

Tenant and Leaseholder Led Housing Scrutiny Panel Agenda

ASB & Neighbourhood Agenda

23 July 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Attendees Emma Neale & Lynette Sparrow (Tenant Engagement Officers)
Involved Tenants: WS, AM, PR,MW, MR, DG & SM

1. Introductions and House Keeping

Staff introductions and housekeeping information.

2. Purpose of Panel and Last Meetings Minutes

Discuss the purpose of today's ASB & Neighbourhood Panel and review the minutes from the last meeting.

Purpose

The purpose of the ASB & Neighbourhood Tenant and Leaseholder Led Scrutiny Panel is to give tenants and leaseholders a clear voice in reviewing how anti-social behaviour and neighbourhood issues are managed.

The panel will consider service performance, tenant feedback, complaints and improvement opportunities, helping to ensure services are fair, responsive, transparent and focused on improving outcomes for residents and communities.

3. Actions from last meeting

- Operation Undertook – meeting taking place between all partner agencies 23 July. Feedback to be shared at the next panel meeting.
The panel mentioned they would like to sit in on all or part of an Op Undertook meeting. EN & LS to facilitate this.

4. Monthly KPIs – June 2026

Scrutinise ASB service performance for June 2026.

SM stated that the information given on the open and closed cases was confusing, and instead of saying open and closed it would be better to have new, existing and closed.

The panel didn't fully understand what a legal intervention or an ASB Notice was within the KPI's.

How can we have 100% satisfaction if no satisfaction surveys have been completed for June?

ASB Cases reported in June 2026 per 1000 properties was 6.36 - the panel did not understand this percentage.

The panel felt that the KPI's were not clear.

The panel wanted to know information such as what areas, what blocks and what type of properties were experiencing ASB.

5. Proposed Change to IL ASB

Discuss proposed changes to how ASB is managed within Independent Living.

SM stated she saw a Nabcel cleaner get verbally abused by a tenant at Reg Haddon, she believes this is a positive move for independent living.

DG has asked if a verbal instruction by the independent living officer is then followed up by a letter, so there is the proof that the discussion took place EN to ask Vicki Hibbs and the Independent Living officer in question. The panel have suggested that all verbal conversations / instructions are being followed up via a letter and then a check to ensure this is being followed up.

Seven Involved tenants all agree the introduction of a ASB Officer to Independent Living schemes is a positive and welcome move.

6. ASB related complaints and feedback -

The panel will look at the types of ASB complaints and feedback we are getting and what learning we need to take from them.

Review ASB Satisfaction survey questions and the methods we ask for feedback.

All panel members happy with the ASB Satisfaction survey questions.

PR suggested that we send out satisfaction surveys with a prepaid envelope. Emailing ASB Survey was discussed, some agree this is a good idea, however some tenants mentioned they find it hard to edit documents in email.

Text with a link to the online form was proposed as being a better idea.

7. TSM 25-26 ASB satisfaction results

An opportunity to discuss our 25-26 ASB satisfaction results and discuss areas for improvement.

WS asked are lease holders included in the TSM satisfaction surveys.

WS Can we send out the satisfaction surveys with new council tax rates

SM Suggestion of a press release and that it is a government request that these surveys are filled in. (to raise the importance of filling out the survey)

WS stated tenants should be fed back any improvements made as a result of the TSM Satisfaction surveys – via a press release / our website / text / email to tenants. That way tenants can see action taking place and more likely to fill them out.

EN The TSM data does not state how many surveys have been sent out in a different language. (If none are being sent is this why ethnic groups are underrepresented.)

EN – There is no representation on the TSM information to state how many have been sent via the tenants preferred communication method

WS Video on social media regarding importance of filling out TSM.

Panel thinks our satisfaction rate is so low on TSM for ASB (51.93%) Is due to the lack of communication & how long it takes for any action to happen to resolve ASB issues.

8. ASB Support Officer Role & Duties

AM asked if customer service will know that the ASB Support Assistant is in post. All tenants happy with ASB Support Officer Job description and duties.

9. ASB Service Improvement Plan.

DG stated under partnership Working, the police do not always share information when they attend an NBBC property and how do we ensure or encourage this to happen.

10. Any Other Business 12:25pm

An opportunity for members of the panel to raise any issues.

PS asked if we could chase the shrub cut outside his property. (already raised once by LS) EN /LS to chase with Glendale and provide an update.

Tenants do not feel that their service should suffer in the case of staff shortages and that NBBC need to make provision for this (response to the Facebook page post regarding contacting repairs)

WS says tenants should know the five-year plan for their buildings.

MR asked if anything is happening with the three bed bungalow by her complex. EN/LS to find out and feedback.

DG would like to know how much money has been spent on plywood panels on the stairwells throughout Nuneaton and Bedworth, and how much money has been spent on the mental work that has been put in.

How do we know that the third attempt (being made up as we speak) and fitted in August 2026, will be fit for purpose. Has a test piece been completed before we waste more money on this, considering two mistakes have already been made and costly to the council. The person who made these mistakes have they been held accountable for these mistakes.

DG believes a test piece should have been tested and feedback provided before rolled out in all schemes.

Minutes Authorised – T.Venus

Tenancy Services and Engagement Team Leader (Reviewed 31/07/2026)

Minutes Taken By: Engagement Officers

Date – 23rd July 2026

Signed -

A handwritten signature in black ink, appearing to read 'T. Venus', written over a horizontal line.