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Date: 10<sup>th</sup> June 2025

Dear Sir/Madam,

A meeting of the **CABINET** will be held in the Council Chamber, Town Hall, Nuneaton, on **Wednesday, 18<sup>th</sup> June 2025** at **6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

To: Members of Cabinet

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

Observer

Councillor Kris Wilson

- Leader of the Main Opposition Group

## **AGENDA**

### **PART I**

#### **PUBLIC BUSINESS**

##### **1. EVACUATION PROCEDURE**

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

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

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

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

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

##### **3. DECLARATIONS OF INTEREST**

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

###### **Declaring interests at meetings**

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

Arrangements have been made so that interests that are declared regularly by members can be viewed in a schedule on the Council website ([Councillor Declarations of Interests](#)). Any interest noted in the schedule on the website will be deemed to have been declared and will be minuted as such by the Democratic Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule. There are, however, TWO EXCEPTIONS to the general rule:

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

dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

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

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

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

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

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

4. MINUTES - To confirm the minutes of the Cabinet meeting held on the 21<sup>st</sup> May 2025 (**Page 7**).
5. PUBLIC CONSULTATION – Members of the Public will be given the opportunity to speak on specific agenda items, if notice has been received.  
Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The Chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.  
The Chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the Chair, the speaker persists, they will be asked to stop speaking by the Chair. The Chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the Chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.
6. COMMUNITY ORCHARD LICENCE AGREEMENT – a report of the Strategic Director – a report of the Assistant Director – Recreation & Culture and, Assistant Director – Social Housing & Community Safety attached (**Page 9**)

7. TENANT SATISFACTION MEASURES – a report of the Assistant Director – Social Housing & Community Safety attached **(Page 17)**
8. HOUSING ANNUAL COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/25 a report of the Assistant Director – Social Housing & Community Safety attached **(Page 28)**
9. LEISURE OPERATOR PROCUREMENT AWARD – UPDATE a report of the Assistant Director – Recreation & Culture attached **(Page 92)**
10. PINGLES DECARBONISATION UPDATE a report of the Assistant Director – Recreation & Culture attached **(Page 106)**
11. RECYCLING CONTRACT - ENVIRONMENT ACT 2001– FOOD WASTE COLLECTIONS a report of the Assistant Director – Enforcement & Environment attached **(Page 110)**
12. LOCAL GOVERNMENT REFORM a report of the Chief Executive Officer to follow.
13. RECOMMENDATIONS FROM OVERVIEW AND SCRUTINY PANELS  
None
14. ANY OTHER ITEMS - which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified)

**Nuneaton and Bedworth Borough Council**  
**Corporate Plan**  
**Building Communities 2025 – 2029**

*United in Achievement.*

**Theme 1: Place and Prosperity**

**Strategic Aims:**

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

**Theme 2: Housing, Health and Communities**

**Strategic Aims:**

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

**Theme 3: Green Spaces and Environment**

**Strategic Aims:**

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

## **Theme 4: Your Council**

### **Strategic Aims:**

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

**NUNEATON AND BEDWORTH BOROUGH COUNCIL**

**CABINET**

**21<sup>st</sup> May 2025**

A meeting of Cabinet was held on Wednesday 21<sup>st</sup> May, 2025 in the Council Chamber at the Town Hall.

**Present**

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

CB01 **Apologies**

Apologies received for Councillor T. Venson (Planning & Enforcement)

CB02 **Declarations of Interest**

**RESOLVED** that the Declarations of Interest for this meeting are as set out in the Schedule published on the website.

CB03 **Minutes**

**RESOLVED** that the minutes of the Cabinet meeting held on 2<sup>nd</sup> April 2025, be approved, and signed by the Chair

CB04 **Landlord Services IT System Procurement**

The Strategic Director – Housing and Communities submitted a report proposing that a new system be procured to ensure compliance with the duties and regulatory requirements of the Landlord Service, and to provide assurance to the Council.

**RESOLVED** that

- a) the procurement of a new Integrated Housing Management IT System for a period of up to 10 years be approved; and
- b) the Strategic Director – Housing and Communities be given delegated authority to tender and award the contract to the successful supplier, in consultation with the portfolio holder for housing.

**Speakers:**

None

**Options**

- a) To procure a system
- b) To procure a replacement system

Reasons

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

CB05 **Recommendations from Overview and Scrutiny Panels**

None

CB06 **Any Other Items**

None

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Chair

**PUBLICATION DATE: 23<sup>RD</sup> MAY 2025**

**DECISIONS COME INTO FORCE: 3<sup>RD</sup> JUNE 2025**



Agenda item: 6

## Cabinet/Individual Cabinet Member Decision

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### Report Summary Sheet

Date: 18<sup>th</sup> June 2025

Subject: Community Orchard Licence agreement

Portfolio: Leisure and Health (Councillor B. Hughes)

From: Assistant Director - Recreation & Culture and Assistant  
Director Social Housing & Community Safety

#### Summary:

The Council have been approached by Keresley Village Residents Association who wish to turn an area of land at Top Park, Keresley End into a community orchard for the benefit of residents. To facilitate this a licence agreement for the identified land needs to be agreed.

#### Recommendations:

1. That Cabinet grant delegated authority for the Assistant Director of Culture & Recreation and Assistant Director Social Housing &

<p>Community Safety to issue and enter into a licence agreement with Keresley Village Residents Association.</p> <p>2. That Cabinet approve the land identified at Top Park Keresley End, is transferred from the Housing Revenue Account (HRA) to the General fund (GF).</p>
<p>Options:</p> <ol style="list-style-type: none"> <li>1. Approve both recommendations in full.</li> <li>2. Not approve both recommendations and suggest alternative wording.</li> </ol>
<p>Reasons:</p> <p>Enabling Keresley Village Residents Association to have a licence for the land and turn this into a community orchard for the benefit of local residents, through accessing funding and improving the environment.</p>
<p>Consultation undertaken with Members/Officers/Stakeholders</p> <p>Strategic Director – Housing and Community Safety</p> <p>Strategic Director – Public Services</p> <p>Strategic Director – Corporate Resources</p> <p>Leader of Council / Portfolio Holder – Housing</p> <p>Portfolio Holder – Leisure and Health</p>

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

<p>Corporate Plan – Theme:</p> <p>Green Spaces and Environment</p>
<p>Corporate Plan – Aim:</p> <p>Protecting our Natural Environment</p>
<p>Relevant statutes or policy:</p>

Equalities Implications:

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

None identified at this time.

Human resources implications:

No direct implications, however, officer time will be required to facilitate the new licence agreement and land transfer.

Financial implications:

The land will be appropriated from the General Fund (GF) to the Housing Revenue Account (HRA) at the valued rate of £30k.

The appropriation will be funded by utilising General Fund capital receipts.

Health Inequalities Implications:

The use of this site as a community orchard will have a positive impact on the health and wellbeing for residents and users of the park due to its social spaces, interactions and installation of fruit trees.

Section 17 Crime & Disorder Implications:

The site could be targeted by crime and disorder due to its location away from the road, however having a Residents Association, who will be responsible for the maintenance and upkeep should keep the visibility and reduce the opportunities for crime and disorder to occur.

Risk management implications:

The licence will help safeguard the land maintenance and management responsibilities.

If the Residents Association were to cease, the Council would then have to manage the agreed licenced area under its general fund account and

grounds maintenance contract. This will be a growth item for the budget. Given the area is also being developed into an orchard, this places additional risk for the Council in managing trees and costs associated in pruning etc.

Environmental implications:

The Association wish to turn the unused space into a meeting space for the local community and over time create a wildlife haven in the orchard with bird and bat boxes, plant wildflowers that will attract butterflies, bees, birds and hoverflies, these will grow well directly under the tree canopy.

Legal implications:

Legal officers will support with formalising any agreements and the transfer of land within the Council.

The General Housing Consents 2013 which provides general consent to local housing authorities to dispose of Part II of the Housing Act 1985 land (in compliance with s122(1) of the 1972 Act), does not include appropriation. However, land other than dwellings which are ancillary to Part II of the 1985 Act and which no longer fulfil their original purpose may be removed by the HRA by appropriation to a different purpose without Secretary of State Consent. As such, this matter is referred to Cabinet for approval as per Part 3C of the Constitution, giving Cabinet the authority to grant such a change. In use.

Contact details:

Katie Memetovic-Bye Assistant Director – Recreation and Culture

E-mail: [katie.memetovicbye@nuneatonandbedworth.gov.uk](mailto:katie.memetovicbye@nuneatonandbedworth.gov.uk)

AGENDA ITEM NO.6

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet

Date: 18<sup>th</sup> June 2025

From: Assistant Director - Recreation & Culture &  
Assistant Director Social Housing & Community  
Safety

Subject: Community Orchard Licence agreement

Portfolio: Leisure and Health (Councillor B. Hughes)

Corporate Plan – Theme: Green Spaces and Environment

Corporate Plan – Aim: Protecting our Natural Environment

1. Purpose of Report

- 1.1 The Council have been approached by Keresley Village Residents Association who wish to turn an area of land at Top Park, Keresley End into a community orchard for the benefit of residents. To facilitate this a licence agreement for the identified land needs to be agreed.

2. Recommendations

- 2.1 That Cabinet grant delegated authority for the Assistant Director of Culture & Recreation and Assistant Director Social Housing & Community Safety to issue and enter into a licence agreement with Keresley Village Residents Association.
- 2.2 That Cabinet approve that the land identified at Top Park Keresley End, is transferred from the Housing Revenue Account (HRA) to the General fund (GF).

### 3. Background

- 3.1 The Council have been approached by Keresley Village Residents Association who wish to turn an area of land at Top Park, Keresley End into a community orchard this will involve planting a variety of approximately 100 dwarf fruit trees and food hedges.
- 3.2 The park land at Top Park, Keresley End is currently Housing Revenue Account land, meaning that it is identified for the benefit to Housing.
- 3.3 Following consultation with the Portfolio Holder and Housing Officers the land is not identified for any future use and could provide valuable green space for residents wishing to further enhance the site.
- 3.4 The use of the land for a community orchard and green space supports the Councils Corporate Plan objectives and sustainability action plan.

### 4. Body of Report

- 4.1 To enable Keresley Residents Association to manage the land as a community orchard, a licence agreement needs to be in place between them and the Council.
- 4.2 The licence would be a Five-year agreement, with a small annual licence fee of £1. They would obtain public liability insurance and only use the land as a community orchard. The maintenance responsibility will sit with the Association for the land and must reinstate the land at the end of the Licence period.
- 4.3 The General Housing Consents 2013 which provides general consent to local housing authorities to dispose of land (Part II of the Housing Act 1985 in compliance with s122(1) of the 1972 Act), does not include appropriation. However, land other than dwellings which are ancillary to Part II of the 1985 Act and which no longer fulfil their original purpose may be removed by the HRA by appropriation to a different purpose without Secretary of State Consent. As such, this matter is referred to Cabinet for approval as per Part 3C of the NBBC Constitution, giving Cabinet the authority to grant such a change In use.

### 5. Financial Implications

- 5.1 The land will be appropriated from the General Fund (GF) to the Housing Revenue Account (HRA) at the valued rate of £30k.

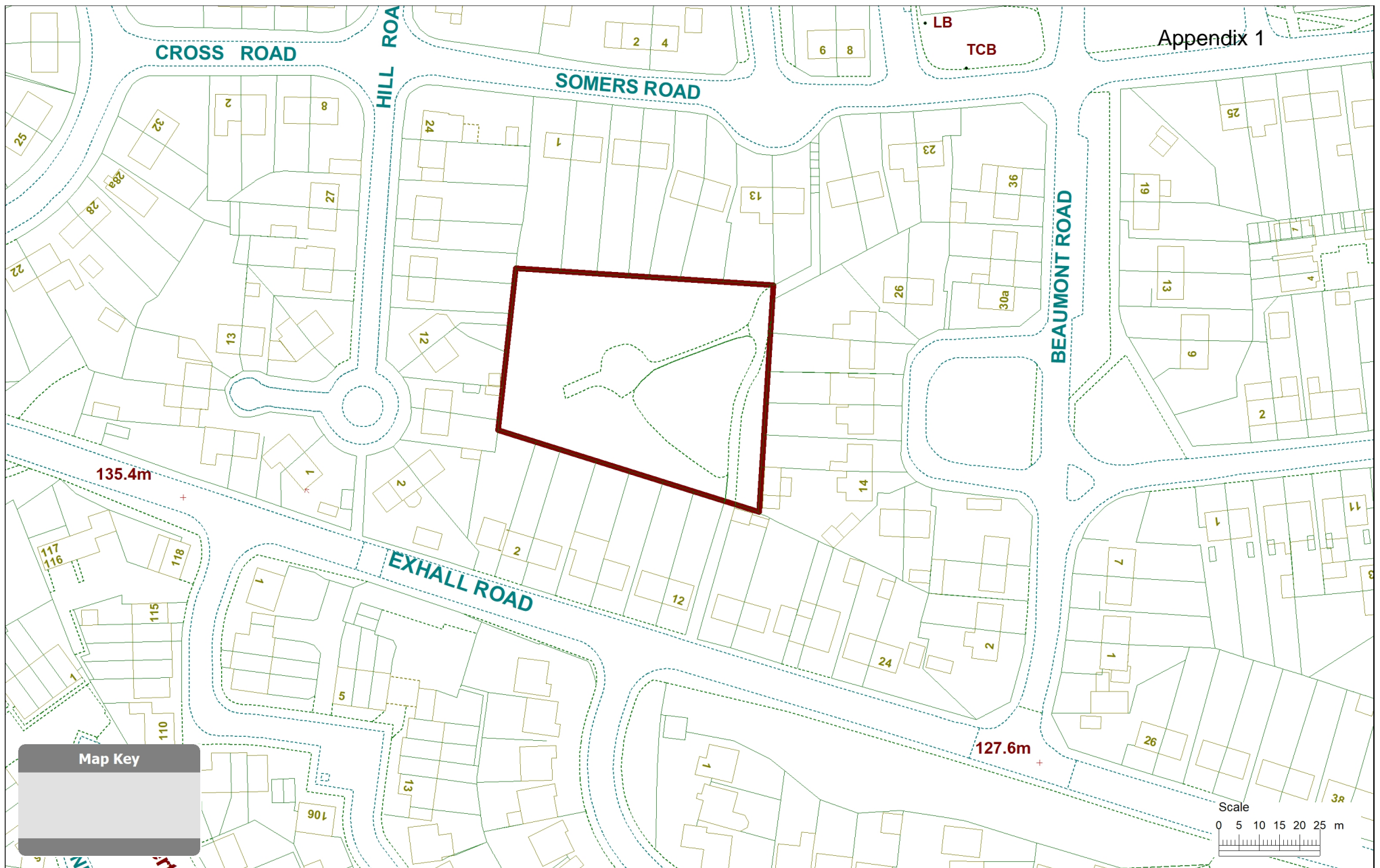
- 5.2 The appropriation will be funded by utilising General Fund capital receipts.
- 5.3 If the Residents Association were to default on the licence agreement and the land is then managed by the Council, this would provide a growth item as part of the ground's maintenance contract in the future.

6. Appendices

Appendix 1 – Land within the Licence agreement for a Community Orchard and to be transferred from Housing Revenue Account (HRA) to the General fund (GF).

7. Background Papers (if none, state none)

None



For reference purposes  
only. No further copies may  
be made.



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17/01/2025



Agenda item: 7

## Report Summary Sheet

Date: 18<sup>th</sup> 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 Cabinet 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 30<sup>th</sup> 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:

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.
4. That the report be marked not subject to call-in due to the deadline for submitting the report to the Regulator for Social Housing being 30th June 2025 as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution. Failure to submit before the deadline will result in regulatory notices, including financial and reputational risk to the Council.

Options:

1. To note the content outlined in the report.

Reasons:

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.

The perception survey is a set of questions we ask our tenants to understand how satisfied or dissatisfied they 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

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.

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, the deadline for submitting the report to the Regulator for Social Housing is 30<sup>th</sup> June 2025 and failure to submit before the deadline will result in regulatory notices, including financial and reputational risk to the Council.

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](mailto:nicola.botterill@nuneatonandbedworth.gov.uk)



AGENDA ITEM NO. 7

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet - 18<sup>th</sup> June 2025

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.

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1. Purpose of Report

- 1.1 The purpose of this report is to provide Cabinet with the results of the Tenant Satisfaction Measures (TSM's) 2024/25 survey which must be reported to the Regulator of Social Housing by 30<sup>th</sup> 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 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.
- 2.4 That the report be marked not subject to call-in due to the deadline for submitting the report to the Regulator for Social Housing being 30<sup>th</sup> June 2025 as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution. Failure to submit before the deadline will result in regulatory notices, including financial and reputational risk to the Council.

### 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

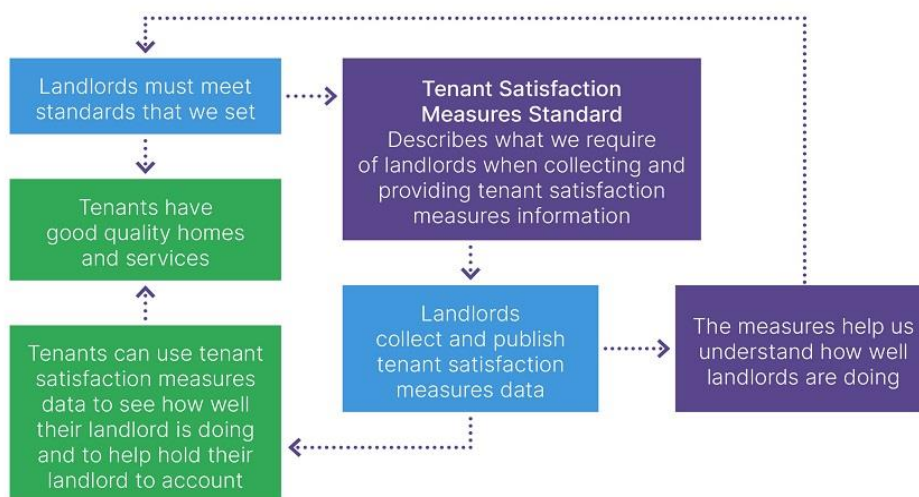
- Responsible neighbourhood management

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 12<sup>th</sup> 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 17<sup>th</sup> June 2024 to 30<sup>th</sup> September 2024. A chaser letter was sent out on 18<sup>th</sup> 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	71%



	TP08	keeps tenants informed about things that matter to them  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	100%

	been carried out.	
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: 8

## Report Summary Sheet

Date: 18<sup>th</sup> 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 1<sup>st</sup> 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

<p>be published on the Council's website along with comments given by the Cabinet and Scrutiny Panel.</p>
<p>Recommendations:</p> <ol style="list-style-type: none"> <li>1. The contents of the Annual Housing Complaint Performance &amp; Service Improvement Report 2024/25, attached at Appendix A, are noted by Cabinet.</li> <li>2. That, noting the requirements of the HOS, Cabinet receives comments from the Housing and Communities Overview and Scrutiny Panel, held on 5<sup>th</sup> June 2025.</li> <li>3. That Cabinet make comment as per the requirements of the HOS.</li> <li>4. That the report be marked not subject to call-in due to the deadline for submitting the report to the Housing Ombudsman Service being 30th June 2025 as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution. Failure to submit before the deadline will result in regulatory notices, including financial and reputational risk to the Council.</li> </ol>
<p>Options:</p> <ol style="list-style-type: none"> <li>1. To not note the report and provide comment.</li> <li>2. To note the report and provide comment.</li> </ol>
<p>Reasons:</p> <ol style="list-style-type: none"> <li>1. It is a requirement of the HOS Complaint Handling Code for the Cabinet to consider and comment upon the Annual Housing Complaint Performance &amp; Service Improvement Plan. Failure to do so will mean that the Council is legislatively non-compliant.</li> <li>2. It is a requirement of the HOS Complaint Handling Code for the Cabinet to consider and comment upon the Annual Housing Complaint Performance &amp; Service Improvement Plan. By noting the report and providing comment, the Council will be legislatively compliant.</li> </ol>
<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>

Subject to call-in:

No, the deadline for submitting the report to the Housing Ombudsman Service being 30<sup>th</sup> June 2025 and failure to submit before the deadline will result in regulatory notices, including financial and reputational risk to the Council.

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:

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
<p>Health Inequalities Implications:</p> <p>No</p>
<p>Section 17 Crime &amp; Disorder Implications:</p> <p>No</p>
<p>Risk management implications:</p> <p>Failure to comply with the Housing Ombudsman Complaint Handling Code requirements poses financial and reputational risk to the Council.</p>
<p>Environmental implications:</p> <p>No</p>
<p>Legal implications:</p> <p>None</p>
<p>Contact details:</p> <p>Nicola Botterill</p> <p><a href="mailto:nicola.botterill@nuneatonandbedworth.gov.uk">nicola.botterill@nuneatonandbedworth.gov.uk</a></p>



AGENDA ITEM NO. 8

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet - 18<sup>th</sup> 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 30<sup>th</sup> 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 Cabinet.
- 2.2 That, noting the requirements of the HOS, Cabinet receives comments from the Housing and Communities Overview and Scrutiny Panel, held on 5<sup>th</sup> June 2025.
- 2.3 That Cabinet make comment as per the requirements of the HOS.
- 2.4 That the report be marked not subject to call-in due to the deadline for submitting the report to the Housing Ombudsman Service being 30<sup>th</sup> June 2025 as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution. Failure to submit before the deadline will result in regulatory notices, including financial and reputational risk to the Council.

### 3. Background

- 3.1 On 1<sup>st</sup> 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://housing-ombudsman.org.uk/the-complaint-handling-code/)

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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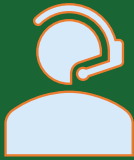
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## 1.0 Introduction

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

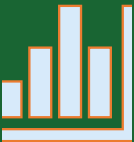
We have included in this report:



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.

### The Customer Experience & Data Protection Officer

Responsible for corporate Complaint Handling, performance reporting and overseeing the corporate use of the Granicus system. This role is also the Council's lead contact for the Housing Ombudsman & Local Government & Social Care Ombudsman.

### Customer Services Advisors

Responsible for logging complaints on the Granicus system and assigning complaints to the relevant service teams.

### Assistant Director of Social Housing & Community Safety

Responsible for assessing any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision and reporting to the governing body.

### Housing Team Leaders & Managers

Responsible for investigating and responding to complaints at Stage 1 and Stage 2.

### Housing Assistants

Responsible for assigning housing complaints to lead investigating officers, and monitoring progress of complaints through to response in line with complaint handling timeframes.

### Housing & Community Safety Business Performance officer

Responsible for analysing and reporting Housing complaint handling performance, trends and themes to Housing management.

### 3.0 Complaint handling performance

From 1<sup>st</sup> April 2024 to 31<sup>st</sup> 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.

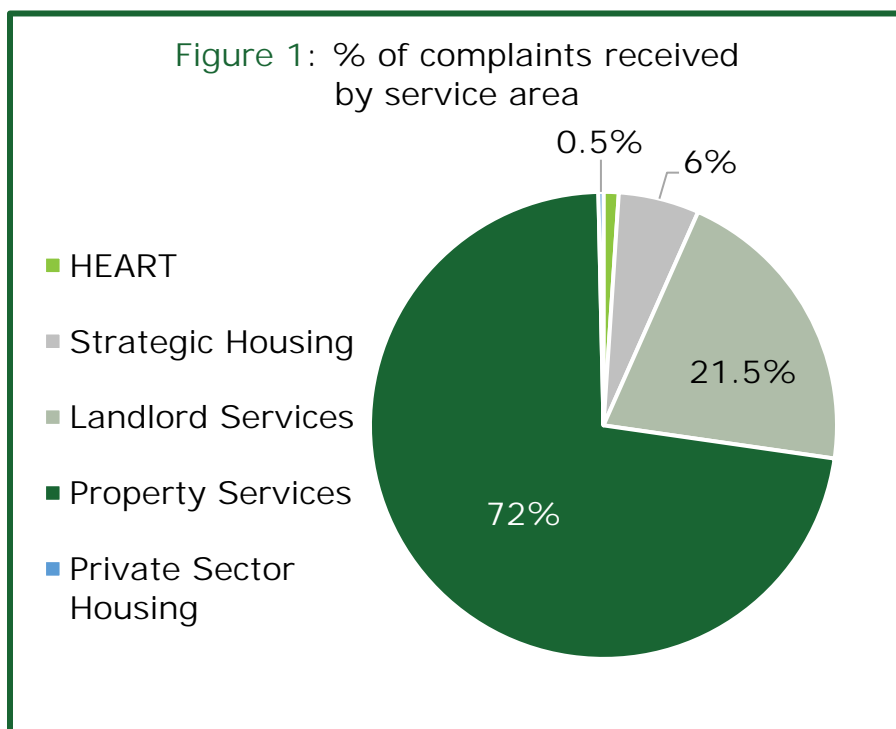
The figures in Table 1 when compared with the previous year shown in Table 2 opposite, indicate an increase of 3.5% in the number of Stage 1 complaints handled outside the complaint handling timescales.

	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%.



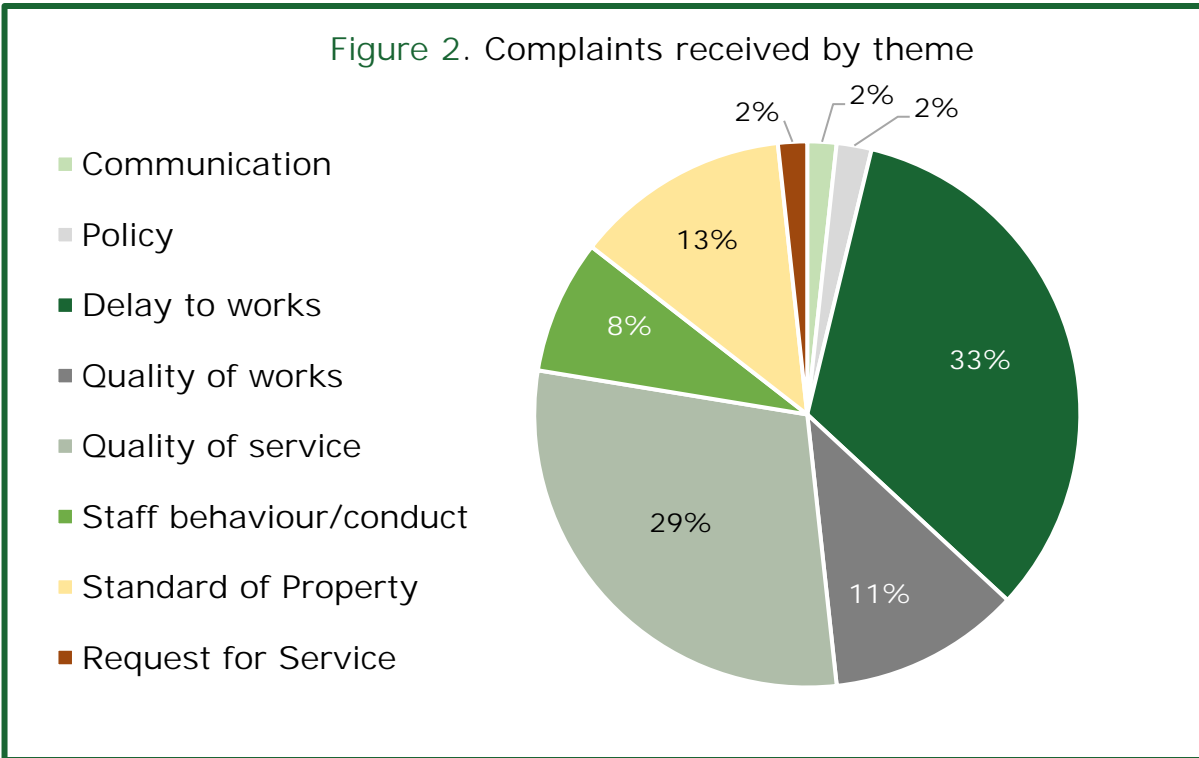


Figure 2 above shows a breakdown of complaints received by theme. Property Services has been identified as the main service area requiring consideration and improvement. Delay to works, the quality of works, scheduling and the keeping of appointments, and the general lack of communication regarding the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



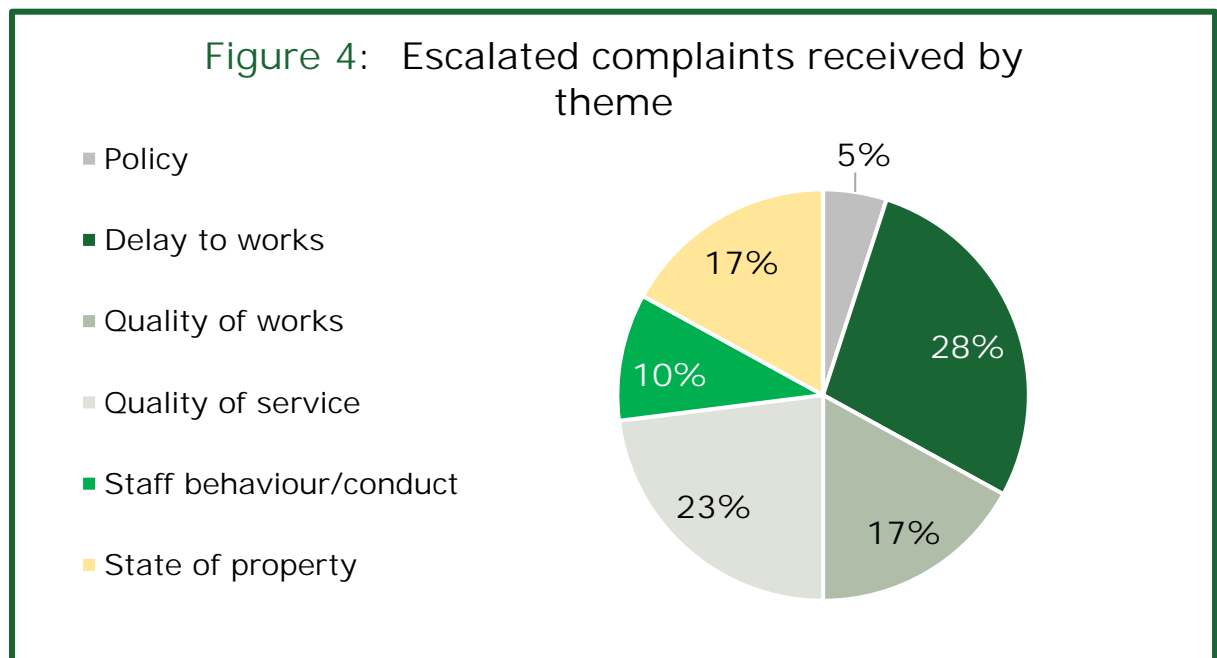
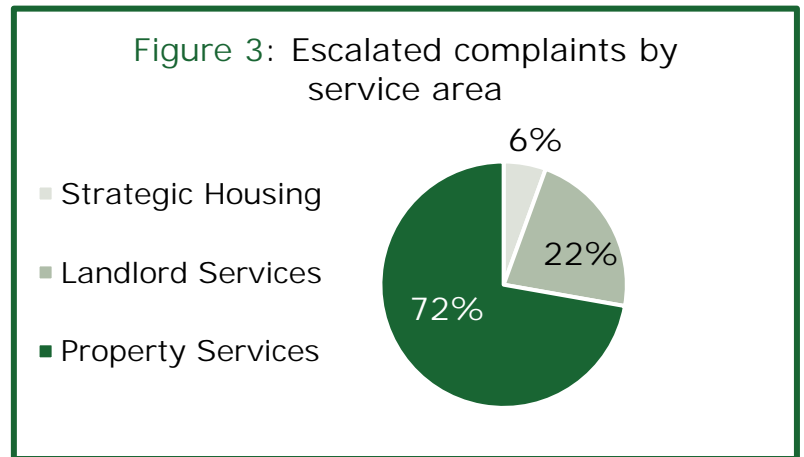
## Stage 2 Complaints

During the period 1<sup>st</sup> April 2024 to 31<sup>st</sup> 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.



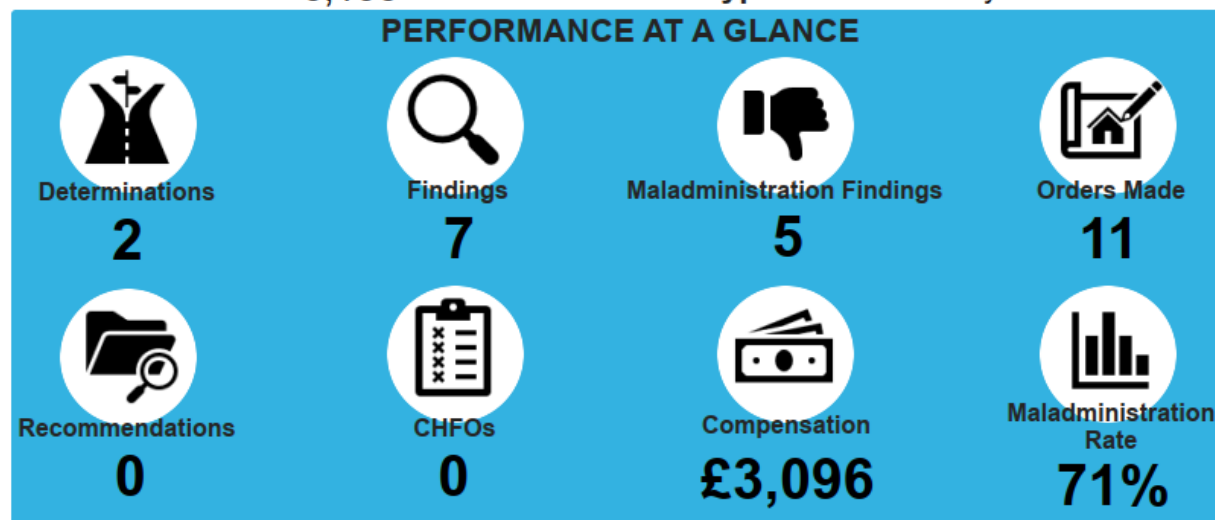


## 4.0 Complaints referred to the Housing Ombudsman

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

**Landlord Homes:** 6,106

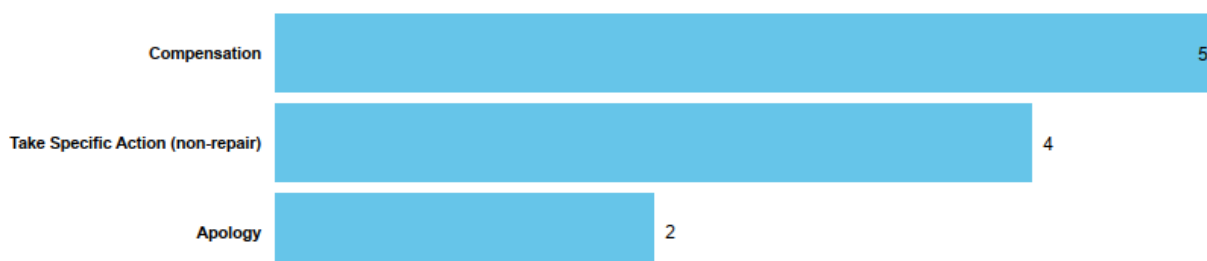
**Landlord Type:** Local Authority / ALMO or TMO



**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 1<sup>st</sup> 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.



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

*Date here*

*Contact information here*

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## 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><a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.1</a></p> <p><a href="#">NBBC Housing Magazine May 2024</a></p> <p><a href="#">NBBC Website – Council Housing Complaint Page</a></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><a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.7</a></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	<a href="#">NBBC Complaint Policy &amp; Procedure – Sections 4.1 and 4.4</a>  <a href="#">NBBC Website – Council Housing Complaint Page</a>  <a href="#">NBBC Housing Magazine May 2024</a>	<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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.4</a>  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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 5</a> ASB Surveys Email footers	<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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.5 and 4.6</a> <a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24.</a>	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 2024/25 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"> <li>The issue giving rise to the complaint occurred over twelve months ago.</li> <li>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.</li> <li>Matters that have previously been considered under the complaints policy.</li> </ul>	Yes	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.5</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.5</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.5</a>  <a href="#">Annual Housing Complaint Performance and Service Improvement Report 2023-24   Nuneaton and Bedworth Borough Council</a>	As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2024/25 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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.5</a>  <a href="#">Annual Housing Complaint Performance and Service Improvement Report 2023-24   Nuneaton and Bedworth Borough Council</a>	As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2024/25 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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 5</a> <a href="#">Annual Housing Complaint Performance and Service Improvement Report 2023-24   Nuneaton and Bedworth Borough Council</a> <a href="#">NBBC Website – Council Housing Complaints Page</a> <a href="#">Tenant Newsletter June 2024</a> <a href="#">Vulnerable Persons Policy</a>	<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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section</a> <a href="#">Staff training records</a>	<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	<a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24</a>  <a href="#">Tenant Newsletter June 2024</a>  <a href="#">NBBC Website – Make Things Right</a>	<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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Sections 1.2 &amp; 7</a>  <a href="#">NBBC Website – Council Housing Complaints Page</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 7</a>	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.		<a href="#">NBBC website – Customer Feedback Page</a> <a href="#">Housing InHouse Newsletter – page 7.</a> 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	<p><a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24</a></p> <p>Cabinet agenda and minutes</p> <p>Job descriptions</p>	<p>The 'complaint officer' role is fulfilled by a team of officers.</p> <p>The Assistant Director of Social Housing &amp; Community Safety is responsible for ensuring complaints are reported to MRC, Housing &amp; Communities Overview &amp; Scrutiny Panel, Leadership Board &amp; Senior Management Team.</p> <p>The Corporate Customer Experience Officer acts as the corporate lead contact with the Housing Ombudsman and Local Government &amp; 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	<p><a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24</a></p> <p>Service Manager/Team Leaders have the authority.</p>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Sections 2, 3 &amp; 8.</a>	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 was completed in 2024/25.</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	<a href="#">NBBC Complaint Policy &amp; Procedure</a> <a href="#">NBBC Website - Customer Feedback</a> <a href="#">Housing InHouse Newsletter – page 7.</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6</a> <a href="#">Housing InHouse Newsletter – page 7.</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.7</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4.7</a>	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  <a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.6 &amp; 6.12</a>	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  <a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.5</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 2</a>  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><a href="#">NBBC Privacy Notice</a></p>	<p>The Council's Values are included in mandatory training for all staff and are:</p> <ul style="list-style-type: none"> <li>• Service for our customers</li> <li>• Integrity in our actions</li> <li>• Accountability for performance</li> <li>• Cooperation with Councillors, colleagues &amp; partners</li> <li>• Objectivity in our decisions</li> <li>• Efficiency to keep costs down</li> <li>• Confidence to try new things out</li> </ul> <p>All colleagues received customer service training throughout 2024/25 and will be empowered to put things right through taking responsibility and ownership.</p> <p>The Housing &amp; 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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Sections 1 &amp; 3</a> <a href="#">NBBC Website - Customer Feedback</a>  <a href="#">Vulnerable Persons Policy</a>  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 now also operational.</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 set out these reasons, and they must	Yes	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 4</a>	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.



	comply with the provisions set out in section 2 of this Code.			
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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 8</a>  <a href="#">Compensation &amp; Remedy Policy</a>	<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>A Compensation &amp; Remedy Policy was implemented in November 2024.</p>
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	<a href="#">NBBC website – Report Anti-social behaviour</a>  <a href="#">Anti-social Behaviour Policy</a>  <a href="#">Anti-social Behaviour Strategy</a>  <a href="#">Tenancy Agreements</a>  <a href="#">NBBC Website – Equality &amp; Diversity</a>	<p>The Council's tenancy agreement highlights that it will deal with any anti-social behaviour displayed by their tenants or their representatives.</p> <p>A new ASB Policy and Strategy have been reviewed and are now operational.</p> <p>For persistent behaviour the Equality Safeguarding Officer will write to the</p>

				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	<a href="#">NBBC Website – Equality &amp; Diversity</a>	<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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.2</a>  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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.4</a>  <a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24</a>  <a href="#">Housing InHouse Newsletter – page 11</a>	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.  Reports from the system can demonstrate this is being achieved.

			Performance Reports	
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  <a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24.</a>  <a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.4</a>	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  <a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.4</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.4</a>  <a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24.</a>	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 2024/25.
6.7	Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.6</a>  Response letter templates	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.

				The revised complaint letter response templates ensure that all elements of the complaint are investigated and provide a clear reasons for decisions made.
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	Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language: <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response.</li> </ul>	Yes	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.6</a>  Response letter templates	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.  The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures comprehensive response is shared with the customer.  Each response includes <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> </ul>

				<p>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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.9 &amp; 6.14</a>  Response letter templates	<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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.10</a>  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</p>

				<p>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	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.9</a></p> <p>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.
6.13	The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1.	Yes	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.9</a></p>	<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	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.11</a></p> <p><a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24</a>.</p> <p><a href="#">Housing InHouse Newsletter – page 11.</a></p>	<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> <p>Reports from the system can demonstrate this is being achieved.</p>
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	Yes	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.11</a></p>	This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available

	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.		Extension letter templates <a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24.</a>	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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.14</a>  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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.11</a> <a href="#">Annual Housing Complaint Performance &amp; Improvement Report 2023/24.</a>  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 2024/25.
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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.12</a>  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



			Can be evidenced through a sample of cases	was last updated in March 2024.
6.19	<p>Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:</p> <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions; and</li> <li>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.</li> </ul>	Yes	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.12</a></p> <p>Response letter templates</p>	<p>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.</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> <ul style="list-style-type: none"> <li>a. the complaint stage;</li> <li>b. the complaint definition;</li> <li>c. the decision on the complaint;</li> <li>d. the reasons for any decisions made;</li> <li>e. the details of any remedy offered to put things right;</li> <li>f. details of any outstanding actions;</li> <li>and g. details of how to escalate the matter if the individual is not satisfied with the response.</li> </ul> <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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 6.14</a> Can be evidenced through a sample of cases	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
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## 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"> <li>• Apologising;</li> <li>• Acknowledging where things have gone wrong;</li> <li>• Providing an explanation, assistance or reasons;</li> <li>• Taking action if there has been delay;</li> <li>• Reconsidering or changing a decision;</li> <li>• Amending a record or adding a correction or addendum;</li> <li>• Providing a financial remedy;</li> <li>• Changing policies, procedures or practices.</li> </ul>	Yes	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 8</a></p> <p>Response letter templates</p> <p>Dispute resolution online training.</p> <p><a href="#">Compensation &amp; Remedy Policy</a></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 November 2024, the Council adopted a Compensation &amp; Remedy Policy.</p>
7.2	Any remedy offered must reflect the impact on the resident as a result of any fault identified.	Yes	<p><a href="#">NBBC Complaint Policy &amp; Procedure – Section 8</a></p> <p><a href="#">Compensation &amp; Remedy Policy</a></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 November 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	<a href="#">Compensation &amp; Remedy Policy</a>	In order to ensure consistency of outcomes, in November 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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 10</a> <a href="#">Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance &amp; Improvement Report</a> <a href="#">Housing &amp; Communities Overview &amp; Scrutiny agenda &amp; minutes – 6<sup>th</sup> June 2024.</a> <a href="#">Cabinet agenda &amp; minutes – 19<sup>th</sup> June 2024.</a>	<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 &amp; 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 &amp; Communities Overview &amp; 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	<a href="#">NBBC Complaint Policy &amp; Procedure – Section 10</a> <a href="#">Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance &amp; Improvement Report</a> <a href="#">Cabinet agenda &amp; minutes – 19<sup>th</sup> June 2024.</a>	<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 &amp;</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 19<sup>th</sup> 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><a href="#">NBBC Complaint Policy &amp; Procedure – Section 10</a></p> <p><a href="#">Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance &amp; Improvement Report</a></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 three previous occasions in 2022/2023, 2023/2024 &amp; 2024/2025.</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><a href="#">Latest news – Nuneaton and Bedworth Borough Council</a></p> <p><a href="#">Nuneaton &amp; Bedworth Borough Council   Nuneaton   Facebook</a></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	<a href="#">Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance &amp; Improvement Report</a>	<p>Service improvement results from complaints are included in the Annual Housing Complaint Performance &amp; 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	<a href="#">Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance &amp; Improvement Report</a>  Monthly Complaint Analysis Reports  Departmental Management Team Minutes	<p>Service improvements resulting from complaints are included in the Annual Housing Complaint Performance &amp; 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	<a href="#">Cabinet Report – 19th June 2024</a> <a href="#">Quarterly Complaint Handling Analysis Overview &amp; Scrutiny Reports – 5 June 2025</a> <a href="#">Tenant Newsletter June 2024 page 11.</a>	<p>Complaint Handling Performance and trends are presented for quarterly scrutiny to the MCR and Housing &amp; Communities Overview &amp; 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 &amp; 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	<a href="#">Cabinet Agenda and Minutes - 19th June 2024</a> <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> <a href="#">Housing &amp; Communities Overview &amp; Scrutiny Agenda and Minutes – 6 June 2024</a>	<p>The Assistant Director for Social Housing &amp; Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed.</p>

			<a href="#">Cabinet Agenda and Minutes - 19<sup>th</sup> June 2024</a>  MT Integrated Performance Report	<p>The Portfolio Holder for Housing provides the Housing &amp; 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"> <li>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;</li> <li>b. regular reviews of issues and trends arising from complaint handling;</li> <li>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and</li> <li>d. annual complaints performance and service improvement report.</li> </ul>	Yes	<p>Monthly Complaint Analysis Report</p> <p><a href="#">Housing &amp; Communities Overview &amp; Scrutiny Agenda and Minutes / Work Programme – 6<sup>th</sup> June 2024.</a></p> <p><a href="#">Cabinet Agenda and Minutes – 19<sup>th</sup> June 2024</a></p>	<p>The Assistant Director for Social Housing &amp; 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 &amp; 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><a href="#">NBBC Complaint Policy &amp; Procedure</a></p> <p><a href="#">Cabinet report – 19<sup>th</sup> June 2024</a></p>	The Housing Complaints Policy and Procedure has been adopted by staff in all housing

	<ul style="list-style-type: none"> <li>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;</li> <li>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and</li> <li>c. act within the professional standards for engaging with complaints as set by any relevant professional body.</li> </ul>			service areas and compliance is monitored.
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Agenda item: 9

## Cabinet/Individual Cabinet Member Decision

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### Report Summary Sheet

Date: 18<sup>th</sup> June 2025

Subject: Leisure Operator Procurement Award - Update

Portfolio: Leisure and Recreation (Cllr. B Hughes)

From: Katie Memetovic-Bye – Assistant Director Recreation and Culture

#### Summary:

This report provides Cabinet with an update on the outcome of the Leisure Operator Procurement and its Award of contract.

#### Recommendations:

1. The Award of the Leisure Operator Contract to Sport & Leisure Management (SLM) trading as Everyone Active (EA) for NBBC be noted and grant delegated authority to the Strategic Director for Public Services and Assistant Director for Recreation & Culture to sign the new contract;
2. It be recommended to council that funds be allocated within the 2025/2026 capital programme up to £1.5million to support the Leisure contract Variant 1 bid proposal;

3. It be recommended to Council that subject to 2.2, delegated authority be given to the Strategic Director for Corporate Resources and Strategic Director for Public Services in consultation with the Assistant Director for Recreation & Culture, the Portfolio Holders for Leisure & Health and, Resources & Central Services to instruct the Operator to deliver the agreed refurbishment areas at the Pingles Leisure Centre; and
4. It be recommended to Council that subject to 2.2, delegated authority be given to the Strategic Director for Corporate Resources, Strategic Director for Public Services in consultation with the Assistant Director for Recreation & Culture, the Portfolio Holders for Leisure & Health and Resources & Central Services to agree, following advice from legal representation (upon completion of the lease), and subject to operator programming, to use the capital funds at the Pingles Leisure Centre in advance of the contract coming into effect in January 2026.

#### Options:

1. Cabinet note recommendation 1 and approve the recommendations 2 and 3 be reported to Council.
2. Cabinet do not approve recommendation 2 or 3 and amend the recommendations.
3. Cabinet reject the capital investment option and remain with the standard bid with reduced financial return and no facility improvement.

#### Reasons:

The Leisure procurement exercise and opportunity within that process to undertake refurbishment works at the Councils leisure facility, provides an effective and efficient opportunity to deliver these capital works.

#### Consultation undertaken with Members/Officers/Stakeholders

Strategic Director - Public Services  
 Strategic Director – Corporate Resources  
 Portfolio Holder – Leisure and Health  
 Assistant Director – Democracy and Governance  
 Assistant Director – Finance  
 Cabinet Members – Cllr C Watkins & Cllr Brady Hughes  
 Members Working Group

Subject to call-in: Yes

Ward relevance: All Wards

Forward plan: Yes

Corporate Plan – Theme:  
Housing, Health & Communities

Corporate Plan – Aim:  
Promoting Healthy Lifestyles

Relevant statutes or policy:  
Contract Procedure Rules (CPR's)  
Procurement & Accounts Payable Strategy  
Concession Contract Regulations 2016  
Leisure Facilities Needs Assessment Strategy

Equalities Implications:

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

Improvement works at Pingles Leisure Centre must be compliant with the Equality Act for accessibility.

The successful operator has an equality and diversity policy which was also considered as part of the procurement process.

Human resources implications:

The Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) do apply, and the current employees of the incumbent operator are in scope. However, the Council facilitate the transfer of TUPE information as part of the procurement process.

If Cabinet approve the recommendations, it will fall onto the Operator to manage and delivery improvement works at the Pingles, which would remove some of the resource requirements from the Council to deliver.

#### Financial implications:

The proposed new contract will be removing a management fee payment being made by the Council for the operation of Leisure Facilities over the term of the contract and encourage significant capital investment across all Leisure facilities through the term of the new proposed contract.

As updated to Cabinet in April 2025 variant 1 option 1 permitted the opportunity for bidders to seek funds via the Council for up to £1.5m. The borrowing costs to be funded via an increased Management Fee payable to the Council by the Operator over the period of the contract term. This variant option provided best value for NBBC and deemed value for money, the funds are required to be spent on the facilities (and not to offset any negative management fee) but must also include at least one project including the refurbishment of Pingles changing room facilities. This removes the requirement from the Council to deliver the refurbishment in the near future and ensures the facilities are improved for the residents who utilise the facilities.

#### Health Inequalities Implications:

The adopted Leisure Facilities Needs Assessment Strategy supports the Council's Corporate Plan in improving health and wellbeing by providing opportunities and facilities for residents to access and take part in physical activity at all levels across the Borough.

Whilst the new contract and facility will support health inequalities, it must be noted that there may well need to be a planned closure of the current Bedworth facility (resulting in a loss of facilities for the public at Bedworth) to allow for a safe and effective transition to the new Physical Activity Hub.

If Cabinet and Council are minded to support the early refurbishment of areas at the Pingles site, this will mean some disruption and possible closure of areas at times, whilst works are undertaken. This will be kept to a minimum working the successful operator.

#### Section 17 Crime & Disorder Implications:

The increase or provision of new facilities or different leisure pursuits will give opportunities for more residents to take part in physical activities. This will support improved outcomes for crime and disorder, whereby opportunities are taken up by young people in particular instead of other less desirable activities.

Risk management implications:

There are ongoing risk management issues that will need to be managed in relation to the procurement process and entering / managing contracts - contract risks such as Operator failure or failing to find a successful operator and external impacts such as rising utility costs and national insurance increases.

Any changes structural changes to the Pingles or indeed any NBBC asset, will require the relevant teams Planning / Building Control and Corporate Property maintenance to formally approve changes.

Environmental implications:

Within the new Leisure contract there will be the expectation and requirement that the Operator supports all opportunities to provide and increase active travel to the facilities; reduction in operational costs; optimising energy-savings and optimising green technologies wherever possible.

Legal implications:

Legal support is being provided to NBBC by Freeth's, who were appointed by formal tender in June 2022 to develop the contract and advise on all legal matters during the process and the Council's Contract procedures Rules (CPR's) will be followed.

Contact details:

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AGENDA ITEM NO. 9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet 18<sup>th</sup> June 2025

From: Katie Memetovic-Bye Assistant Director Recreation & Culture

Subject: Leisure Operator Procurement Award - Update

Portfolio: Leisure and Recreation (Cllr. B Hughes)

Corporate Plan – Theme: Housing, Health & Communities

Corporate Plan – Aim: Promoting Healthy Lifestyles

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1. Purpose of Report

- 1.1 This report provides Cabinet with an update on the outcome of the Leisure Operator Procurement Award.

2. Recommendations

- 2.1 That the Award of the Leisure Operator Contract to Sport & Leisure Management (SLM) trading as Everyone Active (EA) for NBBC be noted and grant delegated authority to the Strategic Director for Public Services and Assistant Director for Recreation & Culture to sign the new contract;
- 2.2 It be recommended to Council that funds be allocated within the 2025/2026 capital programme up to £1.5million to support the Leisure contract Variant 1 bid proposal;
- 2.3 It be recommended to Council that subject to 2.2, delegated authority be given to the Strategic Director for Corporate Resources and Strategic Director for Public Services in consultation with the Assistant Director for Recreation & Culture, the Portfolio Holders for Leisure & Health and, Resources & Central Services to instruct the Operator to

deliver the agreed refurbishment areas at the Pingles Leisure Centre; and

- 2.4 It be recommended to Council that subject to 2.2, delegated authority be given to the Strategic Director for Corporate Resources, Strategic Director for Public Services in consultation with the Assistant Director for Recreation & Culture, the Portfolio Holders for Leisure & Health and Resources & Central Services to agree, following advice from legal representation (upon completion of the lease), and subject to operator programming, to use the capital funds at the Pingles Leisure Centre in advance of the contract coming into effect in January 2026.

### 3. Project Background

- 3.1 Following several cross-party member workshops, Council officers published the Leisure Management Specification to the market in April 2024. The procurement process includes three-stage approach. The final stage bid (stage 3) was published in January 2025 and bids submitted early March 2025.
- 3.2 In line with the delivery timetable of the new Bedworth Physical Activity Hub (BPAH) the successful operator will be required to proceed with the fit out of the facility immediately following the award and appointment of the contract.
- 3.3 During the transition from the existing Bedworth Leisure Centre to the new BPAH there may be a period of downtime, while the employees and services are transitioned across the two facilities, this could have an impact on service availability, these timeframes will be closely managed to mitigate impact on the Centre users as much as possible.

### 4. Procurement

- 4.1 The Council went to market in March 2024, tendering the opportunity for leisure operators to bid and participate in the procurement process for the new contract. The contract is for a 10-year term with a 5-year extension period.
- 4.2 The process has been designed to extract maximum value for money for the Council and the residents of the Borough, both from a quality and output perspective but also financially. The

following stages have formed part of the procurement process:

Stage 1 – Pre-Qualification

Stage 2 – Initial Bid (including initial evaluation and negotiation)

Stage 3 – Final Bid (Best and final offer).

4.3 The award of the contract was assessed against set criteria, as reported and updated to Cabinet on 2<sup>nd</sup> April 2025. The highest scoring bidder was awarded the contract based on these criteria, in line with the procurement regulations following the completion of the ten-day Standstill Period. A total of 4 operators were assessed at the Final Bid stage. The evaluation was conducted by a range of Council officers across the Council who have experience and expertise in the criteria, as well as Leisure, Finance, Procurement and externally appointed consultants, Strategic Leisure Limited.

4.4 Following the above the Council are now in the position to award the Leisure Operator Contract to Sport & Leisure Management (SLM) trading as Everyone Active (EA).

4.5 The form of contract used is the Sport England approved contract for leisure facility management, drafted and amended by externally appointed legal services firm Freeth's. Due to the nature of this proposed contract, the risk and complexity, obtaining external legal advice and support is critical.

## 5. Financial Implications

5.1 The new contract will remove a management fee payment being made by the Council for the existing operation of Leisure Facilities to a direct payment over the term of the new contract.

5.2 The proposed new contract has encouraged significant capital investment across all Leisure facilities throughout the term of the contract, with an option for the Council to support capital investment to improve and enhance the existing facilities.

- 5.3 As updated to Cabinet in April 2025 variant 1 option 1 permitted the opportunity for bidders to seek funds via the Council for up to £1.5m. The borrowing costs to be funded via an increased Management Fee payable to the Council by the Operator. This variant option provided best value for NBBC and deemed value for money, the funds are required to be spent on the facilities (and not to offset any negative management fee) but must also include at least one project including the refurbishment of Pingles changing room facilities. This removes the requirement from the Council to deliver the refurbishment in the near future and ensures the facilities are improved for the residents who utilise the facilities.
- 5.4 The £1.5m is proposed to be funded from internal borrowing and an MRP charge will be budgeted in the General Fund over the life of the contract. Although the £1.5m is requested for spend in 2025/26, the MRP will not be chargeable until 2026/27 and will be included within the proposed revenue budget for 2026/27.
- 5.5 The cost of the additional MRP is more than covered by the contract sum payable and the Council would be obliged to refurbish the Pingles due to its age within the next few years. The contractor has also proposed to contribute a sum towards the refurbishment in variant 1 option 1 which would not have been available previously and further assures value for money.
- 5.6 In consultation with the successful operator, officers have investigated how best the timing of the refurbishments works at the Pingles is undertaken to minimise ongoing disruption to customers. Given the already planned disruption in relation to the steel column remedial works and internal and external works for the decarbonisation installation over the next six months, it is suggested that the proposed improvement works at Pingles could take place during this period to alleviate continued disruption periods. Therefore, it is requested that the agreed £1.5m as part of the variant 1 option 1 submission be allocated within the 2025/2026 year.
- 5.7 While not ideal for additional works to be considered at the same time at the Pingles site and being further disruption / closure of some areas, it seems sensible to carry out all these works and have the inconvenience once for users and not keep opening and closing the facility over the next 18 months to do individual areas.

- 5.8 Consideration has also been given to the fact that the existing Bedworth site will have closure and a transition period, so looking to have the Pingles site fully operational and refreshed will support users for this period of disruption as well.
- 5.9 In relation to the new BPAH site any amount of downtime with the transition to the new facility could have financial implications for the Council. At this moment in time, it is unknown how long this period is, and which services would be impacted, therefore the financial implications will be detailed during the 2026/27 budget setting process when more information is available to make a robust estimate.
6. Appendices  
None supplied
7. Background Papers
- Etone Leisure Agreement  
Cabinet 08 March 2023 - Agenda Item 14 - Minute number CB125
- Bedworth Physical Activity Hub – project delayed  
Cabinet 11 January 2023 - Agenda Item 9 - Minute number CB93
- Leisure procurement updates  
Cabinet 12 April 2023 - Agenda Item 6 - Minute number CB130
- Finance and Public Services OSP  
08 September 2022 - Agenda Item 7 - Minute number FPS12
- Leisure Procurement Update  
Cabinet 26<sup>th</sup> July 2023 – Agenda Item 9 – Minute Number CB24
- Leisure Procurement Update  
Cabinet 2<sup>nd</sup> April 2025 – Agenda item 6 - Minute Number CB112
- ENDS

Agenda item: 10

## Cabinet/Individual Cabinet Member Decision

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### Report Summary Sheet

Date: 18<sup>th</sup> June 2025

Subject: Pingles Decarbonisation Update

Portfolio: Leisure and Recreation (Cllr. B Hughes)

From: Katie Memetovic-Bye – Assistant Director Recreation and Culture

#### Summary:

To update on progress of the Decarbonisation of the Pingles Leisure Centre and Pingles Stadium, following successful funding from Sport England and Salix to install PV Panels, pool covers and heat source technology.

#### Recommendations:

1. That Cabinet note the progress update on the Pingles Decarbonisation project.
2. That Cabinet recommends to Council that budget provision is identified in year, to support the additional costs for the Pingles substation of £150K.

#### Options:

1. Cabinet approves the recommendations.

Reasons:

The Pingles decarbonisation project will provide a sustainable energy efficiency delivery at the Pingles Leisure Centre and Stadium, as well as providing replacement to obsolete heating systems.

Consultation undertaken with Members/Officers/Stakeholders

Strategic Director - Public Services

Strategic Director – Corporate Resources

Portfolio Holder – Leisure and Health

Assistant Director – Environment and Enforcement & Planning

Subject to call-in: Yes

Ward relevance: All Wards

Forward plan: Yes

Corporate Plan – Theme:

Green Spaces and Environment

Corporate Plan – Aim:

Creating Sustainable Communities

Relevant statutes or policy:

Leisure Facilities Needs Assessment Strategy.

Climate Change Emergency Declaration Policy

Equalities Implications:

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

No direct equal opportunities implications

Human resources implications:

External project management support has been procured to ensure the correct expertise and capacity is allocated to the project delivery.

Financial implications:

The £4.7m project has been supported through external funding and NBBC capital contribution.

Sport England provided a total contribution of £421,476 – this was broken down for the Photo Voltaic (PV) panels at £391,397 and Pool Covers at £30,079 as part of the Swimming Pool Support Fund.

The Department for Energy Security and Net Zero through the Public Sector Decarbonisation Scheme grant funded £3.8 million towards the project.

The Council have contributed £470,000 match funding at this time.

Health Inequalities Implications:

The provision of leisure facilities gives opportunities for residents to take part in physical activities. This will support improved outcomes for crime and disorder, whereby opportunities are taken up by young people instead of other less desirable activities.

Section 17 Crime & Disorder Implications:

The improved provision of leisure facilities across the Borough continues to provide opportunities for more residents to take part in physical activities.

Risk management implications:

The project is detailed within the corporate risk register for identifying and managing risk. Officers and the external project team have a weekly meeting to update on project progress and assess and manage any risks that arise.

By decarbonising the assets and fully modernise the crucial energy consuming plant will provide a more sustainable and energy efficient future for the sites for the next 20 plus years to come.

Environmental implications:

The decarbonisation of heat at the Pingles Leisure Centre & Pingles Stadium will support both reductions in energy costs and provide a further 20-year lifespan for the plant at the Pingles / Stadium facilities as well as



the installation of PV Panels to generate electricity. These will all reduce the carbon footprint of the Pingles Leisure Centre and Pingles Stadium.

Legal implications:

Legal Officers have supported in formalising contracts with contractors and consultants in relation to the project.

Contact details:

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AGENDA ITEM NO. 10

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet 18<sup>th</sup> June 2025

From: Katie Memetovic-Bye Assistant Director Recreation & Culture

Subject: Pingles Decarbonisation Update

Portfolio: Leisure and Recreation (Cllr. B Hughes)

Corporate Plan – Theme: Green Spaces and Environment

Corporate Plan – Aim: Creating Sustainable Communities

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1. Purpose of Report

- 1.1 To update Cabinet on progress of the Decarbonisation of the Pingles Leisure Centre and Pingles Stadium, following successful funding from Sport England and Salix to install PV panels, pool covers and heat source technology.

2. Recommendations

- 2.1 That Cabinet note the progress update on the Pingles Decarbonisation project.
- 2.2 That Cabinet recommends to Council that budget provision is identified in year, to support the additional costs for the Pingles substation of £150K.

3. Background

- 3.1 As reported to Cabinet in November 2023, Pingles was facing large spend pressures in particular, the end-of-life plans for the fossil fuel heating system, supporting of Combined Heat & Power [CHP] and the energy building control of the Building Energy Management System, which had reached the end-of-life-term.

- 3.2 Following a successful funding application to the Public Sector Decarbonisation Scheme (PSDS) 3c scheme in early 2024, the Council successfully received £3.8million to fund heat decarbonisation and energy efficiency measures at the facilities.
- 3.3 Additional to this the Council successfully secured just over £400k from Sport England through the Swimming Pool support fund, to implement energy saving measures through PV Panels and Pool Covers at Pingles Leisure Centre and Pingles Stadium.
- 3.4 Due to the timing of both these funding opportunities coming to fruition, both projects were combined to deliver the wider Decarbonisation project at Pingles Leisure Centre and Stadium.
- 3.5 A project team was mobilised to ensure effective expertise and capacity was allocated to the project. AtkinsRealis was appointed as Project Managers following a tendering exercise.

#### 4. Project update

- 4.1 In July 2024 the first element of the project was completed with the installation of the Pool Covers at Pingles Leisure Centre.
- 4.2 The PV panel installation started in late 2024, PV panels have successfully been installed onto the Pingles Stadium, the installation at the Leisure Centre is currently at 85% complete, the final panels will be installed and connected later this year, once the steel columns have been addressed.
- 4.3 A new compound will be installed external to the Leisure centre to house the new equipment that enables the decarbonisation. This will include hedge planting to soften the appearance of the plant compound fence.
- 4.4 As part of the Bio Net Gain commitment, the project will be planting 28 trees within the wider area of Riversley Park, working with the local primary school to support with the planting.
- 4.5 Contractors are finalising the project programme and next steps in relation to the final design and installation of the heat source

pumps, internal coil systems supporting the buildings heating and ventilation. This is still in line with the funding delivery deadline of March 2026.

- 4.6 Through the appointed contractors, feedback has now been received from National Grid on the connections required to the local electrical substation and required kVA to support the Pingles leisure centre and stadium usage.
- 4.7 The substation connection and additional electrical usage was always expected, and a budget assumption was planned for in the application process totalling £50k.
- 4.8 Following recent feedback National Grid and the required electrical connections from the contractors, this has been increased to an estimated £180k, which does include additional kVA usage for the overall site, given all but a very small amount of use will always be electric going forward.
- 4.9 At the time of drafting the external funding application the sum identified was realistic as an assumption for the connection to the Distribution Network Operator (DNO). It is now well known that costs and infrastructure improvements are costing clients increased amounts and there is no other alternative. This was a similar case to the Bedworth Physical Activity Hub several months ago where costs were again increased as to original assumption over two years ago. For the connection to the DNO.

## 5. Financial Update

- 5.1 The approved Council project budget for the Pingles site does not have any capacity to support these additional costs.
- 5.2 The connection to the DNO to support the electrical needs at the Pingles site and complete the decarbonisation works requires additional in year support of £150k. This would have to be taken from earmarked reserves.

## 6. Appendices None

## 7. Background Papers

Pingles Leisure Centre & Pingles Stadium  
Decarbonisation Scheme Submission

Cabinet 8<sup>th</sup> November 2023 – Agenda item 6 - Minute Number  
CB61.

ENDS

Agenda item: 11

## Cabinet/Individual Cabinet Member Decision

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### Report Summary Sheet

Date: 18<sup>th</sup> June 2025

Subject: Environment Act 2001– Food Waste Collections

Portfolio: Communities & Public Services (Councillor K. Price)

From: Assistant Director – Environment & Enforcement

#### Summary:

This report seeks to establish delegated authority for officers to begin the effective planning, procurement and implementation of the domestic food waste collections as required by the Environment Act 2021.

The Environment Act 2021 places a legal obligation on local authorities in England to arrange for the separate and free collection of food waste from all households.

#### Recommendations:

That Cabinet approve delegated authority to the Assistant Director – Environment & Enforcement in consultation with the Portfolio Holder Communities and Public Services to commence procurement of the relevant necessary vehicles and containers.

That Cabinet has a future report on the delivery mechanisms for food and waste collection service.

Options:

Not implementing domestic food waste collections would mean NBBC is in breach of legislative requirements and could face restrictions or removal of future EPR payments.

Reasons:

The delegation of Authority to begin procurement is necessary to begin the implementation process and build the full service parameters and service roll-out plan.

Delaying the procurement process will only further extend the roll-out timeframe and leave NBBC in breach of statutory legislation.

Consultation undertaken with Members/Officers/Stakeholders

Procurement and service development is proposed to be overseen by a working group under the Leisure and Environment OSP.

Subject to call-in:

Yes

Ward relevance:

All

Forward plan: Yes

Corporate Plan – Theme:

Green Spaces and Environment

Corporate Plan – Aim:

Support our residents to recycle more of their household waste

Relevant statutes or policy:

Environment Act 2021

Equalities Implications:

N/A

Human resources implications:

Input and support will be required from the Procurement and Finance Team.

Future support will be required from Human Resources & finance when looking to recruitment to the new posts required to deliver the food service.

Financial implications:

A Capital Transitional Grant from DEFRA has been awarded to Nuneaton and Bedworth Borough Council to the value of £980k to support the purchase of necessary equipment for food waste collections. This includes bins (internal kitchen caddies, external kerbside caddies, and communal bins) and food waste collection vehicles.

A further grant for the implementation and communication of the food waste service has been provided by Defra for £365k.

Health Inequalities Implications:

N/A

Section 17 Crime & Disorder Implications:

N/A

Risk management implications:

Failure to implement services would result in reputational damage to the Council and see us fail to meet statutory requirements of primary legislation.

Failure to deliver a domestic food waste collection service could also see financial implication to the Extended Producer Responsibility Payments with the payment being reduced or even withheld by Central Government.

Environmental implications:

N/A



Legal implications:

The procurement activity will to be undertaken in accordance with the Contract Procedure Rules and public procurement regulations to ensure complaint procurement and contract awards.

Contact details:

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AGENDA ITEM NO.11

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet

Date: 18<sup>th</sup> June 2025

From: Assistant Director – Environment & Enforcement

Subject: Environment Act 2001 – Food Waste Collections

Portfolio: Communities & Public Services (Councillor K. Price)

Corporate Plan – Theme: Green Spaces and Environment

Corporate Plan – Aim: Support our residents to recycle more of their household waste

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1. Purpose of Report

- 1.1 This report seeks to establish delegated authority for officers to begin the effective planning, procurement and implementation of the domestic food waste collections as required by the Environment Act 2021.

2. Recommendations

- 2.1. That Cabinet approve delegated authority to the Assistant Director – Environment & Enforcement in consultation with the Portfolio Holder Communities and Public Services to commence procurement of the relevant necessary vehicles and containers as set out in Appendix A.

- 2.2. That Cabinet has a future report on the delivery mechanisms for food and waste collection service.

### 3. Background

- 3.1 The Environment Act 2021 places a legal obligation on local authorities in England to arrange for the separate and free collection of food waste from all households. This legislation aims to reduce the amount of biodegradable waste sent to landfill, thereby lowering greenhouse gas emissions and promoting the recycling and composting of valuable resources.
- 3.2 NBBC is required by this legislation to implement a system for separate food waste collections by April 2026.
- 3.3 Council Officers are currently working with DEFRA on the implementation programme for NBBC and seeking their formal approval with the timescales we are working towards and their timescale for delivery.
- 3.4 Households served by NBBC collections can already dispose of food waste if they subscribe to our garden waste collection service, as this currently also allows for the disposal of food waste in that service.
- 3.5 As the existing garden waste collection service is a paid for subscription service and operates fortnightly, it does not meet the requirements of the legislation and therefore cannot be used to meet the new statutory obligations from April 2026.
- 3.6 A bespoke, free weekly food waste collection service is therefore required to meet the requirements of the Environment Act 2021.

### 4. Reasons for recommendation

- 4.1 To undertake the effective collection of Food Waste from domestic premises several new and bespoke resources are required as shown in Appendix A.
- 4.2 Specific collection vehicles are required for the collection of food waste. Normal Refuse Collection Vehicles (RCV's) do not provide suitable containment for any liquids produced through the collection of food waste and rely on compaction systems within the vehicles body to squash waste they collect.

- 4.3 As our normal RCV's are not suitable for the collection of food waste, bespoke food waste collection vehicles are needed to undertake this service. The current delivery timescales for orders placed on these vehicles is 14 months.
- 4.4 Initial modelling of the collections and resource requirements have led to established maximum resource levels as set out in appendix 1.
- 4.5 Whilst this would take the service implementation timescale past the April 2026 deadline we are in discussion with DEFRA to ensure this has no adverse impact on NBBC and should it be necessary a phased roll out using short term leased vehicles could be implemented to meet the time scales set by DEFRA.
- 4.6 This delivery timeframe is though the reason for seeking the delegated approvals needed to start the procurement process.
- 4.7 In addition, containers for the collection of the food waste are required. Industry standards are a 10-litre kitchen caddy and a 30-litre kerbside caddy.
- 4.8 The delivery of these containers from point of order is currently between around 12-months dependant from most suppliers so as with the vehicles beginning this procurement process is now a key priority to allow for a timely rollout of the service to residents.

## 5. Consultation –Members

- 5.1 The development of a cross-party working party through the Environment and Leisure OSP group will allow for oversight of the service development plans and allow input and guidance on the service as it is developed further.
- 5.2 The Chair of OSP for Environment & Leisure has been asked to present this request at the forthcoming meeting.

## 6. Financial Implications

- 6.1 A Capital Transitional Grant from DEFRA has been awarded to Nuneaton and Bedworth Borough Council to the value of £980k to support the purchase of necessary equipment for food waste collections. This includes bins (internal kitchen caddies, external kerbside caddies, and communal bins) and food waste collection vehicles.

- 6.2 A further grant for the implementation and communication of the food waste service has been provided by Defra for £365k.
- 6.3 Annual operational cost for the service is also to be provided by DEFRA through New Burdens funding but details on this are not yet released.
- 6.4 The delay in NBBC progressing with the food waste delivery has been due to awaiting confirmation that both capital and revenue funding will be forthcoming for this new service.

## 7. Legal Implications

- 7.1 NBBC has a statutory duty to provide a free, weekly food waste collection service to all residents from April 2026. Failure to provide that service could, based on published guidance from DEFRA result in future Extended Producer Responsibility payments received by the Council (circa £1.3m for NBBC in 25/26) being reduced or stopped.
- 7.2 The procurement activity would need to be undertaken in accordance with the Contract Procedure Rules and public procurement regulations to ensure compliant procurement and contract awards.

## 8. Conclusions

- 8.1 With a legal requirement to implement domestic food waste collections and an initial deadline in legislation of April 2026 NBBC needs to begin the procurement process for the essential service equipment to allow for a timely implementation.
- 8.2 This report does not confirm the scale of that procurement nor sets the parameters for the food waste services delivery itself, it simply seeks delegation of Authority to begin the procurement process so that as further clarity and detail on the food waste service is agreed through appropriate processes the procurement can move ahead smoothly and quickly.

## 7. Background Papers (if none, state none)

None

## **Appendix A**

Following initial modelling of the requirements of the waste collection model for weekly food waste collections it is assumed that the following maximum requirements for this procurement would be:

- 8 x 7.5 litre food waste collection vehicles (7 rounds and 1 backup to cover breakdowns, scheduled maintenance etc)
- 1 x Luton box van vehicle
- 65,000 x 30 litre kerbside food waste caddies
- 65,000 x 10 litre kitchen caddies
- 300 x 240 litre wheeled bins (communal collection)

These are the maximum requirements, and further modelling is being undertaken to attempt to see if further efficiencies can be made to reduce the number of items required for the service delivery, especially with regards the collection vehicles.