



TOM SHARDLOW
CHIEF EXECUTIVE
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Our Ref: KB

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Date: 27th May 2025

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If calling please ask for: Democratic Services

Dear Sir/Madam,

A meeting of the **Housing and Communities Overview and Scrutiny Panel** will be held in the Council Chamber, Town Hall, Nuneaton on
Thursday, 5th June 2025 at 6.00 p.m.

Yours faithfully,

Tom Shardlow

Chief Executive

To: All Members of the Housing &
Communities Overview and Scrutiny
Panel

Councillors C. Phillips (Chair), M. Etienne (Vice-
Chair), E. Amaechi, M. Bird, T. Cooper, S. Dhillon,
B. Pandher, B. Saru and C. Smith.

A G E N D A

PART 1 – 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. 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.

Once out of the building, please gather outside Lloyds Bank on the opposite side of the road.

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. **MINUTES** - To confirm the minutes of the meeting of the Housing Overview and Scrutiny Panel held on 23rd January 2025 (**Page 7**).

4. **DECLARATIONS OF INTEREST/PARTY WHIP** - To receive declarations of Disclosable Pecuniary and Other interests in accordance with the Members' Code of Conduct and of the Party Whip in accordance with the Overview and Scrutiny Procedure Rules 4E, Paragraph 16(b).

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 & 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.

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. QUESTIONS TO CABINET – In accordance with Overview & Scrutiny Procedure Rule 4.E.8 c) 20 minutes shall be set aside for questions to a member of the Cabinet from the Panel in relation to matters in respect of which the Panel has powers or duties.
7. INTEGRATED PERFORMANCE REPORT – QUARTER THREE AND FOUR 2024/25 – a summary report of the Risk Management and Performance Officer, attached (**Page 14**). Full Integrated report available on the website only via a link in the report.
8. HOUSING PERFORMANCE – QUARTER THREE/QUARTER FOUR (2024/25) a report of the Assistant Director, Social Housing & Community Safety, attached (**Page 21**).
9. TENANT SATISFACTION MEASURES 2024/2025 a report of the Assistant Director, Social Housing & Community Safety, attached (**Page 38**).

10. COMPLAINTS HANDLING CODE – HOUSING OMBUDSMAN – a report of the Assistant Director, Social Housing & Community Safety, attached **(Page 49)**.
11. HOUSES OF MULTIPLE OCCUPATION WORKING GROUP.
12. CORPORATE PLAN AND DELIVERY PLAN 2025-2029 – an item for information. The main themes and strategic aims are provided in every Overview and Scrutiny Panel agenda **(Page 5)** and the delivery plan for this panel is attached **(Page 113)**
13. FORWARD PLAN – attached for information **(Page 114)**.
14. WORK PROGRAMME 2025/26 – for approval, attached **(Page 123)**.
15. 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).

THIS PAGE IS FOR INFORMATION ONLY

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

**HOUSING AND COMMUNITIES OVERVIEW
AND SCRUTINY PANEL**

23rd January 2025

A meeting of the Housing and Communities Overview and Scrutiny Panel was held on Thursday, 23rd January 2025 in the Council Chamber, Town Hall Nuneaton.

Present

Councillor B. Hughes (Chair)

Councillors: E. Amaechi, M. Bird, T. Cooper, B. Pandher, S. Markham (substitute for Councillor M. Etienne) W. Markham, C. Smith (substitute for Councillor S. Dhillon) and T. Venson.

Apologies: Councillor M. Etienne (Vice-Chair) S. Dhillon

PART I – PUBLIC BUSINESS

HC19**Minutes**

RESOLVED that the minutes of the Housing and Communities OSP held on 26th September 2024 be confirmed and signed by the Chair.

HC20**Declarations of Interest**

RESOLVED that the declarations of interest are as set out in the Schedule attached to these minutes with the addition of Councillor S. Markham and C. Smith as substitute.

HC21**Questions to Cabinet**

The portfolio holder for Housing (Councillor C. Watkins) was in attendance to answer questions from the Panel.

No questions were asked by the Panel.

HC22**Integrated Performance Report – Second Quarter 2024-25**

A report of the Risk Management and Performance Officer. The Panel were presented with a report which seeks to provide appropriate performance measures, budget information and risk data for service areas within the scope of the Panel. The report has been adapted to reduce the volume of data (as previously reported under the former scrutiny panel arrangements), whilst still providing the Panel with sufficient information to monitor results to address issues arising.

SPEAKER: Mr Peter Smith

RESOLVED that the contents of the report be noted.

HC23**Houses in Multiple Occupation (HMO)**

A report of the Private Sector Housing Manager submitted a report to provide the Panel with information on Houses in Multiple Occupation and the legislation and licensing surrounding them.

SPEAKER: Mr Peter Smith

The panel discussed the following points:

- Clarity surrounding whether gas checks were completed in HMO's, this was confirmed by the Private Sector Housing Manager that those checks were taking place.
- Mandatory licences are held for five years and not transferred. A question was raised regarding how many licenses have been reissued? It was confirmed that approximately 1-2 HMO properties have been sold and changed use i.e they are no longer HMO's. Generally, licenses are varied due to a change of landlord rather than reissued.
- The most enquiries for HMO's are surrounding whether a property is an HMO.
- HMO's that do not need to be licensed are where we have most issues. The licensed HMO's are monitored and have to be checked to hold a license.
- Licensable HMO's – the fee is taken first then a date for inspection is arranged, if upon inspection the council are not satisfied then a schedule of works is organised. If complaints are received, then the council inspect every 6 months. Officers cannot inspect more regularly because of staffing limitations.
- Un-licensed HMO's are not inspected until complaints are received.
- Mandatory licensed landlords are Disclosure and Barring Checked for criminal record.
- Vulnerable people due to affordability are more likely to take on these tenancies. Does the council take details of the people living in the HMO properties? The officer responded that the landlord should provide a tenancy agreement but there is no legal requirement for the council to take details of the tenants living within an HMO.
- The Council do not own or let any HMO properties.
- The Council has a good relationship with HMO landlords in the borough and we are very strict before issuing a license, the council encourage all landlords to attend the Landlord Forum event held by the council.
- In respect of planning – residents are concerned with the number of HMO's appearing which, is putting pressure on local communities. It was advised that it would be useful to know which HMO properties the residents are concerned about to ensure there is no illegal activity taking place.
- There are no limits to the amount of HMO's in the borough.
- Residents seem to fear HMO's perhaps the council could look at ways to remove the stigma surrounding HMO's.

RESOLVED that

- a) the report be noted;
- b) HMO's remain on the work programme for the next municipal year;
- c) a working party be created to examine the licensing surrounding HMO's including looking at other local authorities and bring in potential landlords in the borough to get their views; and

- d) the working party consist of the following members: Councillors E. Amaechi, C. Smith, M. Bird, B. Hughes and T. Venson.

HC24 **Housing Performance – Quarter two (2024/25)**

The Assistant Director – Social Housing and Community Safety submitted a report to provide the Panel with the performance figures for the second quarter 2024/25.

The follow points were raised:

- Pest control orders – the report shows six rat orders (only measure pest control orders in relation to council properties), the panel requested that treatment orders be included.
- A question was raised regarding the outstanding damp and mould cases, some being over 6months since being reported. The Assistant Director (AD) advised that each case is risk assessed giving a low or high priority rating and regular advice is given to tenants on avoiding damp and mould. In some cases scaffolding is required which means this can extend the time a case takes to complete. The AD also advised that there is a dedicated damp and mould liaison officer for tenants.
- The panel asked if a tenant is in rent arrears and evicted, is the rent received or written off. The AD advised that the arrears are actively recovered even if the tenancy ends

RESOLVED that the report be noted with amendments made to typing errors.

HC25 **Armed Forces Covenant Update**

A report of the Assistant Director – Social Housing and Community Safety was submitted to the panel informing them of the Council's achievement in sustaining the Gold Standard.

RESOLVED that

- a) the report be noted; and
- b) thanks be expressed to all staff involved for their hard work and commitment in continuing to achieve the Gold Standard status

HC26 **Forward Plan**

The Forward Plan showing the key decisions that will be made in the four months commencing 1st February 2025, was provided to the Panel for information.

RESOLVED: that the Forward Plan be noted.

HC27 **Work Programme**

The Panel were presented with the Work Programme for the municipal year 2024-2025.

RESOLVED that the Work Programme be noted with the recommendation as above in retaining Houses of Multiple Occupation on the work programme

HC28 **Any Other Items**
None

Chair

Housing and Communities OSP – 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
	E. Amaechi	<ul style="list-style-type: none"> - Employed NHS Wales Shared Services Partnership (NWSSP) - Ricky Global Consultants Ltd - Purple Dove Events Ltd - Director – Techealth Ltd 	<p>The Labour Party (sponsorship)</p> <ul style="list-style-type: none"> - Foundation Governor - Our Lady and St. Joseph Academy, Nuneaton. - Member of: <ul style="list-style-type: none"> - British Computer Society. - Igbo Community Coventry. - Mbaise Community, Coventry. <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> - Committee of Management of Hartshill and Nuneaton Recreation Ground - EQuIP: Equality and Inclusion Partnership - West Midlands Combined Audit, Risk and Assurance Committee - Pride in Camp Hill (PinCH) 	
	M. Bird		<ul style="list-style-type: none"> - Life Member of National Association of British Market Authorities. - Member of the Stockingford Allotment association and Pavillion Club. 	
	T. Cooper	None		
	S. Dhillon	Employed by UHCW NHS Trust	<ul style="list-style-type: none"> -Member (Rep) at Unison – UHCW Trust -Representative on the following Outside Bodies: <ul style="list-style-type: none"> • Warwickshire Adult Social Care and Health 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			<p>Overview and Scrutiny Committee</p> <ul style="list-style-type: none"> • Camp Hill Urban Village: Pride in Camp Hill Board • Committee of Management of Hartshill and Nuneaton Recreation Ground • George Eliot Hospital NHS Trust – Public/User Board • West Midlands Combined Authority Wellbeing Board 	
	M. Etienne	Employed by Network Rail	<p>- Member of The Conservative Party and Nuneaton Conservative Association</p> <p>- RMT Member</p>	
	B. Hughes	Full Time Carer	<p>Member of the Labour Party. Member of the National Trust. Member of the Caravan and Motorhome Club Member of CAMRA</p> <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> - George Elliot Hospital NHS Foundation Trust Governors - Governor of Stockingford Maintained Nursery School 	
	W. Markham		<p>Governor at Ash Green School for SEND</p> <p>Member of the following bodies:</p> <ul style="list-style-type: none"> - Unite Union - Free Speech Union - Exhall Multicultural Group 	
	B. Pandher		<p>Member of:</p> <p>Warwickshire County Council. Conservative Party</p> <ul style="list-style-type: none"> - President & Trustee of Nanaksar Gurdwara Gursikh Temple Coventry; - Coordinator of Council of Sikh Temples in Coventry; - Secretary of Coventry Indian Community; - Trustee of Sikh Monument Trust - Vice Chair Exhall Multicultural Group 	
	T. Venson	Employed by Freightliner Heavy Haul	<p>ASIEF Trade Union The Labour Party</p> <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> - Building Control Partnership Steering Group - Warwickshire Joint Overview and Scrutiny Committee 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	S. Markham (substitute)	County Councillor – WCC (Portfolio Holder for Children’s Services)	Member of the following Outside Bodies: <ul style="list-style-type: none"> • Hammersley, Smith and Orton Charities • Trustee of Abbey Theatre • Bedworth Board • Free Speech Union Exhall Multicultural Group	
	C. Smith (substitute)	Software Engineer – Prophet PLC	- Member of Labour Party and Unite - Safeguarding – Manor Park RFC Representative on the following Outside Bodies: Astley Charity	

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Housing and Communities Scrutiny Panel, 5th June 2025**

From: **Risk Management and Performance Officer**

Subject: **INTEGRATED PERFORMANCE REPORT SUMMARY - THIRD AND FOURTH QUARTERS 2024/25**

1. Summary

1.1 Important Note for Panel Members - Additional information

Should panel members require additional information relating to performance **not fully explained by the comments supplied**, the following process is essential for the effectiveness of the meeting (to ensure that all issues can be addressed at the meeting):

- Having reviewed the report, the panel member should either ask for additional information to be provided ahead of the meeting or, if necessary, request that the relevant officer(s) attend the meeting. In either instance, the panel member should contact the Chair at their earliest opportunity
- The Chair will then advise the Committee clerks to make the necessary arrangements

1.2 Financial Data

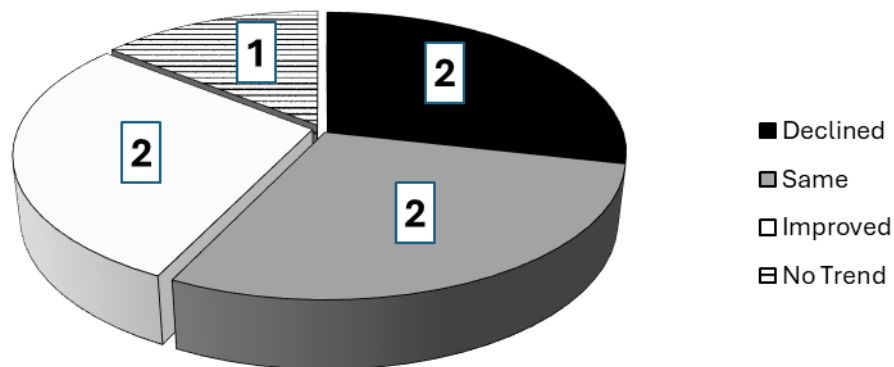
Each OSP should review the Forward Plan and where a decision has been made, members of the OSP should consider calling in an item if they have concerns which need discussing at a future OSP meeting. As per the May 2025 forward plan, the following financial reports are due to be considered by Cabinet in 2025

- General Fund Revenue Outturn (July Cabinet)
- HRA Revenue Outturn (July Cabinet)
- Capital Outturn (July Cabinet)
- Collection fund 2024/25 (July Cabinet)
- General Fund Budget Monitoring Q1 (September Cabinet)
- HRA Budget Monitoring Q1 (September Cabinet)
- Capital Monitoring Q1 (September Cabinet)

1.3 Due to the timings of panel meetings, **this report includes data for both the third and fourth quarters 2024/25**. A summary of the third quarter and fourth quarter with a link to the full report follow:

2. Housing and Communities OSP Third Quarter 2024/25 Summary Charts

Performance Measures Summary



Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of Third Quarter

	Number Received 2024/25 (2023/24)	Completed 2024/25 (2023/24)	Late 2024/25 (2023/24)	Outstanding 2024/25 (2023/24)
FOI / EIR Requests - 20-day target	575 (525)	575 (525)	105 (102)	0 (0)
Complaints -10-day target	1,074 (1,270)	1,074 (1,267)	115 (142)	0 (3)

Strategic Risk Register Summary

See fourth quarter 2024/25

Member Enquiry Forms (MEFs) Summary Third Quarter

Number Received	
2023/24	2024/25
111	286

Subject trends identified in the current quarter:

FOI / EIR – No trend(s) identified.

Complaints - No trend(s) identified.

MEFs – 171 for Housing and 38 for Leisure and Culture (73%).

2.1 **Appendix A - Performance Measures Third Quarter**

Two declined trend measures:

- **Removal of Private Sector Property Housing Hazards** (62 removed 2023/24, 23 removed 2024/25).
Unable to establish HEART section data relating to hazards until January 2025 – which means that actual performance will be confirmed in the fourth quarter report.
- **Relet of Property End to End Time (less difficult to let); General Purpose** (38 days 2023/24, 42 days 2024/25).
We have been experiencing an unprecedented number of properties that are being returned to us and this is placing huge demand across all teams. In addition, more properties are being returned in a poor condition requiring major works. We are working to relet properties in the quickest time possible in conjunction with external contractors.

Positive aspects:

- **Length of Stay in Bed and Breakfast Accommodation** (11 weeks in 2023/24, 9 weeks in 2024/25).
Although still under-performing against the target of 6 weeks, the trend is improved compared to the third quarter 2023/24. This is despite the Council continuing to experience high numbers of Homeless presentations requiring temporary accommodation - as at the end of December 2024 there were 140.

2.2 **Appendix B – Strategic Risk Register Third Quarter**

As this is a “live” document, details are provided in the fourth quarter summary (see section 3)

2.3 **Appendix C – Executive Summary of the Strategic Performance Report to Management Team Third Quarter**

Of the 15 measures: Eight are “green”, one is “amber” and six are “red”:

“Amber” measure:

- **Health and Safety monitoring** is 77% against the 80% target (80% last quarter)

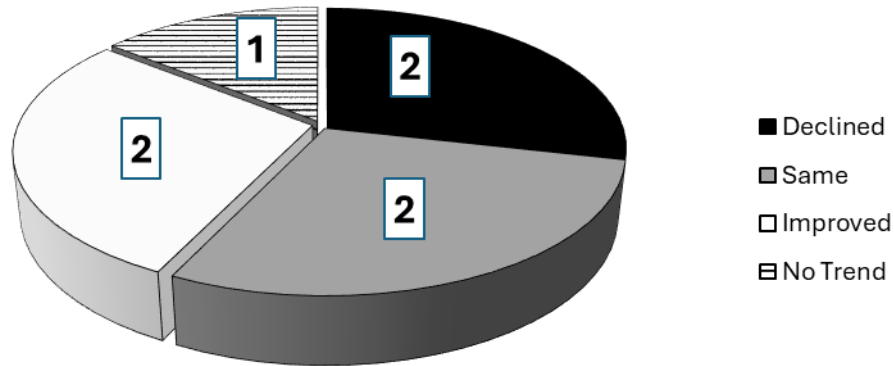
Six “Red” measures:

- **Processing of new benefits claims** is 34.64 days (35.24 days last month) against the 22 days good performance benchmark and compared to 21.11 days in December 2023. Improvement month-on-month since September following the issues with a number of experienced leavers / training requirements for new officers in the first half of 2024/25. This is expected to continue in the final quarter of 2024/25
- **Working days lost to short term sickness absence** is 3.32 days per full time equivalent (FTE) against the profiled target of 2.61 days/FTE at the end of December (3.42 days/FTE at the end of December 2023)

- **Working days lost to long term sickness absence** is 5.49 days per full time equivalent (FTE) against the profiled target of 3.95 days/FTE at the end of December (5.27 days/FTE at the end of December 2023)
- **Short term return to work interview compliance** rolling average is 56.15% within 3 days (53.91% last month). The average time to complete all interviews is 1.92 days (1.60 days last month)
- **Agency staff spend** £822,094 as at the end of December compared to £577,435 at the end of December 2023. This is netted against an estimated £1.74m salary underspend, creating a NET underspend of £912k across the general fund and HRA budgets
- **Building a Better Borough (BaBB) monitoring** is 66% against the 80% target at the end of the third quarter (70% last quarter)

3. Housing and Communities OSP Fourth Quarter 2024/25 Summary Charts

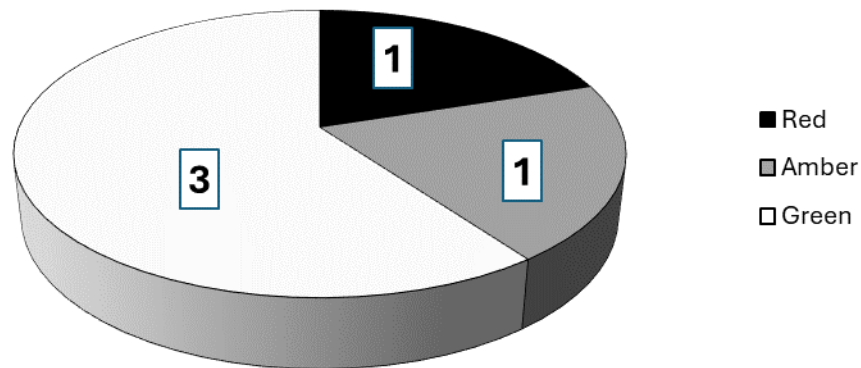
Performance Measures Summary



Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of Fourth Quarter

	Number Received 2024/25 (2023/24)	Completed 2024/25 (2023/24)	Late 2024/25 (2023/24)	Outstanding 2024/25 (2023/24)
FOI / EIR Requests - 20-day target	775 (744)	775 (739)	150 (150)	0 (5)
Complaints -10-day target	1,516 (1,584)	1,516 (1,581)	155 (173)	0 (3)

Strategic Risk Register Summary



Member Enquiry Forms (MEFs) Summary Fourth Quarter

Number Received	
2023/24	2024/25
109	187

Subject trends identified in the current quarter:

FOI / EIR – No trend(s) identified.

Complaints - No trend(s) identified.

MEFs – 59 for Housing and 39 for Leisure and Culture (52%).

3.1 **Appendix A - Performance Measures Fourth Quarter**

Two declined trend measures:

- **Relet of Property End to End Time (less difficult to let); General Purpose** (48 days 2023/24, 43 days 2024/25) and **Relet of Property End to End Time (less difficult to let); Independent Living** (34 days 2023/24, 37 days 2024/25).

We continue to experience unprecedented times in terms of properties that are being returned to us (linked to major works) which places a huge demand across all teams and impacting on customers waiting for accommodation. We are prioritising the relet of properties in the quickest time possible in conjunction with external contractors.

Positive aspects:

- **Processing Private Sector Disabled Facility Grants** (43 weeks 2023/24, 30 weeks 2024/25).

The Capital Expenditure project referenced in the third quarter data summary is now having the very positive effect anticipated, with performance ending 2024/25 comfortably better than the 35 week target.

- **Removal of Private Sector Property Housing Hazards** (72 removed in 2023/24, 82 removed in 2024/25).

Dramatic improvement in performance in the fourth quarter (from 23 at the end of the third quarter) as the HEART section data (not available earlier in the year) is now included.

3.2 **Appendix B – Strategic Risk Register Fourth Quarter**

There are five strategic risks within the remit of the panel. One is “net red”, one is “net amber” and three are “net green”.

“Net Red” Risk

R1 - Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents

“Net Amber” Risk

R25 - Noncompliance with regulations relating to Freedom of Information, Environmental Information and General Data Protection resulting in penalties applied by the Information Commissioner’s Office

3.3 **Appendix C – Executive Summary of the Strategic Performance Report to Management Team Fourth Quarter**

Of the 15 measures: Eight are “green” and seven are “red”.

Seven “Red” measures:

- **Processing of new benefits claims** is 33.67 days (34.35 days last month) against the 22 days good performance benchmark and compared to 21.43 days in March 2024. Improvement month-on-month since September continues but again, not at the anticipated rate at the end of the final quarter 2024/25
- **Working days lost to short term sickness absence** is 4.41 days per full time equivalent (FTE) against the profiled target of 3.50 days/FTE at the end of March (4.84 days/FTE at the end of March 2024)
- **Working days lost to long term sickness absence** is 6.88 days per full time equivalent (FTE) against the profiled target of 5.25 days/FTE at the end of March (6.94 days/FTE at the end of March 2024)
- **Short term return to work interview compliance** rolling average is 55.70% within 3 days (57.09% last month). The average time to complete all interviews is 1.69 days (1.79 days last month)
- **Agency staff spend** is £1,084,441 as at the end of March compared to £779,066 at the end of March 2024. This is netted against an estimated £2.24m salary underspend, creating a NET underspend of £1.15m across the general fund and HRA budgets.
- **Building a Better Borough (BaBB) monitoring** is 66% against the 80% target at the end of the fourth quarter 2024/25 (also 66% last quarter)
- **Health and Safety monitoring** is 72% against the 80% target at the end of the fourth quarter 2024/25 (77% last quarter). Targets have not been met for Legionella linked to the new contract starting in March 2025, risk assessment reviews and recycling monitoring inspections

4. Please click the following link to access the full report:
[5 June 2025: Housing and Communities Overview and Scrutiny Panel | Nuneaton and Bedworth Borough Council](#)

5 **Recommendation**

The panel is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder and/or Cabinet.

The panel may decide to establish an OSP Review Working Party, proposed, voted and agreed at an OSP itself, to review a specific item/activity. This would be made up of members from the OSP and the OSP would be required to set a clear scope and remit for the review.

STEVE GORE

Agenda item: 8

Report Summary Sheet

Date:	5 th June 2025
Subject:	Housing Performance – Quarter three/Quarter four (2024/25)
Portfolio:	Housing (Councillor C. Watkins)
From:	Nicola Botterill, Assistant Director – Social Housing and Community Safety

Summary:
To provide the Housing & Communities Overview and Scrutiny panel with Housing performance information for Q3/Q4 2024/25.
Recommendations:
1. The content of the report be noted and members to respond accordingly.
Options:
1. To note the content outlined in the report.
Reasons:

The Panel is asked to consider the summary report and information in relation to the Housing performance information for the third and fourth quarter of 2024/2025.

The item relates specifically to the work of the Housing Overview & Scrutiny Panel and includes details of emerging trends.

The Assistant Director – Social Housing & Community Safety will attend the Panel to assist with technical and operational queries relating to the item.

The Overview & Scrutiny Support Officer will provide any additional information as appropriate or as requested by the Panel Members.

Consultation undertaken with Members/Officers/Stakeholders

Leader and Portfolio Holder for Housing

Member Responsible for Complaints

Strategic Director – Housing and Communities

Subject to call-in:

No

Ward relevance:

All

Forward plan:

No

Corporate Plan Theme:

YC 1 – Delivering Services Effectively

Corporate Plan Strategic Aim:

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

Relevant statutes or policy:

The Social Housing (Regulation) Act 2023

Equalities Implications:

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

No

Human resources implications:

No

Financial implications:

None

Health Inequalities Implications:

No

Section 17 Crime & Disorder Implications:

No

Risk management implications:

No

Environmental implications:

No

Legal implications:

None

Contact details:

Nicola Botterill

nicola.botterill@nuneatonandbedworth.gov.uk



AGENDA ITEM NO. 8

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing & Communities Overview & Scrutiny Panel

From: Assistant Director – Social Housing and Community Safety

Subject: Housing Performance – Quarter three/Quarter four (2024/25)

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.

OBJECTIVES OF SCRUTINY

1. To scrutinise Housing performance information provided for Quarter three and Quarter four (2024/2025)

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The Members of the Panel are asked to:

- a) Members note the performance report and respond accordingly.

WHO CAN THE PANEL INFLUENCE?

The Panel may wish to publicise its findings so that they are accessible to the public, other stakeholder and outside bodies. The Overview & Scrutiny Support Officer and Communications Team will support the Chair of the Panel to do this as required.

WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider the summary report and information in relation to the Housing (Landlord Services) performance information for the third and fourth quarter of 2024/2025.

The item relates specifically to the work of the Housing Overview & Scrutiny Panel and includes details of emerging trends.

The Assistant Director – Social Housing & Community Safety will attend the Panel to assist with technical and operational queries relating to the item.

The Overview & Scrutiny Support Officer will provide any additional information as appropriate or as requested by the Panel Members.

Appendices

The following evidence has been submitted and is appended to this paper: -

Appendix A – Performance Report Summary

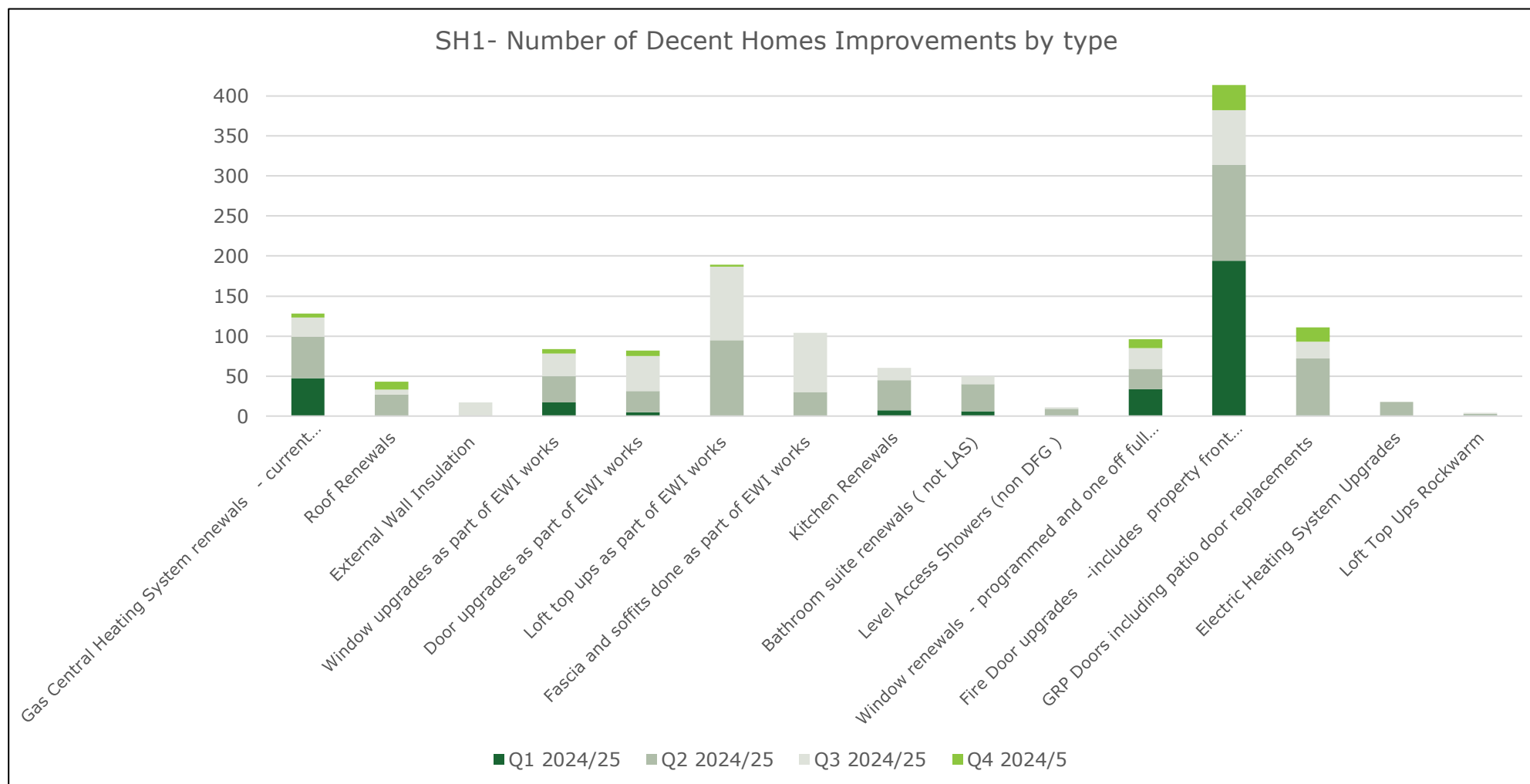
Appendix B – Housing (Landlord Services) Q3/Q4 Data

NICOLA BOTTERILL

Housing & Community Safety Key Performance Indicators – as at 31st March 2025

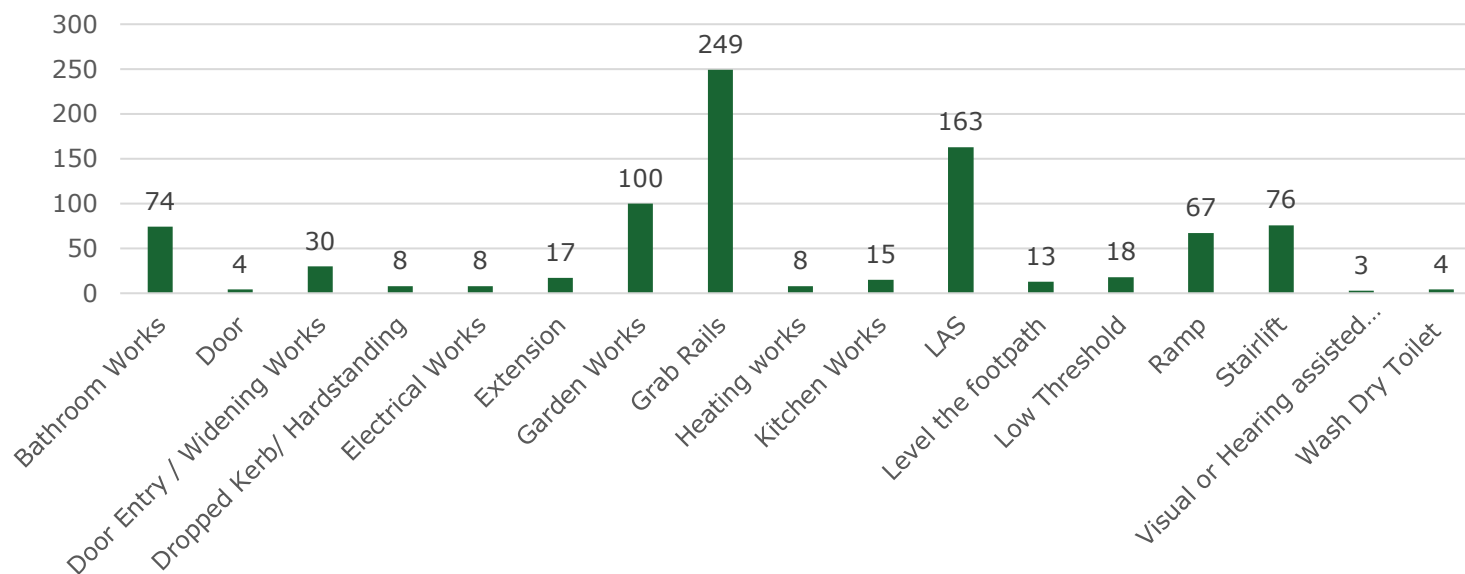
The following Key Performance Indicators¹ are presented on a quarterly basis as requested by the Chair of the Housing and Communities Overview & Scrutiny Panel and include data up the end of Quarter 4 2024/5.

Social Housing



¹ Data is recorded by the Directorate for 78 Key Social Housing Performance Indicators.
Housing and Communities OSP - Thursday 5th June 2025

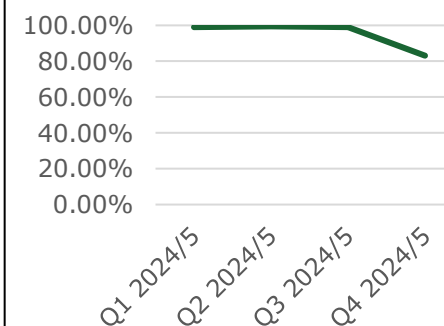
SH2 - Number of Aids & Adaptations by type Total 2024/25



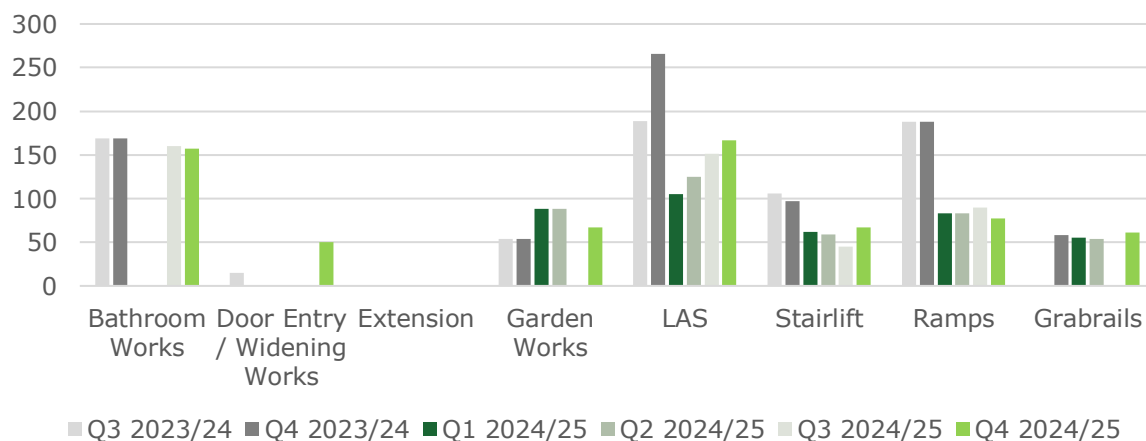
SH6 New builds completed 2024/25 = 12



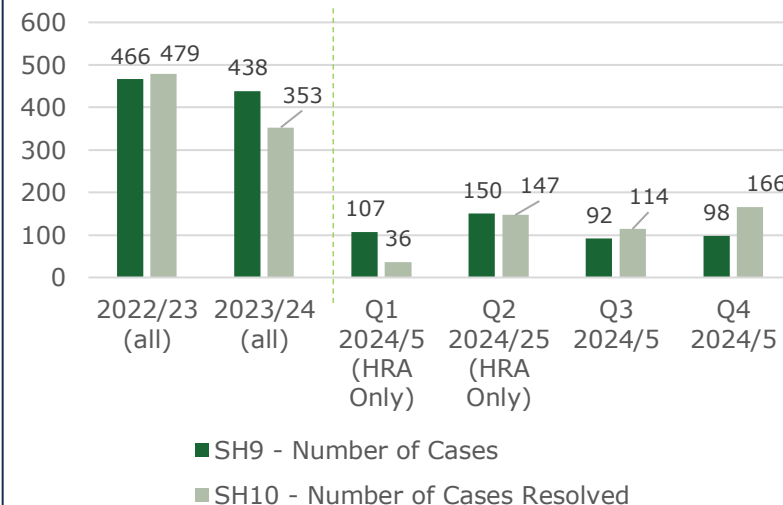
SH7 - % CP12 Compliance - 2024-25

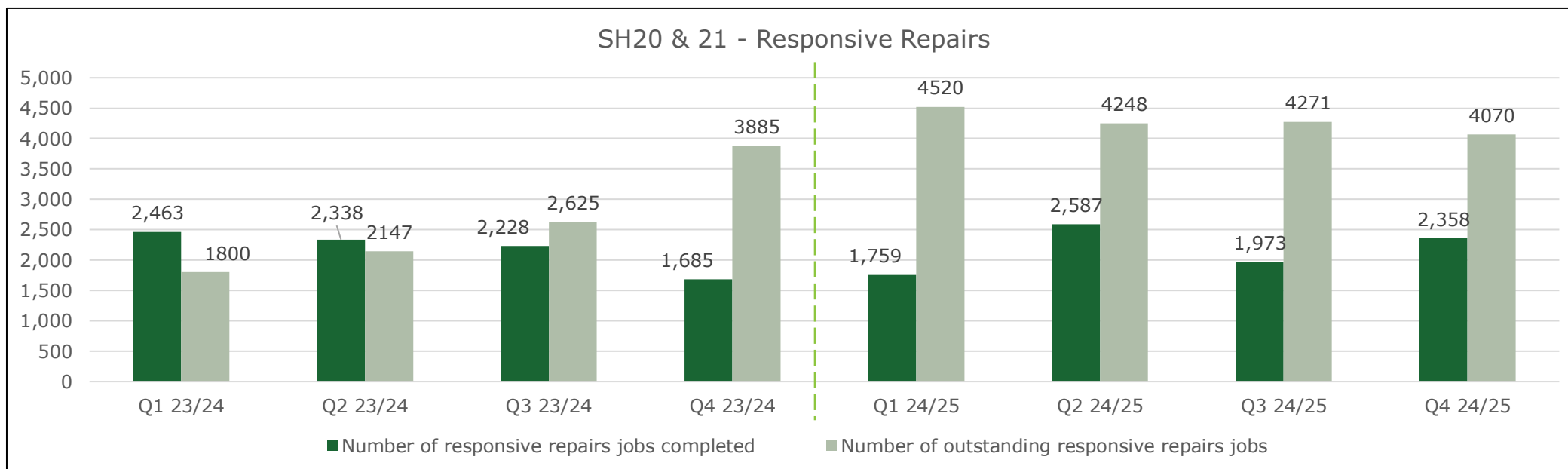
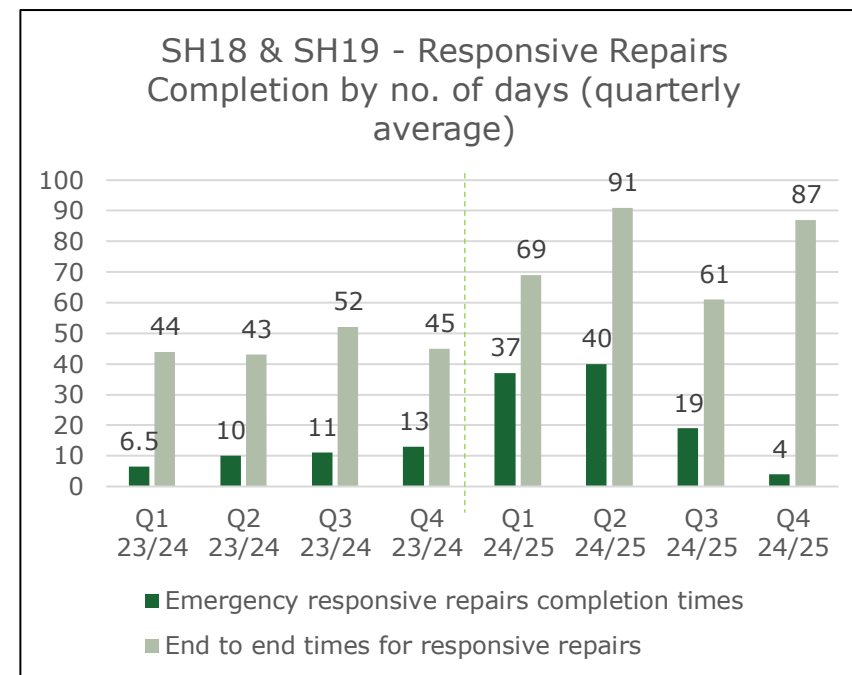
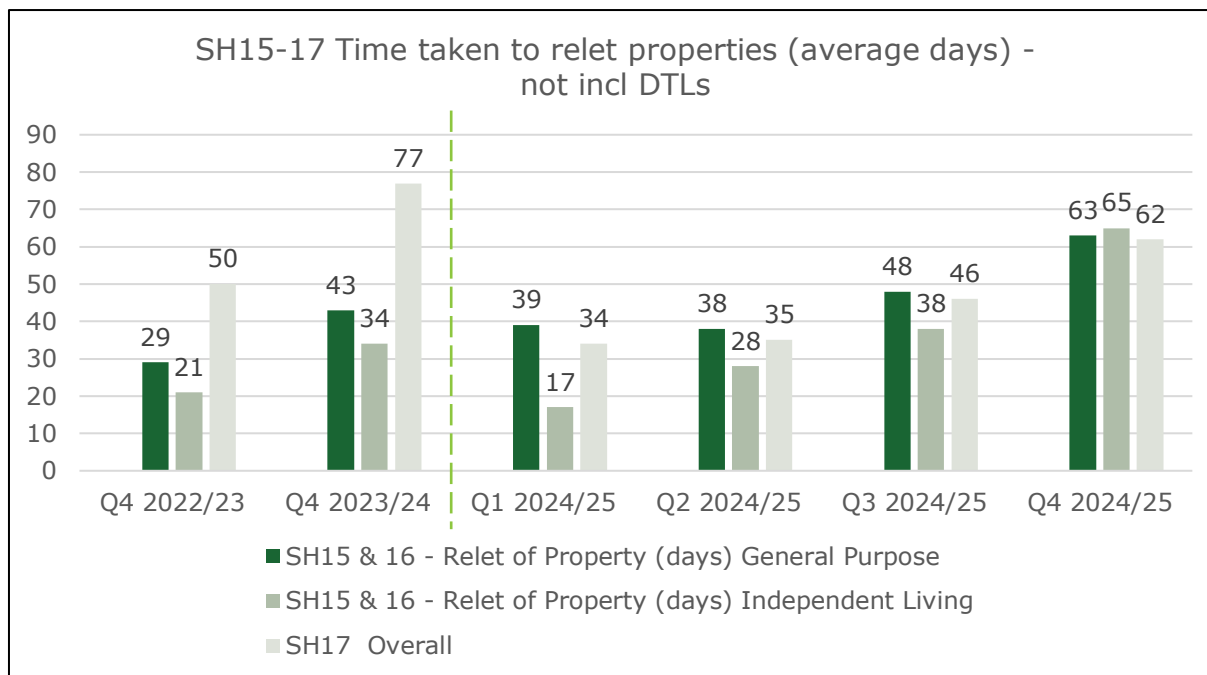


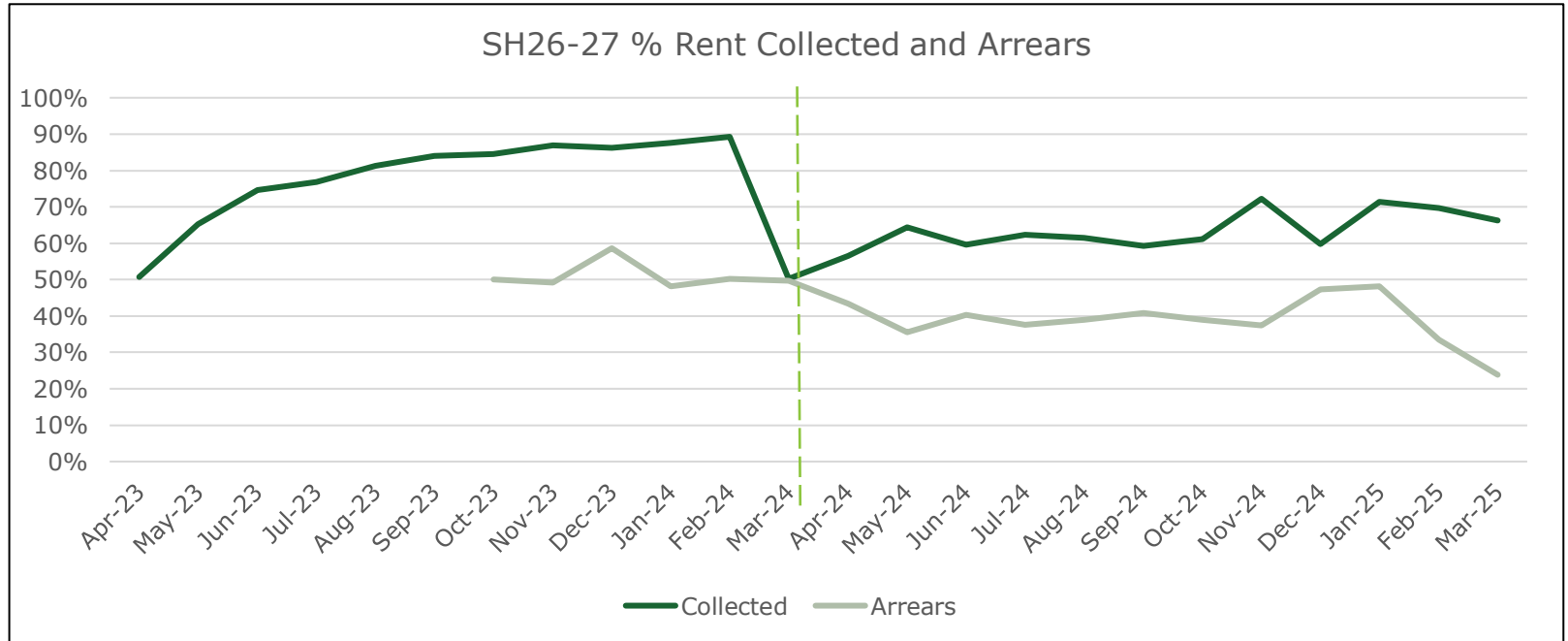
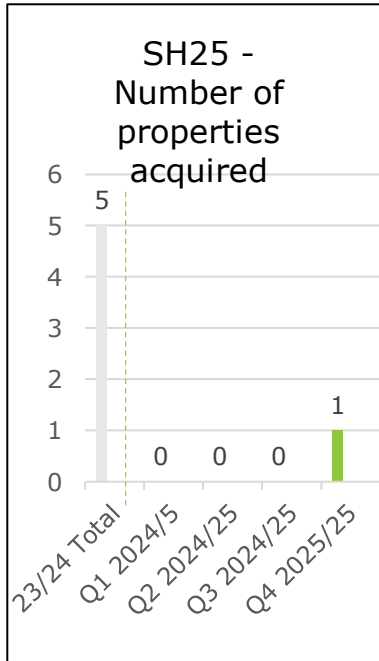
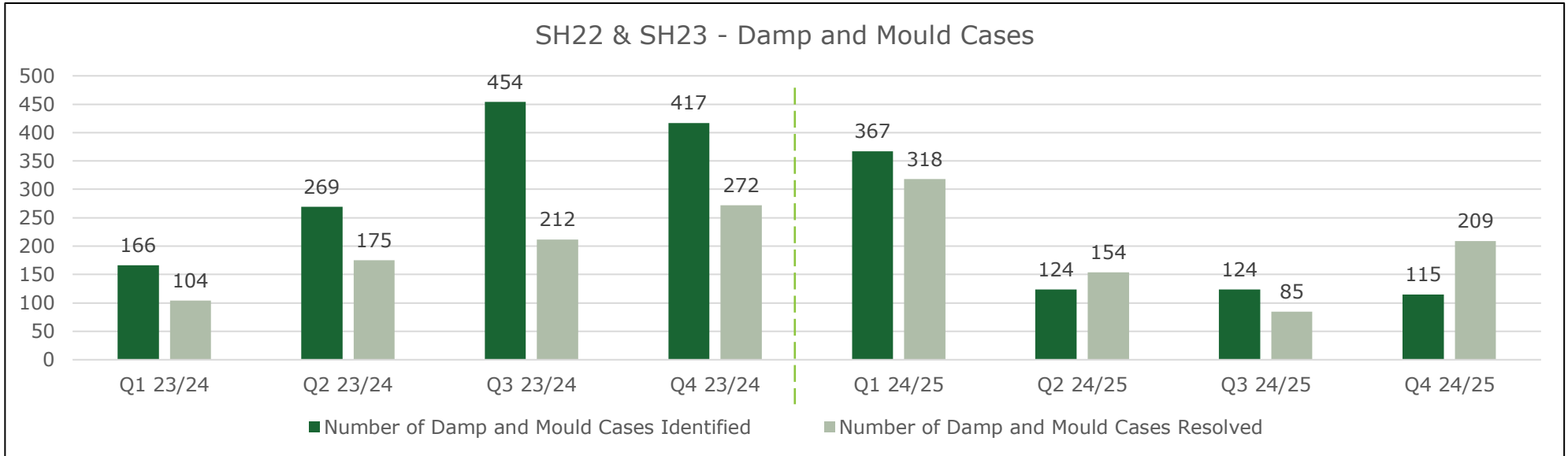
SH3 - End to End time Aids & Adaptations Average number of days - taken from the date of receipt from the HEART referral into Capital to the date reported as completed - where a completion date is recorded

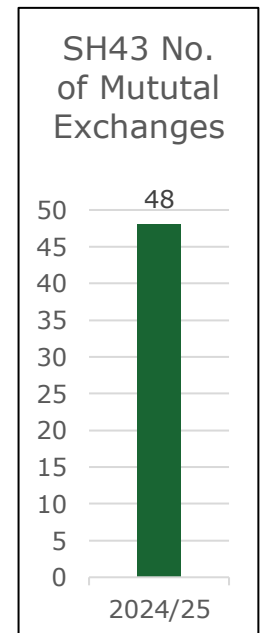
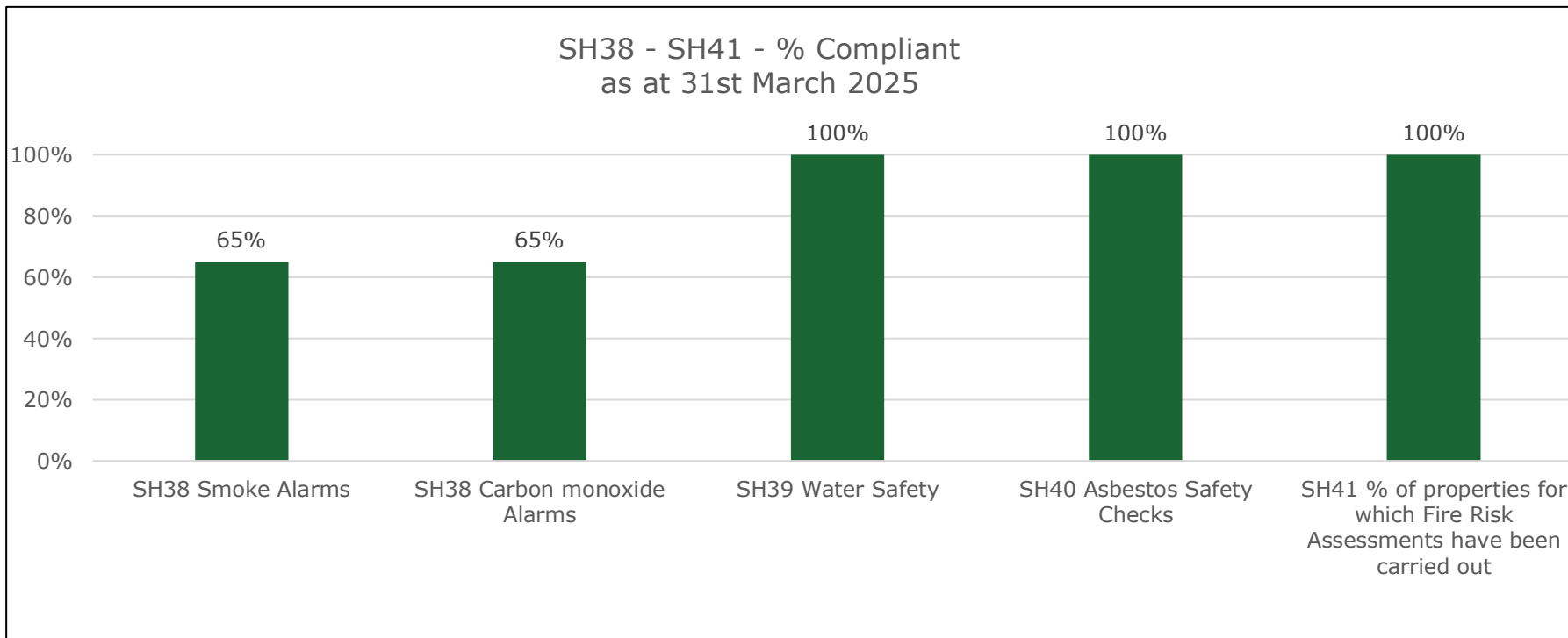
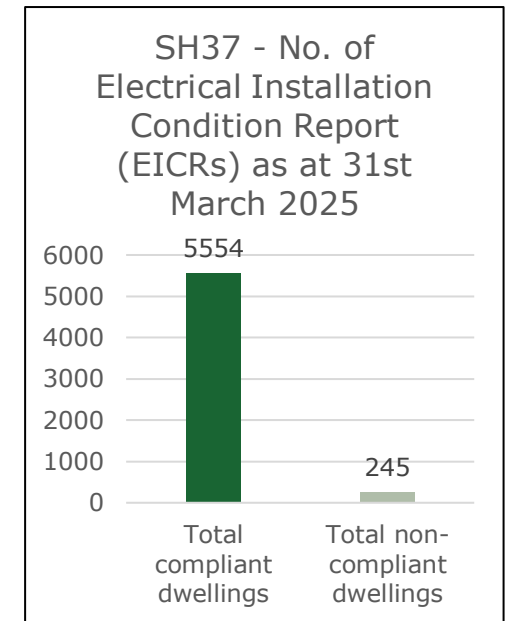
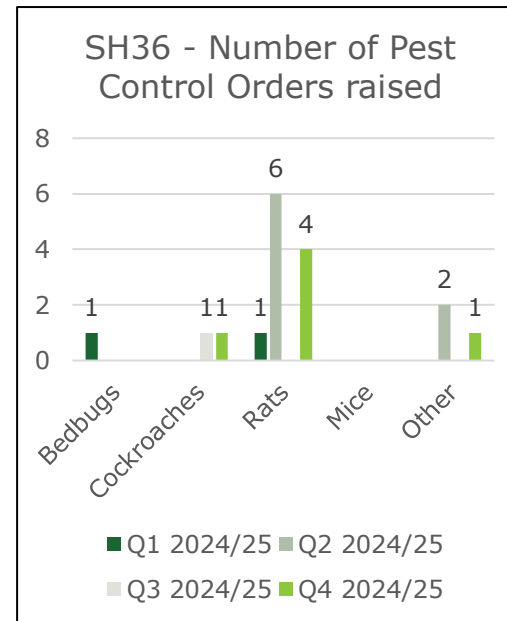
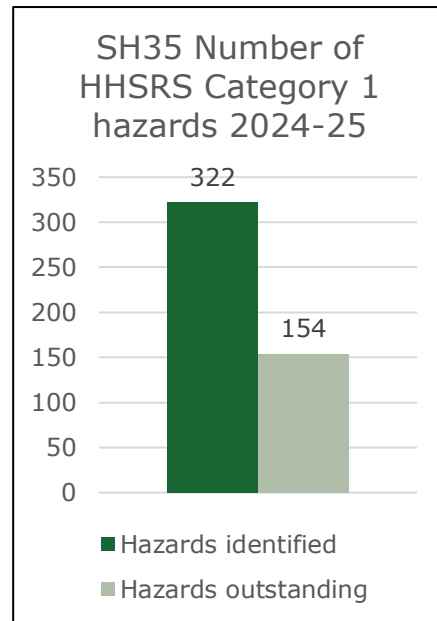
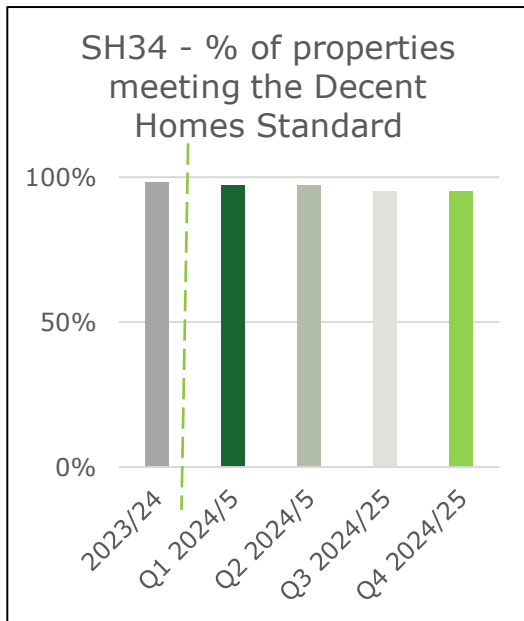


SH9 & 10 - Anti-social behaviour

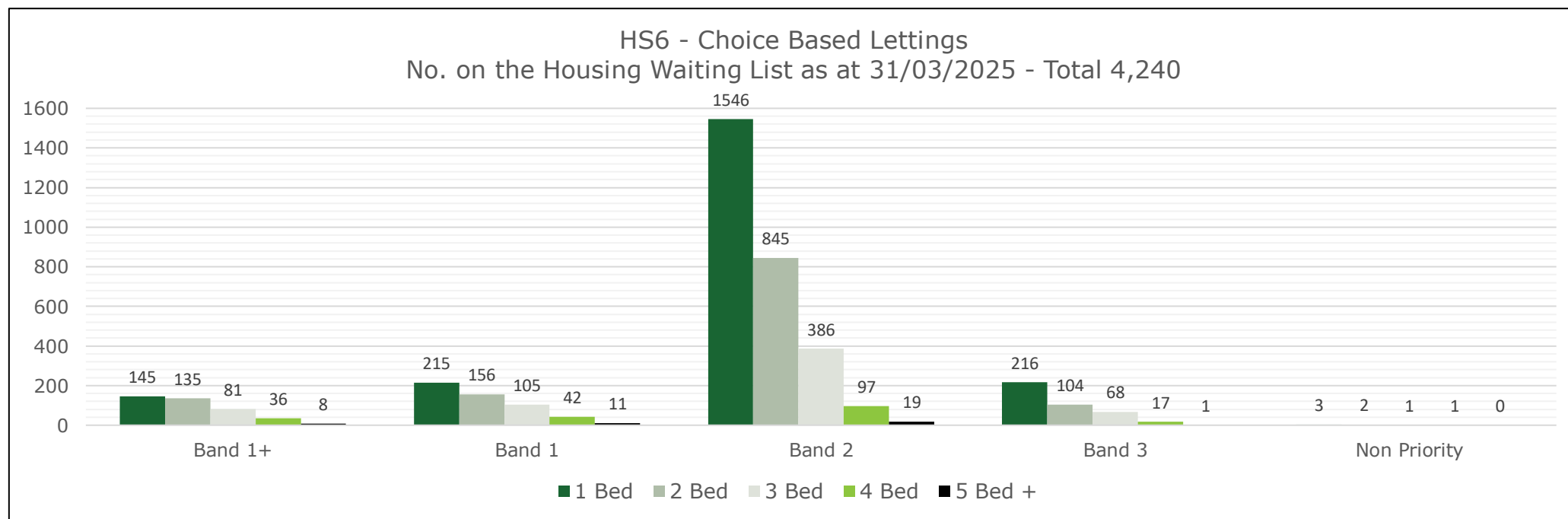
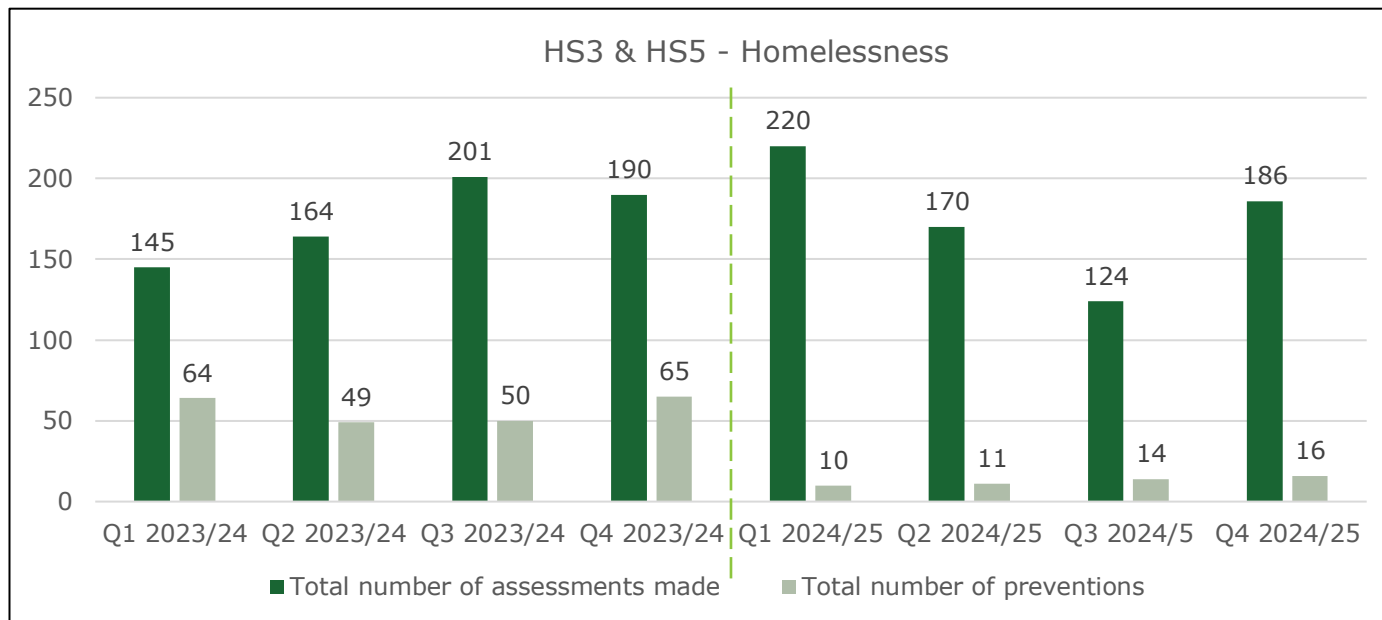
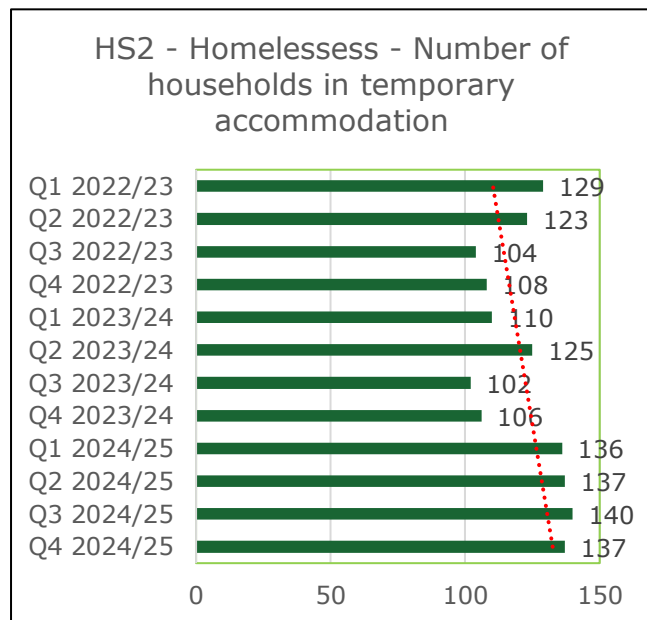


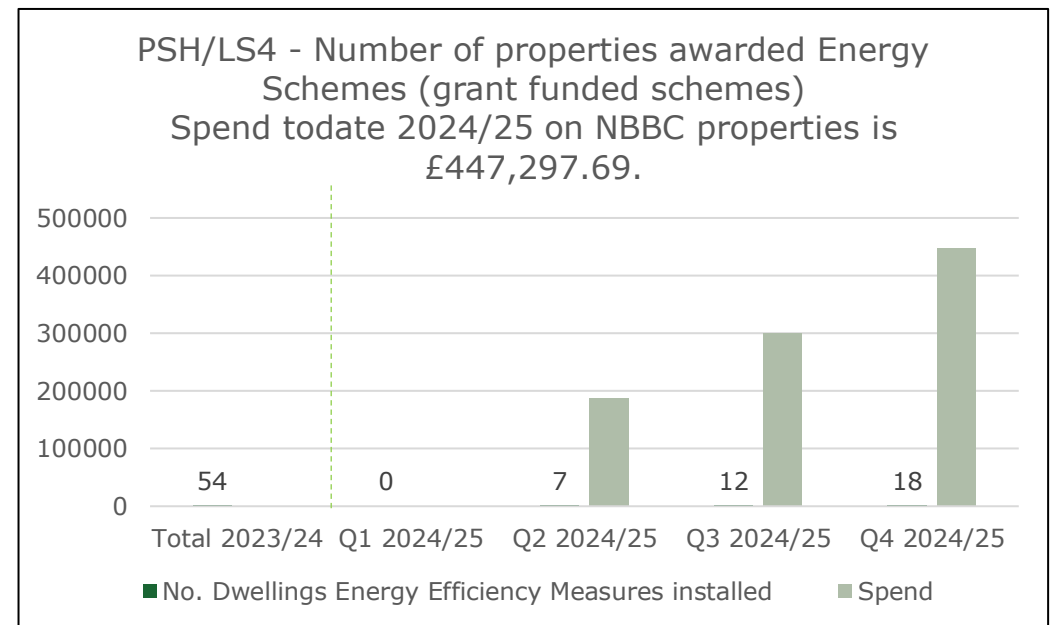
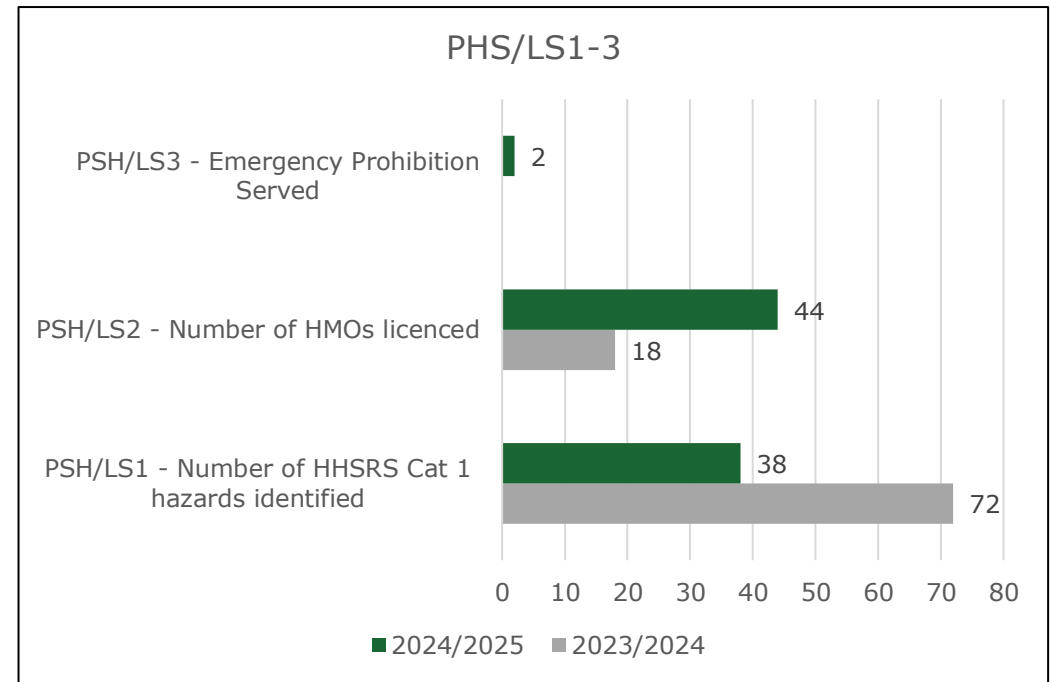
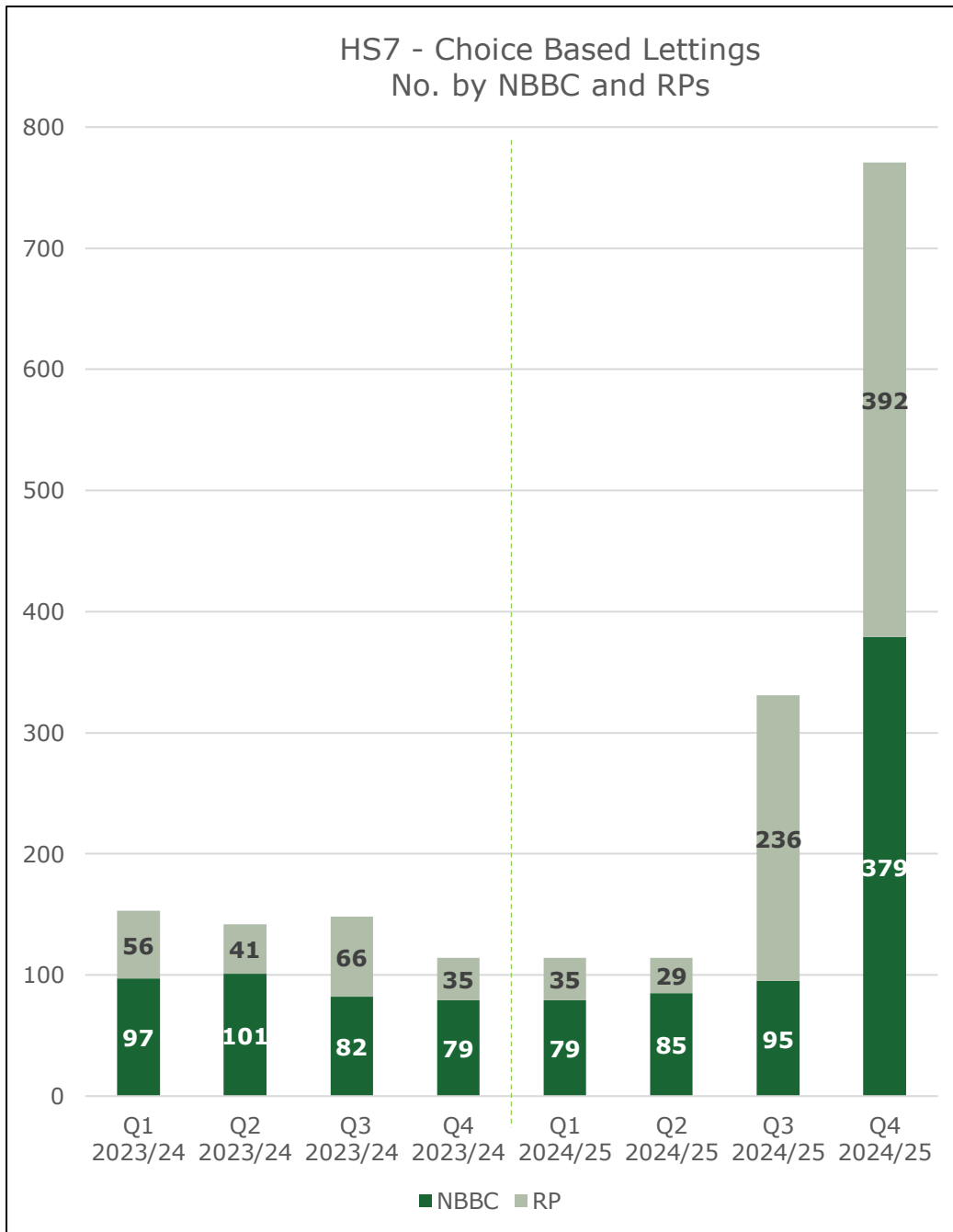




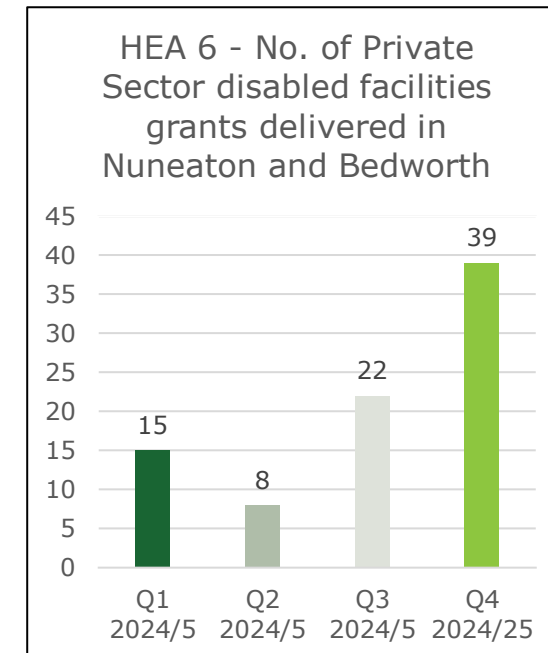
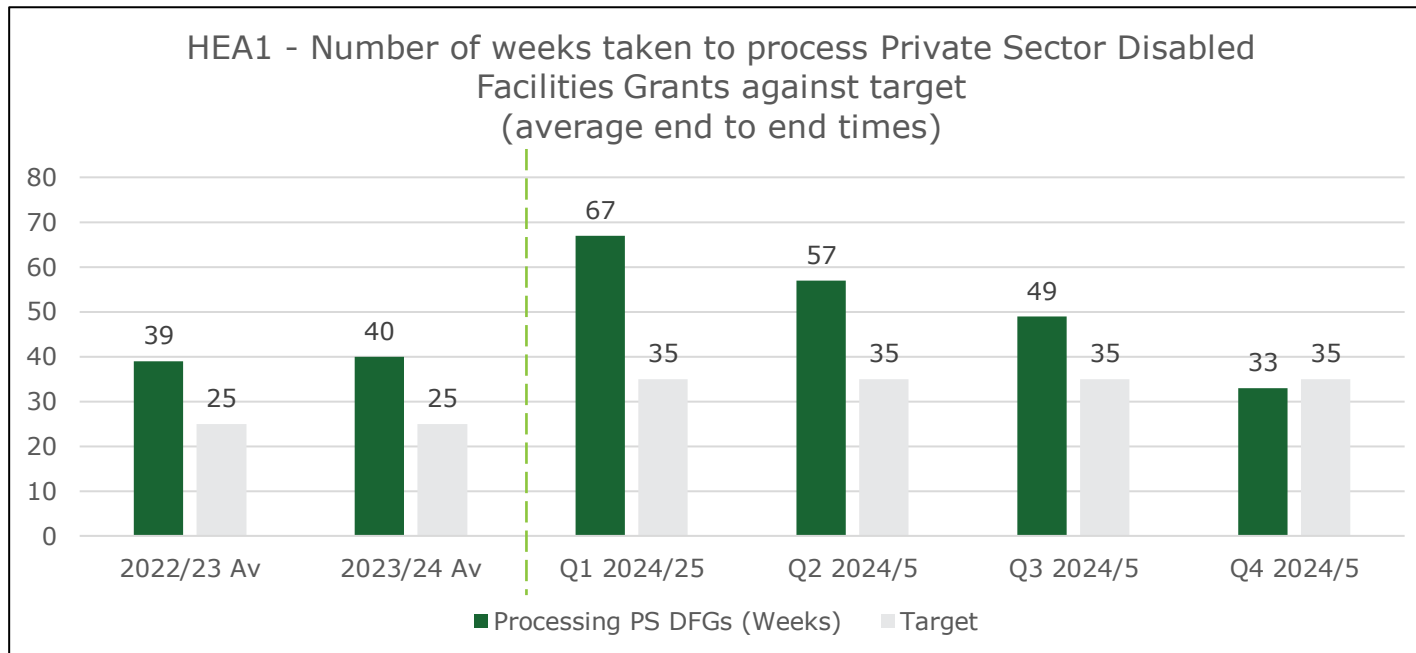


2. Housing Solutions / Private Sector Housing / Landlord Solutions

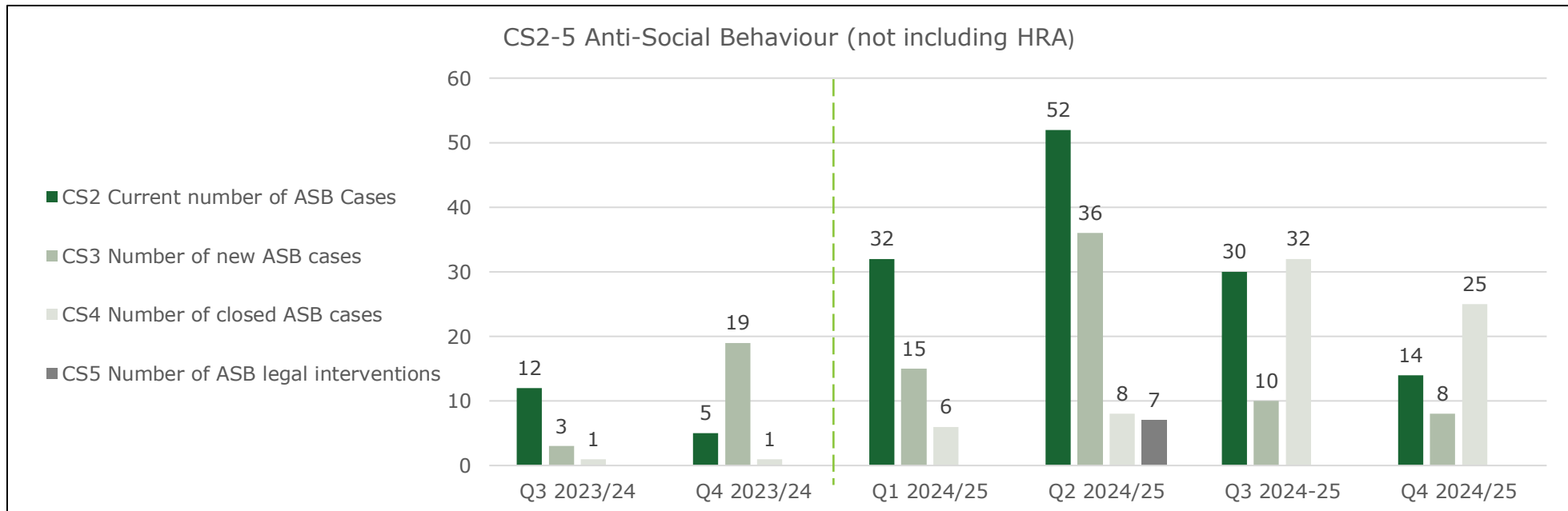
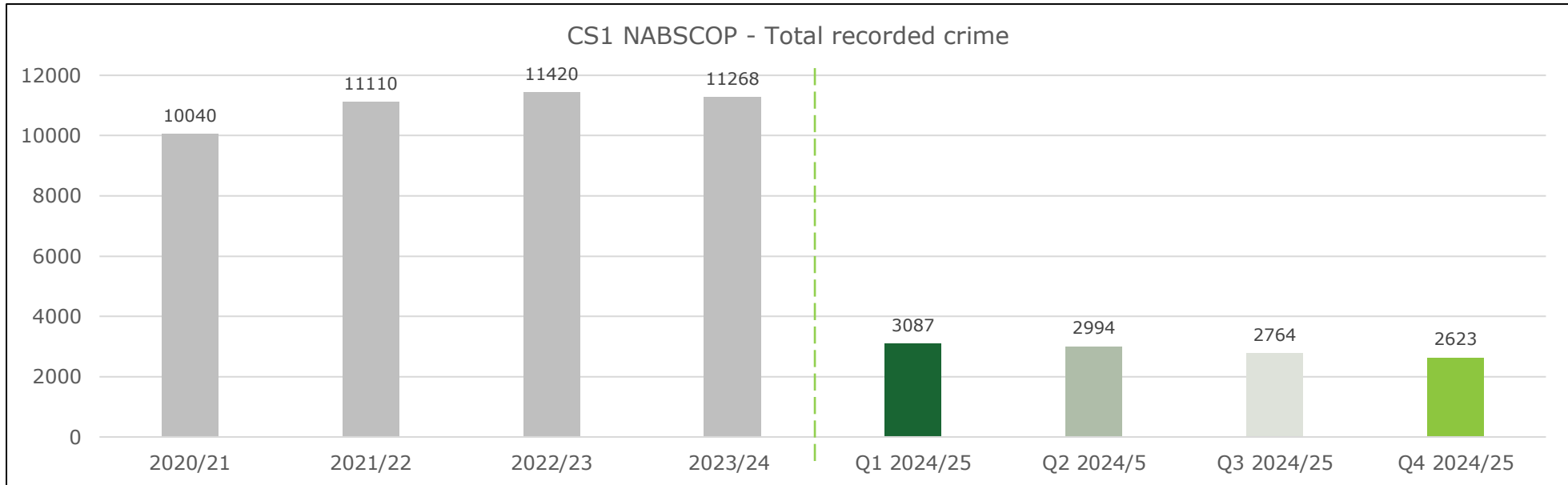




3. HEART



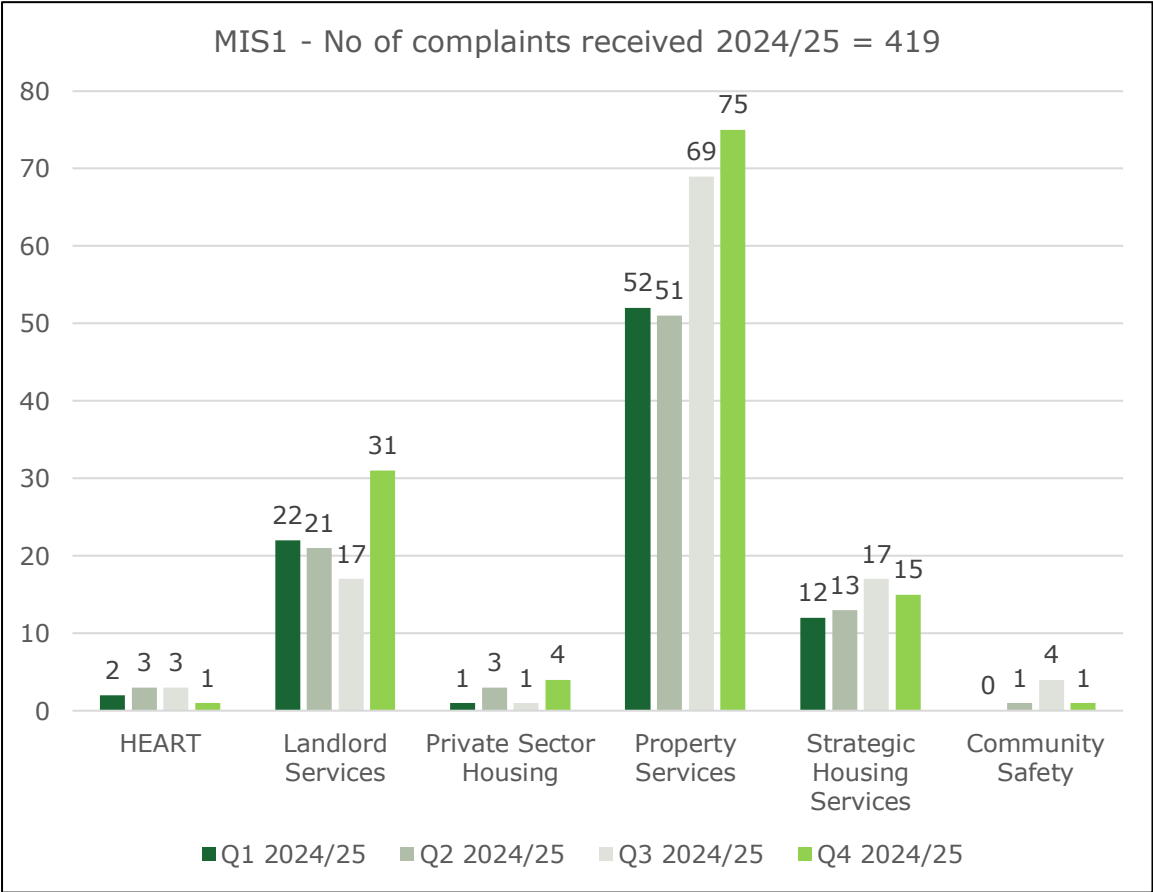
4. Community Safety



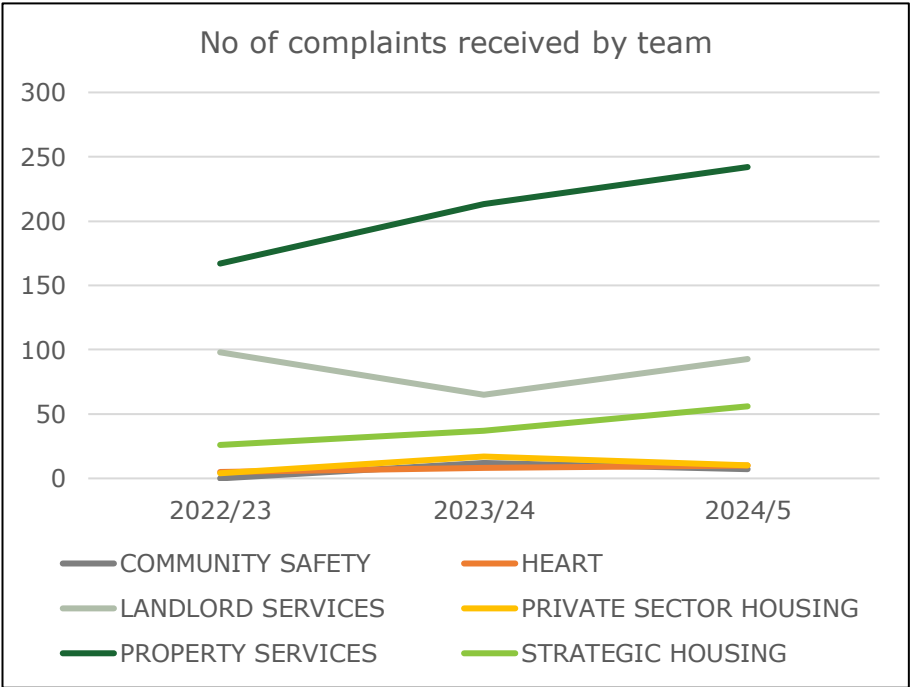
5. Complaints

Stage 1 Complaints

During the period 1st April 2024 to 31st March 2025, the Housing and Community Safety Directorate received a total of **419** Stage 1 complaints across all services. **290** (69%) of all complaints received by the Directorate were from Nuneaton and Bedworth Borough Council social housing tenants.



59% of all Stage 1 complaints received by the Directorate in 2024/25 related to Property Services, with **22%** relating to Landlord Services.



76%
(318)

of Directorate Stage 1 complaints related to a previous service request.

Time was extended on

26
(6%)

Directorate Stage 1 complaints.

28 (7%)

Directorate Stage 1 complaints were responded to outside the complaint handling code working days timeframes.

182
(43%)

Directorate Stage 1 complaints were upheld.

Financial outcomes:

£1,042.50 compensation.

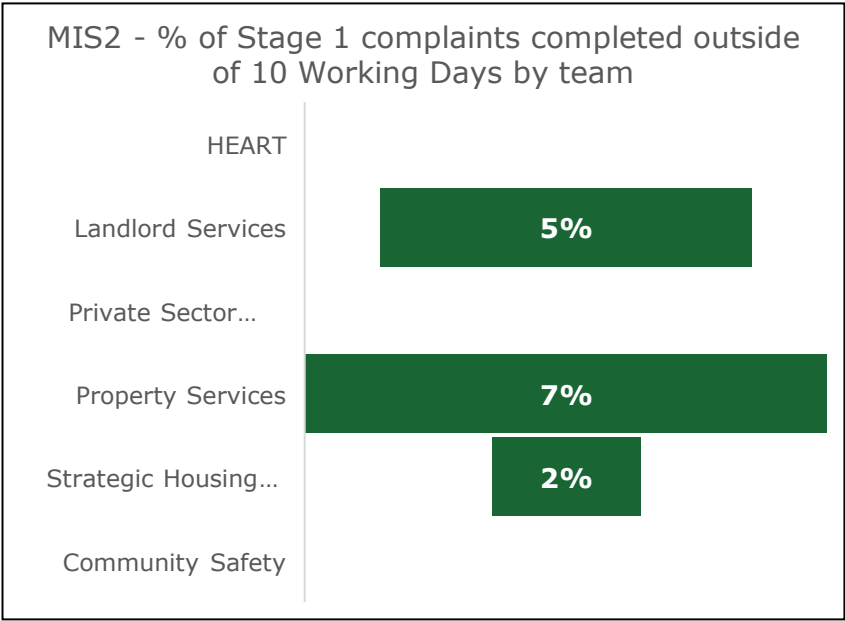
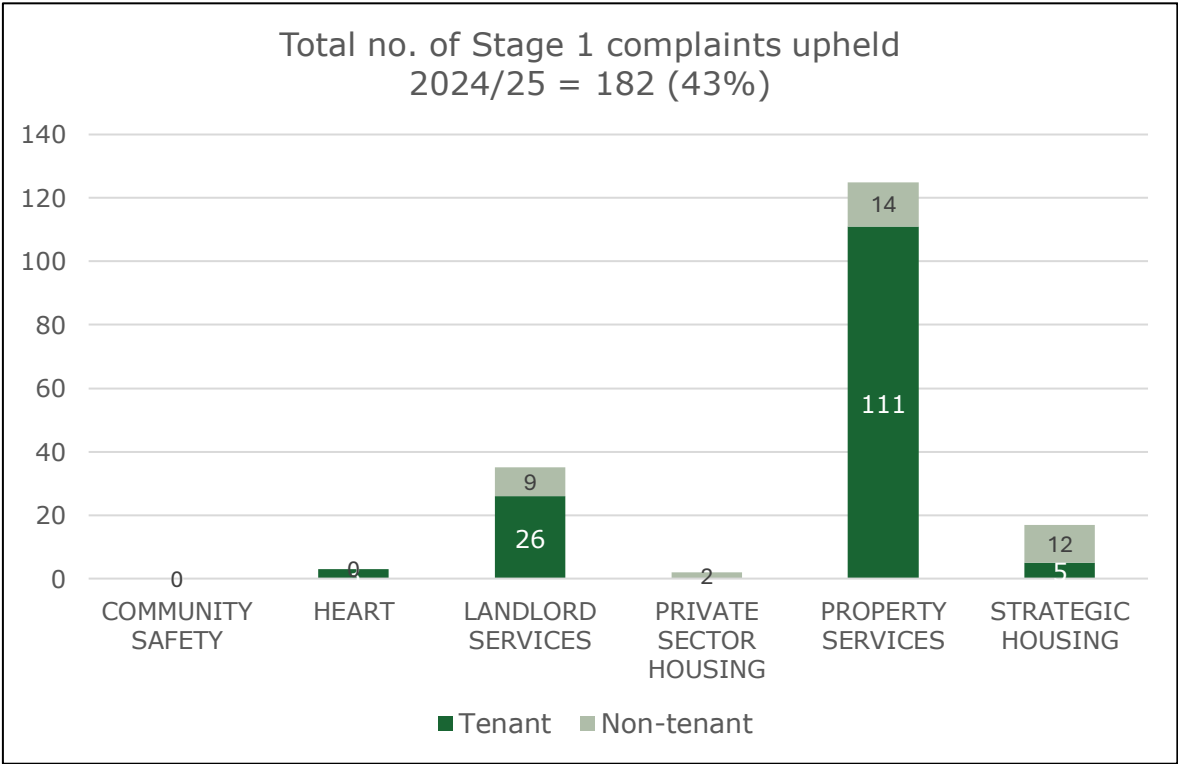
£335 decorating vouchers.

£681.50 reimbursed expenses.

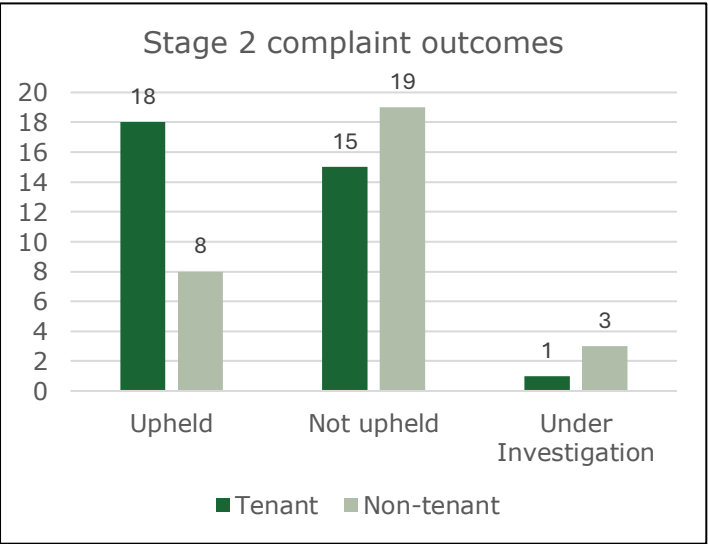
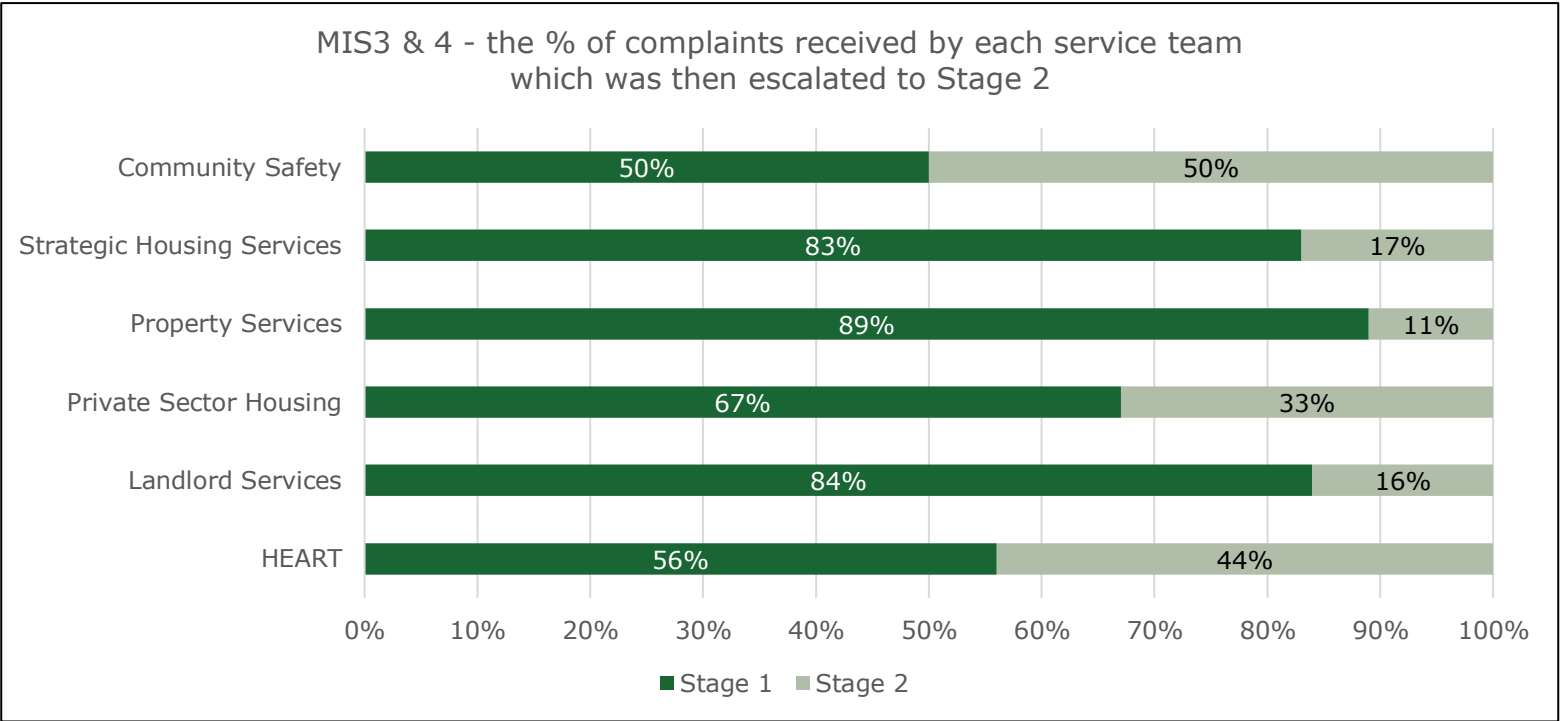
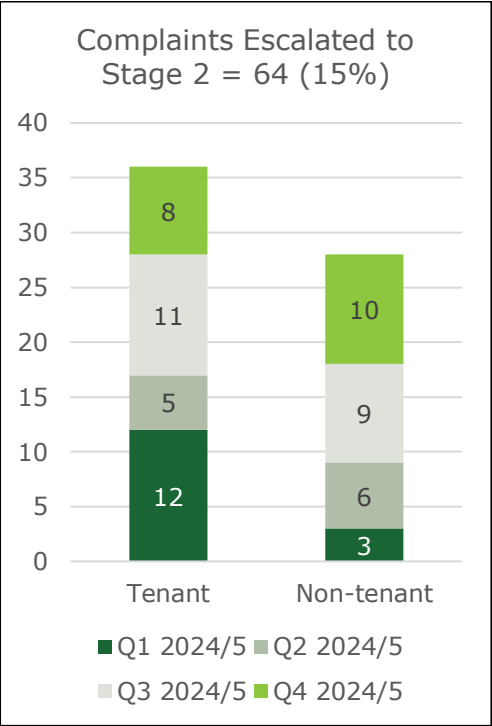
£25 goodwill payment.

£1,408.42 rent reimbursement.

£40 Council Tax Reimbursement



Stage 2 Complaints



Agenda item: 9

Report Summary Sheet

Date: 5th June 2025

Subject: Tenant Satisfaction Measures 2024/2025

Portfolio: Housing (Councillor C. Watkins)

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

Summary:

To provide Housing & Communities Overview and Scrutiny panel with an update of the results of the Tenant Satisfaction Measures (TSM's) survey 2024/25. These measures are to be reported to the Regulator of Social Housing on by 30th June 2025.

Recommendations:

1. The content of the report be noted.
2. The Assistant Director – Social Housing and Community Safety be required to work with the Portfolio Holder for Housing and the Strategic Director for Housing and Community Safety, to utilise the results of the TSM's to improve services and service delivery:

<p>3. The Assistant Director – Social Housing & Community Safety be required to consult with the appropriate Scrutiny Panel upon any such service and/or service delivery improvements identified.</p>
<p>Options:</p> <p>1. To note the content outlined in the report.</p>
<p>Reasons:</p> <p>The Regulator of Social Housing has created a system to see how well social housing landlords in England are doing at providing good quality homes and services. This includes a set of tenant satisfaction measures (TSMs) that social housing landlords, including local authorities like us, must report on.</p> <p>There are 26 measures:</p> <p>14 performance measures which are collected internally through information held on our performance, 12 tenant satisfaction measures, which are taken directly from tenant feedback from the perception survey, which includes the overall satisfaction measure.</p> <p>The perception survey is a set of questions we ask our tenants to understand how satisfied or dissatisfied they are with services we provide.</p> <p>Each of the TSM's fit into one of these five key themes:</p> <p>Keeping properties in good repair Maintaining building safety Respectful and helpful tenant engagement Effective complaints handling Responsible neighbourhood management</p> <p>The surveys can be conducted by post, by phone, face to face, online, or however is best for our tenants. It is compulsory to say at the start of the survey roughly how long it will take to complete; let tenants know that the survey will be used for tenant satisfaction measures and include the 12 tenant perception survey questions exactly as written by the Regulator. Landlords were permitted to include additional questions if they so wished.</p>
<p>Consultation undertaken with Members/Officers/Stakeholders</p> <p>Leader and Portfolio Holder for Housing Member Responsible for Complaints Strategic Director – Housing and Communities</p>

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

Corporate Plan Theme:
YC 1 – Delivering Services Effectively
Corporate Plan Strategic Aim:
8. Strive for transparency and accountability in all that we do. Increase public scrutiny.
Relevant statutes or policy:
The Social Housing (Regulation) Act 2023

Equalities Implications:
(Does this require an Equalities Impact Assessment? If so please append.)
No
Human resources implications:
No
Financial implications:
None
Health Inequalities Implications:

No

Section 17 Crime & Disorder Implications:

No

Risk management implications:

Failure to comply with the Social Housing (Regulation) Act 2023 will result in regulatory notices, including financial and reputational risk to the Council.

Environmental implications:

No

Legal implications:

None

Contact details:

Nicola Botterill

nicola.botterill@nuneatonandbedworth.gov.uk

AGENDA ITEM NO. 9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing & Communities Overview and Scrutiny panel

From: Assistant Director – Social Housing and Community Safety

Subject: Tenant Satisfaction Measures 2024/25

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 The purpose of this report is to provide the Housing & Scrutiny Panel with the results of the Tenant Satisfaction Measures (TSM's) 2024/25 survey which must be reported to the Regulator of Social Housing by 30th June 2025.

2. Recommendations

2.1 The content of the report be noted.

- 2.2 The Assistant Director – Social Housing and Community Safety be required to work with the Portfolio Holder for Housing and Communities and the Strategic Director for Housing and Communities to utilise the results of the TSM's to improve services and service delivery:
- 2.3 The Assistant Director be required to consult with the Housing & Communities Overview and Scrutiny Panel upon any such service and/or service delivery improvements identified.

3. Background

- 3.1 The Regulator of Social Housing has created a system to see how well social housing landlords in England are doing at providing good quality homes and services. This includes a set of tenant satisfaction measures (TSMs) that social housing landlords, including local authorities like us, must report on.

There are 26 measures:

- 14 performance measures which are collected internally through information held on our performance,
 - 12 tenant satisfaction measures, which are taken directly from tenant feedback from the perception survey, which includes the overall satisfaction measure.
- 3.2 The perception survey is a set of questions that we ask our tenants to understand how satisfied or dissatisfied you are with services we provide.

Each of the TSM's fit into one of these five key themes:

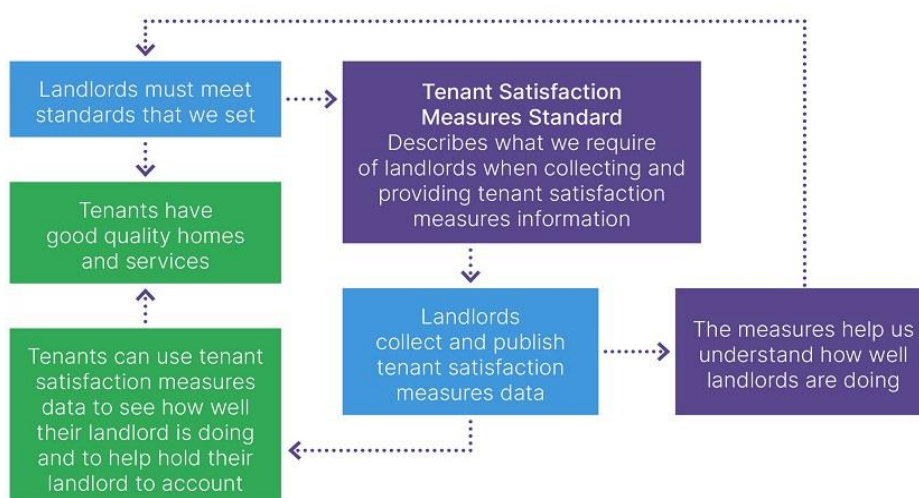
- Keeping properties in good repair
 - Maintaining building safety
 - Respectful and helpful tenant engagement
 - Effective complaints handling
 - Responsible neighbourhood management
- 3.3 The surveys can be conducted by post, by phone, face to face, online, or however is best for our tenants. It is compulsory to say at the start of the survey roughly how long it will take to complete; let tenants know that the survey will be used for tenant satisfaction measures and include the 12

tenant perception survey questions exactly as written by the Regulator. Landlords are permitted to include additional questions if they so wished.

4.0 How will tenant satisfaction measures work?

- 4.1 The following graph from the Regulator of Social Housing indicates how the TSM's work:

How will tenant satisfaction measures work?



5.0 The survey approach

- 5.1 An external research organisation, Integrity Connect was contracted to deliver the surveys over two consecutive years. They were tasked with sending out the survey to tenants and collating all of the responses received. The Council offered an incentive which was if tenants returned their survey by the 12th July 2024 they would be entered into a draw to win a £25 ASDA voucher (20 vouchers in total were on offer limited to one voucher per household).
- 5.2 All tenants were sent a paper questionnaire to complete. The total number of surveys sent was 5625.
- 5.3 There was the option to either survey all tenants or just a sample of tenants, however if the decision was taken to only survey a sample of tenants, there were strict rules set as to how many tenants were surveyed and how to randomly select who was surveyed. Given the importance of our service delivery for our tenants, this exercise was used as an opportunity to seek opinions as far and wide as possible and

therefore the decision was made to contact all tenants to encourage them to respond.

5.3 The surveys were sent out for the period 17th June 2024 to 30th September 2024. A chaser letter was sent out on 18th July 2024

5.4 A total of 1235 responses were received in total.

6.0 Survey Results

6.1 The table below sets out the current survey results against the prescribed set of questions:

Perception Survey

Theme	Code	Tenant Satisfaction Measure	% very & fairly satisfied
Overall Satisfaction	TP01	Overall Satisfaction	77.6%
Keeping properties in good repair	TP02	Satisfaction with repairs	83.6%
	TP03	Satisfaction with the time taken to complete most recent repair	77.6%
	TP04	Satisfaction that the home is well maintained	77.4%
Maintaining building safety	TP05	Satisfaction that the home is safe	80%
Respectful & helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	67.2%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	71%
	TP08	Agreement that the landlord treats tenants fairly and with respect	77.5%

Effective handling of complaints	TP09	Satisfaction with the landlords approach to handling complaints	46.1%
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	70.02%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	61.5%
	TP12	Satisfaction with the landlords approach to handing anti-social behaviour	58.5%

7.0 Management Information

7.1 The table below includes the compliance performance:

Code	Tenant Satisfaction Measure	Result
BS01	Proportion of homes for which all required gas safety checks have been carried out.	83.10%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%
RP01	Proportion of homes that do not meet the Decent Homes Standard.	2.9%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	41.9%

RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	56.7%
Q6a	Number of responsive repairs raised during the reporting year.	14,683
Q6b	Number of responsive repairs that were cancelled by the landlord during the reporting year (for any reason, and including those cancelled at tenant request).	2351
Q6c	Number of responsive repairs reclassified as planned or cyclical works during the reporting.	0
Q6d	Number of responsive repairs completed within the reporting year.	11,344
Q6e	Number of responsive repairs that have not been completed ('work-in-progress') at year end.	4070
NM01	Number of Anti-Social cases, opened per 1000 homes	94
NM02	Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes.	1
CH01 (1)	Number of stage one complaints received per 1,000 homes	51.6
CH01 (2)	Number of stage two complaints received per 1,000 homes	6.4
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	93.4%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	66.7%

8. Conclusion

- 8.1. The whole purpose of the TSMs is to be transparent with tenants on how the Council is performing. The results of the TSM's will be shared on the Councils Website, Housing Facebook Page and articles will be in the next tenants newsletter and annual report.

8.2 Most importantly, as an organisation, we should be learning from the results. The Council will be looking at the results and considering ways to improve satisfaction in areas that scored lowest and to strive for continuous improvement in all areas.

9. Appendices

None

10. Background Papers

None

NICOLA BOTTERILL

Agenda item: 10

Report Summary Sheet

Date: 5th June 2025

Subject: Housing Annual Complaints Performance and Service Improvement Report 2024/25

Portfolio: Housing (Councillor C. Watkins)

From: Assistant Director – Social Housing and Community Safety

Summary:

The Council is required to comply with the Housing Ombudsman Code of Practice, which came into effect on 1st April 2024. The Housing Ombudsman Service (HOS) expects all social housing Landlords to comply with all provisions in the Code, as this represents best practice in complaint handling. Where the HOS finds an organisation has deviated from the Code in policy or practice, it may use its powers to put matters right and ensure compliance with the Code. Where a landlord's policy or practice does not comply with the Code, it must provide a detailed explanation for non-compliance in its self-assessment and the date by which it intends to comply.

The Code requires the Council to produce a social Housing Complaints Annual Performance and Service Improvement Report for scrutiny and challenge. This report must be presented to Cabinet and the Housing and Communities Overview and Scrutiny Panel, following which, it must

be published on the Council's website along with comments given by the Cabinet and Scrutiny Panel.
<p>Recommendations:</p> <ol style="list-style-type: none"> 1. The contents of the Annual Housing Complaint Performance & Service Improvement Report 2024/25, attached at Appendix A, are noted by the panel. 2. That the panel make comment as per the requirements of the HOS.
<p>Options:</p> <ol style="list-style-type: none"> 1. To not note the report and provide comment. 2. To note the report and provide comment.
<p>Reasons:</p> <ol style="list-style-type: none"> 1. It is a requirement of the HOS Complaint Handling Code for the Panel to consider and comment upon the Annual Housing Complaint Performance & Service Improvement Plan. Failure to do so will mean that the Council is legislatively non-compliant. 2. It is a requirement of the HOS Complaint Handling Code for the Panel to consider and comment upon the Annual Housing Complaint Performance & Service Improvement Plan. By noting the report and providing comment, the Council will be legislatively compliant.
<p>Consultation undertaken with Members/Officers/Stakeholders</p> <p>Leader and Portfolio Holder for Housing</p> <p>Member Responsible for Complaints</p> <p>Strategic Director – Housing and Communities</p>

<p>Subject to call-in:</p> <p>Yes</p>
<p>Ward relevance:</p> <p>All</p>
<p>Forward plan:</p> <p>Yes</p>

Corporate Plan Theme:
YC 1 – Delivering Services Effectively

Corporate Plan Strategic Aim:
8. Strive for transparency and accountability in all that we do. Increase public scrutiny.

Relevant statutes or policy:
Housing Ombudsman Complaint Handling Code
The Social Housing (Regulation) Act 2023

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

No

Human resources implications:

No

Financial implications:

None

Health Inequalities Implications:

No

Section 17 Crime & Disorder Implications:

No

Risk management implications:

Failure to comply with the Housing Ombudsman Complaint Handling Code requirements poses financial and reputational risk to the Council.

Environmental implications:

No

Legal implications:

None

Contact details:

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AGENDA ITEM NO. 10

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing & Communities Overview & Scrutiny
Panel – 5th June 2025

From: Assistant Director – Social Housing and
Community Safety

Subject: Housing Complaints Annual Report 2024/2025

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 This report provides the details of the social housing
Complaint Handling Code Self-Assessment 2024/2025, along
with the Housing Complaints Annual Report for 2024/2025,
both of which must be submitted to the Housing Ombudsman
Service (HOS) by 30th June 2025.

2. Recommendations

- 2.1 The contents of the Housing Complaints Annual Report and Complaint Handling Code Self-Assessment attached at Appendix A are noted by the Panel.
- 2.2 That the Pane make comment as per the requirements of the HOS.
- 3. Background
 - 3.1 On 1st January 2021, the Housing Ombudsman Service (HOS) introduced a new Complaint Handling Code (the Code) providing a 'framework for high-quality complaint handling and greater consistency across landlords' complaint procedures'.
 - 3.2 The Social Housing (Regulation) Act 2023 (the Act) empowered the Housing Ombudsman to issue a code of practice about the procedures Landlords of the Scheme should have in place for considering complaints. It also placed a duty on the HOS to monitor compliance with a code of practice that it has issued. The HOS consulted on the Code and their intended approach to the duty to monitor in late 2023. The statutory Code came into effect on 1 April 2024 and the HOS duty to monitor compliance commenced at the same time.
 - 3.3 The HOS expects all social housing Landlords to comply with all provisions in the Code, as this represents best practice in complaint handling. Where the HOS finds an organisation has deviated from the Code in policy or practice, it may use its powers to put matters right and ensure compliance with the Code. Where a landlord's policy does not comply with the Code, it must provide a detailed explanation for non-compliance in its self-assessment and the date by which it intends to comply.
 - 3.4 The HOS requires all landlords to have strong local complaint handling and a positive complaint handling culture – resolving complaints earlier and potentially without referral to the HOS extends fairness to the benefit of all tenants. This also leads to better services and strengthens relationships with tenants. The HOS will use the duty to monitor compliance to further these aims by supporting better practice and providing opportunities for landlords to demonstrate complaint handling improvements.
 - 3.5 In preparation for the commencement of the Code, a thorough review of the approach of the social housing service

was undertaken. As a result, a number of working practises were amended to ensure that our social housing teams meet the requirements of the Code. Additionally, where further work is required, that the necessary steps are being taken to ensure we are fully complaint. One of those steps was to implement a new Housing Policy, which can be found at Appendix B [NBBC Complaint Policy & Procedure](#).

4. Self-assessment, reporting and compliance

4.1 It is a requirement for the Council to produce a social housing Complaints Annual Performance and Service Improvement Report for scrutiny and challenge, which must include:

a) the annual self-assessment against the Code to ensure the Council's complaint handling policy remains in line with its requirements.

b) a qualitative and quantitative analysis of the Council's complaint handling performance. This must also include a summary of the types of complaints the Council has refused to accept;

c) any findings of non-compliance with this Code by the Ombudsman; d) the service improvements made as a result of the learning from complaints;

e) any annual report about the Council's performance from the Ombudsman; and

f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the Council.

4.2 The annual complaints performance and service improvement report must be reported to Cabinet and the Housing and Communities Overview and Scrutiny Panel. It must also be published on the section of the Council's website relating to complaints. Cabinet and the Housing and Communities Overview and Scrutiny Panel's responses to the report must be published alongside this.

4.3 It is also a requirement for the Council to carry out a self-assessment following a significant restructure, merger and/or change in procedures and the Council may also be asked to review and update the self-assessment following an HOS investigation.

4.4 If the Council is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, it must inform the Ombudsman, provide information to tenants who may be affected, and publish this on our website.

5 Scrutiny and oversight: continuous learning and improvement

- 5.1 It is a requirement for the Council to look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint. A positive complaint handling culture is integral to the effectiveness with which the Council resolves disputes.
- 5.2 Accountability and transparency are also integral to a positive complaint handling culture. The Council must report back on wider learning and improvements from complaints to stakeholders, such as tenant panels, staff and relevant committees.
- 5.3 The Council has appointed senior lead person as accountable for its complaint handling – this is the responsibility of the Assistant Director – Social Housing & Community Safety. The Assistant Director – Social Housing & Community Safety must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. In addition to this, a member of Cabinet must be appointed to have lead responsibility for complaints to support a positive complaint handling culture.
- 5.4 This person is referred to as the Member Responsible for Complaints ('the MRC') as is currently the Leader of the Council and the Portfolio Holder for Housing. The MRC is responsible for ensuring that Cabinet and the Housing & Communities Overview and Scrutiny Panel receives regular information on complaints that provides insight on the Council's complaint handling performance. The nominated person must have access to suitable information and staff to perform this role and report on their findings. As a minimum, the MRC, Cabinet and the Housing and Communities Overview and Scrutiny Panel must receive:
 - a) regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;
 - b) regular reviews of issues and trends arising from complaint handling;
 - c) regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and
 - d) the annual complaints performance and service improvement report.

- 5.5 In order to meet the above requirements, a Housing Key Performance Indicators report, will be presented to the Housing and Communities Overview and Scrutiny Panel 3 times per year. The MRC will receive a Key Performance report on a monthly basis.
- 5.6 The Council must also have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:
- a) have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
 - b) take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
 - c) act within the professional standards for engaging with complaints as set by any relevant professional body.

6. Conclusion

- 6.1. The self-assessment of the Council's current complaints process against the expectations set out in the Code, (in addition to the completion of the Housing Complaints Annual Report), have provided a great opportunity for the Council to review its current processes and procedures in the way it handles housing complaints. As a result, changes to working processes have been implemented, for example, letter templates being reviewed and amended, a new Housing Complaints Policy being implemented, changes being made to the Council's corporate complaints system, amongst other new initiatives.
- 6.2 This process has also resulted in the Housing & Community Safety directorate embedding best practice in Complaints handling to provide a better service and outcomes for our tenants and teams will continue to ensure that we are fully compliant with the Code.

Background papers

Housing Ombudsman Service Complaint Handling Code [The Complaint Handling Code | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/)

NICOLA BOTTERILL

ANNUAL HOUSING COMPLAINT PERFORMANCE & SERVICE IMPROVEMENT REPORT 2024-2025



Annual Housing Complaint Performance & Service Improvement Report 2024-25

Author and Version information

Name Wendy Bolton

Approved by

Version no 1

Date XXXX 2025

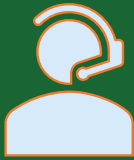
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1.0 Introduction

This report provides an analysis of complaints received by Nuneaton and Bedworth Borough Council from housing tenants and leaseholders during the period 1st April 2024 to 31st March 2025.

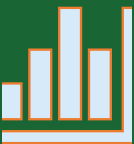
We have included in this report:



Details of the council's housing complaint handling performance and compliance.



Areas of good practice.



A summary of complaints including numbers, themes and trends, response times and outcomes.



Service improvements identified as a result of complaints.

Nuneaton and Bedworth Borough Council deliver housing services to tenants and their families living in 5625 homes across the borough. By identifying and making improvements to our services, our aim is to achieve best practice in our complaint handling process and ultimately provide a better service to our tenants and leaseholders.

We are committed to meeting our obligations to be compliant with the Housing Ombudsman Complaint Handling Code 2024.

A self-assessment of compliance with the Housing Ombudsman Complaints Handling Code has been undertaken and is attached at Appendix A.



2.0 Complaint handling governance and procedures

2.1 Governance

The Member Responsible for Complaints (MRC) is the Leader of the Council and Portfolio Holder for Housing and Communities. During this reporting period monthly meetings were held with the MRC, the Strategic Director, and Assistant Director for Housing, and also with the Business Performance Officer to:

- review the previous month's complaint data;
- discuss any emerging issues or trends;
- to consider complaint outcomes; and
- to review any actions against agreed service improvements.



Cllr Christopher Watkins

A dedicated Housing and Communities Overview & Scrutiny Panel was established in May 2024, following local elections, to provide a more dedicated focus on Housing and Communities matters. This has resulted in a more detailed scrutiny of the Council's housing services, including complaint handling and outcomes. Quarterly complaint handling performance reports are submitted to the Housing and Communities Overview & Scrutiny Panel providing details of key housing performance indicators, including:

- Number of complaints received.
- Percentage of complaints completed outside of the service level agreement.
- % of complaints responded to in full at Stage 1.
- % of complaints responded to in full at Stage 2.
- Number of complaints upheld.
- Housing Ombudsman cases.

Corporate complaint handling performance reports are presented quarterly to the Council's Senior Management Team consisting of the Chief Executive and four Strategic Directors. Detailed monthly complaint analysis reports are also reported to the Strategic Director for Housing & Communities and Assistant Directors for Housing, where complaint themes and trends are

reviewed and any changes or improvements to service identified and actions monitored. The report also includes any key findings from the most recent Housing Ombudsman Spotlight report.

2.2 Policy and procedures

The Council's [Housing Complaints Policy and Procedures](#) provide the framework for ensuring that formal complaints are handled consistently, fairly, effectively, confidentially and in a timely manner by competent complaint handling staff.

The Council encourages any tenant or service user who has a concern to first approach the team or member of staff in the relevant service area or make a service request:

CUSTOMER SERVICES	HEART	STRATEGIC HOUSING	LANDLORD SERVICES	PROPERTY SERVICES
The corporate point of contact for all customer enquiries, feedback, notifications, comments, compliments and complaints.	Providing advice and assistance to deliver disabled adaptations and home improvements to keep tenants safe, secure and warm in their homes.	Providing services such as homeless-ness, private sector housing and Housing Allocations.	Providing services such as tenancy management, estate management, anti-social behaviour, tenant support, tenant engagement and independent living.	Providing day to day repairs to the council's housing stock, including planned works, such as door and window replacements, kitchen and bathroom upgrades, roofing works, whilst ensuring homes are safe to live in.

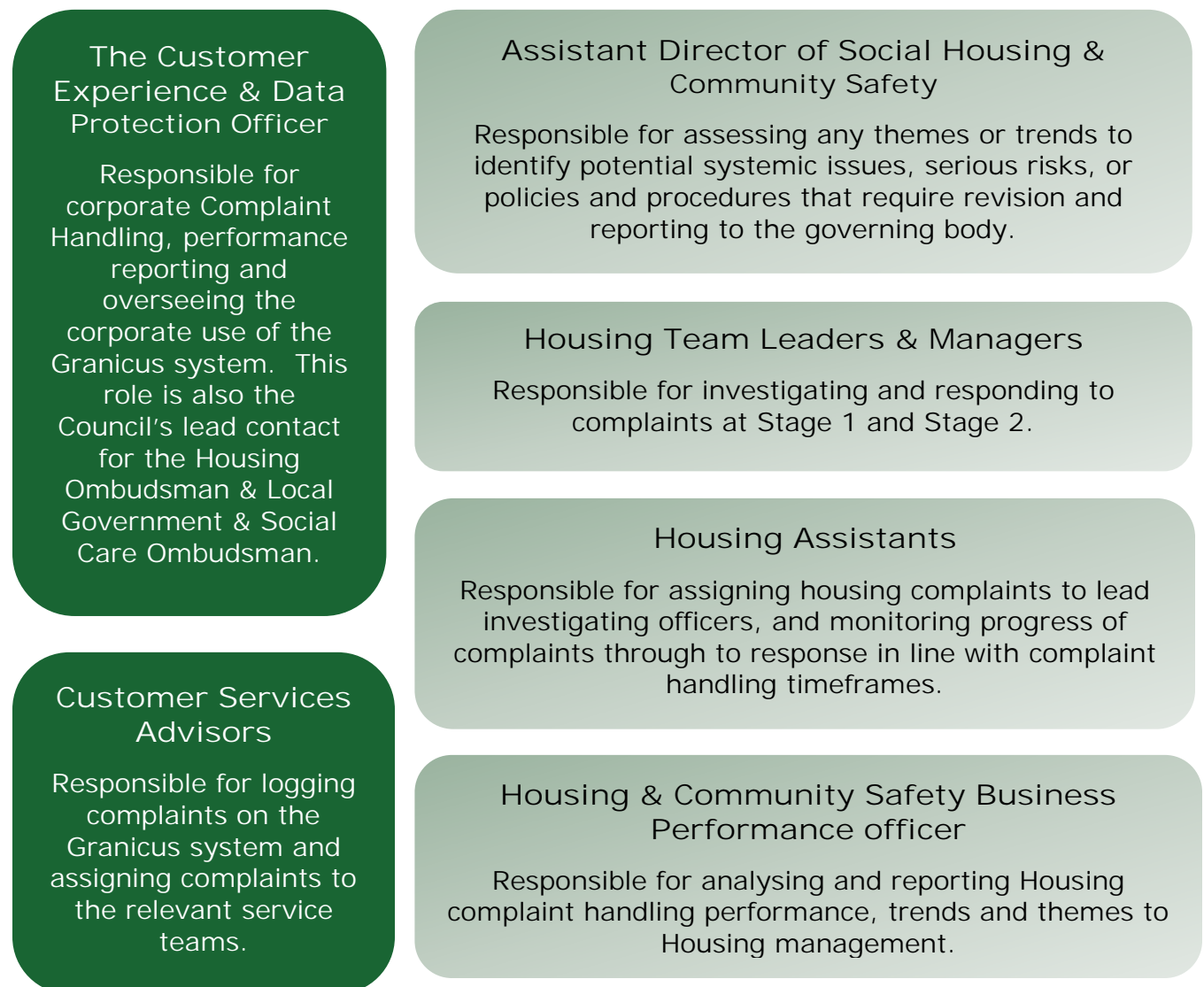
If after requesting a service or raising their concerns about an existing service request, the tenant is dissatisfied with the proposed resolution, tenants are then encouraged to make a formal complaint to the Council.

2.3 Complaints Handling Team

The Council's chosen system for recording comments, complaints and compliments is the Granicus System. The corporate responsibility for administering the system is carried out by the Council's Information Technology & Communications Team. Corporate responsibility for system

training and also monitoring the use of the system is held by the Customer Experience & Data Protection Officer. Complaint e-learning also forms part of the Customer Services staff mandatory induction training along with frontline staff communication training, covering how to communicate professionally with our customers, including those making complaints.

The Council's Complaint Handling Team consists of a combination of officers, with Customer & Client Services and Housing Services teams carrying out specific aspects of the 'Complaint Officer' role. The diagram below depicts the roles and responsibilities of individual members of the team.



3.0 Complaint handling performance

From 1st April 2024 to 31st March 2025 the Council received **290** formal complaints from tenants – see **Table 1** below.

	Total no. of complaints received	No. per 1,000 housing stock		Responded to within the Housing Ombudsman Complaint Handling timescales	
		Mid year	Year end	Mid year	Year End
Stage 1	290	21.5	51.5	96.5%	93.5%
Stage 2	36	2.66	6.04	94.5%	64%

Table 1: Housing Complaints 2024/25

Table 1 above indicates there was an increase of 23 (9%) in the numbers of formal Stage 1 complaints received from tenants compared to the previous year (267 in 2023/24 – see **Table 2** overleaf).

The response time was extended on **21** Stage 1 complaints. This was due to more information being sought from the complainant or the case being deemed to be complex due to the requirement of information from other service areas, such as legal services, grounds maintenance etc.

19 Stage 1 complaints (6.5%) were not responded to within the complaint handling timeframes (including extended cases).

The Council refused to accept one complaint during the 2024/25, as it was from a third party that did not have the required permissions to handle the complaint on behalf of the complainant.

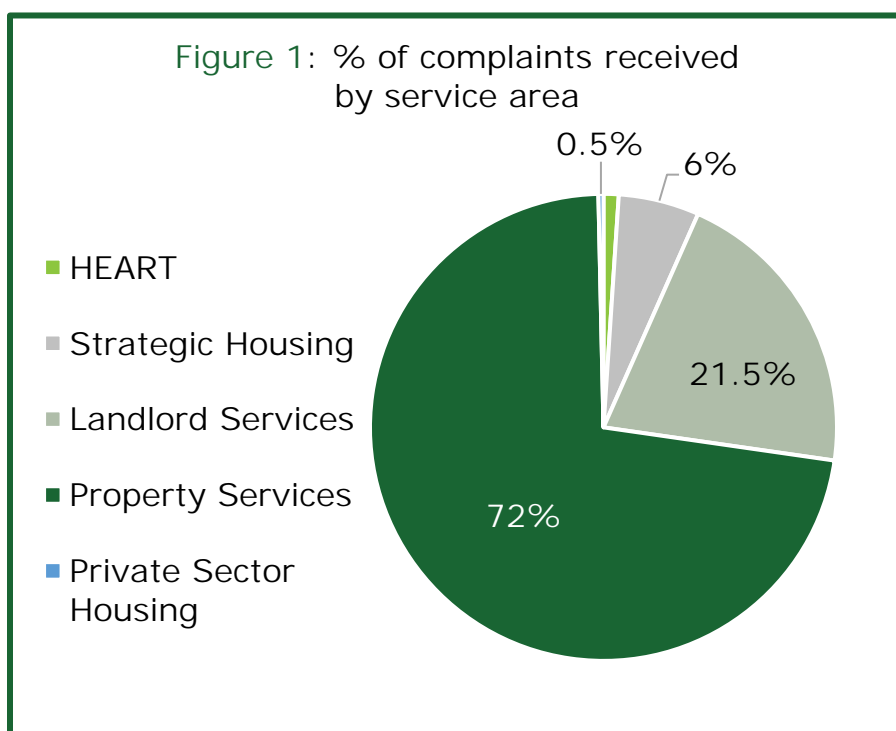
The figures in Table 1 when compared with the previous year shown in Table 2 opposite, indicate an increase of 3.5% in the number of Stage 1 complaints handled outside the complaint handling timescales.

	Total no. of complaints received 2023/2024	Responded to within the Housing Ombudsman Complaint Handling timescales	
		No.	%
Stage 1	267	259	97%
Stage 2	35	3	91%

Table 2: Housing Complaints 2023/24

Stage 1 Complaints

Figure 1 shows the breakdown of complaints received by service area. By far the largest proportion of formal complaints (72%) were received by Property Services, which includes responsive repairs and capital works. This is a slight reduction compared to 2023/24 performance of 76%.



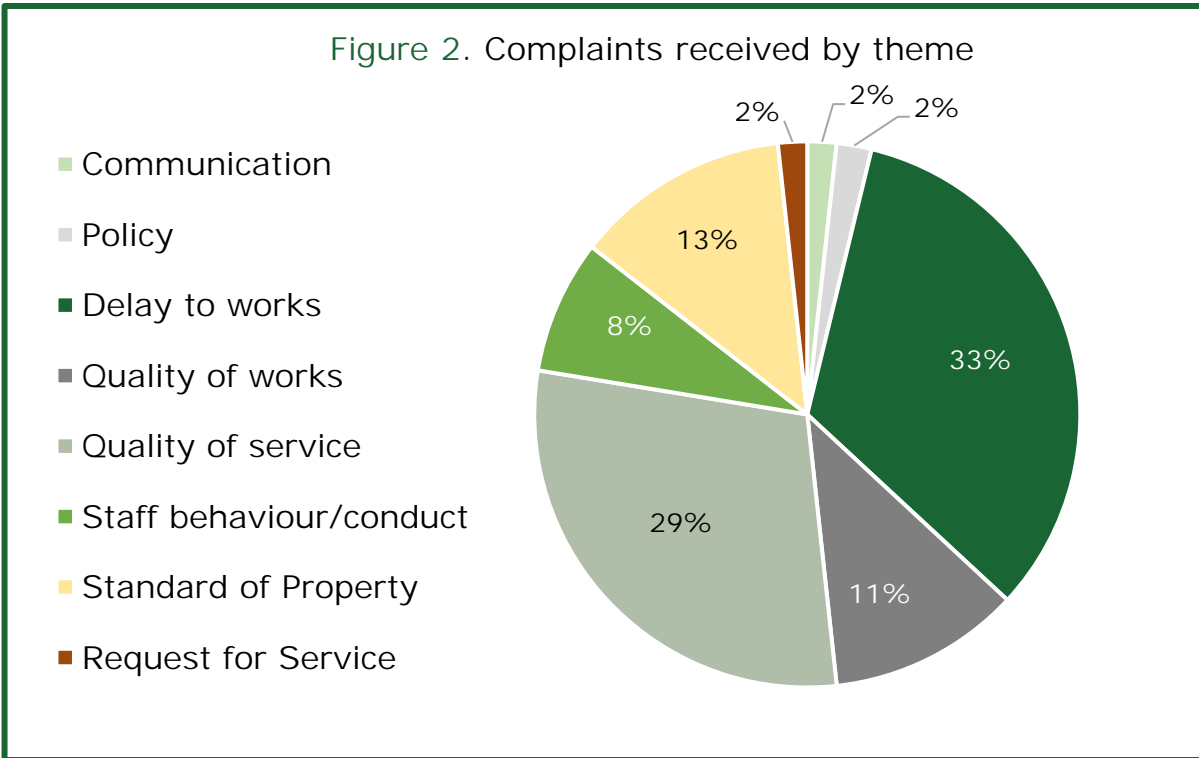


Figure 2 above shows a breakdown of complaints received by theme. Property Services has been identified as the main service area requiring consideration and improvement. Delay to works, the quality of works, scheduling and the keeping of appointments, and the general lack of communication regarding the status of works are the main reasons for dissatisfaction.

In October 2024 Nuneaton and Bedworth Borough Council appointed consultants Campbell Tickell, to carry out a review of responsive repairs, alongside a full review of performance against the Housing Regulator's consumer standards. An improvement plan has been created to monitor actions against Campbell Tickell's recommendations. More details of the review can be found in [Section 5](#) of this report.

50% (145) of all formal Stage 1 complaints investigated were upheld. This is an increase of **18%** on the previous year. It was recognised that there had previously been a degree of inconsistency when determining complaint outcomes and remedies, however further training and the approval and implementation of the [Housing Complaints Remedy and Compensation Policy](#), resulted in a marked improvement in this area.

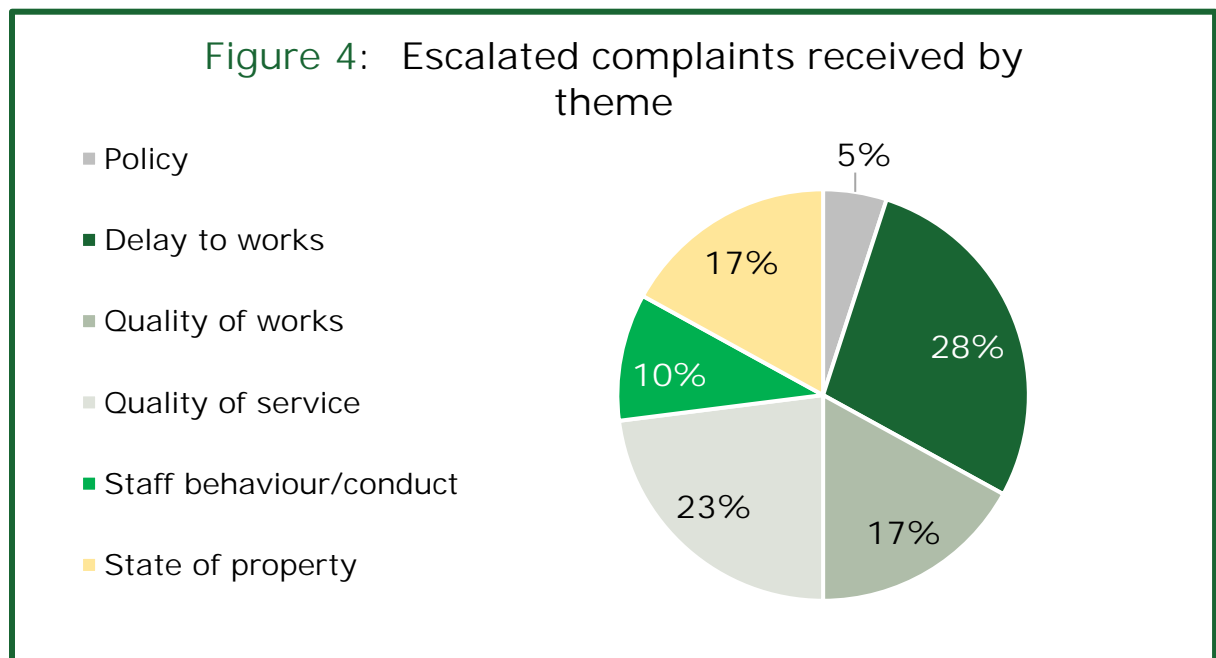
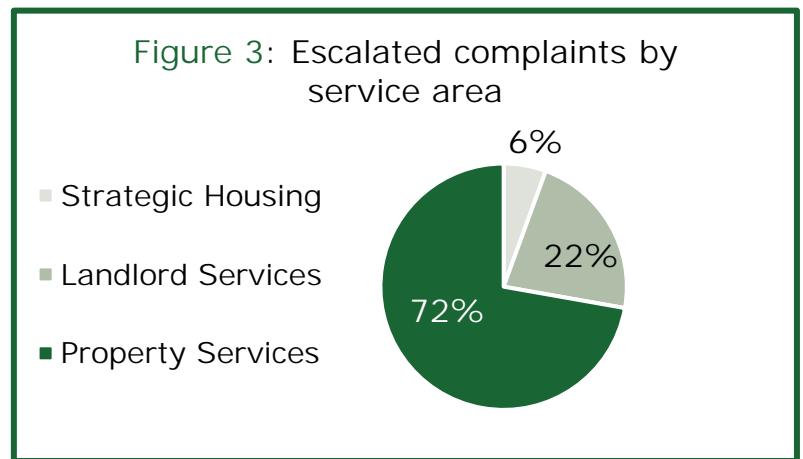
Stage 2 Complaints

During the period 1st April 2024 to 31st March 2025, **36** (12%) of all Stage 1 complaints were escalated to Stage 2. Of those Stage 2 complaints, **18** (50%) were upheld.

Of the 36 Stage 2 complaints, one case was extended and responded to within the timescales, however **12** (33%) complaints were responded to outside of the complaint handling timescales.

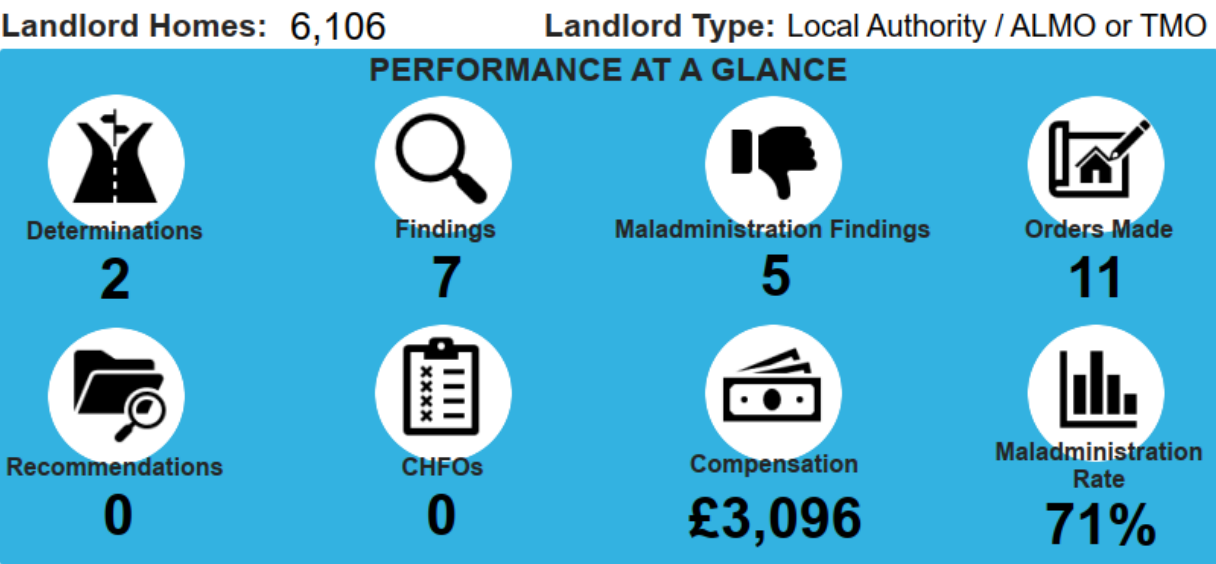
Figure 3 shows the breakdown of Stage 2 complaints by service area. The largest number of escalated complaints were received by Property Services.

Figure 4 below shows the theme of complaints escalated to Stage 2. Again, here we see that the delay to works and the quality of works, causes the greatest dissatisfaction for tenants.



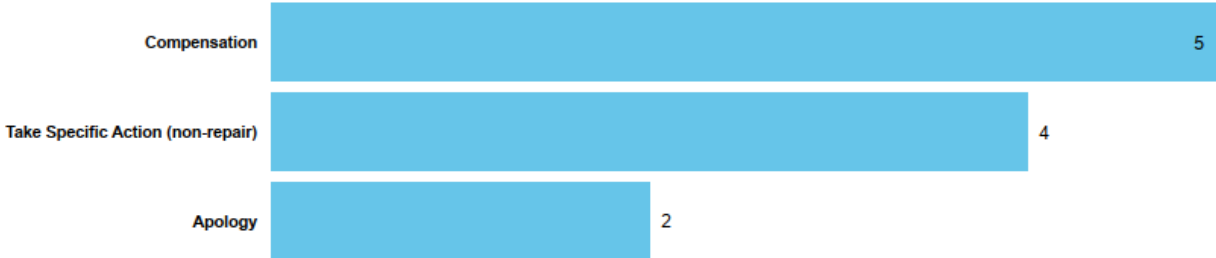
4.0 Complaints referred to the Housing Ombudsman

The [Housing Ombudsman's individual Landlord Performance Report](#) for Nuneaton and Bedworth Borough Council for the period 2023/2024 reported the following:



Top Categories for Nuneaton and Bedworth Borough Council				Table 3.1
Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration	
Property Condition	3	100%	73%	
Complaints Handling	2	100%	84%	
Moving to a Property	2	0%	54%	

Orders Made by Type | Orders on cases determined between April 2023 - March 2024 Table 4.1



All 11 orders were complied with within three months.

During 2024/25 two cases were investigated and concluded by the Housing Ombudsman.

The Ombudsman found fault with both cases and a total of £300 was ordered to be paid by the Council in compensation.



5.0 Learning and improvement

Despite seeing improvement in the quality of complaint investigations, responses and outcomes, there remains more work to be done to continue to improve the performance and perception of tenants in regards to the Council's complaint handling. According to Tenant Satisfaction Perception Measures for 2024/25 only **43.16%** of respondents who reported making a complaint in the last 12 months were satisfied with the Council's approach to complaints handling. This is a decrease of **6.8%**.

In October 2024, consultants Campbell Tickell (CT) were appointed to carry out a review of the repairs service and also performance against the Regulator for Housing Consumer Standards. A report detailing the Council's compliance against the Standards recognised that the Council was on an improvement journey and, in support of that, made observations about opportunities for service improvements. An improvement plan of actions taken from the CT's recommendations has been developed and delivery of actions is monitored by the Housing & Communities Departmental Management Team. Two complaint handling recommendations are included in the Action Plan below for 2025/26.

This section details the service changes/improvements that have been made over the period as a result of complaints.

5.1 Improvements carried out during the period

An action plan was reported in the previous 2023/24 report and the following service improvements were carried out during this reporting period:

- Engagement – a Tenant and Leaseholder Engagement Strategy was approved and adopted following consultation with tenants and review by TPAS. This strategy and associated delivery plan will ensure that the Council improves its information sharing with tenants and that we are able to co-design services to improve satisfaction and reduce inconvenience to tenants and leaseholders.



- Engagement – The Supporting Tenants around Neighbourhoods vehicle (STAN the Van) has been utilised to engage with tenants within their community, to express concerns and for the Council to consult matters such as the Capital Investment Programme.
- Engagement – Focus Groups – a Focus Group was held to review the information provided to tenants in relation to damp and mould. As a result of feedback, the information was redesigned to reflect tenants' requirements. A further Focus Group was held to co-design the 'Housing' pages of the Council's website. An on-line consultation exercise has also been undertaken, and we are now working to implement the requirements identified as part of this consultation. It is anticipated that this will improve the tenant experience and ensure that information is easier to find.
- Policy – a [Housing Complaint Remedy and Compensation Policy](#) was approved and implemented in November 2024. Training was given to all relevant members of staff, and this has increased consistency of complaint responses, resulting in a higher number of complaints upheld.
- A review of complaints made by Members of Parliament and Elected Members was carried out. Only two formal complaints were submitted during 2024/25. However, members can request a service, request an update or ask for more information, via a dedicated online portal. A corporate review of the member enquiry process is currently ongoing.
- A review of our performance against the Tenant Participation Advisory Service (TPAS) Accreditation was undertaken by TPAS. Following receipt of their report and recommendations, an action plan is being formulated to achieve accreditation by the end of March 2026.
- Anti-Social Behaviour Resolve Standard Accreditation – the [Resolve Standard](#) is a new national standard that allows organisations to continue to adapt their approach so that every tenant feels safe and happy in their home and part of a strong community. The award followed feedback from an audit of our processes and interviews regarding the Council's ASB service which involved Council residents and partners such as Warwickshire Police, prompted by the low satisfaction of our tenants in relation to handling ASB complaints.
- Review of the complaint handling ITC system – there have been several changes to the Granicus functionality to improve reporting, however the

system is used across the organisation for all departments and therefore there is limits to the functionality changes that can be introduced.

- Training - Extensive training has been undertaken by members of the housing team during 2024/25. Examples of training undertaken includes:

Training Course	Training Provider	Description
Achieving Customer Service Excellence in your organisation	Gunn Stewart Solutions	In this webinar, Esther Stewart of Gunn Stewart Solutions, formerly a multi-award winning Head of Service in Local Government, shares her extensive knowledge of how to transform customer service and customer experiences, and deliver improved customer outcomes and efficiencies.
Housing Ombudsman Dispute Resolution Training	Housing Ombudsman	To develop knowledge & understanding to help resolve disputes at an early stage and at a local level, based upon dispute resolution principles.
Domestic Abuse Training	Warwickshire County Council & Partners	Recognising and responding to sexual violence. Understanding Domestic Abuse and Coercive & Controlling behaviour.
Scrutiny Panels	Housing Quality Network	Making tenant scrutiny work
Hoarding and Mental Health	Housing Quality Network	To gain a better understanding of those who hoard and supporting their mental health whilst balancing the safety and maintaining a reasonable property condition.
Block Inspections	Housing Quality Network	How to undertake appropriate block inspections and employ effective monitoring.
ASB - Effective Management and Case Resolution Using The Noise App	Housing Quality Network	Understanding statutory nuisance & early intervention strategies.

Alongside the improvements above, individual service teams delivered service improvements/changes as a result of complaints. Below are some examples of changes and improvements implemented:

- ASB Pledge Award - The [ASB Pledge](#) seeks to encourage all agencies involved in the ASB Case Review process to embed best practice into their policy and procedures. The Council has strengthened its case review process, providing more opportunities for individuals and communities to be heard and supported.
- Policy Review – following a complaint, a review was carried out of the Scooter Policy to ensure it was consistent and fair regarding compliance for both mobility scooters and e-bikes.
- Procedure Change – following a complaint about communal fly-tipping and a delay in removing items which were a hazard to visually impaired tenants, the disposal procedure was changed to ensure that any items that could not be disposed of due to collection weight restrictions, be stored safely and a card left detailing the date of the collection.
- Grounds maintenance contract review – following complaints regarding the grounds maintenance of Housing Revenue Account land, a review of the contract service level agreement took place with a view to developing a programme of works from 1st April 2025.
- Procedure Change – large numbers of complaints have been received in relation to poor communication regarding responsive repairs. All Council Operatives have now been issued with new mobile phones and are required to telephone ahead of attendance to assist the tenant to either facilitate the repair or re-book as required.
- Following the receipt of a number of complaints relating to missed appointments by the gas servicing & repair contractor, a full external audit was undertaken to review working practices and identify improvement actions. Reporting and monitoring mechanisms have now been altered to ensure all arranged appointments are honoured and any issues are communicated to the tenant in a timely manner.

5.2 2025/26 Improvement Action Plan

Ref	Improvement Action	Officer Responsible	Deadline
1.	Investigate a process and change to the Granicus system to record the delivery of complaint outcomes actions. Establish a working Group to identify appropriate monitoring process for each activity type. Develop and adopt a Policy approach.	Assistant Director for Social Housing and Community Safety	March 2026
2.	Investigate a process and change to the Granicus system to facilitate complaint monitoring by protected characteristics, to assess fairness and inclusion.	Assistant Director for Social Housing and Community Safety	March 2026
3.	Undertake a restructure of service provision to provide more resource for the independent investigation and response to complaints at both Stage 1 and 2.	Assistant Director for Social Housing and Community Safety	August 2025
4.	Develop and deliver an action plan to achieve TPAS accreditation to improve the tenant experience.	Service Manager – Tenancy Services	March 2026
5.	Improve information contained within the Service Annual Report to better identify the changes and improvements made to services following tenant and leaseholder feedback.	Service Manager – Tenancy Services	December 2025
6.	Deliver the Service Improvement Plan actions derived from the CT review to improve services to tenants and the tenant experience.	All Service Managers	March 2026
7.	Improve the recording of service improvements made as a result of complaints.	Assistant Director for Social Housing and Community Safety	March 2026
8.	Review the approach to tracking and monitoring the service improvement actions identified from complaints	Assistant Director for Social Housing and Community Safety	March 2026
9.	Undertake a review of the Void Property Re-Let Standard with the aim of improving the condition of homes and reducing the number of repairs and dissatisfaction reported, both upon viewing and shortly after tenancy commencement.	Service Managers – Tenancy Services & Capital Investment	March 2026
10.	Continue to build a positive complaints culture and learning from complaints by establishing an Action Learning mechanism.	Assistant Director for Social Housing and Community Safety	March 2026

6.0 Conclusion

Our Annual Housing Complaint Performance and Service Improvement Report for 2024/25 demonstrates a number of positive actions undertaken to improve the Council's approach to complaint handling. However, it is clear that we must continue to focus upon our journey of improvement, both in terms of performance and to tackle the causes of complaints.

There will continue to be an emphasis on learning from complaints and the mechanisms that will allow us to demonstrate real change based upon what our tenants and leaseholders are telling us. Our customers remain at the heart of our service delivery and their inclusion in the design of those services must be genuine and meaningful.

*This document has been published by Nuneaton and Bedworth
Borough Council*

Date here

Contact information here

Appendix A: Self-assessment form

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

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

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

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

Section 1: Definition of a complaint

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
1.2	<p>A complaint must be defined as:</p> <p><i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'</i></p>	Yes	<p>NBBC Complaint Policy & Procedure – Section 4.1</p> <p>NBBC Housing Magazine May 2024</p> <p>NBBC Website – Council Housing Complaint Page</p>	<p>The Council recognises the difference between a complaint and service request, ie where a resident is unhappy with a situation that they wish to have rectified or complaint about a service they have or have not received.</p> <p>This is clearly set out in Section 4.1 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.</p> <p>Definitions are outlined on page 7 of the Council's tenant newsletter, InHouse - June 2024 edition.</p> <p>Definitions are published on the Council's Housing Complaint web page.</p>
1.3	<p>A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy.</p>	Yes	<p>NBBC Complaint Policy & Procedure – Section 4.7</p>	<p>This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.</p>

1.4	Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly.	Yes	NBBC Complaint Policy & Procedure – Sections 4.1 and 4.4 NBBC Website – Council Housing Complaint Page NBBC Housing Magazine May 2024	<p>The Council recognises the difference between a complaint and service request where a resident is unhappy with a situation that they wish to have rectified and complaint about a service they have or have not received.</p> <p>This is clearly set out in Sections 4.1 and 4.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.</p> <p>Definitions are outlined on page 7 of the Council's tenant newsletter, InHouse - June 2024 edition.</p> <p>Definitions are published on the Council's Housing Complaint web page.</p>
1.5	A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains.	Yes	NBBC Complaint Policy & Procedure – Section 4.4 A sample of cases on the housing management system can be accessed as evidence if necessary.	<p>This is clearly set out in Section 4.4 of the Housing Complaints Policy and Procedure which is available on the Council's website. It was last updated in March 2024</p> <p>The Council's Housing Management system can evidence that a service request continues to be delivered when a customer has a complaint logged.</p>

1.6	An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain.	Yes	NBBC Complaint Policy & Procedure – Section 5 ASB Surveys Email footer	<p>This is clearly set out in Section 5.0 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>A TSM survey is scheduled to be circulated in June 2024 will contain details for residents on how to pursue a complaint. Anti-social behaviour surveys also carry the same information.</p> <p>Officer email footers provide details of how to contact the Housing Ombudsman and how to complain to the Council.</p>
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Section 2: Exclusions

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
2.1	Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits	Yes	NBBC Complaint Policy & Procedure – Section 4.5 and 4.6 Annual Housing Complaint Performance & Improvement Report 2023/24.	This is clearly set out in Sections 4.5 and 4.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. As reported in the Annual Housing Complaint Performance & Improvement Report, all submitted complaints in 2023/24 were investigated and none rejected.
2.2	A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include: <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over twelve months ago. Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. Matters that have previously been considered under the complaints policy. 	Yes	NBBC Complaint Policy & Procedure – Section 4.5	This is clearly set out in Sections 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
2.3	Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on	Yes	NBBC Complaint Policy & Procedure – Section 4.5	This is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on

	other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so.			the Council's website and was last updated in March 2024. Complaint investigators are given discretion to consider complaints on an individual basis.
2.4	If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint.	Yes	NBBC Complaint Policy & Procedure – Section 4.5 Annual Housing Complaint Performance and Service Improvement Report 2023-24 Nuneaton and Bedworth Borough Council	As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2023/24 were investigated and none rejected, however this is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
2.5	Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint.	Yes	NBBC Complaint Policy & Procedure – Section 4.5 Annual Housing Complaint Performance and Service Improvement Report 2023-24 Nuneaton and Bedworth Borough Council	As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2023/24 were investigated and none rejected, however this is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

Section 3: Accessibility and Awareness

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
3.1	Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process.	Yes	NBBC Complaint Policy & Procedure – Section 5 Annual Housing Complaint Performance and Service Improvement Report 2023-24 Nuneaton and Bedworth Borough Council NBBC Website – Council Housing Complaints Page Tenant Newsletter June 2024 Vulnerable Persons Policy	<p>Details of how to make a formal complaint to the council are published on the Council's website, included as standard in newsletters, in email footers and via the tenant portal.</p> <p>This is clearly set out in Section 5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>The Council has a process for identifying vulnerable persons and will ensure that communication needs are met.</p>
3.2	Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord.	Yes	NBBC Complaint Policy & Procedure – Section Staff training records	<p>Complaint e-learning forms part of the Customer Services staff mandatory induction training along with frontline staff communication training covering how to communicate professionally with our customers, including those making complaints.</p> <p>Our front-line teams are trained to recognise what is a request for service compared to where there has been a potential service failure. If in any doubt, this can be checked</p>

				with our Customer Experience Officer, who will confirm this.
3.3	High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain.	Yes	Annual Housing Complaint Performance & Improvement Report 2023/24 Tenant Newsletter June 2024 NBBC Website – Make Things Right	<p>We welcome feedback from our customers, including complaints and compliments and carry out STAR surveys, TSM Surveys and other perception surveys</p> <p>The Council is supporting the Governments 'Make Things Right' campaign by improving the layout of information available on our website so complaint information is easily found.</p>
3.4	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website.	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
3.5	The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code.	Yes	NBBC Complaint Policy & Procedure – Sections 1.2 & 7 NBBC Website – Council Housing Complaints Page	This is clearly set out in Sections 1.2 and 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
3.6	Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord.	Yes	NBBC Complaint Policy & Procedure – Section 4	This is clearly set out in Section 4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
3.7	Landlords must provide residents with information on their right to access the	Yes	NBBC Complaint Policy & Procedure – Section 7	This is clearly set out in Section 7 of the Housing

	Ombudsman service and how the individual can engage with the Ombudsman about their complaint.		NBBC website – Customer Feedback Page Housing InHouse Newsletter – page 7. Surveys Response letter templates Email banner	Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Housing Ombudsman Service contact details are also included on the Housing page of Council's website, on surveys, letter templates and on officer email signatures.
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Section 4: Complaint Handling Staff

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
4.1	Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties.	Yes	Annual Housing Complaint Performance & Improvement Report 2023/24 Cabinet agenda and minutes Job descriptions	<p>The 'complaint officer' role is fulfilled by a team of officers.</p> <p>The Assistant Director of Social Housing & Community Safety is responsible for ensuring complaints are reported to MRC, Housing & Communities Overview & Scrutiny Panel, Leadership Board & Senior Management Team.</p> <p>The Corporate Customer Experience Officer acts as the corporate lead contact with the Housing Ombudsman and Local Government & Social Care Ombudsman.</p>
4.2	The complaints officer/team must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly.	Yes	Annual Housing Complaint Performance & Improvement Report 2023/24 Service Manager/Team Leaders have the authority.	All complaints are investigated by Team Leaders at stage one and Managers/Head of Services/ Directors at stage two. The Customer Experience Officer and Housing & Community Safety Business Performance Officer act in supporting capacity and monitor that complaints are resolved promptly and fairly.
4.3	Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that	Yes	NBBC Complaint Policy & Procedure – Sections 2, 3 & 8.	This is clearly set out in Sections 2, 3 and 8 of the Housing Complaints Policy and Procedure which is available on

	complaints are seen as a core service and must be resourced to handle complaints effectively			<p>the Council's website and was last updated in March 2024.</p> <p>All housing managers and team leaders have attended dispute resolution training via the Housing Ombudsman Service.</p> <p>Complaint Handling training for all staff will be completed by the end of Q2 2024/2025.</p>
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Section 5: The Complaint Handling Process

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
5.1	Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain.	Yes	NBBC Complaint Policy & Procedure NBBC Website - Customer Feedback Housing InHouse Newsletter – page 7.	The Council's Housing Complaints Policy and Procedure is available on the Council's website and was last updated in March 2024.
5.2	The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as 'stage 0' or 'informal complaint') as this causes unnecessary confusion.	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.3	A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman.	Yes	NBBC Complaint Policy & Procedure – Section 6 Housing InHouse Newsletter – page 7.	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.4	Where a landlord's complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes.	Yes	NBBC Complaint Policy & Procedure – Section 4.7	This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.5	Landlords are responsible for ensuring that any third parties handle complaints in line with the Code.	Yes	NBBC Complaint Policy & Procedure – Section 4.7	This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and

				was last updated in March 2024.
5.6	When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification.	Yes	Response letter templates NBBC Complaint Policy & Procedure – Section 6.6 & 6.12	Letter templates have been updated to ensure that the Council understands the nature of the complaint and the outcome the tenant is seeking. This is clearly set out in Sections 6.6 and 6.12 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.7	When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear.	Yes	Complaint response templates NBBC Complaint Policy & Procedure – Section 6.5	Letter templates have been updated to ensure that the Council clarifies their understanding of the nature of the complaint. Clarification can also be sought from the tenant by the complaint investigator. This is clearly set out in Section 6.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.8	At each stage of the complaints process, complaint handlers must: a. deal with complaints on their merits, act independently, and have an open mind; b. give the resident a fair chance to set out their position;	Yes	NBBC Complaint Policy & Procedure – Section 2 NBBC Values	This is clearly set out in Section 2 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

	<p>c. take measures to address any actual or perceived conflict of interest; and</p> <p>d. consider all relevant information and evidence carefully.</p>		<p>Declarations of Interest Form</p> <p>NBBC Privacy Notice</p>	<p>The Council's Values are included in mandatory training for all staff and are:</p> <ul style="list-style-type: none"> • Service for our customers • Integrity in our actions • Accountability for performance • Cooperation with Councillors, colleagues & partners • Objectivity in our decisions • Efficiency to keep costs down • Confidence to try new things out <p>All colleagues will receive customer service training by the end of Q2 2024/2025 and will be empowered to put things right through taking responsibility and ownership.</p> <p>The Housing & Community Safety Business Performance Officer reviews all complaint responses. All investigations and responses have independent oversight and quality assurance.</p> <p>All colleagues make an annual declaration of any potential conflicts of interest.</p>
5.9	Where a response to a complaint will fall outside the timescales set out in this Code,	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing

	the landlord must agree with the resident suitable intervals for keeping them informed about their complaint.			Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
5.10	Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.	Yes	NBBC Complaint Policy & Procedure – Sections 1 & 3 NBBC Website - Customer Feedback Vulnerable Persons Policy Reasonable Adjustment Policy	<p>This is clearly set out in Sections 1 and 3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024</p> <p>The Council has also implemented a Vulnerable Persons Policy to ensure that the voices of vulnerable customers are heard and that vulnerabilities and special communication needs are managed efficiently on the Housing Management System.</p> <p>A reasonable adjustment policy is in the process of being drafted and will be operational by the end of 2024.</p> <p>A working group has been set up to ensure that the record of vulnerable customers is reviewed and updated on a regular basis.</p>
5.11	Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly	Yes	NBBC Complaint Policy & Procedure – Section 4	This is clearly set out in Section 4 of the Housing Complaints Policy and Procedure which is available

	set out these reasons, and they must comply with the provisions set out in section 2 of this Code.			on the Council's website and was last updated in March 2024.
5.12	A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys.	Yes	Evidence available from systems.	All complaints are logged on the Granicus System. All exchange of contacts are recorded on this platform throughout the complaints process, however telephone calls received etc are logged on the Housing Management System or on the Council's content management system.
5.13	Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation.	Yes	NBBC Complaint Policy & Procedure – Section 8	This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Council is in the process of drafting a remedy policy, which should receive a Cabinet decision by end of July 2024.
5.14	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.	Yes	NBBC website – Report Anti-social behaviour Anti-social Behaviour Policy Anti-social Behaviour Strategy Tenancy Agreements NBBC Website – Equality & Diversity	The Council's tenancy agreement highlights that it will deal with any anti-social behaviour displayed by their tenants or their representatives. The new ASB Policy and Strategy are currently being reviewed and will be operational by the end of August 2024.

				For persistent behaviour the Equality Safeguarding Officer will write to the complainant/tenant to explain that they will be monitor all responses going forward and will be provided with a single point of contact for all ongoing correspondence.
5.15	Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010.	Yes	NBBC Website – Equality & Diversity	<p>For persistent behaviour the Equality Safeguarding Officer will write to the complainant/tenant to explain that they will be monitor all responses going forward and will be provided with a single point of contact for all ongoing correspondence.</p> <p>The Council is aware of it's responsibilities under the Equality Act 2010 and is committed to equality, diversity and inclusion. We will endeavour to provide a service that seeks to meet the needs of a particular individual or household and ensure no one is disadvantaged in accessing our services. We recognise that some of our customers may have permanent or transitory vulnerabilities and where customers require additional support, we will endeavour to make reasonable adjustments.</p>

Section 6: Complaints Stages

Stage 1

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.1	Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident.	Yes	NBBC Complaint Policy & Procedure – Section 6	This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Housing Management System will be checked when responding to a complaint to determine if a tenant has any recorded vulnerabilities before a response is sent.
6.2	Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure <u>within five working days of the complaint being received</u> .	Yes	NBBC Complaint Policy & Procedure – Section 6.2 Response letter templates Performance Reports	This is clearly set out in Section 6.2 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. Reports from the system can demonstrate this is being achieved.
6.3	Landlords must issue a full response to stage 1 complaints <u>within 10 working days</u> of the complaint being acknowledged.	Yes	NBBC Complaint Policy & Procedure – Section 6.4 Annual Housing Complaint Performance & Improvement Report 2023/24.	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.

			Housing InHouse Newsletter – page 11. Performance Reports	Reports from the system can demonstrate this is being achieved.
6.4	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	Extension letter template Annual Housing Complaint Performance & Improvement Report 2023/24. NBBC Complaint Policy & Procedure – Section 6.4	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
6.5	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	Extension letter template NBBC Complaint Policy & Procedure – Section 6.4	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
6.6	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	NBBC Complaint Policy & Procedure – Section 6.4 Annual Housing Complaint Performance & Improvement Report 2023/24.	This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing Complaint Performance & Improvement Report 2023/24.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the	Yes	NBBC Complaint Policy & Procedure – Section 6.6	This is clearly set out in Section 6.6 of the Housing Complaints Policy and

	relevant policy, law and good practice where appropriate.		Response letter templates	<p>Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>The revised complaint letter response templates ensure that all elements of the complaint are investigated and provide a clear reasons for decisions made.</p>
6.8	Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint.	Yes	Can be evidenced through a sample of cases	The complaint handling team will check the Granicus system to see if there are any open Stage 1 complaints and if new information is related then this will be passed on to the investigating officer. If any new issues are raised after a Stage 1 has been issued, then a new Stage 1 complaint will be opened.
6.9	<p>Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:</p> <ul style="list-style-type: none"> a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. 	Yes	<p><u>NBBC Complaint Policy & Procedure – Section 6.6</u></p> <p>Response letter templates</p>	<p>This is clearly set out in Section 6.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures comprehensive response is shared with the customer.</p> <p>Each response includes</p>

				<p>a. the complaint stage; b. the complaint definition; c. the decision on the complaint; d. the reasons for any decisions made; e. the details of any remedy offered to put things right; f. details of any outstanding actions; and g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</p> <p>Templates provide a framework to ensure key information is included. Complaint responses are all individual.</p>
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Stage 2

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
6.10	If all or part of the complaint is not resolved to the resident's satisfaction at stage 1, it must be progressed to stage 2 of the landlord's procedure. Stage 2 is the landlord's final response.	Yes	<p>NBBC Complaint Policy & Procedure – Section 6.9 & 6.14</p> <p>Response letter templates</p>	<p>This is clearly set out in Section 6.9 and 6.14 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>The response letter states that it is the final response at Stage 2.</p>

6.11	Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received.	Yes	NBBC Complaint Policy & Procedure – Section 6.10 Response letter templates	<p>This is clearly set out in Section 6.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>Reports from the system can demonstrate this is being achieved.</p>
6.12	Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response.	Yes	NBBC Complaint Policy & Procedure – Section 6.9 Response letter templates	<p>This is clearly set out in Section 6.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p>
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	NBBC Complaint Policy & Procedure – Section 6.9	<p>This is clearly set out in Section 6.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>This can be evidenced through a sample of cases on request.</p>
6.14	Landlords must issue a final response to the stage 2 <u>within 20 working days</u> of the complaint being acknowledged.	Yes	NBBC Complaint Policy & Procedure – Section 6.11 Annual Housing Complaint Performance & Improvement Report 2023/24. Housing InHouse Newsletter – page 11.	<p>This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024</p>

				Reports from the system can demonstrate this is being achieved.
6.15	Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.	Yes	NBBC Complaint Policy & Procedure – Section 6.11 Extension letter templates Annual Housing Complaint Performance & Improvement Report 2023/24.	This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. Reports from the system can demonstrate this is being achieved.
6.16	When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman.	Yes	NBBC Complaint Policy & Procedure – Section 6.14 Extension letter templates	This is clearly set out in Section 6.14 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024 Reports from the system can demonstrate this is being achieved.
6.17	A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident.	Yes	NBBC Complaint Policy & Procedure – Section 6.11 Annual Housing Complaint Performance & Improvement Report 2023/24. Evidence available from systems.	This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing

				Complaint Performance & Improvement Report 2023/24.
6.18	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	NBBC Complaint Policy & Procedure – Section 6.12 Response letter templates Can be evidenced through a sample of cases	This is clearly set out in Section 6.12 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.
6.19	Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language: <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. 	Yes	NBBC Complaint Policy & Procedure – Section 6.12 Response letter templates	This is clearly set out in Section 6.12 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures comprehensive response is shared with the customer. Each response includes <ol style="list-style-type: none"> the complaint stage; the complaint definition; the decision on the complaint; the reasons for any decisions made; the details of any remedy offered to put things right; details of any outstanding actions; and g. details of how to escalate the matter if the

				<p>individual is not satisfied with the response.</p> <p>Templates provide a framework to ensure key information is included. Complaint responses are all individual</p>
6.20	Stage 2 is the landlord's final response and must involve all suitable staff members needed to issue such a response.	Yes	<p>NBBC Complaint Policy & Procedure – Section 6.14</p> <p>Can be evidenced through a sample of cases</p>	<p>This is clearly set out in Section 6.14 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024</p>

Section 7: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
7.1	<p>Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:</p> <ul style="list-style-type: none"> • Apologising; • Acknowledging where things have gone wrong; • Providing an explanation, assistance or reasons; • Taking action if there has been delay; • Reconsidering or changing a decision; • Amending a record or adding a correction or addendum; • Providing a financial remedy; • Changing policies, procedures or practices. 	Yes	<p>NBBC Complaint Policy & Procedure – Section 8</p> <p>Response letter templates</p> <p>Dispute resolution online training.</p> <p>Compensation & Remedy Policy</p>	<p>This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.</p> <p>In August 2024, the Council adopted a Compensation & Remedy Policy.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p>NBBC Complaint Policy & Procedure – Section 8</p> <p>Compensation & Remedy Policy</p>	<p>This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024</p> <p>In order to ensure consistency of outcomes, in August 2024, the Council adopted a Compensation and Remedy policy.</p>
7.3	The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any	Yes	Response letter templates	In order to ensure consistency of outcomes, the Council is in the process of drafting a

	remedy proposed must be followed through to completion.			remedy policy, which should receive a Cabinet decision by end of August 2024.
7.4	Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.	Yes	Compensation & Remedy Policy	In order to ensure consistency of outcomes, in August 2024, the Council adopted a Compensation and Remedy policy.

Section 8: Putting things right

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
8.1	Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include: a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; c. any findings of non-compliance with this Code by the Ombudsman; d. the service improvements made as a result of the learning from complaints; e. any annual report about the landlord's performance from the Ombudsman; and f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	Yes	NBBC Complaint Policy & Procedure – Section 10 Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report Housing & Communities Overview & Scrutiny agenda & minutes – 6th June 2024. Cabinet agenda & minutes – 19th June 2024.	<p>This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.</p> <p>The Council's Annual Complaint Handling Performance & Improvement report is available from the Council's website.</p> <p>The report has been scrutinised by the Portfolio Holder for Housing (MRC), considered by the Housing & Communities Overview & Scrutiny Panel and the Council's Executive at a Cabinet meeting held on 19th June 2024.</p>
8.2	The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this.	Yes	NBBC Complaint Policy & Procedure – Section 10 Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report Cabinet agenda & minutes – 19th June 2024.	<p>This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.</p> <p>The Council's Annual Complaint Handling Performance &</p>

				<p>Improvement report is available from the Council's website.</p> <p>The Annual Report was presented for consideration to the Executive at its Cabinet meeting held on 19th June 2024.</p> <p>The response from the Executive is also published on the Council's website.</p>
8.3	Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.	Yes	<p>NBBC Complaint Policy & Procedure – Section 10</p> <p>Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report</p>	<p>This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.</p> <p>A self-assessment has been carried out on two previous occasions in 2022/2023 and 2023/2024.</p> <p>Further self-assessments will be carried out as and when required.</p>
8.4	Landlords may be asked to review and update the self-assessment following an Ombudsman investigation.	Yes	Noted	Should this be requested by the Housing Ombudsman, the Council will carry out the required review and update of the self-assessment.
8.5	If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish	Yes	<p>Latest news – Nuneaton and Bedworth Borough Council</p> <p>Nuneaton & Bedworth Borough Council Nuneaton Facebook</p>	Should the situation arise, tenants will be informed via the Council's website and social media, and also via the Tenant Portal once live.

	this on their website Landlords must provide a timescale for returning to compliance with the Code.			
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Section 9: Scrutiny & oversight: continuous learning and improvement

Code provision	Code requirement	Comply: Yes / No	Evidence	Commentary / explanation
9.1	Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint.	Yes	Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report	<p>Service improvement results from complaints are included in the Annual Housing Complaint Performance & Improvement Report.</p> <p>An improvement action plan for 2024/25 is also included in the Annual Report. The action plan will be monitored on a monthly basis to ensure actions are completed.</p>
9.2	A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.	Yes	Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report Monthly Complaint Analysis Reports Departmental Management Team Minutes	<p>Service improvements resulting from complaints are included in the Annual Housing Complaint Performance & Improvement Report.</p> <p>An improvement action plan for 2024/25 is also included in the Annual Report. The action plan will be monitored to ensure actions are completed on a monthly basis.</p> <p>Monthly analysis of housing complaint performance and trends are considered by the Housing Senior Management Team and any improvement suggestions are shared at Team Meetings.</p>

9.3	Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees.	Yes	Cabinet Report – 19th June 2024 Quarterly Complaint Handling Analysis Overview & Scrutiny Reports – 23rd June 2025 Tenant Newsletter June 2024 page 11.	<p>Complaint Handling Performance and trends are presented for quarterly scrutiny to the MCR and Housing & Communities Overview & Scrutiny Panel.</p> <p>Complaint performance statistics are also reported in tenant newsletters and to resident panels.</p>
9.4	Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.	Yes	<p>Departmental MT Minutes</p> <p>Monthly Analysis Report</p>	<p>The Assistant Director of Social Housing & Community Safety is the senior lead person accountable for complaint handling within the Council's housing service.</p> <p>Complaint Performance data is analysed on a monthly basis to identify themes, trends and issues and risks.</p>
9.5	In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').	Yes	Cabinet Agenda and Minutes - 19th June 2024 <p>MRC Induction Pack</p> <p>Portfolio Holder Training</p>	<p>The delegated Housing Portfolio Holder (who is also the Leader of the Council) is appointed as Member Responsible for Complaints.</p> <p>Training has been carried out with the member on the role of MRC.</p>
9.6	The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.	Yes	<p>Monthly Complaint Analysis Report</p> Housing & Communities Overview & Scrutiny Agenda and Minutes – 6 June 2024	The Assistant Director for Social Housing & Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed.

			Cabinet Agenda and Minutes - 19th June 2024 MT Integrated Performance Report	<p>The Portfolio Holder for Housing provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet.</p> <p>The Housing Portfolio Holder is provided administrative support from Committee Services and also has access to Housing Officers at all levels.</p>
9.7	<p>As a minimum, the MRC and the governing body (or equivalent) must receive:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; b. regular reviews of issues and trends arising from complaint handling; c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and d. annual complaints performance and service improvement report. 	Yes	<p>Monthly Complaint Analysis Report</p> <p>Housing & Communities Overview & Scrutiny Agenda and Minutes / Work Programme – 6th June 2024.</p> <p>Cabinet Agenda and Minutes – 19th June 2024</p>	<p>The Assistant Director for Social Housing & Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed.</p> <p>The Portfolio Holder for Housing provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet.</p>
9.8	Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:	Yes	<p>NBBC Complaint Policy & Procedure</p> <p>Cabinet report – 19th June 2024</p>	The Housing Complaints Policy and Procedure has been adopted by staff in all housing

	<ul style="list-style-type: none"> a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments; b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and c. act within the professional standards for engaging with complaints as set by any relevant professional body. 			service areas and compliance is monitored.
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Theme							
Housing, Health & Communities							
Reference	Aims						
HHC1	Promoting Healthy Lifestyles						
HHC2	Supporting Vulnerable Residents						
HHC3	Building New Council Homes						
HHC4	Strengthening Community Cohesion						
Reference	Objectives	Reference	Specific Actions	Measurement	Timelines	Portfolio	Lead Officer
HHC1	Deliver the construction and opening of the Bedworth Physical Activity Hub (BPAH)	HHC1.1	Complete procurement of new leisure operator	Contract awarded and procurement process concluded	Jul-25	Leisure, Communities and Health	AD: Recreation & Culture
		HHC1.2	Complete Phase 1 and deliver new Hub	phase 1 Completion and opening of facility	Mar-26	Leisure, Communities and Health	AD: Recreation & Culture
		HHC1.3	Complete Phase 2 by demolishing old site and completing all weather pitches	phase 2 Completion and opening external areas / car park	Oct-26	Leisure, Communities and Health	AD: Recreation & Culture
HHC2	Focus on awareness and promotion of support services for mental health and wellbeing	HHC2.1	Prioritise Suicide Prevention Training to Officers of the Council	Number of Officers who completed training	Mar-26	Leisure, Communities and Health	AD: Recreation & Culture
		HHC2.2	Implement resident campaigns to promote awareness of support services available, working with WCC Public Health.	Number of campaigns and initiatives delivered	Mar-26	Leisure, Communities and Health	AD: Recreation & Culture
		HHC2.3	Improve our Leisure facilities - through structural repairs and changing rooms refurbishment	completed works on steel columns and changing room refurbishment	Apr-26	Leisure, Communities and Health	AD: Recreation & Culture
HHC2	Facilitate warm, safe, sustainable and affordable housing	HHC2.3	Review empty homes within the borough and lobby Government for changes to legislation	Empty Property Officer role established Empty property database established	Dec-25	Housing	AD: Economy & Regeneration Service Manager: Housing Capital Investment Private Sector Housing Manager
		HHC2.4	Deliver the Social Housing Capital Programme to provide warm safe homes	Nos. of homes improved annually	Mar-27	Housing	
		HHC2.5	Implement new legislation relating to the Renters Reform Bill	Policy and procedure in place	Mar-26	Housing	
		HHC2.6	Implement new legislation relating to the Supported Housing (Regulatory Oversight) Act	Policy and procedure in place	Mar-26	Housing	AD: Strategic Housing
		HHC2.7	Active participation in the Warwickshire Safeguarding Partnership & Board	Attend Partnership Meetings and sign data sharing agreement	Sep-25	Resources and Customer Services	AD: Democracy & Governance
		HHC2.8	Implement shared learning, strategies and initiatives to tackle safeguarding issues and increase awareness at elected member level	Policy up to date, training undertaken and 1st OSP report during 2025/2026 Municipal Year.	Mar-26	Resources and Customer Services	AD: Democracy & Governance
HHC1 HHC2	Work with Public Health colleagues and Partners to address community inequalities	HHC1.4	Liaise with NHS/GP Practices to establish a health hub with the Town Hall	Health Hub established	Mar-27	Business and Regeneration	AD: Economy & Regeneration
		HHC1.5	Work with stakeholders to create and action plan and deliverables against agreed priorities for Warwickshire North Place	Action Plan agreed	Mar-27	Leisure, Communities and Health	AD: Recreation & Culture
		HHC1.6					
		HHC4.1	Ensure planning policy continues to prioritise active travel	No.s of consultations on planning applications	Ongoing	Planning and Enforcement	AD: Planning
		HHC1.7	Work with partners to identify, promote and implement opportunities for increased active travel	Support WCC approved plans for active travel schemes across Borough	Mar-26	Leisure, Communities and Health	AD: Recreation & Culture
		HHC4.2					
HHC3	Extend the Housing home building programme to provide more Council homes	HHC3.1	Deliver further new NBBC stock utilising Homes England Funding, One for One Receipts and S106, where applicable.	Nos. units delivered	Mar-26	Housing	Service Manager: Housing Capital Investment
		HHC3.2	Complete a strategic review of Independent Living sites to inform future development and investment requirements	Strategic review completed	Jun-25	Housing	Construction Project Manager
		HHC3.3	Complete the Vale View development providing 14 homes	Development completed & homes occupied	May-25	Housing	Construction Project Manager
		HHC3.4	Start on site for Cheveral Road development, providing 8 homes	Development completed & homes occupied	Jun-25	Housing	Construction Project Manager
		HHC3.5	Start on site for Armson Road development providing 15 homes	Contractor procured. Site clearance commenced	Jun-25	Housing	Construction Project Manager
		HHC3.6	Review and adopt a revised Social Housing Development & Acquisition Strategy	Strategy adopted	Sep-25	Housing	SD: Housing & Communities
HHC2 HHC4	Work with partners to prioritise community safety & empowerment	HHC4.3	Identify and implement community interventions to reduce knife crime	No. of interventions	Apr-26	Leisure, Communities and Health	Service Manager: Communities & Community Safety
		HHC2.11	Deliver the local priorities outlined in the Warwickshire Serious Violence Strategy delivery plan	Delivery plan actions completed and reported to OSP	Mar-27	Leisure, Communities and Health	Service Manager: Communities & Community Safety
		HHC4.4					Service Manager: Communities & Community Safety
		HHC4.5	Devise and implement a Community Cohesion Strategy	Strategy adopted	Apr-26	Leisure, Communities and Health	Service Manager: Communities & Community Safety
		HHC4.6	Devise and implement Neighbourhood Improvement and Cohesion Plans	Plans adopted	Sep-26	Leisure, Communities and Health	Service Manager: Communities & Community Safety
		HHC2.12	Work with partners to strengthen and promote support available to victims of Domestic Abuse	No. of support interventions developed			Service Manager: Communities & Community Safety
		HHC4.7		No. of promotional information developed	Mar-26	Leisure, Communities and Health	Service Manager: Communities & Community Safety
		HHC4.8	Working with partners, identify and implement mechanisms to improve the profile and benefits of volunteering across the borough	No. of volunteering campaigns undertaken	Mar-26	Leisure, Communities and Health	Service Manager: Communities & Community Safety
		HHC4.9	Working with partners, identify and implement opportunities for increased networking for community and voluntary organisations	No. or networking events undertaken	Mar-26	Leisure, Communities and Health	Service Manager: Communities & Community Safety

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST JULY 2025 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING JULY, 2025.

The table below shows the likely date the listed key decisions will be made and by whom and also lists the subject of decisions to be made under Exempt Information rules. Please contact the officer mentioned in the seventh column if you wish to know:-

- ◆ the groups or organisations whom the decision maker will consult before making the decision;
- ◆ how such consultation will be undertaken;
- ◆ what documents the decision maker will consider in making that decision; or
- ◆ how, and by when, you can make any representations about the proposed decision.

Items highlighted in **yellow** are new or amended items for this publication.

Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP
31/03/25	BPAH / Leisure Procurement update	Cabinet	No		June 2025	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure & Health	Env & Leisure
30/04/25	Housing Ombudsman Housing Annual Complaints report and self assessment	Cabinet	No		June 2025	Nicola Botterill ☎02476 376523	Dawn Dawson ☎02476376408	Housing	Housing & Communities

30/04/25	2024/25 Tenant Satisfaction Measures	Cabinet	No		June 2025	Nicola Botterill ☎02476 376523	Dawn Dawson ☎02476376408	Housing	Housing & Communities
31/03/25	Local Government Reform	Cabinet/Council	No		June/July 2025	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476 376004	Resources & Central Services	Health & Corporate Resources
31/01/25	Recycling Contract	Cabinet	No		June 2025	Alistair Blunkett ☎02476 376143	Kevin Hollis ☎02476376143	Communities & Public Services	Env & Leisure
31/03/25	Pingles Decarbonisation Update	Cabinet	No		June 2025	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure & Health	Env & Leisure
28/06/24	Grounds Maintenance Procurement	Cabinet	No		July 2025	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Leisure & Health	Env & Leisure
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		July 2025	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Leisure & Health	Env & Leisure

28/02/25	Fees and Charges Policy	Cabinet	No		July 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/07/24	General Fund Revenue Outturn 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/07/24	HRA Revenue Outturn 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/07/24	Capital Outturn 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/07/24	Collection Fund 2024/25	Cabinet	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/07/24	Treasury Annual Report 2024/25	Council	No		July 2025	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources

31/05/23	Capital Strategy and Asset Management Plan	Cabinet	No		September 2025	Jonathan White/ ☎02476 376549 Liam Brown ☎02476 376275	Maria Bailey ☎02476 376144 Victoria Summerfield ☎02476 376002	Business & Regeneration / Resources & Central Services	Business, Regen & Planning/ Health & Corp Resources
23/09/24	General Fund Budget Monitoring Q1	Cabinet	No		September 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
23/09/24	Housing Revenue Account Budget Monitoring Q1	Cabinet	No		September 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
23/09/24	Capital Monitoring Q1	Cabinet	No		September 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
24/12/24	Borough Plan Review adoption	Cabinet	No		October 2025	Louise Hryniw ☎02476 376310	Maria Bailey ☎02476 376144	Planning and Enforcement	Business, Regen & Planning

31/03/25	Local Development Scheme	Cabinet	No		October 2025	Louise Hryniw ☎02476 376310	Maria Bailey ☎02476 376144	Planning and Enforcement	Business, Regen & Planning
31/03/25	Local Government Reform	Cabinet	No		November 2025	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
30/11/24	General Fund Budget Monitoring Q2	Cabinet	No		November 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
30/11/24	Housing Revenue Account Budget Monitoring Q2	Cabinet	No		November 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
30/11/24	Capital Monitoring Q2	Cabinet	No		November 2025	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
28/02/25	General Fund Budget 2026/27	Cabinet/Council	No		February 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources

28/02/25	Housing Revenue Account Budget 2026/27	Cabinet/Council	No		February 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
28/02/25	Treasury Strategy 2026/27	Council	No		February 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
28/02/25	Capital Budget 2026/27	Cabinet/Council	No		February 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/03/25	General Fund Budget Monitoring Q3	Cabinet	No		March 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/03/25	HRA Budget Monitoring Q3	Cabinet	No		March 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources
31/03/25	Capital Monitoring Q3	Cabinet	No		March 2026	Liam Brown ☎02476 376275	Victoria Summerfield ☎02476 376002	Resources & Central Services	Health & Corp Resources

31/03/25	Pingles Decarbonisation Closure	Cabinet	No		April 2026	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476 376143	Leisure & Health	Env & Leisure
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Cabinet – Exempt Items

Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP
28/02/25	Regeneration Projects Update	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	June 2025	Jonathan White ☎02476 376549	Maria Bailey ☎02476 376144	Business & Regeneration	Business, Regen & Planning

Individual Cabinet Member Decisions								
Date entered:	Item - Description	Portfolio Holder	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	OSP
Individual Cabinet Member Decisions – Exempt Items								
	None							

Officer Decisions									
Date entered:	Item - Description	Directorate	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabin et Portfo lio	OSP
	None								
Officer Decisions – Exempt Items									

The Cabinet Members are:

Housing (Leader)	-	Councillor C. Watkins
Resources & Central Services (Deputy Leader)	-	Councillor S. Hey
Communities & Public Services	-	Councillor K. Price
Leisure & Health	-	Councillor B. Hughes
Business & Regeneration	-	Councillor N. King
Planning & Enforcement	-	Councillor T. Venson

Observer:		
Leader of the Main Opposition Group	-	Councillor K. Wilson

Dated: 30th May, 2025

Signed: C. Watkins (Leader of the Council)

Housing and Communities Overview and Scrutiny Panel – Work Programme 2025/26

Meeting dates: 5th June 2025, 25th September 2025, 22nd January 2026

Date Added	Lead Officer	Title	Description	Scrutiny/ Overview	Proposed Committee Date	On Agenda 2024/25 or Briefing Note	Include in 2025/26 Work Programme ?
	Steve Gore	Integrated Performance Report	Quarterly Benchmarking Report	Scrutiny	5 th June 2025, 25 th Sept 2025, 22 nd Jan 2026		
	Nicola Botterill	Housing Key Performance Indicators	Benchmarking Report	Scrutiny	5 th June 2025, 25 th Sept 2025, 22 nd Jan 2026		
Annual	Abu Malek	Warwickshire Police and Crime Plan	To bring an update on the Police and Crime Plan.				
Every two Years	Abu Malek	NABSCOP Strategic Assessment	To ensure that the Council's priorities are considered and included in the Community Safety Partnership's priorities for the area.		25 th Sept 2025		
Jan 2025	Abu Malek	Armed Forces Covenant	An update including highlights about what NBBC are doing in relation to the Armed Forces Covenant.		22 nd Jan 2026		
	Maria Bailey / Jonathan White	Pride in Camp Hill	Annual report of PINCH to update and provide performance information for Members		25 th Sept 2025		
	Abu Malek	Voluntary and Community Sector Performance Reports	Voluntary and Community Sector Monitoring reports. Includes audit of performance by Communities Team as part of SLA.		22 nd Jan 2026		
	Sharon Clinton	Houses of Multiple Occupation (HMO's)	Policy review update for Houses of Multiple Occupation.		22 nd Jan 2026		