

## **NUNEATON AND BEDWORTH BOROUGH COUNCIL**

### **COMMUNITIES, CORPORATE RESOURCES AND HOUSING OVERVIEW AND SCRUTINY PANEL**

**25<sup>th</sup> June 2026**

A meeting of the Communities, Corporate Resources and Housing Overview and Scrutiny Panel was held on Thursday, 25<sup>th</sup> June 2026 in the Council Chamber, Town Hall Nuneaton.

#### **Present**

Councillor D. Brown (Chair)

Councillors: R. Brill, M. Kondakor, B. Saru, C. Watkins and Mrs D. Ross.

Apologies: Councillor S. Finch (received immediately after the meeting)

Absent: Councillors T. Cooper, C. Phillips and P. Smith.

#### **PART I – PUBLIC BUSINESS**

##### **CCH1 Minutes**

It was noted that within the minutes of the Housing and Communities OSP held on 22<sup>nd</sup> January 2026, it was agreed that the minutes of the Priory Street Residents Group would be brought to the next meeting. These will be brought to the next meeting of this Committee.

It was also felt that the HMO Working Group set up within the Housing and Communities OSP should be discussed to establish if it should continue.

##### **RESOLVED that**

- a) the minutes of the Housing and Communities Overview and Scrutiny Panel held on 22<sup>nd</sup> January 2026 and the Health and Corporate Resources Overview and Scrutiny Panel held on 12<sup>th</sup> February 2026 be approved and duly signed by the Chairman.

##### **CCH2 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 Declarations of Interests](#)).

##### **CCH3 Questions to Cabinet**

The Portfolio Holder for Finance, Enabling Services and Communities (Councillor M. Bannister) and the Portfolio Holder for Housing (Councillor J. Bartlett) were in attendance at the meeting.

No questions were asked.

##### **CCH4 Integrated Performance Report – Third and Fourth 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.

The Panel discussed and asked questions on the following:

- The use of acronyms and abbreviations - a glossary of terms would be useful going forward if acronyms are to be used.

- Queries were raised about the way information and data is provided in the report - including whether figures are cumulative, for that quarter, month or yearly.
- The recovery of money from for tenants – formal action is taken through the Courts where possible. Some has been written off but only after a certain period of time and if the tenant cannot be located. However if a former tenant reappears in the future the debt can be brought back.
- The use of/lack of some targets within the reports. Continuous improvement is sought and the need for comparators to evaluate services.
- Officers are looking at how to report information going forward, taking into account feedback from OSP Members

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

**CCH5 Regulator of Social Housing Briefing Presentation**

The Strategic Director for Communities and Place presented a briefing for Scrutiny Panel Members.

The Panel discussed and asked questions on the following:

- The history of and background to the Regulator of Social Housing (RSH).
- Tenants responsibilities and the Councils responsibilities – including the powers of the Council.
- Waiting lists.
- The Regulator inspects organisations of a certain size every four years. NBBC was inspected in June 2026 and will be given a grading in August/September 2026. This will be published on the NBBC website and will come back to this scrutiny panel.
- Staff/Officers are being trained, there is a competency framework which can be emailed to Members.

**RESOLVED** that the presentation be noted.

**CCH6 Complaint Handling Code Annual Report 2024/25**

A report of the Assistant Director for Housing Services provided the Panel with the details of the social housing Complaint Handling Code Annual Report 2025/26, along with the associated Self-Assessment. Both documents must be submitted to the Housing Ombudsman Service (HOS) by 30th June 2026.

The Panel discussed and asked questions on the following:

- The majority of complaints are about responsive repairs.
- NBBC has learned from the past and has improved complaint reporting.
- There was a corporate decision not to replace the previous Officer dealing with complaints analysis, a restructure has taken place and an independent team is being recruited, to scrutinise information and move forward with improvements to the service, across the organisation as a whole.

- Improvement actions – improvements in the report are to be enacted during this municipal year. Information will be available within the Regulator report – which will be brought to the next meeting of this scrutiny panel.
- Complaints have gone up, and communication has improved to ensure tenants are aware of the complaints reporting process. This gives the Council more data on issues and how to improve.
- The use of consultants was discussed. It was explained that this was an option only in relation to improvements to the complaints approach. It was agreed that the use of consultants could be explored, but should come back to this panel to scrutinise before consultants are used.

**RESOLVED** that

- a) the Housing Complaints Annual Report and the Complaint Code Self-Assessment be considered and noted; and
- b) the use of consultants be explored, but their use should come back before this Panel before any appointment is made.

**CCH7 Tenant Satisfaction Measures (TSMs) 2025/2026**

The Assistant Director for Housing Services presented 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

The Panel discussed and asked questions on the following:

- A column will be added to the report to show comparison with the previous years performance.
- The IT system needs improving and a solution is being sought.
- Repairs are letting people down – the need to ensure staff are trained, competent and properly managed to ensure they do not contribute to poor performance.
- High level of satisfaction with repairs, but also a high level of complaints about repairs – satisfaction is based on tenant perception. Hard data can say service is poor, but the tenants are happy with what is done when the staff carry out the work. Work is ongoing with the Tenants Scrutiny Panel to look at this in more detail.
- The need to have someone looking at complaints and compliments was raised, along with the repairs service being looked at. Recruitment is taking place for a new independent team following a restructure.

**RESOLVED** that

- a) the Assistant Director for Housing Services, in consultation with the Portfolio Holder for Housing and Strategic Director for Communities and Place, to develop and implement targeted service improvement actions arising from the TSM results,
- b) any resulting service improvements be reported to the Communities, Corporate Resources and Housing Overview and Scrutiny Panel; and

- c) The Cabinet Member for Housing and Strategic Director for Communities and Place to discuss and explore options around having an Officer looking specifically at complaints and compliments.

**CCH8 Housing Revenue Account New Build Programme**

A report of the Assistant Director for Assets and Compliance provided the Panel with an overview of the Housing Revenue Account house building programme, as requested at the scrutiny meeting held on 22 January 2026.

**RESOLVED** that the information within the report be considered and noted.

**CCH9 Forward Plan**

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

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

**CCH10 Work Programme 2026-2027**

The Panel were presented with the Work Programme for the municipal year 2026-2027.

The Panel discussed that the Pride in Camp Hill item on the work programme could be a briefing note to the Panel Members instead of being an agenda item.

**RESOLVED** that the 2026-2027 work programme be approved, subject to the Pride in Camp Hill item being a briefing note to Panel Members rather than an agenda item at a meeting

**CCH11 Work Programme Suggestion Form – Housing Repairs Strategy**

The Panel discussed a work programme suggestion form which had been received.

The following points were raised and discussed:

- A workable computer system is required, along with a need to see what the strategy is.
- A request was made to look at what we've done, what we will do, what we've learned and what its cost.
- Members were advised that much of the information requested in the work programme suggestion form will be coming to the next scrutiny panel meeting, as part of another report.
- There were concerns from some Members about Officers having to spend time on additional reports if information is being duplicated, and also Members time if there are similar agenda items for them to look at.
- Some Members felt it was important to prioritise the reports that come to scrutiny, and not have too many similar reports which will dilute the time Members can give to each report at the meetings. A need to co-ordinate what comes to scrutiny was felt important to make the best use of the meetings without being inundated by lots of reports.
- Concerns were raised that issues relating to dealing with repairs need looking at to give the best service to residents, and reduce the

backlog, and if was felt by some Members that not all the information requested may be covered in other reports.

- A lot of the information in the suggestion form will come through the report of the Regulator of Social Housing, and this needs to come to scrutiny for the Council to be compliant. This includes repairs and performance, improvement plan and issues within the team. Other information required can be provided in other forms if missed out of the report, for example via email or briefing reports to Panel Members on this committee, if requested.

**RESOLVED** that the work programme suggestion form not be approved for adding to the Work Programme, and for information to be incorporated into another agenda item report/s.

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Chair