

AGENDA ITEM NO.

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:	Housing and Communities Scrutiny Panel
Date of Meeting:	22 nd January 2026
Subject:	Integrated Performance Report - Second Quarter 2025/26
Portfolio:	Housing / Communities and Public Services
Responsible Officer:	Assistant Director (Democracy and Governance)/ Risk Management and Performance Officer
Corporate Plan – Theme:	Your Council
Corporate Plan – Aim:	Strive for transparency and accountability in all that we do. Increase public scrutiny.
Ward Relevance:	All
Public or Private:	Public
Forward Plan:	Not a key decision

1. Purpose of report

This integrated report seeks to provide appropriate performance information and risk data for service areas within the scope of this Panel - providing the Panel with sufficient information to monitor results to address issues arising.

2. What is the panel being asked to consider?

The panel is asked to scrutinise the performance and risk information contained in this report.

3. Recommendation

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

4. Background

This report is required for consideration by Overview and Scrutiny panels 3 times per year.

5. Report

5.1 Introduction

- 5.1.1 This integrated report seeks to provide appropriate performance information and risk data for service areas within the scope of this Panel
- 5.1.2 The report has been adapted to reduce the volume of data (as previously reported under the former scrutiny panel arrangements) whilst still providing the Panel with sufficient information to monitor results to address issues arising.

Important Note for Panel Members - Additional information

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

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

5.2 Financial Data

5.2.1 The Overview and Scrutiny Panel (OSP) should note that the Integrated Performance Report does not have any financial data that would otherwise be included in reports sent to Cabinet. This will help mitigate any possible confusion amongst officers and elected members, with regards to duplicated financial information. It will also reduce officer time spent producing multiple reports with the same/similar financial data. Previously, financial reports have been reported to both Cabinet and OSP's, and in the case of OSP's, only the financial data relevant to that OSP was presented. This resulted in financial data being compiled and manually separated between OSP's by officers.

5.2.2 The remit of the OSP panel includes scrutinising and reviewing decisions made by the executive and can "call in" a report (if stated within the report itself). Members of each OSP panel are reminded they receive links to Cabinet agendas, reports and meeting minutes which should be being reviewed. Members of the OSP may also discuss and agree whether an item should be added to the OSP work programme for scrutiny purposes, allowing a specific report or update to be provided by the Executive, Cabinet Member and/or Officer(s). Details of the "call-in" process is included in the OSP Procedure Rules contained within the Constitution.

5.2.3 Each OSP should review the Forward Plan and where a decision has been made, members of the OSP should consider calling in an item if they have concerns which need discussing at a future OSP meeting. As per the January 2026 forward plan, the following financial reports are due to be considered by Cabinet in 2026:

- General Fund Budget Monitoring Q3 (March Cabinet)
- HRA Budget Monitoring Q3 (March Cabinet)
- Capital Monitoring Q3 (March Cabinet)

5.3 Report Format 2025/26

Summary of the report content for 2025/26:

REPORT ITEM

Appendix A – summary of :

- Performance measures within the remit of the panel
- Freedom of Information / Environmental Information Requests and trends
- Complaints and trends
- Strategic Risk Register risks within the remit of the panel
- Member Enquiry Forms and trends

Appendix B1 - Performance measures charts

Appendix B2 - Performance measures summary

Appendix C – Details of the Strategic Risk Register risks within the remit of the panel

NOTE: For convenience, an Executive Summary will be provided as the main report for the panel with a link to the full report. As outlined at previous meetings, this means that panel members, in the first instance, will be reviewing a succinct overview of the report content.

5.4 Update - Fundamental Corporate Review of Performance Arrangements

The Business Case Business for external support to embed Microsoft Power BI software has been approved. This will allow the automation of our performance collation processes as much as possible to limit the manual manipulation of data which has shown to be extremely time-consuming and compounding the potential for errors.
External support commenced on 6th January 2026.

5.5 Regulation of Investigatory Powers Act (RIPA) 2000 (covert surveillance)

An inspection report by the Office of Surveillance Commissioners highlighted the following recommendation:

“The importance of keeping the elected Councillors aware of any activity [or non-activity] under RIPA was appreciated and it was accepted that minimal observation would be incorporated at regular intervals into officer’s reports”

Consequently, Elected Members should be aware that, as at the end of this quarter, there have been no surveillance operations.

5.6 Recommendation

The panel is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder and/or Cabinet. The panel may decide to establish an OSP Review Working Party, proposed, voted and agreed at an OSP itself, to review a specific item/activity. This would be made up of members from the OSP and the OSP would be required to set a clear scope and remit for the review.

6. Appendices

Please note the following appendices:

Appendix A – Summary Charts

Appendix B1 – Performance Charts

Appendix B2 – Performance Summary

Appendix C – Strategic Risk Register Summary

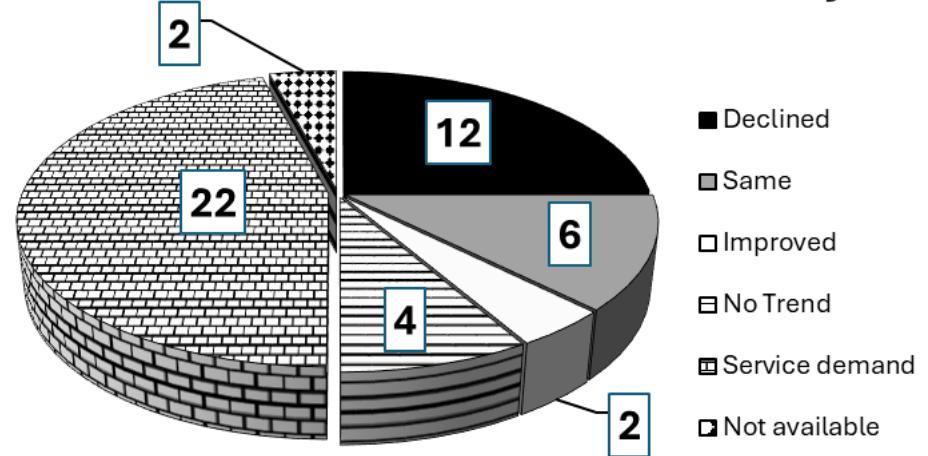
7. Report Writer Details:

Officer Job Title: Risk Management and Performance Officer

Officer Name: Steve Gore

Officer Email Address: steve.gore@nuneatonandbedworth.gov.uk

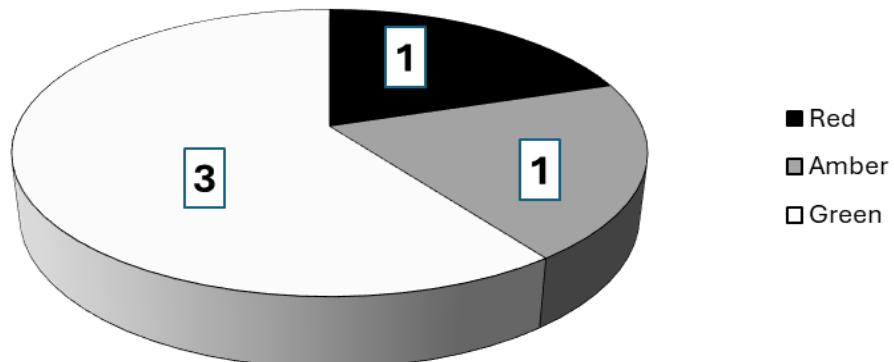
Performance Measures Summary



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

	Number Received 2025/26 (2024/25)	Completed 2025/26 (2024/25)	Late 2025/26 (2024/25)	Outstanding 2025/26 (2024/25)
FOI / EIR Requests - 20-day target	446 (391)	442 (389)	84 (67)	4 (2)
Complaints - 10-day target	727 (786)	727 (784)	77 (81)	0 (2)

Strategic Risk Register Summary



Member Enquiry Forms (MEFs) Summary Second Quarter

Number Received	
2024/25	2025/26
394	279

Subject trends identified in the current quarter:
FOI / EIR - None identified

Complaints - None identified

MEFs - Housing (129) and Leisure and Culture (58) = 67% of total

This dashboard contains the OSP Housing and Communities measures. As of the 2025/2026 reporting period, it includes a total of 48 performance measures, two of which are unavailable.

Title	Frequency	KPI Format	Navigation	Understanding th...	SH 01	SH 02
			SH 06	SH 07	sh 25	SH 34
Social Housing						
Capital Projects						
SH 01 - Number of Decent Homes improvements (capital works)	Monthly	Number				
SH 01A - Kitchen Renewals	Monthly	Number	SH 35	SH 37	SH 38A,b, 39,40,41	SH 09, sh10
SH 01B - Bathroom renewals (not LAS)	Monthly	Number				
SH 01C - Level Access Showers (non Aids and Adaptations)	Monthly	Number	SH 15,16,17	SH 19	SH 20	SH 22, sh 23
SH 01D - Roof Renewals	Monthly	Number				
SH 01E - loft top ups as part of roofing works	Monthly	Number	SH 26	sh 27	SH 28	HS 02
SH 01F - Window renewals - programmed and one off full house upgrades	Monthly	Number				
SH 01G - GRP Doors including patio door replacements	Monthly	Number	hs 03, 05	HS 06	HS 07A, 07B	PSH/LS 1B
SH 01H - Fire Door upgrades -includes property front doors and internal communal doors	Monthly	Number	PSH/LS 4A and 4B	HEA 01	HEA 06	CS 1
SH 01I - Fire alarm installs - by blocks	Monthly	Number				
SH 01J - Fire compartmentation works - by block	Monthly	Number	cs 2,3,4,5	MIS 01,MIS 08	MIS 02	MIS 03
SH 01K - Electric Storage Heater Upgrades	Monthly	Number				
SH 01L - Gas Central Heating System renewals	Monthly	Number		MIS 04		
SH 01M - External Wall Insulation	Monthly	Number				
SH 01N - Window upgrades as part of EWI works	Monthly	Number				
SH 01O - Door upgrades as part of FWI works	Monthly	Number				



Understanding the Report

24/12/2025 11:13:33

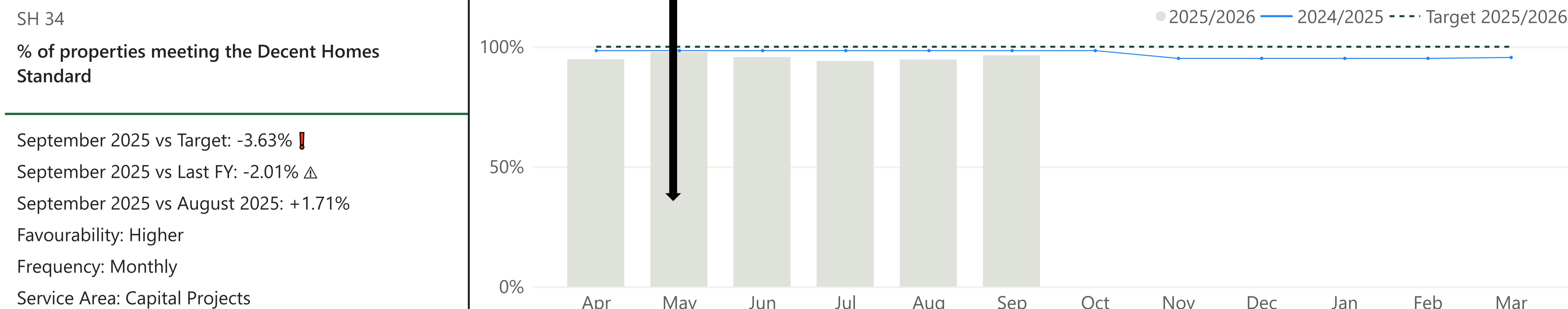
Last Refreshed Time

How Performance is Judged

Most metrics have a defined **Favourability Direction**:

- "Higher is better"
- "Lower is better"

However some metrics track volume or demand only, so no directional judgment is applied (no favourability). They are denoted with the following icon



Financial Year 2025/2026							
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)
Apr	94.73	98.38	-3.65	-3.71% !	100.00	-5.27	▼
May	97.72	98.38	-0.66	-0.67% △	100.00	-2.28	▼
Jun	95.65	98.38	-2.73	-2.77% !	100.00	-4.35	▼
Jul	94.00	98.38	-4.38	-4.45% !	100.00	-6.00	▼

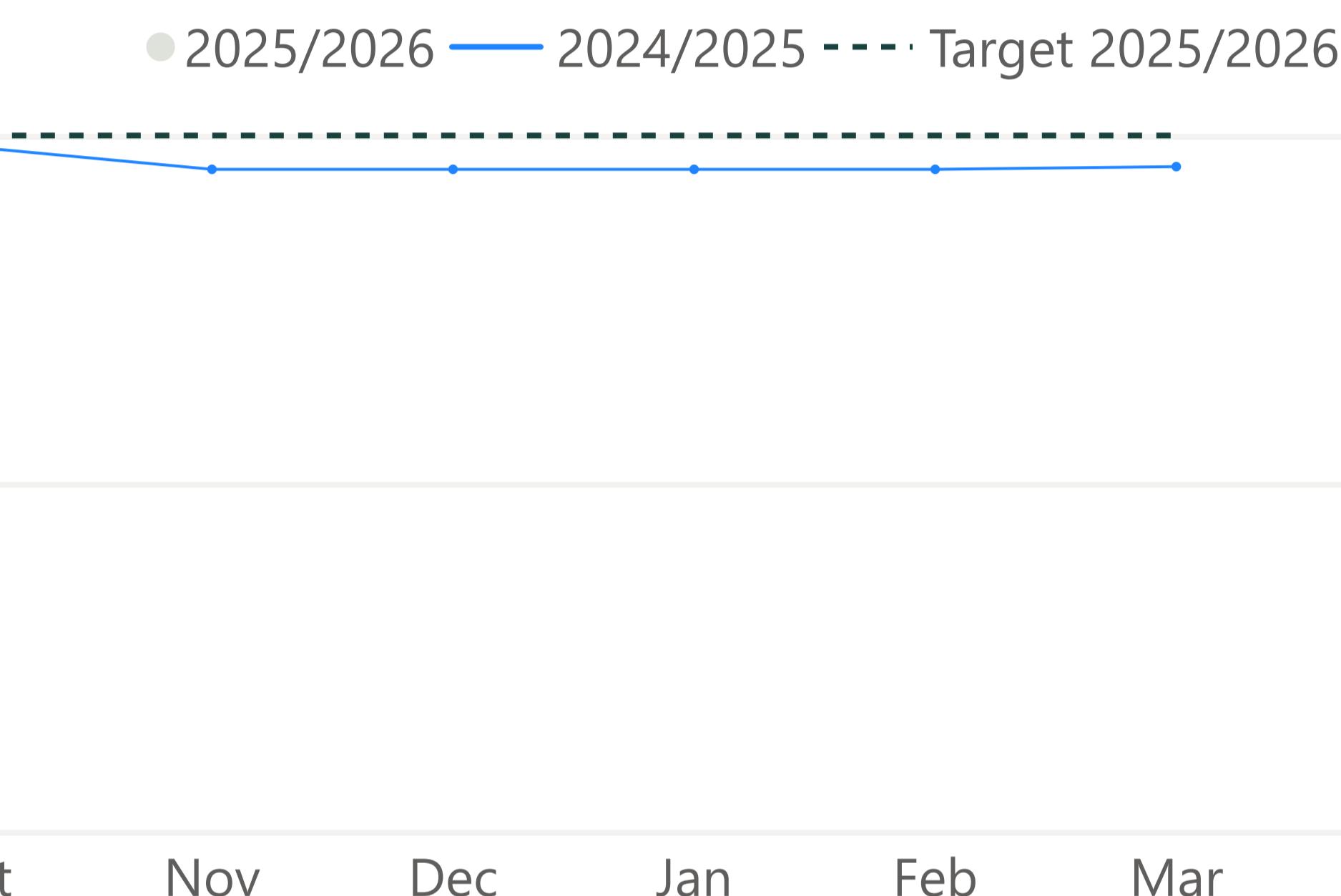
This shows how the current value compares to the same period last year, as a **% change**.

- ✓ Good performance - Change is in the favourable direction (increase or decrease as defined).
- ⚠ Within Tolerance - The change is in the wrong direction but within a 2.5% threshold.
- ! Poor performance - The change is in the wrong direction and exceeds the 2.5% threshold.
- No change from last year.

Cross Highlighting

You can click on any column in the chart to filter the rest of the visuals on the page.

- For example, if you click on the **May** column, all other visuals such as the KPI card and the data table will automatically update to show results **only for May**.
- To **remove** the filter, simply click again on the same column or select an empty space in the chart.



- ✓ Good performance - Change is in the favourable direction (increase or decrease as defined).
- ⚠ Within Tolerance - The change is in the wrong direction but within a 2.5% threshold.
- ! Poor performance - The change is in the wrong direction and exceeds the 2.5% threshold.
- No change from last year.

Number of Decent Homes improvements (capital)

September 2025 vs Target: No target defined

September 2025 vs Last FY: -404 

September 2025 vs August 2025: +160

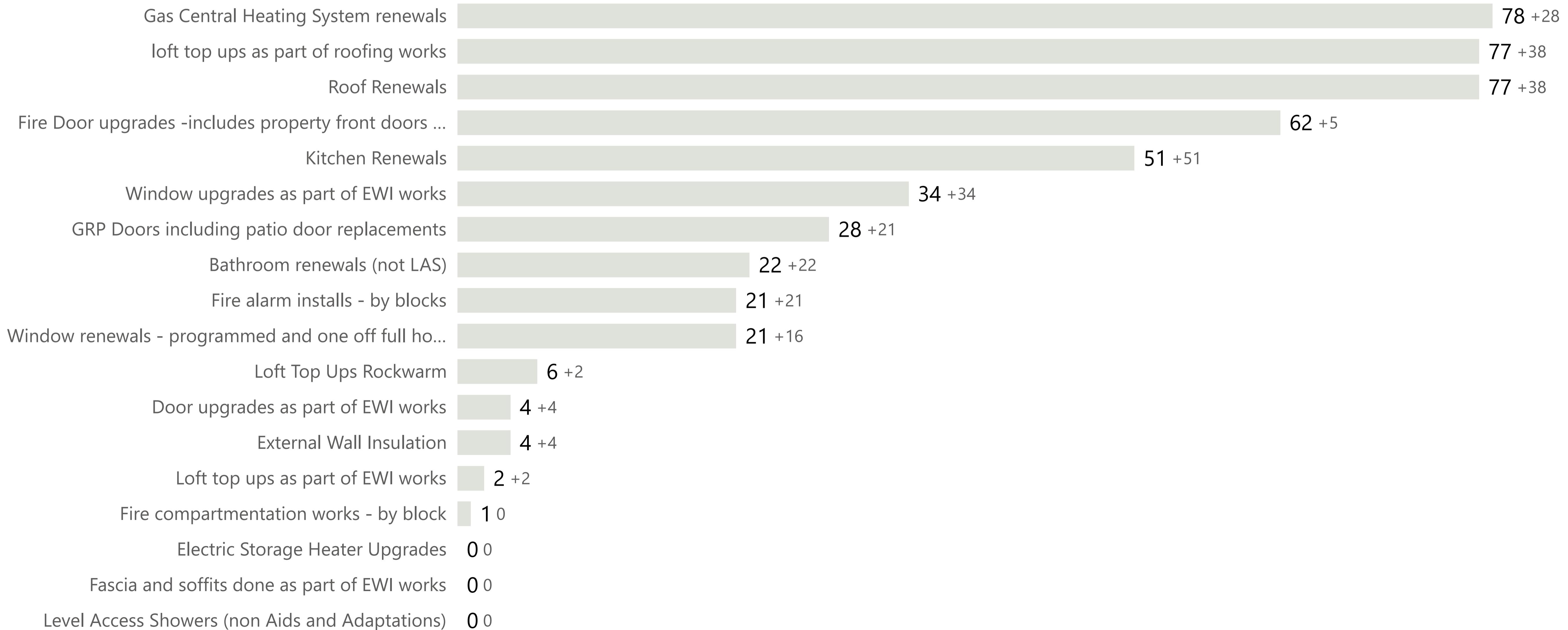
Favourability:

Financial Year 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Comments
Apr	84	91	-7	-7.69%		
May	142	179	-37	-20.67%		
Jun	202	313	-111	-35.46%		
Jul	245	419	-174	-41.53%		
Aug	328	651	-323	-49.62%		

Year-to-Date Number of Decent Homes Improvements by Type (September)

Example: "72 +24" means 72 total so far, 24 more than June (Q1)



Number of Aids and Adaptations Works

Q2 2025 vs Target: No target defined

Q2 2025 vs Last FY: -53 

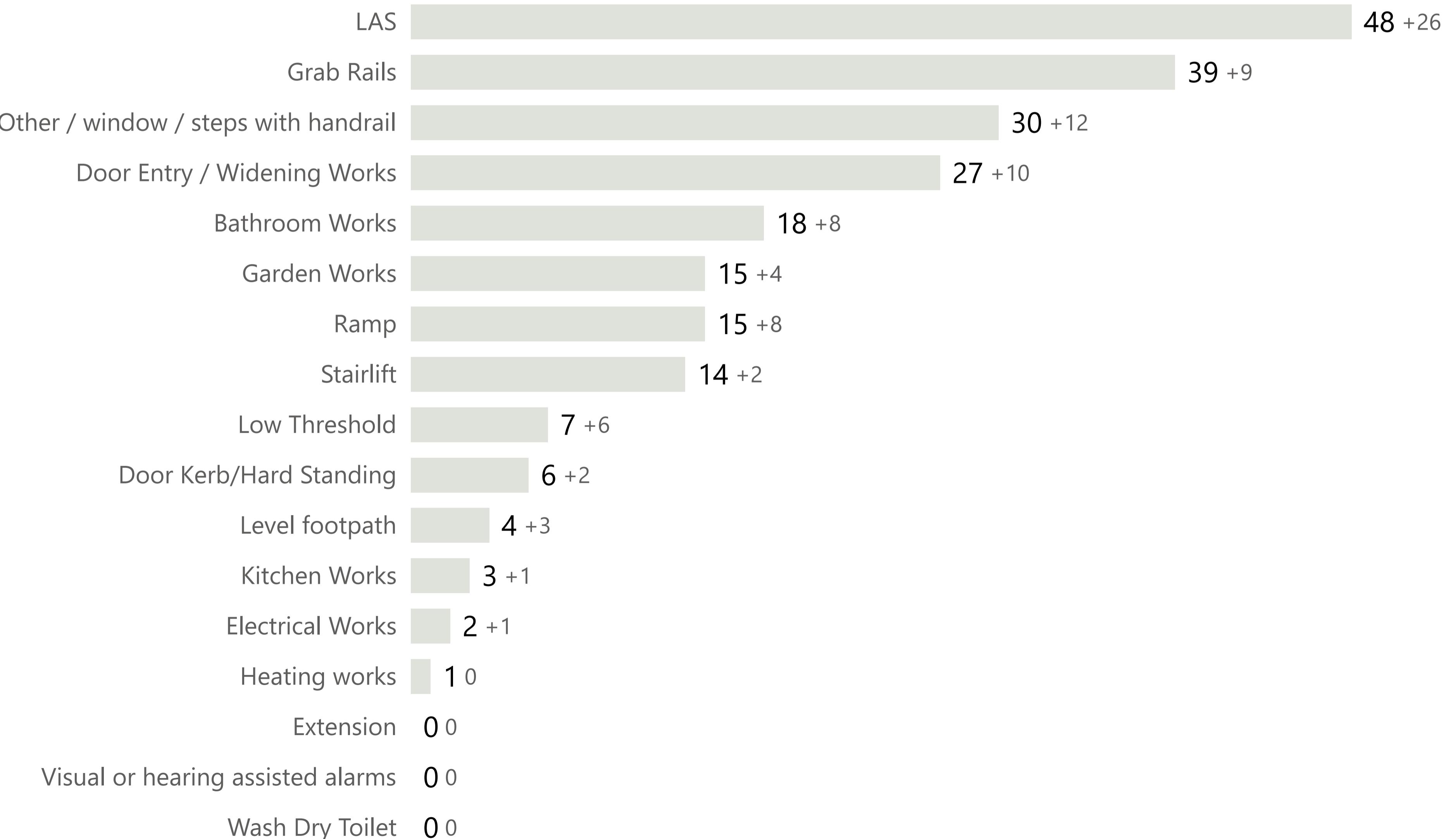
Q2 2025 vs Q1 2025: +92

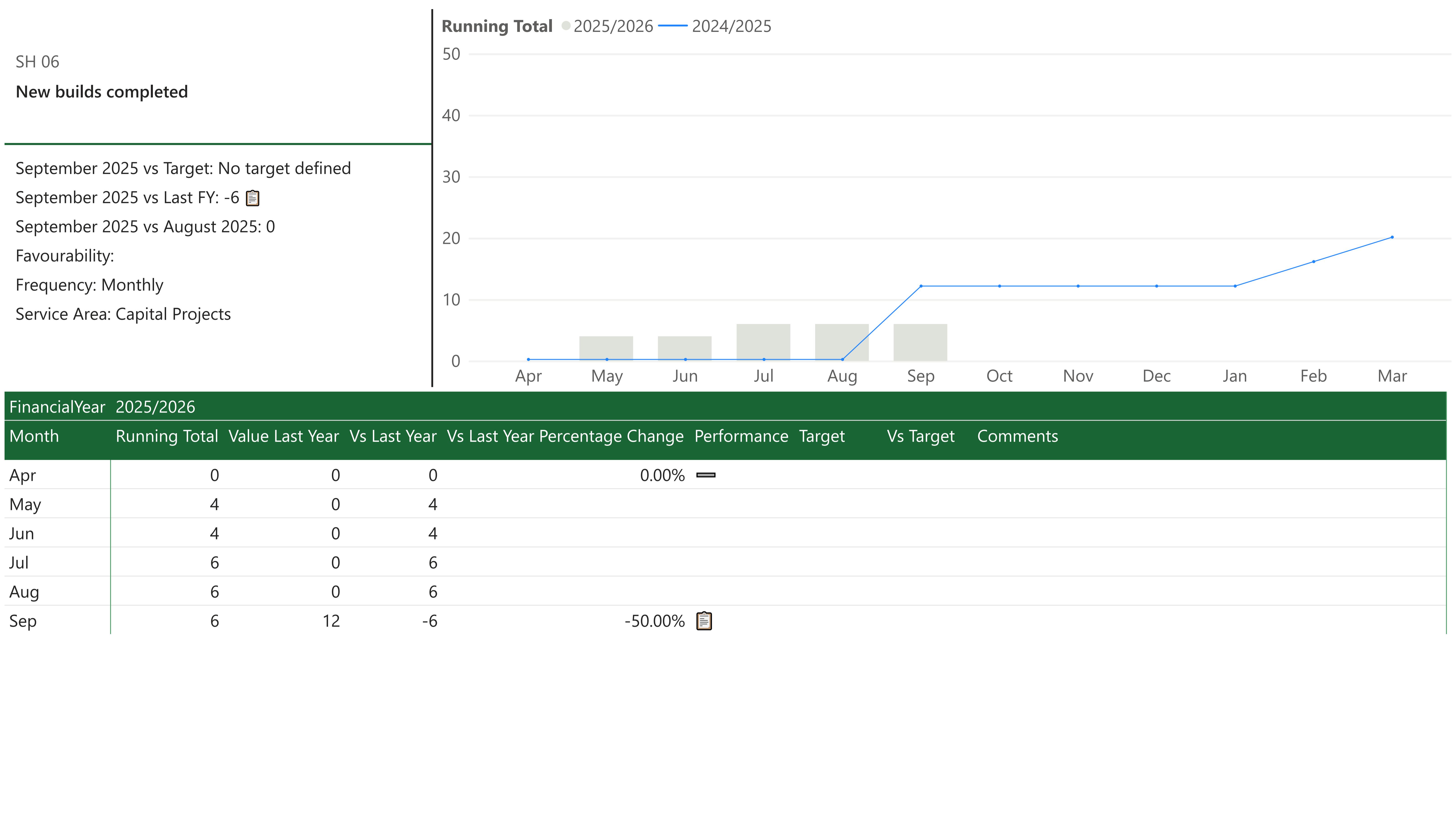
Favourability:

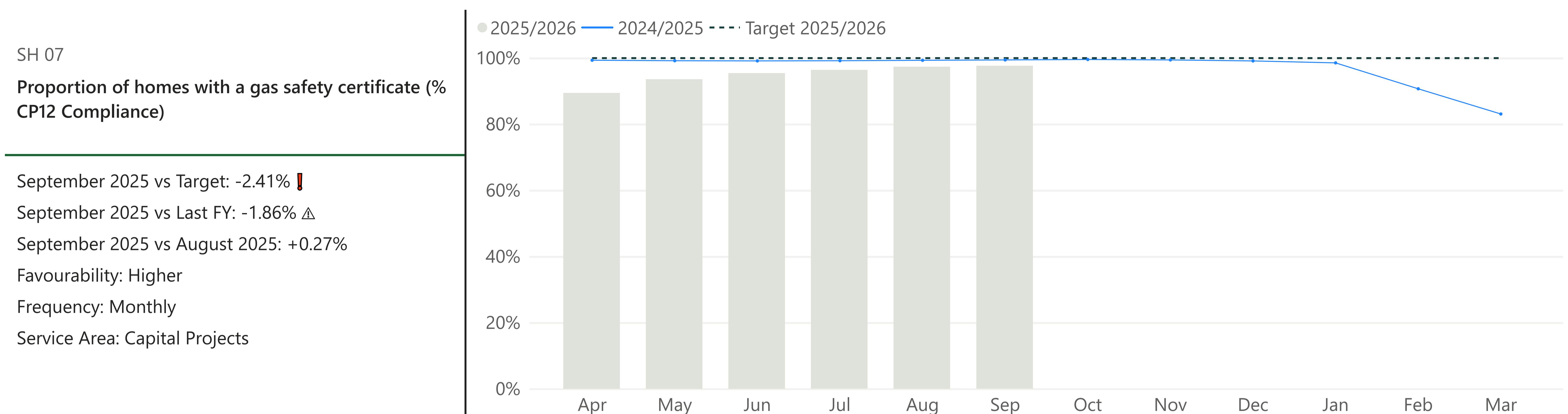
Financial Year	2025/2026						Performance	Comments
	Fiscal Quarter	Label	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change		
	Q1		137	105	32	30.48%		
	Q2		229	282	-53	-18.79%		

Year-to-Date Number of Aids and Adaptations Works Completed by Type (September)

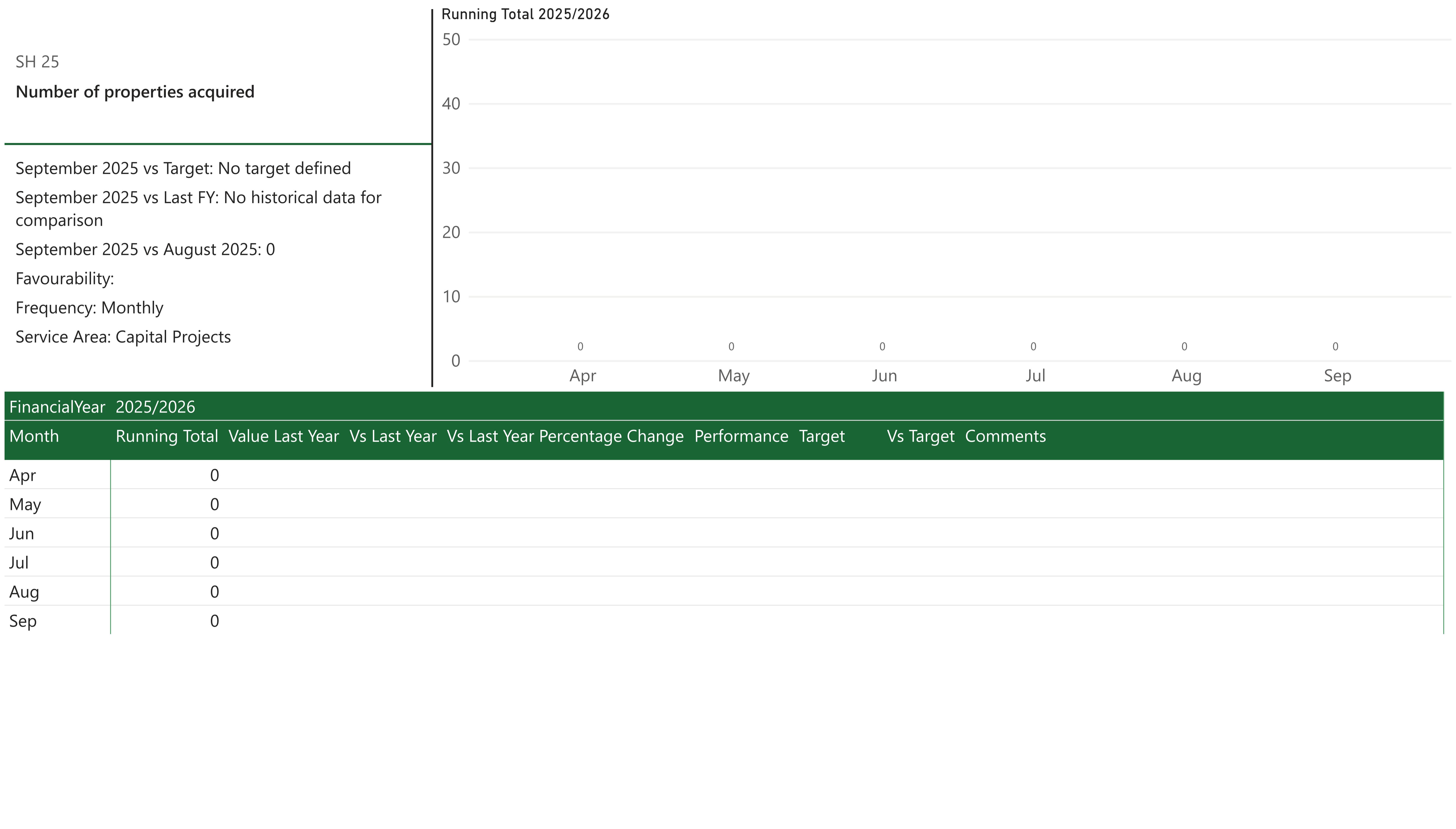
Example: "72 + 24" means 72 total so far, 24 more than Q1

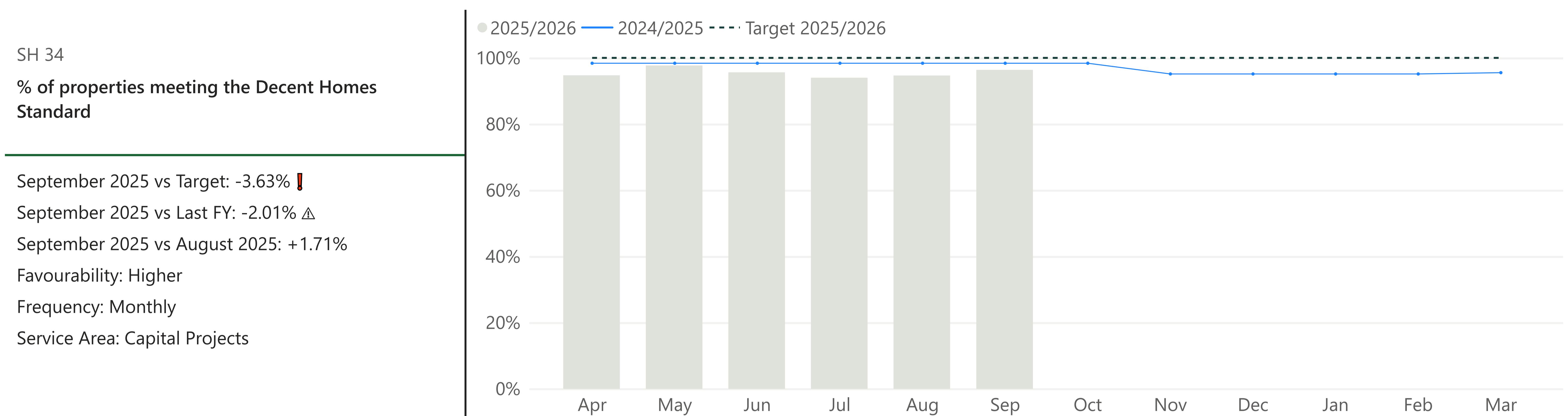






Financial Year 2025/2026									
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments	
Apr	89.41	99.36	-9.95	-10.01% !		100.00	-10.59	↓	
May	93.55	99.21	-5.66	-5.71% !		100.00	-6.45	↓	
Jun	95.39	99.16	-3.77	-3.80% !		100.00	-4.61	↓	
Jul	96.34	99.21	-2.87	-2.89% !		100.00	-3.66	↓	
Aug	97.32	99.34	-2.02	-2.03% △		100.00	-2.68	↓	
Sep	97.59	99.45	-1.86	-1.87% △		100.00	-2.41	↓	





Financial Year 2025/2026									
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments	
Apr	94.73	98.38	-3.65	-3.71% !	100.00	-5.27	↓		
May	97.72	98.38	-0.66	-0.67% ▲	100.00	-2.28	↓		
Jun	95.65	98.38	-2.73	-2.77% !	100.00	-4.35	↓		
Jul	94.00	98.38	-4.38	-4.45% !	100.00	-6.00	↓		
Aug	94.66	98.38	-3.72	-3.78% !	100.00	-5.34	↓		
Sep	96.37	98.38	-2.01	-2.04% ▲	100.00	-3.63	↓		

SH 35

Number of Housing Health & Safety Rating System (HHSRS) Category 1 hazards identified

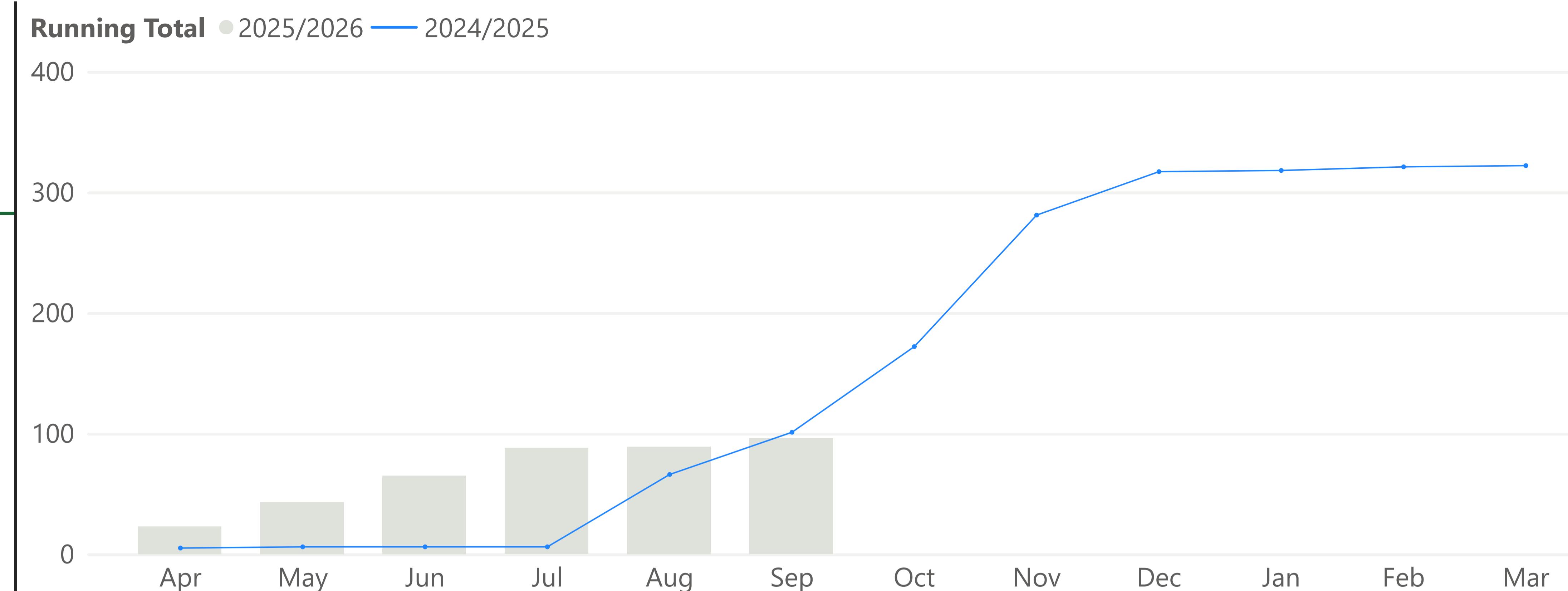
September 2025 vs Last FY: -5 ✓

September 2025 vs August 2025: +7

Favourability: Lower

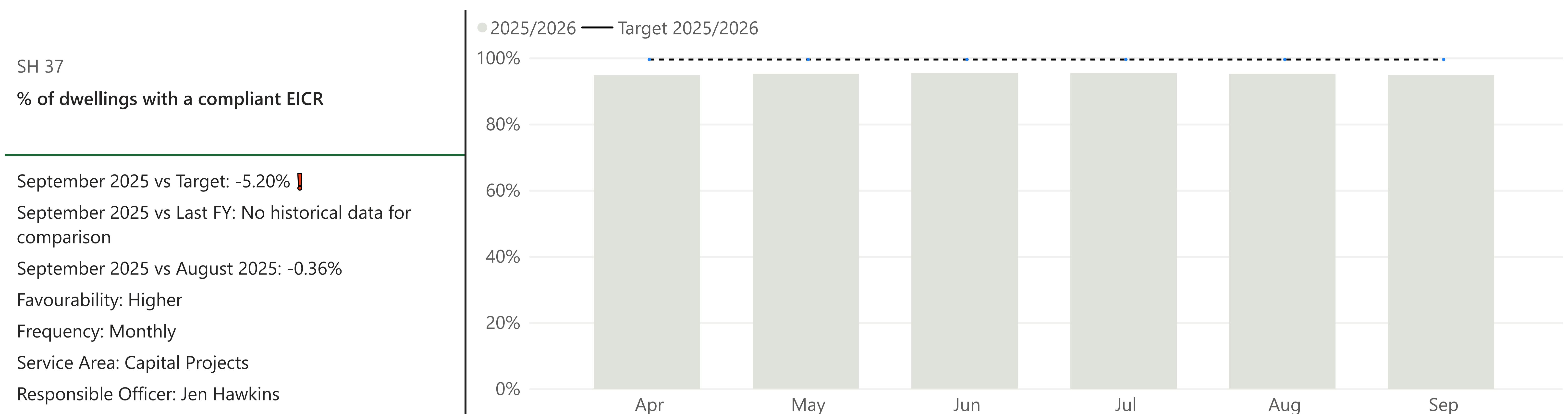
Frequency: Monthly

Service Area: Capital Projects



Financial Year 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Apr	23	5	18	360.00%	!			
May	43	6	37	616.67%	!			
Jun	65	6	59	983.33%	!			
Jul	88	6	82	1366.67%	!			
Aug	89	66	23	34.85%	!			
Sep	96	101	-5	-4.95%	✓			

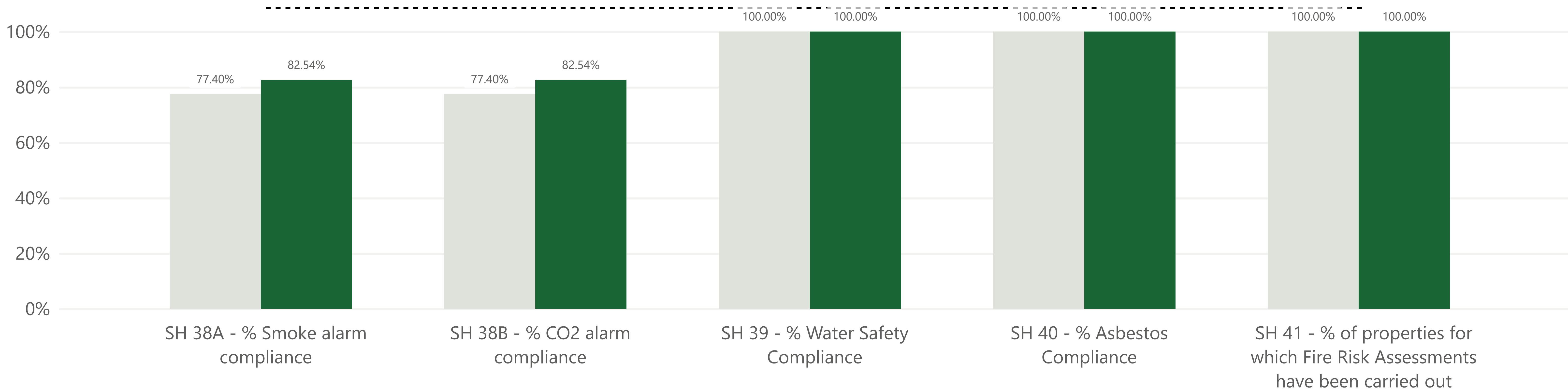


Financial Year 2025/2026									
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments	
Apr	94.74					100.00	-5.26 ⬇️		
May	95.14					100.00	-4.86 ⬇️		
Jun	95.38					100.00	-4.62 ⬇️		
Jul	95.41					100.00	-4.59 ⬇️		
Aug	95.16					100.00	-4.84 ⬇️		
Sep	94.80					100.00	-5.20 ⬇️		

SH 38A % Smoke alarm compliance	SH 38B % CO2 alarm compliance	SH 39 % Water Safety Compliance	SH 40 % Asbestos Compliance	SH 41 % of properties for which Fire Risk Assessments have been carried out
September 2025 vs Target: -17.46% ! September 2025 vs Last FY: +4.42% ✓ September 2025 vs August 2025: +0.77% Favourability: Higher Frequency: Monthly	September 2025 vs Target: -17.46% ! September 2025 vs Last FY: +4.42% ✓ September 2025 vs August 2025: +0.77% Favourability: Higher Frequency: Monthly	September 2025 vs Target: 0.00% — September 2025 vs Last FY: +0.12% ✓ September 2025 vs August 2025: 0.00% Favourability: Higher Frequency: Monthly	September 2025 vs Target: 0.00% — September 2025 vs Last FY: 0.00% — September 2025 vs August 2025: 0.00% Favourability: Higher Frequency: Monthly	September 2025 vs Target: 0.00% — September 2025 vs Last FY: 0.00% — September 2025 vs August 2025: 0.00% Favourability: Higher Frequency: Monthly

SH 38 – SH 41 - % Compliance as at 30th September 2025

Month Year ● Jun 2025 ● Sep 2025 — Target 2025/2026



Landlord Services

SH 09

Number of HRA ASB cases

September 2025 vs Last FY: -36 📈

September 2025 vs August 2025: +30

Favourability:

Frequency: Monthly

500

400

300

200

100

0

Apr

May

Jun

Jul

Aug

Sep

Financial Year 2025/2026

KPI Display Name SH 09 - Number of HRA ASB cases

SH 10 - Number of HRA ASB cases resolved

SH 10

Number of HRA ASB cases resolved

September 2025 vs Last FY: +51 📈

September 2025 vs August 2025: +26

Favourability:

Frequency: Monthly

Month Value Value Last Year Vs Last Year Comments Value Value Last Year Vs Last Year Comments

Apr 38 40 -2 38 4 34

May 73 78 -5 75 20 55

Jun 108 107 1 114 36 78

Jul 151 162 -11 156 88 68

Aug 191 215 -24 208 142 66

Sep 221 257 -36 234 183 51

SH 15

Time taken to relet general purpose properties (days) - not incl DTLs

September 2025 vs Target: +76 !

September 2025 vs Last FY: +62 !

September 2025 vs August 2025: +26

Favourability: Lower

Service Area: Landlord Services

SH 16

Time taken to relet IL properties (days) not incl DTLs

September 2025 vs Target: -6 ✓

September 2025 vs Last FY: +8 !

September 2025 vs August 2025: -9

Favourability: Lower

Service Area: Independent Living

SH 17

Overall relet time (days)

September 2025 vs Target: +28 !

September 2025 vs Last FY: +25 !

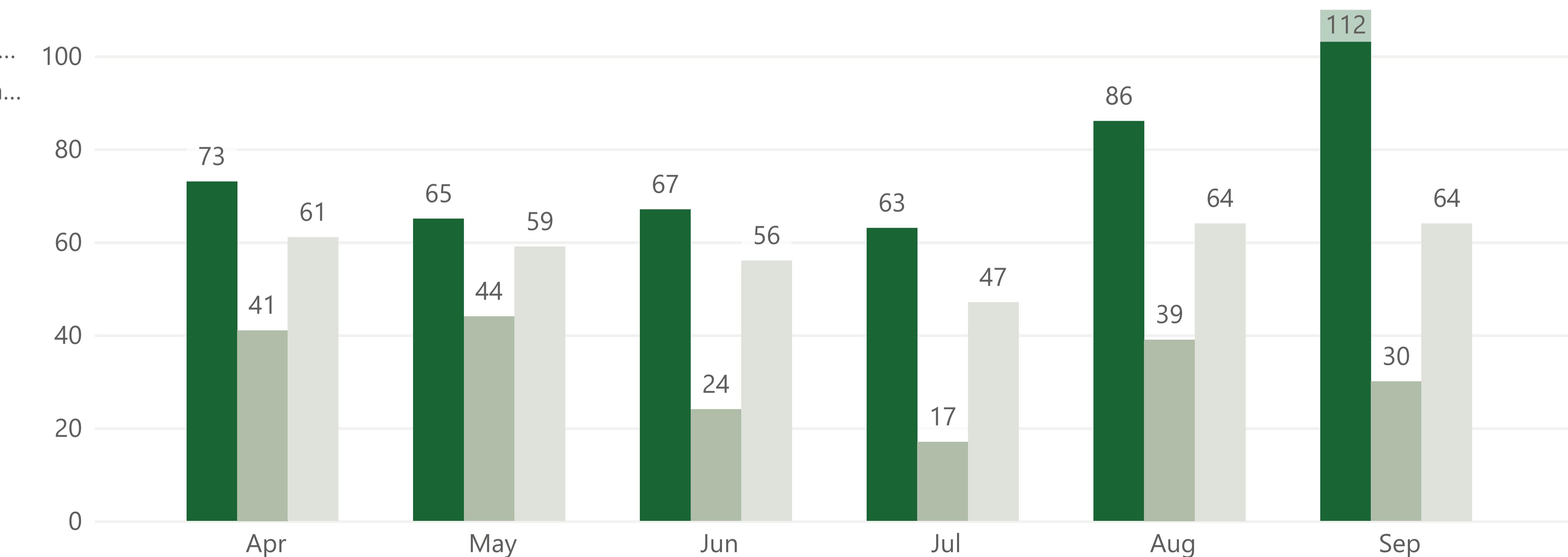
September 2025 vs August 2025: 0

Favourability: Lower

Service Area: Landlord Services

KPI Display Name

- SH 15 - Time taken to relet general purpose properti...
- SH 16 - Time taken to relet IL properties (days) not in...
- SH 17 - Overall relet time (days)



SH 19

End to end times for responsive repairs (days)

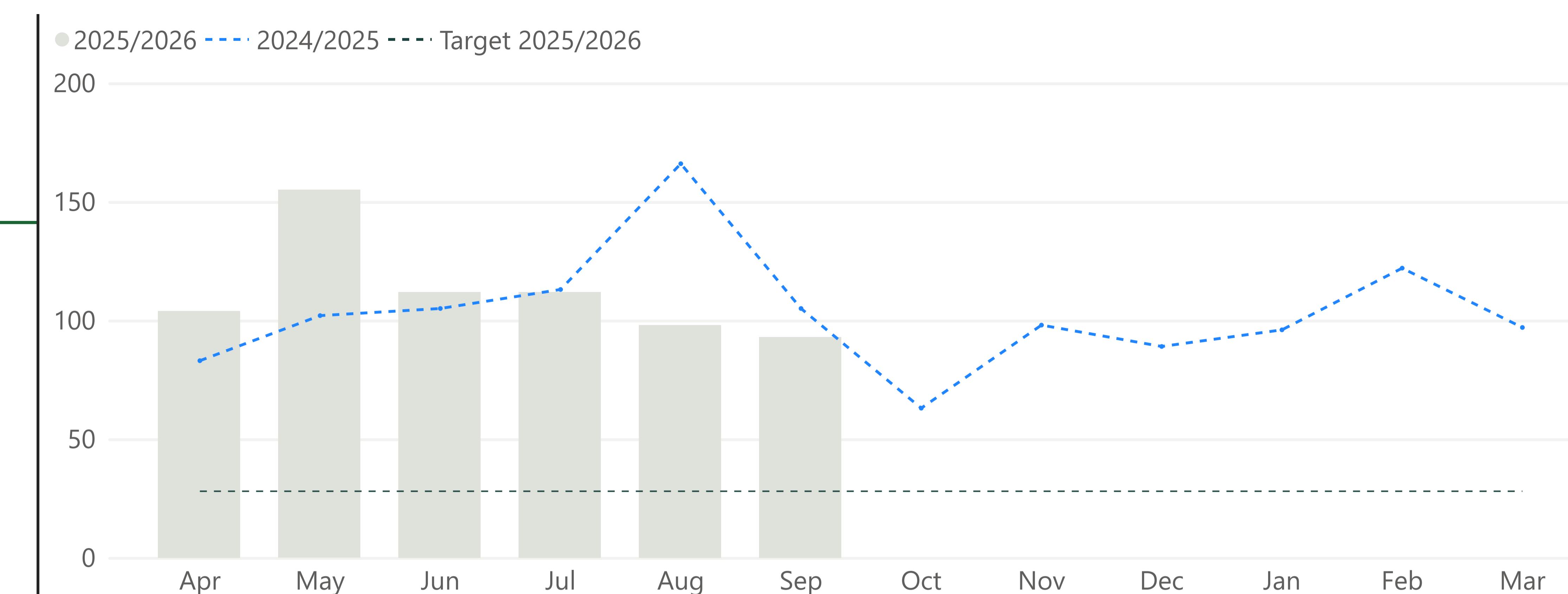
September 2025 vs Target: +65 !September 2025 vs Last FY: -12 ✓

September 2025 vs August 2025: -5

Favourability: Lower

Frequency: Monthly

Service Area: Property Services



Financial Year 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year	Percentage Change	Performance	Target	Vs Target	Comments
Apr	104	83	21		25.30% !		28	76 ↑	
May	155	102	53		51.96% !		28	127 ↑	
Jun	112	105	7		6.67% !		28	84 ↑	
Jul	112	113	-1		-0.88% ✓		28	84 ↑	
Aug	98	166	-68		-40.96% ✓		28	70 ↑	
Sep	93	105	-12		-11.43% ✓		28	65 ↑	

SH 20

Number of outstanding responsive repairs

September 2025 vs Target: No target defined

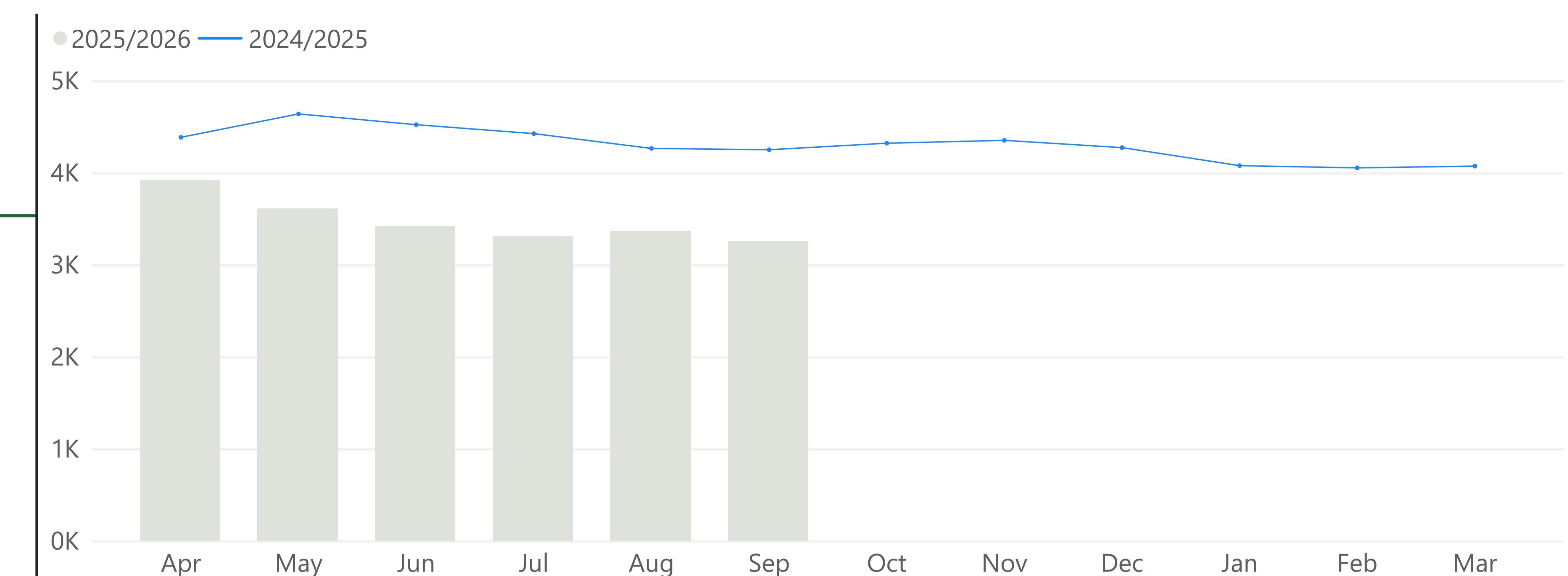
September 2025 vs Last FY: -992 

September 2025 vs August 2025: -108

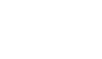
Favourability:

Frequency: Monthly

Service Area: Property Services



Financial Year: 2025/2026

Month	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Apr	3916	4383	-467	-10.65%				
May	3611	4637	-1026	-22.13%				
Jun	3418	4520	-1102	-24.38%				
Jul	3314	4423	-1109	-25.07%				
Aug	3364	4262	-898	-21.07%				
Sep	3256	4248	-992	-23.35%				

Property Services

SH 22

Number of Damp and Mould Cases Identified

September 2025 vs Last FY: -198 

September 2025 vs August 2025: +8

Favourability:

Frequency: Monthly

SH 22: Number of Damp and Mould Cases Identified

Running Total  2025/2026  2024/2025

1,000

800

600

400

200

0

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

Jan

Feb

Mar

SH 23

Number of Damp and Mould Cases Resolved

September 2025 vs Last FY: -278 

September 2025 vs August 2025: +21

Favourability:

Frequency: Monthly

SH 23: Number of Damp and Mould Cases Resolved

Running Total  2025/2026  2024/2025

1,000

800

600

400

200

0

Apr

May

Jun

Jul

Aug

Sep

Oct

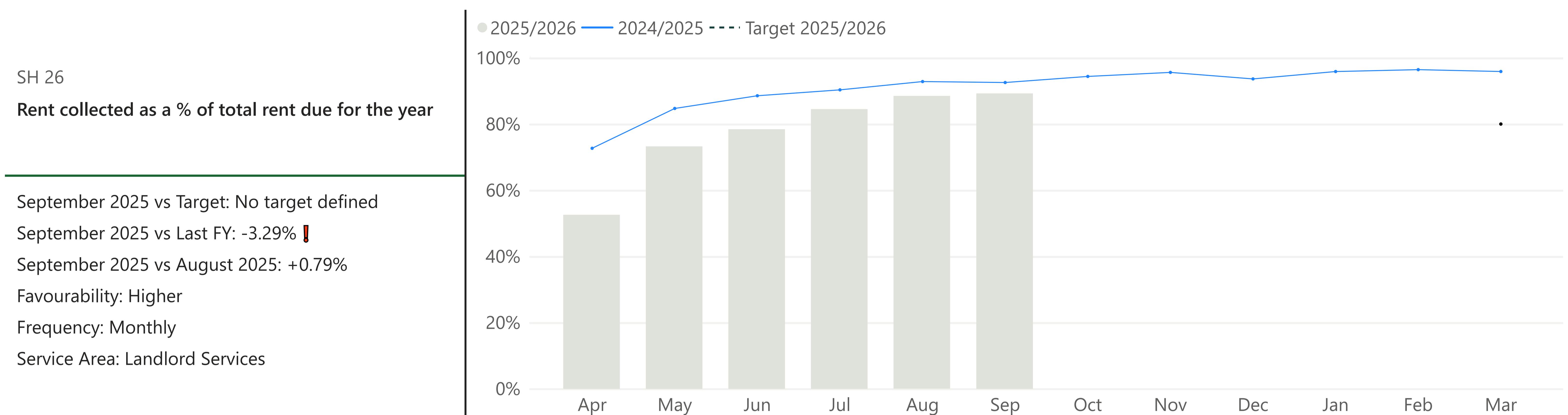
Nov

Dec

Jan

Feb

Mar



Financial Year 2025/2026									
Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments	
Apr	52.58	72.67	-20.09		-27.65% !				
May	73.24	84.71	-11.47		-13.54% !				
Jun	78.44	88.55	-10.11		-11.42% !				
Jul	84.49	90.33	-5.84		-6.47% !				
Aug	88.47	92.84	-4.37		-4.71% !				
Sep	89.26	92.55	-3.29		-3.55% !			Amended from 93.00%	

SH 27

Current tenant rent arrears as a % of rent due for the year

September 2025 vs Target: No target defined

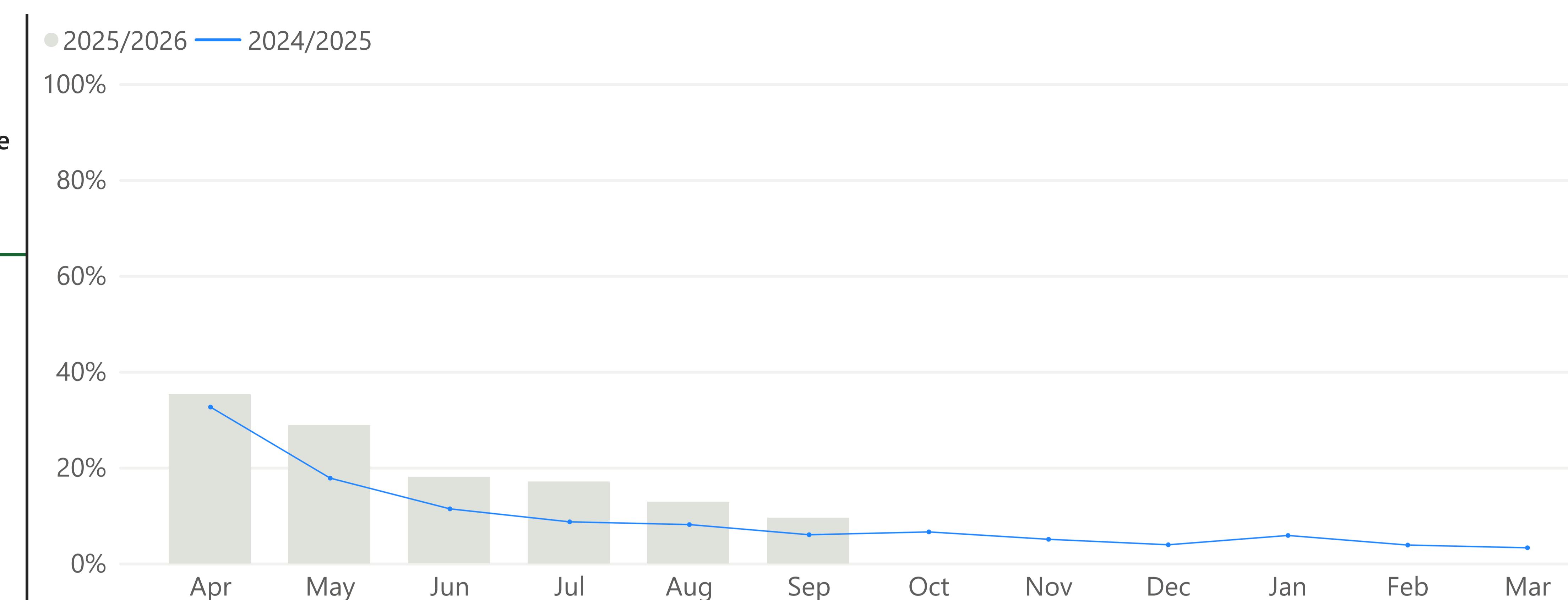
September 2025 vs Last FY: +3.55% !

September 2025 vs August 2025: -3.34%

Favourability: Lower

Frequency: Monthly

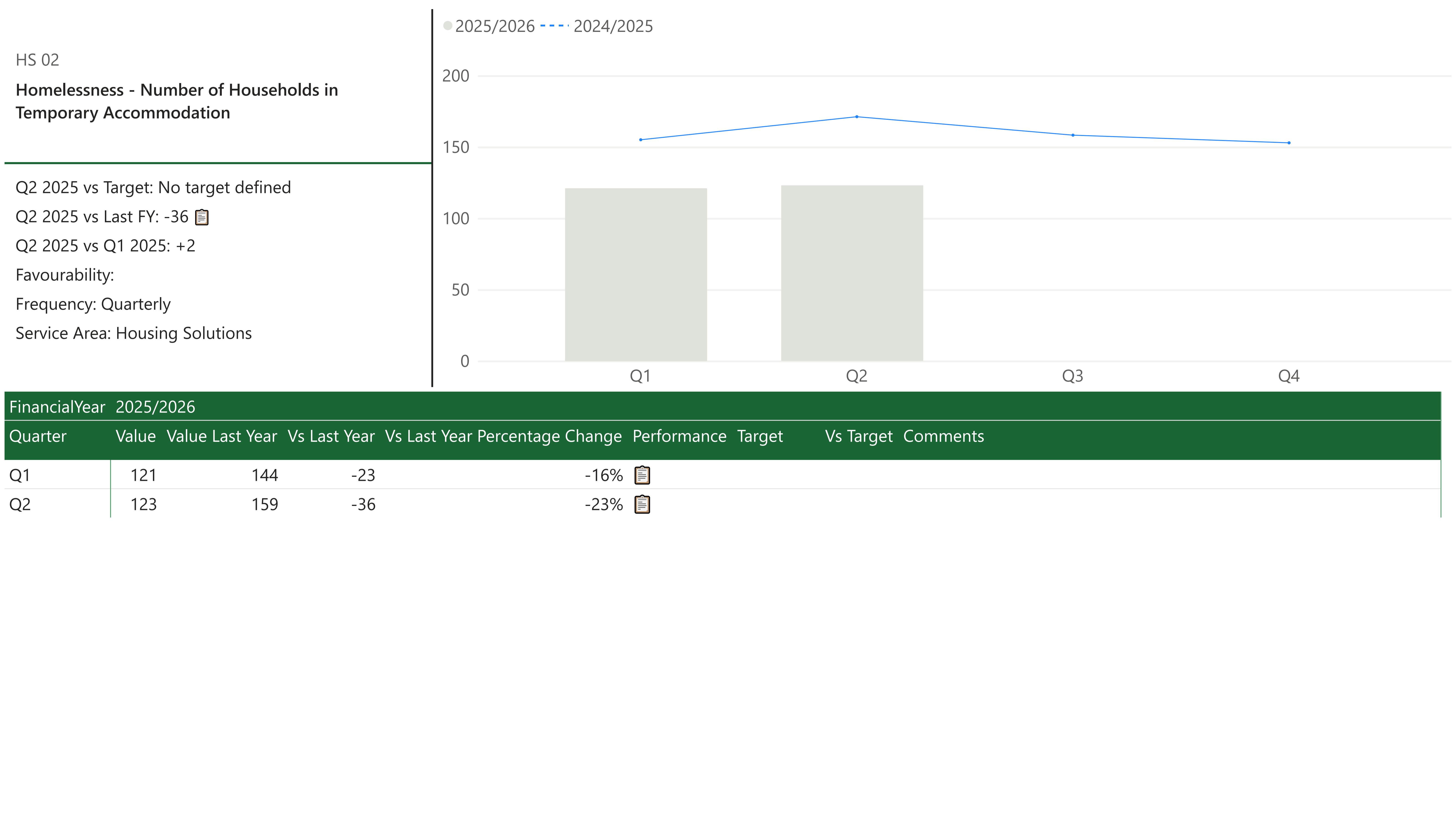
Service Area: Landlord Service



Financial Year 2025/2026

Month	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Apr	35.28	32.59	2.69		8.25%	!		
May	28.86	17.76	11.10		62.50%	!		
Jun	18.00	11.36	6.64		58.45%	!		
Jul	17.07	8.65	8.42		97.34%	!		
Aug	12.85	8.08	4.77		59.03%	!		
Sep	9.51	5.96	3.55		59.56%	!		





Housing Solutions

HS 03

Homelessness - Total Number of Applications Made

Q2 2025 vs Target: No Target Defined

Q2 2025 vs Last FY: -46 

Q2 2025 vs Q1 2025: +193

Favourability:

Frequency: Quarterly

HS 03: Homelessness – Total Number of Applications Made

Running Total  2025/2026  2024/2025  Target 2025/2026

1,000

800

600

400

200

0

Q1

Q2

Q3

Q4

HS 05

Homelessness - total Number of preventions

Q2 2025 vs Target: -39

Q2 2025 vs Last FY: +30 

Q2 2025 vs Q1 2025: +24

Favourability:

Frequency: Quarterly

HS 05: Homelessness –Total Number of Preventions

Running Total  2025/2026  2024/2025  Target 2025/2026

140

120

100

80

60

40

20

0

Q1

Q2

Q3

Q4

HS 06

Choice Based Lettings No. on the Housing Waiting List

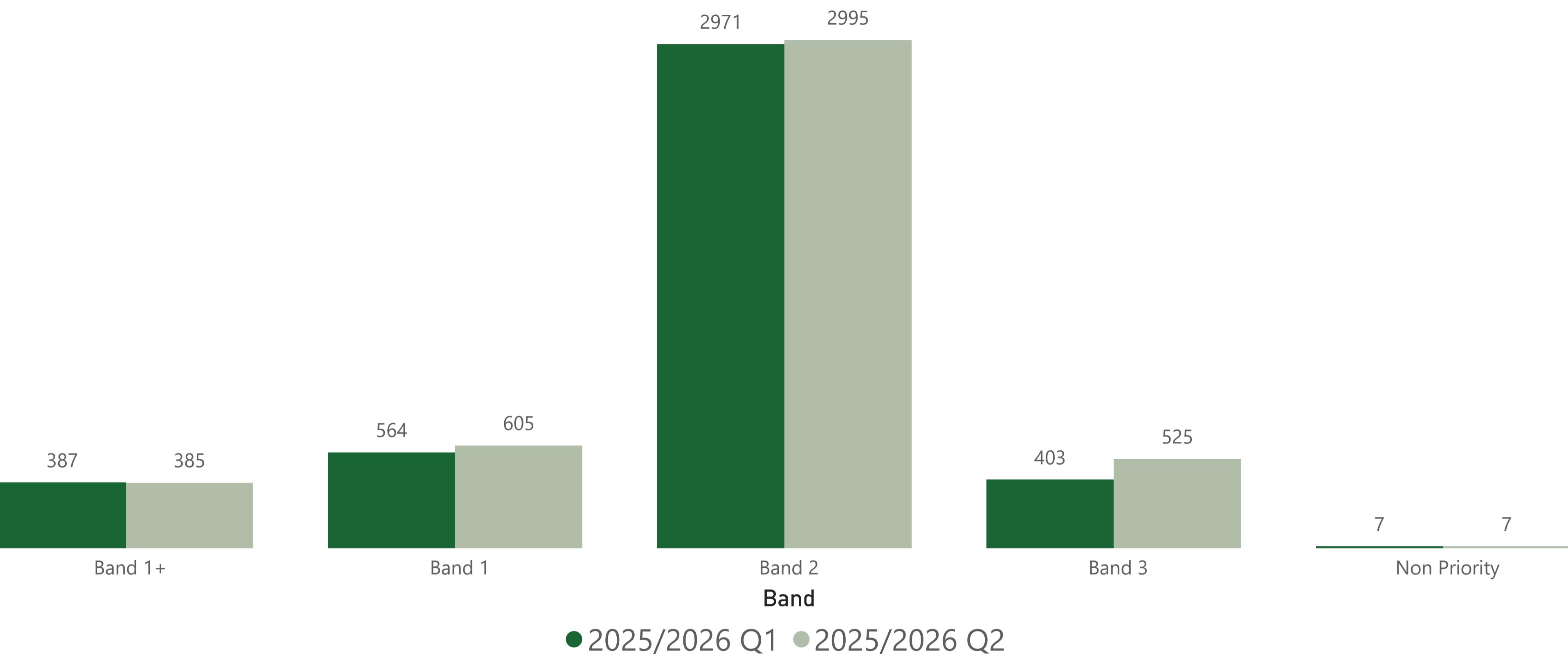
Q2 2025 vs Last FY: No historical data for comparison

Q2 2025 vs Q1 2025: +185

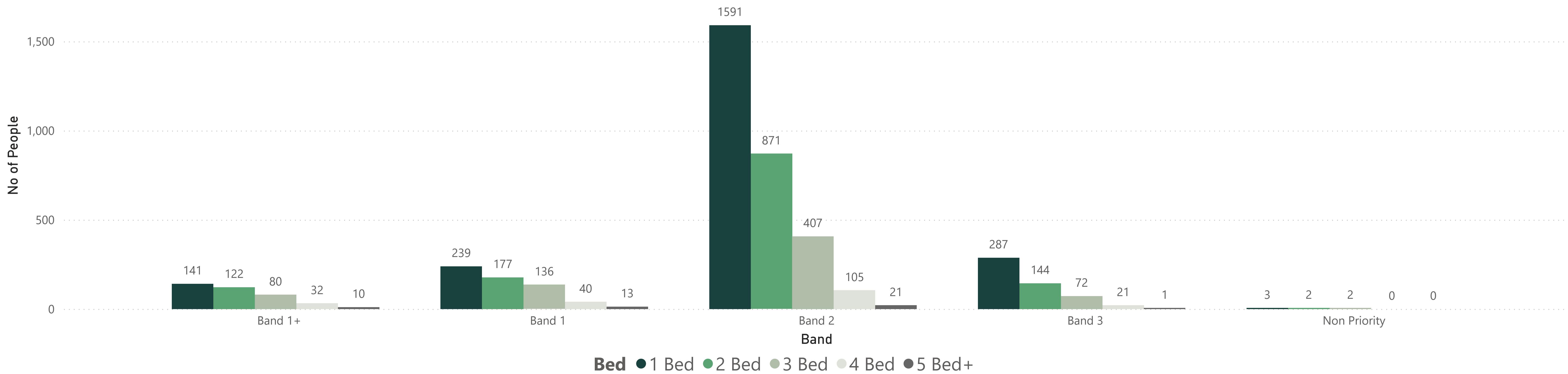
Favourability: Lower

Frequency: Quarterly

Service Area: Housing Solutions



No. on Housing Waiting List by Category and Bed Need as at Q2 2025/2026



The number above the bar indicates the total value.

● HS 07A - Choice Based Lettings - number allocated (NBBC) ● HS 07B - Choice Based Lettings - number allocated (RPs)

HS 07A

Choice Based Lettings - number allocated (NBBC)

Q2 2025 vs Last FY: +10 📈

Q2 2025 vs Q1 2025: -85

Favourability:

Frequency: Quarterly

Service Area: Housing Solutions

350

300

250

200

150

100

50

0

331

245

212

65

236

92

114

35

79

114

29

85

95

120

120

25

95

HS 07B

Choice Based Lettings - number allocated (RPs)

Q2 2025 vs Last FY: -4 📈

Q2 2025 vs Q1 2025: -40

Favourability:

Frequency: Quarterly

Service Area: Housing Solutions

2024/2025 Q1

2024/2025 Q2

2024/2025 Q3

2024/2025 Q4

2025/2026 Q1

2025/2026 Q2

PSHLS 01B

Number of Private Sector Hazard Removals

September 2025 vs Target: No target defined

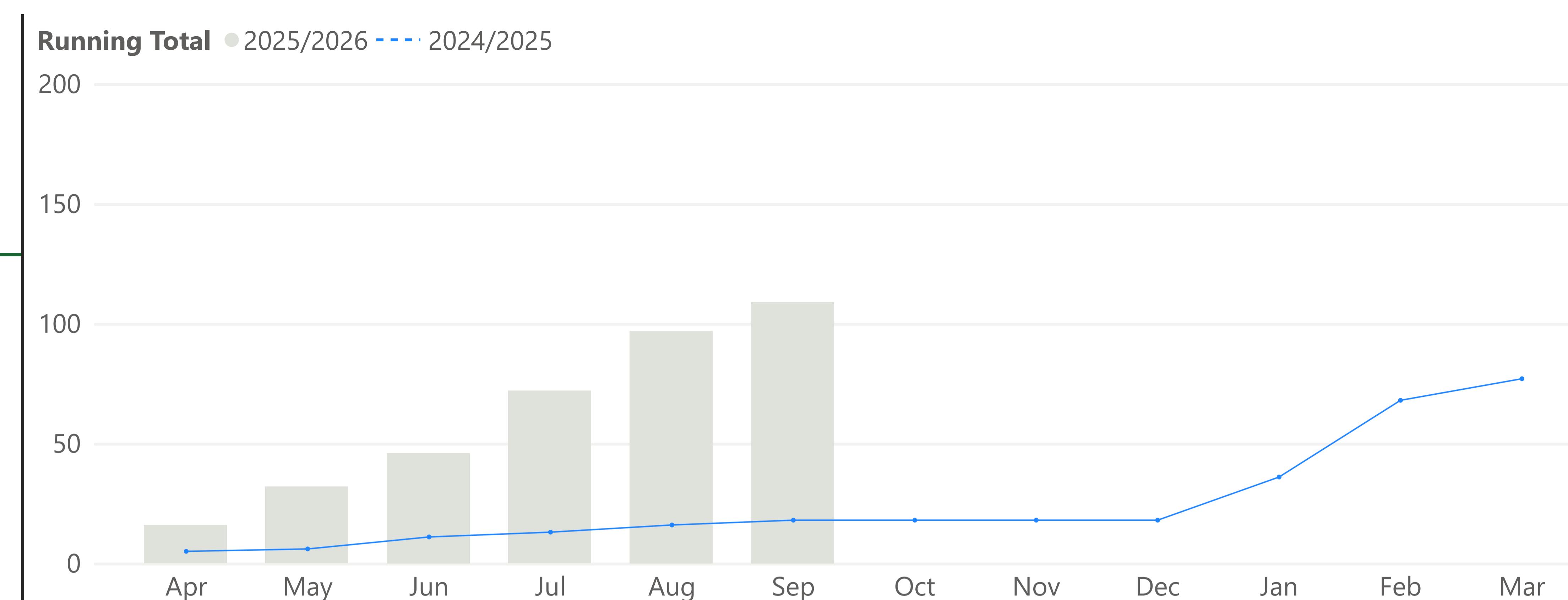
September 2025 vs Last FY: +91 

September 2025 vs August 2025: +12

Favourability:

Frequency: Monthly

Service Area: Private Sector Housing



Financial Year 2025/2026

Month	Abv	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
-------	-----	-------	-----------------	--------------	--------------------------------	-------------	--------	-----------	----------

Apr	16	5	11		220% 				
May	32	6	26		433% 				
Jun	46	11	35		318% 				
Jul	72	13	59		454% 				
Aug	97	16	81		506% 				
Sep	109	18	91		506% 				

Private Sector Housing

PSHLS 04A

Number of properties awarded for Energy Schemes (grant funded schemes)

September 2025 vs Target: No Target Defined

September 2025 vs Last FY: -7 📈

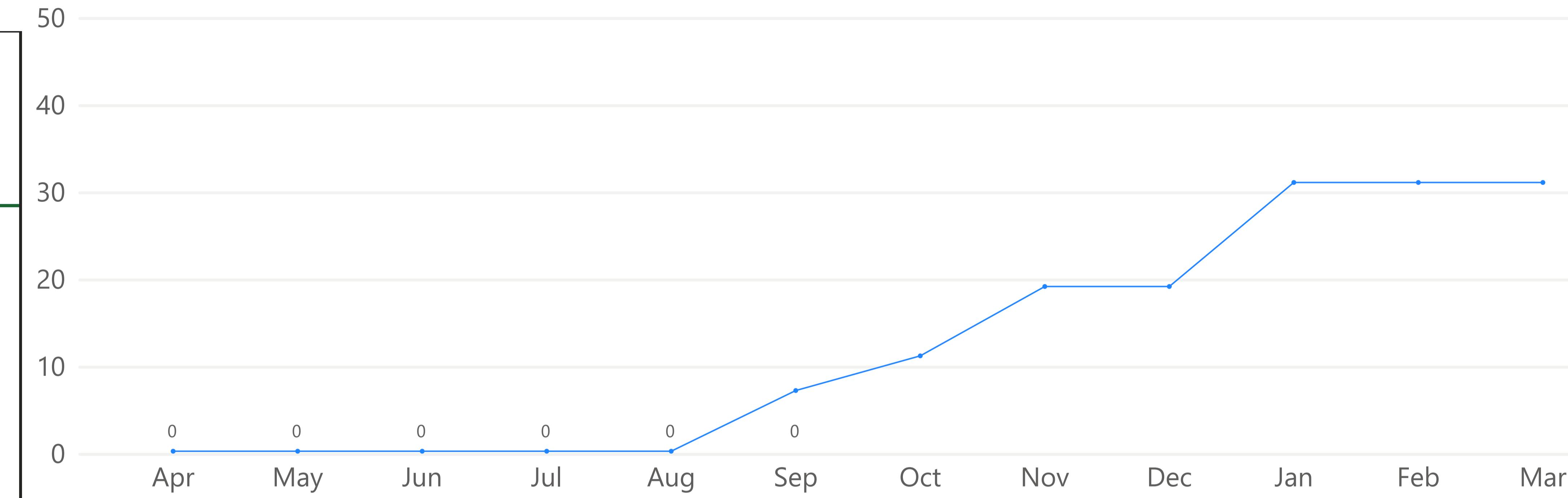
September 2025 vs August 2025: 0

Favourability:

Frequency: Monthly

PSHLS 04A: Number of properties awarded for Energy Schemes (grant funded schemes)

Running Total ● 2025/2026 — 2024/2025



PSHLS 04B

Spend for Energy Schemes (grant funded schemes)

September 2025 vs Target: No Target Defined

September 2025 vs Last FY: -£187,610 🚨

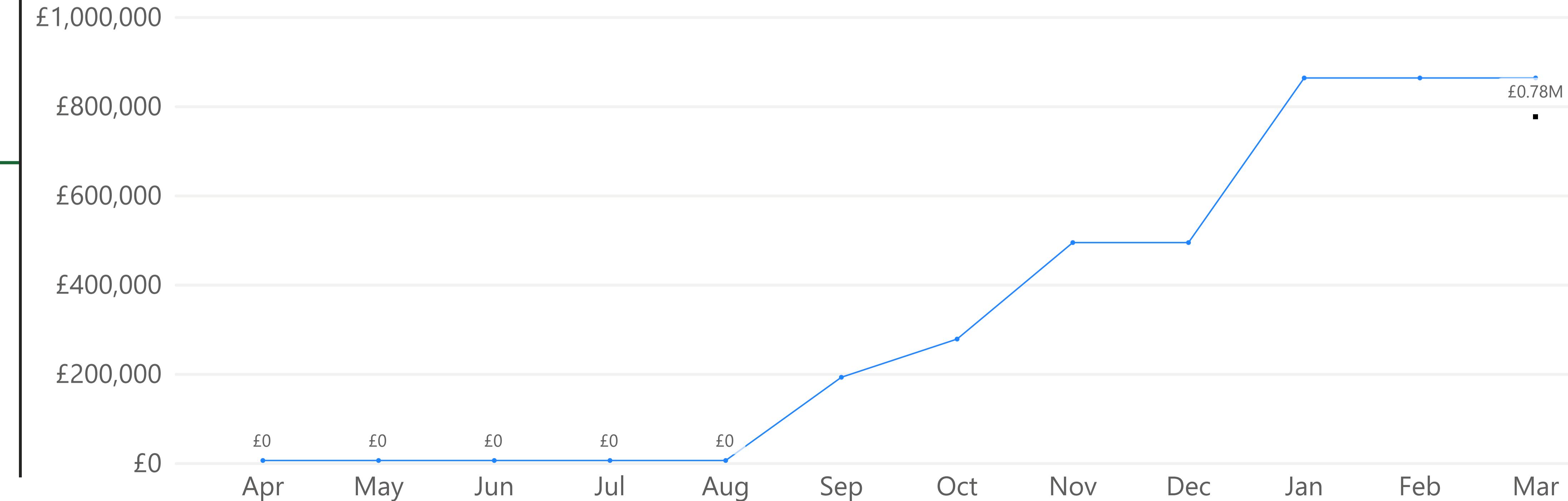
September 2025 vs August 2025: £0

Favourability: Higher

Frequency: Monthly

PSHLS 04B: Spend on Energy Schemes (grant funded schemes)

Running Total ● 2025/2026 — 2024/2025 — Target 2025/2026



HEA 01

Number of calendar days to process NBBC Private Sector Disabled Facilities Grants (end to end times average)

Q2 2025 vs Target: +17 !

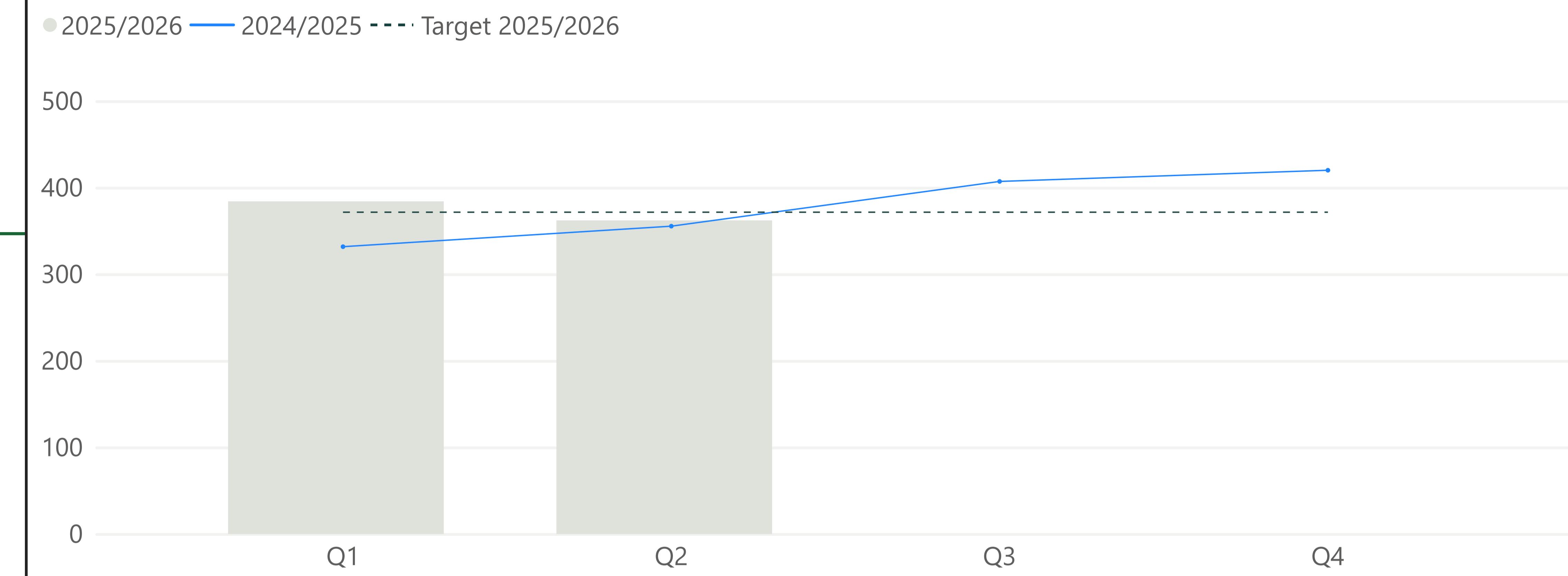
Q2 2025 vs Last FY: +32 !

Q2 2025 vs Q1 2025: -22

Favourability: Lower

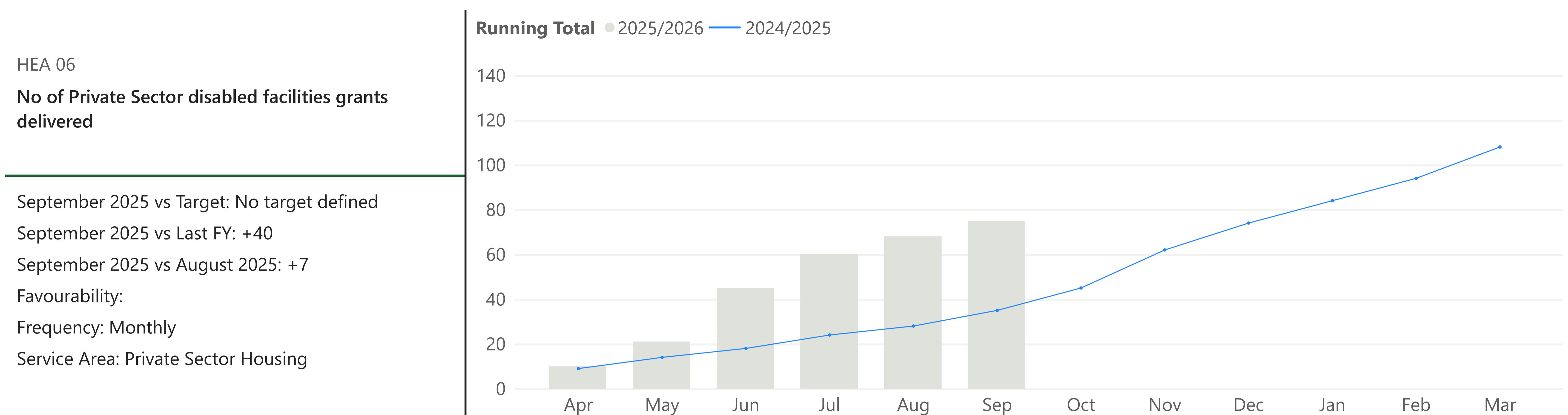
Frequency: Quarterly

Service Area: Private Sector Housing

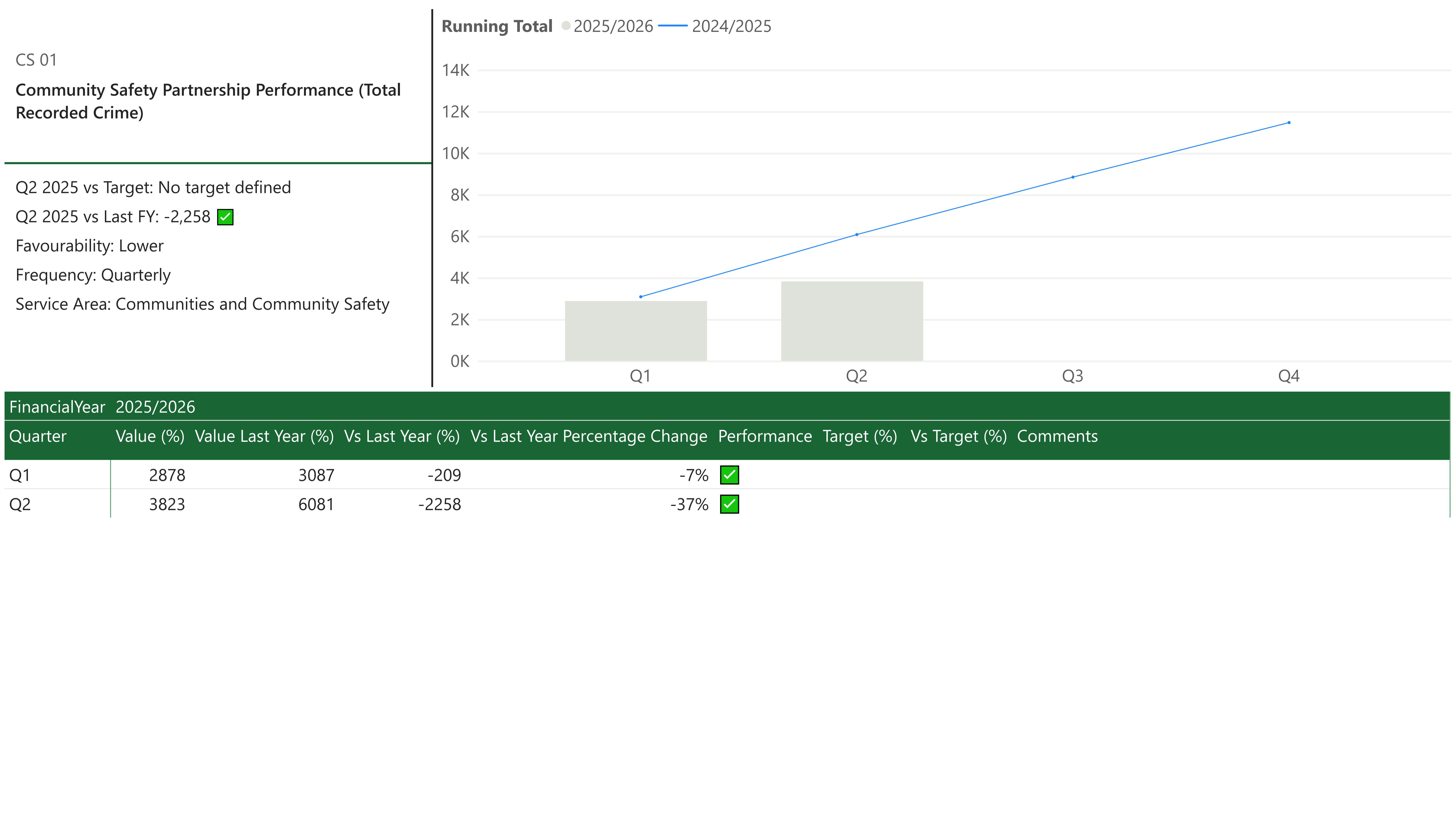


Financial Year 2025/2026

Quarter	Value	Value Last Year	Vs Last Year	Vs Last Year Percentage Change	Performance	Target	Vs Target	Comments
Q1	384	308	76	25% !		345	39 ↑	
Q2	362	330	32	10% !		345	17 ↑	



Financial Year 2025/2026										
Month	Abv	Value	Value Last Year	Vs Last Year	Vs Last Year	Percentage Change	Performance	Target	Vs Target	Comments
Apr		10	9	1		11%	📋			
May		21	14	7		50%	📋			
Jun		45	18	27		150%	📋			
Jul		60	24	36		150%	📋			
Aug		68	28	40		143%	📋			
Sep		75	35	40		114%	📋			



S 02

Number of ASB cases**Communities and Community Safety**

September 2025 vs Target: No target defined
 September 2025 vs Last FY: +84 
 September 2025 vs August 2025: +20
 Favourability:

CS 03

Number of new ASB cases

September 2025 vs Target: No target defined
 September 2025 vs Last FY: +35 
 September 2025 vs August 2025: +9
 Favourability:

CS 04

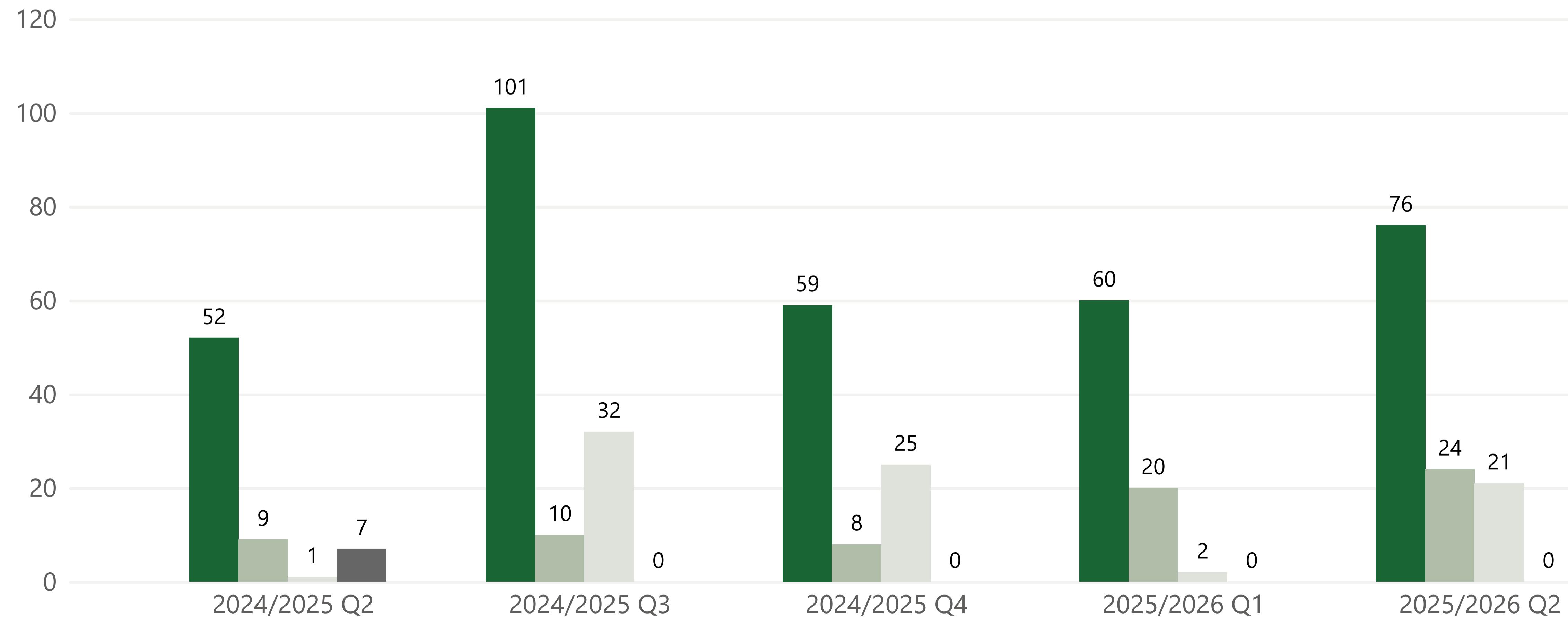
Number of closed ASB cases

September 2025 vs Target: No target defined
 September 2025 vs Last FY: +22 
 September 2025 vs August 2025: +7
 Favourability:

Cs2-5 Anti-Social Behaviour (not including HRA)

KPI

- CS 02 - Number of ASB cases
- CS 03 - Number of new ASB cases
- CS 04 - Number of closed ASB cases
- CS 05 - Number of ASB legal interventions



Miscellaneous Housing

MIS 01

Number of Housing complaints received

Q2 2025 vs Last FY: No historical data for comparison

Q2 2025 vs Q1 2025: +163

Favourability: Lower

Frequency: Quarterly

MIS 01: Number of Housing complaints received

2025/2026 Running Total

500

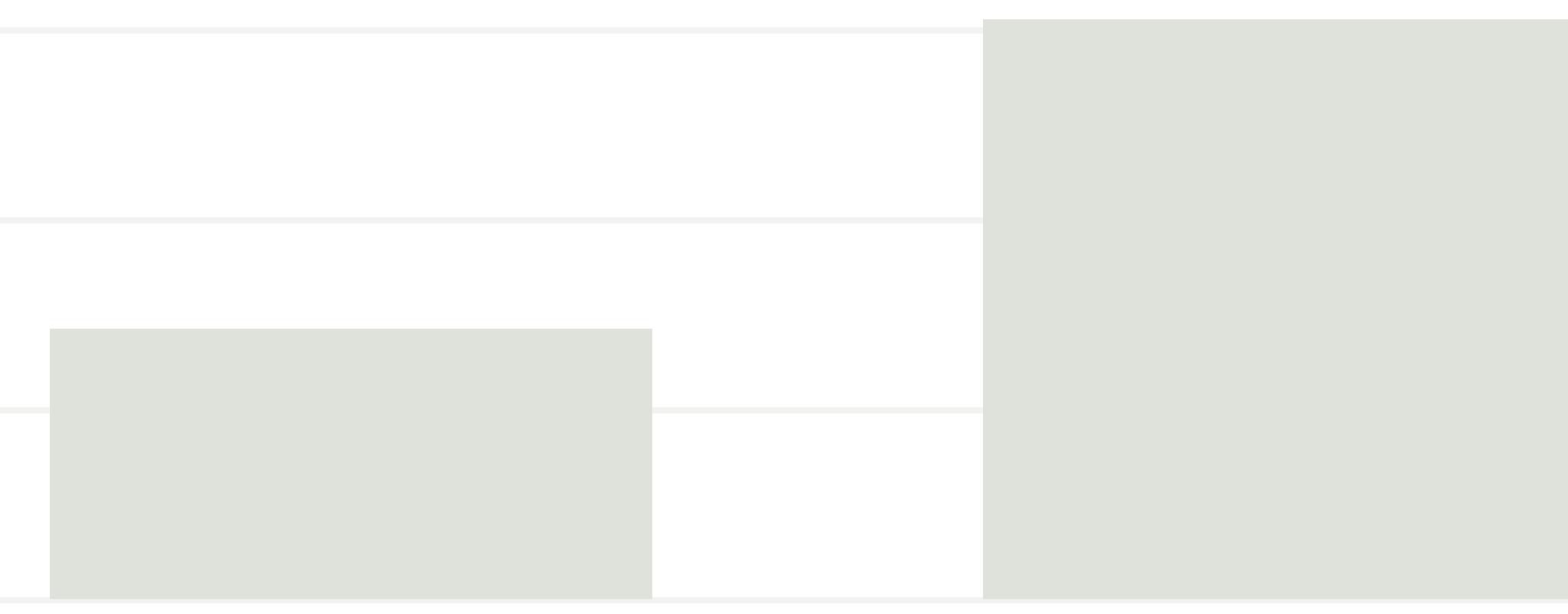
400

300

200

100

0



MIS 08

Number of Housing complaints upheld

Q2 2025 vs Last FY: No historical data for comparison

Q2 2025 vs Q1 2025: +2

Favourability:

Frequency: Quarterly

MIS 08: Number of Housing complaints upheld

2025/2026 Running Total

500

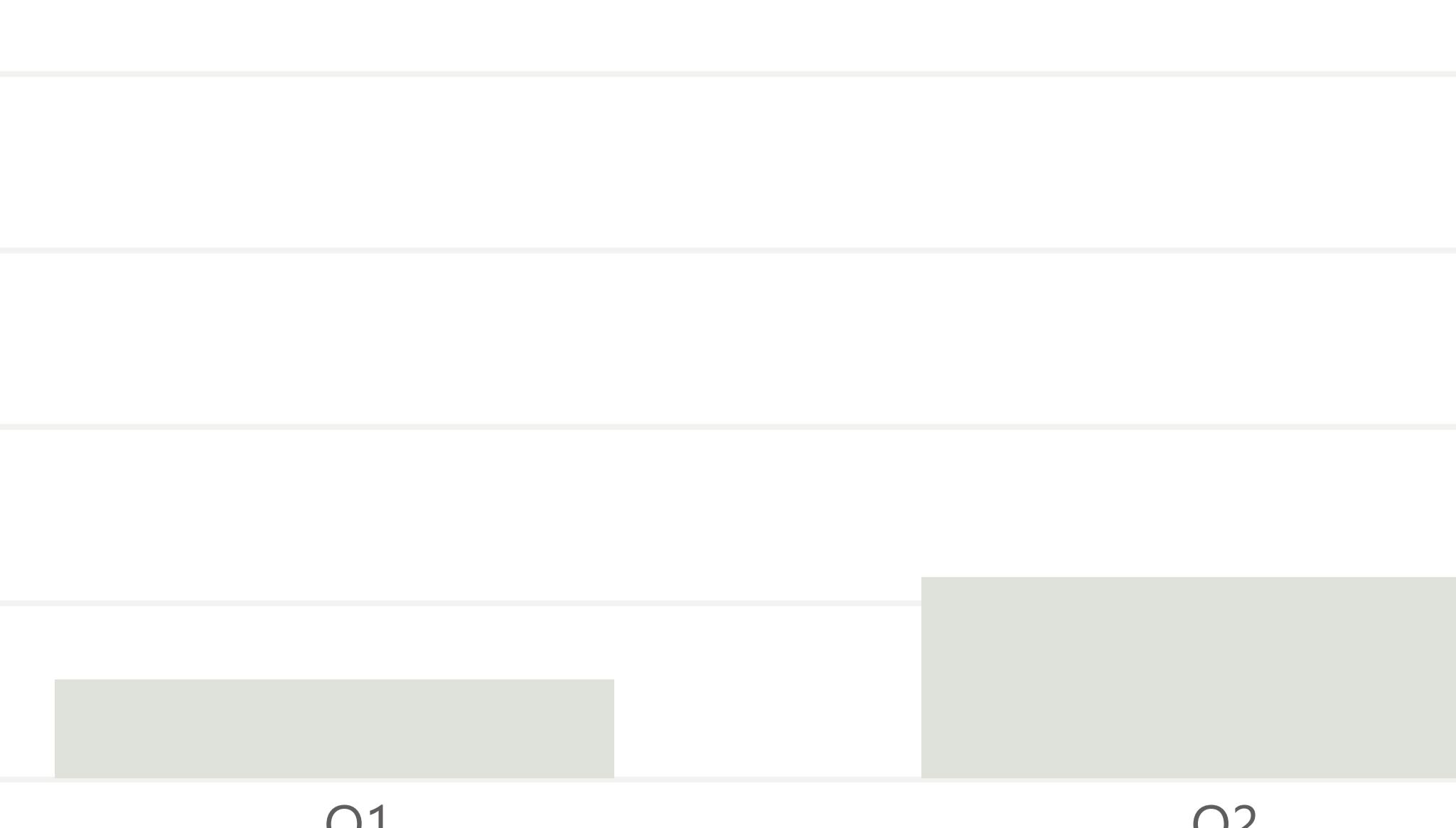
400

300

200

100

0



MIS 02

Percentage of Housing complaints completed outside of SLA

Q2 2025 vs Target: +13% !

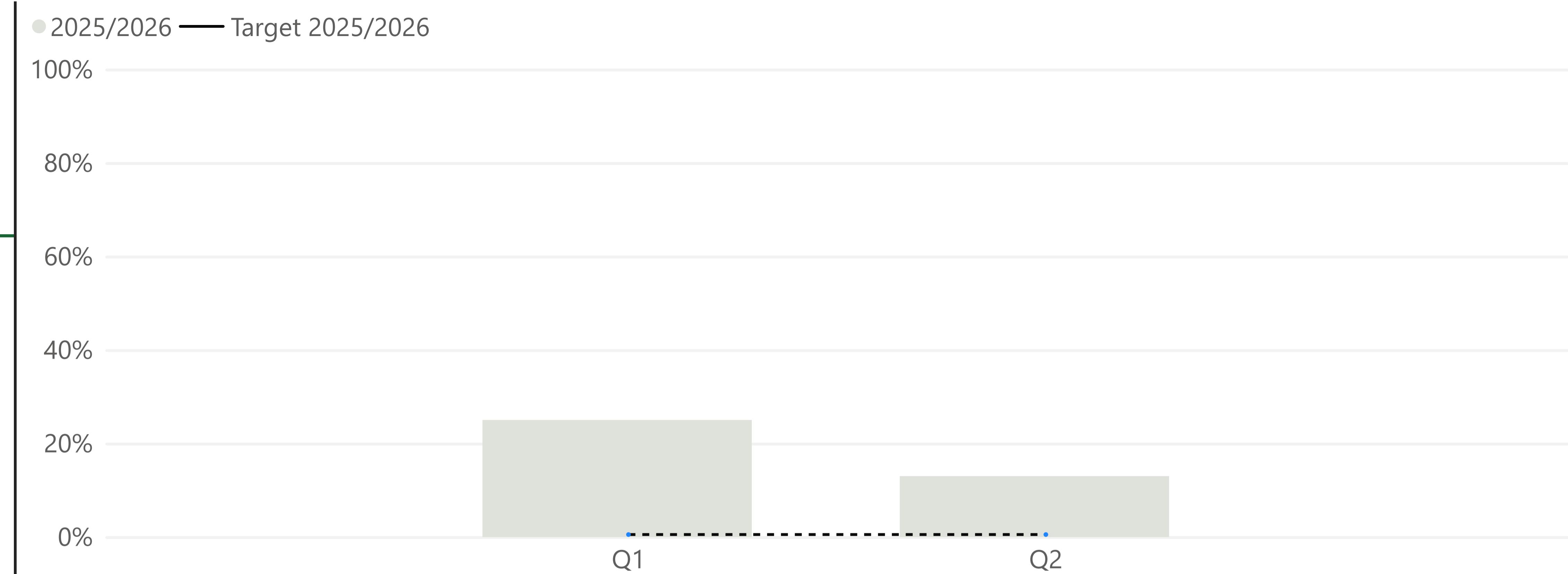
Q2 2025 vs Last FY: No historical data for comparison

Q2 2025 vs Q1 2025: -12%

Favourability: Lower

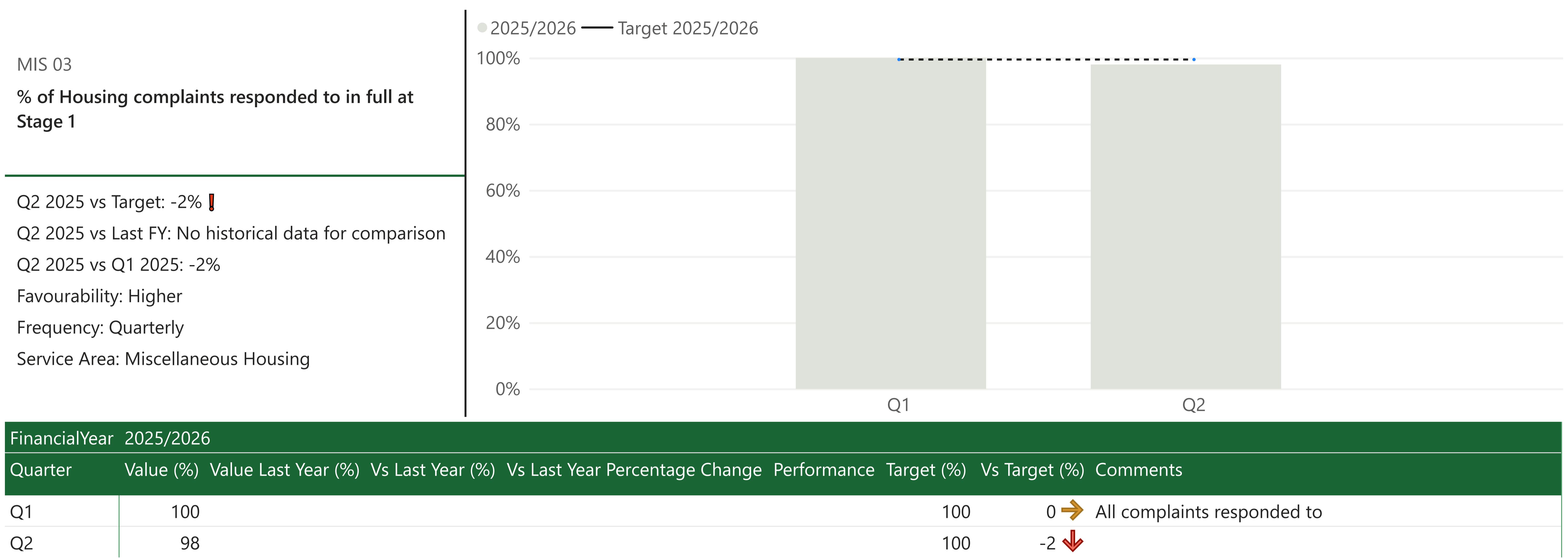
Frequency: Quarterly

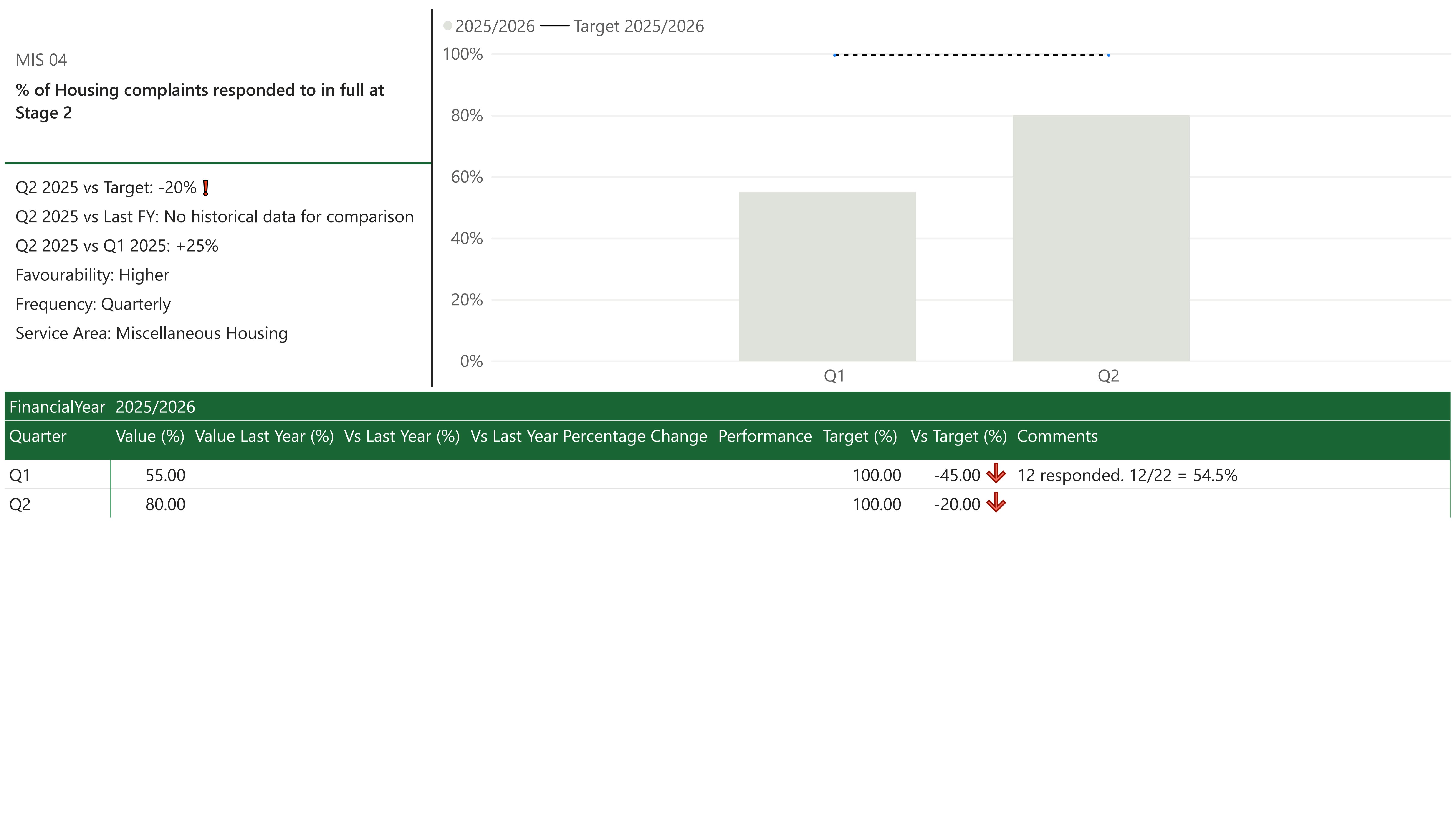
Service Area: Miscellaneous Housing



Financial Year 2025/2026

Quarter	Value (%)	Value Last Year (%)	Vs Last Year (%)	Vs Last Year Percentage Change	Performance	Target (%)	Vs Target (%)	Comments
Q1	25				0	25 ↑	20 stage 1 overdue, 16 stage 2 overdue.. 36/142 = 25.3%	
Q2	13				0	13 ↑		





Appendix B2

Performance Summary Second Quarter 2025/26 - Housing and Communities OSP

There are **48** measures within the remit of the panel.

Twenty have comparable trend data for the second quarter (two improved, twelve declined and 6 stayed the same). **Two do not yet have data available. Twenty-two relate to service demand, four have no comparable trend data:**

Two have an **improved** trend:

REF.	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26
SH 19	End to end times for responsive repairs	28 days	105 days	93 days
SH 35	Number of Housing Health & Safety Rating System Category 1 hazards identified	No	101	96

Twelve have a **declined** trend:

REF.	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26	Comments
SH15	Time taken to relet general purpose properties (days) - not incl DTLs	36 days	50 days	112 days	There have been significant delays in completing repair works for both minor and major voids due to limited resources. This has extended the time taken to issue properties for works. Additionally, there have been delays in clearing items from properties when they first become void and, in some cases, in arranging valets as advised by the voids team.
SH 16	Time taken to relet IL properties (days) not incl DTLs	36 days	22 days	30 days	NOTE: Although performance is better than target this year, it has declined compared to last year See above comment (SH15).
SH 17	Overall relet time	36 days	39 days	64 days	See above comment (SH15).

Appendix B2

Performance Summary Second Quarter 2025/26 - Housing and Communities OSP

Declined trend (continued):

REF.	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26	Comments
SH 23	Number of Damp and Mould Cases Resolved	No	552	274	Performance reflects ongoing case management and prioritisation.
SH 26	Rent collected as a % of total rent due for the year	No profiled target	92.55%	89.26%	End of year target is 97%. Rent collection is below the ideal position and indicates a need for continued focus on arrears management and tenant engagement
SH 27	Current tenant rent arrears as a % of rent due for the year	No	5.96%	9.51%	Current tenant rent arrears have not improved indicating the need for stronger collection performance and better financial management which is an ongoing initiative.
SH 37	% of dwellings with a compliant Electrical Installation Condition Report (EICR)	100%	No data	94.80%	SH37, SH38A and SH38B. We haven't achieved the target due to difficult to access properties which is an ongoing issue for the team. A policy review is being undertaken to address the issue.
SH 38A	% Smoke alarm compliance	100%	78.12%	82.54%	See comment above.
SH 38B	% CO2 alarm compliance	100%	78.12%	82.54%	See comment above.

Appendix B2

Performance Summary Second Quarter 2025/26 - Housing and Communities OSP

Declined trend (continued):

REF.	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26	Comments
HEA 01	Number of calendar days taken to process NBBC Private Sector Disabled Facilities Grants (end to end times average)	345 days	330 days	362 days	The increase in average processing time is mainly due to the growing complexity of cases, which require more detailed assessments and coordination
MIS 02	Percentage of Housing complaints completed outside of SLA	0%	No	13.00%	Currently, 13% of housing complaints are being resolved outside the agreed SLA, against a target of 0%. Ongoing monitoring and improvement measures are in place to reduce this figure.
MIS 04	% of Housing complaints responded to in full at stage 2	100%	No	80%	Some complaints have had deadlines extended to allow for further investigations.

Appendix B2

Performance Summary Second Quarter 2025/26 - Housing and Communities OSP

Six have stayed the same (within tolerance of 2.50%):

REF.	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26
SH 07	Proportion of homes with a gas safety certificate (%) CP12 Compliance)	100%	99.45%	97.59%
SH 34	% of properties meeting the Decent Homes Standard	100%	98.38%	96.37%
SH 39	% Water Safety Compliance	100%	99.88%	100%
SH 40	Asbestos Compliance	100%	100%	100%
SH 41	% of properties for which Fire Risk Assessments have been carried out	100%	100%	100%
MIS 03	% of Housing complaints responded to in full at stage 1	100%	No	98.00%

Data not yet available (2)

REF	Measure
SH 18	Emergency responsive repairs completion time
SH 36	SH36 No. of pest control orders raised in period

Appendix B2

Performance Summary Second Quarter 2025/26 - Housing and Communities OSP

Twenty-two Service demand measures:

REF	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26
SH 01	Number of Decent Homes improvements by type overall (capital works)	No	892	488
SH 02	Number of Aids and Adaptations by type overall	No	282	229
SH 06	New builds completed	No	12	6
SH 09	Number of HRA ASB cases	No	257	221
SH 10	Number of HRA ASB cases resolved	No	183	234
SH 20	Number of outstanding responsive repairs	No	4,248	3,256
SH 22	Number of Damp and Mould Cases Identified	No	284	86
SH 25	Number of properties acquired	No	No	0
CS 01	Community Safety Partnership – Total recorded crime	No	6,081	3,823
CS 02	Number of ASB Cases	No	52*	136
CS 03	Number of New ASB Cases	No	9*	44
CS 04	Number of Closed ASB Cases	No	1*	23
CS 05	Number of ASB legal interventions	No	7*	0
HEA 06	Number of NBBC Private Sector disabled facilities grants delivered	No	35	75
HS 02	Homelessness - Number of Households in Temporary Accommodation	No	159	123
HS 03	Homelessness - Total Number of Applications Made	No	390	344
HS 05	Homelessness - total Number of preventions	No	11	41

* = No data April to August for these measures

Appendix B2

Performance Summary Second Quarter 2025/26 - Housing and Communities OSP

Service demand measures(continued):

REF	Service Demand Measures	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26
HS 07A	Choice Based Lettings - number allocated (NBBC)	No	85	95
Hs 07B	Choice Based Lettings - number allocated (RPs)	No	29	25
PSHLS 01B	Number of Private Sector Hazard Removals	No	18	109
PSHLS 04A	Number of properties awarded for Energy Schemes (grant funded schemes)	No	7	0
PSHLS 04B	Spend for Energy Schemes (grant funded schemes)	No	£187,609.78	£0.00

Four have no comparative trend data:

REF	Measure	Target 2025/26	Second Quarter 2024/25	Second Quarter 2025/26	Comments
HS 06	Choice Based Lettings Total No. on the Housing Waiting List	No	No	4517	4332 in Q1 2025
MIS 01	Number of Housing complaints received	No	No	305	142 in Q1 2025
MIS 08	Number of Housing complaints upheld	No	No	58	56 in Q1 2025
SH 28	Former Tenant Arrears	No	No	£1,511,314	£1,472,257 in Q1 2025

NBBC Strategic Risk Register Summary

Second Quarter 2025/26

Full Register Summary

The total number of ‘live’ risks is 25.

As at the end of September 2025, the breakdown according to “net” risk is:

- “Net red” 2 (8%)
- “Net amber” 9 (36%)
- “Net green” 14 (56%)

Consequently, 23 of 25 (92%) risks are deemed “satisfactorily managed” – meaning that the ‘traffic light’ reporting position is “Green” (target 80%).

The “net red” risks are:

- **R1 - Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents**
- **R4 - Failure to maintain the economic vibrancy of the borough / town centres**

Housing and Communities OSP Risks Summary

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



NBBC Strategic Risk Register

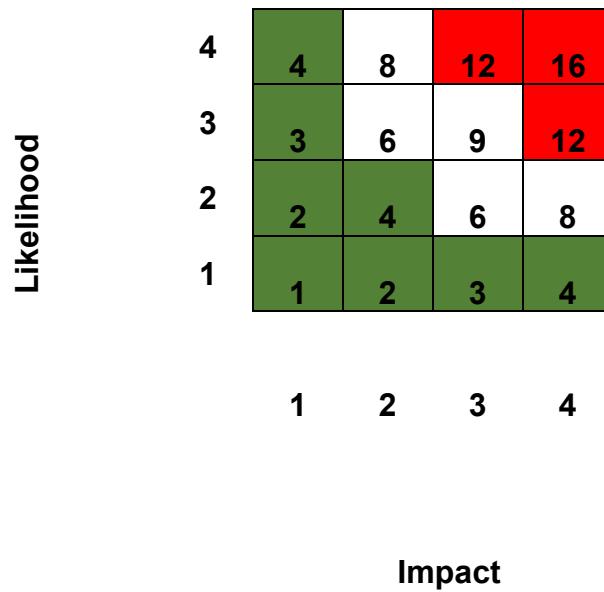
Current Version: 24th October 2025

Housing and Communities OSP Risks

Risk Level Indicator Matrix and Descriptors

Key

	Green 1-4 (acceptable)
	Amber 6-9 (tolerable)
	Red 12-16 (unacceptable)



Likelihood

- 4: **Very High** – occurrence is most likely or has already happened and will do so again if control measures are not introduced
- 3: **High** – occurrence is anticipated within the next 12 months
- 2: **Significant** – occurrence is probable in the next 3 years
- 1: **Low** – foreseeable, but not probable in the next 3 years

	Level of Impact	Service Delivery	Financial / Legal	Reputation / Community
4	Major	<ul style="list-style-type: none"> A service delivery failure causes significant hardship to people for a period of 3 to 4 weeks or more or 1 week for anyone that is vulnerable, or failure to meet a nationally mandated deadline Loss of major stakeholder/partner. Adverse outcome of a serious regulatory enquiry 	<ul style="list-style-type: none"> Financial loss over £400,000 Serious risk of legal challenge 	<ul style="list-style-type: none"> Sustained adverse TV/radio coverage Borough wide loss of public confidence Major damage to local environment, health and economy Multiple loss of life
3	Serious	<ul style="list-style-type: none"> A service delivery failure causes significant hardship for a period of 2 to 3 weeks or 3 to 7 calendar days for vulnerable people Formal regulatory inquiry Loss of a key partner or other partners 	<ul style="list-style-type: none"> Financial loss between £200K and £399K High risk of successful legal challenge 	<ul style="list-style-type: none"> Significant adverse coverage in national press or equivalent low national TV coverage Serious damage to local environment, health and economy Extensive or multiple injuries &/or a fatality
2	Moderate	<ul style="list-style-type: none"> A service delivery failure causes significant hardship for 1 to 2 weeks or 1 - 2 calendar days for vulnerable people Loss of a significant non-key partner Legal concerns raised Loss of employees has moderate effect on service provision 	<ul style="list-style-type: none"> Financial loss between £50K and £199K Informal regulatory enquiry 	<ul style="list-style-type: none"> Significant adverse coverage in local press or regional TV Large number of customer complaints Moderate damage to local environment, health and economy Moderate injuries to an individual
1	Low	<ul style="list-style-type: none"> Disruption to services for up to 1 week Minor legal implications Loss of employees not significantly affecting service provision 	<ul style="list-style-type: none"> Financial loss up to £49K 	<ul style="list-style-type: none"> Minor adverse media coverage Minor environmental, health and economy damage Minor increase in number of customer complaints One or more minor injuries to an individual

NET RED RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R1	Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents	Very High / Major (RED)	1. Housing / Homelessness Strategy.	1: Assistant Director (Strategic Housing)	Very High / Serious (RED)	1. Housing Needs Survey, Strategic Housing Market Assessment, Housing and Economic Development Needs Assessment (HEDNA), Sustainable 30 Year HRA Business Plan.	Strategic Director (H&CS) / PH – H / H & COM OSP
			2. Warwickshire Heads of Housing Group (WHOH).	2: Assistant Director (Strategic Housing)		2. Minutes of WHOH meetings.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3. Affordable Housing Supplementary Planning Document (Borough Plan).	3: Assistant Director (Strategic Housing)		3. Document in place.	
			4. Housing Revenue Account (HRA) Development and Acquisition Strategy.	4: Strategic Director (H&CS)		4. Documents / minutes of meetings.	
			5. Investment Partner status with Homes England.	5: Strategic Director (H&CS)		5. Documents / minutes of meetings.	
			6. Development Team for HRA new builds.	6: Strategic Director (H&CS)		6. Management Team minutes	
			7. Nominations agreements with registered providers.	7: Assistant Director (Strategic Housing)		7. Agreement records.	
			8. Annual review of HRA Business Plan	8: Strategic Director (H&CS)		8. Approved plan in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			9. Landlord Liaison Officers to support sustainable tenancies in private sector housing.	9: Assistant Director (Strategic Housing)		9. Landlord Forum minutes and casework.	
			10. Tenancy Support Officer for HRA stock.	10: Assistant Director (Social Housing and Community Safety)		10. Officer in place / casework notes.	
			11. Creation of Homelessness Prevention Team (January 2024).	11: Assistant Director (Strategic Housing) 12		11. Team in place / casework notes.	
			12. HRA stock "Right-sizing" Policy and Tenant Liaison Officer established	12: Assistant Director (Social Housing and Community Safety)		12. Policy in place / casework records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			13.Revised Homelessness Strategy	13: Assistant Director (Strategic Housing)		13.Strategy in place.	
			14.Reviewed Housing Strategy (December 2024).	14: Assistant Director (Strategic Housing)		14. Revised strategy in place	
			<u>Planned:</u>				
			1. HRA / GF development programme.	1: Capital Investment Service Manager / Strategic Director (H&CS)		1. Programmes in place	
			2. Consultation and formulation of a Town Centre Strategy (2025/26).	2: Assistant Director (Economy)		2. Strategy in place	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3. Review of Borough Plan (Borough Plan to Cabinet and Full Council in December for adoption).	3: Assistant Director (Planning)		3. Publication of revised plan	
			4. Review of Housing Revenue Account Development and Acquisition Strategy.	4: Assistant Director (Social Housing and Community Safety)		4. Elected Member – approved document in place.	
			5. Researching of new initiatives to promote the best use of housing stock (December 2025).	5: Assistant Directors (Strategic Housing) / (Social Housing and Community Safety)		5. Associated research / reports and new policies.	
			6. Up-to-date Strategic Housing Marketing Assessment (SHMA) evidence (in Autumn 2025).	6: Assistant Director (Planning)		6. Local Plan.	

NET AMBER RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R25	<p>Noncompliance with regulations relating to:</p> <ul style="list-style-type: none"> • Freedom of Information • Environmental Information • General Data Protection <p>resulting in penalties applied by the Information Commissioner's Office</p>	Very high / major (RED)	<u>Freedom of Information / Environmental Information</u>		Significant / major (AMBER)		Management Team / PH – Cabinet / H&CR, H&COM, E&L & BRP OSPs
			1. Monthly FOI reports to designated service areas.	1: Corporate Support and Data Compliance Manager		1. Reports.	
			2. Dash Customer Service Workflow application used to manage outstanding cases.	2: Strategic Director (CR)		2. Dash application.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3. Email alerts on receipt of new requests.	3: Strategic Director (CR)		3. Emails.	
			4. Nominated officers in some service areas to monitor outstanding requests.	4: Chief Executive / Strategic Directors		4. Nominated Officers.	
			5. Workflow process regularly reviewed and updated if necessary	5: Information Management Group (IMG)		5. Request reports.	
			6. Regular targeted training on meeting FOI request deadlines.	6: Information Management Group (IMG)		6. Training records.	
			7. Nominated employees to monitor and manage FOI / EIR requests.	7: Strategic Director (CR)		7. Officer in place.	
			8. Qualified DPO co-ordinating information in line with the Freedom of Information Act 2000.	8: Strategic Director (CR)		8. Officer in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Refresher training for Senior Managers (September 2025).	1: Corporate Support and Data Compliance Manager		1. Senior Management Team minutes / training records.	
			<u>General Data Protection Regulations (GDPR)</u>				
			1. Corporate Information Governance Group (CIGG) / Information Management Group.	1: Assistant Director (Democracy and Governance)		1. Meeting minutes.	
			2. Use of an accredited contractor to dispose of electrical equipment (including IT equipment). The contractor guarantees data destruction & provides certification accordingly.	2: Strategic Director (CR)		2. Contractor agreement and meetings minutes	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			3. Compliance with Public Services Network Code of Connection (PSN Co-Co).	3: Strategic Director (CR)		3. Annual PSN Compliance Certification / "Cyber Essentials Scheme" certification.	
			4. Senior Information Risk Owner (SIRO) and Deputy appointed.	4: Strategic Director (CR)		4. SIRO's Job Description	
			5. Information Governance Framework/ ICT Code of Conduct for Employees/Member Protocol for the Use of IT Resources.	5: Assistant Director (Digital & Business Change)		5. Individual Cabinet Member Decision	
			6. Data Protection Officer (DPO) in line with Data Protection regulations.	6: Corporate Support and Data Compliance Manager		6. DPO in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			7. Data audit and publication of privacy notices.	7: Assistant Director (Democracy and Governance).		7. Audit records (records of processing activity)/notices on council website.	
			8. Internal Audit undertaken (Option via Central Midlands Audit Partnership).	8: Assistant Director (Democracy and Governance)		8. Report in place.	
			9. Data Protection training available on Delta.	9: DPO and Training Officer		9. Delta training records	
			10. Refresh of Corporate Governance Group (CGG) / Information Management Group (October 2023) – including monitoring of data breach reports.	10: Assistant Director (Democracy and Governance) / DPO		10. Meetings minutes	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Data Protection policy to be updated (April 2025).	1: DPO		1. Policy approved.	
			2. Data Protection information to be made available to employees via the new Intranet when available (April 2025).	2: DPO		2. Intranet.	
			3. Information Asset Register to be established (timescale to be agreed with Information Management Group).	3: DPO / Information asset owners		3. Register in place.	
			4. Data protection and Freedom of Information Act training for Senior Managers (on-going).	4: DPO		4. Senior Management meeting records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Data Protection training to be reviewed to ensure that it is up to date and appropriate (ongoing).	5: DPO and Training Officer		5. Delta training records.	

NET GREEN RISKS

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R5	Failure to reduce the fear of crime and disorder.	High /- Serious (RED)	1. Nuneaton and Bedworth Safer Communities Partnership (NABSCOP). Meets monthly. Action points identified & regularly reviewed. Has own Risk Register.	1: Communities and Community Safety Manager	Sig / Moderate (GREEN)	1. Minutes of NABSCOP meetings, including crime performance statistics. External OSP reports.	Strategic Director (H&CS) / PH – LC&H / H&COM OSP
			2. Police & Crime Commissioner (PCC) grants.	2: Communities and Community Safety Manager		2. Financial accounts (PCC grant receipt and usage). External OSP reports.	
			3. Annual strategic assessment of crime, the level of crime & its impact on the community.	3: Communities and Community Safety Manager		3. Confidential strategic document in place / Minutes of NABSCOP meetings.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. Corporate Community Safety Group.	4: Communities and Community Safety Manager		4. Minutes of Corporate Community safety Group.	
			5. Anti-Social Behaviour & Harassment Policy / Anti-Social Behaviour Strategy	5: Communities and Community Safety Manager		5. Relevant case management records in Flare system / ASB Case Management Group minutes.	
			6. Communities Officer (anti-social behaviour).	6: Communities and Community Safety Manager		6. Officer in place.	
			7. CCTV coverage.	7: Assistant Director (Economy)		7. CCTV records / British Standard BS7958 Certification / Police Tasking Group minutes.	
			8. Public Space Protection Orders (PSPOs) relating to begging control and anti-social cycling in town centres.	8: Communities and Community Safety Manager		8. Cabinet meeting minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			9. Dedicated ASB team for Landlord Services.	9: Assistant Director (Social Housing and Community Safety)		9. Performance reports to Strategic Director and portfolio holder.	
			10. Additional full time Community Safety Officer role within the Council's establishment.	10: Communities and Community Safety Manager		10. Officer in place.	
			11. Establish initiative via the UK Shared Prosperity Fund (SPF) – year 4 ends March 2026.	11: Communities and Community Safety Manager		11. Cabinet approval / initiatives in place. Grant paperwork / criteria.	
			12. Serious Violence Duty delivery plan.	12: Communities and Community Safety Manager		12. Cabinet report / minutes.	
			13. Certification for landlord ASB service	13: Landlord Services Manager		13. Certification in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			<u>Planned:</u>				
			1. Devise and implement a Community Cohesion Strategy (April 2026)	1: Communities and Community Safety Manager		1. Cabinet / OSP reports / minutes.	
			2. Devise and implement Neighbourhood Improvement and Cohesion Plans (September 2026)	2: Communities and Community Safety Manager		1. Cabinet / OSP reports / minutes.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R28	Arson or accidental fire in General Purpose flats and Independent Living Complexes / bungalows / HRA-owned hostels	Significant / Major (AMBER)	<p>1. Fire Management Groups (Operational / Strategic / Governance).</p>	1: Strategic Director (H&CS)	Low / Major (GREEN)	<p>1. FMG meeting minutes.</p> <p>HASCOG reports.</p>	Strategic Director (H&CS)/ PH – H / H&COM OSP
			<p>2. Regularly serviced fire detection & alarm systems / fire extinguishers and appropriate Fire Risk Assessments (FRA) regularly reviewed.</p>	2: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		<p>2. Service records, Fire extinguisher service records & records of FRA outcomes.</p> <p>External report (review of arrangements).</p>	
			<p>3. Regular Health & Safety inspections give attention to fire risks.</p>	3: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		<p>3. Quarterly Health & Safety inspection records.</p>	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			4. Annual Capital Fire Safety Work Programme in Housing Revenue Account stock.	4: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		4. Cabinet reports and Capital Projects Meeting Minutes.	
			5. External Wall Insulation specification reviewed.	5: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		5. Property records.	
			6. Maglock doors fitted to communal areas of Independent Living Complexes.	6: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		6. Doors in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			7. Certified fire doors.	7: Assistant Director (Social Housing and Community Safety) /Capital Projects Investment Manager		7. Doors / Certification in place.	
			8: Review of evacuation policy in complexes (signed off January 2023).	8: Assistant Director (Social Housing and Community Safety)		8. Report in place.	
			9. Implementation of Social Housing (Regulation) Act 2023 regulations and other legislation related to fire detection and carbon monoxide detection systems.	9: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		9. Effective detection systems in place.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			10. External risk audit report by insurers (Gallagher Bassett) February 2023.	10: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		10. Action plan and MT minutes.	
			11. Existing property insurance policy documents.	11: Assistant Director (Finance)		11. Policy documents in place.	
			12. Liaison with Warwickshire Fire and Rescue Service Fire Prevention Team.	12: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		12. E-mail records and meeting minutes / outcomes.	
			13. On-going fire safety training (internal and external).	13: Capital Projects Investment Manager / Senior Health and Safety Officer (Housing)		13. Training records.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			14. Fire safety information to be produced and published for all tenants and leaseholders (including Tenancy Packs).	14: Assistant Director (Social Housing and Community Safety)		14: Documents in place / on-line.	
			<u>Planned:</u>				
			1. Implement periodic Internal Audit report recommendations.	1: Head of Safety and Environmental Health / Capital Projects Investment Manager / Senior Safety & Compliance Officer (Housing)			

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			2. Act on appropriate recommendations arising from public enquiries / legislation changes (on-going).	2: Strategic Director (H&CS) / Assistant Director (Social Housing and Community Safety) / Head of Safety and Environmental Health)			
			3. Review and refresh Business Continuity Plans (March 2026).	3: Strategic / Assistant Directors			

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
R30	Ombudsman Complaints (Local Government Ombudsman / Housing Ombudsman) – failure to meet customer expectation after completion of our complaints process	High / Low (GREEN)	1. Formal complaints policy and process.	1: Corporate Support and Data Compliance Manager	High / Low (GREEN)	1. Policy and procedure in place.	Strategic Director (CR) / PH Cabinet / H&CR, H&COM, E&L & BRP OSPs
			2. Designated support and compliance team in place.	2: Corporate Support and Data Compliance Manager		2. Designated manager / team in place.	
			3. Review / Final check of service area escalated responses.	3: Corporate Support and Data Compliance Manager		3. Review records retained.	
			4. Ombudsman monitoring by CET / SLT (Strategic Performance Report).	4: CET / SLT		4. Strategic Performance Report.	

Risk Ref	Risk Description	Gross Risk	Mitigation Control Existing / Ongoing	Mitigation Owner	Net Risk / Status	Sources of Assurance	Risk Owner / Portfolio (PH) / OSP
			5. Annual Ombudsman report to Scrutiny panel.	5: Corporate Support and Data Compliance Manager		5.FPS meeting minutes.	
			<u>Planned:</u>				
			1. Update complaints policy following regulatory changes (December 2025).	1: Chief Executive / Strategic Director (CR)		1. Updated policy in place.	
			2. Quarterly data compliance update report to SLT.	2: Corporate Support and Data Compliance Manager		2. SLT meeting minutes.	