Leader)	-	Environment and Public Services
Councillor Steve Hey	-	Resources and Customer Service
Councillor Tim Jenkins	-	Leisure, Communities and Health
Councillor Nicola King	-	Business and Regeneration
Councillor Robert Roze	-	Planning and Enforcement

Observer

Councillor Kris Wilson	-	Leader of the Main Opposition Group
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AGENDA

PART I

PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds, please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Lloyds Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

2. APOLOGIES - To receive apologies for absence from the meeting.

3. DECLARATIONS OF INTEREST

To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members' Code of Conduct.

Declaring interests at meetings

If there is any item of business to be discussed at the meeting in which you have a disclosable pecuniary interest or non-pecuniary interest (Other Interests), you must declare the interest appropriately at the start of the meeting or as soon as you become aware that you have an interest.

Arrangements have been made for interests that are declared regularly by members to be appended to the agenda (**Page 6**). Any interest noted in the Schedule at the back of the agenda papers will be deemed to have been declared and will be minuted as such by the Committee Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule.

There are, however, TWO EXCEPTIONS to the general rule:

1. When the interest amounts to a Disclosable Pecuniary Interest that is engaged in connection with any item on the agenda and the member feels that the interest is such that they must leave the room. Prior to leaving the room, the member must inform the meeting that they are doing so, to ensure that it is recorded in the minutes.
2. Where a dispensation has been granted to vote and/or speak on an item where there is a Disclosable Pecuniary Interest, but it is not referred to in the Schedule (where for example, the dispensation was granted by the Monitoring

Officer immediately prior to the meeting). The existence and nature of the dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Audit and Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

Note: Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

Where a Member has a Deemed Disclosable Interest, the Council's Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

4. MINUTES - To confirm the minutes of the Cabinet meeting held on the 15th January 2025 (**Page 9**).

5. PUBLIC CONSULTATION – Members of the Public will be given the opportunity to speak on specific agenda items, if notice has been received.

Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The Chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.

The Chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the Chair, the speaker persists, they will be asked to stop speaking by the Chair.

The Chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the Chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

6. LOCAL GOVERNMENT DEVOLUTION – report of the Chief Executive Officer to follow.

7. NUNEATON AND BEDWORTH COUNCIL CORPORATE COLOURS report of the Strategic Director – Corporate Resources attached (**Page 15**)
8. FEES AND CHARGES 2025/26 CAR PARKING a report of the Assistant Director – Economy & Regeneration attached (**Page 22**)
9. TENANT AND LEASEHOLDER ENGAGEMENT STRATEGY report of the Assistant Director - Housing & Community Safety attached (**Page 28**)
10. ANTI-SOCIAL BEHAVIOUR STRATEGY – report of the Assistant Director – Social Housing & Community Safety attached (**Page 53**)
11. COUNCIL TAX PREMIUM CHARGES POLICY – report of the Assistant Director – Finance attached (**Page 78**)
12. RECOMMENDATIONS FROM OVERVIEW AND SCRUTINY PANELS
None
13. ANY OTHER ITEMS - which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified)

Nuneaton and Bedworth Borough Council

Building A Better Borough

Nuneaton and Bedworth 2032: working in partnership, restoring pride in our borough

AIM 1: LIVE

We want to make our borough a place where our residents enjoy living and in which others choose to make their home.

Priority 1: Promote residents' health and wellbeing

Priority 2: Enable appropriate housing development

Priority 3: Sponsor a sustainable green approach

Priority 4: Prioritise community safety and empowerment

AIM 2: WORK

Using our prime location within the national road and rail networks and responding to the needs of private companies, we want to make our borough a place in which businesses choose to locate and where our residents enjoy a range of employment options.

Priority 1: Grow a strong and inclusive economy

Priority 2: Champion education and skills

Priority 3: Embrace new and emerging technology

Priority 4: Support local businesses

AIM 3: VISIT

Taking advantage of our open green spaces, our heritage, and our location within the West Midlands, we want our borough to be a vibrant destination for residents and visitors alike. A place where people and families want to spend time relaxing, socialising and taking part in leisure and cultural activities.

Priority 1: Create vibrant and diverse town centres

Priority 2: Stimulate regeneration

Priority 3: Celebrate and promote our heritage

Priority 4: Improve the physical environment

Cabinet - Schedule of Declarations of Interests – 2024/2025

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Planning and Licensing matters - Allotments - Local Enterprise Partnership
	S. Hey	Director – - Heywire Ltd - Brilliant Bookings Ltd	Member of the Labour Party, National Trust, CAMRA (Campaign for Real Ale), Royal Photographic Society. Representative on the following Outside Bodies: <ul style="list-style-type: none"> • West Midlands Employers Board (NBBC representative) • Local Government Superannuation Scheme Consultative Board • Grayson Place (NBBC) Limited • West Midlands Employers • Nuneaton and Bedworth Older People’s Forum 	
	T. Jenkins	Managing Partner – Gribblybugs LLP Employed by Mary Creagh MP (Coventry East)	The Labour Party (sponsorship) - Committee Member of Warwickshire Amphibian & Reptile Team - Member of Warwickshire Wildlife Trust - Member of Equity – Trade Union Members of National Trust and English Heritage Representative on the following Outside Bodies:	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			<ul style="list-style-type: none"> • Nuneaton and Bedworth Sports Forum, • Safer Warwickshire Partnership Board, • Warwickshire Health and Wellbeing Board, • Warwickshire Police and Crime Panel, • Biodiversity Champion • Committee of Management of Hartshill and Nuneaton Recreation Ground • Exhall Education Foundation • Foleshill Charity Trustee – Proffitt's Charity 	
	N. King	Employed by Love Hair and Beauty	Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Nuneaton Town Deal Board 	
	R. Roze	Director – InfiniTEN Ltd	Representative on the following Outside Bodies: <ul style="list-style-type: none"> • A5 Member Partnership • Nuneaton and Bedworth Community Enterprises Ltd • PATROL (Parking and Traffic Regulations Outside of London) Joint Committee Services. • Building Control Partnership Steering Group • Bedworth Town Deal Board 	
	J. Sheppard		Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Sherbourne Asset Co Shareholder Committee • Warwickshire Direct Partnership • Warwickshire Waste Partnership • Nuneaton Neighbour Watch Committee 	
Director of Wembrook Community Centre.			Dispensation to speak and vote on any matters of Borough Plan that relate to the Directorship of Wembrook Community Centre	
Member of Labour Party				

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	C.M. Watkins	Employee of Nutri Pack	Representative on the following outside bodies: <ul style="list-style-type: none"> • Coventry, Warwickshire and Hinckley and Bosworth Joint Committee • Local Government Association • Nuneaton and Bedworth Home Improvement Agency • Nuneaton and Bedworth Safer and Stronger Communities Partnership • Warwickshire Housing Support Partnership • West Midlands Combined Authority Board (WMCA) • West Midland Combined Housing and Land delivery Board 	

NUNEATON AND BEDWORTH BOROUGH COUNCIL

CABINET

15th January 2025

A meeting of Cabinet was held on Wednesday 15th January, 2025 in the Council Chamber at the Town Hall.

Present

Councillor C. Watkins (Leader and Housing)
Councillor J. Sheppard (Deputy Leader and Environment & Public Services)
Councillor S. Hey (Resources & Customer Services)
Councillor T. Jenkins (Leisure, Communities and Health)
Councillor R. Roze (Planning & Enforcement)
Councillor N. King (Business and Regeneration)

CB67 Apologies

None

CB68 Declarations of Interest

RESOLVED that the Declarations of Interest for this meeting are as set out in the Schedule attached to these minutes. In addition, the following was declared;

Councillor C. Watkins declared that he was no longer a representative of Nuneaton and Bedworth Community Enterprises Limited and for this to be removed from his declarations.

CB69 Minutes

RESOLVED that the minutes of the Cabinet meeting held on 4th December 2024, be approved, and signed by the Chair

CB70 Draft Corporate Plan April 2025 – March 2029

The Chief Executive submitted a report seeking endorsement from Cabinet on the Draft Council Corporate Plan for April 2025 – March 2029 with a view to commencing a public consultation.

RESOLVED that

- a) the draft Corporate Plan themes and strategic aims be endorsed and officers be permitted to commence and undertake a consultation process as outlined in the report;
- b) the Chairs of Overview & Scrutiny Panels be notified of the Draft Corporate Plan themes and Strategic Aims for consideration; and
- c) upon the conclusion of the consultation, feedback be considered, and a final version be issued back to Cabinet for endorsement early April 2025 with a recommendation to full council to adopt the Corporate Plan and Corporate Plan Delivery Plan for April 2025 – March 2029

Speakers:

Mr Peter Smith
Mr Keith Kondakor

Options

- a) To endorse the proposed approach with recommendations; or
- b) To not endorse the proposed approach.

Reasons

A new Corporate Plan for the period 2025-2029 is required to establish a strategic vision, ambition and priorities for the council. It is envisaged that the development of this plan will support the alignment of resources to council priorities and increase residents' awareness of the work the council is doing and what the council aims to achieve.

The Council Plan is the key strategic business plan for the Council which sets out the vision, values and strategic priorities. The Council Corporate Plan is the document that will provide visible accountability for performance, risk management and will shape how the Council adapts to a changing environment during the next four years.

It sets the 'golden thread' for the work of colleagues to ensure that we are delivering against the priorities of the administration.

CB71 Public Space Protection Order – Anti Social Behaviour

The Strategic Director – Housing and Communities submitted a report to Cabinet to consider approval of a Public Space Protection Order (PSPO) to help address the issues caused by groups and/or individuals in Nuneaton and Bedworth Town Centres in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014.

RESOLVED that the Public Space Protection Order (PSPO) form for Anti-Social Behaviour as set out in Appendix B of the report be approved.

Speakers:

Mr Peter Smith
Mr Keith Kondakor

Options

- 1) Approve the proposed PSPO
- 2) Amendments be requested to the PSPO

Reasons

The Council is seeking to establish a Public Space Protection Order (PSPO) that will help address the issue of ASB in Nuneaton and Bedworth Town Centres

CB72 Aggregated Procurement of Postal Services

The Assistant Director – Central Operations submitted a report requesting approval for the aggregated procurement of the postal services and to enter into a contract with Whistl for postage services.

RESOLVED that

- a) the aggregated procurement of postal services be approved and a contract with Whistl for postage services be entered into; and
- b) the report be marked not for call in as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution due to the need to agree a contract by 31st January 2025

Speakers

Mr Keith Kondakor

Options

- 1) to approve procurement of Whistl as a supplier.
- 2) Continue with current arrangements through directly paying Royal Mail
- 3) Look to procure a separate supplier through a separate NBBC led procurement exercise.

Reasons

It will provide savings to the Council (estimated at £30,000 per year) compared to current arrangements. It will also provide further benefits around reduced processing time, a compliant contract, and social value.

CB73 Recommendations From Overview and Scrutiny Panels

None

CB74 Any Other Items

None

Chair

PUBLICATION DATE: 16th January 2025

DECISIONS COME INTO FORCE: 24th January 2025

Cabinet - Schedule of Declarations of Interests – 2024/2025

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	N. King	Employed by Love Hair and Beauty	Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Nuneaton Town Deal Board 	
	R. Roze	Director – InfiniTEN Ltd	Representative on the following Outside Bodies: <ul style="list-style-type: none"> • A5 Member Partnership • Nuneaton and Bedworth Community Enterprises Ltd • PATROL (Parking and Traffic Regulations Outside of London) Joint Committee Services. • Building Control Partnership Steering Group • Bedworth Town Deal Board 	
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	C.M. Watkins	Employee of Nutri Pack	<p>Representative on the following outside bodies:</p> <ul style="list-style-type: none"> • Nuneaton and Bedworth Community Enterprises Ltd. (NABCEL) • Coventry, Warwickshire and Hinckley and Bosworth Joint Committee • Local Government Association • Nuneaton and Bedworth Home Improvement Agency • Nuneaton and Bedworth Safer and Stronger Communities Partnership • Nuneaton and Bedworth Community Enterprises Ltd • Warwickshire Housing Support Partnership • West Midlands Combined Authority Board (WMCA) • West Midland Combined Housing and Land delivery Board 	

Cabinet

Report Summary Sheet

Date: 29 January 2025

Subject: Corporate Colours and Logo

Portfolio: Resources & Customer Services (Cllr S Hey)

From: Strategic Director – Corporate Resources

Summary:

To update the Council's corporate colours, font and logo to ensure compliance with accessibility standards.

Recommendations:

That the corporate colours in Appendix 1 are approved and adopted from 1st April 2025.

That the corporate font of Verdana in Appendix 1 is approved and adopted from 1st April 2025.

That the revised versions of the corporate logo in Appendix 1 are approved and adopted from 1st April 2025.

Options:

To approve or reject

Reasons:

Ensuring the Council is compliant with accessibility standards is a legislative requirement. Currently we are not compliant which presents a disadvantage to members of the community served by the Council.

Consultation undertaken with Members/Officers/Stakeholders

Cabinet
Strategic Directors
Assistant Directors
Equality & Safeguarding Officer

Subject to call-in:

Yes

Ward relevance:

All

Forward plan:

Yes

Building a Better Borough Aim:

Live

Building a Better Borough Priority:

Promote residents' health and wellbeing

Relevant statutes or policy:

Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018
Equality Act 2010

Equality Implications:

The changes to the Corporate Colours and Logo will have a positive impact from an equality perspective. The previous designs were difficult for those with visibility issues to view due to the colour contrasts used. The new colours/logos will be easier to view for the majority of viewers and compliant with accessibility standards.

Human resources implications:

None

Financial implications:

Minimal cost to update website colour which is covered in current budgets, but all future costs will be absorbed within scheduled replacements.

Health Inequalities Implications:

None

Section 17 Crime & Disorder Implications:

None

Risk management implications:

None

Environmental implications:

None

Legal implications:

Accessibility rights are a requirement under the Equalities Act 2010

Contact details:

Victoria Summerfield, Strategic Director – Corporate Resources

Victoria.summerfield@nuneatonandbedworth.gov.uk

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet - 29 January 2025

From: Strategic Director – Corporate Resources

Subject: Corporate Colours and Logo

Portfolio: Resources & Customer Services (Cllr S Hey)

Building a Better Borough Aim: Live

Building a Better Borough Priority: Promote residents' health and wellbeing

1. Purpose of Report

1.1 To update the Council's corporate colours, font and logo to ensure compliance with accessibility standards.

2. Recommendations

2.1 That the corporate colours in Appendix 1 are approved and adopted from 1st April 2025.

2.2 That the corporate font of Verdana in Appendix 1 is approved and adopted from 1st April 2025.

2.3 That the revised versions of the corporate logo in Appendix 1 are approved and adopted from 1st April 2025.

3. Detail

3.1 In 2023, work was undertaken on the new council website and intranet as part of the migration to SharePoint. As part of this work, there was a refresh of the design. During review, there were concerns over the colour scheme and the new accessibility standards (which apply to all websites and online content) to allow specialist software to operate correctly for those people who require additional support.

3.2 The current colours used are varying shades of green and red with no synergy which can lead to confusion around the official corporate colour and design of the Council. In addition, many of the corporate templates (used for reports, letterheads and responses to customers) are produced in black and white, which does not comply with accessibility standards.

3.3 For a colour to meet accessibility guidelines it must have enough contrast to make layered elements (such as text or icons on a

background) clearly distinguishable to those visually impaired or deficient in colour vision. The contrast ratio must be at least 4:5:1 and is set against three parameters which are Large Text (18pt and above / 14pt bold and above), Regular Text (for 17pt and below), and Graphical Objects and User Interface Components.

- 3.4 Within the three parameters there are five criteria that must meet the pass threshold. If an accessibility tool records a fail against any of the criteria, this makes it unusable which reduces the options available. The most appropriate fonts for accessibility are: Arial, Tahoma, Calibri, Verdana, Helvetica and Century Gothic.
- 3.5 The current Nuneaton and Bedworth Borough Council logo fails and does not meet accessibility requirements. The colour of the text does not meet the required 4:5:1 ratio. The green background colour that is used does also not meet the correct contrast ratio when the logo and writing are placed on top, with both the coloured logo and white logo. The current logo uses fonts CG Timesreg for 'Nuneaton & Bedworth' and Gill Sansreg Nova for 'United to Achieve'.
- 3.6 The current logo is attached at Appendix 2 with Appendix 1 detailing the revised proposal.

4. Financial Implications

- 4.1 There will be minimal upfront costs to change the logo and colour on the website. It is intended to update livery etc on vehicles and signs as part of the scheduled replacements.

5. Conclusion

- 5.1 To ensure the Council is compliant with accessibility standards a change to the current logo and colour scheme is required.

6. Appendices

- 6.1 Appendix 1 – Proposed Logo and Colour Scheme
- 6.2 Appendix 2 – Current Logo and Colour Scheme

7. Background Papers (if none, state none)

- 7.1 None

Vicki Summerfield
Strategic Director – Corporate Resources

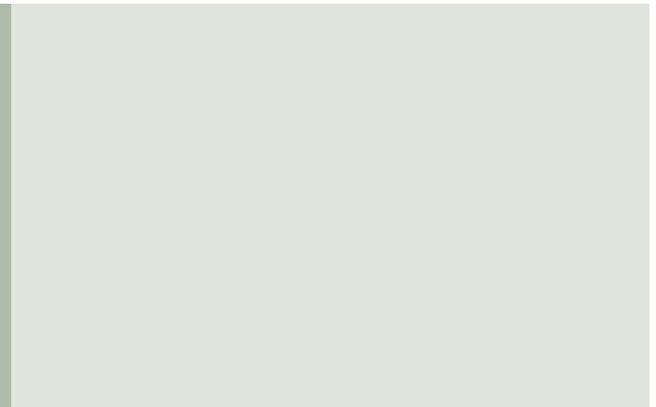
Proposed Logo and Colour Scheme



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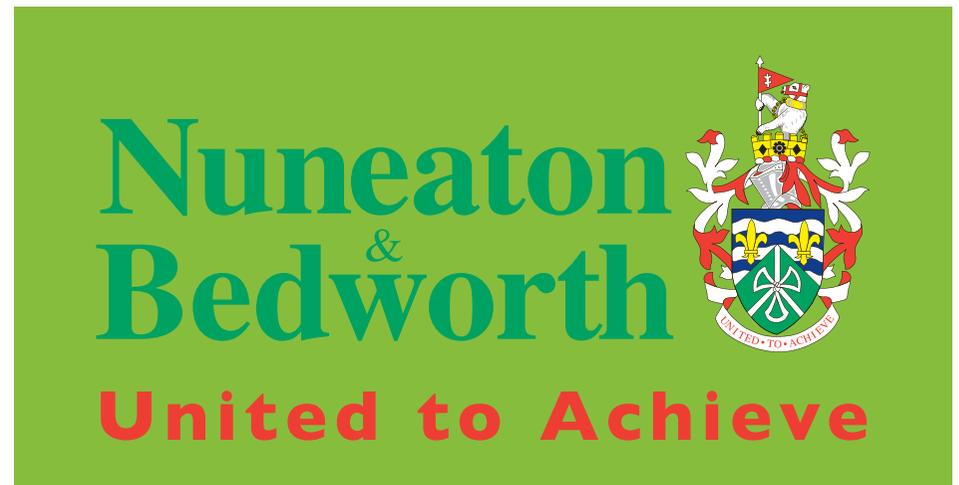


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Current Logo and Colour Scheme



Cabinet/Individual Cabinet Member Decision

Report Summary Sheet

Date: 29th January 2025

Subject: Revised car parking charges 2025/26

Portfolio: Business and Regeneration

From: Assistant Director - Economy & Regeneration

Summary:

The report outlines the proposed car parking charges for all NBBC owned off street car parking for the financial year 2025/26

Recommendations:

- a) the new car parking charges as part of the revised Fees and Charges for financial year 2025/26 be approved, to ensure new charging structure can meet the statutory notice period required under the Road Traffic Act 1988; and
- b) the report be marked not for call in as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution due to the timeframes for meeting the statutory notice period and implementation of charges by 1st April 2025.

Options:

Approve proposed charges – See report for details

Continue with existing charging structure – Introduced by previous administration, penalises those wishing to stay an hour or less.

Revise proposed pricing structure – May impact on implementation of charges due to not meeting the required notice periods.

Reasons:

The revised car parking fees are designed to provide flexibility of stay for users, increase the turnover of spaces in the most popular car parks, increase use of leisure facilities and green spaces and provide an affordable option in Harefield road car park for those working in the town centre and commuters.

It is forecast that adopting this fee structure together with improved compliance provided by the new parking payment solutions will increase total revenue by as much as 10% compared to the current fee structure.

Consultation undertaken with Members/Officers/Stakeholders

Councillor Nicky King – Portfolio Holder
Chris Watkins – Council Leader
Maria Bailey – Strategic Director Place and Economy
Councillor Steve Hey – Finance

Subject to call-in: No – marked not for call in

Ward relevance: All

Forward plan:

No – General Exception procedure followed.

Building a Better Borough Aim:

Aim 2 - WORK

Building a Better Borough Priority:

Priority 1: Grow a strong & inclusive economy

Relevant statutes or policy:

Fee and Charges
Road traffic Act 1988

Equalities Implications:

(Does this require an Equalities Impact Assessment? If so please append.)

N/A

Human resources implications:

N/A

Financial implications:

It is forecast that adopting this fee structure together with improved compliance provided by the new parking payment solutions will increase total revenue by as much as 10% compared to the current fee structure.

Health Inequalities Implications:

N/A

Section 17 Crime & Disorder Implications:

N/A

Risk management implications:

Cabinet approval required to meet the statutory notice periods, delay may result in new charges not been implemented until after the start of the new financial year.

Environmental implications:

N/A

Legal implications:

Statutory notice period of fee changes required under Road Traffic Act

Contact details:

Jonathan White – jonathan.white@nuneatonandbedworth.gov.uk

AGENDA ITEM NO.8

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet
From: Assistant Director Economy & Regeneration
Subject: Fees and Charges 2025/26 Car Parking
Portfolio: Business and Regeneration

Building a Better Borough Aim: 2 - WORK

Building a Better Borough Priority: 1: Grow a strong & inclusive economy

1. Purpose of Report

1.1 To gain Cabinet approval for the 2025/26 car parking fee charges

2. Recommendations

2.1 The new car parking charges as part of the revised Fees and Charges for financial year 2025/26 be approved, to ensure new charging structure can meet the statutory notice period required under the Road Traffic Act 1988; and

2.2 the report be marked not for call in as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution due to the timeframes for meeting the statutory notice period and implementation of charges by 1st April 2025.

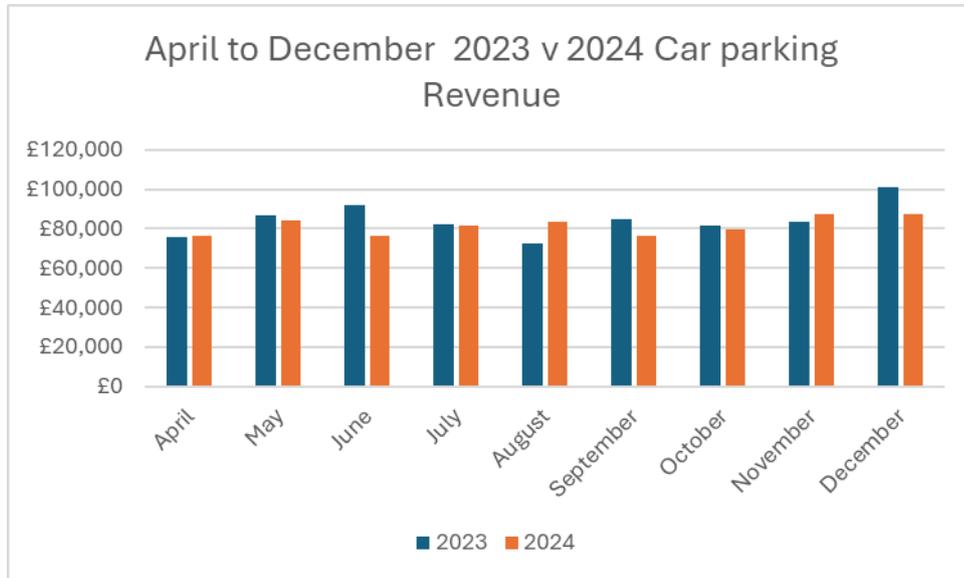
3. Background

3.1 Parking charges for all NBBC off street parking spaces have remained static for the past 3 years based on charges for Long Stay and Short Stay parking and a standard charge of £1.50 for the first 3 hours.

3.2 The current charges are outlined in Table 1 below:

Long Stay	£	Short Stay	£	Leisure Centres	£
Sunday – All Day	1.50	Sunday – All Day	1.50	Sunday – All Day	Free
1 - 3 hours	1.50	1 - 3 hours	1.50	1 - 3 hours	
3 - 4 Hours	4.00	3 - 4 Hours	4.50	3 - 4 hours	4.00
Over 4 Hours	5.50	Over 4 Hours	6.50	Over 4 hours	6.50

3.3 Car Parking Income 2022 to 2024 comparisons April to December - Table 2



3.4 Table 2 above shows the monthly comparisons of car parking revenue for April to December 2023 v 2024. This reflects a drop in revenue over the period of -3.6%

4. Body of Report

4.1 It is proposed to introduce a revised fee structure, returning to a charge per hour basis from the 1st of April 2025.

4.2 Proposed fee structure Table 3

Longstay	£	Short stay	£	Leisure Centres	£	Harefield Road MSCP	£	Town Hall & Riverside	£
Sunday - all day	1.00	Sunday - all day	1.00	Sunday - all day	Free	Closed		Sunday - all day	1.00
1 hour	1.00	1 hour	1.00	1 - 3 hours	Free	1 - 4 hours	1.00	1 hour	1.50
2 hour	2.00	2 hour	2.00	3 - 4 hours	2.00	over 4 hours	2.00	2 hour	2.50
3 hour	3.00	3 hour	3.00	over 4 hours	3.00			3 hour	3.50
4 hour	4.00	4 hour	4.00					4 hour	4.50
Over 4 hours	6.00	Over 4 hours	7.00					Over 4 hours	8.00

4.3 The average dwell time in our town centres is 120 minutes. The current fee structure while potentially supporting a longer dwell time could be seen to penalise those wishing to stay an hour or less by providing a less flexible charging option. The proposed new fee structure also optimises income within the core 2 hour stay period.

4.4 Fees have been reduced within Harefield Road car park to encourage use by those working in the town centre or commuting by providing a very competitive long stay option. It is considered that this, together with improvements made to the car parking during 2024, including widening of parking bays on the ground floor and improved lighting, will increase usage of the car park and free up spaces in other town centre car parks, and reduce parking in adjacent residential areas.

4.5 The Town Hall and Riverside car parks at the rear of the Town Hall are currently the best performing car parks given their accessibility to the core of the town centre. To

support an increase turnover of available spaces and to reduce long term stays, fees will be increased in both car parks.

4.6 Longer stay fees have been reduced at the two Leisure centres to support leisure stays and the use of the green spaces in both town centres.

4.7 New parking machines have been procured and will shortly replace the existing obsolete machines across all NBBC car parks. The new machines offer card payment and Apple Pay options on all machines with a simple to use touch screen interface. They will provide NBBC with a vastly improved reporting system to measure and monitor car parking usage, improve compliance and greater flexibility in dealing with concession rates. Rope Walk will move to an ANPR system to address issues in compliance related to managing Pure Gym concessions.

5. Conclusion

5.1 The revised car parking fees are designed to provide flexibility of stay for users, increase the turnover of spaces in the most popular car parks, increase use of leisure facilities and green spaces and provide an affordable option in Harefield road car park for those working in the town centre and commuters.

5.2 It is forecast that adopting this fee structure together with improved compliance provided by the new parking payment solutions will increase total revenue by as much as 10% compared to the current fee structure.

5.3 It is recommended that Cabinet approve the proposed fee structure to allow for the necessary notice period to be met as per the requirements of Road Traffic Act 1988, with an implementation date of 1st April 2025

6. Appendices

N/A

7. Background Papers (if none, state none)

None

Jonathan White
Assistant Director Economy & Regeneration



Cabinet

Report Summary Sheet

Date: 29 January 2025

Subject: Tenant & Leaseholder Engagement Strategy

Portfolio: Housing

From: Nicola Botterill – Assistant Director, Social Housing & Community Safety

Summary:

Tenant and Leaseholder engagement is a key priority for Nuneaton and Bedworth Borough Council. We want to be able to empower our tenants and leaseholders to understand and influence the services that we provide, whilst offering a range of accessible opportunities to be involved. Having our tenants and leaseholders shaping the services we offer and having a say in how they are delivered is a priority for us.

The Strategy outlines 5 key priority areas:

- 1) Empowering Engagement
- 2) Enhancing Accountability
- 3) Shared Design
- 4) Amplifying tenant and leaseholder voices
- 5) Transparency & Communication.

Recommendations:

That the Tenant & Leaseholder Engagement Strategy 2024-29 be approved by Cabinet as a document, which informs tenants and leaseholders about the opportunities available to them in order to influence the housing services they receive.

Options:

- a) Adopt the Tenant & Leaseholder Engagement Strategy 2024-2029
- b) To not adopt the Tenant & Leaseholder Engagement Strategy 2024-2029

Reasons:

Nuneaton and Bedworth Borough Council are required to comply with the **Regulator of Social Housing Consumer Standards**, which have been refreshed and launched in April 2024. The Regulator of Social Housing is empowered to set these standards through the Social Housing (Regulation) Act 2023.

There are four consumer standards, which are:

- Safety and Quality Standard.
- Tenancy Standard.
- Transparency, Influence and Accountability Standard.
- Neighbourhood and Community Standard.

The Transparency, Influence and Accountability Standard sets out the key requirements for landlords in relation to tenant and leaseholder engagement, with expectations such as:

- Landlords must treat all tenants and leaseholders with fairness and respect.
- Utilising relevant data to understand tenant and leaseholder needs and requirements.
- Ensuring communication is timely, relevant and accessible.
- Making sure that services are accessible.
- Taking the views of tenants and leaseholders into account about how services are delivered.
- Giving tenants and leaseholders opportunities to influence and scrutinise strategies, policies and services.
- Carrying out a Tenant Satisfaction Measures (TSM) programme, made up of a perception survey and other management information.
- Publishing performance information to show tenants and leaseholders how their landlord is performing.
- Improving the complaints process, to ensure that it is easily accessible and complaints are responded to in a timely and effective manner. Landlords must also be able to evidence how they understand and utilise the learning from complaints that they receive to improve services.

Consultation undertaken with Members/Officers –

The Tenant & Leaseholder Strategy was published to all tenants and leaseholders and a group session was also arranged. Their comments and feedback have been considered when drafting the Policy. Electronic feedback forms were also available on the Council’s website

TPAS (Tenant Participation Advisory Service) have also been consulted as have:

- Tenant Engagement Officers
- Landlord Services Manager
- Capital Projects Investment Manager
- Responsive Repairs Manager
- Equality & Safeguarding Officer
- Portfolio Holder – Housing & Communities

Subject to call-in: Yes

Ward relevance: All Wards within the Borough of Nuneaton and Bedworth

Forward plan: Yes

Corporate Priorities:

Aim 1
Priority 1

Relevant statutes or policy: N/A

Equalities Implications:

There are no significant negative impacts as a result of this policy on any of the protected characteristics and EIA conducted by Equality and Safeguarding Officer

Human resources implications:

There are no direct HR implications as a result of this report.

Financial Implications:

There are no direct financial implications as a result of this report. The service is required to manage from within its approved budget envelope when implementing the strategy.

Health Inequalities Implications:

There are no direct health inequalities implications as a result of this report.

Risk management implications:

There are no direct risk management implications as a result of this report.

Environmental implications:

There are no direct climate change or environmental implications arising from this report.

Legal implications:

There are no direct legal implications arising from this report.

Contact details:

Nicola Botterill – Assistant Director – Social Housing & Community Safety

Nicola.botterill@nuneatonandbedworth.gov.uk

AGENDA ITEM NO.9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet – 29th January 2025

From: Nicola Botterill – Assistant Director, Social Housing & Community Safety

Date: 29th January 2025

Subject: **Tenant & Leaseholder Engagement Strategy**

Portfolio: Housing

1. Purpose of Report

1.1 Tenant and Leaseholder engagement is a key priority for Nuneaton and Bedworth Borough Council. We want to be able to empower our tenants and leaseholders to understand and influence the services that we provide, whilst offering a range of accessible opportunities to be involved. Having our tenants and leaseholders shaping the services we offer and having a say in how they are delivered is a priority for us.

1.2 The Strategy outlines 5 key priority areas:

- 1) Empowering Engagement
- 2) Enhancing Accountability
- 3) Shared Design
- 4) Amplifying tenant and leaseholder voices
- 5) Transparency & Communication.

1.3 The Tenant & Leaseholder Strategy 2024-2029, at **APPENDIX A**, sets out Council's commitment to improving tenant and leaseholder engagement in order to influence the housing service we provide.

2. Recommendation

2.1 That the Tenant & Leaseholder Engagement Strategy 2024-29 be approved by Cabinet as a document, which informs tenants and leaseholders about the opportunities available to them in order to influence the housing services they receive.

3. Background

3.1 Nuneaton and Bedworth Borough Council are required to comply with the **Regulator of Social Housing Consumer Standards**, which have been refreshed and launched in April 2024. The Regulator of Social Housing is

empowered to set these standards through the Social Housing (Regulation) Act 2023.

3.2 There are four consumer standards, which are:

- Safety and Quality Standard.
- Tenancy Standard.
- Transparency, Influence and Accountability Standard.
- Neighbourhood and Community Standard.

3.3 The Transparency, Influence and Accountability Standard sets out the key requirements for landlords in relation to tenant and leaseholder engagement, with expectations such as:

- Landlords must treat all tenants and leaseholders with fairness and respect.
- Utilising relevant data to understand tenant and leaseholder needs and requirements.
- Ensuring communication is timely, relevant and accessible.
- Making sure that services are accessible.
- Taking the views of tenants and leaseholders into account about how services are delivered.
- Giving tenants and leaseholders opportunities to influence and scrutinise strategies, policies and services.
- Carrying out a Tenant Satisfaction Measures (TSM) programme, made up of a perception survey and other management information.
- Publishing performance information to show tenants and leaseholders how their landlord is performing.
- Improving the complaints process, to ensure that it is easily accessible and complaints are responded to in a timely and effective manner. Landlords must also be able to evidence how they understand and utilise the learning from complaints that they receive to improve services.

4. Consultation

4.1 The Tenant & Leaseholder Strategy was published to all tenants and leaseholders and a group session was also arranged. Their comments and feedback have been considered when drafting the Policy. Electronic feedback forms were also available on the Council's website

4.2 TPAS (Tenant Participation Advisory Service) have also been consulted as have:

Tenant Engagement Officers
Landlord Services Manager
Capital Projects Investment Manager
Responsive Repairs Manager
Equality & Safeguarding Officer
Portfolio Holder – Housing & Communities

5. Conclusion

- 5.1 This Strategy sets out the Council's approach to tenant and leaseholder engagement. We recognise that communication is key and by listening to tenants and leaseholders, we can ensure we are meeting their needs and we can improve services as a result. We want to increase involvement, whilst ensuring that we are offering a variety of opportunities that are interesting and accessible to all.

6. Appendices

Appendix A – Tenant & Leaseholder Engagement Strategy 2024-2029

7. Background Papers

None.

Nicola Botterill
Assistant Director – Social Housing & Community Safety

TENANT & LEASEHOLDER ENGAGEMENT STRATEGY 2024 - 2029





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This strategy is available in large print and in other languages.

Please contact Customer Services on 0247637 6376 if you require assistance.

INTRODUCTION

Our Tenant and Leaseholder Engagement Strategy covers the period between 2024 and 2029. It details our ambitions to enhance our offer for our tenants and leaseholders to shape, scrutinise, inform and improve our services.

Tenant and Leaseholder engagement is a key priority for Nuneaton and Bedworth Borough Council. We want to be able to empower our tenants and leaseholders to understand and influence the services that we provide, whilst offering a range of accessible opportunities to be involved. Having our tenants and leaseholders shaping the services we offer and having a say in how they are delivered is a priority for us.

NATIONAL POLICY

Nuneaton and Bedworth Borough Council are required to comply with the **Regulator of Social Housing Consumer Standards**, which have been refreshed and launched in April 2024. The Regulator of Social Housing is empowered to set these standards through the Social Housing (Regulation) Act 2023.

There are four consumer standards, which are:

- Safety and Quality Standard.
- Tenancy Standard.
- Transparency, Influence and Accountability Standard.
- Neighbourhood and Community Standard.

The Transparency, Influence and Accountability Standard sets out the key requirements for landlords in relation to tenant and leaseholder engagement, with expectations such as:

- Landlords must treat all tenants and leaseholders with fairness and respect.
- Utilising relevant data to understand tenant and leaseholder needs and requirements.
- Ensuring communication is timely, relevant and accessible.
- Making sure that services are accessible.
- Taking the views of tenants and leaseholders into account about how services are delivered.
- Giving tenants and leaseholders opportunities to influence and scrutinise strategies, policies and services.
- Carrying out a Tenant Satisfaction Measures (TSM) programme, made up of a perception survey and other management information.
- Publishing performance information to show tenants and leaseholders how their landlord is performing.
- Improving the complaints process, to ensure that it is easily accessible and complaints are responded to in a timely and effective manner. Landlords must also be able to evidence how they understand and utilise the learning from complaints that they receive to improve services.

WHAT HAVE WE DONE IN 2023/24?

We have worked hard to enhance our engagement offer to our tenants and leaseholders in the last year, giving us a strong base with which to develop and launch this strategy. Some of our highlights are listed below:

Tenant Engagement

- Carried out a programme of Neighbourhood Walkabouts, which include the reporting of repairs, grounds maintenance and any other neighbourhood issues found.
- Arranged meetings so that tenants and leaseholders can discuss issues within their blocks of flats / streets.
- Introduced quarterly mobile home site meetings with leaseholders so that any issues within their sites can be discussed and resolved.
- Undertook a damp and mould tenant and leaseholder focus group, to improve the way in which we communicate about this issue.
- Introduced our Housing Facebook page so that we can communicate with tenants and leaseholders and provide information on campaigns such as Damp & Mould, Insurance and Homeswapper mutual exchange service and other relevant information.
- Set up tenant and leaseholder competitions, such as Garden competitions and STAN the van design, to offer our tenants and leaseholders many different ways to become involved in our services and in neighbourhoods.
- Partnership working with Warwickshire Police and Warwickshire Fire and Rescue Service to deliver joint drop-in surgeries, ad hoc walkabouts, and safe & well talks / checks, to provide support and to give tenants and leaseholders more opportunities to discuss the issues that matter to them.
- Introduced warm hubs / coffee morning drop ins to provide a safe environment for tenants and leaseholders to discuss concerns and allow housing teams to offer support and advice where possible.
- Promoted the reporting of damp and mould, including designing informative posters alongside a damp and mould video, to ensure tenants and leaseholders are able to report issues and have them resolved as soon as possible, making sure that homes are as safe and healthy as possible.
- Set up a Christmas campaign in order to visit vulnerable and isolated tenants during the festive period, to combat loneliness and improve health and wellbeing.

Community Engagement

- Held tenant and leaseholder engagement events on market stalls, with 3 in Bedworth and 3 in Nuneaton.
- Supported tenants in setting up a Neighbourhood Watch Group, to empower tenants and leaseholders in their own community.
- Undertook litter picks throughout neighbourhoods to improve the environment.

- Worked with Warwickshire County Council to erect a new bus shelter/stop outside one of our Independent Living Schemes to improve transport connections and help residents remain independent for longer.
- Undertook numerous community projects, such as creating allotments and a storage area for tools, garden projects and a phone box conversion to house a defibrillator, supporting residents health and wellbeing.

In addition to this programme of work, we also carried out our first Tenant Satisfaction Measures survey. The survey was sent to 5557 tenants and leaseholders, and 1507 responded. Our scores against each of the measures were:

TP01	Overall satisfaction	80.8%
TP02	Satisfaction with the repairs service	85.4%
TP03	Satisfaction with time taken to complete the most recent repair	83.9%
TP04	Satisfaction that the home is well maintained	79.5%
TP05	Satisfaction that the home is safe	81.3%
TP06	Satisfaction that the landlord listens to tenants' views and acts on them	69.9%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	75.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	78.4%
TP09	Satisfaction with the landlords approach to handling complaints	43.1%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	73.8%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	64.6%
TP12	Satisfaction with the landlords approach to handling anti-social behaviour	61.6%

We also included a supplementary question for TP07, which asked respondents about their preferred method of contact. 52% of our tenants and leaseholders advised us that you prefer for us to communicate with you in writing. These results will help us to improve our communications to those tenants who took part in the survey.

While we are pleased with the results, particularly around overall satisfaction, and satisfaction with our repairs service, we know that we have further work to do to improve satisfaction, and particularly in the following areas:

- Landlord treats tenants fairly and with respect
- Landlord makes a positive contribution to neighbourhoods
- Landlords approach to handling anti-social behaviour

Our TSM survey gives us the opportunity to hear from all of our tenants to understand what matters to them, and how they think we are performing. We will use our TSMs to help inform our approach to tenant and leaseholder engagement going forwards and will use the feedback to help prioritise areas for improvement. We submitted our results, including the management information, to the Regulator for Social Housing in June 2024.





HOW THIS STRATEGY WAS DEVELOPED

The Tenant and Leaseholder Engagement Strategy forms the cornerstone of our approach to engaging and empowering our tenants and leaseholders. It is therefore really important that we start as we mean to go on – this strategy must reflect what our tenants and leaseholders are saying that they want and need.

We published the draft strategy on our website and also published the link via our Housing Facebook page, asking for comments and suggestions. We also left hard copies and feedback forms at our Independent Living Schemes and STAN also had copies available.

- 128 responses were received
- 26 were completed online
- 17 were anonymous
- 102 were from tenants living in independent living accommodation

Nearly all respondents felt our priorities were very important, therefore we do not recommend implementing any changes to the five priorities.

Overall communication was highlighted throughout the survey with respondents being the least happy with how we stay in touch with them. Our strategy has highlighted this under priority 5 (transparency and communication) thus supporting the requirement to improve, based on the comments received.

PRIORITY 1: EMPOWERING ENGAGEMENT

One of our key priorities is to empower our tenants and leaseholders to engage with us. This follows the direction of the new regulatory framework and will give us, our tenants, and leaseholders the best chance to comment upon and influence on the services delivered, now and into the future.

WHERE DO WE WANT TO BE?

We want to break down barriers to engagement through building relationships and expanding the knowledge of our tenants and leaseholders, about our services, processes and legal requirements. We will do this by setting up a number of specialist tenant and leaseholder groups, both in person and virtually, to ensure that we can facilitate as much engagement as possible.

Achievement against this priority will be the main building block to achieving our goal of having as many tenants and leaseholders as possible, involved in shaping as many areas of our services as possible, in ways that are right for them. We recognise that a 'one size fits all' approach will not achieve this.

HOW WILL WE GET THERE?

- We will do more to understand barriers to engagement and break them down to ensure that all tenants and leaseholders can engage with us on issues that matter to them, in ways that are right for them.
- We will make better use of the data that we hold and look to gather more information to understand the profiles of tenants and leaseholders who are engaged with us, and those that are not.

- We will develop a communications plan for tenant and leaseholder communications, making sure that our customers are well informed with timely and relevant information about our housing services.
- We will review our tenant and leaseholder communication preferences to ensure our methods of engagement are appropriate. We will develop opportunities to engage with us in person, over the telephone, online and via post where these are most appropriate. We will also review ‘when’ we engage to make sure that access is fair and equitable.

HOW WILL WE KNOW WHEN WE HAVE GOT THERE?

We will have successfully increased the number of our tenants and leaseholders who have engaged with us. We will be able to define how this engagement has impacted how we deliver our services, and our tenants and leaseholders will feel confident about their participation and input.

We have set the following targets and deliverables which will help us to assess when we have successfully delivered on this strategic objective:

- Development of a strategic communications plan.
- Design and rollout of a project to improve the customer data that we hold on our systems (including communication preference data).

We will use the following metrics to report on the achievement of this strategic objective:

Measure	Performance 2023/24	2029 target
Total number of tenants engaged to influence services (per year)	N/A	1375 (equates to 25% based upon numbers as at March 2024)
Total percentage of leaseholders engaged to influence services (per year)	N/A	43 (equates to 10% based upon numbers as at March 2024)
% of communication preference data held on our systems	N/A	100%
Total number of engagement opportunities facilitated per year to influence services	N/A	120



PRIORITY 2: ENHANCING ACCOUNTABILITY

The Tenant Satisfaction Measures are a significant move towards enhanced accountability to our tenants and leaseholders, but we want to go further over the life of this strategy. It is our aim to first become accountable to our tenants and leaseholders, and to then move towards a model of shared accountability by the end of this strategy. Accountability is a key priority for us. We exist to provide excellent services to our tenants and leaseholders.

WHERE DO WE WANT TO BE?

We want to enable our tenants and leaseholders to hold us to account in a constructive and collaborative way. By bringing our tenants and leaseholders more closely together into our key oversight and decision-making structures, we will enable them to influence how our services are shaped and delivered. This will also help them to understand the operating environment, what is possible and, where we are unable to do certain things, why we are unable to.

HOW WILL WE GET THERE?

Building on the deliverables from our first strategic priority, we will look to develop more formal engagement groups, with tenants and leaseholders who share common interests and aims. For more ad-hoc consultation, we will develop 'thematic' engagement groups, on topics such as Anti-Social Behaviour (ASB), Repairs, or Estate Services for example.

Our formal engagement structure should explore the formation of the following groups, and where these groups are developed, it should be in the best interests of the tenants and leaseholders themselves, and Nuneaton and Bedworth:

- Tenant and Leaseholder Scrutiny Panels
- Mystery shoppers
- Tenant and Leaseholder Neighbourhood Champions
- Thematic focus groups (to consult on ad-hoc issues, such as policy reviews, in a specific service area).
- Complaint reviewers
- Independent Living Forum

Each group will have their own 'Terms of Reference' which will clearly set out roles and responsibilities.

We will also look to build in sector best practice to our approach, exploring the potential for accreditation from the Tenant Participation Advisory Service (TPAS), and signing up to the National Housing Federation (NHF) Together with Tenants initiative to demonstrate our commitment and standards at Nuneaton and Bedworth.

HOW WILL WE KNOW WHEN WE HAVE GOT THERE?

We have set the following targets and deliverables which will help us to assess when we have successfully delivered on this strategic objective:

1. The establishment of formal, engaged tenant and leaseholder groups.
2. The achievement of TPAS accreditation.
3. Certification of commitment to the NHF Together with Tenants Initiative.

We will use the following metrics to report on the achievement of this strategic objective:

Measure	Performance 2023/24	2029 target
Achievement of TPAS accreditation	N/A	Full accreditation
Sign up to the NHF Together with Tenants initiative	N/A	Certificate of commitment
Number of tenant and leaseholder groups established	N/A	10 (including neighbourhood based associations)





PRIORITY 3: SHARED DESIGN

We believe that, where possible, our services should be co-designed with our tenants and leaseholders. This helps to ensure that their voice runs through our service design and delivery, and that our objectives are aligned with that of our tenants and leaseholders. Shared design should run through everything that we do, and by developing and engaging the groups from priority 2, we will ensure that we can engage at both an operational and strategic level with our tenants and leaseholders.

WHERE DO WE WANT TO BE?

We want our tenants and leaseholders to know that the services they receive from us have been developed in partnership with them. We want to be able to evidence true shared design with our involved tenants and leaseholders, inviting views and perspectives from as many as possible.

Where we take suggestions on board, we will feed this back to our tenants and leaseholders, and where we cannot take suggestions forward, we will explain why.

HOW WILL WE GET THERE?

We will consult with our involved tenants and leaseholders, and open up engagement opportunities to all who wish to be involved, to help us design the following:

- Policies
- Procedures
- Strategies
- Communications

We will also look to bring the voice of our tenants and leaseholders into higher level conversations, for example, where we are setting our new performance targets each year and where we may be

looking to procure contracts for services that they will be in receipt of. Added to this, where we are making senior level appointments, we will look to bring some of our tenants and leaseholders into the recruitment process.

HOW WILL WE KNOW WHEN WE HAVE GOT THERE?

We have set the following targets and deliverables which will help us to assess when we have successfully delivered on this strategic objective:

- All new and reviewed strategies, policies and procedures will have been consulted on with our tenants and leaseholders.
- We will have reviewed our communications to tenants and leaseholders in collaboration with them including reviewing the tone, language and form of our external communications.
- Our tenants and leaseholders will be involved in our senior level recruitment processes.
- Our tenants and leaseholders will be involved in the procurement of any external services that they will be in receipt of.

We will use the following metrics to report on the achievement of this strategic objective:

Measure	Performance 2023/24	2029 target
Percentage of policies consulted upon with tenants and leaseholders (per year)	N/A	100%
Percentage of strategies consulted upon with tenants and leaseholders (per year)	N/A	100%
Number of tenants and leaseholders involved in senior level recruitment processes	N/A	10



PRIORITY 4: AMPLIFYING TENANT & LEASEHOLDER VOICE

The structures and actions in the previous priorities look to strengthen the tenant and leaseholder voice through more formal engagement structures. Over the life of this strategy, we will look to amplify that feedback through by cross-referencing various touchpoints, and making it easier for our tenants and leaseholders to tell us what they think.

WHERE DO WE WANT TO BE?

We want to be able to hear the voice of our tenants and leaseholders both through formal structures, as well as through our other interactions. Information that is provided through calls into our contact centre, through our complaints process, and through conversations with our repairs operatives or tenancy management officers all represent opportunities for us to amplify their voices. By cross-referencing all of these touchpoints, we can add this information in to other feedback that we receive (such as from our Tenant Satisfaction Measures survey) to give us significant insight into the things that matter to our tenants and leaseholders.

We want to make it easier for our tenants and leaseholders to give us feedback. We will look at our communication channels and review accessibility to our services to ensure that it is easier to communicate with us when tenants and leaseholders want to, and need to.

HOW WILL WE GET THERE?

We will review our systems and technology (including our data) to explore the potential to enhance the voices of our tenants and leaseholders, whilst also cross-referencing information from various sources.

We will also implement a new communication strategy, to ensure that we are offering the right options to our tenants and leaseholders to give their feedback. We want to offer the easiest access to us and our services, whilst making sure that the options match the communication preferences of our tenants and leaseholders.

HOW WILL WE KNOW WHEN WE HAVE GOT THERE?

We have set the following targets and deliverables which will help us to assess when we have successfully delivered on this strategic objective:

- We will have appropriate systems and processes in place to allow the cross-referencing of customer contact and feedback.
- We will have developed a new communications strategy in partnership with our tenants and leaseholders which will improve access to our staff and services.
- We will review how we capture and categorise customer contact data to enable us to quickly and accurately diagnose themes and trends.
- We will develop a new data strategy in partnership with our tenants and leaseholders, to make sure that we gather, maintain and analyse the right information to best inform future decisions and options.



PRIORITY 5: TRANSPARENCY & COMMUNICATION

As we build towards greater engagement with our tenants and leaseholders, we want to be more transparent, providing more timely and relevant communication about how we are performing and what we are doing. This dialogue will not only help to strengthen our relationships with our tenants and leaseholders, but will also help to set and manage expectations.

WHERE DO WE WANT TO BE?

We want to be providing timely, relevant information to all of our tenants and leaseholders, in an accessible format, taking into account the diversity of all.

This communication will make sure our tenants and leaseholders are informed about the things that matter to them, and are aware of ways that they can engage with us and be more involved.

HOW WILL WE GET THERE?

We will design a new communications strategy, in partnership with our tenants and leaseholders, that ensures our communication methods and content are as impactful and accessible as possible. We will review how we communicate across the following:

- Social media.
- Tenant and leaseholder magazines.
- E-bulletins.
- Information held on our website.
- Mailouts.
- Text messages/WhatsApp chats.
- Telephone calls.

HOW WILL WE KNOW WHEN WE HAVE GOT THERE?

The following indicators will tell us when we have achieved against our ambitions:

- We have developed a new communications strategy for tenants and leaseholders to ensure all information meets the requirements of tenants and leaseholders.
- Communications are shared with our tenants and leaseholders using their preferred communication method, to make sure those communications are better reflect the requirements and needs of our customers.
- We will have developed smart survey programmes to test the impact of our communications to tenants and leaseholders, to make sure that know our communications strategy is doing what it needs to do.

We will use the following metrics to report on the achievement of this strategic objective:

Measure	Performance 2023/24	2029 target
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	75%	85%
% of tenants and leaseholders interacting with communications	N/A	75%
% of tenants and leaseholders happy with communications	N/A	85%



Cabinet

Report Summary Sheet

Date: 29 January 2025

Subject: Anti-Social Behaviour Strategy

Portfolio: Housing

From: Nicola Botterill – Assistant Director, Social Housing & Community Safety

Summary:

Anti-Social Behaviour in Nuneaton and Bedworth continues to be a concern raised by local residents and remains a priority for the Council. ASB can often have a devastating impact on victims and communities and requires a multi-agency approach to deal with it effectively.

The Tenant & Leaseholder Strategy 2024-2027, sets out Council's commitment on how we will tackle ASB through a framework of early intervention, support, and enforcement. It also sets out how we will do this in partnership with other agencies (statutory, non-statutory and voluntary).

ASB continues to affect all wards across the borough and is subject to seasonal changes. The revised strategy, supported by robust governance, will help to ensure that we continue to reduce both the volume and the impact of ASB whilst ensuring victims and perpetrators receive support relevant to their needs and circumstances.

Recommendations:

It is recommended that the Anti-Social Behaviour Strategy 2024-27 is approved by Cabinet.

Options:

- a) Adopt the ASB Strategy 2024-2027
- b) To not adopt the ASB Strategy 2024-2027

Consultation undertaken with Members/Officers –

The ASB Strategy went out for consultation from 30 September 2024 to 29 October 2024. The consultation was published on to the Council’s website; social media platforms (mainly Facebook); and messages were sent to the residents who have been involved in the ASB process within the last 12-months. Electronic feedback forms were also available on the Council’s website to complete.

All comments and feedback have been considered when drafting this Strategy.

Other partners and officers involved in the Consultation are:

Warwickshire Police (Inspector & Sergeants).
Warwickshire Fire & Rescue
Warwickshire County Council
Equality & Safeguarding Officer
Legal Team
Housing Solutions Team
Environmental Health Team
Community Safety Team
ASB team
Landlord Services Manager
Communities and Community Safety Manager

Subject to call-in: Yes

Ward relevance: All Wards within the Borough of Nuneaton and Bedworth

Forward plan: Yes

<p>Corporate Priorities:</p> <p>Aim 1 Priority 1</p>
<p>Relevant statutes or policy:</p> <p>ASB Policy The Crime and Disorder Act 1998 Criminal Justice Bill Crime & Policing Act 2014 Social Housing (Regulation) Act 2014 ASB Action Plan – formally The Community Trigger Warwickshire Police & Crime Commissioners Police and Crime Plan</p>
<p>Equalities Implications:</p> <p>There are no significant negative impacts as a result of this policy on any of the protected characteristics and EIA conducted by Equality and Safeguarding Officer</p>
<p>Human resources implications:</p> <p>There are no direct HR implications contained within this report</p>
<p>Financial resources implications:</p> <p>There are no direct financial implications as a result of this report. The service is required to manage from within its approved budget envelope when implementing the strategy.</p>
<p>Health Inequalities Implications:</p> <p>There are no direct health inequalities implications as a result of this report.</p>
<p>Risk management implications:</p> <p>There are no direct risk management implications as a result of this report.</p>
<p>Environmental implications:</p> <p>There are no direct climate change or environmental implications arising from this report.</p>
<p>Legal implications:</p>

The Crime and Disorder Act 1998 places a statutory duty on a local authority to have in place a strategy for the reduction of crime and disorder in the area (including anti-social and other behaviour adversely affecting the local environment).

Contact details:

Nicola Botterill – Assistant Director – Social Housing & Community Safety

Nicola.botterill@nuneatonandbedworth.gov.uk

AGENDA ITEM NO.10

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet – 29th January 2025

From: Nicola Botterill – Assistant Director, Social Housing & Community Safety

Date: 29th January 2025

Subject: **Anti Social Behaviour Strategy**

Portfolio: Housing

1. Purpose of Report

- 1.1 Anti-Social Behaviour (ASB) in Nuneaton and Bedworth continues to be a concern raised by local residents and remains a priority for the Council. ASB can often have a devastating impact on victims and communities and requires a multi-agency approach to deal with it effectively.
- 1.2 The ASB Strategy 2024-2027, at **APPENDIX A**, sets out Council's commitment on how we will tackle ASB through a framework of early intervention, support, and enforcement. It also sets out how we will do this in partnership with other agencies (statutory, non-statutory and voluntary).
- 1.3 ASB continues to affect all wards across the borough and is subject to seasonal changes. The revised strategy, supported by robust governance, will help to ensure that we continue to reduce both the volume and the impact of ASB whilst ensuring victims and perpetrators receive support relevant to their needs and circumstances.

2. Recommendation

- 2.1 It is recommended that the Anti-Social Behaviour Strategy 2024-27 is approved by Cabinet.

3. Background

- 3.1 The term anti-social behaviour (ASB) can relate to a range of activities: for the purpose of this strategy, we refer to Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014, relating to our responsibilities as a Local Authority and as a social housing provider, which defines ASB as being:
 - a. conduct that has caused, or is likely to cause, harassment, alarm, distress to any person

- b. conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- c. conduct capable of causing housing-related nuisance or annoyance to any person.

3.2 The ASB Strategy will be supported by an ASB Policy and ASB Service Standards to ensure our key commitments are delivered operationally within the Strategy.

3.3 The ASB Strategy commitments set out in the strategy are as follows:

1) Empowering Engagement

For residents to feel safe, empowered, and confident to easily report ASB.

2) Safer Communities

To develop and undertake a series of projects and initiatives across the Borough with an outcome of designing out ASB in our communities.

3) Advancing Capabilities

To enhance and upskill our ASB Officers to manage reports of ASB proactively and effectively.

4) Amplifying Support

To provide support to victims of ASB to reduce the possibility of the impact it could have to their health and wellbeing; to provide support to perpetrators of ASB with the aim of preventing ASB from reoccurring.

4. The Regulator of Social Housing

4.1 The primary consumer standard for the ASB Strategy is the **Neighbourhood and Community Standard** which sets out the key requirements expected of social housing providers in their approach to managing reports of ASB, with expectations to:

- Work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- Co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where we provide social housing.
- Work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where we provide social housing.
- Work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

4. Consultation

4.1 The strategy has been developed following engagement and consultation with a number of partner agencies and officers.

- 4.2 A full consultation process was also undertaken with tenants and leaseholders.
5. Conclusion
- 5.1 This Strategy sets out the Council's approach to continue to tackle ASB across Nuneaton and Bedworth.
- 5.2 The Strategy demonstrates the commitment that the Council has in order to tackle ASB in the Borough, whilst supporting victims and perpetrators, and this has been recently endorsed by the Resolve Standard, through an accreditation.
- 5.3 By working with our external partners and monitoring the commitments that are set out in the Strategy will result in the reduction of both the volume and the impact of ASB whilst ensuring victims and perpetrators receive necessary support.
6. Appendices
- Appendix A – Anti-Social Behaviour Policy 2024-2027
7. Background Papers
- None.

Nicola Botterill
Assistant Director – Social Housing & Community Safety

Anti-Social Behaviour Strategy 2024 - 2027





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This strategy is available in large print and in other languages.

Please contact Customer Services on 0247637 6376 if you require assistance.

FORWARD

I am pleased to share Nuneaton and Bedworth Borough Councils new Anti-Social Behaviour (ASB) strategy 2024 - 2027. ASB can cause acute distress to those whose lives are affected by it, it is an issue that we take extremely seriously and one we are determined to address. As a social landlord, we know that providing a decent quality housing services goes beyond bricks and mortar and that failing to address anti-social behaviour correctly can have a significant impact upon the cohesion of our communities.

Tackling ASB is a priority for Nuneaton and Bedworth Borough Council. We are determined to deliver the best possible service to our residents, by learning from others, sharing good practice and working with partners and residents to ensure that this ever-evolving concern is given the time and attention it deserves.

This strategy provides the framework by which public services, voluntary agencies, registered social landlords and third-party agencies will work together to tackle ASB across the borough of Nuneaton and Bedworth.



Councillor Christopher Watkins
Leader of the Council
Portfolio Holder for Housing

INTRODUCTION

The Nuneaton and Bedworth Borough Council (NBBC) Anti-Social Behaviour Strategy covers the period between 2024 and 2027 and details our commitments to making Nuneaton and Bedworth a safe place to live where residents and visitors are not adversely impacted by the effects of crime and anti-social behaviour.

The term anti-social behaviour (ASB) can relate to a range of activities: for the purpose of this strategy, we refer to Part 1 of the Anti-social Behaviour, Crime and Policing Act 2014, relating to our responsibilities as a Local Authority and as a social housing provider, which defines ASB as being:

- (a) conduct that has caused, or is likely to cause, harassment, alarm, distress to any person
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.

The ASB Strategy will be supported by an ASB Policy and ASB Service Standards to ensure our key commitments are delivered operationally within the Strategy.



PURPOSE

The ASB Strategy sets out how we will tackle ASB through a framework of early intervention, support, and enforcement. It also sets out how we will do this in partnership with other agencies (statutory, non-statutory and voluntary) to reduce both the volume and the impact of ASB, and to ensure that victims and perpetrators receive support relevant to their needs and circumstances.

NATIONAL CONTEXT

1. The Regulator of Social Housing

Nuneaton and Bedworth Borough Council are required to comply with the Regulator of Social Housing Consumer Standards, which have been refreshed and was launched in April 2024. The standards were set out by the Regulator of Social Housing through the Social Housing Regulation Act 2023.

There are four Consumer Standards, including:

- Neighbourhood and Community Standard
- Safety and Quality Standard
- Tenancy Standard
- Transparency, Influence and Accountability Standard

The primary consumer standard for the ASB Strategy is the Neighbourhood and Community Standard which sets out the key requirements expected of social housing providers in their approach to managing reports of ASB, with expectations to:

- Work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.
- Co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where we provide social housing.
- Work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle ASB and hate incidents in the neighbourhoods where we provide social housing.
- Work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

The other Consumer Standards set out the key requirements expected of social housing providers with expectations including:

- Registered Providers must treat all tenants and leaseholders with fairness and respect.
- Utilising relevant data to understand tenant and leaseholder needs and requirements.
- Ensuring communication is timely, relevant and accessible.
- Making sure that services are accessible.
- Taking the views of tenants and leaseholders into account about how services are delivered.
- Giving tenants and leaseholders meaningful opportunities to influence and scrutinise strategies, policies and services.
- Carrying out a Tenant Satisfaction Measures (TSM) programme, made up of a perception survey and other management information.
- Publishing performance information to show tenants and leaseholders how the landlord is performing.

- Improving the complaints process, to ensure that it is easily accessible and complaints are responded to in a timely and effective manner. Landlords must also be able to evidence how they understand and utilise the learning from complaints that they receive to improve services..

2. Government Context

Social housing landlords, other local authority departments and the police share responsibility for tackling ASB at a local level. We have a range of powers, set out in Parts 1 to 4 of the Anti-Social Behaviour, Crime and Policing Act 2014, to tackle ASB.

The Government published documentation relating to ASB including:

- [Anti-social Behaviour Principles](#)
- [revised statutory guidance](#)
- [ASB Action Plan](#)

All documents published emphasise the need for victims to be at the heart of the response to ASB. Victims should be able to report incidents easily and expect to be taken seriously.

2.1.1 ASB Action Plan

The Action Plan has three main focus areas:

1. To ensure anti-social behaviour is treated with the urgency it deserves.
2. To change laws and systems to take a zero-tolerance approach to anti-social behaviour.
3. To give the police and other agencies the tools they need to discourage anti-social behaviour.

Revised guidance was also issued for conducting an [Anti-social behaviour case review](#) (formerly known as the Community Trigger). The case review gives victims of persistent ASB the right to request a review of their case where the locally defined threshold is met.

2.1.2 Warwickshire Police and Crime Commissioners Police and Crime Plan 2021 – 2025

The [Police Reform and Social Responsibility Act 2011](#) introduced significant changes in police governance and accountability. Police Authorities have now been replaced by directly elected Police and Crime Commissioners (PCC). PCCs are required to produce a Police and Crime Plan which sets out how they intend to work with the police and other statutory and voluntary agencies to deliver their priorities. The current objectives which link to ASB are:

- fight crime and reduce re-offending.
- keep people safe and reduce harm.
- strengthen communities.
- deliver better justice for all.

2.1.3 Crime and Disorder Act 1998

The [Crime and Disorder Act 1998](#) is legislation that introduced provisions for Anti-Social Behaviour Orders (now Community Protection Warnings and Notices), Sex Offender Orders, Parenting Orders, and the introduction of law specific to racially aggravated offences.

The primary objective of the Crime and Disorder Act 1998 was to give more responsibility to local authorities with regards to implementing strategies to help with the reduction of crime and public disorder within the local community.

These orders are issued against people who have carried out anti-social behaviour which has caused (or is likely to cause), distress, harassment or alarm to a person(s) who does not reside in the same household as the alleged offender him or herself.

2.2 Proposed Legislation

The Government are proposing several new initiatives to allow local authorities and Police to tackle persistent offenders of ASB.

2.2.1. Respect Orders

The Government is introducing [Respect Orders](#) for those who persistently cause ASB on local communities. The new powers will be introduced as part of the forthcoming Crime and Policing Bill. The new Respect Orders will give the police and/or local councils powers to:

- ban persistent offenders from town centres or from drinking in public spots such as high streets and local parks
- require perpetrators of ASB to address the root cause of their behaviour by being mandated to undertake positive rehabilitation, such as attending drug or alcohol treatment services, or an anger management course
- seize vehicles (off-road bikes, e-scooters, large scale car meets etc.) involved in ASB without the need to issue a warning

Failure to comply with Respect Orders will be a criminal offence. Police will have the ability to immediately arrest anybody who is breaching their Respect Order. Along with imposing prison sentences of up to two years, criminal courts will also be able to issue unlimited fines and community orders, such as unpaid work, and curfews as punishment for breaching a Respect Order. This aims to ensure the most serious offenders are dealt with before their behaviour can escalate and cause further harm.

2.2.2. Criminal Justice Bill 2023

The government is legislating in the [Criminal Justice Bill](#) to reform the criminal justice system to cut crime and deliver for victims.

It was announced in July 2024 that legislation will be brought forward to strengthen community policing, give the police greater powers to deal with anti-social behaviour and strengthen support for victims. These measures are being proposed via the following Bills:

- Crime and Policing Bill
- Victims, Courts and Public Protection Bill



OUR CORPORATE FOCUS

1. Corporate Plan (2022 - 2025) – Building a Better Borough

The Council's Corporate Plan, [Building a Better Borough](#), sets out three overarching corporate objectives and the ASB Strategy is linked to the following corporate objectives:

- Promote residents' health and wellbeing.
- Enable appropriate housing development.
- Prioritise community safety and empowerment.

The Corporate Plan is currently under review.



2. NABSCOP

The Nuneaton and Bedworth Safer Communities Partnership (NABSCOP) works closely with partner agencies to reduce crime and the fear of crime in the Borough. Developed with partner agencies, NABSCOP publish a list of priorities for Nuneaton and Bedworth to focus on to tackle ASB.

3. Resolve Standard Accreditation

In December 2024, the Council achieved the [Resolve Standard](#). Resolve are the UK's leading community safety experts. They have worked closely with the Government and the Civil Service to develop best practice and national policy around ASB and other community safety issues. Resolve have developed a national standard for ASB; this standard is for any housing provider or local authority that wants to demonstrate the excellence of their ASB service.

We are proud to report that we have met and achieved the high standard set and expected by Resolve and the Council is now an accredited organisation.



WHAT HAVE WE DONE IN 2022 - 2024?

NBBC have worked hard to enhance our management of ASB to our tenants, leaseholders and residents within the private sector, giving us a strong base with which to develop and launch this strategy. Some of our highlights include:

- The Landlord Services team restructured to ensure that ASB is given the time and professionalism it deserves. NBBC have a dedicated team of Anti-Social Behaviour Officers covering the Borough.
- In June 2023, by working with partners, we unveiled the Knife Angel monument in Nuneaton Town Centre. Made from over 100,000 seized blades, the sculpture was specifically created to highlight the negative effects of violent behaviour, whilst also being a beautiful memorial designed to celebrate the lives that have been lost.
- Recruited Engagement Officers to empower our residents to engage with us.
- Reporting on our performance monthly and use the statistical data derived to ensure that resources are deployed effectively.
- Neighbourhood Walkabouts and Community Events.
- Targeted ASB Surveys.
- Partnership working with Warwickshire Police and Warwickshire Fire Service to strengthen relationships, deliver joint drop-in surgeries, ad hoc walkabouts, and safe & well talks / checks.

- Various tenant and leaseholder projects, such as creating allotment spaces, and garden projects.
- Installation of new CCTV within ASB hot spots across our neighbourhood.
- Upgraded 20 NOMAD cameras that have been deployed to ASB hot spots across the Borough.
- Implementation of *“the Noise App”*. An electronic way of recording and reporting a noise nuisance. Currently, any resident living within a property owned and managed by the NBBC can access the app to record a noise nuisance and submit the recordings for review by an ASB officer.
- Promoted and publicised successful ASB case management outcomes.
- Sought Local Lettings Plans and Sensitive Lets to provide respite to the community from perpetrators of serious ASB.
- Issue of a Begging Public Space Protection Order (PSPO) effective from 21st March 2022.
- Issue of an Alcohol Public Space Protection Order (PSPO) effective from 11th October 2022.
- Issue of a Psycho Active Substance Public Space Protection Order (PSPO) effective from 11th October 2022.
- Supported the Police in various operations and initiatives including executing warrants, giving back to the community at Christmas, and the Dob Em In campaign
- Taken part in ASB awareness week
- Signed up the Chartered Institute of Housing’s Make A Stand Pledge
- Awarded funding from the UKSPF (UK Shared Prosperity Fund) to target harden an area of persistent and significant ASB
- Achieved the RESOLVE Standard accreditation in 2024

Along with the above highlights, NBBC also achieved the following results:

	2022	2023	2024
Early Interventions*	62	125	156
Possession Notices	31	16	21
Possession Orders	7	14	12
Evictions	8	6	11
Injunction Orders	4	13	10
Closure and Partial Closure Orders	0	2	3

*Early interventions include Formal and Final Warnings, Acceptable Behaviour Contracts (ABC) and Community Protection Notice Warnings (CPW).

OUR COMMITMENTS FOR 2024 - 2027

Our ASB Strategy commitments for 2024 – 2027 are:

1. For residents to feel safe, empowered, and confident to easily report ASB.
2. To develop and undertake a series of projects and initiatives across the Borough with an outcome of designing out ASB in our communities.
3. To enhance and upskill our ASB Officers to manage reports of ASB proactively and effectively.
4. To provide support to victims of ASB to reduce the possibility of the impact it could have to their health and wellbeing; to provide support to perpetrators of ASB with the aim of preventing ASB from reoccurring.



Commitment 1: Empowering Engagement

“Residents to feel safe, empowered, and confident to easily report ASB.”

One of our key strategic targets is to empower our residents to engage with us about ASB and their communities. This follows the direction of the upcoming regulatory framework and ASB principles and will ensure residents have a voice to air concerns about what matters most to them.

Where do we want to be?

We want residents to have an increased understanding of ASB, have a good awareness of who and how to easily report incidents of ASB and have confidence in our handling and management of ASB.

As these groups become more confident and aware, they are more likely to engage with us on matters of ASB, and more frequently.

How will we get there?

- We will develop our website to include an ASB toolkit, share information on ASB policy, service standards and the ASB case review.
- We will develop training packages for our tenants and leaseholders to build knowledge and understanding on ASB to facilitate meaningful engagement and build confidence to report ASB.
- We will engage with residents in a meaningful and consistent way to re-enforce responsible behaviour and take prompt and effective action where necessary.
- We will improve and increase awareness of the various routes to report ASB.
- We will do more to understand the barriers of why residents do not feel confident to report ASB, break them down to ensure that all residents can engage with us on the issues that matter to them.
- We will develop a strategic communication plan for tenant and leaseholder communications, making sure that our resident base is well informed with timely and relevant information about our ASB performance.
- We will increase and publicise our presence within our communities.

How will we know when we have got there?

We will have successfully increased the number of residents who have meaningfully engaged with us to report ASB. The levels of satisfaction with our management of ASB will improve, and this will be evident via the monthly ASB statistics and the annual Tenant Satisfaction Measures.



Commitment 2: Safer Communities

“To develop and undertake a series of projects and initiatives across the Borough with an outcome of designing out ASB in our communities.”

Another of our key strategic commitments is to assess statistics and trends using data collected from our case management system and partnership agencies. We will use this data to develop an action plan to deliver projects and initiatives across specific geographical areas to target ASB hot spots within the borough. We want all residents who are residing, visiting and/or working in the borough to feel safe. This follows the direction of the upcoming regulatory framework and ASB principles and will ensure residents have a safe community and neighbourhood.

Where do we want to be?

We want to have completed several community improvements that have reduced and/or mitigated the volume and severity of ASB incidents. As a result of these improvements, communities will feel safer and have improved health and wellbeing.

How will we get there?

- We will make better use of our data to understand the trends and hot spots for ASB across the Borough.
- We will work with partners of NABSCOP to develop and support community-led ASB prevention activities.
- We will reduce the opportunity for crime and ASB by being proactive with mobile patrols, participating in tenant and resident engagement events, targeting hotspots areas with target hardening measures and enforcement action.

How will we know when we have got there?

We will have successfully reduced the volume and severity of ASB incidents reported across the Borough and this will be demonstrated within the ASB statistics.

Commitment 3: Advancing Capabilities

“Enhance and upskill our ASB Officers to manage reports of ASB proactively and effectively.”

We believe that all Officers who are involved in investigating and enforcing ASB, as well as prevention and overall management of ASB must be continually upskilled by being given the opportunity to diversify their skills to give them the confidence to flourish in ASB case management.

Where do we want to be?

We want to have suitably trained, qualified ASB, Engagement and Community Safety Officers who can confidently and effectively manage ASB cases. They will be able to deliver formal and informal resolutions to reports of ASB, explore prevention and diversionary solutions to work

effectively with partner and enforcement agencies to support victims and where appropriate, vulnerable perpetrators.

We want all Officers managing ASB to have the necessary skills to be resilient when faced with emotive and sensitive situations.

How will we get there?

- We will provide additional training, mentoring or peer coaching.
- We will provide debriefing sessions for ASB case management Officers.
- We will share good practice and up to date case law.
- We will undertake quality and assurance exercises.
- We will identify service improvements.
- We will continuously develop our policies and procedures.

How will we know when we have got there?

This commitment will be ever evolving due to case law, good practice, government frameworks and the expectations and vulnerabilities of our residents. As such, we will never cease to stop advancing the capabilities of our Officers that manage cases of ASB. We will ensure all Officers that manage ASB will always be up to date with all ASB guidance and documentation.

Commitment 4: Amplifying Support

“Provide support to victims of ASB to reduce the possibility of the impact it could have to their health and wellbeing; to provide support to perpetrators of ASB with the aim of preventing ASB from reoccurring.”

Putting the victim first and having due regard for the detrimental impact ASB can have on the mental, physical health and wellbeing of residents is a critical component of ASB case management. We also recognise that poor mental and physical health can drive ASB and therefore the health and wellbeing of perpetrators must be supported to reduce the likelihood of further incidents of ASB.

Where do we want to be?

We will ensure that every victim of ASB is offered relevant, appropriate and specialist support whilst investigations into their reports of ASB are made. We will also ensure that every perpetrator is being offered the same opportunities as a victim, and where medical information is disclosed, reasonable adjustments will be made.

How will we get there?

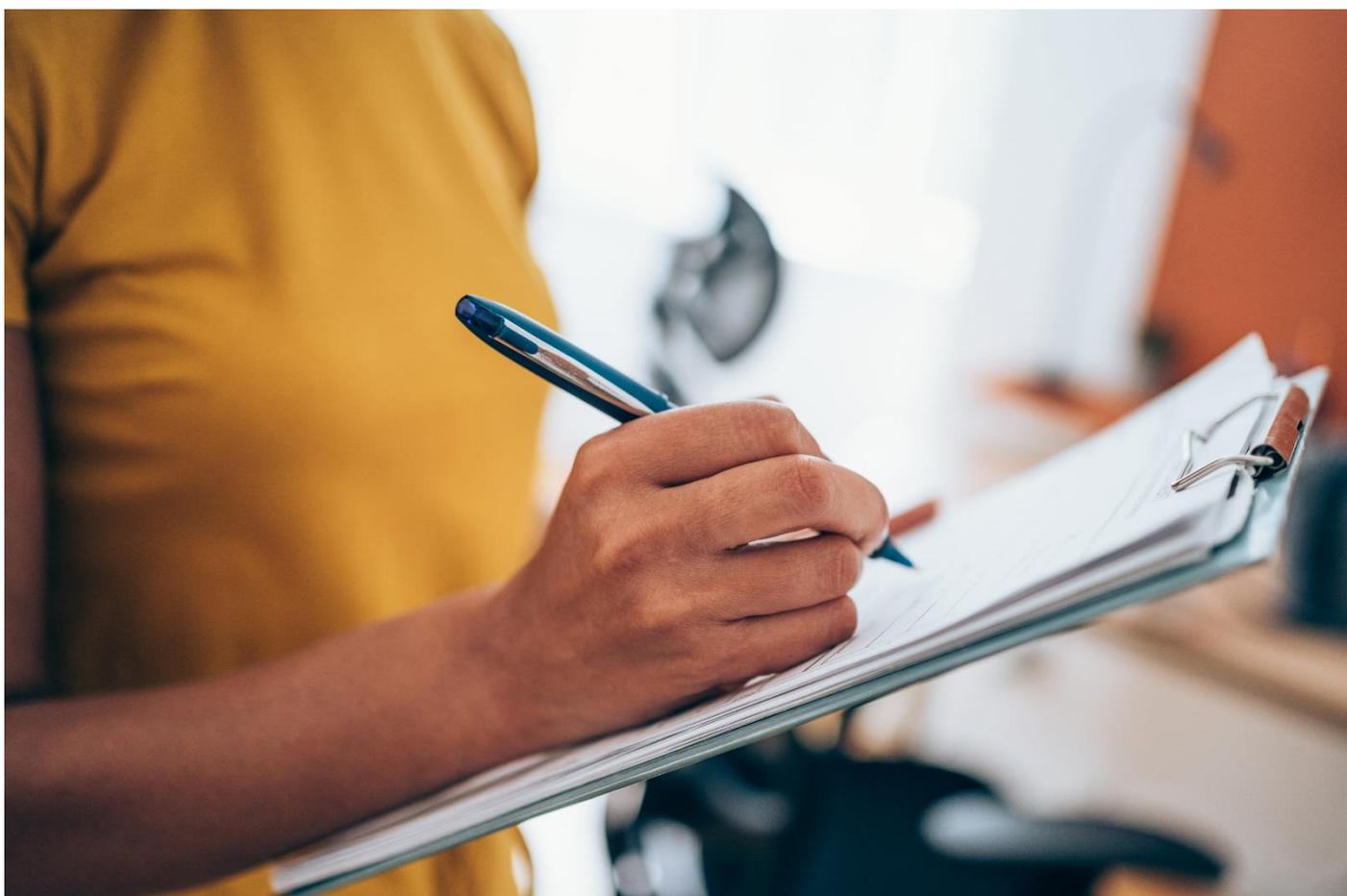
- We will focus on the harm and impact that an incident of ASB or crime has upon the victim, by carrying out and developing risk assessments.
- We will carry out thorough equality assessments for perpetrators when determining proportionality and appropriateness in decision making.
- We will develop positive relationships with commissioned services and professional supporting agencies to ensure residents can access services.

- We will review our systems to ensure they can store and report on the vulnerabilities of residents.
- We will ensure all Officers are trained to request information about resident's disabilities and vulnerabilities; be able to identify residents needs and signpost to the appropriate supporting professionals.

How will we know when we have got there?

We will have offered support to victims and perpetrators throughout the ASB investigation process and be able to evidence all referrals made for specialist support. We will have met our responsibilities under the Equality Act 2010 and made reasonable adjustments where identified.





MONITORING AND CONTINUOUS IMPROVEMENT

The Strategic Director for the Social Housing & Community Safety will be responsible for implementing and monitoring this strategy.

The Landlord Services and Community Safety teams will meet on a quarterly basis and will review progress against the strategy and evaluate on an annual basis. There will performance reports monthly that will be monitored at an operational level. These performance reports will be informed by NBBC, and other data gathered and analysed by NABSCOP.

Complaints about our management of ASB will be monitored quarterly by the Customer Experience and Data Protection Officer for NBBC; this will be used to learn any lessons which may improve our management of ASB and to identify any training needs and potential improvements to our ASB policy and procedures. We will also use the feedback gained from the Tenant Satisfaction Measures to inform and improve our performance when managing ASB cases.

Cabinet/Individual Cabinet Member Decision

Report Summary Sheet

Date:

29/01/2025

Subject:

Council Tax Empty Homes Premium Policy 2025

Portfolio:

Resources & Customer Services (Councillor S Hey)

From:

Head of Revenues and Benefits

Summary:

The purpose of the report is to seek approval of the Council Tax Empty Homes Premium Policy 2025.

The Council has resolved to implement Empty Homes Premium for Council Tax properties with effect from 1st April 2025.

Recommendations:

That the Council Tax Empty Homes Premium Policy 2025, attached as Appendix A be approved.

Options:

1. Approve the policy
2. Seek amendments to the policy
3. Reject the policy

Reasons:

To reduce the empty homes across the borough following the cabinet approval on the 9th October 2024 to implement the following charges on Empty Homes with effect from 1st April 2025:

- 100% levy of the council tax on a property empty for 1 year or more
- 200% levy of the council tax on a property empty for 5 year or more
- 300% levy of the council tax on a property empty for more than 10 years

Consultation undertaken with Members/Officers/Stakeholders

The Charges within the policy were consulted with Cabinet members, Management Team and relevant officers.

Subject to call-in: Yes

Ward relevance: All Wards Within the Borough of Nuneaton and Bedworth

Forward plan: Yes

Building a Better Borough Aim: Work

Building a Better Borough Priority: Grow a strong and inclusive economy

Relevant statutes or policy:

Local Government Finance Act 1992

Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018

Levelling Up and Regeneration Act 2023

Equalities Implications:

(Does this require an Equalities Impact Assessment? If so please append.)

Human resources implications:

There are no direct HR implications as a result of this report.

Financial implications:

Maximising the updated legislation is expected initially to generate additional income shared between Preceptors, captured as part of the Collection Fund.

The HRA will receive a direct impact from introducing these charges as a large landlord within the borough but this has been considered.

Health Inequalities Implications:

There are no direct health inequalities implications as a result of this report.

Risk management implications:

There are no direct risk management implications as a result of this report.

Environmental implications:

There are no direct climate change or environmental implications arising from this report.

Legal implications:

There are no direct legal implications arising from this report.

Contact details:

Katie Hines - Head of Revenues and Benefits Shared Services

Katie.hines@nuneatonandbedworth.gov.uk

AGENDA ITEM NO. 11

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet

From: Head of Revenues and Benefits

Subject: Council Tax Empty Homes Premium Policy 2025

Portfolio: Resources & Customer Services (Councillor S Hey)

Building a Better Borough Aim: Work

Building a Better Borough Priority: Grow a strong and inclusive economy

1. Purpose of Report

1.1 To present the Council Tax Empty Homes Premium Policy 2025 for consideration and approval by Cabinet.

2. Recommendations

2.1 That the Council Tax Empty Homes Premium Policy 2025, attached as Appendix A be approved.

3. Background

3.1 Empty homes premiums were introduced by government from 1 April 2013 with a view to encouraging homeowners to occupy homes and not leave them vacant in the long term.

3.2 The legislation which introduced the premiums is S11B of the Local Government Finance Act 1992 (inserted by the Local Government Finance Act 2012). Premiums could only be charged on long-term empty dwellings. An empty dwelling is one which is “unoccupied” and “substantially unfurnished”.

3.3 Section 79 (1) (b) of the Levelling up and Regeneration Act 2023 permits the Council to impose an empty homes premium after one year. Section 80 of the Act provides that from 1 April 2024, a property can be charged an empty homes premium at 100% after one year, even if it became empty before 1 April 2024.

3.4 The Council has resolved to implement the change with effect from 1st April 2025.

- 100% levy of the council tax on a property empty for 1 year or more
- 200% levy of the council tax on a property empty for 5 year or more
- 300% levy of the council tax on a property empty for more than 10 years

4. Financial Implications

- 4.1 Maximising on the updated legislation is expected initially to generate additional income although this would be shared between Preceptors. This will however be captured as part of the Collection Fund calculation and reported annually on the outturn report.
- 4.2 The purpose for introducing the premiums in full is to support the aim to get housing stock back into use and not solely for income generation as the Council will only receive around 11% of any gain.
- 4.3 For the Council there will be an impact on the HRA of introducing these premiums and as a large landlord, the impact has been considered. Work is being undertaken on the HRA Business Plan currently and void losses are within the scope of the review, especially on longer term empty properties. Current estimates would bring additional cost of £46k.
- 4.4 On introduction of the premium charges, it is expected that additional complaints and appeals will be lodged. This will be monitored, and no additional resource is being requested at this time, however, there are currently a number of long term empty properties across the Borough so consideration of the impact to the team must be given.
- 4.5 The introduction in full has many other potential positive outcomes including bringing housing stock back into use and increasing available housing in the area. Long term empty properties can have a Cabinet - 9th October 2024 55 detrimental effect on the local environment and they represent a lost opportunity in areas where demand for housing is high. Encouraging the return to use of these empty properties can help to reduce the negative impact on the surrounding area and community.

5. Conclusion

- 5.1 The Council has resolved to implement the change with effect from 1 April 2025.
- 5.2 This policy details the Council's approach in the charging of premiums as allowed in the new legislation.

6. Appendices

6.1 Appendix A - Council Tax Empty Homes Premium Policy 2025

7. Background Papers (if none, state none)

7.1 Additional Levy on Empty Properties and Second Homes (Cabinet – 9th October 2024 – Agenda Item No. 10)

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**Council Tax Empty Homes Premium Policy
2025-26**

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1. Introduction and background

1.1 The following policy outline that council's approach to the levying of empty homes premiums.

1.2 Empty homes premiums were introduced by government from 1 April 2013 with a view to encouraging homeowners to occupy homes and not leave them vacant in the long term.

1.3 The legislation which introduced the premiums is S11B of the Local Government Finance Act 1992 (inserted by the Local Government Finance Act 2012). Premiums could only be charged on long-term empty dwellings. An empty dwelling is one which is "unoccupied" and "substantially unfurnished". The definition of long-term is where the dwelling has been empty for a continuous period of at least 2 years.

1.4 Initially the maximum level of premium was set by government at 50% of the amount of the Council Tax chargeable. Each Council could determine the level of premium up to the maximum and this is charged in addition to the amount determined by the Council as payable for an empty dwelling.

1.5 Certain classes of dwellings cannot be charged a premium:

- A dwelling which would be the sole or main residence of a person but which is empty while that person resides in accommodation provided by the Ministry of Defence but reason of their employment; or
- Dwellings which form annexes in a property which are being used as part of the main residence or dwelling in that property.

1.6 In 2018 the Rating of Property in Common Occupation and Council Tax (Empty Dwellings) Act allowed authorities to increase the level of premiums on empty dwellings from 1 April 2019 as follows

- Dwellings left unoccupied and substantially unfurnished for 2 years or more, from 1 April 2019 a premium can be levied of up to 100%
- Dwellings left unoccupied and substantially unfurnished for 5 years or more, from 1 April 2020 a premium can be levied of up to 200%
- Dwellings left unoccupied and substantially unfurnished for 10 years or more, from 1 April 2021 a premium can be levied of up to 300%

1.7 It should be noted that premiums are charged in addition to the 100% Council Tax payable on empty premises.

1.8 Government, together with the local authorities (Including the Council) has unfortunately seen a rise in the number of empty homes.

1.9 Inconsistencies in the legislation have also been identified whereby a premium can be avoided by the taxpayer merely by furnishing an empty premises, when it would become a “second home” which currently has a maximum charge of 100% with no premium.

1.10 In order to address these inconsistencies and to also to bring more dwellings into use, government has introduced sections within the Levelling up and Regeneration Act 2023 (the Act).

1.11 This policy details the Council's approach in the charging of premiums as allowed in the new legislation.

1.12 The continued pressure on local authority finances (both the Council and the Major Preceptors) together with the need to encourage all owners of domestic premises to bring them back in to use, makes it essential that the Council changes its approach to empty homes.

2. Empty Homes Premium from 1 April 2025

2.1 Section 79 (1) (b) of the Levelling up and Regeneration Act 2023 permits the Council to impose an empty homes premium after one year instead of two years. Section 80 of the Act provides that from 1 April 2024, a property can be charged an empty homes premium at 100% after one year, even if it became empty before 1 April 2024.

2.2 The Council has resolved to implement the change with effect from 1 April 2025.

- 100% levy of the council tax on a property empty for 1 year or more
- 200% levy of the council tax on a property empty for 5 year or more
- 300% levy of the council tax on a property empty for more than 10 years

2.3 The legislation requires the council to be mindful of any guidance or further regulation in relation to the implementation of the premiums and this is detailed in Section 4 of this policy.

3. Exceptions from the Empty Homes Premium

3.1 The government recognises that there may be instances where it may be inappropriate for the council tax premiums to apply. Section 11B and 11D of the 1992 Act enables the government to make regulations to prescribe classes of dwellings in relation to which councils may not make a determination to apply a premium.

3.2 The government has made regulations to provide exceptions to these premiums, in line with the published consultation response. These exceptions to the premium are mandatory and councils may not disapply any exceptions. These exceptions will come into effect from 1 April 2025.

3.3 The regulations prescribe 9 classes of dwellings which are excluded from the council tax premiums. Classes E, F, G, H and I apply to both long-term empty homes and second homes. Classes J, K and L only apply to second homes. Class M only applies to long-term empty homes.

3.4 The classes of dwelling are outlined below and are detailed further in the guidance. These exceptions only exclude these dwellings from premiums, these do not affect the standard rate of council tax they may be liable for. Exceptions may apply in succession where the dwelling meets the necessary criteria. Councils may add extensions to exceptions as a part of their determination or may provide support through discretionary reductions using powers under Section 13A of the Local Government Finance Act 1992.

Classes of Dwellings	Application	Definition
Class E	Long-term empty homes and second homes	Dwelling which is or would be someone's sole or main residence if they were not residing in job-related armed forces accommodation
Class F	Long-term empty homes and second homes	Annexes forming part of, or being treated as part of, the main dwelling
Class G	Long-term empty homes and second homes	Dwellings being actively marketed for sale (12 months limit)
Class H	Long-term empty homes and second homes	Dwellings being actively marketed for let (12 months limit)
Class I	Long-term empty homes and second homes	Unoccupied dwellings which fell within exempt Class F and where probate has recently been granted (12 months from grant of probate/letters of administration)
Class J	Second homes only	Job-related dwellings
Class K	Second homes only	Occupied caravan pitches and boat moorings.
Class L	Second homes only	Seasonal homes where year-round, permanent occupation is prohibited, specified for use as holiday accommodation or planning condition preventing occupancy for more than 28 days continuously
Class M	Long-term empty home only	Empty dwellings requiring or undergoing major repairs or structural alterations (12 months limit)

Annexes and military accommodation (Class E and Class F)

Two mandatory exceptions from the empty home premium already exist:

- a dwelling which is or would be the sole or main residence of a member of the armed services, who has been provided with a dwelling as a result of such service
- a dwelling which forms part of a single property with one or more other dwellings that is being used by a resident of one of the other dwellings as part of their sole or main residence

These exceptions will continue to apply for empty homes and will also be applied in the case of the second homes premium.

Job related dwellings and caravan pitches/boat moorings (Class K and Class L)

The council tax system already contains provisions which ensure that in certain circumstances these dwellings receive a 50% council tax discount. The government does not intend to change the discounts which these dwellings receive. The exceptions mirror the provisions of these discounts to ensure these dwellings continue to receive these discounts.

Generally, a dwelling would be classed as a job-related dwelling where it is a dwelling provided by a person's employer for the purposes of performing their work. The definition of a job-related dwelling for the purposes of this exception is set out in the Schedule to the Council Tax (Prescribed Classes of Dwellings) (England) regulations 2003. Examples include headteachers for boarding schools who are required to live in school accommodation, or certain care workers who need to live on site to carry out their role.

Certain households may fall outside the definition of a job-related dwelling; however, the council may determine that it would still not be appropriate for the premium to apply. Councils have the discretionary power to exclude any dwellings from the premium where they consider this appropriate.

Probate (Class I)

There is an existing Class F council tax exemption for dwellings undergoing probate. When a dwelling has been left empty following the death of its owner or occupant, it is exempt from council tax for as long as it remains unoccupied and until probate is granted. Following a grant of probate (or the issue of letters of administration), a further 6 months exemption is possible, so long as the dwelling remains unoccupied and has not been transferred by the executors or administrators to the beneficiaries or sold to anyone else.

Following a grant of probate the owners of the dwelling may require further time to decide how they will manage the home or sell it. The Regulations provide for a 12-month exception to the premium for both second and empty homes. The 12-month period begins from the point probate is granted or letters of administration have been issued. This runs concurrently with the 6-month exemption.

This exception will run for 12 months or until the dwelling has changed owner by being sold. Councils may wish to consider the specific circumstances of the dwelling's owners at the end of the period and whether to use their discretionary power to extend this exception.

Actively marketed for sale or let (Class G and Class H)

The government has been clear that its intention is not to penalise those who are genuinely trying to bring their dwelling back into use as a sole/main residence.

This exception can apply for up to 12 months from the point from which the dwelling has first been marketed for sale or let. The exception will end either when the 12-month period has ended, when the dwelling has been sold or let or when the dwelling is no longer actively marketed for sale or let. The following conditions will apply to this exception:

- the same owner may only make use of the exception for a particular dwelling marketed for sale once
- the exception may be used again for the same dwelling if it has been sold and has a new owner
- the same owner may make use of the exception for dwellings marketed for let multiple times, however, only after the dwellings has been let for a continuous period of at least 6 months since the exception last applied

There are a number of factors which councils may take into consideration when assessing whether a dwelling is being actively marketed for sale or let. These may include:

- whether the dwelling is clearly advertised for sale or let
- whether the dwelling is being marketed at a fair market value
- whether there are any artificial barriers on the dwelling preventing sale/let
- whether the dwelling has an Energy Performance Certificate (EPC)
- whether the owner is taking any other reasonable steps to market the dwelling for sale or let

When considering whether a second or empty home is actively marketed, councils should consider these factors holistically. Whether a home may not meet one of the described factors it may still overall be considered to be actively marketed. Councils may wish to consider further factors in determining whether a dwelling is actively marketed for sale or let.

At the end of the 12-month period, councils may wish to consider the specific circumstances of the owners and whether to use their discretionary powers to extend the exception.

Major repairs (Class M)

The government appreciates in some cases a dwelling may require major repair work before it can be occupied. Where a dwelling requires or is undergoing major repairs or is undergoing structural alteration it may be excepted from the empty home premium for up to 12 months. Where major repairs are completed in less than 12 months, the exception will still apply to the dwelling for up to 6 months or until the end of the 12 months whichever is sooner.

This exception only applies on empty homes. This exception cannot apply again unless the dwelling has been sold. If the dwelling is substantially furnished and becomes a second home without a resident, then this exception will end.

The Council will consider the following when making a determination of whether this exception should apply;

- a) The property is undergoing major repair work to bring it back into a habitable state. Replacements of fixtures and fittings wouldn't usually constitute a major repair i.e. a change of Kitchen/bathroom however, consideration may be given to the underlying reason why the replacement was necessary or if the amount of repair work which individually may be considered minor but, combined could be viewed as significant.
- b) It is undergoing structural repair or alteration.

Seasonal homes (Class L)

The government recognises in some cases certain dwellings may have restrictions on them which means that the dwelling could not reasonably be occupied as a permanent residence. The government's position is that it is right that these dwellings should not be subject to a premium when these dwellings could not be used as a permanent residence.

In applying this exception, councils should consider whether there are any planning restrictions which explicitly set out that the dwelling cannot be used as a main

residence. For example, where this is purpose-built holiday accommodation which can only be used as holiday accommodation.

In addition, this exception provides for dwellings which have planning restrictions whereby they cannot be occupied for at least 28 continuous days in a year. In some cases, a council may assess a dwelling with this restriction as being a person's sole or main residence. Where this is the case, the dwelling would not be liable for the premium since this cannot apply to a main residence.

4. Outcome expected and "Safety net"

4.1 The expected outcomes of this policy are as follows

- (a) Taxpayers will be encouraged, through the implementation of the premiums, to bring empty properties into use.
- (b) The reduction of empty homes within the Council's area in line with the Council's Empty Property Strategy; and
- (c) Increased Council Tax income from empty homes.

4.2 There may be circumstances where the implementation of these changes may cause exceptional hardship to a taxpayer. In such cases, the Council will consider applications for a reduction in liability under its Section 13A (1)(C) of the Local Government Finance Act 1992 – Reduction in Council Tax Liability policy.

4.3 Where such an application is received, it will be considered on an individual case basis taking into account the circumstances of the taxpayer and the situation regarding the level of Council Tax charged. Should the taxpayer be aggrieved by any decision of the Council a further right of appeal will be with the independent Valuation Tribunal.

5. Legislation

5.1 The legislation that covers this policy and the recommendations made is as follows:

- S11A & S11B of the Local Government Finance Act 1992;

- S11C of the Local Government Finance Act 1992 (as introduced by the Levelling up and Regeneration Act 2023);
- The Levelling up and Regeneration Act 2023; and
- S13A (1)(C) Local Government Finance Act 1992 (reduction in liability)

5.2 Due to changes in the legislation, the council will be required to amend this policy, at any time, in line with statute.

6. Finance

6.1 Any amount of premium received will be part of the Council's Collection Fund and will be shared between the Council and Major Precepting authorities in line with their share of the Council Tax.

6.2 Any reduction granted under S13A (1)(C) will be financed through the Council's general fund and do not form part of the Collection fund.

7. Notification

7.1 Where a taxpayer is granted an exemption, a revised demand notice will be issued. Where an exemption is applied for but not granted, the Council will provide notification of its decision.

8. Appeals

8.1 Appeals against the Council's decision may be made in accordance with Section 16 of the Local Government Finance Act 1992.

8.2 The taxpayer must in the first instance write to the Council outlining the reason for their appeal, once received the council will then consider whether any additional information has been received or the Council may request additional information or evidence, which would justify a change to the original decision, and notify the taxpayer accordingly.

8.3 Where the taxpayer remains aggrieved, a further appeal can then be made to the Valuation Tribunal. This further appeal should be made within 2 months of the decision of the Council not to grant any reductions. Full details can be obtained from the Council's website or from the Valuation Tribunal Service website.

9. Fraud

9.1 The Council is committed to protecting public funds and ensuring that premiums are correctly charged.

9.2 A taxpayer who tries to reduce their Council Tax Liability by falsely declaring their circumstances, providing a false statement or evidence in support of their application, may have committed an offence under The Fraud Act 2006.

9.3 Where the Council suspects that such a fraud may have been committed, this matter will be investigated as appropriate and may lead to criminal proceedings being instigated.

10. Complaints

10.1 Any complaint received about this policy or the application of a premium will be dealt with in line with the Council's complaints procedure.