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**TOM SHARDLOW**  
**CHIEF EXECUTIVE**  
Town Hall, Nuneaton,  
Warwickshire, CV11 5AA

Our Ref: KB

Telephone Committee Services: (024) 7637 6204

Date: 14<sup>th</sup> January 2026

e-mail: [committee@nuneatonandbedworth.gov.uk](mailto:committee@nuneatonandbedworth.gov.uk)  
If calling please ask for: Democratic Services

Dear Sir/Madam,

A meeting of the **Housing and Communities Overview and Scrutiny Panel** will be held in the Council Chamber, Town Hall, Nuneaton on **Thursday, 22<sup>nd</sup> January 2026 at 6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

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

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

## A G E N D A

### PART 1 – PUBLIC BUSINESS

#### 1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

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

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

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

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

#### 3. MINUTES - To confirm the minutes of the meeting of the Housing Overview and Scrutiny Panel held on 25<sup>th</sup> September 2025 (**Page 7**)

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

##### Declaring interests at meetings

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

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

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

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

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

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

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

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

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

5. **PUBLIC CONSULTATION** - Members of the Public will be given the opportunity to speak on specific agenda items if notice has been received.  
Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.  
The chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the chair, the speaker persists, they will be asked to stop speaking by the chair. The chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

6. **QUESTIONS TO CABINET** – In accordance with Overview & Scrutiny Procedure Rule 4.E.8 c) 20 minutes shall be set aside for questions to a member of the Cabinet from the Panel in relation to matters in respect of which the Panel has powers or duties.

7. **MOTION FROM EXTRAORDINARY COUNCIL-16<sup>TH</sup> SEPTEMBER 2025**  
A motion was put forward and agreed at full council held on 16<sup>th</sup> September 2025. At the previous meeting of the Housing and Communities OSP held on 25<sup>th</sup> September 2025 it was agreed that the motion would be considered at this meeting. The motion is provided below:

*'The Chief Executive be requested to write to the Home Office, Serco, Warwickshire Police and Warwickshire County Council (Communities Team) to invite them to an extraordinary meeting of the Housing and Communities OSP to be called by the Chief Executive to scrutinise the placement, housing, monitoring and support of*

*asylum seekers within Nuneaton and Bedworth Borough. The NBBC Communities Team is also to attend the extraordinary meeting. ‘*

8. INTEGRATED PERFORMANCE REPORT – QUARTER TWO 2025/26 – a summary report of the Risk Management and Performance Officer, attached (**Page 12**). Full Integrated report available on the website only via a link in the report.
9. VOLUNTARY AND COMMUNITY SECTOR PERFORMANCE REPORTS a report of the Communities and Community Safety Manager attached (**Page 22**)
10. HOUSES OF MULTIPLE OCCUPATION WORKING GROUP.  
Update on the progress of the working group from Assistant Director – Strategic Housing
11. FORWARD PLAN – attached for information (**Page 77**).
12. WORK PROGRAMME 2025/26 – for approval, attached (**Page 88**).
13. ANY OTHER ITEMS which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified).

**THIS PAGE IS FOR INFORMATION ONLY**

**Nuneaton and Bedworth Borough Council  
Corporate Plan  
Building Communities 2025 – 2029**  
*United in Achievement.*

**Theme 1: Place and Prosperity**

**Strategic Aims:**

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

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

**Strategic Aims:**

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

**Theme 3: Green Spaces and Environment**

**Strategic Aims:**

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

## **Theme 4: Your Council**

### **Strategic Aims:**

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

**NUNEATON AND BEDWORTH BOROUGH COUNCIL**

**HOUSING AND COMMUNITIES OVERVIEW  
AND SCRUTINY PANEL**

**25<sup>th</sup> September 2025**

A meeting of the Housing and Communities Overview and Scrutiny Panel was held on Thursday, 25<sup>th</sup> September 2025 in the Council Chamber, Town Hall Nuneaton.

**Present**

Councillor C. Phillips (Chair)

Councillors: E. Amaechi, M. Bird, D. Brown (substitute for M. Etienne) T. Cooper, B. Pandher, B. Saru and C. Smith

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

**PART I – PUBLIC BUSINESS**

**HC15 Minutes**

**RESOLVED** that

- a) the minutes of the Housing and Communities OSP held on 5<sup>th</sup> June 2025 be confirmed and signed by the Chair; and
- b) the minutes of the Extraordinary Housing and Communities OSP held on 26<sup>th</sup> August 2025 be confirmed and signed by the Chair with the following addition:

‘Councillor S. Dhillon arrived after the start of the debate on the Pool Bank Car Park Consultation’

**HC16 Declarations of Interest**

**RESOLVED** that the declarations of interest are as set out in the Schedule available on the website. [Councillor Schedule of Declarations of Interests for Meetings | Councillor Declarations of Interests for Meetings | Nuneaton and Bedworth Borough Council](#)

**HC17 Questions to Cabinet**

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

**No questions were asked.**

**HC18 Warwickshire Police and Crime Plan**

The Police and Crime Commissioner (PCC) – Mr Philip Seccombe was in attendance and presented the Plan to the panel for any questions.

**Public Speaker: County Councillor Keith Kondakor**

The following points were raised and are summarised:

- Concerns were raised regarding the increase in hate crime. The Police and Crime Commissioner (PCC) advised that the Warwickshire Police and Crime

Panel are looking for a solution. EQUIP – deal with race equality issues and the PCC has a meeting with them to hear suggestions on how these issues can be resolved.

- Bicycle theft is high on the priority
- Speeding – the PCC supports lower speed limits in front of schools. The Warwickshire Road Safety Partnership makes decisions on the speed limits using data based on statistics. The partnership has purchased three new speed vans and prosecuting hundreds of vehicles. They have also established a speed watch scheme which can be used if they request it. Average speed cameras have been used which is slowing people down and making improvements on our roads.
- The panel asked how the Warwickshire police are funded, the PCC advised roughly 50% comes from the Home Office and covers 50% cost of policing, the other is received from council tax. There are income streams such as vetting operations, and speed awareness courses. Some funding is based on deprivation and levels of crime.
- The panel asked how does the PCC hold the Chief Police Constable to account. The PCC advised that he holds regular meetings with the Chief Police Constable to discuss issues that are being raised by residents in Warwickshire.
- The panel asked how close the PCC works with Warwickshire County Council especially in relation to road safety. The PCC responded that they work closely with the road safety department. There is an accreditation scheme that gives credit for a percentage of time learning about road safety aimed for 16/17 year olds. They also discuss bikes and e-scooters and the issues they can cause on the roads, there have been a few recent operations which have been successful.
- The panel asked how they measure the success of the programmes that the PCC run and how they prioritise the grants. The PCC responded that priorities of grants is difficult, they have to apply and we do checks to ensure they are genuine, but we generally give money to a project with an aim. In terms of their success, we ask for quarterly reports and how many are using the services we are funding.
- The panel noted that the Warwickshire Police and Crime Plan (WPCP) is heavy on aims and presentation and asked if examples could be given on how this drives improvement. The PCC advised that the WPCP is a strategic document, quarterly reports are received and they have working groups looking at various issues in Warwickshire. An example of improvement would be that in the last four years there has been a 40% reduction in burglary in Warwickshire. There are always challenges and the PCC always wishes to see an improvement moving forward but there are limited resources available therefore priorities must be determined.
- The panel asked how do you see the PCC progressing, is it big enough to remain in place, if two unitaries are created. The PCC advised that there is uncertainty as to what will happen with Warwickshire and potentially the two unitaries could benefit Warwickshire Police but we will have to wait for an outcome from government.
- The panel raised concerns around the safety of communities given the recent protests. The PCC acknowledged that there had been some protests which people have the right to do. We need to understand communities in Warwickshire including minority groups and engage with different people. We need to be the voice of reason in a society that seems to be polarising. In

regard to safety the PCC have the Safer Street initiative and mobile CCTVs which are used to provide evidence and act as a good deterrent.

- The panel raised a question in regard to road safety/speeding in how you get enforcement in areas that high in accidents or increased danger. In addition the panel raised that for Speedwatch it is difficult to get volunteers due to fear of attack. The PCC responded that they encourage 3 to 4 people in a group for Speedwatch. They have 80 schemes now in place and they are effective with repeat offenders. For Speedwatch they fund signage, yellow jackets, everything apart from the laser guns. For Police to put in cameras it is expensive and there is only limited funding.
- The panel asked does funding go to prisoner early release schemes. The PCC advised they do not give money to prisoner schemes but we do help in respect of supportive probation.

**RESOLVED** that the presentation be noted and thanks expressed to the Police Crime Commissioner for his attendance.

#### **HC19 NABSCOP – Strategic Assessment**

A report from the Communities and Communities Safety Manager was presented to the Panel.

#### **The following points were raised:**

- It was raised that domestic violence is high in Nuneaton and Bedworth, and the panel asked if underlying data is available for scrutiny. The officer responded that some data is marked as sensitive due to the way it is collected, some data have specific addresses attached.
- The panel asked if there was any intention to examine social media in relation to hate crime. The officer responded that it is difficult to get ahead of the curve as a lot of the Facebook/Instagram users who are promoting hate have anonymous profiles.

#### **RESOLVED** that

- a) the revised priorities in the assessment be noted; and
- b) the NABSCOP Partnership Plan objectives and targets to address the priorities outlined in the assessment for Nuneaton and Bedworth be noted

#### **HC20 Pride in Camp Hill**

The Strategic Director – Economy and Place presented the report to the panel

The panel discussed the following points:

- The panel commented that the development in Camp Hill is lovely and asked if the development is finished. The Strategic Director responded that it is finished and there is a focus now on sustainable and pleasant place to live and if the community want to take on open spaces.
- The panel asked what our financial commitment to this project is. The Strategic Director responded the only financial commitment we have is to the salaried officer who is monitoring and dealing with issues as they arise from the community.

**RESOLVED** that

- a) the successful completion of Phase 5 of the Saxon View development be noted;
- b) the Panel acknowledged the Board's regained financial independence and ongoing stewardship arrangements; and
- c) the Panel supported the strategic focus on community engagement and sustainability initiatives for 2025–2028.

**HC21 Integrated Performance Report Q1 2025/26**

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

**RESOLVED** that the report be noted with any questions feedback to the Risk Management and Performance Officer if received;

**HC22 Housing Performance Q1**

A report of the Assistant Director – Strategic Housing was presented to the panel in relation to performance measures for quarter 1

The panel raised the following points:

- The panel raised a question on responsive repairs in relation to the miscategorising the repairs. The Landlord Services Manager advised that an assessment is taking place looking at whether we have categorised repairs appropriately and in line with policy. E.g fire – 24hr response time in line with policy. This would then be adhering to the new legislation that we have to respond to emergency categories within 24hours.
- The panel requested that comparative data be brought back to panel with new categories and old.
- The panel also requested an index of abbreviations used in the report to aid members.

**RESOLVED** that the report be noted.

**HC23 Houses of Multiple Occupancy Working Group**

**RESOLVED** that the membership of the working group be amended to include Councillor M. Kondakor and remove Councillor B. Saru

**HC24 Forward Plan**

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

**RESOLVED:** that the Forward Plan be noted.

**HC25**Work Programme

The Panel were presented with the Work Programme for the municipal year 2025-2026.

**RESOLVED** that the Work Programme be approved with the inclusion of the motion approved at the Extraordinary Council held on 16<sup>th</sup> September 2025 for consideration at the next Housing and Communities OSP. (copy of motion below)

**Motion approved at Extraordinary Council – 16<sup>th</sup> September 2025**

*'that the Chief Executive be requested to write to the Home Office, Serco, Warwickshire Police and Warwickshire County Council (Communities Team) to invite them to an extraordinary meeting of the Housing and Communities OSP to be called by the Chief Executive to scrutinise the placement, housing, monitoring and support of asylum seekers within Nuneaton and Bedworth Borough. The NBBC Communities Team is also to attend the extraordinary meeting.'*

**HC26**Any Other Items

None

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Chair

## AGENDA ITEM NO. 8

### NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing and Communities Scrutiny Panel

Date of Meeting: 22<sup>nd</sup> January 2026

Subject: Integrated Performance Report – Executive Summary 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

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#### **1. Important Note for Panel Members - Additional information**

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

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

## **2. Financial Data**

Each OSP should review the Forward Plan and where a decision has been made, members of the OSP should consider calling in an item if they have concerns which need discussing at a future OSP meeting. As per the 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)

## **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

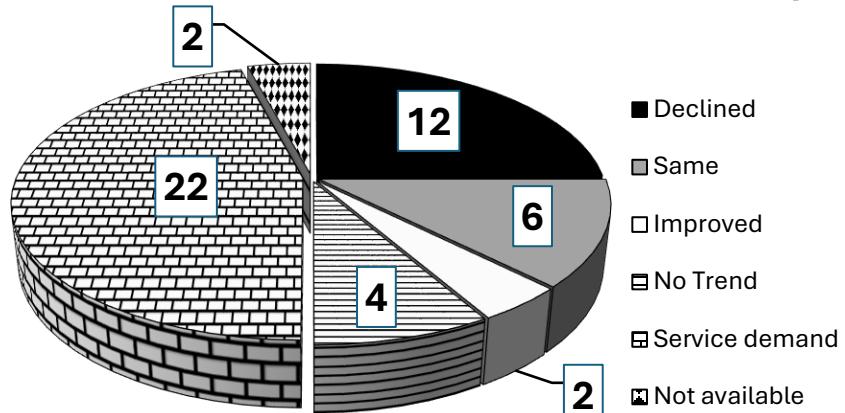
##### **Appendix B - Performance measures summary**

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

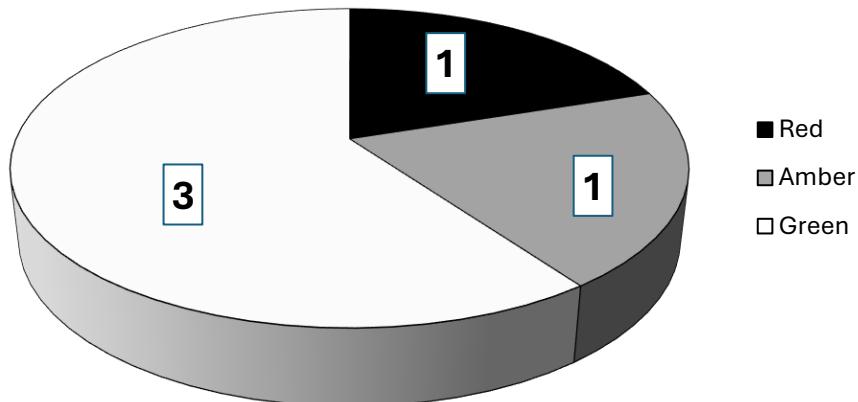
## **4. Update - Fundamental Corporate Review of Performance Arrangements**

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 6<sup>th</sup> January 2026.

### Performance Measures Summary



### Strategic Risk Register 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)

### 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

## **6. Appendix B - Performance Measures Summary Second Quarter 2025/26**

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).

## 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.

**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.

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

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

<b>REF.</b>	<b>Measure</b>	<b>Target 2025/26</b>	<b>Second Quarter 2024/25</b>	<b>Second Quarter 2025/26</b>
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)**

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

**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

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

**Service demand measures(continued):**

<b>REF</b>	<b>Service Demand Measures</b>	<b>Target 2025/26</b>	<b>Second Quarter 2024/25</b>	<b>Second Quarter 2025/26</b>
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:

<b>REF</b>	<b>Measure</b>	<b>Target 2025/26</b>	<b>Second Quarter 2024/25</b>	<b>Second Quarter 2025/26</b>	<b>Comments</b>
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

## **7. Appendix C – Strategic Risk Register Second Quarter 2025/26**

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

Net Red” Risk

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

“Net Amber” Risk

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

### **8. Please click the following link to access the full report:**

[Full Integrated Performance Report](#)

### **9. Recommendation**

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

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

STEVE GORE

AGENDA ITEM NO.9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing and Communities Overview and Scrutiny Panel

Date of Meeting: 22<sup>nd</sup> January 2026

Subject: Voluntary and Community Sector Performance Report

Portfolio: Communities and Public Services

Responsible Officer: Communities and Community Safety Manager

Corporate Plan – Theme: Housing, Health and Communities

Corporate Plan – Aim: Work with partners to prioritise community safety and empowerment.

Ward Relevance: All Wards

Public or Private: Public

Forward Plan:

---

1. Purpose of report

1.1. To provide an overview of the performance of Warwickshire Community and Voluntary Action (WCAVA) and the Citizens Advice Bureau (CAB).

2. What is the panel being asked to consider?

2.1. Members note the performance during the first half of 2025/26 and respond accordingly.

### 3. Recommendations

- 3.1. To note the performance and provide input in relation to the performance of both organisation aswell as wider issues facing the community and voluntary sector.

### 4. Background

- 4.1 To enhance the delivery of support services to the communities of Nuneaton and Bedworth, the Council has provided funding for Voluntary Sector (or Third Sector) agencies over several years. These agencies include the Citizens Advice Bureau and Warwickshire Community and Voluntary Action (WCAVA). They have provided wide-ranging services including volunteer development support to voluntary and community groups, advice and guidance on a wide variety of issues.

### 5. Body of report

- 5.1 In 2025 – 2026 the level of funding awarded to Warwickshire Community and Voluntary Action was £44,053. Their performance monitoring information for quarters one and two can be found in *Appendix A* of this report, with exceptions from this highlighted below.
- 5.2 Figures provided show that 124 organisations have been provided with support in the first two quarters. These groups were supported in relation to 190 different projects/initiatives.
- 5.3 In this period WCAVA has mostly been supporting a range of organisations with developing their governance structures and funding support.
- 5.4 In the six-month period being analysed WCAVA has supported a range local groups and organisations apply for £1,159,820.96 of which so far £911,435.96 has been approved.

### 6. Volunteer Development

- 6.1 WCAVA also delivers volunteer development across the Borough.
- 6.2 WCAVA employ a volunteering co-ordinator and this officer is responsible for developing partnerships with organisations/groups and supporting individuals throughout the process.

5.3 There were 244 new volunteers engaged in the first half of the year, with 212 being placed in differing roles.

## 6 Nuneaton and Bedworth Citizen's Advice Bureau (CAB)

6.1 In 2025 – 2026 the level of funding awarded to the CAB from Nuneaton and Bedworth Borough Council was £97,922.

6.2 The total number of clients supported was 4044 in relation to 11,393 issues, detailed information for quarters one and two can be found in Appendix B of this report.

6.3 The Council ward(s) which had the most clients seeking help from the CAB for quarters one and two was St Mary's ward for both periods.

6.4 The majority of clients present seeking advice in relation to debt and benefits/tax credits.

## 6. Appendices

6.1. Please note the following appendices:

- i. Appendix A – WCAVA Q1 and Q2 report.
- ii. Appendix B – CAB Q1 and Q2 report.

## 7. Background papers

7.1. Please note there are no appendices attached to this report.

## 8. Report Writer Details:

Officer Job Title: Communities and Community Safety Manager

Officer Name: Abu Malek

Officer Email Address: [Abubaker.malek@nuneatonandbedworth.gov.uk](mailto:Abubaker.malek@nuneatonandbedworth.gov.uk)

# Nuneaton & Bedworth Monitoring 1<sup>st</sup> April – 30th June 2025

Cumulative Performance Report: 1<sup>st</sup> April 2025 – 31st March 2026



## NUNEATON & BEDWORTH APR – JUN 2025



**134**  
Volunteers Recruited



**118**  
Volunteers Placed



**£429,830**  
Economic Value of  
Volunteering



**34**  
Organisations  
Supported



**100%**  
rated support as  
Very Good or  
Good



**£29,796**  
Funding Awarded



**23**  
Events Held



**1,759**  
Attendees  
Reached



## Content Links

[Funding & Group Development](#)

[Volunteering](#)

[Training & Events](#)

[Case Studies](#)

## Funding & Group Development

	Organisations Supported	Instances of Support	New Groups Supported
Apr - Jun	34	59	1
<b>Total</b>	<b>34</b>	<b>59</b>	<b>1</b>

This quarter we have supported **34** unique organisations, with **59** different interventions, meaning we worked with each organisation on **1.7** issues.

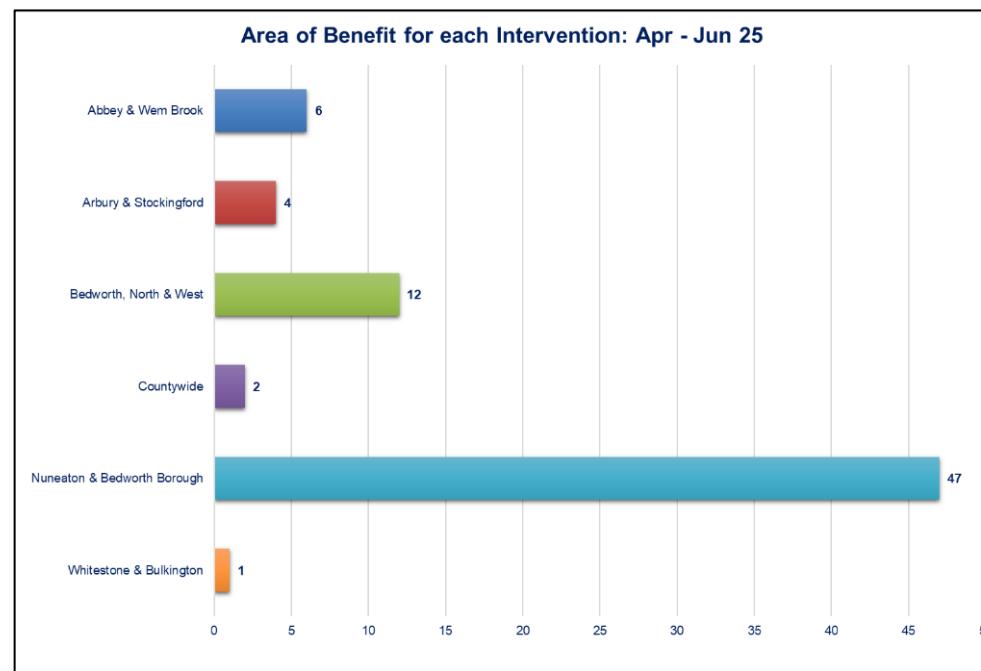
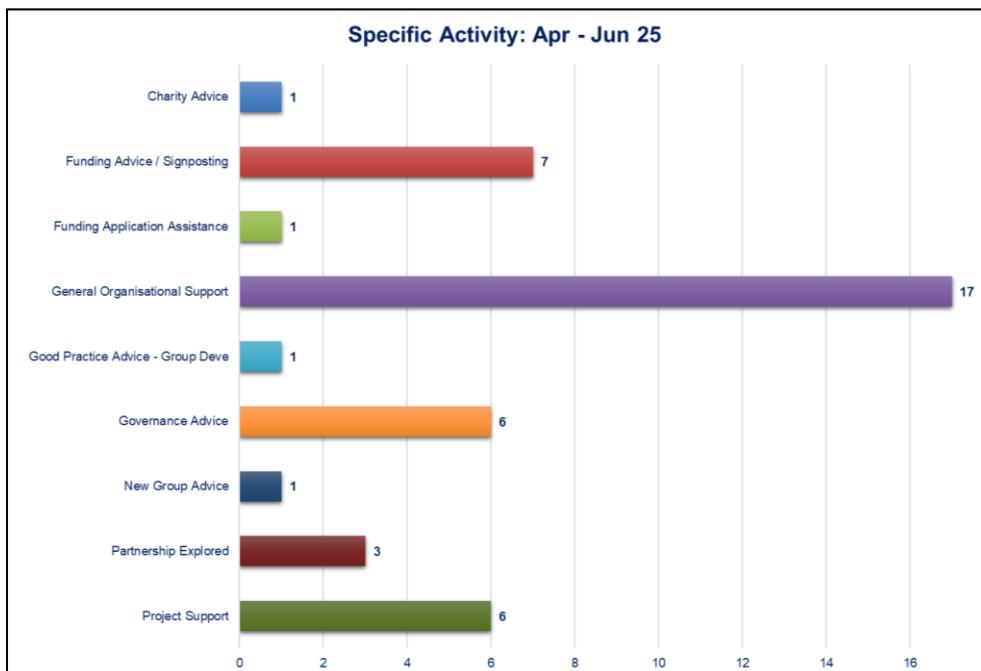


Chart above inclusive of organisations supported with volunteering

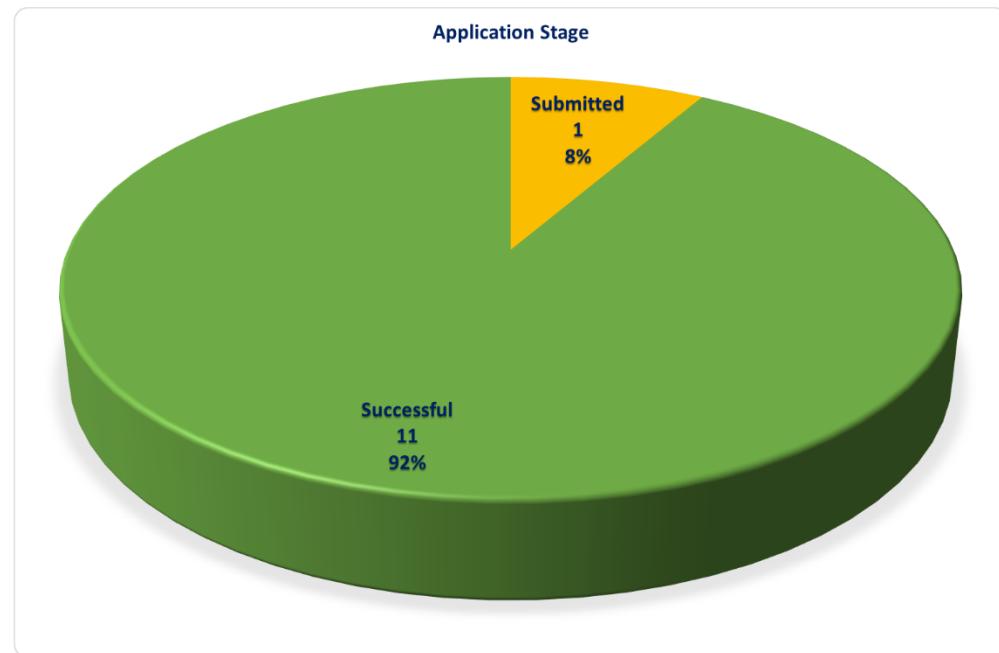
Some examples of the work undertaken have been:

- Support a new group CDI Today who has just received funding to plan their project, give them ideas, put governance in place and link them to other networks.
- Support to Nuneaton Men and Women In Sheds to explore and change structure.
- Met with a new volunteer advisor at WSIP to talk about how they are set up, how a charity works, governance etc.
- Sent out direct emails about various funding streams – WCC grants, welfare scheme to all groups on the contact list.
- Spoke to Whitestone Community Centre about capital funding for their centre.
- Met with Nuneaton BID about funding. Looked at how to plan what funding they want to try to determine which funds to apply to.
- Supported Bedworth Air Rifle Club by looking over applications to Heart of England and Sports England Movement Fund.

Funding:

	Applied For	Awarded
Apr - Jun	£1,026,795.96	£29,795.96
<b>Total</b>	<b>£1,026,795.96</b>	<b>£29,795.96</b>

We supported 11 successful funding applications with awards from the Kind Food Kind Communities scheme, National Lottery Community Fund and the Wickes Community Fund. We have led a consortium application to Arts Council England which is still awaiting decision (we passed the first assessment stage & was shortlisted for interview). If successful this project will increase access to arts & culture across the Borough.



## Volunteering

	Volunteers Recruited	Volunteers Recruited for Micro-Volunteering & ESV	Estimated Placed (% success rate)	Economic Value of Volunteering*
Apr - Jun	123	11	118	£429,829.63
<b>Total</b>	<b>134</b>		<b>118</b>	<b>£429,829.63</b>

\*\*Calculated by (number of volunteers placed x average number of hours a year (13.6 hrs a month x 12 (163.2 hrs) [NCVO Time Well Spent Survey 2019]) x average hourly wage (£22.32 - the mean figure of Gross Hourly Pay for Warwickshire, Annual Survey of Hours and Earnings (ASHE), 2024 (provisional))

### Micro-Volunteering

We have recruited volunteers for one-off/short-term group volunteering sessions:

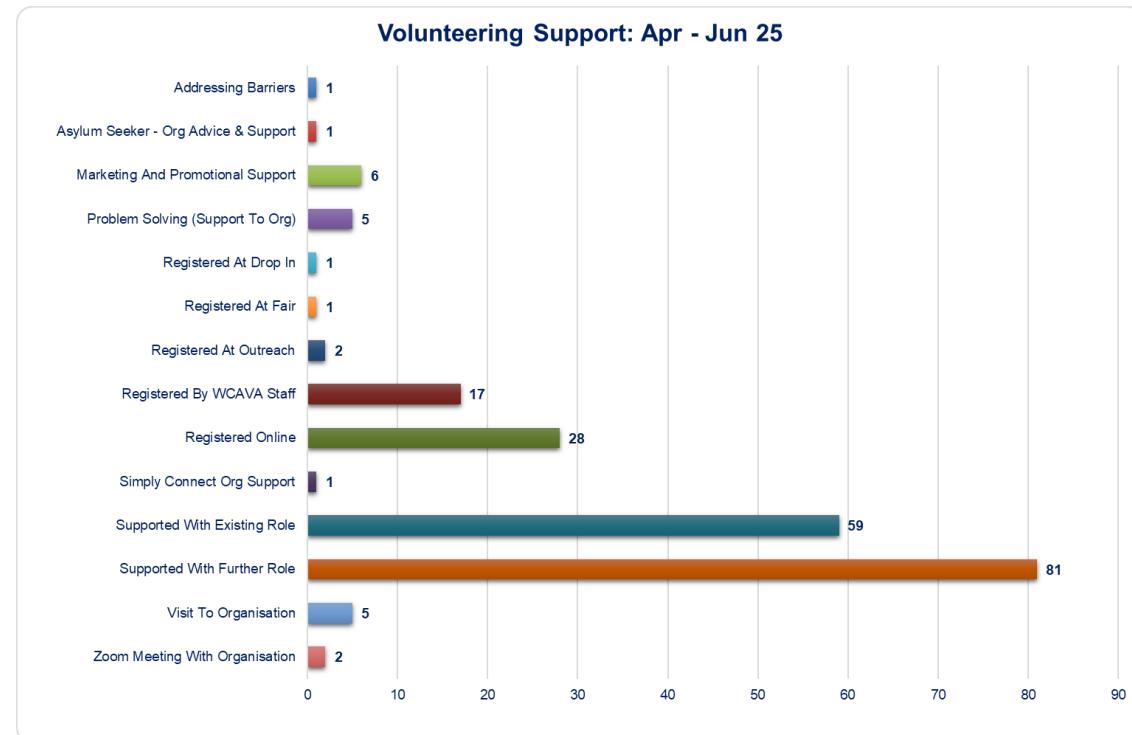
Volunteering Activity	No. Volunteers
Peace on a plate <sup>1</sup> Refugee and Migrant Event	5
Camp Hill Big Save Event - Repair Cafe	6

A sample of the support provided to individuals includes:

- 1 x volunteer placed as a Generalist Adviser at BRANCAB
- 1 x volunteer placed at Abbey Theatre
- 1 x volunteer placed at Hargreaves Narrowboat Trust
- 1 x volunteer placed at Salvation Army Donation Centre
- 1 x Volunteer referred to Warwickshire Library

A sample of the support provided to organisations includes:

- Co-hosted health and well-being event with DWP at the Harbour in Bedworth; 15 stall holders attended to recruit volunteers, 85 attendees.
- As part of Refugee Week 2025, a collaborative event titled 'Peace on a Plate' was held on 19th June at the Newtown Centre, in partnership with All Our Shoes and WCC. The event brought together 80 attendees and featured cultural stalls, performances, interactive activities, and powerful stories shared by refugees and migrants, celebrating community, resilience, and diversity. Five volunteers were recruited to support the event, which welcomed participants from a wide range of backgrounds



including Hong Kong, Afghanistan, Syria, and Ukraine. Support services and volunteering opportunities were also promoted throughout the day – with a further 10 people registering to volunteer.

- Supported Nuneaton Men & Women in Sheds with the new premises in Nuneaton that they are in the process of setting up; helped to identify volunteering roles, uploaded on Simply Connect and promoted to new and existing volunteers registered - recruited 2 volunteers
- Attended Careers Fair at King Edward VI College to Year 12 and 13 students – 500 attendees, promoted volunteer roles, registered volunteers on simply connect portal.
- Collaborated with CWPT to support people with mental health - Delivered an online volunteer session, resulting in the recruitment of 4 new volunteers.

## Training & Events

	Events Held	Events Contributed To	Event Attendees	Orgs Upskilled at Events
Apr - Jun	23	16	1,759	217
Total	<b>23</b>	<b>16</b>	<b>1,759</b>	<b>217</b>

A sample of events we have been part of over the last quarter:

Date	Event Status	Event Name	Event Type	Participation	Attendees
07/04/2025	Event Contributed To	Ensors Pool Well-Being Walk (volunteer recruitment)	CAVA & VCS Representation	In Person	8
08/04/2025	Event Contributed To	NWSLC Dragons Den Funding/Volunteering Presentation	CAVA & VCS Representation	In Person	20
28/04/2025	Event Held	DWP Volunteer Session	Volunteering	In Person	6
29/04/2025	Event Held	National Lottery Community Fund Meet the Funder	Funding	Virtual	32
29/04/2025	Network/Forum Contributed To	Keresley Multi Agency Networking Meeting	Community Development	In Person	15
30/04/2025	Event Held	Funding and Volunteering Drop In at The Harbour	CAVA & VCS Representation	In Person	8
30/04/2025	Event Contributed To	WCC Social Care Enablement and Prevention Workshop and Marketplace Event	CAVA & VCS Representation	In Person	150
01/05/2025	Event Held	DWP Movement to Work Volunteer Session	Volunteering	In Person	24
02/05/2025	Event Held	Community Spaces Forum Nuneaton and Bedworth	Community Development	In Person	9
12/06/2025	Event Held	Northern Volunteer Recognition & Reward Event	Volunteering	In Person	160
18/06/2025	Training Held	Making your Funding Application Stand Out Using AI	Funding	Virtual	15
19/06/2025	Event Held	Refugee & Migrant Event 'Peace on a Plate'	Community Development	In Person	85
30/06/2025	Event Held	DWP Volunteer Session	Volunteering	In Person	4

### Case Study - Growing Success for Community Group

Nuneaton Men and Women In Sheds have been growing and growing since they started working with WCAVA a few years ago.

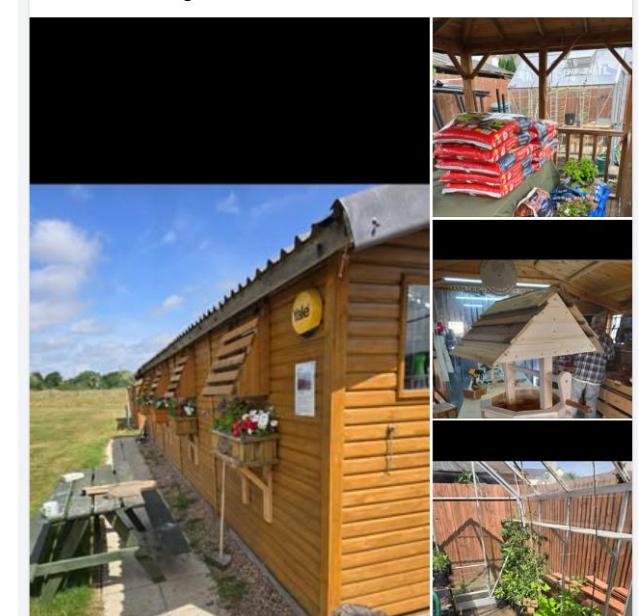
Starting off with just one shed in the grounds of Bermuda Phoenix Community Centre they have formed as a constituted group, got all their governance in order and started applying for funding. Numbers grew and they introduced ladies to the shed, applied for more funding and expanded the shed, with an extra shed, patios and new equipment.

Recently they took the step to grow even more when they were offered a shed at a town centre venue. As they were growing, they came to see Michelle at WCAVA and had discussed several times about changing their structure but were concerned about the work involved for volunteers. They went away to have a think about it and look at more funding.

A few weeks later they decided the time was right to move further and start the application to become a Charitable Incorporated Organisation. We had heard the process to go from constituted group to a charity was a tough one, but one of the committee got onto the job straight away. They had another meeting with WCAVA, revised their constitution and filled out the application to the Charity Commission.

A few weeks later they heard they had been successful! Changing the structure of the group was a massive step for the 'shedders', but they are pleased they have taken this step forward and now have a charity number, which will open many more doors for them.

They are now looking at Lottery funding to improve their new premises in the town centre, which has enabled them to offer more people who want to get involved in woodworking activities and meet likeminded people. They have also got a community garden which they have been able to put to use by making raised beds for it and planters. They now have volunteers who tend to the garden and a social space where people can sit outdoors, have a cup of tea and make new friends. WCAVA is pleased to have been part of Nuneaton Men and Women In Shed's journey and very much hope they continue to grow and grow.



 **Nuneaton Men and Women in Sheds** ...  
27 June at 18:41 · 

Hiya from us all up the shed. We where happy this week to welcome some new shedders and look forward to seeing them again soon. A massive thank you to the guys at Wicks Nuneaton for the donations of soil, chippings and peat it was really appreciated. We can now offer much more then just woodworking across our two sites so if you think it might be something you would like to get involved with our like more information then get in touch.

## Case Study - Northern Warwickshire Volunteer Recognition & Reward Event



CAVA hosted its bi-annual Volunteer Recognition & Reward Event on Thursday 12th June, honouring the exceptional contributions of local volunteers who dedicate their time, skills, and energy to supporting others across the region. Held at Ambleside Sports Club, the event brought together over 160 attendees, including volunteers, community leaders, and dignitaries, for an evening of appreciation, storytelling, and community spirit.

Organised by CAVA's Northern team, the event was led by Alison Thompson, Area Manager, who warmly welcomed guests and paid tribute to the many individuals who help build stronger, more connected communities. "It's not about winners and losers...Everyone who has been nominated is a winner. This evening is about recognising all of you who make our communities stronger."

The event honoured 87 nominees from across Bedworth, Nuneaton and North Warwickshire, celebrating volunteers in categories including Community Impact, Environmental Action, Sport, Youth Involvement, and Long Service. All were presented with certificates and tokens of appreciation, with inspiring stories of dedication shared throughout the evening. In attendance were a number of esteemed guests, including Mayors of Nuneaton & Bedworth Cllr Bhim Saru, the High Sheriff of Warwickshire Karen Lynch and the Deputy Lieutenant of Warwickshire Clare Sawdon, and we saw Nuneaton's Aspire in Arts, a youth-led creative organisation, deliver a special acoustic performance.

The event also highlighted the crucial economic and social value of volunteering. With more than 3,000 voluntary and community organisations operating in Northern Warwickshire—many of them run by volunteers—CAVA estimates the annual economic value of volunteering in the area exceeds £220 million. The evening concluded with thanks to key supporters of the event, including Warwickshire County Council, TNT Atherstone's social group, Sharp Business Systems, and the team at Ambleside Sports Club. The event served not only as a celebration, but as a poignant reminder of the dedication, kindness, and resilience that volunteers bring to their communities every day.



# Nuneaton & Bedworth Monitoring 1<sup>st</sup> July – 30<sup>th</sup> September 2025

Cumulative Performance Report: 1<sup>st</sup> April 2025 – 31<sup>st</sup> March 2026



## NUNEATON & BEDWORTH JUL - SEP 2025



**110**

Volunteers Recruited



**110**

Volunteers  
Placed



**£342,407**

Economic Value of  
Volunteering



**90**

Organisations  
Supported



**100%**

rated support as  
Very Good or  
Good



**£881,640**

Funding Awarded



**28**

Events Held



**3,715**

Attendees  
Reached



## Funding & Group Development

	Organisations Supported	Instances of Support	New Groups Supported
Apr - Jun	34	59	1
Jul - Sep	90	131	5
<b>Total</b>	<b>108 (unique)</b>	<b>190</b>	<b>6</b>

This quarter we have supported **90** unique organisations, with **131** different interventions, meaning we worked with each organisation on **1.5** issues.

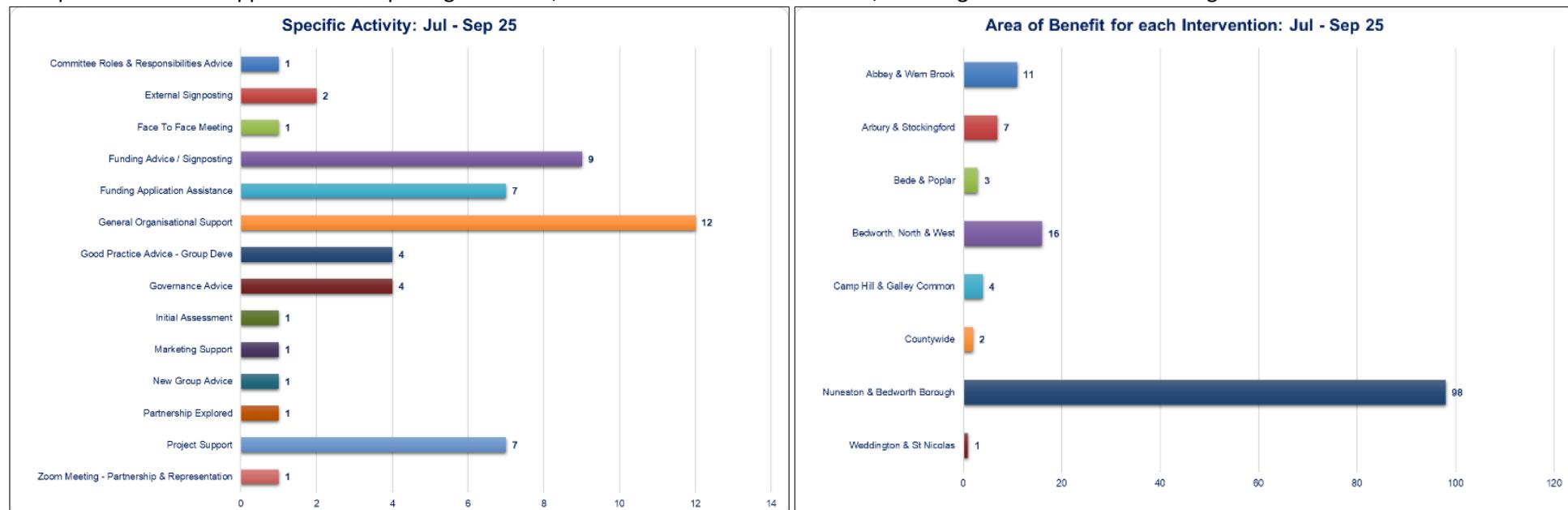


Chart above inclusive of organisations supported with volunteering

Some examples of the work undertaken have been:

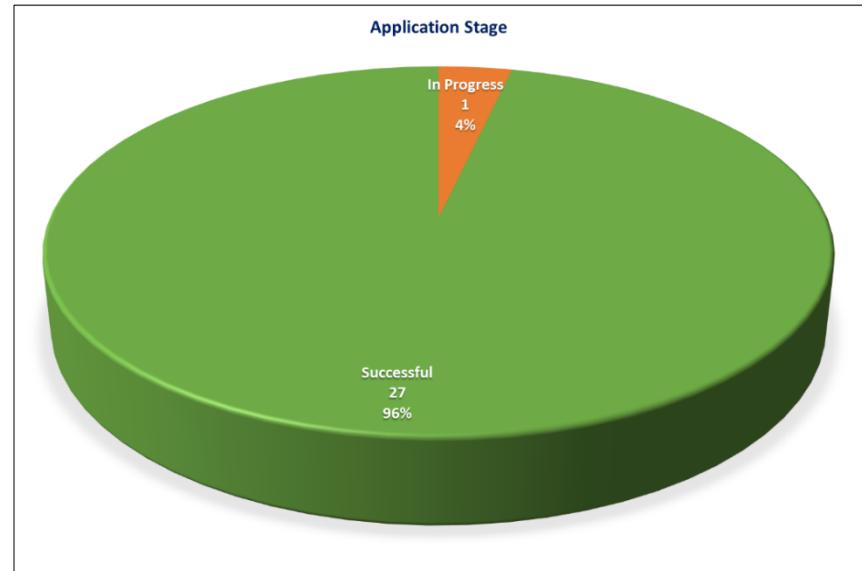
- Met with directors of Nuneaton Town Football Club to understand develop, partnership & funding opportunities for feasibility of new ground
- Gave marketing advice to Stockingford Community Centre
- Food hygiene training advice to Nuneaton Caribbean Community Group
- Project location advice to Warwickshire Wildlife Trust
- Capital funders & application advice to Mencap
- Committee/governance advice to Exhall Old School Community Centre
- New group advice to an angling academy.
- Take a Step Counselling – Supporting with setting up and formalising their structure

## Funding

	Applied For	Awarded
Apr - Jun	£1,026,795.96	£29,795.96
Jul - Sep	£133,025.00	£881,640.00
<b>Total</b>	<b>£1,159,820.96</b>	<b>£911,435.96</b>

Examples of successful funding awards included:

- Bulkington Community Library successful with 3 awards worth £3,200 from Wickes, Heart of England Community Foundation and the Arbury Rotary Club for decorating materials and equipment for the library
- Bedworth Parish Churches successful with 2 awards worth £81,000 for youth work
- She Kicks awarded £13,000 from Sport England for sports sessions in Camp Hill
- Nuneaton and North Warks Equestrian Centre awarded £5,000 from the Warwickshire Local Welfare Scheme



WCAVA led a partnership application to Arts Council England's Creative People and Places, we took part in an interview with the funding and are awaiting the funding outcome next quarter.

## Partnership & Representation

### Emerging opportunities, issues and trends

- Trustees are not understanding the role of a trustee and are taking on the role without knowing the full extent of the work involved for them. We are regularly having to undertake retrospective governance support to help 'unpick issues'.
- Questions from groups about the use of AI to write a funding applications; we are running awareness sessions to increase its appropriate use.
- Increased pressure on CAVA capacity for representation
- Volume of agencies seeking consultation and feedback on surveys

### Health & Wellbeing Representation

- Ongoing sub-regional ICS and ICB engagement, including Care Collaborative
- North Place Delivery Group and Health & Wellbeing Partnership representation
- Active within Integrated Neighbourhood Teams planning & Community Integrator Steering Group

## Local Representation & Projects

- WCAVA led a partnership application to Arts Council England's Creative People and Places, if successful this will bring £1m into the Borough to develop legacy left by NBBC's Creative Explorers
- WCAVA is an active member of the Believe in Bedworth Neighbourhood Board, developing plans for investment in Bedworth over the next 10 years, & undertaking community engagement with residents
- WCAVA is a representative on the Simplification Pathfinder Partnership.
- Attend regular Nuneaton and Bedworth Refugee and Migrant meetings to talk about support for people coming into the area.
- Facilitate regular community development work networking meetings.
- Close out of HTC Big Local on 30<sup>th</sup> September. Closed down HTC Hub & worked collaboratively to help ensure this asset was not lost to the community; supported the establishment of a 'legacy' organisation – the Unity Association & supported with external funding bids to continue some of the social activities. Created an end of project report on how the £1.1m was used from 2015-25, and ran a celebration community event in the co-funded community park at Sorrel Road.

## Volunteering

	Volunteers Recruited	Volunteers Recruited for Micro-Volunteering & ESV	Estimated Placed (% success rate)	Economic Value of Volunteering*
Apr - Jun	123	11	118	£429,829.63
Jul - Sep	110	0	94	£342,406.65
<b>Total</b>	<b>244</b>		<b>212</b>	<b>£772,236.28</b>

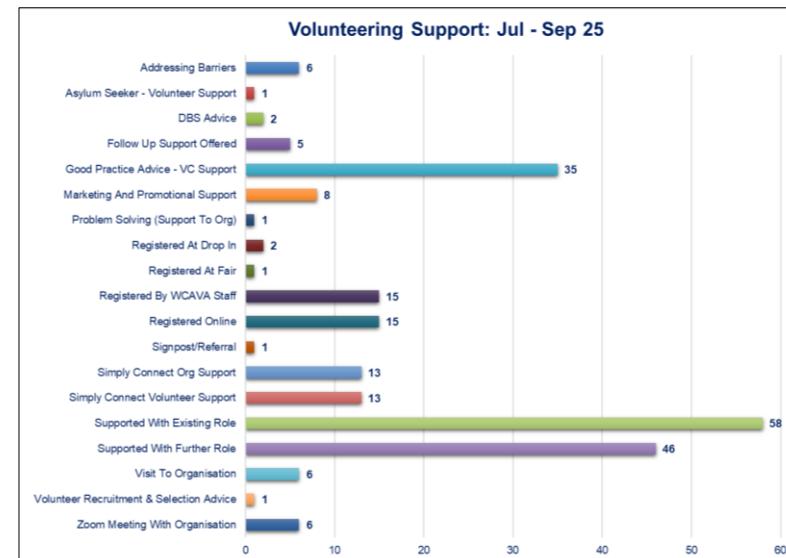
\*\*Calculated by (number of volunteers placed x average number of hours a year (13.6 hrs a month x 12 (163.2 hrs) [NCVO Time Well Spent Survey 2019]) x average hourly wage (£22.32 - the mean figure of Gross Hourly Pay for Warwickshire, Annual Survey of Hours and Earnings (ASHE), 2024 (provisional))

A sample of the support provided to individuals includes:

- 1x volunteer referred to befriending roles with Acorn Lodge and Well-being Support Volunteer at Marie Ann Evans Hospice
- 1x volunteer placed with Barnardos Children's Centre
- 1x volunteer placed with Cancer Research shop in Nuneaton
- Promoted value of volunteering at Nuneaton MP's Pensions Fayre

A sample of the support provided to organisations includes:

- Reviewed role descriptions for opportunities with Nuneaton & Bedworth Sea Cadets
- Reviewed opportunities with Neighbourhood Watch and made networking links with NW&SLC



- Attended NABRASS meeting to discuss services available to support refugee/migrants into volunteering opportunities and challenges faced by VCS organisations to offer appropriate support.
- Worked with the High Sheriff of Warwickshire to nominate local candidate for the Changemakers Celebration.

Emerging opportunities, issues trends:

- Higher demand of volunteering referrals for Asylum seekers and refugees, who often hold higher level qualifications from their home countries; however, these qualifications are not always directly transferable to the UK job market. As a result, many are turning to volunteering as a pathway to gain relevant experience, improve on their English-speaking skills to be able to re-enter their chosen career fields.

## Training & Events

	Events Held	Events Contributed To	Event Attendees	Orgs Upskilled at Events
Apr - Jun	23	16	1,759	217
Jul - Sep	28	27	3,715	118
Total	51	43	5,474	335

A sample of events we have been part of over the last quarter:

Date	Event Status	Event Name	Event Type	Participation	Attendees
02/07/2025	Training Held	WCC Cllr Grants Online Workshop	Funding	Virtual	24
02/07/2025	Network/Forum Contributed To	Bedworth Health & Well-being Event	Community Development	In Person	150
04/07/2025	Event Contributed To	WCC Grants Drop In - Bulkington Library	Funding	In Person	8
10/07/2025	Network/Forum Contributed To	Health Partnership Networking Meeting	CAVA & VCS Representation	In Person	22
11/07/2025	Network/Forum Contributed To	Nuneaton Jobs and Providers Fair	Volunteering	In Person	500
15/07/2025	Network/Forum Contributed To	Northern Warks Dementia Networking Meeting	CAVA & VCS Representation	Virtual	16
03/08/2025	Event Held	HTC Community Fun Day	Community Development	In Person	250
05/08/2025	Event Held	Women In Probation Volunteer Session	Volunteering	In Person	8
06/08/2025	Event Held	DWP MOT Volunteer Session	Volunteering	In Person	30
04/09/2025	Event Contributed To	Believe in Bedworth Meeting	CAVA & VCS Representation	In Person	20

15/09/2025	Network/Forum Held	Community Spaces Forum	Community Development	In Person	22
18/09/2025	Event Contributed To	NWSLC Freshers Fayre	Volunteering	In Person	500
23/09/2025	Event Held	Believe In Bedworth Promotion Event Bedworth Leisure Centre	CAVA & VCS Representation	In Person	69
24/09/2025	Event Held	The Harbour Volunteer & Funding Drop-in	Community Development	In Person	100

## Case Studies

### Case Study - Thriving Community Centre

A couple of years ago, Stockingford Community Centre was in crisis. It was a council managed building, but the council wanted release some of its assets to be maintained by the community. The committee members at the time were very passionate about saving the centre as a place for the community and decided to change their structure, become a CIO and put in an expression of interest to take it over. The committee has been through many changes over the last couple of years. They have applied for funding, looked at ways to develop, made improvements and bought in more hirers.



CAVA has supported them throughout this process and recently seen them excel by rebranding and becoming 'The Ford'. Michelle regularly goes to committee meetings to be there on hand if they need support. She has supported them with governance issues, through recruitment processes and applying for funding.

The centre, which is run mainly by volunteers with one main staff member, has seen people come and go, projects start and finish, funding come in and go out. The committee has led the centre to a strong place in the community and it has become a visual point in Stockingford. Thanks to funding from the Warwickshire County Council's Social Fabric Fund, improvements have been made and a funded marketing package has allowed them to design and implement new branding around their logos and the values of the centre. WCAVA was able to support them once again through this process and ensure they were able to access these funds.

As a result of all their hard work, the committee decided that a relaunch was needed to tell people about their new name, logo and branding.





They held a very successful community fun day with a dog show, stalls and visit from the Mayor of Nuneaton and Bedworth. A new flag has been designed and flies proudly over the centre. CAVA and other community groups and organisations supported the event by having promotional stalls and taking part in activities.

The centre is thriving! They are running more in house projects and applying for more funding. The trustee board is growing with new members and there are new volunteers. CAVA was proud to attend the community fun day as a key organisation who has supported the volunteers over the past couple of years.

## Lucy's Story - "Using my skills to give back to the community that welcomed us"

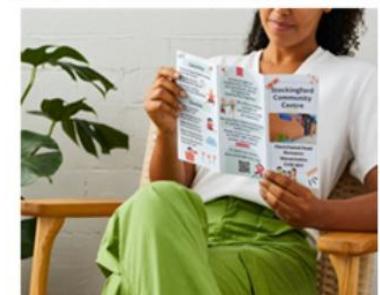
Lucy arrived in the UK with her young daughter after fleeing the war in Ukraine. As a remote IT manager continuing to support clients back home, she balances work with caring for her daughter, who requires close attention. While attending an ESOL (English for Speakers of Other Languages) class, Lucy met Tina Wragg, Volunteering Coordinator at CAVA. Tina spoke about the wide range of volunteering opportunities available, registered Lucy's interest, and connected her with Rosie, the Centre Manager at Stockingford Community Centre.

Lucy visited the Centre to explore how she could help. With her professional background in IT and design, Lucy began volunteering remotely by creating a refreshed, modern flyer for the centre. The design was so well received that she was quickly asked to develop additional materials, both for print and online.



Since then, Lucy has designed a new printed brochure highlighting the Centre's activities and services, created digital versions for use on their website and social media, and continued to support the visual communications with ongoing design projects. Lucy's design work has made a tangible difference to Stockingford Community Centre. The new materials are not just visually appealing, they're helping the team reach more people, communicate more clearly, and present a professional, welcoming image of the centre.

*"Lucy's contribution has been invaluable. Her design work has given our materials a fresh, professional look, and it's been a joy to work with her. The new brochures will help us engage more local residents, especially those who may not know about our services yet. We're already seeing a difference." Rosie, Stockingford Community Centre*



The updated brochures and flyers will be used at outreach events, in local venues, and online, helping the Centre increase participation in its activities and support services. This is especially important as the centre seeks to connect with harder to reach community members and promote inclusion.

Lucy's contribution demonstrates the value of skilled, flexible volunteering. Her work fits around her commitments as a mother and remote worker, and she continues to support the Centre from home, while also studying English.

Lucy said: *"Travelling long distances is difficult for me due to my physical condition, but I've realised I can still help in ways that matter. I enjoy supporting organisations with printed leaflets, newsletters, or other design materials. Even though I'm still learning English, I'm happy to help."*

Lucy continues to work with Stockingford Community Centre and is open to helping other local charities or community groups with design support. Her story shows how volunteering can be both accessible and impactful, and how a single volunteer can create resources that improve communication, engagement, and visibility for vital community services



**Nuneaton & Bedworth Citizens Advice –  
Quarter 1 2025/26 Report for Nuneaton & Bedworth Borough Council**

This report presents data about the work undertaken during the Quarter 1 reporting period (01/04/2025 to 30/06/2025) at Nuneaton & Bedworth Citizens Advice offices. It shows the number of clients helped, their cases, and issues emerging from their cases with supporting information. The report also consists of further subdivisions of analysis of issues, the channel of access and activities, outcomes, and a case study.

Nuneaton & Bedworth Citizens Advice offices helped 1,953 clients within the period. Of these 1,953 clients, 1,753 required advice or casework, and 200 were simple queries referred to as 'quick contacts', where the client only needed information or signposting instead of in-depth advice or casework. The 1,953 clients were counted once, regardless of how many times helped and whether they visited separate offices. There were 137 clients, who were counted once, even though they sought help from both offices and, in some cases, on different issues.

For this quarter 1 period, of the 1,753 clients requiring advice or casework, 1,566 were clients with a new case (1,158 Bedworth + 408 Nuneaton = 1,566 total clients, of which 1,472 was the unique client count). For continuity and to provide the best ongoing support, existing cases were used for the other 281 clients helped. Of the 1,472 clients with a new case, 536 had never used our Citizens Advice service before, 288 have used our Citizens Advice service in the previous six months (Oct 2024 – Mar 2025), and 103 have used the Citizens Advice service in the six months prior (Apr 2024 – Sep 2024). The other 545 clients have not used the service in the past year.

Sometimes clients present more than one main problem, distinct from each other, e.g., a consumer problem and an employment problem. Where this happened, a separate case was opened and managed to support the client more effectively. These cases are virtual and hard files, collating the various issues, contacts, outcomes, and other information associated with the client's situation, advice given, next steps and their case progression. Over this period, our offices dealt with 1,810 cases to support these 1,753 clients.

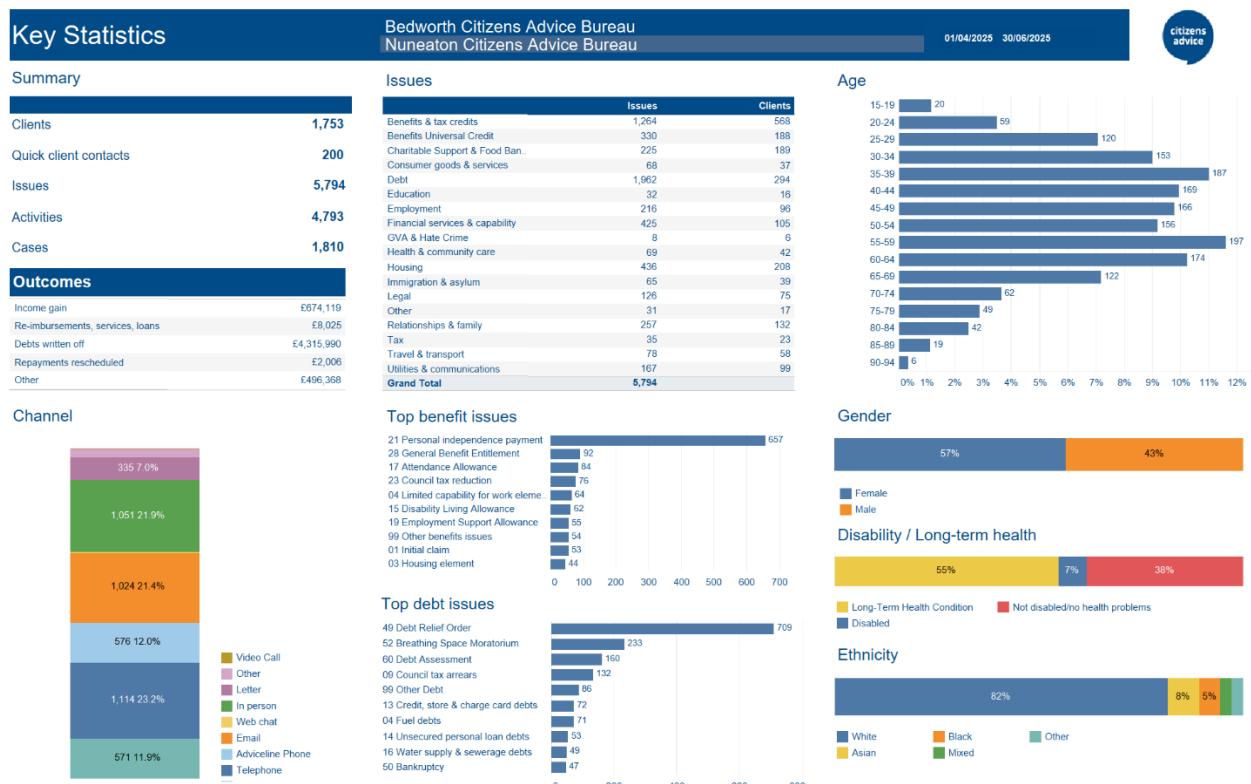
For these 1,810 cases, the offices generated 4,793 activities, demonstrating the workload required to support these cases. These activities were conducted through various channels, including face-to-face, telephone, Adviceline, web chat, video chat, emails, and letters. Overall, the most significant activities were telephone interactions, followed by face-to-face and emails, as per the key statistics below. Bedworth offices' activities were mainly conducted by telephone, email, and then face-to-face, whilst Nuneaton offices' activities were mainly conducted by face-to-face, followed by telephone, and email.

Emerging from the 1,810 cases were 5,794 issues. These issues indicate the nature of the client's problems and provide insights into the type, range, complexity, and prevalence of these problems. In addition, these issues point toward evolving client needs and help to support the deliberation of the impact of local and national policy changes.

Outcomes are usually obtained from work done in previous quarters. Within the quarter, 1,220 clients had outcomes, of which 1,135 was the unique client count total for all of the financial outcome categories, and 988 was the overall total unique client count. There was a total of 1890 outcomes; thus, some clients had more than one outcome, equating to almost 2 outcomes per client.

The total value of these financial outcomes was **£5,496,509**. The average per outcome was **£2,908**, and the average per client with a financial outcome was **£5,563**. The overall average is reduced as the calculation includes non-financial outcomes at £0 value.

The following is a summary of the key statistics:

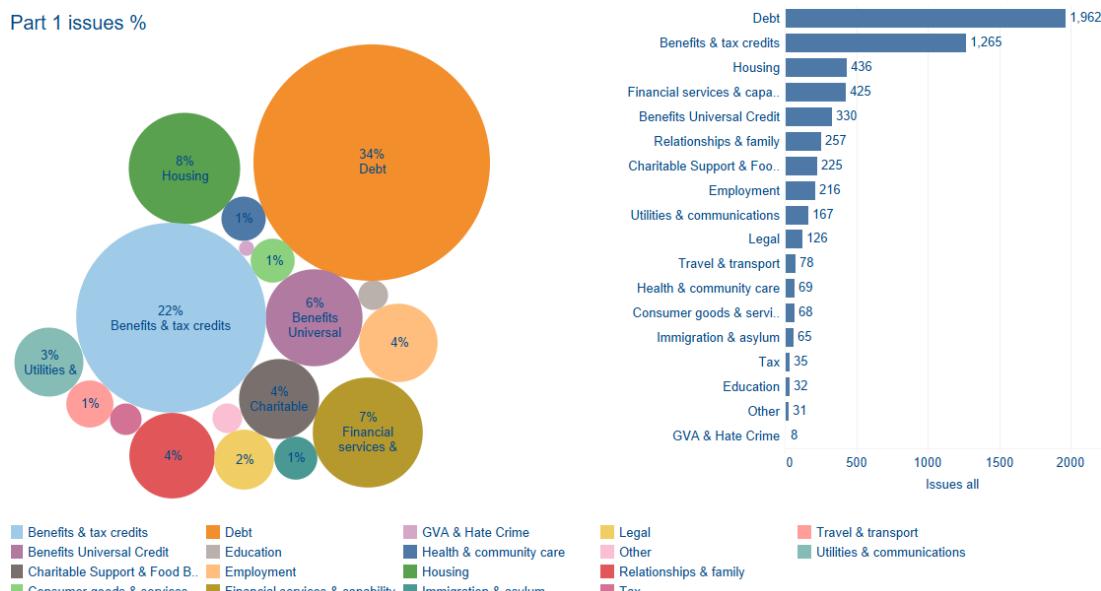


The following pages provide some details of the above key statistics and include breakdown of issues, activities, and outcomes. Main Advice Issues are broken down into three categories: Part 1 Main Issue; Part 2 provides further categorised divisions of Part 1, and Part 3 are further categorised divisions of the Part 2 issues.

## Number of Issues

Our clients presented with 5,794 issues across the main enquiry areas. The main type of issues can be seen below. These are the main headings which are further subdivided on the following pages, and which demonstrate the complexity of the problems our clients face.

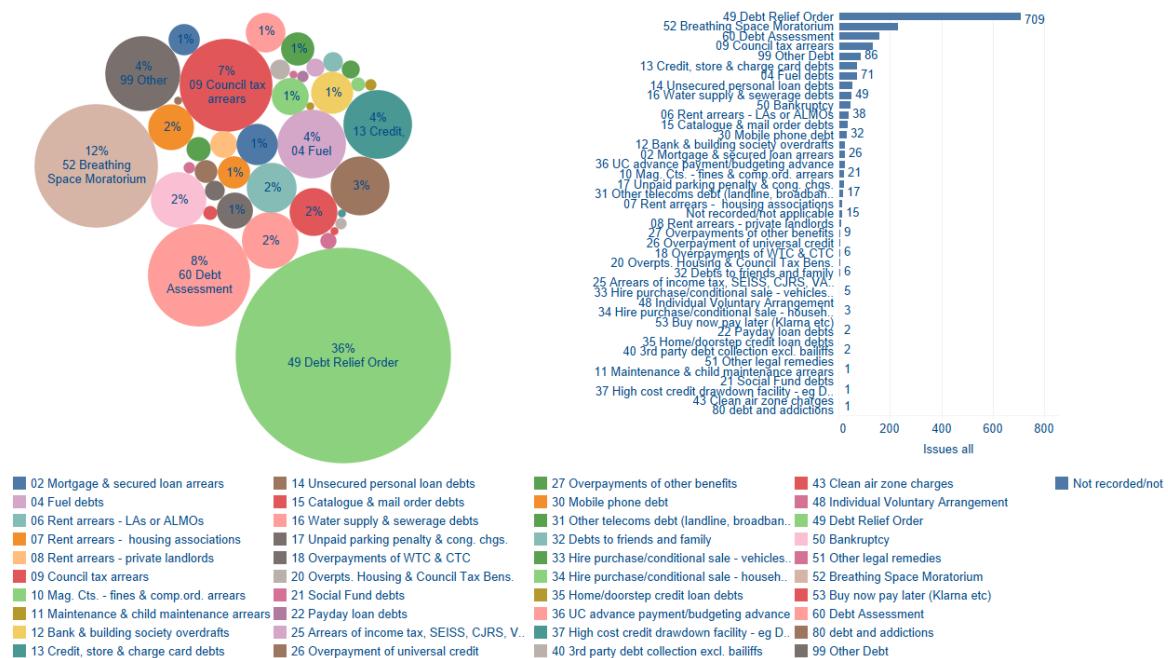
Main Advice Issues - Part 1	April	May	June	Total	Total Unique Count
Debt	755	552	659	1966	1962
Benefits & tax credits	468	397	439	1304	1265
Housing	146	116	174	436	436
Financial services & capability	176	111	138	425	425
Benefits Universal Credit	101	130	103	334	330
Relationships & family	98	92	69	259	257
Charitable Support & Food Banks	85	62	79	226	225
Employment	80	83	53	216	216
Utilities & communications	56	61	51	168	167
Legal	41	51	35	127	126
Travel & transport	28	28	22	78	78
Health & community care	22	24	23	69	69
Consumer goods & services	23	18	27	68	68
Immigration & asylum	15	16	34	65	65
Tax	16	8	11	35	35
Education	12	8	12	32	32
Other	10	10	11	31	31
GVA & Hate Crime	5	3		8	8
Grand Total	2137	1770	1940	5847	5795



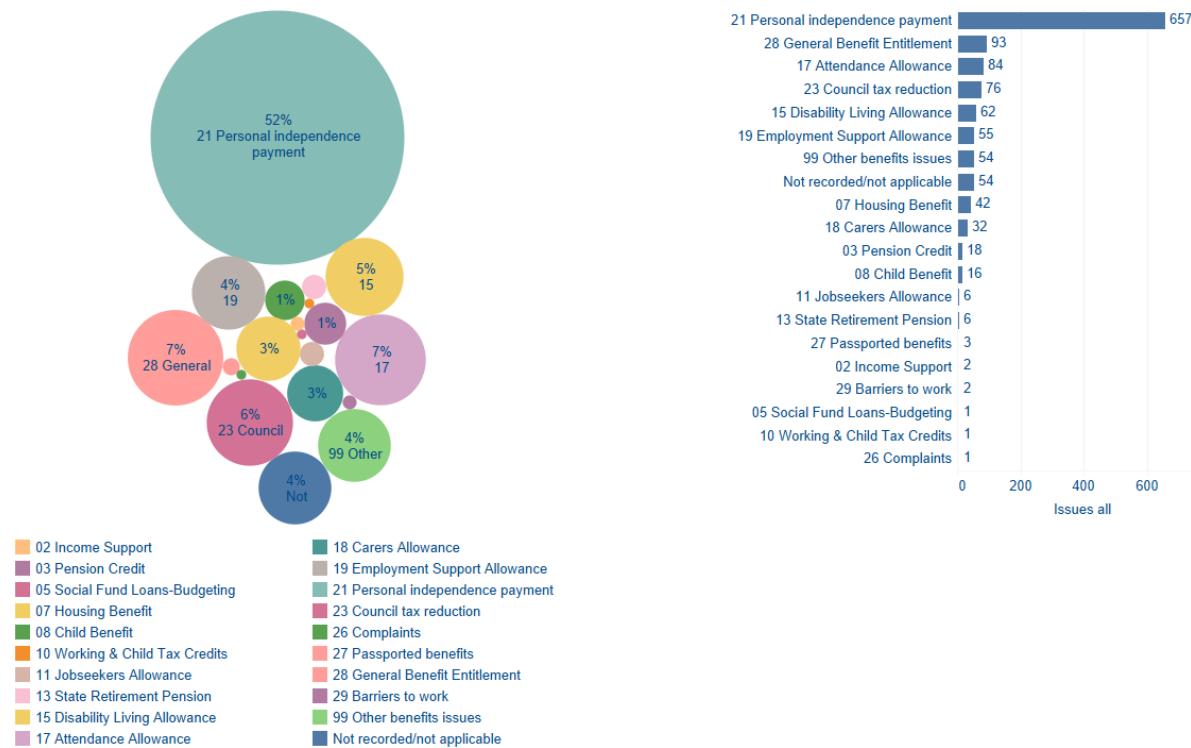
## Top Advice Issue - part 2 break down

Within this quarter, Debt was the highest advice issue dealt with, followed by Benefits & tax credits and Housing. The following is a Part 2 breakdown of the Debt Advice Issues. Each heading is coded within the system, e.g., number 02 for Mortgage & secured loan arrears and number 49 for Debt Relief Orders.

### Debt:

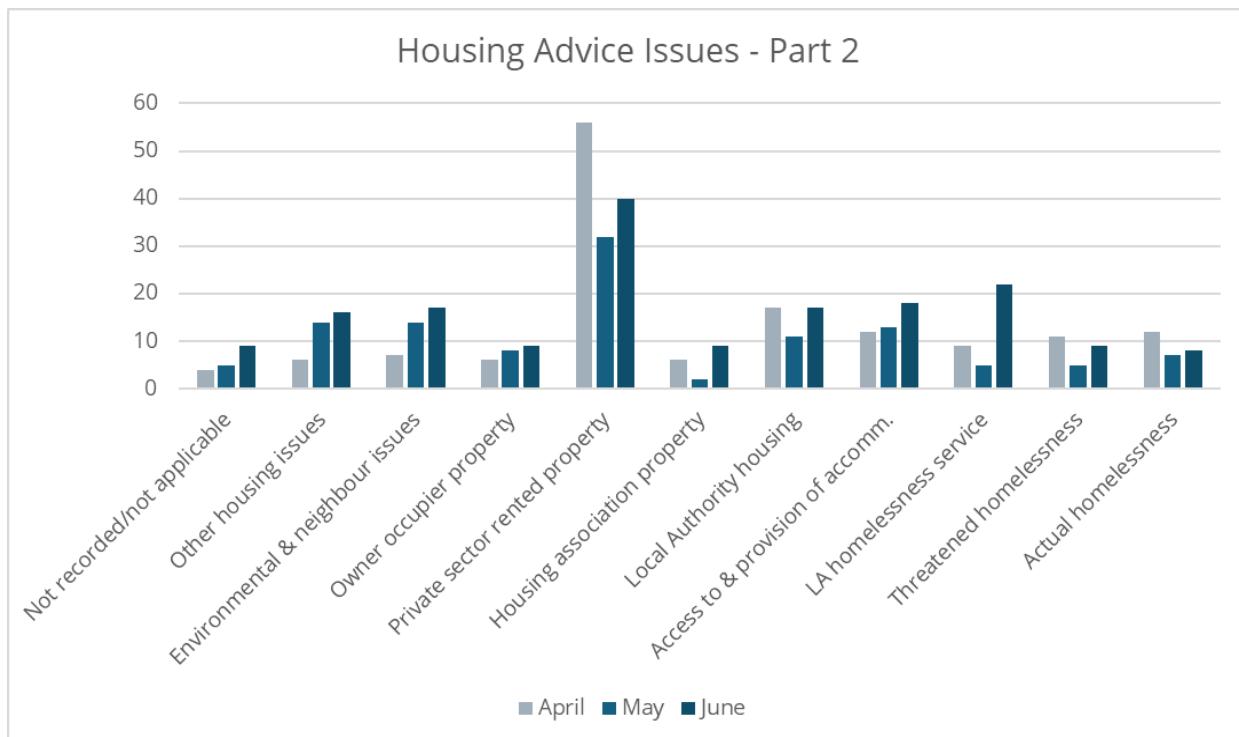


### Benefits & Tax Credits:

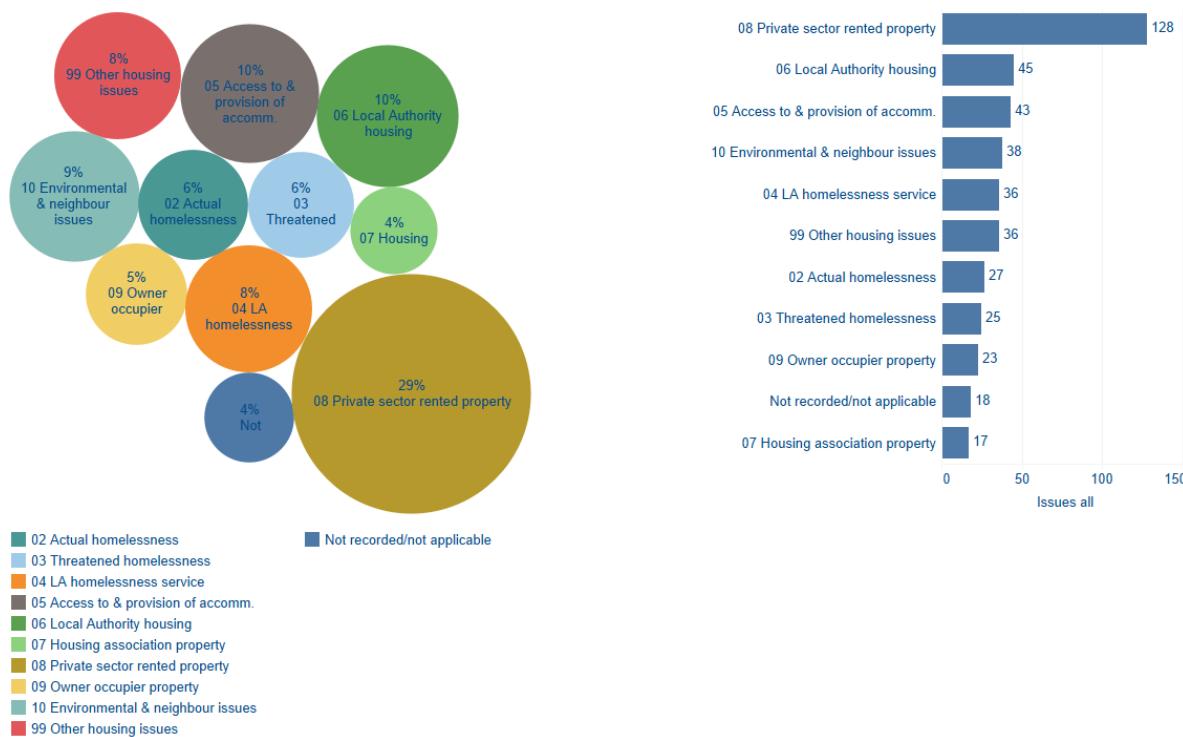


## Housing Issues

Within this quarter, most of the housing issues were about the private sector rented property, with the highest number recorded in March, April, and May. The following charts, in this and the next page, illustrate these issues along with the further subdivided categories.



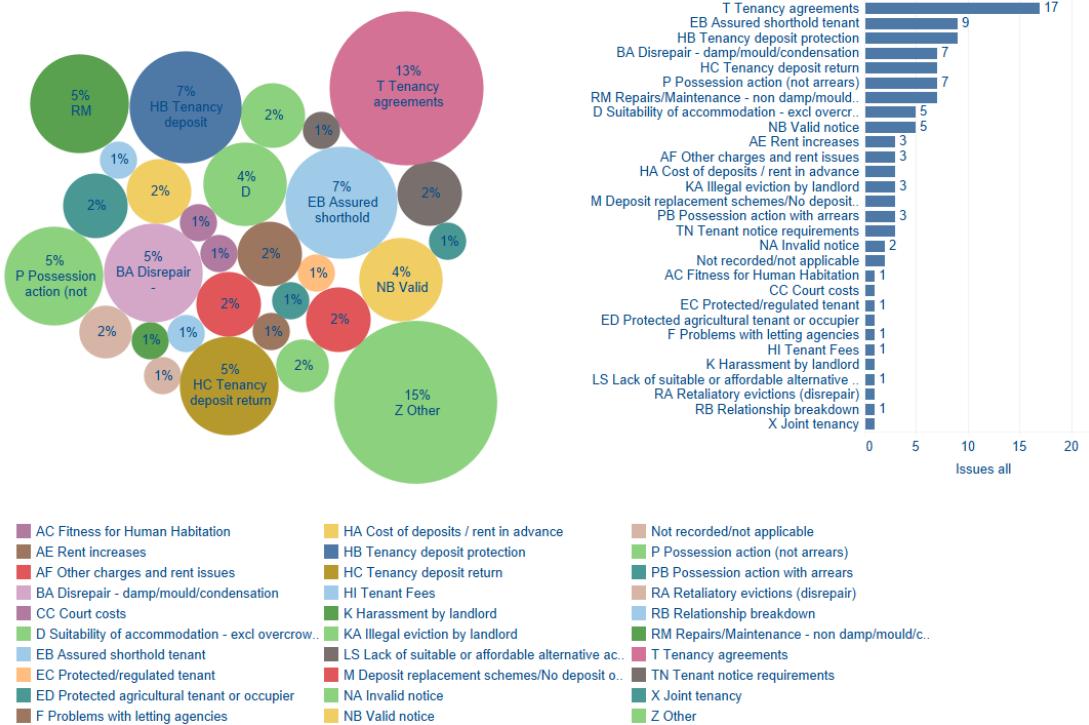
### Part 2 Housing Issues:



**Part 3 Housing Advice Issues:** The following charts show the subdivisions of the top three housing advice issues in Q1: Private sector rented property; Local Authority Housing; and Access to & provision of accommodation.

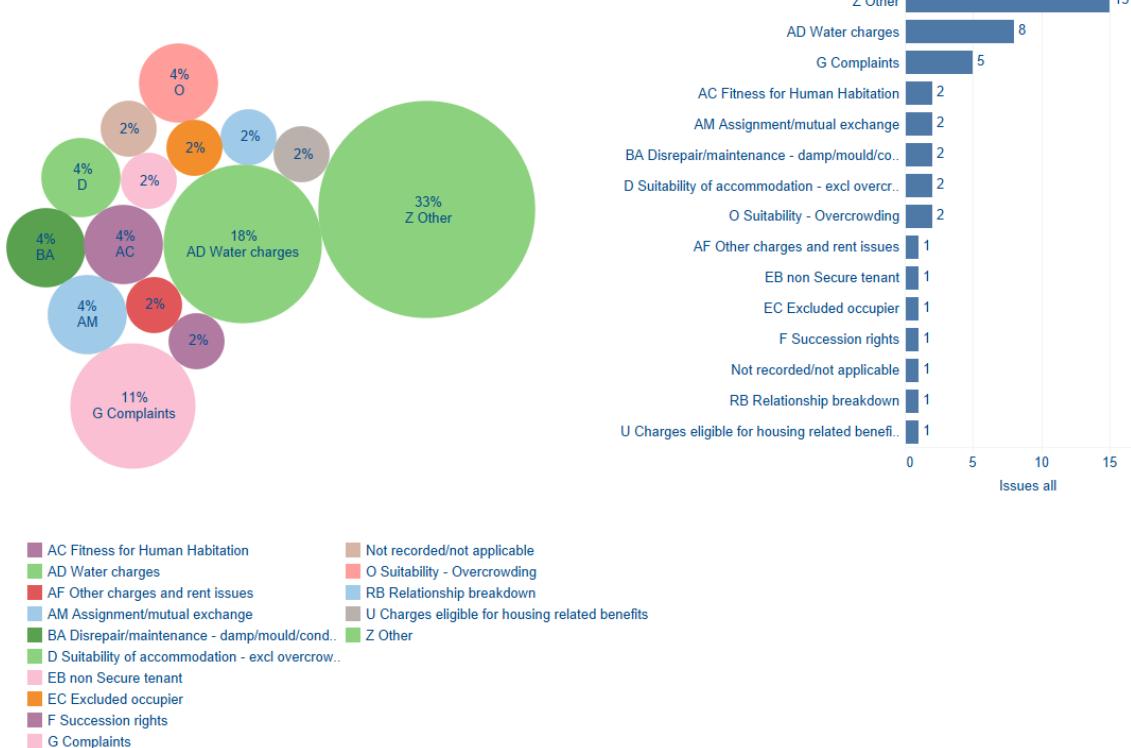
## Private Sector Rented Property:

### Size part 3 issues



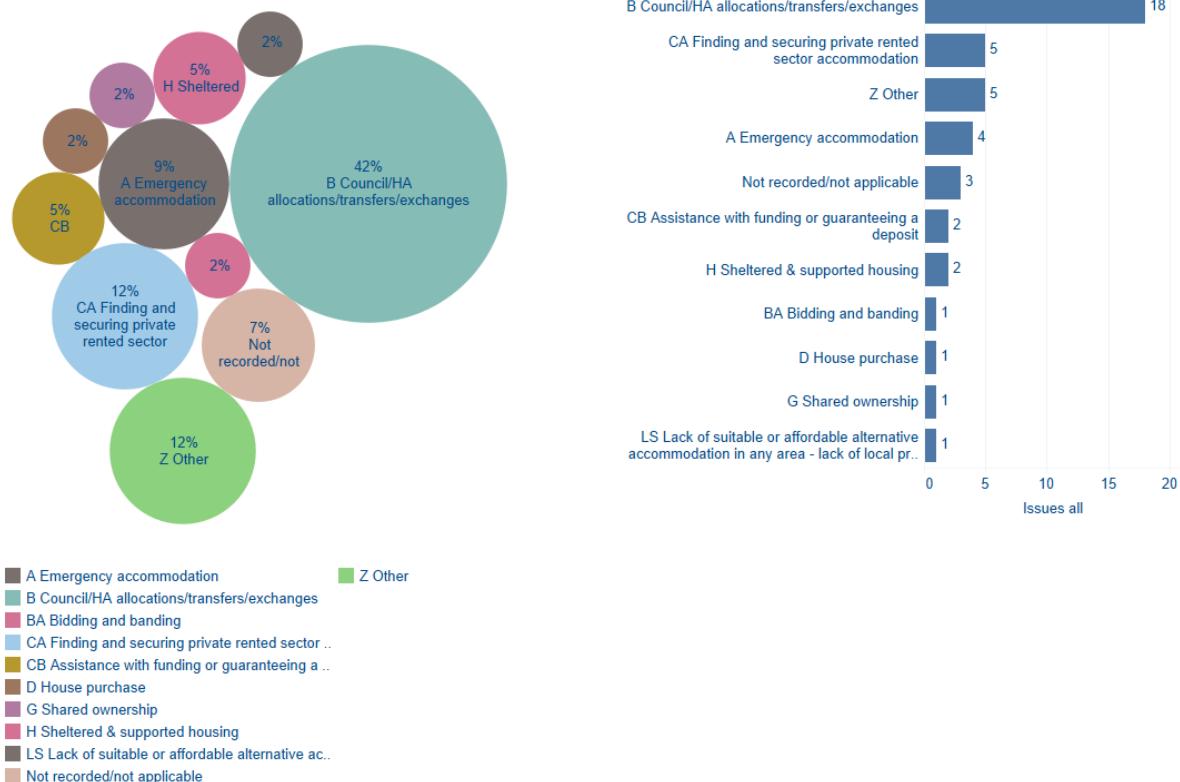
## Local Authority Housing:

### Size part 3 issues



## Access to & Provision of Accommodation:

Size part 3 issues

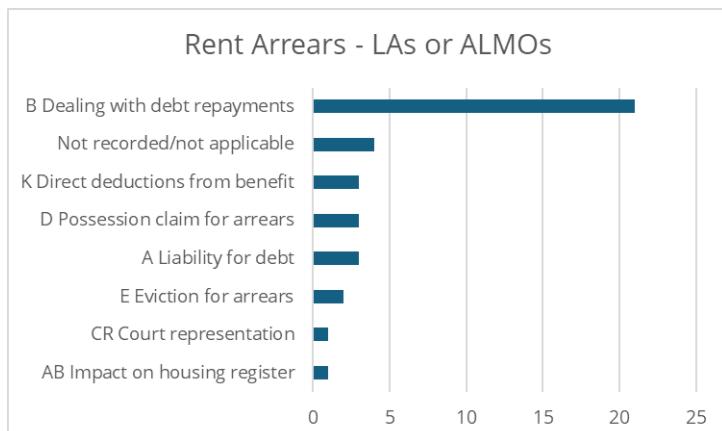
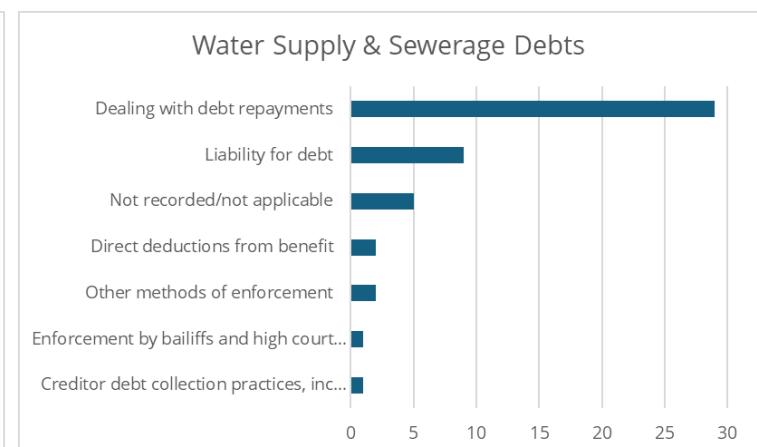
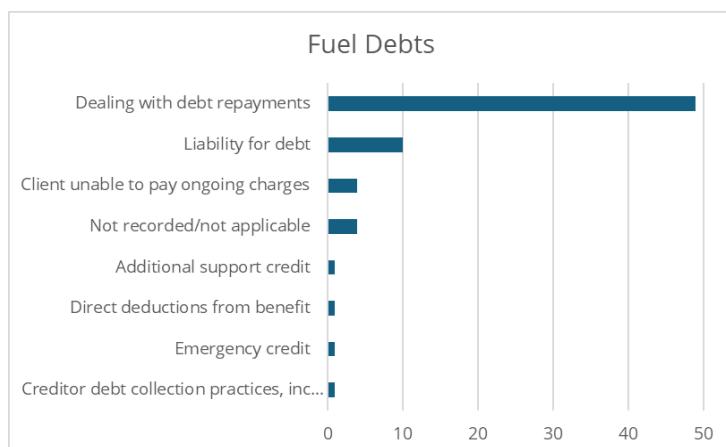
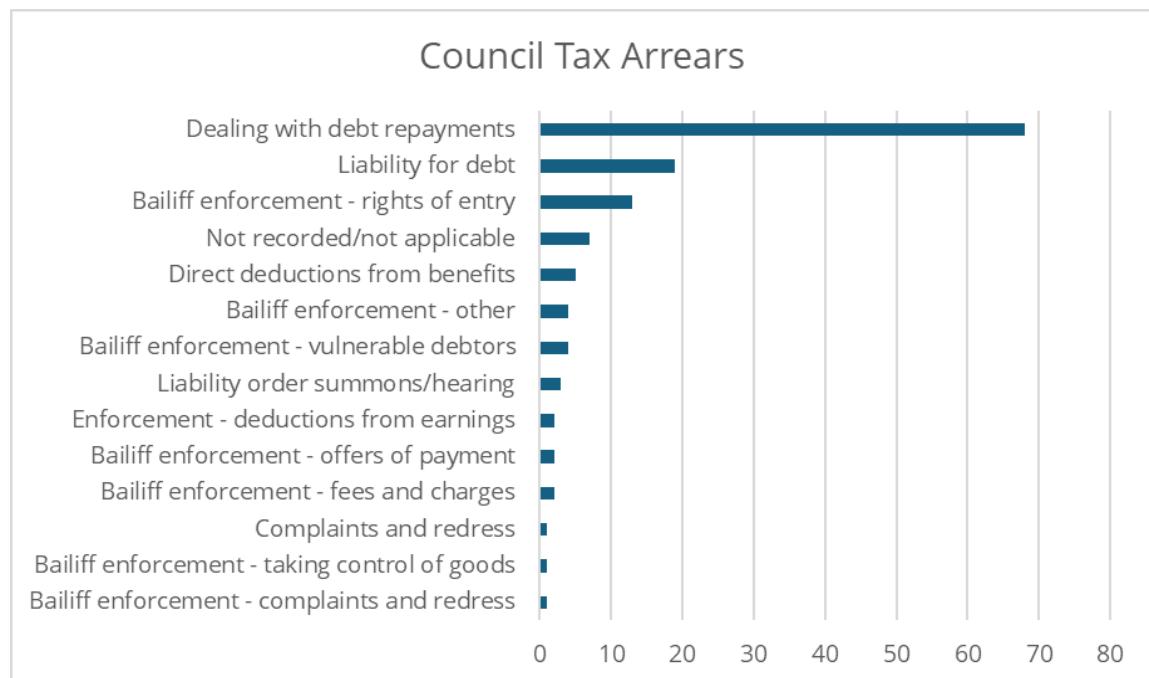


## **Housing Debt Advice Issues:**

The following charts show parts 2 and 3 of debt issues associated with housing.

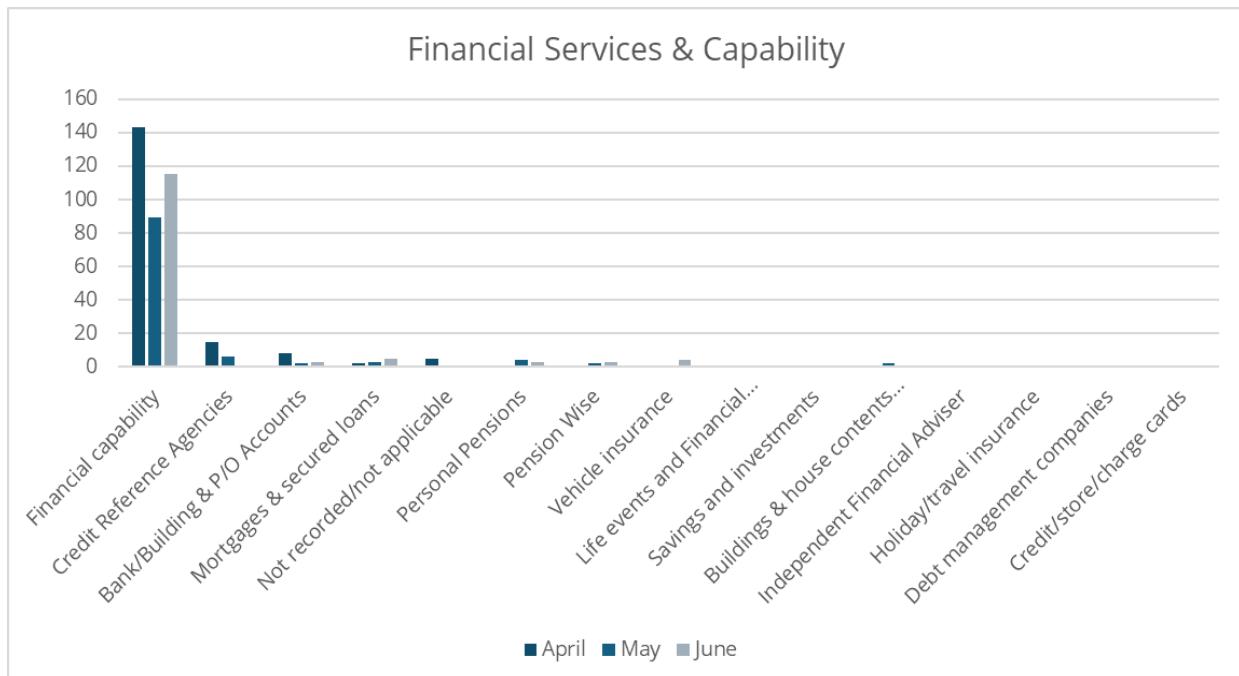


## A breakdown of the top 5 housing debt issues:

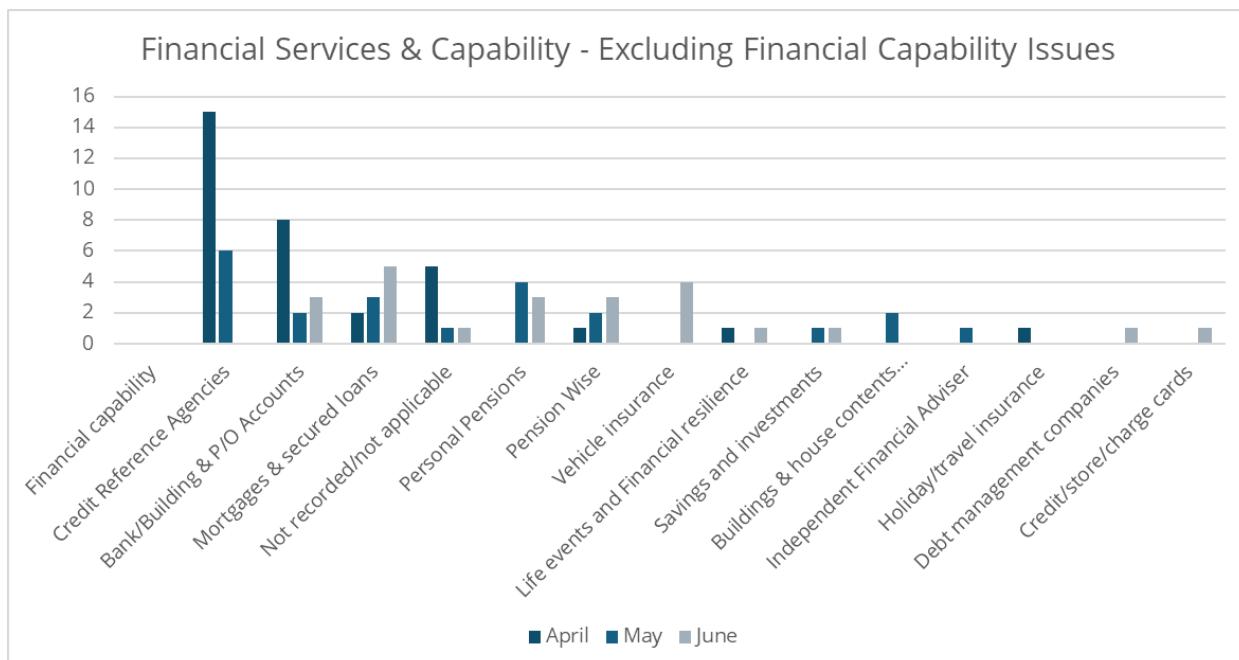


## Financial Capability

One-hundred and five clients (105) received a range of financial capability help, with four-hundred and twenty-five (425) issues including budgeting, reducing expenditure, maximising income, banking, and getting the best utility deals.



The following graph shows the financial services & capability issues with the financial capability data removed to give a better overview of the other issues.



The chart below is a part 2 monthly breakdown of the 425 financial services & capability issues:

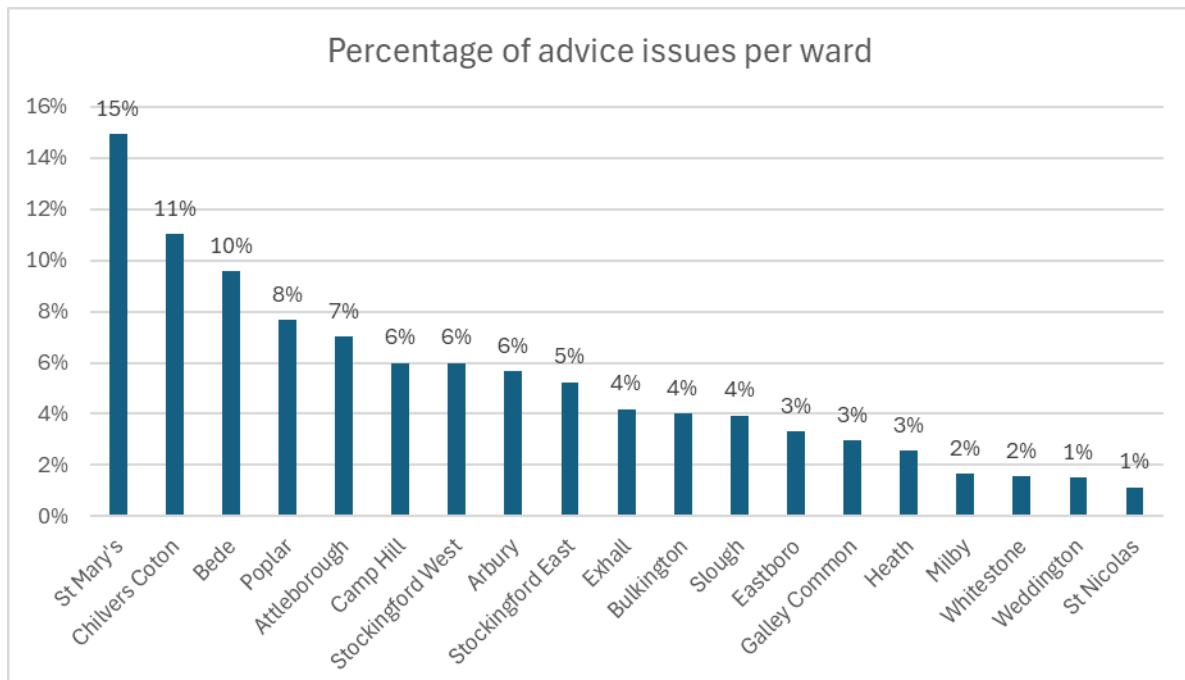
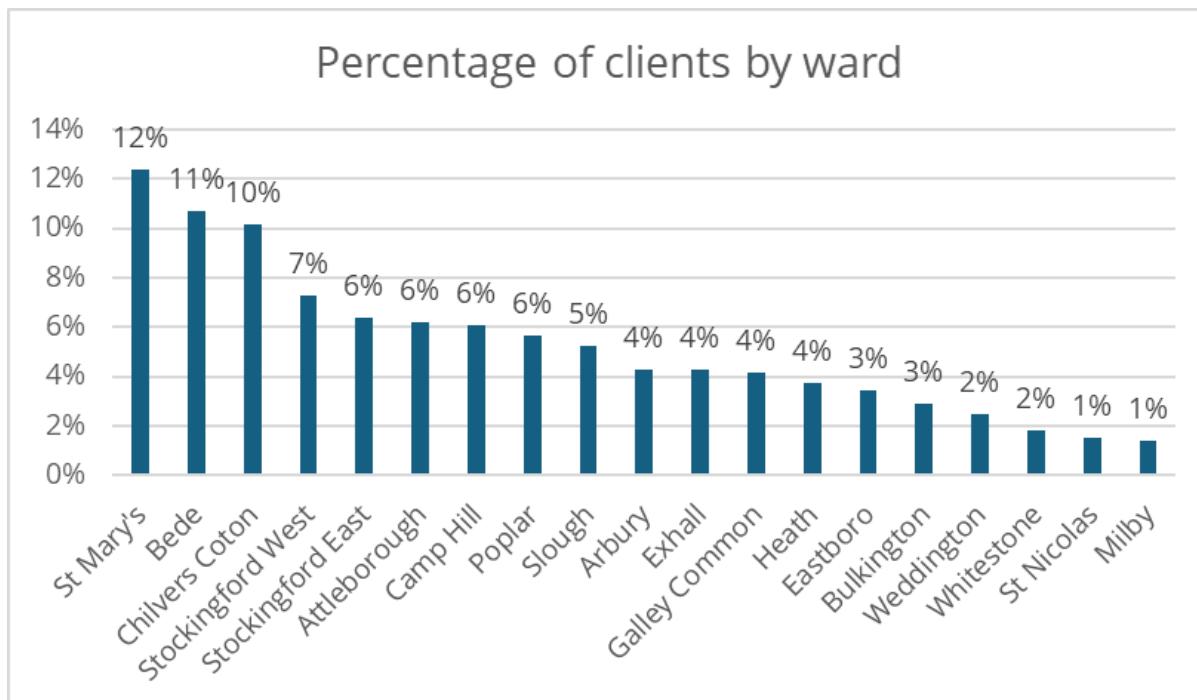
Financial services & capability - Part 2 Advice Issues	April	May	June	Total
Financial capability	143	89	115	347
Credit Reference Agencies	15	6		21
Bank/Building & P/O Accounts	8	2	3	13
Mortgages & secured loans	2	3	5	10
Not recorded/not applicable	5	1	1	7
Personal Pensions		4	3	7
Pension Wise	1	2	3	6
Vehicle insurance			4	4
Life events and Financial resilience	1		1	2
Savings and investments		1	1	2
Buildings & house contents insurance		2		2
Independent Financial Adviser		1		1
Holiday/travel insurance	1			1
Debt management companies			1	1
Credit/store/charge cards			1	1
<b>Total</b>	<b>176</b>	<b>111</b>	<b>138</b>	<b>425</b>

The chart below is a further categorised Part 3 breakdown of the largest issue in the previous chart: Financial capability with 347 issues.

Financial Capability Advice Issues	April	May	June	Total
Non-priority debts	18	13	16	47
Priority debts	17	11	18	46
Budgeting and managing money	15	9	13	37
Reducing expenditure/maximising income	14	7	10	31
Social tariffs - internet and broadband	10	6	9	25
Benefits	9	6	10	25
Social tariffs - mobile phones	9	7	9	25
Getting the best deals: water	10	3	6	19
Getting the best deals: energy	6	2	6	14
Banking	7	4	3	14
Savings	7	3	1	11
Getting the best deals: phones, TV, internet & other	4	2	5	11
Yes - Action plan developed with client	1	3	2	6
Tools, apps and calculators	2	3	1	6
Negative Budget - income maximisation support	1	2	1	4
Jobs and employment	1	1	2	4
Credit, mortgages and borrowing	2	2		4
Irregular income - budgeting and managing money	2		1	3
Fintech - budgeting apps	1	1	1	3
Switching bank accounts	1		1	2
Energy grants	1	1		2
Dealing with and understanding bills	1	1		2
Digital Skills - Transacting	1			1
Challenging incorrect bills	1			1
Not recorded/not applicable		1		1
Insurance and protection	1			1
Fintech - other tools, apps and calculators	1			1
Fintech - online banking		1		1
<b>Total</b>	<b>143</b>	<b>89</b>	<b>115</b>	<b>347</b>

## Ward issues and clients

The following charts show the percentage of Advice Issues and Clients recorded for each ward within Nuneaton and Bedworth.



## Channel of contact

The channel of contact demonstrates the activities undertaken to support clients. For this quarter, on behalf of our clients, the staff and volunteers of these offices completed 4,793 activities, including client and third-party communications. The following charts provide an illustrative breakdown of these activities:

Channel of activities based on cases	April	May	June	Total
In person	338	333	380	1051
Adviceline Phone	187	194	195	576
Telephone	425	359	330	1114
Email	317	313	394	1024
Web chat			1	1
Admin	174	200	197	571
Letter	106	139	90	335
Other	41	40	38	119
Video Call	1		1	2
<b>Grand Total</b>	<b>1589</b>	<b>1578</b>	<b>1626</b>	<b>4793</b>

The client count below is for the 1,753 clients who required advice or casework. The 200 simple query clients, are not included in this count below. A simple query, referred to as 'quick contacts', is where a client only needs information or signposting instead of in-depth advice or casework.

Channel of activities based on clients	April	May	June	Total	Total unique clients per activity
In person	255	248	284	787	696
Adviceline Phone	181	186	185	552	545
Telephone	247	222	203	672	563
Email	139	120	165	424	338
Web chat			1	1	1
Admin	75	81	95	251	196
Letter	70	99	67	236	184
Other	40	24	28	92	87
Video Call	1		1	2	2
<b>Grand Total</b>	<b>731</b>	<b>705</b>	<b>739</b>	<b>2,175</b>	<b>1,753</b>

## Outcomes

Outcomes can be financial or non-financial, and not every client we help has an outcome. Financial outcomes are categorised into five categories as charted below and include Income gained, which is an increased or additional financial outcome.

Outcomes are usually obtained from work done in previous quarters. Within the quarter, 1,220 clients had outcomes, of which 1,135 was the unique client count total for all of the financial outcome categories, and 988 was the overall total unique client count. There was a total of 1890 outcomes; thus, some clients had more than one outcome, equating to almost 2 outcomes per client.

The total value of these financial outcomes was **£5,496,509**. The average per outcome was **£2,908**, and the average per client with a financial outcome was **£5,563**. The overall average is reduced as the calculation includes non-financial outcomes.

The following charts shows the breakdown of these financial outcomes.

Financial Outcome Category	Clients	Unique client count	Number of outcomes	Total Value	Avg per outcome	Avg per client
Income gain	205	196	271	£674,119	£2,488	£3,439
Re-imbursements, services, loans	108	106	118	£8,025	£68	£76
Debts written off	82	82	225	£4,315,990	£19,182	£52,634
Repayments rescheduled	3	3	4	£2,006	£502	£669
Other	822	748	1,272	£496,368	£390	£664
<b>Grand Total</b>	<b>1220</b>	<b>1,135</b>	<b>1,890</b>	<b>£5,496,509</b>	<b>£2,908</b>	<b>£5,563</b>
<b>Total unique client count</b>		<b>988</b>				

Confirmation status	Financial Outcome Category	Client count	Number of outcomes	Amount	Average per outcome	Average per client
achieved	Income gain	59	69	£146,184	£2,119	£2,478
	Re-imbursements, services, loans	91	99	£6,345	£64	£70
	Debts written off	57	59	£1,174,772	£19,911	£20,610
	Repayments rescheduled	3	4	£2,006	£502	£669
	Other	37	59	£262,365	£4,447	£7,091
expected	Income gain	115	165	£527,936	£3,200	£4,551
	Re-imbursements, services, loans	11	11	£1,680	£153	£153
	Debts written off	66	134	£3,141,219	£23,442	£47,594
	Other	26	39	£234,003	£6,000	£9,000
Not recorded/not applicable	Income gain	32	37	£0	£0	£0
	Re-imbursements, services, loans	8	8	£0	£0	£0
	Debts written off	12	32	£0	£0	£0
	Other	703	1,174	£0	£0	£0
	<b>Total</b>	<b>1,220</b>	<b>1,890</b>	<b>£5,496,509</b>		
<b>Grand Total</b>		<b>988</b>	<b>1,892</b>			

The following charts on the next two pages are further part 2 breakdowns of the financial outcome categories:

Income gain					
Financial Outcome Category	Clients	Number of outcomes	Total Value	Avg per outcome	Avg per client
Benefit / tax credit gain - a new award or increase	120	176	£576,858	£3,278	£4,807
Benefit / tax credit gain - award or increase following revision or appeal	18	23	£60,004	£2,609	£3,334
Benefit / tax credit gain - Money put back into payment	1	1	£0	£0	£0
Better deal with same supplier	6	6	£720	£120	£120
Budgeting change	1	1	£0	£0	£0
Charitable payment	4	4	£124	£31	£31
Financial gain	13	14	£780	£56	£60
Fuel Voucher	14	18	£753	£42	£54
Grant Obtained (financial)	1	1	£1,171	£1,171	£1,171
National Fuel Vouchers - Fuel Bank Foundation	19	19	£801	£42	£42
Other (financial)	7	7	£32,549	£4,650	£4,650
Other savings achieved	1	1	£360	£360	£360
<b>Total</b>	<b>205</b>	<b>271</b>	<b>£674,119</b>	<b>£2,488</b>	<b>£3,439</b>
<b>Total unique client count</b>	<b>196</b>				

Re-imbursements, services, loans					
Financial Outcome Category	Clients	Number of outcomes	Total Value	Avg per outcome	Avg per client
Financial gain/Improvement	2	2	£1,065	£533	£533
Food provision / referral	102	112	£6,845	£61	£67
Goods or services provided	4	4	£115	£29	£29
<b>Total</b>	<b>108</b>	<b>118</b>	<b>£8,025</b>	<b>£68</b>	<b>£76</b>
<b>Total unique client count</b>	<b>106</b>				

Debts written off					
Financial Outcome Category	Clients	Number of outcomes	Total Value	Avg per outcome	Avg per client
DRO - debt relief order	81	218	£4,288,986	£19,674	£52,950
IVA - Individual Voluntary Agreement	1	7	£27,004	£3,858	£27,004
<b>Total</b>	<b>82</b>	<b>225</b>	<b>£4,315,990</b>	<b>£19,182</b>	<b>£52,634</b>
<b>Total unique client count</b>	<b>82</b>				

Repayments rescheduled					
Financial Outcome Category	Clients	Number of outcomes	Total Value	Avg per outcome	Avg per client
DMP - debt management plan	1	1	£1,050	£1,050	£1,050
Repayment negotiated	1	2	£944	£472	£944
Token payments	1	1	£12	£12	£12
<b>Total</b>	<b>3</b>	<b>4</b>	<b>£2,006</b>	<b>£502</b>	<b>£669</b>
<b>Total unique client count</b>	<b>3</b>				

Other					
Financial Outcome Category	Clients	Number of outcomes	Total Value	Avg per outcome	Avg per client
Accepted on to housing register	1	1	£0	£0	£0
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Additional evidence for completion of the claims process successfully submitted	2	3	£3,024	£1,008	£1,512
Appeal made	1	1	£0	£0	£0
Appropriate service/ support obtained for client - successful	3	3	£0	£0	£0
Benefit / tax credit maintained	9	10	£20,502	£2,050	£2,278
Blue badge - obtained	2	2	£0	£0	£0
BRANCAB - foodbank Nuneaton	2	2	£140	£70	£70
Claim or complaint - not possible	8	9	£0	£0	£0
Claim or complaint - unsuccessful	1	2	£0	£0	£0
Client familiarised with how UC works and what it means for them	4	5	£0	£0	£0
Client familiarised with pension schemes	1	1	£0	£0	£0
client obtained appropriate help with court forms	1	2	£0	£0	£0
Client successfully referred to mediation	2	2	£0	£0	£0
Complaint Made	3	3	£0	£0	£0
Complaint resolved	2	2	£0	£0	£0
Contact arrangements - disputed	1	1	£0	£0	£0
Creditor action stopped/suspended/prevented	1	1	£0	£0	£0
Debt consolidation	1	1	£0	£0	£0
Debts repaid	1	1	£0	£0	£0
Disputed fine / charge / action - unsuccessful	1	1	£0	£0	£0
eVisa Application - general advice on application	1	1	£0	£0	£0
eVisa Maintaining - client supported to access their UKVI account and view their eVisa	1	1	£0	£0	£0
eVisa Maintaining - client supported to update their details	1	1	£0	£0	£0
Financial planning for the future	2	2	£0	£0	£0
Financial situation stabilised / debts under control	14	22	£53,462	£2,430	£3,819
Harassment or neighbour dispute resolved	1	1	£0	£0	£0
Housing - Tenancy sustained following advice	1	1	£0	£0	£0
Immigration status improved	1	1	£0	£0	£0
Improved capacity to manage through information given and options explored	2	2	£0	£0	£0
Improved health / capacity to manage	665	1,095	£79,785	£73	£120
Improved health/capacity to manage	2	2	£0	£0	£0
Improvement in life skills	1	1	£0	£0	£0
Income Maximisation	3	3	£33	£11	£11
Lump sum payment	3	3	£4,640	£1,547	£1,547
National Fuel Vouchers - Fuel Bank Foundation	1	1	£80	£80	£80
Non-financial	5	5	£55	£11	£11
Non-financial admin issue resolved	2	2	£0	£0	£0
Not liable for debt	1	1	£0	£0	£0
Obtained other support	1	1	£0	£0	£0
Other	5	7	£0	£0	£0
Other (non-financial)	21	22	£0	£0	£0
Request to be added to Priority Services Reg / Special Ass Reg	1	1	£0	£0	£0
Tax - other (non-financial)	1	1	£0	£0	£0
Terms or conditions maintained/enforced	1	1	£6,175	£6,175	£6,175
WSBS - Cost of living payment	3	4	£900	£225	£300
WSBS - Employment and Support Allowance SDP award	1	1	£4,311	£4,311	£4,311
WSBS - Employment and Support Allowance SDP backdate	3	3	£12,658	£4,219	£4,219
WSBS - Personal Independence Payment award	13	14	£106,555	£7,611	£8,197
WSBS - Personal Independence Payment backdate	14	15	£196,566	£13,104	£14,040
WSBS - Universal Credit award	1	1	£0	£0	£0
WSBS - Universal Credit Disabled Child Element backdate	1	1	£7,482	£7,482	£7,482
WSBS - Water discount	1	1	£0	£0	£0
<b>Total</b>	<b>822</b>	<b>1,272</b>	<b>£496,368</b>	<b>£390</b>	<b>£664</b>
<b>Total unique client count</b>	<b>748</b>				

## **Anonymised Case Study – Nuneaton and Bedworth**

### **The client's situation**

The client is a 69-year-old woman who lives in Nuneaton with her husband. Her husband is disabled, and her adult son is receiving palliative care as he has cancer. The client herself was recently diagnosed with cancer and, at the time of her first visit to CA, was waiting for an operation.

The Client's first visit to Bedworth CA was on 10th February 2025, she made five visits in total during February and March before finally receiving a letter from the DWP with a positive outcome in May 2025.

The client's mother had died in November 2023. The client and her husband were the Executors of her will. The client was the main beneficiary with minor amounts to grandchildren. Client paid a Solicitor to deal with the Probate and the Estate, as she was fully occupied with caring for her son. The Estate was settled with Probate granted in March 2024. The client received the balance of funds and the house her mother had owned, planning to rent the house to a family member.

23/1/25 client received a letter from the DWP regarding her mother. The letter demanded payment of £32,222.23 as DWP stated she had claimed Pension Credit and Cost of Living payments incorrectly based on the fact that they had Probate information valuing her Estate at £143,000.

The client had not been involved in her mother's finances, so wasn't aware of what she claimed. She was in great distress at the thought that her mother was being accused of Benefit Fraud. She also had no idea how the amount could be paid, as the family did not have savings. She faced the possibility of having to sell the house she had offered to her family in need. As executors she and her husband would be liable for any debt.

### **How we helped**

During her visits to CA Advisers were able to establish that the Probate total being used by DWP included the value of the House at £140,000 with only a small amount of cash. A Mandatory Reconsideration Form was completed with evidence proving the house valuation and the savings at time of death. It was hoped would be enough to prove that Pension credit and any other payments had been valid.

Unfortunately, DWP requested further evidence to prove that the original claim was valid. The client was helped to identify what evidence was required, which she was able obtain with the help of the Bank.

### **Action taken:**

1. Contacted the DWP on the client's behalf, to help understand the situation

2. Completed a Mandatory Reconsideration form with the client, including evidence proving the valuation of her mother's house, and her mother's savings at the time of death
3. Assisted the client in obtaining further evidence from her mother's bank account, and Building Society account

**Outcome:**

The client finally received confirmation from the DWP in May 2025 that there was no claim against the Estate. Meaning that the Client was no longer liable for the £32,222.23 overpayment debt that the DWP had initially claimed.

## **Nuneaton & Bedworth Citizens Advice -**

### **Quarter 2 2025/26 Report for Nuneaton & Bedworth Borough Council**

This report presents data about the work undertaken during the Quarter 2 reporting period (01/07/2025 to 30/09/2025) at Nuneaton & Bedworth Citizens Advice offices. It shows the number of clients helped, their cases, and issues emerging from their cases with supporting information. The report also consists of further subdivisions of analysis of issues, the channel of access and activities, and a case study.

Nuneaton & Bedworth Citizens Advice offices helped 2,091 clients within the period. Of these 2,091 clients, 1,778 required advice or casework, and 313 were simple queries referred to as 'quick contacts', where the client only needed information or signposting instead of in-depth advice or casework. The 2,091 clients were counted once, regardless of how many times helped and whether they visited separate offices. There were 144 clients, who were counted once, even though they sought help from both offices and, in some cases, on different issues.

For this quarter 2 period, of the 1,778 clients requiring advice or casework, 1,461 were clients with a new case (1,109 Bedworth + 424 Nuneaton = 1,533 total clients, of which 1,461 was the unique client count). For continuity and to provide the best ongoing support, existing cases were used for the other 317 clients helped. Of the 1,461 clients with a new case, 603 had never used any Citizens Advice service before, 238 have used the Citizens Advice service in the previous six months (Jan 2025 – June 2025), and 172 have used the Citizens Advice service in the six months prior (July 2024 – Dec 2024).

Sometimes clients present more than one main problem, distinct from each other, e.g., a consumer problem and an employment problem. Where this happened, a separate case was opened and managed to support the client more effectively. These cases are virtual and hard files, collating the various issues, contacts, outcomes, and other information associated with the client's situation, advice given, next steps and their case progression. Over this period, our office dealt with 2,193 cases to support these 1,778 clients. These included 1,845 new cases, and 348 ongoing cases from previous quarters. These ongoing cases are necessary to ensure an accurate record of ongoing, complex issues that may take many months to resolve.

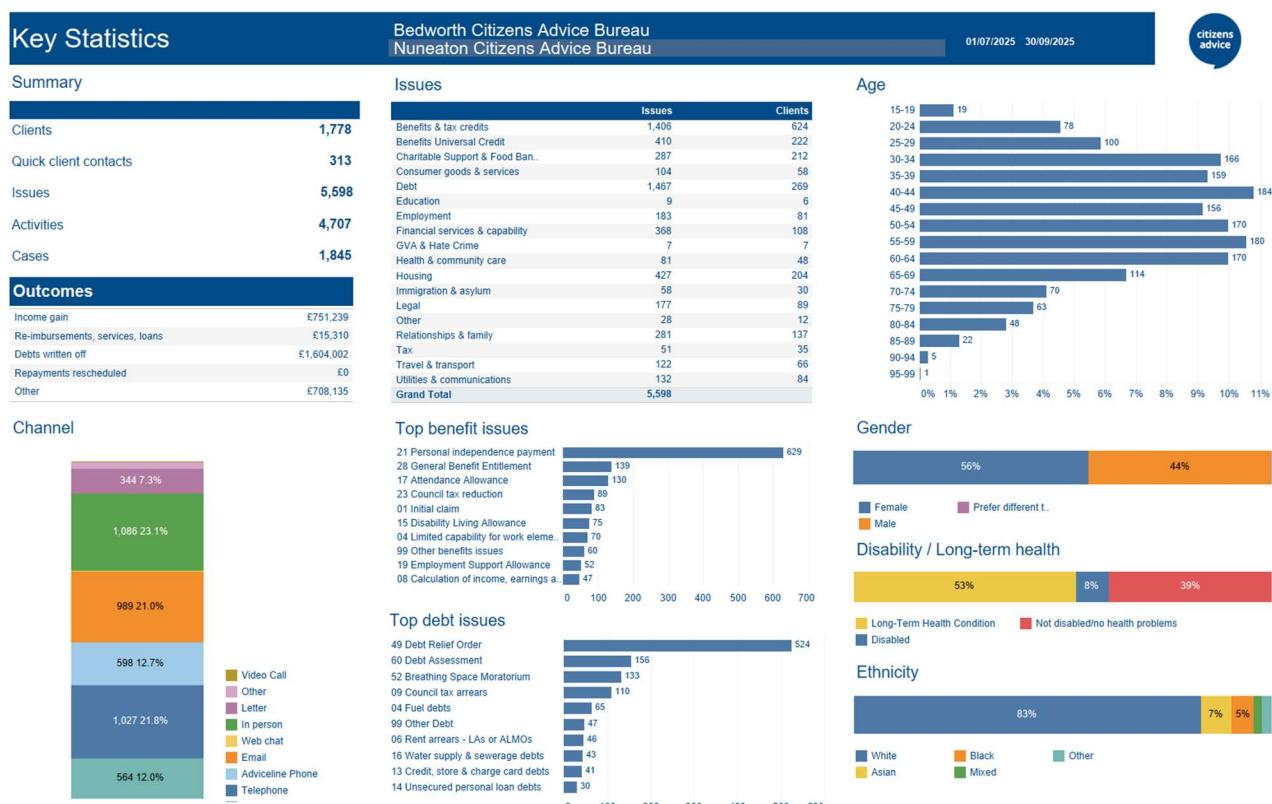
For these 2,193 cases, the offices generated 4,707 activities, demonstrating the workload required to support these cases. These activities were conducted through various channels, including face-to-face, telephone, Adviceline, web chat, video chat, emails, and letters. Overall, the most significant activities were telephone interactions, followed by face-to-face and emails, as per the key statistics below. Bedworth offices' activities were mainly conducted by telephone, email and then face-to-face, whilst Nuneaton offices' activities were mainly conducted by face-to-face, followed by telephone, and email.

Emerging from the 2,193 cases were 5,598 issues. These issues indicate the nature of the client's problems and provide insights into the type, range, complexity, and prevalence of these problems. In addition, these issues point toward evolving client needs and help to support the deliberation of the impact of local and national policy changes.

Outcomes are usually obtained from work done in previous quarters. Within the quarter, 1,211 clients had outcomes, of which 1,139 was the unique client count total for all of the financial outcome categories, and 973 was the overall total unique client count. There was a total of 1,938 outcomes; thus, some clients had more than one outcome, averaging to just under 2 outcomes per client.

The total value of these financial outcomes was **£3,078,686**. The average per outcome was **£1,587.**, and the average per client with a financial outcome was **£3,286**. The overall average is reduced as the calculation includes non-financial outcomes at £0 value.

The following is a summary of the key statistics:



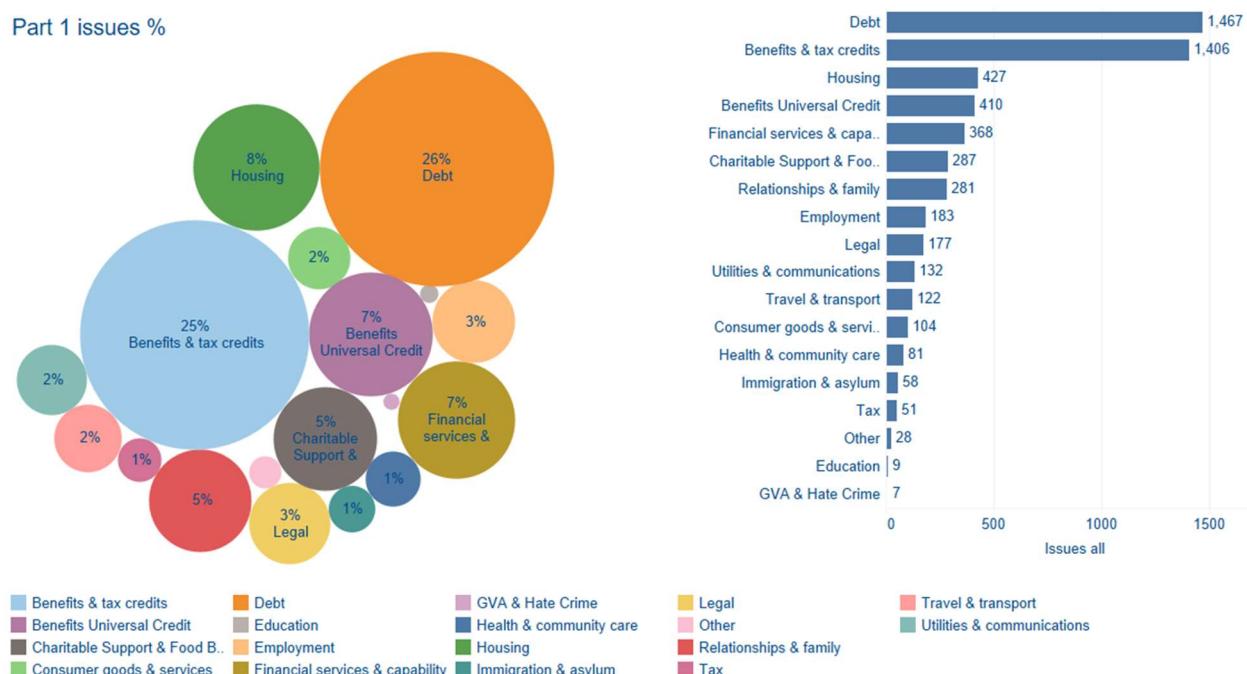
The following pages provide some details of the above key statistics and include breakdown of issues, activities, and outcomes. Main Advice Issues are broken down into three categories: Part 1 Main Issue; Part 2 provides further categorised divisions of Part 1, and Part 3 are further categorised divisions of the Part 2 issues.

## Number of Issues

Our clients presented with 5,598 issues across the main enquiry areas. The main type of issues can be seen below. These are the main headings which are further subdivided on the following pages, and which demonstrate the complexity of the problems our clients face.

Main Advice Issues - Part 1	July	August	September	Total	Total Unique Count
Debt	484	521	464	1,469	1,467
Benefits & tax credits	565	402	482	1,449	1,406
Housing	184	145	104	433	427
Benefits Universal Credit	141	141	138	420	410
Financial services & capability	123	139	106	368	368
Charitable Support & Food Banks	129	79	81	289	287
Relationships & family	97	80	104	281	281
Employment	70	50	63	183	183
Legal	71	61	45	177	177
Utilities & communications	48	37	47	132	132
Travel & transport	45	36	41	122	122
Consumer goods & services	36	34	34	104	104
Health & community care	36	27	18	81	81
Immigration & asylum	24	15	20	59	58
Tax	14	17	20	51	51
Other	8	10	10	28	28
Education	4	2	3	9	9
GVA & Hate Crime		5	2	7	7
<b>Grand Total</b>	<b>2,079</b>	<b>1,801</b>	<b>1,782</b>	<b>5,662</b>	<b>5,598</b>

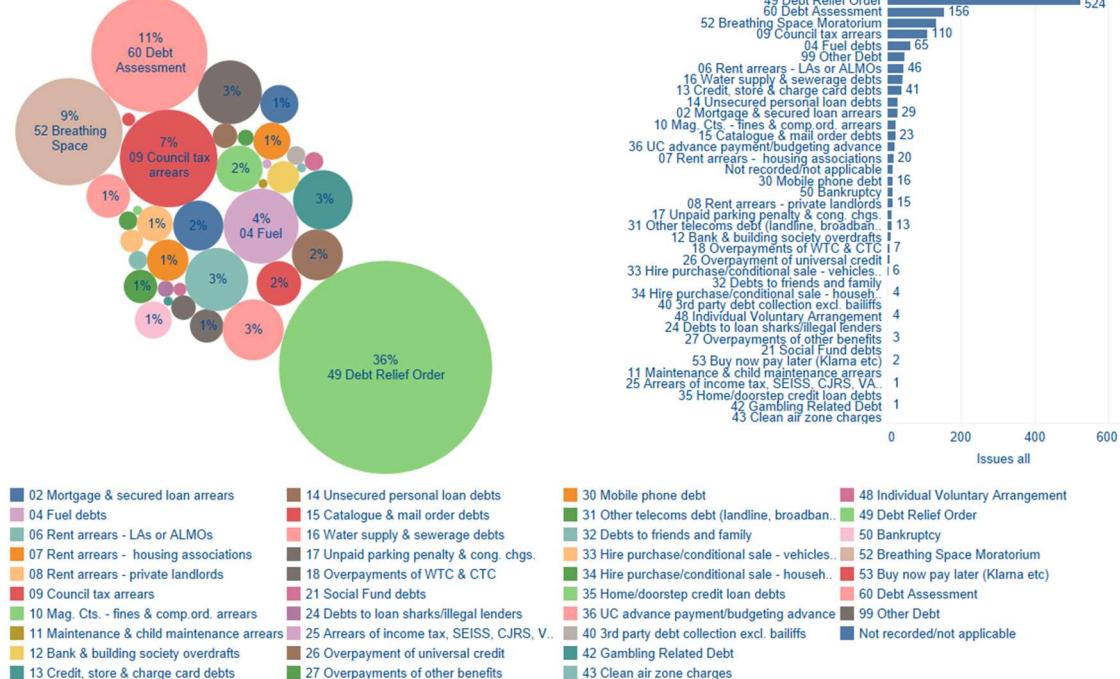
Part 1 issues %



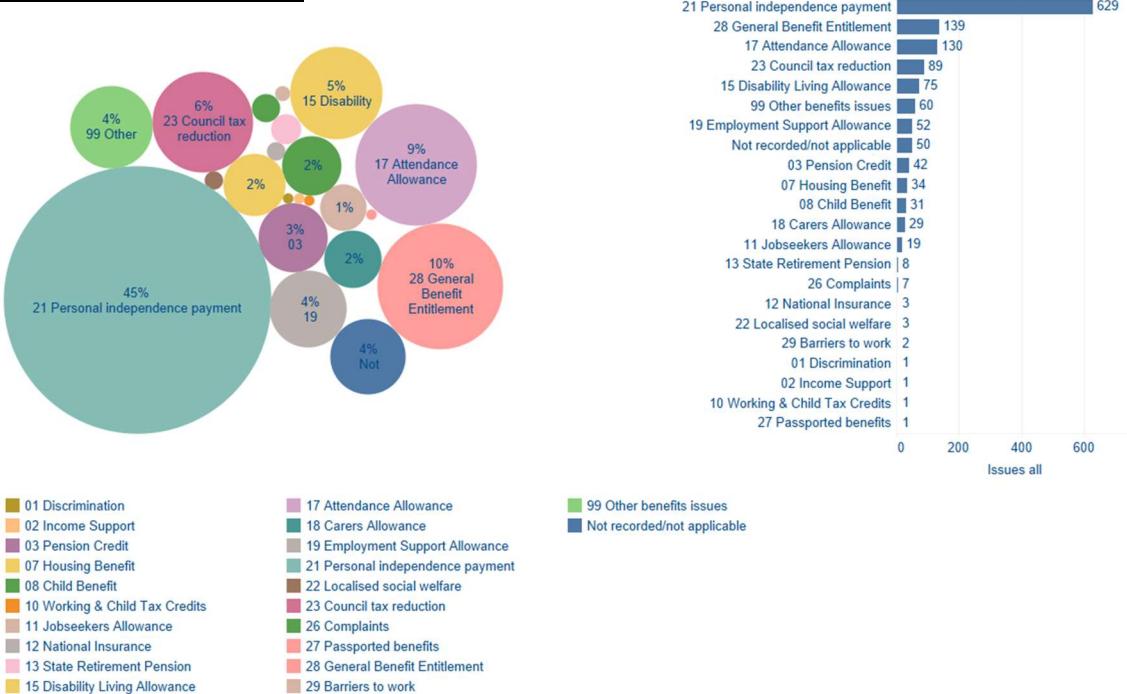
## Top Advice Issues – part 2 break down

Within this quarter, Debt was the highest advice issue dealt with, followed by Benefits & tax credits and Housing. The following is a Part 2 breakdown of these top three advice issues. Each heading is coded within the system, e.g., number 02 for Mortgage & secured loan arrears and number 49 for Debt Relief Orders.

### Debt:

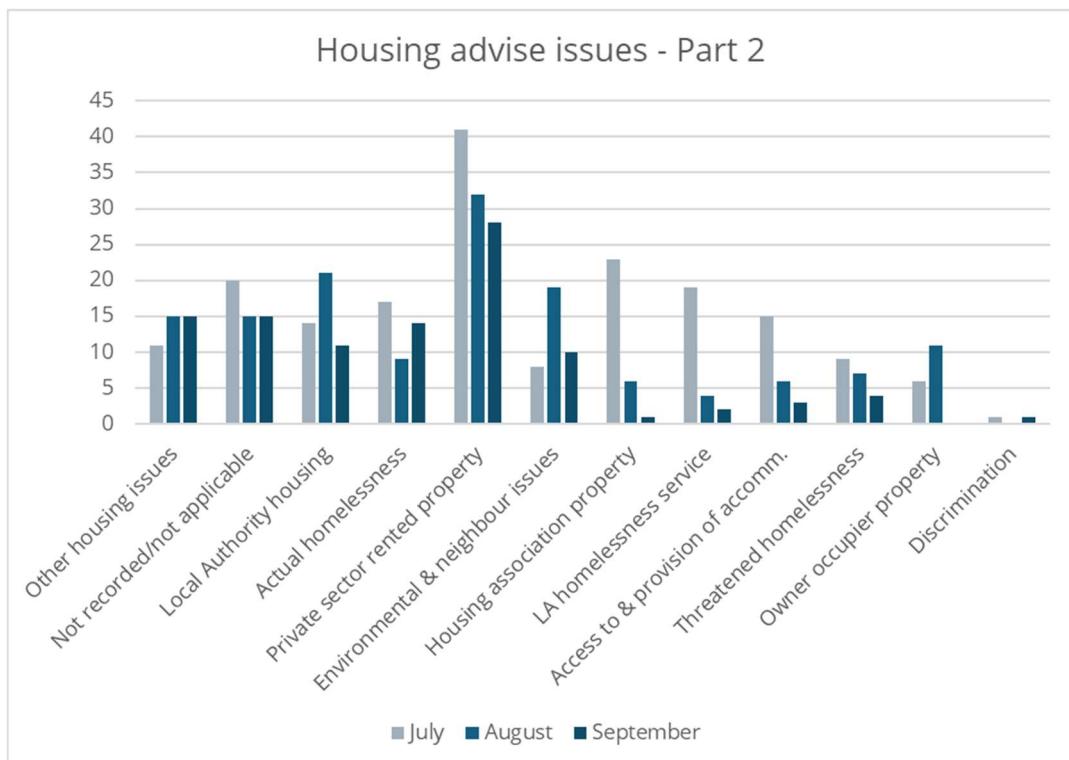


### Benefits & Tax Credits:

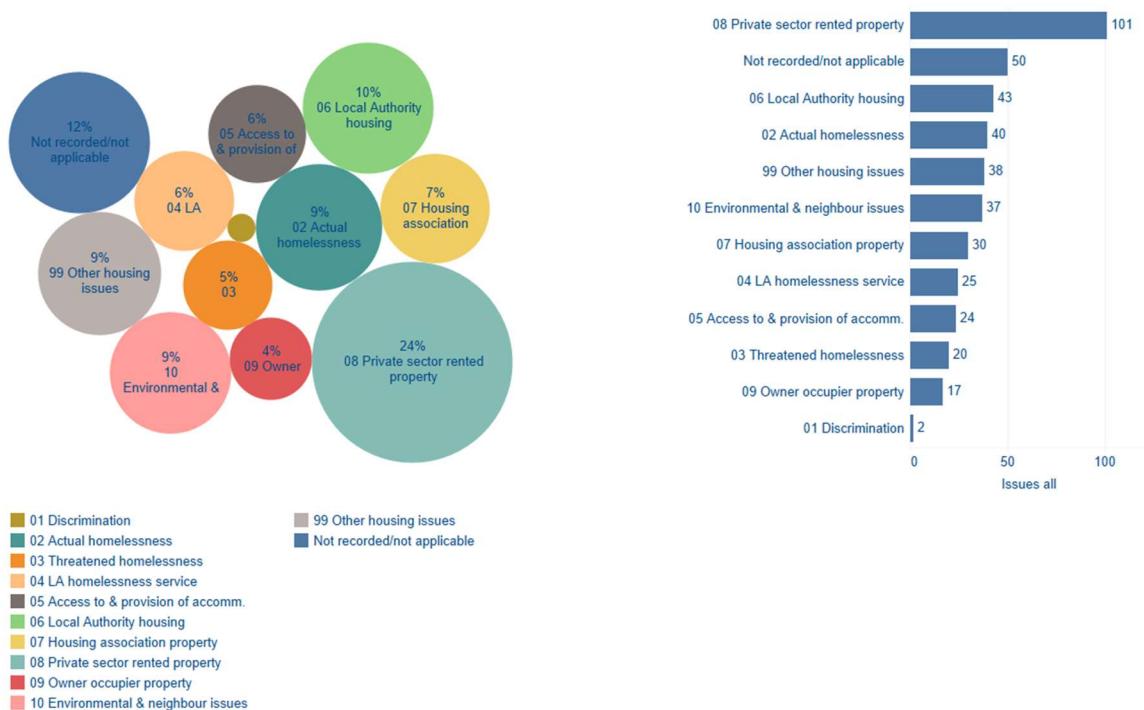


## Housing Issues

Within this quarter, most of the housing issues were about the private sector rented property, with the highest number recorded in June. The following charts, in this and the next page, illustrate these issues along with the further subdivided categories.



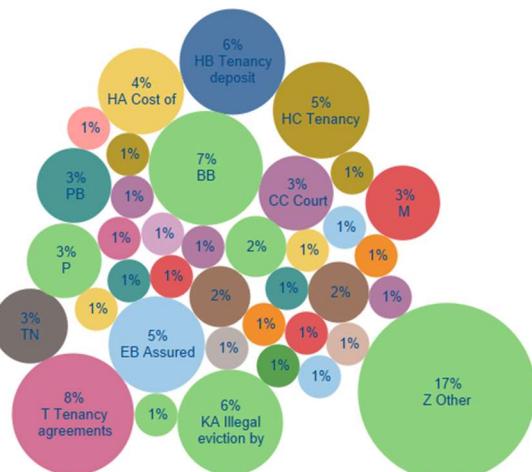
### Part 2 Housing Issues:



**Part 3 Housing Advice Issues:** The following charts show the subdivisions of the top three housing advice issues in Q2 (excluding Not recorded/Not applicable): Private sector rented property; Local Authority Housing; and Actual Homelessness.

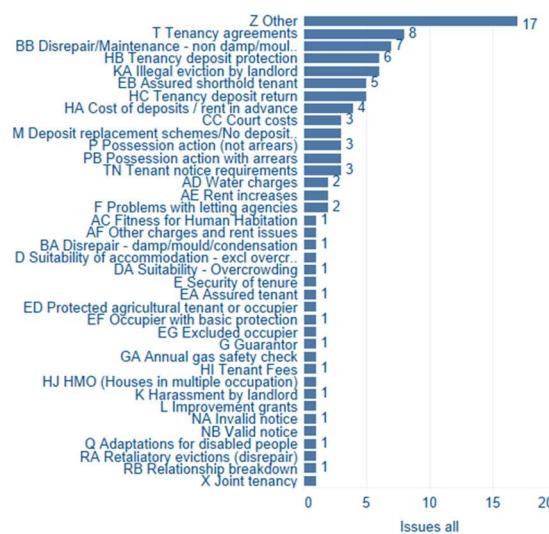
### Private Sector Rented Property:

Size part 3 issues



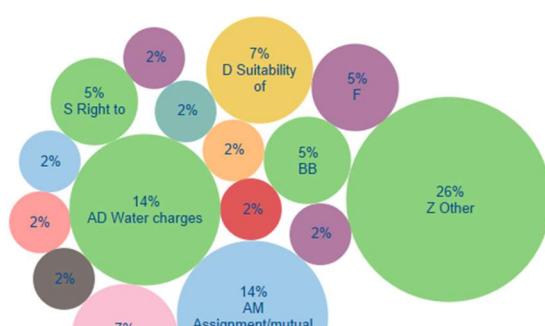
Legend for Private Sector Rented Property issues:

- AC Fitness for Human Habitation
- AD Water charges
- AE Rent increases
- AF Other charges and rent issues
- BB Disrepair - damp/mould/condensation
- BB Disrepair/Maintenance - non damp/mould/cond...
- CC Court costs
- D Suitability of accommodation - excl overcrow...
- DA Suitability - Overcrowding
- E Security of tenure
- EA Assured tenant
- EB Assured shorthold tenant
- ED Protected agricultural tenant or occupier
- EF Occupier with basic protection
- EG Excluded occupier
- F Problems with letting agencies
- G Guarantor
- GA Annual gas safety check
- HA Cost of deposits / rent in advance
- HB Tenancy deposit protection
- HC Tenancy deposit return
- HI Tenant Fees
- HJ HMO (Houses in multiple occupation)
- K Harassment by landlord
- L Improvement grants
- M Deposit replacement schemes/No deposit o...
- NA Invalid notice
- NB Valid notice
- PB Possession action with arrears
- Q Adaptations for disabled people
- RA Retaliatory evictions (disrepair)
- RB Relationship breakdown
- X Joint tenancy
- Z Other



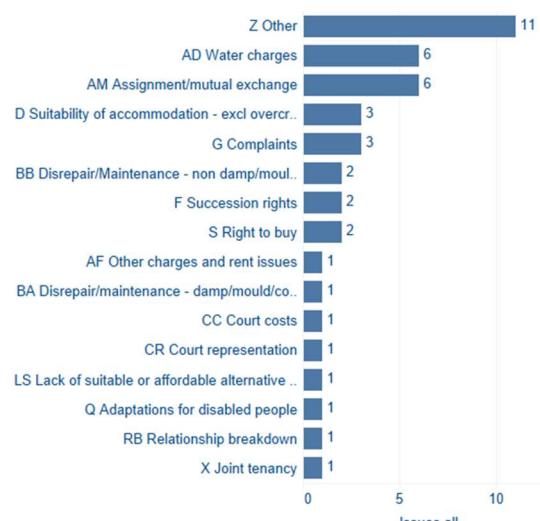
### Local Authority Housing:

Size part 3 issues



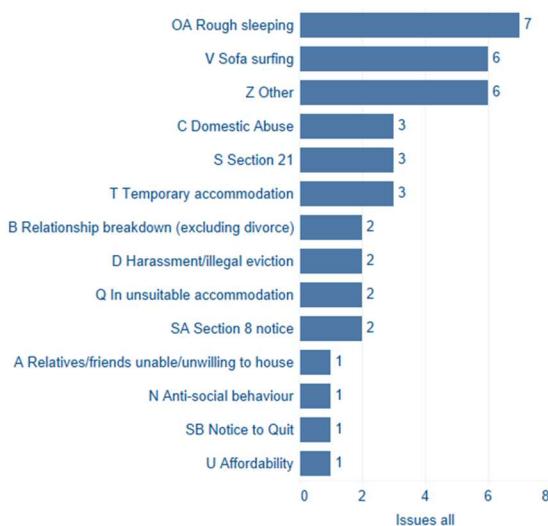
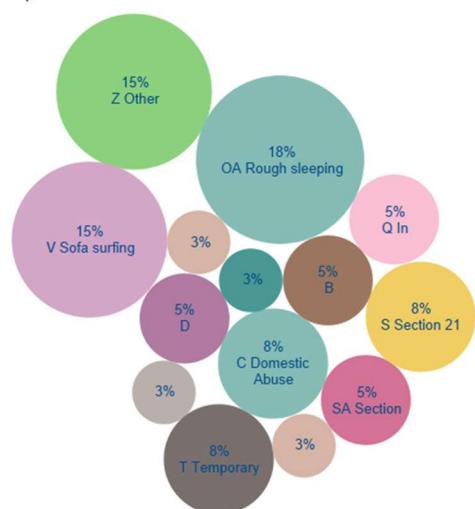
Legend for Local Authority Housing issues:

- AD Water charges
- AF Other charges and rent issues
- AM Assignment/mutual exchange
- BB Disrepair/maintenance - damp/mould/cond...
- BB Disrepair/maintenance - non damp/mould/cond...
- CC Court costs
- CR Court representation
- D Suitability of accommodation - excl overcrow...
- F Succession rights
- G Complaints
- LS Lack of suitable or affordable alternative ac...
- NA Invalid notice
- RB Relationship breakdown
- Q Adaptations for disabled people
- RA Retaliatory evictions (disrepair)
- RB Relationship breakdown
- X Joint tenancy
- Z Other



## Actual Homelessness:

Size part 3 issues

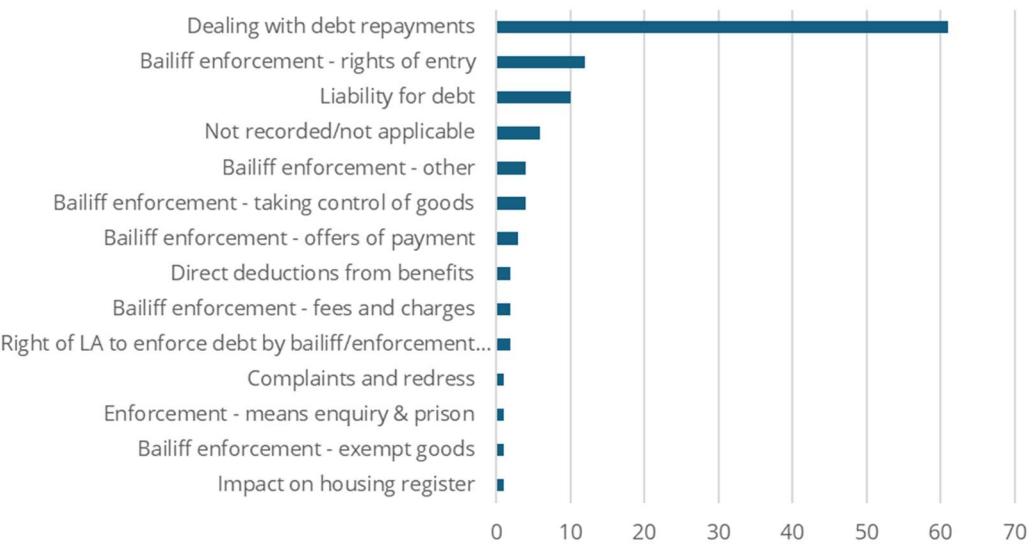


## **Housing Debt Advice Issues:**

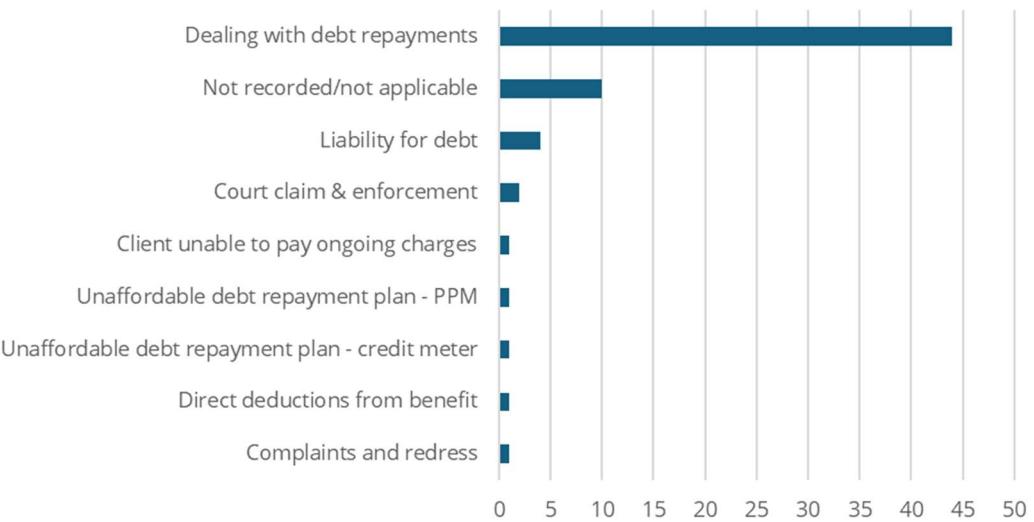
The following chart shows parts 2 of debt issues associated with housing, followed by a further breakdown of the top 5 housing debt issues.



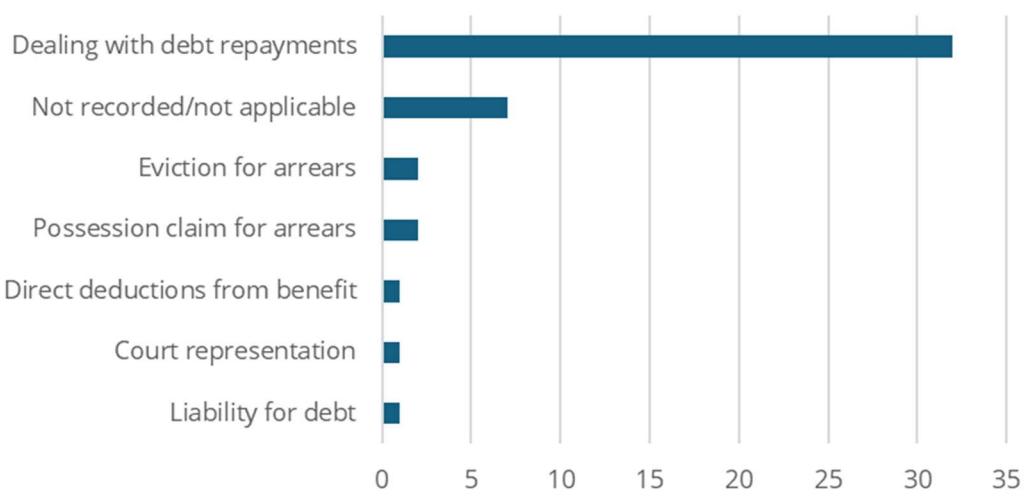
### Council Tax Arrears Advice Issues - Part 3



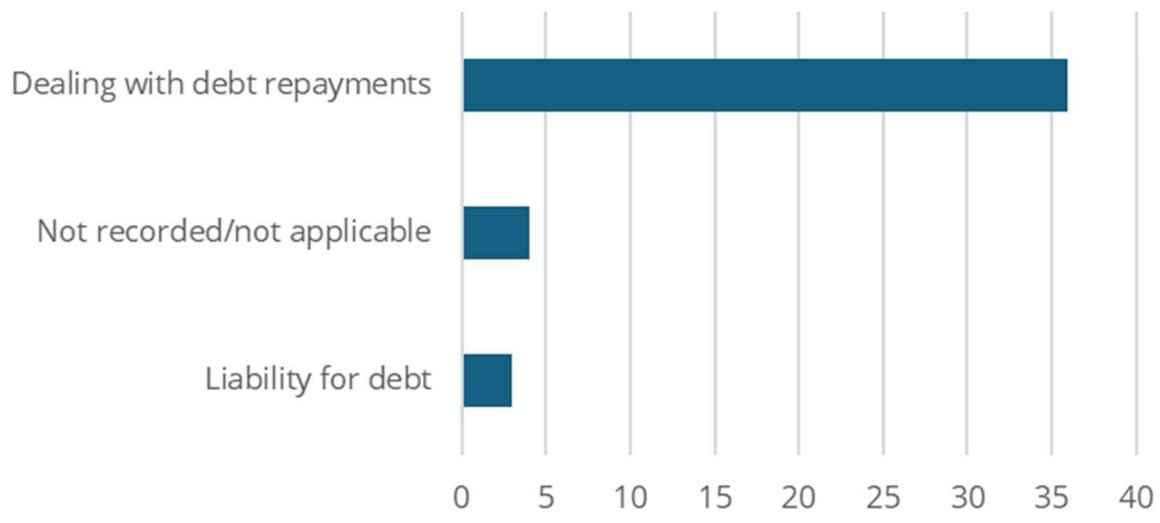
### Fuel Debts Advice Issues - Part 3



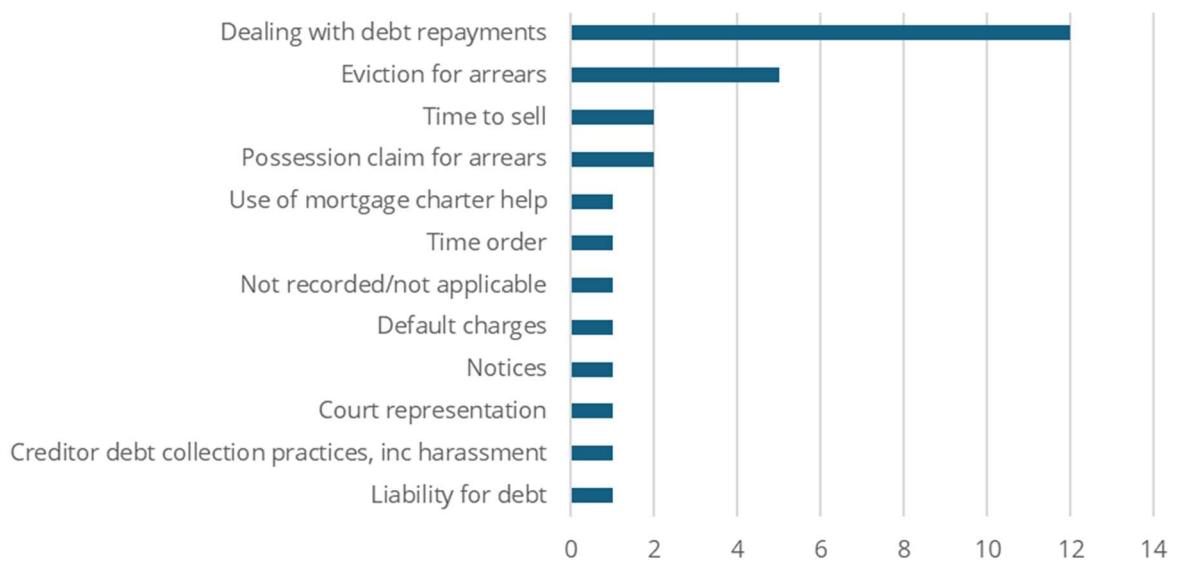
### Rent Arrears - LAs or ALMOs - Advice Issues - Part 3



## Water Supply & Sewerage Debts Advice Issues - Part 3

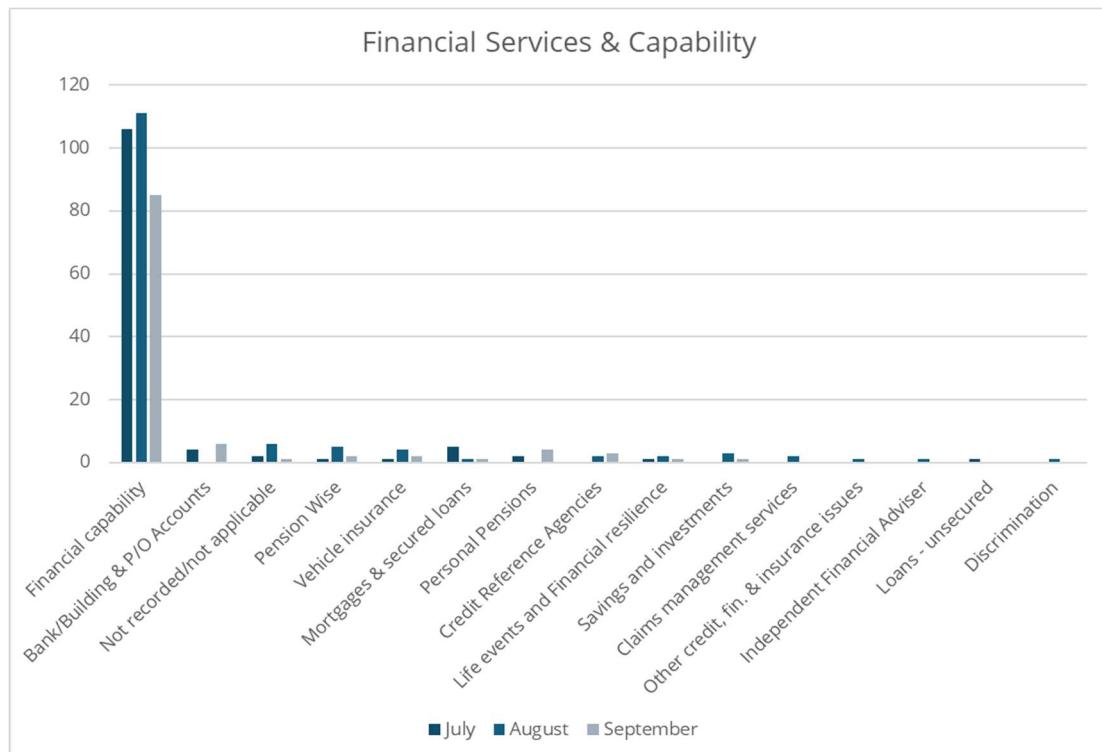


## Mortgage & Secured Loan Arrears Advice Issues - Part 3

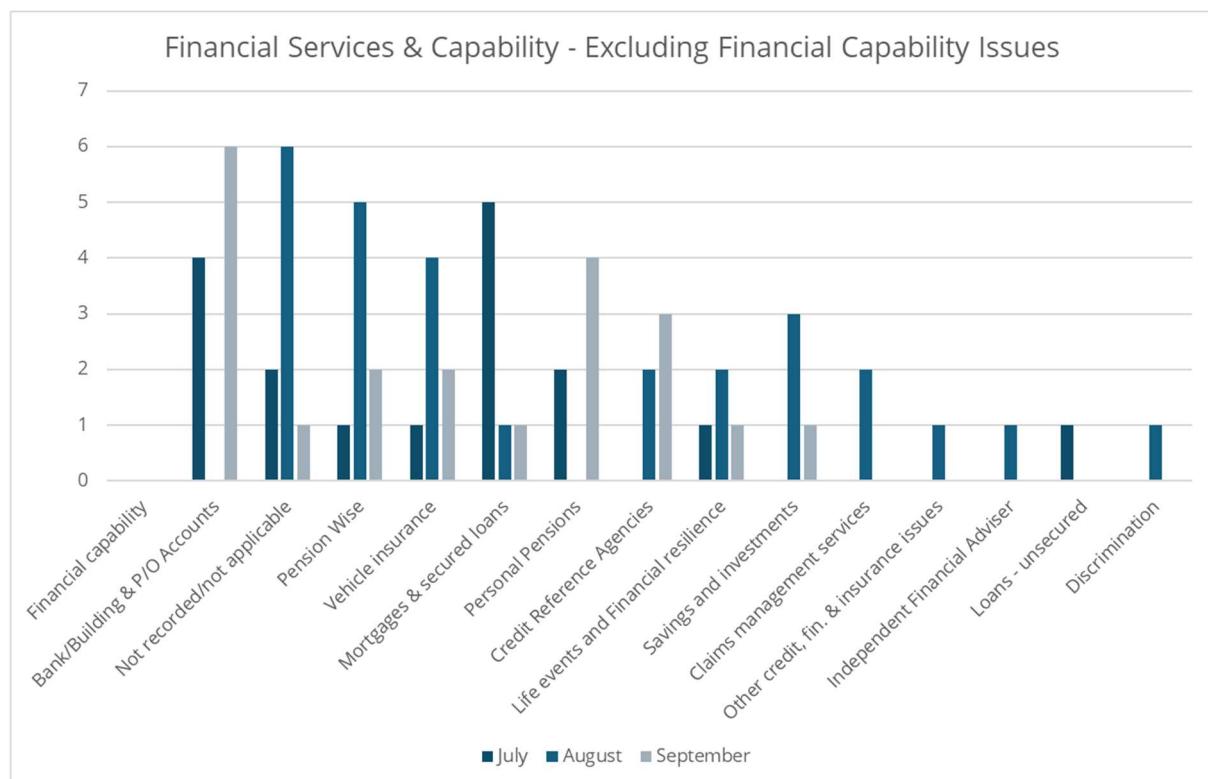


## Financial Capability

108 clients received a range of financial capability help, with 368 issues including budgeting, reducing expenditure, maximising income, banking, and getting the best utility deals.



The following graph shows the financial services & capability issues with the financial capability data removed to give a better overview of the other issues.



The chart below is a part 2 monthly breakdown of the 368 financial services & capability issues:

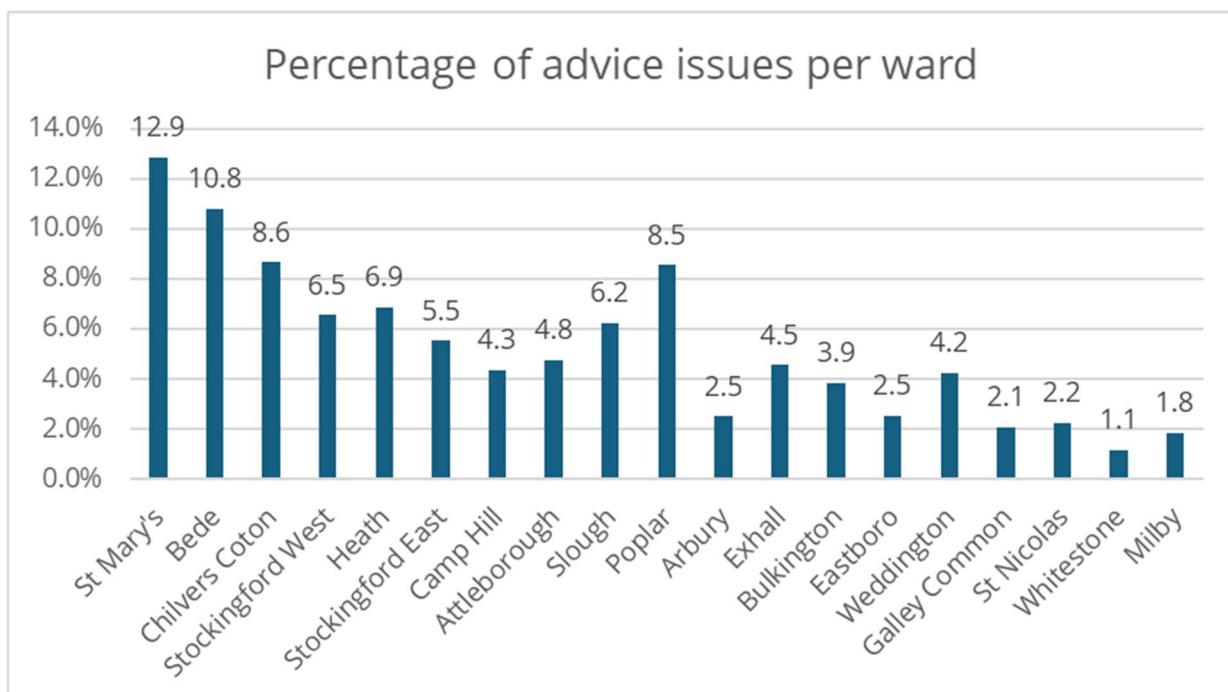
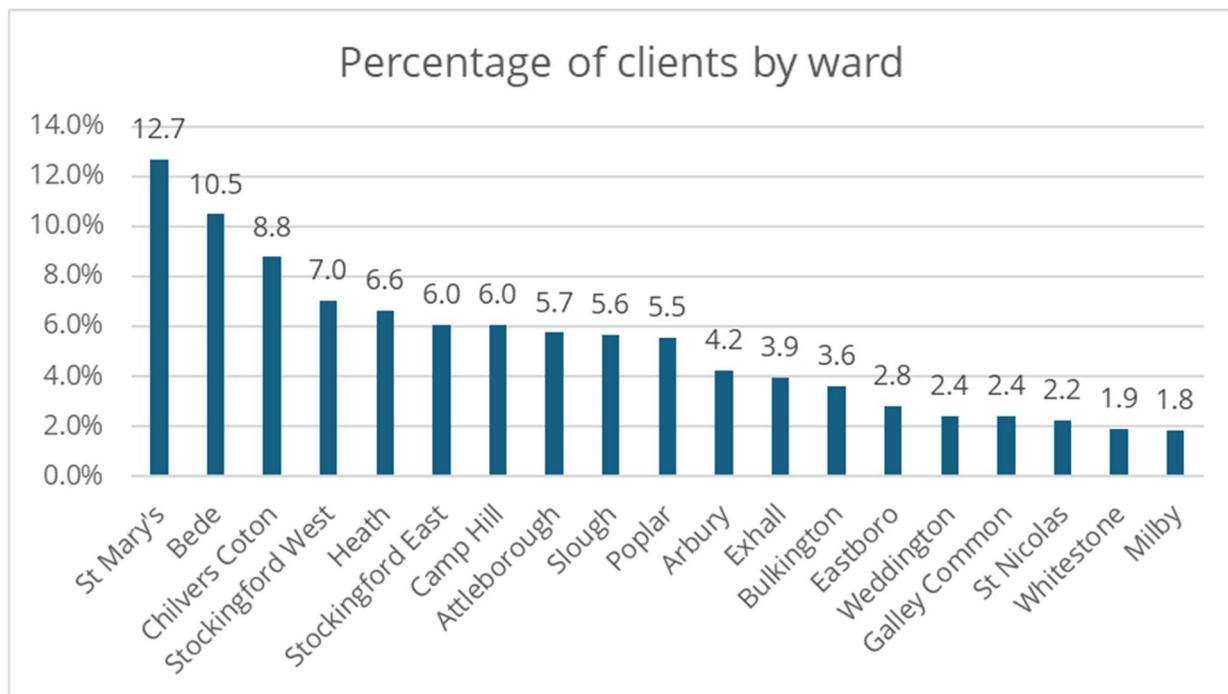
Financial services & capability - Part 2 Advice Issues	July	August	September	Total
Financial capability	106	111	85	302
Bank/Building & P/O Accounts	4		6	10
Not recorded/not applicable	2	6	1	9
Pension Wise	1	5	2	8
Vehicle insurance	1	4	2	7
Mortgages & secured loans	5	1	1	7
Personal Pensions	2		4	6
Credit Reference Agencies		2	3	5
Life events and Financial resilience	1	2	1	4
Savings and investments		3	1	4
Claims management services		2		2
Other credit, fin. & insurance issues		1		1
Independent Financial Adviser		1		1
Loans - unsecured	1			1
Discrimination		1		1
<b>Total</b>	<b>123</b>	<b>139</b>	<b>106</b>	<b>368</b>

The chart below is a further categorised Part 3 breakdown of the largest issue in the previous chart: Financial capability with 302 issues.

Financial Capability - Part 3 Advice Issues	July	August	September	Total
Budgeting and managing money	11	16	18	45
Reducing expenditure/maximising income	8	11	13	32
Getting the best deals: water	11	9	9	29
Non-priority debts	12	11	6	29
Priority debts	13	7	6	26
Getting the best deals: energy	6	8	5	19
Getting the best deals: phones, TV, internet & other	4	7	7	18
Benefits	3	9	3	15
Dealing with and understanding bills	5	4	5	14
Social tariffs - mobile phones	5	5	1	11
Social tariffs - internet and broadband	4	5	2	11
Banking	5	2	3	10
Tools, apps and calculators	3	5		8
Yes - Action plan developed with client	2	5		7
Irregular income - budgeting and managing money			5	5
Credit, mortgages and borrowing	3	2		5
Savings	4	1		5
Jobs and employment	2	2		4
Negative Budget - income maximisation support	1	1	2	4
Energy grants	1	1		2
Challenging incorrect bills	1			1
Basic Digital skills, internet access	1			1
No - Action plan not required	1			1
<b>Total</b>	<b>106</b>	<b>111</b>	<b>85</b>	<b>302</b>

## Ward issues and clients

The following charts show the percentage of Advice Issues and Clients recorded for each ward within Nuneaton and Bedworth.



## Channel of contact

The channel of contact demonstrates the activities undertaken to support clients. For this quarter, on behalf of our clients, the staff and volunteers of these offices completed 4,707 activities, including client and third-party communications. The following charts provide an illustrative breakdown of these activities:

Activity categories based on case notes	July	August	September	Total
In person	393	311	382	1,086
Adviceline Phone	209	230	159	598
Telephone	376	287	364	1,027
Email	345	296	348	989
Web chat		1	2	3
Admin	176	178	210	564
Letter	140	93	111	344
Other	35	25	33	93
Video Call	1	1	1	3
<b>Grand Total</b>	<b>1,675</b>	<b>1,422</b>	<b>1,610</b>	<b>4,707</b>

The client count below is for the 1,778 clients who required advice or casework. The 313 simple query clients are not included in this count below. A simple query, referred to as 'quick contacts', is where a client only needs information or signposting instead of in-depth advice or casework.

Activity categories based on clients	July	August	September	Total	Unique Client Total
In person	290	239	288	817	729
Adviceline Phone	203	225	153	581	570
Telephone	217	170	216	603	513
Email	149	130	166	445	352
Web chat		1	2	3	3
Admin	70	73	86	229	177
Letter	103	65	84	252	201
Other	21	12	26	59	51
Video Call	1	1	1	3	3
<b>Grand Total</b>	<b>781</b>	<b>692</b>	<b>720</b>	<b>2,193</b>	<b>1,778</b>

## Outcomes

Outcomes can be financial or non-financial, and not every client we help has an outcome. Financial outcomes are categorised into five categories as charted below and include Income gained, which is an increased or additional financial outcome.

Outcomes are usually obtained from work done in previous quarters. Within the quarter, 1,211 clients had outcomes, of which 1,139 was the unique client count total for all of the financial outcome categories, and 973 was the overall total unique client count. There was a total of 1,938 outcomes; thus, some clients had more than one outcome, averaging to just under 2 outcomes per client.

The total value of these financial outcomes was **£3,078,686**. The average per outcome was **£1,589**, and the average per client with a financial outcome was **£3,286**. The overall average is reduced as the calculation includes non-financial outcomes.

The following charts show the breakdown of these financial outcomes.

Financial outcome category	Number of outcomes	Clients	Unique Client count	Amount	Average per outcome	Average per client
Income gain	276	224	209	£751,239	£2,722	£3,594
Re-imbursements, services, loans	129	120	120	£15,310	£119	£128
Debts written off	214	72	71	£1,604,002	£7,495	£22,592
Repayments rescheduled	2	2	2	£0	£0	£0
Other	1,317	793	737	£708,135	£538	£961
<b>Total</b>	<b>1,938</b>	<b>1,211</b>	<b>1,139</b>	<b>£3,078,686</b>	<b>£1,589</b>	<b>£3,164</b>
<b>Overall unique client count</b>			<b>973</b>			

Confirmation Status	Financial outcome category	Number of outcomes	Client count	Amount	Average per outcome	Average per client
achieved	Income gain	55	49	£57,680	£1,049	£1,177
	Re-imbursements, services, loans	102	98	£13,090	£128	£134
	Debts written off	52	52	£928,709	£17,860	£17,860
	Other	53	32	£342,726	£6,467	£10,710
expected	Income gain	201	150	£693,559	£3,451	£4,624
	Re-imbursements, services, loans	24	24	£2,220	£93	£93
	Debts written off	142	52	£675,293	£4,756	£12,986
	Other	50	38	£365,409	£7,308	£9,616
Not recorded/not applicable	Income gain	20	19	£0	£0	£0
	Re-imbursements, services, loans	3	3	£0	£0	£0
	Debts written off	20	10	£0	£0	£0
	Repayments rescheduled	2	2	£0	£0	£0
	Other	1,214	691	£0	£0	£0

The charts on the next two pages are further part 2 breakdowns of the financial outcome categories:

Repayments rescheduled					
Financial outcome category	Number of outcomes	Client count	Amount	Average per outcome	Average per client
DMP - debt management plan	1	1	£0	£0	£0
Repayment negotiated	1	1	£0	£0	£0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>
<b>Total unique client count</b>		<b>2</b>			

Income gain					
Financial outcome category	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Advance Payment requested	1	1	£300	£300	£300
Benefit / tax credit gain - a new award or increase	191	147	£698,276	£3,656	£4,750
Benefit / tax credit gain - award or increase following revision or appeal	9	7	£32,705	£3,634	£4,672
Benefit / tax credit gain - Money put back into payment	1	1	£732	£732	£732
Benefit / tax credit gain - overpayment reduced or not recovered	1	1	£4,157	£4,157	£4,157
Better deal with same supplier	5	5	£2,420	£484	£484
Charitable payment	7	7	£1,302	£186	£186
Child maintenance received	2	2	£6,192	£3,096	£3,096
Compensation or remedy awarded by court/tribunal	1	1	£0	£0	£0
Financial gain	13	13	£795	£61	£61
Financial gain (please specify)	1	1	£1,647	£1,647	£1,647
Fuel Voucher	16	13	£456	£29	£35
National Fuel Vouchers - Fuel Bank Foundation	17	14	£603	£35	£43
Other (financial)	7	7	£442	£63	£63
Other savings achieved	1	1	£780	£780	£780
Tax - other (financial gain)	2	2	£432	£216	£216
UC claim submitted	1	1	£0	£0	£0
<b>Total</b>	<b>276</b>	<b>224</b>	<b>£751,239</b>	<b>£2,722</b>	<b>£3,594</b>
<b>Total unique client count</b>		<b>209</b>			

Re-imbursements, services, loans					
Financial outcome category	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Court fees waived or refunded	2	2	£495	£248	£248
Financial gain/improvement	2	2	£6,240	£3,120	£3,120
Food provision / referral	120	111	£8,275	£69	£75
Goods or services provided	4	4	£100	£25	£25
Tax rebate	1	1	£200	£200	£200
<b>Total</b>	<b>129</b>	<b>120</b>	<b>£15,310</b>	<b>£119</b>	<b>£128</b>
<b>Total unique client count</b>		<b>120</b>			

Debts written off					
Financial outcome category	Number of outcomes	Client count	Amount	Average per outcome	Average per client
Bankruptcy	1	1	£0	£0	£0
Debt write off - other	2	2	£109,000	£54,500	£54,500
DRO - debt relief order	211	69	£1,495,002	£7,085	£21,667
<b>Total</b>	<b>214</b>	<b>72</b>	<b>£1,604,002</b>	<b>£7,495</b>	<b>£22,592</b>
<b>Total unique client count</b>		<b>71</b>			

Other						
Financial outcome category	Number of outcomes	Client count	Amount	Average per outcome	Average per client	
Able to participate in chosen training and/or education	1	1	£0	£0	£0	
Accepted on to housing register	2	2	£0	£0	£0	
Additional evidence for completion of the claims process successfully submitted	1	1	£0	£0	£0	
Application made to Fuel Direct scheme	1	1	£33	£33	£33	
Appropriate service/ support obtained for client - successful	2	2	£0	£0	£0	
Barriers to employment removed	1	1	£0	£0	£0	
Benefit / tax credit maintained	16	13	£43,737	£2,734	£3,364	
Blue badge - obtained	4	4	£1,200	£300	£300	
BRAN CAB - foodbank Bedworth	1	1	£60	£60	£60	
BRAN CAB - foodbank Nuneaton	1	1	£60	£60	£60	
Business not found or ceased trading	1	1	£0	£0	£0	
Cancellation - unsuccessful	1	1	£0	£0	£0	
Change to banking arrangements	2	2	£0	£0	£0	
Claim or complaint - not possible	6	6	£0	£0	£0	
Claim or complaint - unsuccessful	3	3	£0	£0	£0	
Client added to PSR	1	1	£0	£0	£0	
Client familiarised with how UC works and what it means for them	7	7	£0	£0	£0	
Community Care assessment obtained	2	2	£0	£0	£0	
Complaint resolved	1	1	£100	£100	£100	
Debt consolidation	2	2	£0	£0	£0	
Debts repaid	6	1	£0	£0	£0	
Financial situation stabilised / debts under control	12	9	£33,333	£2,778	£3,704	
Homelessness averted (under a homelessness duty)	1	1	£0	£0	£0	
Homelessness delayed	1	1	£0	£0	£0	
Immigration status improved	2	2	£0	£0	£0	
Improved health / capacity to manage	1,174	666	£286,327	£244	£430	
Improvement in life skills	1	1	£0	£0	£0	
Non-financial admin issue resolved	4	4	£0	£0	£0	
Other	3	3	£0	£0	£0	
Other (non-financial)	9	9	£0	£0	£0	
PIP form fill	2	1	£0	£0	£0	
Refund / Repair / Replacement refused	1	1	£0	£0	£0	
Tax coding corrected	2	2	£0	£0	£0	
Will / probate outcomes - successful	1	1	£4,250	£4,250	£4,250	
WSBS - Cost of living payment	2	1	£600	£300	£600	
WSBS - Employment and Support Allowance SDP backdate	2	1	£2,442	£1,221	£2,442	
WSBS - ESA award	2	2	£9,830	£4,915	£4,915	
WSBS - ESA backdate	1	1	£2,684	£2,684	£2,684	
WSBS - Housing Benefit award	1	1	£0	£0	£0	
WSBS - Personal Independence Payment award	14	13	£91,036	£6,503	£7,003	
WSBS - Personal Independence Payment backdate	15	14	£150,054	£10,004	£10,718	
WSBS - Universal Credit award	1	1	£8,883	£8,883	£8,883	
WSBS - Universal Credit backdate	1	1	£7,132	£7,132	£7,132	
WSBS - Universal Credit LCWRA element award	1	1	£60,951	£60,951	£60,951	
WSBS - Universal Credit LCWRA element backdate	1	1	£5,023	£5,023	£5,023	
WSBS - Water discount	1	1	£400	£400	£400	
<b>Total</b>	<b>1,317</b>	<b>793</b>	<b>£708,135</b>	<b>£538</b>	<b>£961</b>	
<b>Total unique client count</b>		<b>737</b>				

## **Nuneaton & Bedworth Citizens Advice Case Study**

### **The client's situation:**

The client is a single mum of one child in receipt of benefits only. She is receiving disability benefits and is very vulnerable.

The client moved into a property 3 years ago and tried to register their gas supply with British Gas who advised that they did not supply that address.

The client has recently received a debt letter from BW Legal for a £600 gas bill addressed to the Occupier and a Gas bill from British Gas again addressed to the occupier.

The client was very concerned about these debts and came into the bureau for help.

### **How we helped:**

With consent from the client, the adviser made a phone call to British Gas using the adviser's helpline - 0333 202 9584. They spoke to Lorraine at British Gas, who was extremely helpful.

We first registered the client with British Gas, giving them the date she moved into the property. Lorraine then advised that a meter reading had been carried out in August 2025.

The adviser explained that the client received a bill before the meter reading date and that this was the first bill they had received and advised Lorraine of the back billing rules, which would prevent British Gas from back billing for more than one year of energy usage.

Lorraine agreed that the client would not owe this amount due to the back billing rules, and that the client will receive a phone call in approximately 7 days time, to give another meter reading, and from this reading they will work out what the client's usage is and apply this for the last year.

The client will then receive a new bill stating what is owed, and any bills prior to this will be written off. The client has requested a payment card to be issued so they can make regular payments.

### **Outcomes:**

As a result of the intervention of Citizens Advice, the client's energy bill of £2500 was written off. The client was very happy with the outcome.

## Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1<sup>ST</sup> FEBRUARY 2026 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING FEBRUARY, 2026.

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

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

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

Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP
05/11/25	<b>Revocation of Gyratory Air Quality Management Area</b>	Cabinet	No		January 2026	<b>Alastair Blunkett</b> 02476 376064	<b>Kevin Hollis</b> 02476376143	Planning and Enforcement	Business, Regen & Planning
27/11/25	<b>Contract Value Uplift – Property Maintenance</b>	Cabinet	No		January 2026	<b>Lynn Joy</b> 02476 376880	<b>Dawn Dawson</b> 02476 376408	Housing	Housing & Comm

27/11/25	<b>Independent Living Units Cleaning Contract with NABCEL</b>	Cabinet	No		January 2026	<b>Sharon Clinton</b> 02476 376121	<b>Dawn Dawson</b> 02476 376408	Housing	Housing & Comm
5/11/25	<b>Camp Hill Funding</b>	Cabinet	No		January 2026	<b>Dawn Dawson</b> 02476 376408	<b>Dawn Dawson</b> 02476 376408	Housing	Housing & Comm
31/10/25	<b>Review of the Council Tax Reduction Scheme</b>	Cabinet	No		January 2026	<b>Liam Brown</b> 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
09/12/25	<b>Supplementary Planning Documents – Permission to consult</b>	Cabinet	No		January 2026	<b>Louise Hryniw</b> 02476 376310	<b>Kevin Hollis</b> 02476 376143	Planning and Enforcement	Business, Regen & Planning
31/05/23	<b>Asset Management Plan</b>	Cabinet	No		February 2026	<b>Jonathan White/</b> 02476 376549	<b>Dawn Dawson</b> 02476 376408	Business & Regeneration	Business, Regen & Planning
13/10/25	<b>Food Waste Service</b>	Cabinet	No		February 2026	<b>Alastair Blunkett</b> 02476 376064	<b>Kevin Hollis</b> 02476 376143	Communities & Public Services	Env & Leisure

27/11/25	<b>Regulatory Services System Replacement</b>	Cabinet	No		February 2026	Daniel Lamsdale 02476 376184	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
08/01/26	<b>Crisis and Resilience Fund Policy 2026 (formerly Discretionary Housing Payment Policy Update)</b>	Cabinet/Council	No		February 2026	Liam Brown 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corporate Resources
30/09/25	<b>Grounds Maintenance Procurement</b>	Cabinet	No		February 2026	Katie Memetovic-Bye 02476 376147	<b>Kevin Hollis</b> 02476 376143	Leisure & Health	Env & Leisure
27/11/25	<b>Sherbourne Recycling Facility – Governance</b>	Cabinet	No		February 2026	Kevin Hollis 02476 376143	<b>Kevin Hollis</b> 02476 376143	Communities & Public Services	Environment & Leisure
28/02/25	<b>General Fund Budget 2026/27</b>	Cabinet/Council	No		February 2026	Liam Brown 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
28/02/25	<b>Housing Revenue Account Budget 2026/27</b>	Cabinet/Council	No		February 2026	Liam Brown 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources

28/02/25	<b>Treasury Strategy 2026/27</b>	Council	No		February 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
28/02/25	<b>Capital Budget 2026/27</b>	Cabinet/ Council	No		February 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
29/08/25	<b>Local Council Tax Support Scheme</b>	Cabinet/ Council	No		February 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
24/12/25	<b>Medium Term Financial Strategy</b>	Cabinet/ Council	No		February 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
29/08/25	<b>Council Tax S13a Policy</b>	Cabinet/ Council	No		February 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
29/08/25	<b>Equality and Diversity Policy</b>	Cabinet	No		February 2026	<b>Matthew Wallbank</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources

13/10/25	<b>Cemeteries Future Provision</b>	Cabinet	No		Feb/March 2026	Katie Memetovic-Bye 02476 376147	<b>Kevin Hollis</b> 02476 376143	Leisure & Health	Env & Leisure
29/08/25	<b>NNDR Discretionary Rate Relief Policy</b>	Cabinet/Council	No		February 2026	Liam Brown 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
29/08/25	<b>NNDR Retail, Hospitality and Leisure Policy</b>	Cabinet/Council	No		February 2026	Liam Brown 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
29/08/25	<b>NNDR Supporting Small Businesses Policy</b>	Cabinet/Council	No		February 2026	Liam Brown 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
27/11/25	<b>Action Plan – Local Government Peer Review – Next Steps</b>	Cabinet	No		March 2026	Tom Shardlow 02476 376004	<b>Tom Shardlow</b> 02476 376004	Resources and Central Services	Health & Corp Resources
24/12/25	<b>Corporate Plan Delivery Plan April 2026 – March 2027</b>	Cabinet	No		March 2026	Tom Shardlow 02476 376004	<b>Tom Shardlow</b> 02476 376004	Resources and Central Services	Health & Corp Resources

27/11/25	<b>Tenant Satisfaction Measures 2025/26</b>	Cabinet	No		March 2026	<b>Dawn Dawson</b> 02476 376408	<b>Dawn Dawson</b> 02476 376408	Housing	Housing & Comm
31/07/25	<b>NBBC Water Policy Review and Access to Open Water</b>	Cabinet	No		March 2026	<b>Katie Memetovic-Bye</b> 02476 376147	<b>Kevin Hollis</b> 02476 376143	Leisure & Health	Env & Leisure
31/03/25	<b>General Fund Budget Monitoring Q3</b>	Cabinet	No		March 2026	<b>Liam Brown</b> 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
31/03/25	<b>HRA Budget Monitoring Q3</b>	Cabinet	No		March 2026	<b>Liam Brown</b> 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
31/03/25	<b>Capital Monitoring Q3</b>	Cabinet	No		March 2026	<b>Liam Brown</b> 02476 376275	<b>Victoria Summerfield</b> 02476 376002	Resources & Central Services	Health & Corp Resources
31/10/25	<b>Biodiversity Duty Report</b>	Cabinet	No		March 2026	<b>Louise Hryniw</b> 02476 376310	<b>Kevin Hollis</b> 02476 376143	Planning and Enforcement	Business, Regen & Planning

31/03/25	<b>Pingles Decarbonisation Closure</b>	Cabinet	No		April 2026	<b>Katie Memetović-Bye</b> <b>02476 376147</b>	<b>Kevin Hollis</b> <b>02476 376143</b>	Leisure & Health	Env & Leisure
24/12/25	<b>Supplementary Planning Documents</b>	Cabinet/Council	No		April 2026	<b>Louise Hryniw</b> <b>02476 376310</b>	<b>Kevin Hollis</b> <b>02476 376143</b>	Planning and Enforcement	Business, Regen & Planning
31/10/25	<b>Negotiated Stopping Places</b>	Cabinet	No		June 2026	<b>Louise Hryniw</b> <b>02476 376310</b>	<b>Kevin Hollis</b> <b>02476 376143</b>	Planning and Enforcement	Business, Regen & Planning
30/09/25	<b>Warwickshire Health and Wellbeing Strategy</b>	Cabinet	No		June 2026	<b>Katie Memetović-Bye</b> <b>02476 376147</b>	<b>Kevin Hollis</b> <b>02476 376143</b>	Leisure & Health	Env & Leisure
31/07/25	<b>General Fund Revenue Outturn 2025/26</b>	Cabinet	No		July 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
31/07/25	<b>HRA Revenue Outturn 2025/26</b>	Cabinet	No		July 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources

31/07/25	<b>Capital Outturn 2025/26</b>	Cabinet	No		July 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
31/07/25	<b>Collection Fund 2025/26</b>	Cabinet	No		July 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
31/07/25	<b>Treasury Annual Report 2025/26</b>	Council	No		July 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
30/09/25	<b>General Fund Budget Monitoring Q1</b>	Cabinet	No		September 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
30/09/25	<b>Housing Revenue Account Budget Monitoring Q1</b>	Cabinet	No		September 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
30/09/25	<b>Capital Monitoring Q1</b>	Cabinet	No		September 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources

27/11/25	<b>Draft Budget 2027/28</b>	Cabinet	No		November 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
24/12/25	<b>General Fund Budget Monitoring Q2</b>	Cabinet	No		November 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
24/12/25	<b>Housing Revenue Account Budget Monitoring Q2</b>	Cabinet	No		November 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources
24/12/25	<b>Capital Monitoring Q2</b>	Cabinet	No		November 2026	<b>Liam Brown</b> <b>02476 376275</b>	<b>Victoria Summerfield</b> <b>02476 376002</b>	Resources & Central Services	Health & Corp Resources

#### Cabinet – Exempt Items

Date entered:	Item - Description	Committee	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabinet Portfolio	OSP

13/10/25	<b>Regeneration Projects Update</b>	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	February 2026	<b>Jonathan White</b>  02476 376549	<b>Dawn Dawson</b>  02476 376408	Business & Regeneration	Business, Regen & Planning

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

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

The Cabinet Members are:

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

Observer:

Leader of the Main Opposition Group	-	Councillor K. Wilson
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Dated: 8<sup>th</sup> February 2026

Signed: C. Watkins (Leader of the Council)

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

Meeting dates: 5<sup>th</sup> June 2025, 25<sup>th</sup> September 2025, 22<sup>nd</sup> January 2026

Date Added	Lead Officer	Title	Description	Scrutiny/ Overview	Proposed Committee Date	On Agenda 2025/26 or Briefing Note	Include in 2026/27 Work Programme ?
	Steve Gore	Integrated Performance Report	Quarterly Benchmarking Report includes the Housing Key Performance Indicators	Scrutiny	22 <sup>nd</sup> Jan 2026		
	To be confirmed	Housing Key Performance Indicators	Benchmarking Report	Scrutiny	22 <sup>nd</sup> Jan 2026		
Jan 2025	Abu Malek	Armed Forces Covenant	An update including highlights about what NBBC are doing in relation to the Armed Forces Covenant.		June (TBC)		
	Abu Malek	Voluntary and Community Sector Performance Reports	Voluntary and Community Sector Monitoring reports. Includes audit of performance by Communities Team as part of SLA.		22 <sup>nd</sup> Jan 2026		
	Sharon Clinton	Houses of Multiple Occupation (HMO's)	Policy review update for Houses of Multiple Occupation.		22 <sup>nd</sup> Jan 2026		
25/09/25		Motion put forward at Extraordinary Council held on 16 <sup>th</sup> September	<p>'The Chief Executive be requested to write to the Home Office, Serco, Warwickshire Police and Warwickshire County Council (Communities Team) to invite them to an extraordinary meeting of the Housing and Communities OSP to be called by the Chief Executive to scrutinise the placement, housing, monitoring and support of asylum seekers within Nuneaton and Bedworth Borough. The NBBC Communities Team is also to attend the extraordinary meeting.'</p> <p>This item to be discussed as part of H&amp;C OSP in January.</p>		22 <sup>nd</sup> Jan 2026		