

Minutes – Scrutiny Panel Tuesday, June 16th 2026

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing Board

Date of Meeting: 16th of June 2026

Subject: Housing Scrutiny Panel

Staff Attendees: Thomas Venus (Tenancy Services and Engagement Team Leader), Emma Neale (Tenant Engagement Officer), Lynette Sparrow (Tenant Engagement Officer)

Involved Tenants: WM, MW, MR, SM, BC, DG, ML, AM, SM, AP, WS, AB, AM, DW

OBSERVED BY REGULATOR OF SOCIAL HOUSING AS PART OF INSPECTION

1. House Keeping and Regulator Inspection Plan – 10:30am

- Welcomes and Introductions
- No Fire Alarm planned for Tuesday 16th June 2026

2. Purpose of Panel and Future of NBBC Engagement – 10:45am

Discuss the purpose of today's panel including the arrangements for voting.

- Discussion of Consumer Standards and Engagement.

3. Housing Board Information and Confirmation of Housing Portfolio Holder 11.00am

Following local elections involved tenant will be informed of any changes

- Governance Structure Review
- James Barlett – Housing Portfolio Holder

4. Confirmation of Chair & Vice Chair and 7 panel members and Voting Arrangements - 11:15pm

Inform panel who will vote on sending recommendations to Housing Board.

- 7 Housing Scrutiny Panel members who vote on recommendations.

5. Review all recommendations made since the 2nd of March- 11.30am

Discuss recommendations of the previous panels

- Review of every set of Minutes from March to June 16th.
- Recommendations to be reviewed and signed off by Chair and Vice Chair.

**** LUNCH – 12PM ****

6. Tenant Partnership Agreement and Plans for further involvement - 1:00pm

- Discussion of Engagement Options that Involved Tenants want to have in place for the future.
- Different Levels of Engagement (Interview Panels, Tenant Inspectors, Mystery Shopping)

7. Restructure Update: Outcome of Recent Recruitment Round – 1:30pm

- Update from recent Recruitment Round and Restructure Outcome.
- Interview Panel updates.

8. KPI's, TSM's and Housing Performance – 2:00pm

- Updates on some key performance figures from across Housing
- ASB, Rents, Voids, Viewings and Letters
- Reviewed all the data from the 25/26 upcoming Annual Report as follows:

Rent

- Total rent collected – £30,490,883.28 (increased from 24/25)
- Total rent due for the year – £30,153,004.09
- Collection Percentage – 97%
- Collection KPI – 97%
- Evictions – 18
- Possession Orders – 74 (can get a breakdown of outcomes if you want from CX reports)
- Current tenant arrears – £942, 106.13 (reduction from 24/25)
- Former tenant arrears – £1,620,408.18

Plan for 26/27:

1. Write off debt more than 6 years old in line with Corporate Debt Policy for former tenants only
2. Continue work to collect more rent and reduce current level of arrears through proactive collection, taking more payments of any amount, acting faster when tenants show early signs of going into arrears before debt gets too high, provide and refer tenants to financial related support sooner
3. Log the volume of referrals made for support and their outcome
4. Analyse out of tenants in arrears, any similar characteristics so we can provide more intensive support and work to help these tenants to sustain their tenancies

Viewings and lettings (voids only – does not include regrants, successions, S2J or MX)

- GP – 200
- IL – 127

Plan for 26/27:

1. Assess satisfaction with new lettings by undertaking satisfaction surveys following lettings after the first month of the tenancy
2. Ensure all sign ups are completed within three days maximum from ready to let date
3. Carry out more assurance of 10% of all new lettings to ensure tenant data is obtained fully and updated on systems accurately

Voids

- Total (GP and IL) cumulative relet time (excluding majors and DTLs) – 76 days (national average is around 50 days)
- IL (excluding majors and DTLs) cumulative relet time – 45 days
- GP (excluding majors and DTLs) cumulative relet time – 95 days

Plan for 26/27:

1. Work with Repairs and Capital Projects to find ways to reduce the time a property is void
2. Ensure all properties meet with the Void Letting Standard, Decent Homes, and other legislation before letting

ASB

- Notices served
 - o NOSP - 18
 - o NPP - 6
 - o Notice to Extend - 5
- Possession Orders – 10
- Evictions - 5
- Closures – 3
- Injunctions – 7
- CPN - 1
- Total new cases – 455
- Total cases closed – 574
- Support referrals (external agencies) - 66

Plan for 26/27:

1. Carry out more ASB satisfaction surveys proactively and learn from findings to increase satisfaction
2. Make more referrals for support and log outcomes to demonstrate how we are supporting tenancy sustainment and resolving ASB using supportive/preventative measures
3. Analyse how many complaints/perpetrators of ASB have additional needs and vulnerabilities and what we did with this information to promote tenancy sustainment and victim support
4. Analyse trends in areas and categories of ASB to undertake more proactive/preventative ASB work
5. Analyse reasons for ASB case closures, e.g. behaviours amended – what did we do well to sustain the tenancy and prevent enforcement action and learn from these practices

Tenancy Management

- MX – 32
- Tenancy Changes –
 - o J2S – 32
 - o S2J – 27
 - o Name Change - 20
- Decants – 24
- o Awaab's Law - 11

Plan for 26/27:

1. Promote MX more via social media, website, NBBC Homes etc.
2. Analyse reasons for decants and ways we can reduce the number of decants being referred for
3. Be more visible on patches and get to know tenants more to allow more accessible reporting of issues and proactive identification of issues

Tenancy Support/Wellbeing Officer

- New referrals
 - o IL - 734
 - o GP - 53

Plan for 26/27:

1. Ensure all staff use CX to make referrals to TSO to ensure more accurate reporting of those GP tenants who require support
2. Analyse reasons for WBO referrals to understand themes and trends for IL tenants requiring support and target resource to groups, support types etc. Same for GP
3. Analyse outcomes following support referrals to target resource more effectively

9. Session with Regulator of Social Housing & Any Other Business – 3pm

- Opportunity for Involved Tenants to raise any personal or individual concerns and discuss with the Regulator of Social Housing and provide feedback.
- Neighbourhood Walkabout areas need to be smaller to encourage larger participation
- Independent Living Forum or Sessions were requested.

Reviewed by: Thomas Venus – Tenancy Services and Engagement Team Leader

Date: 06.08.2026

Signature:

