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Date: 8th March, 2016

Dear Sir/Madam,

A meeting of the **CABINET** will be held in the Committee Room A, Town Hall, Nuneaton on Wednesday, 16th March, 2016 at **6.00 p.m.**

Public Consultation will commence at 6.00 p.m.

Please note that meetings may be recorded for future broadcast.

Yours faithfully,

ALAN FRANKS

Managing Director

To: Members of Cabinet

Councillor D. Harvey	(Finance and Civic Affairs (Leader))
Councillor J.A. Jackson	(Housing (Deputy Leader))
Councillor D. Aldington	(Planning and Development)
Councillor I.K. Lloyd	(Arts and Leisure)
Councillor G.D. Pomfrett	(Central Services)
Councillor N.J.P. Phillips	(Health and Environment)

AGENDA

PART I

PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Yorkshire Bank on the opposite side of the road.

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.

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.

I would also advise you that the meeting if all or part of the meeting will be recorded for future broadcast.

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

3. DECLARATIONS OF INTEREST

To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members' Code of Conduct.

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 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.

4. MINUTES - To confirm the minutes of the Cabinet Meeting held on the 17th February, 2016 **(Page 6)**
5. PUBLIC CONSULTATION - **Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.**
6. RESIDENT INVOLVEMENT STRATEGY 2016-2019 – report of the Director – Housing and Communities attached **(Page 12)**
7. WITHDRAWAL OF SUNDAY OPENING AT LEAMINGTON, NUNEATON AND RUGBY LIBRARIES

Notification has been received from Warwickshire County Council of a proposal to consult on the withdrawal of Sunday opening at Leamington, Nuneaton and Rugby Libraries which has been approved by the portfolio holder. The Warwickshire County Council report is attached. **(Page 27).**

Recommendation: Cabinet is asked to consider making representations to Warwickshire County Council in connection with the proposed closures.

8. RECOMMENDATIONS FROM OVERVIEW AND SCRUTINY PANELS –
Housing, Health and Communities Overview and Scrutiny Panel – 28th January, 2016

Homelessness including Temporary Accommodation

Housing, Health and Communities Overview and Scrutiny Panel wish to raise its real concern to Cabinet about the route the government is taking in respect of Social Housing and the future outcomes of this, namely the changes in the Housing and Planning Bill 2016 which will impact on homelessness and specifically the need for temporary accommodation and whether the Council will be able to fund any new build rental homes for its stock.

A copy of the report to Housing, Health & Communities Overview and Scrutiny Panel is attached. **(Page 29)**

Planning and Environment Overview and Scrutiny Panel – 25th February, 2016

Petitions received during Planning Policy Consultation

Planning and Environment Overview and Scrutiny Panel considered 2 petitions received in connection with the Borough Plan – one against the proposed erection of 15 Gypsy/ Traveller pitches on land off Eastboro Way, Nuneaton and the other to remove Bedworth Woodlands from the Borough Plan.

The Panel recommended that the petitions should be considered as objections to the proposals within the consultation documents and dealt with accordingly.

A copy of the report to Planning and Environment Overview and Scrutiny Panel is attached (**Page 33**).

9. ANY OTHER ITEMS which in the opinion of the Chair of the meeting should be considered as a matter of urgency because of special circumstances (which must be specified).

CORPORATE PLAN AIMS AND PRIORITIES

- Aim 1** - To improve the quality of life and social justice for residents so it is much closer to that enjoyed by the rest of Warwickshire.
- Priority 1** - To provide a choice of housing to meet the needs of the residents of the Borough.
- Priority 2** - To create a healthy, diverse and robust economy which provides employment opportunities for local people.
- Priority 3** - To work in partnership to improve health and reduce health inequalities for residents in the Borough.
- Priority 4** - To develop a confident, cohesive and diverse community.
- Aim 2** - To work in partnership to reduce the level of crime and disorder so that the community is and feels safer.
- Priority 1** - Dealing with anti-social behaviour by working in partnership and provide diversionary activities to engage with youngsters.
- Priority 2** - Environmental improvements and support for selective CCTV to reduce fear of crime.
- Priority 3** - Use of the Council's enforcement powers to support community safety initiatives.
- Aim 3** - To provide a pleasant environment for those living, working and visiting the Borough.
- Priority 1** - To create a greener and cleaner environment.
- Priority 2** - To lead in environmental issues addressing climate change and protection of the environment.
- Aim 4** - To provide quality services which represent value for money.
- Priority 1** - To continue to improve the performance and quality of key services.
- Priority 2** - To improve access arrangements for all Council services and the way that those who use them are treated.
- Priority 3** - To use value for money procedures to test the way all services are delivered.

NUNEATON AND BEDWORTH BOROUGH COUNCIL

CABINET

17th February, 2016

A meeting of the Cabinet was held at the Town Hall, Nuneaton, on Wednesday, 17th February, 2016.

Present

Councillor D. Harvey	(Finance and Civic Affairs (Leader))
Councillor J.A. Jackson	(Housing (Deputy Leader))
Councillor I.K. Lloyd	(Arts and Leisure)
Councillor N.J. Phillips	(Health and Environment)
Councillor G.D. Pomfrett	(Central Services)

An apology was received from Councillor D. Aldington

CB66 **Minutes**

RESOLVED that the minutes of the meeting held on the 10th February, 2016 be approved and signed by the Chair.

CB67 **Declarations of Interest**

Councillor J.A. Jackson declared a Disclosable Pecuniary Interest in any relevant item by reason of her husband's employment with Nuneaton and Bedworth Borough Council and Sport and Leisure Management for which she has received dispensation to speak and vote on matters that do not relate specifically to his contract of employment or the unit in which he is employed.

Councillor Jackson also declared an Other Interest in any relevant item by reason of her being a Member of Warwickshire County Council.

CB68 **Housing Revenue Account Budget and Capital Programme – 2016/17 and Business Plan Update**

The joint report of the Directors of Finance and Procurement and Housing and Communities updating Cabinet on the 2015/16 forecast outturn for the Housing Revenue Account budget, presenting the proposed 2016/17 Housing Revenue Account revenue budget to Cabinet for approval prior to submission to Council and presenting the updated Capital Programme and financing for 2015/16 and 2016/17 for approval prior to submission to Council was considered. The HRA business plan is also included for informative purposes as agreed in November 2015.

RESOLVED that it be recommended to Council that:

- (1) the forecast outturn for 2015/16 be noted; and
- (2) the draft HRA budgets for 2016/17, with any suggested changes be approved; and
- (3) the draft HRA Capital programme for 2016/17, with any suggested changes be approved as shown at Appendix C of the report; and
- (4) a decrease in general purpose HRA dwelling rents for 2016/17 of 1% be approved in line with government policy; and
- (5) an increase in CPI + 1%, equivalent to 0.9% in supported accommodation rents for 2016/17 in line with the latest Government guidance be approved; and
- (6) an increase of 3% for other fees and charges as shown at Appendix D of the report be approved; and
- (7) the 2016/17 HRA Revenue budget including the rent changes and Capital Programme be approved; and
- (8) the HRA business plan be updated and reported back to Cabinet as soon as further information on key government policy changes is known; and
- (9) because of the timescales involved with setting the HRA budget and rents for 2016/17 this report not be subject to call-in procedures as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution; and
- (10) in light of the frequent government changes to write to the three local MP's in consultation with the Directors of Housing and Communities, Finance and Procurement and the Portfolio Holder, to discuss the implications of these changes and the impact they will have on the residents of Nuneaton and Bedworth.

Speakers:

Councillor K. Kondakor

Options

1. To accept the recommendations
2. Not to accept the recommendations and request amendments to the draft budgets

Reasons

To set a sustainable budget for the HRA for 2016/17 and associated Capital programme and to demonstrate long term sustainability through the business plan.

CB69 General Fund Budget and Capital Programme 2016/17

Cabinet considered a report from the Director of Finance and Procurement which presented the draft General Fund revenue budget for 2016/17 and requested that the decisions still required before submission to Council for approval be agreed. In addition the updated Capital Programme and financing for 2015/16 and 2016/17 was presented for approval.

RESOLVED that:

- (a) the forecast outturn for the General Fund revenue and capital budgets for 2015/16 be noted; and
- (b) the 2016/17 Business Rates forecast reported to the Department for Communities and Local Government and included in the draft budget be noted; and
- (c) that the General Fund draft revenue budget 2016/17, attached as Appendix A, be recommended to the Council for approval, including the following growth items:
 - An additional amount of £11,000 to continue with our local agreement to pay the Independent Living Wage, increasing the hourly rate to £8.25
 - An additional amount of £20,000 to continue and increase our funding of varied activities within our town centres to ensure their ongoing vitality;
- (d) when added to the original deficit of £315,000 (para 5.3 of the Cabinet report) the revised deficit is £346,000 and is funded as follows:

		£
(1)	Saving identified in postages due to more efficient working practices	18,000
(2)	A review of fees and charges as set out at Appendix B. This review has been carried out to ensure that fees and charges meet their strategic objective.	39,000
(3)	Increased Building Control income due to increased demand and an increase in fees by an average of 12.8% as agreed by the Building Control Partnership Steering Group	32,000
(4)	Savings across the Parks contract	40,000
(5)	Savings arising from a more focused street cleansing service, with no impact on current service levels and no compulsory redundancies	45,000
(6)	Increased income from a more proactive approach to charging for the delivery for replacement wheeled bins.	10,000
(7)	Additional external income from Health and Safety through the current 3-year partnership with Rugby Borough Council	3,000
(8)	Increased rental income from Council assets	36,000
These savings amount to:		223,000

- (e) that the District Council Tax for 2016/17 be increased by 1.94% to £215.29 for a Band D, raising £146,000 in additional Council Tax income and protecting our base for future years; and
- (f) that the surplus resources of £23,000 be added to General Fund balances to support the savings programme for 2017/18; and
- (g) that the Director – Finance and Procurement assurance statements on reserves and base budget proposals as included in Appendix A be noted.
- (h) because of the timescales involved with the budget and Council Tax for 2016/17 this report is not subject to call-in procedures as provided for in paragraph 15(f) of the Overview and Scrutiny Procedure Rules in Part 4 of the Constitution.

Speakers:

Councillor K. Kondakor

Options:

1. To accept the report
2. Request further information, having regard to the legal deadlines for setting the Council Tax

Reasons:

The Council must set and maintain a balanced budget each year.

CB70 Treasury Strategy and Budgetary Framework 2016/17

The report of the Director – Finance and Procurement informed Cabinet that the Local Government Act 2003 and the Chartered Institute of Public Management in the Public Services 2009 (the Code) requires Council's to have regard to the Prudential Code and to set Prudential Indicators for the forthcoming 3 years to ensure that the Council's capital investment plans are affordable, prudent and sustainable was considered.

The report also informed Cabinet that the Regulations also required an Annual Investment Strategy, Treasury Management Strategy and Minimum Revenue Provision (MRP) Policy to be approved.

RESOLVED that

- (a) the proposed Treasury Strategy and Budgetary Framework for 2016/17, as detailed in Appendix G of the report be agreed and submitted to Full Council for approval
- (b) that as the recommendations from this report require Council approval on the 17th February 2016, this report be marked not for call-in on the grounds of urgency

Speaker:

Councillor K. Kondakor

Options:

1. To accept the report
2. Request further information, bearing in mind the budget setting timescales

Reasons:

To comply with regulations and the CIPFA Code of Treasury Management

CB71 **Recommendations from Overview and Scrutiny Panels**

There were no recommendations from the Overview and Scrutiny Panels.

Chair

PUBLICATION DATE: 24th February 2016

DECISIONS COME INTO FORCE: 17th February 2016

CABINET

Report Summary Sheet

Date: 16th March 2016
Subject: Resident Involvement Strategy 2016 - 2019
Portfolio: Housing – Councillor J. Jackson
From: Director – Housing and Communities

Summary: To seek Cabinet support to include the Resident Involvement Strategy 2016 - 2019 into the Borough Council's policy and strategic framework.

Recommendations:

IT BE RECOMMENDED TO COUNCIL that the Resident Involvement Strategy 2016 - 2019 be adopted for inclusion in the Council's budget and policy framework.

Reasons:

To provide a strategic framework outlining the Council's commitment to involving and working with local communities, particularly Tenants and Leaseholders

Options:

- Support the recommendation within the report
- Not to support the recommendation within report

Subject to call-in: Yes

Forward plan: Yes

Corporate priorities:	<ul style="list-style-type: none"> - Aim 1 – Priorities 1 and 4 - Aim 4 – Priority 1
Relevant statutes or policy:	No relevant statutes or policy
Equal opportunity implications:	No direct equal opportunity implications.
Human resources implications:	No direct human resources implications.
Financial implications:	No direct financial implications
Health Inequalities implications:	No direct health inequality implications.
Risk management implications:	No risks associated with this Strategy
Environmental implications:	Working alongside Tenants and Leaseholders can assist and enhance improving the wider environment e.g. Estate Walkabouts
Legal implications:	No direct legal implications
Section 17 implications:	No direct Section 17 implications

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NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet – 16th March 2016

From: Director - Housing and Communities

Subject: Resident Involvement Strategy 2016 - 2019

Portfolio: Housing (Councillor J. Jackson)

1.0 Purpose of the Report

1.1 To seek Cabinet support to adopt the Resident Involvement Strategy 2016 - 2019.
(See Appendix A – Resident Involvement Strategy 2016 - 2019)

2.0 Recommendation

2.1 IT BE RECOMMENDED TO COUNCIL that the Resident Involvement Strategy 2016 - 2019 be adopted and included within the Council's budget and policy framework.

3.0 Background

3.1 This report draws attention to the Resident Involvement Strategy 2016 – 2019 which has been developed in partnership with the 'Residents Partnership' - a group of Tenants and Leaseholder volunteers who work closely with the Council to improve and enhance Housing Services.

3.2 Cabinet is being asked to note and endorse the Strategy for inclusion within the Council's policy and strategic delivery framework.

4.0 Resident Involvement Strategy 2016 - 2019

4.1 The Strategy will guide the interaction and engagement with those living in the Council's 4,452 General Purpose, 1,254 Sheltered Housing and 417 Leaseholder properties to assist them in shaping, scrutinising and challenging housing related provision provided by Nuneaton and Bedworth Borough Council.

4.2 In order to facilitate the Council's commitment to Resident Involvement, four Aims have been identified:

- 1) To improve quality of life through Resident Involvement and more effective community engagement
- 2) To encourage a more inclusive representation of Tenants and Leaseholders
- 3) To actively communicate with Tenants and Leaseholders
- 4) To seek continuous improvement

- 4.3 The Council will review the delivery of the Strategy on a quarterly basis, providing an annual update to the relevant Overview and Scrutiny Panel.

DAWN DAWSON



Resident Involvement Strategy

2016 - 2019

Resident Involvement Strategy 2016 – 2019

Foreword from Councillor Jackson – Portfolio Holder for Housing Services:

Resident Involvement means putting our Tenants and Leaseholders at the heart of what we do, for me this sums up why involvement is so essential.

The Council must ensure that all services are transparent and that they are accountable, and we need Tenants and Leaseholders to play a part in this process to help the Council improve how it provides its services.

It is also necessary to ensure that the services we deliver are fit for purpose, and meets needs and requirements effectively. It is essential that our 'Involved Groups' consist of a fair representation of Tenants and Leaseholders from across the Borough, to ensure that everybody is heard.

All of this cannot be achieved without effective engagement which is why the Resident Involvement Strategy is so important in defining how we, as a Council, can achieve our aspirations for Resident Involvement over the next three years.

Complementary introduction from Lynne Price - Chair of the Residents Partnership

I have been involved as a Tenant volunteer with the Council for 12 years now, and currently sit on the Residents Partnership (RP) as Chairperson.

It is really important that the Council consults with Involved Groups such as the RP, to ensure that Tenants and Leaseholders are given a voice in how services are provided.

The RP work hard to make sure that Tenants have a say, and the work that is conducted is very rewarding. The benefits of getting involved are endless, from increasing your own skills and confidence to meeting new people and understanding how the Council really works, along with making a positive difference in the Borough.

The Council needs people like us to inform them of what Tenants needs and priorities are, so that services can be adapted and improved, which is why it is hugely important that the Council involves as many of its Tenants and Leaseholders as possible.

1: Introduction:

Nuneaton and Bedworth Borough Council's Resident Involvement Strategy 2016 – 2019 outlines our commitment to involving and working with local communities, particularly our Tenants and Leaseholders.

We see involvement as a crucial element of promoting accountability, providing valued feedback and giving guidance to improve our service delivery. Our aspiration is to ensure that all Tenants and Leaseholders have a voice and this Strategy demonstrates how they are able to shape and influence the Services we provide.

2: Relevant Council Strategies:

Community Plan 2007 – 2021

Nuneaton and Bedworth Borough Council have, on behalf of the Local Strategic Partnership developed a 'Community Plan', to outline how they will work collaboratively with partners and communities to improve the quality of life for those who live and work in the Borough. There are three Themes this Plan seeks to address:

- Theme 1: Healthy People
- Theme 2: Vibrant Economies
- Theme 3: Active Communities

This Strategy aims to deliver elements of Theme 3 as it enhances the development of strong and safe communities. In addition to this, it will work with Tenants and Leaseholders to shape and identify housing related needs in the Borough.

Corporate Plan 2007 - 2021

The Corporate Plan is part of Nuneaton and Bedworth Borough Council's Strategic Planning Framework; it is used to guide long, medium and short term delivery of Council priorities. Drawing from Themes included in the Community Plan, it provides a strategic overview for all Council departments, including Housing Services. A number of the Corporate Plan aims underpin the ethos of this Resident Involvement Strategy and relevant items include:

Aim 1- To improve the quality of life and social justice for residents so it is much closer to that enjoyed by the rest of Warwickshire.

Priority 1 -To provide a choice of housing to meet the needs of the residents of the Borough

Priority 4 - To develop a confident, cohesive and diverse community.

Aim 4 - To provide quality services which represent value for money.

Priority 1 -To continue to improve the performance and quality of key services.

Housing Strategy 2016 - 2021

The Council's Housing Strategy 2010-15 is currently being reviewed with a view to its replacement early this year for the period 2016-2021. Housing is at the heart of achieving the social and economic wellbeing of communities. We recognise that good housing influences people's quality of life, their life expectancy and the economic and social opportunities available to them. The local economy of Nuneaton and Bedworth will only thrive if the people who live and work in the area can find the right house within reach of their jobs that is affordable. We believe that sustainable, cohesive communities will only develop if there are suitable jobs, education, health and leisure activities within easy reach of their homes. It is these principles, linking in with the Community Plan and Corporate Plan for the Borough that will underpin the 2016-21 Housing Strategy.

3: The benefits of Resident Involvement

Currently, Nuneaton and Bedworth Borough Council manages 4,452 General Purpose, 417 Leaseholder and 1,254 Sheltered Housing properties – being able to deliver a responsive and appropriate service, reflective of the needs of our Tenants and Leaseholders is essential. Various benefits are realised through maintaining effective partnerships with our Tenants and Leaseholders and by encouraging their involvement, they are able to shape, scrutinise and challenge Housing Services and in turn, influence delivery. As a result of this, the services we therefore provide should reflect local need and increase levels of satisfaction.

Our ambition is to involve our Tenants and Leaseholders as effectively as possible, providing appropriate mechanisms to do so. We will ensure that a variety of opportunities exist to enable this to happen, ranging from formal activities such as the Residents Partnership and Housing Review Group, through to local Community Events and surveys.

Over recent years the regulation of Social Housing has changed, particularly since 2010, however the concept of co-regulation and the importance of 'Resident Involvement' remains the same, meaning that all Social Landlords, including Local Authority Housing providers are required to maintain an emphasis on their Tenants and Leaseholders leading the way to improved and responsive services.

How do we propose to involve and support Tenants and Leaseholders?

There are a number of ways that we are committed to maintaining our support and work with Tenants and Leaseholders. We are keen to remove barriers to engagement in order to:

- Provide a variety of opportunities to be involved, each with differing levels of commitment
- Evidence improvements in our services based on Tenants and Leaseholders views
- Enable Tenants and Leaseholders to scrutinise our policies and complaints

- Support Tenants and Leaseholders to actively conduct roles associated with our Involved Groups.

To enable this, we will:

- Provide transport or pay travel expenses for relevant meetings and events
- Pay reasonable expenses such as childcare fees
- Organise meetings in accessible locations, at suitable times
- Provide relevant mentoring, training and support if required

Our Tenants and Leaseholders have played an instrumental role in shaping this Strategy, particularly via the Residents Partnership who have assisted in identifying our 'Involvement Aims' outlined below.

4: Our Resident Involvement Aims:

In order to facilitate our commitment to engaging and involving our Tenants and Leaseholders, we have identified four Involvement Aims:

Aim 1: To improve quality of life through Resident Involvement and more effective community engagement.

We believe that by working with Tenants and Leaseholders we can assist in improving the wider quality of life elements of a community, for example enhancing the environment people live in. To develop this we will:

- Promote Resident Involvement within our estates
- Organise two community action events per year (one Nuneaton, one Bedworth)
- Support the development of emerging groups. e.g. Residents/ Tenants Associations
- Empower existing groups to become independent
- Target our efforts to the specific issues in the community
- Estate Walkabouts – to provide three per year on all estates
- Engage with community centres and promote resident involvement within them

Aim 2: To encourage a more inclusive representation of Tenants and Leaseholders

We want to encourage involvement, representative of our local demographics and communities. To do this we will:

- Engage with hard to reach communities including:
 - Younger people (18-30 pre and post tenancy)
 - Families
- Maintain our understanding of the diversity of our Tenants and Leaseholders
- Continue to raise awareness and promote Resident Involvement via existing channels and explore new ones.
- Actively promote the benefits of being involved

Aim 3: To actively communicate with our Tenants and Leaseholders:

We aim to communicate effectively with our Tenants and Leaseholders on a regular basis and keep them informed of pertinent issues, to do this we will:

- Provide three 'Homing-In' periodicals each year
- Provide an Annual Report
- Facilitate greater involvement in the development and review of Housing Services policies, procedures and documents
- Embrace website communication
- Explore the scope of Social Media
- Develop dedicated webpages to Tenants, Leaseholders and Resident Involvement
- Review our Tenant Communication methods

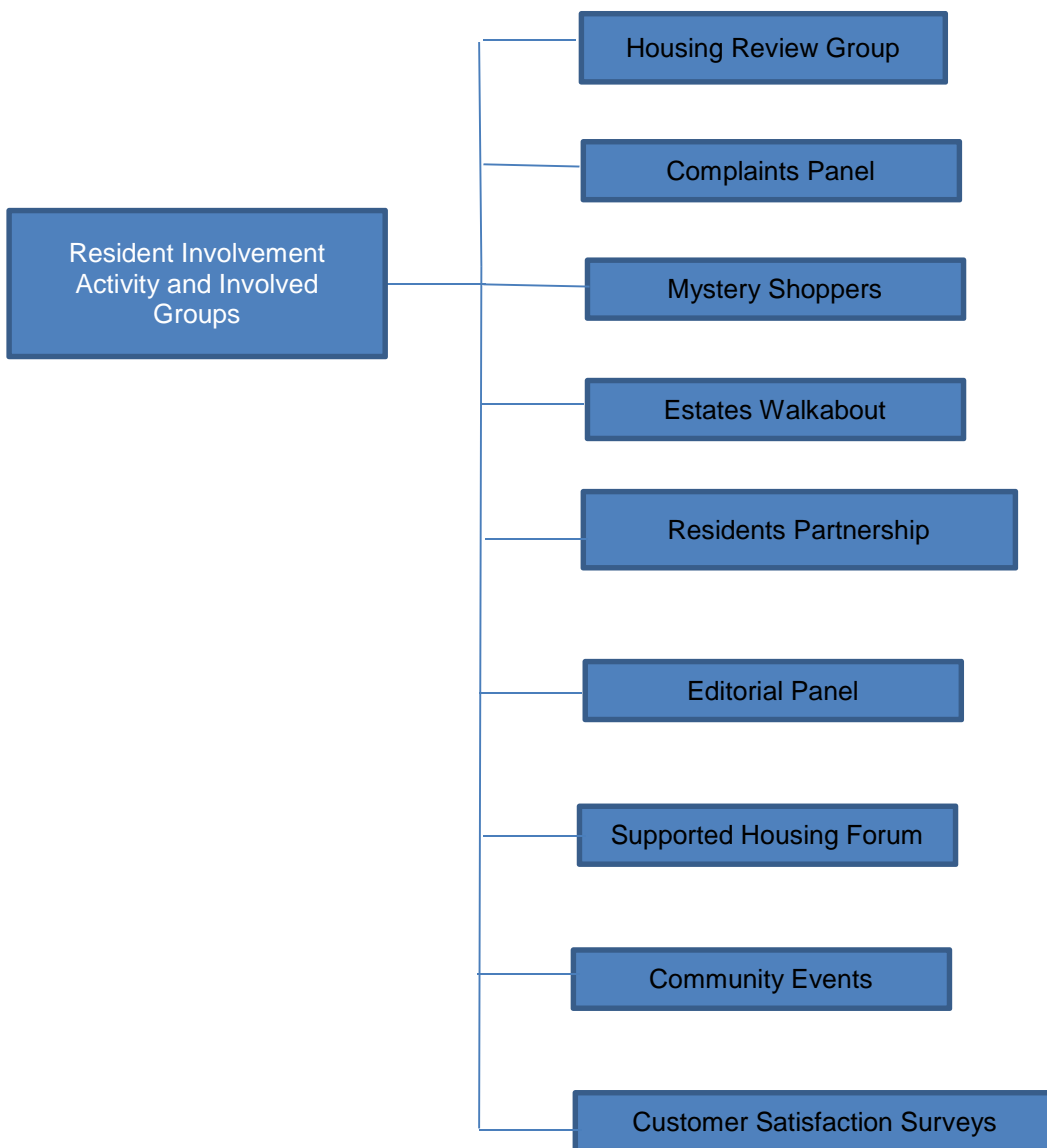
Aim 4: To seek Continuous Improvement

We will enhance our approach to Resident Involvement by:

- Embedding Resident Involvement across and within all Housing Services
- Ensuring there is a clear purpose and vision for each method of involvement and Involved Group
- Reviewing how we provide our involvement services:
 - Assessment of the what / who / how
 - Review the budgets associated with Residents Involvement
- Delivering the Survey of Tenants And Residents (STAR) Survey Action Plan 2015/16
- Commissioning and responding to the STAR Surveys which will be conducted in 2016 and 2018
- Developing an on-going Resident Involvement Survey to identify how and who wants to be engaged
- Implementing the recommendations, actions and activities emerging from the Estate Walkabout Review
- Responding to the outcomes of the reports submitted by the Housing Review Group and Mystery Shoppers
- Supporting the on-going development of involved Tenants and Leaseholders
- Refreshing the risk assessments for all involvement activities
- Monitoring the delivery of the above actions on a half yearly basis
- Reviewing the Terms of Reference for each Involved Group

5: Our Involvement Methods:

There are several methods of involvement that we are committed to (figure 1). An explanation of each Involved Group and activity is provided below:



(Figure 1)

Housing Review Group

The Housing Review Group provides a scrutiny function, seeking to hold Housing Services to account on behalf of other Tenants and Leaseholders. The Group considers specific areas of work and makes recommendations for improvements, enhancements or changes. Their work is closely linked to the Council's own Housing, Health and Communities Overview and Scrutiny Panel, and members of the Housing Review Group have the opportunity to attend meetings to share their views.

Complaints Panel

Following changes introduced by the Localism Act 2011, the Complaints Panel aims to consider complaints made about Housing Services which have already been processed through the existing Council Complaints process. The Panel not only investigate the complaints, but they also monitor the volume and nature of them, seeking to resolve them where necessary.

Involving our Tenants in the resolution of complaints facilitates a greater level of understanding and influence over how our Services are delivered. It also ensures that there is a level of independent scrutiny and challenge to our resolution of complaints.

Mystery Shoppers

Mystery Shoppers are used to test the level of service that is being provided and provide evidence to support reports and reviews of Housing Services. They are a group of trained volunteers who conduct telephone and face-to-face surveys and highlight areas of good practice and those requiring further development.

Estate Walkabouts

Estate Walkabouts are an environmental audit, led and coordinated by Housing Officers, often accompanied by partner agencies and local people to assess the overall general appearance of an area, identify any areas of improvement and where possible arrange for areas of concern to be explored and addressed. Walkabouts aim to maintain and generate safe, clean and pleasant environments for our residents to live, they can also operate as a way to gauge good practice between areas. Estate Walkabout dates are promoted within Homing In information, Social Media and via both the Council's and Residents Partnership websites.

Residents Partnership (RP)

The Residents Partnership (RP) is a group of Tenant and Leaseholder volunteers who work with the Council to improve Housing Services. Acting as the key consultation link between the Council and its Tenants and Leaseholders, they ensure that Tenants of the Borough are consulted with for any key issues. Furthermore, they

hold the Council to account, and make sure that they are given an opportunity for consultation with any services or changes to policy that may affect them. The RP hold elections every two years for members to join the Committee. They create a work plan at the start of the year which sets out their aims and objectives for achievement throughout the year. The outcome of which is presented within the Annual General Meetings.

Editorial Panel

The Editorial Panel are primarily involved in shaping key items of communication with Tenants and Leaseholders e.g. the 'Homing In' magazine and Annual Report, both of which are produced internally within the Council. Homing In is published three times a year and aims to promote and communicate a range of services to the community, which are predominantly Housing related. It is used as a medium to share information about Residents Involvement, Estate Walkabouts, performance related information, training opportunities and changes in policy or legislation.

An Annual Report is issued once a year and highlights the successes and challenges in the preceding year and details the opportunities in the forthcoming one. Previously it was a statutory requirement to provide one, in accordance with the Tenant Services Authority (TSA), however when they ceased to exist the Council agreed to continue the production of this as an example of Best Practice. It facilitates a mechanism to demonstrate to our Tenants and Leaseholders how the Council is performing, what money is being spent and any future plans for service changes and improvements.

Supported Housing Forum

The Supported Housing Forum is made up of Tenant representatives from Supported Housing accommodation. The Forum acts as the main information channel for any issues or changes to services, policies or procedures that will affect Supporting Housing Tenants. Members of the Forum are also responsible for promoting key messages and empowering residents with any information that they receive during meetings. The Forum are also utilised for consultation purposes where necessary on behalf of Supported Housing Tenants.

Community Events

The Council supports and empowers local resident groups to organise community fun days in their local areas. The groups consist of Tenant and community volunteers from the local area who have a common interest of making a difference in the community. The committees will be responsible for their own accounts, and in raising funds to cover costs for the fun day. They will do this through applications for funding or grants, as well as fundraising activities throughout the year. The Council will aim to support any new emerging groups, as well as support existing committees until they are empowered to become independent.

Customer Satisfaction surveys

The Council undertakes a number of satisfaction surveys for the majority of Housing Services, including external contracting work e.g. heating system and boiler installations; Anti Social Behaviour and complaints

In addition to this, the Council conducts a survey of its Tenants and Leaseholders every two years. The Survey of Tenants and Residents (STAR) uses a standardised methodology for Tenant surveys and benchmarks the information gathered against core questions provided by 'HouseMark'. HouseMark is a tool used by Landlords to improve and measure their performance. This is done through consultancy support, good practice and information sharing, benchmarking and insightful data analysis.

6: Funding and resources:

Nuneaton and Bedworth Borough Council continues to experience unprecedented financial challenges and these are likely to continue throughout the duration of this Strategy. The Council is committed to delivering the Involvement Aims within this Strategy and will seek to maintain a focus on them from 2016 – 2019. It is however unknown what level of financial commitment will follow in subsequent years, which may invariably affect some elements of delivery.

7: To find out more about becoming involved please contact:

Housing and Communities Directorate
Communities Team,
Involvement and Communications Officers
Town Hall
Coton Road
Nuneaton
CV11 5AA

Telephone: 024 76376376

E-Mail: resident.involvement@nuneatonandbedworth.gov.uk

Agenda Item No. 7

Warwickshire County Council - Consultation on Proposal to withdraw Sunday Opening at Leamington, Nuneaton and Rugby Libraries

Warwickshire Libraries, like many other public services, has had to play its part in spending reductions and in 2012 made £2 million of savings.

Warwickshire County Council has been set a savings target of £92 million from 2014-2018 and, as part of the council's financial plan, the library service will need to save £100,000 over the next year.

In order to meet this budget reduction, we are proposing to withdraw Sunday opening hours at Leamington, Rugby and Nuneaton Libraries from August 2016.

Leamington, Rugby and Nuneaton Libraries are currently open for four hours on a Sunday. Each library would continue to be open for 50 hours a week from Monday to Saturday.

Other branches across the county are not open on Sundays and would not be affected by this proposal.

Library Services can still be accessed online and by telephone 24 hours a day, seven days a week. By visiting www.warwickshire.gov.uk/libraries people can renew books and dvds, download Ebooks and Emagazines, request items and use our online information services. People can also renew items by phone 24/7 by calling 01926 499273.

It is important to us to know how removing the Sunday opening at Rugby, Nuneaton and Leamington Libraries would affect you. To access our on-line survey please click [HERE](#) to provide feedback.

This consultation will be available from 8th February 2016.

This consultation will close at midnight on 21st March 2016.

The results of the consultation will be included in a report to Warwickshire County Council's Cabinet on 12 May 2016.

If you have any additional comments relating to the proposed withdrawal of the Sunday service please email us at libraryconsultation2016@warwickshire.gov.uk

FAQs

Will I still be able to renew my items on a Sunday?

Yes, our virtual Library Service is available 24/7 at www.warwickshire.gov.uk/libraries. You can renew books and other items, download e-books and e-magazines as well as reserving items and using our online information services.

Can I drop items off on a Sunday even though the library is closed?

– The following libraries do have a drop-off box where you can return library items out of hours:

Bedworth, Lillington, Rugby, Stratford

Why have you chosen Sunday and not closing any other time during the week?

– Sundays are not the busiest days at Rugby, Leamington and Nuneaton Libraries. Per hour open less people visit and less people borrow items on a Sunday than for example on Saturdays.

– Our costs are more expensive on Sundays therefore, we would have to close for more hours in order to save the same amount of money on other days of the week

How will this affect people who attend activities?

– We offer one Sunday activity, Book Magic, which attracts on average six attendees per session which makes it less well attended than our other events. We offer a broad range of activities for families throughout the week. We regularly review activities to investigate how we can attract more people to visit us.

How will staff be affected?

– We will be consulting with the Trades Unions and staff who may be affected. We anticipate there will be minimal impact on staff as many will transfer to working their “Sunday” hours during the week and will not lose any hours. There are a very limited number of staff who only work on Sundays. We would seek to find redeployment opportunities where possible but cannot rule out the possibility of redundancy.

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing, Health and Communities Overview & Scrutiny Panel

Date: 28th January 2016

From: Director- Housing and Communities

Subject: Homelessness

Portfolio: Housing (Cllr J.A. Jackson)

1. Purpose of Report

- 1.1 To present information regarding the proposed way forward for preventing homelessness, to mitigate against diminishing social housing stock following the forthcoming Housing and Planning Bill 2016 changes.
- 1.2 That the information relating to the Homeless prevention initiatives to reduce the use of temporary accommodation, be noted.

2. Recommendation

- 2.1 That the information be noted.

3. Background

- 3.1 Changes included in the Housing and Planning Bill 2016 will directly impact on homelessness and specifically the need for temporary accommodation. It is anticipated that there will be a significant reduction in social housing stock, as a result of the Right to Buy being extended to housing association tenants with the requirement for stock retaining local authorities to sell high value voids with the proceeds being paid to the Government. Nuneaton and Bedworth currently has approximately 2000 affordable rented housing association properties for which our housing applicants have access to via the common choice based lettings scheme: HomeHunt. It is estimated that a potential 20% of housing association tenants may take advantage of the right to buy equating to a loss of 200 affordable rented units within the borough.
- 3.3 There are to be changes to the definition of Affordable Housing for the purposes of properties being built on new development sites. Consequently instead of the current opportunity to see 25% of affordable rented and shared equity stock on new sites, it is highly unlikely that we will from the rented tenure. This is because affordable housing will now include the

classification of 'starter home' or low cost home ownership properties, with the allocation of Government development grant now being aimed at this initiative in preference of affordable rented homes.

- 3.4 In 2014/15 Nuneaton and Bedworth saw the delivery of 259 affordable rented units of which 11 were delivered by the Council. The remainder were delivered and managed by our Housing Association partners for allocation to applicants on HomeHunt. After 2015/16 this will be considerably reduced to the point where it is likely that no more affordable rented units will be built to mitigate against to the social housing demand in the Borough.
- 3.5 Given the uncertainties that currently surround the detail of the changes announced in the Housing and Planning Bill, it remains unclear whether the Council will be able to fund any future new build rental homes for its stock.

4. Homelessness Service

- 4.1 The Homelessness and Housing Options service is a statutory function that is administered by a team of 2 Homelessness Officers and 2.2 Housing Options Officers, led by the Housing Options Manager.
- 4.2 The following table shows the number of homelessness applications received by the council over the past few years. It is broken down by the type of decision made for each application. Homelessness applications have steadily increased as have the number of acceptances and therefore duty to house, year on year.

	April – March 2013	April – March 2014	April – March 2015	April to September 2015
Accepted	174	172	191	91
Intentional	25	41	31	9
Non Priority	3	4	36	1
Not Homeless	39	34	1	3
Not Eligible	0	0	1	1
Total	241	251	260	105

- 4.2 It is anticipated that this figure will continue to increase due to support agencies' funding cuts, and with the change to the Homeless Legislation. The change relates to a recent Supreme Court judgement around the definition of vulnerability. The test on how to define if a person is vulnerable should now be measured as a person 'more vulnerable than an ordinary person', rather than the former test 'more vulnerable than an ordinary homeless person'. This will result in a duty for us to potentially accept a greater number of homelessness applicants based on their vulnerability.

Preventing Homelessness

- 4.3 The Council's ability to prevent homelessness is essential in order to deliver the authorities' statutory obligations and provide our customers with greater choice and options to alleviate their housing problems and prevent potential homelessness.
- 4.4 Customers who first approach the local authority seeking homelessness assistance are interviewed by a housing options officer with the aim of being offered services such as mediation, sanctuary schemes or the rent deposit scheme to help them access accommodation in the private sector. Homelessness prevention efforts focus on identifying those at risk of homelessness and intervening as early as possible to provide them with sustainable solutions. In the long term this would prevent the need for households to approach the council's homelessness team at all.
- 4.4 Since April 2013 we have successfully prevented 336 households and relieved 100 households from becoming homeless. Preventing homelessness means that households were able to remain in their existing homes, relieved means that households were assisted to obtain alternative accommodation.
- 4.5 We have been successful in securing three grants over the past 3 years following applications for funding made by the Housing Options Manager:
- Grant 1 :- £26,000, to enhance our homeless prevention bond scheme for 'priority need' households.
 - Grant 2:- £56,000, to create a sub regional (with NBWC) single persons bond scheme to assist those customers aged 16 to 25.
 - Grant 3:- £25,000, to support both landlords and tenants in the private rented sector to sustain existing tenancies.
- 4.6 It is the intention to continue applying for grants to enhance the housing options available to customers to avoid the frightening prospect of claiming homelessness.

5.0 **Conclusion**

- 5.1 How the Housing and Planning Bill will actually impact on residents in Nuneaton and Bedworth is still speculation at this time and more will be known once the final detail in the Bill becomes clear. However, we are continuing to put proposals in place in order to mitigate against the anticipated impacts as detailed above in order to be prepared.

- 5.2 The reduction in the Council's stock will be closely monitored along with that of our partner Housing Associations over the coming years. There will also be a need to monitor the ratio of households housed into our own housing stock, that are housed through the homeless routes rather than as applicants on the housing register. This will be necessary to ensure that the Allocations Policy continues to make best use of the remaining housing stock to enable us to house those most in need.
- 5.3 The Service will continue to apply for any appropriate funding that will allow the continuation or development of new initiatives to continue to prevent homelessness, capturing customers before they are at crisis point and liaising with private sector landlords and third party agencies.

DAWN DAWSON

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Environment and Planning Overview & Scrutiny Panel

Date: 25th February 2016

From: Cllr Danny Aldington, Kelly Ford Head of Planning Policy & Economic Development

Subject: Petitions Received During Planning Policy Consultation

Portfolio: Planning and Development

Corporate Aim: 1, 2, 3, 4

OBJECTIVES OF SCRUTINY

1. To scrutinise the petitions received during the consultation on the Borough Plan, Gypsy, Traveller and Travelling Showpeople Development Plan Document and Community Infrastructure Levy Preliminary Draft Charging Schedule in 2015.

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

The Members of the Panel will bear in mind the context of the corporate priorities and the financial constraints and come to a view on the following:-

- a) Whether the petitions should be treated as objections to the consultation documents and be considered alongside the other representations received during the consultation.

WHO CAN THE PANEL INFLUENCE?

The outcomes of the Panel's debate will be provided to Cabinet at a future date.

The Panel may wish to publicise its findings so that they are accessible to the public, other stakeholder and outside bodies. The Overview & Scrutiny Support Officer and Communications Team will support the Chair of the Panel to do this as required.

WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider 2 petitions that were submitted to the Council in December 2015 as part of consultation on a number of Planning Policy documents; The Borough Plan, the Gypsy, Traveller and Travelling Showpeople Development Plan Document and the Community Infrastructure Levy Preliminary Draft Charging Schedule.

The petitions are being brought to OSP in line with the authority's petition scheme which requires petitions with 500-2999 signatures to be referred to the relevant panel. The Council did receive a third petition in response to the consultation however as it was signed by 89 signatories it will be dealt with at a service unit level.

The 2 petitions for consideration by the Panel are as follows:

Petition 1:

Petition to remove Bedworth woodlands for Labour's Borough Plan

We the undersigned call for Nuneaton and Bedworth Borough Council to remove the planned 1223 houses to be built in Bedworth Woodlands from the Borough Plan Preferred Option for housing.

Petition organiser Seb Gran

Number of signatories: 947

Petition 2:

Petition against proposed erection of 15 Gypsy/ Traveller pitches on land off Eastboro Way Nuneaton.

We the undersigned are concerned residents from the Crowhill area and we wish to advise Nuneaton and Bedworth Borough Council of our objection to such a site.

Petition organiser: Margaret Shone

Number of signatories: 1071

The organisers of the petitions will be in attendance at the meeting to present to the panel and to ask questions which have been approved by the chair.

The Head of Service will attend the Panel to assist with technical and operational queries relating to the item.

The Overview & Scrutiny Support Officer will provide any additional information as appropriate or as requested by the Panel Members.

Appendices

The following evidence has been submitted and is appended to this paper:-

None