Nuneaton & Bedworth
United to Achieve

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Date: 16th June 2026

Our Ref: MM

Dear Sir/Madam,

A meeting of the **Communities, Corporate Resources and Housing Overview and Scrutiny Panel** will be held in the Council Chamber, Town Hall, Nuneaton on **Thursday, 25th June 2026** at **6.00 p.m.**

Yours faithfully,

Tom Shardlow

Chief Executive

To: All Members of the Business, Regeneration and Planning Overview and Scrutiny Panel

Councillors D. Brown (Chair), T. Cooper (Vice-Chair) R. Brill, S. Finch, M. Kondakor, C. Phillips, B. Saru P. Smith, C. Watkins and Mrs D. Ross.

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The Council is committed to providing a safe and respectful environment for our employees, customers and elected members. As such, please be advised that any form of abuse, aggression, or disrespectful behaviour towards our team will not be tolerated under any circumstances.

## AGENDA

## PART 1 – PUBLIC BUSINESS

1. ANNOUNCEMENTS AND EVACUATION PROCEDURE
A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. 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.

Please use the stairs and do not use the lifts. 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 Housing and Communities Overview and Scrutiny Panel held on 22nd January 2026 and the Health and Corporate Resources Overview and Scrutiny Panel held on 12th February 2026, attached **(page 7)**.

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

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

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

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

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

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent).

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

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

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

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

5. PUBLIC CONSULTATION - Members of the Public will be given the opportunity to speak on specific agenda items if notice has been received.

   Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.

   The chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the chair, the speaker persists, they will be asked to stop speaking by the chair. The chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

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

7. INTEGRATED PERFORMANCE REPORT – THIRD AND FOURTH QUARTERS 2026/27 – a summary report of the Risk Management and Performance Officer, attached **(Page 17).** The full Integrated Performance Report is available on the website only via a link in the report.

8. REGULATOR OF SOCIAL HOUSING BRIEFING PRESENTATION – A presentation of the Strategic Director for Housing and Community Safety, attached **(Page 43).**

9. COMPLAINT HANDLING CODE ANNUAL REPORT 2024/25 – a report of the Assistant Director for Housing Services **(Page 50).**

10. TENANT SATISFACTION MEASURES (TSMS) 2025/2026 – a report of the Assistant Director for Housing Services **(Page 107).**

11. HOUSING REVENUE ACCOUNT NEW BUILD PROGRAMME – a report of the Assistant Director for Assets and Compliance **(Page 124).**

12. FORWARD PLAN – attached for information **(Page 130).**

13. WORK PROGRAMME 2026/27 – for approval, attached **(Page 140).**

14. WORK PROGRAMME SUGGESTION FORM – Housing Repairs Strategy - for discussion and approval, attached **(Page 143).**

15. ANY OTHER ITEMS which in the opinion of the Chair 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** **22nd January 2026**

A meeting of the Housing and Communities Overview and Scrutiny Panel was held on Thursday, 22nd January 2026 in the Council Chamber, Town Hall Nuneaton.

**Present**

Councillor C. Phillips (Chair)
Councillor M. Etienne (Vice-Chair),

Councillors: E. Amaechi, M. Bird, T. Cooper, S. Dhillon, B. Pandher, B. Saru and C. Smith

Apologies: None

**PART I – PUBLIC BUSINESS**

HC27 **Minutes**

**RESOLVED** that the minutes of the Housing and Communities OSP held on 25th September 2025 were confirmed as a true record and signed by the chair.

HC28 **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

HC29 **Questions to Cabinet**

The Portfolio Holder for Housing (Councillor C. Watkins) and Communities & Public Services (Councillor K. Price) was in attendance to answer questions from the Panel.

**No questions were asked.**

HC30 **Motion from Extraordinary Council – 16th September 2025**

A motion was put forward and agreed at full council held on 16th September 2025, this is as follows:

*'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. '*

The following representatives were in attendance:

- John Coleman (Director – Children and Families from Warwickshire County Council)
- Insp. Ryan Walker (Inspector – Warwickshire Police)

- Abu Malek (Communities and Community Safety Manager – Nuneaton and Bedworth Borough Council (NBBC))
- Dawn Dawson (Strategic Director – Housing and Communities – NBBC)
-County Councillor George Finch (Leader of WCC)
-County Councillor Dale Bridgewater (Portfolio Holder for Community Safety)

No representatives from SERCO or Home Office were in attendance

**Public Speakers:**

- County Councillor Keith Kondakor
- Lesley Nelson (Priory Street Residents Group)
- Heather Kincaid
- Councillor Michele Kondakor
- Councillor Kris Wilson

The following points were raised and are summarised:

- The panel questioned how the Dispersal Grant is spent, the WCC Director - John Coleman responded that the grant is divided by the Borough and Districts and WCC. WCC allocate money towards English courses, equipment and to held induct them into the UK. The courses are voluntary and cannot be enforced. We receive numbers from SERCO/ Home Office it does not detail where they are placed. We will raise with SERCO if there are any issues we need to be aware of but receive very limited information. When an asylum seeker enters the country, they are interviewed by Border Force and they will raise any risks with SERCO/Home Office
- A panel member was concerned that very little information is given to Police and the Council regarding where the asylum seekers are settled and if there are any identified risks for the community.
- A panel member asked if the grant is put towards giving them an activity as you cannot work when you are an asylum seeker. The Strategic Director – Housing and Communities responded that they work with support partners responding to the needs presenting and putting programmes in place that will help the most amount of people however it is not mandatory to take part.
- A panel member asked if the Passport to Leisure could be looked at for asylum seekers giving them access to activities and integrated in the community. The Strategic Director – Housing and Communities advised that they need to seek advice from their partners and see what is currently in place for asylum seekers to access.

It was moved and seconded that Cabinet be asked to examine the possibility of giving asylum seekers access to the Passport to Leisure Scheme and that the minutes of the Priory Street Resident Groups be retrieved and brought to the next meeting.

**RESOLVED** that

a) it be recommended to Cabinet to examine the possibility of giving access to the Passport to Leisure Scheme for asylum seekers; and

b) the minutes of the Priory Street Residents Group be brought to the next meeting of the Housing and Communities OSP.

HC31 **Integrated Performance Report – Quarter 2 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

HC32 **Voluntary Sector and Community Sector Performance**

The Community and Community Safety Manager presented the report to the panel.

The panel expressed their thanks for collating the report and to the other voluntary groups for providing vital support to the residents of the Borough.

**RESOLVED** that the report be noted.

HC33 **Houses of Multiple Occupancy (HMO) Working Group**

A verbal update of the progress of the HMO Working Group was given to the panel by the Strategic Director – Housing and Communities and a vice chair was sought for the Working Group.

A summary of the update is as follows:

- Progress is being made in producing a Frequently Asked Questions Mythbusting fact sheet on HMO's which will be published on the council website.
- Not all HMO's contain asylum seekers, often they are used by young professionals or can be used to house victims of domestic violence. In addition, with the shortage of social housing, well managed HMOs can utilised for this.
- Planning are involved in considering Article 4 and the working group will be examining the evidence that would be required for this and the impact it would have on HMOs.
- Licensing for HMO's is also being discussed in respect of the conditions of the licence that could be attached to the HMO.

**Public Speakers:**
Russ Dyable (from Rent-a-Room)
County Councillor Keith Kondakor
Councillor Michele Kondakor

**RESOLVED** that

a) the update be noted;

b) Councillor M. Bird be elected as the Vice-Chair of the Working Group;

c) Russ Dyable (Rent-a-Room) be invited to the next meeting of the Working Group to provide information on selective licensing conditions.

HC34 **Forward Plan**

The Forward Plan showing the key decisions that will be made in the four months commencing 1st February 2026, was provided to the Panel for information.

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

HC35 **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 following addition:

- the inclusion of a report on new council houses being built and community cohesion activities; and
- Information on HMO be a standing item.

HC36 **Any Other Items**

None

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Chair

**NUNEATON AND BEDWORTH BOROUGH COUNCIL**

**HEALTH AND CORPORATE RESOURCES OVERVIEW & SCRUTINY PANEL** **12th February 2026**

A meeting of the Heath and Corporate Resources Overview & Scrutiny Panel was held on Thursday, 12th February 2026 in the Council Chamber, Town Hall Nuneaton.

**Present**

Councillor S. Dhillon (Chair)

Councillors: J. Hartshorn (Vice-Chair), J. Bonner, M. Kondakor, S. Markham, B. Pandher, C. Smith, B. Hancox (substitute for T. Jenkins), D. Brown (substitute for W. Markham) and Mrs D. Ross.

Apologies: Councillors T. Jenkins and W. Markham.

**PART I – PUBLIC BUSINESS**

HCR 22 **Minutes**

Councillor Kondakor requested an update on emergency planning, including training, which was discussed at the previous meeting. The Democratic Services Officer agreed to chase this up. The minutes were confirmed as accurate.

**RESOLVED** that the minutes of the Health and Corporate Resources Overview and Scrutiny Panel meeting held on 23rd October 2025 be approved and duly signed by the Chair.

HCR 23 **Declarations of Interest**

**RESOLVED** that the declarations of interests are as set out in the Schedule which can be viewed on the Council website (Councillor Schedule of Declarations of Interests for Meetings).

HCR 24 **Questions to Cabinet**

The Portfolio Holder for Resources and Customer Services (Councillor S. Hey), the Portfolio Holder for Housing (Councillor C. Watkins) and the Portfolio Holder for Leisure and Health (Councillor B. Hughes) were in attendance at the meeting. There were no questions asked during the meeting.

HCR 25 **Air Quality**

A report of the Assistant Director – Recreation and Culture with a presentation of representatives from NBBC and WCC provided Members with an update on matters in relation to Air Quality within Nuneaton and Bedworth.

Following the presentation, the Panel discussed and asked questions on the following:

- Air quality versus deprivation and life expectation - the possible correlation between deprivation and shorter life expectancy. Work is ongoing, it is hard to measure the impact as a direct causation. Urban areas do tend to be more built up.
- There is a need to create a healthier lifestyle overall - including creating green and open spaces, but cannot categorically say

there is a direct link to air quality as so many factors are involved.

- Data relating to life expectancy between more affluent areas such as Stratford is to be compared with Nuneaton/Bedworth and shared with the Panel
- Historically there have been issues with coal and factories, and now new technology in vehicles is helping but extra vehicles and congestion is still a concern.
- There is a poor provision of vehicle charging points, which doesn't encourage people to get electric vehicles.
- Local bus services have improved, more frequent buses especially after 6pm would be a positive step.
- Poor air quality in houses due to issues such as damp and mould has a negative impact on health.
- Physical activity/inactivity – NBBC is quite proactive, facilities need promotion, especially in areas of deprivation.
- There are Health and Wellbeing partnerships and NBBC is part of this, targeted work within Nuneaton and Bedworth can be shared by WCC.
- Transport – cycling routes – consultation with local Councillors would be appreciated and useful, with engagement from local people once the funding becomes available.
- Facilities such as swimming pools need to be available to people at a time that is suitable for them to use them – for example available in mornings before work and in evenings.
- WCC do not object to new developments that put more traffic on the road with no opportunity for people to cycle due to the roads they would need to travel on, and open spaces being too far away. Some developments can discourage people from taking local activity.
- Maintenance plan for cycle lanes is needed, including gritting and mud removal.
- Lighting – public footpaths. Not necessarily part of planning on new estates. If people don't feel safe using paths and infrastructure and do not use it, it is a failed infrastructure – and WCC should not adopt a cycleway, or path unless safe (which includes streetlighting). WCC can be contacted with any queries.
- Cycling safety – potholes – people do not feel safe cycling. Should not have any new road schemes agreed without cycle capacity.
- Bikeability scheme is useful but need greater capacity, a lot of children do cycle on paths as they do not feel safe on the roads.
- Average speed cameras make drivers regulate their speed more carefully.
- Planning – need public health to get involved. New developments need to take into account ability for residents to walk and cycle – rather than building on main roads with no consideration to paths/cycle.
- The LCWIP is available to view online, including all maps.
- Trials of e-bikes/e-cargo bikes. Looking into Town Centres and active travel zones.

- Air Quality monitors are usually in place for a number of years, but can be moved as required at appropriate times, for example new estates or areas that are felt to have an air quality issues.
- There are many factors which decide where measuring tubes are in place – if Members have concerns about a particular area they can feed that into the NBBC team. Data is collected over a whole year, but if required tubes can be moved at a suitable time. Data is benchmarked annually against national levels.
- Charging structure of new electric charges - NBBC gets some funding relating to this.
- EV buses are cleaner emissions, but often empty, need to get people to use more public transport.

**RESOLVED** that that the contents of the report be considered and noted.

HCR 26 **Healthwatch Warwickshire**

A presentation of the Healthwatch Warwickshire Engagement and Intelligence Lead – Warwickshire North provided the Panel with information including a background, the objectives, feedback received, the impact and the priorities of Healthwatch.

The Panel discussed and asked questions on the following:

- Funding for Healthwatch is available to mid 2027, and then there is the possibility Healthwatch may be abolished. It is 'business as usual' at the moment.
- GP's are moving to some online services, the Department of Health have stated patients can have a choice of how to book appointments.
- PSA Testing – use of acronyms needs consideration.
- GP – lack of appointments lead to more people going to A&E.
- Healthwatch not consulted on the closure of the lipoedema clinic/hospice, and it is not necessarily something they would be informed about. Healthwatch will feedback that this will be a loss to the community.
- The ICB (Integrated Care Board) will not be independent, funding needs to be given to maintain an independent body. Department of Health and Local MP's can be contacted to give support to Healthwatch.
- Working with Diabetes UK to try to improve health of residents and reduce the numbers of people developing diabetes. Courses are available to become Champions and put on workshops etc – but more awareness and promotion is needed.

**RESOLVED** that the contents of the report be considered and noted.

HCR 27 **Integrated Performance Report – Second Quarter 2025/26**

A summary report of the Risk Management and Performance Officer provided Panel Members with appropriate performance measures, budget information and risk data for service areas within the scope of the Panel.

Following the presentation, the Panel discussed and asked questions on the following:

- Upgrade to system – this is a standard software package which should be compatible with other authorities.
- KPI's – suppliers, using local suppliers. Would be useful to know total spend and how NBBC is 'spreading the wealth'.
- Ultimately, all Councillors and Members will have access to their own portal to view information.
- Member Enquiry Forms – there are designated forms for particular areas. More Members may be using the designated forms more, which are there for a purpose. Councillors may need more training on which forms to use for specific queries.

**RESOLVED** that the contents of the report be considered and noted.

HCR 28 **People Strategy 2026 - 2029**

The People Services Manager provided the panel with an overview of the People Strategy for 2026-2029.

The Panel discussed and asked questions on the following:

- The whistleblower policy is part of the Constitution.
- This strategy should compliment and help NBBC through the Local Government Reorganisation process.
- Succession planning is important so NBBC don't lose information and knowledge when people leave. This is covered in the skills audit and strategic workforce planning. The ADR process (point 8.5 of the report) will also be reviewed.

**RESOLVED** that

a) the contents of the report be considered and noted; and
b) **IT BE RECOMMENDED TO CABINET** that the People Strategy 2026-2029 be approved and adopted.

HCR 29 **NBBC Equality Policy**

A report of the Equality and Safeguarding Officer provided the panel with the draft Equality Policy for consideration with a view to recommending to Cabinet for adoption and approval.

**RESOLVED** that

a) the contents of the report be considered and noted; and
b) **IT BE RECOMMENDED TO CABINET** that the revised Equality Policy be approved and adopted.

HCR 30 **An Overview of the Safeguarding Activities in the Borough**

The Equality and Safeguarding Officer provided Members with an overview of the current safeguarding activities which are taking place in the Borough.

The Panel discussed and asked questions on the following:

- Referrals are shown for 2024/25, would be nice to see comparisons between the years (for example, 2023/24). Factors such as being better at identifying and reporting abuse and incidents can impact figures. In the future more data and comparisons can be given.
- Referrals can be local, or from County and from other agencies.
- All have a responsibility for Safeguarding when engaging with the community – which needs to be dealt with in a timely manner.

- NBBC do not receive funding from WCC to discharge safeguarding functions.
- There have been a lot of recent planning applications for the change of use of residential houses to children's homes – a family type setting can be beneficial rather than larger homes/ establishments.
- Keeping families together is a priority where possible.
- Training of NBBC employees who may come into contact with vulnerable persons will take place, practically it is not possible to train every member of staff, but there is a good referral system if anyone has any concerns.

**RESOLVED** that the contents of the report be considered and noted

**Councillor J. Hartshorn moved in accordance with Council Procedure Rule 4A.21 to suspend standing orders to allow the business of the meeting to be concluded. This was seconded by Councillor S. Markham.**
**A vote was taken and the motion was passed.**

HCR 31 **Motion from Council – 17th September 2025**

A motion was put forward and agreed at full council held on 17th September 2025 that a question and answer in relation to the Member Enquiry Form system (MEF) be referred to this OSP for further consideration.

A report of the Corporate Services and Data Compliance Manager provided an update on the performance of the revised Members Enquiry Form (MEF) process, introduced in May/June 2025 to strengthen transparency, improve response quality, and increase accountability across all service areas.

**RESOLVED** that

a) the improvement in MEF performance since the introduction of the revised process be noted; and
b) a further performance update be provided to the Panel at the end of quarter 4, including a trend analysis comparing all quarters since the revised process launched.

HCR 32 **Transformation Strategy**

The Assistant Director – Digital and Business Change provided details relating to the production and publication of a Transformation Strategy.

The Panel discussed and asked questions on the following:

- What is being transformed? – any service, culture, process that is better for residents, that will be more effective and efficient.
- When we have the draft strategy, Councillors felt it important to retain terminology staff currently recognise.

**RESOLVED** that

a) the approach and contents within the report be followed and endorsed; and
b) the strategy be authored and communicated.

HCR 33 **Forward Plan**

The Forward Plan showing the key decisions that will be made in the four months commencing 1st March 2026, was provided to the Panel for information.

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

HCR 34 **Work Programme 2025-2026**

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

**RESOLVED** that the Work Programme be noted.

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Chair

AGENDA ITEM NO. 7

NUNEATON AND BEDWORTH BOROUGH COUNCIL

| | |
|---|---|
| Report to: | Communities, Corporate Resources and Housing Scrutiny Panel |
| Date of Meeting: | 25th June 2026 |
| Subject: | Integrated Performance Report –Third and Fourth Quarters 2025/26 |
| Portfolio: | Finance, Enabling Services and Communities / Housing |
| Responsible Officer: | Assistant Director (Digital and Business Change) / 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 May 2026 forward plan, the following financial reports are due to be considered by Cabinet for 2026/27:

- General Fund Budget Monitoring Q1 (September Cabinet)
- HRA Budget Monitoring Q1 (September Cabinet)
- Capital Monitoring Q1 (September Cabinet)
- General Fund Budget Monitoring Q2 (November Cabinet)
- HRA Budget Monitoring Q2 (November Cabinet)
- Capital Monitoring Q2 (November Cabinet)

## 3. Report Format 2025/26

**Summary of the report content for 2025/26 3rd and 4th quarters:**

| REPORT ITEM |
|---|
| **Appendix A – summary of :**<br><br>• Performance measures within the remit of the panel<br>• Freedom of Information / Environmental Information Requests and trends<br>• Complaints and trends<br>• Strategic Risk Register risks within the remit of the panel<br>• Member Enquiry Forms and trends<br><br>One summary for each quarter. |
| **Appendix B1 - Performance measures charts**<br><br>Charts link includes both 3rd and 4th quarters.<br><br>**Appendices B2 / B3 - Performance measures summary**<br><br>One summary for each quarter. |
| **Appendix C – Details of the Strategic Risk Register risks within the remit of the Panel**<br><br>Fourth quarter only. As this is a “live” document, it only shows the information as at the end of the fourth quarter - the summary and current details of those risks within the remit of the panel. A link to the risks within the remit of the panel is also provided. |

**NOTE**: As the scope of scrutiny panels has changed for 2026/27, this panel is receiving data relating to the former Housing and Communities and Health and Corporate panels.

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

External support to embed Microsoft Power BI software is on-going. This will allow the automation of our performance collation processes as much as possible.
Reports have recently been approved for Directorate Management Teams and the Public Domain (reporting to commence from the first quarter 2026/27).

## 5. Regulation of Investigatory Powers Act (RIPA) 2000 (covert surveillance)

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

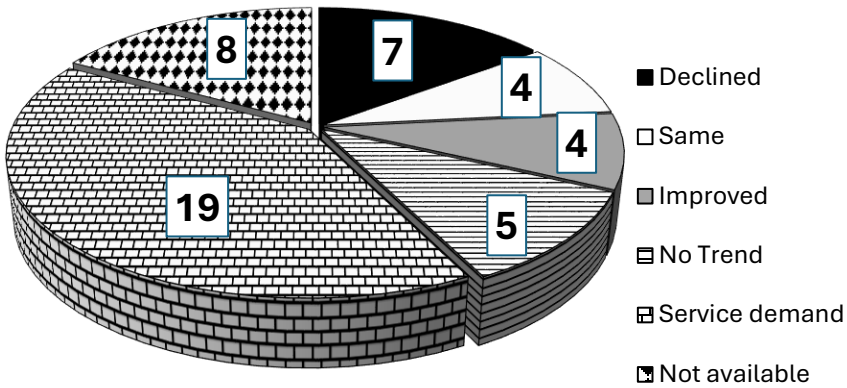
“The importance of keeping the elected Councillors aware of any activity [or non-activity] under RIPA was appreciated and it was accepted that minimal observation would be incorporated at regular intervals into officer’s reports”

Consequently, Elected Members should be aware that, as at the end of the third and fourth quarters, there have been no surveillance operations.

## 6. Housing and Communities OSP Summary Charts - Third Quarter 2025/26

**Appendix A**

### Performance Measures Summary




### Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of Third 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** | 633 (575) | 629 (575) | 106 (105) | 4 (0) |
| **Complaints -10-day target** | 1,052 (1,074) | 1,052 (1,074) | 122 (115) | 0 (0) |

### Strategic Risk Register Summary

See fourth quarter 2025/26

### Member Enquiry Forms (MEFs) Summary Third Quarter

| Number Received | |
|---|---|
| **2024/25** | **2025/26** |
| 286 | 182 |

**Subject trends identified in the current quarter:**

**FOI / EIR** - None identified

**Complaints** - None identified

**MEFs** – Housing (105) and Leisure and Culture (42) = 81% of total

## 7. Appendix B2 – H&COM Performance Measures Summary Third Quarter 2025/26

There are **47** measures within the remit of the panel.
**Fifteen** have comparable trend data for the third quarter (four improved, four stayed the same and seven declined). **Nineteen** relate to **service demand**, **five** have **no comparable trend data**. **Eight do not yet have data available**

**Four** have an **improved** trend (and or positive against target):

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 |
|---|---|---|---|---|
| HEA 01 | Number of calendar days taken to process NBBC Private Sector Disabled Facilities Grants (end to end times average) | 345 days | 378 days | 302 days |
| MIS 03 | % of Housing complaints responded to in full at stage 1 | 100% | No data | 100% |
| MIS 04 | % of Housing complaints responded to in full at stage 2 | 100% | No data | 100% |
| SH 35 | Number of Housing Health & Safety Rating System Category 1 hazards identified | No | 317 | 116 |

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

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 |
|---|---|---|---|---|
| SH 34 | % of properties meeting the Decent Homes Standard | 100% | 95.14% | 96.12% |
| SH 39 | % of required dwellings with a compliant Legionella Risk Assessment | 100% | 99.88% | 100% |
| SH 40 | % of required dwellings with a compliant Asbestos Re-inspection | 100% | 100% | 100% |
| SH 42 | % of required dwellings with a compliant Fire Risk Assessment | 100% | 100% | 100% |

## 7. Appendix B2 – H&COM Performance Measures Summary Third Quarter 2025/26

**Seven have a declined** trend (and or negative against target):

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| MIS 02 | Percentage of Housing complaints completed outside of SLA | 0% | No data | 15% | Performance has been impacted by staff capacity issues. Work is underway to prioritise improved performance in this area. |
| SH 26 | Rent collected as a % of total rent due for the year | No profiled target | 93.64% | 91.52% | End of year target is 97%.<br>There have been a significant number of vacancies within the team during this quarter.<br>The figures for the end of Q4 are identifying an improving picture, as vacancies are filled. |
| SH 27 | Current tenant rent arrears as a % of rent due for the year | No | 3.87% | 6.29% | There have been a significant number of vacancies within the team during this quarter.<br>The figures for the end of Q4 are identifying an improving picture, as vacancies are filled. |
| SH 37 | % of required dwellings with a compliant Electrical Installation Condition Report (EICR) | 100% | No data | 95.45% | The main reason for not achieving 100% compliancy is gaining access to those properties that do not have a compliant certificate. A new Access Policy has been agreed to provide structure to the process. A Tenant Liaison Officer has been appointed to the Assets and Compliance Team to focus on access issues and additional resource is planned under the Assets and Compliance Restructure - to be taken to Senior Leadership Team in June to address the issue. |

## 7. Appendix B2 – H&COM Performance Measures Summary Third Quarter 2025/26

**Seven have a declined** trend (continued)

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| SH 38A | % of required dwellings with a compliant Smoke Alarm certificate | 100% | 93.69% | 82.93% | Access issues as stated for SH 37 above. Gas properties are checked through the Gas Servicing programme. Electrically heated properties are checked through a separate programme delivered by NABCEL. NABCEL had a short period of time where the programme was unable to run due to difficulties procuring their sub-contractor. This also affected the compliance figures. |
| SH 38B | % of required dwellings with a compliant Co2 Alarm Certificate | 100% | 99.42% | 82.42% | As 38A above. |
| SH 41 | % of required dwellings with a compliant Gas Safety Certificate | 100% | 99.15% | 96.12% | Access issues as stated for SH 37 above.<br>In addition, we can follow a legal process to gain entry to properties that are overdue gas services. However, we are only able to present 20 cases per court date and court dates follow a rigid schedule. The legal process is a last resort once all other avenues have been exhausted. |

## 7. Appendix B2 – H&COM Performance Measures Summary Third Quarter 2025/26

**Nineteen** relate to **Service demand** measures:

| REF | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 |
|---|---|---|---|---|
| CS 01 | Community Safety Partnership – Total recorded crime | No | 8,845 | 8,894 |
| CS 02 | Number of ASB Cases | No | **153*** | 187 |
| CS 03 | Number of New ASB Cases | No | **19*** | 50 |
| CS 04 | Number of Closed ASB Cases | No | **33*** | 31 |
| CS 05 | Number of ASB legal interventions | No | **7*** | 0 |
| HEA 06 | Number of NBBC Private Sector disabled facilities grants delivered | No | 74 | 93 |
| HS 02 | Homelessness - Number of Households in Temporary Accommodation | No | 147 | 122 |
| HS 03 | Homelessness - Total Number of Applications Made | No | 514 | 475 |
| HS 05 | Homelessness - total Number of preventions | No | 14 | 20 |
| HS 07A | Choice Based Lettings - number allocated (NBBC) | No | 95 | 67 |
| HS 07B | Choice Based Lettings - number allocated (RPs) | No | 236 | 60 |
| PSHLS 01B | Number of Private Sector Hazard Removals | No | 18 | 160 |
| PSHLS 04A | Number of properties awarded for Energy Schemes (grant funded schemes) | No | 19 | 26 |
| PSHLS 04B | Spend for Energy Schemes (grant funded schemes) | No | £491,123.28 | £437,831.45 |
| SH 01 | Number of Decent Homes improvements by type overall (capital works) | No | 1320 | 985 |
| SH 02 | Number of Aids and Adaptations by type overall | No | 546 | 318 |
| SH 06 | New builds completed | No | 12 | 6 |
| SH 09 | Number of HRA ASB cases | No | 349 | 311 |
| SH 10 | Number of HRA ASB cases resolved | No | 297 | 323 |

***** = No data April to August for these measures

## 7. Appendix B2 – H&COM Performance Measures Summary Third Quarter 2025/26

**Five** have no comparative trend data:

| REF | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| HS 06 | Choice Based Lettings Total No. on the Housing Waiting List | No | No data | 3860 | 4517 in Q2 2025/26 |
| MIS 01 | Number of Housing complaints received | No | No data | 461 | 305 in Q2 2025/26 |
| MIS 08 | Number of Housing complaints upheld | No | No data | 52 | 58 in Q2 2025/26 |
| SH 25 | Number of properties acquired | No | No data | 0 | 0 in Q2 2025/26 |
| SH 28 | Former Tenant Arrears | No | No data | £1,608,235.27 | £1,511,314 in Q2 2025/26 |

**Data not yet available (8)**

| REF | Measure |
|---|---|
| SH15 | Time taken to relet General Purpose properties (days) - not including Difficult To Lets |
| SH 16 | Time taken to relet Independent Living properties (days) not including Difficult To Lets |
| SH 17 | Overall relet time |
| SH 18 | Emergency responsive repairs completion time |
| SH 19 | End to end times for responsive repairs |
| SH 20 | Number of outstanding responsive repairs |
| SH 22 | Number of Damp and Mould Cases Identified * |
| SH 23 | Number of Damp and Mould Cases Resolved * |

* = Potential revised measures linked to Awaab's Law.

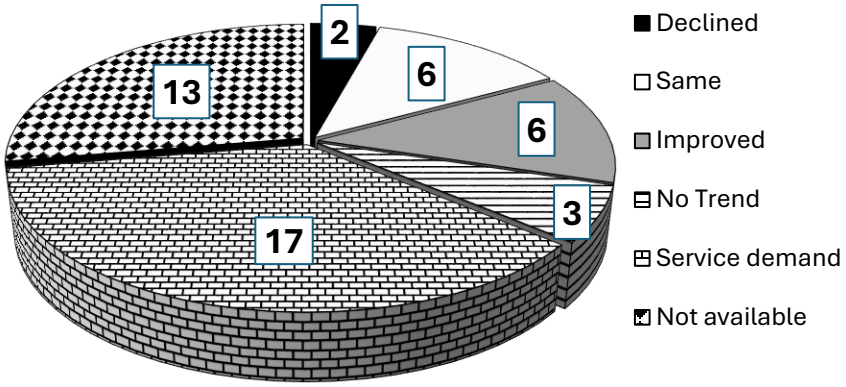
## 8. Appendix C – H&COM Strategic Risk Register (SRR) Third Quarter

As this is a “live” document, details are provided in the fourth quarter summary (see section 11).

## 9. Housing and Communities OSP Summary Charts - Fourth Quarter 2025/26

**Appendix A**

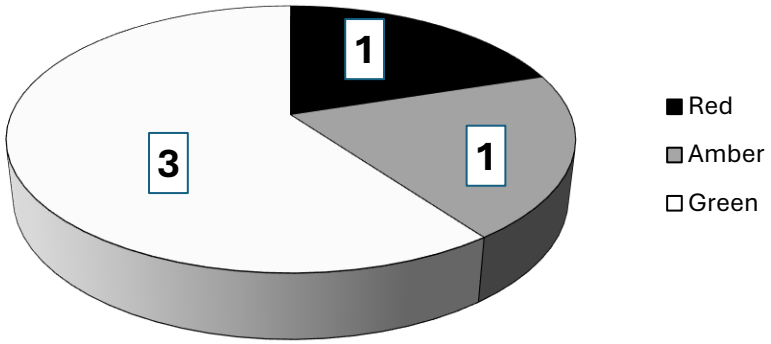
### Performance Measures Summary




### Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of Fourth 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** | 841 (775) | 833 (775) | 129 (150) | 8 (0) |
| **Complaints -10-day target** | 1,433 (1,516) | 1,422 (1,516) | 136 (155) | 11 (0) |

### Strategic Risk Register Summary




### Member Enquiry Forms (MEFs) Summary Fourth Quarter

| Number Received | |
|---|---|
| **2024/25** | **2025/26** |
| 187 | 237 |

**Subject trends identified in the current quarter:**

**FOI / EIR** - None identified

**Complaints** - None identified

**MEFs** – Housing (110) and Leisure and Culture (47) = 66% of total

## 10. Appendix B3 – H&COM Performance Measures Summary Fourth Quarter 2025/26

There are **47** measures within the remit of the panel.
**Fourteen** have comparable trend data for the fourth quarter (six improved, six stayed the same and two declined). **Seventeen** relate to **service demand**, **three** have **no comparable trend data**. **Thirteen do not yet have data available**

**Six** have an **improved** trend:

| REF. | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 |
|---|---|---|---|---|
| PSHLS 04A | Number of properties awarded for Energy Schemes (grant funded schemes) | 21 | 31 | 42 |
| SH 34 | % of properties meeting the Decent Homes Standard | 100% | 95.53% | 98.30% |
| SH 35 | Number of Housing Health & Safety Rating System Category 1 hazards identified | No | 322 | 129 |
| SH 38A | % of required dwellings with a compliant Smoke Alarm certificate | 100% | 64.58% | 80.99% |
| SH 38B | % of required dwellings with a compliant Co2 Alarm Certificate | 100% | 64.58% | 80.99% |
| SH 41 | % of required dwellings with a compliant Gas Safety Certificate | 100% | 83.10% | 95.84% |

## 10. Appendix B3 – H&COM Performance Measures Summary Fourth Quarter 2025/26

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

| REF. | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 |
|---|---|---|---|---|
| HEA 01 | Number of calendar days taken to process NBBC Private Sector Disabled Facilities Grants (end to end times average) | 345 days | 390 days | 391 days |
| SH 26 | Rent collected as a % of total rent due for the year | 97% | 95.88% | 97.00% |
| SH 37 | % of required dwellings with a compliant Electrical Installation Condition Report (EICR) | 100% | 94.65% | 96.04% |
| SH 39 | % of required dwellings with a compliant Legionella Risk Assessment | 100% | 100% | 100% |
| SH 40 | % of required dwellings with a compliant Asbestos Re-inspection | 100% | 100% | 100% |
| SH 42 | % of required dwellings with a compliant Fire Risk Assessment | 100% | 100% | 100% |

**Two have a declined** trend:

| REF. | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| PSHLS 04B | Spend for Energy Schemes (grant funded schemes) | £425,000 | £862,150.69 | £607,588.50 | In 24/25 there were two grants. There was only one grant in 25/26 (Warm Homes Local grant) which was oversubscribed and, as a result, local authority grants were reduced. |
| SH 27 | Current tenant rent arrears as a % of rent due for the year | No | 3.24% | 4.60% | In March 2026, there were software issues with Housing Benefit files and non-collection of direct debits. There was also limited resource to collect arrears due to absences in February and March. Rent accounts were not scheduled to be corrected until May 2026. |

## 10. Appendix B3 – H&COM Performance Measures Summary Fourth Quarter 2025/26

**Seventeen** relate to **Service demand** measures:

| REF | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 |
|---|---|---|---|---|
| CS 01 | Community Safety Partnership – Total recorded crime | No | 11,468 | 11,582 |
| CS 02 | Number of ASB Cases | No | **212*** | 266 |
| CS 03 | Number of New ASB Cases | No | **27*** | 95 |
| CS 04 | Number of Closed ASB Cases | No | **58*** | 42 |
| CS 05 | Number of ASB legal interventions | No | **7*** | 2 |
| HEA 06 | Number of NBBC Private Sector disabled facilities grants delivered | No | 108 | 120 |
| HS 02 | Homelessness - Number of Households in Temporary Accommodation | No | 142 | 130 |
| HS 03 | Homelessness - Total Number of Applications Made | No | 709 | 670 |
| HS 05 | Homelessness - total Number of preventions | No | 16 | 21 |
| HS 07A | Choice Based Lettings - number allocated (NBBC) | No | 120 | 63 |
| HS 07B | Choice Based Lettings - number allocated (RPs) | No | 92 | 35 |
| PSHLS 01B | Number of Private Sector Hazard Removals | No | 77 | 222 |
| SH 01 | Number of Decent Homes improvements by type overall (capital works) | No | 1411 | 1136 |
| SH 02 | Number of Aids and Adaptations by type overall | No | 857 | 375 |
| SH 06 | New builds completed | No | 20 | 14 |
| SH 09 | Number of HRA ASB cases | No | 447 | 384 |
| SH 10 | Number of HRA ASB cases resolved | No | 463 | 454 |

***** = No data April to August for these measures

## 10. Appendix B3 – H&COM Performance Measures Summary Fourth Quarter 2025/26

**Three** have no comparative trend data:

| REF | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| HS 06 | Choice Based Lettings Total No. on the Housing Waiting List | No | No data | 3227 | 3860 in Q3 2025/26 |
| SH 25 | Number of properties acquired | No | No data | 1 | 0 in Q3 2025/26 |
| SH 28 | Former Tenant Arrears | No | No data | £1,620,408.18 | £1,608,235.27 in Q3 2025/26 |

**Data not yet available (13)**

| REF | Measure |
|---|---|
| MIS 01 | Number of Housing complaints received |
| MIS 02 | Percentage of Housing complaints completed outside of SLA |
| MIS 03 | % of Housing complaints responded to in full at stage 1 |
| MIS 04 | % of Housing complaints responded to in full at stage 2 |
| MIS 08 | Number of Housing complaints upheld |
| SH15 | Time taken to relet General Purpose properties (days) - not including Difficult To Lets |
| SH 16 | Time taken to relet Independent Living properties (days) not including Difficult To Lets |
| SH 17 | Overall relet time |
| SH 18 | Emergency responsive repairs completion time |
| SH 19 | End to end times for responsive repairs |
| SH 20 | Number of outstanding responsive repairs |
| SH 22 | Number of Damp and Mould Cases Identified * |
| SH 23 | Number of Damp and Mould Cases Resolved * |

* = Potential revised measures linked to Awaab's Law.

## 11. Appendix C – H&COM Strategic Risk Register (SRR) Fourth Quarter

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

“Net Red” Risk

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

“Net Amber” Risk

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

**12.** Please click This Link to access:

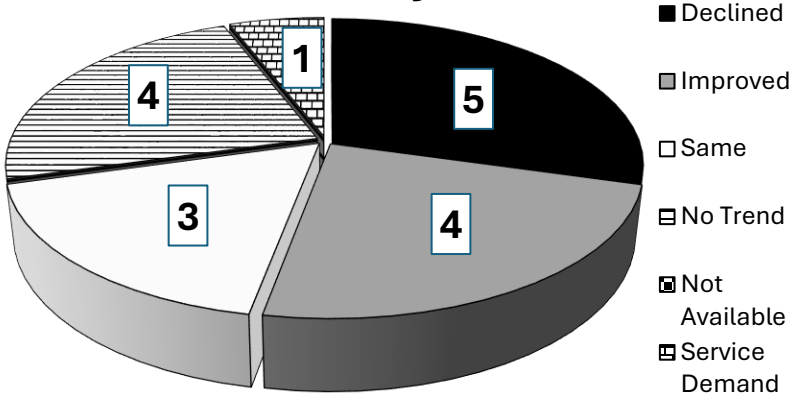
App B1 H&ComQ3 and Q4 2025-26 Performance Charts

Appendix C H&Com SRR Fourth Quarter 2025-26

## 13. Health and Corporate OSP Summary Charts - Third Quarter 2025/26

**Appendix A**

### Performance Measures Summary




### Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of Third 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** | 633 (575) | 629 (575) | 106 (105) | 4 (0) |
| **Complaints -10-day target** | 1,052 (1,074) | 1,052 (1,074) | 122 (115) | 0 (0) |

### Strategic Risk Register Summary

See fourth quarter 2025/26

### Member Enquiry Forms (MEFs) Summary Third Quarter

| Number Received | |
|---|---|
| **2024/25** | **2025/26** |
| 286 | 182 |

**Subject trends identified in the current quarter:**

**FOI / EIR** - None identified

**Complaints** - None identified

**MEFs** – Housing (105) and Leisure and Culture (42) = 81% of total

## 14. Appendix B2 – H&CORP Performance Measures Summary Third Quarter 2025/26

There are **seventeen** measures within the remit of the panel. **Twelve** have comparable trend data for the third quarter (four improved, three stayed the same and five declined). **Four** have no comparative trend data. **One** relates to service demand.

**Four** have an **improved** trend:

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 |
|---|---|---|---|---|
| CSR 03 | Member Enquiry forms completed on time | 100% | 53.76% | 92.00% |
| HR 02 | Recruitment overall turnover % | 15% | 7.46% | 6.25% |
| CFLPI 11 | Average Days to Process New Housing Benefit Claims and Council Tax Support Claims (Financial YTD) | 22 days | 34.64 days | 29.61 days |
| **REF.** | **Measure** | **Target 2024/25** | **2023/24** | **2024/25** |
| EQ 01 | Current training rate total in-house – annual measure | 70% | 49% | 65% |

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

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 |
|---|---|---|---|---|
| CFLPI 09 | Collection of Council Tax | 82% | 81.50 | 81.05 |
| CFLPI 10 | Collection of Business Rates | 82% | 81.91% | 80.45% |
| CFLPI 12 | Average Days to Process changes of circumstances Housing Benefit Claims and Council Tax Support Claims (Financial YTD) | 9 days | 9.71 days | 9.48 days |

## 14. Appendix B2 – H&CORP Performance Measures Summary Third Quarter 2025/26

**Five** have a **declined** trend:

| REF. | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| CSR 01 | Freedom of Information Requests (FOI) compliance | 100% | 80.43% | 76.00% | Staffing issues pending restructure impacted during the third quarter. |
| CSR 02 | Subject access requests (SAR) compliance | 100% | 80.00% | 70.00% | Staffing issues pending restructure impacted during the third quarter. |
| PR 04 | Spend within Nuneaton and Bedworth (% based on value of spend by SME) | No | 93.67% | 82.60% | A Section 106 payment to a large organisation was made which has skewed the percentage outcome. Removing this amount would result in the SME spend being 87.89% |
| PR 05 | Spend within Nuneaton and Bedworth (% based on value of spend with “large” companies) | No | 6.33% | 17.40% | A Section 106 payment to a large organisation was made which has skewed the percentage outcome. Removing this amount would result in the spend with large companies being 12.11% |
| HR 10 | % of staff spend that is Agency: % of agency spend versus actual salary budget Year-To-Date (YTD) as a total | No | 4.69% | 5.70% | Spend on Refuse agency staff increased where we have a statutory obligation to empty the bins (covering vacancies and sickness).<br>Difficult to recruit for specific professions or covering long-term sickness in Environmental Health, Planning (incl. Land Charges), Legal Officers, Health and Safety officers and Land & Property and Building Surveyors. |

## 14. Appendix B2 – H&CORP Performance Measures Summary Third Quarter 2025/26

**Four** have no comparative trend data:

| REF | Measure | Target 2025/26 | Third Quarter 2024/25 | Third Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| HR 07 | Recruitment – % post filled on first attempt | 80% | No data | 75.00% | 75% in Q2 2025/26 |
| PR 01 | Spend with local suppliers (Nuneaton & Bedworth) | No | No data | 10.06% | 8.24% in Q2 2025/26 |
| PR 02 | Spend with local suppliers (Warks. & West Midlands) | No | No data | 23.94% | 19.71% in Q2 2025/26 |
| PR 03 | Spend with local suppliers (UK & International) | No | No data | 66% | 72.05% in Q2 2025/26 |

**One** is a service demand measure:

| REF. | Measure | Target 2024/25 | 2023/24 | 2024/25 |
|---|---|---|---|---|
| EQ 02 | Impact Assessments completed | No | 10 | 28 |

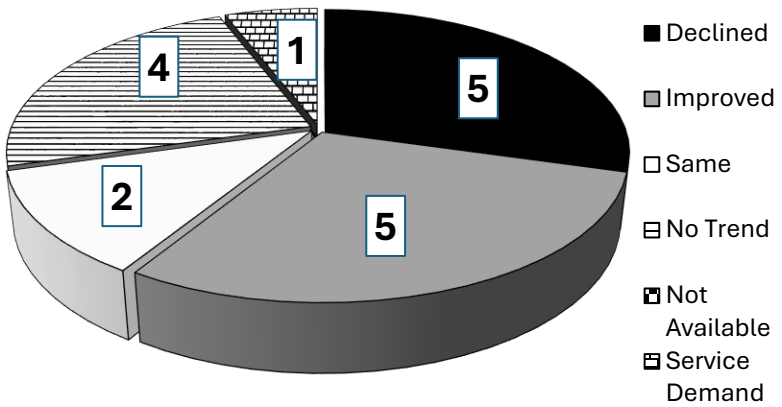
## 15. Appendix C – H&CORP Strategic Risk Register (SRR) Third Quarter

As this is a “live” document, details are provided in the fourth quarter summary (see section 18).

## 16. Health and Corporate OSP Summary Charts - Fourth Quarter 2025/26

**Appendix A**

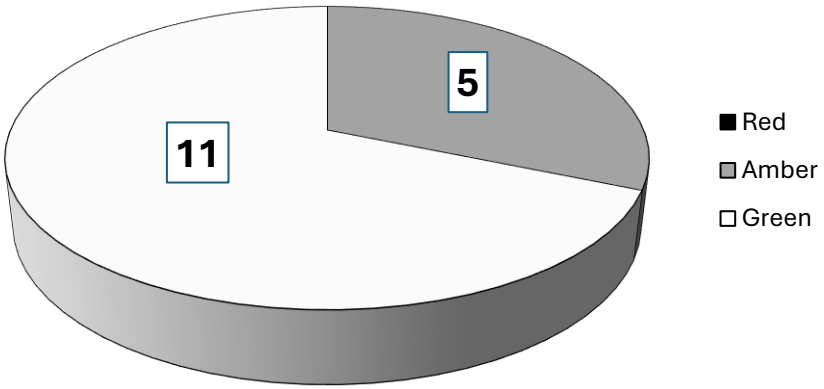
### Performance Measures Summary




### Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of Fourth 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** | 841 (775) | 833 (775) | 129 (150) | 8 (0) |
| **Complaints -10-day target** | 1,433 (1,516) | 1,422 (1,516) | 136 (155) | 11 (0) |

### Strategic Risk Register Summary




### Member Enquiry Forms (MEFs) Summary Fourth Quarter

| Number Received | |
|---|---|
| **2024/25** | **2025/26** |
| 187 | 237 |

**Subject trends identified in the current quarter:**

**FOI / EIR** - None identified

**Complaints** - None identified

**MEFs** – Housing (110) and Leisure and Culture (47) = 66% of total

## 17. Appendix B3 – H&CORP Performance Measures Summary Fourth Quarter 2025/26

There are **seventeen** measures within the remit of the panel. **Twelve** have comparable trend data for the fourth quarter (five improved, two stayed the same and five declined). **Four** have no comparative trend data. **One** relates to service demand

**Five** have an **improved** trend:

| REF. | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 |
|---|---|---|---|---|
| CSR 01 | Freedom of Information Requests (FOI) compliance waste | 100% | 75.50% | 89.00% |
| CSR 02 | Subject access requests (SAR) compliance | 100% | 55.56% | 82.00% |
| CSR 03 | Member Enquiry forms completed on time | 100% | 44.39% | 91.00% |
| HR 02 | Recruitment overall turnover % | 20% | 11.80% | 9.79% |
| CFLPI 11 | Average Days to Process New Housing Benefit Claims and Council Tax Support Claims (Financial YTD) | 22 days | 33.67 days | 30.43 days |

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

| REF. | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 |
|---|---|---|---|---|
| CFLPI 09 | Collection of Council Tax | 97% | 96.93% | 96.67% |
| CFLPI 10 | Collection of Business Rates | 98% | 97.53% | 96.56% |

## 17. Appendix B3 – H&CORP Performance Measures Summary Fourth Quarter 2025/26

**Five** have a **declined** trend:

| REF. | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| CFLPI 12 | Average Days to Process changes of circumstances Housing Benefit Claims and Council Tax Support Claims (Financial YTD) | 9 days | 9.44 days | 11.01 days | Long-term sickness and vacancies throughout 2025/26 which also created a backlog of claims. |
| PR 04 | Spend within Nuneaton and Bedworth (% based on value of spend by SME) | No | 88.25% | 71.59% | A Section 106 payment to a large organisation was made which has skewed the percentage outcome. Removing this amount would result in the SME spend being 91.92% |
| PR 05 | Spend within Nuneaton and Bedworth (% based on value of spend with "large" companies) | No | 11.75% | 28.41% | A Section 106 payment to a large organisation was made which has skewed the percentage outcome. Removing this amount would result in the spend with large companies being 9.08% |
| HR 10 | % of staff spend that is Agency: % of agency spend versus actual salary budget Year-To-Date (YTD) as a total | No | 4.80% | 5.61% | Spend on Refuse agency staff increased where we have a statutory obligation to empty the bins (covering vacancies and sickness). Difficult to recruit for specific professions or covering long-term sickness in Environmental Health, Planning (incl. Land Charges), Legal Officers, Health and Safety officers and Land & Property and Building Surveyors. |
| **REF.** | **Measure** | **Target 2025/26** | **2024/25** | **2025/26** | **Comments** |
| EQ 01 | Current training rate total in-house – annual measure | 70% | 65% | 59% | Increase in the number of courses planned for 2026/27 and management to ensure officers complete the course every three years. |

## 17. Appendix B3 - H&CORP Performance Measures Summary Fourth Quarter 2025/26

**Four** have no comparative trend data:

| REF | Measure | Target 2025/26 | Fourth Quarter 2024/25 | Fourth Quarter 2025/26 | Comments |
|---|---|---|---|---|---|
| HR 07 | Recruitment – % post filled on first attempt | 80% | No data | 78.57 % | 75% in Q3 2025/26 |
| PR 01 | Spend with local suppliers (Nuneaton & Bedworth) | No | No data | 12.12% | 10.06% in Q3 2025/26 |
| PR 02 | Spend with local suppliers (Warks. & West Midlands) | No | No data | 25.51% | 23.94% in Q3 2025/26 |
| PR 03 | Spend with local suppliers (UK & International) | No | No data | 62.37% | 66% in Q3 2025/26 |

**One** is a service demand measure:

| REF. | Measure | Target 2025/26 | 2024/25 | 2025/26 |
|---|---|---|---|---|
| EQ 02 | Impact Assessments | No | 28 | 50 |

## 18. Appendix C – H&CORP Strategic Risk Register (SRR) Fourth Quarter

There are sixteen strategic risks within the remit of the panel. Five are “net amber” and eleven are “net green”.

Net Amber” Risks

R8 - Failure to deliver / refresh the key elements of the Corporate Plan

R16 - “Cyber” crime or attack

R20 - Pandemic – service, social and economic implications

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

R34 - Corporate Fraud

**19.** Please click This Link to access:

App B1 H&Corp Q3 and Q4 2025-26 Performance Charts

Appendix C H&Corp SRR Fourth Quarter 2025-26

## 20. 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

Regulator of Social Housing

# Regulator of Social Housing (RSH)

## Briefing for Scrutiny Panel Members:

Understanding the roles and responsibilities in Housing regulation

Nuneaton & Bedworth
United to Achieve

www.nuneatonandbedworth.gov.uk
024 7637 6376

# Roles and Responsibilities

## Role of the Regulator of Social Housing

The Regulator sets standards for social housing safety, quality and accountability which the Council is required to meet.

## Importance of Scrutiny Panels

Scrutiny Panels provide democratic oversight to ensure councils meet tenant obligations and regulatory demands.

## Member Responsibility

Members should understand risks, good performance and how tenant voices influence council decisions.

# What is the RSH?

## Role and Purpose of RSH

The RSH regulates social housing providers to protect tenants and ensure safe, well-managed homes.

## Regulatory Standards

RSH sets standards covering tenant engagement, home quality, governance, financial viability, and value for money.

## Enforcement and Intervention

RSH can intervene with notices, improvement plans, external advisers, and enforcement in serious cases.

## Accountability and Governance

RSH sets frameworks ensuring councils maintain accountability and strong governance in social housing.

# Regulatory Standards

## Consumer and Economic Standards

Standards focus on tenant experience and housing quality plus, governance, financial viability, and value for money.

## Strengthened Regulatory Role

The 2023 Act empowers routine inspections and emphasizes tenant satisfaction and management competence.

## Lower Threshold for Concern

Regulator demands thorough compliance on health and safety risks including fire safety and building standards.

## Governance and Oversight Importance

Effective political engagement, clear reporting and risk understanding are critical for compliance.

# Expectations of the Regulator

**Strong Governance and Accountability**
Councils must demonstrate clear accountability and effective governance, prioritizing tenant safety and service quality.

**Performance Management and Assurance**
Robust performance tracking and escalation processes ensure timely data on repairs, complaints, and tenant satisfaction.

**Transparency and Continuous Improvement**
Councils should be open about performance, willing to learn, and proactively address weaknesses to avoid regulatory issues.

**Political Leadership and Engagement**
Elected members must provide leadership, scrutiny, and visible engagement to ensure safe, compliant housing services.

# Scrutiny Function and Regulatory Expectations

## Scrutiny's Oversight Role

Scrutiny panels provide independent challenge and assurance over housing responsibilities without managing operations.

## Focus on Tenant Outcomes

Effective scrutiny prioritizes tenant outcomes by examining satisfaction, complaints, safety, and service failures.

## Engagement and Benchmarking

Good practice includes tenant engagement and use of benchmarking data to assess performance improvements.

## Impact on Regulatory Compliance

Strong scrutiny reduces regulatory risks and demonstrates council responsibility through informed questioning and follow-up.

# Key Role of Member Scrutiny

## Importance of Scrutiny Panels

Overview and Scrutiny Panels provide vital challenge, identify risks early, and support continuous improvement.

## Focus on Tenant Outcomes

Elected members must prioritize tenant safety, compliance, and ensure tenant voices influence decisions.

## Effective Governance through Scrutiny

Persistent, evidence-based scrutiny, displaying professional curiosity, is a key component of good housing governance.

Nuneaton & Bedworth
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AGENDA ITEM NO. 9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

| | |
|---|---|
| Report to: | Communities, Corporate Resources and Housing Overview and Scrutiny Panel |
| Date of Meeting: | 17th June 2026 |
| Subject: | Complaint Handling Code Annual Report 2024/25 |
| Portfolio: | Housing |
| Responsible Officer: | Assistant Director for Housing Services |
| 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 |
| Amendment to Budget: | No Council Tax Related: No |
| Recommendation to Council/Cabinet/Committee: | No |
| Forward Plan: | Yes |

1. Purpose of report

1.1. To provide the Panel with the details of the social housing Complaint Handling Code Annual Report 2024/25, along with the associated Self-Assessment. Both documents must be submitted to the Housing Ombudsman Service (HOS) by 30th June 2025.

2. What is the panel being asked to consider?

2.1. The Panel is asked to consider the information provided within the report, and provide comment. The Housing Complaints Annual Report and the Complaint Code Self-Assessment are attached at Appendix A.

3. Recommendations

3.1. That the Panel consider the Housing Complaints Annual Report and the Complaint Code Self-Assessment.

4. Background

4.1. On 1st January 2021, the Housing Ombudsman Service (HOS) introduced a new Complaint Handling Code (the Code) providing a 'framework for high-quality complaint handling and greater consistency across landlords' complaint procedures'.

4.2. The Social Housing (Regulation) Act 2023 (the Act) empowered the Housing Ombudsman to issue a code of practice about the procedures Landlords of the Scheme should have in place for considering complaints. It also placed a duty on the HOS to monitor compliance with a code of practice that it has issued. The HOS consulted on the Code and their intended approach to the duty to monitor in late 2023. The statutory Code came into effect on 1 April 2024 and the HOS duty to monitor compliance commenced at the same time.

4.3. The HOS expects all social housing Landlords to comply with all provisions in the Code, as this represents best practice in complaint handling. Where the HOS finds an organisation has deviated from the Code in policy or practice, it may use its powers to put matters right and ensure compliance with the Code. Where a landlord's policy does not comply with the Code, it must provide a detailed explanation for non-compliance in its self-assessment and the date by which it intends to comply.

4.4. The HOS requires all landlords to have strong local complaint handling and a positive complaint handling culture – resolving complaints earlier and potentially without referral to the HOS extends fairness to the benefit of all tenants. This also leads to better services and strengthens relationships with tenants. The HOS will use the duty to monitor compliance to further these aims by supporting better practice and providing opportunities for landlords to demonstrate complaint handling improvements.

## 5. Reporting, Compliance and Self-Assessment

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

a) the annual self-assessment against the Code to ensure the Council's complaint handling policy remains in line with its requirements.
b) a qualitative and quantitative analysis of the Council's complaint handling performance. This must also include a summary of the types of complaints the Council has refused to accept;
c) any findings of non-compliance with this Code by the Ombudsman; d) the service improvements made as a result of the learning from complaints;
e) any annual report about the Council's performance from the Ombudsman; and
f) any other relevant reports or publications produced by the Ombudsman in relation to the work of the Council.

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

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

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

## 6. Scrutiny and Oversight: Continuous Learning and Improvement

6.1. It is a requirement for the Council to look beyond the circumstances of the individual complaint and consider whether

service improvements can be made as a result of any learning from the complaint. A positive complaint handling culture is integral to the effectiveness with which the Council resolves disputes.

6.2. Accountability and transparency are also integral to a positive complaint handling culture. The Council must report back on wider learning and improvements from complaints to stakeholders, such as tenant panels, staff and relevant committees.

6.3. The Council must appoint a suitably senior lead person as accountable for its complaint handling – this is the responsibility of the Assistant Director for Housing Services. The Assistant Director must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. In addition to this, a member of Cabinet must be appointed to have lead responsibility for complaints to support a positive complaint handling culture.

6.4. This person is referred to as the Member Responsible for Complaints ('the MRC'). The MRC will be responsible for ensuring that Cabinet and the Communities, Corporate Resources and Housing Overview and Scrutiny Panel receives regular information on complaints that provides insight on the Council's complaint handling performance.

6.5. In order to meet the above requirements, a Report will be presented to the Communities, Corporate Resources and Housing Overview and Scrutiny Panel 3 times per year. The MRC will receive a report on a quarterly basis.

6.6. The Council must also have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:

a) have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
b) take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
c) act within the professional standards for engaging with complaints as set by any relevant professional body.

7. <u>Biodiversity Implications</u>

7.1. No direct biodiversity implications have been identified.

## 8. Appendices

8.1. Please note the following appendices:

i. Appendix A – Complaint Handling Code Annual Report and Self-Assessment 2025/26

## 9. Background papers

9.1. Please note the following background papers:

i. Housing Ombudsman Service Complaint Handling Code The Complaint Handling Code | Housing Ombudsman Service (housing-ombudsman.org.uk)

## 10. Report Writer Details:

Officer Job Title: Assistant Director for Housing Services

Officer Name: Sharon Clinton

# ANNUAL HOUSING COMPLAINT PERFORMANCE & SERVICE IMPROVEMENT REPORT 2025-2026

Nuneaton & Bedworth
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# Annual Housing Complaint Performance & Service Improvement Report 2025-26

Author and Version information

| | | |
|---|---|---|
| Name | | Approved by |
| Version no | 1 | |
| Date | 18/05/2026 | |

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# 1.0 Introduction

This report provides an analysis of complaints received by Nuneaton and Bedworth Borough Council from housing tenants and leaseholders during the period 1st April 2025 to 31st March 2026.

We have included in this report:

- Details of the council's housing complaint handling performance and compliance.
- Areas of good practice.
- A summary of complaints including numbers, themes and trends, response times and outcomes.
- Service improvements identified as a result of complaints.

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

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

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

# 2.0 Complaint handling governance and procedures

## 2.1 Governance

Cllr Christopher Watkins

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

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

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

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

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

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

## 2.2 Policy and procedures

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

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

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

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

## 2.3 Complaints Handling Team

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

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

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

**The Customer Experience & Data Protection Officer**

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

**Customer Services Advisors**

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

**Assistant Director of Social Housing & Community Safety**

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

**Housing Team Leaders & Managers**

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

**Housing Assistants**

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

**Housing & Community Safety Business Performance officer**

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

## 3.0 Complaint handling performance

From 1st April 2024 to 31st March 2025 the Council received 456 formal complaints from tenants – see Table 1 below.

| | Total no. of complaints received | No. per 1,000 housing stock | | Responded to within the Housing Ombudsman Complaint Handling timescales | |
|---|---|---|---|---|---|
| | | Mid year | Year end | Mid year | Year End |
| Stage 1 | 456 | 33.4 | 75.4 | 85.6% | 83.8% |
| Stage 2 | 74 | 5.6 | 12.2 | 35.3% | 41.9% |

*Table 1: Housing Complaints 2025/26*

Table 1 above indicates there was an increase of 166 (63%) in the numbers of formal Stage 1 complaints received from tenants compared to the previous year (290 in 2024/25 – see Table 2 overleaf).

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

74 Stage 1 complaints (16.2%) were not responded to within the complaint handling timeframes (including extended cases).

The Council did not refuse any complaints during 2025/26.

The figures in Table 1 when compared with the previous year shown in Table 2 opposite, indicate an increase of 11.5% in the number of Stage 1 complaints handled outside the complaint handling timescales.

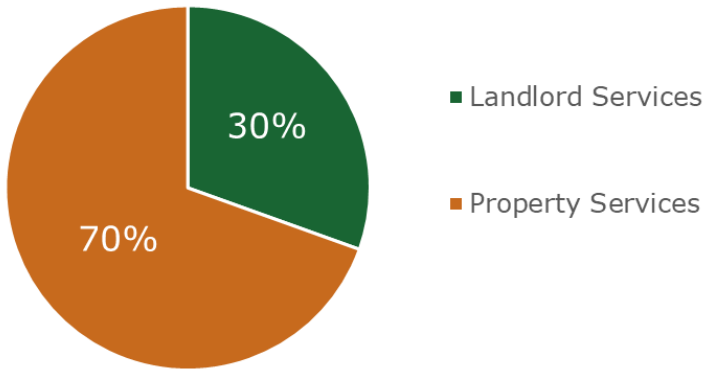
| | Total no. of complaints received 2024/2025 | Responded to within the Housing Ombudsman Complaint Handling timescales |
|---|---|---|
| Stage 1 | 290 | 95.3% |
| Stage 2 | 36 | 64% |

*Table 2: Housing Complaints 2024/25*

## Stage 1 Complaints

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

**Figure 1**: % of complaints by service area



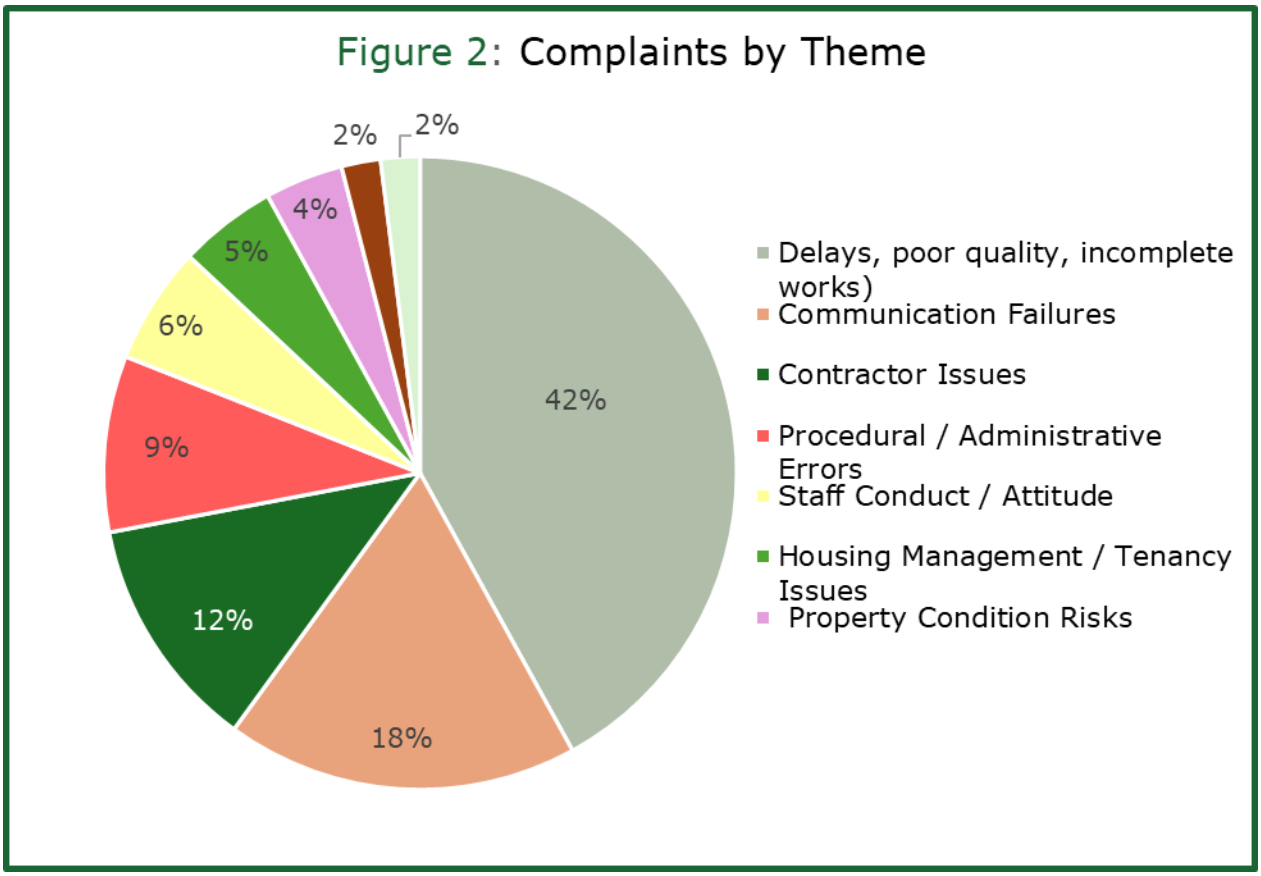



Figure 2 above shows a breakdown of complaints received by theme. Property Services has again been identified as the main service area requiring consideration and improvement. Delay to works, missed appointments, the quality of works, and the general lack of communication regarding the status of works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

This should be considered alongside Contractor issues as missed appointment and coordination failures have all contributed to dissatisfaction relating to the repairs and maintenance obligation of the Council.

45.6% (208) of all formal Stage 1 complaints investigated were upheld. This is a decrease of 4.4% on the previous year. However, 44.6% of Stage 2 complaints were upheld, which indicates there is a possibility that there is an under recognition of valid complaints at Stage 1.

## Stage 2 Complaints

During the period 1st April 2025 to 31st March 2026, 74 (16.2%) of all Stage 1 complaints were escalated to Stage 2, an increase of 4.2% from 2024/25. Of those Stage 2 complaints, 33 (44.6%) were upheld.

Of the 74 Stage 2 complaints, 43 (58%) complaints were responded to outside of the complaint handling timescales.

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

Figure 4 below shows the theme of complaints escalated to Stage 2. Again, here we see that repairs and maintenance issues, cause the greatest dissatisfaction for tenants.

Figure 3: Escalated complaints by service area

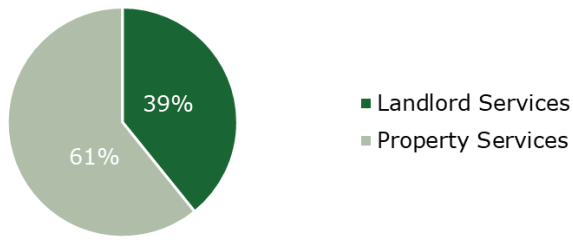
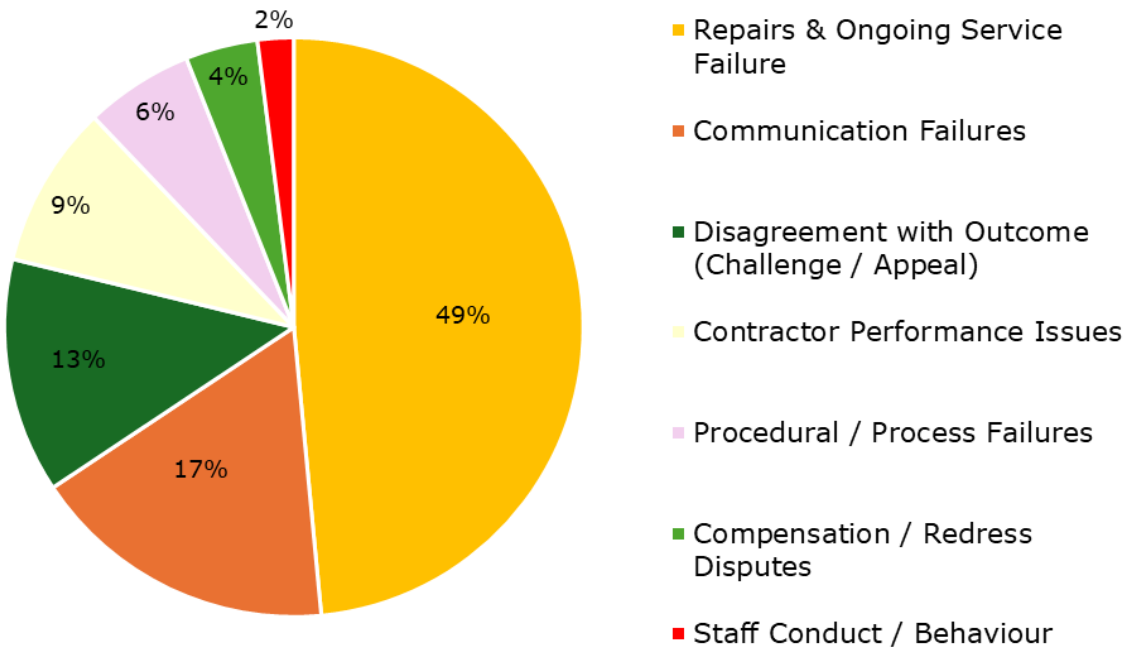



Figure 4: Stage 2 Complaints by Theme



## 4.0 Complaints referred to the Housing Ombudsman

For the year 2025/26, the were no Housing Ombudsman determinations for Nuneaton and Bedworth Borough Council.

It is anticipated that the introduction of a Compensation and Remedy Policy, along with the marked increase in complaints, has reduced the approaches made by tenants and leaseholders to the Ombudsman.

However, the Council is keenly aware that the number of disrepair complaints received via claims management companies has also significantly increased. This would imply that there is a possible connection in the reduction of approaches to the Housing Ombudsman and the increase in the activity of claims management companies.

# 5.0 Learning and Improvement

The 2025/26 period presented significant challenges for the Social Housing Service, and the decline in performance reflects the difficulties encountered during the year. There remains considerable work to be undertaken to improve the quality of complaint investigations, responses, and outcomes. Further progress is also required to enhance both performance and tenants' perceptions of the Council's approach to complaint handling.

Tenant Satisfaction Perception Measures for 2025/26 indicate that 41.48% of respondents who reported making a complaint within the previous 12 months were satisfied with the Council's handling of complaints. This represents a decrease of 1.68%, continuing the downward trend observed in 2024/25, which saw a reduction of 6.8%.

Following a review conducted by Campbell Tickell (CT) in October 2024, an improvement plan was developed to assess compliance with the Consumer Standards. The review acknowledged that the Council was on a journey of improvement and identified several opportunities to strengthen service delivery, including enhancements to the complaints handling process.

However, progress against the improvement plan has been slower and less effective than anticipated. Notwithstanding this, there is clear recognition at a corporate level of the need for change, and support has been provided for a range of actions, as set out in the accompanying improvement plan.

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

## 5.1 Improvements carried out during the period

An action plan was reported in the previous 2024/25 report, and the following service improvements were carried out during this reporting period:

- Resources - Undertaken a restructure of service provision to provide more resource for investigation, responses and monitoring of complaints. A corporate approach has now been adopted aiming to ensure consistency, obtain assurance and improve compliance with the Complaint Handling Code.

- Engagement – Significant progress has been made to implement the Tenant Participation Advisory Service Accreditation Delivery Plan. Tenant Scrutiny Panels have been established, one of which focuses upon complaints, scrutinising responses and co-designing required service improvements.

- Process – Established a revised recording mechanism by which to track the improvements made as a result of complaints. This covers all improvement actions across the Service and gives clear detail relating to the nature of the improvement to be made.

- Assurance – Improvements made as a result of learning from complaints are now monitored by the independent corporate team to ensure that improvements are carried through to service delivery, ensuring that tenants benefit from amended processes.

- Process – Service Improvement Plan actions have been undertaken as derived from a Campbell Tickell audit to improve services to tenants and the tenant experience. This includes the establishment of a dedicated page on the Council's website, to ensure that tenants and leaseholders have access to information and support in relation to making a complaint to the Council or the Housing Ombudsman – Council Housing Complaints.

- Process- Investigations continue in relation to continuing to improve the Granicus system, with a view to improving the data both collected and reported upon, removing the need for additional recording and monitoring systems.

- Process – Action Learning has begun, commencing with the feedback from the Tenant Scrutiny Panel (Complaints), to support a positive complaints and learning culture across the Housing Service.

- Training - Extensive training has been undertaken by members of the housing team during 2025/26. Examples of training undertaken includes:

| Training Course | Training Provider | Description |
|---|---|---|
| Resident engagement – creating a culture of transparency, influence, and accountability | Housing Quality Network | To learn skills on how to be a transparent, influential and accountable housing provider through structured and meaningful engagement opportunities. |
| Getting governance right – practical lessons for accountability and oversight | Housing Quality Network | To understand what scrutiny is, how to lead and facilitate a tenant led scrutiny, how to recruit to meaningfully involved tenants and what a strong governance structure should be. |
| Implementing Awaab's Law: Tackling Damp and Mould in Housing | Hays | To understand the requirements of Awaab's Law and how to manage emergency and significant hazard with evidence. |
| Awaab's Law Webinar | Housing Ombudsman | To understand the requirements of Awaab's Law and how to manage/report emergency and significant hazard with evidence. |
| Complaint Handling Code | Housing Ombudsman | To understand the complaints handling code. |
| Learning from the TSMs: What the results really tell us | Housing Quality Network | To understand how to review TSM approaches, results and how to improve satisfaction scores. |

Alongside the improvements above, individual service teams delivered service improvements/changes as a result of complaints and learning from

others. Below are some examples of changes and improvements implemented:

- Engagement – A Strategic Engagement Board has been established to ensure that tenant views and scrutiny meaningfully influence housing decision making, and that complaints analysis is regularly reviewed to understand root causes, types of complaints and recommended service improvements.

- Engagement – Significant progress has been made to implement the Tenant and Leaseholder Engagement Strategy. Tenant Scrutiny Panels have been established, one of which focuses upon complaints, scrutinising responses and co-designing required service improvements.

- Procedure Change – following complaints missed repairs appointments, the repairs scheduling procedure has been amended to prioritise the need for timely communication with tenants where a repair cannot be completed on the agreed date, for example, where the required materials have been delayed.
- Capacity – following a significant number of complaints relating to the delays tenants experienced regarding re-glazing windows and doors, service capacity was reviewed. This has resulted in the appointment of a dedicated glazing resource, to reflect the level of demand for this type of repair, and to respond to tenants' needs.
- Procedure Change – a number of complaints relating to outstanding repairs on newly let properties have led to a procedural change, whereby a separate sheet containing outstanding repairs, such as internal door replacement, is discussed with the tenant at the point of viewing. This gives the tenant the opportunity to wait until all repairs are completed before taking the tenancy, or, to accommodate the repairs once in occupation. We know from our tenants that some prefer to take up occupancy as early as is appropriate, and this mechanism clarifies outstanding issues and confirms the tenants wishes.
- Procedure Change - Following the receipt of a number of complaints that were not upheld, but were made on the basis of misunderstanding by tenants, a full review of Service Level Agreements has commenced. These will be designed with the Tenant Scrutiny Panels and publicised to our tenants to assist them in their expectations.

## 5.2 2025/26 Improvement Action Plan

| Ref | Improvement Action | Officer Responsible | Deadline |
|---|---|---|---|
| 1. | Implement a Repairs Service Improvement Plan to improve service provision and tenant experience. | Assistant Director for Assets and Compliance | August 2027 |
| 2. | Review / Implement Service Level Agreements for Housing Services, to ensure that tenants and leaseholders have clarity in relation to our service provision. | Assistant Directors for Assets and Compliance and Housing Services | March 2027 |
| 3. | Review and build upon the Corporate Complaints approach, to continue to improve tenant and leaseholder experience and drive service improvement. | Assistant Directors for Assets and Compliance and Housing Services and Corporate Support & Data Compliance Manager | March 2027 |
| 4. | Complete the delivery of the action plan to achieve TPAS accreditation to improve the tenant experience. | Service Manager – Landlord Services | March 2027 |
| 5. | Review with the Tenant Scrutiny Panel (Communications) the amended information contained within the Service Annual Report to better identify the changes and improvements made to services following tenant and leaseholder feedback. | Service Manager – Tenancy Services | October 2026 |
| 6. | Deliver the Housing Service Improvement Plan actions derived from the CT review, complaints and Regulator learning to improve services to tenants and the tenant experience. | All Assistant Directors and Service Managers | March 2027 |
| 7. | Identify other mechanisms by which to publicise service improvements made as a result of complaints driving service improvement. | Service Manager – Tenancy Services | March 2027 |
| 8. | Embed learning sets to support a positive staff culture in relation to complaints. | Assistant Directors for Assets and Compliance and Housing Services | March 2027 |
| 9. | Explore the use of external complaints consultants to improve our approach to recording, responding to, learning from and monitoring complaints and associated actions / improvements. | Assistant Directors for Assets and Compliance and Housing Services and Corporate Support & Data Compliance Manager | August 2026 |

## 6.0 Conclusion

Our Annual Housing Complaint Performance and Service Improvement Report for 2025/26 highlights a range of positive steps taken to strengthen the Council's approach to complaint handling. These actions demonstrate our commitment to delivering a more responsive and effective service for our residents.

At the same time, the report recognises that there is more to do. We will continue to focus on improving performance and, crucially, addressing the underlying causes of complaints to prevent issues from arising in the first place.

Learning from complaints will remain central to our approach. We are strengthening the way we capture, share and act on feedback so that we can evidence meaningful change driven by the experiences of our tenants and leaseholders.

Our customers remain at the heart of our service delivery. We are committed to ensuring their voices are not only heard but actively shape the design and improvement of our services in a way that is both genuine and impactful.

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

*Date here*

*Contact information here*

# Appendix A: Self-assessment form

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

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

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

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

## Section 1: Definition of a complaint

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| 1.2 | A complaint must be defined as:<br>*'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'* | Yes | NBBC Complaint Policy & Procedure – Section 4.1<br><br>NBBC Website – Council Housing Complaint Page | The Council recognises the difference between a complaint and service request, ie where a resident is unhappy with a situation that they wish to have rectified or complaint about a service they have or have not received.<br><br>This is clearly set out in Section 4.1 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.<br><br>Definitions are published on the Council's Housing Complaint web page. |
| 1.3 | A resident does not have to use the word 'complaint' for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord's complaints policy. | Yes | NBBC Complaint Policy & Procedure – Section 4.7 | This is clearly set out in Section 4.7 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024. |
| 1.4 | Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service | Yes | NBBC Complaint Policy & Procedure – Sections 4.1 and 4.4<br><br>NBBC Website – Council Housing Complaint Page | The Council recognises the difference between a complaint and service request where a resident is unhappy with a situation that they wish to have rectified and complaint |

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| | requests are not complaints, but must be recorded, monitored and reviewed regularly. | | | about a service they have or have not received.<br><br>This is clearly set out in Sections 4.1 and 4.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.<br><br>Definitions are published on the Council's Housing Complaint web page. |
| 1.5 | A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains. | Yes | NBBC Complaint Policy & Procedure – Section 4.4<br><br>A sample of cases on the housing management system can be accessed as evidence if necessary. | This is clearly set out in Section 4.4 of the Housing Complaints Policy and Procedure which is available on the Councils website. It was last updated in March 2024<br><br>The Council's Housing Management system can evidence that a service request continues to be delivered when a customer has a complaint logged. |
| 1.6 | An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain. | Yes | NBBC Complaint Policy & Procedure – Section 5<br><br>ASB Surveys<br><br>TSM Surveys | This is clearly set out in Section 5.0 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>TSM surveys contain details for residents on how to pursue a complaint. Anti-social behaviour surveys also carry the same information. |

## Section 2: Exclusions

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| 2.1 | Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint they must be able to evidence their reasoning. Each complaint must be considered on its own merits | Yes | NBBC Complaint Policy & Procedure – Section 4.5 and 4.6<br><br>Annual Housing Complaint Performance & Improvement Report 2024/25. | This is clearly set out in Sections 4.5 and 4.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>As reported in the Annual Housing Complaint Performance & Improvement Report, all submitted complaints in 2024/25 were investigated and none rejected. |
| 2.2 | A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:<br>• The issue giving rise to the complaint occurred over twelve months ago.<br>• Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.<br>• Matters that have previously been considered under the complaints policy. | Yes | NBBC Complaint Policy & Procedure – Section 4.5 | This is clearly set out in Sections 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 2.3 | Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on | Yes | NBBC Complaint Policy & Procedure – Section 4.5 | This is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on |

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| | other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so. | | | the Council's website and was last updated in March 2024.<br><br>Complaint investigators are given discretion to consider complaints on an individual basis. |
| 2.4 | If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint. | Yes | NBBC Complaint Policy & Procedure – Section 4.5<br><br>Annual Housing Complaint Performance and Service Improvement Report 2024-25 \| Nuneaton and Bedworth Borough Council | As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2024/25 were investigated and none rejected, however this is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes | NBBC Complaint Policy & Procedure – Section 4.5<br><br>Annual Housing Complaint Performance and Service Improvement Report 2024-25 \| Nuneaton and Bedworth Borough Council | As reported in the Annual Housing Complaint Performance & Improvement Report all submitted complaints during 2024/25 were investigated and none rejected, however this is clearly set out in Section 4.5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |

## Section 3: Accessibility and Awareness

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
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| 3.1 | Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process. | Yes | NBBC Complaint Policy & Procedure – Section 5<br><br>Annual Housing Complaint Performance and Service Improvement Report 2024-25 \| Nuneaton and Bedworth Borough Council<br><br>NBBC Website – Council Housing Complaints Page<br><br>Vulnerable Persons Policy<br><br>Reasonable Adjustments Policy | Details of how to make a formal complaint to the council are published on the Council's website, included as standard in newsletters, in email footers and via the tenant portal.<br><br>This is clearly set out in Section 5 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>The Council has a process for identifying vulnerable persons and will ensure that communication needs are met, along with a Reasonable Adjustments Policy to support those needs. |
| 3.2 | Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord. | Yes | NBBC Complaint Policy & Procedure – Section<br><br>Staff training records | Complaint e-learning forms part of the Customer Services staff mandatory induction training along with frontline staff communication training covering how to communicate professionally with our customers, including those making complaints.<br><br>Our front-line teams are trained to recognise what is a request for service compared |

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| | | | | to where there has been a potential service failure. If in any doubt, this can be checked with our Customer Experience Officer, who will confirm this. |
| 3.3 | High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain. | Yes | Annual Housing Complaint Performance & Improvement Report 2024/25<br><br>NBBC Website – Make Things Right | We welcome feedback from our customers, including complaints and compliments and carry out STAR surveys, TSM Surveys and other perception surveys<br><br>The Council is supporting the Governments 'Make Things Right' campaign by improving the layout of information available on our website so complaint information is easily found. |
| 3.4 | Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord's website. | Yes | NBBC Complaint Policy & Procedure – Section 6 | This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 3.5 | The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code. | Yes | NBBC Complaint Policy & Procedure – Sections 1.2 & 7<br><br>NBBC Website – Council Housing Complaints Page | This is clearly set out in Sections 1.2 and 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 3.6 | Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord. | Yes | NBBC Complaint Policy & Procedure – Section 4 | This is clearly set out in Section 4 of the Housing Complaints Policy and Procedure which is available on |

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| | | | | the Council's website and was last updated in March 2024. |
| 3.7 | Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint. | Yes | NBBC Complaint Policy & Procedure – Section 7<br><br>NBBC website – Customer Feedback Page<br><br>Surveys<br><br>Response letter templates<br><br>Email banner | This is clearly set out in Section 7 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>The Housing Ombudsman Service contact details are also included on the Housing page of Council's website, on surveys, letter templates and on officer email signatures. |

## Section 4: Complaint Handling Staff

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| 4.1 | Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the 'complaints officer'. This role may be in addition to other duties. | Yes | Annual Housing Complaint Performance & Improvement Report 2024/25<br><br>Cabinet agenda and minutes<br><br>Job descriptions | The 'complaint officer' role is fulfilled by a team of officers.<br><br>The Assistant Directors for Assets & Compliance and Housing Services are responsible for ensuring complaints are reported to MRC/Strategic Engagement Board, Housing & Communities Overview & Scrutiny Panel, Leadership Board & Senior Management Team.<br><br>The Corporate Customer Experience Officer acts as the corporate lead contact with the Housing Ombudsman and Local Government & Social Care Ombudsman. |
| 4.2 | The complaints officer/team must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly. | Yes | Annual Housing Complaint Performance & Improvement Report 2024/25<br><br>Service Manager/Team Leaders have the authority. | All complaints are investigated by Team Leaders at stage one and Managers/Head of Services/ Directors at stage two. The Customer Experience Officer and Housing & Community Safety Business Performance Officer act in supporting capacity and monitor that complaints are resolved promptly and fairly. |
| 4.3 | Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff | Yes | NBBC Complaint Policy & Procedure – Sections 2, 3 & 8. | This is clearly set out in Sections 2, 3 and 8 of the Housing Complaints Policy and |

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| | must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively | | | Procedure which is available on the Council's website and was last updated in March 2024.<br><br>All housing managers and team leaders have attended dispute resolution training via the Housing Ombudsman Service.<br><br>Complaint Handling training for all staff will be completed by the end of Q2 2024/2025. |

## Section 5: The Complaint Handling Process

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

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

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| | c. take measures to address any actual or perceived conflict of interest; and<br>d. consider all relevant information and evidence carefully. | | NBBC Privacy Notice | The Council's Values are included in mandatory training for all staff and are:<br>• Service for our customers<br>• Integrity in our actions<br>• Accountability for performance<br>• Cooperation with Councillors, colleagues & partners<br>• Objectivity in our decisions<br>• Efficiency to keep costs down<br>• Confidence to try new things out<br><br>All colleagues will receive customer service training by the end of Q2 2024/2025 and will be empowered to put things right through taking responsibility and ownership.<br><br>The Housing & Community Safety Business Performance Officer reviews all complaint responses. All investigations and responses have independent oversight and quality assurance.<br><br>All colleagues make an annual declaration of any potential conflicts of interest. |
| 5.9 | Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident | Yes | NBBC Complaint Policy & Procedure – Section 6 | This is clearly set out in Section 6 of the Housing Complaints Policy and Procedure which is available |

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| | suitable intervals for keeping them informed about their complaint. | | | on the Council's website and was last updated in March 2024. |
| 5.10 | Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review. | Yes | NBBC Complaint Policy & Procedure – Sections 1 & 3<br>NBBC Website - Customer Feedback<br><br>Vulnerable Persons Policy<br><br>Reasonable Adjustment Policy | This is clearly set out in Sections 1 and 3 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024<br><br>The Council has also implemented a Vulnerable Persons Policy to ensure that the voices of vulnerable customers are heard and that vulnerabilities and special communication needs are managed efficiently on the Housing Management System.<br><br>A reasonable adjustment policy was adopted in 2025.<br><br>A working group has been set up to ensure that the record of vulnerable customers is reviewed and updated on a regular basis. |
| 5.11 | Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in section 2 of this Code. | Yes | NBBC Complaint Policy & Procedure – Section 4 | This is clearly set out in Section 4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |

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

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

## Section 6: Complaints Stages

Stage 1

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

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| | | | Annual Housing Complaint Performance & Improvement Report 2024/25.<br><br>Performance Reports | on the Council's website and was last updated in March 2024.<br><br>Reports from the system can demonstrate this is being achieved. |
| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | Extension letter template<br><br>Annual Housing Complaint Performance & Improvement Report 2024/25.<br><br>NBBC Complaint Policy & Procedure – Section 6.4 | This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 6.5 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman. | Yes | Extension letter template<br><br>NBBC Complaint Policy & Procedure – Section 6.4 | This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 6.6 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | NBBC Complaint Policy & Procedure – Section 6.4<br><br>Annual Housing Complaint Performance & Improvement Report 2024/25. | This is clearly set out in Section 6.4 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing Complaint Performance & Improvement Report 2024/25. |

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| 6.7 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | Yes | NBBC Complaint Policy & Procedure – Section 6.6<br><br>Response letter templates | This is clearly set out in Section 6.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>The revised complaint letter response templates ensure that all elements of the complaint are investigated and provide a clear reasons for decisions made. |
| 6.8 | Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint. | Yes | Can be evidenced through a sample of cases | The complaint handling team will check the Granicus system to see if there are any open Stage 1 complaints and if new information is related then this will be passed on to the investigating officer. If any new issues are raised after a Stage 1 has been issued, then a new Stage 1 complaint will be opened. |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions; and | Yes | NBBC Complaint Policy & Procedure – Section 6.6<br><br>Response letter templates | This is clearly set out in Section 6.6 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures |

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

## Stage 2

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

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| | | | | The response letter states that it is the final response at Stage 2. |
| 6.11 | Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaints procedure within five working days of the escalation request being received. | Yes | NBBC Complaint Policy & Procedure – Section 6.10<br><br>Response letter templates | This is clearly set out in Section 6.10 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>Reports from the system can demonstrate this is being achieved. |
| 6.12 | Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. | Yes | NBBC Complaint Policy & Procedure – Section 6.9<br><br>Response letter templates | This is clearly set out in Section 6.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | Yes | NBBC Complaint Policy & Procedure – Section 6.9 | This is clearly set out in Section 6.9 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>This can be evidenced through a sample of cases on request. |
| 6.14 | Landlords must issue a final response to the stage 2 within 20 working days of the complaint being acknowledged. | Yes | NBBC Complaint Policy & Procedure – Section 6.11<br><br>Annual Housing Complaint Performance & Improvement Report 2024/25. | This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024 |

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| | | | | Reports from the system can demonstrate this is being achieved. |
| 6.15 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | NBBC Complaint Policy & Procedure – Section 6.11<br><br>Extension letter templates<br><br>Annual Housing Complaint Performance & Improvement Report 2024/25. | This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>Reports from the system can demonstrate this is being achieved. |
| 6.16 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman. | Yes | NBBC Complaint Policy & Procedure – Section 6.14<br><br>Extension letter templates | This is clearly set out in Section 6.14 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024<br><br>Reports from the system can demonstrate this is being achieved. |
| 6.17 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | NBBC Complaint Policy & Procedure – Section 6.11<br><br>Annual Housing Complaint Performance & Improvement Report 2024/25.<br><br>Evidence available from systems. | This is clearly set out in Section 6.11 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>This is demonstrated through the response times of Stage 1 and Stage 2 complaints as detailed in the Annual Housing |

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| | | | | Complaint Performance & Improvement Report 2024/25. |
| 6.18 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | Yes | NBBC Complaint Policy & Procedure – Section 6.12<br><br>Response letter templates<br><br>Can be evidenced through a sample of cases | This is clearly set out in Section 6.12 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024. |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions; and<br>g. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. | Yes | NBBC Complaint Policy & Procedure – Section 6.12<br><br>Response letter templates | This is clearly set out in Section 6.12 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>The Council follows the Housing Ombudsman Service complaint response templates guidance and ensures comprehensive response is shared with the customer.<br><br>Each response includes<br>a. the complaint stage;<br>b. the complaint definition;<br>c. the decision on the complaint;<br>d. the reasons for any decisions made;<br>e. the details of any remedy offered to put things right;<br>f. details of any outstanding actions;<br>and g. details of how to escalate the matter if the |

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

## Section 7: Putting things right

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| 7.1 | Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:<br>• Apologising;<br>• Acknowledging where things have gone wrong;<br>• Providing an explanation, assistance or reasons;<br>• Taking action if there has been delay;<br>• Reconsidering or changing a decision;<br>• Amending a record or adding a correction or addendum;<br>• Providing a financial remedy;<br>• Changing policies, procedures or practices. | Yes | NBBC Complaint Policy & Procedure – Section 8<br><br>Response letter templates<br><br>Dispute resolution online training.<br><br>Compensation & Remedy Policy | This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024.<br><br>In August 2024, the Council adopted a Compensation & Remedy Policy. |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | Yes | NBBC Complaint Policy & Procedure – Section 8<br><br>Compensation & Remedy Policy | This is clearly set out in Section 8 of the Housing Complaints Policy and Procedure which is available on the Council's website and was last updated in March 2024<br><br>In order to ensure consistency of outcomes, in August 2024, the Council adopted a Compensation and Remedy policy. |
| 7.3 | The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any | Yes | Response letter templates | In order to ensure consistency of outcomes, the Council is in the process of drafting a |

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

## Section 8: Putting things right

| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
|---|---|---|---|---|
| 8.1 | Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:<br>a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.<br>b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;<br>c. any findings of non-compliance with this Code by the Ombudsman;<br>d. the service improvements made as a result of the learning from complaints;<br>e. any annual report about the landlord's performance from the Ombudsman; and<br>f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. | Yes | NBBC Complaint Policy & Procedure – Section 10<br><br>Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report<br><br>Housing & Communities Overview & Scrutiny agenda & minutes – 5th June 2025 P.49.<br><br>Cabinet agenda & minutes – 18th June 2025 P.28. | This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.<br><br>The Council's Annual Complaint Handling Performance & Improvement report is available from the Council's website.<br><br>The report has been scrutinised by the Portfolio Holder for Housing (MRC), considered by the Housing & Communities Overview & Scrutiny Panel and the Council's Executive at a Cabinet meeting held on 18th June 2025. |
| 8.2 | The annual complaints performance and service improvement report must be reported to the landlord's governing body (or equivalent) and published on the on the section of its website relating to complaints. The governing body's response to the report must be published alongside this. | Yes | NBBC Complaint Policy & Procedure – Section 10<br><br>Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report<br><br>Cabinet agenda & minutes – 18th June 2025 P.28. | This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.<br><br>The Council's Annual Complaint Handling Performance & |

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| | | | | Improvement report is available from the Council's website.<br><br>The Annual Report was presented for consideration to the Executive at its Cabinet meeting held on 18th June 2025.<br><br>The response from the Executive is also published on the Council's website. |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Yes | NBBC Complaint Policy & Procedure – Section 10<br><br>Nuneaton and Bedworth Borough Council Annual Housing Complaint Performance & Improvement Report | This is clearly set out in Section 10 of the Housing Complaints Policy and Procedure which is available on the Council's website and last updated in March 2024.<br><br>A self-assessment has been carried out on three previous occasions in 2022/2023, 2023/2024 and 2024/25.<br><br>Further self-assessments will be carried out as and when required. |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes | Noted | Should this be requested by the Housing Ombudsman, the Council will carry out the required review and update of the self-assessment. |
| 8.5 | If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish | Yes | Latest news – Nuneaton and Bedworth Borough Council<br><br>Nuneaton & Bedworth Borough Council \| Nuneaton \| Facebook | Should the situation arise, tenants will be informed via the Council's website and social media, and also via the Tenant Portal once live. |

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| | this on their website Landlords must provide a timescale for returning to compliance with the Code. | | | |

## Section 9: Scrutiny & oversight: continuous learning and improvement

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

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| 9.3 | Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff and relevant committees. | Yes | Cabinet Report – 18th June 2025<br><br>Quarterly Complaint Handling Analysis Overview & Scrutiny Reports – 25th June 2025 | Complaint Handling Performance and trends are presented for quarterly scrutiny to the MRC and Housing & Communities Overview & Scrutiny Panel.<br><br>Complaint performance statistics are also reported in tenant newsletters and to resident panels. |
| 9.4 | Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. | Yes | Departmental MT Minutes<br><br>Monthly Analysis Report | The Assistant Director of Social Housing & Community Safety is the senior lead person accountable for complaint handling within the Council's housing service.<br><br>Complaint Performance data is analysed on a monthly basis to identify themes, trends and issues and risks. |
| 9.5 | In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC'). | Yes | Cabinet Agenda and Minutes - 18th June 2025<br><br>MRC Induction Pack<br><br>Portfolio Holder Training | The delegated Housing Portfolio Holder (who is also the Leader of the Council) is appointed as Member Responsible for Complaints.<br><br>Training has been carried out with the member on the role of MRC. |
| 9.6 | The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings. | Yes | Monthly Complaint Analysis Report<br><br>Housing & Communities Overview & Scrutiny Agenda and Minutes – 25 June 2025 | The Assistant Director for Social Housing & Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed. |

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| | | | Cabinet Agenda and Minutes - 18th June 2025<br><br>MT Integrated Performance Report | The Portfolio Holder for Housing provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet.<br><br>The Housing Portfolio Holder is provided administrative support from Committee Services and also has access to Housing Officers at all levels. |
| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive:<br>a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;<br>b. regular reviews of issues and trends arising from complaint handling;<br>c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and<br>d. annual complaints performance and service improvement report. | Yes | Monthly Complaint Analysis Report<br><br>Housing & Communities Overview & Scrutiny Agenda and Minutes – 5th June 2025.<br><br>Cabinet Agenda and Minutes – 18th June 2025 | The Assistant Director for Social Housing & Community Safety meets on a monthly basis with the Portfolio Holder for Housing where complaint handling performance and trends are discussed.<br><br>The Portfolio Holder for Housing provides the Housing & Communities Overview and Scrutiny Panel with complaint performance data on a quarterly basis. This data is also presented to the Senior Management Team and Cabinet. |
| 9.8 | Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to: | Yes | NBBC Complaint Policy & Procedure<br><br>Cabinet report – 18th June 2025 | The Housing Complaints Policy and Procedure has been adopted by staff in all housing |

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| | a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;<br>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and<br>c. act within the professional standards for engaging with complaints as set by any relevant professional body. | | | service areas and compliance is monitored. |

Nuneaton & Bedworth
United to Achieve

AGENDA ITEM NO. 10

NUNEATON AND BEDWORTH BOROUGH COUNCIL

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| Report to: | Communities, Corporate Resources and Housing Overview and Scrutiny Panel |
| Date of Meeting: | 17th June 2026 |
| Subject: | Tenant Satisfaction Measures (TSMs) 2025/2026 |
| Portfolio: | Housing |
| Responsible Officer: | Assistant Director for Housing Services |
| 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 |
| Amendment to Budget: | No Council Tax Related: No |
| Recommendation to Council/Cabinet/Committee: | No |
| Forward Plan: | Yes |

1. Purpose of report

1.1. To present the results of the 2025/2026 Tenant Satisfaction Measures (TSM) perception survey and associated management information, which must be submitted to the Regulator of Social Housing (RSH) by 30 June 2026.

2. What is the panel being asked to consider?

2.1. Note the contents of the TSM perception survey results.

2.2. Approve submission of the TSM results to the RSH by 30 June 2026.

3. Recommendations

3.1. The Assistant Director for Housing Services, in consultation with the Portfolio Holder and Strategic Director, to develop and implement targeted service improvement actions arising from the TSM results.

3.2. That any resulting service improvements are reported to the Housing & Communities Overview and Scrutiny Panel.

4. Background

4.1. In 2023, the Regulator of Social Housing introduced a national performance monitoring framework for social housing providers, including local authorities. This framework requires providers to publish and report on a prescribed set of Tenant Satisfaction Measures.

4.2. There are 26 measures including:

- 12 perception measures – collected directly from tenants through a prescribed survey.

- 14 performance measures – collected using the Council's management information and service performance data.

4.3. Social landlords with more than 1,000 homes must conduct a perception survey at least annually.

4.4. Perception surveys must be conducted in a manner that adheres to the Market Research Society (MRS) Code of Conduct.

4.5. The survey includes mandatory questions and response options provided by the RSH. Landlords may ask additional questions to gain further insight into perceptions, service performance, or tenant characteristics.

4.6. Perception questions cover five key themes:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful tenant engagement
- Effective complaints handling
- Responsible neighbourhood management

4.7. At the start of the survey, tenants must be informed of its purpose and that their responses will be used to produce statutory TSMs to be published. Local authorities may clarify that the survey relates specifically to landlord services.

4.8. Providers may use either a census or sample approach and may offer incentives to encourage responses.

4.9. A summary of the survey methodology must be published alongside the results.

4.10. Responses used to calculate perception measures must, as far as possible, be representative of the tenant population.

4.11. Management information measures cover areas including:

- Complaints handling performance.
- Anti-social behaviour cases managed by us as a social landlord.
- Number of homes that do not meet the Decent Homes Standard.
- Number of repairs completed within timescales.
- Health and safety performance including gas, fire, asbestos, water and lifts

5. <u>The Survey Approach</u>

5.1. Integrity Connect was again commissioned to administer the TSM perception survey and collate responses.

5.2. The Council follows the RSH's Tenant Survey Requirements and adheres to the MRS Code of Conduct in the design and collection of perception measures.

5.3. Given the Council's medium stock size, a census approach was used again to maximise response levels

5.4. For 2025-2026:

- 5447 surveys issued by post.
- One survey per household, no households were excluded.
- No weighting was applied.
- The surveys were issued on 23 June 2025, and the survey closed on 26 September 2025. Reminder letter sent on 14 July 2025.
- The Council offered an incentive of entry into a draw for one of twenty £25 vouchers for surveys returned by 7 July 2025.
- Tenant Engagement Officers provided support to ensure accessibility, including for tenants with protected characteristics.
- 1126, responses received, including 711 from general needs tenants and 415 from independent living accommodation
- The representative responses equate to an overall confidence level of +/- 2.6% which is within the permitted level of +/-4% for our size.

5.5. The results will be published by 30 June 2026 on the Council's website, in the Annual Report, and in a future tenant newsletter.

5.6. <u>Assessment of Representativeness</u>

5.7. To ensure representativeness, response rates were analysed against tenant population profiles for accommodation type, age, and ethnicity.

5.8. A census approach was again adopted to gather the widest possible tenant views.

5.9. The characteristics analysed were selected in line with the RSH's guidance and enable comparison of satisfaction across key demographic and accommodation-based groups.

5.10. In summary representativeness was assessed against key tenant characteristics in line with RSH guidance, including accommodation type, age and ethnicity. The analysis demonstrates that responses broadly reflect the composition of the tenant population across these categories.

5.11. As in previous years, response rates were lower among younger tenants. This will inform targeted engagement activity during 2026–2027 to improve representation from these groups. These results highlight a clear contrast between strong performance in core housing services such as repairs delivery and safety, and lower satisfaction in areas relating to communication, neighbourhood management and tenant engagement.

5.12. Detailed breakdowns of the tenant population and survey responses by accommodation type, age group and ethnicity are provided in Appendix C.

6. Perception Survey Results

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

| TSM | | | % Satisfied / Agree |
|---|---|---|---|
| TP01 | Overall Satisfaction | | 79.37% |
| TP02 | Satisfaction with repairs | Has NBBC carried out a repair in last 12 months? | 84.76% |
| | | If yes, how satisfied or dissatisfied are you with the overall repairs service from Nuneaton and Bedworth Borough Council housing services over the last 12 months? | |
| TP03 | Satisfaction with time taken to complete most recent repair | Has Nuneaton and Bedworth Borough Council housing services carried out a repair to your home in the last 12 months? | 81.50% |
| | | If yes, how satisfied or dissatisfied are you with the time taken to complete your most | |

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| | | recent repair after you reported it? | |
| | | Was the repair you reported completed on the first visit? | |
| | | Was your home left clean and tidy after the repair was carried out? | |
| TP04 | Satisfaction that the home is well maintained | How satisfied or dissatisfied are you that your landlord provides a home that is well maintained? | 79.25% |
| TP05 | Satisfaction that the home is safe | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe? | 80.76% |
| TP06 | Satisfaction that the landlord listens to tenant views and acts upon them | How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? | 68.79% |
| TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | How satisfied or dissatisfied are you that Nuneaton and Bedworth Borough Council housing services keeps you informed about things that matter to you? | 71.34% |
| TP08 | Agreement that the landlord treats tenants fairly and with respect | To what extent do you agree or disagree with the following “Nuneaton and Bedworth Borough Council housing services treats me fairly and with respect”? | 76.55% |
| TP09 | Satisfaction with the | Have you made a complaint to Nuneaton | 41.48% |

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| | landlord's approach to handling complaints | and Bedworth Borough Council housing services in the last 12 months? | |
| | | If yes, how satisfied or dissatisfied are you with Nuneaton and Bedworth Borough Council housing services approach to complaints handling? | |
| TP10 | Satisfaction that the landlord keeps communal areas clean and well maintained | Do you live in a building with communal areas, either inside or outside, that Nuneaton and Bedworth Borough Council housing services is responsible for maintaining? | 75.63% |
| | | Do you live in a building with communal areas, either inside or outside, that Nuneaton and Bedworth Borough Council housing services is responsible for maintaining? | |
| TP11 | Satisfaction that the landlord makes a positive contribution to neighbourhoods | How satisfied or dissatisfied are you that Nuneaton and Bedworth Borough Council housing services makes a positive contribution to your neighbourhood? | 57.28% |
| TP12 | Satisfaction with the landlord's approach to handling anti-social behaviour | How satisfied or dissatisfied are you with Nuneaton and Bedworth Borough Council housing services approach to handling anti-social behaviour? | 51.93% |
| | | Have you reported a case of anti-social behaviour to your | |

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| | | landlord in the last 12 months? | |

7. Perception Survey Results

7.1. Overall tenant satisfaction is 79.37%, with strong results in core services such as repairs (84.76%), repair timeliness (81.50%), and the condition and safety of homes (79–81%).

7.2. Lower satisfaction is reported in relation to neighbourhoods (57.28%), anti-social behaviour (51.93%) and complaints handling (41.48%). Scores are also lower for tenant engagement and communication, including listening to tenants (68.79%) and keeping tenants informed (71.34%).

7.3. The results show strong performance in core housing services, but highlight the need to improve communication, tenant engagement and neighbourhood management.

7.4. Management Information (Performance Measures).

7.5. In addition to the perception survey results, the Council is required to submit a set of management information measures to the Regulator of Social Housing.

7.6. These provide an objective assessment of performance across building safety, repairs, complaints and neighbourhood management.

7.7. The results for 2025–2026 are set out below:

7.8. Building Safety (BS)

| Code | Tenant Satisfaction Measure | Result |
|---|---|---|
| BS01 | Proportion of homes for which all required gas safety checks have been carried out. | 95.84% |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out. | 100% |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% |

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| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out. | 100% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100% |

7.9 Repairs and Maintenance (RP).

| Code | Tenant Satisfaction Measure | Result |
|---|---|---|
| RP01 | Proportion of homes that do not meet the Decent Homes Standard. | 2.9% |
| RP02 (1) | Proportion of non-emergency responsive repairs completed within the landlord's target timescale. | 41.9% |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord's target timescale. | 56.7% |

Additional repairs activity:

- 14,683 responsive repairs raised
- 11,344 repairs completed
- 2,351 repairs cancelled
- 4,070 repairs outstanding at year end
- 0 repairs reclassified as planned works

7.10 Neighbourhood Management (NM)

| Code | Tenant Satisfaction Measure | Result |
|---|---|---|
| NM01 | Number of Anti-Social cases, opened per 1000 homes | 94 |
| NM02 | Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes. | 1 |

7.11 Complaints Handling (CH)

| Code | Tenant Satisfaction Measure | Result |
|---|---|---|
| CH01 (1) | Number of stage one complaints received per 1,000 homes | 75.4 |
| CH01 (2) | Number of stage two complaints received per 1,000 homes | 12.2 |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 83.8% |
| CH02 (2) | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 41.9% |

7.12 Summary of Management Information

7.13 Performance remains strong in building safety, with near full compliance across all measures.

7.14 However, there are key areas for improvement. Repairs performance is below target, with only 41.9% of non-emergency and 56.7% of emergency repairs completed on time, alongside a high number of outstanding repairs. Complaint handling performance at both stages 1 and 2 is also lower, identifying a reduction in performance of 11.5% for stage 1 and 22.1% for stage 2.

7.15 A relatively high level of anti-social behaviour cases aligns with lower tenant satisfaction in this area.

7.16 Overall, while core safety standards are being met, improvements are required in repairs, complaints escalation and neighbourhood management.

8 Biodiversity Implications

8.1 No direct biodiversity implications have been identified.

9. Appendices

9.1 Please note the following appendices:

i. Appendix A – TSM Survey Letter 2025-2026
ii. Appendix B – TSM Perception Survey 2025-2026
iii. Appendix C – TSM Representativeness Analysis (Accommodation type, age and ethnicity)

10. Background papers

10.1 Please note the following background papers:

i. Tenant Satisfaction Measures Standard
ii. Tenant Satisfaction Measures – Tenant Perception Survey Requirements

11. Report Writer Details:

Officer Job Title: Assistant Director for Housing Services

Officer Name: Sharon Clinton

Appendix A - TSM Survey Letter 2025-2026

**Nuneaton and Bedworth Borough Council**
Town Hall, Coton Road, Nuneaton,
Warwickshire, CV11 5AA

www.nuneatonandbedworth.gov.uk
024 7637 6376

**Enquiries to:** Tenant Engagement Team

**Direct Dial:** 024 7637 6376

**Direct Email:**

tenant.engagement@nuneatonandbedworth.gov.uk **Date:**

Dear

# Tenant Satisfaction Survey

I am writing to you to ask that you complete and return the enclosed Tenant Satisfaction Survey to give feedback on the housing services we provide to you.

In 2023, the Regulator of Social Housing created a system for assessing how well social housing landlords in England are doing at providing good quality homes and services to their tenants. This involved sending a set of survey questions known as the Tenant Satisfaction Measures to our tenants in summer 2023 and 2024.

The Council now has the results of last year's survey, and they are going to be published on our website in the coming weeks. They will also be published in the summer edition of our tenant's newsletter, 'InHouse'. The Council also have the responsibility of reporting the responses to the Regulator of Social Housing by 30 June 2025. You will be able to use these measures to understand how well Nuneaton and Bedworth Borough Council is performing as your landlord.

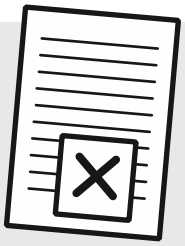
The tenant satisfaction measures should:

- let tenants see how well their landlord is doing
- provide an overview to the Regulator of Social Housing of which landlords might need to improve things.

This means that we must survey our tenants again this year. This is to identify how satisfied you are with the housing services we provide to you. The results of this year's survey will then be reported back the Regulator of Social Housing by summer 2026.

Included within this letter is the survey that I ask to you to complete, it should take approximately 5 minutes to complete. We have included a Freepost return envelope for your convenience.

*Please can you get your survey back to us by 14 July 2025.*
If you return your completed survey by this date, you will be entered into a prize draw to win a £25 ASDA voucher. There will be 20 vouchers available for our tenants to win (limited to 1 voucher per household).



Surveys can be sent back to us after 14 July 2025, but they must be completed and returned by *Friday 26 September 2025.*

*continued over...*

When you answer the questions, it is important that you base your answer purely on the housing services that the Council provides to you. For example, how satisfied you are with:

- the Anti- Social Behaviour service we provide
- the Repairs service we provide
- Communal Cleaning in your block (if applicable)
- whether you feel your home is safe.

The questions **should not** be confused with your overall satisfaction with other services the Council provide such as:

- Bin collections
- Town centre cleaning/issues
- Homelessness
- Environmental health
- Council Tax queries

Feedback on matters not relating to the housing services we provide are not included within the Tenant Satisfaction Measures survey.

If you have any questions about the survey, please contact our Tenant Engagement Team on 024 7637 6376 and they will be happy to help you.

May I take this opportunity to thank you for you co-operation and I will look forward to sharing the results with you in due course.

Yours sincerely

**Nicola Botterill**
**Assistant Director – Social Housing & Community Safety**

Appendix B - TSM Perception Survey 2025-2026

# Tenant Satisfaction Survey

Nuneaton & Bedworth
**United to Achieve**

**Please complete this short survey,**
**it should take approximately 5 minutes to complete.**
**Please provide your answers with a cross (x) in the boxes below each question. Thank you.**

If you have any questions about the survey, please contact our Customer Services Team

## Overall satisfaction

*TP01: Overall satisfaction*

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Nuneaton & Bedworth Borough Council (your landlord)?**

☐ Very satisfied ☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied ☐ Very dissatisfied

## Keeping properties in good repair

*TP02: Satisfaction with repairs*

**Has your landlord carried out a repair to your home in the last 12 months?**

☐ Yes ☐ No

**If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?**

☐ Very satisfied ☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied ☐ Very dissatisfied

*TP03: Satisfaction with time taken to complete most recent repair*

**Has your landlord carried out a repair to your home in the last 12 months?**

☐ Yes ☐ No

**If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

☐ Very satisfied ☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied ☐ Very dissatisfied

*Please continue this section in the next column...*

**Was the repair you reported completed on the first visit?**

☐ Yes ☐ No

**Was your home left clean and tidy after the repair was carried out?**

☐ Yes ☐ No

*TP04: Satisfaction that the home is well maintained*

**How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?**

☐ Very satisfied ☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied ☐ Very dissatisfied

## Maintaining building safety

*TP05: Satisfaction that the home is safe*

**Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?**

☐ Very satisfied ☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied ☐ Very dissatisfied
☐ Not applicable/ don't know

## Respectful and helpful engagement

*TP06: Satisfaction that the landlord listens to tenant views and acts upon them*

**How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?**

☐ Very satisfied ☐ Fairly satisfied
☐ Neither satisfied nor dissatisfied
☐ Fairly dissatisfied ☐ Very dissatisfied
☐ Not applicable/ don't know

*Continue over the page...*

*TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them*

**How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

**What is your preferred method of contact?**

- ☐ Email
- ☐ Text
- ☐ Letter
- ☐ Phone

*TP08: Agreement that the landlord treats tenants fairly and with respect*

**To what extent do you agree or disagree with the following?**

***"My landlord treats me fairly and with respect."***

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable/ don't know

## Effective handling of complaints

*TP09: Satisfaction with the landlord's approach to handling complaints*

**Have you made a complaint to your landlord in the last 12 months?**

- ☐ Yes
- ☐ No

**If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

## Responsible neighbourhood management

*TP10: Satisfaction that the landlord keeps communal areas clean and well maintained*

**Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?**

- ☐ Yes
- ☐ No
- ☐ Don't know

**If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

*TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods*

**How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

*TP12: Satisfaction with the landlord's approach to handling anti-social behaviour*

**How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?**

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Not applicable/ don't know

**Have you reported a case of anti-Social behaviour to your landlord in the last 12 months?**

- ☐ Yes
- ☐ No

## Thank you for completing the survey.

The results of the survey will then be reported back the Regulator of Social Housing by June 2026 and the results will be published in Summer 2026.

**Nicola Botterill**
**Assistant Director – Social Housing & Community Safety**

## Appendix C – TSM Representativeness Analysis (Accommodation type, age and ethnicity)

| | No. | % |
|---|---|---|
| **Total Tenant Population** | 5447 | 100 |
| **Total Responses Received** | 1,126 | 20.7% |
| **Overall Confidence Level** | +/- 2.6% | |

| **TSM Perception Measure – Accommodation Type** | | | | |
|---|---|---|---|---|
| | **Tenant Population** | | **Survey Responses** | |
| | No. | % | No. | % |
| General Needs | 4320 | 79% | 711 | 13.1% |
| Independent Living | 1127 | 21% | 415 | 7.6% |
| **Total** | 5447 | 100% | 1126 | 20.7% |

| **TSM Perception Measure – Age** | | | | |
|---|---|---|---|---|
| | **Tenant Population** | | **Survey Responses** | |
| | No. | % | No. | % |
| 16-24 | 147 | 3% | 8 | 0.15% |
| 25-34 | 677 | 12% | 26 | 0.48% |
| 35-44 | 962 | 18% | 53 | 0.98% |
| 45-54 | 895 | 16% | 99 | 1.8% |
| 55-64 | 1001 | 18% | 205 | 3.8% |
| 65-74 | 847 | 16% | 323 | 6% |
| 75-84 | 595 | 11% | 290 | 5.3% |
| 85+ | 212 | 4% | 100 | 1.8% |
| Unknown | 111 | 2% | 22 | 0.4% |
| **Total** | 5447 | 100% | 1126 | 20.7% |

| **TSM Perception Measure – Ethnicity** | | | | |
|---|---|---|---|---|
| | **Tenant Population** | | **Survey Responses** | |
| | No. | % | No. | % |
| Arab | 6 | 0.1% | 1 | 0.09% |
| Asian/Asian British - Bangladeshi | 2 | 0.03% | 0 | 0% |
| Asian/Asian British - Indian | 14 | 0.3% | 3 | 0.06% |
| Asian - British Other | 14 | 0.3% | 7 | 0.13% |
| Asian – British Pakistani | 11 | 0.2% | 2 | 0.04% |
| Black African/Caribbean Black British - African | 47 | 0.9% | 11 | 0.2% |
| Black African/Caribbean Black British - Caribbean | 15 | 0.3% | 3 | 0.06% |
| Black African/Caribbean Black British - Other | 6 | 0.1% | 0 | 0% |

| | | | | |
|---|---|---|---|---|
| Mixed – Other | 9 | 0.2% | 2 | 0.04% |
| Mixed – White and Asian | 2 | 0.03% | 0 | 0% |
| Mixed – White and Black African | 5 | 0.1% | 0 | 0% |
| Mixed White and Black Caribbean | 23 | 0.4% | 1 | 0.09% |
| Not Stated | 96 | 1.8% | 23 | 0.42% |
| Other | 18 | 0.3% | 1 | 0.09% |
| Refused | 25 | 0.5% | 11 | 0.2% |
| Unknown | 1721 | 31.6% | 332 | 6.1% |
| White British | 3309 | 60.7% | 708 | 13% |
| White – Gypsy/Irish Traveller | 3 | 0.1% | 0 | 0% |
| White Irish | 10 | 0.2% | 3 | 0.06% |
| White – Other | 111 | 2.0% | 18 | 0.33% |
| **Total** | 5447 | 100% | 1126 | 20.7% |

Nuneaton & Bedworth
United to Achieve

AGENDA ITEM NO. 11

NUNEATON AND BEDWORTH BOROUGH COUNCIL

| | |
|---|---|
| Report to: | Communities, Corporate Resources and Housing Overview and Scrutiny Panel |
| Date of Meeting: | 17th June 2026 |
| Subject: | Housing Revenue Account New Build Programme |
| Portfolio: | Housing |
| Responsible Officer: | Assistant Director for Assets and Compliance |
| Corporate Plan – Theme: | Housing, Health and Communities |
| Corporate Plan – Aim: | Extend the Housing home building programme to provide more Council homes. |
| Ward Relevance: | All |
| Public or Private: | Public |
| Amendment to Budget: | No Council Tax Related: No |

Recommendation to Council/Cabinet/Committee: No

Forward Plan: Yes

---

1. Purpose of report

1.1. To provide the Panel with an overview of the Housing Revenue Account house building programme, as requested at the meeting of 22nd January 2026.

2. What is the panel being asked to consider?

2.1. The Panel is asked to consider the information provided within the report.

3. Recommendations

3.1. That the Panel note the information provided and make comment as appropriate.

4. Background

4.1. The Housing Revenue Account (HRA) is a ring-fenced account within the General Fund. Its funded through borrowing, rental income from housing, garages, shops and service charges. The General Fund and HRA must remain separate with no cross-subsidy between them.

4.2. Prior to 2012, the HRA operated under a national redistribution system. This meant that housing rental income went into a national subsidy pool. Central Government then made assumptions about the level of rental income that could be collected, management and maintenance costs and investment for major repairs. Based on this formula, income was then re-distributed, with some Council's, including Nuneaton and Bedworth, being in negative subsidy. This meant that the Council received less income than it actually charged and collected.

4.3. On 1st April 2012, the national subsidy system was abolished, and Councils were then allowed to keep 100% of the income it collected, a system known as Self-Financing. However, each Council was also required to take on a share of the national housing debt, known as a Settlement Payment, and a debt cap was introduced. For Nuneaton and Bedworth Borough Council, the Settlement figure was £71.455m, and the debt cap was £89.655m. Prior to this, the HRA had £8.608m of debt, bringing the total to £80.063m. Therefore, there was borrowing headroom of £9.587m before the cap was reached. The cap was abolished in October 2018.

5. House-Building 2012 to date.

5.1. Following the introduction of Self-Financing, the Council has embarked upon a house building programme, supported by

borrowing and grant from Homes England. The following table identifies the number and type of properties built to date;

| Location | Property Types | No. Properties | Date Completed |
|---|---|---|---|
| Elder Close | 2 Bed House | 7 | 2013/14 |
| | 2 Bed Bungalow | 1 | |
| Kings View | 4 Bed House | 2 | 2013/14 |
| | 3 Bed House | 10 | |
| | 2 Bed House | 14 | |
| | 1 Bed Flat | 8 | |
| | 2 Bed Bungalow | 2 | |
| Acacia Road | 2 Bed House | 3 | 2015/16 |
| Ashington Road | 2 Bed House | 4 | 2018/19 |
| Abbottsford Road | 2 Bed House | 2 | 2020/21 |
| Centennial Close | 2 Bed House | 6 | 2020/21 |
| | 1 Bed Flat | 4 | |
| Raveloe Drive | 3 Bed House | 4 | 2021/22 |
| | 1 Bed Flat | 4 | |
| Roxburgh Road | 1 Bed Flat | 8 | 2021/22 |
| Byford Court | 2 Bed House | 6 | 2024/25 |
| | 3 Bed House | 4 | |
| | 4 Bed House | 2 | |
| Vale View | 3 Bed House | 2 | 2024/25 |
| | 2 Bed House | 8 | |
| | 1 Bed Flat | 4 | |
| Cheveral Road | 2 Bed House | 4 | |
| | 1 Bed Flat | 4 | |
| **Total** | | **113** | |

5.2. In addition to the above, there is a further development at Armson Road, Bedworth. This is due to complete in the Autumn of 2026 and will deliver a total of 15 new homes, comprising of;

- 4 Bed House – 3
- 2 Bed House – 6
- 1 Bed Flat – 6

This will bring the total of new build homes to 128.

5.3. As well as the new build homes listed above, the Council also purchases new homes for rent from the open market. A further 54 homes have been acquired via this method. This brings a combined total of 182 additional homes for rent within the borough.

6. Biodiversity Implications

6.1. No direct biodiversity implications have been identified.

7. Appendices

7.1. Please note the following appendices:

i. Appendix A – Photographs of new build homes

8. Background papers

8.1. Please note there are no background papers.

9. Report Writer Details:

Officer Job Title: Assistant Director for Assets and Compliance

Officer Name: Lynn Joy

Appendix A

Byford Street

Vale View

Kings View

# Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST JULY 2026 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING JULY, 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 |
|---|---|---|---|---|---|---|---|---|---|
| 24/04/26 | **Section 106 Monitoring System – Budget Variation** | Council | No | | July 2026 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |
| 30/03/26 | **Contract Variation – Civica CX (Housing)** | Cabinet | No | | June 2026 | **Dawn Dawson ☎02476 376408** | **Dawn Dawson ☎02476 376408** | Housing | Housing & Corp Resources &Comm |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 27/02/26 | **Housing Revenue Account – Housing Stock Acquisition** | Cabinet | No | | June 2026 | **Lynn Joy ☎02476 376880** | **Dawn Dawson ☎02476 376408** | Housing | Housing & Corp Resources &Comm |
| 27/02/26 | **Corporate Plan Delivery Plan Year 1** | Cabinet | No | | June 2026 | **Tom Shardlow ☎02476 376004** | **Tom Shardlow ☎02476 376004** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/11/25 | **Tenant Satisfaction Measures 2025/26** | Cabinet | No | | June 2026 | **Dawn Dawson ☎02476 376408** | **Dawn Dawson ☎02476 376408** | Housing | Housing & Corp Resources &Comm |
| 31/10/25 | **Negotiated Stopping Places** | Cabinet | No | | June 2026 | **Alastair Blunkett ☎02476 376064** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |
| 30/09/25 | **Warwickshire Health and Wellbeing Strategy** | Cabinet | No | | June 2026 | **Katie Memetovic-Bye ☎02476 376147** | **Kevin Hollis ☎02476 376143** | Leisure & Health | Env, Health & Leisure |
| 16/03/26 | **Commencement of new Local Plan** | Cabinet | No | | June 2026 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 04/02/26 | **Planning Fees** | Cabinet/ Council | No | | June 2026 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |
| 16/03/26 | **Street Naming and Numbering Fees** | Cabinet/ Council | No | | June 2026 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |
| 14/05/26 | **Adoption of Revised Private Sector Housing Enforcement Policy, Civil Penalty Policy and HMO Mandatory Licence Conditions** | Cabinet | No | | June 2026 | **Alastair Blunkett ☎02476 376064** | **Kevin Hollis ☎02476 376143** | Housing | Housing & Corp Resources &Comm |
| 20/05/26 | **Housing Ombudsman Annual Complaint Handling report** | Cabinet | No | | June 2026 | **Lynn Joy ☎02476 376880** | **Dawn Dawson ☎02476 376408** | Housing | Housing & Corp Resources &Comm |
| 24/04/26 | **Local Council Tax Reduction Scheme to Banded Scheme Consultation** | Cabinet | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 31/03/25 | **Pingles Decarbonisation Closure** | Cabinet | No | | July 2026 | **Katie Memetovic-Bye ☎02476 376147** | **Kevin Hollis ☎02476 376143** | Leisure & Health | Env, Health & Leisure |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 24/12/25 | **Medium Term Financial Strategy** | Cabinet/ Council | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 31/07/25 | **General Fund Revenue Outturn 2025/26** | Cabinet | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 31/07/25 | **HRA Revenue Outturn 2025/26** | Cabinet | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 31/07/25 | **Capital Outturn 2025/26** | Cabinet | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 31/07/25 | **Collection Fund 2025/26** | Cabinet | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 31/07/25 | **Treasury Annual Report 2025/26** | Council | No | | July 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 29/05/26 | **Warwickshire Local Nature Recovery Strategy** | Cabinet | No | | September 2026 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |
| 31/05/23 | **Asset Management Plan** | Cabinet | No | | September 2026 | **Jonathan White/ ☎02476 376549** | **Dawn Dawson ☎02476 376408** | Town Centre Regeneration and Business Development | Business, Regen & Planning |
| 30/09/25 | **General Fund Budget Monitoring Q1** | Cabinet | No | | September 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 30/09/25 | **Housing Revenue Account Budget Monitoring Q1** | Cabinet | No | | September 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 30/09/25 | **Capital Monitoring Q1** | Cabinet | No | | September 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 29/05/26 | **Leisure Strategies** | Cabinet | No | | September 2026 | **Katie Memetovic-Bye ☎02476 376147** | **Kevin Hollis ☎02476 376143** | Leisure & Health | Env, Health & Leisure |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 29/05/26 | **Abbey Theatre – Lease** | Cabinet | No | | September 2026 | **Jonathan White ☎02476 376549** | **Dawn Dawson ☎02476 376408** | Town Centre Regeneration and Business Development | Business, Regen & Planning |
| 24/04/26 | **Local Council Tax Reduction Scheme to Banded Scheme** | Cabinet | No | | November 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/11/25 | **Draft Budget 2027/28** | Cabinet | No | | November 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 24/12/25 | **General Fund Budget Monitoring Q2** | Cabinet | No | | November 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 24/12/25 | **Housing Revenue Account Budget Monitoring Q2** | Cabinet | No | | November 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 24/12/25 | **Capital Monitoring Q2** | Cabinet | No | | November 2026 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 27/02/26 | **General Fund Budget 2027/28** | Cabinet/Council | No | | February 2027 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/02/26 | **Housing Revenue Account Budget 2027/28** | Cabinet/ Council | No | | February 2027 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/02/26 | **Treasury Strategy 2027/28** | Council | No | | February 2027 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/02/26 | **Capital Budget 2027/28** | Cabinet/ Council | No | | February 2027 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/02/26 | **Local Council Tax Support Scheme** | Cabinet/ Council | No | | February 2027 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |
| 27/02/26 | **Medium Term Financial Strategy** | Cabinet/ Council | No | | February 2027 | **Liam Brown ☎02476 376275** | **Victoria Summerfield ☎02476 376002** | Finance, Enabling Services and Communities | Housing & Corp Resources &Comm |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 29/05/26 | **Local Plan – Proposed Content and Evidence Consultation** | Cabinet | No | | July 2027 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |
| 29/05/26 | **Local Plan – Draft Local Plan** | Cabinet | No | | March 2028 | **Louise Hryniw ☎02476 376310** | **Kevin Hollis ☎02476 376143** | Planning, Enforcement & Public Services | Business, Regen & Planning |

**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 |
|---|---|---|---|---|---|---|---|---|---|
| 24/04/26 | **Regeneration Projects Update** | Cabinet | Yes | The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information) | June 2026 | **Jonathan White ☎02476 376549** | **Dawn Dawson ☎02476 376408** | Town Centre Regeneration and Business Development | Business, Regen & Planning |

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| Individual Cabinet Member Decisions | | | | | | | | |
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| **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 |
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| 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** | | | | | | | | | |
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The Cabinet Members are:

| | | |
|---|---|---|
| Leader | - | Councillor G. Finch |
| Finance, Enabling Services and Communities (Deputy Leader) | - | Councillor M. Bannister |
| Planning, Enforcement & Public Services | - | Councillor S. Coates-Jarman |
| Town Centre Regeneration and Business Development | - | Councillor J. Groves |
| Housing | - | Councillor J. Bartlett |
| Leisure & Health | - | Councillor B. Greenwood |

Observer:

| | | |
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| Leader of the Main Opposition Group | - | Councillor B. Hughes |

Dated: 29th May 2026 Signed: Councillor G. Finch

# Communities, Corporate Resources and Housing OSP – Work Programme 2026/27

Meeting dates: 25th June 2026, 22nd October 2026, 11th February 2027

| Date Added | Lead Officer | Title | Description | Scrutiny/ Overview | Proposed Committee Date | Include in 2027/28 Work Programme | On Agenda 2026/27 or Briefing Note |
|---|---|---|---|---|---|---|---|
| | Steve Gore | Integrated Performance Report | Quarterly Benchmarking Report | Scrutiny (Councillors to submit queries in advance of the meeting) | 25th June 2026<br>22nd Oct 2026<br>11th Feb 2027 | yes | yes |
| Jan 2026 | Dawn Dawson/ Lynn Joy | New Council Housing Builds | An overview of the Housing Revenue Account house building programme, as requested at the meeting of 22nd January 2026. | | 25th June 2026 | | yes |
| | Liam Brown | Fees and Charges Policy | | Scrutiny | 25th June 2026/ 22nd Oct 2026 | | |
| | Sharon Clinton | Tenant Satisfaction Measures | To present the results of the annual Tenant Satisfaction Measures (TSM) perception survey and associated management information | | 25th June 2026 | yes | yes |
| Annual | Sharon Clinton | Housing Annual Complaints Performance and Service Improvement Report | A report on the Landlord Service compliance with the statutory Housing Ombudsman Complaint Handling Code | Scrutiny | 25th June 2026 | yes | yes |
| May 2026 | Dawn Dawson | Presentation – Overview of the Regulator of Social Housing Consumer Standards Regulatory Code | A presentation to OSP Members to deliver training in relation to the requirements of the Regulator of Social Housing and their expectations of OSP Members as part of the regulatory process | | 25th June 2026 | | yes |

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| Dec 2019 | Vicki Summerfield/ Liam Brown | Capital Strategy | The Capital Strategy to be brought to the Panel for consideration and comment. | Scrutiny | 22nd October 2026 | | |
| Dec 2019 | Vicki Summerfield | Asset Strategy and Asset Management Plan | The Asset Strategy and Asset Management Action Plan to be brought to the Panel consideration and comment. | Scrutiny | 22nd October 2026 | | |
| | Ruth Bartlett | Attendance Management Report | Annual report updating Members on previous year's performance and concerns. | Scrutiny | 22nd October 2026 | | |
| | Mark Farmer | Communications, Marketing and Engagement Strategy | To review and, if applicable approve the policy. | Scrutiny | 22nd October 2026 | | |
| | Jonathan White | Pride in Camp Hill | Annual report of PINCH to update and provide performance information for Members | | 22nd October 2026 | | |
| | Lynn Joy | Fire Strategy and Fire Policy for Housing | To Review Policy | | 22nd October 2026 | | |
| Annual | Abu Malek | Warwickshire Police and Crime Plan | To bring an update on the Police and Crime Plan. | | 22nd October 2026/ 11th February 2027 | | |
| | Matt Wallbank | Procurement and Accounts Payable Strategy 2027 – 2031 | To review and, if applicable approve the strategy | Scrutiny | 11th February 2027 | | |
| Jan 2025 | Abu Malek | Armed Forces Covenant | An update including highlights about what NBBC are doing in relation to the Armed Forces Covenant. | | 11th February 2027 | | |
| | 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. | | 11th February 2027 | | |

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| | Alastair Blunkett | Houses of Multiple Occupation (HMO's) | Policy review update for Houses of Multiple Occupation. | | 11th February 2027 | | |
| Every two Years | Abu Malek | NABSCOP Strategic Assessment | To ensure that the Council's priorities are considered and included in the Community Safety Partnership's priorities for the area. | | Due 2028 | | |

Nuneaton & Bedworth
United to Achieve

## SCRUTINY WORK PROGRAMME SUGGESTION FORM

When suggesting a Work Programme item, consideration needs to be given to the following questions:

- Why is the issue being suggested for review?
- What difference could be made by looking at this item?

| **Suggested Work Programme Item – please provide as much detail as possible** |
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| **Housing repairs strategy.**<br><br>**I think that the housing repairs strategy should be looked at because of the growing number of repairs that are appearing on the list and the lack of vision in getting these repairs down to a manageable load. The members of the public are becoming more and mores dissatisfied with the amount of time they are waiting for a repair to be done by the housing repairs team.** |
| **Reasons for this suggestion – please provide as much information as possible** |
| **The facts for asking for this are the growing number of repairs which is now over 4,000**<br><br>**The evidence for this should b provided by the officers**<br><br>**The witnesses for this should be the officers** |
| **Desired outcome of the review** |
| **The housing team should have a better system for people to report repairs and a better computer system to be able to log all of the repairs so that they go to the right team. There should also be more multi skilled people working in the repairs teams so that more jobs could be done when people re attending. There should also be one person that can do all of the UPVC and glazing work because this would free up other trades like the plumbers and carpenters. At the moment the plumbers do some UPVC work like gutters leaking and Carpenters do some UPVC work like UPVC doors and windows which are NOT wood.**<br><br>**The desired outcome for the residents would be a quicker more efficient service.** |

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| **The desired outcome for the housing team would be a quicker more efficient computer system to log and distribute jobs.** | |
| **Name:**<br>**Chris Watkins** | **Date:**<br>**5/6/26** |

Please return completed form to :- committee@nuneatonandbedworth.gov.uk