

Minutes – ASB & Neighbourhood Panel 28th May 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing – Involved Tenant Scrutiny Panel

Date of Meeting: 28th May 2026

Subject: ASB & Neighbourhood Panel

Staff Attendees: Thomas Venus (Tenancy Services and Engagement Team Leader), Lynette Sparrow (tenant Engagement Officer), ASB Officers Maggie Jaggs and James Baldry

Involved Tenants: MW, WS, PR, AB, AM, DW, MR, DG, SM

1. Introductions & House Keeping – 10:30am
Staff introductions and housekeeping information.

2. Purpose of Panel – 10:40am
_Discuss the purpose of today's Communications panel

Discussed Consumer Standards including Neighbourhood and Community Standard.

3. ASB Officer Interviews outcomes 10:50am
Outcomes of our recent recruitment for ASB Officer and ASB Support Officer Roles. Introductions to our new ASB Officer James Baldry

Discussed Leonie returning to Communities Team and introduced two new ASB Officers that the Involved Tenants have not met.

4. Introduction to Maggie Jaggs ASB Officer -11.09am
Meet NBBC ASB Officer Maggie Jaggs

Introduced two new ASB Officers that the Involved Tenants have not met.

5. KPI Stats and Figures & Closure Order Example -11.00am

Reviewed ASB figures for April 2026. KPI's saved at the end of the minutes and were shown on the big screen.

Total Enforcement Figures shown as follows:

	2019	2020	2021	2022	2023	2024	2025
Actions:	105	145	93	151	221	295	313

6. Operation Undertook 11.25am

Discussion around Operation Undertook

Discussed the Warwickshire Police Operation Undertook and partner agency involvement and how we're tackling off-road motorbikes.

7. Any Other Business 12:00pm

An opportunity to raise any concerns or queries.

- Windows at Conifer Court.

Approved: Thomas Venus – Tenancy Services and Engagement Team Leader

Signed:



Date: 28th May 2026

SEE BELOW FOR KPI FIGURES REFERRED TO AND SHOWN TO TENANTS. FIGURES ARE FOR APRIL 2026 ASB STATS AND FIGURES.

Anti-Social Behaviour KPI's – April 2026

The Anti-Social Behaviour Team

Nuneaton and Bedworth Borough Council (NBBC) is a small local authority, split into four areas that has approximately 6,000 properties within its housing stock across Nuneaton; Bedworth; Bulkington; and Exhall– the housing stock contains a mixture of Independent Living accommodation for tenants over the age of 55 and the remainder of the stock is General Purpose. NBBC offer introductory tenancies; secure tenancies; equitable tenancies; and flexible tenancies. All tenancies are managed by the Landlord Services Team which includes Estates; Customer Accounts (rents); Independent Living; Tenancy Management; Tenancy Engagement; and Anti-Social Behaviour (ASB). NBBC also own and manage temporary accommodation and commercial properties; however, these are managed by different internal departments.

NBBC's ASB Team is made up of 3 passionate Anti-Social Behaviour Officers and 1 Anti-Social Behaviour Team Leader. The ASB Officers have a mixture of backgrounds, including Policing, Prison Services and ASB & Housing management. Their details are as follows:

Alex Deeney, Anti-Social Behaviour Officer:
alexandra.deeney@nuneatonandbedworth.gov.uk
or 02476 376 863

Leonie Bhamra, Anti-Social Behaviour Officer:
leonie.bhamra@nuneatonandbedworth.gov.uk
or 02476 376 467

Maggie Jaggs, Anti-Social Behaviour Officer:
margaretta.jaggs@nuneatonandbedworth.gov.uk
or 02476 376 413

Kayleigh Garner, Anti-Social Behaviour Team Leader:
kayleigh.garner@nuneatonandbedworth.gov.uk
or 02476 376 461

Additional Information

This document is available in larger font and alternative languages – please contact asb.team@nuneatonandbedworth.gov.uk or 02476 376 406 for further assistance.

New Anti-Social Behaviour Cases: April 2026

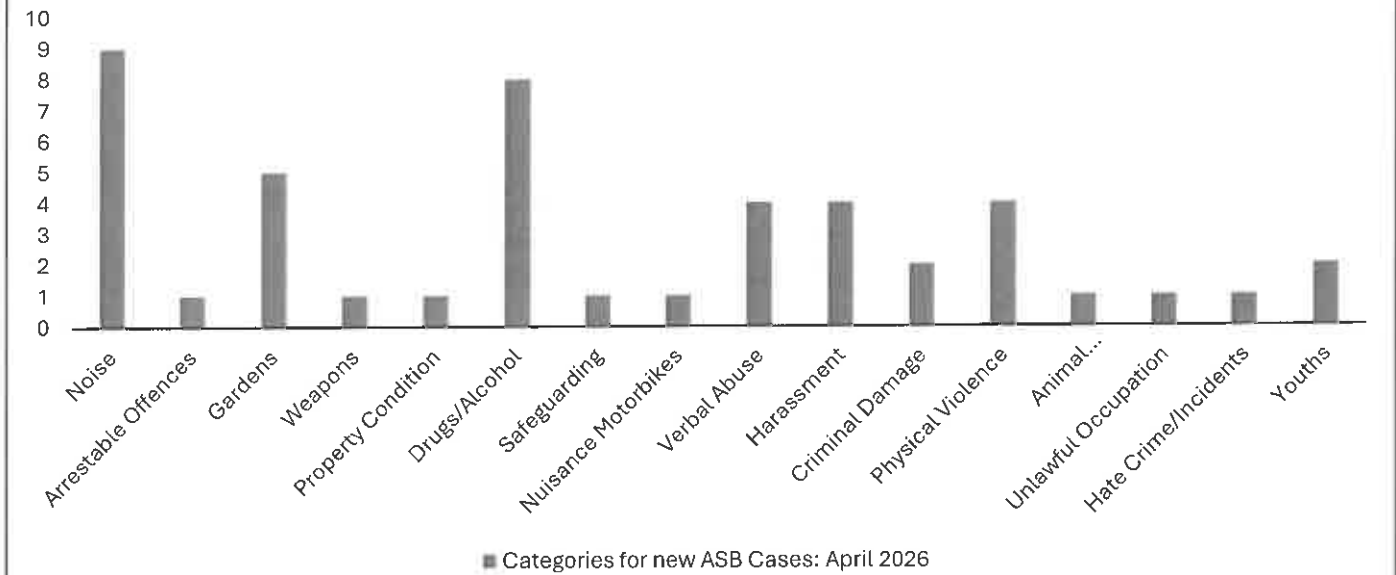
Cases from 1 April 2026	Cases from 1 April 2025	Number of active ASB cases
31 new cases opened in April 2026	31 new cases opened in year 2026/2027	HRA: 101 Private sector: 23 Total: <u>124 cases</u>

NBBC's General Purpose stock is managed by the Tenancy Management Team and Anti-Social Behaviour Team. There are 101 open/active ASB cases within this stock – 73 are managed by the ASB Team and 28 are managed by the Tenancy Management Team (the Tenancy Management Team also manage separate tenancy management cases).

NBBC's Independent Living stock is managed by the Independent Living Team; however, the Anti-Social Behaviour Team also investigate and review the ASB complaints within the IL accommodation.

NBBC's Communities Team manage ASB cases within the third/private sector, which includes private tenancies & owner occupier properties. There are 23 open/active ASB cases within the private sector.

Categories for new ASB Cases: April 2026



The data for April 2026 shows that the highest categories of ASB across the Borough are:

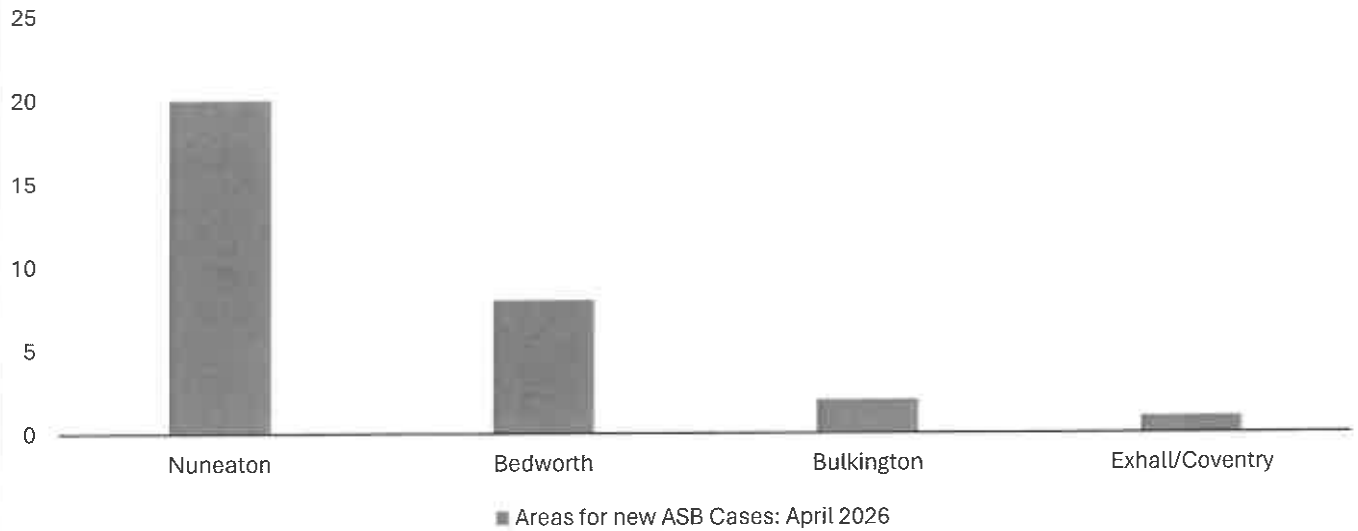
1. Drugs/Alcohol
2. Safeguarding
3. Gardens

Drugs/Alcohol – The ASB Team investigate all complaints of drug (and alcohol) misuse are received, majority of complaints regarding drugs also include other categories such as noise nuisance and/or safeguarding. The ASB Team work closely with Warwickshire Police and Change, Grow, Live (CGL) in attempt to resolve these reports. Where the ASB Officer has identified a resident using drugs for medicinal purposes, they can write to their GP's/Health Care Professional(s) to request a medication review – this of course, is completed with the resident's consent.

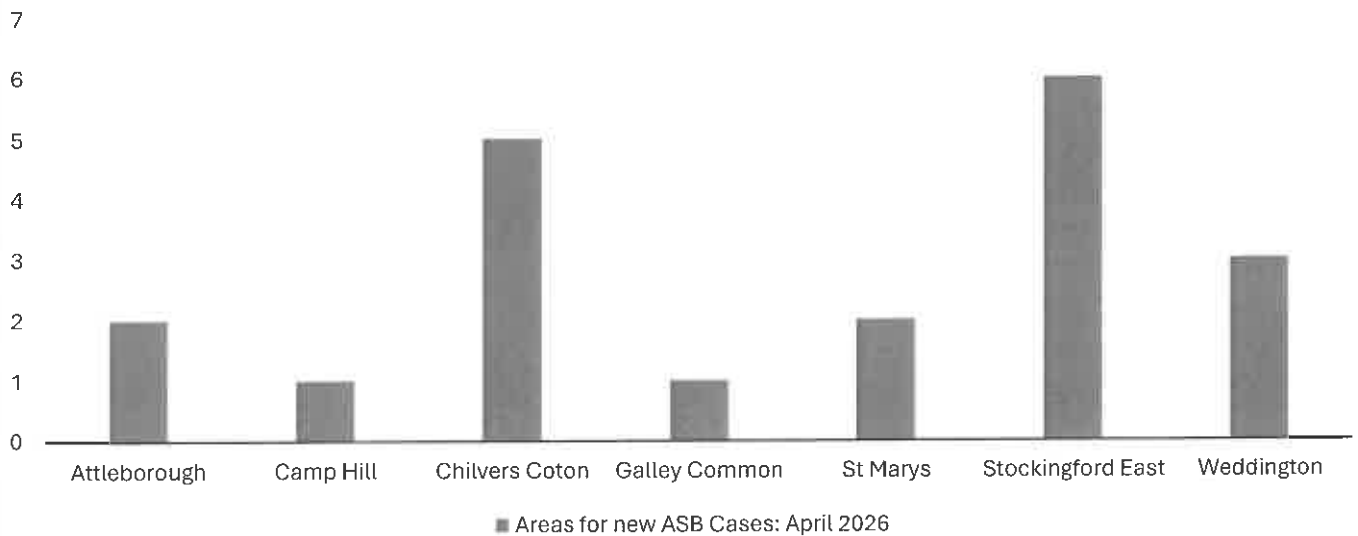
Noise – The ASB Team investigate noise nuisance complaints to determine whether the report is deemed as daily living noise/noise transference or a noise nuisance. The ASB Team work with residents to gather further information & evidence, where appropriate, the resident will be given the details for the Noise App to use for recordings and/or a referral will be made to Environmental Health. The ASB Team will also complete Noise Assessments to confirm whether a report is considered ASB or noise transference. Where a report is confirmed to be noise transference, recommendations are made to NBBC's Capital Projects and/or Repairs Team to consider and complete where reasonable and possible (for example: soft closures on front doors within blocks of flats to prevent doors slamming shut and causing loud banging throughout the block).

Gardens – The Tenancy Management Team investigate all garden condition cases. They will work with and support the tenant(s) as much as possible before considering any enforcement proceedings. Some tenants may need support with maintaining their garden and may considering downsizing, or may be eligible for the garden assistance scheme. The Tenancy Management Officers assist our tenants with this, and any other tenancy related support.

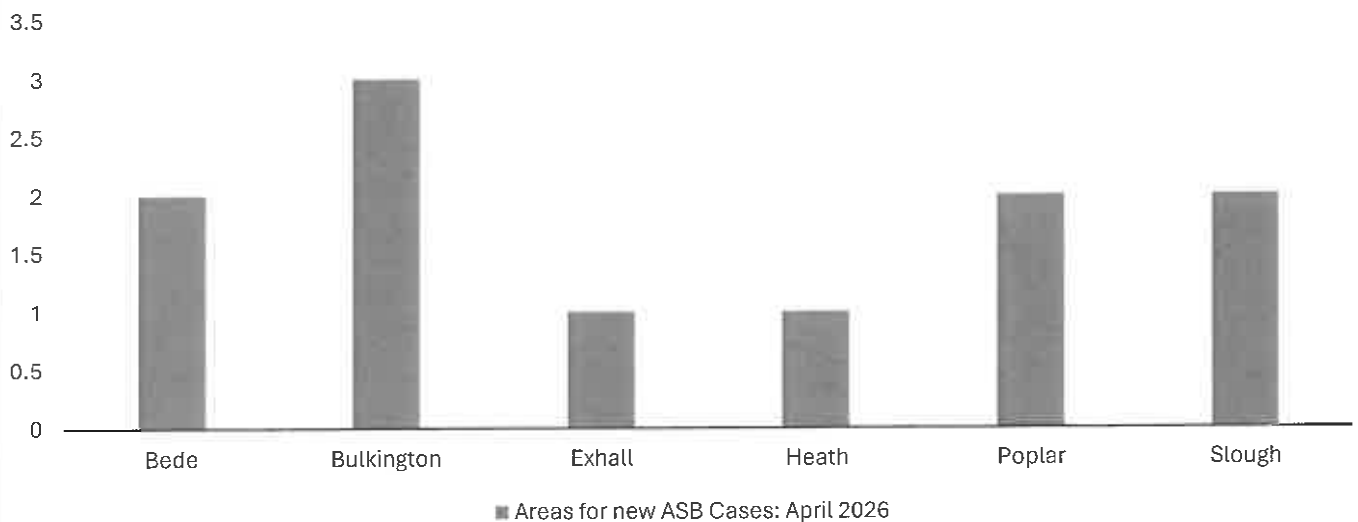
Categories for new ASB Cases: April 2026



ASB Cases in Nuneaton Wards: April 2026



ASB Cases in Bedworth, Bulkington and Exhall Wards: April 2026



ASB 'Hot Spot' Areas: April 2026

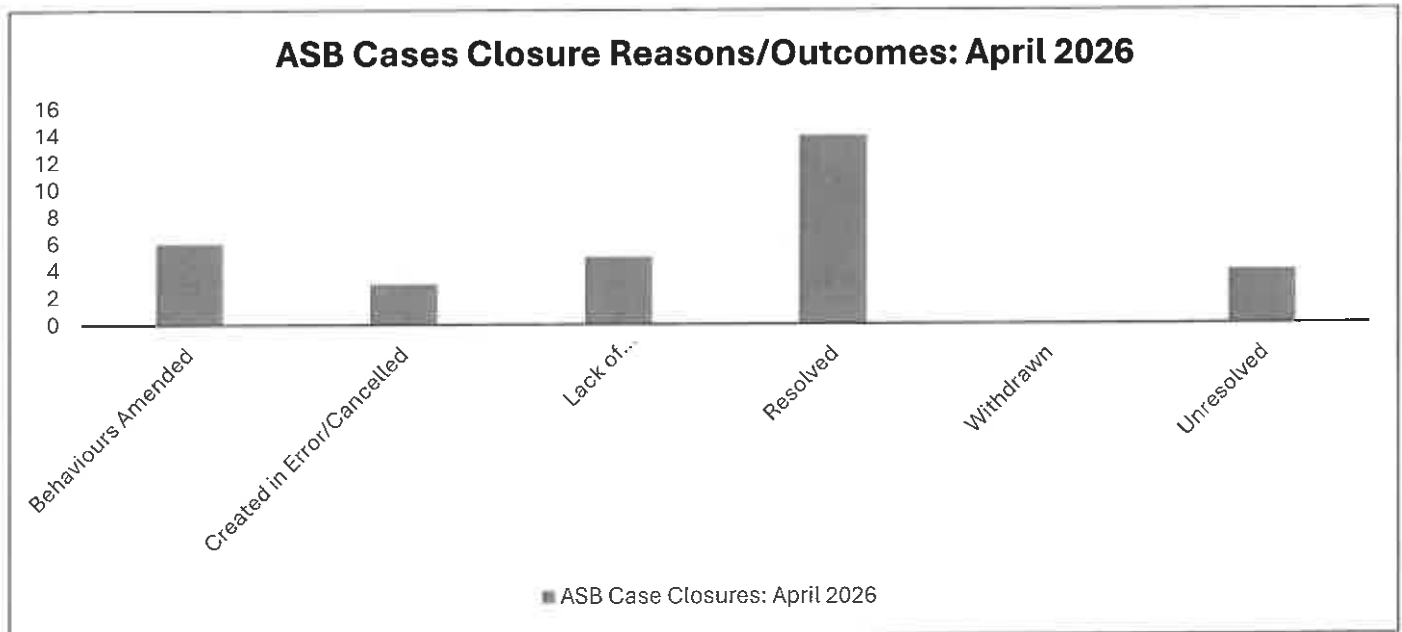
Nuneaton: Stockingford East ward was the area of the highest ASB cases opened in April 2026.

Bedworth, Bulkington and Exhall: Bulkington wards were the areas of the highest ASB cases opened in April 2026.

The Anti-Social Behaviour Officers liaise with the Tenant Engagement Team regarding the ASB hot spot areas to plan events to speak to residents (tenants/leaseholders/private sector) and will invite partnership agencies such as Warwickshire Police; Fire Service; Mediation Services; and more.

Closed Anti-Social Behaviour Cases: April 2026

Cases Closed from 1 April 2026	Cases Closed from 1 April 2025
30 cases closed in April 2026	30 cases closed in year 2026/2027

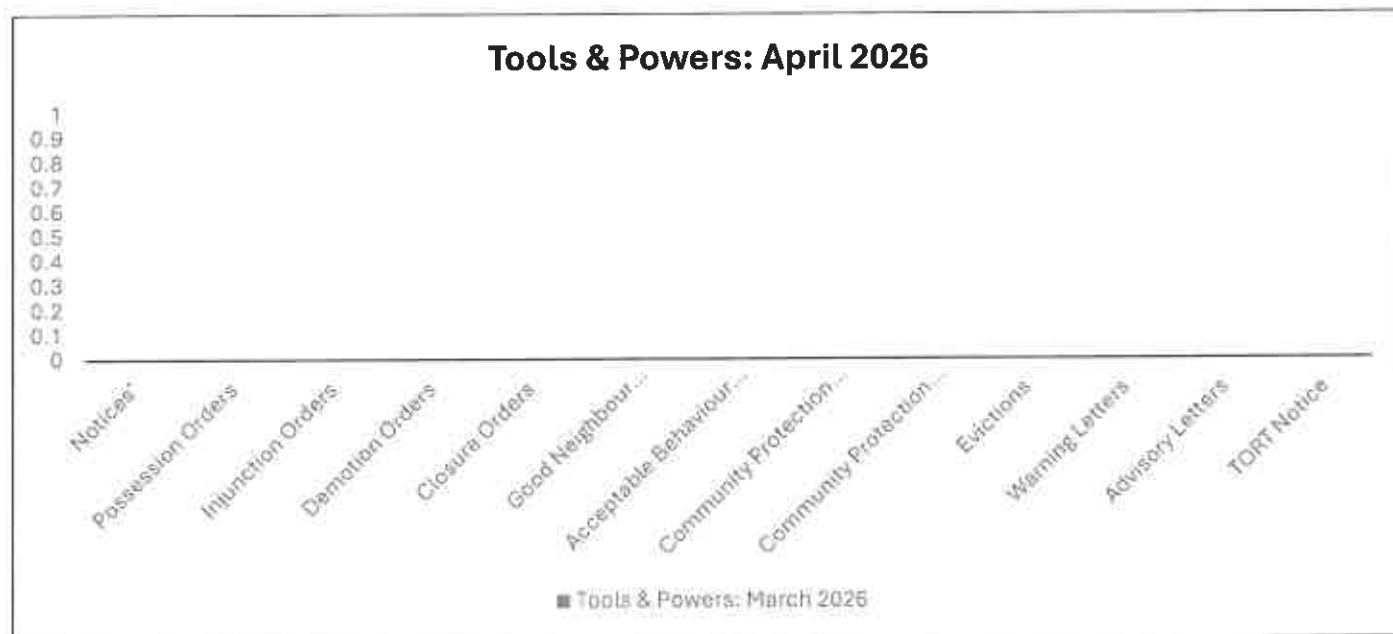


<p>Behaviours Amended (6 cases) 6 x cases were closed as behaviours were amended.</p>	<p>Cancelled (3 cases) 3 x case was cancelled as they were duplicate cases (created in error).</p>	<p>Complaint Withdrawn (0 cases) 0 x cases were withdrawn.</p>
<p>Lack of Evidence (5 cases) 5 x cases were closed due to lack of evidence.</p>	<p>Resolved (14 cases) 6 x cases were resolved. 5 x cases were resolved via Police action being taken. 3 x cases were resolved via evictions taking place.</p>	<p>Unresolved (4 cases) 4 x cases were unresolved.</p>

Tools & Powers Used: April 2026

Local Authorities have a range of tools & powers available to use to manage and resolve ASB. Housing Associations do not have the same powers to use some tools, such as Closure Orders – only Local Authorities & Police have the powers to apply for these orders in the Magistrates Court.

NBBC will always consider non-legal remedies to resolve ASB in the first instance; however, this is subject to the nature of the ASB report(s) – some cases require immediate intervention, and we have no choice but to use the legal powers. To determine the most reasonable and proportionate tool/power for enforcement, the ASB Officer complete assessments under the Equality Act 2010 – these are known as ‘Equality & Impact Assessments’ and Public Sector Equality Duty Reviews.



Legal Tools & Powers	NO TOOLS OR POWERS WERE ISSUED IN APRIL 2026.
Non-Legal Tools & Powers	NO TOOLS OR POWERS WERE ISSUED IN APRIL 2026.

The Anti-Social Behaviour Case Review

ASB Case Reviews from 1 April 2026	ASB Case Reviews Threshold Met	ASB Case Reviews Threshold Not Met
0 ASB Case Review requested for 2026/2027	0	0

Where residents have reported on-going ASB and they feel the agencies involved have not taken action to resolve it, they can request an ASB Case Review (previously known as the Community Trigger). The ASB Case Review is designed to give victims of on-going ASB the right to a review of their case and bring agencies together to take a joined up, problem solving approach.

Residents can request an ASB Case Review when:

1. If a resident has complained on 3 or more occasions about separate incidents of ASB in the past six months
2. Report each incident of ASB within one month of it happening; and
3. Request a case review within six months of when they reported the incidents.

If a resident requests an ASB Case Review, their request will be reviewed by the Communities Team and agencies involved in the case. If the case has met the threshold, all agencies involved have a duty of care to carry out a full review. They will consider what action has been taken and whether other action needs to be taken.

If the ASB Case Review threshold has not been met, the Communities Team will contact the resident to inform them on what to do next.

Equality Assessments & Support Referrals

Equality Assessments: Prior to commencement of any legal enforcement proceedings, the ASB Officers must complete two assessments under the Equality Act 2010 – these assessments are “Equality & Impact”, referred to as “E&I’s” and “Public Sector Equality Duty Reviews” also referred to as “PSED’s”. Both assessments are completed to demonstrate the support offered to a party who is subject to enforcement proceedings to demonstrate that the proposed action (possession proceedings, injunction proceedings etc) is *both*, proportionate & reasonable – these assessments are also completed when/if further incidents occur, or new support needs are identified. It is also good practice to complete equality assessments for non-legal remedies such as ABC’s. In some cases, the ASB Officers have completed these assessments with the party subject to enforcement action, reviewed it together and signed it. These assessments are exhibited in all legal proceedings to show the action proposed is reasonable, proportionate and not discriminative.

Support Referrals: The ASB Team have started to record the number of support referrals they make for tenants and the outcomes. This includes referrals to internal & external stakeholders such as Tenancy Support; Housing Solutions; Homeless Prevention; Domestic Abuse Co-ordinator; Refuge; Change, Grow, Live; P3; Together; Safeguarding; and more.

ASB Satisfaction Surveys

The ASB Officers issue ASB case closure letters and issue satisfaction surveys to residents when closing cases and refer the closes cases to the Tenant Engagement Team, who contact the complainants/informants involved in the case to ask for their feedback on our service.

ASB Surveys received in April 2026	Overall ASB Satisfaction (%) for April 2026
1 survey received	50%

A total of 3 questions is asked around the ASB satisfaction, and an additional section is included for feedback or comments for us to consider in future. There were 0 surveys received for April 2026.

Question 1: How satisfied are you with the way Nuneaton and Bedworth Borough Council managed your anti-social behaviour complaint?	Question 2: How satisfied are you with the outcome of anti-social behaviour complaint?	Question 3: Do you feel that Nuneaton and Bedworth Borough Council are easy to contact and liaise with regarding your anti-social behaviour complaint?
Overall Satisfaction: 50%	Overall Satisfaction: 50%	Overall Satisfaction: 50%

Question 4 (Feedback/Comments): Would you like to provide any suggestions and/or comments for Nuneaton and Bedworth Borough Council to consider in the future when dealing with anti-social behaviour complaints?
1 x resident was listened to and worked well with the ASB Officer.

Partnership Feedback: No formal feedback from partnership agencies was received in April 2026; however, the ASB Team conducted several visits and interviews with partner agencies such as Police and Fire Service.

Quality & Assurance

The ASB Team Leader has developed a new Quality & Assurance form that will be used on closed and Live cases to ensure the process is being correctly followed. The form sets out 7 different questions for the ASB Team Leader to look out for. These include:

1. Did the ASB Officer contact the victim/informant within SLA?
2. Has the ASB Officer completed a risk assessment (RAM)?
3. Has the ASB Officer completed an Action Plan?
4. Has the Action Plan been sent out to the victim/informant?
5. Has the ASB Officer informed the victim/complainant of the ASB Case Review?
6. Has a home visit been completed, if so, has the ASB Officer noted the HHSRS hazards/form?; and
7. If closed, was an ASB Case Satisfaction Case been opened?

The ASB Team Leader will be looking to review both, live and closed cases from April 2026. The ASB Team Leader is on maternity leave from April 2026 to September 2026; therefore, Quality & Assurance has not been completed.

Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7
N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A
Comments	0 cases were reviewed, and both received scores of N/A					
	The average Quality & Assurance score for XX 2026: N/A					

Training & Best Practice

Housing Ombudsman – The ASB Offices are all signed up to the Housing Ombudsman e-learning centre and they all complete the modules and attend webinars for said modules, this includes ‘spotlight’ sections such as Noise or Damp & Mould. The ASB Officers receive certificates of completion when they have completed modules, and these are saved on their personal HR folders. The ASB Team Leader will also update the Landlord Services Team training records.

Individual ASB Officers Case Reviews – The ASB Team Leader meets the ASB Officers for their case review sessions and now tries to go through all cases to ensure the notes are updated; action plans are in place; risk assessments are completed; and to discuss any queries or concerns together with the case(s) they’re working on. The ASB Team Leader will also speak to the ASB Officers on an ad-hoc basis to discuss urgent cases.

Training, Webinars and Best Practise Events – The ASB Team also frequently meet with NBBC’s Principal Solicitor & Team Leader to share updates from the monthly court group meetings; legal updates; legal advice & guidance; and case reviews where intervention is required but additional advice is required.

ASB Statutory Guidance – The government have released updates on statutory guidance on ASB powers and the ASB Case Review, and how the Council should be promoting the ASB Case Review and how the reviews are conducted. The ASB Team Leader and Senior Community Safety Officer met with both teams, together to review the new guidance and to update the ASB Case Review procedure so it can be published on our website and made accessible for our residents.

Engagement Events

Engagement Events – The ASB Team attend Tom Ellis Court weekly for engagement and to build rapport with the residents here. There have been no other engagement events throughout April 2026.

Policies & Procedures – The ASB Team Leader has completed a procedure for possession proceedings; ASB injunction proceedings; closure order proceedings (including partial); and the ASB Case Review – these have been shared with the ASB Team, Tenancy Management Team and Community Safety Team.

Partnership Working

Partnership Meetings – The ASB Team and Communities Team attend multiple partnership meetings to report, resolve and prevent ASB across the borough. This includes but is not limited to:

- MAPS (Multi-Agency Partnership & Safeguarding for Vulnerable Victims)
- Local Contextual Safeguarding Group (North)
- MAPPA (when the offender is an NBBC tenant)
- NABSCOP
- Licensing Enforcement
- SOCJAG Tactical
- Nuneaton & Bedworth MACC

The ASB Team also attend meetings with Social Services for core group; early help; child in need; and child protection plans.