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Date: 13th May 2025

Dear Sir/Madam,

A meeting of the **CABINET** will be held in the Council Chamber, Town Hall, Nuneaton,
on **Wednesday, 21st May 2025** at **6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

To: Members of Cabinet

Observer

Councillor Kris Wilson

- Leader of the Main Opposition Group

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 so that interests that are declared regularly by members can be viewed in a schedule on the Council website ([Councillor Declarations of Interests](#)). Any interest noted in the schedule on the website will be deemed to have been declared and will be minuted as such by the Democratic 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 2nd April 2025 (**Page 7**).
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. LANDLORD SERVICES IT SYSTEM PROCUREMENT – a report of the Strategic Director – Housing and Communities attached (**Page 14**)

7. RECOMMENDATIONS FROM OVERVIEW AND SCRUTINY PANELS
None
8. 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
Corporate Plan
Building Communities 2025 – 2029

United in Achievement.

Theme 1: Place and Prosperity

Strategic Aims:

1. Regenerate Nuneaton Town Centre; completing the Transforming Nuneaton Programme.
2. Establish an increased number of residential properties within the Town Centres
3. Help local businesses thrive, support new business incubation and reduce the number of vacant units.
4. Continue to promote and enable events across the Borough.
5. Continue to develop and help our markets to thrive.
6. Work with the business community to strengthen business in the whole Borough
7. Deliver a regeneration plan for Bedworth Town Centre.
8. Promote, and support our Town Centre economies.

Theme 2: Housing, Health and Communities

Strategic Aims:

1. Deliver the construction and opening of the Bedworth Physical Activity Hub (BPAH).
2. Focus on awareness and promotion of support services for mental health and wellbeing.
3. Facilitate warm, safe, sustainable and affordable housing.
4. Work with public health colleagues and partners to address community inequalities.
5. Promote active travel across the Borough.
6. Extend the housing home building programme to provide more Council homes.
7. Work with partners to prioritise community safety and empowerment.

Theme 3: Green Spaces and Environment

Strategic Aims:

1. Review the grounds maintenance contract for the Borough.
2. Celebrate the heritage within our green spaces, including museums, George Eliot and local industry.
3. Decarbonise our housing stock and promote the decarbonisation of homes in the private sector.
4. Support our residents to recycle more of their household waste.
5. Promote and develop play area facilities in line with the Parks and Green Space Strategy.
6. Reduce the carbon footprint of the Pingles Leisure Centre by 2026.
7. Establish a Climate Change Strategy and Delivery Plan by 2026.
8. Work with partners to improve air quality across the Borough.
9. Explore opportunities to promote, protect and enhance biodiversity in the borough.

Theme 4: Your Council

Strategic Aims:

1. Conduct a Local Government Association Peer Review by 2026.
2. Increase the level of resident engagement and consultation.
3. Deliver a refreshed Council change plan to modernise services.
4. Focus on civic pride, celebrating rich heritage and diverse communities.
5. Deliver continued forward financial planning to safeguard the finances of the Council.
6. Set ambitious and challenging budgets, to ensure taxpayers money is respected, and high-quality services are delivered.
7. Deliver a modern organisation with agile and effective structure that meet the needs of residents.
8. Strive for transparency and accountability in all that we do. Increase public scrutiny.

NUNEATON AND BEDWORTH BOROUGH COUNCIL

CABINET

2nd April 2025

A meeting of Cabinet was held on Wednesday 2nd April, 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 N. King (Business and Regeneration)
Councillor R. Roze (Planning & Enforcement)

CB109**Apologies**

None

CB110**Declarations of Interest**

RESOLVED that the Declarations of Interest for this meeting are as set out in the Schedule attached to these minutes.

CB111**Minutes**

RESOLVED that the minutes of the Cabinet meeting held on 5th March 2025, be approved, and signed by the Chair

CB112**Leisure Procurement Contract**

The Assistant Director – Recreation and Culture submitted an update to Cabinet on the progress of the Leisure Procurement Contract and to seek authority to award the contract upon the completion of the procurement process and for the operation of Council Leisure facilities within the Borough.

RESOLVED that

- a) delegated authority be given to the Strategic Directors for Public Services and Corporate Resources in consultation with the Assistant Directors for Democracy & Governance and Recreation & Culture and the Portfolio Holder for Leisure, Communities and Health to enter into contract with the successful operator upon completion of a successful and compliant procurement process.
- b) delegated authority be given to the Strategic Director for Public Services in consultation with the Portfolio Holder for Leisure, Communities and Health to implement the closure of Bedworth Leisure Centre as part of the transition to the new Physical Activity Hub.

Speakers:

Mr Keith Kondakor
Councillor Michele Kondakor

Options

- a) Accept the recommendations in full.
- b) To not accept the recommendations.

Reasons

The Leisure Operator Procurement process began in October 2021 with soft market testing, a series of Member Workshops followed by the commencement of a three-stage procurement process, to appoint a Leisure operator to manage Borough Leisure facilities for up to a 15-year term, meeting the Council's key Leisure strategic outcomes, supporting residents with opportunities for improvements in their health and wellbeing.

In line with the delivery timetable of the new Physical Activity Hub the successful operator will be required to proceed with the fit out of the facility immediately following the award and appointment of the contract and therefore in order to meet these timescales delegated authority is sought.

To limit delays in opening and mobilisation of the new Physical Activity Hub a decision is required prior to the next Cabinet in late May, therefore with the timing of this report requesting delegations for Officers to enter into contract following evaluation of a successful operator.

CB113 Creative Explorers Project Review

The Assistant Director – Recreation and Culture submitted a report to provide Cabinet with an end of project review on the delivery of the Creative Explorers Programme, supported by Arts Council England, Nuneaton and Bedworth Borough Council and Warwickshire County Council.

RESOLVED that the Creative Explorers project review be noted.

Speakers:

Mr Keith Kondakor

Options

- a) Note the recommendation

Reasons

This report provides an update on the delivery of programme - Creative Explorers was a 21-month journey with the Council, arts organisations, artists, and residents working together to create a unique cultural identity for Nuneaton & Bedworth which builds skills, generates civic pride and confidence, develops the visitor economy, and leads to a creative borough.

CB114 Council Corporate Plan and Delivery Plan April 2025 – March 2029

The Chief Executive submitted a report to Cabinet seeking endorsement on the proposed Corporate Plan and Delivery Plan.

RESOLVED that

- a) the Corporate Plan at Appendix A of the report and Delivery Plan at Appendix B of the report for the period April 2025 – March 2029 be approved and recommended to Council for adoption.

- b) the Delivery Plan be reviewed annually and issued back to Cabinet at least annually for approval.
- c) the Delivery Plan and Corporate Plan be monitored in each Overview and Scrutiny Panel for the actions relevant to each panel.
- d) Delegated Authority be granted to the Chief Executive in consultation with the Leader to make such minor amendments to the Corporate Plan and Delivery Plan as considers necessary in advance of it being presented to Full Council for approval.
- e) Delegated Authority be granted to the Chief Executive, Strategic Director's and Assistant Directors to revise and update any current policy, strategy and/or procedure to update reference to the new Corporate Plan in lieu of the Building a Better Borough plan.
- f) the report be marked not subject to call-in due to the timescales in implementing the Corporate Plan by early April 2025 as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution.
- g) Paragraph 5.4 of the report be noted; and
- h) at 3.5 of the report the section number be amended to '12.2 of the report'

Speakers

Mr Keith Kondakor

Options

- a) To endorse the Corporate Plan at Appendix A and Delivery Plan at Appendix B and recommend to Full Council; 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 the 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.

CB115 Local Government Reform

The Chief Executive submitted a report to Cabinet detailing the activity undertaken by Nuneaton and Bedworth Borough Council in relation to Local Government Reform since January 2025 and to outline the work required over the coming months.

RESOLVED that the contents of the report be noted

Speakers

Mr Keith Kondakor

Options

- a) To note the report
- b) To take another course of action, as determined by Cabinet

Reasons

To ensure that Nuneaton and Bedworth Borough Council, engages in the Government's Reform and Devolution agenda, ensuring the best outcome for the residents of the Borough and Warwickshire.

CB116 **Recommendations from Overview and Scrutiny Panels**

None

CB117 **Any Other Items**

None

Chair

PUBLICATION DATE: 7th APRIL 2025

DECISIONS COME INTO FORCE: 15th APRIL 2025

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			<p>Granted to all members of the Council in the areas of:</p> <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	<p>Director –</p> <ul style="list-style-type: none"> - Heywire Ltd - Brilliant Bookings Ltd 	<p>Member of the Labour Party, National Trust, CAMRA (Campaign for Real Ale), Royal Photographic Society.</p> <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> • West Midlands Employers Board (NBBC representative) • Local Government Superannuation Scheme Consultative Board • West Midlands Employers • Nuneaton and Bedworth Older People's Forum 	
	T. Jenkins	<p>Managing Partner – Gribblybugs LLP</p> <p>Employed by Mary Creagh MP (Coventry East)</p>	<p>The Labour Party (sponsorship)</p> <ul style="list-style-type: none"> - Committee Member of Warwickshire Amphibian & Reptile Team - Member of Warwickshire Wildlife Trust - Member of Equity – Trade Union <p>Members of National Trust and English Heritage</p> <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> • Nuneaton and Bedworth Sports Forum, 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			<ul style="list-style-type: none"> • 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 • 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	
	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 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			<p>Bedworth Home Improvement Agency</p> <ul style="list-style-type: none"> • 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 	

Agenda item: 6

Report Summary Sheet

Date: 21st May 2025

Subject: Landlord Services IT System Procurement

Portfolio: Housing (Councillor C. Watkins)

From: Strategic Director – Housing and Communities

Summary:

The Landlord Service is required to comply with various and complex legislative requirements, relating to:

- the quality and safety of the home,
- how it interacts with tenants and leaseholders,
- how it provides services,
- the management of its income and expenditure.

Alongside health & safety, finance and building safety legislation, in April 2024, a new set of Consumer Standards was introduced by the Regulator of Social Housing. All Registered Providers (the Council is classed as a Registered Provider due to the retention of the housing stock) must comply with the requirements set out within the Standards.

Supported by external consultants, a fundamental self-assessment of compliance against the Standards was undertaken. The assessment identified that current Landlord Services IT was not fit for purpose. This

is coupled with the fact that the contract for the current system expires in June 2027.

It is therefore proposed that a new system be procured to ensure compliance with the duties and regulatory requirements of the Landlord Service, and to provide assurance to the Council.

Recommendations:

1. That approval is granted to procure a new Integrated Housing Management IT system for a period of up to 10 years.
2. That the Strategic Director – Housing and Communities be given delegated authority to tender and award the contract to the successful supplier, in Consultation with the Portfolio Holder for Housing.

Options:

1. To not procure a replacement system
2. To procure a replacement system

Reasons:

1. The current system is not fit for purpose and significant difficulties have been experienced with the current supplier in relation to developing the system. This option has therefore been discounted as it has been demonstrated that little to no progress can be made within the timeframes required.
2. A new 'off the shelf' system will provide assurance that all required modules are already functioning and delivering the requirements of the Landlord Service. The pre-market engagement exercise has identified that there are suitable systems available via a Framework approach.

Consultation undertaken with Members/Officers/Stakeholders

Leader and Portfolio Holder for Housing

Chief Executive

Deputy Chief Executive/Strategic Director – Corporate Resources

Assistant Director for Finance

Assistant Director for Democracy and Governance

Assistant Director for Central Services

Assistant Director for Social Housing and Community Safety

Subject to call-in:
Yes
Ward relevance:
All
Forward plan:
Yes

Corporate Plan Theme:
HHC 2 – Supporting Vulnerable Residents YC 1 – Delivering Services Effectively YC 2 – Delivering Services Efficiently
Corporate Plan Strategic Aim:
7. Deliver a modern organisation with agile and effective structure that meet the needs of residents. 8. Strive for transparency and accountability in all that we do. Increase public scrutiny.
Relevant statutes or policy:
Public Contract Regulations 2015 and Contract Procedure Rules. Regulator of Social Housing Consumer Standards NBBC Contract Procedure Rules

Equalities Implications:
(Does this require an Equalities Impact Assessment? If so please append.)
No
Human resources implications:
No

Financial implications:

A budget of £400k has been set aside over 2025 to 2027 to procure and implement the system

Health Inequalities Implications:

No

Section 17 Crime & Disorder Implications:

No

Risk management implications:

Failure to operate an IT System that provides the necessary functionality facilitating the provision of regulatory compliant services will pose a reputational and potentially financial threat to the Council.

Environmental implications:

No

Legal implications:

Procurement will be undertaken in accordance with the Public Contract Regulations 2015 and Contract Procedure Rules and the Council's Contract Procedure Rules.

The Council has a legal duty to comply with the Regulator of Social Housing's Consumer Standards, along with all relevant Health and Safety legislation.

Contact details:

Dawn Dawson

dawn.dawson@nuneatonandbedworth.gov.uk

AGENDA ITEM NO. 6

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet - 21st May 2025

From: Strategic Director – Housing and Communities

Subject: Landlord Services IT System Procurement

Portfolio: Housing (Councillor C. Watkins)

Corporate Plan Theme:

HHC 2 – Supporting Vulnerable Residents

YC 1 – Delivering Services Effectively

YC 2 – Delivering Services Efficiently

Corporate Plan Strategic Aim:

7. Deliver a modern organisation with agile and effective structure that meet the needs of residents.

8. Strive for transparency and accountability in all that we do. Increase public scrutiny.

1. Purpose of Report

- 1.1 Cabinet is asked to approve the procurement of an integrated housing management IT system, to enable the Landlord Service to manage data and services to tenants and leaseholders in a holistic and regulatory compliant manner.

2. Recommendations

- 2.1 That approval is granted to procure a new Integrated Housing Management IT system for a period of up to 10 years.

- 2.2 That the Strategic Director – Housing and Communities be given delegated authority to tender and award the contract to the successful supplier, in Consultation with the Portfolio Holder for Housing.

3. Background

- 3.1 The Landlord Service is required to comply with various and complex legislative requirements, relating to:

- the quality and safety of the home,
- how it interacts with tenants and leaseholders,
- how it provides services,
- the management of its income and expenditure.

- 3.2 Alongside health & safety, finance and building safety legislation, in April 2024, a new set of Consumer Standards was introduced by the Regulator of Social Housing. All Registered Providers (the Council is classed as a Registered Provider due to the retention of the housing stock) must comply with the requirements set out within the Standards.

- 3.3 To identify our compliance against the Standards, a fundamental self-assessment has been undertaken, supported by external consultants, Campbell Tickell (CT). CT produced two reports, one for the self-assessment and one for the Repairs and Maintenance Service. Both of those reports identified that the current Housing Management IT system did not support the service to capture data in the correct manner, to use that data to inform investment and service priorities, to support efficiencies, such as automated process, AI and workforce scheduling. The use of spreadsheets remains the only means to manage data in some areas of the business, since significant issues have been experienced in relation to the implementation of the current system.

- 3.4 The current system does not provide accurate reports for statutory returns including NROSH and LADR. This is in part because it does not interface with the corporate finance system. This means that a significant amount of officer time is taken up in analysing cross-checking and double checking more than one system to provide the required data. The margin for error is high. Additionally, as there is no interface with the corporate finance system, all income payments are sent to one code. This means that a significant manual task is required to identify which payments should go to which

account (General Fund or Housing Revenue Account) in relation to temporary accommodation.

4. Body of Report

- 4.1 The contract for the current system expires in June 2027. This project is aimed at procuring a new integrated housing management system, capable of supporting efficiency and improvement to processes, services, governance and assurance.
- 4.2 It is proposed to procure a new, 'off the shelf' integrated IT system, that is capable of supporting the needs of the Landlord Service, and which will also support the broader requirements of the Council, such as HRA accounting requirements and cyber essentials.
- 4.3 In addition, a 'risk management' module is required to support the management and assurance of all higher risk requirements. These include, but are not limited to, areas such as fire safety, gas servicing and electrical safety. This is another key risk area in regard to assurance, both for the Council and for the Regulator.
- 4.4 An output specification has been developed, rather than the previous input specification. This clearly identifies the requirements, including simple and cost effective appropriate interfaces with corporate systems such as finance (U4) and Proactis – these are not in place with the current system, due to costs and lack of development by the current supplier.
- 4.5 The Housing Revenue Account 30 Year Business Plan was fundamentally reviewed for the period 2025/26 onwards. A pre-market engagement exercise was undertaken to identify the likely cost envelope required to procure and implement a new system. The Business Plan review took account of this, and the appropriate financial provision has been made, with an allocation of £200k contained within the Housing Revenue Account Capital budget for 2025/26 for the purchase and commencement of implementation. A further £200k will be included within the Housing Revenue Account Capital programme for 2026/27, to complete the project.

5. Conclusion

- 5.1 The contract for the current Landlord Services IT System expires in June 2027. A replacement system must be

procured and implemented to ensure that the Council is able to manage the day to day requirements of the Landlord Service, and provide assurance to the Council and to the Regulator of Social Housing.

6. Appendices

None

7. Background Papers

Cabinet Report – 19th February 2025 – Capital Budget 2025/26.

DAWN DAWSON