Nuneaton & Bedworth
United to Achieve

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Date: 13th October 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, 22 October 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.

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 Communities, Corporate Resources and Housing Overview and Scrutiny Panel held on 25th June 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 – FIRST QUARTER 2026/27 – a summary report of the Risk Management and Performance Officer, attached **(Page 12).**

8. MANAGING ATTENDANCE OF THE COUNCIL'S WORKFORCE – A report of the Services Manager, attached **(Page 30).**

9. FIRE SAFETY POLICY AND HOUSING FIRE SAFETY MANAGEMENT PLAN – a report of the Assistant Director for Assets and Compliance, attached **(Page 44).**

10. REPAIRS AND MAINTENANCE POLICY 2029 – a report of the Assistant Director for Assets and Compliance, attached **(Page 77).**

11. HMO WORKING GROUP – for discussion. **(Page 107).**

12. REGULATOR OF SOCIAL HOUSING – INSPECTION OUTCOME – a report of the Strategic Director - Communities and Place, attached **(Page 108).**

13. FORWARD PLAN – attached for information **(Page 122).**

14. WORK PROGRAMME 2026/27 – for noting, attached **(Page 132).**

15. WORK PROGRAMME SUGGESTION FORMS – for discussion, attached **(Page 135)**
    a) – NBBC Garage Repatriation
    b) – Council House Building Strategy
    c) – Housing Repairs Strategy

16. 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).

17. EXCLUSION OF THE PUBLIC AND PRESS - Under section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following item, it being likely that there would be disclosure of exempt information of the description specified in paragraph (i) of Part I and II of Schedule 12A to the Act.

PART 2 – EXEMPT BUSINESS

18. RESIDENTS MEETING NOTES – As discussed at the Housing and Communities OSP held on 22nd January 2026. For information only.

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

COMMUNITIES, CORPORATE RESOURCES AND HOUSING OVERVIEW AND SCRUTINY PANEL **25th June 2026**

A meeting of the Communities, Corporate Resources and Housing Overview and Scrutiny Panel was held on Thursday, 25th 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 22nd 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 22nd January 2026 and the Health and Corporate Resources Overview and Scrutiny Panel held on 12th 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 HousingOverview 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 1st 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

AGENDA ITEM NO. 7

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:	Communities, Corporate Resources and Housing Scrutiny Panel
Date of Meeting:	22nd October 2026
Subject:	Integrated Performance Report –First Quarter 2026/27
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 September 2026 forward plan, the following financial reports are due to be considered by Cabinet for 2026/27:

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

3. Report Format 2026/27

Summary of the report content:

REPORT ITEM
Appendix A – summary of : • Performance measures within the remit of the panel • Freedom of Information / Environmental Information Requests and trends • Complaints and trends • Strategic Risk Register risks within the remit of the panel • Member Enquiry Forms and trends
Appendix B1 - Performance measures charts A link is provided to the performance charts at section 11. **Appendices B2 - Performance measures summary**
Appendix C – Details of the Strategic Risk Register risks within the remit of the Panel Information as at the end of the 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 provided at section 11.

4. Update - Fundamental Corporate Review of Performance Arrangements

Senior Leadership Team, Overview and Scrutiny Panels and Public Domain performance reports / dashboards are in place.
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.
Our chosen workflow for feeding data into Power BI is SharePoint but this will need to be rolled out across the authority first. This is scheduled to commence by the end of September 2026.

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. Report Enhancements

6.1 Following comments received at the last round of scrutiny panel meetings, the following changes to the report have been incorporated for first quarter reporting 2026/27:

- Clarification of the reporting frequency of each measure
- Clarification of whether performance is reported for the quarter only or cumulatively (for the financial year to date)
- Base data is now included where performance is shown as a percentage
- Targets are included where available

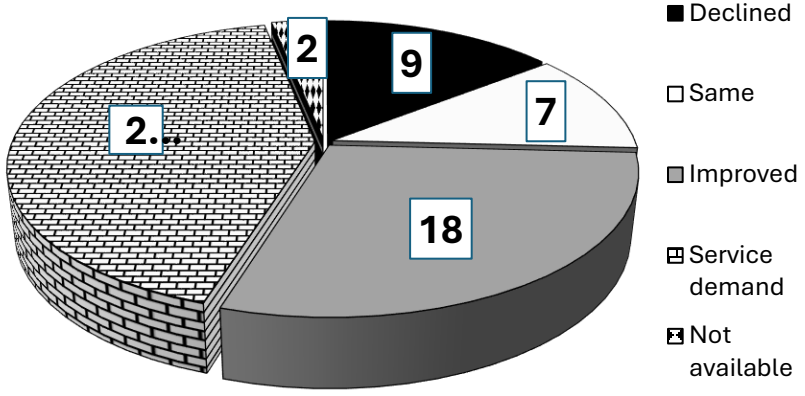
6.2 Benchmarking

Work is also in progress to establish the availability of any appropriate benchmarking data to enhance future reporting.

6.3 The Strategic Director – Resources met with all OSP Chairs in September to explore improvement opportunities to strengthen the data provided to support effective scrutiny. An exercise is currently underway to refine reporting arrangements, with the expectation that, by the second cycle of scrutiny meetings in January / February 2027, report formats and accompanying data will fully reflect the requirements and expectations identified by Scrutiny Panel Members.

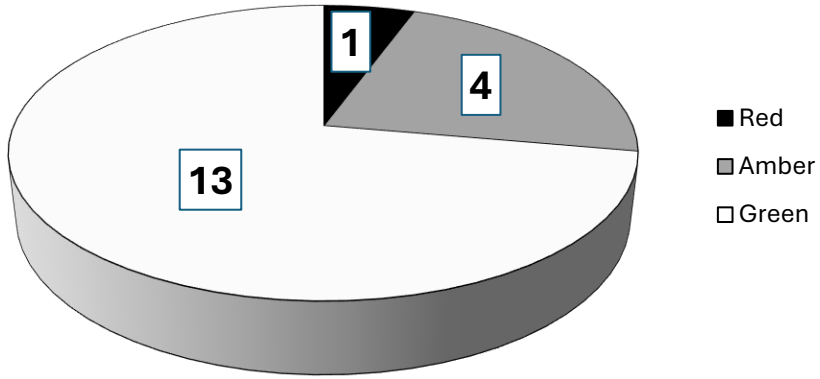
7. Communities Corporate Resources and Housing OSP Summary Charts – First Quarter 2026/27 Appendix A

Performance Measures Summary



Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summaries – End of First Quarter				
	Number Received 2026/27 (2025/26)	**Completed 2026/27 (2025/26)**	**Late 2026/27 (2025/26)**	**Outstanding 2026/27 (2025/26)**
FOI / EIR Requests - 20-day target	186 (203)	182 (196)	55 (49)	4 (7)
Complaints -10-day target	337 (358)	334 (351)	43 (47)	3 (7)

Strategic Risk Register Summary



Member Enquiry Forms (MEFs) Summary First Quarter

Number Received	
2025/26	**2026/27**
203	339

Subject trends identified in the current quarter:

FOI / EIR - See section 10

Complaints - See section 10

MEFs - See section 10

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

There are **sixty-two** measures within the remit of the panel. **Eighteen** improved, **nine** declined and **seven** stayed the same. **Twenty-six** are service demand measures. **Two** are not available.

Eighteen have an **improved** trend:

NOTE: FYTD = financial year to date (April – March)

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Revenue and Benefits CFLPI 09 Collection of Council Tax: *£29,558,637.91 / £105,730,424.54*	Monthly / FYTD	Profiled target – 28%, End of Year Target - 97%	27.96% (27.80%)
Revenue and Benefits CFLPI 13 Average Days to Process New Housing Benefit Claims (Financial FYTD)	Monthly / FYTD	Fixed – 22 days	21.17 days (24.02 days)
Revenue and Benefits CFLPI 15 Average Days to Process New Council Tax Support Claims (Financial FYTD)	Monthly / FYTD	Fixed – 35 days	30.78 days (33.08 days)
Revenue and Benefits CFLPI 16 Average Days to Process Changes of Circumstances Council Tax Support (Financial FYTD)	Monthly / FYTD	Fixed – 15 days	6.87 days (7.95 days)
Complaints & Compliance CSR 02 Subject access requests (SAR) % compliance: *2 / 3 requests*	Quarterly	Fixed – 100%	67% (29%)
Complaints & Compliance CSR 03 Member Enquiry (MEF) forms completed on time %: *339 MEFs with 754 stages**; 518 stages were completed on time = 518 / 754*	Quarterly	Fixed – 100%	69% (53%)
Corporate DG 01 Corporate Plan Monitoring: *73 of 82 actions are green (on target or completed)*	Quarterly	Fixed – 80%	89.00% (73.00%)

***** = a stage relates to subsequent question(s) linked to the original MEF.

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Eighteen have an **improved** trend (Continued):

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Human Resources HR 07 Recruitment - % post filled on first attempt : *16 of 21 posts filled on first attempt*	Quarterly	Fixed – 80%	76.19% (42.86%)
Human Resources HR 10 % of agency spend versus actual salary budget Year-To-Date (FYTD) as a total: *£319,270 of £5,799,292 spent on Agency staff*	Quarterly / FYTD	10%	5.51% (6.41%)
Housing Solutions HS 06 Choice Based Lettings number on the Housing Waiting List *+ Breakdown by Band and Housing Need type (see charts)*	Quarterly	No Target	3,195 (4,332)
Private Sector Housing PSHLS 04A Number of properties awarded for Energy Schemes (grant funded schemes)	Monthly per quarter	End of Year Target – 21 properties	10 (0)
Private Sector Housing PSHLS 04B Spend for Energy Schemes (grant funded schemes)	Monthly / FYTD	End of Year Target – £425,000	£161,171.82 (£0.00)
Landlord Services SH 26 Rent collected as a % of total rent due for the year: *£7,272,267.79 of the £8,767,392.01 rent available has been collected*	Monthly / FYTD	End of Year Target – 97%	82.95% (78.44%)
Landlord Services SH 27 Current tenant rent arrears as a % of rent due for the year: *£1,248,412.84 of the £8,767,392.01 is currently in arrears*	Monthly / FYTD	No Target	14.24% (18.00%)

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Eighteen have an **improved** trend (Continued):

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Capital Projects SH 34 % of properties meeting the Decent Homes Standard: *5282 / 5353*	Monthly per quarter	Fixed – 100%	98.67% (95.65%)
Capital Projects SH 35 Number of Housing Health & Safety Rating System (HHSRS) Category 1 hazards identified	Monthly / FYTD	No Target	19 (65)
Capital Projects SH 37 % of required dwellings with a compliant electrical installation condition report (EICR): *5,398 of the 5,581 dwellings are compliant*	Monthly per quarter	Fixed – 100%	96.72% (95.38%)
Capital Projects SH 38B % of required dwellings with a compliant Co2 Alarm Certificate: *4,649 of the 5,619 dwellings are compliant*	Monthly per quarter	Fixed – 100%	82.74% (77.40%)

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Nine have a **declined** trend:

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)	Comments
Complaints & Compliance CSR 01 Freedom of Information Requests (FOI) % compliance: *131 / 186.*	Quarterly	Fixed – 100%	70% (76%)	Responses are dependent on timely contributions from operational teams, many of which have experienced reduced capacity. As a result, some requests have taken longer to progress through the information gathering and review stages. Efforts continue to improve response times.
HEART HEA 01 Number of calendar days to process NBBC Private Sector Disabled Facilities Grants (end to end times average)	Quarterly	Fixed – 345 calendar days	435 (384)	The service continues to experience high demand, alongside the complexity of individual cases and reliance on external partners for assessments and works. The service is reviewing processes and monitoring case progression to improve end-to-end completion times.
Human Resources HR 02 Recruitment - overall turnover %: *23 leavers out of an average headcount of 538.5 during the period*	Quarterly / FYTD	Profiled 5% each quarter End of Year Target - 20%	4.27% (2.74%)	Although turnover is higher than the first quarter 2025/26, it is within the target level of 5%.
Landlord Services SH 15 Time taken to relet general purpose properties (days) - not including difficult to let properties	Monthly per quarter	Fixed – 36 days	144 days (67 days)	Performance continues to be affected by the complexities of allocating properties, the availability of contractors, increased void works requirements, and delays in completing properties to the required standard before reletting. Actions are being taken to improve void turnaround times and reduce the number of long-term void properties.

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Nine have a **declined** trend (Continued):

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)	Comments
Independent Living (IL) SH 16 Time taken to relet (days) not including difficult to let IL properties	Monthly per quarter	Fixed – 36 days	58 days (24 days)	Independent Living applicants are often more vulnerable and require additional support, assessments and suitability checks before accommodation can be offered. Whilst this can increase relet times, it helps ensure residents are placed in accommodation appropriate to their needs and promotes tenancy sustainability.
Landlord Services SH 17 Overall relet time (days)	Monthly per quarter	Fixed – 36 days	124 days (56 days)	Ongoing work is focused on reducing void turnaround times, improving contractor performance, and bringing vacant properties back into use more quickly.
Capital Projects SH 38A % of required dwellings with a compliant Smoke Alarm certificate: *3,833 of the 5,619 dwellings are compliant*	Monthly per quarter	Fixed – 100%	68.21% (77.40%)	All properties within our portfolio require a Smoke Alarm regardless of their heat source which could be electric, district heating, gas or solid fuel. Historically our fire alarm contractor has checked smoke alarms within our district heating and electrically heated properties. Following our work with the Regulator it has become apparent that these checks have been inconsistent. Therefore, we are in the process of establishing a more robust annual compliance check programme through NABCEL.

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Nine have a **declined** trend (Continued):

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)	Comments
Capital Projects SH 41 % of required dwellings with a compliant Gas Safety Certificate: *3558 of the 4468 are compliant*	Monthly per quarter	Fixed – 100%	79.63% (95.39%)	During 2025/26 there were performance issues with our gas contractor NABCEL. This resulted in gas compliance checks being moved for a temporary period to another contractor. This caused an increased number of compliance checks being completed over a shorter timeframe. When the compliance checks moved back to NABCEL, a smoothing programme should have been carried out to prevent the spike in compliance checks required occurring again during 2026/27. Unfortunately, despite assurance from NABCEL, the smoothing programme hadn't been carried out. This oversight was identified by the new Managing Director of NABCEL who immediately highlighted to the Assets and Compliance Team and a smoothing programme is now in place. Since June 2026 our compliance figure for gas has risen from 79.63% to 90.42% which means 4038 of our dwelling are compliant out of a total of 4466.

Area / Measure	Frequency / Data Provided	Target 2025/26	Performance 2025/26 (2024/25)	Comments
Equality EQ 01 Current training rate total in-house (%) *343 / 562 employees*	Annual	Fixed -70%	61.03% (65.00%)	Increase in the number of courses planned for 2026/27 and management to ensure officers complete the course every three years.

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Seven have **stayed the same**:

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Revenue and Benefits CFLPI 10 Collection of Business Rates: *£13,090,585.17 / £46,656,844.00*	Monthly / FYTD	Profiled target - 32%, End of Year Target - 98%	28.06% (28.09%)
Revenue and Benefits CFLPI 14 Average Days to Process Changes of Circumstances Housing Benefit (Financial FYTD)	Monthly / FYTD	Fixed – 9 days	12.22 (12.12)
Community Safety CS 01 Community Safety Partnership Performance (Total Recorded Crime)	Quarterly / FYTD	No Target	2,886 (2,878)
Corporate DG 02 Strategic Risk Register monitoring: *23 of 25 are "satisfactorily managed"*	Quarterly	Fixed – 80%	92% (92%)
Capital Projects SH 39 % of required dwellings with a compliant Legionella Risk Assessment: *809 / 809* .	Monthly per quarter	Fixed – 100%	100% (100%)
Capital Projects SH 40 % of required dwellings with a compliant Asbestos Re-inspection: *2472 / 2472 dwellings are in blocks that require an asbestos re-inspection*	Monthly per quarter	Fixed – 100%	100% (100%)
Capital Projects SH 42 % of required dwellings with a compliant Fire Risk Assessment (FRA): *2634 / 2634 dwellings are in blocks that require an FRA.*	Monthly per quarter	Fixed – 100%	100% (100%)

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Twenty-six are service demand measures:

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Community Safety CS 02 Number of ASB cases	Monthly / FYTD	No Target	94 (60)
Community Safety CS 03 Number of new ASB cases	Monthly / FYTD	No Target	23 (20)
Community Safety CS 04 Number of closed ASB cases	Monthly / FYTD	No Target	5 (2)
Community Safety CS 05 Number of ASB legal interventions	Monthly / FYTD	No Target	0 (0)
HEART HEA 06 Number of Private Sector disabled facilities grants delivered	Monthly / FYTD	No Target	23 (45)
Housing Solutions HS 02 Homelessness - Number of Households in Temporary Accommodation	Quarterly	No Target	138 (121)
Housing Solutions HS 03 Homelessness - Total Number of Applications Made	Quarterly / FYTD	No Target	119 (151)
Housing Solutions HS 05 Homelessness - total Number of preventions	Quarterly / FYTD	No Target	33 (17)
Housing Solutions HS 07A Choice Based Lettings - number allocated (NBBC)	Quarterly	No Target	82 (180)
Housing Solutions HS 07B Choice Based Lettings - number allocated (Registered Providers)	Quarterly	No Target	19 (65)

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Twenty-six are service demand measures (Continued):

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Private Sector Housing PSHLS 01B Number of Private Sector Hazard Removals	Monthly / FYTD	End of Year Target – 40	13 (46)
Private Sector Housing PSHLS 02 Number of Houses of Multiple Occupancy licensed	Monthly / FYTD	No Target	9 (8)
Capital Projects SH 01 Number of Decent Homes improvements (capital works) *+Breakdown by type of works (see charts)*	Monthly / FYTD	No target	232 (423)
Capital Projects SH 02 Number of Aids and Adaptations Works Completed *+Breakdown by type of works (see charts)*	Quarterly / FYTD	No target	23 (137)
Capital Projects SH 06 New builds completed	Monthly / FYTD	No target	0 (4)
Landlord Services SH 09 Number of HRA ASB cases	Monthly / FYTD	No Target	91 (108)
Landlord Services SH 10 Number of HRA ASB cases resolved	Monthly / FYTD	No Target	82 (114)
Property Services SH 20 Number of outstanding responsive repairs	Monthly per quarter	No Target	4,902 (3,418)

Area / Measure	Frequency / Data Provided	Target 2025/26	Performance 2025/26 (2024/25)
Equality EQ 02 Impact assessments	Annual	No Target	50 (28)

8. Appendix B2 - Performance Measures Summary First Quarter 2026/27

Twenty-six are service demand measures (Continued):

Area / Measure	Frequency / Data Provided	Target 2026/27	Performance 2026/27 (2025/26)
Capital Projects SH 25 Number of properties acquired	Monthly / FYTD	No target	0 (0)
Landlord Services SH 28 Former Tenant Arrears	Monthly / FYTD	No Target	£1,692,761.41 (£1,472,257.27)
Procurement PR 01 Spend with local suppliers (Nuneaton & Bedworth %)	Quarterly	No Target	17.01% (10.66%)
Procurement PR 02 Spend with local suppliers (Warwickshire & West Midlands %)	Quarterly	No Target	33.34% (21.16%)
Procurement PR 03 Spend with local suppliers (UK & International %)	Quarterly	No Target	49.65% (68.18%)
Procurement PR 04 Spend within Nuneaton and Bedworth (% based on value of spend by SME)	Quarterly	No Target	90% (85.70%)
Procurement PR 05 Spend within Nuneaton and Bedworth (% based on value of spend with “large” companies)	Quarterly	No Target	10% (14.30%)

IMPORTANT NOTE MEASURES NOT AVAILABLE (2): SH 22 - number of damp and mould cases identified and SH 23 - number of damp and mould cases resolved: These measures have been removed to implement the most effective measures that link more specifically to Awaab’s Law(i.e. that measure how we are performing against all serious hazards affecting a decent home, not just mould). Work is on-going to establish these measures and it is anticipated that these will be in place for reporting performance for the third quarter 2026/27.

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

There are eighteen strategic risks within the remit of the panel. One is “net red”, four are “net amber” and thirteen 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” 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

10. Subject Trend Data First Quarter 2026/27

10.1 Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests (186 in total)

Top 5 Themes Quarter 1:

1. Council Tax, Business Rates & Debt Recovery 26%
2. Financial Transparency & Council Spending 22%
3. Housing, Homelessness & Tenant Services 18%
4. Environmental Information & Sustainability (EIR) 16%
5. Licensing, Planning & Enforcement Activity 13%

Almost half of all FOI requests (48%) related to Council Tax, Business Rates, debt recovery and council spending.

10.2 Complaints (337 in total)

Top 5 Themes Quarter 1

1. Highest - **Property Repairs & Maintenance** (repairs, windows, roofs, damp, mould,
   fencing, condition of properties)
2. Very High - **Waste, Recycling & Bin Collections** (missed bins, recycling, green waste, bin-related service issues)
3. High - **Parks, Trees & Grounds Maintenance** (grass cutting, trees, vegetation,
   parks and open spaces)
4. Medium - **Council Tax & Revenues** (billing, recovery, payments, liability and related enquiries)
5. Medium - **Housing & Tenancy Management** (tenancy issues, ASB, estate management, neighbour-related concerns)

10.3 Member Enquiry Forms (339 in total)

Enquiries by Service Area (top 5)

Service Area	**Number of Enquiries**
Housing	98
Leisure & Culture	55
Waste Management	35
Planning & Building Control	25
Community Safety / Council property	Both 16

Top 5 Themes Quarter 1:

1 Housing Needs & Allocations
2 Property Repairs & Maintenance
3 Environmental & Grounds Maintenance
4 Anti-Social Behaviour & Community Safety
5 Planning & Development Concerns

11. Please click the following links to access:

App B1 CCR&H Q1 2026-27 Performance Charts

Appendix C CCR&H SRR First Quarter 2026-27

12. 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

Nuneaton & Bedworth
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AGENDA ITEM NO. 8

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:	Communities, Corporate Resources and Housing Overview and Scrutiny Panel
Date of Meeting:	22 October 2026
Subject:	Managing Attendance of the Council's Workforce
Portfolio:	Resources and Internal Affairs
Responsible Officer:	People Services Manager
Corporate Plan – Theme:	Housing, Health and Communities /Your Council
Corporate Plan – Aim:	Promoting Healthy Lifestyles /Delivering Services Efficiently
Ward Relevance:	All
Public or Private:	Public
Forward Plan:	Not applicable

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1. Purpose of report

1.1. To report the 2025/26 end of year performance for Sickness Absence

1.2. To scrutinise the work activity and trends relating to the Attendance Management of the Council's Workforce

1.3. To consider the additional initiatives that have been used in an effort to improve attendance

2. What is the panel being asked to consider?

2.1. The Panel is asked to consider:

- Sickness Absence statistical and trend data
- Initiatives already utilised by the Council

3. Recommendations

3.1. That Members note the information contained within the Appendices and provide feedback and comment for consideration by the Cabinet Member – Resources and Internal Affairs.

4. Background

4.1. The Council's Attendance Management Policy provides a framework for addressing absence related to sickness. The policy is intended to set out clear expectations for both managers and employees to ensure a consistence approach to sickness absence management whilst supporting employee well-being.

4.2. This report will detail the attendance and sickness trends for the previous financial year (April 2025 – March 2026), providing some narrative on the influence of these trends by a variety of factors, including seasonal illnesses and the demographic of the Council's workforce.

5. Body of report

5.1. 2025/26 Sickness Performance by Directorates (Appendix A)

5.1.1 Attached at Appendix A is the 2025/26 sickness absence performance of 2025/26 was 9.70 days lost per FTE employee with a range of 4.21 days for Chief Executives up to 12.23 days for Public Services with the majority for the latter comprising of time lost due to long term absence.

Note: Directorates are noted as those as at 31 March 2026.

5.2. Sickness Absence Statistics since 2016/17

5.2.1 Attached at Appendix B is the sickness absence statistics of the Council's workforce since 2016/17.

5.2.2 The Council reviews its Attendance Management Policy regularly, with the most recent review undertaken 2022. The policy places emphasis on proactive management of long term absence and the setting of target return to work dates.

5.2.3 In an attempt to focus efforts, a different approach to our sickness target was also taken for 2017/18 with a split between short term and long term absence. Prior to this the target was based on overall absence rates only.

5.2.4 Since 2019/20, the target has been set at 8.75 FTE days with a split of 3.5 days to short term and 5.25 days to long term. The panel will note that for most years, that the target for short term absence has been met but the overall target has not been.

5.2.5 It is also noted that since 2020/21 there has been a steady increase in absence rates. This follows a national trend and in part can be attributed to the lingering effects of post-pandemic adjustments, with extended waiting lists for treatment having a particular impact on long term absences.

5.2.6 The target for 2024/25 remained unchanged, i.e. 8.75 FTE days with a split of 3.5 days to short term and 5.25 days to long term. This target was exceeded but there was a slight decrease on the outturn for 2023/24, although it is too early to suggest if that will be a continuing trend.

5.2.7 Again the target for 2025/26 remain unchanged and although there was a noticeable improvement on 2024/25, outturn remained below target at 9.70 overall FTE days lost (3.63 S/T, 6.07 L/T).

5.3. <u>Top Reasons for Sickness Absence (Appendix C)</u>

5.3.1 Attached at Appendix C is details of the top reasons for Sickness Absence since 2017.

5.3.2 For 2017/18, our data largely followed national trends, with an increase in reported cases of cough/cold and flu, particularly during the period December to February where there was a significant increase in short term absence for this reason.

5.3.3 However, for 2018/19 the cases of cough/cold and flu dropped and was no longer one of the top reasons for absence and is therefore not shown on the chart. Musculoskeletal and Stress related absence remained the two main absence drivers and are also the main reasons for long term absence.

5.3.4 For 2019/20, cough/cold and flu was again one of the top reasons for absence with a noticeable increase in days lost for the period November to March. Although seasonally this is to be expected, the number of days lost for this period in 2019/20 was just over 249 compared to 194 days lost for the same period for 2018/19. The average length of such absences for the period November to March also increased from 2.92 days over 58 spells in 2018/19 to 3.61 days over 72 spells for 2019/20. This trend may be an indicator of early undiagnosed cases of Coronavirus.

5.3.5 For 2020/21 absence due to mental health reasons continued to be our top absence driver. This absence group includes stress (both work and non-work related), anxiety and depression. In general, absence due to other reasons reduced which could be a benefit of more agile working.

5.3.6 For 2021/22, absence lost due to Coronavirus is amongst one of the top reasons for absence. This does not include periods taken for self-isolation where individuals are either working from home and/or would otherwise be well enough to work.

5.3.7 For 2022/23, Mental Health related illnesses were the top absence driver followed by Musculoskeletal.

5.3.8 For 2023/24, Mental Health related illness and Musculo-skeletal remained the top absence drivers by days lost, followed by Surgery. However, of these three absence drivers, Musculo-skeletal absences accounted for the most occasions with an average of 13.38 FTE days lost over 44 occurrences. In comparison, Mental Health related absences accounted for 34 occurrences with an average time lost of 35.27 FTE days. To note, overall, the top absence driver by occasions was cold/flu symptoms with an average of 3.59 FTE days lost over 89 occasions.

Note: there was a change in system for absence administration in 2023 and some data that has been transferred gives a generic absence reason. Therefore, some

figures for absence reasons may appear lower than previous years

5.3.9 For 2024/25, Mental Health related illness remained the top absence driver and was followed by surgery related illnesses. This includes absence for both surgery and the recovery thereafter. This increase may be attributed to extended waiting times for surgery and in turn additional time needed for recovery.

5.3.10 This trend continues for 2025/26 with Mental Health related absences remaining the main driver for absence, followed by surgery related sickness.

5.4. Trend Data (Appendix D)

5.4.1 Appendix D details the absence trends for 2025/26 in more detail:

- Chart 1 – shows absences started per month by top absence reasons. Data is relatively consistent across all months. However, as might be expected there is a noticeably spike in absences related to Cold/Cough/Flu from Autumn onwards
- Chart 2 shows average length of absence by top reason for 2025/26. Those absent due to mental health issues which was the main absence driver, were off for an average of just under 27 days over 46 separate spells. In comparison, an average of just over 5 days was lost due to Cold/Cough/Flu over 125 occasions. Those off with surgery related absences had the longest average spell with just under 35 days lost over 22 occasions.
- Charts 3 shows total days lost gender. For information, the gender split across the authority is approximately 55% female to 45% male, with a higher proportion of females working part time hours. Data indicates that for 2025/26, the average length of absence for females was just over 11 days and for males this was just over 12 days per occasion.

5.5. Sickness Benchmarking Data (Appendix E)

5.5.1 Appendix E shows a comparison of the Council's sickness absence outturn for 2025/26 against other local authorities in the area.

5.5.2 Statistically, there is a tendency for higher levels of absence in manual occupations, such as refuse and trades, particularly with regards to musculoskeletal. Therefore, not all of those listed deliver their refuse and/or housing maintenance services in-house.

5.5.3 You will see from the comparison data that top 3 reasons for absence appear to be consistent across the data set.

5.6 Details of Initiatives already used to Reduce Sickness Absence (Appendix F)

5.6.1 Attached at Appendix F is a list of initiatives already used to help reduce sickness absence across the Council.

6 Appendices

6.5 Please note the following appendices, also referenced above:

Appendix A – 2025/26 Sickness Performance by Directorates
Appendix B - Sickness absence statistics of the Council Workforce since 2016/17
Appendix C - Top reasons for Sickness Absence since 2017
Appendix D- Sickness Trend data
Appendix E – Sickness benchmarking Data
Appendix F - Details of initiatives already used to reduce sickness absence

7 Background papers

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

8 Report Writer Details:

Officer Job Title: People Services Manager

Officer Name: Ruth Bartlett

Officer Email Address: ruth.bartlett@nuneatonandbedworth.gov.uk

APPENDIX A

Year End FTE days lost by Directorate 2025/26

Service Unit	Year end FTE	Total S/T days lost per FTE	Total L/T Days lost per FTE	Total Days Lost per FTE
Chief Executive	3.6	5.33	6.11	11.44
Corporate Resources	114.4	1.96	2.25	4.21
Place and Economy	48.80	2.68	7.61	10.29
Housing and Communities	190.56	4.25	6.86	11.10
Public Services	138.11	4.54	7.69	12.23
Total	**495.47**	**3.63**	**6.07**	**9.70**

FTE = Full Time Equivalent
S/T = Short Term
L/T = Long Term
Directorate names and division as at 31 March 2026

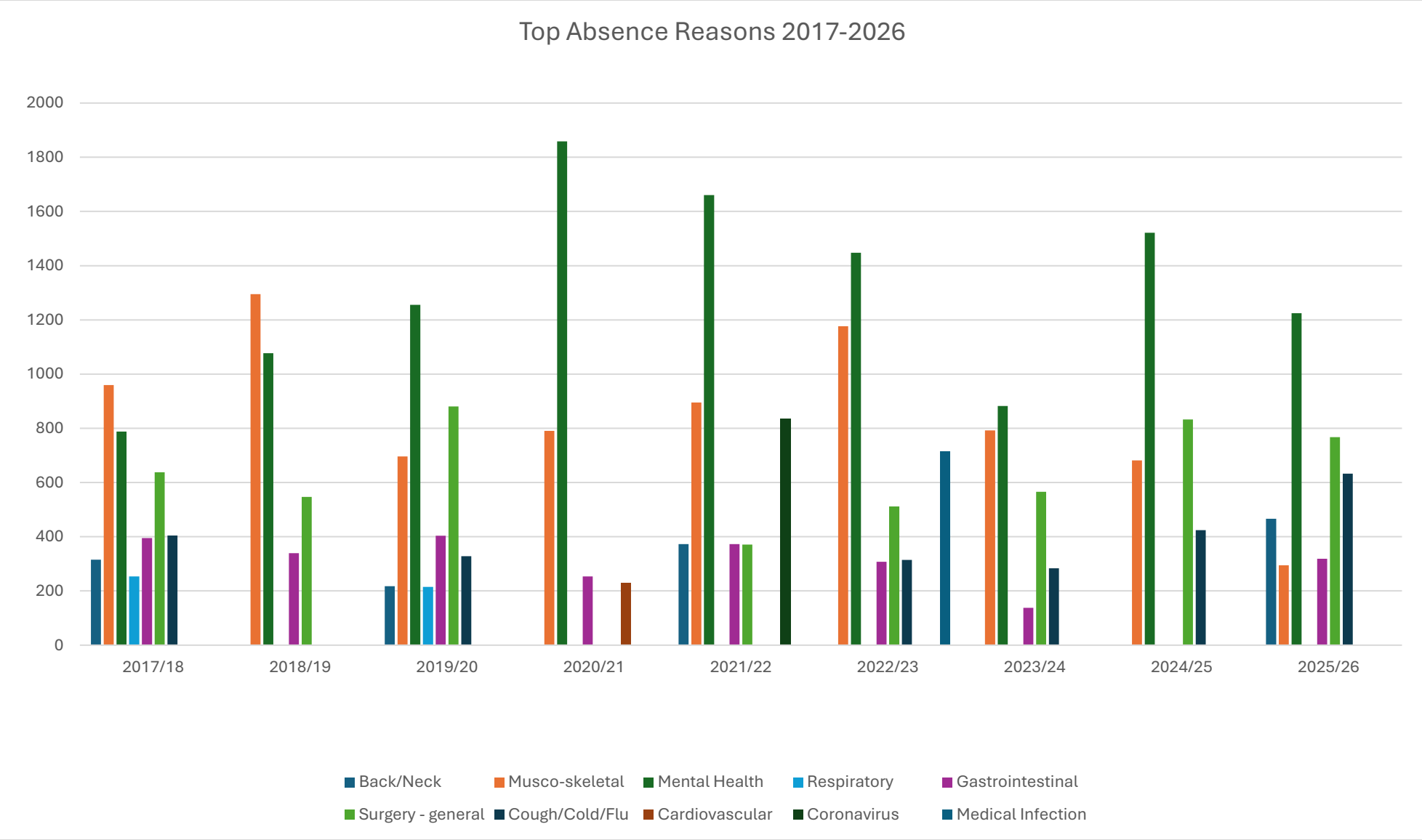
APPENDIX B

SICKNESS ABSENCE STATISTICS OF THE COUNCILS WORKFORCE SINCE 2016/17

YEAR	TARGET	NUMBER OF FTE DAYS LOST
2016/17	8.00	12.27
2017/18	9.00 (2.5 S/T and 6.5 L/T)	8.74 (4.02 S/T and 4.72 L/T)
2018/19	8.75 (4 S/T and 4.75 L/T)	9.88 (3.73 S/T and 6.14 L/T)
2019/20	8.75 (3.5 S/T and 5.25 L/T)	9.50 (3.82 S/T and 5.68 L/T)
2020/21	8.75 (3.5 S/T and 5.25 L/T)	8.12 (2.77 S/T and 5.36 L/T)
2021/22	8.75 (3.5 S/T and 5.25 L/T)	12.74 (5.13 S/T and 7.61 L/T)
2022/23	8.75 (3.5 S/T and 5.25 L/T)	10.66 (4.80 S/T and 5.85 L/T)
2023/24	8.75 (3.5 S/T and 5.25 L/T)	11.77 (4.83 S/T and 6.93 L/T)
2024/25	8.75 (3.5 S/T and 5.25 L/T)	11.35 (4.42 S/T 6.93 L/T)
2025/26	8.75 (3.5 S/T and 5.25 L/T)	9.70 (3.63 S/T, 6.07 L/T)

APPENDIX C

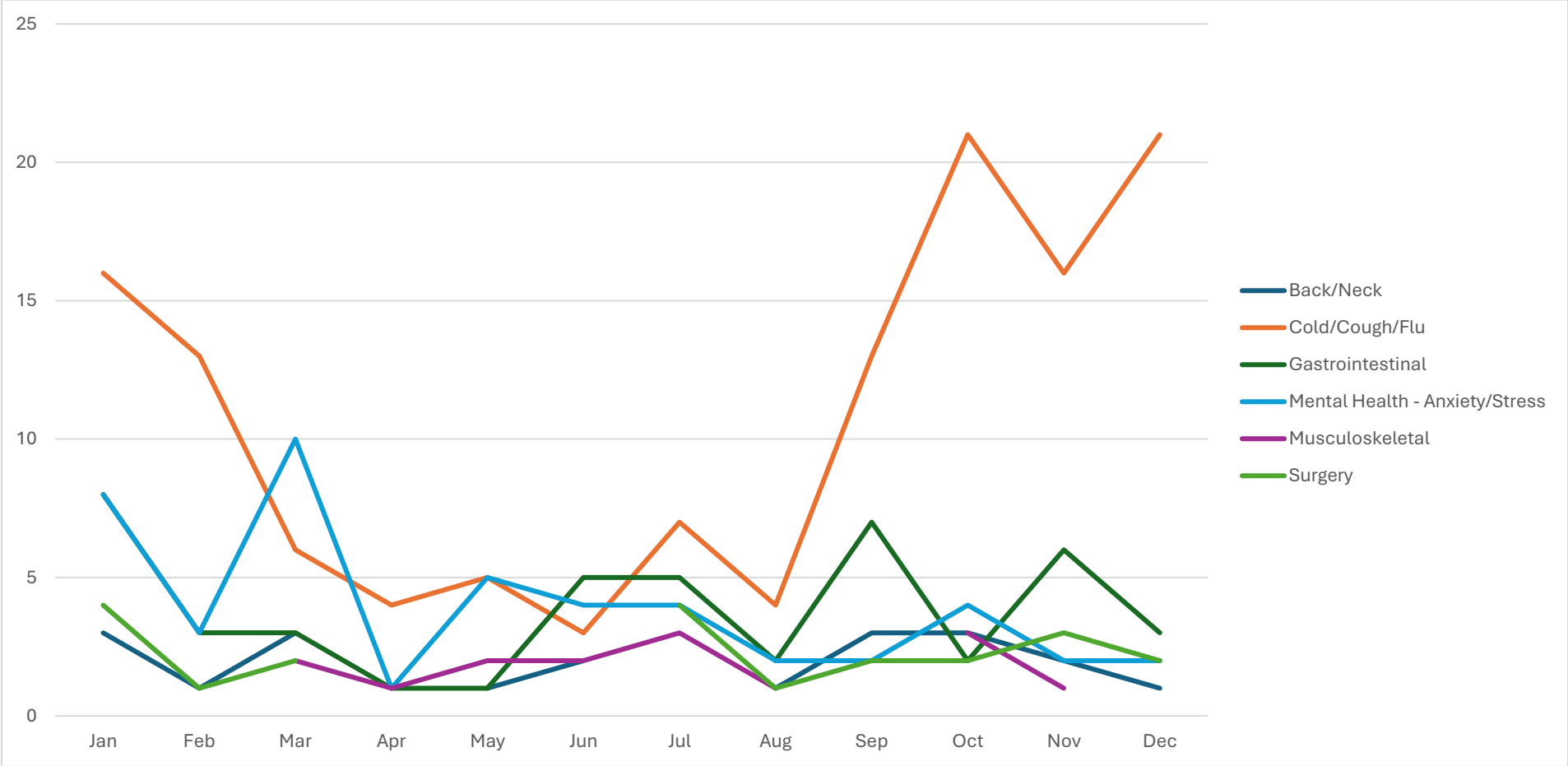
TOP ABSENCE REASONS SINCE 2017



APPENDIX D

ABSENCE TREND DATA 2025/26

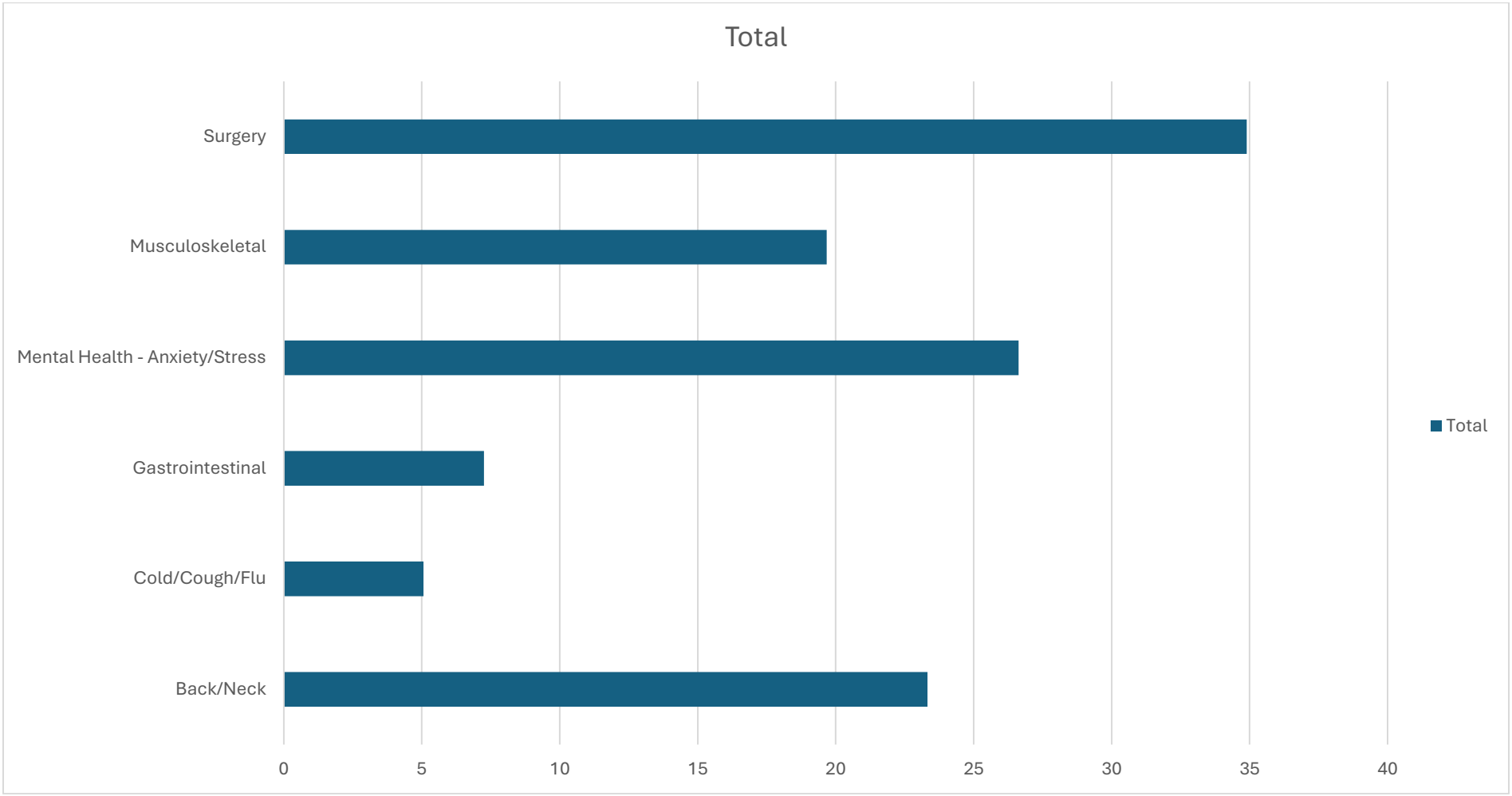
Chart 1 – Absence by reason and month



APPENDIX D

ABSENCE TREND DATA 2025/26

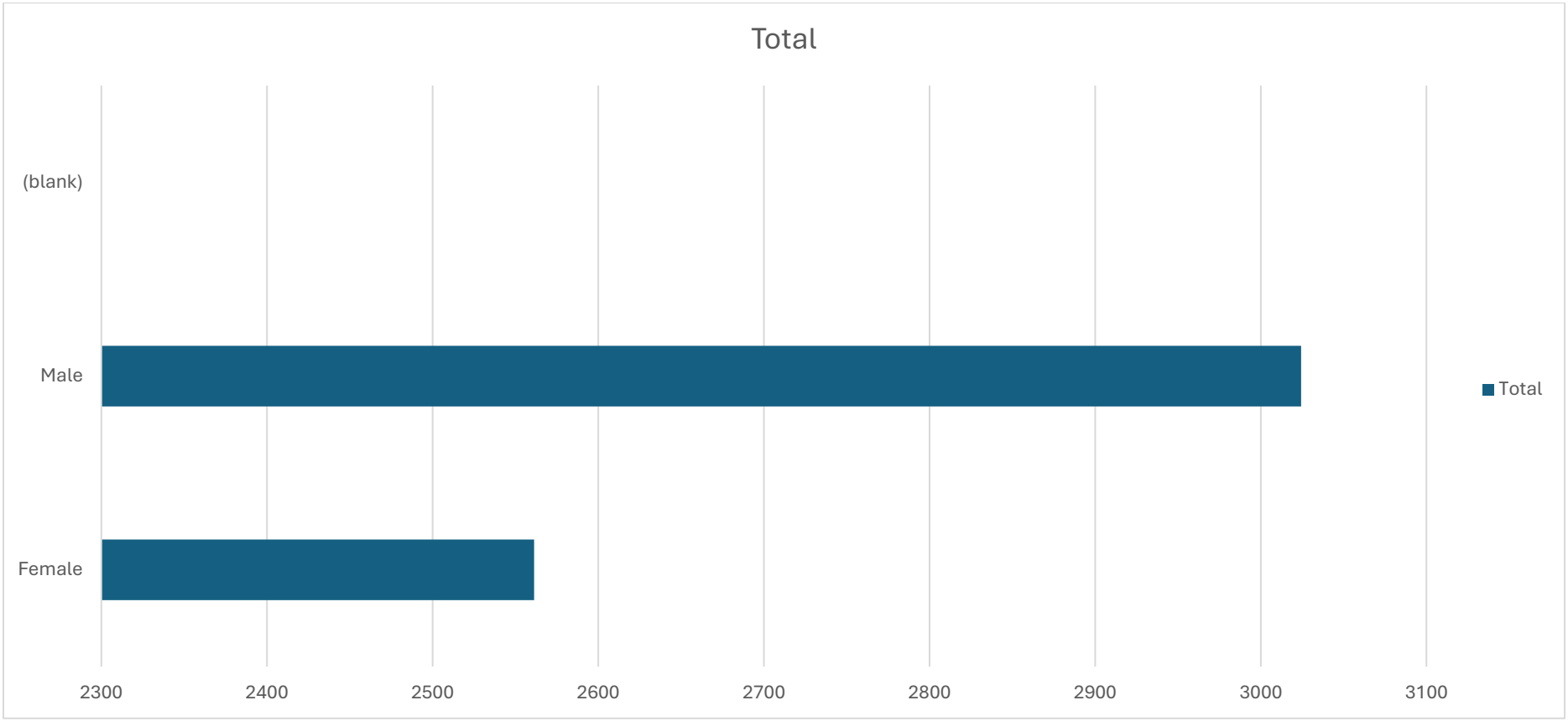
Chart 2 – average time lost by absence reason



APPENDIX D

ABSENCE TREND DATA 2025/26

Chart 3 - Total Days lost by Gender



APPENDIX E

SICKNESS BENCHMARKING DATA 2025/26

Council	Nuneaton & Bedworth Borough Council	Rugby Borough Council	North Warwickshire Borough Council	Warwickshire County Council	Warwick District Council	Stratford on Avon DC
Average FTE	495.47	458.09	280.44	4430.80	516	308.93
Short Term Sickness (average days lost per employee)	3.63	5.2	5.24	3.21	2.09	4.38
Long Term Sickness (average days lost per employee)	6.07	12.3	9.42	7.23	6.44	1.72
All Sickness	**9.70**	**17.5**	**14.66**	**10.44**	**9.84**	**7.96**
Top 3 Reasons for Absence	1. Mental Health 2. Surgery 3. Cough/Cold/Flu	1. Work related stress 2.Stress 3. Anxiety	1. Mental Health 2. Musculo-skeletal 3. Stomach, Liver, Gastro	1.Stress and Mental Health 2.Other 3.Muscolo-Skeletal	1. Cough/Cold/Flu 2. Headache/Migraine 3. Stress/Depression	1. Stress/Mental Health 2.Surgery 3. Genito-Urinary

The Council utilising a number of initiatives to support employee wellbeing in an effort to reduce sickness absence. These include:

Musculoskeletal Injuries

- Manual Handling Training
- Early Assessment and Treatment
- Access to Physiotherapy
- Regular seated exercise sessions

Stress & Mental Health Related Conditions

- Recognising & Managing Stress in the workplace for Managers
- Recognising & Coping with stress and anxiety for Employees
- Individual and Team Stress Risk Assessments
- Roll out of HSE Management Standards
- Access to Counselling/therapy
- Able Futures – access to work for mental health
- Designated Employee assistance Programme providing free, confidential, 24/7,364 support to employees
- Mental Health First Aiders

Other Initiatives

- Flexible working arrangements
- Cycle to Work Scheme
- Health Awareness Sessions
- Health Cash Plan schemes
- Financial wellbeing schemes, including access to credit unions, financial advice and retirement/pension planning
- Workplace challenges
- Wellbeing days – physio taster sessions, health checks
- Employee wellbeing surveys
- Wellbeing Action Plan

Nuneaton & Bedworth
United to Achieve

AGENDA ITEM NO. 9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:	Communities, Corporate Resources and Housing Scrutiny Panel
Date of Meeting:	22 October 2026
Subject:	Fire Safety Policy and Housing Fire Safety Management Plan
Portfolio:	Housing
Responsible Officer:	Assistant Director – Assets and Compliance
Corporate Plan – Theme:	Housing, Health and Communities
Corporate Plan – Aim:	Facilitate warm, safe, sustainable and affordable housing.
Ward Relevance:	All Wards
Public or Private:	Public
Amendment to Budget:	No
Council Tax Related:	No

Recommendation to Council/Cabinet/Committee: Yes

Forward Plan: Yes

1. Purpose of report

1.1. To present the Council's proposed Fire Safety Policy and Housing Fire Safety Management Plan and seek the panel's comments prior to implementation and final sign off at Cabinet.

2. What is the panel being asked to consider?

2.1. The Panel is asked to:

- Review the proposed Fire Safety Policy and Housing Fire Safety Management Plan.
- Consider whether the proposed arrangements provide an appropriate framework for managing fire safety risks across the Council's Housing portfolio.
- Provide comments and observations prior to final approval and implementation.

3. Recommendations

3.1. It is recommended the Panel:

- Notes the content of the Fire Safety Policy.
- Notes the content of the Housing Fire Safety Management Plan.
- Support the implementation of the documents across the Council's Housing portfolio.
- Endorses the governance arrangements established to monitor fire safety compliance and continuous improvement.

4. Background

4.1 Fire safety remains a critical area of compliance and resident safety for the Council as a Registered Provider of social housing and landlord of a diverse housing portfolio. The Council is required to comply with a range of statutory obligations including the Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021, Building Safety Act 2022 and associated fire safety legislation and guidance.

4.2 Following changes in legislative and regulatory requirements, and increased expectations placed upon social landlords, the Council has undertaken a review of its fire safety arrangements. This review has resulted in the development of an updated Fire Safety Policy and a comprehensive Housing Fire Safety Management Plan designed to strengthen governance, accountability and assurance arrangements across the housing service.

4.3 The revised documents establish clear responsibilities for managing fire safety risks, delivering compliance activities and ensuring residents remain safe in their homes. They demonstrate the Council's commitment to continuous improvement and the adoption of good practice in fire safety management.

5. Body of report

5.1 Fire Safety Policy

5.2 The Fire Safety Policy establishes the Council's strategic approach to managing fire safety within its housing stock. It sets out the Council's commitment to protecting residents, visitors, employees and contractors from fire-related risks whilst ensuring compliance with all relevant legislative and regulatory requirements.

5.3 The policy also defines governance arrangements, clarifies roles and responsibilities and provides the framework through which fire safety risks will be identified, assessed and managed. Furthermore, it promotes a culture of continuous improvement and recognises the importance of effective communication and engagement with residents on fire safety matters.

5.3 Housing Fire Safety Management Plan

5.4 The Housing Fire Safety Management Plan translates the strategic commitments contained within the Fire Safety Policy into operational activities and controls. The Plan establishes a risk-based programme of fire risk assessments across relevant residential buildings, with assessment frequencies determined by the type of building and associated level of risk. In addition, the Plan introduces formal review

arrangements to monitor progress against identified actions and provide assurance between full assessments.

5.5 The Plan also strengthens the Council's approach to monitoring and assurance by setting out clear arrangements for managing fire risk assessment actions, monitoring performance, escalating significant issues and maintaining effective governance oversight. These arrangements will support compliance and provide assurance that fire safety risks are being appropriately managed throughout the housing portfolio.

5.6 A further key component of the Plan is the management of fire safety systems and infrastructure. The document establishes requirements relating to fire doors, compartmentation, fire stopping, fire alarms, emergency lighting, firefighting equipment and fire safety signage. These systems will be maintained through risk-based inspection and planned maintenance programmes designed to ensure ongoing effectiveness and compliance.

5.7 The Plan places significant emphasis on resident engagement. Residents will be provided with accessible fire safety information, annual communications and clear routes for reporting concerns. Where appropriate, engagement activities will also support wider building safety initiatives and help ensure residents understand their role in maintaining a safe living environment.

5.8 Special consideration is given to residents who may be at increased risk during a fire emergency. The Plan includes arrangements for person-centred fire risk assessments, personal emergency evacuation planning where appropriate and partnership working with Warwickshire Fire and Rescue Service to support vulnerable residents.

5.9 The document also establishes a framework for responding to major fire incidents. This includes arrangements for emergency accommodation, resident welfare support, liaison with emergency services, incident investigation, lessons learned reviews and service recovery activities. These arrangements are intended to ensure a coordinated and effective response should a significant fire occur.

5.10 Benefits of the Proposed Documents

5.11 The introduction of the Fire Safety Policy and Housing Fire Safety Management Plan will provide the Council with a clear and comprehensive framework for managing fire safety risks across its housing portfolio. The documents will strengthen compliance with legislative and regulatory requirements, improve clarity around responsibilities and accountability, and enhance governance and assurance arrangements. They will also support vulnerable residents more effectively, improve resident engagement and communication, enable the risk-based allocation of resources and provide a structured mechanism for learning from incidents and driving continuous improvement.

6 Biodiversity Implications

6.1 No direct biodiversity implications have been identified.

7 Appendices

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

8 Background papers

8.1 Please note the following background papers:

i. NBBC Fire Safety Policy 2026-2029
ii. Housing Fire Safety Management Plan

9 Report Writer Details:

Officer Job Title: Lynn Joy

Officer Name: Assistant Director – Assets and Compliance

2026-2029

Fire Safety Policy

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Assistant Director – Assets and Compliance

Nuneaton and Bedworth Borough Council

2026-2029

Nuneaton & Bedworth
United to Achieve

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1.0 Introduction

1.1 The safety and wellbeing of tenants, leaseholders, visitors, staff and contractors is a priority for Nuneaton and Bedworth Borough Council (NBBC) and we recognise our legal obligations in relation to the management of fire safety.

1.2 NBBC is committed to, as far as is reasonably practicable, reducing the foreseeable risks and potential consequences of fire breaking out within our properties.

1.3 In developing this Policy, NBBC acknowledges the findings and recommendations of the Grenfell Tower Inquiry Phase 2 Report (published 2024) and recognises the profound impact of the tragedy on residents, families and communities.

1.4 NBBC is committed to learning from the Inquiry's findings and to continuously strengthening its approach to fire safety, resident engagement and accountability. We will review and, where necessary, enhance our policies, procedures and practices to ensure they reflect the lessons identified by the Inquiry and support the highest standards of building safety and risk management.

1.5 This Policy aims to outline NBBC's approach to ensuring all premises are equipped with a comprehensive plan for fire emergencies and people are protected from fire hazards in line with relevant legislation and guidance.

1.6 This Policy specifically lays out the relevant legislation and describes how NBBC manages fire safety, laying out roles and responsibilities related to fire safety across the organisation as well as fire related training requirements and how the organisation will demonstrate competency.

1.7 This Policy also documents NBBC's approach to governance and reporting across fire safety related areas.

2.0 Statement of Intent

2.1 NBBC acknowledges and accepts its responsibilities under the legislation and regulations as laid out above and will regularly monitor and update this Policy as appropriate in line with current updates.

2.2 Fire Safety Management Plans for Corporate Property and Housing accompany this Policy and detail NBBC's position and processes in relation to key areas of fire safety across all Council assets.

2.3 NBBC adopts a proportionate, risk-based approach to fire safety management, prioritising resources towards properties, systems and deficiencies presenting the highest risk to life safety.

2.4 All Fire Risk Assessments, fire safety works and fire safety processes will be carried out and/or implemented in line with the relevant fire safety legislation and as far as is reasonably practicable be in line with relevant British standards.

2.5 There will be a robust, prioritised programme of works in place to ensure adequate fire safety standards are maintained. This will take a risk based approach to make the greatest number of people and buildings safe as quickly as possible. It will focus particularly on fire alarm systems, fire doors and fire compartmentation.

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2.6 There will be appropriate liaison with residents, staff and other key stakeholders about fire safety works.

2.7 NBBC will work closely with Warwickshire Fire and Rescue Service to maximise the safety of our properties and minimise the risk of fire breaking out.

2.8 There will be a robust programme of regular site inspections implemented to ensure that fire safety standards are maintained across NBBC properties.

2.9 NBBC officers will receive fire safety training relevant to their role and responsibility within NBBC. This could range from basic online fire safety awareness to more in depth inspection or specialist fire safety training.

2.10 We will work closely with our contractors to ensure all fire related matters are considered as part of any works.

3.0 Policy Objectives

3.1 NBBC will:

- Maintain 100% completion of Fire Risk Assessments within required timescales.
- Complete high-priority fire risk actions within agreed target dates.
- Maintain compliance with statutory inspections of fire safety systems.
- Ensure residents receive relevant fire safety information.
- Monitor fire safety performance through regular reporting and assurance processes.
- Continually improve fire safety through lessons learned from audits, incidents and regulatory changes.

4.0 Scope

4.1 This Policy applies to fire safety within all properties owned by NBBC including:

- General Purpose Housing – properties let under secure or introductory tenancy agreements.
- Independent Living Units – schemes offering additional support services.
- Temporary Accommodation – homes provided for households in housing need.
- Corporate and commercial properties - including, but not limited to, public buildings, offices, car parks, etc.

5.0 Legislation and Regulatory Requirements

5.1 The primary legislation applicable to this Policy:

- Regulatory Reform (Fire Safety) Order 2005 (FSO).
- Fire Safety Act 2021
- Fire Safety (England) Regulations 2022
- Building Safety Act 2022
- Fire Safety (Residential Evacuation Plans) (England) Regulations 2025

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5.2 The Regulatory Reform (Fire Safety) Order 2005 (FSO) (inc the 2025) updates is the main piece of legislation governing fire safety in buildings in England and Wales.

5.3 The FSO applies to all workplaces and the common parts of buildings containing 2 or more domestic premises. It places legal duties on anyone in control of these premises under the role of the Responsible Person to undertake and record a fire risk assessment and put in place and maintain general fire precautions.

5.4 The Fire Safety Act 2021 clarified that the external walls, flat entrance doors and structure of buildings are all covered by the FSO and must be accounted for in fire risk assessments.

5.5 The Fire Safety (England) Regulations 2022 and the Building Safety Act 2022 brought in additional duties for Responsible Persons under the FSO. The Regulations lay out specific legislation for high-rise residential buildings which are, amongst other things, buildings of at least 18 metres above ground level and/or seven storeys or more. NBBC do not own any buildings that meet this definition.

5.6 Alongside this legislation NBBC must work with the Regulator of Social Housing to ensure compliance with regulatory standards.

5.7 NBBC will comply with its legal duties in relation to fire safety and will endeavour to follow best practice recommendations as is practical and realistic.

5.8 It must be recognised that it will not always be reasonably practicable or risk proportionate to apply current guidance retrospectively to existing buildings in full. Where a decision is made not to implement current guidance, the rationale must be based on an assessment of the relevant risks, documented within the fire risk assessment, and supported by appropriate approval in accordance with the Council's governance arrangements. Any such decision must identify any interim, alternative or compensatory measures necessary to maintain an appropriate level of fire safety. In these circumstances, material improvements to existing building elements will be undertaken where reasonably practicable to reduce risk and support continual improvement in fire safety standards.

5.9 Any changes and development in legislation will be monitored and incorporated into NBBC's policies and procedures.

6.0 Roles and Responsibilities

6.1 NBBC is the Responsible Person as defined by legislation and has overall responsibility for fire safety and for providing the necessary resources for implementation of the arrangements.

6.2 The Chief Executive has overall responsibility for ensuring NBBC fulfils its role as the Responsible Person.

6.3 The Strategic Director – Communities and Place is responsible for ensuring compliance with fire safety regulations and ensuring adequate resources are allocated to managing fire risks.

6.4 The Strategic Director – Culture and Environment is responsible for providing corporate oversight and assurance in relation to fire safety and ensuring that statutory duties are consistently applied.

6.5 The Assistant Director – Assets and Compliance is responsible for ensuring:

- There is access to competent fire safety advice.
- The appropriate fire evacuation strategies are maintained within NBBC's Housing portfolio.

6.5.1 Where significant fire safety risks are identified they shall be escalated immediately to the Assistant Director – Assets and Compliance and reported through appropriate governance channels.

6.6 The Service Manager – Building Safety, Compliance and Assurance is responsible for:

- Ensuring systems, procedures and standards are in place for planning and co-ordinating the implementation of the Fire Safety Policy.
- Ensuring investigations into fires and near misses are carried out and any service improvements are implemented.
- Acting as the liaison point with enforcing authorities such as the Fire Service.
- Ensuring fire evacuation strategies remain effective within NBBC's Housing portfolio.
- Overall management of the capital and revenue fire budgets for both corporate and HRA properties.
- Ensuring appropriate management of the fire capital programme and service and maintenance programmes for both corporate and HRA properties.
- Reporting fire safety performance and any significant risks to relevant committees, boards or other forum.
- Providing professional advice that informs the Council's fire safety arrangements.

6.7 The Building Safety and Compliance Officer - Fire is responsible for:

- Ensuring required information relating to NBBC assets is provided to the Regulator of Social Housing and other bodies.
- Ensuring internal and external key performance indicators data relating to fire is collated and remains accurate.
- Any changes in legislation are monitored and NBBC are compliant with fire safety requirements.
- Ensuring fire door inspections are carried out with any defects being rectified.
- Ensuring fire risk assessments are carried out in line with this Policy including progressing actions.

6.8 The Corporate Health and Safety Manager is responsible for:

- Ensuring staff have access to the training, information and instruction appropriate to their role.
- Advising managers across the Council on their health and safety responsibilities in relation to fire safety.
- Supporting the Council's response to enforcement action, regulatory inspection, or formal investigation by Warwickshire Fire and Rescue Service, the Health and Safety Executive, the Regulator of Social Housing, or the Housing Ombudsman in relation to fire safety matters.
- Determining evacuation procedures in NBBC's Corporate Assets Portfolio.

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6.9 Support Staff (i.e. Estates, Landlord Services, Responsive Repairs, Building Managers) will:

- Monitor communal areas for fire safety issues and take any remedial action required.
- Where action cannot be taken promptly report to their Service Manager.
- Where appropriate keep communal areas clear of obstacles that could prevent safe escape.
- Monitor residents' areas and raise any concerns with regards to fire safety to the Building Safety and Compliance Officer - Fire.

6.10 Employees are responsible for:

- Working in accordance with the defined fire safety arrangements
- Assisting in risk assessments and audits as required
- Carrying out specific fire safety tasks that are required to fulfil their role
- Reporting fire safety hazards or concerns.

6.11 Contractors and partner agencies – contractors take on their own responsibilities for fire safety. This is checked as part of the procurement process and managed as part of the contract administration through regular meetings and inspections.

7.0 Competency

7.1 NBBC will employ suitable fire safety professionals through robust procurement processes.

7.2 NBBC will only appoint suitably competent contractors, fire risk assessors and fire engineers to undertake works and/or formal inspections related to fire safety systems and installations.

7.3 These must be certified by a relevant third party, such as British Approval for Fire Safety Equipment (BAFE), and ideally be members of relevant governing bodies ie Institute of Fire Safety Manager (IFSM) members.

8.0 Governance and Data Reporting

8.1 To ensure robust management of fire safety several groups have been implemented.

8.2 The Joint Health and Safety Committee – meets quarterly and is responsible for:

- Monitoring fire safety performance and promoting continuous improvement.
- Ensuring staff are consulted on fire safety issues as appropriate.

8.3 Strategic Safety and Compliance Board – this Board comprises senior level managers and manages and reviews performance in relation to KPIs for fire safety and ensures that operationally NBBC are on track to deliver all aspects of the fire safety strategies. They also ensure compliance with the relevant legislation and regulations, escalating any areas of concerns as appropriate.

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8.4 Fire Management Group meets regularly and is responsible for:

- Reviewing fire incident investigations and ensuring follow up actions are completed.
- Monitoring performance against this Policy.
- Reporting to the Joint Health and Safety Committee on fire safety performance and highlighting any risks.
- Advising the Assistant Director –Assets and Compliance of any problems arising in connection with the management of fire risk across the Council's portfolio.
- Identifying and implementing any legislative changes that relate to fire safety.
- Steering prioritisation strategies for fire related programmes of work.

8.5 Internal and external reporting arrangements are in place in the form of monthly and quarterly reporting against internal Key Performance Indicators and quarterly reporting on fire safety for relevant blocks to the Regulator for Social Housing.

9.0 Complaints Procedure

9.1 If there is dissatisfaction with any part of the process or NBBC's actions, a formal complaint may be raised in any of the following ways.

- Via NBBCs website www.nuneatonandbedworth.gov.uk
- By emailing Customer Services at customer.services@nuneatonandbedworth.gov.uk
- By letter to:

  Customer Services
  Nuneaton and Bedworth Borough Council
  Town Hall
  Coton Road
  Nuneaton
  CV11 5AA

- In person at the Town Hall.

9.2 Complaints should be resolved as soon as possible and within 10 working days of the acknowledgement; for complex cases this may be extended for a further 10 working days. If matters cannot be resolved within the maximum timescale of 20 working days, we will contact the complainant to let them know of the delay and advise when we will be able to respond by.

10.0 Equality and Diversity

10.1 NBBC is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any of the Protected Characteristics listed within the Equality Act 2010 and any other difference that can lead to discrimination or unfair treatment fully considering the principles of legislation. NBBC will also be fully compliant with the Public Sector Equality Duty and take this into consideration within any decision-making process.

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11.0 Training and Awareness

11.1 Training and awareness of this Policy will be raised with relevant staff and published on our intranet system.

11.2 We will make people aware of this Policy through our website, social media, newsletters and information leaflets.

12.0 Monitoring and Review

12.1 This Policy has been written in line with current relevant Legislation and in consideration to other Council policies. This Policy will be reviewed and revised to reflect any legislation requirements and/or other guidance of good practice.

12.2 We will collect and provide monitoring and performance data as required to meet statutory and regulatory requirements.

12.3 This Policy will be reviewed every 3 years, following significant organisational change, or when a change in legislation is received.

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Housing Fire Safety Management Plan

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Nuneaton & Bedworth
United to Achieve

Assistant Director – Assets and Compliance
Nuneaton and Bedworth Borough Council
2026 - 2029

Housing Fire Safety Management Plan

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1.0 Introduction

1.1 The Housing Fire Safety Management Plan (the Management Plan) provides a method of approach to how Nuneaton and Bedworth Borough Council (NBBC) will continue to meet our statutory obligations under relevant legislation as laid out in the NBBC Fire Safety Policy. The Plan covers domestic properties, temporary accommodation, general purpose blocks of flats and independent living units (including decommissioned and reclassified housing).

1.2 The Management Plan does not cover Corporate and Commercial properties which NBBC own. Fire safety information for these properties can be found in the Fire Safety Management Plan – Corporate.

2.0 Background

2.1 At time of writing, NBBC's housing portfolio comprises 5618 dwellings.

2.2 We have one mid-rise block containing 30 flats which is 5 storeys high and requires us to report to the Regulator of Social Housing on a quarterly basis. We have no high-rise blocks of flats (7 storeys or over 18 metres high).

3.0 Purpose

3.1 The purpose of this Management Plan is to lay out the methodologies and criteria that NBBC will use to prioritise risks across the portfolio.

3.2 NBBC adopts a proportionate, risk-based approach to fire safety management, prioritising resources towards properties, systems and deficiencies presenting the highest risk to life safety.

3.3 It will also document the fire safety standards that employees and contractors are expected to maintain in respect to products used within NBBC properties. These standards are in line with relevant legislation and reflect best practice.

4.0 Fire Risk Assessments

4.1 Fire risk assessments (FRAs) are the legally required way to assess whether fire safety is being appropriately controlled in our properties. They are NBBC's primary tool for identifying areas of concern and rectifying issues relating to fire safety.

4.2 NBBC will carry out FRAs in accordance with relevant British Standards and statutory guidance. This will usually be a Type 1 or 3 FRA depending upon the make up of the building.

4.3 Any FRA identifying an overall risk rating of Substantial or Intolerable shall be escalated immediately to the Assistant Director – Assets and Compliance.

4.4 The properties which require FRAs are closely defined in law. The only properties within our portfolio that do not require an FRA are domestic properties with no common areas such as houses, flats and bungalows.

4.5 Formal Fire Risk Assessment Reviews (FFRARs) are also used to compliment any previous FRA. Previous FRAs will be provided along with any FFRAR to assessors

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completing a new FRA. An FFRAR does not supersede the previous FRA however both documents should be provided/considered together.

4.6 If an FFRAR identifies significant concerns a full FRA should be arranged as soon as possible to check/update the overall risk to life and provide clear recommendations for next steps.

4.7 It is a legal requirement for FRAs to be reviewed regularly. NBBC has an FRA programme in place as shown in the Table below:

Category	Type of property	Frequency of FRA	Frequency of FFRAR
1	Temporary accommodation Houses of multiple occupation	Every year	Not required
2	ILUs	Every 2 years	Every 2 Years – Alternating with FRA
3	General Purpose Blocks	Every 3 years	Every 18 Months – Between each FRA

4.8 The timescales above are NBBC's minimum requirement and frequency will be increased or brought forward if there are significant changes to a building structure, its use changes or following a fire related incident.

4.9 Actions arising from Fire Risk Assessments

4.9.1 NBBC operate a risk based approach to dealing with issues identified. Issues posing the greatest risk will be dealt with as a priority.

4.9.2 All actions arising from an FRA will be recorded and monitored for progress towards completion.

4.9.3 Substantial - where a 'Substantial' overall risk to life or worse is identified this will be reviewed immediately. Issues identified will either be queried with the relevant contractor, actioned immediately or prioritised through a programme of works. Each action will be dealt with on a case by case basis. Any required mitigations will be implemented as soon as is practicably possible..

4.9.4 Where a sites overall risk to life is substantial a P2 may be given a higher priority to reduce the overall risk. This will be reviewed on a case by case basis and NBBC's prioritisation methodology applied.

4.9.5 High - Any 'high' (P1) actions identified will be allocated immediately to the appropriate officer and actioned as soon as possible, planned works will be taken into account in this process.

4.9.6 P1s will be dealt with within 3 months where possible. Where this is not reasonably practicable, interim control measures will be implemented and reviewed until a permanent solution is reached.

4.9.7 Medium -any ‘medium’ (P2) actions identified will be allocated and actioned as soon as possible in the same way as P1 actions. However P1’s will be prioritised over P2’s.

4.9.8 P2s will be dealt with within 12 months where possible. The same programme of works prioritisation for P1s may apply.

4.9.9 Low - Any ‘low’ (P3) actions are considered recommendations and will be dealt with on a case by case basis.

4.9.10 P3s will be dealt with – where deemed appropriate – within 24 months.

4.9.11 Once actions have been dealt with relevant evidence (photos/documentation, etc) will need to be provided. Actions will not be considered complete until evidence has been received.

4.10 Fire Risk Appraisal of External Walls (FRAEWS)

4.10.1 An FRA must consider the need for an FRAEW. If an FRA indicates an FRAEW is required this will be carried out by an external contractor who is a specialist in FRAEWs. Actions arising from these reports will be prioritised and actioned accordingly based on risk.

4.11 Formal Fire Risk Assessment Reviews (FFRAR)

4.11.1 FFRARs are an important part of the FRA process. They will be used to monitor progress against FRA actions, identify any new actions to avoid further actions being raised at the next FRA and to aid in prioritisation of work should issues arise between FRAs.

4.11.2 FFRARs will be completed in line with the schedule show in the table above.

4.12 Once completed FFRAR’s will be treated in the same way as a full FRA and actions dealt with and logged according to the FRA processes detailed above.

5.0 Site Inspections

5.1 Site inspections are in place to identify, manage and resolve fire safety issues between FRAs.

5.2 Independent Living Units – quarterly, monthly and weekly recorded inspections are carried out by Independent Living Officer (ILO). This information is captured and reviewed by the Building Safety, Compliance and Assurance Team who monitor to ensure resulting actions are completed by the appropriate team.

5.3 Temporary accommodation – Properties managed by NABCEL and regularly employees. Regular checks are carried out.

5.4 General Purpose Properties are inspected on a bi-monthly basis.

5.5 Domestic Properties – these are checked through stock condition surveys which are carried out every 5 years.

5.6 Awaab’s Law – Inspections arising from Awwab’s Law may lead to additional fire works. If this is the case relevant works would be carried out under the timeframes prescribed by Awaab’s Law.

5.7 All inspections detailed above are recorded and appropriate records kept.

6.0 Signage

6.1 Signage is applicable to Independent Living Units, Temporary Accommodation and General Purpose blocks.

6.2 All fire escape route signage will be photoluminescent. This includes all running man and directional signage and level signage as appropriate.

6.3 Zone/site plans will be displayed near main entrances/fire panels as appropriate.

~~6.4~~ Appropriate signage will be installed at all final exits and tops and bottoms of every stairwell and will be consistent across all residential properties.

6.5 All signage will be clear, as simple as possible and in line with the Health and Safety (Safety Signs and Signals) Regulations 1996. Signage is checked regularly and as part of routine block inspections.

6.6 Appropriate assembly point signage will be in place. Assembly points will be a safe distance from the building. Assembly points will only be in place for those sites with simultaneous evacuation policies in place.

7.0 Evacuation Strategies

7.1 The two types of evacuation strategy used by NBBC are:

7.2 Stay Put

7.2.1 Residents are advised to only evacuate if the fire is in their flat and their fire alarm is sounding. If the fire is not in their flat they should stay put unless advised to leave by the fire service or it is not safe to do so.

7.2.2 If they are in a communal space and the fire alarm sounds they should leave the building immediately and not attempt to return to their flat.

7.3 Simultaneous

7.3.1 This is a full evacuation where people are advised to leave the building should the fire alarm sound.

7.4 An Evacuation Strategy should only be changed following a recommendation from an FRA or in exceptional circumstances such as when NBBC become aware of breaches to the fire resistance of the building. In both cases the change of strategy must be approved by the Strategic Director – Communities and Place.

7.5 Independent Living Units – these properties will operate a Stay Put Evacuation Strategy.

7.6 Temporary accommodation – these properties will operate a Simultaneous Evacuation Strategy.

7.7 General Purpose Blocks – these properties will operate a Stay Put Evacuation Strategy.

7.8 Domestic Properties – residents are advised to evacuate if there is a fire in their home.

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8.0 Person Centre Fire Risk Assessments

8.1 NBBC will continually monitor legislative requirements and national guidance relating to Person Centred Fire Risk Assessments (PCFRAs), Residential PEEPs and evacuation planning. Arrangements will be implemented in accordance with applicable statutory requirements and risk assessments.

8.2 NBBC's intention is for:

8.2.1 A Person Centred Fire Risk Assessment (PCFRA) to be carried out for any resident living in an ILU who may need additional equipment or support to respond/react to a fire appropriately. This may include the provision of vibrating pillows, visual alarms or the implementation of a Personal Emergency Evacuation Plan (PEEP).

8.2.2 A Personal Emergency Evacuation plan (PEEP) and a PCFRA will be carried out and reviewed by a suitably competent and qualified person. PEEPs will be reviewed regularly especially if circumstances change. This must also be adequately communicated to the person involved and those identified to assist them.

8.3 The information detailed above will be available to the fire service at ILUs and accessed via the secure information box on site or by the ILO/Emergency Wellbeing Officer (EWBO) who will arrive at a property within 15 minutes of a call out.

9.0 Vulnerable Residents

9.1 NBBC recognises that some residents may be at increased risk from fire due to age, disability, health conditions, mobility limitations, cognitive impairment, sensory impairment, language barriers or other circumstances that may affect their ability to recognise, respond to or evacuate safely in the event of a fire.

9.2 NBBC is committed to adopting a person-centred approach to fire safety and will take reasonable steps to identify residents who may require additional support, equipment or information to remain safe within their homes.

9.3 Information relating to vulnerability may be identified through:

- Housing management processes.
- Tenancy sign-up and review visits.
- Independent Living Officers.
- Repairs and maintenance visits.
- Referrals from health and social care professionals.
- Self-referral by residents or family members.
- Fire and Rescue Service referrals.
- Person Centred Fire Risk Assessments (PCFRAs).

9.4 Where vulnerabilities are identified, NBBC will consider appropriate control measures based on the needs of the individual and the risks associated with the building. Measures may include:

- Person Centred Fire Risk Assessments (PCFRAs).
- Personal Emergency Evacuation Plans (PEEPs), where appropriate.
- Referral to Warwickshire Fire and Rescue Service for additional support or Safe and Well visits.
- Enhanced fire safety advice and guidance.

- Provision of specialist fire safety equipment, such as vibrating pillow alarms, flashing beacon alarms or other assistive technology.
- Increased monitoring and support through relevant housing services.

9.5 Any fire safety measures implemented for vulnerable residents will be reviewed periodically and whenever NBBC becomes aware of a significant change in the resident's circumstances, health or support needs.

9.6 NBBC will work collaboratively with residents, their families, carers, support providers, health professionals and Warwickshire Fire and Rescue Service where appropriate to ensure that fire safety arrangements remain suitable and proportionate.

9.7 Information relating to vulnerabilities will be managed in accordance with data protection legislation and NBBC policies. Information will only be shared where there is a lawful basis to do so and where it supports the safety and wellbeing of residents or those responding to an emergency.

9.8 NBBC will take reasonable steps to ensure fire safety information is accessible and can be provided in alternative formats where required to meet the needs of residents.

10.0 Compartmentation and Fire Stopping

10.1 Compartmentation and fire stopping issues will usually be picked up as part of the FRA or inspection processes.

10.2 Any actions picked up in the FRA will be prioritised and dealt with as per the FRA timelines detailed earlier in this document or as part of a programme of works.

10.3 A housing compartmentation/fire stopping programme is in place. This is prioritised based on the overall risk to life rating from the most recent FRA.

10.4 A Permit to Work Policy is in place to ensure any works carried out by contractors or NBBC's own Repairs Team do not damage compartmentation. Any damage caused must be rectified.

10.5 All compartmentation works will be carried out by competent contractors. Appropriate evidence of completion of works must be provided (such as certification and photos) and stored appropriately.

10.6 If inadequate compartmentation is identified urgent guidance will be obtained from the FRA provider to confirm if the building is still fit for occupation and the Evacuation Strategy remains appropriate.

11.0 Fire Doors

11.1 The requirement for fire doors will be picked up in the FRA.

11.2 Fire doors will be manufactured and installed by competent contractors. Fire doors (and their frames) must not be altered in any way.

11.3 Regular visual checks of fire doors are carried out as part of the inspections detailed above. A specific fire door inspection programme will be implemented during Financial Year 26/27 which will be carried out by a suitably competent person.

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11.4 Repairs and maintenance on fire doors will only be carried out by trained, competent in house employees and external contractors.

11.5 All residents are made aware (as part of their tenancy sign up process) of the importance of fire doors and reminded at least annually via various mediums that these doors need to be undamaged, unmodified, and not propped open to remain effective.

11.6 If damage to a fire door is caused by a resident they can be recharged in line with NBBC's recharge policy.

12.0 Fire Detection and Warning

12.1 Fire alarms will be installed in line with relevant legislation at NBBC sites. Installs have previously been completed to a LD3 standard in General Purpose Blocks and L1 in ILUs and Temporary Accommodation. In line with BS-5839-6 Fire alarms in domestic premises LD2 systems are installed as a minimum. This means that fire alarms will be installed in flat hallways, kitchens and one other room, usually the lounge.

12.2 Fire alarm systems in blocks of flats will be on a regular service and maintenance regime with the frequency determined by the type of building.

12.3 Independent Living Units

12.3.1 The fire alarm will be installed to an L1 standard with an annual service and maintenance contract and regular testing by the ILO.

12.3.2 Fire alarm batteries are currently 72 hours. This poses a potential risk to ILU properties over longer periods (bank holidays, Christmas etc). If an alarm reverts to battery power this could be depleted and therefore disable the alarm. To combat this there is currently a manual monitoring system in place with ILOs and EWBOs covering any extended periods. Alternate, longer term solutions are being explored.

12.3.3 ILUs are monitored through an external company who contact the fire brigade when a fire alarm is activated.

12.4 Temporary Accommodation

12.4.1 These sites are managed by a managing agent (NABCEL) who have responsibility for managing fire alarm arrangements.

12.5 General Purpose Blocks

12.5.1 The fire alarm will be to either a LD3 or LD2 specification depending on the date of install with a monthly service and maintenance contract.

12.6 Domestic Properties

12.6.1 Fire alarms are checked on the inspection schedule outlined above.

12.7 NBBC receives regular reports regarding the status of fire alarms on a service and maintenance contracts. This includes fault reporting.

12.8 Smoke and Carbon Monoxide Alarms

12.9 Under the 2022 amendment to the 'Smoke and Carbon Monoxide Alarm England Regulations 2015' all flats in social housing must have working smoke alarms fitted on each level of the accommodation and Carbon Monoxide detectors installed adjacent to relevant appliances.

12.10 In line with this legislation all Smoke Alarms and Carbon Monoxide detectors in all of our properties will be checked on an annual basis. Those properties served by gas will be checked as part of the annual gas safety check. Solid fuel properties will be checked at their annual service. Electric only and district heated properties will be checked as part of an annual programme specifically for this purpose.

13.0 Escape Routes and Emergency Lighting

13.1 The minimum level of lighting (1 Lux) may be achieved with ambient/natural light. For example, moonlight or street lighting. Where appropriate additional emergency lighting will be installed and maintained accordingly.

13.2 Escape routes should be kept clear at all times. This will be monitored as part of the FRA/ inspection processes detailed above.

14.0 Firefighting Equipment

14.1 Only trained, competent people should use firefighting equipment. Therefore, NBBC will usually only install fire extinguishers in high risk areas such as boiler rooms in GP and ILU blocks.

14.2 The type of fire extinguisher installed in boiler rooms will usually be CO2 and they will be located near to the entrance/exit to the boiler room.

14.3 There will be no firefighting equipment in communal areas such as stairwells and corridors of GP and ILUs.

14.4 Communal kitchens in ILUs shall have a fire blanket installed between the likely source of fire and the entrance/exit to the kitchen.

14.5 Powder fire extinguishers will not be used by NBBC.

14.6 Servicing of firefighting equipment will be carried out annually by a competent contractor. Fire blankets will be inspected as part of the inspection programme outlined above.

15.0 Aids and Adaptations

15.1 The need for fire-related aids and adaptations will be picked up through Independent Living Officers, Tenancy Management Officers, line managers or through PCFRAs and HEART referrals. These could include, but is not limited to, requests for power assisted doors, vibrating fire alarm pillows, strobes and flashing fire alarm lights.

15.2 Any stairlifts must not restrict the ability of people to escape, nor hinder the ability of the Fire Service to tackle the fire.

15.3 Where there are concerns raised about stairlifts and width of staircases the local fire service will be consulted and any outcomes documented.

16.0 Building Security and Safety

16.1 NBBC undertakes steps to minimise the risk of arson and protect the safety of residents, employees and visitors.

16.2 Access to properties is restricted where possible with an electronic access system.

16.3 Bin stores should ideally be situated at least 6m from the accommodation and as indicated in the FRA. Bins will be emptied regularly.

16.4 CCTV will be considered/installed as deemed appropriate for example, where anti-social behaviour increases the level of risk relating to fire safety.

17.0 Storing and Charging of Mobility Scooters

17.1 Mobility scooters must be kept in accordance with NBBC's Mobility Scooter Policy.

17.2 Mobility scooter housing is provided at some sites. This housing should be fire stopped to a minimum of 30 minutes and will (as far as possible) be located at least 6 meters from properties. Where this distance is not achievable further actions will be considered to mitigate the risk, such as adding timers to limit charging duration and increased fire stopping measures

17.3 To provide further safeguarding all electric within scooter housing disables at 10:00 pm every evening to prevent overnight charging of scooters.

18.0 Fire Related Incidents

18.1 All fires occurring in NBBC domestic premises must be reported to the Building Safety, Compliance and Assurance Team within ONE working day by the quickest means possible and followed up on the accident/incident form.

18.2 Where a fire has occurred, this will usually be investigated by the local Fire and Rescue Service, however an internal investigation will also be undertaken by a member of the Building Safety, Compliance and Assurance Team and provided to the Assistant Director – Assets and Compliance.

18.3 NBBC's Fire Management Group will consider any common causes of fires across NBBC properties which may inform actions to increase fire safety.

18.4 The Building Safety, Compliance and Assurance Team act as the link between NBBC and Warwickshire Fire Service. Quarterly meetings are held to discuss any issues and review false alarms and fire incidents in the previous quarter.

19.0 Major Incident Arrangements

19.1 NBBC recognises that a significant fire may result in the temporary or permanent loss of accommodation, disruption to services, injury to residents or employees, and significant reputational and financial impacts. Appropriate arrangements are therefore in place to support an effective response to major fire incidents.

19.2 A major fire incident may include, but is not limited to:

- A fire resulting in fatalities or serious injuries.

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- A fire requiring the evacuation of multiple households.
- A fire causing significant damage to a residential building.
- A fire attracting significant media attention or regulatory interest.
- Any fire requiring the activation of the Council's Emergency Planning arrangements.

19.3 In the event of a major fire incident, NBBC will work closely with Warwickshire Fire and Rescue Service, the Police, Ambulance Service, partner agencies and any other relevant organisations to ensure the safety and welfare of affected residents.

19.4 Immediate priorities will be:

- Protecting life and supporting the emergency services response.
- Accounting for residents where appropriate.
- Providing emergency accommodation and welfare support to displaced residents.
- Securing affected buildings and surrounding areas.
- Ensuring clear communication with residents, families, elected members and other stakeholders.
- Assessing any ongoing fire safety risks associated with the building

19.5 The Assistant Director – Assets and Compliance, or their nominated deputy, will ensure that building information, fire safety records, plans, fire risk assessments and other relevant documentation are made available to emergency services and investigators as required.

19.6 Following a major fire incident, NBBC will undertake a formal investigation to identify:

- The circumstances surrounding the incident.
- Any fire safety issues or failures.
- Opportunities for service improvement.
- Lessons learned that may reduce the likelihood or impact of future incidents.

19.7 Findings from investigations, enforcement activity, coroner's recommendations, regulator feedback and lessons learned exercises will be reviewed by the Fire Management Group and reported through the NBBC's governance arrangements where appropriate. Actions arising from these reviews will be monitored through to completion.

19.8 Where necessary, NBBC will review fire risk assessments, evacuation strategies, policies, procedures and maintenance programmes following a major incident to ensure lessons learned are incorporated into future fire safety arrangements

19.9 Support will be provided to affected residents and employees through relevant services and partner organisations, recognising that major fire incidents can have significant long-term impacts on individuals and communities.

20.0 Communication with Residents

20.1 NBBC recognises that effective communication with residents is an essential part of managing fire safety. We are committed to ensuring residents have access to clear, timely and accessible information about the fire safety arrangements that apply to their homes and communal areas.

20.2 Residents will be provided with information relevant to their property, including:

- The fire evacuation strategy applicable to their building.

- Their responsibilities in respect of fire safety.
- How to report fire safety concerns.
- The importance of keeping communal areas, balconies and escape routes free from obstruction.
- The importance of maintaining fire doors and not carrying out unauthorised alterations that could affect fire safety.
- Information regarding any significant fire safety works being undertaken to their building.

20.3 Fire safety information will be communicated through a variety of methods, including:

- Tenant and leaseholder handbooks.
- Annual fire safety letters and leaflets.
- The Council's website.
- Social media and newsletters.
- Resident meetings and consultation exercises where appropriate.
- Site-specific notices and fire action signage

20.4 NBBC operates dedicated Safety and Compliance telephone and email contact routes through which residents can raise fire safety concerns, request advice or report defects. Residents may also contact Customer Services who will ensure enquiries are directed to the appropriate team.

20.5 Fire safety concerns raised by residents will be investigated in a timely manner and, where required, appropriate actions will be taken to reduce risk and improve safety. Relevant feedback will be provided to residents where appropriate.

20.6 Where major fire safety works, changes to evacuation strategies or significant fire safety risks have been identified, NBBC will seek to keep affected residents informed of the findings, planned actions and anticipated timescales for completion.

20.7 NBBC will take reasonable steps to ensure fire safety information is accessible to all residents, including those who may require information in alternative formats or who may need additional support due to disability, vulnerability or language requirements.

20.8 An Access Policy is in place to support the delivery of statutory fire safety inspections, maintenance activities and improvement works, helping to ensure residents continue to benefit from essential fire safety measures within their homes and buildings

21.0 Leaseholders

21.1 Leaseholders are expected to follow NBBC's advice and guidance in relation to all fire safety matters.

21.2 NBBC will not charge leaseholders for fire doors, compartmentation or fire alarms.

22.0 Legislation and Related Policies

22.1 The following legislation is relevant:

- Landlord & Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Equality Act 2010
- Building Regulations

- Health & Safety at Work Act 1974

22.2 The following policies may also be relevant to this Policy:

- Mobility Scooter Policy
- Fire Safety Policy
- Access Policy

23.0 Equality and Diversity

23.1 NBBC is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any of the Protected Characteristics listed within the Equality Act 2010 and any other difference that can lead to discrimination or unfair treatment fully considering the principles of legislation. NBBC will also be fully compliant with the Public Sector Equality Duty and take this into consideration within any decision-making process.

24.0 Training and Awareness

24.1 Training and awareness of this Strategy will be raised with relevant employees and published on our intranet system.

24.2 We will make people aware of this Strategy through our website, social media, newsletters and information leaflets.

25.0 Monitoring and Review

25.1 This Management Plan has been written in line with current relevant Legislation and in consideration to other Council policies. This Strategy will be reviewed and revised to reflect any legislation requirements and/or other guidance of good practice.

25.2 This Management Plan will be reviewed annually or when a change in legislation is received.

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APPENDIX A

Methodology and criteria for fire doors across NBBC Housing stock.

Introduction
The purpose of this document is to layout the methodology and criteria that NBBC Capital Projects Team will use to determine which doors will be replaced with fire doors.

Due to the nature of the buildings there will be a different approach defined for each type of housing stock.

Government guidance from Fire safety England regulations 2022 categorise fire doors within blocks of flats in four different groups as follows:

- flat entrance doors: these are particularly important because in blocks of flats, most fires occur within the flats themselves; the flat entrance door prevents the spread of fire and smoke into the common parts and ensures the safety of other residents.
- Doors to stairways and lobbies (between corridors and stairways): these keep the stairways and lobbies free from fire and smoke, so that they can safely be used by residents and others who might need to leave the building during a fire, and to assist firefighters during firefighting operations.
- Doors that sub-divide corridors: these are to limit the spread of fire and smoke throughout, for example, a long corridor.
- Doors to plant rooms and cupboards (for example containing electrical distribution equipment) and to service risers (shafts which allow the vertical passage of cables, pipes).

Based on this description storage cupboards that do not contain any electrics or other equipment considered to be high risk will not usually be fitted with a fire door. This will be assessed on a case by case basis in liaison with the FRA assessor and local fire service.

1. Protected Stairwells

a. All doors within a protected stairwell will be FD30s. this includes all storage doors, lift shaft doors and loft hatches as well.
b. Meter box doors will be assessed on a cases by case basis taking appropriate fire stopping into consideration.

2. ILUs

a. All flat and communal doors in ILUS are to be replaced with FD30s doors.
b. Storage cupboard doors will NOT unusually be replaced with a fire door. Tenants are not permitted to keep flammable substances in these cupboards.
c. All doors to electrical/flammable systems/equipment will be replaced with an FD30s fire door.
d. Doors that open straight outside will NOT be replaced with fire doors unless they open onto a balcony where there is only one exit or where they are on the ground floor and near to the only exit for floors above.

3. TEMPORARY ACCOMODATION

a. All flat, room and communal doors will be replaced with FD30s fire doors.
b. All rooms within temporary accommodation will have fire doors as the hallway becomes the protected escape route.
c. Storage cupboard doors will NOT usually be replaced with a fire door. Tenants are not permitted to keep flammable substances in these cupboards.
d. All doors to electrical/flammable systems/equipment will be replaced with an FD30s fire door.
e. Doors that open straight outside will NOT be replaced with fire doors unless they open onto a balcony where there is only one exit or where they are on the ground floor and near to the only exit for floors above.

4. GPs

a. Flat doors will be replaced on a case by case basis following the methodology detailed below.

b. Doors on ground floors that open directly outside to an open area will NOT need to be fire doors unless they are in close proximity to an exit door for the flats above.
c. Doors on the ground floors that open directly out on to an open area but are adjacent (within 2metres) to a stairwell exit will be replaced with FD30 fire doors.
d. Flat doors that open onto an open balcony where there is more than one stairwell/exit will NOT have fire doors fitted.
e. Flat doors that open onto an open balcony where there is ONLY ONE stairwell/exit will have FD30 doors fitted.
f. Flat doors that open into an enclosed area where there is more the one stairwell will be fitted with FD30s fire doors.
g. Flat doors that open into an enclosed area where there in ONLY ONE stairwell will be fitted with FD30s fire doors.
h. Where a tenant's only exit would be passed other flat doors the flat doors that would be passed will be fitted with FD30s fire doors.
i. Any doors open onto a protected stairwell FD30s fire doors will be fitted.

5. OTHER CONSIDERATIONS

a. Where a block has a passenger lift, lift shaft doors will be fitted with FD30s doors.
b. Loft hatches will be replaced with suitably fire rated hatches.
c. Where there is a block with mixed requirements for flats (ie some flats require fire doors and some don't based on the above criteria) it is preferable to replace all flat doors with fire doors.

All fire doors will have suitably compliant closers fitted where appropriate.

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Appendix B

Fire Safety Works Methodologies Last Updated: March 2026

1. Introduction

1.1. This document is an overview describing how NBBC prioritises works across each stream of fire safety work.
1.2. This is an overview documents and more detailed methodologies are in place to support each specific area of work.

2. FRA Actions

2.1. FRAs are carried out as required and at least every 3 years as a minimum.
2.2. Each FRA generates an 'overall risk to life rating'. This rating will be one of the following: substantial, moderate, tolerable, trivial.
2.3. FRAs also generate actions which are given a priority status of high (P1), medium (P2) or low (P3)
2.4. P1 actions will be prioritised over other actions and immediate action will be taken/considered depending upon the nature of the action.
- *Example 1*: If oxygen cannisters are found being stored in an understairs cupboard this will be removed immediately.
- *Example 2*: If fire door replacement is identified as a P1 this will prompt a review of the fire door programme to determine if the site should be moved up the programme schedule.

2.5. P2s will be prioritised based on the principles of fire prevention, ie prevent fire starting, stop fire spreading and ensure emergency exits are protected.
2.6. P3s are treated as recommendations and will not be prioritised.

3. Fire Safety Programmes – Fire doors, Compartmentation, Fire Alarms, Fire Stopping

3.1. As an FRA is received for each block it is reviewed and the sites position on each programme is reconsidered.
3.2. A site may move up or down each programme using a risk based approach.
3.3. The initial, basic methodology that NBBC follows to determine risk and prioritise works is as follows:
- Step 1 – Overall risk to life rating – substantial, moderate, tolerable, trivial.
- Step 2 – Type of block – ILU, Temporary Accommodation, GP, Mobile Home Site.
- Step 3 – Size of Block – The larger the block the higher the priority.
- Step 4 – Other considerations/knowledge such as past fires etc

3.4. Whilst this is the basic approach there are also more detailed considerations depending upon the specific programme of works and separate methodologies exist to help guide these decisions.
3.5. NBBC aims to consider each building as a whole system and therefore move a site up or down a programme of work depending upon risk across the whole portfolio.

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Nuneaton & Bedworth
United to Achieve

AGENDA ITEM NO. 10

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:	Communities, Corporate Resources and Housing Overview and Scrutiny Panel / Environment, Health and Leisure Overview and Scrutiny Panel
Date of Meeting:	22 October 2026
Subject:	Repairs and Maintenance Policy 2029
Portfolio:	Housing
Responsible Officer:	Assistant Director – Assets and Compliance
Corporate Plan – Theme:	Housing, Health and Communities
Corporate Plan – Aim:	Facilitate warm, safe, sustainable and affordable housing.
Ward Relevance:	All Wards
Public or Private:	Public
Amendment to Budget:	No Council Tax Related: No

Recommendation to Council/Cabinet/Committee: Yes

Forward Plan: Yes

1. Purpose of report

1.1. To present the draft Repairs and Maintenance Policy 2026-2029 to the Panel for consideration and comment prior to submission to Cabinet for approval. The Policy establishes the Council's approach to the delivery of responsive repairs, planned maintenance, compliance activities and tenant responsibilities across the Housing Revenue Account housing stock.

2. What is the panel being asked to consider?

2.1. The Panel is asked to:

- Review the draft Repairs and Maintenance Policy 2026-2029.
- Consider whether the proposed arrangements provide an appropriate framework for delivering repairs, maintenance and compliance services.
- Provide any observations or recommendations prior to Cabinet consideration.
- Support the adoption of the Policy.

3. Recommendations

3.1. The Panel is recommended to:

- Note the content of the draft Repairs and Maintenance Policy 2026-2029.
- Support the Policy being presented to Cabinet for approval.
- Note that the Policy has been subject to consultation with the Tenant Engagement Panel and forms part of the Council's wider housing improvement programme.

4. Background

4.1. The Council has a statutory responsibility to maintain its housing stock, ensure properties remain safe and habitable, and comply with a range of legislative and regulatory requirements. The social housing sector continues to experience significant regulatory change following the introduction of the Social Housing (Regulation) Act 2023, the strengthened Consumer Standards, and the implementation of Awaab's Law requirements relating to housing hazards.

4.2. The revised Policy provides greater clarity regarding the responsibilities of both the Council and tenants, establishes clear repair priorities, strengthens the Council's approach to housing hazards, and formalises arrangements for compliance, planned maintenance, void management and contractor oversight.

4.3. The Policy also supports the Council's ongoing housing improvement programme following the Regulator of Social Housing's C3 regulatory judgement. The judgement identified a number of areas where improvements were required across landlord health and safety, stock condition, repairs, compliance and data management. The Repairs and Maintenance Policy forms an important part of the Council's Housing Improvement Programme by establishing clear service standards, strengthening accountability and providing a consistent framework for repairs, maintenance and asset investment activities.

4.4. The Policy has been developed in consultation with operational teams and the Tenant Engagement Panel.

5. Body of report

5.1. The Repairs and Maintenance Policy sets out how the Council will deliver repairs and maintenance services to its housing stock between 2026 and 2029. The Policy applies to general needs housing, independent living schemes, temporary accommodation and communal areas owned and managed by the Council.

5.2. The Policy supports the Council's commitment to providing homes that are safe, well maintained and compliant with statutory requirements. It also reflects the Council's ambition to deliver services that are customer-focused, data-informed and subject to continuous improvement.

5.3. The adoption of the Repairs and Maintenance Policy demonstrates the Council's commitment to learning from the regulatory judgement, delivering sustainable service improvements and ensuring that tenants live in safe, well-maintained and compliant homes. The Policy provides a clear framework for service delivery and supports the Council's ambition to achieve improved regulatory assurance and higher levels of tenant satisfaction.

5.4. Key Policy Provisions

5.5. Responsibilities

5.6. The Policy clearly defines the responsibilities of both the Council and tenants. The Council remains responsible for maintaining the structure and exterior of properties, communal areas and statutory compliance obligations including gas, electrical, fire, water, asbestos and lift safety. Tenants are responsible for reporting repairs promptly, providing access, maintaining fixtures for which they are responsible and obtaining permission for alterations.

5.7. Responsive Repairs

5.8. The Policy introduces a structured repairs framework based on risk:

- Emergency repairs with an imminent risk of harm will receive a response within 24 hours.
- Significant repairs will be responded to within three working days or legislative timescales.
- Routine repairs will be delivered through normal scheduling arrangements.

5.9. The approach aligns repair prioritisation with risk and vulnerability, enabling resources to be directed towards matters presenting the greatest threat to health and safety.

5.10. Awaab's Law and Housing Hazards

5.11. A significant enhancement within the Policy is the incorporation of Awaab's Law requirements and a broader approach to housing hazards. The Policy confirms that reports of damp, mould and other prescribed hazards will be investigated promptly and that the Council will not attribute damp and mould solely to tenant lifestyle. Hazards will be assessed according to risk and appropriate remedial action undertaken in line with statutory requirements.

5.12. Compliance and Tenant Safety

5.13. The Policy consolidates the Council's approach to statutory compliance and building safety obligations. It outlines the inspection and servicing regimes covering gas safety, electrical safety, fire safety systems, asbestos management, water hygiene, alarms and lifts. These arrangements provide assurance that homes remain safe and compliant.

5.14. Planned Maintenance and Asset Investment

5.15. The Policy confirms that annual planned maintenance programmes will continue to be informed by stock condition intelligence and asset management principles. Investment programmes will focus on maintaining homes to the Decent Homes Standard through replacement of kitchens, bathrooms, roofing, heating systems, windows and doors.

5.16. Void Properties

5.17. The Policy introduces a detailed approach to void management and incorporates a Void Letting Standard. This establishes the minimum standard that properties must meet before being re-let, supporting tenancy sustainability, customer satisfaction and regulatory compliance. The approach will help minimise void periods whilst ensuring homes are safe and suitable for occupation.

5.18. Customer Experience and Learning

5.19. The Policy places emphasis on communication, customer feedback, complaints management and performance monitoring. This supports the Council's wider housing improvement agenda and commitment to continuous service improvement.

5.20. Benefits of Adopting the Policy

5.21. The adoption of the Policy will:

- Ensure compliance with current legislative and regulatory requirements.
- Provide a clear framework for the delivery of repairs, maintenance and compliance services.
- Support delivery of the Consumer Standards and Awaab's Law requirements.
- Improve clarity for tenants regarding service standards and responsibilities.
- Support safer homes and improved outcomes for tenants.
- Strengthen governance, assurance and performance monitoring arrangements.

5.22. Legal Implication

5.23. The Policy supports the Council in meeting its obligations under relevant housing, building safety and health and safety legislation including:

- Housing Act 1985.
- Landlord and Tenant Act 1985.
- Housing Act 2004.
- Homes (Fitness for Human Habitation) Act 2018.
- Equality Act 2010.
- Right to Repair Regulations 1994.
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law).
- The Regulator of Social Housing Consumer Standards.

6. Biodiversity Implications

6.1. No direct biodiversity implications have been identified.

7. Appendices

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

8. Background papers

8.1. Please note the following background papers:

i. NBBC Repairs and Maintenance Policy 2026-2029 – Final Draft

9. Report Writer Details:

Officer Job Title: Assistant Director – Assets and Compliance

Officer Name: Lynn Joy

2026-2029

Repairs and Maintenance Policy

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Nuneaton & Bedworth
United to Achieve

Assistant Director – Assets and Compliance
Nuneaton and Bedworth Borough Council
2026-2029

Document Title	Repairs and Maintenance Policy 2026-2029
Document Owner	Assistant Director – Assets and Compliance
Version	2.0
Issue Date	
Next Review Date	2029

Stage	Description	Agreed
1st revision	Update existing policy	
Equality Impact Assessment		
Consultation	Tenant Engagement Panel	6 August 2026
	Senior Leadership Team	20 October 2026
	Communities, Corporate Resources and Housing OSP	22 October 2026
Approval	Cabinet	4 November 2026

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1.0 Introduction

1.1 Nuneaton and Bedworth Borough Council (the Council) is committed to providing homes that are safe for tenants to live in, are well maintained and meet statutory requirements.

1.2 This means we are committed to delivering a repairs and maintenance service that is safe, compliant, customer-focused and data-informed. We recognise the importance of maintaining tenant homes to a decent standard and ensuring that repairs, compliance activity and investment decisions are supported by robust governance, accurate information and effective performance management. NBBC will continually monitor service performance and use tenant feedback, regulatory learning and service intelligence to drive continuous improvement.

1.3 The Council delivers day-to-day repairs through its Direct Labour Organisation (DLO) Approved external contractors are used where specialist expertise, capacity, or compliance requirements necessitate their involvement.

1.4 For the purpose of this Policy, Nuneaton and Bedworth Borough Council is referred to as "the Council" or "the landlord". A tenant is an individual who occupies a Council-owned property under a tenancy agreement. A leaseholder is an individual who owns a leasehold interest in a property and whose rights and responsibilities are governed by the terms of their lease. Responsibilities for repairs and maintenance differ between tenants and leaseholders and are set out within the relevant tenancy agreement or lease.

2.0 Purpose

2.1 This Policy explains:

- The different repairs and maintenance services provided by the Council.
- The responsibilities of the Council and its tenants.
- How repairs can be reported.
- Repair priorities and timescales.
- Planned maintenance programmes.
- Compliance programmes and their importance to ensuring the safety of our tenants.

3.0 Scope

3.1 This Policy applies to properties which are owned and managed by the Council including:

- General Purpose Housing – properties let under secure or introductory tenancy agreements.
- Independent Living Units – schemes offering additional support services.
- Temporary Accommodation – homes provided for households in housing need.
- Communal Areas – internal and external spaces within blocks.

3.2 Leaseholders may receive repair services through separate arrangements, lease conditions, or contractual agreements. Where applicable, reference should be made to the relevant lease, tenancy agreement, or accommodation agreement.

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4.0 The Council's Responsibilities

4.1 NBBC will:

- Keep tenants informed throughout the repair process.
- Confirm appointments using the tenant's preferred communication method wherever practical.
- Notify tenants where appointments need to be rearranged.
- Seek feedback following completion of repairs.
- Monitor contractor and DLO performance against agreed service standards.
- Publish key repairs performance information through tenant performance reporting arrangements.
- Use customer feedback, complaints and lessons learned to improve service delivery.

4.2 The Council will also comply with the requirements of Awaab's Law and take prompt action to investigate and remedy any prescribed housing hazard that may pose a risk to the health or safety of tenants.

4.3 The Council will ensure the property is structurally sound and will maintain:

- Roofs, gutters, downpipes, soffits and facias
- Drains falling outside the responsibility of Severn Trent
- Windows, external doors, window catches and frames
- Garages
- Fencing
- Plasterwork
- Paths and steps
- Communal areas, communal lifts and rubbish chutes.
- Gas appliances and ensure these area serviced annually
- Electrical installations ensuring these are inspected every 5 years
- Communal water supplies ensuring they are free from legionella
- Smoke alarms and Carbon Monoxide alarms ensuring these are inspected annually
- Fire doors, fire compartmentation and fire alarms
- Communal lifts
- Kitchens and bathrooms including basins, baths, toilets and waste pipes.

4.4 The Council is responsible for the repair and maintenance of the structure and communal areas within properties. Leaseholders will be recharged for works in these areas in line with their lease agreements. Further information can be found in the Leaseholder Policy.

5.0 Tenants' Responsibilities

5.1 Tenants are expected to:

- Take reasonable care of their home.
- Report repairs promptly.
- Allow reasonable access for inspections, servicing, repairs and improvements.
- Keep appointments or notify us in advance if they need to rearrange.
- Respect Council employees and contractors.
- Maintain fixtures and fittings for which they are responsible.
- Report criminal damage or vandalism to the Police where appropriate.
- Obtain permission to carry out any tenant alterations.

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- Co-operate with statutory safety inspections.

5.2 Where repairs are required because of tenant neglect, misuse, damage, or unauthorised alterations, NBBC may recharge the tenant for the cost of the works.

5.3 Leaseholders are responsible for servicing, repairs and maintenance within their property in line with the lease agreement.

6.0 Responsive Repairs Service

6.1 Responsive Repairs are repairs that are unplanned. These types of repairs can range from emergency repairs requiring a response within 24 hours to low-risk repairs that do not require immediate attention.

6.2 The Council operates target response times for different types of repairs:

Repairs Category	Definition	Response Time	Example
Emergency	High risk of harm to tenant or the property.	Respond within 24 hours	Insecure external window, door or lock, major leak or flooding etc.
Urgent	Medium risk of harm to the tenant or the property.	Respond within 5 working days or in line with legislative timeframes.	Partial loss of water supply, internal leaks that have been contained etc.
Routine	Low risk; neither imminent nor significant.	Respond within 20 working days.	Repair of fencing, adjusting windows etc.

6.3 When assessing repair priorities, the Council will give particular consideration to households that may be more vulnerable to harm from housing conditions, including young children, older persons, pregnant women, disabled people, and residents with respiratory or other health conditions. This may result in inspections, investigations or remedial works being prioritised above standard response times.

6.4 Reporting a Repair

6.4.1 Repairs can be reported by telephone, email, by letter, in person at the Council's offices or via a member of staff using the following details:

- Telephone: 02476 3763444 or 02476 376376
- Out of hours: 02476 376999
- Email: repairs@nuneatonandbedworth.gov.uk
- Letter or in person: Town Hall, Coton Road, Nuneaton, CV11 5AA

6.5 Out of Hours Emergency Repairs

6.5.1 The Council operates an emergency repairs service outside normal working hours:

- Monday to Friday: 5 pm to 8 am
- Weekends and Bank Holidays: 24 hours.

6.5.2 An emergency is defined as a hazard that presents an imminent and significant risk of harm to health, life, property or the environment requiring action within 24 hours of being reported including:

- Major structural damage.
- No useable toilet (where the home only has one).
- Total loss of heating between 1 October to 31 March.
- Total loss of electric not caused by supplier failure.
- Severe water leaks or floodings.
- Uncontainable sewage backflow.
- Fire damage requiring immediate make-safe
- Severe damp and mould causing imminent health risk.
- Unsafe electrical fittings eg exposed live wiring.
- Insecure property (eg broken door, forced entry).

6.5.3 Out of hours operatives may make the situation safe rather than carrying out a full repair. An example of this would be:

- Isolating a leak and turning off the water.
- Boarding a broken door or window
- Temporarily restoring power or securing wiring.

6.5.4 Where the information provided to the call handler is later found to be incorrect and an emergency response is provided, the Council may recharge for our services.

6.5.5 Full follow-on repairs will be scheduled to take place during normal working hours.

6.5.6 Tenants should report gas leaks or smell of gas fumes directly to the National Gas Emergency Service.

6.6 Appointments

6.7 Appointments will be agreed with the tenant with a morning or afternoon slot being scheduled. Appointments will be confirmed by the tenant's preferred communication method which could include letter, text or email. Tenant's will be sent reminder text messages 24 hours prior to their appointment.

6.8 In the event that a tenant misses a scheduled routine repair appointment, the repair order may be closed and the tenant will be required to contact the Council to arrange a further appointment. Any rebooked appointment will be assessed and prioritised in accordance with the repair category and prevailing service demand.

6.9 Where multiple appointments are missed, the Council may take further action to understand any barriers preventing access and, where necessary, consider other action if access is required to meet statutory obligations or protect the safety of occupants.

6.10 If the repair is urgent, we will make further attempts to contact the tenant to agree a suitable appointment. If we are still unable to gain access to the property, we may if necessary to protect tenants' health and safety or to prevent deterioration of the property, apply to the courts for an injunction to gain entry. If we need to take legal action, the tenant may be liable for court costs and the cost of missed appointments.

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7.0 Void Properties

7.1 A void property is any dwelling that becomes unoccupied following the termination of a tenancy and remains vacant until a new tenancy commences. The Council is committed to minimising the length of time properties remain void while ensuring that homes are safe, secure, compliant, and ready for occupation. Effective void management reduces rental income loss, improves customer satisfaction, and supports the efficient use of housing stock.

7.2 When a property becomes void, an inspection will be undertaken to assess its condition and identify any repairs, maintenance works, compliance requirements, and health and safety issues. Void works will be prioritised according to the condition of the property and will include, where necessary, repairs to the building fabric, fixtures and fittings, utilities, and statutory compliance checks. All properties must meet the organisation's lettable standard before being re-let. A copy of the lettable standard can be found at Appendix A to this Policy. Works should be completed within agreed target timescales, balancing the need for efficiency with the requirement to provide incoming tenants with a safe, clean, and well-maintained home.

7.3 The Council will monitor void performance through key performance indicators. Any significant delays, high-cost voids, or recurring maintenance issues will be reviewed to identify opportunities for improvement. Where major works are required, an external contractor may be utilised to complete the works.

7.4 Refusing A Property

7.4.1 Any applicant who does not wish to accept a property may refuse the offer in accordance with the Council's Housing Allocations Policy. Homeless applicants will be referred to the Housing Solutions Team for a suitability decision. Applicants who are dissatisfied with any decision relating to an offer of accommodation, including decisions concerning the suitability of the property or compliance with the Letting Standard, may request a review in accordance with the Council's Housing Allocations Policy.

7.4.2 Reviews will be considered in line with the Housing Allocations Policy review procedure. Requests for a review must normally be made within 21 days of the decision being communicated to the applicant and will be considered by an independent Senior Officer who was not involved in the original decision-making process. A written response will normally be provided within 8 weeks.

7.4.3 The outcome of the review shall be final, subject to any further rights available through the Council's Complaints Procedure, the Housing Ombudsman or the Courts.

8.0 Housing Hazards including Awaab's Law

8.1 The Council will manage reports of damp, mould and other prescribed hazards in accordance with statutory requirements and associated guidance. Reports may come from a variety of sources including the Council’s officers, contractors, tenants and members of the public. Investigations will be risk assessed, and where vulnerabilities are identified, cases may be prioritised. The Council will not attribute damp and mould solely to tenant lifestyle and will take a proactive approach to identifying and addressing underlying building defects.

8.2 Prescribed hazards may include, but are not limited to:

- Damp and mould
- Excess cold
- Excess heat
- Fire risks
- Electrical hazards
- Structural instability
- Carbon monoxide risks
- Water supply and drainage issues
- Risk of falls
- Any other hazard prescribed by legislation.

8.3 Where a prescribed hazard presents an imminent risk to health or safety, the Council will take action to remove or mitigate the risk as soon as reasonably practicable and in accordance with legislative requirements. Where the risk cannot be safely managed, alternative accommodation may be considered in accordance with our Decant Policy.

8.4 The Council will ensure that homes are maintained to a standard that minimises the risk of hazards as defined by the Housing Health and safety Rating System (HHSRS). Any identified HHSRS hazard will be assessed and remedial action prioritised in accordance with statutory requirements, the severity of the risk and the Council's compliance obligations.

9.0 Decent Homes Standard

9.1 The Council will ensure that all homes meet the requirements of the Decent Homes Standard and any subsequent legislative or regulatory amendments. Properties will be maintained to a standard that is safe, warm, weather-tight, and in a reasonable state of repair, with modern facilities and services that meet the needs of residents. Asset investment, planned maintenance, and responsive repairs programmes will be informed by regular stock condition information to support ongoing compliance with the Decent Homes Standard and related housing quality requirements.

9.2 Where inspections, customer feedback, stock surveys, or regulatory changes identify that a property does not meet the required standard, the Council will take appropriate action to remedy any deficiencies within a reasonable timescale. Performance against the Decent Homes Standard will be monitored and reported through our governance arrangements, ensuring that investment decisions support long-term asset sustainability, compliance, tenant safety, and continuous improvement in the quality of homes provided.

10.0 Compliance Checks

10.1 The Council has a responsibility to ensure our homes are safe for our tenants to live in. As part of this responsibility the Council must adhere to certain legislative and regulatory requirements with the key areas being gas, electric, water, fire, asbestos and lift safety which we do through a comprehensive compliance programme as outlined below:

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Programme	Frequency
Gas/Appliance Servicing (Domestic)	Annual Gas Safe Certification
Gas/Appliance Servicing (Non-Domestic /Commercial) District Heating	Annual Gas Safe Certification Gas Testing & Purging (Non-Domestic) Certification
Smoke and carbon monoxide detector testing	Annual Test
Chimney flue checks (Domestic)	As part of annual gas safety certification or annually where there is no gas appliance'
Fire Alarms in blocks	100% of network tested & certified over calendar year. 2-4 site visits per/annum required.
Emergency lighting in blocks	Annual site use dependant 1–3hours Discharge Duration Test Certification.
Fire Safety (dry risers, smoke ventilation)	Annual Visual Inspection via recorded visit.
Fire Doors	Annual Visual Inspection via recorded visit.
Electrical Safety Inspections	EICR first visit, then every 5 years for revision/renewal.
Water testing	No set term, Legionella testing exercise if a negative situation arises. Monthly Checks & Monitoring visits to the site's Legionella Management – Written Scheme.
Communal lifts	6 Monthly Inspection
Asbestos inspections	Annual Inspection

10.2 Where practicable, compliance visits and other property inspections will be used as opportunities to identify potential housing hazards, including damp, mould and condensation, and to gather intelligence on the condition of homes. Any concerns identified will be referred for further investigation and action where appropriate.

10.3 Properties with prepayment meters will need to ensure they are in credit to carry out some of the compliance checks. If there are no funds on the gas meter, we may need to cap off the gas to ensure tenants' safety and compliance with statutory regulations.

10.4 Tenants will then be asked to rearrange the appointment for when funds are available. We will provide temporary alternative heating and refer the tenant to relevant services for support.

10.5 If any gas or electrical fittings or appliances are found to be unsafe or in the case of gas there is inadequate ventilation, we will disconnect the appliances to make them safe. All appliances are the responsibility of the tenant.

10.6 Contractor Management and Quality Assurance

10.6.1 Where repairs, maintenance or compliance activities are delivered by contractors or subcontractors, the Council will maintain appropriate oversight arrangements. These may include:

- Contract performance meetings.
- Compliance monitoring.
- Quality assurance inspections.
- Review of customer feedback.
- Technical audits.
- Monitoring of statutory compliance indicators.

10.7 The Council may undertake independent audits or inspections to provide additional assurance regarding contractor performance, competence and workmanship.

11.0 Planned Maintenance

11.1 The Council delivers a planned maintenance programme each year to ensure our tenants' homes are maintained to a decent standard. Works carried out through the programme include replacement kitchens, bathrooms, heating installations, roofs and windows and doors.

11.2 The programme is developed using information from stock condition surveys and utilises available funding which means it may be subject to change. We will always endeavour to give tenants plenty of advance warning before any works are carried out.

11.3 The planned maintenance programme is carried out by our Assets and Investment Team who can be contacted on:

- Email: capitalproj@nuneatonandbedworth.gov.uk
- Telephone: 02476 376065

12.0 Tenant Alteration and Home Improvement

12.1 With the exception of those on introductory tenancies, in their first year of living in a new build property or in temporary accommodation, tenants have the right to carry out alterations and improvements to their homes subject to obtaining written consent from the Council.

12.2 NBBC defines an alteration to a property a change, installation, addition, removal or modification to the structure, layout, fixture, fitting, service, fabric, or external appearance of the property that was not originally provided by the Council. For the avoidance of doubt this includes any addition or alteration to the property's standard fixtures and fittings such as:

- any addition or alteration connected to the services of the property
- the carrying out of external decoration to the property
- any structural alteration to the property
- gardens works including decking, patios, sheds, etc
- CCTV including video doorbells
- adding a dropped kerb vehicle access onto the property
- removal of ventilation
- removal of flooring

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- any other adaptation or alteration completed at a property which would require Housing consent to meet with covenants that are noted within a lease agreement or house deed document.

12.3 The Council aims to make a decision on consent within 1 month of receipt of the application. Where further information or permissions are required, the timescale may be extended.

12.4 The Council will not unreasonably withhold consent for application requests to undertake alterations to the premises but will consider the effect of the works on neighbouring properties as well as on our own property.

12.5 The applicant is responsible for obtaining the relevant planning and building control approval.

12.6 The Council will review the works once they have been completed to ensure they have been carried out in line with the consent granted. If the applicant has deviated from the consent granted NBBC will work the applicant to make the necessary changes to bring the works in line with the permission. If this is not possible, The Council reserves the right to remove the alterations and return the property to its original condition with all costs being borne by the applicant.

13.0 Aids and Adaptations

13.1 The Council is committed to supporting independent living. Requests for adaptations will be assessed in accordance with the Council's Aids and Adaptations Policy and relevant occupational therapy recommendations.

14.0 Right to Repair Scheme

14.1 Where the repair affects health and safety, secure tenants may qualify for the statutory Right to Repair Scheme. The Scheme gives tenants a legal right to have these repairs done within a set timescale ranging from one to seven days spending on the repair.

14.2 Where a qualifying repair valued below the statutory threshold is not completed within the prescribed timescale, eligible tenants may be entitled to compensation.

14.3 Qualifying repairs include:

- Total loss of electric power.
- Total loss of water supply.
- Unsafe electrical fittings.
- Blocked toilets.
- Leaking roofs.
- Insecure external doors.
- Faulty entry-phone systems.

14.4 The Council will provide detailed information when a qualifying repair is reported.

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15.0 Pest Control

15.1 The Council is committed to responding promptly and effectively to all reports of pest infestations and will treat every report seriously. Infestations would typically include:

- Rats
- Mice
- Cockroaches
- Bed bugs
- Fleas
- Ants (where the infestation is significant)
- Wasps or bees where nests pose a health or safety risk
- Other vermin or insects that present a risk to health, safety or the habitability of the home.

15.2 Upon receiving a report, the Council will arrange a timely inspection to assess the extent of the issue, identify any underlying causes, and determine whether repairs, proofing works, or specialist pest control treatment are required.

15.3 The Council will not place sole responsibility on tenants to resolve infestations and will undertake a thorough investigation before determining responsibility, recognising that pests may be linked to structural defects, disrepair, communal areas, or wider environmental factors. Where tenant actions may be contributing to the problem, we will work with and support the tenant to address these issues.

15.4 The Council will use qualified contractors, surveyors, and specialist pest control providers where appropriate, maintain clear communication throughout the process, and keep accurate records of inspections, treatments, and outcomes. The Council will also consider patterns of infestation across buildings or neighbourhoods, liaise with relevant local authorities and environmental health services where necessary, and carry out risk assessments to determine whether temporary alternative accommodation is required in exceptional circumstances. Through a proactive approach, including preventative proofing and addressing defects that may allow pests access to our homes, we aim to minimise the risk of infestations and protect the health, safety, and wellbeing of our tenants.

16.0 Access Arrangements

16.1 It is important the Council has full access to the property to carry out repairs and maintenance works and we will work collaboratively with our tenants to achieve this by:

- Arranging with the tenant a suitable time to visit the property, offering a range of timeslots and considering the tenants' needs (e.g. their working pattern, any accessibility requirements or adjustments).

- Making multiple attempts at various times of the day to contact tenants and using different routes if one fails (e.g. phone calls, emails or letters)

- Making best efforts to engage with tenants and provide information on why access is needed and what they can expect, in a way that meets their needs (e.g. providing translation services and accessible communications, or information about who will be attending to provide reassurance).

- Considering any issues or barriers to allowing access and working with the tenant to overcome them, including enabling a representative of the tenant such as a family member, friend or support worker to be present during a visit.

16.2 If access to the property within the agreed timeslot is not possible, a notice stating that an attempt was made and providing contact details to arrange an alternative slot will be left. If all attempts fail, then suitable legal remedies will taken.

16.3 The Council is committed to ensuring that its employees, contractors and subcontractors can carry out their duties in a safe environment. The Council operates a zero-tolerance approach towards violence, threats, intimidation, harassment, abuse or discriminatory behaviour directed at staff or contractors. Where such behaviour occurs, appointments may be terminated, additional control measures may be implemented, and further action may be taken in accordance with the Council's policies and legal powers.

17.0 Tenants with Vulnerabilities

17.1 NBBC maintains information regarding tenant vulnerabilities and will use this information, where appropriate and lawful, to inform repair prioritisation, compliance activity, investment decisions and communication arrangements. This may result in enhanced support, accelerated inspections or altered repair priorities where there is an increased risk to health, safety or wellbeing.

17.2 We may also consider reasonable adjustments or different response times where damage arises from domestic abuse or anti-social behaviour.

18.0 Rechargeable Repairs

18.1 NBBC will recharge tenants for the cost of repairs where damage is not the result of normal wear and tear, or where repairs are required because of unauthorised alterations to the property. This may include situations where:

- Damage has been caused by the tenant, a member of their household, or a visitor.
- Damage has occurred because the property, fixtures, fittings, or appliances have not been properly cared for.
- Repairs are needed as a result of an alteration or installation carried out without the Council's permission
- repairs are required because work has been carried out incorrectly by the tenant or someone acting on their behalf.

18.2 It is important that NBBC recovers these costs to ensure repair and maintenance budgets are used fairly and that responsible tenants are not subsidising the costs arising from damage, neglect, or unauthorised works.

18.3 Where a repair is determined to be the tenant's responsibility, the tenant will be advised accordingly under the terms of their tenancy or licence agreement. Any repairs or maintenance carried out by tenants must meet the Council's required standards. Where work does not meet these standards, NBBC reserves the right to rectify the work and recharge the tenant for the costs incurred.

18.4 Payment for rechargeable repairs must normally be made in full before work is undertaken by the Council. Exceptions may apply where:

- an emergency response is required;
- repairs are necessary to secure the property;
- there is a risk to the health or safety of the household (for example, a blocked toilet);
- the disrepair is causing, or may cause, damage to the property or neighbouring properties; or
- the disrepair is likely to adversely affect the appearance of the local area.
- In these circumstances, NBBC will carry out the necessary work and issue an invoice, which must be paid within 28 days. Only in exceptional cases may an affordable repayment arrangement be agreed.
- NBBC may waive charges for repairs resulting from criminal damage or theft where the tenant provides written confirmation from the police, including a valid crime reference number. Incident numbers will not be accepted. Charges will still apply where the damage was caused by the tenant, a member of their household, or a visitor.
- Where damage is caused by police actions while executing a search warrant or arrest warrant, tenants will remain responsible for the cost of repairs, regardless of whether they are subsequently charged with an offence. NBBC will undertake any essential works required to make the property safe and secure and will recharge the tenant accordingly. Non-essential repairs must be paid for in advance.
- Tenants may be able to seek compensation from the police where damage has occurred as a result of unlawful action or error, such as the execution of a warrant at the wrong address.

18.5 NBBC will not recharge tenants for damage caused by the police forcing entry where the tenant has not contributed to the circumstances leading to the action.

19.0 End of Tenancy

19.1 NBBC may carry out a pre-termination inspection prior to the tenancy ending, wherever practical and appropriate. The purpose of the inspection is to assess the condition of the property, identify any work required before reletting, and ensure that properties can be returned to use as quickly as possible. The inspection will help to:

- Identify any outstanding repairs that are the Council's responsibility.
- Identify repairs that are the responsibility of the tenant.
- Identify any rechargeable repairs, damage, neglect, alterations or clearance works for which the tenant may be liable.
- Ensure that fixtures, fittings and alterations comply with the Council's standards and any permissions previously granted.
- Provide advice to the tenant on actions required before they vacate the property.
- Minimise void turnaround times and reduce the period that properties remain empty.
- Support efficient planning of void works and future maintenance requirements.
- Ensure the property can be returned in a condition that meets the Council's Void Letting Standard and is suitable for relettting.

19.2 Tenants are expected to leave the property clean, clear of personal belongings and rubbish, and in a reasonable condition having regard to fair wear and tear. Where NBBC identifies damage, neglect, unauthorised alterations, missing fixtures or fittings, or clearance and remedial works that are the responsibility of the tenant, the cost of such works may be recharged.

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19.3 Rechargeable repairs and other costs identified at, or following, tenancy termination may be recovered from former tenants. This may include, but is not limited to:

- Repairs arising from deliberate damage, misuse or neglect.
- Removal of unauthorised alterations or installations.
- Replacement of missing fixtures, fittings, keys, locks or Council-owned equipment.
- Clearance of furniture, belongings, domestic waste or garden waste left at the property.
- Cleaning, gardening or pest control works required because the property has not been left in an acceptable condition.
- Any costs incurred by NBBC in restoring the property to the required lettable standard.

19.4 NBBC will seek to recover rechargeable costs in accordance with its Rechargeable Repairs Policy, former tenant arrears procedures and any other relevant debt recovery policies. Failure to pay outstanding charges may result in recovery action being taken.

20.0 Compensation

20.1 NBBC is committed to delivering a high-quality repairs and maintenance service. Where service standards have not been met, residents may be entitled to compensation. Compensation is intended to provide a fair remedy where a resident has suffered loss, inconvenience, distress, time and trouble, or where there has been a failure in service delivery.

20.2 NBBC may consider compensation where:

- Service failure has occurred.
- Appointments have been missed by NBBC or its contractors without reasonable notice.
- Unreasonable delays in carrying out repairs, maintenance works, inspections or statutory compliance activities have caused inconvenience or detriment.
- Statutory obligations require compensation to be paid, including under the Right to Repair Scheme or other relevant legislation.
- Damage to a resident's belongings or property has resulted from the Council's actions, omissions or negligence.
- A resident has incurred additional reasonable costs as a direct result of service failure by the Council.
- There has been avoidable distress, inconvenience, time and trouble caused by poor communication, repeated failures, unnecessary delays or failure to follow the Council's procedures.
- Temporary loss of facilities or services has occurred for longer than would normally be expected.
- The Housing Ombudsman, a court, tribunal or another regulatory body has recommended or required compensation to be paid.

20.3 Compensation will not normally be awarded where:

- Delays or failures arise from circumstances outside the Council's reasonable control.
- The resident has refused reasonable access for inspections, repairs or maintenance works.

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- The issue has been caused by the actions, neglect or breach of tenancy by the resident, a household member or a visitor.
- The claim relates to matters that should be addressed through an insurance claim rather than a compensation payment.

20.4 Each claim will be assessed on its individual merits, taking account of the circumstances of the case, the impact on the resident, the extent of any loss or inconvenience suffered, and the actions taken by NBBC to resolve the issue.

20.5 Compensation may take a variety of forms, including a discretionary payment, reimbursement of reasonable expenses, a statutory payment where required by legislation, or another remedy considered appropriate by the Council.

20.6 All compensation claims will be considered in accordance with the Council's Compensation Policy, relevant legislation, regulatory requirements and Housing Ombudsman guidance. The award of compensation in one case does not create a precedent for future claims, as each case will be considered on its individual circumstances.

21.0 Complaints Procedure

21.1 If there is dissatisfaction with any part of the process or the Council's actions, a formal complaint may be raised in any of the following ways.

- Via the Councils website www.nuneatonandbedworth.gov.uk
- By emailing Customer Services at customer.services@nuneatonandbedworth.gov.uk
- By letter to:

  Customer Services
  Nuneaton and Bedworth Borough Council
  Town Hall
  Coton Road
  Nuneaton
  CV11 5AA

- In person at the Town Hall.

21.2 Complaints should be resolved as soon as possible and within 10 days of the acknowledgement; for complex cases this may be extended for a further 10 working days. If matters cannot be resolved within the maximum timescale of 20 working days, we will contact the complainant to let them know of the delay and advise when we will be able to respond by.

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21.3 The Housing Ombudsman can also be contacted any at point to offer free, impartial advice to tenants and leaseholders. Their contact details are as follows:

www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

The Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

22.0 Equality and Diversity

22.1 NBBC is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any of the Protected Characteristics listed within the Equality Act 2010 and any other difference that can lead to discrimination or unfair treatment fully considering the principles of legislation. NBBC will also be fully compliant with the Public Sector Equality Duty and take this into consideration within any decision-making process.

23.0 Legislation and Related Policies

23.1 The following legislation is relevant:

- Housing Act 1985
- Landlord & Tenant Act 1985
- Commonhold & Leasehold Reform Act 2002
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Equality Act 2010
- Right to Repair Regulations 1994
- Building Regulations
- Health & Safety at Work Act 1974
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Housing Act 2004 – Housing Health and Safety Rating System
- Homes(Fitness for Human Habitation) Act 2018
- The Regulator of Social Housing's Consumer Standards

23.2 The following policies may also be relevant to this Policy:

- Compensation Policy
- Tenant Alteration and Home Improvement Policy
- Damp and Mould Policy
- Allocations Policy
- Decant Policy
- Downsizing Policy
- Hoarding Policy
- Tenancy Policy
- Void Property Management Policy
- Void Property Letting Standard
- Leasehold Policy

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24.0 Training and Awareness

24.1 Training and awareness of this Policy will be raised with relevant staff and published on our intranet system.

24.2 We will make people aware of this Policy through our website, social media, newsletters and information leaflets.

25.0 Monitoring and Review

25.1 This Policy has been written in line with current relevant Legislation and in consideration to other Council policies. This Policy will be reviewed and revised to reflect any legislation requirements and/or other guidance of good practice.

25.2 We will monitor and review all Damp and Mould cases to ensure they are dealt with effectively.

25.3 We will contact tenants around 3, 6 and 12 months to ensure the Damp and Mould has not reoccurred.

25.4 We will collect and provide monitoring and performance data as required to meet statutory and regulatory requirements.

25.5 This Policy will be reviewed every 3 years or when a change in legislation is received.

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APPENDIX A – VOIDS LETTING STANDARD

1.0 Introduction

1.1 This document is Nuneaton and Bedworth Borough Council's Void Property Letting Standard, setting out the minimum standard a property must meet before being re-let to a new tenant.

1.2 All repairs detailed within this Void Property Letting Standard (Letting Standard) should be completed as a minimum before tenants move into their new home, unless we previously agree with a prospective tenant to complete specific repairs upon allocation.

2.0 Property Condition Before Letting

2.1 Properties should be cleaned, disinfected and free from rubbish.

2.2 Essential services (gas, electricity, water, heating) must be safe, tested and operational.

2.3 Most repairs should be completed before the new tenant moves in unless otherwise agreed or outlined in this document.

3.0 Internal Standards

3.1 Internal doors, frames, skirting and architraves must be secure and serviceable.

3.2 Walls should be free from major defects, although minor imperfections and hairline cracks are acceptable. Any defects measuring 43mm or less wide will not be deemed as major but instead will be considered decorative.

3.3 Graffiti must be removed.

3.4 Most carpets and floor coverings are removed, except suitable kitchen and bathroom flooring.

3.5 Floors must be level and free from trip hazards.

3.6 Kitchens

3.6.1 Worktops must be safe and in good condition.

3.6.2 Space should be provided for a cooker, washing machine and under the counter fridge.

3.6.3 Gas cooker supplies are generally being phased out in favour of electric cooking. Therefore any gas supply pipe to a cooker space will be capped off if no bayonet connector is fitted. Any tenant wishing to have a gas cooker supply will need permission in line with NBBC's Tenant Alteration and Home Improvement Policy.

3.6.4 Replacement units/worktops may not match existing finishes exactly.

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3.7 Bathrooms

3.7.1 Every property must have at least:

- A bath or existing level-access shower,
- WC and seat,
- Wash hand basin.

3.7.2 Existing showers may be left as a gifted item and become the tenant's responsibility.

3.7.3 Damaged tiles should be repaired and sealed (to as near match as available).

3.8 Damp and mould issues must be fully investigated and remedied before letting.

4.0 External Works

4.1.1 Broken, cracked or misted glazing should be repaired.

4.1.2 Roofs, chimneys, gutters and drains should be sound and watertight.

4.1.3 Loft spaces should be cleared and secured.

4.2 Gardens and Boundaries

4.2.1 Gardens should be reasonably maintained and free of rubbish.

4.2.2 Dangerous sheds and structures should be removed.

4.2.3 Ponds should be filled in.

4.2.4 NBBC maintains specific boundary fencing and pathways including:

- boundary panels to the side elevation of the property (on our legal ownership side, running the length of the building, plus one privacy panel (1800x1800mm) to the front and one privacy panel (900x1800mm) to the rear.

- fencing boundaries that back on to open land (garage sites, fields, alleyways etc) and open public footpaths.

4.2.5 As an exception, we would also fence falls from height of over 600mm to all walls on our ownership side, including the first tier of an internal retaining wall. Any tiered garden past the first tier may be cordoned off and any works undertaken following tenancy.

4.2.6 NBBC are responsible for providing an even pathway (1 x 900m wide slab width) around the perimeter of the building, plus a straight path from the front door to main road (where possible), plus a straight path from the back door to a washing line (where possible).

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4.2.7 We do not provide patios. Any existing patios in good condition will be gifted, any patios in poor condition will be taken up, disposed of and soil turned over. Uneven pathways or loose paving will be re levelled and securely fastened to front, side, rear doors and washing lines.

4.2.8 We are responsible for the repair and renewal of steps (where required) from the front door to the street (whether that be the initial slab step or tiered steps to street access). We are responsible for steps from the back door onto a singular slab path. We are responsible for the first portion of steps when the garden is tiered, onto the first tier but none thereafter.

4.2.9 Dangerous trees may be removed following inspection.

4.2.10 Provision will be made for outside clothes drying facilities, whether communal, or individual.

4.2.11 Bins will be checked and emptied. Any damaged bins will be replaced.

5.0 Energy Efficiency

5.1 Loft insulation should generally be at least 270mm (300mm in newer homes).

5.2 Pipes, tanks and cylinders should be insulated.

5.3 An Energy Performance Certificate (EPC) must be provided to the incoming tenant.

6.0 Gas, Electrical and Appliances

6.1 EICR and Gas Safety Certificates must be provided where applicable.

6.2 Heating systems and other fixed appliances must be checked for safety.

6.3 Uncertified tenant-installed fixed appliances are removed.

6.4 Gas fires are removed and openings made good.

7.0 Safety and Security

7.1 Properties must be free from Category 1 HHSRS hazards.

7.2 Smoke alarms, heat detectors and carbon monoxide alarms must be fitted and operational.

7.3 A minimum of three keys should be provided for each external door (with certain exceptions).

7.4 Fire safety requirements must be met.

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8.0 Adaptations

8.1 Existing adaptations (grab rails, stairlifts, through-floor lifts, etc.) are assessed on a case-by-case basis and either retained or removed.

9.0 Important Tenant Benefits

9.1 Incoming tenants should ordinarily receive:

- An Electrical Installation Condition Report (EICR).
- A Gas Safety Certificate (where gas is present).
- An EPC.
- A property free from damp and mould.
- Working smoke, heat and carbon monoxide alarms.
- A clean and safe home that meets the published letting standard.

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Agenda Item 11

HMO Working Group

For Members to discuss and decide if they wish for this working group to be reformed; or if Members require information and questions to be answered via a future agenda item or briefing note.

Members to note that a Policy review update for Houses of Multiple Occupation is on the work programme for this OSP, for the November 2027 meeting.

If a working group is required, consideration needs to be given to establishing Terms of Reference and Membership.

Nuneaton & Bedworth
United to Achieve

AGENDA ITEM NO. 12

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:	Communities, Corporate Resources and Housing Overview and Scrutiny Panel
Date of Meeting:	22nd October 2026
Subject:	Regulator of Social Housing – Inspection Outcome
Portfolio:	Housing
Responsible Officer:	Assistant Directors for Assets and Compliance and 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:	No

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1. Purpose of report

1.1. To provide the Panel with an overview of the outcome of the Regulator of Social Housing (RSH) inspection, undertaken in June 2026.

2. What is the panel being asked to consider?

2.1. The Panel is asked to note the report.

3. Recommendations

3.1. That the Panel note the information provided.

4. Background

4.1. The Social Housing (Regulation) Act 2023 came into force on 1st April 2024. This Act introduced enhanced powers for the RSH, along with revised Consumer Standards as follows:

- Safety & Quality Standard
- Transparency, Influence and Accountability Standard
- Neighbourhood and Community Standard
- Tenancy Standard

A more detailed description of the Consumer Standards is attached at Appendix A.

4.2. The RSH proactively assesses compliance with these standards rather than intervening only where there was factual evidence of actual or potential serious detriment to tenants. Additionally, Consumer gradings are now issued in the following way:

Grade	Description
C1	Landlord is delivering the outcomes of the Consumer Standards. There may be opportunities for improvement, but there are no significant weaknesses in meeting the standards.
C2	Landlord is delivering the outcomes of the Consumer Standards, but there are some weaknesses. Improvement is needed and weaknesses must be addressed.
C3	Landlord is not delivering the outcomes of the Consumer Standards and there are serious failings. Significant improvement is required.
C4	Landlord is not delivering the outcomes of the Consumer Standards and there are very serious failings. This is the most severe consumer grade and is likely to result in significant regulatory engagement and intervention

4.3. The Regulatory Judgement was published on 30th September 2026 an is attached at Appendix B. The Council received a Consumer Grading of C3, meaning the RSH has identified serios failings in the delivery of some consumer standard outcomes.

4.4. The Judgement highlighted concerns principally related to repairs, elements of health and safety compliance and regulatory reporting. However, the Judgement also recognised positive evidence in tenancy services, tenant engagement and the Council's overall approach to addressing the issues identified.

4.5. The Council is now entering a period of engagement with the RSH, which will continue until the Regulator is satisfied that;

- The identified failings have been addressed;
- Improvements are embedded and sustainable;
- Sufficient evidence exists to demonstrate compliance with the Consumer Standards;
- Governance, oversight and assurance arrangements are operating effectively.

4.6 It is important to note that the Communities, Corporate Resources and Housing Overview and Scrutiny Panel (CCRH OSP) have an important role in relation to the governance, oversight and assurance requirements. Regular reports will be brought to future CCRH OSP's, detailing agreed improvement actions, achievement against those actions and providing assurance information for Members to consider.

5. <u>Future Actions</u>

5.1. As discussed at paragraph 4.5, improvement actions undertaken by the Council must satisfy the RSH that they will provide compliance with the Consumer Standards. In the first instance, Root Cause Analysis work is underway, based upon the detail contained within the Regulatory Judgement. This will then form the basis of a revised improvement plan, which will be finalised in consultation with the RSH.

5.2. Once the improvement plan has been finalised, it will be presented to Cabinet for approval. In line with the detail provided at paragraph 4.6, the CCRH OSP will be asked to monitor performance, receive progress reports and provide the vital check and challenge role which is critical to ensure both

service improvements and compliance with the governance, oversight and assurance requirements are met.

6. Biodiversity Implications

6.1. No direct biodiversity implications have been identified.

7. Appendices

7.1. Please note the following appendices:

i. Appendix A – Consumer Standards descriptions
ii. Appendix B – Regulator of Social Housing Regulatory Judgement

8. Background papers

8.1. Please note there are no background papers.

9. Report Writer Details:

Officer Job Title: Strategic Director, Communities and Place

Officer Name: Dawn Dawson

Byford Street





Vale View



Kings View



The Regulator of Social Housing – Consumer Standards

- Safety and Quality Standard – Homes must be safe, well maintained and of a decent quality. This includes compliance with landlord health and safety requirements, understanding the condition of the stock, addressing hazards such as damp and mould, managing repairs effectively, and making sure there is assurance over key statutory obligations such as gas, fire, electrical, water and lift safety where relevant.

- Transparency, Influence and Accountability Standard – Tenants must be treated with fairness and respect, receive clear and accessible information, be able to influence decisions, scrutinise services and use an effective complaints process. The council must understand the diverse needs of tenants and show how tenant views shape service delivery and improvement.

- Tenancy Standard – Lettings and tenancy management must be fair, lawful and transparent. Tenure should be allocated and managed properly, tenancy sustainment should be supported, and the landlord should make appropriate use of interventions where tenancy conditions are breached.

- Neighbourhood and Community Standard – The council should work with relevant partners to keep neighbourhoods safe and well managed, tackle anti-social behaviour, and maintain communal and external areas appropriately where it is responsible for them.

Regulator of Social Housing

Nuneaton and Bedworth Borough Council (44UC) Regulatory Judgement

30 September 2026

Our Judgement

	Grade/Judgement	Change	Date of assessment
Consumer	C3 Our judgement is that there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed.	First grading	September 2026

Reason for publication

We are publishing a regulatory judgement for Nuneaton and Bedworth Borough Council (Nuneaton and Bedworth BC) following an inspection completed in September 2026.

This regulatory judgement confirms a consumer grade of C3. This is the first time we have issued a consumer grade in relation to this landlord.

Summary of the decision

From the evidence and assurance gained during the inspection, we have concluded that there are serious failings in Nuneaton and Bedworth BC's delivery of the outcomes of the consumer standards, and significant improvement is needed. These failings relate to outcomes of the Safety and Quality Standard and the Transparency, Influence and Accountability Standard, particularly repairs, elements of health and safety and Nuneaton and Bedworth BC's failure to communicate material issues to us in a timely manner. We also found weaknesses in other areas of the Safety and Quality Standard, and in the delivery of Transparency, Influence and Accountability Standard outcomes relating to diverse needs and complaints. Based on this assessment, we have concluded a C3 grade for Nuneaton and Bedworth BC.

How we reached our judgement

We carried out an inspection of Nuneaton and Bedworth BC to assess how well it is delivering the outcomes of the consumer standards as part of our planned regulatory inspection programme. During the inspection, we considered all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

During the inspection we observed a meeting of Nuneaton and Bedworth BC's Cabinet, its Communities, Corporate Resources and Housing Overview and Scrutiny Panel and its Housing Scrutiny Panel. As part of the inspection, we met with engaged tenants, Nuneaton and Bedworth BC's officers, and councillors, including the Leader of the Council. We also reviewed a wide range of documents provided by Nuneaton and Bedworth BC.

Our regulatory judgement is based on a review of all the relevant information we obtained during the inspection as well as analysis of information supplied by Nuneaton and Bedworth BC in its regulatory returns and other regulatory engagement activity.

Summary of findings

Consumer – C3 – September 2026

The Safety and Quality Standard requires landlords to maintain an accurate, up-to-date, and evidenced understanding of the condition of their homes and communal areas. This knowledge must reliably inform their ability to provide good quality, well-maintained, and safe homes, and ensure that tenants' homes meet the requirements of the Decent Homes Standard. During the inspection we identified weaknesses in the delivery of these outcomes.

Although over 90% of Nuneaton and Bedworth BC's homes have had a physical survey of the condition of its homes within the last five years, we found weaknesses in its ability to maintain, integrate and make full use of the survey information due to fragmented data systems and reliance on externally hosted information. Nuneaton and Bedworth BC is not routinely using information from across its records to inform service provision. A programme is in place to move to a longer-term solution to address these weaknesses, but this has not yet been completed.

During the inspection we identified that the calculation underpinning the number of non-decent homes being reported by Nuneaton and Bedworth BC did not consider all possible criteria for non-decency, as some homes with known hazards were omitted. However, we were assured that Nuneaton and Bedworth BC was continuing to address these hazards and it has committed to addressing this weakness in future reporting.

Currently, 64% of Nuneaton and Bedworth BC's homes do not have a valid Energy Performance Certificate and while Nuneaton and Bedworth BC intends to obtain an Energy Performance Certificate for all homes by 2028, it has not yet developed a detailed plan to address this weakness.

The Safety and Quality Standard also requires landlords to identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas, and to ensure that all actions arising from legally required health and safety assessments are carried out within appropriate timescales. We found serious failings in relation to gas, fire and water safety, as well as broader weaknesses in the form of limited performance reporting, out-of-date policies, and systems not fit for purpose. In 2025, Nuneaton and Bedworth BC received audit outcomes in relation to gas and electrical safety that concluded limited assurance.

We identified serious failings relating to gas safety and the evidence showed that gas safety compliance levels had fallen to 80% earlier this year. Although Nuneaton and Bedworth BC has recently implemented a recovery plan to address this in the short term, it has yet to demonstrate improvements in the management of gas safety that will prevent further issues from arising.

Nuneaton and Bedworth BC has not provided sufficient assurance that all overdue actions arising from safety assessments are being completed within appropriate timescales. During the inspection, we identified that over 1,600 fire safety remedial actions and over 1,000 water safety remedial actions were overdue, which we consider to be serious failings.

We also identified weaknesses in Nuneaton and Bedworth BC's preparedness for changes to requirements in relation to investigating, identifying and repairing hazards in its homes. While policies and processes are being developed and cases are

monitored, it is not currently able to report accurately against the legal timescales required due to limitations in repairs and compliance systems.

The Safety and Quality Standard also requires landlords to provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible. We found serious failings in relation to Nuneaton and Bedworth BC meeting these outcomes including a lack of a repairs policy and a lack of information for tenants on target timescales for the completion of repairs.

Nuneaton and Bedworth BC is currently unable to accurately report on repair completion times and, as a result, cannot provide assurance that repairs are being completed within target timescales. In 2024, Nuneaton and Bedworth BC made a self-referral to us about a repairs backlog. Through the inspection we identified limited evidence of progress made to address this issue and limited reporting on repairs performance over the previous two years.

The Neighbourhood and Community Standard requires landlords to work in partnership with appropriate local authority departments, the police and other relevant organisations, to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where they provide social housing. Through the inspection, Nuneaton and Bedworth BC provided assurance that overall, it deals effectively with anti-social behaviour and hate incidents. An anti-social behaviour policy is in place, underpinned by procedures and reporting that enable effective oversight of delivery against the expected outcomes of the standard. While reporting arrangements are established, Nuneaton and Bedworth BC has recognised that current reporting does not routinely analyse vulnerabilities, protected characteristics, support needs or broader tenant outcomes. However, plans are in place to strengthen the use of tenant insight and performance information through enhanced reporting arrangements.

In relation to the Tenancy Standard, we saw evidence that Nuneaton and Bedworth BC allocates and lets its homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account. It offers tenancies or terms of occupation that are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community and the efficient use of homes, and meets all applicable legal requirements relating to the form and use of tenancy agreements or terms of occupation.

The Transparency, Influence and Accountability Standard sets out that landlords must treat tenants and prospective tenants with fairness and respect and take action to deliver fair and equitable outcomes for tenants. Throughout the inspection, Nuneaton and Bedworth BC’s officers and councillors demonstrated a fair and respectful culture towards tenants. At the Housing Scrutiny Panel meeting that we

observed, tenants were able to ask questions and shape plans. However, Nuneaton and Bedworth BC's poor performance in its repairs and complaints services, and lack of pace in addressing issues, indicates a weakness in its treatment of tenants with fairness and respect.

Nuneaton and Bedworth BC has some understanding of the diverse needs of its tenants but further work is needed to strengthen its approach to data collection, in relation to collecting, updating and maintaining information on the diverse needs of its tenants. Nuneaton and Bedworth BC has acknowledged that this is an area of weakness and has already developed a plan to improve the information it holds about its tenants. We saw evidence of Nuneaton and Bedworth BC using the information it holds to make decisions to support individual service delivery for tenants, but more work is required to use this information in a systematic way to inform decision making.

Nuneaton and Bedworth BC has recently adopted a new approach to tenant engagement, and through the inspection we gained assurance that a wide range of opportunities for tenants to influence policy and service delivery are offered. This includes estate walkabouts and events for tenants, as well as a formal tenant scrutiny structure which is focused around the Housing Scrutiny Panel and its sub-groups. We have assurance that tenants are listened to and given the opportunity to engage with their landlord, and that this has led to positive outcomes for tenants.

The Transparency, Influence and Accountability Standard also requires landlords to provide accessible information so tenants can use landlord services, understand what to expect from their landlord and hold their landlord to account. We saw evidence that Nuneaton and Bedworth BC makes performance information available to tenants in a range of formats, although it has identified a need to make its website more accessible.

The Transparency, Influence and Accountability Standard sets out that landlords must ensure complaints are addressed fairly, effectively, and promptly. Nuneaton and Bedworth BC does not always address complaints in a timely way, and the poor performance of its repairs service has impacted on the performance of the complaints service. Nuneaton and Bedworth BC is taking steps to make improvements in this area.

The Transparency, Influence and Accountability Standard requires landlords to communicate in a timely manner with us, as the regulator, on all material issues that relate to how well it meets the consumer standards. Nuneaton and Bedworth BC made a self-referral in 2024 relating to a repairs backlog, but no further self-referral was made relating to issues with the repairs service despite limited progress being made over the period. Nuneaton and Bedworth BC also did not communicate with us in a timely manner in relation to its water safety position, or following limited

assurance from recent audits that all legal requirements relating to health and safety were being met. We consider this to be a serious failing.

During the inspection, Nuneaton and Bedworth BC engaged constructively with us. It understands the issues it needs to address and is taking action to rectify the weaknesses identified. We are engaging with Nuneaton and Bedworth BC as it continues to address the issues set out in this judgement. Our engagement will be intensive, and we will seek assurance that Nuneaton and Bedworth BC is making sufficient change and progress, including ongoing monitoring of how it delivers its improvement programme. We are not proposing to use our enforcement powers at this stage but will keep this under review as Nuneaton and Bedworth BC seeks to resolve these issues.

Background to the judgement

About the landlord

Nuneaton and Bedworth BC is a district council in Warwickshire and owns around 5,600 social homes.

Our role and regulatory approach

We regulate for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.

We regulate at the landlord level to drive improvement in how landlords operate. By landlord we mean a registered provider of social housing. These can either be local authorities, or private registered providers (other organisations registered with us such as non-profit housing associations, co-operatives, or profit-making organisations).

We set standards which state outcomes that landlords must deliver. The outcomes of our standards include both the required outcomes and specific expectations we set. Where we find there are significant failures in landlords which we consider to be material to the landlord's delivery of those outcomes, we hold them to account. Ultimately this provides protection for tenants' homes and services and achieves better outcomes for current and future tenants. It also contributes to a sustainable sector which can attract strong investment.

We have a different role for regulating local authorities than for other landlords. This is because we have a narrower role for local authorities and the Governance and Financial Viability Standard, and Value for Money Standard do not apply. Further detail on which standards apply to different landlords can be found on our standards page.

We assess the performance of landlords through inspections and by reviewing data that landlords are required to submit to us. We also respond where there is an issue or a potential issue that may be material to a landlord's delivery of the outcomes of our standards. We publish regulatory judgements that describe our view of landlords' performance with our standards. We also publish grades for landlords with more than 1,000 social housing homes.

The Housing Ombudsman deals with individual complaints. When individual complaints are referred to us, we investigate if we consider that the issue may be material to a landlord's delivery of the outcomes of our standards.

For more information about our approach to regulation, please see Regulating the standards.

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST NOVEMBER 2026 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING NOVEMBER, 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
30/03/26	**Contract Variation – Civica CX (Housing)**	Cabinet	No		November 2026	**Dawn Dawson ☎02476 376408**	**Dawn Dawson ☎02476 376408**	Housing	Housing & Corp Resources &Comm
29/05/26	**Abbey Theatre – Lease**	Cabinet	No		November 2026	**Jonathan White ☎02476 376549**	**Dawn Dawson ☎02476 376408**	Town Centre Regeneration and Business Development	Business, Regen & Planning
31/07/26	**Great Crested Newt District Licence Scheme**	Cabinet	No		November 2026	**Louise Hryniw ☎02476 376310**	**Kevin Hollis ☎02476 376143**	Planning, Enforcement & Public Services	Business, Regen & Planning

29/05/26	**Leisure Strategies**	Cabinet	No		November 2026	**Katie Memetovic-Bye ☎02476 376147**	**Kevin Hollis ☎02476 376143**	Leisure & Health	Env, Health & Leisure
04/02/26	**Planning Fees**	Cabinet/ Council	No		November 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		November 2026	**Louise Hryniw ☎02476 376310**	**Kevin Hollis ☎02476 376143**	Planning, Enforcement & Public Services	Business, Regen & Planning
30/06/26	**Grayson Place Estate Management**	Cabinet	No		November 2026	**Jonathan White ☎02476 376549**	**Dawn Dawson ☎02476 376408**	Town Centre Regeneration and Business Development	Business, Regen & Planning
30/09/26	**Corporate Asset Considerations – Eaton House**	Cabinet	No		November 2026	**Lynn Joy ☎02476 376880**	**Dawn Dawson ☎02476 376408**	Housing	Housing & Corp Resources &Comm

30/09/26	**Agile Working Policy**	Cabinet	No		November 2026	**Tom Shardlow ☎02476 376004**	**Tom Shardlow ☎02476 376004**	Resources & Internal Affairs	Housing & Corp Resources &Comm
07/10/26	**Budget Consultation 2027/28**	Cabinet	No		November 2026	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
07/10/26	**Houses of Multiple Occupation Register**	Cabinet	No		November 2026	**Kevin Hollis ☎02476 376143**	**Kevin Hollis ☎02476 376143**	Planning, Enforcement & Public Services	Business, Regen & Planning
28/08/26	**Air Quality Guidance**	Cabinet	No		November 2026	**Louise Hryniw ☎02476 376310**	**Kevin Hollis ☎02476 376143**	Planning, Enforcement & Public Services	Business, Regen & Planning Env, Health &
29/05/26	**Warwickshire Local Nature Recovery Strategy**	Cabinet	No		November 2026	**Louise Hryniw ☎02476 376310**	**Kevin Hollis ☎02476 376143**	Planning, Enforcement & Public Services	Business, Regen & Planning
30/06/26	**Fire Safety Strategy**	Cabinet	No		November 2026	**Lynn Joy ☎02476 376880**	**Dawn Dawson ☎02476 376408**	Housing	Housing & Corp Resources &Comm

27/11/25	**Draft Budget 2027/28**	Cabinet	No		November 2026	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	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	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	Housing & Corp Resources &Comm
24/12/25	**Capital Monitoring Q2**	Cabinet	No		November 2026	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
28/08/26	**Repairs and Maintenance Policy**	Cabinet	No		November 2026	**Lynn Joy ☎02476 376275**	**Dawn Dawson ☎02476 376408**	Housing	Housing & Corp Resources &Comm
30/09/26	**CCTV provision for development sites**	Cabinet	No		November 2026	**Jonathan White ☎02476 376549**	**Dawn Dawson ☎02476 376408**	Town Centre Regeneration and Business Development	Business, Regen & Planning

30/09/26	**Long Term Empty Homes and Second Home Levy Report**	Cabinet and Council	No		December 2026	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
30/09/26	**Medium-Term Financial Strategy**	Cabinet	No		December 2026	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
24/04/26	**Local Council Tax Reduction Scheme to Banded Scheme (inc Consultation results)**	Cabinet and Council	No		December 2026	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
28/08/26	**Infrastructure Funding Statement**	Cabinet	No		December 2026	**Louise Hryniw ☎02476 376310**	**Kevin Hollis ☎02476 376143**	Planning, Enforcement & Public Services	Business, Regen & Planning
30/06/26	**Culture Update**	Cabinet	No		December 2026	**Katie Memetovic-Bye ☎02476 376147**	**Kevin Hollis ☎02476 376143**	Leisure & Health	Env, Health & Leisure
28/08/26	**Nuneaton Town Football Club - Update**	Cabinet	No		January 2027	**Katie Memetovic-Bye ☎02476 376147**	**Kevin Hollis ☎02476 376143**	Leisure & Health	Env, Health & Leisure

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

31/07/26	**General Fund Revenue Outturn 2026/27**	Cabinet	No		July 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
31/07/26	**HRA Revenue Outturn 2026/27**	Cabinet	No		July 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
31/07/26	**Capital Outturn 2026/27**	Cabinet	No		July 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
31/07/26	**Collection Fund 2026/27**	Cabinet	No		July 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
31/07/26	**Treasury Annual Report 2026/27**	Council	No		July 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
30/09/26	**General Fund Budget Monitoring Q1**	Cabinet	No		September 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm

30/09/26	**Housing Revenue Account Budget Monitoring Q1**	Cabinet	No		September 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
30/09/26	**Capital Monitoring Q1**	Cabinet	No		September 2027	**Liam Brown ☎02476 376275**	**Victoria Summerfield ☎02476 376002**	Finance	Housing & Corp Resources &Comm
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)	November 2026	**Jonathan White** **☎02476 376549**	**Dawn Dawson ☎02476 376408**	Town Centre Regeneration and Business Development	Business, Regen & Planning

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

Officer Decisions

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

The Cabinet Members are:

Leader	-	Councillor G. Finch
Enabling Services and Communities (Deputy Leader)	-	Councillor M. Bannister
Finance	-	Councillor P. Gilbert
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:

Leader of the Main Opposition Group	-	Councillor B. Hughes

Dated: 7th October 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 22nd Oct 2026 11th Feb 2027	yes yes	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
	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
	Ruth Bartlett	Attendance Management Report	Annual report updating Members on previous year's performance and concerns.	Scrutiny	22nd October 2026	yes	yes

	Jonathan White	Pride in Camp Hill	Annual report of PINCH to update and provide performance information for Members (BRIEFING NOTE ONLY)		Briefing Note To Members in October		
	Lynn Joy	Fire Strategy and Fire Policy for Housing	To Review Policy		22nd October 2026		yes
	Alaistair Blunkett	HMO Working Group	If required, To establish Terms of Reference and Membership		22nd October 2026		yes
	Dawn Dawson	Minutes of Priory Street Residents Group	For information. As agreed at Housing and Communities OSP on 22nd January 2026		22nd October 2026		yes
Dec 2019	Dawn Dawson	Asset Strategy and Asset Management Plan	The Asset Strategy and Asset Management Action Plan to be brought to the Panel consideration and comment.	Scrutiny	11th February 2026 (moved from Oct 2026)		
	Mark Farmer	Communications, Marketing and Engagement Strategy	To review and, if applicable approve the policy.	Scrutiny	11th February 2026 (moved from Oct 2026)		
Annual	Abu Malek	Warwickshire Police and Crime Plan	To bring an update on the Police and Crime Plan.		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		

	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		
	Liam Brown	Fees and Charges Policy		Scrutiny	Does not need to come back to OSP again.		
Dec 2019	Vicki Summerfield/ Liam Brown	Capital Strategy	The Capital Strategy to be brought to the Panel for consideration and comment.	Scrutiny	The capital strategy has no amendments and is now being picked up as part of the Medium Term Financial Strategy review and so does not need to come back to OSP		

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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?
- Will the review contribute to the Council's corporate priorities? (Links to Corporate Aims/Objectives, Nuneaton & Bedworth Borough Council aims, objectives, service plans, forward plan, CPA Improvement Plan, strategies, LSP, Community Plan, Local Development Framework etc.

Suggested Work Programme Item	
Employment of a part time 25hours / Week NBBC Garage Repatriation Assistant, to find by visual survey unused garages, to engage listed renters about such, assist with garage clearances, conduct minor repairs to repatriate garages back into use. The position would be mainly outdoor work all weather conditions, and suit someone with practical diy skills and own hand tools. I suggest also renting garages via new approach of 1 year renewable contracts - removes burden for council to ensure garages are fit for purpose long term (as many are old) Provides sought after community service in terms of NBBC council tax payers seeking a garage - provides income for council on unused / solution to long term rent arrears.	
What category of scrutiny does this fall within	**Please tick**
Policy Review & Development	**X**
Contributes to continuous improvement	**X**
Public concern	**X**
Evidence - Government legislation/ survey results/ Council policy/ poor performance against national	

or local PI's/ BVR / media interest etc	
From survey I estimate there are 10 unused garages in the block identified as adjacent to 339 Cedar Rd Nuneaton – likely the situation / lost revenue opportunity is significant across NBBC? I know of NBBC residents who are waiting to rent council garages.	
Desired outcome of the review	
The employee would provide improved community service and NBBC income from repatriation of unused garages.	
Name: Mark Garratt	**Date: 8/6/26**

Nuneaton & Bedworth
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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	
Council House building strategy needs to be looked at by the Housing Scrutiny panel. **The benefits to the residents would be that they do not wait for a Council home for years.**	
Reasons for this suggestion – please provide as much information as possible	
The reason for this suggestion is that we need to have a Council Home strategy and we should be building on our own HRA land. **What I would like to see come with this suggestion form is a breakdown of people waiting on our Housing list showing what sort of accommodation they are waiting for (1 bedroom, 2 bedroom etc)** **I would also like to see a plan of where our HRA and GF land is and what if any plans there are to build on this land or if there are any plans to swap HRA land with GF land so that we can make better use of the land we have.** **I would also like to know where we are with our Independent Living Unit review which would also support our Council Home Strategy.** **Finally is it legal to LET our HRA land to people?**	
Desired outcome of the review	
The desired outcome would be for this Council to build on its own HRA land or form a company that could build on this Councils own HRA land rather than buying from a third party.	
Name: Chris Watkins	**Date: 26/6/2026**

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

Hi Chris

I hope you are well.

We have a large expanse of land just off Bucks Hill that is not maintained and it's getting out of hand. It would cost tens of thousands of pounds to maintain the land and we have no development plans for the land. What are your thoughts on selling this land? There are some maps on the email chain below to see the land in question.

Thank you

From: Lynn Joy <>
Sent: 07 May 2025 08:40
Subject: RE: Housing land or Parks responsibility?

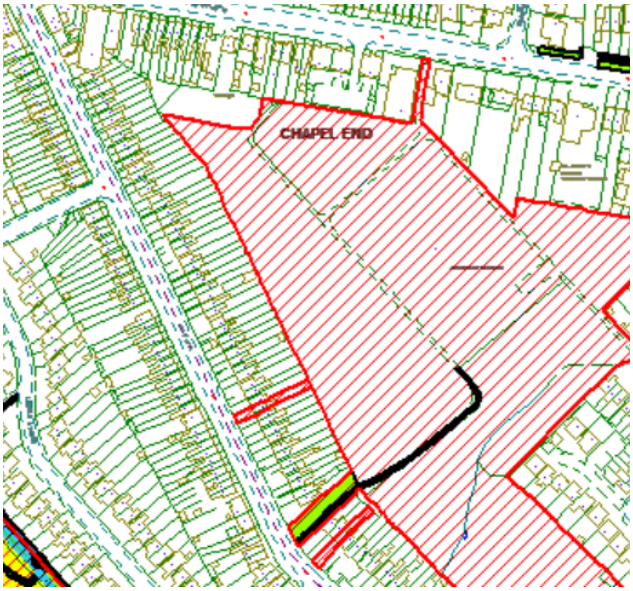
Hi

We (Development Team) have been advising through planning and land and property that the land should be sold as we won't build on it. We must have been having this discussion since 2019 at least.

Lynn Joy

Capital Investment Service Manager

> From: Gurmukh Bains <>
> Sent: 28 April 2025 14:12
> To: Lydia McLeod <>
> Subject: FW: Housing land or Parks responsibility?
>
> Hi Lydia
>
> Please see the GGP and the street view entrance. There also might be some encroachment from the houses at Eden Close onto the land. The ted striped area is HRS.





Gurmukh Bains

Leisure and Recreation Contract Monitoring Officer

M: 07825842773
Follow us: @nbbcouncil

From: Helena Lidgate <> Sent: 28 April 2025 11:16

To: Gurmukh Bains <>
Subject: FW: Housing land or Parks responsibility?

Kind regards

Helena Lidgate

Green Space Officer

From: Helena Lidgate
Sent: 23 April 2025 10:18
To: David Truslove <; Lydia McLeod <>; Corinne O'Hare >
Cc: Katie Memetovic-Bye <>; Matt Crossley <
Subject: Housing land or Parks responsibility?

HI Both

I wonder if you can help me with a query, please. This is related to a complaint I am trying to answer that is due to be completed on the 28th

The below land contains planted trees/woodland and an area that might be considered 'waste' land but has some ecological value.

The only regular maintenance on the land is of a small grassed area at the entrance to bucks Hill and a path that appears to run from bucks Hill to the allotments/Ryders Hill. There also appears to be some informal use of other areas. I cannot check who this maintenance is costed to at present as GGP is down.

The land behind the properties on Bucks Hill between the woodland and property fences is now so overgrown that I cannot access it, this is where the complaint originates from. We have had other similar enquiries from other properties along this stretch.

As a separate issue there is also evidence from GGP of some property encroachment in some areas.

Do we want to bring this site back into proper park management or is it due to be expanded as allotment/under housing control/due to be built on?

Thanks



Kind regards

Helena Lidgate

Green Space Officer

Thanks

Chris Watkins

Ward Councillor for Stockingford West

M: 07974 697 420

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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
Housing repairs strategy. **What is the Housing repairs strategy?** **Can this panel look at the repairs strategy?** **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 **The evidence for this should be provided by the officers** **The witnesses for this should be the officers** **Can this panel look at the amount of repairs that are on the list at the moment?** **Can someone explain how repairs are recorded on a computer?**
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. **The desired outcome for the residents would be a quicker more efficient service.** **The desired outcome for the housing team would be a quicker more efficient computer system to log and distribute jobs.** **The other outcome of this would be to stop using an external company to host the housing stock information at a cost of over £2000 per month which needs to be looked at by this scrutiny panel.**

Name: **Chris Watkins**	**Date:** **5/6/26**

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

Following last nights rejection of my form I have tweaked it and added more things plus I am adding the below information from an email back in September 2024 where I was asking questions about repairs. You will see from the email that I was told exactly what the panel was told last night and I would also like this email sent to the whole panel with this suggestion form please.

23/9/24

Hi Chris,

I've been at the depot this morning with XX going through all of the jobs. We have the following outstanding jobs (as at 5th September):

Glazing – 151

Joinery – 1445

Plumbing – 741

Roofing – 463

Bricklaying – 484

Fencing – 404

Plastering – 432

Total = 4120

We can demonstrate that more jobs have been raised since the inspecting team were implemented, which you would expect.

We are going through each trade and are then putting each job into a high, medium and low priority. We will then be able to delete any duplicates. Once we have done that, we are going to cross check the addresses with the stock condition surveys and will then call tenants to see if the job is still required, as the inspection/survey should provide the most up to date repairs situation.

We have now passed approximately **100** guttering jobs over to Lynn's team so that she can put them onto the roofing contract. Rachel, the Damp & Mould Tenant Liaison Officer is going to go through each guttering job and roofing job to see if any of those tenants are suffering from damp and mould. We can then also risk assess those orders and can subsequently prioritise works.

We have passed **344** UPVC jobs over to Mark Francis so that he can check whether any jobs are going to be covered under the warranty, if they are, then we can close those down as completed and can be retracted from the above figures. If they are out of warranty, then we will of course get some of those back.

In terms of productivity:

Overall performance August

Jobs Raised	723	
Jobs Closed	341	
Jobs Outstanding	382	
End to end	8.62	days

Teams who are offering Appointments

Plumbing

Jobs Raised	309	
Jobs Closed	151	
Jobs Outstanding	158	
End to end	6.41	for jobs raised and closed in August

Teams who are offering Appointments

Joinery

Jobs Raised	272	
Jobs Closed	94	
Jobs Outstanding	178	
End to end	4.97	for jobs raised and closed in August

We are seeing things starting to improve and are in a position where we are closing more jobs off than we are raising.

Please let me know if you need anything else at this point

Thanks

Chris Watkins