
BRENT DAVIS
CHIEF EXECUTIVE
Town Hall, Nuneaton,
Warwickshire, CV11 5AA

Our Ref: MM

Telephone Committee Services: (024) 7637 6000
Fax No. (024) 7637 6596
Typetalk Registered
DX Nuneaton 16458
e-mail: committee@nuneatonandbedworth.gov.uk
If calling please ask for: Committee Services

Date: 21st June 2023

Dear Sir/Madam,

A meeting of the **HOUSING, ENVIRONMENT AND HEALTH OVERVIEW AND SCRUTINY
PANEL** will be held in the Council Chamber, Town Hall, Nuneaton on
Thursday, 29th June 2023 at 6.00 p.m.

Please note that meetings will be recorded for future publication on the Council's website.

Yours faithfully,

Brent Davis

Chief Executive

To: All Members of the Housing
Environment and Health Overview and
Scrutiny Panel

Councillors K. Evans (Chair), E. Shiers (Vice-Chair),
B. Beetham, C. Cape, T. Cooper, S. Harbison,
K. Kondakor, B. Pandher and J. Singh.

A G E N D A

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. 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.

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.

The meeting will be live streamed to YouTube and will be available to view via the NBBC website.

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

3. MINUTES - To confirm the minutes of the meeting of the Housing, Environment and Health Overview and Scrutiny Panel held on 20th April 2023, attached (**Page 5**).

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 for interests that are declared regularly by members to be appended to the agenda (**Page 13**). Any interest noted in the Schedule at the back of the agenda papers will be deemed to have been declared and will be minuted as such by the Committee 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.
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. WARWICKSHIRE HEALTH AND WELLBEING BOARD STRATEGY ANNUAL REVIEW (INCLUDING JSNA) – A presentation of the Warwickshire Health and Wellbeing Delivery Manager, attached **(Page 15)**.
8. AUTISM WAITS PROGRESS REPORT – A presentation of the Medical Director (CWPT), General Manager – Community Learning Disabilities and Neurodevelopment (CWPT), Director of Joint Commissioning and Senior Joint Commissioner for Learning Disabilities and Autism, attached **(Page 26)**.
9. THE IMPACT OF ANTI-SOCIAL BEHAVIOUR ON THE HOUSING REVENUE ACCOUNT – A report of the Assistant Director – Social Housing and Community Safety, attached **(Page 34)**.
10. INTEGRATED PERFORMANCE REPORT – END OF YEAR (FOURTH QUARTER) 2022/23 – a report of the Risk Management and Performance Officer, attached **(Page 58)**.
11. WORK PROGRAMME SUGGESTION FORM – 'Oversight of the allocation of monies for environmental offsetting and mitigation included in planning applications S.106 contributions' (submitted by Councillor C. Cape), attached **(Page 127)**.
12. FORWARD PLAN – attached for information **(Page 129)**.
13. WORK PROGRAMME 2023/24 – for approval, attached **(Page 140)**.
14. 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).

THIS PAGE IS FOR INFORMATION ONLY

Nuneaton and Bedworth Borough Council

Building A Better Borough

Nuneaton and Bedworth 2032: working in partnership, restoring pride in our borough

AIM 1: LIVE

We want to make our borough a place where our residents enjoy living and in which others choose to make their home.

Priority 1: Promote residents' health and wellbeing

Priority 2: Enable appropriate housing development

Priority 3: Sponsor a sustainable green approach

Priority 4: Prioritise community safety and empowerment

AIM 2: WORK

Using our prime location within the national road and rail networks and responding to the needs of private companies, we want to make our borough a place in which businesses choose to locate and where our residents enjoy a range of employment options.

Priority 1: Grow a strong and inclusive economy

Priority 2: Champion education and skills

Priority 3: Embrace new and emerging technology

Priority 4: Support local businesses

AIM 3: VISIT

Taking advantage of our open green spaces, our heritage, and our location within the West Midlands, we want our borough to be a vibrant destination for residents and visitors alike. A place where people and families want to spend time relaxing, socialising and taking part in leisure and cultural activities.

Priority 1: Create vibrant and diverse town centres

Priority 2: Stimulate regeneration

Priority 3: Celebrate and promote our heritage

Priority 4: Improve the physical environment

NUNEATON AND BEDWORTH BOROUGH COUNCIL

**HOUSING, ENVIRONMENT AND HEALTH OVERVIEW
AND SCRUTINY PANEL**

20th April 2023

A meeting of the Housing, Environment and Health Overview and Scrutiny Panel was held on Thursday, 20 April 2023 in the Council Chamber, Town Hall Nuneaton, the meeting was live streamed and recorded for publication on the Council's website.

Present

Councillor K. Evans (Chair)

Councillors: E. Shiers (Vice-Chair), B. Beetham, C. Cape, T. Cooper, S. Harbison, J. Kennaugh, J Singh and M. Wright.

Apologies: None

PART I – PUBLIC BUSINESS

HEH42 **Minutes**

RESOLVED that the minutes of the meeting held on 2nd February 2023 be approved and signed by the Chair.

HEH43 **Declarations of Interest**

RESOLVED that the declarations of interest are as set out in the Schedule attached to these Minutes.

HEH44 **Questions to Cabinet**

The portfolio holders for Housing and Communities (Councillor C. Golby) and Health and Environment (Councillor J. Gutteridge) were in attendance to answer questions from the Panel.

Councillor Shiers asked the Portfolio Holder for Housing and Communities:

Thank you, so yes I've got a couple of questions of kind of leading on from discussions we've had before. So, in the budget there was a one million pound for work to be done on the Individual Living Sites, can you explain what work has been done and what work will be doing in this financial year? Thank you.

The Portfolio Holder for Housing and Communities responded:

We are actually assessing at the moment what to do with the ILU's, it's the Independent Living Units. They are actually quite hard to let, because they are very specific requirements to live in those units, and they're not fit for purpose. There were, a lot of them were built in the 1970's, they don't represent where our people want to live at the moment and we struggle to let them out. So, we're actually reviewing what we've got, where we've got it and then what we can do to adapt, change or bulldoze and start again quite frankly. So no, I can't actually tell you now what we are doing. A project to assess all that, and it is quite an in-depth and wide reaching project, so I'll have more later.

Councillor Shiers then asked the Portfolio Holder for Housing and Communities:

Thank you for that Councillor Golby, that was a really good update thank you. So also, there was money in the budget for work to be done on our Hostels, and to make them more self-sufficient and pet friendly, and I believe the Gables had

drawings for this. Can you explain what work has been done or what work will be done in this financial year, to move that forward please?

The Portfolio Holder for Housing and Communities responded:

I don't have a wholesale map of what we're going to do for that sort of thing, it's actually very dependent on the units we're talking about, the facilities that are available, can we retrofit? can we not? So again, I can't be specific on what it is because it is very situational. What I can tell you, is at Church Road we built that in it from the outset, so we actually have a pet friendly offer from the off in Church Road. Some people might scoff at actually housing people's pets, but sometimes people's pets are an absolute lifeline to them, and we understand that. We also understand that homelessness is not just the purview of the down and outs. Actually, most of us in this room are probably a couple of rent cheques or a couple of mortgage cheques to losing their home, and pets are very much part of that picture. So, we do also pay out quite a lot for housing pets. We have to. So again when we look at retro fitting or building into the new buildings going forwards, that's actually a cost saving to this Council as well, because we won't be paying out boarding fees. So again just to reiterate, it's situational, it depends on the area, it depends on the buildings, and again it's an ad hoc thing ongoing.

Councillor Kennaugh asked the Portfolio Holder for Housing and Communities:

I have a question for Councillor Golby. So could you give us an update on the Knife Angel? On the work that was involved in that to bring it to the Town Centre? Thank you.

The Portfolio Holder for Housing and Communities responded:

The Knife Angel, I'm actually really pleased to be able to start talking about this. There's been a lot of work gone on by, not necessarily me, but Officers. Chris and his team have had a lot to do with it as well, so you know hats off to the Police in all of this. There's been some really good strategic working on a local level between Nuneaton and Bedworth Police and Nuneaton and Bedworth Borough Council to actually bring this in. We've got a nice space out front now where the fountain was, and we are going to utilise that, and the first thing we are going to do is bring the Knife Angel to town. It's a massive structure made out of, I think it's a hundred thousand seized weapons is it Chris? Something like that, and we will be expecting its arrival in June. But before it gets here, we're actually building an educational piece around it, so we're not just going to bring the sculpture into town dump it there and go 'oh doesn't it look fabulous'. We're actually building a piece around it to try and educate, reduce knife crime, reduce antisocial behaviour, and it is quite a stark piece when you go and look at it. It's very moving, but there is a strong message there and it's that strong message that we want to bring to the town, and try and get that out to people in Nuneaton and Bedworth, certainly that are carrying knives at the moment, that we need to change. We need to change that. We can't go on the way we're doing it, we can't do things in the same way that we've always done it, because it's not working. We recognise, part of fixing a problem is recognising that the problem is there in the first place, and doing the same thing that you've always done and expecting a different outcome is a fool's errand, so this is something slightly different. We're going to have stuff in the run-up, stuff while it's here, and then I've also insisted that we have a legacy program of education as well. So, this is this is an all-encompassing piece of work by

ourselves and Nuneaton and Bedworth Police, and I'd just like to take this opportunity to thank Chris and his team for doing this as well, so thank you Chris.

Councillor Beetham asked the Portfolio Holder for Health and Environment:

Thank you Chair, Councillor Gutteridge, just because I've had lots of inquiries about it, would you be able to confirm when hedge trimming season restarts towards the latter end of the year, if you remember which month?

The Portfolio Holder for Health and Environment replied:

Officially, hedge strimming will start in September, and we run through to February, similar to the farming situation. But there is exceptions, where you can get a delegation to cut hedges, but it's a very costly situation and takes a lot of Officer time, which I am very short of at this present time

HEH45 **Police and Crime Plan Update report**

A report of the Police and Crime Commissioner for Warwickshire provided information to assist the Panel in their understanding of the Warwickshire Police and Crime plan and the activity of the Police and Crime Commissioner.

Public Speaker: Mr P Smith.

The Panel discussed and asked questions on the following:

- Policing numbers including Neighbourhood Policing Teams. There are an additional 300 Officers, and recruitment is ongoing for PCSO's and Specials.
- The role of the Neighbourhood Policing Teams, including problem solving and crime prevention.
- The role of Patrol Officers and changes to their responsibilities. Due to crime levels in Nuneaton and Bedworth, there are more Officers per head of population than in other areas of Warwickshire.
- Increased funding to increase Officer numbers
- Quadbike nuisance and antisocial behaviour – the Road Policing Team has been strengthened with more bikes, Nuneaton and Bedworth is the first area to have fully manned Safer Neighbourhood Teams
- Ensuring members of the public report incidents so an accurate picture of issues is gained, and provide as much information that may assist the Police as possible (including accurate descriptions).
- The PCC meets with the Chief Constable weekly to discuss issues, and hold them to account.
- Antisocial behaviour – grant funding was awarded for projects to reduce ASB, there is an evaluation process for grants and they are closely monitored afterwards, with terms and conditions on reporting back, to ensure the grant is spent effectively.
- 101 phone line – issues with the (National) system are recognised and acknowledged, and improvements are being made, including employing additional call handlers.
- Arrests and sentencing were discussed and the need for tougher sentences as a deterrent along with education.
- More visible Policing was requested, and the apprehension of Offenders.
- It was noted the Police can be supportive of residents and proactive to prevent crime.
- Staff retention and morale for Police Staff (including call handlers) along with Officers, ensuring wellbeing and mental health is a priority.

- Road safety and dangerous driving was discussed, including the use of vehicles by Offenders to intimidate people. The Road Policing Team has been strengthened. There is a target to reduce traffic incidents.

RESOLVED that the contents of the report be noted.

HEH46 **P3 – Warwickshire Services**

A presentation from the Head of Support and Community Services and the Operations Managers from P3 Warwickshire provided the Panel with information about P3 Warwickshire, including their mission, vision and values, the work they do and the services they offer.

Public Speaker: Mr P Smith.

The Panel discussed and asked questions on the following:

- Supporting people into employment – encouraging people through education and employment to improve their situations.
- Not everyone can go into employment, supporting the vulnerable with benefit entitlements.
- Encouraging people to see and realise their worth and look to the future, working with others and looking for initiatives to be part of.
- Homelessness can happen to anyone, the ‘hidden homeless’ include those living with friends or family, ‘sofa surfing’ and they may not get the support they need.
- The relationship between P3 and NBBC Housing Department – positive feedback received on the relationship.
- Safeguarding – where properties are located and antisocial behaviour. P3 try to ensure people are safe within their homes, it can be difficult when it is not their accommodation, and they will work with Landlords. The priority is ensuring young and vulnerable people are safe, they do have policies and procedures to follow.
- Feedback and hearing about problems is important, so they can deal with any issues. They do carry out case studies and have feedback sessions and quality calls to see how they are performing.
- Referrals come via other agencies/providers, through the Council, Social Care and via their own website. They do promotion and leaflet drop in the region.
- Changes due to the pandemic, including use of more technology and looking to future. Street outreach continued throughout, with the use of PPE, and strict policies and procedures. They have learned a hybrid approach and use technology to support different people in different ways.
- Can capture data on different areas including where referrals from, age, gender, background and also whether someone is ex-servicemen.
- Within young people services, there are more males than females in single person accommodation.

RESOLVED that the contents of the presentation be noted.

HEH47 **Addressing Teen Conception in Nuneaton and Bedworth**

A report of the Sexual Health Commissioner (Warwickshire County County) provided the Panel with an update on the work taking place in Nuneaton and Bedworth, to address the levels of teen conceptions, particularly those under 18.

The Panel discussed and asked questions on the following:

- The systems and schemes available (including C-Card), and the guidelines and regulations in place, and how registering and monitoring takes place.
- Safeguarding, along with health checks that take place.
- Education and how schemes work within Schools, including training of staff and funding available from Warwickshire County Council.
- Ensuring young people understand their sexual health and general wellbeing.
- Child sexual exploitation, and how concerns are raised and managed.
- Use of voluntary sector to deliver schemes, and considering new ways to work to engage young people.
- Prevention and access to education, increasing engagement.
- EHC's and reasons for fluctuations in demand.

RESOLVED that the contents of the report be noted.

HEH48 **NABSCOP Community Safety Report**

A report of the Head of Economic Development and Communities and the Police gave the Panel an opportunity to scrutinise the community safety information provided for Quarter three (2022/23).

Public Speaker: Mr P. Smith.

The Panel asked a number of questions and discussed a variety of issues including:

- Violence against people has reduced but injuries have increased, and information including reports around domestic incidents was discussed.
- Retail crime and deterrents, including support for shop owners, Criminal Behaviour Orders, and the Warwickshire Retail Crime Initiatives (WCC initiative).
- Antisocial Behaviour reduction, offering reassurance and engagement.
- Sharing of information relating to prolific offenders.
- The use of plain clothed and uniformed Officers, especially within proactive operations.
- Data around re-offenders, and correlations between the figures relating to alcohol and drug related violence and antisocial behaviour.
- Clarification around Serious Inquisitive Crime and cross border partnerships.

RESOLVED that the contents of the report be considered and noted.

HEH49 **Integrated Performance Report – Third Quarter 2022/23**

A report of the Risk Management and Performance Officer. The Panel were presented with a report which seeks to provide appropriate performance measures, budget information and risk data for service areas within the scope of the Panel. The report has been adapted to reduce the volume of data (as previously reported under the former scrutiny panel arrangements), whilst still providing the Panel with sufficient information to monitor results to address issues arising.

The Panel asked a number of questions and discussed a variety of issues including:

- Key updates to the Strategic Risk Register.
- Freedom of Information requests.

RESOLVED that the contents of the report be noted.

RESOLVED that Panel Members raise any questions or queries relating to the report in advance of the meeting.

HEH50 **Housing Environment and Health Overview and Scrutiny Panel Annual Report 2022-23**

The Panel were presented with an annual report, which set out the work undertaken by the Overview and Scrutiny Panel in 2022-23.

RESOLVED that the contents of the report be noted.

HEH51 **Work Programme Suggestion Form**

Councillor C. Cape submitted a Work Programme Suggestion Form relating to Armed Forces Covenant – ‘We have previously achieved Gold standard and should work towards retaining this. The principles of the covenant are now enshrined in Law and the council should measure itself against this. This will benefit all serving and veterans in the community.’

RESOLVED that the suggestion be added to the Work Programme.

HEH52 **Forward Plan**

The Forward Plan showing the key decisions that will be made in the four months commencing 1st May 2023, was provided to the Panel for information.

RESOLVED: that the Forward Plan be noted.

HEH53 **Work Programme**

The Panel were presented with the Work Programme for the municipal year 2022-2023.

RESOLVED that the Work Programme be noted.

HEH54 **Any Other Items**

- The Chair advised that there have only been two complaints to the Housing Ombudsman about this Authority. One case is still open and the other was upheld.
- A report relating to Pride in Camp Hill will be requested for the next meeting, along with a representative to present the report.

Chair

Housing, Environment and Health Overview And Scrutiny Panel - Schedule of Declarations of Interests – 2022/2023

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Planning and Licensing matters - Allotments - Local Enterprise Partnership
	B. Beetham	Employed at The George Eliot Hospital; Warwickshire County Council – Camp Hill	Member of the following Outside Bodies: <ul style="list-style-type: none"> • Camp Hill Urban Village: Pride in Camp Hill Board • Committee of Management of Hartshill and Nuneaton Recreation Ground 	
	C. Cape	Director of Capability Coaching and Consultancy Ltd.	Member of the following Outside Bodies: <ul style="list-style-type: none"> • Armed Forces Covenant Meeting 	
	T. Cooper	None	Member on the following Outside Bodies: <ul style="list-style-type: none"> • Camp Hill Urban Village: Pride in Camp Hill Board • Committee of Management of Hartshill and Nuneaton Recreation Ground 	
	K. Evans (Chair)	Employed the Local Government Association	Sponsorship: Election Expenses – North Warwickshire Conservative Association Membership of Other Bodies: <ul style="list-style-type: none"> • Substitute Member of the West Midlands Combined Audit, Risk and Assurance Committee 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			Member of the Bedworth Conservative Club Member of the Conservative Party.	
	S. Harbison	Self-employed	Member of Conservative and Unionist Party. Member on the following Outside Bodies: <ul style="list-style-type: none"> • Astley Charity 	
	J. Kennaugh	County Councillor W.C.C. Employed by FedEx Express UK Limited.	Member of the W.C.C. Regulatory Committee Member of the Conservative Party Member of UNITE the Union Member on the following Outside Bodies: <ul style="list-style-type: none"> • EQulP 	
	E. Shiers (Vice-Chair)	Employed by and Director of Cannon Enterprise Ltd. Director of The Fresh Dessert Company	The Labour Party Coventry East Credit Union Member of the Pride in Camp Hill Board. Member of the governing board for Camp Hill Primary School. Member of the Board of Trustees of Camp Hill Community Association Volunteer for the Coventry and Warwickshire district RSPCA	
	J. Singh	Self-employed at Sedgie's News Agents.		
	M. Wright			

Housing, Environment and Health Overview And Scrutiny Panel - Schedule of Declarations of Interests – 2023/2024

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	General dispensations granted to all members under s.33 of the Localism Act 2011			Granted to all members of the Council in the areas of: <ul style="list-style-type: none"> - Housing matters - Statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992 - An allowance, payment given to members - An indemnity given to members - Any ceremonial honour given to members - Setting council tax or a precept under the Local Government Finance Act 1992 - Planning and Licensing matters - Allotments - Local Enterprise Partnership
	B. Beetham	Senior PowerBi Lead at Wye Valley Hospital Trust; Warwickshire County Council – Camp Hill	Member of the following Outside Bodies: <ul style="list-style-type: none"> • Camp Hill Urban Village: Pride in Camp Hill Board • Committee of Management of Hartshill and Nuneaton Recreation Ground 	
	C. Cape	Director of Capability Coaching and Consultancy Ltd.	Member of the following Outside Bodies: <ul style="list-style-type: none"> • Armed Forces Covenant Meeting 	
	T. Cooper	None	Member on the following Outside Bodies: <ul style="list-style-type: none"> • Camp Hill Urban Village: Pride in Camp Hill Board • Committee of Management of Hartshill and Nuneaton Recreation Ground 	
	K. Evans (Chair)	Employed the Local Government Association	Sponsorship: Election Expenses – North Warwickshire Conservative Association Membership of Other Bodies: <ul style="list-style-type: none"> • Substitute Member of the West Midlands Combined Audit, Risk and Assurance Committee 	

	Name of Councillor	Disclosable Pecuniary Interest	Other Personal Interest	Dispensation
			Member of the Bedworth Conservative Club Member of the Conservative Party.	
	S. Harbison	Self-employed	Member of Conservative and Unionist Party. Member on the following Outside Bodies: <ul style="list-style-type: none"> • Astley Charity 	
	K.A. Kondakor	Electronic and Embedded Software Design Engineer (self-employed)	Unpaid Director of 100% Renewables UK Ltd Green Party (E&W)	
	B. Pandher		Member of Warwickshire County Council Treasurer & Trustee of Nanaksar Gurdwara Gursikh Temple; Coordinator of Council of Sikh Temples in Coventry; Secretary of Coventry Indian Community; Trustee of Sikh Monument Trust Vice Chair Exhall Multicultural Group Member of the following Outside Bodies: Foleshill Charity Trustee – Proffitt's Charity	
	E. Shiers (Vice-Chair)	Employed by and Director of Cannon Enterprise Ltd. Director of The Fresh Dessert Company	The Labour Party Coventry East Credit Union Member of the Pride in Camp Hill Board. Member of the governing board for Camp Hill Primary School. Member of the Board of Trustees of Camp Hill Community Association Volunteer for the Coventry and Warwickshire district RSPCA	
	J. Singh	Self-employed at Sedgie's News Agents.		

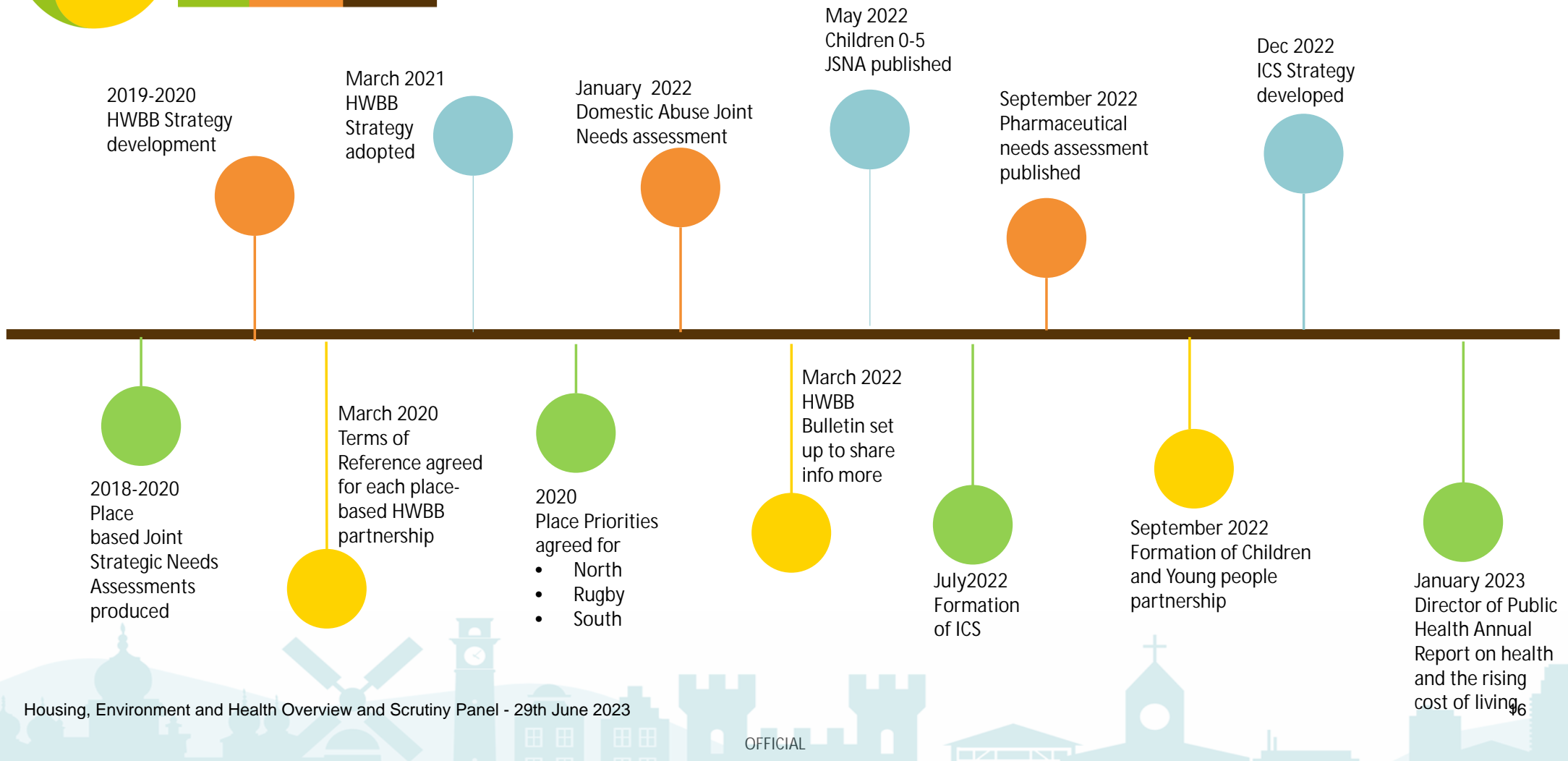
Nuneaton and Bedworth Borough Council
Overview and Scrutiny Panel June 2023

Warwickshire Health and Wellbeing Strategy Annual Review





Our journey so far...





Progress on helping our children and young people have the best start in life

- Child friendly Warwickshire's 2022 event provided the opportunity for young people to talk to various mental health services and organisations
- Safe and well check pathway developed for pregnant women
- Smoking in pregnancy vape pilot project launched in Warwickshire North
- Health in All Policies (HiAP) for Children and Families workshop carried out in January 2022
- Delivery of a joint WCC/ICB gap analysis of Speech Language and Communication Needs in Warwickshire
- 1001 days group refreshed and re-structured
- Children and Young People Partnership formed as a sub-group of the Health and Wellbeing Board



Changes to data relating to priority

Percentage of physically active children (5-16) has decreased from 43.1% (2019/22) from 41.2% (2021/22)



Conceptions in women aged under 18 per 1,000 females aged 15-17 decreased from 13.9 (2018) to 13.2 (2020)





Progress on helping people improve their mental health and wellbeing, with a focus on prevention and early intervention

- Wellbeing for Warwickshire provides an enhanced mental health service offer, drawing on collective strengths of partners to provide a more streamlined and joined-up support service. For ease of use, a single phone number helpline has been created, available 24/7 365 days a year. As well as this, the website www.wellbeingforwarwickshire.org.uk, online counselling and 121 sessions at drop in hubs are also available
- A new system-wide Suicide Prevention Strategy was endorsed by the Coventry and Warwickshire Health and Wellbeing Boards in Coventry and Warwickshire in January 2023
- Serious Violence Prevention Strategy endorsed by Warwickshire's health and wellbeing board and has been adopted by the Safer Warwickshire Partnership Board in December 2022
- Mental health covered at Workplace Wellbeing Forum; 158 businesses in Coventry & Warwickshire working towards Thrive at Work accreditation currently of which mental health is one of the themes

Changes to data relating to priority

The percentage of people with a self-reported low happiness score has **decreased** from 6.9% (2019/20) to 6.3% (2021/22)

The percentage of people with a self-reported high anxiety score has **increased** from 18% (2019-20) to 21.8% (2021/22)

Emergency hospital admissions for intentional self-harm (all ages) has decreased from 192.1 (2019/20) to 156.5 (2021/22)




thrive
at work



Progress on reducing inequalities in health and the wider determinants of health

- More HWBB partners in Warwickshire have been proactively adopting a Health in All Policies (HiAP) approach by carrying out Health Equity Assessment Tool (HEAT)
- The Tackling Social Inequalities (TSI) strategy is progressing well with work currently underway in Poverty Proofing a community in Rugby and supporting families affected by the increased cost of living
- WCC has commissioned an integrated physical health service whereby health professionals, Warwickshire residents and patients can access a range of physical health services to improve physical health and wellbeing and reduce inequalities
- Progress has been made across the five key areas of the Preventing Homelessness in Warwickshire Strategy. A pilot to provide GP led clinic in and around the Housing Support Providers has been approved
- A multi-agency Drug and Alcohol Strategic Partnership has been established for partners and agencies to work together to strengthen referral pathways and service delivery. Over the last 12 months Warwickshire has expanded its treatment and recovery system to support residents



Changes to data relating to priority

Percentage of physically inactive adults has decreased from 22.1 (2018/19) to 21.1% (2020/21)



Percentage of adults aged 18 and over classified as overweight or obese has increased from 63.3% (2019/20) to 65.6% (2020/21)





Progress on JSNA

JSNAs on the following have been produced:

[Domestic Violence and Abuse JSNA \(2021\)](#)

[Mental Health Needs Assessment \(2021\)](#)

[Children's 0-5 JSNA \(2022\)](#)

[Alcohol Needs Assessment \(2022\)](#)

[Pharmaceutical Needs Assessment \(2022\)](#)

[Mental Health and Wellbeing of Infants, Children, and Young People JSNA \(May 2023\)](#)

These needs assessments are being used to inform the development of health and social care services across Warwickshire through the Warwickshire North, Rugby, and South Warwickshire Health and Wellbeing Partnerships. To see more information on the JSNA, and view all published JSNAs, please visit <https://www.warwickshire.gov.uk/joint-strategic-needs-assessments-1>.

The upcoming JSNA work programme includes:

Healthy Ageing – completed for January 2024 HWBB

Physical Health of 6-25 Year-Olds – completed for May 2024 HWBB

Disabilities – completed for September 2024 HWBB

LGBTQ+ - completed for January 2025 HWBB

Monitoring Health Inequalities Dashboard

The [Monitoring Health Inequalities Dashboard](#) provides up to date, high level data and indicators around the picture of health in Warwickshire, mirroring the King's Fund Population Health framework and focuses on Warwickshire's Health and Wellbeing Strategies three priorities



Looking ahead – Snapshot into 2023/24

Warwickshire Health and Wellbeing Board

Introduction of market place in Shire Hall Antechamber prior to formal board to facilitate networking between HWBB members, as well as to provide information on key health and wellbeing services and programmes of work

HWBB Place Partnerships

- Greater connectivity between health and wellbeing and Levelling Up to be achieved by aligning the two agendas and utilising existing place partnership structures and mechanisms for reporting
- Allocation of £150k between three place partnerships to support the delivery of the Tackling Social Inequalities Strategy priorities (allocated based on need)

Better Care Fund (BCF)

- BCF Annual Plan submission is being worked on and an extraordinary HWBB sub-committee will be called in June 2023 to sign-off the Plan.
- Policy objectives remain the same for 2023-24:
 - Enable people to stay well, safe and independent at home for longer.
 - Provide the right care in the right place at the right time.
- Submission of the BCF Plan
- Warwickshire are taking part in a national frontrunner project to look at the hospital discharge community recovery service

Warwickshire Hospital Discharge Community Recovery Service

High Level Plan 2023 -2024

Our vision is that Warwickshire people in an acute hospital, who need further support to recover, will have access to effective therapeutic intermediate care services within 24 hours of no longer meeting the criteria to reside.

Through the delivery of a new Community Recovery Service we aim to:

- Increase the number of people receiving rehabilitation and recovery services after an acute hospital admission, increasing people's functional outcomes and ability to remain independent at home.
- Decrease the need for long-term care by decreasing demand and acuity.
- Reduce length of stay and bed days lost by decreasing the number of people staying in an acute hospital who should be at home (or in more appropriate community bed-based care)

April to June 2023
Warwickshire Hospital Discharge Community Recovery Service will consolidate Pathway 1 services from nine to three

- Home Based Therapy
- Stroke
- Package of Care Increase
- Community Response Team
- Reablement
- Continuing Healthcare
- Package of Care New
- Community Nursing
- Rapid Home Discharge



TO DO THIS WELL WE WILL

Commission a short-term domiciliary care service for patients to start within 24 hours of being referred to the Community Recovery Service

Introduce a single referral form and single point of access for the Pathway 1 services to include Continuing Healthcare by the end of June

Enable more people leaving hospital to access a mix of domiciliary care and therapy support at home to regain and maintain their independence

Increase capacity to support trauma and orthopaedic patients to go home with support

TO ACHIEVE THIS WE NEED TO

Engage and work collaboratively with the voluntary and community sector to support people's needs in the community

Agree case management, care coordination and escalation for people on this pathway considering blended roles and place-based MDT's

Increase efficiency and effectiveness of hospital discharge processes so people are ready to go home as soon as they no longer meet criteria to reside

Fast track the availability of equipment to support people at home

Baseline our position and introduce new recording and reporting mechanisms to monitor activity and impact of the Community Recovery Service

Increase therapy support in the community, introduce more capacity and increase effectiveness of current resource

July 2023-March 2024

- Review and refine the Community Recovery Service offer based on feedback
- Continue to adapt the therapy workforce and implement the Therapy Workforce and Training Plan
- Progress lead commissioning arrangements for Discharge to Assess in Warwickshire
- Consider the NHS role in supporting domiciliary care
- Influence development of the NHSE Intermediate Care Framework

TO DO THIS WELL WE WILL

Establish a reference group to review activity and impact data, and stakeholder feedback, to further refine the Community Recovery Service

Work with Healthwatch and consultation and engagement leads in SWFT and the Council to design and deliver an approach to resident engagement

Re-establish and reposition the offer from the Community Response Team and Reablement ensuring they align with the Community Recovery Service and continue to deliver positive outcomes for residents across the spectrum of need, as well as across the community

Evaluate the benefits of direct provision by the NHS in order to support the domiciliary care market

Implement the plan to review and progress lead commissioning arrangements for Discharge to Assess in Warwickshire

TO ACHIEVE THIS WE NEED TO

Establish the most effective methods for engagement and review drawing on all available data

Secure resources to enable engagement touchpoints with providers and people in receipt of the Community Recovery Service to review and refine the offer

Work proactively with the Community Response Team and Reablement Service to reposition the offer to Warwickshire residents

Monitor the impact of the Community Recovery Service, including financial impact, and develop proposals for future models of care and support

Support the review and re-design of Continuing Healthcare processes

Continue to actively engage with the NHSE Intermediate Care programme and community of practice

Continue to work collaboratively with the voluntary and community sector testing new approaches to meeting people's needs in the community



System activity

System

Works

Place



What's Next for Wellbeing for Life?

Building on 2022, W4L has Workplace Wellbeing events planned for 2023 with the aim of handing over the reins to businesses across all primary schools, engato run and PH in a supporting role, continuing the roll out of Sugarsmart ging with community groups on how best to promote self help on health issues that matter most to them, and continuing the roll of the pilot healthy workplaces accreditation in libraries.

Housing, Environment and Health Overview and Scrutiny Panel - 29th June 2023

Wellbeing for life

- Started as the Year of Wellbeing 2019. The initiative was born out of the Coventry and Warwickshire Integrated Health and Wellbeing Forum (formally the Place Forum).
- In 2022 Wellbeing for Life went from strength to strength with over 1000 contacts made and presence at events across Coventry & Warwickshire from large festivals such as Leamington Pride to smaller events at community venues.
- The Workplace Wellbeing Forum was launched in March 2022 with the second one in September seeing attendance double and focusing on mental health and specifically how businesses could support their staff around the fuel and food issues.
- The Wellbeing For Life website has seen increased footfall over the year and two pilot schemes ran across the county engaging primary schools in signing up to the National Sugarsmart programme and small businesses trialling the micro business healthy workplace scheme.

Coventry and Warwickshire Integrated Health and Wellbeing Forum

- Joint C&W Health and Wellbeing Board
- Thematic development sessions to facilitate partnership working and integration between the HWBBs in Coventry and Warwickshire
- Acts as a consultative forum to the Integrated Care Partnership
- Twice yearly sessions





Partners involved

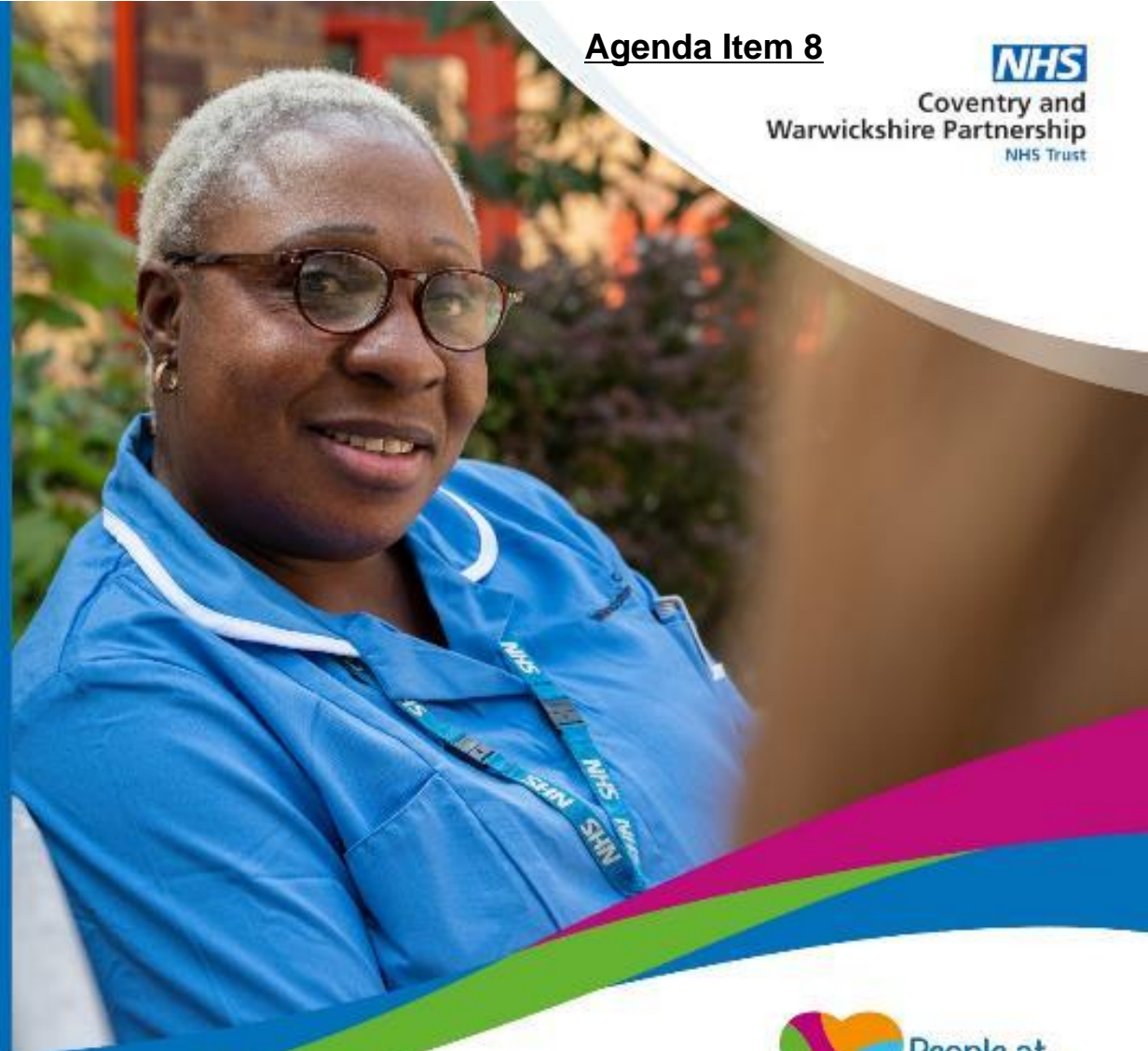


Nuneaton & Bedworth OSC Report

June 2023

Coventry and Warwickshire Integrated Care Board

Coventry and Warwickshire Partnership Trust



Background

- A Neurodevelopmental Transformation Programme was established in November 2020 with system wide representation to focus on redesign of all age diagnostic pathways and improving the offer of pre and post assessment support. This programme concluded:
 - Referrals to all pathways had **increased by between 280% and 400% since 2018.**
 - Current resource in the diagnostic assessment pathway was not sufficient to meet demand.
 - There were several short-term funding pots to boost activity however this makes it hard to recruit to jobs and create permanent change. Sustainable and long-term investment was required to enable the local service to recruit and retain the specialist workforce required.
 - Key to the success of the plan to reduce waiting times was developing a pathway and workforce that can utilise a differentiated diagnostic model.

Housing, Environment and Health Overview and Scrutiny Panel - 29th June 2023

Further Background

- A joint Ofsted and the Care Quality Commission (CQC) inspection was carried out in Warwickshire between 12 July and 16 July 2021. The inspection identified a number of areas for improvement in the way children and young people with a disability and special educational needs and/or disabilities (SEND) are supported.
- One of the 5 key areas of weakness identified are the long waiting times for ASD assessments, lack of appropriate support for children and young people awaiting assessment and following diagnosis of ASD.
- While the Written Statement of Action applies to Warwickshire only, this proposed approach will address waiting times for assessment and pre and post diagnostic support in an equitable way across Coventry and Warwickshire.

Pre the Autism Waiting Times Business Case

The pre-school and school age pathways are where the biggest pressures were noted. At August 2021, there were 3,875 pre-school and school age children on the waiting list for Autism assessment and a further 292 for ADHD assessment.

In August 2021, the average waiting time for an autism diagnostic assessment was 100 weeks (almost 2 years), with the longest wait being 274 weeks (over 5 years). A further breakdown of waiting times data by place is in Table 1

Numbers waiting at the end of report period

	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22
Cov Pre-school	177	190	193	183	193	200	219	185	233
Cov School Age	923	1009	1001	1024	1060	1170	1170	1343	1572
Warks Pre-School	63	127	143	163	189	234	284	300	336
Warks School Age	2563	1511	1670	1718	1763	1894	2008	2047	2240
TOTAL	2563	2837	3007	3088	3205	3498	3681	3875	4381

Progress so far

✓	Delivered 4619 assessments against a plan of 3712, this would be made up of priority cases and the backlog referrals.
✓	Longest Wait of 48 weeks against a target of 142 weeks
✓	No one waiting over 5 years
✓	Lowest numbers waiting in 3 and 2 and 1 year categories
✓	Contacting those families waiting less than 48 weeks to collect appropriate information and contact details to organise appointment in the next 2-3 months
✓	Removed 4002 from the backlog waiting list against a target of 3012
✓	Of the original waiting list cohort of 4227 in December 2021, only 225 remain to attend their appointment, all of these have been contacted and are in process of being seen
✓	Secured contracts with 9 external providers contributing to additional assessment capacity

Housing, Environment and Health Overview and Scrutiny Panel - 29th June 2023

Current Performance

Coventry & Warwickshire CYP Autism Service														
REFERRALS	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
No. of Referrals Plan	160	160	160	160	160	160	160	160	160	160	160	160	160	160
No. of Referrals Actual	378	347	382	420	194	256	379	467	331	323	362	361	127	110
May still be subject to change, whilst validation and triage continues														
ASSESSMENT	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
No. of Assessments Plan	119	204	250	250	250	287	287	287	287	287	287	288	287	287
No. of Assessments Actual	120	156	159	156	354	359	439	541	374	510	430	354	267	347
LONGEST WAIT (weeks)	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
Planned Longest Wait	204	206	202	198	185	177	175	172	167	160	156	153	142	132
Longest Wait of those contacted delayed for non CWPT reason	227	227	229	230	234	232	229	230	235	239	232	232	240	245
Longest Wait of those not yet contacted by CWPT	202	199	156	153	153	153	153	118	118	118	96	55	48	48
	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23
Over 5 years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Over 4 years	14	22	21	20	19	11	3	9	11	12	15	11	12	14
Over 3 years	773	773	721	701	616	506	334	265	227	185	167	126	85	62
Over 2 years	1160	1068	1023	916	845	754	608	489	431	294	197	125	98	99
Over 1 year	1020	1166	1209	1338	1285	1265	1258	1204	1133	1057	891	792	777	781
1 year or less	974	908	895	809	973	1173	1193	1235	1239	1177	977	722	1482	1552
26 weeks or less	473	588	658	744	707	651	636	418	194				1019	975
13 weeks or less	481	566	637	710									651	439
TOTAL NUMBERS WAITING	4895	5091	5164	5238	4445	4360	4032	3620	3235	2725	2247	1776	4124	3922
does not include new refs since Aug 22														
													May still be subject to change, whilst validation and triage continues	

Questions?

Agenda Item No.9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing, Environment & Health Scrutiny
Date: 29 June 2023
From: Nicola Botterill, Assistant Director – Social Housing & Community Safety
Subject: The Impact of Anti-Social Behaviour on the HRA
Portfolio: Housing & Communities (Cllr C.Golby)

1. Purpose of Report

- 1.1 To provide an update following the previous report submitted to Housing, Environment & Health Scrutiny on 27 October 2022 – copy attached. This relates to the impact of Anti-Social Behaviour (ASB) on the Housing Revenue Account (HRA) in particular the monetary impact.
- 1.2 This report will specifically provide monetary repairs information for the financial year 2022/2023.

2. Detailed costs and supporting information

- 2.1 In 2022/2023, there were a total of 7 Eviction Warrants executed all relating to rent arrears and ASB – please refer to **Appendix 1**. The cases relating to an Eviction are highlighted in red text. The other properties/communal areas that are stipulated, is where ASB has been the prime cause of the damage.
- 2.2 **Appendix 1** details the breakdown of costs for each property that have had repairs carried out, where anti-social behaviour has been investigated at the address.
- 2.3 There has been a total of **£12,869.51** worth of repairs carried out in 2022/23 and it is important to note that the stated costs include all repairs that were required to the property, not just repairs relating to wilful damage.
- 2.4 Throughout 2022/23, a total of **£8036.67** has been identified as rechargeable repairs. Two properties do not have a recharge raised against them due to a crime number being provided. If the damage is as a result of a malicious act by a third party and a crime number has been provided to the Council within 7 working days (an incident number will not be sufficient) then costs of those recharges will be written off under the Recharge Policy. In this case the total write off is **£2013.52**.

- 2.5 Regrettably, there has also been some damage carried out to communal areas at Mount Pleasant Road and Buckingham Court, totalling **£2819.32**. Communal doors were damaged along with the fire panels being smashed. This is subject to an ongoing Police investigation. Additional CCTV has been deployed in the area and when it is established who is responsible for the damage then an invoice for the remedial works will be raised to the perpetrator.
- 2.6 As highlighted in the previous report, it is suspected that because the specialist ASB team have been operational since April 2022, has certainly helped to reduce the cost of repairs, in particular deliberate damage as the team are focused and trained to deal with this type of behaviour and have the tools available to them to take the necessary, swift action against perpetrators. This is evident when comparing the total cost of repairs in 2021/22. (However, it is important to note that there have been no major works identified to the properties outlined in Appendix 1, where there was in 2021/22).
- 2.6 Where the ASB Officers are aware that damage has been caused to property and a tenancy is still in force, they will take the necessary action to apply for legal enforcement to prevent further damage from occurring. For example, an Injunction may be applied for.
- 2.7 The ASB Officers will then work with the Property Services team and Finance teams to ensure that rechargeable invoices are issued and actively chased.

3. Recharges Recovered

- 3.1 For 2022/23 there has been a total of **£12,318.30** recovered through the collection of recharges. However, this amount includes recharges raised for all properties not just properties that were subjected to ASB. Examples of this could include where a tenant has lost their keys and they have asked the Council to change the locks and an invoice was raised for the cost of that repair. The details of the recovered recharges are listed below:

Sub Data	Total
General L000	-1866.34
Rechargeable repairs General L700	-9259.17
Rechargeable repairs Reactive L701	-1573.73
Rechargeable repairs Call Out L702	-361.04
Rechargeable repairs Voids L704	£ 0
Legal action for Access to Properties L706	-£742.00
Total	-12318.3

4.0 Number of cases reported in 2022/23

4.1 There were a total of **464** cases reported for the financial year.

4.2 The highest ASB reported categories are:

1. Noise
2. Drugs
3. Harassment/intimidation/threats – including verbal abuse and violence.
4. Youth issues

4.3 The wards with the most reported ASB are:

1. Abbey Ward
2. Camphill Ward

4.4 The ASB initiatives that are being applied are:

1. ASB Surveys including Resident Engagement events
2. ASB Awareness
3. Target Hardening

4.5 Peaks and Troughs:

- High volumes of ASB: March - August
- Lower levels of ASB: September – October; December

4.6 As well as reporting on monthly trends for the Borough via area, managers also report on ASB trends via area and category of ASB. This helps the team anticipate for 2023/2024 when, where and what the ASB Officers are likely to encounter. ASB “hot spots” around the Borough often change month by month. It is therefore difficult to pre-empt which areas of the Borough may see increased reports of ASB. However, the types of most frequently reported ASB has remained consistent throughout the year.

4.7 The volume of serious ASB being reported in our Independent Living Schemes continues to rise. Independent Living Officers and ASB Officers have been working well together to address the ASB and support vulnerable tenants. The volume of cases closed vs. cases opened is relative which is a great result.

4.8 More satisfaction surveys are being received with an almost 100% positive experience being reported. More enforcement action such as Injunctions and other sanctions are being used to address ASB more promptly and these measures are proving extremely effective. Many will also result in possession proceedings, but in the first instance alternative action is being taken. Efforts are also being made to reduce the amount of time ASB cases are open for to improve the service we offer to customers.

4.9 The Quality Assessment results continue to be extremely positive, which shows how well the team perform even under extreme pressure and tight

deadlines. All cases are being managed in accordance with the Council's ASB Policy and Procedure, dealt with correctly with clear communications and in most cases within SLA. No SLA has been missed for critical cases.

5.0 Legal Interventions for 2022/23

5.1 There have been a total of the following legal interventions for the last financial year, which consist of:

10 x Possession Orders

8 x Injunction Orders

15 x Acceptable Behaviour Contracts

5 x Community Protection Warnings

6.0 Conclusion

6.1 To reiterate which was outlined in the previous report, because of the kind of behaviours the Neighbourhood team are dealing with, it is inevitable that some damage will be caused to our properties. However, the team have the skills to progress with legal action in order to prevent further damage if a tenancy is still in force.

6.2 The ASB team will continue to demonstrate their proactive approach to tackling ASB as well as demonstrating their ability to effectively react to urgent issues.

6.3 If any recharges are raised whether it be for ASB or other means the invoices will be actively chased in order to maximise income for the Council.

Appendix 1

Address	Date	Clearance	Storage	DLO Works	Lock Change/Boarding up	Glazing	Needle Sweep	Deep Clean	Fire Panel/Communal damage	Total Recharge	Recoverable Recharges
Case 1	Mar-23	£1,129.56			£117.98					£1,247.54	£0
Case 2	Nov-22		£534.28	£1,325.03		£263.31				£2,122.62	£2,122.62
Case 3	Mar-23		£534.28		£206.30		£100.63	£231.77		£1072.98	£1072.98
Case 4	Mar-23	£297.64	£534.28	£409.12				£204.92		£1,445.96	£1,445.96
Case 5	Oct-22					£765.98				£765.98	£0
Case 6	Jun-22		£445.23		£15.02					£460.25	£460.25
Case 7	Jun-22		£445.23	£865.55	£31.61					£1342.39	£1342.39
Case 8	Jun-22		£445.23	£304.44	£63.78					£813.45	£813.45
Case 9	Mar-23	£443.65		£239.98	£95.39					£779.02	£779.02
Mount Pleasant Road Flats	Mar-23								£210.87	£210.87	£0
Buckingham Court	Mar-23								£2,608.45	£2,608.45	£0
										£12,869.51	£8036.67

PREVIOUS REPORT FROM OCTOBER 2022

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Housing, Environment & Health Scrutiny
Date: 27 October 2022
From: Nicola Botterill, Head of Housing & Responsive Repairs
Subject: The Impact of Anti-Social Behaviour on the HRA
Portfolio: Housing & Communities (Cllr C.Golby)

1. Purpose of Report

- 1.1 To provide an overview of the impact of Anti-Social Behaviour (ASB) on the Housing Revenue Account (HRA) and in particular the monetary impact. The report will also detail the effect ASB has on tenants and officer working practices within the Council's Housing department.
- 1.2 The report will specifically provide monetary repairs information for the year 2021/2022 and 2022/2023 so far.

2. What is classed as Anti-social Behaviour?

- 2.1 Anti-social behaviour is a range of behaviours that can cause nuisance and annoyance, or harm and distress to a person. It's a wide range of unacceptable activity, and includes things like:-
 - Noise – including loud music, banging, DIY at unsocial hours, loud parties, frequent visitors at unsocial hours
 - Shouting, swearing and fighting.
 - Intimidation through threats or actual violence.
 - Harassment.
 - Verbal abuse.
 - Abusive behaviour aimed at causing distress or fear to certain people; for example, elderly or disabled people
 - Driving in an inconsiderate or careless way; for example, drivers congregating in an area for racing/car cruising.
 - Dumping rubbish.
 - Animal nuisance, including dog fouling, dogs barking.
 - Vandalism, property damage and graffiti.
 - Anti social drinking.
 - Arson.
- 2.2 There is a fine line between anti-social behaviour and neighbour disputes, which can often begin over relatively minor inconveniences such as parking. However, if they persist, they can potentially become anti-social behaviour.

3. What isn't classed as Anti-Social behaviour?

3.1 The following behaviours are not officially classed as anti-social:

- Parking (including badly parked vehicles).
- Children playing.
- Neighbours doing DIY (at reasonable times of the day).
- Groups of people in the street or in parks, unless they are being rowdy, abusive, causing damage or committing other crimes.
- Noise caused by everyday living.
- Religious or cultural practice.
- A one-off party.
- General living noise.

4. Background

4.1 It has become apparent over the past few years that the seriousness of ASB cases is increasing and the complexity of our cases has also increased significantly. Cases involving mental health and other complex issues, such as cuckooing are becoming more and more frequent. This is in addition to Serious Organised Crime taking place throughout the Borough, in particular County Lines cases which the anti-social behaviour officers get heavily involved in.

4.2 Unfortunately, in some cases where possession action or any other legal action is being sought, damages are being caused to our properties.

Detailed costs and supporting information

4.3 In 2021/2022 there were a total of 3 Eviction Warrants executed and so far for 2022/2023, there have been a further 3 Eviction Warrants carried out. Please note, cases also include rent arrears (where applicable) but ASB was the primary reason for Eviction.

4.4 Please refer to **Appendix 1** for a breakdown of costs for each property that have had repairs carried out, where anti-social behaviour has been investigated at the address.

4.5 There has been a total of **£69,530.13** worth of repairs carried out in 2021/22 and **£1342.39** so far for 2022/2023. It is important to note that the stated costs include all repairs that were required to the property, not just relating to wilful damage, when it became void/empty. The rechargeable column shows the costs that we can recharge for.

4.6 A total of **£36,308.30**, for 2021/22 has been identified as rechargeable repairs. Please refer to Section 5 – Rechargeable repairs.

4.7 It is suspected that because the specialist team were put in place from April 2022, that this has helped to reduce the cost of repairs, in particular deliberate damage as the team are focused and trained to deal with this type of behaviour and have the tools available to them to take the necessary, swift action against perpetrators.

4.8 Where the ASB Officers are aware that damage has been caused to property and a tenancy is still in force, they will take the necessary action to apply for legal enforcement to prevent further damage from occurring. For example, an Injunction may be applied for.

4.9 The ASB Officers will then work with the Property Services team and Finance teams to ensure that rechargeable invoices are issued and actively chased.

5. Recharges

5.1 The Council have a Recharge Policy in force which explains that repair costs will be recovered due to a tenant's non-compliance with the terms of their tenancy agreement; during the tenancy or when the property has been vacated. The Policy can be found at **Appendix 2**.

5.2 It is important to note that rechargeable repair cost will not be recovered in the following circumstances:

- If the damage is as a result of a malicious act by a third party and a crime number has been provided to the Council within 7 working days (an incident number will not be sufficient).
- If the damage is caused as a result of Domestic Violence, harassment or hate crime and this has been reported to the Tenancy Services team and/or the Police

5.3 The success of recharge recovery will depend on whether or not the previous tenant can be traced to another address.

5.4 With regard to the cases mentioned in this report, there has been an unfortunate delay in issuing and tracing previous tenants for the outlined recharges, due to the staff shortages that we currently have in the team. A recurring recruitment process has been undertaken in order to recruit Property Services Support Officers, which to date has been unsuccessful. There is also a backlog of works that is a result of the pandemic, so this has taken priority. As soon as the team is fully staffed then the process can commence.

6.0 Number of cases reported

6.1 In order to understand the impact that ASB is having on our teams and residents, the following provides information on how many ASB cases have been recorded in relation to the HRA:

6.2 For the period **October 2020 – December 2020** (this is the date that ASB cases started to be recorded on our monitoring system) there were **94** cases of ASB reported to the team. The most common reported categories related to noise (27) and Drug/Alcohol incidents (23) and Intimidation Harassment/threats (19). This is mirroring the data also collated by the Communities Team.

- 6.3 For the period **January 2021 to December 2021** there were **561** cases reported. The most common reported categories were Noise, Drugs/Alcohol incidents (111) and Intimidation/Harassment/threats (107).
- 6.4 **January 2022 to August 2022.** There have been **350** cases reported so far this year. The most common reported categories have been Noise incidents (68) Intimidation/Harassment/Threats (50) and drug related incidents (52). At the beginning of January there were three reported sexual attacks, in addition to two violent incidents involving the use of a machete. These types of incidents require multi agency collaborative working, especially with the Police.
- 6.5 The team have also seen an increase in reports of Class A drugs since the Covid-19 Pandemic. Cannabis use was the most commonly used substance but we are now finding that Class A drugs such as Crack Cocaine and Heroin are now the most common substances being used
- 6.6 ASB statistical data collection commenced in July 2021 and provides more in-depth information in relation to cases and wards and what action is being taken in order to tackle behaviour in our neighbourhoods. An example of the statistics can be found in **Appendix 3.**

7. Legal Intervention

- 7.1 In order to deal with, prevent and deter ASB being carried out in our neighbourhoods, legal action is sought when it is required. The team have become much more competent and confident in taking legal action in respect of ASB cases. This is detailed as follows:
- 7.2 **Jan 2019 to Dec 2019.**
- There were **84** legal interventions, these include NOSP (Notice of Seeking Possession), NPP (Notice of proceedings of Possession) NTQ's (Notice to Quit) Closure Orders, CPW (Community Protection Warning) and Injunctions/Possession Orders.
- 7.3 **Jan 2020 to Dec 2020**
- There were **68** Legal interventions. This figure has reduced due to the Covid restrictions, as no Court Orders were being granted and the courts were closed for 6 months of this period. Only emergency Court Orders were being granted for a period.
- 7.4 **Jan 2021 to Dec 2021**
- There were **63** Legal interventions. Including, 15 NOSP served, 14 NTQ, 11 Possession Orders and 8 Injunctions.
- 7.5 **Jan 2022 to August 2022**
- There have been **114** legal interventions so far this year. Including, 8 NOSP served, 5 NPP's, 6 Possession Orders, 2 Injunctions and 13 CPW's.

- 7.6 On average, a Notice, e.g. NPP and NOSP can take a day (7.5 hours) to complete and serve. This is when an Officer has the relevant knowledge and experience to enforce this action confidently and accurately. Even when a case is with our legal teams or in Court, further work to continue monitoring the case and updating statements and other required exhibits is required often taking hours of a qualified Officer's time to produce.
- 7.7 Writing witness statements and documenting exhibits can take several days of dedicated time and work to produce to focus solely on these matters. Investigating complaints and collation of evidence also takes time (weeks and months) and often multi agency working across partner agencies is required.
- 7.8 The team are supported with legal action through the Council's own legal team and they also have access to advice from an external Solicitor Anthony Collins who offer a free 15 minute advice line through a framework arrangement.

8.0 Cuckooing

- 8.1 Cuckooing' is when professional criminals target the homes of vulnerable adults so they can use the property for drug-dealing and other criminal activities. These criminals are very selective about who they target as 'cuckoo' victims and are often entrepreneurial. Victims of 'cuckooing' are often drug users but can include older people, those suffering from mental or physical health problems, female sex workers, single mums and those living in poverty. Victims may suffer from other forms of addiction, such as alcoholism, and are often already known to the police. Dealers often approach the victim offering free drugs to use their home for dealing. Once they gain control, gangs move in with the risk of domestic abuse, sexual exploitation and violence. Children as well as adults are used as drug runners. It is common for gangs to have access to several addresses. They move quickly between vulnerable people's homes for just a few hours, a couple of days or sometimes longer. This helps gangs evade detection. By 'cuckooing' the criminals can operate from a discreet property, which is out of sight, making it an attractive option. They can then use the premises to deal and manufacture drugs in an environment under the police radar. When the criminals use the victim's property for criminal enterprises, the inhabitants become terrified of going to the police for fear of being suspected of involvement in drug dealing or being identified as a member of the group, which would result in their eviction from the property. Some vulnerable adults may be forced to leave their homes, making themselves homeless and leaving the gangs free to sell drugs in their absence.
- 8.2 In the last 12 months, the team have been dealing with **18** suspected 'cuckooing' cases (this is up from 5 in the previous year). Each of the 18 cases involve very vulnerable customers. As a result, there are safeguarding and multi-agency meetings taking place on a regular basis and there is a need for a close working relationship with the Police in order to obtain the necessary required evidence, whilst supporting the victim as necessary.

8.3 Whenever an ASB incident is called into the Police or ASB Team and is categorised as 'personal', a Risk Assessment is undertaken to ascertain the severity of the case and decide on the most appropriate course of action. Risk Assessments are continuously reviewed throughout the investigation of the case to ensure the victim(s) is fully supported. When a Risk Assessment score is increased due to additional risk to the victim being identified, this is referred to the relevant Duty Inspector or Sergeant.

9. Restructuring the team in order to deal with ASB in our neighbourhoods

9.1 In January 2022 three experienced Housing Officers flagged issues and concerns with the volume of their current workload. This was mainly due to the the number of Anti-Social Behaviour (ASB) referrals being received and the complexity and seriousness of the cases. Staff reported that they were not taking lunch breaks and were having to work longer hours in order to cope with the current workload and were more regularly having to respond to serious emergency situations such as knife and gun crime, domestic abuse incidents, County Lines issues and other serious criminal behaviour.

9.2 Time was taken to understand where demand was experienced in order to take a fundamentally fresh view of how the team should be structured in order to cope with the increased demands on the service. This ensured that resources were managed more effectively in order to cope with the increased demands on the service and so that ASB can be dealt efficiently and effectively.

9.3 It was also critical to ensure the team was configured in such a way, as to be able to meet the ongoing challenges facing Local Government, in particular the Social Housing White Paper and also to deliver the priorities of the Council.

9.4 In order to meet the demands on the service and to prepare for the requirements of the Social Housing White Paper, a restructure of the Landlord Services Team took place, which was implemented in March 2022. Two specialist teams, were created which comprised of a **Tenancy Management Team** and a **Neighbourhood Team**. The Neighbourhood Team comprises of 3 ASB Officers.

9.5 The Neighbourhood team are solely responsible for dealing with tenant based ASB. Implementing a specialist ASB team has enabled the team to target ASB in our neighbourhoods, work more closely with our resident involvement team and customers so that we can be much more transparent in our approach. This requirement also falls under the requirements of the Social Housing White Paper. As stated previously, the team are much more competent and confident in taking cases to Court and this is starting to have a positive impact within our neighbourhoods The team can also start to lead on Injunctions in Court without the need of any Solicitor/Legal support. The cost to external solicitors would dramatically decrease by the team leading on this

type of work themselves. In the previous structure, this just wasn't possible due to all of the other tasks that needed to be managed.

- 9.6 Chapter 6 of the Social Housing White Paper highlights that Landlords are responsible for creating well designed, decent homes and good neighbourhoods, that are safe and clean. It is a requirement for Landlords to support tenants facing ASB and crime and the Government are committed to keeping our streets safe and cutting crime. The proposed Tenant Satisfaction Measures will include measures on responsible neighbourhood management, including tackling anti-social behaviour. It is also a requirement for us to be transparent on the work we are doing in our neighbourhoods and how we respond to reports of ASB, for example The Council must also ensure that contact details of officers dealing with ASB are clearly advertised.
- 9.7 Therefore, the 3 ASB Officer roles now deal specifically with ASB and neighbourhood/estate issues. The ASB Officers work closely with the Estate Team to ensure that neighbourhoods are clean and tidy and ASB is preventable as much as is practically as possible. The officers will carry out additional estate inspections and walkabouts with the Police on a regular basis and will look at possibilities of designing out crime across the Borough. It is recognised that the ASB Officers will lead on Injunctions in Court which will make it quicker and cheaper for the Council to take enforcement action where it is needed. The anti-social behaviour officers will also promote what work they are undertaking through social media channels to prevent and deter ASB being carried out across the Borough. It is imperative that tenants can see that a zero-tolerance approach to such behaviour adopted by officers. The team will also work closely with the Resident Involvement Team to ensure that there is a strong resident/community involvement across our neighbourhoods and will ensure that residents views are listened to and acted upon.

10.0 The Social Housing White Paper

- 10.1 The Social Housing White Paper focuses heavily on ASB and there is more emphasis being placed on monitoring landlord performance in relation to ASB, creating more transparency and accountability to tenants.
- 10.2 Presently, ASB is covered within the consumer standards, an approach that is considered effectively worthless in terms of really holding landlords to account or giving residents any form of redress where things go wrong. The requirements in the standards are very broad, not providing much in the way of specifics about what is actually expected from an ASB service. In addition, the standard is reported on by exception. This means that performance is not routinely reported to anyone, nor is the landlord inspected to make sure that they are complying. The current wording on the standard includes a serious detriment test, meaning that the regulator will only intervene where the consequence of the landlord not complying is severe (eg life threatening). Contrast this with the economic standards, which include requirements

relating to financial and governance viability (and where we regularly see published inspections results) and it is clear to see which of the standards are given more importance at present. The White Paper sets out the intention to remove the serious detriment test and start to inspect landlords in relation to the consumer standards. In addition, the intention is to create satisfaction measures in relation to anti-social behaviour. The current draft measures suggested relate to the number of ASB reports received and the satisfaction of the resident in terms of the handling of their case. Therefore, it is important that we are able demonstrate that victims of ASB are receiving the best possible service.

- 10.3 The Social Housing White Paper highlights the important role that housing can play in issues such as county lines, cuckooing and gang problems. Further, it recognises the challenge that working with perpetrators who have mental health problems, or other underlying issues, such as substance misuse, can bring to officers managing cases of ASB.

11. Plan for the future

- 11.1 The neighbourhood team is relatively new and there was a period where the team were not fully staffed. The success of the new team will be monitored over the coming months.
- 11.2 ASB trends will continue to be investigated and reviewed by scrutinising the monthly ASB statistics.
- 11.3 Training programmes will be developed for the ASB Officers so that they can lead on Injunctions in Court. This will mean our Officers will be upskilled and subsequently result in savings being made in respect of legal fees.
- 11.4 Social media channels will continue to be used to promote what action is being taken across the Borough in respect of ASB and to highlight what successes the team have had with Possession Cases and/or Injunctions. It is anticipated that this will send a message to tenants that inappropriate behaviour will not be tolerated.
- 11.5 It is an ambition for the team to work towards an ASB Accreditation in the future.

12. Conclusion

- 12.1 Anti-Social Behaviour has been increasing across the Borough for the past few years and the complexity and seriousness of cases is also increasing. This can be evidenced through how many cases are being reported and how many legal interventions are now being sought.

- 12.2 Because of the kind of behaviours the Neighbourhood team are dealing with, it is inevitable that some damage will be caused to our properties. However, the team have the skills to progress with legal action in order to prevent further damage if a tenancy is still in force.
- 12.3 If a tenancy has ended due to Possession action then teams across the Council will work together to make the necessary arrangements for a recharge to be raised. However, it is important to note that the success of recovery will depend on whether the former tenant/perpetrator can be traced.
- 12.4 The teams are now configured in such a way that ASB will be tackled with effectively and efficiently. It is proposed that officers will be trained to lead on Injunctions in Court, which will result in savings being achieved across the HRA in future.

Address	Year	DLO Cost	Lovells Costs	Impart Links	Lock Change	Storage	Clearance	Clean	Garden works	Total Cost	Rechargeables
Case 1	May-21	£869.37					£391.40			£1,260.77	£650.74
Case 2	Jul-21		£28,209.29			£481.10		£758.10	£211.85	£29,660.34	£15,043.53
Case 3	Nov-21		£25,557.68	£800.00		£627.95			£211.85	£27,197.48	£11,356.38
Case 4	Jan-22		£6,851.71	£1,956.00		£499.32	£135.66	£145.15		£9,587.84	£8,115.14
Case 5	Jan-22	£648.20						£166.80		£826.55	£648.20
Case 6	Mar-22	£583.33					£278.16	£135.66		£997.15	£494.31
Case 7	Jun-22	£865.55			£31.61	£445.23				£1,342.39	£648.35
										£70,872.52	£36,956.65



Recharge Policy

Issued by Regeneration, Economy & Assets

July 2021

Recharge Policy Quality Record

Revision	Date	Description	Stage	Agreed
Draft	28.7.21	1 st revision	Draft	
Draft		Single Member Decision		
	5.7.21	EqIA	Approved	5.7.21

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**This Policy is available in larger print.
Please contact Human Resource if you require
assistance.**

1. Introduction

- 1.1 This policy outlines Nuneaton & Bedworth Borough Council's approach to the recovery of recharges. These are costs for any repairs that have been carried out to Council property due to damage, neglect, misuse or abuse by tenants, residents, members of their household or visitors to their home. In addition, it covers the cost of clearing redundant possessions when a property is vacated, any work carried out by the Council to repair or maintain the property that is the resident's responsibility.
- 1.2 The Council will recover the costs of repair works carried out due to a tenant's non-compliance with the terms of their tenancy agreement; during the tenancy or when the property has been vacated.
- 1.2 The Policy will also set out the rechargeable items that current or former tenants may be charged for and the estimated associated cost of those items. These are detailed within the 'Schedule of Charges and Repairs' document.

2. Tenants Responsibilities

- 2.1 The Tenancy Agreement sets out which repairs tenants are responsible for. It advises tenants that they must keep their home in a good condition and leave it clean and tidy when they end their tenancy. It states that the Council will recharge the tenant for the cost of making good any damage they have caused and/or clearing any items left behind.
- 2.2 Nuneaton and Bedworth Borough Council's Tenancy Agreement specifically states:
 - ❖ A tenant, household or visitors must keep the property, including its fixtures or fittings, in a clean, secure and good condition. The property must be free from rubbish and not allow its condition to deteriorate
 - ❖ A tenant is responsible for any damage or repairs caused by themselves or anyone living or visiting because they have not looked after the property properly. If the Council has to carry out repairs to the property which are deemed 'rechargeable repairs' then the tenant will have to pay the associated costs of the work.
 - ❖ At the end of a tenancy the property must be left in good condition, secure and in good state of repair, clean and tidy and empty of all personal belongings.
 - ❖ If there is any damage to the property tenants will have to pay for the cost or repair or replacement or any other loss incurred.

3. Purpose

- 3.1 The purpose of this policy is to:
 - ❖ ensure that the Housing & Communities team adopts a consistent, fair and transparent approach; in the way it deals with the management of chargeable repairs.

4. Aims

4.1 The aims of this Policy are:

- ❖ To ensure that rechargeable repairs are dealt with transparently and efficiently
- ❖ To recover the cost of rechargeable repairs from current and former tenants
- ❖ To ensure that associated costs are pursued from those tenants who neglect their property or deliberately cause damage.
- ❖ To maximise income by the recovery of debts in relation to rechargeable repairs

5. Responsibility

5.1 The Head of Housing & Responsive Repairs retains the overall responsibility for the implementation of this Policy

5.2 The Building Maintenance Manager, Tenancy Services Manager and Revenues & Benefits Manager are responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and reviewing, staff awareness and training, policy development and communication to tenants.

6. Definition of a Rechargeable Repair

6.1 Rechargeable repairs is defined as any work that Nuneaton and Bedworth Borough Council has to carry out in order to ensure a property is safe and or suitable for re-letting for which the tenant is responsible for.

6.2 Examples of a rechargeable repairs are as follows:

- ❖ Repairs identified as a result of deliberate damage or damage caused as a result of neglect
- ❖ Repairs identified as a result of unauthorised or unsatisfactory alterations or improvements to the property
- ❖ Costs incurred as a result of a breach in tenancy conditions, eg, not allowing access to carry out an annual gas service inspection.
- ❖ Accidental damage caused by a tenant, household, or visitor to the property.
- ❖ Where a service has been provided by Nuneaton and Bedworth Borough Council at a tenants request, for example, a lock change.
- ❖ The costs of removing unauthorised goods left at the property when a tenancy terminates
- ❖ Damage to furniture provided in communal areas

7. Identifying Rechargeable Repairs

7.1 Rechargeable items can be identified in a number of different ways. Examples are:

- ❖ When a tenant reports a repair to the repairs contract centre
- ❖ When a contractor goes to a property to complete a repair
- ❖ When a Nuneaton and Bedworth Borough Council representative visits a property to undertake an inspection or to meet with a tenant
- ❖ When a pre-void inspection or post void inspection takes place
- ❖ From photographic evidence that was taken at sign up, which the tenant agreed and signed before they accepted the property.

8. Mutual exchanges

- 8.1 Prior to tenants mutually exchanging properties, the Council will inspect the property to identify repairs and any tenant improvements or fixtures which are not the Council's responsibility.
- 8.2 Nuneaton & Bedworth Borough Council will advise the incoming tenant that in assigning or surrendering their tenancy they accept the property in its existing condition. The tenant will be required to sign a disclaimer to this effect that places the costs of works arising from the exchange to fall on them as the in-coming tenant. In particular the tenant will be informed in writing of:
- Any fixtures and fittings installed by the outgoing tenant which are not the Council's responsibility
 - Defects caused by the outgoing tenant which are not the Council's responsibility, for example broken door handles or holes in walls.

9. Collection of charges

- 9.1 When a rechargeable repair is identified, the tenant and/or leaseholder will be advised of the approximate cost of that repair and an invoice will be raised. A Schedule of Charges and Repairs' rates for rechargeable repairs is kept by the Property Services team.
- 9.2 If rechargeable works are carried out to empty properties where the tenant has abandoned or moved away, then these debts will be pursued using the Council's former tenant procedures. If all other means of recovery have been exhausted, the Council will consider passing this to a debt recovery agent. A record of the former tenant and the outstanding debt will be held against that individual for future reference on the Council's housing management system.
- 9.3 Tenants can carry out works themselves, they can also engage a qualified specialist if necessary, for example where works relate to heating or lighting. The individual must have public liability insurance and be appropriately registered for the applicable trade, for example a qualified registered electrician or gas engineer.
- 9.4 When a tenant is completing work themselves all works must be completed to a standard accepted by Nuneaton and Bedworth Borough Council. The relevant planning permissions, building regulations and asbestos survey results need to be obtained by the tenant at their own cost. Where applicable, the tenant is required to provide certification and to dispose of waste in line with waste regulations.
- 9.5 A recharge invoice will be raised even where the Council has no forwarding address, for example when a property has been abandoned or a tenant has been evicted.
- 9.6 Tenants will be offered a full range of payment methods and agreements will be made where appropriate.

10. Exemptions to paying for rechargeable repairs

- 10.1 No rechargeable repair cost will be recovered in the following circumstances:

- If the damage is as a result of a malicious act by a third party and a crime number has been provided to the Council within 7 working days (an incident number will not be sufficient).
- If the damage is caused as a result of Domestic Violence, harassment or hate crime and this has been reported to the Tenancy Services team and/or the Police

11. Appeals

- 11.1 If a tenant disagrees that they have been subject to a rechargeable repair or they are disputing the amount charged, an appeal can be made to review the decision. The appeal will be dealt with by an appropriate manager who was not involved in making the original decision.
- 11.2 If a tenant is still not satisfied with the decision or by the way in which their case has been handled, then a complaint should be made through the Council's Complaints process.

12. Equalities

This policy and associated procedures will apply to all. Nuneaton and Bedworth Borough Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of race, age, disability, gender, sexual orientation, religion, belief, class, financial status and any other difference that can lead to discrimination or unfair treatment.

13. Related Documents

- Tenancy Agreement
- Tenancy Agreement
- Leaseholder Lease
- Corporate Debt Strategy
- Rent Arrears Policy
- Anti-social Behaviour Policy
- Tenant's Handbook
- Repairs Handbook

14. Review date

- 14.1 Every three years or on the introduction of new legislation, regulation or good practice guidance.

SCHEDULE OF CHARGES AND REPAIRS

The Schedule provides examples of recharge items and associated estimated cost

The cost is based on NATFED Schedule of Rates and are liable to change

ITEM	UNIT	COST	
Internal	each	£129.67	
External Door (wood)	each	£247.56	
External Door (GRP)	each	£816.49	
Replace broken glass	each	£57.82	
Clear Rubbish	per M3	£14.00	service provided by external contractor
Replace sink unit	each	£477.01	
Replace base unit (single)	each	£155.72	
Replace base unit (double)	each	£212.57	
Replace wall unit (single)	each	£106.65	
Replace wall unit (double)	each	£144.70	
Replace basin	each	£200.28	
Replace bath	each	£477.40	
Replace toilet	each	£154.41	
Replace toilet seat	each	£26.63	
Renew bath panel	each	£56.65	
Renew work top	per meter	£58.76	
Light Fittings	each	TBC	service provided by partner contractor
Sockets	each	TBC	service provided by partner contractor
Additional cleaning	per visit	£85.00	service provided by external contractor
Fumigation	per visit	£75.00	service provided by external contractor
Gain Access/ lost keys	per visit	£63.77	
Clearing blockages to sinks	each	£13.97	
Clearing blockages to toilets	each	£40.70	

This list is not exhaustive

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: **Housing, Environment and Health Scrutiny Panel, 29TH June 2023**

From: **Risk Management and Performance Officer**

Subject: **INTEGRATED PERFORMANCE REPORT - END OF YEAR (FOURTH QUARTER) 2022/23**

1. Purpose of Report

- 1.1 This integrated report seeks to provide appropriate performance measures, budget information and risk data for service areas within the scope of this Panel
- 1.2 The report has been adapted to reduce the volume of data (as previously reported under the former scrutiny panel arrangements) whilst still providing the Panel with sufficient information to monitor results to address issues arising

2. Format of Report

The report consists of three parts:

- 2.1 **Appendix A** shows the results available as at the end of the latest quarter:
- The first page provides a summary of financial / performance / strategic risk register data within the remit of the panel and Freedom of Information / complaints.
 - The following finance table give(s) a breakdown of budgets by service areas and the “key” ones are highlighted in bold text.
 - Subsequent pages provide more detailed information on performance in these key areas. Charts have been introduced for each indicator and “smiley / sad / neutral faces”, as appropriate, to indicate the performance trend.
 - The last page provides an overall conclusion for the key areas and, when applicable, exception reporting of performance information for the other (“non-key”) areas to ensure that Elected Members are made aware of issues / under-performance.

NOTE: Finance data is not available for the fourth quarter. The final outturn will be reported to Cabinet in July and a subsequent finance report will be provided to scrutiny panels.

- 2.2 The Strategic Risk Register summary then follows (**Appendix B**). This shows the latest quarter status summary of the full register followed by the summary and current details of those risks **within the remit** of the panel.

- 2.3 Next is the latest Strategic Performance Report Executive Summary (**Appendix C**). The Strategic Performance report has been developed to provide an overview of the Council’s position using the following categories:

- Finance
- People and Service Delivery
- Processes
- Improvement

The report is reviewed monthly by Management Team.
It provides concise information on positive performance, areas of improvement and where performance is on or around target - comparing to best practice, and/or target and/or previous year, as appropriate.

2.4 Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints

Members have requested summaries of the (anonymised) details of FOI / EIR requests and Complaints outside of their relevant response timescales - these are shown at **Appendix D** and **Appendix E**, respectively. Please note that EIR provides a statutory right of access to environmental information held by UK public authorities.

3. 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 a minimal observation would be incorporated at regular intervals into officer’s reports”

Consequently, Elected Members should be aware that, as at the end of this quarter, there have been no surveillance operations.

4. Recommendations

The panel is asked to scrutinise the performance information contained in this report and make any recommendations to the relevant Cabinet portfolio holder.

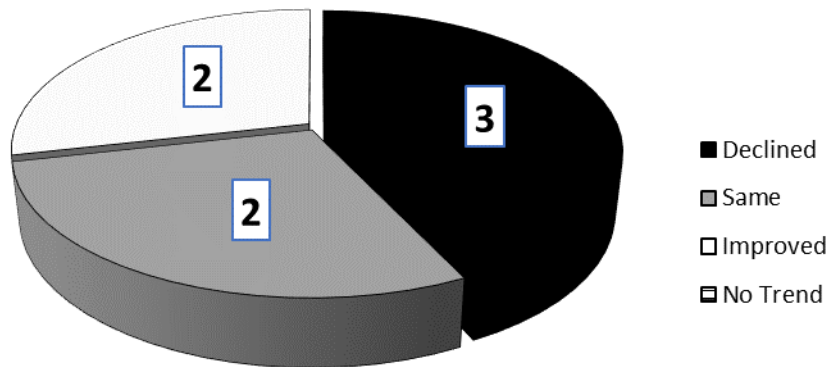
STEVE GORE

Finance data not available

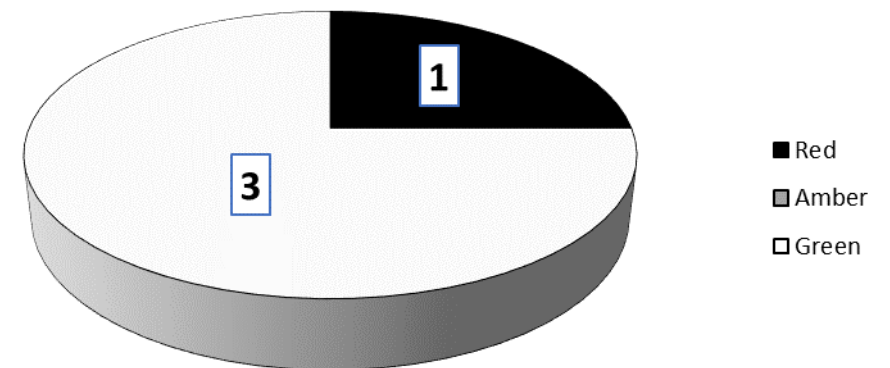
Freedom of Information (FOI) / Environmental Information Regulations (EIR) Requests and Complaints Summary

	Number Received	Completed	Late	Outstanding
FOI / EIR Request (20-day target)	761	755	143	6
Complaints (10-day target)	1102	1092	262	10

Performance Indicators / Measures Summary



Strategic Risk Register Summary - Housing, Environment and Health OSP



HOUSING, ENVIRONMENT & HEALTH OSP FINANCIAL SUMMARY (GENERAL FUND)

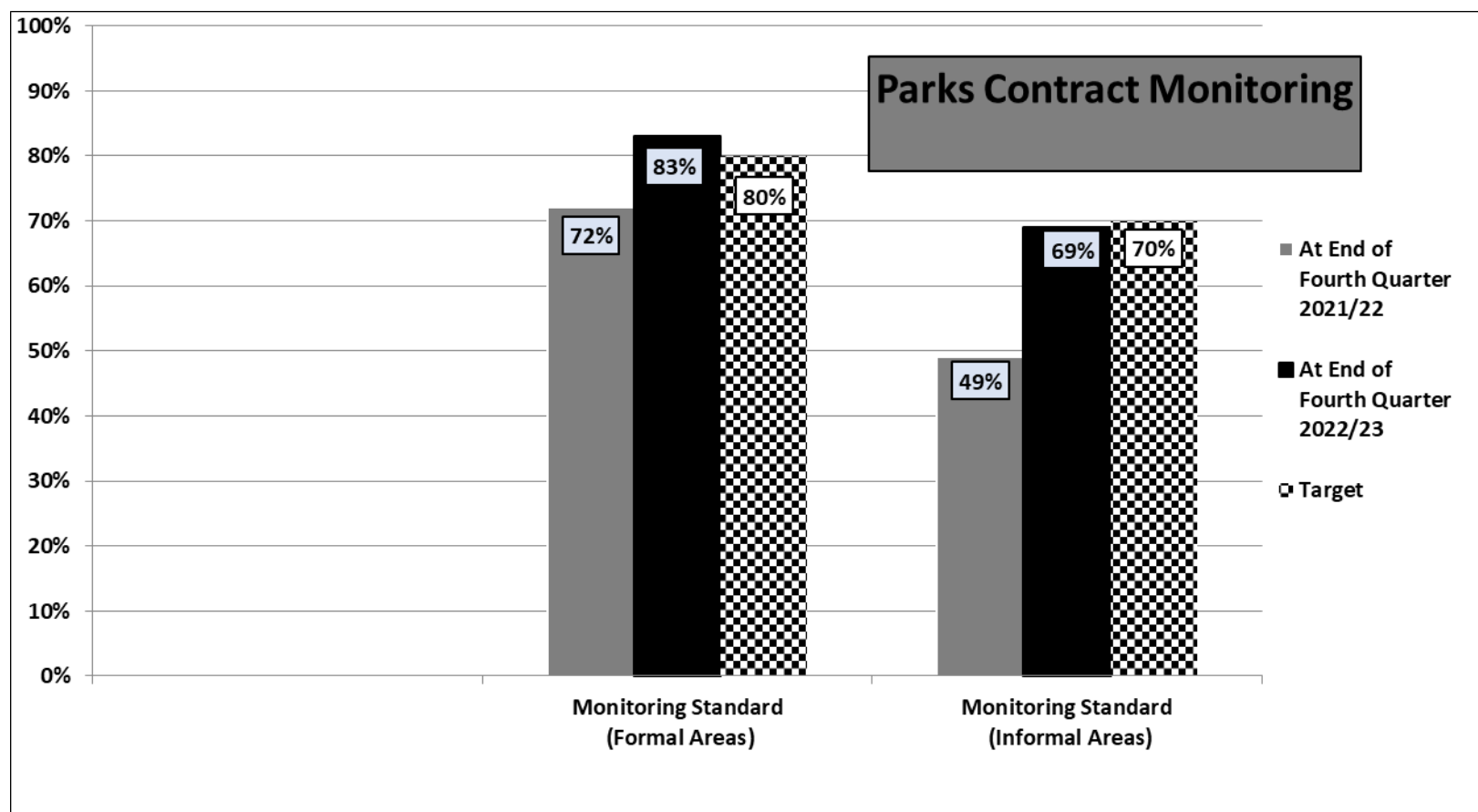
	2021/22 Outturn £	2022/23 Current Budget £	2022/23 Current Forecast £	2022/23 Forecast Variance £
<u>HEALTH & ENVIRONMENT</u>				
ENVIRONMENTAL PROTECTION				
FOOD & OCCUPATIONAL SAFETY				
HEALTH PROMOTION & INEQUALITIES				
FOOTPATH LIGHTING				
ENVIRONMENTAL PROJECTS				
CEMETERIES				
ALLOTMENTS				
PARKS				
ENVIRONMENTAL SUSTAINABILITY				
<hr/>				
<u>HOUSING & COMMUNITIES</u>				
HOUSING ADVICE CENTRE				
PRIVATE SECTOR GRANTS				
HOUSING STRATEGY				
PRIVATE SECTOR HOUSING STANDARDS				
MOBILE HOME SITES				
COMMUNITY DEVELOPMENT				
VOLUNTARY BODIES				
COMMUNITY SAFETY				
<hr/>				
<u>BUSINESS & REGENERATION TOTAL</u>				
<u>FINANCE & CORPORATE TOTAL</u>				
<u>PLANNING & REGULATION TOTAL</u>				
<u>PUBLIC SERVICES TOTAL</u>				


	2021/22 Outturn £	2022/23 Current Budget £	2022/23 Current Forecast £	2022/23 Forecast Variance £
CENTRAL SUPPORT SERVICES PORTFOLIOS				
CENTRAL PROVISIONS				
DEPRECIATION & IMPAIRMENT				
TREASURY MANAGEMENT				
CAPITAL FINANCING				
CONTRIBUTIONS TO/ (FROM) EARMARKED RESERVES				
COUNCIL NET EXPENDITURE				
FUNDING				
COUNCIL TAX				
NEW HOMES BONUS				
BUSINESS RATES RETENTION				
OTHER GRANTS				
(SURPLUS)/DEFICIT FROM COLLECTION FUND				
TOTAL FUNDING				
(SURPLUS)/ DEFICIT				

Parks - (Housing, Environment & Health OSP)

Budget 2022/23 £'000	End of Year Outturn £'000	Comments	Trend
		Finance data not available this quarter.	

Main measures of performance: **Contract Monitoring**

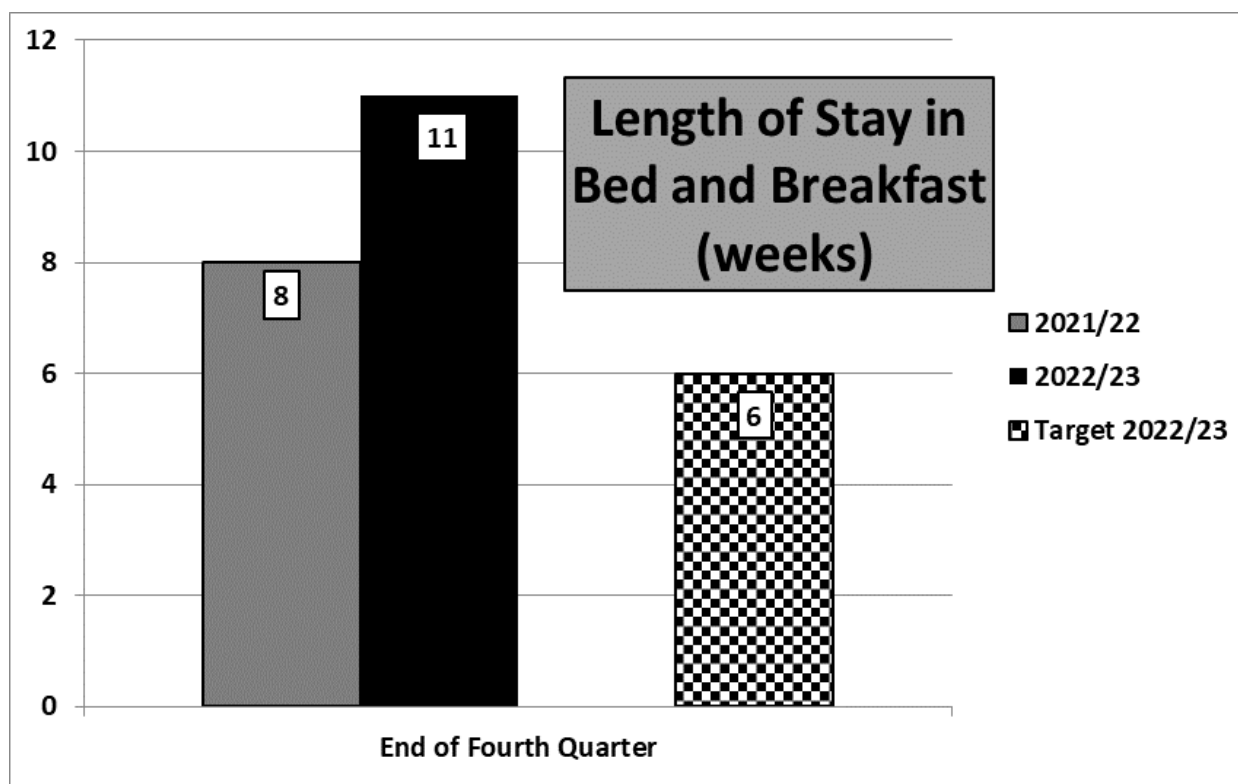


Comments	Trend
A marked improvement in both monitoring measures compared to 2021/22.	

Housing Advice Centre – (Housing, Environment & Health OSP)

Budget 2022/23 £'000	End of Year Outturn £'000	Comments	Trend
		Finance data not available this quarter.	

Main measure of performance: ***Length of Stay in Bed and Breakfast***

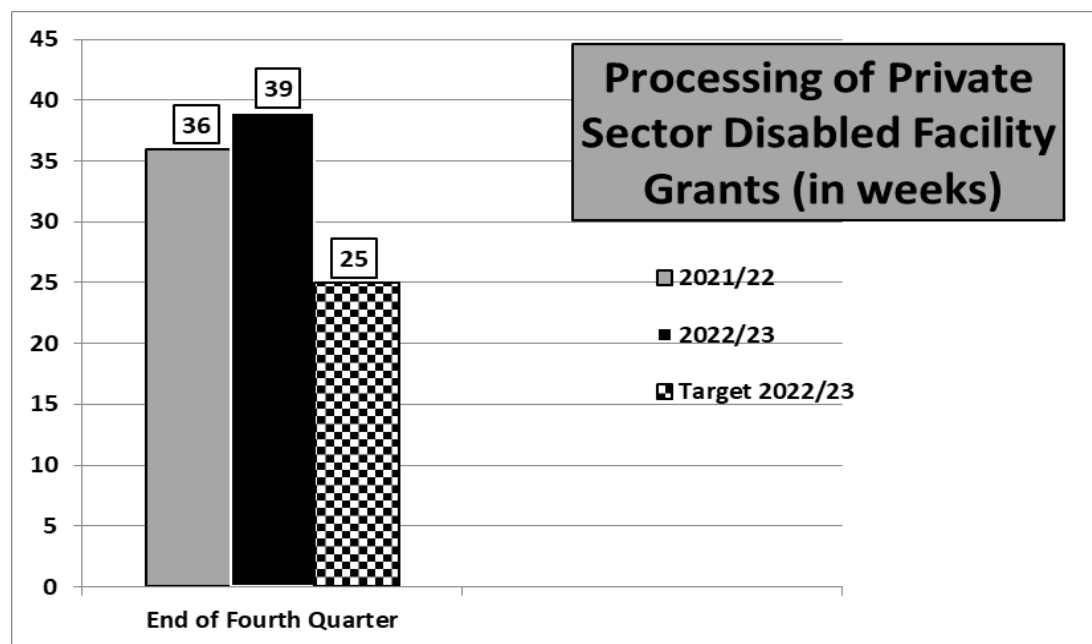


Measure details	End of Year Performance 2022/23 (2021/22)	Comments	Trend
<p>Length of Stay in Bed and Breakfast Accommodation</p>	<p>11 weeks (8 weeks)</p>	<p>The target is 6 weeks, which is set based on the Government’s requirement that families with children are not left in B&Bs any longer than this number of weeks. The Council is continuing to experience a high number of Homeless applications. Availability of vacant council housing stock remains low, resulting in applicants having to spend much longer periods in temporary accommodation - some of which is B&B/Hotel accommodation. In addition to the lack of social housing available, we are also experiencing very high demand in the private rented sector, and higher unaffordable rents that means our clients are unable to secure private rented accommodation - most properties currently being advertised for private rent has in the region of 70 applicants. The Councils waiting list is now over 3000 households. To mitigate the length of stay in B&B, we currently direct match 50% of available council housing voids to households in Temporary Accommodation. In addition, we are on target to have a further 14 self-contained HRA Hostel rooms available in June 2023, which will reduce the usage of hotels.</p>	<p>☹️</p>

Private Sector Grants & Other Housing Services – (Housing, Environment & Health OSP)

Budget 2022/23 £'000	End of Year Outturn £'000	Comments	Trend
		Finance data not available this quarter.	

Main measure of performance: **Processing Private Sector Disabled Facility Grants**

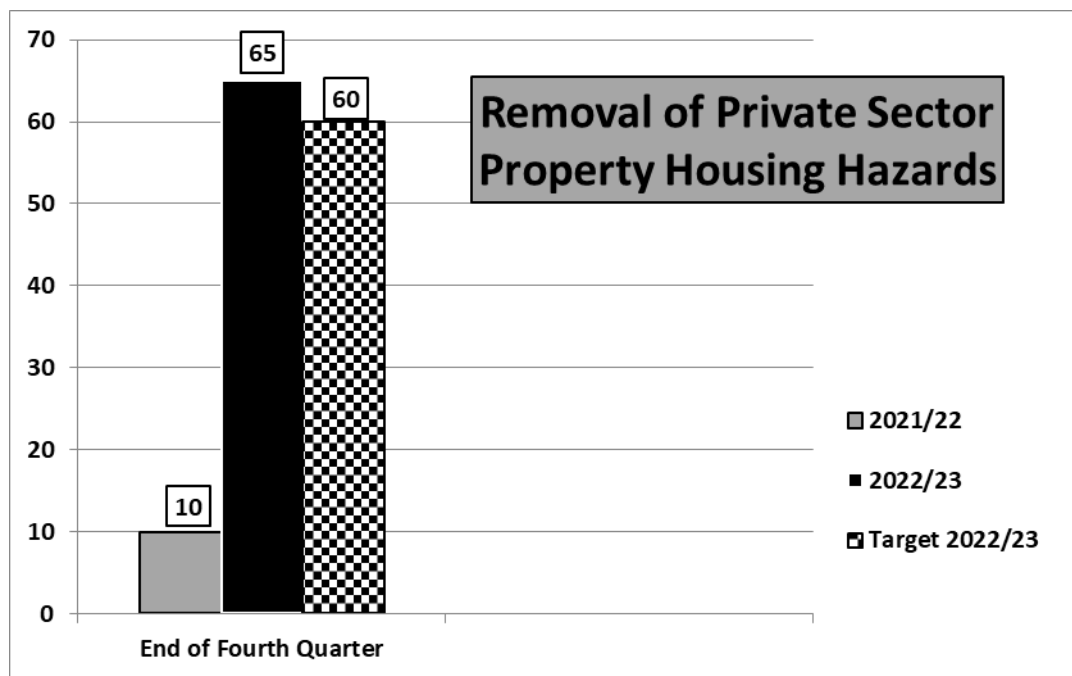


Measure details	End of Year Performance 2022/23 (2021/22)	Comments	Trend
Processing Private Sector Disabled Facility Grants	39 weeks (36 weeks)	The target for 2022/23 is 25 weeks. Demand is currently in excess of the ability to deliver planned services. HEART Board are considering methods to increase resources to address demand issues including a revised financial assistance policy.	☹️

Private Sector Housing Standards – (Housing, Environment & Health OSP)

Budget 2022/23 £'000	End of Year Outturn £'000	Comments	Trend
		Finance data not available this quarter.	

Main measure of performance: Removal of Private Sector Property Housing Hazards

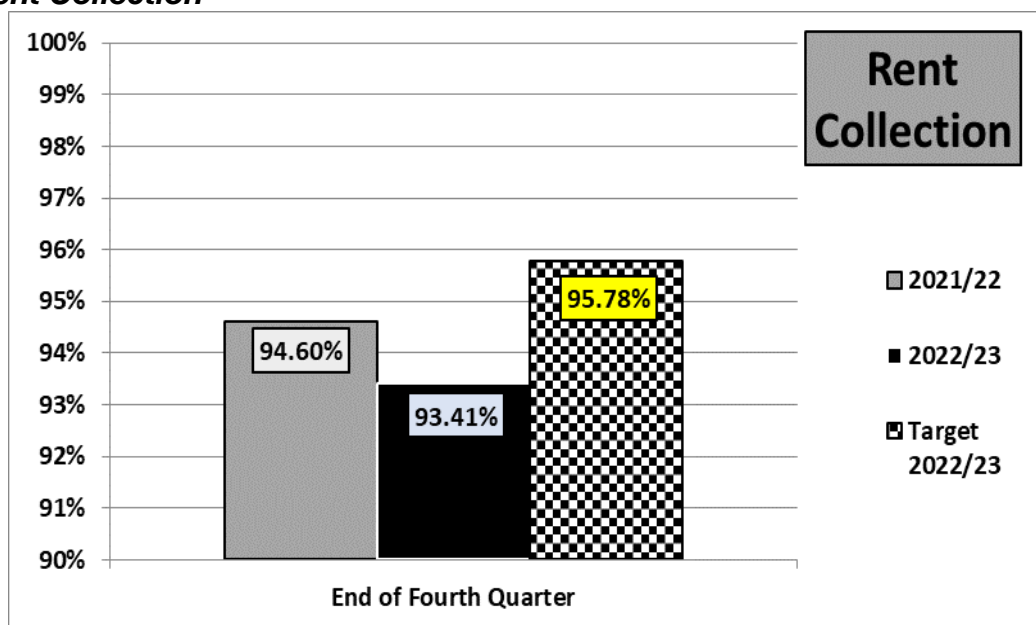


Measure details	End of Year Performance 2022/23 (2021/22)	Comments	Trend
Removal of Private Sector Property Housing Hazards	65 (10)	There are hazards that may occur within housing that the Council has a duty to remove should they be rated as likely to cause injury or ill health using the national rating system. Examples of hazards include slips, trips, and falls, electrical, damp and mould, excess cold, food safety, personal hygiene, sanitation and drainage and entry by intruders. The target for 2022/23 is 60.	😊

HRA Total – (Housing, Environment & Health OSP)

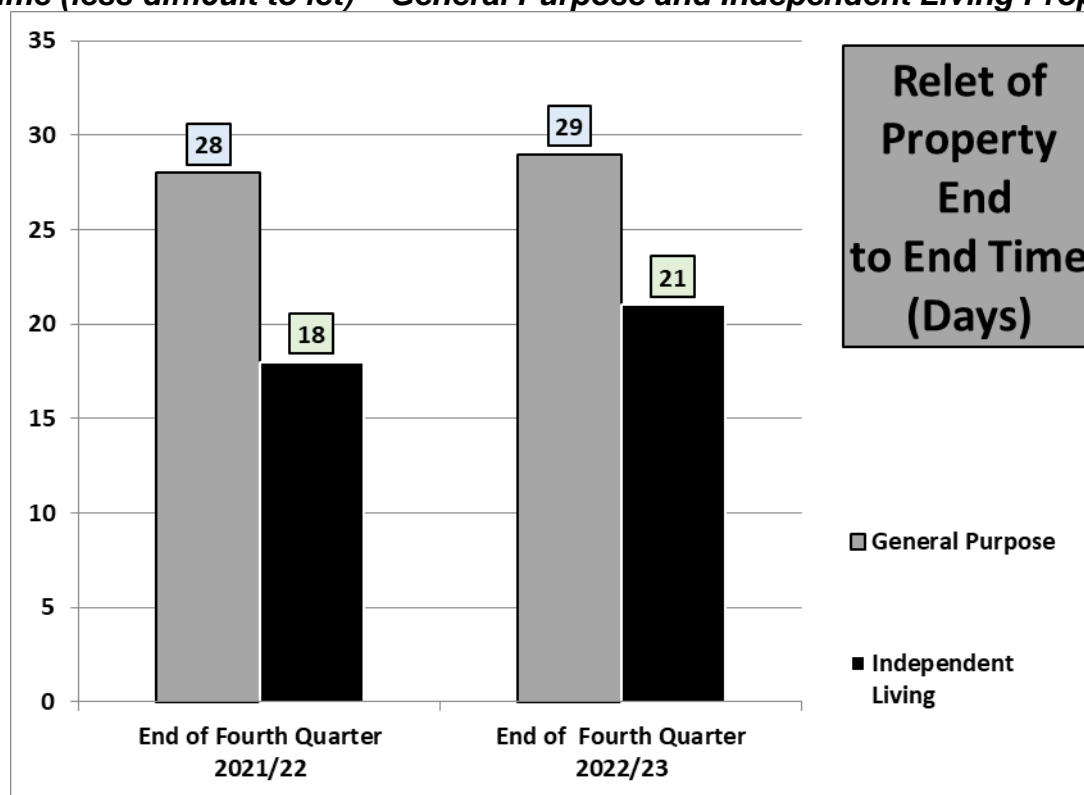
Budget 2022/23 £'000	End of Year Outturn £'000	Comments	Trend
		Finance data not available this quarter.	

Main measures of performance: **Rent Collection**



Measure details	End of Year Performance	Comments	Trend indicator
2021/22	94.60%	The target for 2022/23 is 95.78%. The trend indicator reflects being within tolerance (2.50%) of the performance in 2021/22.	☹️
2022/23	93.41%		

Relet of Property End to End Time (less difficult to let) – General Purpose and Independent Living Properties

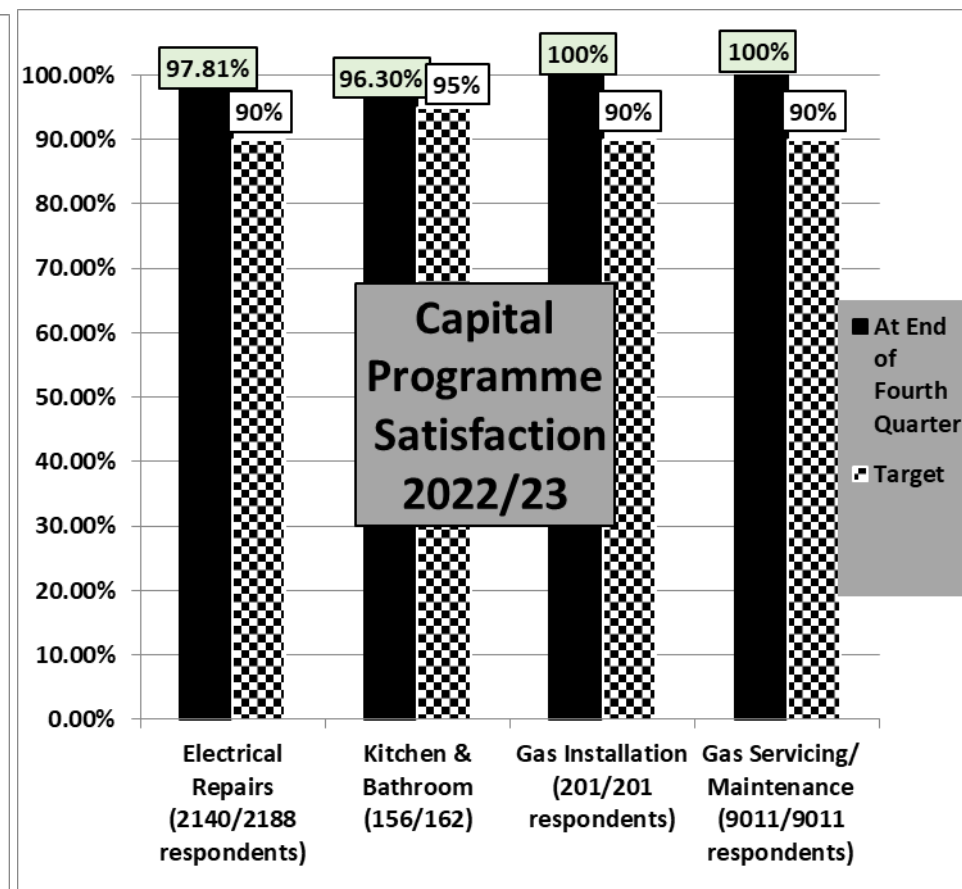
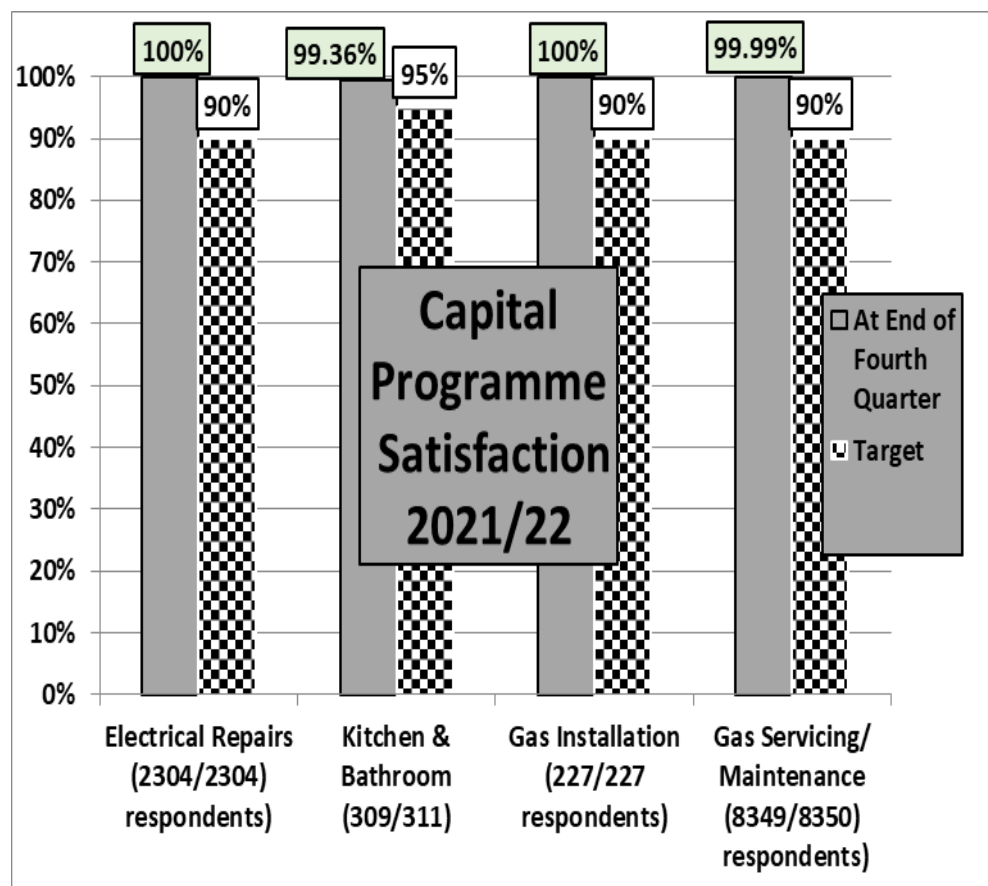



Measure details	End of Year Performance 2022/23 (2021/22)	Comments	Trend indicator
General Purpose	29 days (28 days)	The overall measure for relet property end to end times comprises two measures – one for General Purpose and one for Independent Living properties. No targets are applicable. The figures exclude those properties that are classed as “difficult to let”.	☹️
Independent Living	21 days (18 days)		

HRA CAPITAL – (Housing, Environment & Health OSP)

Budget 2022/23 £'000	End of Year Outturn £'000	Comments	Trend
		Finance data not available this quarter.	

Main measure of performance: **Satisfaction with the Capital Work Programme**



Comments				Trend indicator	
<p>Performance is based on those respondents rating the service as good or better. No kitchen and bathroom work completed in the first quarter 2022/23 as the contractor had materials supply issues (hence much lower respondent numbers compared to 2021/22). All data available shows performance above targets. Excellent results in both 2021/22 and 2022/23. The following table provides clarity on performance / respondents:</p>					
Area	2021/22		2022/23		
	Percentage	Respondents	Percentage		Respondents
Electrical Repairs	100%	2304 / 2304	97.81%		2140 / 2188
Kitchen and Bathroom	99.36%	309 / 311	96.30%		156 / 162
Gas Installation	100%	227 / 227	100%		201 / 201
Gas Servicing	99.99%	8349 / 8350	100%	9011 / 9011	

Summary / Exception Reporting:

The performance indicator trend data shows that 2 of the 7 key indicators have improved, 3 have declined and 2 stayed the same at the end of 2022/23.

NBBC Strategic Risk Register Summary

Fourth Quarter 2022/23

The total number of 'live' risks is 17. As at the end of March 2023, the breakdown according to net risk is:

- "Net red" 2 (12%)
- "Net amber" 5 (29%)
- "Net green" 10 (59%)

Therefore, 15 (88%) risks are deemed "satisfactorily managed".

Hence, the 'traffic light' reporting position is "Green".

The "net red" risks are:

- R1 - Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents
- R4 - Failure to maintain the economic vibrancy of the borough / town centres

Housing, Environment and Health OSP Risks

There are four strategic risks within the remit of the panel. One is "net red" and three are "net green". Details of these risks are shown below.

NBBC Strategic Risk Register

Current Version: 13th April 2023

Housing, Environment and Health OSP Risks

Risk Level Indicator Matrix and Descriptors

Key

	Green (acceptable)
	Amber (tolerable)
	Red (unacceptable)

Likelihood

4	4	8	12	16
3	3	6	9	12
2	2	4	6	8
1	1	2	3	4
	1	2	3	4

Impact

Likelihood

- 4: **Very High** – occurrence is most likely or has already happened and will do so again if control measures are not introduced
- 3: **High** – occurrence is anticipated within the next 12 months
- 2: **Significant** – occurrence is probable in the next 3 years
- 1: **Low** – foreseeable, but not probable in the next 3 years

	Level of Impact	Service Delivery	Financial / Legal	Reputation / Community
4	Major	<ul style="list-style-type: none"> • A service delivery failure causes significant hardship to people for a period of 3 to 4 weeks or more or 1 week for anyone that is vulnerable, or failure to meet a nationally mandated deadline • Loss of major stakeholder/partner. • Adverse outcome of a serious regulatory enquiry 	<ul style="list-style-type: none"> • Financial loss over £400,000 • Serious risk of legal challenge 	<ul style="list-style-type: none"> • Sustained adverse TV/radio coverage • Borough wide loss of public confidence • Major damage to local environment, health and economy • Multiple loss of life
3	Serious	<ul style="list-style-type: none"> • A service delivery failure causes significant hardship for a period of 2 to 3 weeks or 3 to 7 calendar days for vulnerable people • Formal regulatory inquiry • Loss of a key partner or other partners 	<ul style="list-style-type: none"> • Financial loss between £200K and £399K • High risk of successful legal challenge 	<ul style="list-style-type: none"> • Significant adverse coverage in national press or equivalent low national TV coverage • Serious damage to local environment, health and economy • Extensive or multiple injuries &/or a fatality
2	Moderate	<ul style="list-style-type: none"> • A service delivery failure causes significant hardship for 1 to 2 weeks or 1 -2 calendar days for vulnerable people • Loss of a significant non-key partner • Legal concerns raised • Loss of employees has moderate effect on service provision 	<ul style="list-style-type: none"> • Financial loss between £50K and £199K • Informal regulatory enquiry 	<ul style="list-style-type: none"> • Significant adverse coverage in local press or regional TV • Large number of customer complaints • Moderate damage to local environment, health and economy • Moderate injuries to an individual
1	Low	<ul style="list-style-type: none"> • Disruption to services for up to 1 week • Minor legal implications • Loss of employees not significantly affecting service provision 	<ul style="list-style-type: none"> • Financial loss up to £49K 	<ul style="list-style-type: none"> • Minor adverse media coverage • Minor environmental, health and economy damage • Minor increase in number of customer complaints • One or more minor injuries to an individual

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
NET RED RISKS							
R1	<p>Potential failure to provide adequate accommodation to meet the needs of the borough with consequent impact on the lives of residents</p> <p>NOTE: See also R20, Pandemic – services, social and economic implications</p>	Very High / Major (RED)	<p>1. Housing / Homelessness Strategy.</p> <p>2. Corporate Strategic Housing Group (CSHG) - comprising Housing, Legal, Planning & Finance officers.</p> <p>3. Warwickshire Heads of Housing Group (WHOH).</p>	Head of Strategic Housing (unless stated)	Very High / Serious (RED)	<p>1. Housing Needs Survey (2010), Strategic Housing Market Assessment (2013), Housing Options data.</p> <p>2. CSHG minutes.</p> <p>1&2: Sustainable 30 Year Business Plan</p> <p>3. Minutes of WHOH meetings.</p>	Director (R&H) / PH – H&C and P&R / HEH OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>4. Affordable Housing Supplementary Planning Document (Borough Plan).</p> <p>5. Implementation plan relating to the Homelessness Reduction Act.</p> <p>6. Housing Revenue Account (HRA) Development and Acquisition Strategy.</p> <p>7. Investment Partner status with Homes England.</p> <p>8. Development Team for HRA new builds.</p> <p>9. Funds identified for HRA Business Plan for acquisitions and new builds.</p>	5 – 9: Director (R&H)		<p>4. Document in place.</p> <p>5– 7. Documents / minutes of meetings</p> <p>8. Management Team minutes</p> <p>9.HRA Business Plan</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>10. Nominations agreements with registered providers.</p> <p>11. Annual review of HRA Business Plan</p> <p>12. Landlord Liaison Officers to support sustainable tenancies in private sector housing.</p> <p>Planned:</p> <p>1. HRA / GF development programme.</p>	<p>10. Strategic Housing Services Manager</p> <p>11: Director (R&H)</p> <p>12. Strategic Housing Services Manager</p> <p>1: Head of Development / Head of Regeneration and Estates Property Services</p>		<p>10. Agreement records.</p> <p>11. Approved plan in place.</p> <p>12. Landlord Forum minutes and casework.</p> <p>1. Programmes in place.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			2. Consultation and formulation of a Town Centre Strategy.	2: Director (P&R)		2. Strategy in place.	
			3. Review of Borough Plan.	3: Director (P&R)		3. Publication of revised plan.	
			4. Review of Housing Revenue Account Development and Acquisition Strategy.	4: Director (R&H)		4. Elected Member - approved document in place.	
			5. Researching of new initiatives to promote the best use of housing stock.	5: Strategic Housing Services Manager / Head of Housing and Communities		5. Associated research / reports.	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			6.Review of Housing Strategy.	6: Strategic Housing Services Manager		6. Revised strategy in place.	
			7.Fundamental review of HRA Business Plan to identify options for increased social housing delivery.	7: Director (R&H)		7.Revised plan in place.	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
NET GREEN RISKS							
R5	Failure to reduce the fear of crime and disorder.	High /- Serious (RED)	<p>1. Nuneaton and Bedworth Safer Communities Partnership (NABSCOP). Meets monthly. Action points identified & regularly reviewed. Has own Risk Register.</p> <p>2. Police & Crime Commissioner (PCC) grants.</p> <p>3. Annual strategic assessment of crime, the level of crime & its impact on the community.</p> <p>4. Corporate Community safety Group.</p>	1-6: Head of Economic Development and Communities	Sig / Moderate (GREEN)	<p>1 & 3. Minutes of NABSCOP meetings, including crime performance statistics. External OSP reports.</p> <p>2. Financial accounts (PCC grant receipt and usage). External OSP reports.</p> <p>3. Confidential strategic document in place.</p> <p>4. Minutes of Corporate Community safety Group.</p>	Director (R&H) / PH – H&C / HEH OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>5. Anti-Social Behaviour & Harassment Policy / Anti-Social Behaviour Strategy</p> <p>6. Communities Officer (anti-social behaviour).</p> <p>7. CCTV coverage.</p> <p>8. Replacement of DPPPOs with Public Space Protection Orders.</p>	<p>7: Director (F&E)</p> <p>8: Director (P&R)</p>		<p>5. Relevant case management records in Flare system / ASB Case Management Group minutes.</p> <p>6. Officer in place.</p> <p>7.CCTV records / British Standard BS7958 Certification / Police Tasking Group minutes.</p> <p>8. Minutes of internal meetings.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>9. Establish Public Space Protection Order (PSPO) relating to begging control</p> <p>10. Dedicated ASB team for Landlord Services.</p> <p><u>Planned:</u></p> <p>1. Review and update Anti-Social Behaviour & Harassment Policy / Anti-Social Behaviour Strategy</p> <p>2. Establishment of “combatting drugs” partnership.</p>	<p>9: Head of Economic Development and Communities</p> <p>10: Head of Housing and Communities</p> <p>1: Head of Economic Development and Communities</p> <p>2: Head of Economic Development and Communities</p>		<p>9. Cabinet meeting minutes.</p> <p>10. Performance reports to Director (R&H) and portfolio holder.</p> <p>1. Relevant case management records in Flare system / ASB Case Management Group minutes / New document in place.</p> <p>2. Meeting minutes.</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>3. Establish initiatives via the UK Shared Prosperity Fund (SPF)</p> <p>4. Review capacity within the Community Safety team to ensure appropriate delivery of all initiatives.</p>	<p>3: Head of Economic Development and Communities</p> <p>4: Head of Economic Development and Communities</p>		<p>3. Cabinet approval / initiatives in place.</p> <p>4. Options identified and presented to Management Team</p>	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
R6	<p>Arson or an accidental fire in NBBC corporate buildings, General Purpose flats and Independent Living Complexes</p> <p>NOTE: Single council housing incidents do not constitute a strategic risk.</p>	Significant / Major (AMBER)	<p>1. Housing Fire Management Group (FMG).</p> <p>2. Regularly serviced fire detection & alarm systems / fire extinguishers and appropriate Fire Risk Assessments (FRA) regularly reviewed.</p> <p>3. Quarterly Health & Safety inspections give attention to fire risks.</p> <p>4. Annual Capital Fire Safety Work Programme in Housing Revenue account stock.</p> <p>5. Existing insurance policy documents.</p>	<p>1: Director (R&H)</p> <p>2: Plant Maintenance / Energy Officer, Director (P&R), Head of Health and Safety and Environmental Health</p> <p>3: Respective Directors.</p> <p>4: Housing Property Services Manager</p> <p>5: Audit and Governance Manager</p>	Low / Major (GREEN)	<p>1. FMG meeting minutes. HASCOG reports.</p> <p>2. Service records, Fire extinguisher service records & records of FRA outcomes. External report (review of arrangements).</p> <p>3. Quarterly Health & Safety inspection records.</p> <p>4. Cabinet reports and Capital Projects Meeting Minutes.</p> <p>5. Policy documents in place.</p>	Management Team / PH – F&C, PH – H&C / HEH and BRP OSPs

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			6. Liaison with Warwickshire Fire and Rescue Service Fire Prevention Team.	6: Head of Health and Safety (Housing)		6. E-mail records and meeting minutes / outcomes.	
			7. External Wall Insulation specification reviewed.	7: Director (R&H)		7. Property records.	
			8. Internal audit of fire risk arrangements (completed February 2022).	8: Audit and Governance Manager		8. Internal Audit report.	
			9. Maglock doors fitted to communal areas of Independent Living Complexes.	9: Director (R&H)		9. Doors in place.	
			10. Certified fire doors.	10: Property Services Manager		10. Certification in place.	
			11. Review of evacuation policy in complexes2020/21).	11: Director (R&H)		11. Report in place.	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			12. Review of fire arrangements in Independent Living and General-Purpose flats (2020/21).	12: Director (R&H) / Director (P&R)		12. Report in place.	
			13. Corporate review of Health and Safety arrangements (2020/21).	13: Director (P&R)		13. Report in place.	
			14. Town Hall fire prevention arrangements (including upgrade of door entry system).	14: Head of Safety and Environmental Health		14. Monitored action plan in place / Updates to Fire Services.	
			15. External consultancy support to identify and manage fire safety issues.	15: Housing Health and Safety Manager		15. Consultant reports and monitored action plan.	
			16. Implementation of housing white paper regulations related to fire detection and carbon	16: Housing Health and Safety Manager		16. Detection systems in place.	

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>monoxide detection systems.</p> <p><u>Planned:</u></p> <p>1. On-going review of corporate assets.</p> <p>2. Implement Internal Audit report action plan.</p> <p>3. Act on appropriate recommendations arising from public enquiries (i.e., Grenfell Tower).</p> <p>4. Review and refresh Business Continuity Plans.</p>	<p>1: Management Team</p> <p>2: Head of Safety and Environmental Health</p> <p>3: Director (R&H)</p> <p>4: Respective Directors</p>			

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
R12	<p>Safeguarding children and adults with care and support needs from abuse, neglect and harm</p> <p>NOTE: See also R20, Pandemic – services, social and economic implications</p>	Significant / Serious (AMBER)	<p>1. Safeguarding Policy and Guidance.</p> <p>2. Corporate safeguarding lead officer and single point of contact for Warwickshire Front Door</p> <p>3. NBBC Recruitment & selection procedure.</p> <p>4. Disclosure & Barring Service policy and checks (DBS).</p> <p>5. Warwickshire Front Door and Adult Social Care (ASC).</p>	<p>Audit and Governance Manager (unless stated)</p> <p>3: Director (C&CS)</p>	Low / Serious (GREEN)	<p>1. Policy in place and training records.</p> <p>2. Job description and person specification.</p> <p>3. Recruitment records.</p> <p>4. DBS check records.</p> <p>5. NBBC and WCC Website</p>	Director (F&E) / PH – F&C / HEH OSP

<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p>6. Safeguarding refresher training (every 3 years).</p> <p>7. Warwickshire Safeguarding partnership best practice guidelines.</p> <p>8. Warwickshire Housing safeguarding lead officer.</p> <p>9. Multi Agency Protection Authority (MAPA).</p> <p>10. Referrals and requests for information (separate ones for Children and Adults).</p>	8&9: Strategic Housing Services Manager		<p>6. Training records ("DELTA").</p> <p>7. Warwickshire Safeguarding website</p> <p>8. Correspondence / meeting minutes.</p> <p>9. Minutes of meetings.</p> <p>10. Referrals and requests records.</p>	

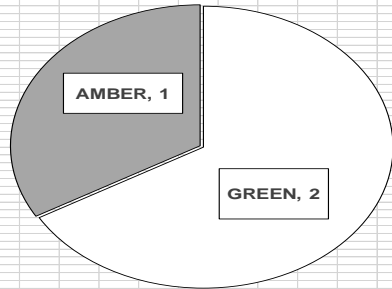
<u>Risk Ref</u>	<u>Risk Description</u>	<u>Gross Risk</u>	<u>Mitigation Control Existing / Ongoing</u>	<u>Mitigation Owner</u>	<u>Net Risk / Status</u>	<u>Sources of Assurance</u>	<u>Risk Owner / Portfolio (PH) / OSP</u>
			<p><u>Planned:</u></p> <p>1. Analysis of financial data to better inform the funding decision made by the Portfolio Holder.</p> <p>2. Update sharing agreement with Warwickshire Front Door/Warwickshire Safeguarding Partnership.</p>	<p>1: Audit and Governance Manager</p> <p>2: Audit and Governance Manager / Equalities and Safeguarding Officer</p>		<p>1. Balance Sheet and Income and Expenditure Account.</p> <p>2. Revised agreement in place.</p>	

Strategic Performance Report – Executive Summary April 2023

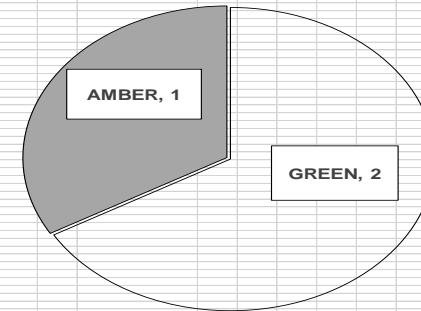
(Data as at the end of March 2023)

Charts Summary

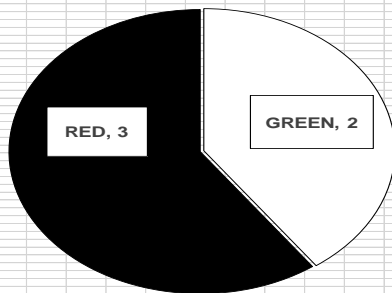
1. FINANCE



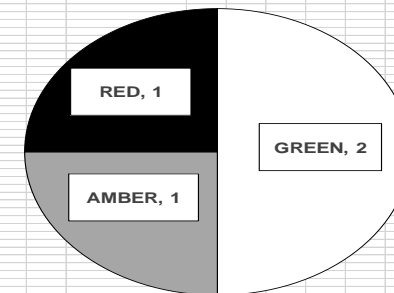
2. PEOPLE AND SERVICE DELIVERY (P&SD)



3. PROCESSES



4. IMPROVEMENT



RED AND AMBER MEASURES BY CATEGORY *		
CATEGORY	RED	AMBER
FINANCE	0	1
P & S D	0	1
PROCESSES	3	0
IMPROVEMENT	1	1

* = see Executive Summary narrative (areas for improvement).

Strategic Performance Report – Executive Summary April 2023

(Data as at the end of March 2023)

Positive Aspects

- Planning permissions for affordable homes are 27% against the 25% target at the end of 2022/23.
- Agency staff spend is £1,116,259 as at the end of 2022/23 compared to £1,210,201 at the end of 2021/22. This is netted against an estimated (£1,579k) salary underspend, creating a NET underspend of (£463k) across the general and HRA budgets. The top three cost areas are:

FINANCE & PROCUREMENT	£247,297
PRIVATE SECTOR HOUSING STANDARDS	£206,654
REVENUES & BENEFITS	£115,955
TOTAL	£569,906 (51% of total agency spend)

NOTE: Agency spend outturn is subject to change linked to a retrospective pay award.

- Strategic Risk Register monitoring is 88% (88% last quarter) against the 80% target at the end of 2022/23

Areas for Improvement

- Rent collection is 93.41% against the 95.78% target at the end of 2022/23
- Processing of new benefits claims is 23.44 days (24.04 days last month) against the good performance benchmark of 22 days at the end of 2022/23
- Working days lost to short term sickness absence is 4.80 days per full time equivalent (FTE) against target of 3.50 days/FTE at the end of 2022/23
- Working days lost to long term sickness absence is 5.87 days per full time equivalent (FTE) against the target of 5.25 days/FTE at the end of 2022/23
- Short term return to work interview compliance is 75.06% within 3 days (74.61% last month). The average time to complete all interviews is 3.65 days (3.79 days last month)

**Strategic Performance Report – Executive Summary April
2023**

(Data as at the end of March 2023)

Areas for Improvement

- Building a Better Borough monitoring is 71% (68% last quarter) against the 80% target at the end 2022/23
- Annual Development Reviews are 92% (91% last quarter) against the 95 – 100% target range at the end of 2022/23

NOTES

1. There are 19 performance indicators within the Strategic Performance Report, reported by exception with performance being on or around target / good performance benchmark unless otherwise stated in this summary.
2. Finance data is not available for the end of the fourth quarter pending closure of the final accounts. Consequently, these four measures are excluded from the charts summary.

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI440284884	28/07/2022	11/11/2022	76	Housing
FI420021600	05/05/2022	22/07/2022	56	IT and C
FI447073913	25/08/2022	10/11/2022	55	Council Property
FI468585533	29/11/2022	09/02/2023	52	Community Safety
FI433395018	30/06/2022	08/09/2022	50	Community Safety
FI473629513	23/12/2022	28/02/2023	47	Democracy
FI458393035	13/10/2022	16/12/2022	46	Planning and Building Control
FI421977554	13/05/2022	15/07/2022	45	Human Resources
FI424288190	23/05/2022	22/07/2022	44	IT and C
FI425511846	27/05/2022	22/07/2022	40	Finance
FI425682604	28/05/2022	22/07/2022	39	Finance
FI451164715	12/09/2022	02/11/2022	37	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI425497712	27/05/2022	19/07/2022	37	Leisure and Culture
FI466475196	19/11/2022	10/01/2023	36	Community Safety
FI426637027	01/06/2022	21/07/2022	36	Leisure and Culture
FI434705337	05/07/2022	23/08/2022	35	Economic Development
FI453168150	21/09/2022	09/11/2022	35	Economic Development
FI455197772	29/09/2022	17/11/2022	35	Economic Development
FI483577301	03/02/2023	25/03/2023	35	Housing
FI421709748	12/05/2022	30/06/2022	35	Transport and Infrastructure
FI414243092	08/04/2022	26/05/2022	34	Finance
FI461474562	27/10/2022	14/12/2022	34	IT and C
FI460726053	24/10/2022	09/12/2022	34	Transport and Infrastructure
FI447807616	30/08/2022	14/10/2022	33	Council Property

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI448770344	02/09/2022	19/10/2022	33	Council Property
FI491863232	28/02/2023	14/04/2023	33	Customer Services
FI458987519	16/10/2022	01/12/2022	33	Democracy
FI453825161	23/09/2022	09/11/2022	33	Housing
FI466855047	21/11/2022	05/01/2023	33	Housing
FI450427574	08/09/2022	25/10/2022	33	Planning and Building Control
FI457207455	07/10/2022	22/11/2022	32	Democracy
FI454311308	26/09/2022	09/11/2022	32	Housing
FI479617098	19/01/2023	03/03/2023	31	Crematoria and Cemeteries
FI444539631	15/08/2022	27/09/2022	31	Environmental Protection
FI420380078	06/05/2022	20/06/2022	31	Housing
FI439221098	24/07/2022	06/09/2022	31	Housing

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI456037594	03/10/2022	15/11/2022	31	Leisure and Culture
FI435626825	08/07/2022	22/08/2022	31	Transport and Infrastructure
FI451668626	14/09/2022	27/10/2022	31	Transport and Infrastructure
FI497983180	17/03/2023		30	Environmental Protection
FI428734883	10/06/2022	22/07/2022	30	Finance
FI460029800	20/10/2022	01/12/2022	30	Finance
FI460028635	20/10/2022	01/12/2022	30	Finance
FI440071498	27/07/2022	07/09/2022	30	Housing
FI423230347	18/05/2022	29/06/2022	30	Leisure and Culture
FI479196790	17/01/2023	28/02/2023	30	Management
FI423635441	20/05/2022	01/07/2022	30	Transport and Infrastructure
FI468850160	30/11/2022	10/01/2023	29	Consumer Affairs

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI450415584	08/09/2022	19/10/2022	29	Council Property
FI461411472	27/10/2022	07/12/2022	29	Economic Development
FI444428471	15/08/2022	23/09/2022	29	Environmental Protection
FI439844062	26/07/2022	05/09/2022	29	Housing
FI434732193	05/07/2022	15/08/2022	29	Planning and Building Control
FI454193970	26/09/2022	04/11/2022	29	
FI428511577	09/06/2022	19/07/2022	28	Community Safety
FI451035090	12/09/2022	20/10/2022	28	Consumer Affairs
FI413363906	05/04/2022	13/05/2022	28	Economic Development
FI461002138	25/10/2022	01/12/2022	27	Council Property
FI443924134	12/08/2022	20/09/2022	27	Economic Development
FI468551806	29/11/2022	05/01/2023	27	Economic Development

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI473026692	20/12/2022	26/01/2023	27	Finance
FI496787816	14/03/2023	20/04/2023	27	Finance
FI433088616	29/06/2022	05/08/2022	27	Housing
FI439847522	26/07/2022	01/09/2022	27	Housing
FI461208047	26/10/2022	02/12/2022	27	Housing
FI454670907	27/09/2022	03/11/2022	27	Leisure and Culture
FI498009352	17/03/2023	25/04/2023	27	Leisure and Culture
FI484391258	06/02/2023	15/03/2023	27	Management
FI444663625	16/08/2022	22/09/2022	27	Planning and Building Control
FI428142493	08/06/2022	15/07/2022	27	Transport and Infrastructure
FI438586777	21/07/2022	26/08/2022	26	Community Safety
FI420385043	06/05/2022	13/06/2022	26	Economic Development

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI472781482	19/12/2022	24/01/2023	26	Housing
FI500196990	23/03/2023		26	Legal
FI442417035	05/08/2022	12/09/2022	26	Planning and Building Control
FI485097496	08/02/2023	16/03/2023	26	Waste Management
FI498145888	17/03/2023	21/04/2023	25	Consumer Affairs
FI468997954	01/12/2022	05/01/2023	25	Crematoria and Cemeteries
FI466059244	17/11/2022	22/12/2022	25	Finance
FI472039735	15/12/2022	19/01/2023	25	Finance
FI497610476	16/03/2023	20/04/2023	25	Finance
FI430182305	16/06/2022	21/07/2022	25	Housing
FI444813850	16/08/2022	20/09/2022	25	Planning and Building Control
FI417636442	25/04/2022	30/05/2022	25	Transport and Infrastructure

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Reference	Created	Completed	Days to complete / outstanding	Service Area
FI438167233	19/07/2022	22/08/2022	24	Council Property
FI473267440	21/12/2022	24/01/2023	24	Council Property
FI470541399	08/12/2022	11/01/2023	24	Democracy
FI440138905	27/07/2022	30/08/2022	24	Environmental Protection
FI463804308	07/11/2022	10/12/2022	24	Environmental Protection
FI416050573	18/04/2022	20/05/2022	24	Finance
FI458105904	12/10/2022	15/11/2022	24	Finance
FI501491984	27/03/2023		24	Legal
FI449475869	05/09/2022	07/10/2022	24	Planning and Building Control
FI437993707	19/07/2022	22/08/2022	24	Transport and Infrastructure
FI426570732	01/06/2022	04/07/2022	23	Community Safety
FI450132510	07/09/2022	10/10/2022	23	Community Safety

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI456955458	06/10/2022	08/11/2022	23	Council Property
FI421197763	10/05/2022	10/06/2022	23	Finance
FI472413890	17/12/2022	19/01/2023	23	Finance
FI479400873	18/01/2023	20/02/2023	23	Finance
FI448150161	31/08/2022	03/10/2022	23	Housing
FI466274552	18/11/2022	21/12/2022	23	Housing
FI502071931	28/03/2023		23	Housing
FI500758005	24/03/2023	26/04/2023	23	Transport and Infrastructure
FI502097990	28/03/2023	28/04/2023	23	Transport and Infrastructure
FI480085116	20/01/2023	21/02/2023	22	Consumer Affairs
FI440700568	29/07/2022	30/08/2022	22	Council Property
FI483678655	03/02/2023	07/03/2023	22	Democracy

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI450401975	08/09/2022	10/10/2022	22	Economic Development
FI429932249	15/06/2022	15/07/2022	22	Finance
FI438322457	20/07/2022	19/08/2022	22	Finance
FI484329255	06/02/2023	08/03/2023	22	Finance
FI413482013	05/04/2022	05/05/2022	22	Housing
FI430875863	20/06/2022	20/07/2022	22	Housing
FI498992928	20/03/2023	19/04/2023	22	Housing
FI502706332	29/03/2023	28/04/2023	22	Housing
FI479069942	17/01/2023	16/02/2023	22	Human Resources
FI456278375	04/10/2022	03/11/2022	22	Leisure and Culture
FI485019291	08/02/2023	10/03/2023	22	Leisure and Culture
FI435114435	06/07/2022	05/08/2022	22	Management

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI414002994	07/04/2022	09/05/2022	22	Transport and Infrastructure
FI441159637	01/08/2022	30/08/2022	21	Community Safety
FI464059610	08/11/2022	07/12/2022	21	Consumer Affairs
FI486998030	14/02/2023	15/03/2023	21	Consumer Affairs
FI431131868	21/06/2022	20/07/2022	21	Council Property
FI432056569	24/06/2022	25/07/2022	21	Crematoria and Cemeteries
FI472447523	17/12/2022	17/01/2023	21	Democracy
FI475463138	03/01/2023	01/02/2023	21	Democracy
FI442322586	05/08/2022	05/09/2022	21	Economic Development
FI459773734	19/10/2022	17/11/2022	21	Economic Development
FI492780944	02/03/2023	31/03/2023	21	Environmental Protection
FI414435553	09/04/2022	10/05/2022	21	Finance

Appendix D - FOI / EIR Requests Outside 20 Day Response Timescale: April 2022 – March 2023 (Total of 143)

Reference	Created	Completed	Days to complete / outstanding	Service Area
FI417627500	25/04/2022	24/05/2022	21	Finance
FI441168905	01/08/2022	30/08/2022	21	Finance
FI441398541	02/08/2022	31/08/2022	21	Finance
FI445440545	18/08/2022	16/09/2022	21	Finance
FI487426564	15/02/2023	16/03/2023	21	Finance
FI499856940	22/03/2023	20/04/2023	21	Finance
FI417201782	22/04/2022	23/05/2022	21	Housing
FI503033619	30/03/2023		21	Housing
FI456479505	05/10/2022	03/11/2022	21	Leisure and Culture
FI426287347	31/05/2022	29/06/2022	21	Planning and Building Control
FI482826361	01/02/2023	02/03/2023	21	Waste Management

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF449988300	07/09/2022	22/09/2022	11	Crematoria and Cemeteries
CF459134243	17/10/2022	01/11/2022	11	Crematoria and Cemeteries
CF475491286	03/01/2023	18/01/2023	11	Crematoria and Cemeteries
CF456125186	03/10/2022	18/10/2022	11	Economic Development
CF448618597	01/09/2022	16/09/2022	11	Environmental Protection
CF494007316	06/03/2023	21/03/2023	11	Environmental Protection
CF424876673	25/05/2022	09/06/2022	11	Housing Landlord Services
CF459789478	19/10/2022	03/11/2022	11	Housing Landlord Services
CF461339437	27/10/2022	11/11/2022	11	Housing Property Services
CF438790878	21/07/2022	05/08/2022	11	Housing Property Services
CF447619784	29/08/2022	13/09/2022	11	Housing Property Services
CF462219078	31/10/2022	15/11/2022	11	Housing Property Services
CF462254246	31/10/2022	15/11/2022	11	Housing Property Services
CF492573769	02/03/2023	17/03/2023	11	Housing Property Services
CF445649315	19/08/2022	05/09/2022	11	Strategic Housing Services

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF415028024	12/04/2022	27/04/2022	11	Leisure and Culture
CF418486660	28/04/2022	13/05/2022	11	Leisure and Culture
CF414887973	12/04/2022	27/04/2022	11	Leisure and Culture
CF479067940	17/01/2023	01/02/2023	11	Sports and Arts
CF421311545	10/05/2022	25/05/2022	11	Parks and Greenspace
CF434313700	04/07/2022	19/07/2022	11	Parks and Greenspace
CF445385101	18/08/2022	02/09/2022	11	Parks and Greenspace
CF460046602	20/10/2022	04/11/2022	11	Parks and Greenspace
CF495314971	09/03/2023	24/03/2023	11	Parks and Greenspace
CF495314265	09/03/2023	24/03/2023	11	Parks and Greenspace
CF429803205	15/06/2022	30/06/2022	11	Parks and Greenspace
CF432810404	28/06/2022	13/07/2022	11	Parks and Greenspace
CF440724153	29/07/2022	15/08/2022	11	Parks and Greenspace
CF458237307	12/10/2022	27/10/2022	11	Parks and Greenspace
CF459685757	19/10/2022	03/11/2022	11	Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF462471841	01/11/2022	16/11/2022	11	Parks and Greenspace
CF424499600	24/05/2022	08/06/2022	11	Planning and Building Control
CF437807785	18/07/2022	02/08/2022	11	Planning and Building Control
CF469567858	04/12/2022	20/12/2022	11	Planning and Building Control
CF456685500	05/10/2022	20/10/2022	11	Car Parks and Infrastructure
CF484674354	07/02/2023	22/02/2023	11	Car Parks and Infrastructure
CF414785089	11/04/2022	26/04/2022	11	Waste Management
CF414723065	11/04/2022	26/04/2022	11	Waste Management
CF417121372	22/04/2022	09/05/2022	11	Waste Management
CF417255382	22/04/2022	09/05/2022	11	Waste Management
CF427594407	06/06/2022	21/06/2022	11	Waste Management
CF430436270	17/06/2022	04/07/2022	11	Waste Management
CF431343821	21/06/2022	06/07/2022	11	Waste Management
CF434938848	06/07/2022	21/07/2022	11	Waste Management
CF441780652	03/08/2022	18/08/2022	11	Waste Management

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF451666504	14/09/2022	29/09/2022	11	Waste Management
CF460013836	20/10/2022	04/11/2022	11	Waste Management
CF461689179	28/10/2022	14/11/2022	11	Waste Management
CF468182190	28/11/2022	13/12/2022	11	Waste Management
CF473246806	21/12/2022	05/01/2023	11	Waste Management
CF474022110	26/12/2022	10/01/2023	11	Waste Management
CF475976035	04/01/2023	19/01/2023	11	Waste Management
CF475974771	04/01/2023	19/01/2023	11	Waste Management
CF479370065	18/01/2023	02/02/2023	11	All other Waste Services
CF474351203	28/12/2022	12/01/2023	11	All other Waste Services
CF475183847	01/01/2023	17/01/2023	11	All other Waste Services
CF480734674	24/01/2023	08/02/2023	11	All other Waste Services
CF474399704	28/12/2022	12/01/2023	11	Waste Management Recycling
CF457594494	10/10/2022	26/10/2022	12	Crematoria and Cemeteries
CF464104699	08/11/2022	24/11/2022	12	Crematoria and Cemeteries

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF426539384	01/06/2022	17/06/2022	12	Finance Revenues
CF449756629	06/09/2022	22/09/2022	12	Finance Revenues
CF416198927	19/04/2022	05/05/2022	12	Housing
CF445352401	18/08/2022	05/09/2022	12	Housing Landlord Services
CF490212674	23/02/2023	13/03/2023	12	Strategic Housing Services
CF428497522	09/06/2022	27/06/2022	12	Sports and Arts
CF428439480	09/06/2022	27/06/2022	12	Parks and Greenspace
CF430233745	16/06/2022	04/07/2022	12	Parks and Greenspace
CF438975368	22/07/2022	09/08/2022	12	Parks and Greenspace
CF466013812	17/11/2022	05/12/2022	12	Parks and Greenspace
CF495260480	09/03/2023	27/03/2023	12	Parks and Greenspace
CF442079225	04/08/2022	22/08/2022	12	Management Democratic Services
CF418609903	28/04/2022	16/05/2022	12	Risk Management
CF417718839	25/04/2022	11/05/2022	12	Waste Management
CF425015668	26/05/2022	13/06/2022	12	Waste Management

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF430241068	16/06/2022	04/07/2022	12	Waste Management
CF434708980	05/07/2022	21/07/2022	12	Waste Management
CF445724698	20/08/2022	07/09/2022	12	Waste Management
CF450269976	08/09/2022	26/09/2022	12	Waste Management
CF453062096	21/09/2022	07/10/2022	12	Waste Management
CF475532298	03/01/2023	19/01/2023	12	Waste Management
CF432288142	25/06/2022	14/07/2022	13	Community Safety
CF417328396	23/04/2022	12/05/2022	13	Customer Services
CF473653541	23/12/2022	11/01/2023	13	Environmental Protection
CF414050508	07/04/2022	26/04/2022	13	Housing
CF459177058	17/10/2022	03/11/2022	13	Housing HEART
CF437240622	15/07/2022	03/08/2022	13	Housing Property Services
CF417930648	26/04/2022	13/05/2022	13	Leisure and Culture
CF439477094	25/07/2022	11/08/2022	13	Parks and Greenspace
CF438374577	20/07/2022	08/08/2022	13	Parks and Greenspace

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CF459219553	17/10/2022	03/11/2022	13	Parks and Greenspace
CF430305645	17/06/2022	06/07/2022	13	Parks and Greenspace
CF430733631	19/06/2022	07/07/2022	13	Parks and Greenspace
CF417106443	22/04/2022	11/05/2022	13	Waste Management
CF413989031	07/04/2022	26/04/2022	13	Waste Management
CF413989930	07/04/2022	26/04/2022	13	Waste Management
CF414064316	07/04/2022	26/04/2022	13	Waste Management
CF430453053	17/06/2022	06/07/2022	13	Waste Management
CF471328897	12/12/2022	29/12/2022	13	Waste Management
CF478487932	14/01/2023	02/02/2023	13	All other Waste Services
CF492190499	01/03/2023	20/03/2023	13	All other Waste Services
CF473434885	22/12/2022	10/01/2023	13	Waste Management Recycling
CF472760491	19/12/2022	06/01/2023	14	Consumer Affairs Food and Health
CF501664335	27/03/2023	14/04/2023	14	Consumer Affairs Licensing
CF458483826	13/10/2022	02/11/2022	14	Council Property

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF460174511	21/10/2022	10/11/2022	14	Economic development
CF472684244	19/12/2022	06/01/2023	14	Environmental protection
CF457670066	10/10/2022	28/10/2022	14	Finance Revenues
CF413734738	06/04/2022	26/04/2022	14	Housing
CF423210313	18/05/2022	07/06/2022	14	Housing
CF466724354	21/11/2022	09/12/2022	14	Housing Property Services
CF467618887	24/11/2022	14/12/2022	14	Housing Property Services
CF425417898	27/05/2022	16/06/2022	14	Strategic Housing Services
CF426284636	31/05/2022	20/06/2022	14	Strategic Housing Services
CF426284636	31/05/2022	20/06/2022	14	Strategic Housing Services
CF430076807	16/06/2022	06/07/2022	14	Parks and Greenspace
CF428345769	09/06/2022	29/06/2022	14	Parks and Greenspace
CF448450179	01/09/2022	21/09/2022	14	Parks and Greenspace
CF454997678	28/09/2022	18/10/2022	14	Parks and Greenspace
CF433612254	30/06/2022	20/07/2022	14	Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF449314154	05/09/2022	23/09/2022	14	Parks and Greenspace
CF449284576	05/09/2022	23/09/2022	14	Parks and Greenspace
CF486224292	11/02/2023	03/03/2023	14	Parks and Greenspace
CF413700046	06/04/2022	26/04/2022	14	Waste Management
CF467286689	23/11/2022	13/12/2022	14	Waste Management
CF473226906	21/12/2022	10/01/2023	14	Waste Management
CF491697654	28/02/2023	20/03/2023	14	All other Waste Services
CF496862502	14/03/2023	04/04/2023	15	Crematoria and Cemeteries
CF416637766	20/04/2022	11/05/2022	15	Finance
CF420154572	05/05/2022	26/05/2022	15	Housing
CF423382107	19/05/2022	09/06/2022	15	Housing
CF477798343	11/01/2023	01/02/2023	15	Housing Landlord Services
CF477799900	11/01/2023	01/02/2023	15	Housing Landlord Services
CF477801006	11/01/2023	01/02/2023	15	Housing Landlord Services
CF459945577	20/10/2022	10/11/2022	15	Private Sector Housing

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF420319638	06/05/2022	27/05/2022	15	Strategic Housing Services
CF457976941	11/10/2022	01/11/2022	15	Strategic Housing Services
CF429793635	15/06/2022	06/07/2022	15	Parks and Greenspace
CF431570895	22/06/2022	13/07/2022	15	Planning and Building Control
CF424132616	23/05/2022	13/06/2022	15	Car Parks and Infrastructure
CF413314807	05/04/2022	26/04/2022	15	Waste Management
CF416538668	20/04/2022	11/05/2022	15	Waste Management
CF434878142	06/07/2022	27/07/2022	15	Waste Management
CF452151800	16/09/2022	07/10/2022	15	Waste Management
CF452129891	16/09/2022	07/10/2022	15	Waste Management
CF472900740	20/12/2022	10/01/2023	15	All other Waste Services
CF494269160	07/03/2023	28/03/2023	15	All other Waste Services
CF496889788	14/03/2023	04/04/2023	15	All other Waste Services
CF491066724	26/02/2023	20/03/2023	15	Waste Management Recycling
CF460959396	25/10/2022	16/11/2022	16	Democracy Democratic Services

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF454363850	26/09/2022	18/10/2022	16	Town Centres and Markets
CF416671794	20/04/2022	12/05/2022	16	Finance
CF415020820	12/04/2022	04/05/2022	16	Housing
CF495596753	10/03/2023	03/04/2023	16	Housing Landlord Services
CF495602347	10/03/2023	03/04/2023	16	Housing Landlord Services
CF490182719	23/02/2023	17/03/2023	16	Housing Property Services
CF502592274	29/03/2023	20/04/2023	16	Housing Property Services
CF439933118	26/07/2022	17/08/2022	16	Sports and Arts
CF423192405	18/05/2022	09/06/2022	16	Parks and Greenspace
CF423094145	18/05/2022	09/06/2022	16	Parks and Greenspace
CF444729854	16/08/2022	07/09/2022	16	Parks and Greenspace
CF453952884	24/09/2022	18/10/2022	16	Parks and Greenspace
CF454244408	26/09/2022	18/10/2022	16	Parks and Greenspace
CF454367326	26/09/2022	18/10/2022	16	Parks and Greenspace
CF457597421	10/10/2022	01/11/2022	16	Parks and Greenspace

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF467062979	22/11/2022	14/12/2022	16	Parks and Greenspace
CF413664951	06/04/2022	28/04/2022	16	Transport and Infrastructure
CF472749498	19/12/2022	10/01/2023	16	Waste Management Recycling
CF425963030	30/05/2022	22/06/2022	17	Finance Revenues
CF422907736	17/05/2022	09/06/2022	17	Housing
CF430524739	17/06/2022	12/07/2022	17	Housing Property Services
CF451555723	14/09/2022	07/10/2022	17	Strategic Housing Services
CF432569735	27/06/2022	20/07/2022	17	Parks and Greenspace
CF452917186	20/09/2022	13/10/2022	17	Parks and Greenspace
CF422464956	16/05/2022	08/06/2022	17	Parks and Greenspace
CF428433633	09/06/2022	04/07/2022	17	Parks and Greenspace
CF449406157	05/09/2022	28/09/2022	17	Parks and Greenspace
CF467014811	22/11/2022	15/12/2022	17	Parks and Greenspace
CF442833895	08/08/2022	31/08/2022	17	Waste Management
CF459887697	20/10/2022	14/11/2022	17	Waste Management

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF459944755	20/10/2022	14/11/2022	17	Waste Management
CF496877657	14/03/2023	06/04/2023	17	All other Waste Services
CF448015144	30/08/2022	23/09/2022	18	Finance Benefits
CF417007569	21/04/2022	17/05/2022	18	Housing
CF418118210	27/04/2022	23/05/2022	18	Housing
CF439023341	22/07/2022	17/08/2022	18	Housing Property Services
CF489848897	22/02/2023	20/03/2023	18	Housing Property Services
CF473656733	23/12/2022	18/01/2023	18	Parks and Greenspace
CF480616040	23/01/2023	16/02/2023	18	Car Parks and Infrastructure
CF433246270	29/06/2022	25/07/2022	18	Waste Management
CF459677783	19/10/2022	14/11/2022	18	Waste Management
CF484240365	06/02/2023	02/03/2023	18	All other Waste Services
CF479770548	19/01/2023	15/02/2023	19	Crematoria and Cemeteries
CF414291504	08/04/2022	05/05/2022	19	Housing
CF472675211	19/12/2022	13/01/2023	19	Legal

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF424247612	23/05/2022	17/06/2022	19	Parks and Greenspace
CF427118594	04/06/2022	01/07/2022	19	Management
CF471818369	14/12/2022	10/01/2023	19	Waste Management
CF483638029	03/02/2023	02/03/2023	19	Waste Management Recycling
CF473623913	23/12/2022	20/01/2023	20	Finance Revenues
CF416653616	20/04/2022	18/05/2022	20	Housing
CF430062531	16/06/2022	14/07/2022	20	Housing Property Services
CF464848205	11/11/2022	09/12/2022	20	Housing Property Services
CF418291549	27/04/2022	25/05/2022	20	Car Parks and Infrastructure
CF431291052	21/06/2022	19/07/2022	20	Waste Management
CF465488102	15/11/2022	13/12/2022	20	Waste Management
CF465630271	15/11/2022	13/12/2022	20	Waste Management
CF499494952	21/03/2023	19/04/2023	21	Crematoria and Cemeteries
CF479125659	17/01/2023	15/02/2023	21	Economic development
CF493822860	06/03/2023	04/04/2023	21	Planning and Building Control

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF471297417	12/12/2022	10/01/2023	21	Waste Management
CF499874004	22/03/2023		21	Waste Management All other Waste Services
CF441149069	01/08/2022	31/08/2022	22	Housing Strategic Housing Services
CF452804213	20/09/2022	20/10/2022	22	Legal
CF442914865	08/08/2022	07/09/2022	22	Parks and Greenspace
CF465240971	14/11/2022	14/12/2022	22	Parks and Greenspace
CF448318685	31/08/2022	30/09/2022	22	Parks and Greenspace
CF473583404	22/12/2022	23/01/2023	22	Planning and Building Control
CF490047630	23/02/2023	27/03/2023	22	Planning and Building Control
CF475484143	03/01/2023	02/02/2023	22	Waste Management
CF438090085	19/07/2022	19/08/2022	23	Town Centres and Markets
CF430064791	16/06/2022	19/07/2022	23	Finance Benefits
CF441426117	02/08/2022	02/09/2022	23	Parks and Greenspace
CF457659498	10/10/2022	10/11/2022	23	Parks and Greenspace
CF452244302	16/09/2022	19/10/2022	23	Planning and Building Control

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF498860865	20/03/2023		23	All other Waste Services
CF456842639	06/10/2022	09/11/2022	24	Car Parks and Infrastructure
CF464371685	09/11/2022	14/12/2022	25	Economic development
CF462196950	31/10/2022	06/12/2022	26	Democracy Democratic Services
CF497410812	15/03/2023		26	Town Centres and Markets
CF459193967	17/10/2022	22/11/2022	26	Housing Property Services
CF444844282	16/08/2022	21/09/2022	26	Parks and Greenspace
CF491782447	28/02/2023	05/04/2023	26	All other Waste Services
CF456117480	03/10/2022	09/11/2022	27	Economic development
CF495532825	10/03/2023	18/04/2023	27	Housing Property Services
CF471455134	13/12/2022	19/01/2023	27	Waste Management
CF429288781	13/06/2022	21/07/2022	28	Finance Benefits
CF468824807	30/11/2022	09/01/2023	28	Waste Management
CF484240860	06/02/2023	17/03/2023	29	Housing Property Services
CF468780300	30/11/2022	10/01/2023	29	Waste Management

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF488270065	17/02/2023	31/03/2023	30	Finance Benefits
CF482092413	29/01/2023	13/03/2023	30	Planning and Building Control
CF468193527	28/11/2022	09/01/2023	30	Waste Management
CF455458843	30/09/2022	14/11/2022	31	Waste Management
CF431465434	22/06/2022	08/08/2022	33	Parks and Greenspace
CF454987643	28/09/2022	14/11/2022	33	Waste Management
CF482292284	30/01/2023	17/03/2023	34	Housing Property Services
CF485031695	08/02/2023	30/03/2023	36	Housing Property Services
CF468210550	28/11/2022	19/01/2023	38	Waste Management
CF426637485	01/06/2022	26/07/2022	39	Housing Landlord Services
CF489678254	22/02/2023	19/04/2023	40	Housing Property Services
CF440714508	29/07/2022	26/09/2022	41	Economic development
CF473005786	20/12/2022	24/02/2023	48	Housing Property Services
CF484043901	05/02/2023		53	Crematoria and Cemeteries
CF454541831	27/09/2022	13/12/2022	55	Housing Property Services

Appendix E - Complaints Outside 10 Day Response Timescale: April 2022 – March 2023 (Total of 262)

Reference	Created	Completed	Days to complete / outstanding	Service Area
CF480727837	24/01/2023		62	Housing Property Services
CF480165596	21/01/2023		63	Housing Property Services
CF477641277	11/01/2023		71	Housing Property Services
CF413990589	07/04/2022	26/09/2022	122	Economic development
CF450787016	10/09/2022		158	Housing Landlord Services
CF448626059	01/09/2022		165	Housing Property Services
CF447551557	28/08/2022		168	Parks and Greenspace



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

Oversight of the allocation of monies for environmental offsetting and mitigation included in planning applications 1106 contributions.

- Please consider:-
- Why should there be a review
 - Any links to Council vision or priorities
 - What benefits would there be to residents or the Council

Reasons for this suggestion – please provide as much information as possible

At a previous OSP we were advised that this offsetting process was being handled by an officer although no specific details were forthcoming. In addition although the answer given about scheduling in line with economies of scale and when the monies were due to expire made sense as a concept there were no specifics given.

Members queries on specific issues in small scale developments on windmill Nature reserve (Owl Housing) received no reply as to what money had been collected, when and where it would be spent. Although this is understandable on a major build, there seems to be no justification on minor builds, particularly when specific mitigation has been put in place.

- Please consider:-
- What are the facts
 - Any evidence to support it
 - Any particular documents or organisation you wish to refer to
 - Possible witnesses

Desired outcome of the review

Clear oversight of the operation of this offsetting system and to ensure that monies are reasonably spent, particularly for on sight mitigation. There is currently no visibility of this spend to members.

Please consider:-

- What you would like to see happen from the review
- How might this be achieved

Name: Colin Cape

Date:

20 Jun 2023

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

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST JULY 2023 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING JULY, 2023.

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
30/09/20	Local Government Devolution	Cabinet	No		June 2023	Brent Davis ☎02476 376347	Brent Davis ☎02476376347	Business & Regeneration	Business, Regen & Planning
23/06/22	Playing Pitch Strategy	Cabinet	No		July 2023	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services

22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		September 2023	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service
15/09/22	Nuneaton and Bedworth Housing Strategy 2023-2028	Cabinet	No		September 2023	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env and Health
20/12/22	Publication Version of Borough Plan Review	Cabinet/Council	No		September 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning and Regulation	Business, Reg and Planning
31/01/23	Corporate Enforcement Policy	Cabinet	No		June 2023	Linda Downes ☎02476 376260	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
20/02/23	Local Council Tax Support Scheme Consultation 2024/25	Cabinet/Council	No		October 2023	Katie Hines ☎02476 376241	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Revenue Outturn 2022/23	Cabinet	No		July 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

21/02/23	HRA Revenue Outturn 2022/23	Cabinet	No		July 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Capital Outturn 2022/23	Cabinet	No		July 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Collection Fund 2022/23	Cabinet	No		July 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Treasury Annual Report 2022/23	Cabinet	No		July 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q1	Cabinet	No		September 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget Monitoring Q1	Cabinet	No		September 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

21/02/23	Capital Monitoring Q1	Cabinet	No		September 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q2	Cabinet	No		November 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget Monitoring Q2	Cabinet	No		November 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Capital Monitoring Q2	Cabinet	No		November 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget 2024/25	Cabinet	No		February 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget 2024/25	Cabinet	No		February 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

21/02/23	Treasury Strategy 2024/25	Cabinet	No		February 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	General Fund Budget Monitoring Q3	Cabinet	No		March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	HRA Budget Monitoring Q3	Cabinet	No		March 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
21/02/23	Capital Monitoring Q3	Cabinet	No		March 2024	Lucy Bate ☎02476 376088	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
28/02/23	Corporate Building General Building Works Framework 2023 – 2027	Cabinet	No		June 2023	Glenn Hooper ☎02476 376314	Tom Shardlow ☎02476 376004	Finance and Corporate	Finance and Public Services
27/03/23	Leisure Operator Procurement	Cabinet	No		July 2023	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services

31/03/23	The Serious Violence Duty The Serious Violence Duty requires Specified Authorities in a “local government area to work together and plan to prevent and reduce serious violence, including identifying the kinds of serious violence that occur in the area, the causes of that violence (so far as it is possible to do so), and to prepare and implement a strategy for preventing, and reducing serious violence in the area.	Cabinet	No		June 2023	Abu Malek ☎02476 376358	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env, and Health
31/03/23	Bedworth Civic Hall - Update	Cabinet	No		June 2023	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		October 2023	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Public Services	Finance and Public Services
31/03/23	Lease Agreement - Bulkington Sports and Social Club	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information	June 2023	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services

10/04/23	Debt Recovery Policy (will be included within the Corporate Fraud Policy report)	Cabinet	No		June 2023	Linda Downes ☎02476 376260	Victoria Summerfield ☎02476376002	Finance & Corporate	Finance and Public Services
10/04/23	Local Levelling Up Plan	Cabinet	No		July 2023	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
18/04/23	Vehicle Tyre Replacement Contract	Cabinet	No		June 2023	Glen McGrandl e ☎02476 376049	Kevin Hollis ☎02476376143	Public Services	Finance & Public Service
24/05/23	Local Development Scheme Review	Cabinet/Council	No		September 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Public Services	Finance & Public Service
24/05/23	Infrastructure Delivery Plan	Cabinet	No		September 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Public Services	Finance & Public Service
24/05/23	Statement of Community Involvement	Cabinet	No		July 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Public Services	Finance & Public Service

24/05/23	Bedworth Physical Activity Hub Update	Cabinet	No		July 2023	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance & Public Service
23/05/23	Procurement of Aids and Adaptations Framework	Cabinet	No		July 2023	Paul Coopey ☎0247637 6400	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env and Health
31/05/23	Shared Revenues and Benefits End of Year Printing/Postage Delivery Service contract	Cabinet	No		November 2023	Jade Fuller/Katie Hines ☎0247637 6165	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance & Public Service
31/05/23	Share Enforcement Agency Contract	Cabinet	No		December 2023	Jade Fuller ☎0247637 6165	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance & Public Service
31/05/23	Markets Review	Cabinet	No		September 2023	Jonathan White 02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
31/05/23	Capital Strategy and Asset Management Plan	Cabinet	No		October 2023	Jonathan White 02476 376549	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning

31/05/23	Polling District and Polling Place Review	Cabinet/Council	No		November 2023	Martyn Harris ☎02476 376218	Brent Davis ☎02476376347	Finance and Corporate	Finance & Public Service
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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
06/05/22	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)	July 2023	Les Snowdon ☎02476 376249	Dawn Dawson ☎02476376408	Business & Regeneration	Business, Regen & Planning
31/03/23	Lease Agreement - Bulkington Sports and Social Club	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	June 2023	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services

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
02/05/23	Housing Financial Assistance Policy	Housing and Communities	No		June 2023	Paul Coopey ☎02476376400	Dawn Dawson ☎02476376408	Housing, Env and Health

Individual Cabinet Member Decisions – Exempt Items

None								
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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

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The Cabinet Members are:

Business and Regeneration (Leader)	-	Councillor K. Wilson
Housing and Communities (Deputy Leader)	-	Councillor C. Golby
Finance and Corporate	-	Councillor S. Croft
Public Services	-	Councillor S. Markham
Planning and Regulation	-	Councillor R. Smith
Health and Environment	-	Councillor J. Gutteridge

Observer:

Leader of the Main Opposition Group	-	Councillor C. Watkins
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Dated: 31st May, 2023

Signed: K. Wilson (Leader of the Council)

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2022/23

Meeting Dates: 29/06/23, 05/10/23, 23/11/23, 01/02/24, 18/04/24

Date Added	NBBC Contact	Title	Description	Scrutiny/Overview	Proposed Committee Date	Include in Work Programme	Report Submission to Chair
	Steve Gore	Integrated Performance Report			29 th June 2023 5 th Oct 2023 1 st February '24 18 th April 2024		
Annual	WCC/Kevin Hollis	HWBB Annual Report	Annual Report from Health and Wellbeing Board		29 th June 2023		
23 rd June 2022		The impact of ASB on the Council's Revenue Account	To establish the monetary impact of ASB on the Council's Revenue Account, and its impact on tenants and the Council's Housing Department.		29 th June 2023		
Annual	Kevin Hollis	JSNA & Public Health Update	Update Presentation and report from Public Health on the priorities for health.		29 th June 2023	(Included in NWBB Report)	
	Kevin Hollis/CAMHS	Neurodevelopmental Service's Wait Lists for Autism Assessments	To scrutinise the Neurodevelopmental Service's increasingly long waiting list for Autism assessments.		29 th June 2023		

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2022/23

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	David Truslove	Arboriculture Report and Grounds Maintenance Report	Updates	Briefing Reports	Report emailed to Panel 10 th June 2023		
Annual	Katherine Orton	Pride in Camp Hill	Annual report of PINCH to update and provide performance information for Members		29 th June 2023	Unable to report/attend	
	Kevin Hollis/NHS	Improving Stroke Services in Coventry and Warwickshire	Briefing note update		Oct/Feb 2023	Subject to systems	
	David Truslove	Monitoring the Ground Maintenance Contract	Performance report on the Glendale contract for grounds maintenance.	Performance Monitoring	5 th October 2023		
3 rd Feb 2022	David Truslove	Tree Strategy Update	To scrutinise the plans for tree planting by the Council, and as part of planning conditions.		5 th October 2023		
	Paul Coopey/ Sarah Harper	Review of reducing empty homes both in private ownership and NABCEL voids			5 th October 2023		
	Abu Malek	NABSCOP Community Safety Partnership Performance Report	Performance report from the Community Safety Partnership for monitoring.		5 th October 2023 1 st February 2024		
Annual	NHS	CAMHS	Update on Mental Health matters and the provision of		23 rd November 2023		

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2022/23

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			services in the borough.				
	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.		23 rd November 2023		
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.		23 rd November 2023		
April 2023	Abu Malek	Armed Forces Covenant	An update including highlights about what NBBC are doing in relation to the Armed Forces Covenant.		23 rd November 2023		
Annual	Chris Bain	Healthwatch	The concerns and priorities for Healthwatch		1 st February 2024		
Annual	GEH/Kevin Hollis	George Eliot Hospital	Update presentation from the GEH on the current services and funding situation, including the provision of		1 st February 2024		

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2022/23

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			additional hospice beds				
	Rachel Fleeson	Air Quality Management	Monitoring of the 2 current AQMAs and what is being done to mitigate these,		1 st February 2024		
		OSP Annual Review			1 st February 2024		
	Kevin Hollis	Primary Care/General Practice	A report to inform the Panel of the future plans for Primary Care.		1 st February 2024		
Annual	Abu Malek	Addressing Teen Conception in Nuneaton and Bedworth	Update in the current rates of teenage conception in the Borough together with the Address Teenage Conception Task and Finish Group Action Plan update.		18 th April 2024		
Annual	Abu Malek	Warwickshire Police and Crime Plan	To bring an update on the Police and Crime Plan.		18 th April 2024		