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CHIEF EXECUTIVE
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Our Ref: MM

Date: 15th November 2023

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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, 23rd November 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 29th June 2023 (**Page 6**), and 5th October 2023 attached (**Page 13**).

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 21**). 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.

Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.

The chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the chair, the speaker persists, they will be asked to stop speaking by the chair. The chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

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. EMOTIONAL WELL-BEING AND MENTAL HEALTH SUPPORT FOR CHILDREN AND YOUNG PEOPLE IN WARWICKSHIRE – A report of the Commissioner for Children and Young People's Mental Health and Emotional Wellbeing Services, attached (**Page 23**).
8. PETITION - CLOSURE OF POOL BANK STREET PARKING – Report To Follow.
9. COMMUNITY AND VOLUNTARY SECTOR (WCAVA AND CAB) PERFORMANCE REPORT – A report of the Head of Economic Development and Communities, attached (**Page 36**).
10. DAMP AND MOULD INSPECTION PERFORMANCE – A report of the Assistant Director – Social Housing & Community Safety, attached (**Page 82**).

11. TENANT SATISFACTION MEASURES – A report of the Assistant Director – Social Housing & Community Safety, attached **(Page 91)**.
12. FORWARD PLAN – attached for information **(Page 96)**.
13. WORK PROGRAMME SUGGESTION FORM – Flood Alleviation - 'We need urgently to look at the new flood risks to Nuneaton town centre, Abbey, Camp Hill and Weddington Wards as a result of cancellation of Flood alleviation project'. (Submitted by Councillor K. Kondakor), attached **(Page 106)**.
14. WORK PROGRAMME 2023/24 – for noting, attached **(Page 149)**.
15. 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**

29th June 2023

A meeting of the Housing, Environment and Health Overview and Scrutiny Panel was held on Thursday, 29 June 2023 in the Council Chamber, Town Hall Nuneaton, the meeting was recorded for publication on the Council's website.

Present

Councillor K. Evans (Chair)

Councillors: E. Shiers (Vice-Chair), B. Beetham, T. Cooper, S. Harbison, K. Kondakor and B. Pandher.

Apologies: Councillor C. Cape and Councillor C. Golby.

PART I – PUBLIC BUSINESS

HEH1 **Minutes**

RESOLVED that the minutes of the meeting held on 20th April 2023 be approved and signed by the Chair.

HEH2 **Declarations of Interest**

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

HEH3 **Questions to Cabinet**

The portfolio holder for Health and Environment (Councillor J. Gutteridge) was in attendance to answer questions from the Panel. The portfolio holder for Housing and Communities (Councillor C. Golby) was unavailable, and it was agreed that she would be contacted with any questions and asked to submit a written response to the Panel where appropriate.

Councillor Kondakor asked questions for the attention of the Portfolio Holder for Housing and Communities:

On page 66 of our agenda it said the new hostels open in June 2023, in Stockingford. I just wanted confirmation that that date has actually been met and is actually taking people in the 14 rooms.

Secondly, you may know Chair, that we had flooding on the ceiling of one of the units on Cleaver Gardens about a week and a half ago. That was a result of some maintenance that hadn't been done from the last time it happened, and it needed a capital project because the gutters aren't fit for purpose and climate change. So I was going to ask Councillor Golby if the resourcing issues which caused that work not to be done have now been solved, because it was identified a year and a half ago that it was a problem, but we seem to have had a big turnover of staff in housing capital projects. So, I just want some reassurance that we are either up to staff again, or going to be up to staff to get these issues sorted. Thank you Chair.

Following the meeting, Councillor Golby and an Officer advised that:

- a) The hostels in Stockingford opened in June, and are taking people in the 14 rooms.
- b) Clearing and clearance of the gutters was completed across all three sites in July 2023. We have assessed the size of the gutters to the problem blocks and

found them to be adequate. Regular maintenance/cleaning of the gutters will be required going forward. Installing additional downpipes to these gutters will improve the flow of water from the roofs and I am discussing these works with a contractor at the moment. I will provide a further update once I have timescales.

Removal of a large tree on the site was also suggested to reduce the maintenance liability for the gutters. This is a good suggestion, but would not be my first course of action as it is difficult to guarantee an outcome/result with so many factors at play and trees on the site. This could however be considered as long term strategy in the future.

Councillor Kondakor asked the Portfolio Holder for Health and Environment:

You're responsible for our Climate Change Liaison etcetera roles and we're having a management restructure as well with our medium/middle Managers etcetera, and I wanted Councillor Gutteridge to give us an update on where action on climate change was going to sit in future, and if we were going to actually be have any budget to do stuff. I particularly asked this because the new proposed Cinema, I just read that when we do a new building we have a BREEAM energy standard forecast for it, and it gets one out of thirteen points. The new Cinema will be incredibly energy inefficient which really alarms me, and so I want to ask Councillor Gutteridge who was going to be the point of contact for climate change, and are we going to start to do something about it? Thank you.

The Portfolio Holder for Health and Environment replied:

Thank you Councillor Kondakor. Yes I have already met with Director Kevin Hollis, and I have already met with the Assistant Director, Katie, and we will be putting plans into action and as soon as we are ready we will notify you. Thank you.

Councillor Kondakor then asked the Portfolio Holder for Health and Environment:

I just want to also ask Councillor Gutteridge if he's been attending the Warwickshire Climate Change meetings, and if he had anything to report in terms of where we're going as far as the County is concerned, thank you.

The Portfolio Holder for Health and Environment replied:

I have attended, but I've missed the last one due to a clash of meetings, which I couldn't get out of the one meeting.

HEH4 **Warwickshire Health and Wellbeing Board Strategy Annual Review (including JSNA).**

A presentation of the Director of Public Health provided the Panel with an update on strategy priorities, progress and plans for 2023/24.

The Panel discussed and asked questions on the following:

- The impact of loneliness, not only on the elderly, but also the younger generation, especially following Covid where people are not integrating or socialising as a community like they used to. This concern will be taken back to the JSNA board, and the Chair of the Health and Wellbeing Board at WCC will also be contacted.
- It was noted that suicide is becoming a big problem in lots of communities, due to issues such as money, relationships and people struggling with life – especially in the current climate. A new 'Suicide Co-ordinator' is becoming instrumental in bringing information together, looking at the statistics including age ranges. Suicides amongst young men are high on the radar for

concern. A suicide strategy was approved in January, and information about what the strategy involves was requested.

- People becoming less active following Covid, and the need for more promotion of events and activities. Whether physical activity is a choice or due to access and availability, including peoples priorities.
- 95% of the budget for cycling has been spent in the Warwick District, there is a continuing lack of investment from WCC in other areas, including Nuneaton.
- The need to review work carried out in the past and progress made, and learn from what worked, and what didn't. A multi-agency approach is often required to get people working together on issues. There is a need to follow through on strategies and monitor projects to ensure results.
- The correlation between funding cuts and the current situation, there is a need to invest in prevention.

RESOLVED that:

- a) the contents of the presentation be noted; and
- b) the HWBB Chair at WCC be contacted in relation to concerns raised about loneliness.

HEH5 **Autism Waits Progress Report**

A progress report from the Medical Director (CWPT), Senior Joint Commissioner for Learning Disabilities and Autism, Director of Joint Commissioning and General Manager of Community Learning Disabilities and Neurodevelopment (CWPT), provided the Panel with an update on the Neurodevelopmental Services waiting list for Autism assessments.

The Panel discussed and asked questions on the following:

- How Nuneaton and Bedworth compares to the rest of Coventry and Warwickshire.
- The data is still being validated, Nuneaton and Bedworth make up around 16% of referrals, but there is clinical priority.
- Funding to deal with the backlog – the finding was used to increase capacity and should also be available this year.
- Consideration into what capacity is required, and looking at the impact of waiting times and meeting targets. Still on plan, but some re-modelling work is required.
- School engagement – training and managing within schools. Working with Schools on education and strategies.
- Pathological Demand Avoidance, lack of recognition and diagnosis – a set of symptoms and it was felt it should be dealt with as an assessment of needs.
- Patients are prioritised through a triage system.

RESOLVED that the contents of the report be noted.

HEH6 **The Impact of Anti-Social Behaviour on the Housing Revenue Account**

A report of the Assistant Director – Social Housing and Community Safety provided an update on the impact of Anti-Social Behaviour (ASB) on the Housing Revenue Account (HRA), in particular the monetary impact.

The Panel discussed and asked questions on the following:

- Reporting is increasing – there is increased engagement and teamwork which is having positive results between the Police, Council and residents.
- Working more effectively as a Community to resolve issues in order to take action.

- Sharing information with other agencies is important, especially in preventing just moving a problem around.
- Intentional homelessness, and the work that can be done around this.
- The fact the Council has responsibilities and obligations that Housing Associations do not have in relation to homelessness.
- For the Assistant Director – Social Housing and Community Safety to liaise with the NBBC Communications Team about getting some information and figures out to residents, in relation to the true costs of ASB, and the impact on the HRA. (Important not to ‘demonise’ specific areas – Borough wide figures to be used).
- It was recognised that the vast majority of tenants are responsible and respectful.

RESOLVED that the contents of the report be noted.

HEH7 **Integrated Performance Report - End of Year (Fourth 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:

- Demand for housing, including evictions and the availability of social housing.
- Suggestions were made in relation to the presentation of information.
- The importance of making properties available for social housing.
- Delays with developments, ensuring that monitoring takes place in relation to some developers. Chair agreed to write to Midland Heart and Highways, and will discuss issues with relevant Ward Councillor.
- Planning permission for affordable homes – ensure levels are good.
- The Parks Team – performance is good and standards improving.
- A briefing note was requested in relation to financial information (once available).

RESOLVED that the contents of the report be noted.

HEH8 **Work Programme Suggestion Form**

Councillor C. Cape submitted a Work Programme Suggestion Form relating to– ‘Oversight of the allocation of monies for environmental offsetting and mitigation included in planning applications S.106 contributions.

RESOLVED that the Chair of the Housing, Environment and Heath OSP arrange a meeting with the Chair of the Business, Regeneration and Planning OSP to look at the possibility of holding a joint Overview and Scrutiny Panel meeting.

HEH9 **Forward Plan**

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

RESOLVED: that the Forward Plan be noted.

HEH10 **Work Programme**

The Panel were presented with the Work Programme for the municipal year 2023-2024.

RESOLVED that the Work Programme be approved.

HEH11 **Any Other Items**

Briefing notes that had been received in relation to Parks and Grounds Maintenance were noted and discussed. The briefing notes were useful, especially the breakdown by Ward. It was confirmed that that the Council will be bedding out All Saints Square this year.

Chair

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

	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	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

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

5th October 2023

A meeting of the Housing, Environment and Health Overview and Scrutiny Panel was held on Thursday, 5 October 2023 in the Council Chamber, Town Hall Nuneaton, the meeting was recorded for publication on the Council's website.

Present

Councillor K. Evans (Chair)

Councillors: E. Shiers (Vice-Chair), C. Cape, K. Kondakor, B. Pandher and J. Singh.

Apologies: Councillors S. Harbison, B. Beetham, T. Cooper, C. Golby and Mr Paul Coopey.

PART I – PUBLIC BUSINESS

HEH12 **Minutes**

RESOLVED that the minutes of the meeting held on 29th June 2023 be deferred until the next meeting, to allow for responses received from Cabinet Members to queries raised at the meeting to be added to the minutes.

The Work Programme suggestion form submitted by Councillor Cape will be on the February agenda of the Business, Regeneration and Planning OSP. Members of this Panel are welcome to attend the meeting.

HEH13 **Declarations of Interest**

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

HEH14 **Questions to Cabinet**

The portfolio holder for Health and Environment (Councillor J. Gutteridge) was in attendance to answer questions from the Panel. The portfolio holder for Housing and Communities (Councillor C. Golby) was unavailable, and it was agreed that she would be contacted with any questions and asked to submit a written response to the Panel where appropriate.

Councillor Kondakor asked a question for the attention of the Portfolio Holder for Housing and Communities:

A refresh of the housing business case, so if we could ask for the time scales of that and if it can be brought to this OSP. I don't know if Jane Grant might know the answer to that even, but I say, when we talk about finance and things they keep saying that the housing business case, or business plan whatever you call it, is being redone. So an update of that would be useful from Councillor Golby or Officers.

Councillor Evans responded:

It would have to come to the OSP for discussion. So you would like to know the time scales for when that will be presented to the OSP? Yes. Can that be followed up, and could I be copied into the response thank you.

Councillor Kondakor asked the Portfolio Holder for Health and Environment:

We are getting better at cutting back shrubs, bushes and things, and a lot of work's been going on, but can we as a Council put out a plea to residents to report stuff that needs cutting back now, because with the bird nesting season just

ending this is the time to. Can Councillor Gutteridge try to work with comms or whatever and get the message out that if people have an issue with things that are overgrown on Council land, or, it needs people telling the Council now. The second issue I had is with the Change Brook. At the top end he's got a lot of trees and things starting to grow in the brook, and that's not on the maintenance Contract. So one of my residents told me about it today, but can Councillor Gutteridge see how we clear the bits of Change Brook that are too high up to the Environment Agency's responsibility. Thank you.

The Portfolio Holder for Health and Environment replied:

Yes, you know the system, put it on Customer Services and I will follow it up. If you would like to send me an email concerning your concerns about the area with the shrub beds we will look at that. I will look possibly to do a video with the comms team and go from that. Your third question was?

Councillor Kondakor followed up with:

It was just because clearing a brook isn't really our parks job effectively, but it's part of a wider thing of making sure it doesn't flood. Where does that fit? Does that still sit with you or do we somehow have to get County to pay for it, to chivvy up. Because basically if the trees start growing in the brook it will eventually fail as a flood alleviation measure.

The Portfolio Holder for Health and Environment replied:

Put that on Customer Services and when I'm next in the Parks Office we'll have a look, and then decide from there, thank you.

Councillor Evans then added:

Building on that, I would also point out that where there are rivers and brooks that fall on Council land and are within our responsibility, we have the river clearance team that are continuing to do a great job, particularly on the River Anker clearing out litter and trolley and bikes and all sorts of rubbish, and that is great for the wildlife and for the local scene.

Councillor Kondakor asked the Portfolio Holder for Health and Environment:

I assume you're still in charge of our climate change mitigation. Can we have an update if we've been going to the Warwickshire climate change meetings and where we are with that? Thank you.

The Portfolio Holder for Health and Environment replied:

Publication of the Borough Plan review is an important step forward in the climate change. Sustainability is the golden thread running through the all policies looking to submit to the Planning Inspectorate before the end of 2023, with adoption late 2024. New strategic flood risk assessments undertaken at level one and two and fed into the Borough Plan Review, EV charging in all new developments - I'd like to come back to that when I've gone through my list because I'd like to talk a bit more about EV charging, - draft sustainable strategy ready and be in process for adoption in 2024, parks and greenspace strategy being produced for adoption in early 2024, wildlife planting introduced and tried at locations across the Borough, review and signed off Sport England New Play Pitch Strategy in 2023, Waste Management Strategy adopted including the management of single use plastics, waste management plus plan for all new builds and contracts. I believe you've been same as I have for the trip round. Private sector energy strategy being delivered with the intention to expand into all buildings, successful bid for green homes grant Local Authority to improve EPC ratings and we are targeting low income families, working with Warwickshire County Council on providing advice to residents on low cost of living crisis, hydrogen ready boiler installed into

two communal district heating systems, keep partner in Warwickshire North Place Group looking at how health inequalities can be reduced, and that is about all I've got to say but I'd like to say a bit about EV charges. We need more EV charges in our Borough. I went to a meeting the other day, climate change meeting, but I had to leave early because I was called away to the hospital. In the south of the County they've got 110 charges, that's Stratford and Warwick, there is 19 in Rugby and North Warwickshire and ourselves have got 22 and 20, and I don't think it's enough. So, I've instigated a meeting that we will sit down and look and talk to County because there is a large grant there that we ought to tap into, and I want to think outside the box of where we position charges. Thank you.

Councillor Evans then added:

The Council was successful in receiving funding from the Government's social housing decarbonisation fund that will go towards retrofitting our housing stock. So we are one of the leading Councils in the Country for tackling climate change as you will well know, and I think Council Gutteridge has pointed out extensively what we're doing on this subject.

Councillor Gutteridge followed up with:

A planning permission for an 88 acre solar farm on the outskirts of Bulkington, which I think is a very good position, it is on agricultural land but the farmer will still be farming the land with sheep, so it's a win-win situation for us.

Councillor Kondakor then asked:

For these meetings, one thing that's particularly annoying about the EV charging is that the two at the front are in disabled parking bays and the two at the back are nonfunctioning, and that bizarrely creates parking spaces that no one's allowed to park in, because you're only allowed to park if you're charging, and you can't charge because they're broke. I have talked to the County about this, and they were looking at getting some of the BP charging points in. Can you assist in actually getting that to happen, because most of the districts in Warwickshire, the District Councils allow the charges to be put in the public car parks. We have put our aspirations in the Abbey Street car park which obviously will be a year or two before it gets wired, so can I just chivvy you on that? Thank you Chair.

The Portfolio Holder for Health and Environment responded:

I could talk for a long time about different charging facilities. I've looked at the pop-up charges, the ones that come out of street lights, various charges, various positions. I want to broaden the horizons. I don't want to have charges in car parks, well I do want so many, but I would like to position them elsewhere. What about in the park? When you go to play, charge your car at the park. What about on the outskirts of our cemeteries, that's the sort of thing we're going to talk about. I want to open it up so I've got no blinkers. I'm looking for ideas.

Councillor Evans asked the Portfolio Holder for Health and Environment:

It was in one of the local government magazines several weeks ago, that some should say "crazy councils" are taking the decision to ban the use of pesticides in their Grounds Maintenance departments, which has resulted in basically just weeds being out of control, and basically contractors not being able to essentially remove weeds. Can you assure the Committee that you won't take any, you know, crazy decisions like that that will see this Borough basically overgrown with weeds and all sorts of unwanted plants should we say.

The Portfolio Holder for Health and Environment responded:

When we use the use of pesticides they meet all the relevant specifications, Defra, and the chemicals are proven.

HEH15 **Monitoring of the Grounds Maintenance Contract.**

A report and presentation of the Parks and Greenspace Manager and Glendale Grounds Management Ltd.

The Panel discussed and asked questions on the following:

- It has been a very wet season, resulting in increased growth rates.
- Enquires are up on last year, but response times have improved.
- Resourcing has a direct impact on response times, feedback has been generally improved.
- It was acknowledged that there has been an overall improvement this year.
- Strimming is carried out after grass cutting, to get the most out of the large cutting machines and an effective use of time management.
- Member reporting data – includes reports made via Customer Services.
- Bedding plants in Bedworth – scheduling was down to Contractor, and delivery can be down to availability of materials, weather, the seasons etc. They plan 6 months ahead, but work can be weather dependent.
- Trees and shrubbery on private (non Council) land – the Council may take action if there is ‘imminent danger’ to make safe, and recover costs if the landowner is identified.
- Residents have been pleased the embankments on Queen Elizabeth Road have been cut
- Consideration must be given to the bird nesting periods, which includes hedge and bramble management.
- Resident raising queries relating to issues not managed by the Council/Glendale are given advice, including details of what action they can take and Land Registry details etc.
- Housing land being cutback/trimmed from the Highway – procedural issues but it is nice to keep areas looking neat.
- It was noted that bins can be full and under strain, especially at busy periods including bank holidays.
- It was noted that a comparison of information/data against the previous year would be useful.
- The Chair and Panel expressed that their thanks be passed onto staff and Glendale operatives for the substantial improvements and hoped it continues.

RESOLVED that the contents of the report be noted.

HEH16 **NABSCOP Community Safety Report – Quarter One (2023/24)**

A report of the Head of Economic Development and Communities provided an opportunity for the Panel to scrutinise the Community Safety information provided for Quarter one (2023/24). Police Inspector K. Shore was also in attendance.

The Panel discussed and asked questions on the following:

- The link between school exclusions and ASB figures.
- How Covid may have impacted on children being ‘lost’ from education, especially those ‘at risk’ and vulnerable. Home environments can be a factor, and how Schools deal with issues.
- The Police are spending money and resources on reducing ASB.
- Partnership working between the Police, NBBC, WCC and Youth Services – trying to engage and identify areas that can be worked on.
- Alcohol related crime is down whereas drug related crimes remains at a consistent level – stop and searches have increased and the Police continue

to make referrals where possible. An increase in night time economy due to shift changes means Police can be more proactive.

- E-scooters and motorised vehicles/bikes being ridden dangerously and on pavements can be classed as ASB, falling under Safer Roads and Safer Streets. Discussions about the Town Centre becoming fully pedestrianised – whilst recognising that some residents use pedal bikes to get into town and need safe and secure cycle parking.
- The use of PSPO's in relation to alcohol use, and how prolific offenders are dealt with.
- The of CCTV and the need for people and victims to make statements and follow up on complaints made to the Police.
- Business Crime Week (October 16th-22nd 2023) – there will be proactive patrols and preventative initiatives are ongoing.
- There is a national initiative ongoing in relation to the illegal selling of vapes. The Police are supporting Trading Standards around enforcement and engagement.

RESOLVED that the contents of the report be noted.

HEH17 **Empty Property Update – Private Sector**

A report of the Head of Home Environment Services presented by the Assistant Director for Strategic Housing, provided an update following the June 2022 report, allowing Panel Members an opportunity to scrutinise the information provided.

The Panel discussed and asked questions on the following:

- This is not a statutory service, but NBBC has a 0.5 post covering the service.
- The Panel were please to see the amount of grants/loans, and the Council being proactive where possible.
- Benchmarking data against other Councils was requested, to see how NBBC compares against others.
- It was noted empty homes are part of the housing supply.
- The numbers of those who have re-paid. Information will be sought on the data relating to loans.
- NBBC provide advice where necessary, but don't have the resources to do everything, and have to prioritise statutory and regulatory services.
- Council Tax is still payable on empty properties – the longer a property is empty the more that is paid.
- Reasons properties remain empty range include probate and personal choice – NBBC can advise but private property owners may have their own reasons they do not wish to disclose.
- The number of 'hard to let' properties have reduced significantly.
- Compulsory Purchase Orders in the private sector is a lengthy and time consuming legal process which is very resource intensive. Most empty homes are not in a dangerous or poor state to instigate any proceedings.

RESOLVED that the contents of the report be noted.

HEH18 **Integrated Performance Report – First Quarter 2023-24**

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:

- Member enquiry information – none are related to Fol's.
- Freedom of Information requests – can get a number of requests from the same people.
- Satisfaction figures on p63 of the report are high – the number of responses/percentage of return rate will be provided in the next report.
- Sickness and return to work data – levels are similar to last year.

RESOLVED that the contents of the report be noted.

HEH19 **Forward Plan**

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

RESOLVED: that the Forward Plan be noted.

HEH20 **Work Programme**

The Panel were presented with the Work Programme for the municipal year 2023-2024. There is likely to be a joint OSP item relating to S. 106 payments at the February Business, Regeneration and Planning Overview and Scrutiny Panel.

RESOLVED that the Work Programme be approved.

HEH21 **Any Other Items**

Councillor K. Kondakor submitted a Work Programme Suggestion Form relating to 'We need urgently to look at the new flood risks to Nuneaton town centre, Abbey, Camp Hill and Weddington Wards as a result of cancellation of Flood alleviation project'

RESOLVED that the Work Programme Suggestion Form be on the agenda of the next Housing, Environment and Health Overview and Scrutiny Panel, with information about funding.

Chair

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

	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	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: • 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.		

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	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	
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Nuneaton and Bedworth Housing, Environment and Health

Overview and Scrutiny Panel

23rd November 2023

Emotional well-being and mental health support for children and young people in Warwickshire

1.0 Purpose of report

- 1.1 The purpose of this paper is to provide an update to the Housing, Environment and Health Overview and Scrutiny Panel on the Warwickshire Children and Young People's Emotional Well-being and Mental Health services including the Rise service. A report was provided in November 2022 and this updates information provided in that report for the year December 2022 to November 2023.

2.0 Recommendations

- 2.1 That members of the Panel note the content of the report.

3.0 Overview of emotional well-being and mental health support for children and young people in Warwickshire

- 3.1 The emotional well-being and mental health system in Warwickshire encompasses the main statutory provided services along with other commissioned work to support children and young people's mental health in the County. Central Government stipulates local authority areas must have a Local Transformation Plan (LTP) which sets out key priorities for the system. It is also expected that a statutory provided emotional wellbeing and mental health service for children and young people is commissioned in each local area. The Rise service is the commissioned service in Warwickshire which provides services to support children and young people's mental health.

4.0 Overview of the Rise Service:

- 4.1 The Rise service is commissioned jointly by Coventry and Warwickshire Integrated Care Board (ICB) and Warwickshire County Council (WCC). It is delivered by Coventry and Warwickshire Partnership Trust (CWPT) in partnership with Coventry and Warwickshire Mind (CW Mind).
- 4.2 Rise is a family of NHS-led services delivered in partnership with CW Mind to provide emotional wellbeing and mental health services for children and young people in Coventry and Warwickshire. Rise aims to build resilience and empower children and young people (as well as the adults in their lives) to manage their mental health and wellbeing needs and to know where to go for help and advice. The Rise service is made up of several different teams, each led by mental health specialists.
- 4.3 The Rise vision of "no door is the wrong door" is central to its delivery and ensures that no matter the reason why, or how, children, young people, families and/or professionals access Rise, the goal is to ensure that the right support is given at the right time. The support each person receives is based on empowering them to address their individual needs, develop strength and resilience.

- 4.4 The service is now in the final year of the contract and provides a range of interventions and specialist advice which includes:
- Dimensions - digital personalised information portal.
 - Mental Health in Schools Teams.
 - Primary Mental Health Teams.
 - Targeted Emotional & Mental Health Support.
 - Children in Care service for Warwickshire.
 - Youth Justice Service.
 - Specialist Mental Health Services.
 - Eating Disorders Service.
 - Children and Young People Crisis and Home Treatment service.
 - Neurodevelopmental assessment and diagnosis service (conditions such as Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder) – (please note, these services are contracted separately and not covered by this report).
 - Community support and Partnerships.
- 4.5 Rise accepts referrals for children and young people up to their 17th year from professionals who are involved with or working with the child or young person and/or family, e.g., GPs, educational settings, social care, School Nurses, Health Visitors. Or in the case of eating disorders, up to the age of 18 years and 364 days. The Navigation Hub comprises of specialist mental health clinicians and administrative staff who will respond to any professional with regard a child or young person query, advice seeking, and/or referral details. The Hub will also provide support and advice to people seeking a neurodevelopmental assessment, however, whilst the Navigation Hub operates as a front door for neurodevelopmental assessment, referrals are picked up by an alternative referral route and are not conducted by the Rise service.
- 4.6 The specialist team within the Navigation Hub are the front door for all referrals to the Rise services across Coventry and Warwickshire. The team are available Monday to Friday 8-6 pm.
- 4.7 The Primary Mental Health (PMHT) specialist teams work within the community to offer an extension of the front door with regard consultations both for professionals and parents about a child or young person as well as provide specialist support for schools and professionals to train, support and develop skills needed to wrap true care system around a child or young person.
- 4.8 Children and young people can access information and advice through early intervention and prevention work in schools with the Big Umbrella, Boomerang and Mental Health Support Teams (MHST) programmes.
- 4.9 Children and young people and families can also use the information contained on the Rise website and CWPT Dimensions Portal to enable self help and support.
- 4.10 The children in care service for Rise provides early intervention and prevention support for children in the care system in Warwickshire. CWMind delivers mental health support services for children in care within the Rise contract on behalf of CWPT. The service provides:
- Support to children and young people in residential or foster care aged 5-19th birthday.
 - Support to adopted children and young people aged 5-19th birthday.
 - Support to foster carers.
 - Support to adopters.
 - Support to professionals working with children in care.
 - Direct work for children and young people with counsellors, primary mental health workers, occupational therapists.

- Support to parents/carers: 1:1 support, themed support groups; 18-week attachment training.
 - Support to schools and other professionals.
 - Support to residential homes.
- 4.11 Where a child or young person presents with complex mental health needs and a specialist intervention is required, an internal referral will be made between CW Mind and CWPT. This may result in further waits for treatment or an intervention. It is a requirement that referrals to this service are made by professionals to the Rise Navigation Hub, by phone or via the online form found at <https://cwrise.com/how-to-refer-to-services>.
- 4.12 The Children's Crisis Resolution and Home Treatment Team (CRHTT) has continued to provide a range of functions for children in crisis over a 7-day service, which enriches the general crisis service offer. These are the acute hospital liaison function, crisis resolution support and the delivery of home treatment packages.
- 4.13 The Think Family Outreach Team aims to support young people and families who are in emotional distress and either at risk of requiring crisis intervention (from CRHTT or Acute Hospital Settings) or moving from CRHTT to locality teams. The clinical offer is tailored to suit each individual young person/family's needs and focuses on empowerment and skills. They offer in reach and outreach supporting young people on the paediatric wards (Warwick hospital and University Hospital Coventry and Warwickshire) and also in the community following a crisis assessment. Community based interventions have provided support in the following areas:
- Work with children and young people with eating disorders.
 - Low mood and worries workshops.
 - Emotional regulation with children and young people.
 - Emotional regulation with parents/carers.
 - 1:1 interventions work.
 - Mindfulness workshops.

5.0 Update on Key Areas of Work

5.1 **Coventry and Warwickshire Children and Adolescents Mental Health Service (CAMHS) Local Transformation Plan (LTP)**

- 5.1.1 The Coventry and Warwickshire Local Transformation Plan 2022 - 2023 outlines the ambitions for the overall children and young people's mental health and wellbeing system. It identified several emerging areas of work that formed the focus of delivery for the children and young people's emotional wellbeing and mental health system over the past 12 months. The LTP has recently been refreshed and has the following priorities for the system:
- To meet the constitutional targets for children and young people's mental health set by National Health Service England (NHSE) – this is the 35% access rate for children and young people accessing services and the targets set for wait times for eating disorders.
 - Develop a full service offer for ages 0-25 with particular emphasis on the transitions ages of 18-25 years old.
 - Develop better data in the system with an aspiration to establish a system wide data dashboard which captures data on all services.
 - Focus on delivering early intervention and preventions services.

A copy of the LTP can be accessed on the Coventry and Warwickshire Integrated Care Board's website at https://www.happyhealthylives.uk/document-library/?category_id=1

5.2 **Warwickshire Mental Health and Wellbeing of Infants, Children and Young People Joint Strategic Needs Assessment (JSNA)**

5.2.1 In May 2023, Warwickshire County Council published its JSNA regarding the mental health of infants, children, and young people in Warwickshire. This document aimed to provide an understanding of the mental health and wellbeing needs of infants, children, and young people aged 0-25 across Warwickshire. It looks both at service provision and access, as well as highlighting where proactive prevention may be possible around the wider determinants of mental health and wellbeing. There are several recommendations that all organisations and agencies can implement to help improve the mental wellbeing of infants, children and young people. The document can viewed in more detail here <https://www.warwickshire.gov.uk/directory-record/7609/mental-health-and-wellbeing-of-infants-children-and-young-people-jsna-2023->

5.3 **Kooth**

5.3.1 In recognition of the challenges faced by children and young people during the pandemic, Warwickshire County Council, in partnership with Coventry and Warwickshire ICB commissioned 'Kooth', to provide an online virtual support offer for emotional wellbeing and mental health, for children and young people aged 11 to 25. Kooth, which went live in Warwickshire on 29th March 2021, aims to:

- Enhance Warwickshire's early intervention mental health support offer.
- Widen accessibility through a self-referral process for children and young people aged 11 to 25.
- Enable children and young people to gain quicker access to mental health support and access support "out of hours" and in an anonymous way.
- Give children and young people more choice and control, when accessing support.
- Provide additional support to care leavers.

5.3.2 Children and young people have access to a variety of features once they have logged into Kooth via the internet. The features include:

- Access to a counsellor (who are British Association for Counselling and Psychotherapy (BCAP) accredited) via text chat.
- Articles and information about mental wellbeing and mental health.
- Moderated community discussion boards.
- Daily journal writing facility.

5.3.3 Since its introduction into Warwickshire in March 2021, Kooth has seen usage of its service vary over the two and half years it has been commissioned. In the first 18 months of the service, new registrations rose quite substantially but in the last 12 months these have levelled off and dipped slightly in some months. Most new registrations were from children aged between 11 and 17 years old. Presenting issues were varied but some of the key issues children and young people have been using the service for over the past year include anxiety/stress, self-harm, suicidal thoughts, issues with family relationships and issues with friendships.

- 5.3.4 In Nuneaton and Bedworth, from 1st April 2022 until 31st September 2023, there were a total of 374 new registrations to the service. Most children logging on were around the ages of 13,14 and 15. The number of new registrations has decreased over time correlating with the general pattern of the service over the past year and is lower than the 615 new registrations for 2021 to 2022. The reasons for this are not clear, it is possible there has been a decrease in demand for the service or it could be a result of a dip in the levels of promotion of Kooth which has resulted in decreased engagement with the service. The top four presenting issues for all children logging into the service were:
- Anxiety and stress
 - Self-harm
 - Suicidal thoughts
 - Family relationships

The types of counselling goals that children utilising the service were setting themselves included: self-help and self-care; feeling happier; getting professional help from services; better emotional regulation; and more confidence. The service is currently commissioned in Coventry and Warwickshire until March 2025.

5.4 **Mental Health Support Teams (MHSTs)**

- 5.4.1 Mental Health Support Teams (MHST) are a national government initiative and are funded through “waves” of funding passed down through NHSE to local areas. The Warwickshire provision for MHSTs continues to grow with funding being received on a regular basis for further teams. MHSTs deliver 3 core functions:

- Delivering evidence-based interventions for children and young people with mild-to-moderate mental health problems.
- Supporting the senior mental health lead in each education setting to introduce or develop their whole school/college approach.
- Giving timely advice to school and college staff, and liaising with external specialist services, to help children and young people to get the right mental health support and stay in education.

- 5.4.2 Nuneaton and Bedworth and North Warwickshire received an MHST in Wave 5 of the national funding roll out and the programme was mobilised in schools throughout 2022. The schools signed up to the programme are:

- All Saints Bedworth C of E Academy & Nursery
- Arden Forest Infant School
- Ash Green Secondary
- Camp Hill Primary
- Chetwynd Primary
- Exhall Cedars
- Exhall Junior School
- Galley Common Infants
- George Elliot Academy Secondary
- Glendale Infant School
- Goodyears End Primary
- Hartshill Academy Secondary
- Higham Lane
- Keresley Newlands Primary

- Middlemarch Primary
- Newdigate Primary
- Nuneaton Academy Secondary
- Parklane Primary
- Queens C of E
- Race Leys Infant School
- Race Leys Juniors
- St Francis Catholic Academy
- St Michaels C of E Primary
- St Thomas More
- Whitestone Primary

5.4.3 There are 21 schools who are actively working with their MHST since it began in September 2022. Of these schools, the total number of Whole School Approach (WSA) activities (including workshops, consultations, and audit related contact) is **266 activities**. The total number of hours spent on WSA activities in the past year (including workshops, consultations, and audit related contact) is **336.5 hours**. MHST teams working in Nuneaton and Bedworth have delivered **209.5 hours** in total of workshops. They have also delivered **38.5 hours** in consultations and **88.5 hours** with audit related contact.

5.4.4 The programme collects valuable feedback from teachers, parents and carers whose children have participated in the programme. The following are examples of comments from parents, carers and teachers whose children have access an MHST in their school in Nuneaton and Bedworth:

“We want to thank you so much for your support you providing to [CHILD] and for the idea to speak to school about his fears and weaknesses. [SENCo] put things in place together with [NAME]’s teacher already and we are really pleased to see that. Thank you for all your amazing work” (Parent)

“It was actually really helpful - sometimes I think as parents we just need reassurance of what to try / do / not do.” (Parent)

“We have noticed a change in [NAME] too, she seems happier and is talking to us more. She was excited to go out with her friends at the weekend too, something she hasn’t really been interested in doing for a long time! [...] she has enjoyed talking to you. I’m sure she will miss you. I’d like to thank you for supporting [NAME], she is more open when I suggest things to her now but I’m being careful not to pressure her! Thank you” (Parent)

“A little bit of feedback. A little girl from Year 1 came up to me on the playground on Friday with her Mummy very proudly showing me her Worry Monster that she has purchased after your sessions and seeing ours in school, she was beaming!” (Member of staff)

“Thank you for all of your hard work with her. The strategies that you have shared with her, as well as the advice you have given her re her thoughts, feelings, and emotions (alongside more settled classes finally in Y10) have made a huge difference to her mental health and well-being. We are very grateful for all of your support! (Member of staff)

“Thanks to you too for always being there when we need you and for doing such a fab and professional job, your always on it with children and parents always first in mind.” (Member of staff)

5.4.5 MSHTs deal with mild to moderate mental health issues and aim to be a preventative or early intervention service. Therefore, the most common presenting needs are often anxiety, depression, phobias and behaviours and attachment-based difficulties.

5.4.6 NHSE announced at the end of 2022 that Coventry and Warwickshire were to receive further funding for additional MHST teams. It was agreed to put a further MHST into Nuneaton and Bedworth and North Warwickshire because of the high level of need and deprivation. The focus of this MHST will be to work with 16–18-year-olds in sixth form colleges /schools and colleges. This cohort of children and young people often struggle and as they fall between children’s and adult’s services they can get lost in the system. By focussing on this age range, it is hoped to catch some of the issues they may be experiencing early before they move into adulthood. The programme is currently recruiting schools and colleges - King Edwards VI College and North Warwickshire South Leicestershire College have provisionally signed up to the programme with the intention to begin work in the new year.

5.5 **Primary Mental Health Teams (PMHT)**

5.5.1 The Primary Mental Health service gives general advice, guidance, consultation and group training for those who work with children, such as school-linked professionals or social care roles. It is open to all schools and professionals working with children and young people. The team helps children and young people who may be displaying signs of emotional distress and emerging mental health difficulties, by working with those around the child, such as teachers, to put in place plans to manage issues and stop them becoming more serious. Professionals working with children can self-refer into this service by emailing or calling the team. Several courses are offered as a standard part of the offer and over the past year schools in Nuneaton and Bedworth have accessed this as follows:

Attachment

Race leys Primary school

Boomerang

Race Leys Junior School

Challenging Behaviours 3-11

Camphill Primary School

Race leys Primary school

Newdigate Primary school

Eating Disorders

Camphill Primary School

Newdigate primary

Weddington Primary School

Mood

Camphill Primary School

Race leys Primary school

Self-esteem

Croft Junior School

Staff Wellbeing

Wembrook Primary School

Transgender Awareness

Wembrook Primary School

5.6 Transitions Support for Young People aged 16 – 25 years

5.6.1 There is ongoing work taking place reviewing the current mental health offer for young adults aged 18 – 25 years. A multi-agency working group meets regularly to discuss possible services for this cohort of young people. As part of this work, it has been identified that a gap exists in the transition from children and young people's mental health services into adult mental health provision. Particular groups of young people have been identified as being at risk during this process including those leaving the care system and those that have not been in any services at all. A business case setting out potentially new pathways and support continues to be developed to propose solutions to these issues.

5.6.2 In the interim, NHSE funding was utilised to commission and deliver a 16– 25 Peer Support Programme. This pilot programme began in December 2021 and originally ran for 12 months. It was extended for a further 15 months until March 2024 to enable the system to learn from the impact of the programme and look to utilise learning for a future model for the 18-25 transitions offer. This programme is delivered by CWMind and has the following aims.

- Coproduce the service with children and young people and those who have transitioned from children and young people mental health services into adult services.
- Focus on those young people who are aged 16 – 25.
- Seek to support those transitioning from children and young people's to adult services and also those who are between the above ages and are first time entrants to mental health services.
- Provide a community-based model of activities including group work, activities and a peer mentoring and training programme and signposting.
- Provide young adults with the opportunity to 'graduate' or move up through a peer support structure and become a peer mentor themselves.

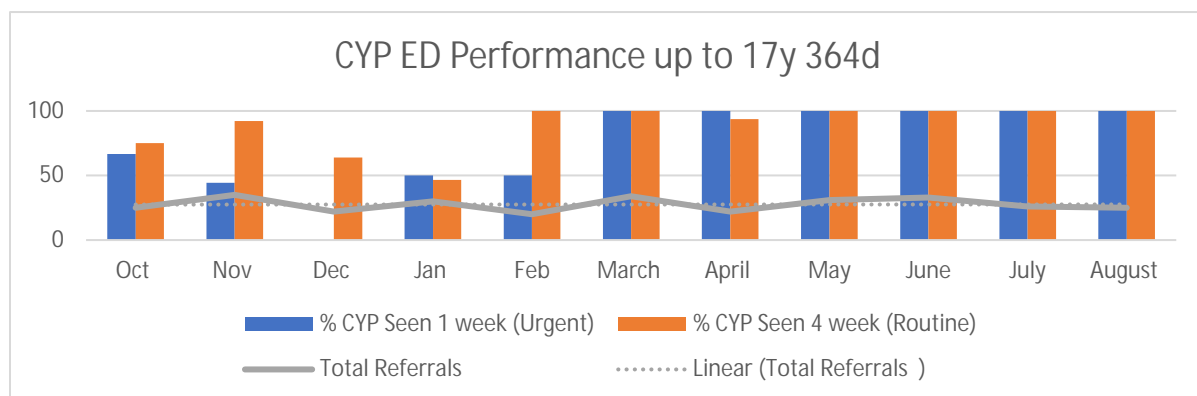
5.6.3 Data from the project gathered for the past year (October 2022 to September 2023) shows that there have been 11 referrals to this service from Nuneaton and Bedworth. This is 23% of the total referrals from all areas in Warwickshire for that year. This was second highest behind Rugby.

5.7 Eating Disorders Service

5.7.1 The demand for the eating disorder services for children and young people has continued over the past year since the last update to the Panel. The service is still seeing the impact of covid particularly on this area of mental health. NHSE set a target for all local areas to meet with regards to waiting times for the service. The target is that 95% of 'urgent' referrals are seen within 1 week and that 95% of 'routine' referrals are seen within 4 weeks. The service has worked hard to recruit a

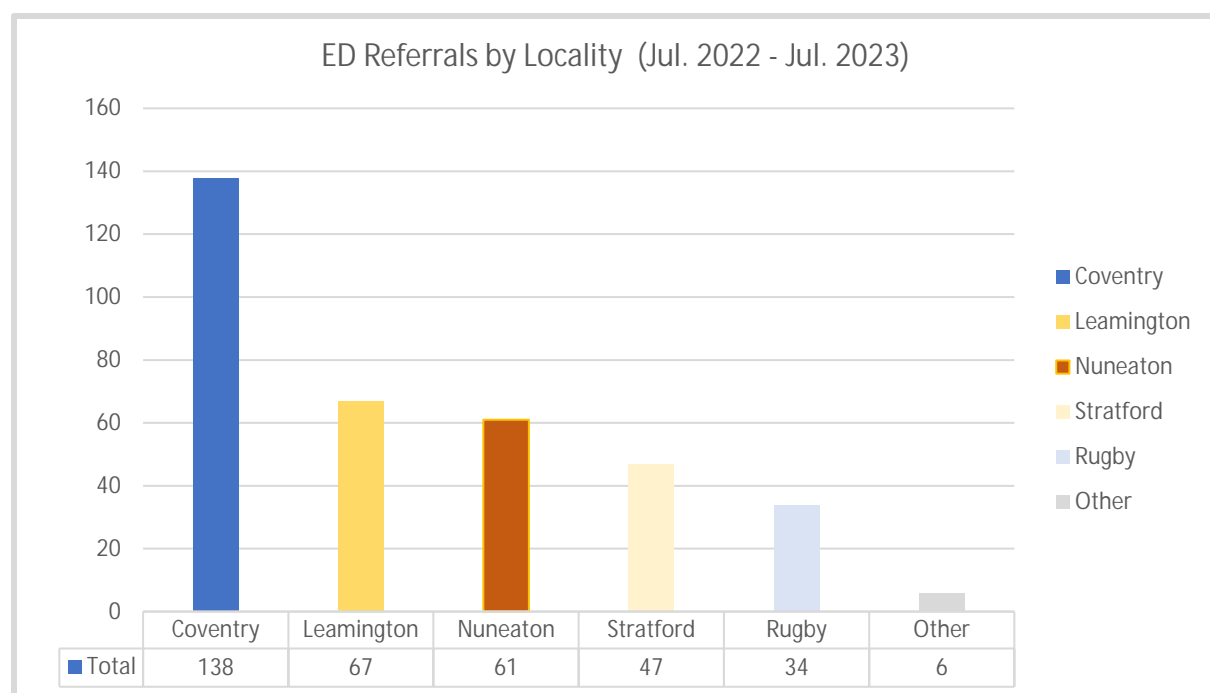
full team over the past year and as such the targets have successfully been met from March 2023 onwards as is demonstrated in table 1 below.

Figure 1 – Waiting Times for the Eating Disorders Service



5.7.2 Table 2 below shows the numbers of referrals to the service between July 2022 and July 2023. Nuneaton and Bedworth accounted for 17% of the total referrals to the service which was 61 out of 353 referrals.

Figure 2 – Referrals by Locality July 2022 to July 2023



5.7.3 The Local Transformation Plan implementation will continue to support the eating disorders service development in the following areas:

- Continuing to maintain waiting time standards now there is stability in the workforce for the service.
- Rolling out of the intensive community-based eating disorder support service to support increased complexity in the community.
- Implement the offer for Avoidant Restrictive Food Intake Disorder (ARFID) which has been developed over 2023 and aims to be rolled out in early 2024.
- Engagement and co-production with children and young people access all elements of the service to learn about what works and how to develop the service further.

5.8 Children and young people in crisis

5.8.1 There continues to be a steady demand in Warwickshire for support for children and young people who are in a state of crisis in both the community and those presenting to acute hospitals. The well-established multi-agency system protocol utilised to escalate and co-ordinate a multi-agency approach to this issue is still in place having been set up to respond to escalating demand in 2021.

5.8.2 In addition to this, a crisis data dashboard has been created to monitor trends in this area of work. Some of the data from the dashboard is show in the tables below. For the year July 2022 to July 2023 there were a total of 695 children and young people presenting in crisis via an acute setting to Rise in Coventry and Warwickshire.

Figure 3 - Referrals from an Acute Setting into Rise by %

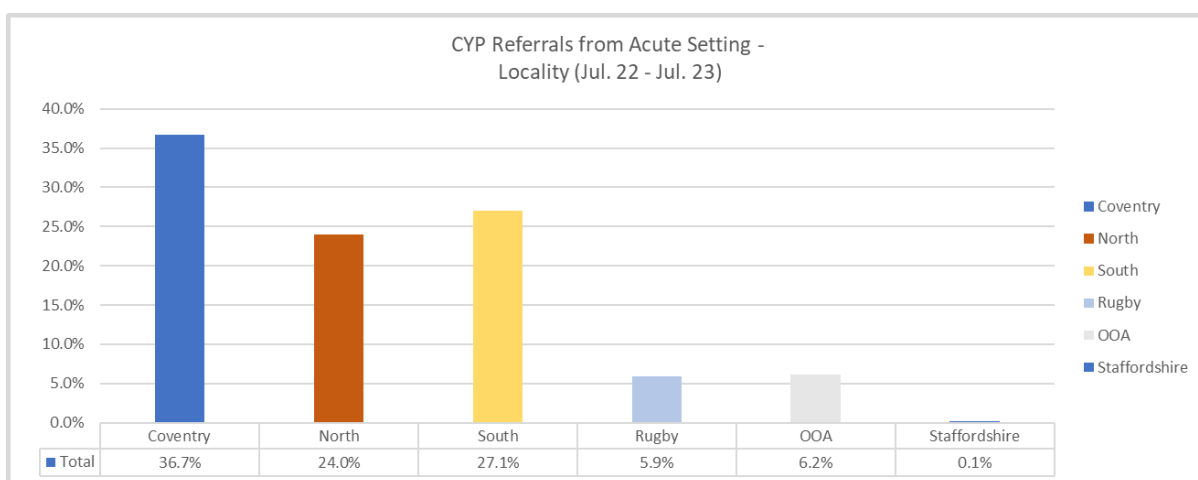
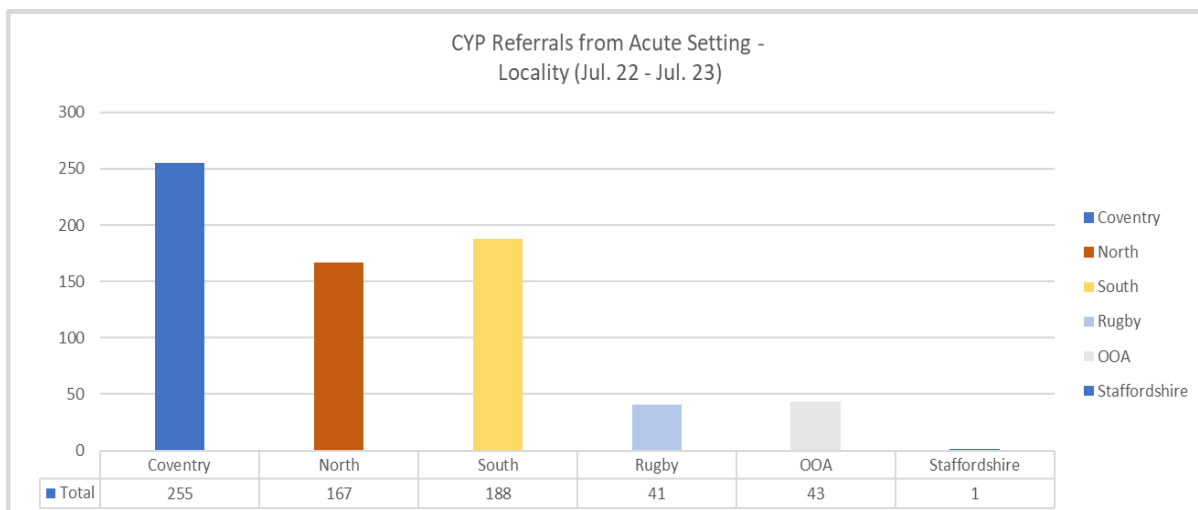
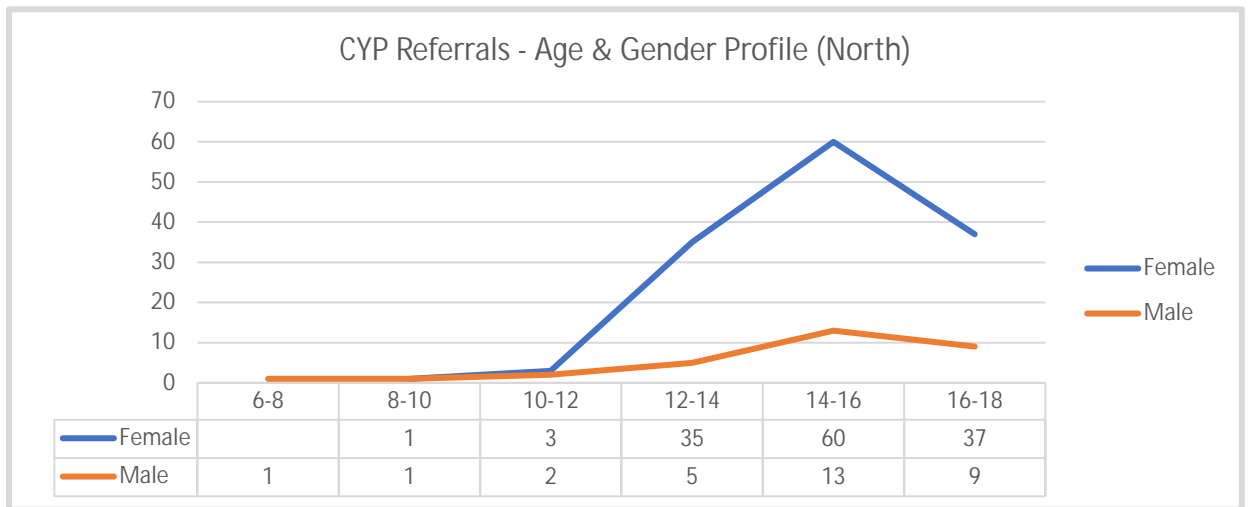


Table 4 - Referrals from an Acute Setting into Rise by numbers



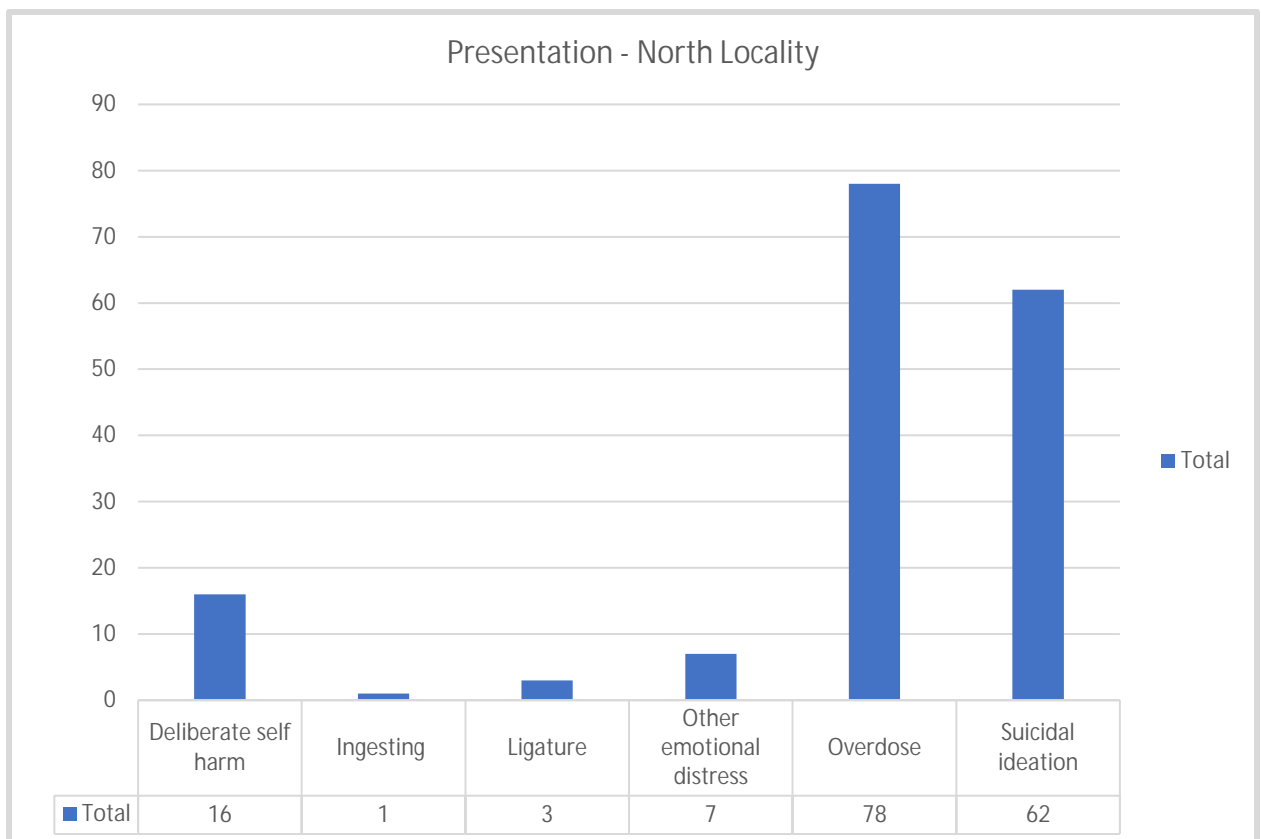
5.8.3 In the north locality (this includes Nuneaton and Bedworth and North Warwickshire), it can be seen from table 5 that the area has the third highest number of admissions. Coventry and the south of the county have the top two highest levels of admissions. The average age of admissions for the north locality is 14.52 years (range 6 years – 17.1 years). The average age by gender is 14.5 for females and 14.3 for males. The breakdown in numbers for gender is 136 which is 81.4% and 31 males which 18.6% of total referrals.

Figure 5 - Age and Gender Profile of admissions for North



5.8.4 Table 6 illustrates what the presentation was for children and young people in crisis from the north locality at admission to an acute setting. It shows that overdose was the most common presentation with 78 children and young people followed by suicidal ideation with 62 children and young people.

Figure 6 – Presentation of children and young people from the north locality



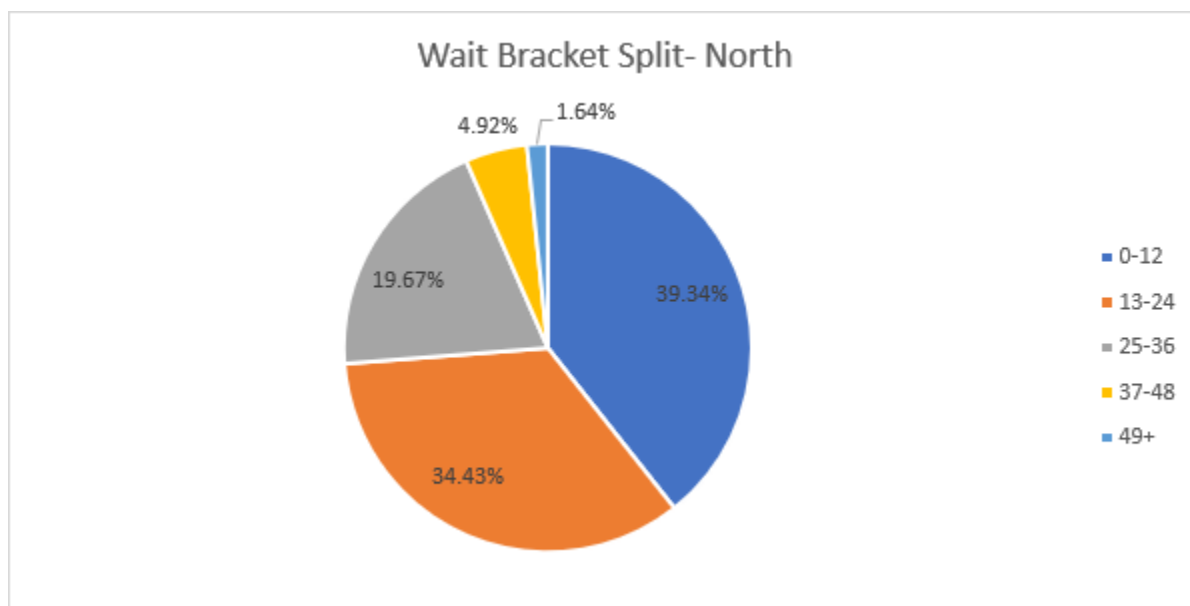
- 5.8.5 System work has been undertaken during 2023 to examine how to progress further offers for children presenting in crisis. Two workshops took place in May, with a wide range of organisations, to look at issues such as how to develop a true integrated crisis model, and what should be done differently as a system in accident and emergency departments, paediatric wards, in the community and with complex cases to improve the current crisis pathway.
- 5.8.6 In response to winter pressures last year, and the general high demand for crisis services, an additional service was commissioned in January 2023 called the Children Emergency Community Outreach Admission Avoidance Service. The service supported children and young people aged 10 to 18 years old and aimed to help avoid and deescalate mental health crisis for children in the general population and avoid admission or readmission into acute services. It also aimed to help avoid placement breakdown for children in crisis in a care setting. The service was provided initially for 7 months both in Coventry and Warwickshire but has recently been recommissioned in Warwickshire only until 31st March 2024.

5.9 **Wait Times**

- 5.9.1 There is a local target for 95% of children and young people referred to Rise to be seen within 18 weeks Referral to Treatment Time (RTT). There continues to be high levels of complexity and increased needs, which can mean assessments take longer, thus there is an impact on patient flow. The Warwickshire Outcomes Framework reports the waiting time performance in Quarter 1 for the 23/24 contract as:

18-week referral to treatment ¹	84.8% (519/612)
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Figure 7 - Current follow up wait times up to 3rd Nov (number of weeks) for North (including Nuneaton and Bedworth)



- 5.9.2 It can be seen from the chart above that 39.34% of children from the north referred to Rise are being seen within 12 weeks, with 34.43% being seen within 24 weeks.

¹ Due to care notes outage during second half of 2022 and beginning of 2023, this data should be utilised with caution as there may be data quality issues affecting the integrity of the indicator.

6. **Summary**

- 6.1 Delivering and managing services for children and young people's emotional wellbeing and mental health continues to be challenging, and the impact of the pandemic is still being felt even now several years on. All district and borough areas in Warwickshire (including Nuneaton and Bedworth) have seen more children and young people needing to access mental health services. The Rise service continues to work hard to meet this demand and good cross system working with all partners including Commissioners, the Integrated Care Board, other service areas of the NHS and the local Voluntary and Community Sector enables this to happen.
- 6.2 In addition to the Rise service, other services continue to be commissioned where there has been an evidenced need and funding has permitted. Kooth, the Children Emergency Community Outreach Admission Avoidance Service and the Peer Mentoring Support Service are examples of where gaps in provision have been identified and additional support has been commissioned to address these gaps. There is also an ongoing focus on early intervention and prevention work, with Central Government funding being made available to the County to continue the roll out of MHSTs across Warwickshire, with the benefits of this slowly beginning to be felt in Nuneaton and Bedworth as their MHST programme is established.

	Name	Contact Information
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AGENDA ITEM NO. 9

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: (Housing, Health and Environment) Overview & Scrutiny Panel

Date: 23rd November 2023

From: (Councillor Clare Golby, Dawn Dawson – Director Housing and Community Safety)

Subject: Community and Voluntary Sector (WCAVA and CAB) Performance Report

Portfolio: Housing and Communities

Building a Better Borough Aim: Aim one

Building a Better Borough Priority: Priority four

OBJECTIVES OF SCRUTINY

1. To scrutinise the performance information pertaining to Warwickshire Community and Voluntary Action (WCAVA) and the Citizens Advice Bureau during the first two quarters of 2023/24

WHAT IS THE PANEL BEING ASKED TO CONSIDER?

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

- a) Members note the performance report and respond accordingly.

WHO CAN THE PANEL INFLUENCE?

The outcomes of the Panel's debate will be provided to the two respective organisations as well as any other stakeholders based on recommendations or remedial actions that are required.

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

WHAT INFORMATION WILL BE PRESENTED?

The Panel is asked to consider the summary report and quarterly data in relation to how both organisations have performed throughout the first half of 2023/24.

The item relates specifically to the work of the (Housing, Health and Environment Overview & Scrutiny Panel and includes details of current and emerging issues affecting communities in the Borough.

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

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

Appendices

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

Appendix A – Performance summary

Appendix B – WCAVA Performance report for quarters one and two

Appendix C – CAB Performance report for quarters one and two

3 Background

3.1 To enhance the delivery of support services to the communities of Nuneaton and Bedworth, the Council has provided funding for Voluntary Sector (or Third Sector) agencies over a number of years. These agencies include the Citizens Advice Bureau and Warwickshire Community and Voluntary Action (WCAVA). These agencies have provided wide-ranging services including volunteer development support to Voluntary and Community groups, advice and guidance on a wide variety of issues.

3.2 Each quarter, in accordance with the requirements of the Service Level Agreements, the agencies provide details of their performance, with this report providing an overview of quarters one and two for 2023 – 2024.

4 Warwickshire Community and Voluntary Action (WCAVA)

4.1 In 2023 – 2024 the level of funding awarded to Warwickshire Community and Voluntary Action was £42,770. Their performance monitoring information for quarters one and two can be found in *Appendix B* of this report, with exceptions from this highlighted below.

4.2 Figures provided show that 159 groups have been provided with support in the first two quarters. These groups were supported in relation to 285 different projects/initiatives.

4.3 In this period WCAVA has mostly been supporting a range of organisations with developing their governance structures and funding support.

4.4 In the six month period being analysed WCAVA has supported a range local groups and organisations apply for £74,927.90 of which so far £74,927.90 has been approved.

5 Volunteer Development

5.1 WCAVA also delivers volunteer development across the Borough.

5.2 Warwickshire CAVA have a Volunteering Coordinator and this officer is responsible for developing better links with organisations/groups and supporting individuals throughout the process.

5.3 There were 300 new volunteers engaged in the first half of the year, with 239 being placed in differing roles.

6 Nuneaton and Bedworth Citizen's Advice Bureau (CAB)

6.1 In 2023 – 2024 the level of funding awarded to the CAB from Nuneaton and Bedworth Borough Council was £95,315.

6.2 The total number of clients supported was 4801 in relation to 12,188 issues, detailed information for quarters one and two can be found in Appendix C of this report.

6.3 The Council ward(s) which had the most clients seeking help from the CAB for quarters one and two was Abbey ward for both periods.

6.4 The majority of clients appear to be seeking advice in relation to debt and benefits/tax credits.

6.5 Case studies have been provided to highlight the support and guidance given to clients, and how the intervention by the CAB brought about a successful resolution to clients issues.

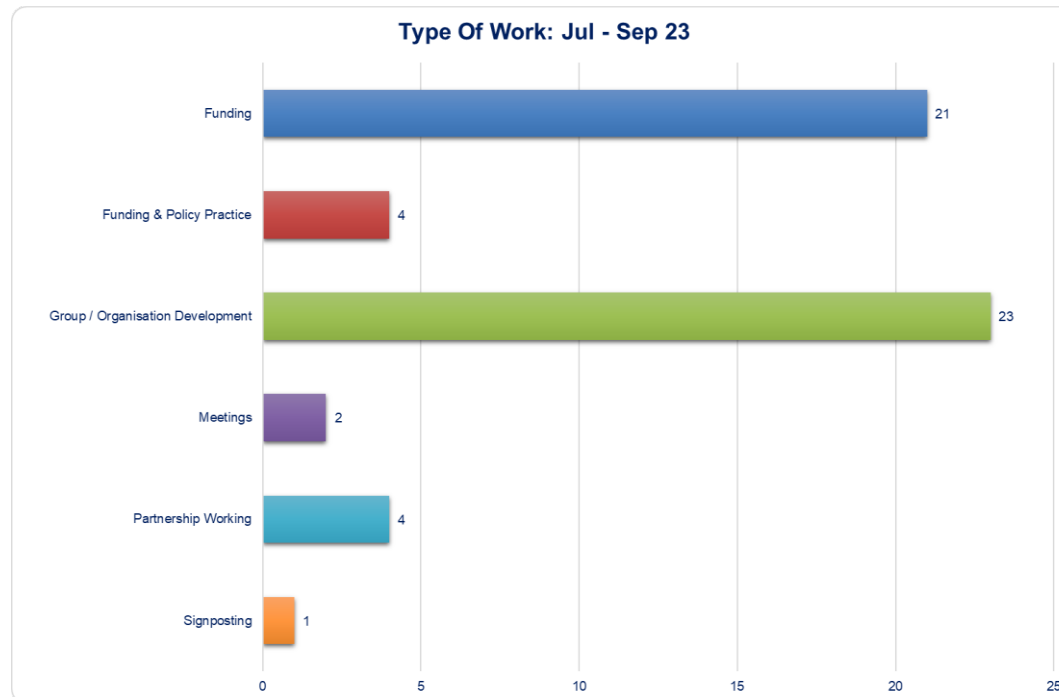
Nuneaton & Bedworth Monitoring 1st July – 30th September 2023

Cumulative Performance Report: 1st April 2023 – 31st March 2024

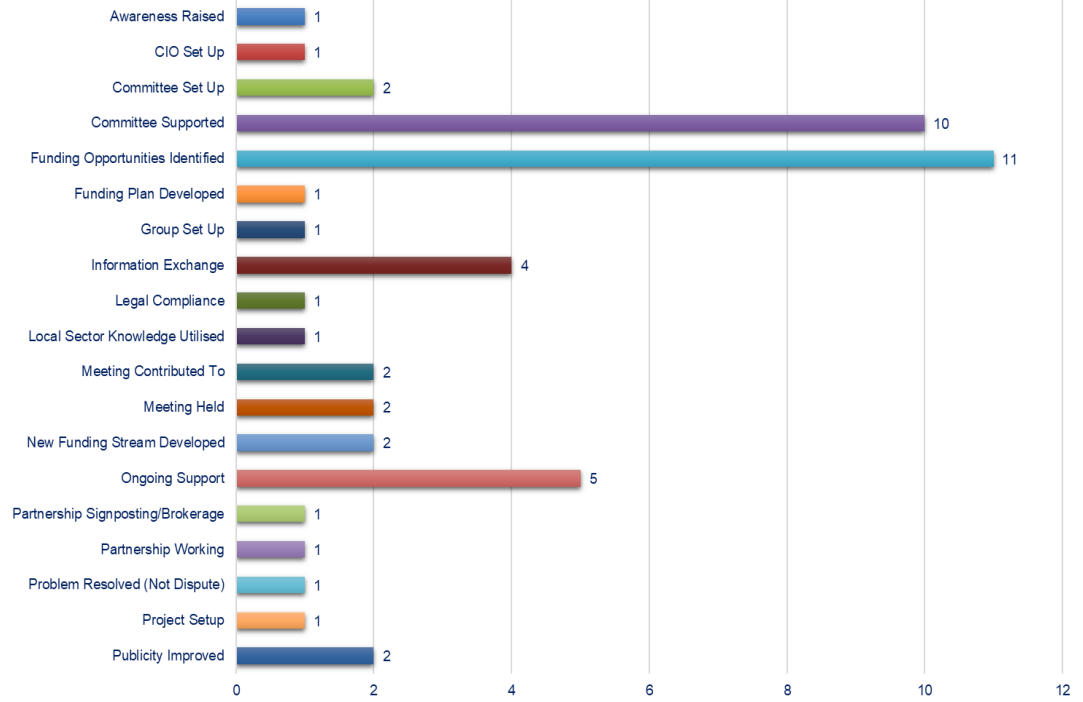
Funding & Group Development

	Organisations Supported	Instances of Support	New Groups Supported
Apr – Jun 2023	100	149	2
Jul - Sep 2023	86	136	1
Total	159 (unique)	285	3

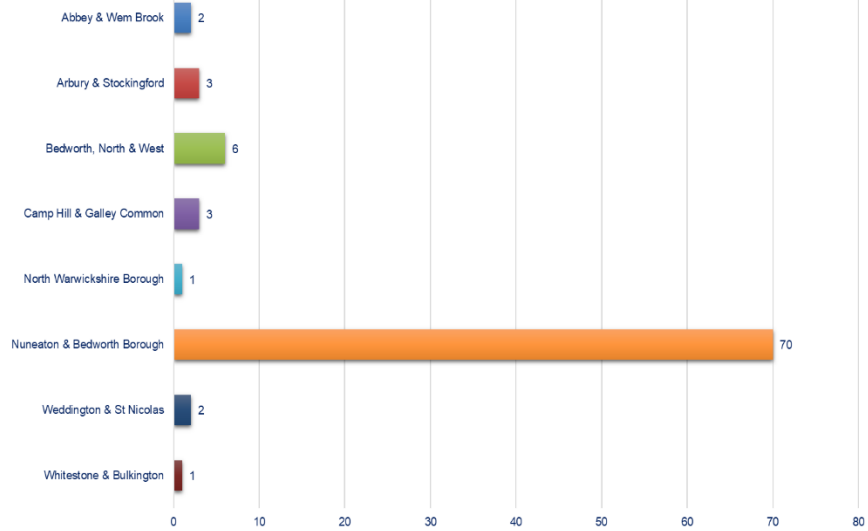
This quarter we have supported 86 unique organisations, with 136 different interventions, meaning we worked with each organisation on 1.6 issues.



Outcomes of Support: Jul - Sep 23



Area of Benefit for each Intervention: Jul - Sep 23



Some examples of the work undertaken have been:

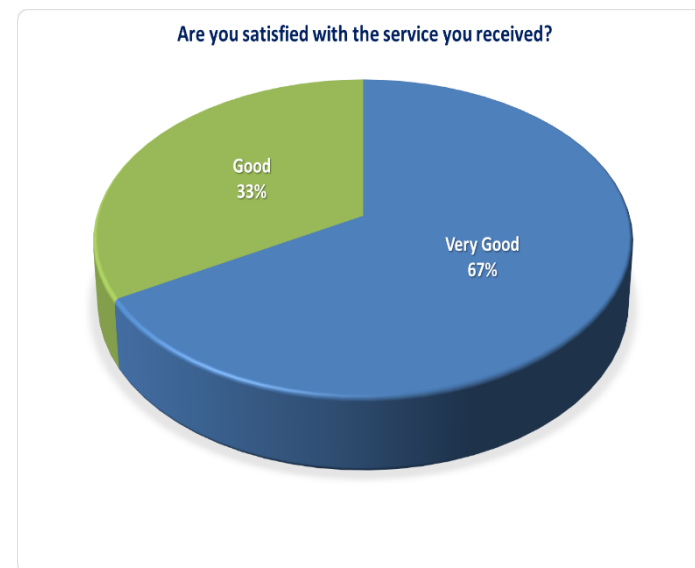
- Met with a newly formed group called Disability For All to talk about forming a committee, governance and policies.
- Continued support to the Stockingford Community Centre trustees. Developing some trustee training for them.
- Supported the Camphill Community Association with some policies as they continue to put in place their governance.
- Support given to the new committee for the Bedworth Armistice Day Parade around roles, responsibilities, ideas, networking, funding etc.
- Was contacted by an allotment in Bedworth we haven't worked with before. They have a new Chair who needs some information.

Emerging opportunities, issues and trends:

- Recruitment remains a challenge for VCSE organisations.
- Groups are highlighting challenges around trustee recruitment, particularly treasurer roles, we will be focussing these gaps during Trustee's Week in November.
- Groups continue to face challenges around capacity and more complex needs of service users
- Continued challenges with funding availability, timescales and support for core costs
- Work with health and other partners around the role of the VCSE especially aligned to development for the ICS, ICB and local health and well-being partnerships.
- Continues theme from last quarter. Some questions from the sector around Community Powered Warwickshire and if momentum will be maintained. **It would be good to have a levelling up briefing for the sector.**
- We have had some concerns around the timescales for small grant rounds and we want to ensure CAVA support can be maximised.

Some feedback received:

- Thank you for this, A couple of leads I did not know about so super helpful, thank you.
- I wanted to let you know the brilliant news that Garfield Weston have awarded us a grant of £5,000! It will make so much difference. Thank you for all your help with that application.
- Thank you so much for coming back to me and for all the additional information - this is really useful.
- Thanks again; you and my wife keep me sane!
- Thanks for setting up today - it was most constructive and I am more than grateful for the ideas that came forwards.
- With help and advice we are going from strength to strength and without the support that may not be the case. I now have more confidence going forward not only with fundraising but everything involved in the successful and safe running of our group. As I said before without CAVAs support on all sorts of matters I think our journey to where we are now would have been a lot more difficult. We can't thank everyone (especially Michelle) enough. We know where to go for all sorts of advice and support. It really is a great help having people like Michelle and the whole group to go to when we need support.



Case Study:

WCAVA Nuneaton and Bedworth have been linking in a lot more closely with the sport development team at Nuneaton and Bedworth Borough Council. Since they recruited a Leisure Development Officer WCAVA have been able to work alongside them to promote funding to more sports groups in the two towns.

It was decided to work in partnership to run a sports development evening where we could give information to clubs about funding, governance and volunteering. Other useful organisations were also invited along who can all benefit sports clubs and groups. Over thirty people came to the event to listen to presentations from WCAVA, Club Matters, Think Active and Mind.

Leisure Development Officer at the council, Chris King said "A big thank you to everyone coming along to yesterday's event. You all delivered fantastic presentations and I'm really pleased how the night went"

The event was used to showcase funding streams to the clubs including the local Borough Lottery, as well as Sport England grants. It also gave both WCAVA and Nuneaton and Bedworth Borough Council the opportunity to connect with sports groups that they haven't worked with before.

Nuneaton Table Tennis came along to the group who hadn't worked with either the council or WCAVA before. They were keen to tell people what their club had been doing and to promote table tennis as a fun way to be physically active. They were also keen to push the sport out into the community offering to coach people in settings that had table tennis tables that were unused. Funding and Groups Development Officer Michelle was able to put the group in touch with some local community centres and link them with other community development workers from Warwickshire County Council to enable them to try and set a new project up, which then might require funding.

Following on from the event one group applied to the FA for some new goal posts, more groups were made aware of the benefits of signing up to the Borough Lottery and there were a couple of enquiries around governance. A number of groups were also made aware of our volunteering database and were interested in using it to recruit volunteers to their club.

Mind were also invited along to make links with sports groups and to promote the benefits of being active to boost people's mental health.

Sally Ward found all the follow up information really useful. Thanks for this really helpful. I found the evening really worthwhile and had a couple of interesting conversations to follow up.

The event was a success and another one is being planned for November 2023.



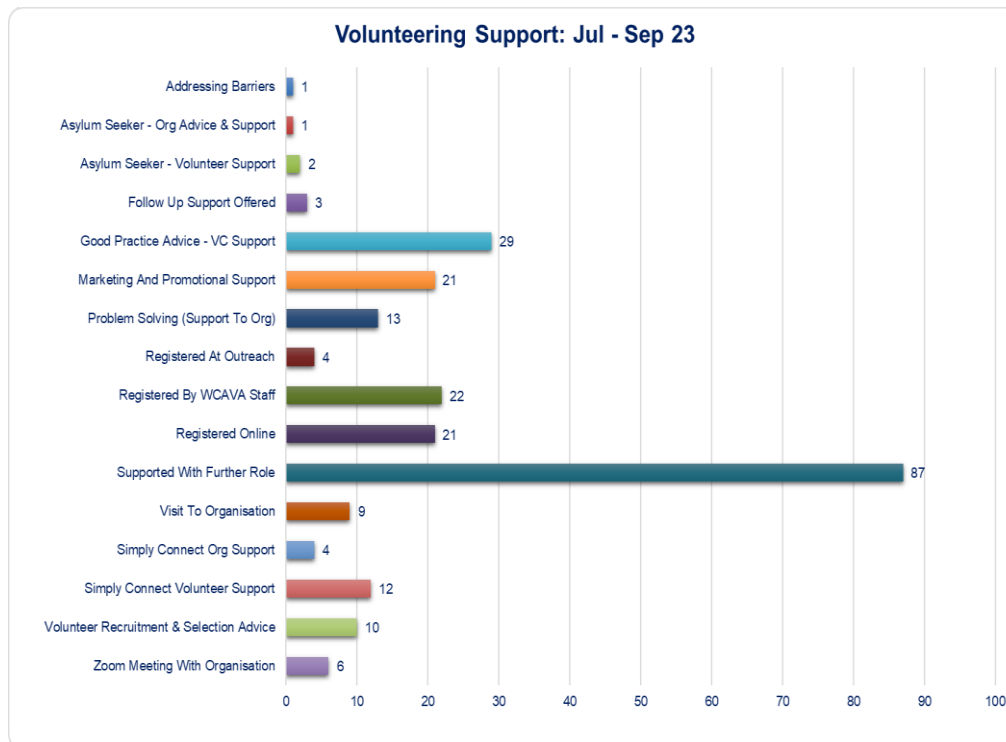
	Volunteers Recruited	Volunteers Recruited for Micro-Volunteering & ESV	Estimated Placed (% success rate)	Economic Value of Volunteering*
Apr – Jun 2023	185	0	152	£481,740.28
Jul - Sep 2023	95	20	87	£275,732.92
Total		300	239	£757,473.21

*Calculated by (number of volunteers placed x average number of hours a year (13.6 hrs a month x 12 (163.2 hrs) [NCVO Time Well Spent Survey 2019]) x average hourly wage (£19.42 - the mean figure of Gross Hourly Pay for Warwickshire, Annual Survey of Hours and Earnings (ASHE), 2022 (provisional))

Micro-Volunteering

Since April 2023 we have recruited volunteers for one-off/short-term group volunteering sessions:

Volunteering Activity	No. Volunteers
The Princes Trust - Local Community Project	20
The Princes Trust - Work Experience Week	20



Examples of Volunteers Placed:

- Cancer Research - registered 20, 5 placed and 3 offered taster sessions.
- Canal River Trust - placed 20 volunteers to support one off volunteer day, 3 signed up for regular volunteering
- People in Action - referred 2 volunteers for the receptionist role, 1x application being processed and 1 x placed.
- Age UK - recruited 2 x volunteers - Befriender role
- VEFL - referred 2 x volunteer
- GEH - 8 volunteers recruited -4 x volunteers Help at Home Discharge Comfort Caller, 2x Gardeners, 1 xWard Assistant - ESOL, 1 x League of Friends Cafe Volunteer.
- Mary Ann Evans Hospice - 2 x Gardening Project
- Men and Women in Sheds - 1 x Volunteer - Carpentry
- Office of Police and Crime Commissioning Service - Referred 4 students - recently completed a degree in criminology.
- BHF - recruited 4 x volunteers - retail shop in Nuneaton
- 24 volunteers recruited - Health & Well-being Fayre at DWP
- Pop up stand at Bedworth Library - recruited 2 people

Case Study 1:

Nuneaton & Bedworth Borough Council approached CAVA to help recruit volunteers, in preparation for the 27ft Knife Angel sculpture, which would temporarily be installed in Nuneaton town centre during the period of June, as part of a tour across the country. Tina Wragg (CAVA Volunteering Coordinator) developed a Volunteer role description 'Promotional Knife Angel Volunteer' and application form, as part of safer recruitment. The new volunteer role would be front facing to promote public engagement, giving out information and encouraging participation (messages of memorial and or support), providing reassurance and a friendly face. CAVA was tasked to recruit 2 volunteers per shift to volunteer on Wednesday (10-12pm or 12-2pm) and on Saturday's.

Posters were created to promote the volunteering role and it was published on social media platforms such as Facebook, Twitter. This was distributed to volunteers registered on Volunteer Connect and partner agencies such as DWP, 6th Form colleges, Mental Health Services, GEH, GP Surgery's etc.

We received 30 applications via email registering interest for the volunteering role and ID Reference checks were carried out. A letter of invite was sent out to the suitable applicants inviting to attend the volunteer Induction on 25th May 2023. A Volunteer Induction programme was presented and co-delivered by Tina and Rowena Musgrave (Community Development Officer – NBBC) to go through the volunteer recruitment process, volunteer agreement/expectations, volunteer rota, risk assessments, safeguarding and health and safety policies. All applicants were required to watch a video regarding safeguarding/customer service best practice. As a result of the volunteer induction programme 8 volunteers were successfully placed in their volunteering role as a 'Promotional Knife

Comments of some of the volunteers on the project:

"As a volunteer, a resident of the borough, a father of 3 children aged 21,19 & 13, we have to be the beacon of light for our children and our community with hope to make it a safe place to live in peace, in comfort and in harmony. Together, we can make a change to bring knife crime, violence, and harmful influences to an end in our communities. We can hope and we can wish that this is the end of knife crime in our town and now sadly with the term of the Knife Angel also coming to an end in our town. Volunteering for WCAVA has allowed me to meet new people and listen to their views & thoughts and at the same time be a source of comfort to them. I

"Thank you for giving me the opportunity to give back to my community as a volunteer. It certainly helped to boost my confidence in getting back into the workplace. My daughter was happy to share with her class that her mom was a Knife Angel Volunteer and of courses those that have seen it in person was in Awe of the statue itself. It was beneficial to be able to communicate with the wider community and engaging with some familiar faces too. The Knife Angel is a very thought provoking, and members of the community weren't holding back on their thoughts. For some people it was a good initiative as they believed it raised awareness. Young people were intrigued on the facts about how it was made and how many knives was on it and how many hours it took to construct. Whether it was guarded at nights etc".

"Thank you WCAVA for giving me the opportunity to volunteer as part of the Knife Angel Project, I have thoroughly enjoyed the volunteering experience and it has really helped me with my mental health and well-being".

Case Study 2:

Here at Warwickshire CAVA (Community and Voluntary Action) we recognise the importance of volunteering, and helping in your local area, so to coincide with Volunteers Week, Tina – Volunteering Coordinator approached Yvette Bewell and Steve Wallbank at Nuneaton Job Centre, working in partnership with

them to host a joint Volunteering Fair in June, which would raise the profile of volunteering during Volunteers Week and would be accessible to everyone not just DWP Customers. The fair would be a great way to promote volunteering opportunities to members of the public from across Nuneaton, Bedworth and North Warwickshire within the voluntary sector and recruit new volunteers. This was also a fantastic opportunity for organisations to network and raise awareness of the excellent work carried out by the voluntary sector.

The challenge was to support organisations in finding new ways of recruiting volunteers. With the volunteer recruitment process becoming more formalised in recruiting volunteers through digital platforms, this was becoming more difficult for many volunteers who have poor people skills or unable to gain access to a computer. CAVA met with the DWP Job Coaches to identify what the ongoing issues were in the area and how we could address these barriers and identify the main career interests' people were struggling to get into. Tina looked at ways to engage with the public and felt that the Volunteering fair would ensure that there was inclusivity for everyone to be able to access information regarding volunteering opportunities and help to match potential volunteers with charitable organisations who were looking to recruit volunteers.



Tina met with the DWP Job Coaches to identify what the ongoing issues were in the area and how we could address these barriers and identify the main career interests struggling to get into Tina – Volunteering Coordinator looked at ways to engage with the public and felt that the Volunteering fair would ensure that there was inclusivity for everyone to be able to access information regarding volunteering opportunities and help to match potential volunteers with charitable organisations who were looking to recruit volunteers.

Prior to the event, Tina delivered a presentation to all Job Coaches to inform them of CAVA services, including the Volunteer Connect online portal and promoted the benefits of volunteering for their customers e.g. improving their health and well-being, employment pathway, accessing training, considering a career change etc and to inform them of the different types of volunteering i.e. regular, one-off, skilled, remote roles.

All DWP customers were given a full list of voluntary organisations that would be present on the day to better match the customers skills and interests. Slots were allocated every half hour to ensure a steady flow of traffic for people attending the fair. This also meant there would be free periods throughout the event where Non-DWP customers could also access this information.

An email was sent out to all charitable organisations registered with CAVA to promote the fair and advertised on social media platforms. Stands were allocated to organisations on a first come first served basis.

The volunteering fair took place on Thursday 1st June 2023, 11.00am - 2.00pm at Nuneaton Job Centre, Ropewalk Shopping Centre. Over 200 people came along to the event, to discuss how they could give their time to a local good cause.

The Volunteering Fair was a huge success and captured the heart and minds of local people. There were 20 organisations who attended the face-to-face event, this included Brancab/NWCAB, GEH, Marie Curie, The Abbey Theatre, WCC, Volunteer Friends, Change, Grow and Live, Workers Educational Association, Independent Advocacy, British Heart Foundation, Cancer Research, Barnardos, Volunteering Matters, Doorway, Warwickshire Police, Age UK, Macmillan, Warwickshire Justice and Marie Curie Distribution Centre.

	Events Held	Events Contributed To	Event Attendees	Orgs Upskilled at Events
Apr – Jun 2023	19	24	1,659	150
Jul - Sep 2023	14	12	1,026	109
Total	33	36	2,685	259

Activities included:

- Regular DWP volunteering sessions
- Sports Club evening
- Benefits of Volunteering – CWPT
- Talk to Hong Kong learners
- Volunteer Pop Up Stand- Bedworth Library
- COVID Impact Grant Celebration Event
- Doorway and DWP Session on Volunteering
- 50 Plus Session (Volunteering) with DWP
- NBBC Business Event (Volunteering)
- Gamecock Barracks - Health Fayre
- NWSLC Freshers Fair
- Funding Event (partnership with NBBC & WCC)
- Ke6 Volunteer Session - Yr12/Yr 13 Students

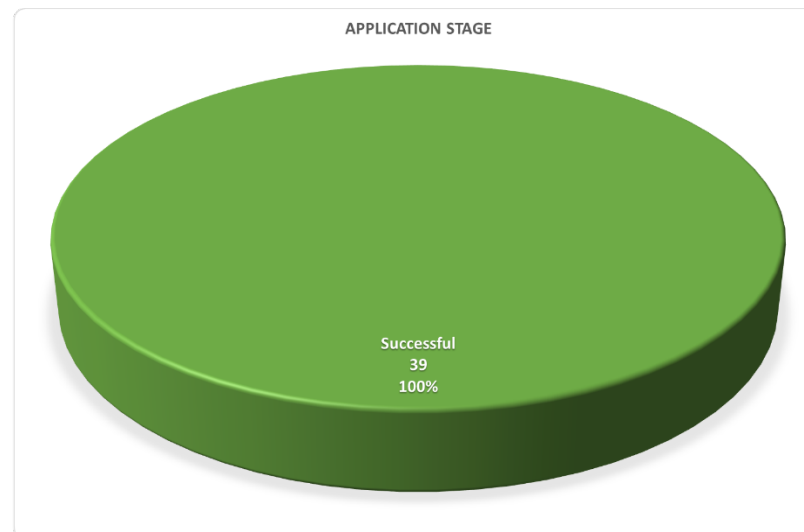
	Applied For	Awarded
Apr – Jun 2023	£12,154.00	£12,154.00
Jul - Sep 2023	£62,773.90	£62,773.90
Total	£74,927.90	£74,927.90

Some examples of funding activities:

- Continued support to community centre's in Nuneaton, especially Stockingford who require funding to exist. Promotion of the new Social Fabric Fund to them, encouraging them to think about applying.
- Supported Stockingford Community Centre with a Garfield Western funding application, which was successful.
- Supported a number of groups in Nuneaton and Bedworth who were successful with the Warwickshire County Council, Round One funding grants.
- Sent out groups and organisations signed up to our Mailchimp newsletter and direct email list information about various funding opportunities.
- Held a face to face funding fair for groups and organisations in Nuneaton and Bedworth which was well attended and proved a great success.
- £620 Funding for Stronger Together to provide yoga sessions.
- £1400 for Ask Katie to set up their Hygiene Bank from the Warwickshire local Welfare Scheme
- £2000 for Milby Nursey & Kids Club to renovate their Forest School
- £6750 for Aspire in Arts for capital improvements
- £6679 for Nuneaton District Scouts for their outdoor activities
- £1000 for Smorral Lane Allotment for new gates
-

Key themes and issues

- Looking a new ways to inform groups about funding opportunities.
- Created a new survey for groups to fill out when they receive funding. Tested it in a newsletter, but still didn't get any responses.
- Funding help still high priority and groups still struggling with finding funding opportunities to cover core costs
- Groups are vying for the same funding pots which is making securing funding more difficult - it is a very challenging funding climate
- Some groups simply don't have capacity to develop a more strategic, longer-term approach to funding, or time to look at how they can diversify their income streams. As a consequence, we will see more groups facing the threat of closure





Nuneaton & Bedworth Citizens Advice Bureau – Quarter 1 2023/24 Report for Nuneaton & Bedworth Borough Council

This report presents data about the work undertaken during the Quarter 1 reporting period (01/04/2023 to 30/06/2023) at Nuneaton & Bedworth Citizens Advice offices. It shows the number of clients helped, their cases, issues emerging from their cases with supporting information consisting of further subdivisions of analysis of issues, the channel of access and activities, outcomes, and a case study.

Nuneaton & Bedworth Citizens Advice offices helped 2,464 clients within the period. Of these 2,464 clients, 2,174 required advice or casework, and 290 were simple queries referred to as 'quick contacts', where the client only needed information or signposting instead of in-depth advice or casework. The 2,174 clients were counted once, regardless of how many times helped and whether they visited separate offices. There were 179 clients, who were counted once, even though they sought help from both offices and, in some cases, on different issues.

For this quarter 1 period, of the 2,174 clients, there were 830 who had never used any Citizens Advice Service before. There were 359 clients who were returning clients from the previous six months (October 2022 – March 2023) seeking help on different issues as new cases were opened. There were 239 returning clients from the six months prior (April 2022 to September 2022). There were 746 clients who first used our service several years prior and returned seeking help.

Sometimes clients present with more than one main problem, distinct from each other, e.g., a consumer problem and an employment problem. Where this happened, a separate case was opened and managed to support the client more effectively. These cases are virtual and hard files, collating the various issues, contacts, outcomes, and other information associated with the client's situation, advice given, next steps and their case progression. Over this period, our offices dealt with 2,370 cases to support these 2,174 clients.

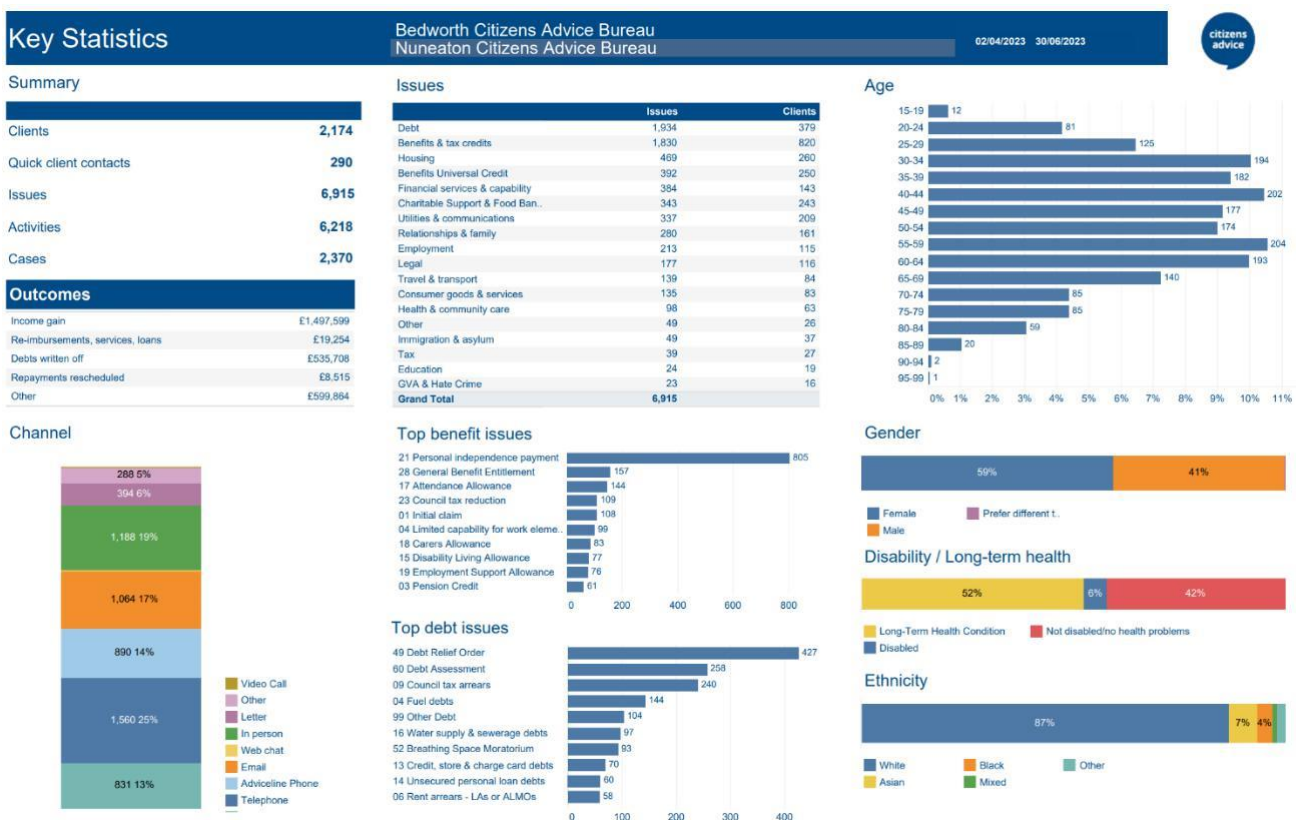
For these 2,370 cases, the offices generated 6,218 activities, demonstrating the workload required to support these cases. These activities were conducted through various channels, including face-to-face, telephone, Adviceline, web chat, video chat, emails, and letters. Overall, the significant activities were telephone interactions, followed by face-to-face and other emails, as per the key statistics below. Bedworth offices' major activities were conducted by telephone, email, and face-to-face, whilst Nuneaton offices' major activities were face-to-face, telephone, and email.

Emerging from the 2,370 cases were 6,218 issues. These issues expose the nature of the client's problems and provide insights into the type, range, complexity, and prevalence of these problems. In addition, these issues point toward evolving client needs and help to support the deliberation of the impact of local and national policy changes.

Within this quarter, 1,420 clients, some of whom received previous advice or casework, had additional financial outcomes. There were 3,261 outcomes, as such, some clients had more than one financial outcome, equating to approximately 2.3 outcomes per client.

The total value of these financial outcomes was **£2,660,940**. The average per outcome was **£816**, and the average per client with a financial outcome was **£1,874**.

The following is a summary of the key statistics:



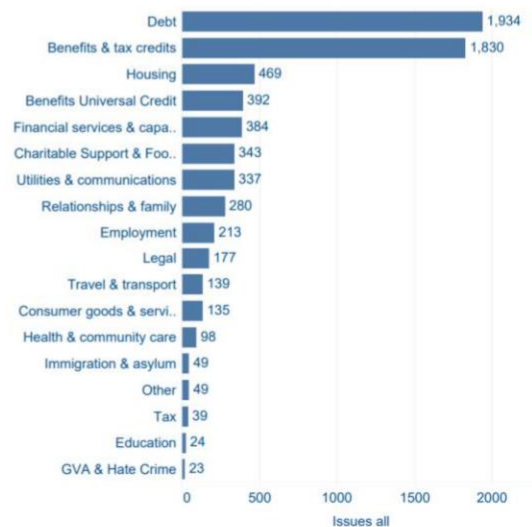
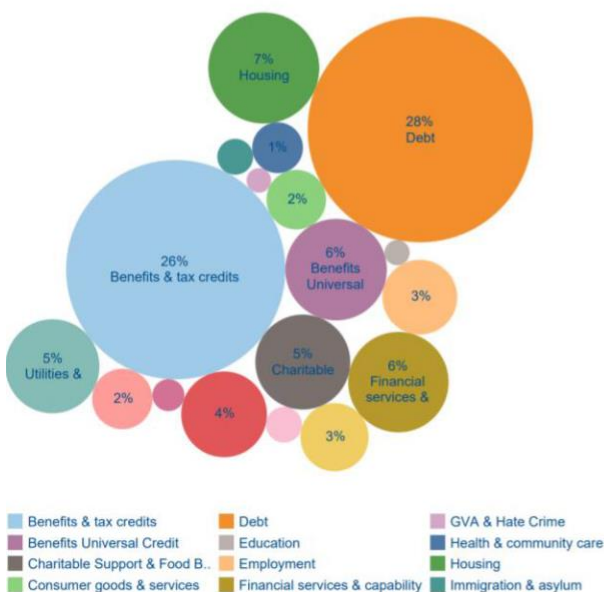
The following pages provide some details of the above key statistics and include breakdown of issues, activities, and outcomes. Main Advice Issues are broken down in into three categories: Part 1 Main Issue; Part 2 provides further categorised divisions of Part 1, and Part 3 are further categorised divisions of the Part 2 issues.

Number of Issues

Clients generated 6,915 issues across the main enquiry areas. The main type of issues can be seen below. These are the main headings which are further subdivided in the following pages, and which demonstrate the complexity of the problems our clients face.

Main Advice Issues - Part 1	April	May	June	Total	Total Unique
Benefits & tax credits	457	700	720	1877	1830
Benefits Universal Credit	132	146	121	399	392
Charitable Support & Food Bank	118	107	119	344	343
Consumer goods & services	30	46	59	135	135
Debt	682	626	629	1937	1934
Education	6	10	8	24	24
Employment	63	73	77	213	213
Financial services & capability	123	116	145	384	384
GVA & Hate Crime	6	10	7	23	23
Health & community care	24	41	33	98	98
Housing	136	173	160	469	469
Immigration & asylum	8	21	20	49	49
Legal	45	64	68	177	177
Other	17	15	17	49	49
Relationships & family	72	97	111	280	280
Tax	12	10	17	39	39
Travel & transport	33	48	58	139	139
Utilities & communications	135	96	109	340	337
Total	2099	2399	2478	6976	6915

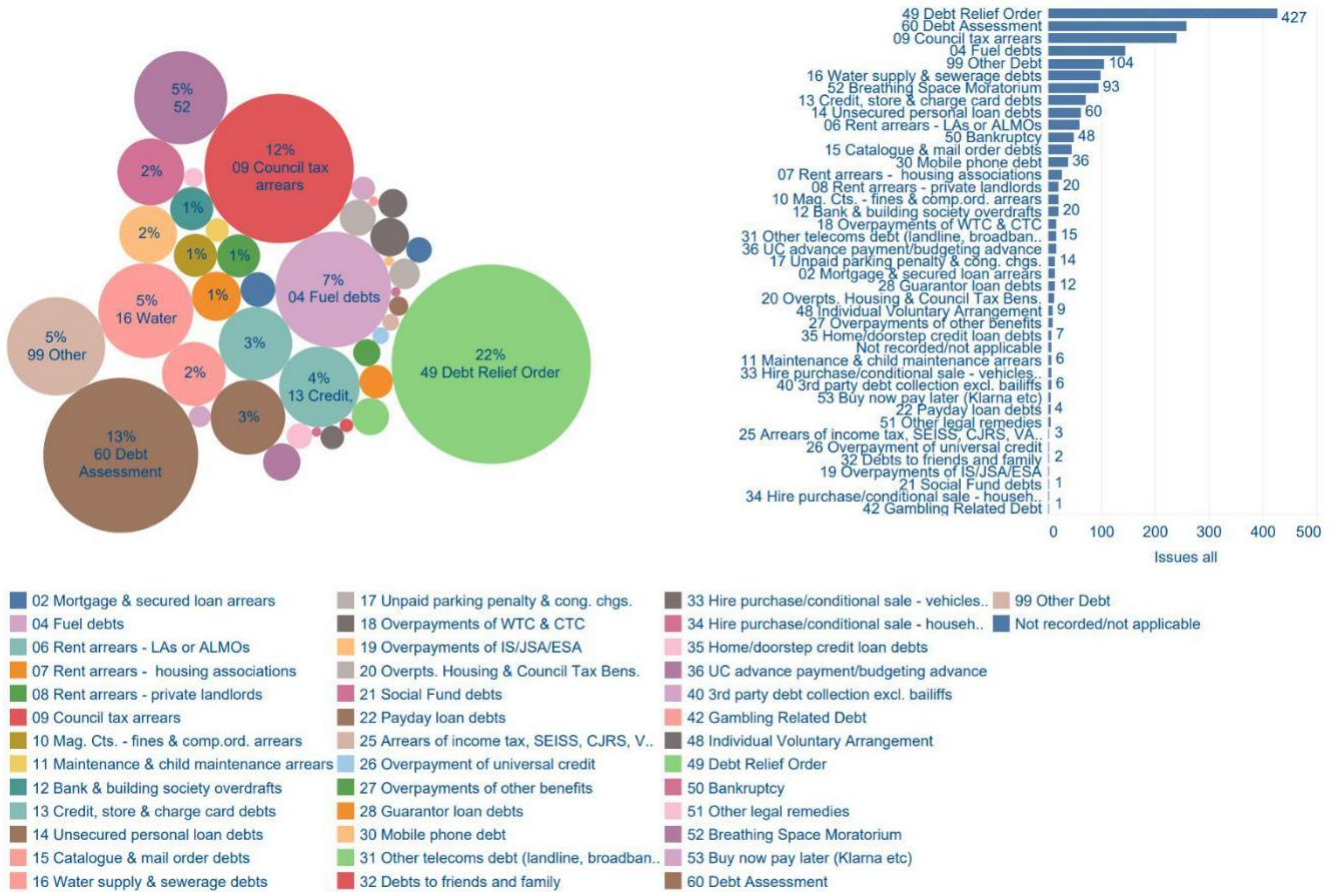
Part 1 issues %



Debt Issues

Within this quarter, Debts were the highest advice issues dealt with followed by Benefits and tax credits and then Housing.

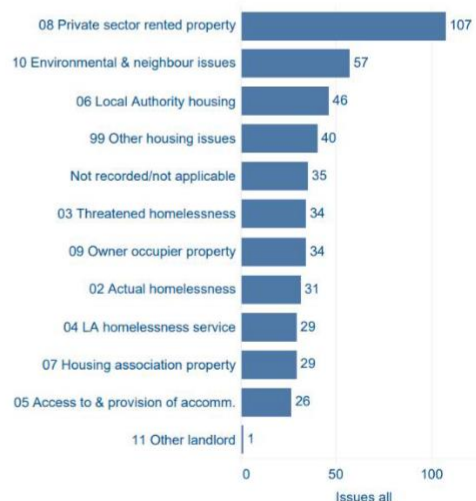
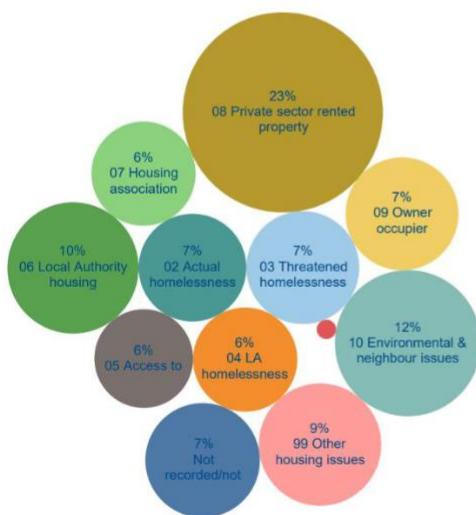
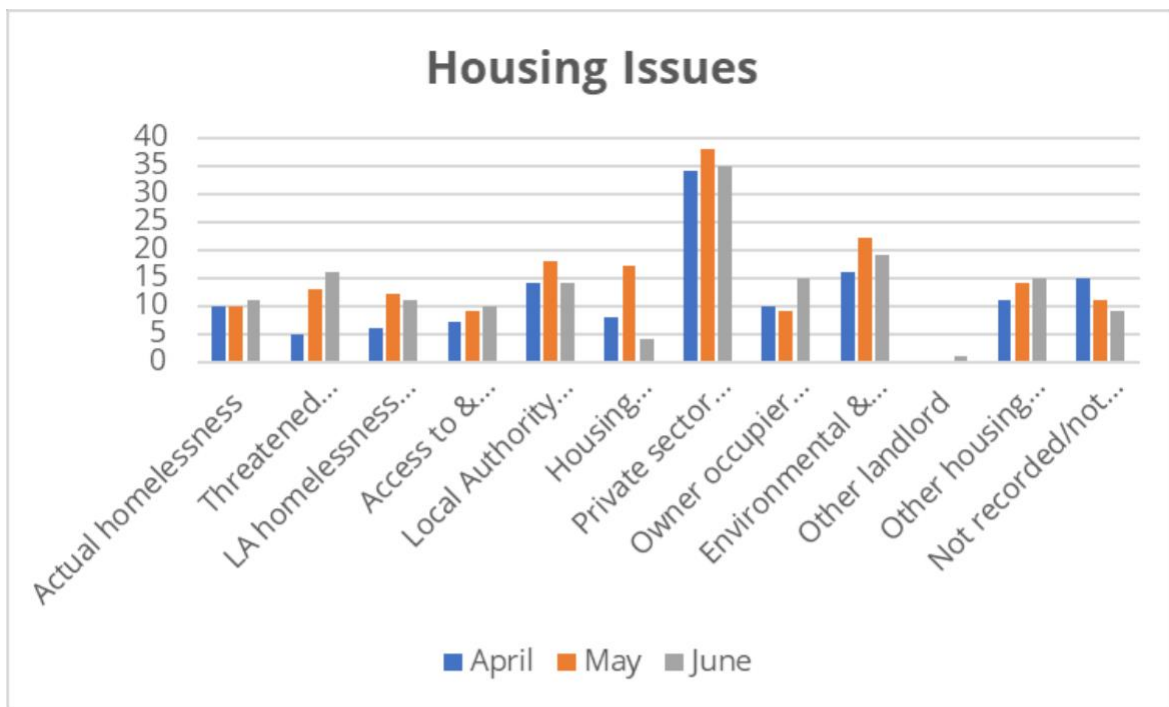
The following is a Part 2 breakdown of these debt issues:



Housing Issues

Within this quarter, most of the housing issues were about the private sector, with the highest number recorded in May. The following charts, in this and the next page, illustrate these issues along with the further subdivided categories.

Part 1 Housing Advice Issues:



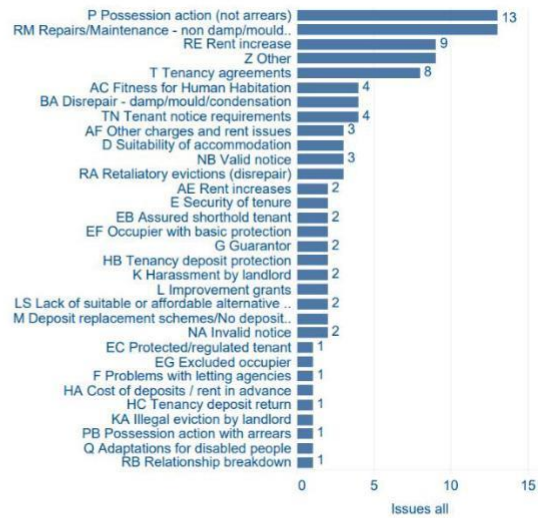
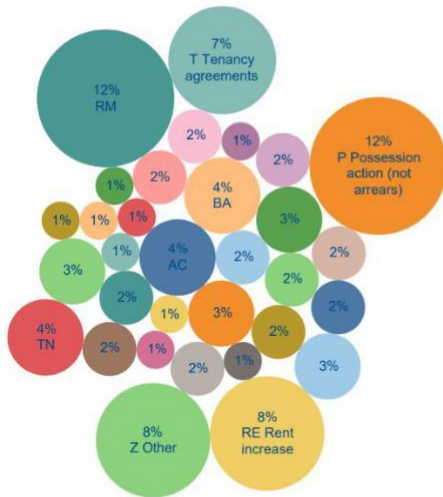
- 02 Actual homelessness
- 03 Threatened homelessness
- 04 LA homelessness service
- 05 Access to & provision of accomm.
- 06 Local Authority housing
- 07 Housing association property
- 08 Private sector rented property
- 09 Owner occupier property
- 10 Environmental & neighbour issues
- 11 Other landlord
- 99 Other housing issues
- Not recorded/not applicable

Part 2 Housing Advice Issues:

The following charts show the subdivisions of the three top housing issues in Q1: Private sector rented; Environment and neighbourhood issues; and Local authority housing.

Private rented sector:

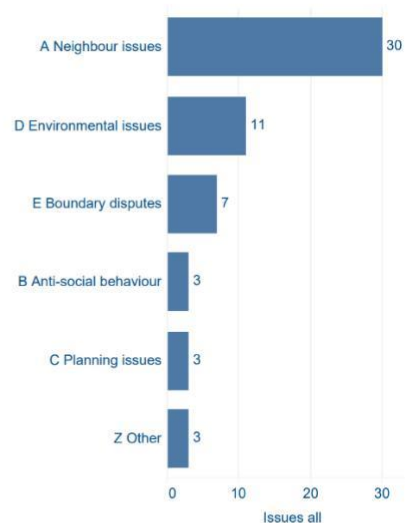
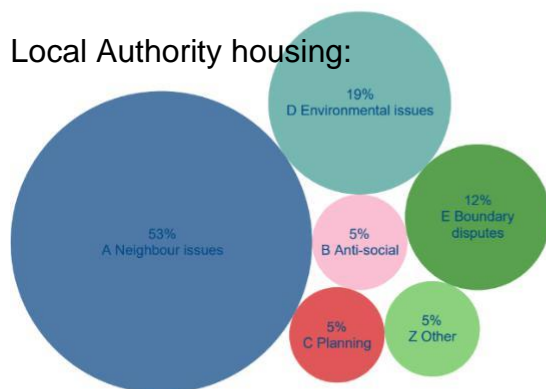
Size part 3 issues



Environment and neighbourhood issues:

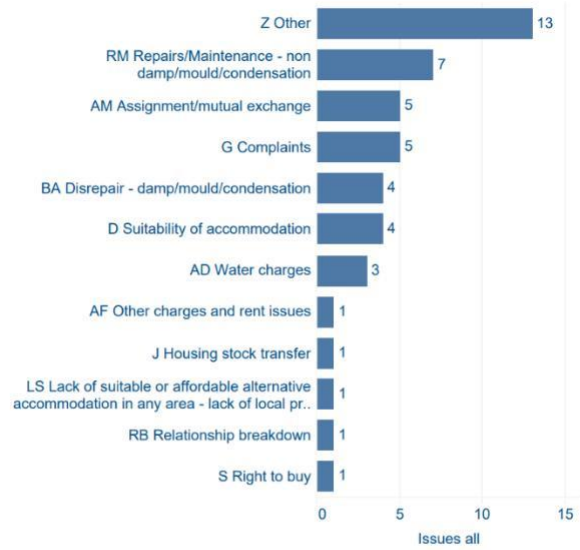
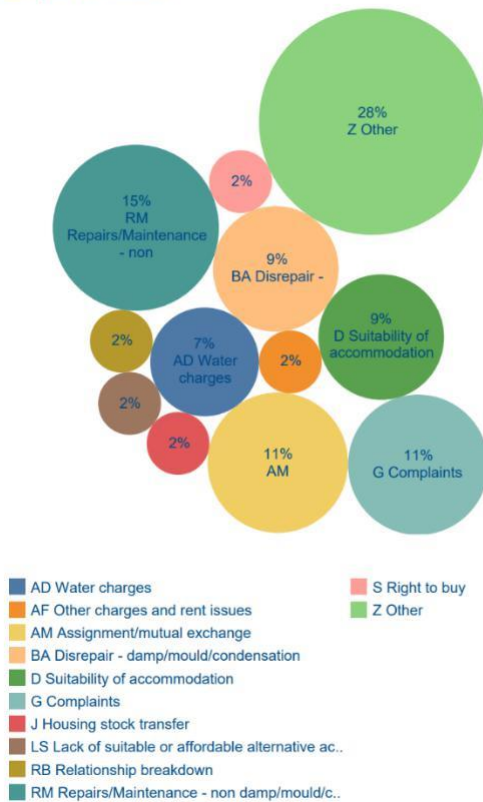
Size part 3 issues

Local Authority housing:



Local Authority housing:

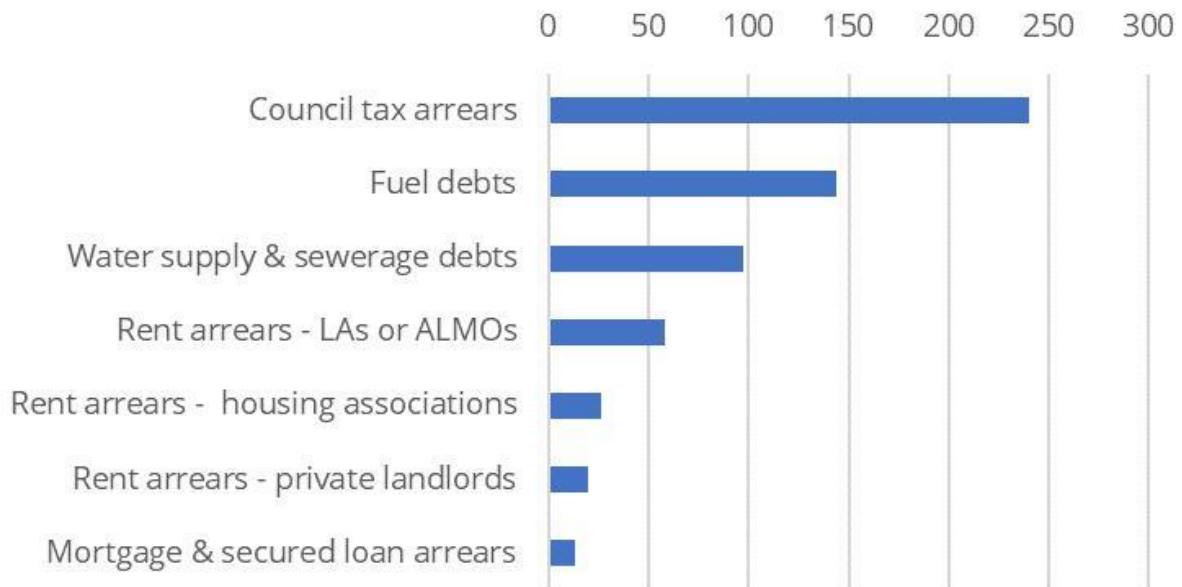
Size part 3 issues



Housing debt issues:

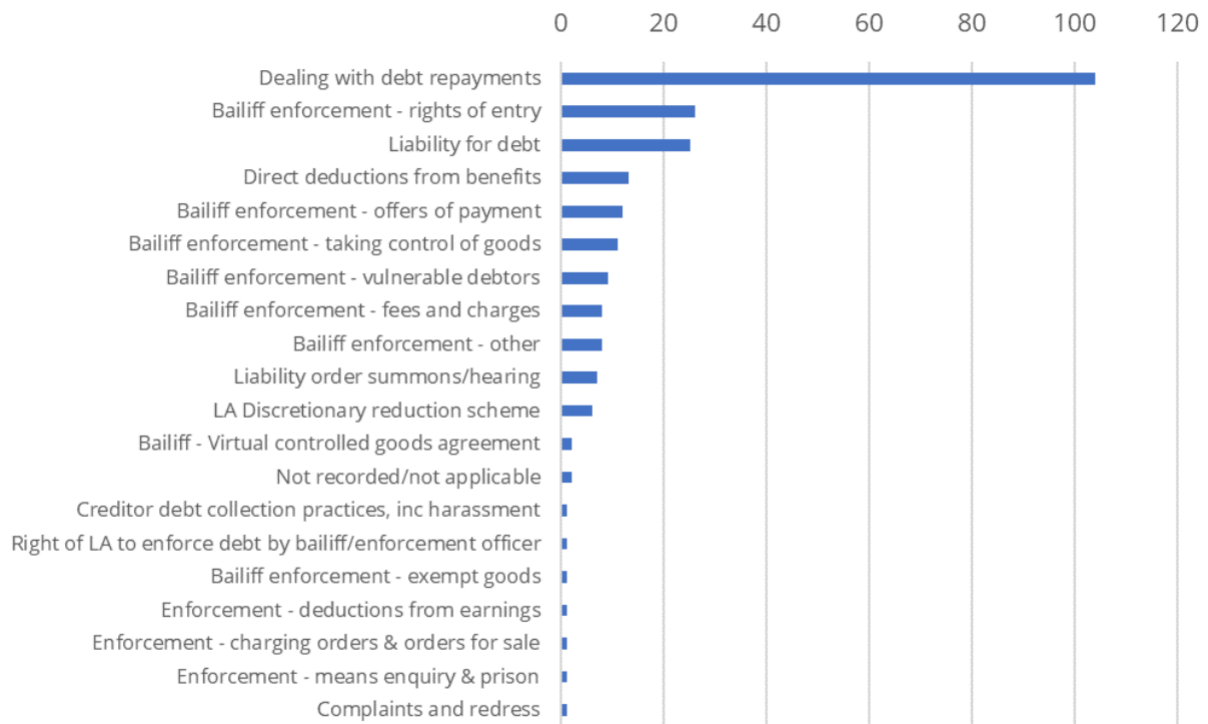
The following charts show part 2 and 3 of debt issues associated with housing.

Housing Debt Issues

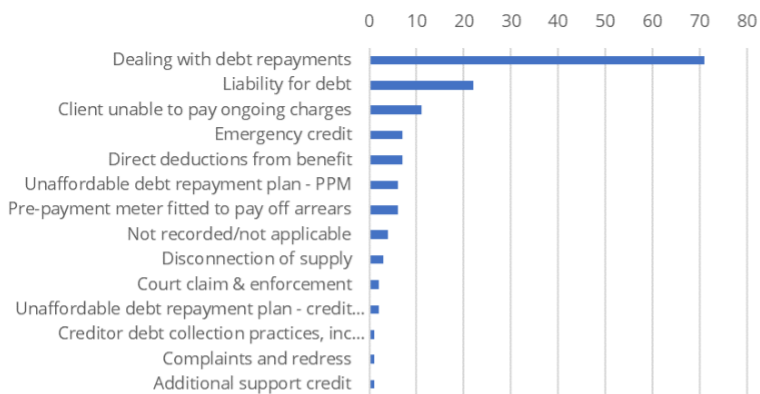


Breakdown of top 5 housing debt issues:

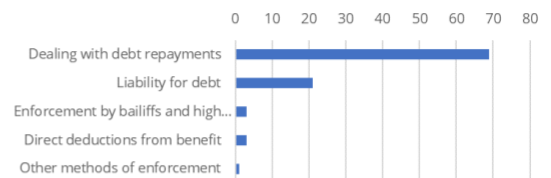
Council tax arrears



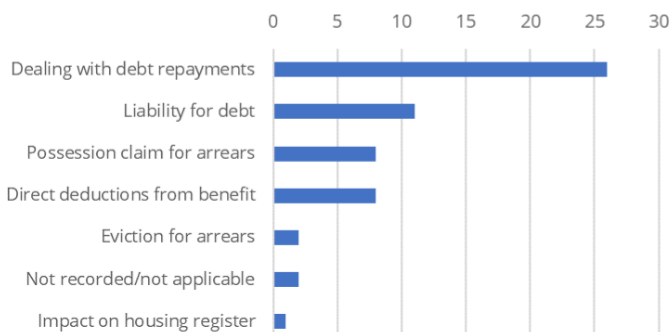
Fuel debts



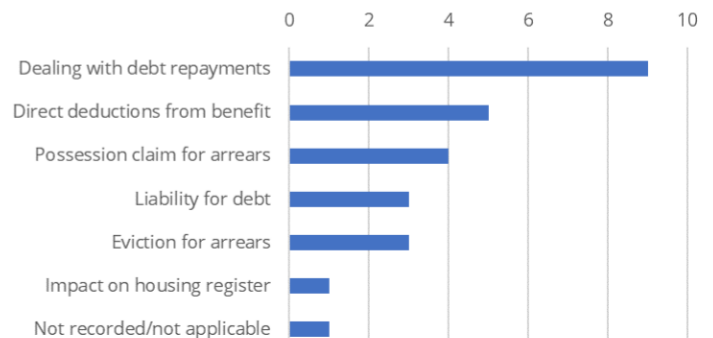
Water supply & sewerage debts



Rent arrears - LAs or ALMOs

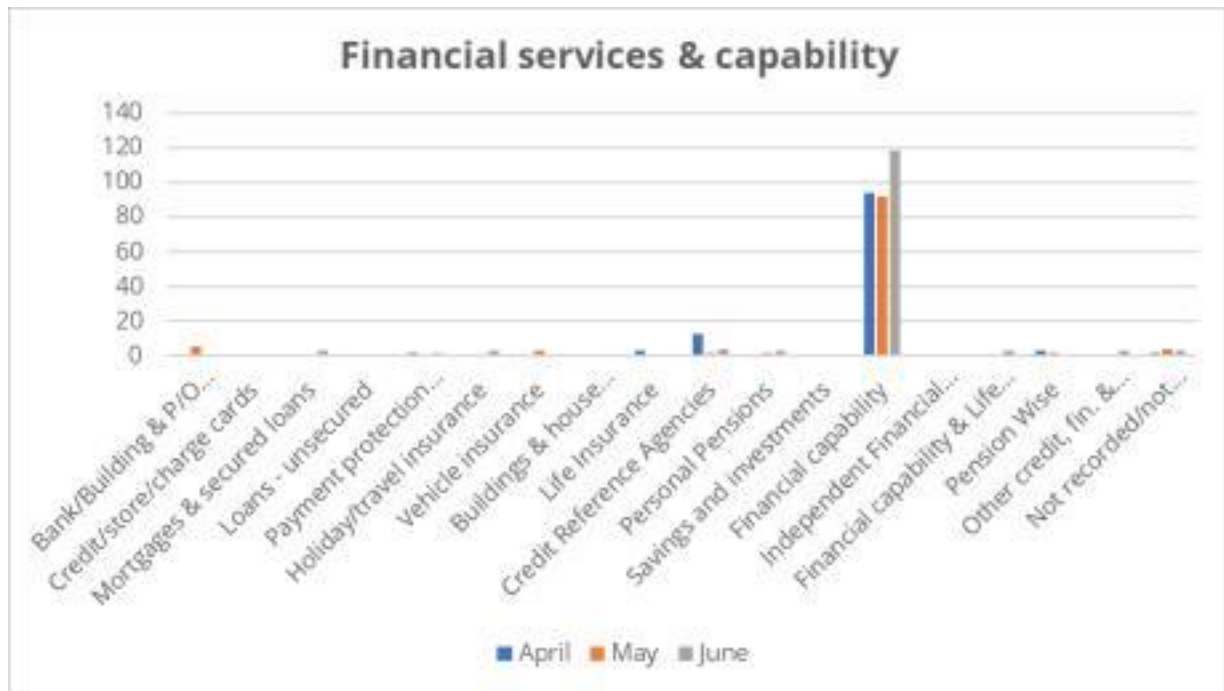


Rent arrears - housing associations

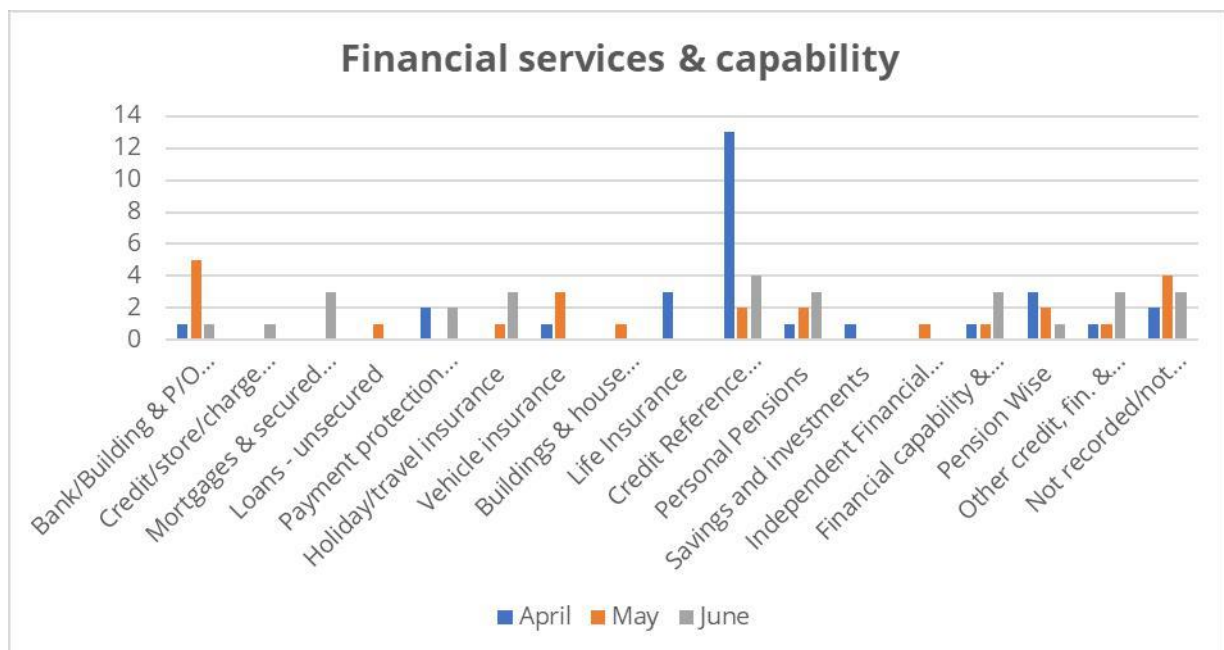


Financial Capability

One hundred forty-three clients (143) received a range of financial capability help, including budgeting, reducing expenditure, maximising income, banking, and getting the best utility deals.



The following graph shows the financial services and capability issues with the significant financial capability data removed to give a better overview of the other issues.



The chart below is a part 2 breakdown of the 384 financial services & capability issues:

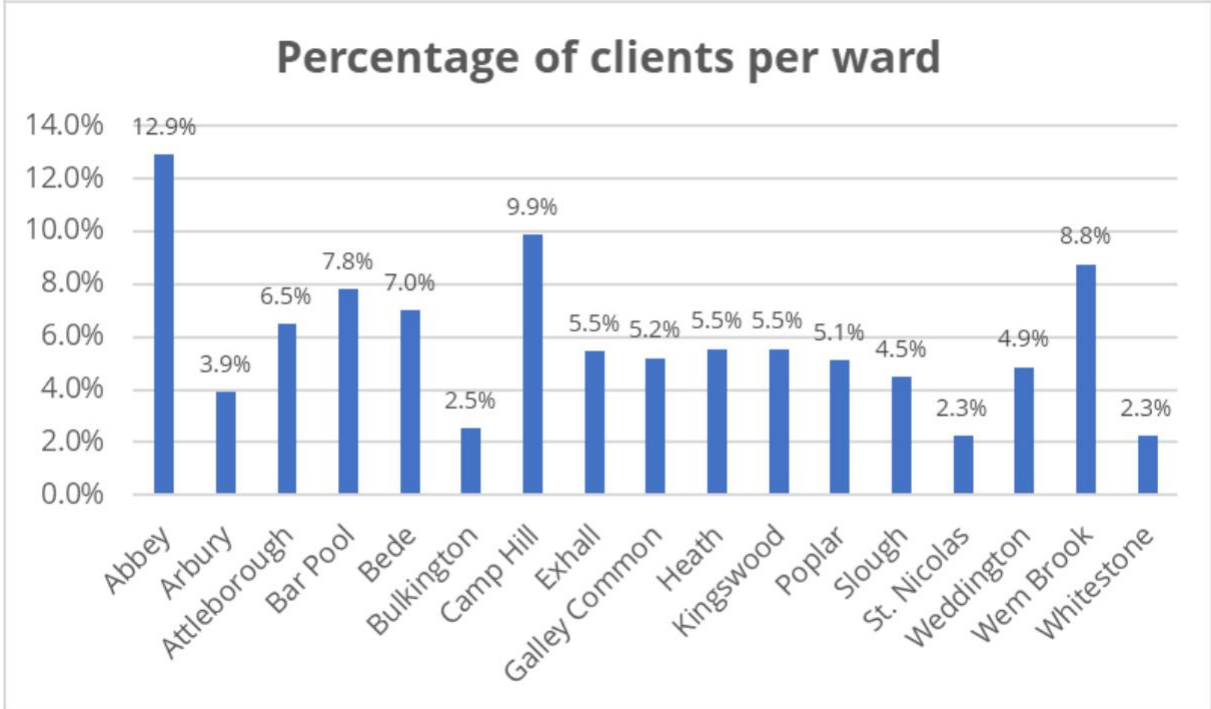
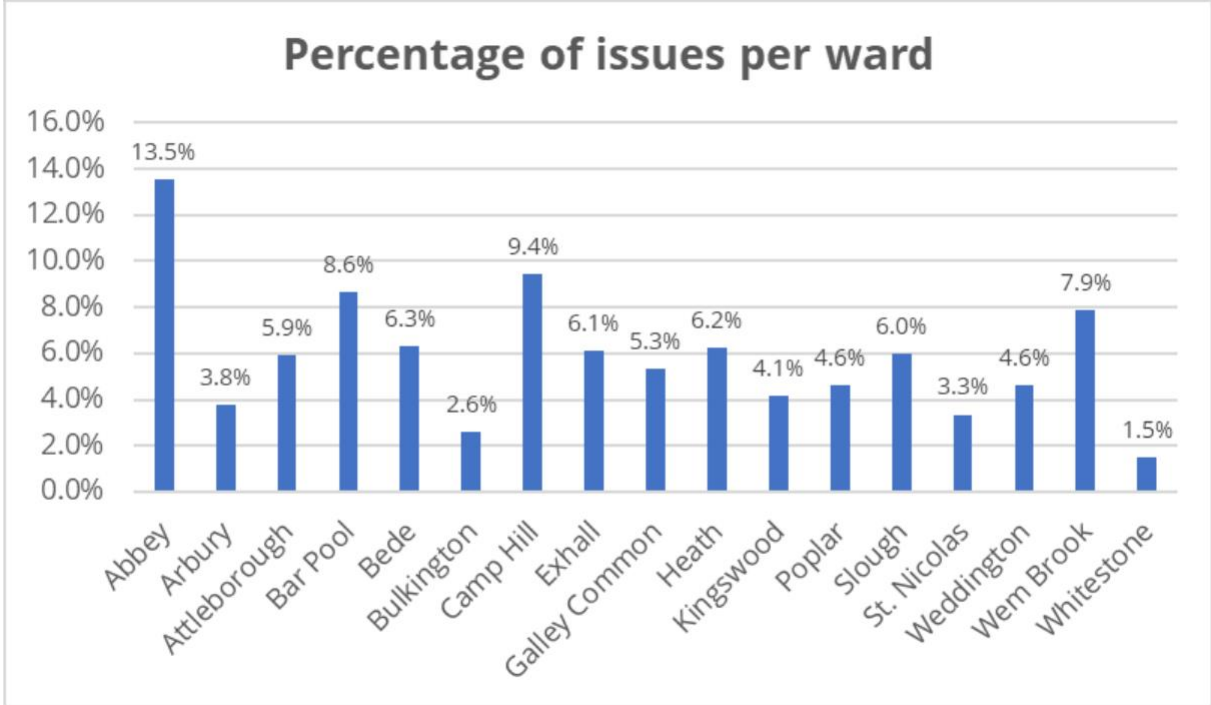
Financial services & capability	April	May	June	Total
Bank/Building & P/O Accounts	1	5	1	7
Credit/store/charge cards			1	1
Mortgages & secured loans			3	3
Loans - unsecured		1		1
Payment protection insurance	2		2	4
Holiday/travel insurance		1	3	4
Vehicle insurance	1	3		4
Buildings & house contents insurance		1		1
Life Insurance	3			3
Credit Reference Agencies	13	2	4	19
Personal Pensions	1	2	3	6
Savings and investments	1			1
Financial capability	94	92	118	304
Independent Financial Adviser		1		1
Financial capability & Life events guidance	1	1	3	5
Pension Wise	3	2	1	6
Other credit, fin. & insurance issues	1	1	3	5
Not recorded/not applicable	2	4	3	9
Total	123	116	145	384

The following chart provides a further categorised Part 3 breakdown of largest issue in the above chart: Financial capability.

Financial capability - Advice issues	April	May	June	Total
Banking	4	1	1	6
Fintech - budgeting apps		1		1
Fintech - other tools, apps and calculators		2		2
Budgeting and managing money	8	8	12	28
Credit, mortgages and borrowing		4	3	7
Dealing with and understanding bills	1	2	3	6
Getting the best deals: energy	2		4	6
Getting the best deals: water	12	13	21	46
Group workshops - in person	1			1
Getting the best deals: phones, TV, internet & other	1	2	1	4
Energy grants	11	6	7	24
Social tariffs - mobile phones	1	1		2
Pensions and annuities			1	1
Savings	3	5	3	11
Switching bank accounts	1		1	2
Jobs and employment	1			1
Tools, apps and calculators	4	5	5	14
Priority debts	11	7	14	32
Non-priority debts	10	11	15	36
Benefits	13	9	9	31
Social tariffs - internet and broadband	2	3	2	7
Reducing expenditure/maximising income	4	5	11	20
Challenging incorrect bills		2	1	3
Basic Digital skills, internet access	1			1
Yes - Action plan developed with client	3	5	4	12
Total	94	92	118	304

Ward issues and clients

The following charts show the percentages of Advice Issues and Clients recorded for each ward within Nuneaton and Bedworth.



Channel of contact

The channel of contact demonstrates the activities undertaken to support clients. For this quarter, on behalf of our clients, the staff and volunteers of these offices completed 6,218 activities, including client and third-party communications. Of these 6,218, there were 2,749 activities directly undertaken with the clients. The following charts provide an illustrative breakdown of these activities:

Channel of activities based on cases	April	May	June	Total
In person	346	408	434	1188
Adviceline Phone	217	335	338	890
Telephone	546	531	483	1560
Email	365	360	339	1064
Web chat	1			1
Admin	193	333	305	831
Letter	108	135	151	394
Other	113	79	96	288
Video Call	1		1	2
Total	1890	2181	2147	6218

Channel of activities based on clients	April	May	June	Total	Total Unique
In person	269	307	314	890	782
Adviceline Phone	201	299	296	796	769
Telephone	321	287	289	897	749
Email	145	147	139	431	339
Web chat	1			1	1
Admin	117	146	137	400	258
Letter	83	104	100	287	227
Other	89	72	84	245	228
Video Call	1		1	2	2
Total	851	954	944	2,749	2,174

Outcomes

Outcomes can be financial or non-financial, and not every client we help has an outcome. Financial outcomes are categorised into five categories as charted and include Income gained, which is an increased/additional financial outcome. Of the 2,174 clients, 1733 had an outcome and 1,420 had a financial outcome. The total number of these outcomes were 3,261; thus, some clients had more than one financial outcome, equating to approximately 2.3 outcomes per client.

The total value of these financial outcomes was **£2,660,940**. The average per outcome was **£816**, and the average per client with a financial outcome was **£1,874**.

The following are charts of these outcomes with a full breakdown of income gained:

Financial Outcome Category	Clients	Unique Client count	Number of outcomes	Total Value	Avg outcome per unique client	Avg per outcome
Income gain	438	394	553	£1,497,599	£3,801	£2,708
Re-imbursments, services, loans	156	151	182	£19,254	£128	£106
Debts written off	47	47	217	£535,708	£11,398	£2,469
Repayments rescheduled	28	25	31	£8,515	£341	£275
Other	1297	1116	2278	£599,864	£538	£263
Total	1966	1733	3261	£2,660,940	£1,535	£816

The following charts below on this page and the next two pages are breakdowns of the above outcomes:

Income gain - Part 2						
Outcome Category	Clients	Number of outcomes	Total Value	Avg outcome per client	Avg per outcome	
£650 Cost of Living payment	1	1	£300	£300	£300	
Ancillary relief - successful	1	1	£155,000	£155,000	£155,000	
Benefit / tax credit gain - a new award or increase	203	266	£1,077,908	£5,310	£4,052	
Benefit / tax credit gain - award or increase following revision or appe	24	28	£95,101	£3,963	£3,396	
Benefit / tax credit gain - Money put back into payment	6	6	£23,042	£3,840	£3,840	
Benefit / tax credit gain - overpayment reduced or not recovered	4	4	£0	£0	£0	
Better deal with same supplier	34	45	£9,543	£281	£212	
Budgeting change	3	5	£420	£140	£84	
Charitable payment	45	49	£7,955	£177	£162	
Child Maintenance Enforcement action taken	2	2	£3,713	£1,856	£1,856	
Child maintenance received	1	1	£3,840	£3,840	£3,840	
Compensation - awarded	1	1	£3,000	£3,000	£3,000	
Complaint successful	2	2	£6,750	£3,375	£3,375	
Financial gain	11	11	£919	£84	£84	
Financial gain (please specify)	1	1	£2,600	£2,600	£2,600	
Fuel Voucher	63	86	£2,884	£46	£34	
Insurance pay-out	2	2	£4,507	£2,253	£2,253	
Money recovered	3	3	£17,200	£5,733	£5,733	
Other (financial)	23	30	£79,657	£3,463	£2,655	
Other savings achieved	5	6	£1,960	£392	£327	
Tax - other (financial gain)	3	3	£1,302	£434	£434	
Total	438	553	£1,497,599	£3,801	£2,708	
Total unique clients		394				

13

Re-imburements, services, loans - Part 2					
Outcome Category	Clients	Number of outcomes	Total Value	Avg outcome per client	Avg per outcome
Bus pass obtained	1	1	£1,460	£1,460	£1,460
Court fees waived or refunded	1	1	£164	£164	£164
Disputed fine / charge / action - successful	2	3	£2,380	£1,190	£793
Energy efficiency measure installed	2	2	£620	£310	£310
Financial gain/improvement	3	3	£2,360	£787	£787
Food provision / referral	135	158	£8,256	£61	£52
Free or reduced charges/costs	1	1	£552	£552	£552
Goods or services provided	9	11	£2,635	£293	£240
Refund / Repair / Replacement agreed/scheduled	2	2	£827	£414	£414
Total	156	182	£19,254	£128	£106
Total unique clients	151				

Debts written off - Part 2					
Outcome Category	Clients	Number of outcomes	Total Value	Avg outcome per client	Avg per outcome
Administration order with composition order	1	1	£4,000	£4,000	£4,000
Bankruptcy	1	4	£12,781	£12,781	£3,195
Debt write off - other	4	4	£8,609	£2,152	£2,152
DRO - debt relief order	41	208	£510,318	£12,447	£2,453
Total	47	217	£535,708	£11,398	£2,469
Total unique clients	47				

Repayments rescheduled - Part 2					
Outcome Category	Clients	Number of outcomes	Total Value	Avg outcome per client	Avg per outcome
DMP - debt management plan	3	3	£2,075	£692	£692
Repayment negotiated	9	12	£5,853	£650	£488
Token payments	16	16	£587	£37	£37
Total	28	31	£8,515	£341	£275
Total unique clients	25				

Other - Part 2						
Outcome Category	Clients	Number of outcomes	Total Value	Avg outcome per client	Avg per outcome	
Able to access / engage in community activities	1	1	£0	£0	£0	
Access to, or provision of accommodation bid successful	1	1	£720	£720	£720	
Appeal made	1	2	£90	£90	£45	
Application made to energy trust fund	1	1	£600	£600	£600	
Application made to Fuel Direct scheme	1	1	£0	£0	£0	
Bailiff's action stopped/suspended/prevented	2	2	£0	£0	£0	
Barriers to employment removed	1	2	£0	£0	£0	
Benefit / tax credit maintained	15	19	£20,353	£1,357	£1,071	
Blue badge - obtained	5	5	£150	£30	£30	
Claim or complaint - not possible	5	5	£0	£0	£0	
Claimant Commitment amended	1	1	£4,681	£4,681	£4,681	
Client added to PSR	1	1	£0	£0	£0	
Client familiarised with how UC works and what it means for them	8	9	£0	£0	£0	
client obtained appropriate help with court forms	2	2	£0	£0	£0	
Community Care assessment obtained	2	3	£0	£0	£0	
Complaint resolved	3	3	£0	£0	£0	
Contact arrangements - disputed	1	1	£0	£0	£0	
Court or committal proceedings avoided/suspended/varied	1	1	£0	£0	£0	
Creditor action stopped/suspended/prevented	1	1	£0	£0	£0	
Debts repaid	7	11	£5,007	£715	£455	
Enforcement action avoided/suspended	1	1	£0	£0	£0	
Financial planning for the future	1	1	£0	£0	£0	
Financial situation stabilised / debts under control	13	32	£23,089	£1,776	£722	
Flexible working hours agreed	1	1	£0	£0	£0	
Full and final settlement	2	2	£8,959	£4,479	£4,479	
GP fit note issued	1	1	£0	£0	£0	
Greater choice and/or involvement and/or control of services	1	1	£0	£0	£0	
Grievance upheld by employer	1	2	£811	£811	£406	
Harassment or neighbour dispute resolved	1	1	£0	£0	£0	
Homelessness delayed	3	3	£0	£0	£0	
Homelessness prevented - remained in home	1	1	£0	£0	£0	
Housing - Tenancy sustained following advice	1	1	£0	£0	£0	
Improved capacity to manage through information given and options	3	3	£0	£0	£0	
Improved health / capacity to manage	1003	1923	£99,010	£99	£51	
Improved health/capacity to manage	13	18	£0	£0	£0	
Improvement in EPC rating	1	1	£0	£0	£0	
Income Maximisation	2	2	£30	£15	£15	
Indefinite leave	1	1	£0	£0	£0	
Legal aid obtained - successful	1	1	£0	£0	£0	
Non-financial	10	10	£0	£0	£0	
Non-financial admin issue resolved	12	14	£0	£0	£0	
Other	13	15	£12,900	£992	£860	
Other (non-financial)	43	50	£0	£0	£0	
Public transport access - successful	1	1	£0	£0	£0	
Referred for energy efficiency advice	1	1	£0	£0	£0	
Refund / Cancellation - refused	1	1	£170	£170	£170	
Rehoused (not Part 7)	1	1	£0	£0	£0	
Terms or conditions maintained/enforced	1	1	£0	£0	£0	
Unsuccessful prosecution for hate crime	1	2	£0	£0	£0	
Will /probate outcomes - successful	4	7	£1,000	£250	£143	
WSBS - Attendance Allowance award	2	2	£2,230	£1,115	£1,115	
WSBS - Carer's Allowance award	2	2	£7,982	£3,991	£3,991	
WSBS - Carer's Allowance backdate	1	1	£2,194	£2,194	£2,194	
WSBS - Cost of living payment	15	15	£3,150	£210	£210	
WSBS - Disability Living Allowance award	1	1	£3,216	£3,216	£3,216	
WSBS - discounted road tax	4	4	£83	£21	£21	
WSBS - Employment and Support Allowance SDP award	2	2	£7,946	£3,973	£3,973	
WSBS - Employment and Support Allowance SDP backdate	2	2	£7,079	£3,540	£3,540	
WSBS - Housing Benefit award	1	1	£6,283	£6,283	£6,283	
WSBS - Pension Credit award	1	1	£1,548	£1,548	£1,548	
WSBS - Personal Independence Payment award	30	39	£166,839	£5,561	£4,278	
WSBS - Personal Independence Payment backdate	27	27	£183,445	£6,794	£6,794	
WSBS - Tax credit award	1	1	£5,280	£5,280	£5,280	
WSBS - Universal Credit award	2	2	£4,460	£2,230	£2,230	
WSBS - Universal Credit backdate	2	2	£4,409	£2,205	£2,205	
WSBS - Universal Credit Disabled Child Element award	1	1	£1,756	£1,756	£1,756	
WSBS - Universal Credit LCWRA element award	1	1	£4,681	£4,681	£4,681	
WSBS - Universal Credit LCWRA element backdate	2	2	£9,400	£4,700	£4,700	
WSBS - Water discount	1	1	£315	£315	£315	
Total	1297	2278	£599,864	£538	£263	
Total unique clients	1116					

Anonymised Case Study - Nuneaton and Bedworth

The client situation

Jane arrived outside the bureau on a non-drop-in day and sat outside on the wall, opposite the entrance door, building up the courage prior to ringing the bell. A member of staff opened the door, noting her distress, and suggested she come in and we would get someone to see her.

Jane had been to a solicitor who told her that an LPA for her husband for financial and health matters would cost some £2500, which had added to the client's distress as the cost was beyond her means and compounded by it not being made clear as to whether or not an LPA was appropriate to her circumstances to alleviate her and her husband's problems.

How we helped

We explored her situation and explained about an LPA and its uses. We went through the stages and processes of managing and dealing with someone's affairs. We also shared our advice website links specific to her enquiry and discussed and compared the current financial arrangements she had in place and how a 'do not resuscitate order' DNR would fit in with a Health LPA.

Jane's demeanour changed measurably as the weight of uncertainty began to lift, as it became clear to her that she did not need either a Financial LPA or a Health LPA.

The financial issues she faced had been adequately covered by the bank giving her authorisation to access her husband's account, and a Health LPA would be inappropriate as it can only be used if her husband lost his mental ability. It was not the case in her husband's situation, as his declining health was due to other major issues. Thirdly she did not need an LPA to process a DNR order, as this could be done in conjunction with her husband, the Hospital and her GP.

Jane was also happy to hear that her back-to-back wills taken out some years ago were still the basis for settlement. We explained when probate is needed and the process for settling her husband's estate.

Jane was so relieved that she would not have to find £2500 and could achieve her goals outside the legal framework of an LPA that she insisted that the bureau take her donation offer of £20.

OUTCOMES: Improved mental health and well-being and client left knowing her rights, responsibilities, and a way forward. Savings of £2500.

Nuneaton & Bedworth Citizens Advice Bureau – Quarter 2 2023/24 Report for Nuneaton & Bedworth Borough Council

This report presents data about the work undertaken during the Quarter 2 reporting period (01/07/2023 to 30/09/2023) at Nuneaton & Bedworth Citizens Advice offices. It shows the number of clients helped, their cases, issues emerging from their cases with supporting information consisting of further subdivisions of analysis of issues, the channel of access and activities, outcomes, and a case study.

Nuneaton & Bedworth Citizens Advice offices helped 2,337 clients within the period. Of these 2,337 clients, 2,074 required advice or casework, and 263 were simple queries referred to as 'quick contacts', where the client only needed information or signposting instead of in-depth advice or casework. The 2,074 clients were counted once, regardless of how many times helped and whether they visited separate offices. There were 154 clients, who were counted once, even though they sought help from both offices and, in some cases, on different issues.

For this quarter 2 period, of the 2,074 clients, there were 734 who had never used any Citizens Advice Service before. There were 144 clients who were returning clients from the previous six months (January 2023 – June 2023) seeking help on different issues as new cases were opened. There were 211 returning clients from the six months prior (June 2022 to December 2022). There were 370 who used the service between 2018 and June 2022 and 411 clients who first used our service several years prior to 2018 and returned seeking help.

Sometimes clients present with more than one main problem, distinct from each other, e.g., a consumer problem and an employment problem. Where this happened, a separate case was opened and managed to support the client more effectively. These cases are virtual and hard files, collating the various issues, contacts, outcomes, and other information associated with the client's situation, advice given, next steps and their case progression. Over this period, our offices dealt with 2,240 cases to support these 2,074 clients.

For these 2,240 cases, the offices generated 5,970 activities, demonstrating the workload required to support these cases. These activities were conducted through various channels, including face-to-face, telephone, Adviceline, web chat, video chat, emails, and letters. Overall, the significant activities were telephone interactions, jointly followed by face-to-face and emails, as per the key statistics below. Bedworth offices' major activities were conducted by telephone, email, and face-to-face, whilst Nuneaton offices' major activities were face-to-face, telephone, and email.

Emerging from the 2,240 cases were 6,890 issues. These issues expose the nature of the client's problems and provide insights into the type, range, complexity, and prevalence of these problems. In addition, these issues point toward evolving client needs and help to support the deliberation of the impact of local and national policy changes.

Within this quarter, 1,746 clients, some of whom received previous advice or casework services, had outcomes. Of these 1,746 clients, 1,555 were unique clients with a financial outcome and 114 had a non-financial outcome. The total number of outcomes were 2,924; thus, some clients had more than one outcome, equating to approximately 2 outcomes per client.

The total value of these financial outcomes was **£2,604,448**. The average per outcome was **£891**, and the average per client with a financial outcome was **£1,675**.

The following is a summary of the key statistics:



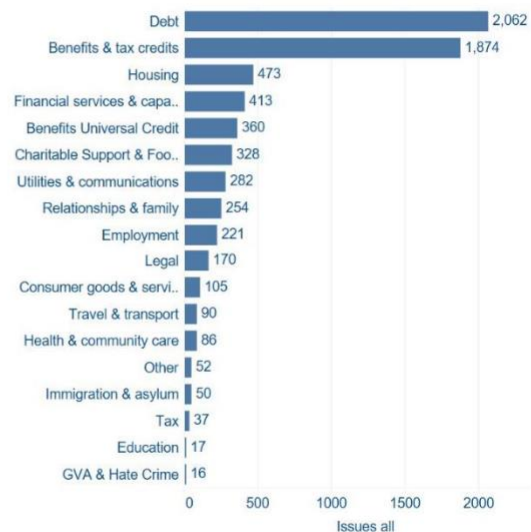
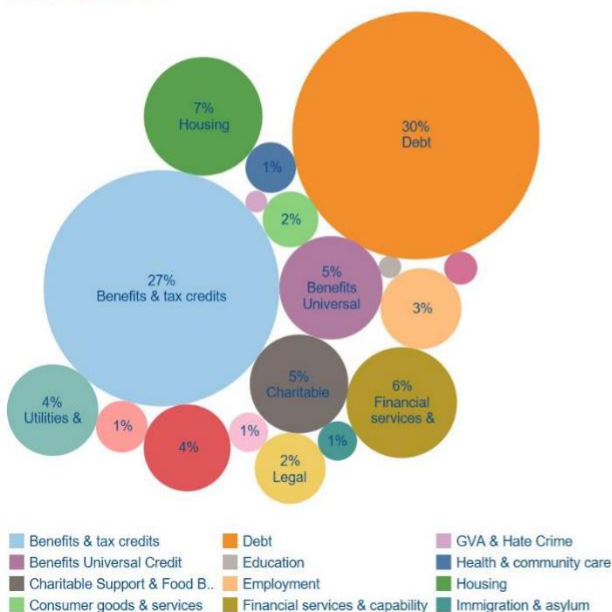
The following pages provide some details of the above key statistics and include breakdown of issues, activities, and outcomes. Main Advice Issues are broken down in into three categories: Part 1 Main Issue; Part 2 provides further categorised divisions of Part 1, and Part 3 are further categorised divisions of the Part 2 issues.

Number of Issues

Clients generated 6,890 issues across the main enquiry areas. The main type of issues can be seen below. These are the main headings which are further subdivided in the following pages, and which demonstrate the complexity of the problems our clients face.

Main Advice Issues - Part 1	July	August	September	Total	Total Unique
Benefits & tax credits	720	655	557	1932	1874
Benefits Universal Credit	143	114	105	362	360
Charitable Support & Food Banks	98	125	105	328	328
Consumer goods & services	40	28	37	105	105
Debt	673	795	596	2064	2062
Education	5	1	11	17	17
Employment	77	73	71	221	221
Financial services & capability	139	130	144	413	413
GVA & Hate Crime	6	5	5	16	16
Health & community care	36	22	28	86	86
Housing	148	181	144	473	473
Immigration & asylum	12	20	18	50	50
Legal	56	62	52	170	170
Other	20	17	15	52	52
Relationships & family	83	92	79	254	254
Tax	16	13	8	37	37
Travel & transport	28	31	31	90	90
Utilities & communications	108	98	77	283	282
Total	2408	2462	2083	6953	6890

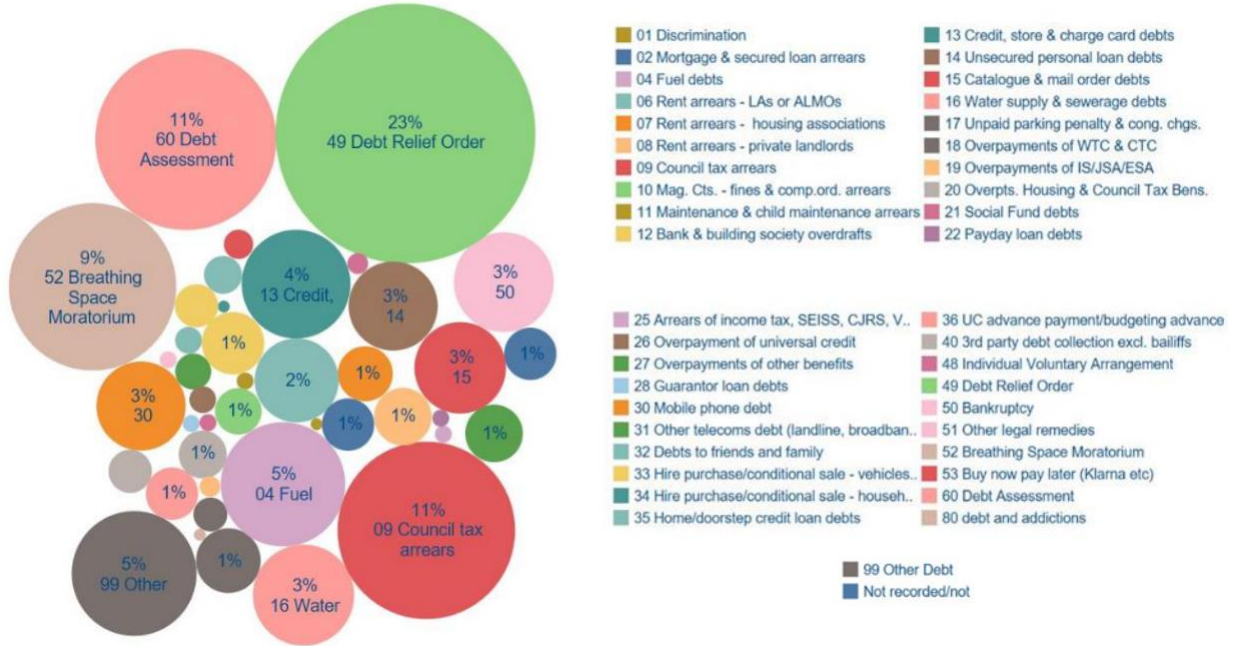
Part 1 issues %



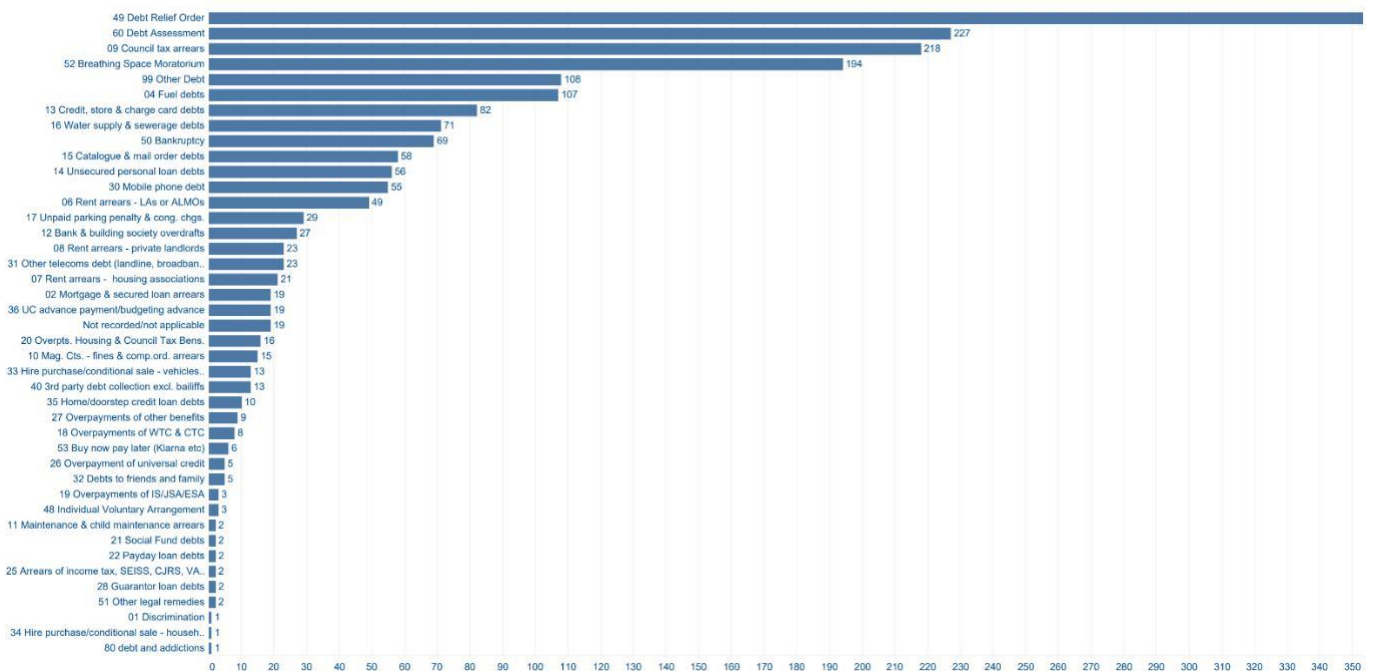
Debt Issues

Within this quarter, Debts were the highest advice issues dealt with followed by Benefits and tax credits and, Housing.

The following is a Part 2 breakdown of these debt issues:



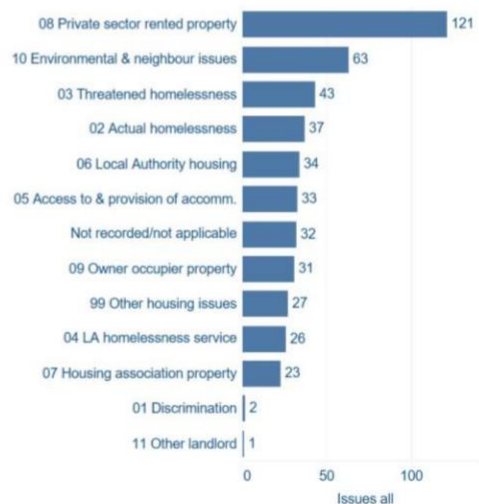
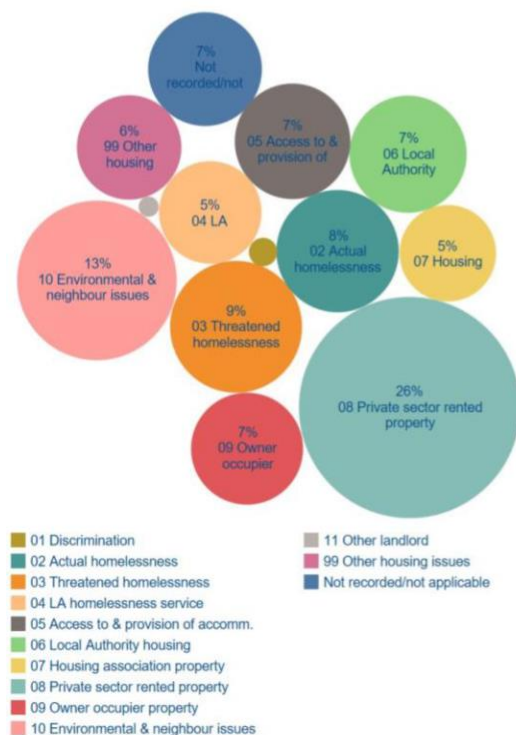
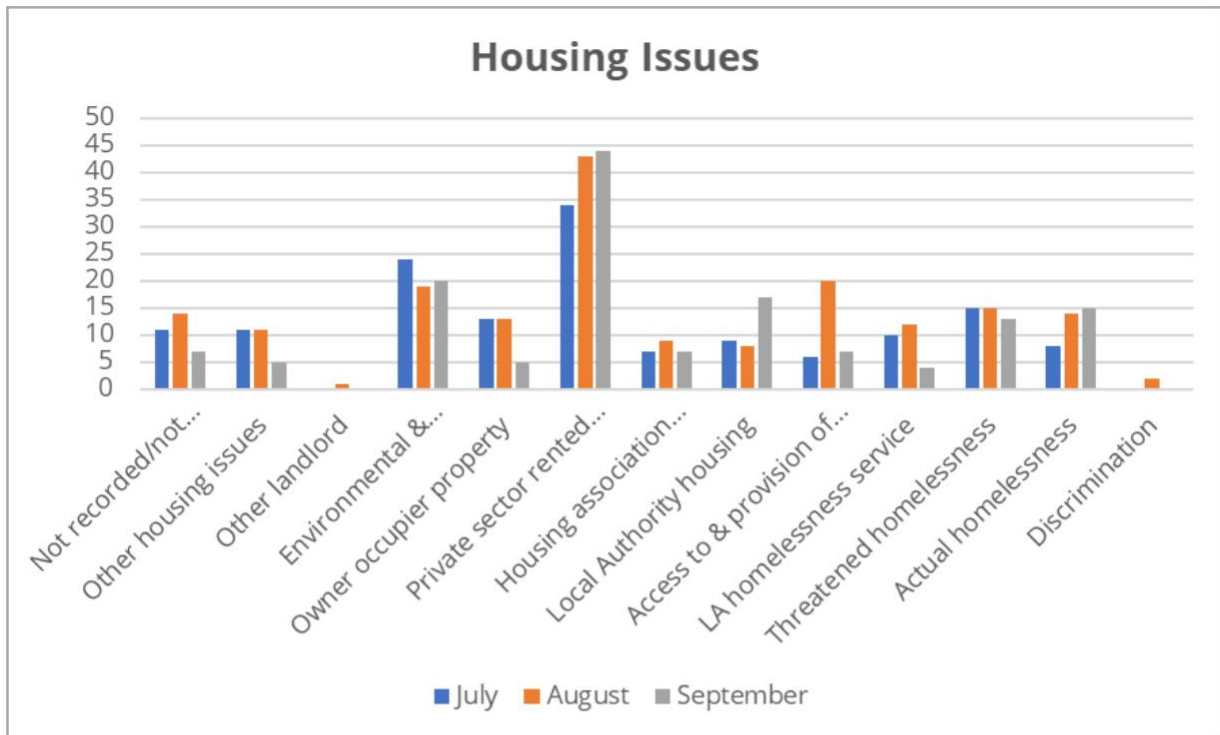
49 Debt Relief Order = 467 Issues



Housing Issues

Within this quarter, most of the housing issues were about the private sector, with the highest number recorded in September. The following charts, in this and the next page, illustrate these issues along with the further subdivided categories.

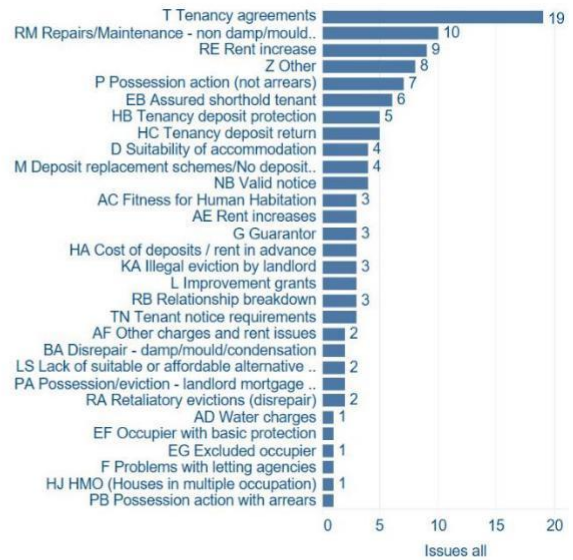
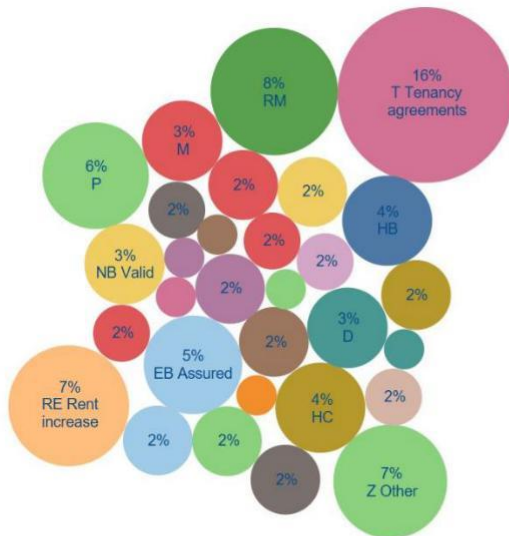
Part 2 Housing Advice Issues:



Part 3 Housing Advice Issues: The following charts show the subdivisions of the three top housing advice issues in Q2: Private sector rented; Environment and neighbourhood issues; and Threatened homelessness.

Private sector rented sector:

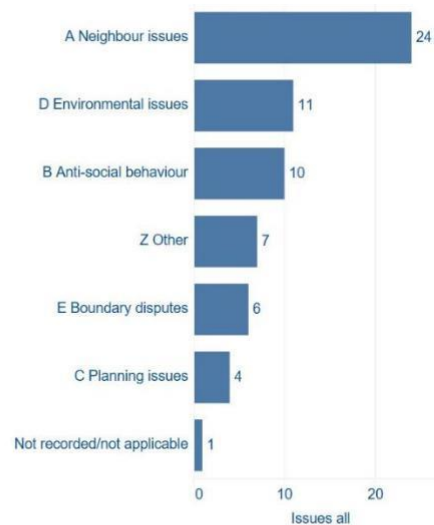
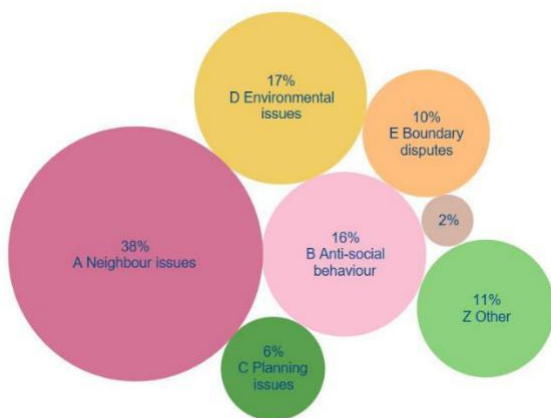
Size part 3 issues



- AC Fitness for Human Habitation
- AD Water charges
- AE Rent increases
- AF Other charges and rent issues
- BA Disrepair - damp/mould/condensation
- D Suitability of accommodation
- EB Assured shorthold tenant
- EG Excluded occupier
- F Problems with letting agencies
- G Guarantor
- HA Cost of deposits / rent in advance
- HB Tenancy deposit protection
- HC Tenancy deposit return
- HJ HMO (Houses in multiple occupation)
- KA Illegal eviction by landlord
- L Improvement grants
- LS Lack of suitable or affordable alternative accommodation
- M Deposit replacement schemes/No deposit options
- NB Valid notice
- P Possession action (not arrears)
- PA Possession/eviction - landlord mortgage arrears
- PB Possession action with arrears
- RA Retaliatory evictions (disrepair)
- RE Rent increase
- RM Repairs/Maintenance - non damp/mould/condensation
- T Tenancy agreements
- TN Tenant notice requirements
- Z Other

Environment and neighbourhood issues:

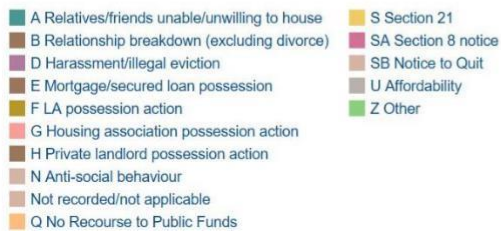
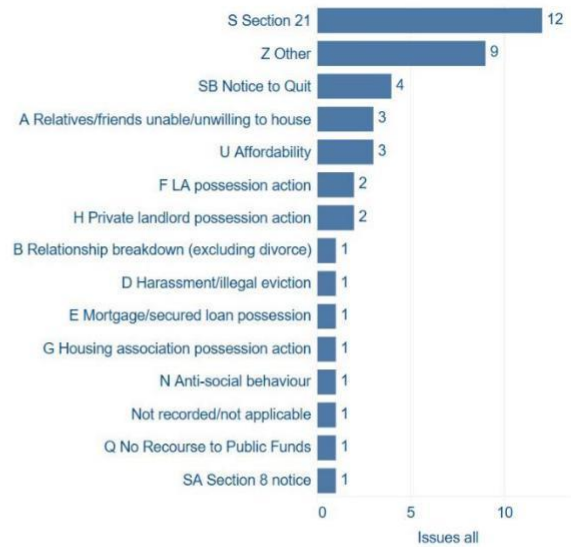
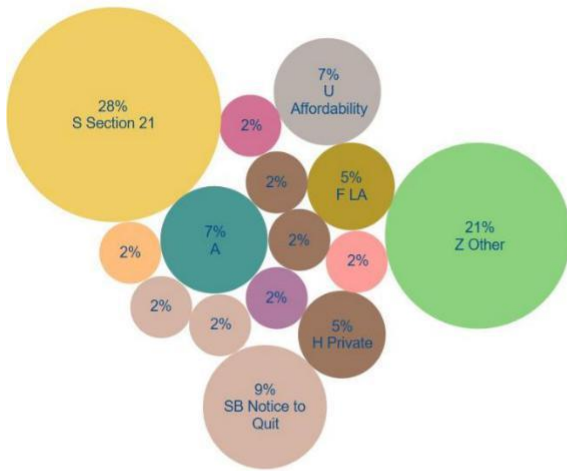
Size part 3 issues



- A Neighbour issues
- B Anti-social behaviour
- C Planning issues
- D Environmental issues
- E Boundary disputes
- Not recorded/not applicable
- Z Other

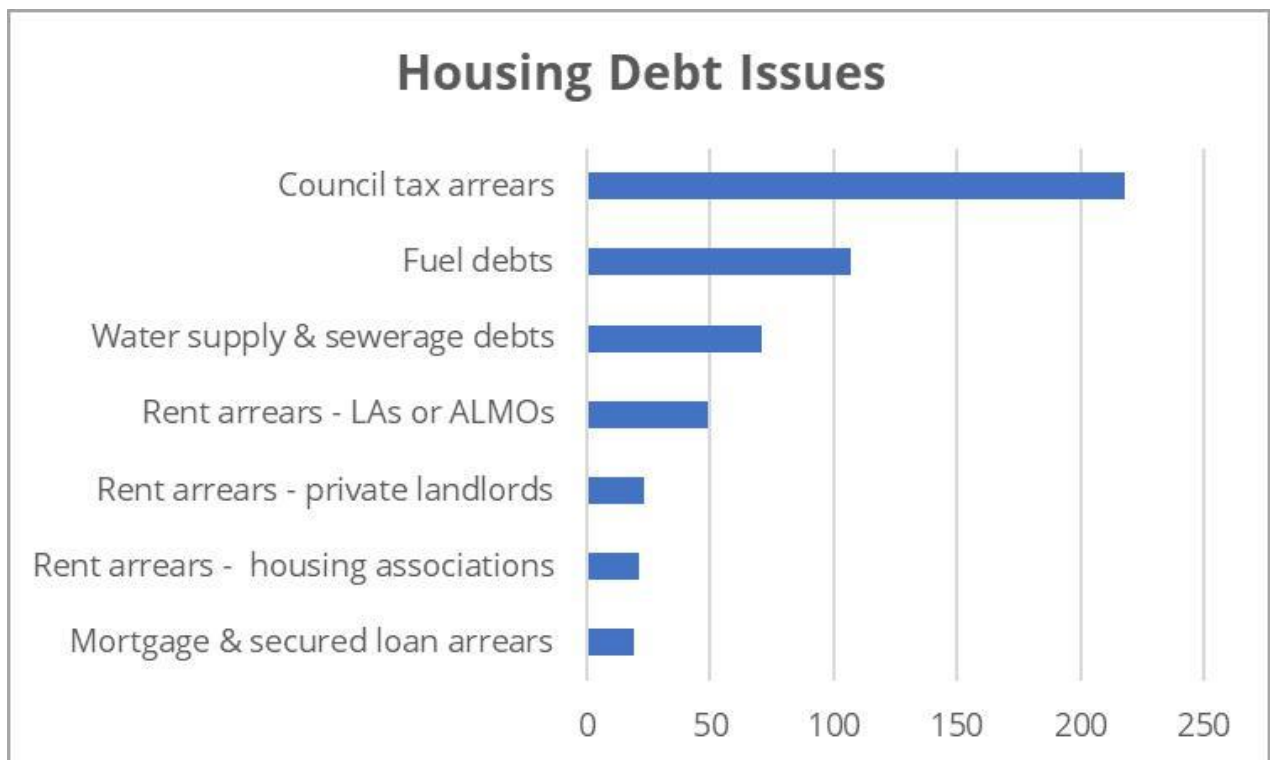
Threatened homelessness:

Size part 3 issues

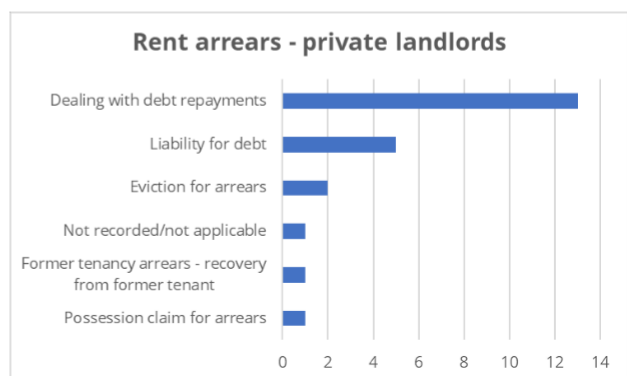
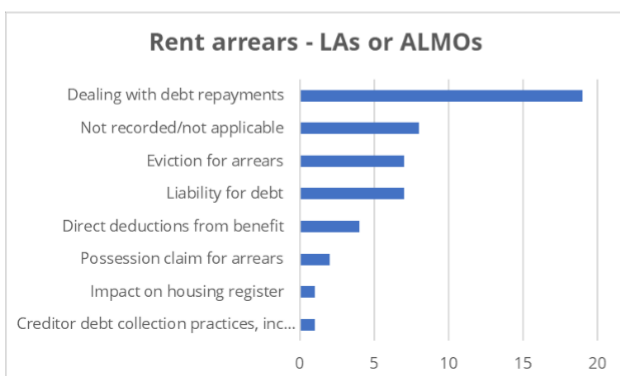
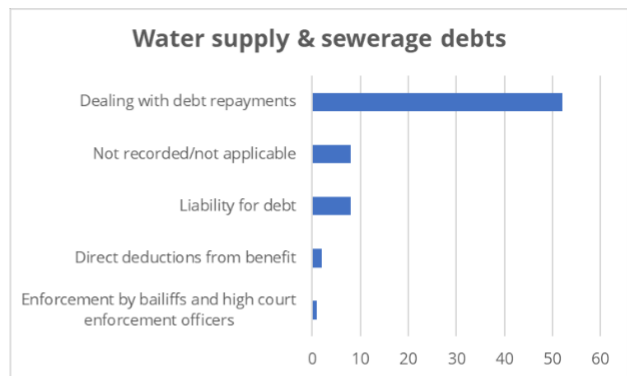
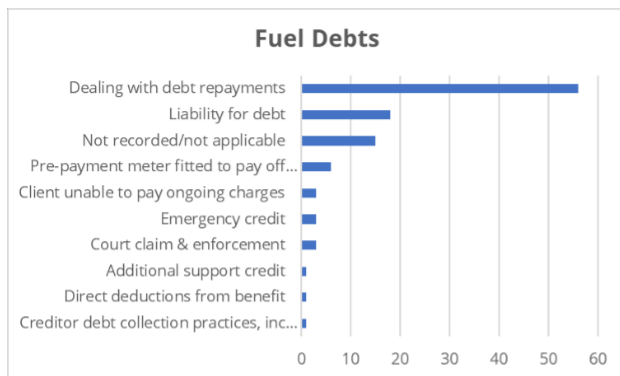
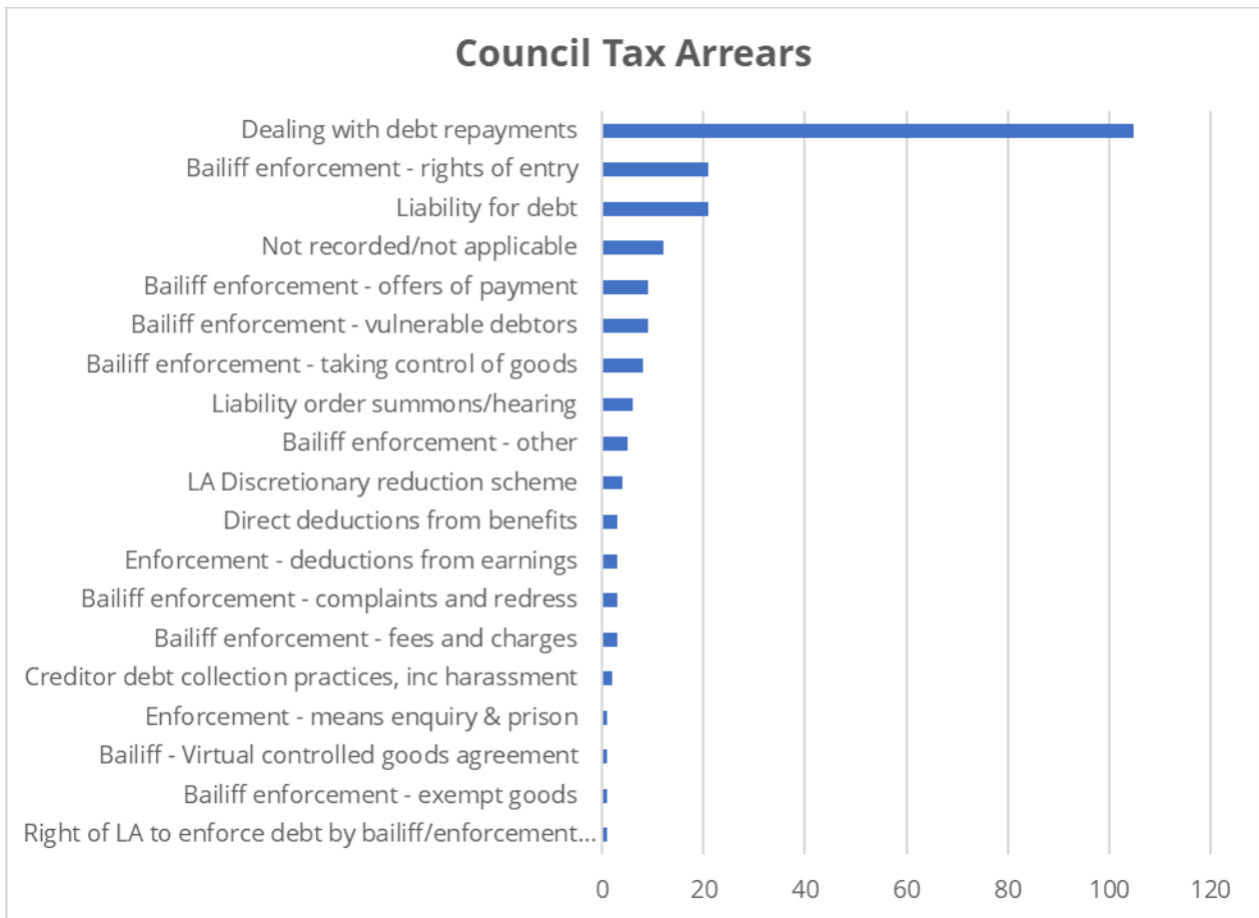


Housing debt issues:

The following charts show part 2 and 3 of debt issues associated with housing.

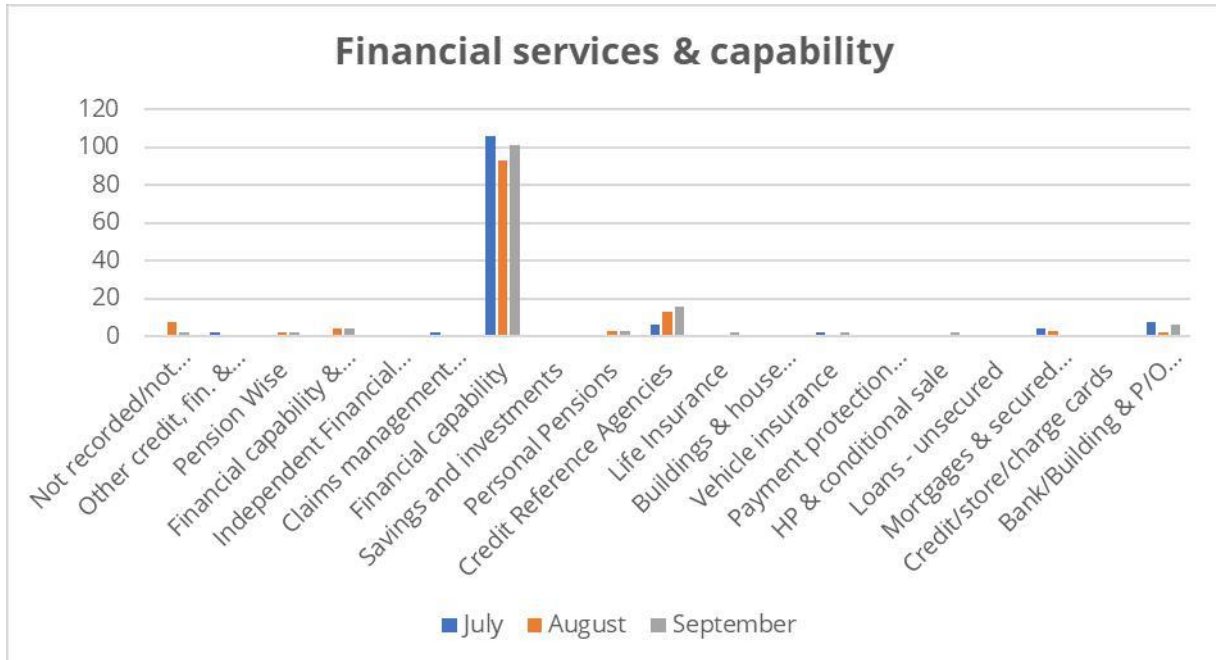


Breakdown of top 5 housing debt issues:

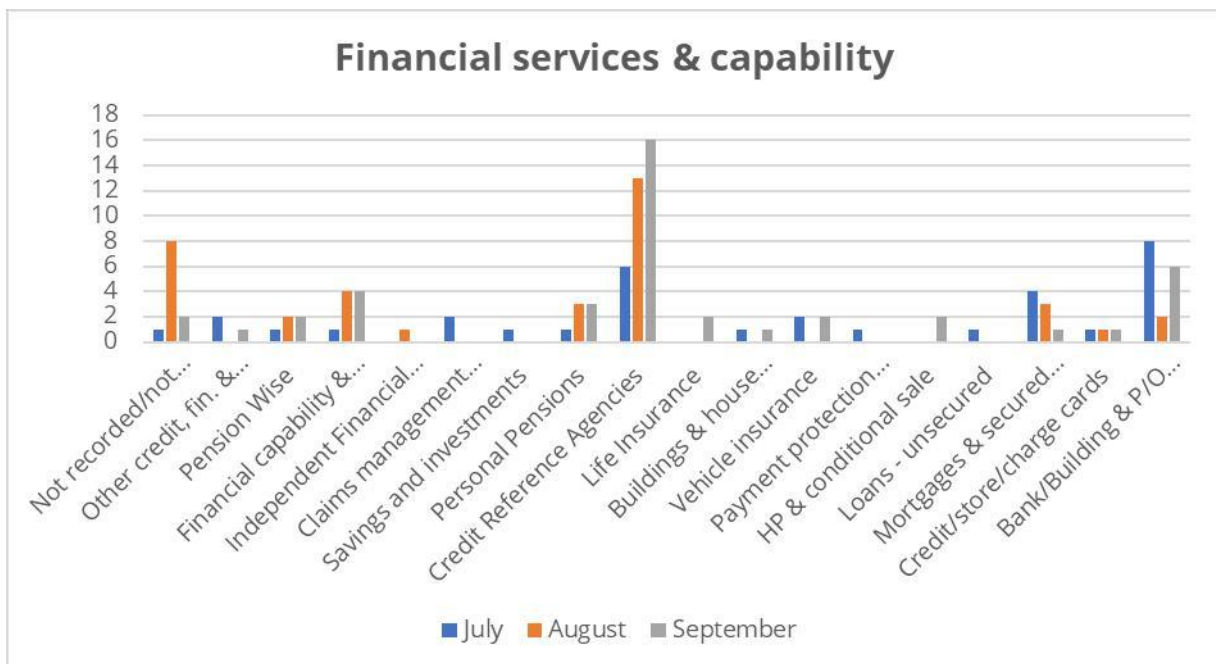


Financial Capability

One hundred fifty-two clients (152) received a range of financial capability help, including budgeting, reducing expenditure, maximising income, banking, and getting the best utility deals and were helped with 413 issues.



The following graph shows the financial services and capability issues with the significant financial capability data removed to give a better overview of the other Issues.



The chart below is a part 2 breakdown of the 413 financial services & capability issues:

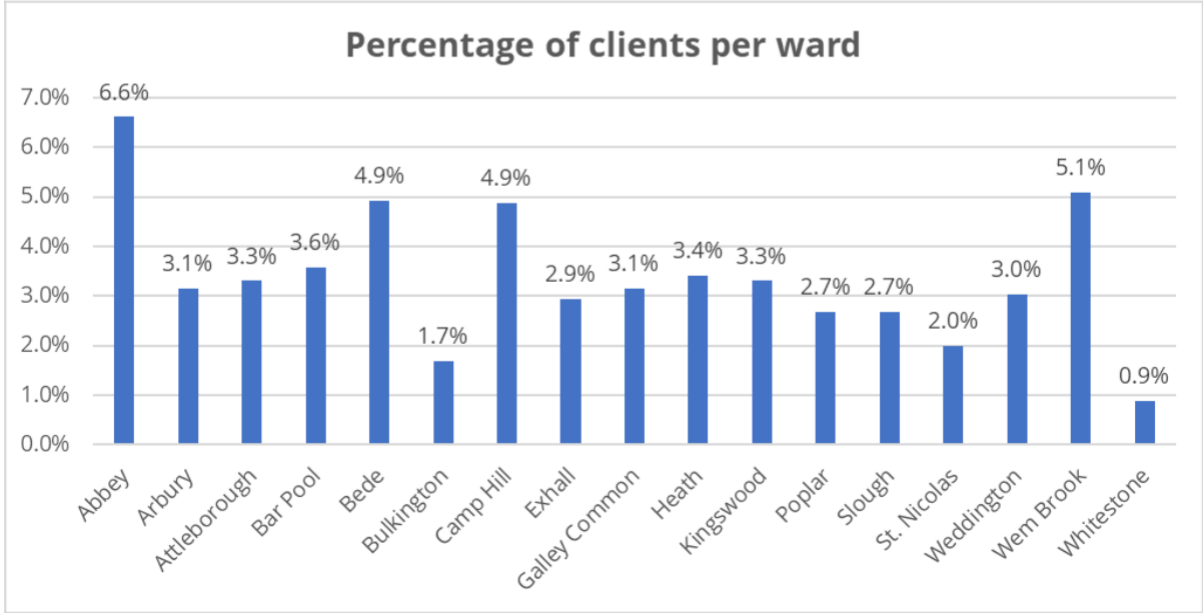
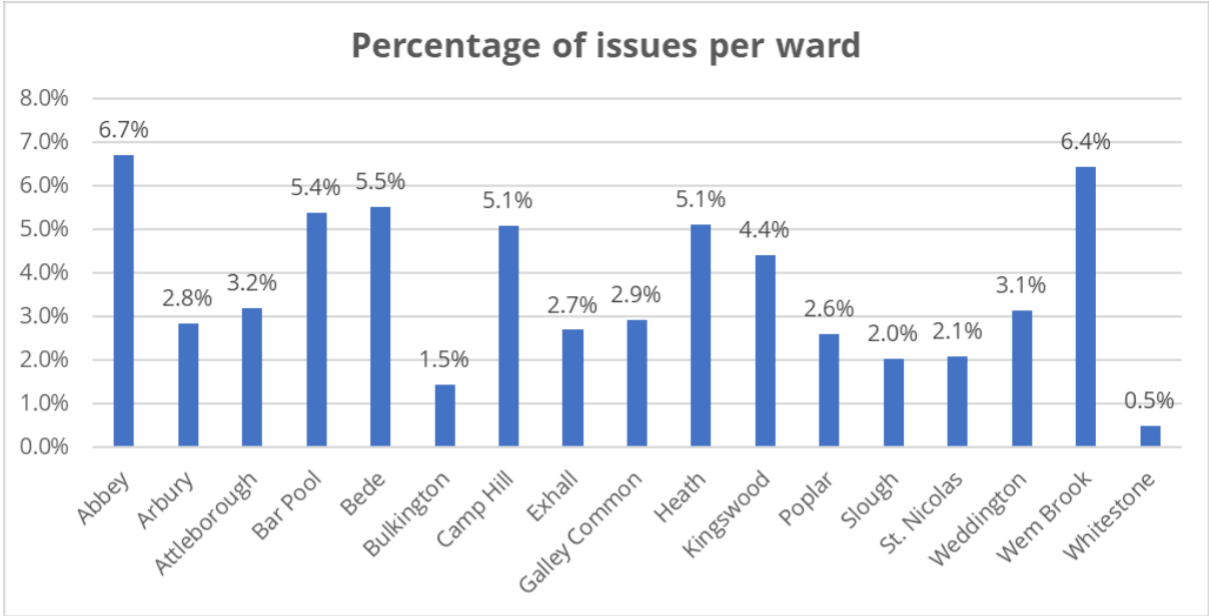
Financial services & capability	July	August	September	Total
Not recorded/not applicable	1	8	2	11
Other credit, fin. & insurance issues	2		1	3
Pension Wise	1	2	2	5
Financial capability & Life events guidance	1	4	4	9
Independent Financial Adviser		1		1
Claims management services	2			2
Financial capability	106	93	101	300
Savings and investments	1			1
Personal Pensions	1	3	3	7
Credit Reference Agencies	6	13	16	35
Life Insurance			2	2
Buildings & house contents insurance	1		1	2
Vehicle insurance	2		2	4
Payment protection insurance	1			1
HP & conditional sale			2	2
Loans - unsecured	1			1
Mortgages & secured loans	4	3	1	8
Credit/store/charge cards	1	1	1	3
Bank/Building & P/O Accounts	8	2	6	16
Total	139	130	144	413

The following chart provides a further categorised Part 3 breakdown of largest issue in the above chart: Financial capability with 300 issues.

Financial capability	July	August	September	Total
Banking	4	2	3	9
Fintech - online banking		1		1
Fintech - other tools, apps and calculators	1			1
Budgeting and managing money	12	10	11	33
Credit, mortgages and borrowing	3	2	3	8
Dealing with and understanding bills	6	4	5	15
Getting the best deals: energy	2	2	3	7
Getting the best deals: water	11	14	11	36
Getting the best deals: phones, TV, internet & other	1	1	3	5
Energy grants	7	5	4	16
Social tariffs - mobile phones	2	2	6	10
Savings	4	1	4	9
Switching bank accounts	2		2	4
Jobs and employment			1	1
Tools, apps and calculators	7	3	4	14
Priority debts	8	11	10	29
Non-priority debts	9	12	9	30
Benefits	6	6	6	18
Social tariffs - internet and broadband	2	2	8	12
Reducing expenditure/maximising income	8	8	5	21
Challenging incorrect bills	2	1		3
Negative Budget - income maximisation support	1	3		4
Basic Digital skills, internet access	1		1	2
Digital Skills - Handling information and content	1			1
Yes - Action plan developed with client	5	3	2	10
No - Action plan not required	1			1
Total	106	93	101	300

Ward issues and clients

The following charts show the percentages of Advice Issues and Clients recorded for each ward within Nuneaton and Bedworth.



Channel of contact

The channel of contact demonstrates the activities undertaken to support clients. For this quarter, on behalf of our clients, the staff and volunteers of these offices completed 5,970 activities, including client and third-party communications. The following charts provide an illustrative breakdown of these activities:

Channel of activities based on cases	July	August	September	Total
In person	382	341	368	1091
Adviceline Phone	272	319	195	786
Telephone	556	550	394	1500
Email	404	336	328	1068
Web chat	1	1		2
Admin	210	249	251	710
Letter	193	155	155	503
Other	95	108	105	308
Video Call	1		1	2
Total	2114	2059	1797	5970

Channel of activities based on clients	July	August	September	Total	Total Unique
In person	281	273	282	836	731
Adviceline Phone	250	280	180	710	694
Telephone	316	314	231	861	709
Email	171	155	139	465	369
Web chat	1	1		2	2
Admin	120	119	94	333	252
Letter	129	103	112	344	256
Other	79	94	91	264	237
Video Call	1		1	2	2
Total	895	919	809	2,623	2,074

Outcomes

Outcomes can be financial or non-financial, and not every client we help has an outcome. Financial outcomes are categorised into five categories as charted and include Income gained, which is an increased/additional financial outcome.

Of the 2,074 clients, 1,746 clients had outcomes. Of these 1,746 clients, 1,555 were unique clients with a financial outcome and 114 had a non-financial outcome. The total number of these outcomes were 2,924; thus, some clients had more than one outcome, equating to approximately 2 outcomes per client.

The total value of these financial outcomes was **£2,604,448**. The average per outcome was **£891**, and the average per client with a financial outcome was **£1,675**.

The following are charts of these outcomes with a full breakdown of income gained:

Financial Outcome Category	Clients	Unique Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
Debts written off	43	43	201	£788,503	£18,337	£3,923
Income gain	377	334	469	£1,201,480	£3,597	£2,562
Other	1,185	1,038	2,094	£565,027	£544	£270
Re-imbursments, services, loans	132	132	149	£19,458	£147	£131
Repayments rescheduled	9	8	11	£29,979	£3,747	£2,725
Total	1746	1,555	2,924	£2,604,448	£1,675	£890.71

The following charts below on this page and the next two pages are breakdowns of the above outcomes:

Debts written off - part 2					
Outcome category	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
Bankruptcy	4	4	£154,554	£38,639	£38,639
Debt write off - other	3	4	£7,373	£2,458	£1,843
DRO - debt relief order	36	193	£626,577	£17,405	£3,247
Total	43	201	£788,503	£18,337	£3,923
Total unique clients	43				

Income gain - part 2

Outcome category	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
£150 Disability payment	1	2	£300	£300	£150
Benefit / tax credit gain - a new award or increase	194	259	£994,470	£5,126	£3,840
Benefit / tax credit gain - award or increase following revisio	17	18	£75,092	£4,417	£4,172
Benefit / tax credit gain - Money put back into payment	2	2	£4,141	£2,071	£2,071
Benefit / tax credit gain - overpayment reduced or not recov	1	1	£61,000	£61,000	£61,000
Better deal through switching supplier	1	1	£50	£50	£50
Better deal with same supplier	13	13	£2,894	£223	£223
Charitable payment	40	42	£5,641	£141	£134
Child maintenance received	1	1	£2,652	£2,652	£2,652
Civil proceedings completed	1	1	£500	£500	£500
Compensation - awarded	1	1	£500	£500	£500
Financial gain	9	9	£970	£108	£108
Financial gain (please specify)	2	2	£2,030	£1,015	£1,015
Fuel Voucher	70	90	£4,378	£63	£49
Money recovered	2	2	£1,958	£979	£979
Other (financial)	17	18	£42,466	£2,498	£2,359
Other savings achieved	2	3	£461	£231	£154
Tax - other (financial gain)	3	4	£1,977	£659	£494
Total	377	469	£1,201,480	£3,597	£2,562
Total unique clients	334				

Re-imbursments, services, loans - part 2

Outcome category	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
Appliance upgrade to more energy efficiency model	1	1	£3,000	£3,000	£3,000
Cancellation - successful	2	2	£1,140	£570	£570
Court fees waived or refunded	1	1	£235	£235	£235
Disputed fine / charge / action - successful	2	2	£200	£100	£100
Financial gain/improvement	3	3	£2,326	£775	£775
Food provision / referral	116	132	£9,051	£78	£69
Funeral costs paid / part paid	1	1	£150	£150	£150
Goods or services provided	4	5	£735	£184	£147
Money saved through challenging incorrect energy bills	1	1	£122	£122	£122
Refund / Repair / Replacement agreed/scheduled	1	1	£2,500	£2,500	£2,500
Total	132	149	£19,458	£147	£131
Total unique clients	132				

Repayments rescheduled - part 2

Outcome category	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
DMP - debt management plan	1	1	£26,004	£26,004	£26,004
Repayment negotiated	6	7	£3,315	£552	£474
Token payments	2	3	£660	£330	£220
Total	9	11	£29,979	£3,747	£2,725
Total unique clients	8				

Other - part 2					
Outcome category	Clients	Number of outcomes	Total Value	Outcome per client	Avg outcome
Able to access / engage in community activities	3	4	£0	£0	£0
Access to, or provision of accommodation bid successful	1	1	£0	£0	£0
Appeal made	1	1	£100	£100	£100
Application made to Fuel Direct scheme	2	2	£30	£15	£15
Application under incapacity legislation	2	2	£0	£0	£0
Application Unsuccessful	1	1	£0	£0	£0
Appropriate service/ support obtained for client - successful	1	1	£0	£0	£0
Bailiff's action stopped/suspended/prevented	3	3	£2,973	£991	£991
Benefit / tax credit maintained	7	7	£4,940	£706	£706
Bereavement Planning	2	2	£0	£0	£0
Blue badge - obtained	5	5	£0	£0	£0
Challenge to disciplinary - unsuccessful	1	1	£0	£0	£0
Claim or complaint - not possible	8	9	£0	£0	£0
Claim or complaint - unsuccessful	2	2	£0	£0	£0
Claimant Commitment amended	1	1	£0	£0	£0
Client familiarised with how UC works and what it means for client obtained appropriate help with court forms	11	13	£3,504	£319	£270
Client successfully referred to mediation	1	1	£50,000	£50,000	£50,000
Community Care assessment obtained	1	1	£0	£0	£0
Complaint made to organisation	1	1	£0	£0	£0
Complaint resolved	2	3	£30	£15	£10
Contact arrangements - agreed	3	3	£0	£0	£0
Contact arrangements - disputed	1	1	£0	£0	£0
Creditor action stopped/suspended/prevented	3	6	£4,698	£1,566	£783
Debt consolidation	1	1	£0	£0	£0
Debts repaid	4	5	£20	£5	£4
Disputed fine / charge / action - unsuccessful	1	1	£0	£0	£0
Enforcement action avoided/suspended	1	1	£0	£0	£0
Financial planning for the future	1	1	£0	£0	£0
Financial situation stabilised / debts under control	6	13	£26,498	£4,416	£2,038
Grievance upheld by employer	3	5	£0	£0	£0
Harassment or bullying stopped	1	1	£0	£0	£0
Harassment or neighbour dispute resolved	3	3	£0	£0	£0
Homelessness averted (under a homelessness duty)	4	4	£0	£0	£0
Homelessness delayed	3	3	£0	£0	£0
Homelessness prevented - remained in home	2	3	£0	£0	£0
Housing - Tenancy sustained following advice	2	2	£0	£0	£0
Improved capacity to manage through information given an	4	4	£0	£0	£0
Improved health / capacity to manage	932	1,808	£162,707	£175	£90
Improved health/capacity to manage	9	10	£0	£0	£0
Improvement in EPC rating	2	2	£0	£0	£0
Legal aid obtained - successful	1	1	£10,000	£10,000	£10,000
Legal aid obtained - unsuccessful	1	1	£0	£0	£0
Lost document returned / replaced - successful	1	1	£0	£0	£0
Lump sum payment	1	1	£30	£30	£30
Mediation or conciliation unsuccessful	1	1	£0	£0	£0
Non-financial	5	5	£0	£0	£0
Non-financial admin issue resolved	11	11	£0	£0	£0
Obtained other support	1	1	£0	£0	£0
Other	15	19	£0	£0	£0
Other (non-financial)	31	35	£4,300	£139	£123
Referred to specialist adviser	2	2	£0	£0	£0
Request to be added to Priority Services Reg / Special Ass Re	1	1	£0	£0	£0
Suspended possession order	1	1	£0	£0	£0
Terms or conditions maintained/enforced	1	1	£0	£0	£0
Unfair practice remedy - unsuccessful	1	1	£0	£0	£0
Utility meter installed / moved / recalibrated	1	2	£0	£0	£0
Will /probate outcomes - successful	1	2	£0	£0	£0
WSBS - Attendance Allowance award	1	1	£68	£68	£68
WSBS - Attendance Allowance backdate	1	1	£3,873	£3,873	£3,873
WSBS - Carer's Allowance award	1	1	£3,991	£3,991	£3,991
WSBS - Cost of living payment	12	12	£2,850	£238	£238
WSBS - Employment and Support Allowance SDP award	2	2	£7,951	£3,976	£3,976
WSBS - Employment and Support Allowance SDP backdate	2	2	£12,988	£6,494	£6,494
WSBS - Other financial outcome	1	1	£150	£150	£150
WSBS - Pension Credit SDP award	1	1	£3,973	£3,973	£3,973
WSBS - Pension Credit SDP backdate	1	1	£993	£993	£993
WSBS - Personal Independence Payment award	19	22	£108,477	£5,709	£4,931
WSBS - Personal Independence Payment backdate	20	20	£133,796	£6,690	£6,690
WSBS - Tax credit award	1	1	£4,887	£4,887	£4,887
WSBS - Universal Credit award	2	2	£3,259	£1,629	£1,629
WSBS - Universal Credit backdate	1	1	£3,260	£3,260	£3,260
WSBS - Universal Credit LCWRA element award	1	1	£4,681	£4,681	£4,681
Total	1,185	2,094	£565,027	£544	£270
Total unique clients	1,038				

Anonymised Case Study - Nuneaton and Bedworth

Open door generalist advice session, Nuneaton office.

The client situation

The client came to us for help with issues she had been having with her energy company. She was extremely distressed as they changed her gas meter from a prepayment meter to a smart/credit meter, promising £40 free credit. The client did not want the change.

The client is single and explained that she has a learning disability, anxiety, depression and cannot read or write. She was so worried about receiving a large gas bill since the change of meter that she had avoided using her gas at all. The client has a gas cooker.

The energy company had acknowledged their error and had repeatedly scheduled telephone calls with our client to discuss changing her meter back to a prepayment meter. However, they failed to make any of these calls. The client came to us for help with resolving the issue as she is still scared to use the gas supply and is getting nowhere with the company.

How we helped

We offered to speak to the energy company on the client's behalf. We communicated with an adviser and informed them of the client's learning disability and concerns with having a credit meter instead of a prepayment meter. The adviser was also informed of the £40 promised by the engineer and the number of emails and phone calls the client had made to resolve the issue. The adviser agreed to raise a complaint and advised that the issue of the incorrect meter should be resolved within 14 days.

We conducted a benefit calculation, and the client was not in receipt of Council tax reduction or personal independence payment. We advised her how to apply for both and assisted her with the applications. Upon further exploration, we discovered that the client has multiple debts. We referred to our debt team and advised on breathing space. We will also apply to Severn Trent for the BDS+ to agree a payment plan and receive assistance with her water bill.

The client was also given a fuel voucher as she is on emergency credit and a food voucher.

Unfortunately, the energy company broke their word and did not resolve the issue within the time frame, and the client returned to us for further support as she no longer trusted the energy company to resolve the issue. We again spoke to the energy company and stressed the importance of a quick resolution as the client is a vulnerable customer suffering from unnecessary stress due to the error. With the client's permission, we asked for the client to be noted as a vulnerable client.

The matter has now been referred to our Energy Adviser, who attends our office once a month, and she will pick up the complaint and, if necessary, consult with the ombudsman if a satisfactory result is not obtained. The client states she is too mentally exhausted to cope with the matter.

OUTCOMES:

In all, we have raised, for the client, approximately **£770.00 per annum in Council Tax support, £4,564.80 per annum in Personal Independence Payment, Severn Trent BDS £60.00 and a one-off payment of £85.00 for fuel and food.** We also anticipate a goodwill gesture of at least **£40.00** from the energy company for the client's inconvenience.

The client stated that she was very happy with our service, and although she was "over the moon" with the extra money, nothing could be better than knowing that she has someone willing to help her with the energy issue, causing her many sleepless nights.

AGENDA ITEM NO. 10

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: (Housing, Health and Environment) Overview & Scrutiny

Date: 23rd November 2023

From: Nicola Botterill Assistant Director – Social Housing & Community Safety

Subject: Damp and Mould Inspection Performance

Portfolio: Housing & Communities

Building a Better Borough Aim: 1

Building a Better Borough Priority: 1

1.0 OBJECTIVES OF SCRUTINY

The Social Housing (Regulation) Act 2023 lays foundations for changes to how social housing is managed. It includes increased regulation of social landlords and new rules for protecting tenants from serious hazards in their homes.

Many of the provisions in the Act are responses to the tragedies of the 2017 Grenfell Tower fire and death of two-year old Awaab Ishak, who died in 2020 from exposure to serious mould.

The Act allows the Regulator of Social Housing to take action against social landlords before people are at risk and hold landlords to account with regular inspections. It introduces new social housing consumer standards and gives the Secretary of State power to require social landlords to investigate and rectify serious health hazards.

The Act received royal assent on 20 July 2023, so it is now law, but many provisions need regulations before they can come into force. These are expected to be published in 2024.

The Act paves the way for important changes, but social tenants will have to wait for these measures to come into force.

In November 2022, the Regulator of Social Housing wrote to the Council to enquire how many CAT1 & CAT2 hazards had been identified in our homes using the Housing Health and Safety Rating System (HHSRS). Following this,

the Council reviewed its approach to tackling with damp and mould and as a result a stock condition survey was commissioned to be carried out across the whole housing stock, which is due to complete by March 2024. In addition to this, a dedicated damp and mould task force team was set up, not only to support tenants who had reported an issue of damp and mould in their homes, but to also start dealing with damp and mould proactively, rather than reactively. The Council understood that it should not only deal with reports that have been made by tenants in a sympathetic and supportive manner but it also needs to be more proactive and inspect all of our properties on a regular basis and actually go out looking for damp and mould, rather than waiting for a report to be made by the tenant.

Now that restructures have taken place within the Responsive Repairs Team and a dedicated Inspection team are in situ, the Council is now in a position to share performance figures in relation to the way in which it manages damp and mould in our homes. It is important that this progress is highlighted to the panel on a regular basis and this is something that the Regulator of Social Housing would encourage and expect.

2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?

1. To review the information and provide comments
2. Does the panel wish to receive updates on any other damp and mould related issues

3.0 WHO CAN THE PANEL INFLUENCE?

The panel can express its view on the monitoring and effectiveness of the existing performance information.

4.0 WHAT INFORMATION WILL BE PRESENTED

The Panel is asked to consider the information included within the following appendices:

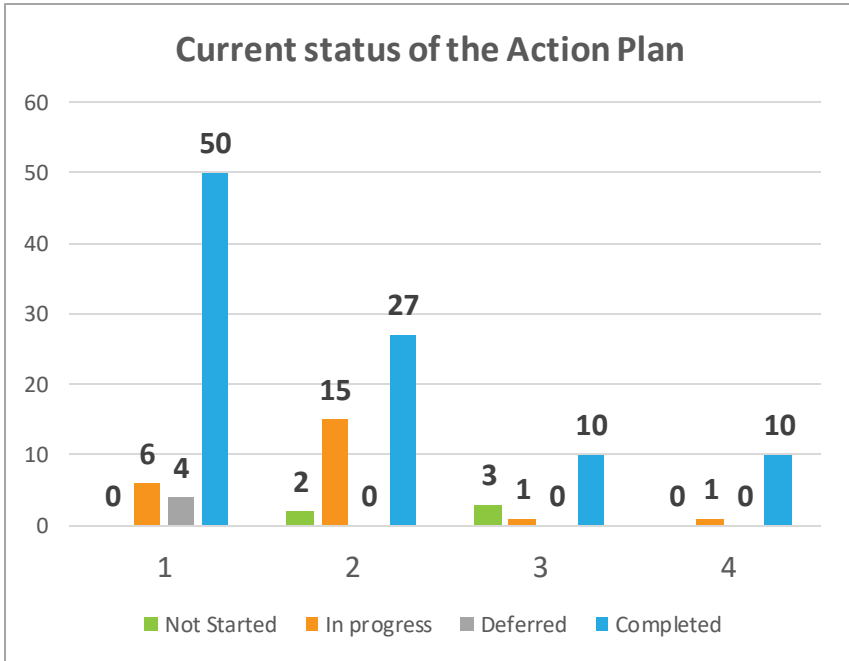
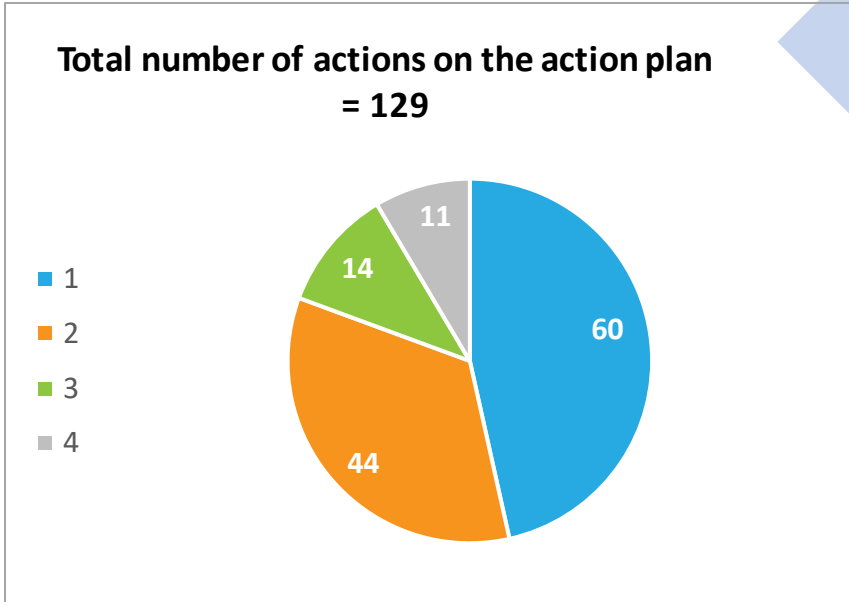
Damp & Mould Charts

NBBC Damp and Mould Update as at the end of Quarter 2 2023/24

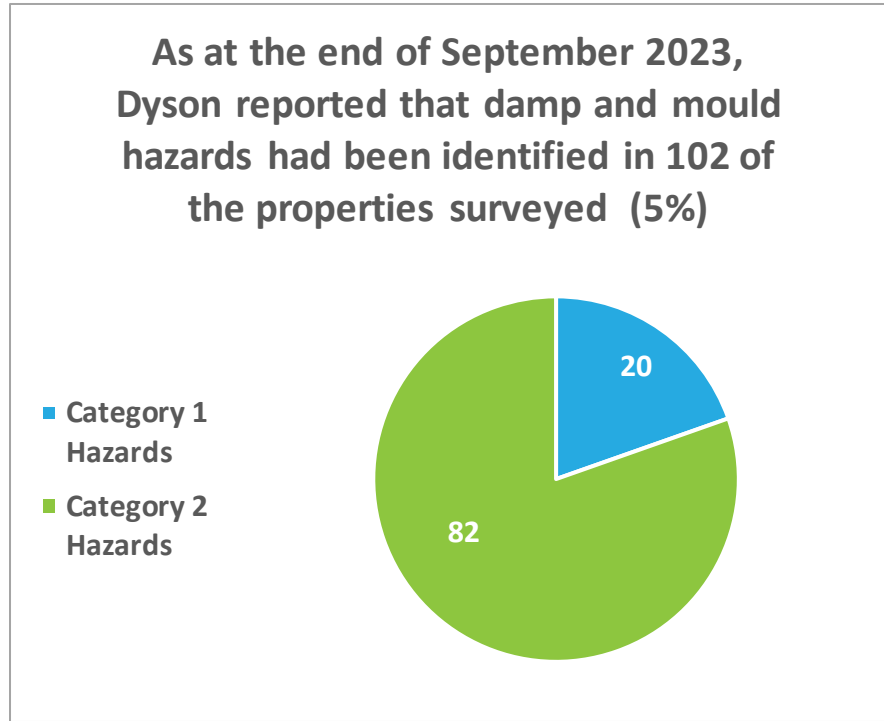
Summary of actions to date:

- The inspection process has been reviewed and revised.
- A Damp & Mould Tenant Liaison Officer post has been established.
- A Policy and guidance leaflet has been published.
- A Tenant & Liaison Focus Group has been established.
- All frontline staff members (112) will have completed damp and mould training by 1st December 2023.

- A Damp & Mould Action Plan has been developed with 4 objectives seeking to move the Council from:
 1. reactive to proactive.
 2. inferring blame to taking responsibility.
 3. disrepair claims to resolution.
 4. a complaints to a learning culture.
- An action tracker monitors the delivery of the action plan.

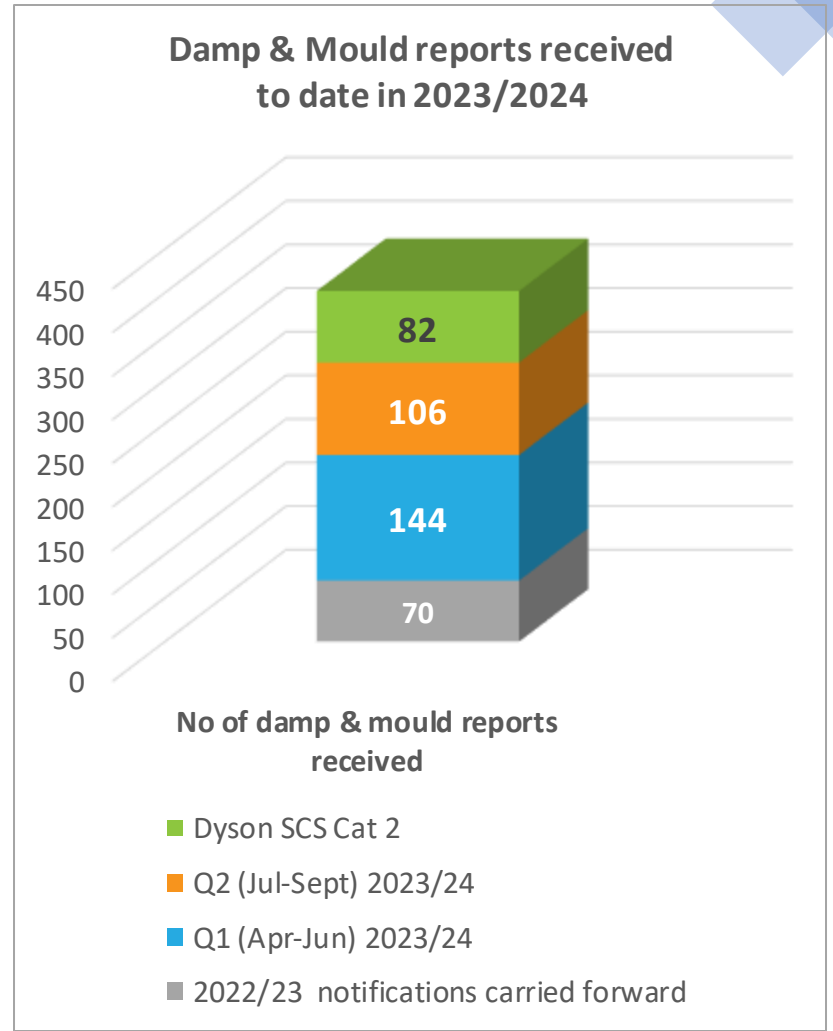


- A stock condition survey of NBBC assets by Michael Dyson Associates was commenced on 26th June 2023.
- At the end of Q2, 2,004 properties had been surveyed, with another 746 due to be carried out in October/November.
- The survey looked to identify hazards across a number of themes including damp and mould.
- 102 surveyed properties were reported by Dyson as having damp and mould hazards.



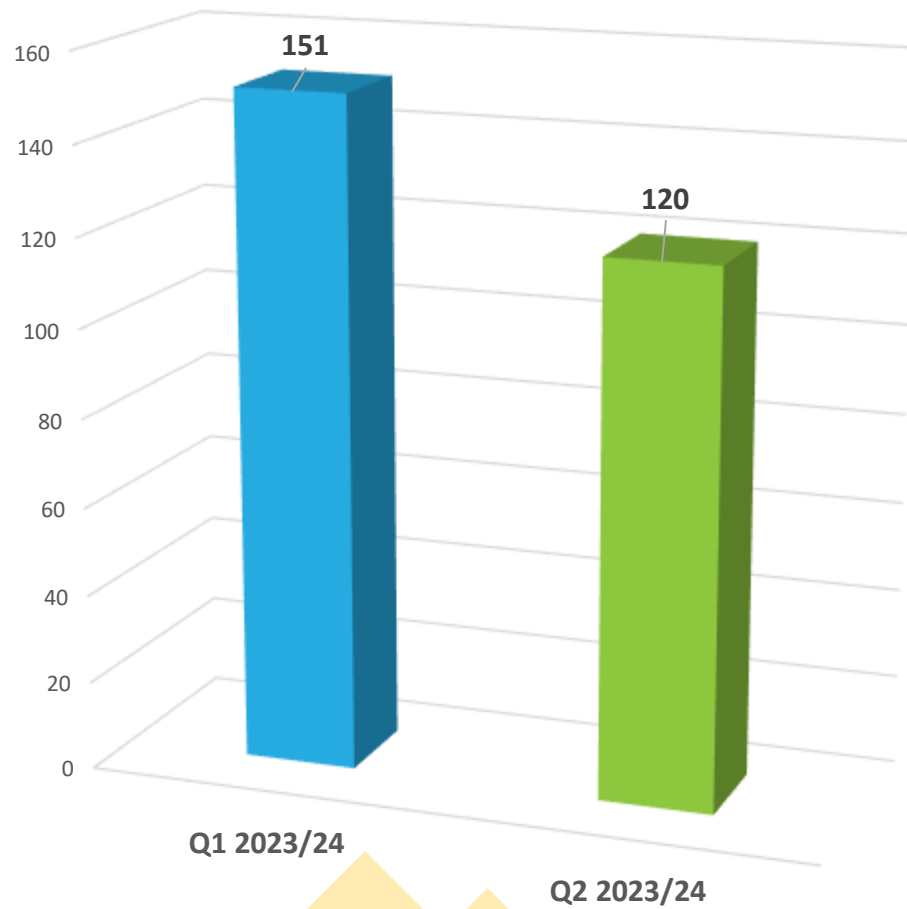
- Properties reported via the survey as having Category 1 damp and mould, are re-inspected as a priority by Council officers to determine cause and what remedial works are required.
- Following re-inspection of the surveyed property by a Council officer, a remedial work request is generated, and a date for repair determined.

The survey re-inspection numbers are included in the following reactive notification figures:

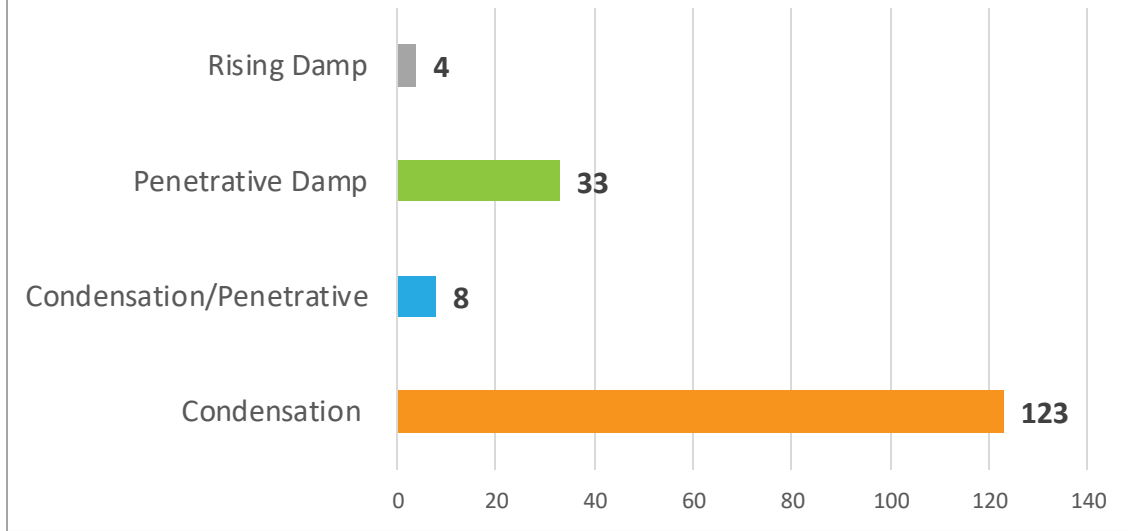


From reactive ...

Reactive inspections carried out to date 2023/24

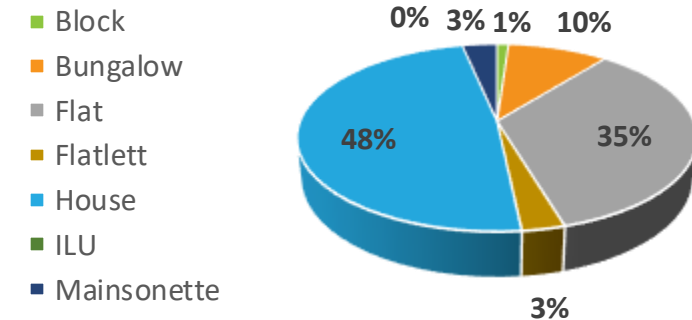


Reactive inspections carried out to date 2023/24
Cases of mould found by type



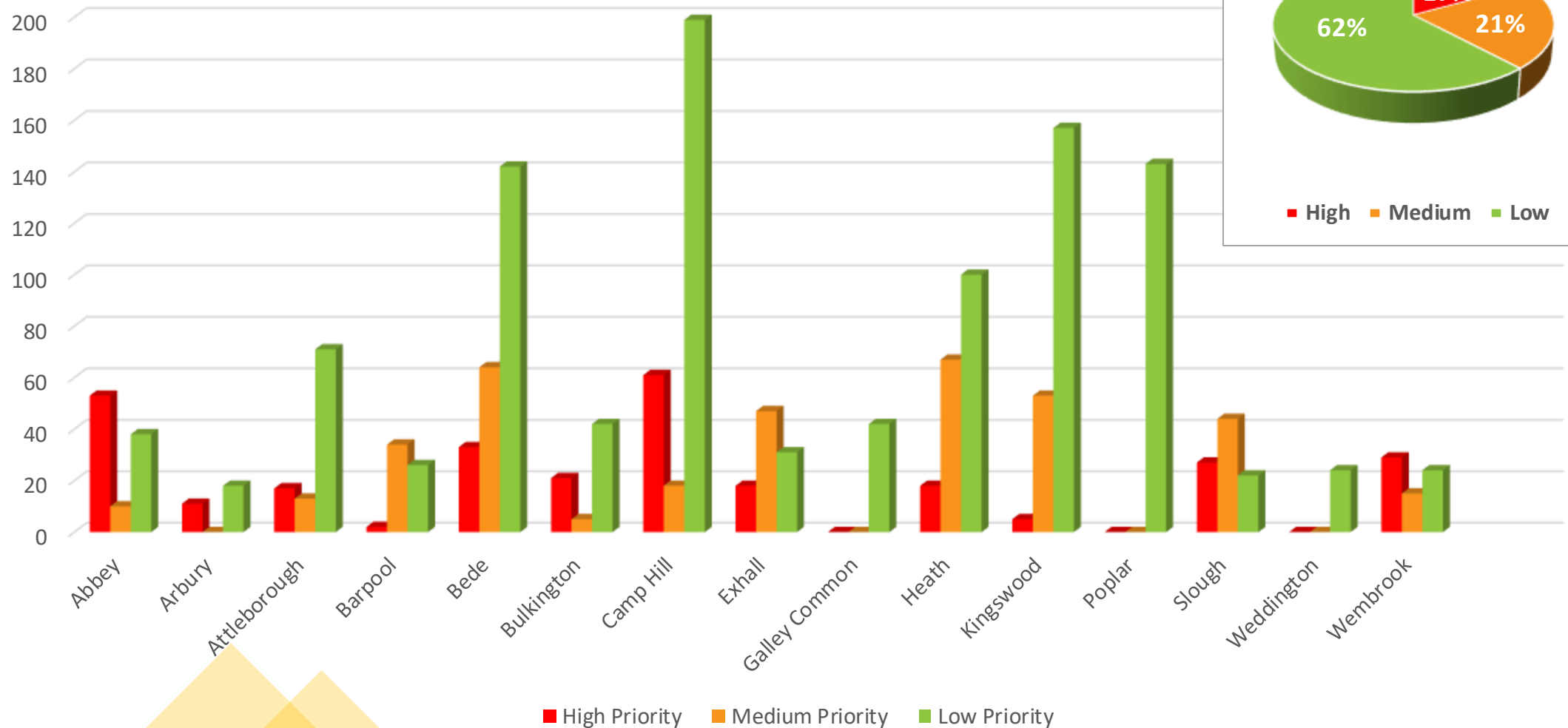
To date in 2023/24, cases of mould were identified at 61% of all properties reactively inspected.

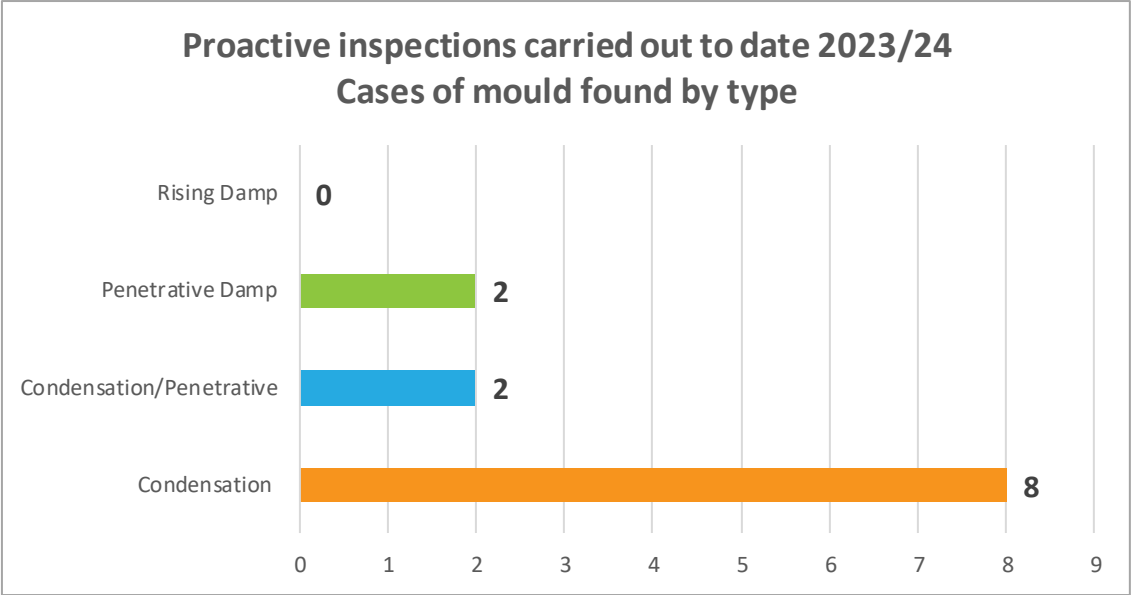
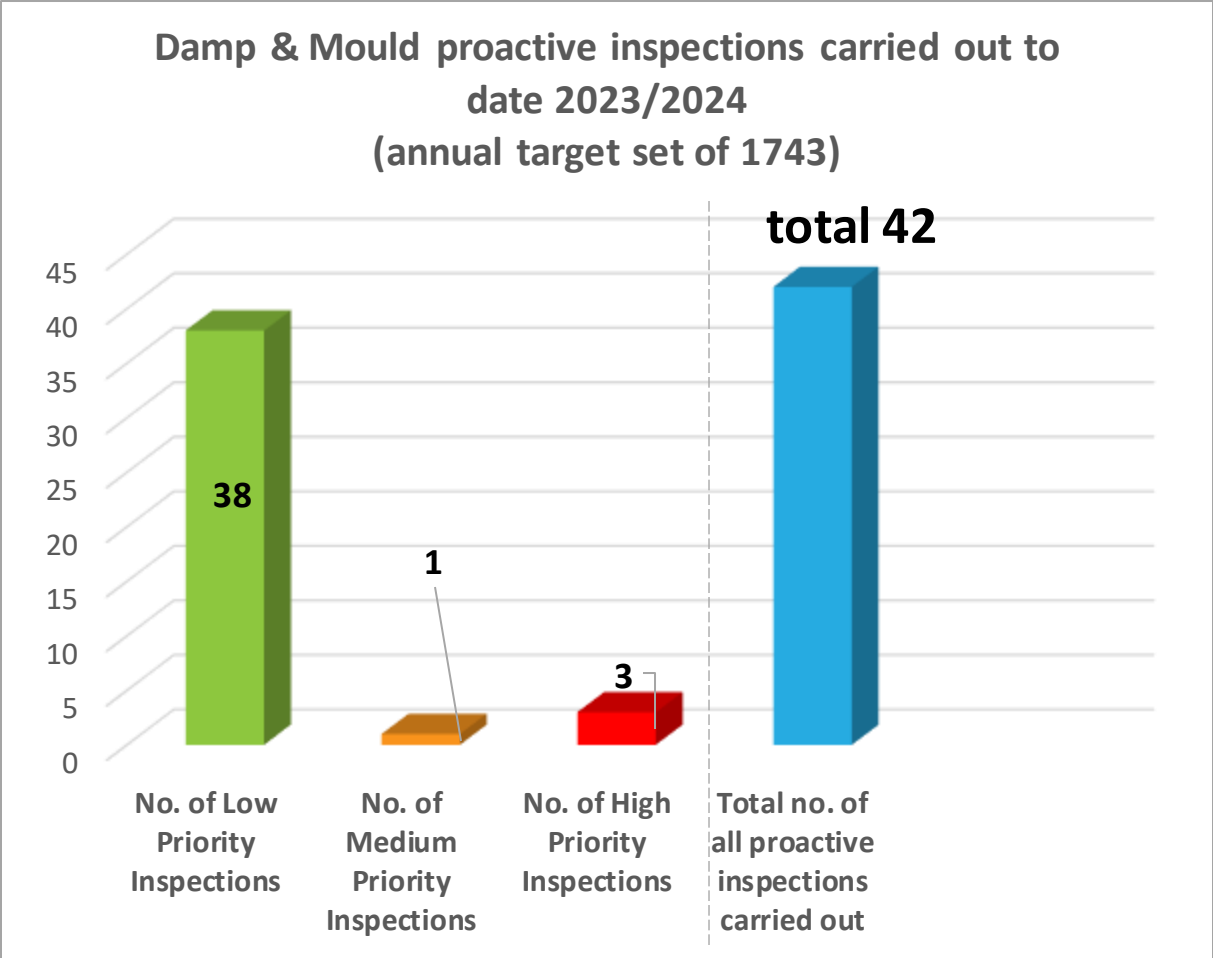
Reactive Inspections carried out to date 2023/24 - by property type



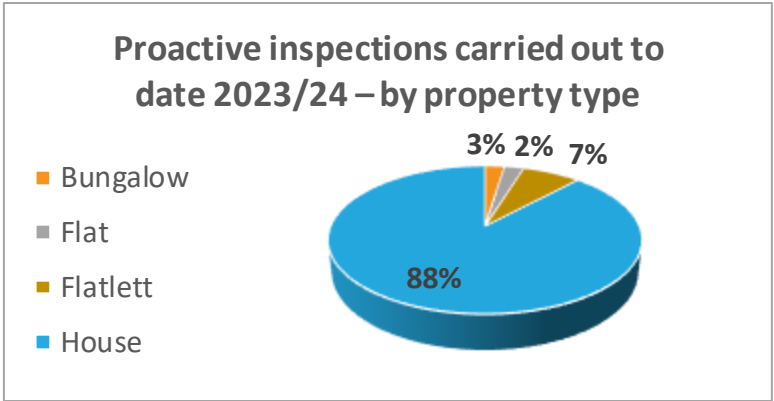
... to proactive

In total 1,749 properties across the borough have been identified and categorised for damp and mould priority inspections.





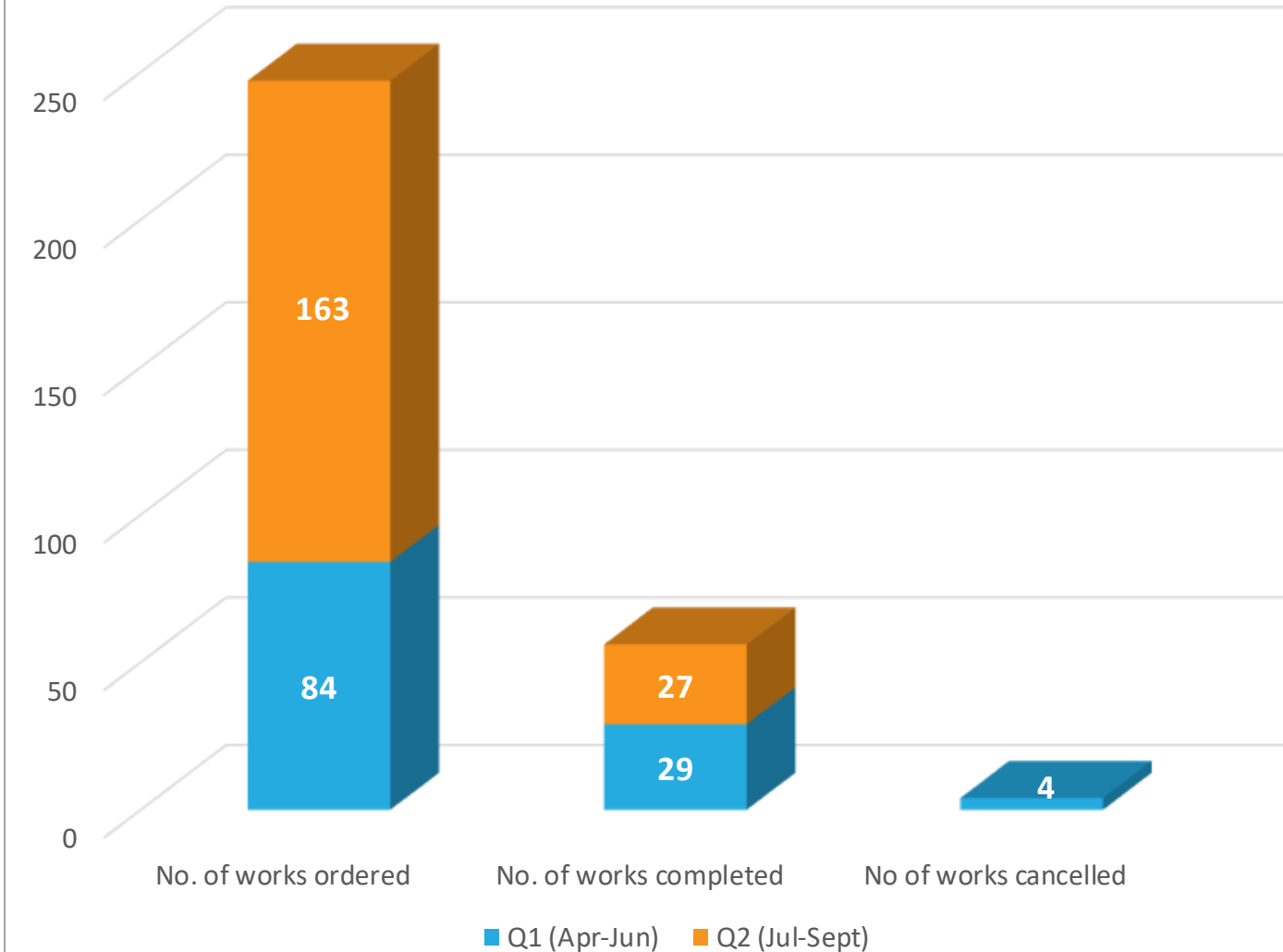
In 2023/24 to date, cases of mould were found at 19% of all properties proactively inspected.



* A total of 72 properties were visited but access was not gained to 30 properties – these properties will be re-visited.

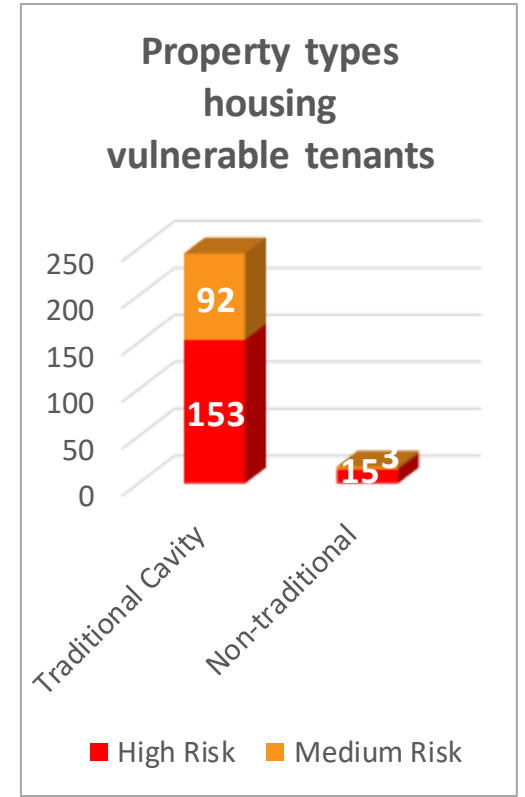
** It is anticipated proactive inspections will increase from Q3 onwards as a trained inspection team (comprising 5 inspectors and 1

Damp & Mould remedial works ordered and carried out to date in 2023/2024



NBBC have
263 vulnerable tenants

168 High Risk
95 Medium Risk



3 new damp meters purchased to help diagnose damp and mould issues.

290 Damp & Mould booklets were distributed to tenants by inspectors.

AGENDA ITEM NO. 11

NUNEATON AND BEDWORTH BOROUGH COUNCIL

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

Date: 23rd November 2023

From: Nicola Botterill – Assistant Director, Social Housing & Community Safety

Subject: Tenant Satisfaction Measures

Portfolio: Housing and Communities – Cllr. C. Golby

Delivering Our Future Theme: 1

Delivering Our Future Priority: 1 & 4

1.0 OBJECTIVES OF SCRUTINY

- 1.1 To provide the Panel with information relating to the outcome of the new Tenant Satisfaction Measures, required as part of the Social Housing (Regulation) Act 2023.

2.0 WHAT IS THE PANEL BEING ASKED TO CONSIDER?

- 2.1 The Panel is asked to consider the background information and the results of the perception survey.
- 2.2 The Regulator of Social Housing advised all social landlords that from 1 April 2023 all registered providers of social housing will need to collect and publish a range of comparable information on areas such as repairs, safety checks and complaints.
- 2.3 The new Tenant Satisfaction Measures will enable tenants to scrutinise their landlord's performance, give landlords insight about where they can improve, and provide a source of intelligence to the RSH about whether landlords are meeting regulatory standards. They are part of the regulator's wider programme of work to develop proactive consumer regulation of the social housing sector, following the introduction of legislation in Parliament.

- 2.4 It is now a requirement for the Council to collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. It is also a requirement for the Council to annually publish their performance.

The Survey

- 2.5 Landlords have been advised that the tenant perception measures listed in the table below (TP01-TP12) must be generated using data from perception surveys only. A perception survey is intended to periodically capture tenants' general views of landlord performance and is not triggered by a recent interaction with the landlord. Providers must not use any data from transactional surveys.

	Tenant Satisfaction Measure
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

- 2.6 The Council commissioned an external company to send out the surveys on the Council's behalf and collate all of the responses. The survey was sent out to tenants throughout June, July and August 2023 and it was sent in paper form. A chaser letter was also sent to tenants to remind them to complete the survey.
- 2.7 A total of 5629 surveys were sent out and a total of 1507 were returned meaning 27% of surveys were returned.

The results are in the attached appendices and are the figures that will be reported back to the Regulator and to our tenants.

- 2.8 The second part of the Tenant Satisfaction Measures relates to management information that the Council holds. The specific measures that need to be reported on are listed in the table below: These specific TSM's will be reported back to the Regulator in March 2024.

	TSMs generated from management information
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

3.0 WHO/ WHAT CAN THE PANEL INFLUENCE?

- 3.1 The panel can examine the results of the survey and provide comments to the Portfolio Holder, Housing and Communities.

4.0 WHAT INFORMATION WILL BE PRESENTED?

- 4.1 The Panel is asked to consider the results included within the following information:

Answer	Total	General Needs	Ind. Living	Total Percentage	GN Percentage	IL Percentage	Q	Percentage Satisfied/Agree
Very satisfied	575	343	232	42.19	39.52	46.87	TP01	80.85
Fairly satisfied	527	336	191	38.66	38.71	38.59		
Neither satisfied nor dissatisfied	127	94	33	9.32	10.83	6.67		
Fairly dissatisfied	61	47	14	4.48	5.41	2.83		
Very dissatisfied	73	48	25	5.36	5.53	5.05		
Yes	858	556	302	62.54	63.69	60.52		80.89
No	514	317	197	37.46	36.31	39.48		
Very satisfied	524	325	199	54.13	51.83	58.36	TP02	
Fairly satisfied	259	164	95	26.76	26.16	27.86		
Neither satisfied nor dissatisfied	62	44	18	6.4	7.02	5.28		
Fairly dissatisfied	57	47	10	5.89	7.5	2.93		
Very dissatisfied	66	47	19	6.82	7.5	5.57		
Yes	814	527	287	63.05	63.65	61.99		78.82
No	477	301	176	36.95	36.35	38.01		
Very satisfied	493	301	192	53.82	51.28	58.36	TP03	
Fairly satisfied	229	149	80	25	25.38	24.32		
Neither satisfied nor dissatisfied	62	42	20	6.77	7.16	6.08		
Fairly dissatisfied	59	41	18	6.44	6.98	5.47		
Very dissatisfied	73	54	19	7.97	9.2	5.78		
Yes	640	414	226	64.52	64.09	65.32		79.56
No	352	232	120	35.48	35.91	34.68		
Very satisfied	545	324	221	44.02	40.5	50.46	TP04	
Fairly satisfied	440	286	154	35.54	35.75	35.16		
Neither satisfied nor dissatisfied	120	91	29	9.69	11.38	6.62		
Fairly dissatisfied	61	45	16	4.93	5.63	3.65		
Very dissatisfied	72	54	18	5.82	6.75	4.11		
Very satisfied	655	393	262	47.4	44.66	52.19	TP05	80.32
Fairly satisfied	455	282	173	32.92	32.05	34.46		
Neither satisfied nor dissatisfied	102	80	22	7.38	9.09	4.38		
Fairly dissatisfied	72	54	18	5.21	6.14	3.59		
Very dissatisfied	80	59	21	5.79	6.7	4.18		
Not applicable/ don't know	18	12	6	1.3	1.36	1.2		
Very satisfied	461	274	187	33.33	31.14	37.18	TP06	66.37
Fairly satisfied	457	282	175	33.04	32.05	34.79		
Neither satisfied nor dissatisfied	201	141	60	14.53	16.02	11.93		
Fairly dissatisfied	95	66	29	6.87	7.5	5.77		
Very dissatisfied	99	74	25	7.16	8.41	4.97		
Not applicable/ don't know	70	43	27	5.06	4.89	5.37		
Very satisfied	497	297	200	36.01	33.6	40.32	TP07	72.89
Fairly satisfied	509	322	187	36.88	36.43	37.7		
Neither satisfied nor dissatisfied	193	137	56	13.99	15.5	11.29		
Fairly dissatisfied	59	39	20	4.28	4.41	4.03		
Very dissatisfied	83	58	25	6.01	6.56	5.04		
Not applicable/ don't know	39	31	8	2.83	3.51	1.61		
Email	258	194	64	16.95	19.3	12.38		
Text	142	95	47	9.33	9.45	9.09		
Letter	742	470	272	48.75	46.77	52.61		
Phone	380	246	134	24.97	24.48	25.92		

Answer	Total	General Needs	Ind. Living	Total Percentage	GN Percentage	IL Percentage	Q	Percentage Satisfied/Agree
Strongly agree	365	221	144	26.9	25.46	29.45	TP08	75.83
Agree	664	420	244	48.93	48.39	49.9		
Neither agree nor disagree	208	144	64	15.33	16.59	13.09		
Disagree	41	30	11	3.02	3.46	2.25		
Strongly disagree	33	21	12	2.43	2.42	2.45		
Not applicable/ don't know	46	32	14	3.39	3.69	2.86		
Yes	350	224	126	25.83	25.87	25.77	TP09	47.96
No	1005	642	363	74.17	74.13	74.23		
Very satisfied	120	68	52	24.49	21.66	29.55		
Fairly satisfied	115	77	38	23.47	24.52	21.59		
Neither satisfied nor dissatisfied	80	53	27	16.33	16.88	15.34		
Fairly dissatisfied	56	37	19	11.43	11.78	10.8		
Very dissatisfied	119	79	40	24.29	25.16	22.73	TP10	70.04
Yes	720	334	386	52.82	38.26	78.78		
No	559	471	88	41.01	53.95	17.96		
Don't know	84	68	16	6.16	7.79	3.27		
Very satisfied	317	145	172	38.61	35.89	41.25		
Fairly satisfied	258	122	136	31.43	30.2	32.61		
Neither satisfied nor dissatisfied	90	50	40	10.96	12.38	9.59	TP11	58.37
Fairly dissatisfied	67	36	31	8.16	8.91	7.43		
Very dissatisfied	89	51	38	10.84	12.62	9.11		
Strongly agree	304	184	120	22.13	20.93	24.24		
Agree	498	326	172	36.24	37.09	34.75		
Neither agree nor disagree	252	158	94	18.34	17.97	18.99		
Disagree	90	63	27	6.55	7.17	5.45	TP12	51.92
Strongly disagree	96	68	28	6.99	7.74	5.66		
Not applicable/ don't know	134	80	54	9.75	9.1	10.91		
Strongly agree	327	179	148	24.22	20.79	30.27		
Agree	374	246	128	27.7	28.57	26.18		
Neither agree nor disagree	219	149	70	16.22	17.31	14.31		
Disagree	90	62	28	6.67	7.2	5.73	TP12	51.92
Strongly disagree	127	89	38	9.41	10.34	7.77		
Not applicable/ don't know	213	136	77	15.78	15.8	15.75		
Yes	164	110	54	13.27	13.91	12.13		
No	1072	681	391	86.73	86.09	87.87		

NICOLA BOTTERILL

Nuneaton and Bedworth Borough Council

FORWARD PLAN SHOWING THE KEY DECISIONS THAT WILL BE MADE IN THE 4 MONTHS BEGINNING 1ST DECEMBER 2023 AND EXEMPT INFORMATION DECISIONS THAT ARE TO BE MADE DURING DECEMBER, 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		December 2023	Brent Davis ☎02476 376347	Brent Davis ☎02476376347	Business & Regeneration	Business, Regen & Planning
22/08/22	Johnson Road, Bedworth – Housing Development / Community Use proposal	Cabinet	No		February 2024	Katie Memetovi c-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Service

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	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/03/23	Parks & Green Spaces Strategy	Cabinet	No		January 2024	David Truslove ☎02476 376569	Kevin Hollis ☎02476 376143	Public Services	Finance and Public Services
31/07/23	Local Levelling Up Plan	Cabinet	No		December 2023	Tom Shardlow ☎02476 376004	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
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		December 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		January 2024	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
30/06/23	Bedworth Civic Hall - Update	Cabinet	No		February 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
30/06/23	Borough Plan Approval for Submission of Examination (Reg 20 stage)	Cabinet/Council	No		December 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning and Regulation	Business, Regen & Planning
31/07/23	General Fund Revenue Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

31/07/23	HRA Revenue Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Capital Outturn 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Collection Fund 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
31/07/23	Treasury Annual Report 2023/24	Cabinet	No		July 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
07/08/23	Co-Mingled, New refuse collection Routes and New MRF (recycling)	Cabinet	No		February 2024	Glen McGrandie ☎02476 376049	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
25/09/23	General Fund Budget Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services

25/09/23	HRA Budget Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
25/09/23	Capital Monitoring Q1	Cabinet	No		September 2024	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
25/09/23	Bedworth Physical Activity Hub Update	Cabinet	No		January/February 2024	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
30/09/23	Infrastructure Funding Statement	Cabinet	No		December 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning & Regulation	Business, Regen & Planning
30/09/23	Article 4 Directions	Cabinet & Council	No		December 2023	Maria Bailey ☎02476 376144	Kevin Hollis ☎02476376143	Planning & Regulation	Business, Regen & Planning
30/09/23	Leisure Decarbonisation Submission	Cabinet	No		November 2023	Katie Memetovic-Bye ☎02476 376147	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services

30/09/23	Draft General Fund Budget	Cabinet	No		December 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
11/10/23	Treasury – Half Yearly report	Cabinet	No		December 2023	Victoria Summerfield ☎02476 376002	Victoria Summerfield ☎02476376002	Finance and Corporate	Finance and Public Services
11/10/23	Supported Housing (Regulatory) Act 2023- NBBC Strategy	Cabinet	No		January 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env and Health
11/10/23	Delivery of Phase 2 Reimagining Nuneaton Museum & Art Gallery	Cabinet	No		December 2023	Catherine Nisbet ☎02476 376483	Kevin Hollis ☎02476376143	Public Services	Finance and Public Services
31/10/23	Housing Strategy 2024-29	Cabinet	No		March 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health
31/10/23	Homelessness and Rough sleeping Strategy 2024-29	Cabinet	No		March 2024	Jane Grant ☎02476 376483	Dawn Dawson ☎02476376408	Housing and Communities	Housing, Env & Health

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)	November 2023	Les Snowdon ☎02476 376249	Tom Shardlow ☎02476 376004	Business & Regeneration	Business, Regen & Planning
12/10/23	Revised Governance Arrangements	Cabinet	Yes	The report will contain information relating to the financial or business affairs of any particular person (including the Authority holding the information)	November 2023	Victoria Summerfield ☎0247637 6002	Victoria Summerfield ☎02476376002	Finance & Corporate	Finance and Public Services

Individual Cabinet Member Decisions
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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		November 2023	Paul Coopey ☎0247637 6400	Dawn Dawson ☎02476376408	Housing, Env and Health
Individual Cabinet Member Decisions – Exempt Items								
	None							

Officer Decisions									
Date entered:	Item - Description	Directorate	In Private Session	Reason for Item being Considered in Private Session	Date	Report Author	Person Responsible	Cabin et Portfo lio	OSP
	None								
Officer Decisions – Exempt Items									

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

Dated: 31st October 2023

Signed: K. Wilson (Leader of the Council)



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?
- Will the review contribute to the Council’s corporate priorities? (Links to Corporate Aims/Objectives, Nuneaton & Bedworth Borough Council aims, objectives, service plans, forward plan, CPA Improvement Plan, strategies, LSP, Community Plan, Local Development Framework etc.

Suggested Work Programme Item	
We need urgently to look at the new flood risks to Nuneaton town centre, Abbey, Camp Hill and Weddington Wards as a result of cancellation of Flood alleviation project	
What category of scrutiny does this fall within	Please tick
Policy Review & Development	<input checked="" type="checkbox"/>
Contributes to continuous improvement	<input checked="" type="checkbox"/>
Public concern	<input checked="" type="checkbox"/>
Holding the executive to account	<input checked="" type="checkbox"/>
Rationale – the reason for suggesting the review e.g. high level of user dissatisfaction	
It has recently been discover that all of the flood alleviation proposals to protect Nuneaton town centre have been cancelled. The proposed solution done in full would have cost £5.7m including all allowances for risk, optimism bias and inflation. It would have stored around 100,000 cubic metres of water to the West of Nuneaton providing flood alleviation for across the wide area from Camp Hill to Weddington.	
Evidence - Government legislation/ survey results/ Council policy/ poor performance against national or local PI’s/ BVR / media interest etc	
A range of documents was produced by the project. Need to involve Warwickshire Flood team.	
Desired outcome of the review	
Some alternative or a phased project to protect the 290 commercial and residential properties from potential £38.7million (cash value) damage.	
Name: Keith Kondakor	Date: 05/10/2023

Briefing Note to partners (Dec 2021)

Updated flood modelling - Bar Pool Brook, Nuneaton

This briefing note summarises progress with the Bar Pool Brook catchment flood modelling and how the baseline data, now available, should be used for future development sites in Nuneaton.

What is the updated baseline flood model for the Bar Pool Brook?

WCC Flood Risk Management team have been working with consultants AECOM to improve the existing flood mapping across Nuneaton from the Bar Pool Brook and its tributaries.

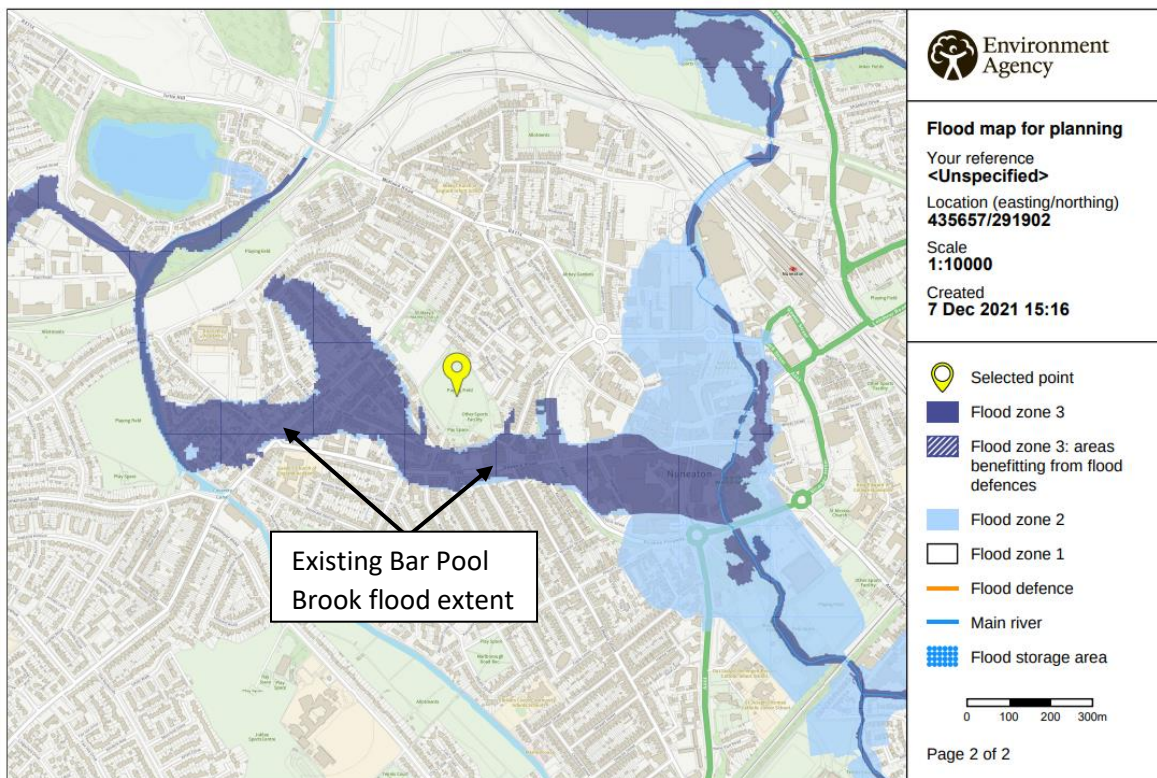
The baseline flood model represents an updated picture of the ‘current day’ flood risk to Nuneaton, without the benefit of any future flood alleviation scheme within the Bar Pool Brook catchment.

The model was submitted to the Environment Agency in November 2021 for a review to ensure it meets their modelling standards, expected completion February 2022.

Why is the flood model being updated?

The existing Environment Agency flood mapping is based on coarse-scale national mapping (known as JFLOW) and is not suitable for use in developing a flood alleviation scheme.

The existing flood mapping is shown below in Figure 1, and includes an annotation showing the Bar Pool Brook flood extent.



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Figure 1 – EA Flood Map for Planning

The updated model will enable WCC to better understand the flood risks from the Bar Pool Brook and use it to develop a flood alleviation scheme within the catchment for the benefit of Nuneaton.

This has involved the development of a detailed 1d-2d hydraulic model for the entire Bar Pool Brook and its tributaries, which includes the complex interactions with the Coventry Canal, Severn Trent Water network and a significant amount of survey work to reflect channel and floodplain capacities and structures.

What do the updated flood extents look like?

Figure 2 below shows the updated flood extents across Nuneaton from the baseline model for the 1% Annual Exceedance Probability (AEP) event and 0.1% AEP event. These correlate to the definitions of Flood Zone 3 and Flood Zone 2 respectively.

Compared with the current coarse-scale EA mapping, the updated modelling shows that some areas are at lower flood risk and others at higher flood risk.

The model was submitted to the Environment Agency in November 2021 for a review to ensure it meets their modelling standards, expected completion February 2022.

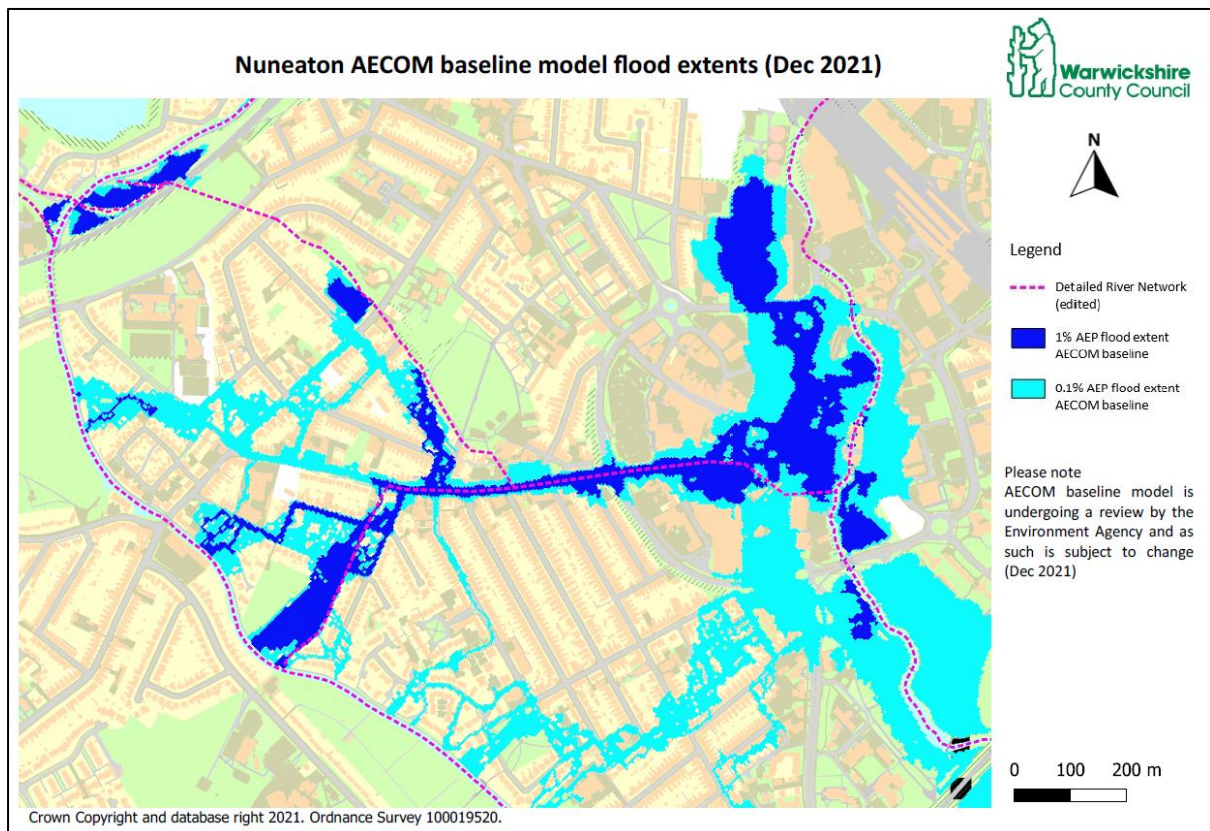


Figure 2 – WCC updated baseline flood extents

How should development sites appraise their flood risk?

The Environment Agency have confirmed with WCC that the updated baseline flood model (Figure 2) is considered to give more accurate flood risk information than the existing EA Flood Map for Planning (Figure 1). As such, the updated baseline model should be used preferentially in site-specific Flood Risk Assessments to understand flood depths, floodplain compensation requirements, finished floor levels etc.

In light of this, we advise that all development sites progressing over the next 2-3 years obtain copies of our baseline flood model so that the flood risk to those sites is appraised using the best available information.

Will the EA Flood Map for Planning be updated with the new modelling?

WCC have discussed with the Environment Agency whether the EA Flood Map for Planning should be updated with the baseline model once the EA have reviewed and approved it.

It is noted that the baseline flood extents will be revised again once the flood alleviation scheme is built. To avoid areas moving into and out of flood risk areas over a relatively short period of time, the decision has been made to update the Flood Map for Planning at the end of the project (once the scheme is built).

Once the flood scheme has been built out, the Flood Map for Planning will be updated to reflect the flood risk benefits of the scheme. An element of flood risk may remain post-scheme (for example from the River Anker and from extreme flood events such as the 1 in 1000 year event). Such details will become available later in the project.

Where can I go for further information?

To obtain copies of the baseline flood model, or for any other queries on the modelling work and flood alleviation scheme, please get in touch with Dan Lamb, Senior Flood Risk Management Engineer, on daniellamb@warwickshire.gov.uk

Growth Deal Nuneaton

Economic and Options Assessment

Warwickshire County Council

Project number: 60561949

May 2022

Quality information

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00	27/05/2022	Initial draft			

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1. Baseline Damage Assessment

A baseline damage assessment has been carried out as part of the Outline Business Case (OBC), to determine the baseline flood damages associated with the Nuneaton Growth Deal. This assessment has identified the value of damages over the 50 year appraisal period, to align with the expected scheme design life. Following this baseline assessment, the damages have been compared to the damages associated with the preferred option as part of the option appraisal to calculate the benefits.

1.1 Methodology

To facilitate the economic assessment, the damages have been identified for the 50 year appraisal period in four time periods: 2022 to 2030, 2030 to 2037, 2037 to 2070 and 2037 to 2072. This is in line with the latest Environment Agency guidance for climate change allowances¹.

The baseline scenario represents a 'Do Minimum', which assumes business as usual through maintenance of gullies and sewers and well as the removal of any debris as required. A 'Do Minimum' scenario varies from a 'Do Nothing', which assumes no intervention or maintenance. This scenario was selected as it is more reflective of the current situation, and there is little difference between the two scenarios and damages effectively the same.

1.1.1 Supporting hydraulic modelling

To determine the flood depths to support the assessment, a range of return periods were modelled. Hydraulic modelling was undertaken to establish a new flood risk baseline in Nuneaton. To establish this baseline, 1D/2D hydraulic modelling was undertaken supported by new hydrological flow estimates. This built upon hydraulic modelling completed by Capita AECOM in 2016 on behalf of the Environment Agency. The study modelled and mapped the Wem Brook, the River Anker and River Anker Flood Relief Channel (FRC).

As part of the model update the legacy 2016 modelling was extended to include the following key watercourses identified as contributing to fluvial flood risk in central Nuneaton :

- Bar Pool Brook, extending from its source to the confluence with the River Anker;
- Griff Brook, extending from Bermuda just upstream of Walsingham Drive to the confluence with the Wem Brook;
- Galley Brook, extending from Galley Common just upstream of Hickman Road to the confluence with the Bar Pool Brook;
- Hockley Brook, including a 400m reach to the confluence with the Bar Pool Brook; and,
- Coventry Canal to ensure its interaction with the Bar Pool Brook is correctly represented

This hydraulic modelling represents a 'Do Minimum' scenario, which assumes business as usual. For further information on the return periods and modelling approach, refer to Baseline Hydraulic Modelling Report².

Flood mapping results (depth and extent) for the following return periods were included in the economic assessment:

- 50% AEP event (1:2 year);
- 5% AEP event (1:20 year);
- 2% AEP event (1:50 year);
- 1% AEP event (1:100 year) and,
- 0.5% AEP event (1:200 year).

¹ Environment Agency (2022) Flood and coastal risk projects, schemes and strategies: climate change allowances. Available from: <https://www.gov.uk/guidance/flood-and-coastal-risk-projects-schemes-and-strategies-climate-change-allowances> [Accessed 26 May 2022]

² Baseline Hydraulic Modelling Report (AECOM) 2022

Flood mapping for each return period was used for 2022, 2030, 2039 and 2072. To determine the flood depths and extents for 2030, 2037 and 2070, climate change projections (UKCP18) were used. A climate change allowance of 10% on peak river flow was applied to 2030, 11% to 2037 and 22% to 2070. This is considered to be a conservative approach in line with the latest Environment Agency FCERM guidance for the Humber Catchment. The maximum depth grids (5x5m resolution) from the flood model results were output into GIS to facilitate the inspection of flood depths for assets within the study area.

Further modelling was then carried out for each of the preferred option, to determine the option benefits. Sensitivity testing has been carried out in Section 6 to ensure the results are robust, such as sensitivity testing of property threshold levels, option costs and option benefits.

1.1.2 Identifying flood depths

To identify individual properties at risk, an address point dataset (National Receptor Database, 2014) was used. The National Receptor Database (NRD) includes the property address, post code, property type (e.g. detached residential, semi-detached residential, factory, office, shop etc.) and property coordinates for all assets within the study area. Flood depths for each individual property were obtained in GIS by undertaking a point inspection to determine the flood depth for each return period that intercepts the NRD property point.

1.1.3 Data filtering

The NRD database contains a number of properties and assets which cannot be included in the valuation of the baseline damages. Once the flood depths for each property had been assigned, the database was checked to remove duplicate address points. Upper floor properties were removed and not counted in flooding damages.

Assets with no NRD classification description ('Awaiting classification' and 'Blank') were excluded from the analysis as were the following classifications with negligible susceptibility to flooding as per the guidance in the MCM Technical Note (2016)³:

- Advertising Hoarding
- Bus Shelter
- Caravan
- CCTV
- Development
- Development Site
- Hopper / Silo / Cistern / Tank
- Mausoleum / Tomb / Grave
- Postal Box
- Property Shell
- Street Record
- Static Water
- Unused Land
- Utility

The 999 classification represents properties where the land use is unknown. A similar approach to that recommended in MCM Technical Note (2016)⁴ for reclassifying MCM 999 properties was adopted whereby the non-residential sector average damages were applied. No basement areas have been allowed for in the economic analysis. This was informed by a high level inspection of the area in Google Street View which suggested that the majority of properties do not have basements.

1.1.4 Property thresholds

For both residential and non-residential properties, a threshold value of 0.15m was applied. An initial Google Street View inspection has been carried out to estimate the typical threshold and validate this assumption.

1.1.5 Residential flood damages

Flood damages were obtained from the Multi-Coloured Manual (MCM, 2021). The value of flood damage was based on the residential property type (detached, semi-detached, terrace, flat) and the depth of flooding for each flood scenario. Damage values for 'Short duration, fluvial, major flooding' were adopted as this is a flashy catchment and were then adjusted by a factor of 1.056 to allow for emergency costs (as recommended in the MCM,

³ Chatterton, J.B. (2016) National Receptor Dataset: Property codes with prefix "9". Version 1, May 2016 © Flood Hazard Research Centre, Middlesex University

⁴ Chatterton, J.B. (2016) National Receptor Dataset: Property codes with prefix "9". Version 1, May 2016 © Flood Hazard Research Centre, Middlesex University

2021) and the latest Consumer Price Index (CPI) to account for inflation. The direct flood damages values for different depths are summarised in Table 1-1.

1.1.6 Non-residential flood damages

Non-residential flood damages were also obtained from the MCM (2021). The property damages are based on the non-residential property type, the footprint area (m²) and the depth of flooding for each of the modelled return periods. For NRD 999 properties, the property damages are based on the 'Non-Residential Property Sector Average'. Damage values for 'fluvial, short duration major flood' were used and adjusted to account for the latest Consumer Price Index (CPI) to account for inflation. The direct flood damages values for different depths are summarised in Table 1-2.

Table 1-1: Flood damages for residential properties adopted from the MCM (2021). Values adjusted to account for emergency uplift and latest available CPI

Short Duration, fluvial, major flood. Adopted from MCM (2021) (£)																	
MCM Code	Property Type	Component	Depth (m)														
			-0.3	0	0.05	0.1	0.2	0.3	0.6	0.9	1.2	1.5	1.8	2.1	2.4	2.7	3
11	Detached	Total Damage	2748	2748	10994	17361	29114	36352	43802	49347	54543	59926	66278	71995	77100	87145	91544
12	Semi-detached	Total Damage	3650	3650	9043	12682	19202	22699	26791	29300	32610	36217	40355	44177	48754	56924	60079
13	Terrace	Total Damage	3321	3321	8200	11576	17404	20673	24766	27181	30132	33025	36466	39641	43246	51131	53697
14	Bungalow	Total Damage	2651	2651	11369	17257	25737	31181	37537	42334	47658	53480	60215	66087	71988	82900	87006
15	Flat	Total Damage	2554	2554	7889	11732	17905	21343	25890	28640	31309	33879	36869	39368	41329	47913	49759

Table 1-2: Flood damages for non-residential properties from the MCM (2021). Values adjusted to account for latest available CPI

Short Duration, warning, fluvial, no cellar. MCM (2021) (£)														
MCM Code	Property Type	Depth (m)												
		0	0.25	0.5	0.75	1	1.25	1.5	1.75	2	2.25	2.5	2.75	3
2	Retail	75	357	536	713	905	1042	1174	1312	1531	1668	1777	1823	1891
3	Offices	81	383	563	696	850	949	1062	1200	1409	1544	1666	1718	1786
4	Warehouses	24	337	580	754	917	1058	1154	1272	1400	1425	1467	1482	1520
6	Public buildings	51	252	346	420	511	573	652	739	865	962	1025	1049	1079
8	Industry	15	86	130	168	213	248	282	321	381	418	458	484	517
51	Leisure	357	912	1066	1179	1319	1421	1546	1677	1867	2017	2131	2181	2243
521	Playing Field	5	11	25	27	29	30	31	32	34	35	37	38	38
523	Sports Centre	47	212	299	355	418	453	525	609	717	801	849	863	882
525	Sports Stadium	10	49	76	94	118	132	152	168	200	216	229	235	241
526	Marina	22	63	82	112	136	156	173	193	226	257	286	305	331
960	Substation	40	1388	1851	2298	3569	4419	5684	6139	8632	8662	8689	8708	8718
	NRP Sector Average	58	415	584	738	1008	1191	1431	1575	2024	2115	2190	2224	2270

1.1.7 Write-off and capping damages

Property write off

It is stated in FCERM-AG that properties should be assumed written-off once flooded by an event of 1:3 year return period (33% AEP) or less, as the property would no longer be habitable or functional. Once 'written off' the present day value of the property is taken as an economic damage, but it can no longer accrue flood damages after that point.

The numerical model simulations undertaken for the study included a 1:2 year event (50% AEP). This event is a lower return period than the 1:3 year event and was used in the assessment to determine property write off.

Property capping

FCERM-AG also states that the total PV flood damages for a property over the duration of the appraisal period must not exceed the property market value. The cumulative damages were monitored for each property and once they exceeded the property value, further flood damages were capped and the property did not accrue any more damages.

Property values

The value of each property was required to incorporate write off and capping within the economic assessment. For residential properties, average house sale prices for the Warwickshire region were obtained from The HM Land Registry Price Paid Dataset. The values were averaged for residential property type (detached, semi, terraced, flat) and were used in the assessment. This dataset was last updated in January 2022.

The commercial property values were valued on the rateable value for their business type (provided by the valuation office). Average values for retail, workshops, industry, warehouses and offices between £45/m² and £190/m² were estimated and then multiplied by the building floor space to estimate the rateable value of the business. In accordance with FCERM-AG, the rateable values were then divided by the business yield (6%) to provide an estimate of the market value for flood damage and capping purposes.

1.1.8 Discount rate

Discounting is a technique used to compare benefits (and costs) that occur at different points in time over the appraisal period (i.e. the next 50 years). Standard discount rates have been used to convert all cash damages to PV. This enables the whole life damages, benefits and costs of the options to be compared and also leads to a realistic assessment of the cost implications in today's terms. According to FCERM-AG, the following variable discount rates have been used within the economic appraisal; 3.5% for the years 0 to 30 and 3% for the years 31 to 75 (HM Treasury Green Book, 2020).

The annual average (non-discounted, cash) damages were discounted over the appraisal period to calculate the discounted whole life Do Nothing PV damages.

As an example of discounting applied to the economics assessment, if a property values at £100k (in cash terms) was to be written off in year 10 (i.e. towards the start of the appraisal period) the discount factor applied in year 10 is 0.71 so therefore the economic damage associated with loss of the property (in PV terms) would be £71k. If the property was instead written off in year 30 (towards the end of the appraisal period), the discount applied in year 30 is 0.36 so therefore the economic damage would be £36k (in PV terms).

For Loss of Life and Mental Health damages, a different discount rate has been applied using recent EA guidance based on the revised Green Book (published in 2018). The following discount rates have been used: 1.5% for the years 0 to 30, 1.286% for the years 31 to 50.

The annual average (non-discounted, cash) damages for Loss of Life and Mental Health were discounted over the appraisal period to calculate the discounted whole life Do Nothing PV damages.

1.1.9 Indirect flood damages

In addition to the direct flood damages to residential and non-residential properties, indirect flood losses have been considered. Indirect flood losses reflect deviations from the economic theory that suggests in a perfectly competitive world, all sales or production would simply transfer to a competitor with no financial loss to the nation as a whole. In reality, deviations from the competitive model exist and trade cannot simply be transferred, leading to indirect

flood damages. The areas of indirect flood damages that have been included in the assessment are discussed further below.

Intangible damages

Intangible damages associated with flooding to social health impacts, loss of personal items, disruption to the community etc. were included in the assessment at a rate of £250 per residential property (MCM, 2021). Intangible health damages / benefits are not applicable to non-residential properties.

Damages to vehicles

Flood damage to vehicles was considered at a rate of £5,600 per vehicle (MCM, 2021). For the Do Minimum scenario, this damage was applied to 42% of residential properties at risk of flooding in accordance with the MCM guidance. Vehicle damages are not applicable to non-residential properties.

Evacuation / temporary accommodation

Damages associated with the costs of evacuation / temporary accommodation after flood events have been included. These are based on evacuation costs provided in the MCM (2021) which estimate temporary accommodation and alternative accommodation costs for each residential property at £1,304 and £3,731 respectively. At the strategic scale the distribution of properties requiring temporary or longer term accommodation is unknown there it has assumed that 50% of the residential properties affected by flooding will require temporary accommodation, and 50% will require alternative accommodation. Evacuation damages are not applicable to non-residential properties.

Mental health damages

The costs of flooding associated with mental health have been assessed according to recent the Environment Agency guidance⁵. These damages are calculated per adult per flood event, dependent on the depth of flooding. The average depth of flooding for each return period varies between 0.1 and 0.3 metres, therefore a conservative depth of 0-0.3 metres has been assumed giving damages of £1,878 per adult per flood event. The average number of adults per property is 1.85, therefore the total damage per residential property per flood event is £3,475.

Loss of life

The indirect damages associated with potential loss of life from a flood event have been estimated by following the Defra Flood and Coastal Defence appraisal guidance; Social Appraisal, Supplementary Notice to Operating Authorities – Assessing and Valuing the Risk to Life from Flooding for the Use in Appraisal of Risk Management Measures (2008).

By utilising this guidance and following the 'Risks to people' method, the loss of life (£) per magnitude of flood event was estimated. This calculation was based upon a number of variables for the appraisal area that included the flood hazard rating (variables include the depth and flow of water, and the debris factor), the area vulnerability rating (variables include a flood warning system, speed of flood onset and the nature of the area), and the people vulnerability rating (age of population, health of population). The loss of life (£) for each magnitude of flood event was then factored by the probability of the flood event occurring to determine an annual damage per year associated with loss of life.

⁵ Environment Agency (2020) Mental health costs of flooding and erosion. Available from: <https://www.gov.uk/government/publications/partnership-funding-supporting-documents/mental-health-costs-of-flooding-and-erosion> [Accessed 25 August 2021]

1.2 Baseline Damages

The baseline damages were established for the appraisal period between years 0-50.

1.2.1 Properties at risk

The number of properties expected to be at risk from flooding for a range of return period events under the Do Minimum scenario is presented in Table 1-3 below.

Table 1-3: Total number of properties at risk under the Do Minimum scenario, assuming a property threshold of 0.3m for residential and non-residential properties

Year	Return period event	Residential properties at risk	Non-Residential properties at risk	Total properties at risk of flooding
2022	50% AEP	0	0	0
	5% AEP	6	40	46
	2% AEP	10	77	87
	1% AEP	15	97	112
	0.5% AEP	35	130	165
2030	50% AEP	0	0	0
	5% AEP	8	56	64
	2% AEP	15	100	115
	1% AEP	23	112	135
	0.5% AEP	48	163	211
2039	50% AEP	0	0	0
	5% AEP	8	59	67
	2% AEP	15	101	116
	1% AEP	23	113	136
	0.5% AEP	50	169	219
2072	50% AEP	0	0	0
	5% AEP	12	90	112
	2% AEP	23	112	135
	1% AEP	37	138	175
	0.5% AEP	90	200	290

1.2.2 Damages

The baseline damages for the appraisal period are presented below in Table 1-4 below. In the table, 'Cash' damages refer to the undiscounted damages (presented in today's cash terms) whereas the 'PV' damages are those which include discounting through time. The PV damages are those which are adopted in the benefit cost ratio and funding assessment.

Table 1-4: Total Do Minimum damages

Period	Do Minimum Cash Damages (£k)	Do Minimum PV Damages (£k)
Years 0-50	38,763	17,778

2. Options Assessment

2.1 Longlist Options

A long list of options was developed by WCC (Warwickshire County Council), the options are shown in Figure 2-1. Each option was assessed using a multicriteria analysis with the criteria as follows:

- Flood Risk
- Technical
- Capital Cost
- Scheme Benefits
- Stakeholders
- Environment
- Health and Safety

Following this, each option was given a total score a subsequent RAG status, the full scoring can be seen in 2-1. Wider discussion on the options can be seen in the table in Appendix A.

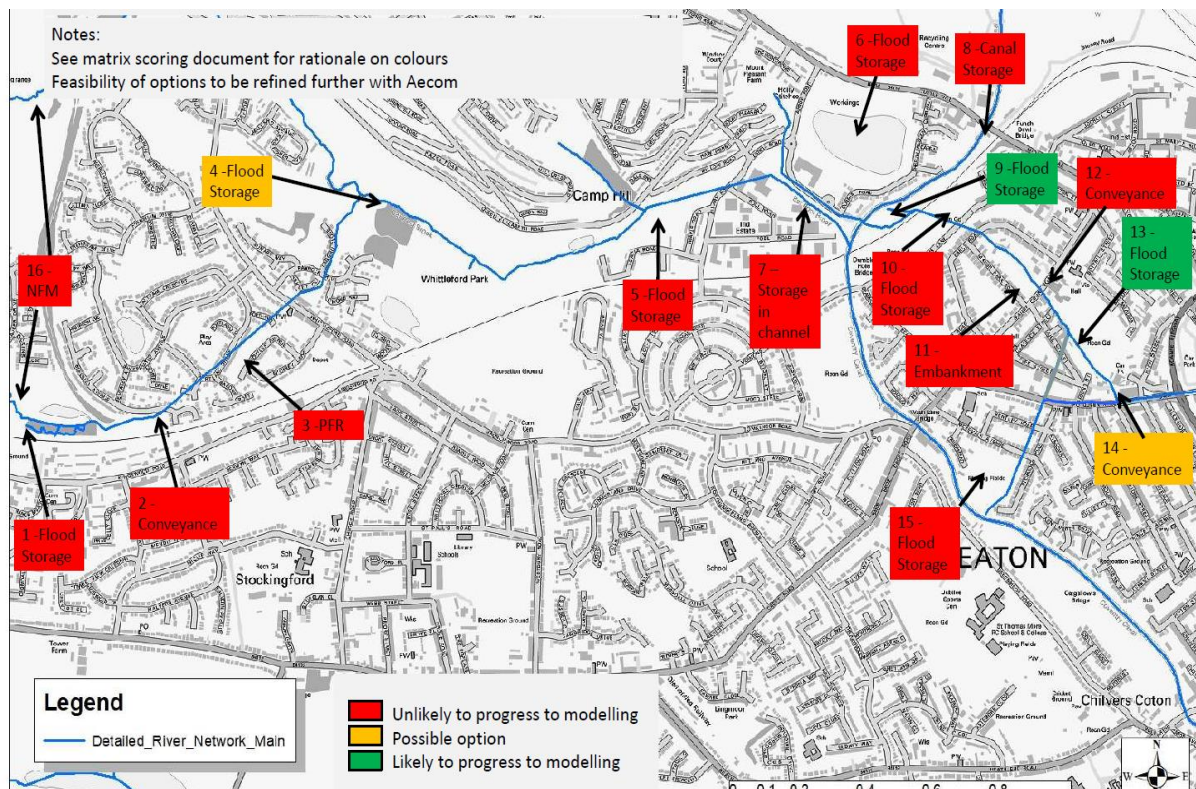


Figure 2-1: WCC Longlist Options

Table 2-1: Long List MCA

ID	Option Name	Flood Cell	Option Category	Option Description	Location	Key Opportunities	Key Constraints	MCA Evaluation Summary							Total Score	RAG Status
								Flood Risk	Technical	Capital costs	Scheme benefits	Stakeholders	Environment	Health & Safety		
1	Whytell Pool Flood Storage	Beverley Avenue	Flood Storage	Construction of a flood storage area with an impounding structure and spillway on the Whyttle Brook in Whyttle Pool area	Whytell Pond & Meadows	Open space upstream of the existing Whytell Pool to create an additional flood storage area to attenuate flows and prevent surcharging at the Beverley Avenue culvert. Access is achievable via Campbell Close. Baseline shows that the area immediately downstream only floods in 100+CC, therefore option unlikely to attract enough FDGIA to proceed.	Situated within a nature reserve and Whytell Pool is used frequently for fishing and by local residents. Modelling of this option is needed in order to confirm the scale of flood storage required and therefore whether the economics would stack up. Planning permission and consents required.	-2	1	-2	-1	0	1	-1	-4	Unlikely
2	Beverley Avenue Conveyance	Beverley Avenue	Conveyance	Increasing embankment crest level & width alongside Beverley Avenue and increasing conveyance by modifying the head wall structure	Beverley Avenue	If existing embankment can be increased and minimal impact on services then capital costs may not be too expensive. Access achievable via the adjacent highway and space for a compound site. Baseline shows that the area immediately downstream only floods in 100+CC, therefore option unlikely to attract enough FDGIA to proceed.	Modelling is required to confirm whether this option is technically viable to prevent flooding. Utility search needs to be carried out to understand any impacts on services and investigation into the condition of the embankment to see whether crest height and width can be increased	-2	0	-1	-1	0	0	0	-4	Unlikely
3	PFR	Beverley Avenue	PFR	Installation of PFR measures to properties at risk on Beverley Avenue, Barons Croft and Knowles Avenue. Measures include flood doors, sump pumps, non-return valves and waterproofing	Beverley Avenue, Barons Croft, Knowles Avenue	PFR could be delivered to the individual homes which are a mixture of detached and semi-detached. Area is not within a conservation area nor are any of the properties listed	Surveys required to determine bespoke products and needs. Properties need to be within Very Significant risk band to qualify for FDGIA. Located within the Trent catchment so Local Levy is capped at £7,500 per property. Baseline shows that the area immediately downstream only floods in 100+CC, therefore option unlikely to attract enough FDGIA to proceed.	-2	1	0	-1	-1	0	0	-3	Unlikely
4	Whittleford Park Flood Storage	Bar Pool Brook	Flood Storage	Construction of a flood storage area upstream in Whittleford Park with off-take weir, control structure and embankments	Whittleford Park	Open area where there are existing ponds so should also be suitable to flood storage. Land owned by Nun & Bed Borough Council which could be contribution in kind. Access via Queen Elizabeth Rd and space for a site compound	Located near the top of the catchment and flood risk is a long way downstream so may not have any benefits. Could fall under the Reservoir Act as cascading ponds. Planning permission and consents required. May be an option to consider if the volumes of flood storage required cannot be met elsewhere.	0	2	-2	-1	0	1	-1	-1	Possible
5	Willow Road Flood Storage	Bar Pool Brook	Flood Storage	Construction of a flood storage area in the open fields adjacent to Willow Road	Willow Road	Open space downstream of existing ponds. Land owned by Nun & Bedworth Borough Council. Access via Willow Road and plenty of space for a compound. Located further downstream so could attenuate flows on Bar Pool Brook before entering the canal	Located within a historic landfill site and therefore not suitable for a flood storage area	1	-2	-2	1	1	-2	-2	-5	Unlikely
6	Quarry Flood Storage	Bar Pool Brook	Flood Storage	A connection from the Bar Pool Brook to the Quarry via a culvert underneath Ballin Road to attenuate water within the disused quarry	Midland Quarry	Vast quarry with huge capacity for water discharge located in close proximity to Bar Pool Brook just upstream of the canal	Technically very challenging to pipe connection from Bar Pool Brook to the quarry and no way of discharging water from the quarry. Health and safety risks during construction phase	1	-2	-2	1	-1	0	-2	-5	Unlikely

ID	Option Name	Flood Cell	Option Category	Option Description	Location	Key Opportunities	Key Constraints	MCA Evaluation Summary							RAG Status	
								Flood Risk	Technical	Capital costs	Scheme benefits	Stakeholders	Environment	Health & Safety		Total Score
7	Ballin Road Channel Storage	Bar Pool Brook	Channel Storage	Putting a control structure within the channel of the Bar Pool Brook to store more water within the channel before reaching the canal	Bar Pool Brook adjacent to Ballin Road	Steep sided banks and a length of channel of approximately 230m mean that additional capacity within the channel could deliver flood risk benefits downstream without complexity of using the canal to take additional flow	No access to the channel, steep sided banks and currently fenced off. Water voles identified in the area.	1	-1	0	0	-1	-1	-1	-3	Unlikely
8	Coventry Canal Storage	Bar Pool Brook	Flood Storage	Utilising the Coventry Canal for additional storage by modifying freeboard levels and overflow weirs accordingly	Coventry Canal	45 mile pound length and reasonable level of freeboard means that canal is thought to have some capacity for additional flows. The canal is already taking estimated 75% of flow during flood event. Concerns regarding managing uncertainties in the hydraulic connectivity of the canal and associated liabilities should an issue arise, has led this option to be deemed unlikely.	Pound length includes 14 overflow weirs which are unique in arrangement and all discharge water to specific locations within Nuneaton. Lack of data means that this is not well understood within the model. Surface water discharge consent and third-party works consent required.	0	-2	-1	1	0	0	-1	-3	Unlikely
9	Between Canal and Railway Storage	Bar Pool Brook	Flood Storage	Construction of a flood storage area within the parcel of land downstream of the canal and upstream of the railway line. Includes construction of embankments, control structure and spillway	Area between the canal and the railway line	Open area where water could be stored to attenuate flows from the Bar Pool Brook and the overflow from the weir which could deliver benefits to downstream areas of Manor Court Road, Queens Road and the town centre. One of few locations downstream of the canal.	Approximately 5,000m ² of land available where water could be stored. Poor access due to small underpass. Access via canal only alternative. Planning permission and consents required. Network rail and Canal and River Trust are stakeholders. Remote underused area, so potential for improved area for public access. No protected species found in recent surveys.	1	-1	0	1	0	2	-1	2	Likely
10	Vernons Lane Flood Storage	Bar Pool Brook	Flood Storage	Daylighting the Bar Pool Brook and creating an online flood storage area with concrete impounding structure and spillway within the fields adjacent to Vernons Lane	Vernons Lane	Large open area downstream of the canal and before watercourse runs through heavily urbanised area with limited space for works. Land is owned by Nun & Bedworth Borough Council so could be contribution in kind. Flood Storage in this area could benefit Manor Court Road, Queens Road and the town centre	This location is an historic landfill site and therefore not suitable for flood storage.	2	-2	-2	1	0	-2	-2	-5	Unlikely
11	Manor Court Embankment	Bar Pool Brook	Embankment	Construction of a flood embankment along the boundary between Manor Court and the rear gardens of Manor Park Road	Manor Court	Opportunity to construct a linear structure to prevent the mechanism of flood risk to the town centre. Would reduce flood risk to Manor Court Road, Queens Road and the town centre	The land is currently owned by Manor Court Residential Home and is used by residents. Located within proximity to a scheduled monument. Land purchase, compensation and planning permission required. Issue of who would maintain the embankment. Updated baseline no longer shows this area as a flood mechanism for downstream flood risk in events up to the 1000yr, and therefore ruled out as a scheme option.	-2	0	-1	2	-1	-1	-1	-4	Unlikely
12	Manor Court Road Conveyance	Bar Pool Brook	Conveyance	Replacing the existing culvert underneath Manor Court Road with a large diameter culvert to increase conveyance of the Bar Pool Brook and reduce volume of water backing up and flowing	Manor Court Road	Main mechanism of flood risk from initial model outputs is from the Manor Court Road culvert and ends up flooding all the way into the town centre. If this option works technically then the scheme benefits it would deliver would be significant.	Likely impacts on services adding to stakeholders and anticipated capital costs and disruption. Modelling required to determine impact on flood risk. Updated baseline no longer shows this area as a flood mechanism for downstream flood risk in events up to the 1000yr, and therefore ruled out as a scheme option.	-2	-2	-2	2	-1	0	-1	-6	Unlikely

ID	Option Name	Flood Cell	Option Category	Option Description	Location	Key Opportunities	Key Constraints	MCA Evaluation Summary							RAG Status		
								Flood Risk	Technical	Capital costs	Scheme benefits	Stakeholders	Environment	Health & Safety		Total Score	
				onto the Manor Park Road highway													
13	Nuneaton Recreation Ground Flood Storage	Bar Pool Brook	Flood Storage	Construction of an offline flood storage area within the recreational ground with offtake weir, embankments and spillway	Nuneaton Recreational Ground	Large open area suitable for a flood storage area / two stage channel. Land is owned by Nun & Bedworth Borough Council. Flood storage area is located immediately upstream of where the Bar Pool Brook enters long culvert before discharging into the River Anker and so could be optimal location. Accesible via Pool Bank Street.	Planning permission and consents required. Works within a public park so health and safety and security issues to consider. Located immediately adjacent to a scheduled monument. May be undesirable to carry out works here. Conservation area, with mature trees to consider.	2	1	-1	0	0	1	-1	2	Likely	
14	Increase Queens Road Culvert	Bar Pool Brook	Conveyance	Localised upsizing the existing culverts from the recreational ground and underneath Queens Road to increase the capacity of the sewer system/culverted watercourse and reduce surcharging	Queens Road	If the culvert is found to be creating a "bottleneck" for flows resulting in surcharging at the Recreation Ground, then by locally increasing the capacity of the culvert, flood risk could be reduced to the town centre.	Depending on location of bottleneck, there could be notable disruption to travel, connectivity to the town centre and local businesses. Likely impact of services adding to stakeholders and capital costs.	2	-1	-1	1	-2	0	0	-1	Possible	
15	Richmond Road Park	Richmond Road Catchment	Flood Storage	Construction of a flood storage area within playing fields south of Merevale Road	Richmond Road	School playing fields where a flood storage area could be constructed immediately upstream of urbanised area where flood risk is assumed.	Owned by Queens C of E School and used for playing fields. Planning permission, consents and land purchase required. Baseline shows that the area only floods in 100+CC, therefore option unlikely to attract enough FDGIA to proceed. Mechanism due to canal overtopping.	0	1	-1	-1	-1	0	-1	-3	Unlikely	
16	NFM	Bar Pool Brook and Whytell Brook	NFM	Using a range of Natural Flood Management measures in the upper catchment to slow the flow and offer some attenuation	Upstream catchment	Some opportunities within the upper catchment to implement NFM measures to slow flow and offer small degree of attenuation	Catchment is reasonably large and therefore not ideally suited to NFM for flood risk benefits. Would need to be implemented with other options. Consents and engagement with various landowners required.	-2	2	2	-2	-2	2	0	0	Unlikely	

2.2 Shortlist Options

Following the production of the long list, consultation with WCC was undertaken and the model developed further. It was then established that additional surveys were required to improve confidence in flood mechanisms along several reaches of the model, see the Baseline Hydraulic Modelling Report⁶ for more information. As a result of these updates, there were changes in flood mechanism within the catchment and some of the options were reassessed.

The mechanism for flooding in Nuneaton town centre is flow coming out of Coventry Canal and flowing overland along the B4102 towards the town centre. The canal is fed by the Bar Pool Brook and high flows from this watercourse cause the canal to overtop. Upstream of the Bar Pool Brook and canal confluence, the Bar Pool Brook is in culvert which limits flows. Where the culvert limits flow, overland flow from Whittleford Park feeds the Bar Pool Brook and Coventry Canal.

Cutting off the flow path from Whittleford Park towards the canal prevents the canal from overtopping and in turn reduces flood risk in the town centre.

The updated assessment of the options is summarised in the Table 2-2.

Table 2-2: Updated shortlist options

ID	Option Name	Option Description	Key Opportunities	Key Constraints	Initial RAG	Change Following Model Update
1	Whytell Pool Flood Storage	Construction of a flood storage area with an impounding structure and spillway on the Whyttle Brook in Whyttle Pool area	Open space upstream of the existing Whytell Pool to create an additional flood storage area to attenuate flows and prevent surcharging at the Beverley Avenue culvert. Access is achievable via Campbell Close. Baseline shows that the area immediately downstream only floods in 100+CC, therefore option unlikely to attract enough FDGIA to proceed.	Situated within a nature reserve and Whytell Pool is used frequently for fishing and by local residents. Modelling of this option is needed in order to confirm the scale of flood storage required and therefore whether the economics would stack up. Planning permission and consents required.	Unlikely	Shortlisted – the option was considered further as most of the flow entering the Bar Pool Brook comes from this tributary. Upstream storage here could help reduce the need for downstream storage.
4	Whittleford Park Flood Storage	Construction of a flood storage area upstream in Whittleford Park with off-take weir, control structure and embankments	Open area where there are existing ponds so should also be suitable to flood storage. Land owned by Nun & Bed Borough Council which could be contribution in kind. Access via Queen Elizabeth Rd and space for a site compound	Located near the top of the catchment and flood risk is a long way downstream so may not have any benefits. Could fall under the Reservoir Act as cascading ponds. Planning permission and consents required. May be an option to consider if the volumes of flood storage required cannot be met elsewhere.	Possible	Shortlisted – modelling showed that the mechanisms of flooding in Whittleford Park directly influence flooding in the town centre. Therefore, storage of flow here benefits town.

⁶ Baseline Hydraulic Modelling Report (AECOM), 2022

ID	Option Name	Option Description	Key Opportunities	Key Constraints	Initial RAG	Change Following Model Update
5	Willow Road Flood Storage	Construction of a flood storage area in the open fields adjacent to Willow Road	Open space downstream of existing ponds. Land owned by Nun & Bedworth Borough Council. Access via Willow Road and plenty of space for a compound. Located further downstream so could attenuate flows on Bar Pool Brook before entering the canal	Located within a historic landfill site and therefore not suitable for a flood storage area	Unlikely	Shortlisted – Overland flow in this area flows into the Bar Pool Brook and Nuneaton Canal causing flooding in the town centre. The main factor in reducing this risk is to prevent this flow path. Storage would have to be above ground due to landfill with an embankment situated as close to Bar Pool Brook pools as possible.
9	Between Canal and Railway Storage	Construction of a flood storage area within the parcel of land downstream of the canal and upstream of the railway line. Includes construction of embankments, control structure and spillway	Open area where water could be stored to attenuate flows from the Bar Pool Brook and the overflow from the weir which could deliver benefits to downstream areas of Manor Court Road, Queens Road and the town centre. One of few locations downstream of the canal.	Approximately 5,000m ² of land available where water could be stored. Poor access due to small underpass. Access via canal only alternative. Planning permission and consents required. Network rail and Canal and River Trust are stakeholders. Remote underused area, so potential for improved area for public access. No protected species found in recent surveys.	Likely	Ruled Out – Updated mechanisms show this area is completed inundated in baseline runs. Area is former landfill and would have to be excavated to achieve any storage.
13	Nuneaton Recreation Ground Flood Storage	Construction of an offline flood storage area within the recreational ground with offtake weir, embankments and spillway	Large open area suitable for a flood storage area / two stage channel. Land is owned by Nun & Bedworth Borough Council. Flood storage area is located immediately upstream of where the Bar Pool Brook enters long culvert before discharging into the River Anker and so could be optimal location. Accessible via Pool Bank Street.	Planning permission and consents required. Works within a public park so health and safety and security issues to consider. Located immediately adjacent to a scheduled monument. May be undesirable to carry out works here. Conservation area, with mature trees to consider.	Likely	Ruled Out – too far downstream to make a difference to flooding in the town centre as flow comes from the Canal as well as the park.

ID	Option Name	Option Description	Key Opportunities	Key Constraints	Initial RAG	Change Following Model Update
14	Increase Queens Road Culvert	Localised upsizing the existing culverts from the recreational ground and underneath Queens Road to increase the capacity of the sewer system/culverted watercourse and reduce surcharging	If the culvert is found to be creating a "bottleneck" for flows resulting in surcharging at the Recreation Ground, then by locally increasing the capacity of the culvert, flood risk could be reduced to the town centre.	Depending on location of bottleneck, there could be notable disruption to travel, connectivity to the town centre and local businesses. Likely impact of services adding to stakeholders and capital costs.	Possible	Ruled Out – too far downstream to make a difference to flooding in the town centre as flow comes from the Canal as well as the park.

2.3 Shortlist Option Modelling

Hydraulic modelling was undertaken of the three shortlisted options to ascertain their effectiveness. The scenarios were modelled as follows:

- Option 4 and 5 were modelled together, neither option alone would store enough volume to cut off the overland flow path to canal – so the two options were modelled in conjunction.
- Option 1, 4 and 5 were modelled together as the inclusion of the upstream storage and option 1 may reduce the volume stored at option 4 and 5

The options were modelled for the 1% AEP and 1% AEP+51%CC scenarios.

2.4 Preferred Option

The results of the hydraulic modelling showed that storage in Whittleford Park and near Willow Road, Options 4 and 5, cut off the flow path to the Nuneaton Canal and therefore flooding in the town centre. The modelling showed that despite storing 20,000m³ in Option 1, this flow then eventually made it's way downstream and into the storage areas 4 and 5 before their respective storage volumes had receded. Therefore, including Option 1 within the combination was ruled out based on technical feasibility.

The option 4 element consists of a spill from the Bar Pool Brook into a designated lowered storage are, as shown in Figure 2-2, and a small embankment upstream. Further details can be seen in the Nuneaton Preferred Option Summary⁷

⁷ Nuneaton Preferred Option Summary (AECOM), 2022

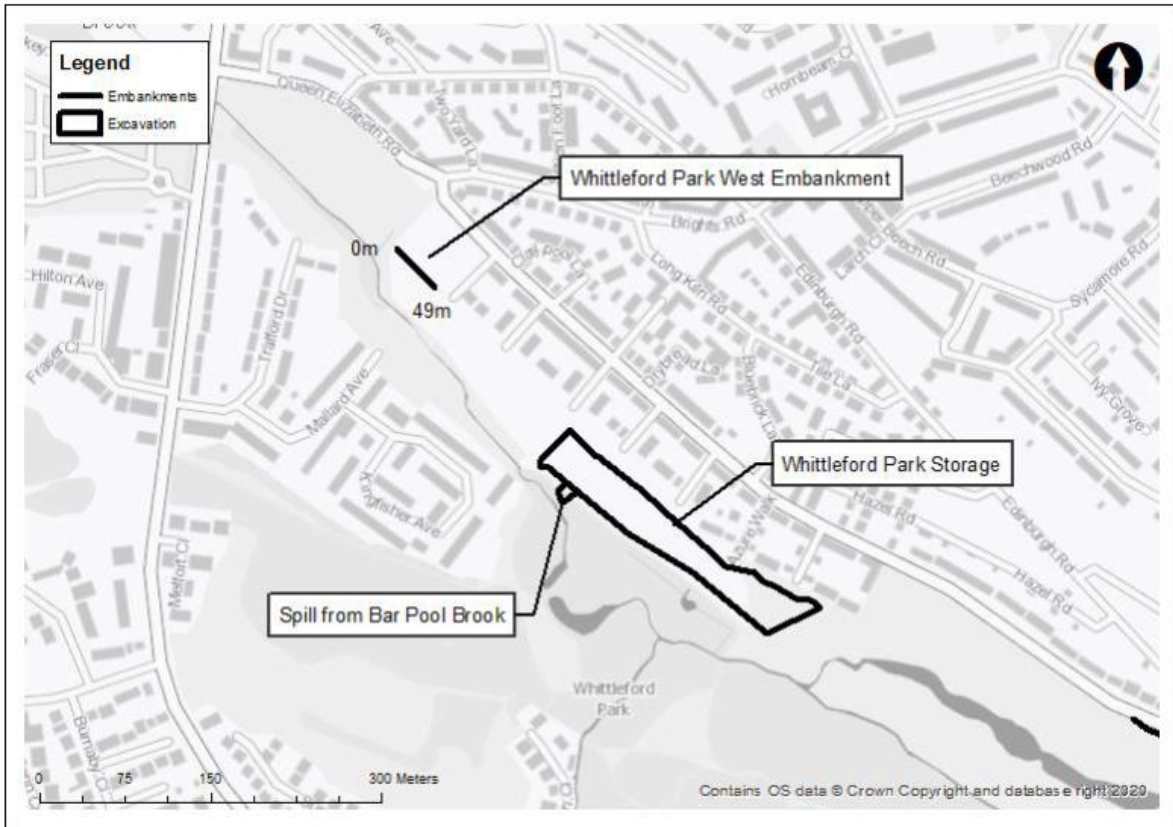


Figure 2-2: Option 4 element of the preferred option

Option 5 consists of a primary embankment which cuts off the overland flow path and stores flow within Whittleford Park. There is a secondary embankment which prevent localised flooding, as shown in Figure 2-3. As the volumes stored within the option will exceed 100,000m³, the need for a spillway was considered. However, there are not realistic alignments for a spillway as there is no watercourse to spill in to and the area downstream of the bund is former landfill. Less flow could be stored within the area by reducing the bund height, but this would mean overtopping occurs, and again without controlled overtopping to a watercourse, this overtopping could impact properties surrounding the bund.

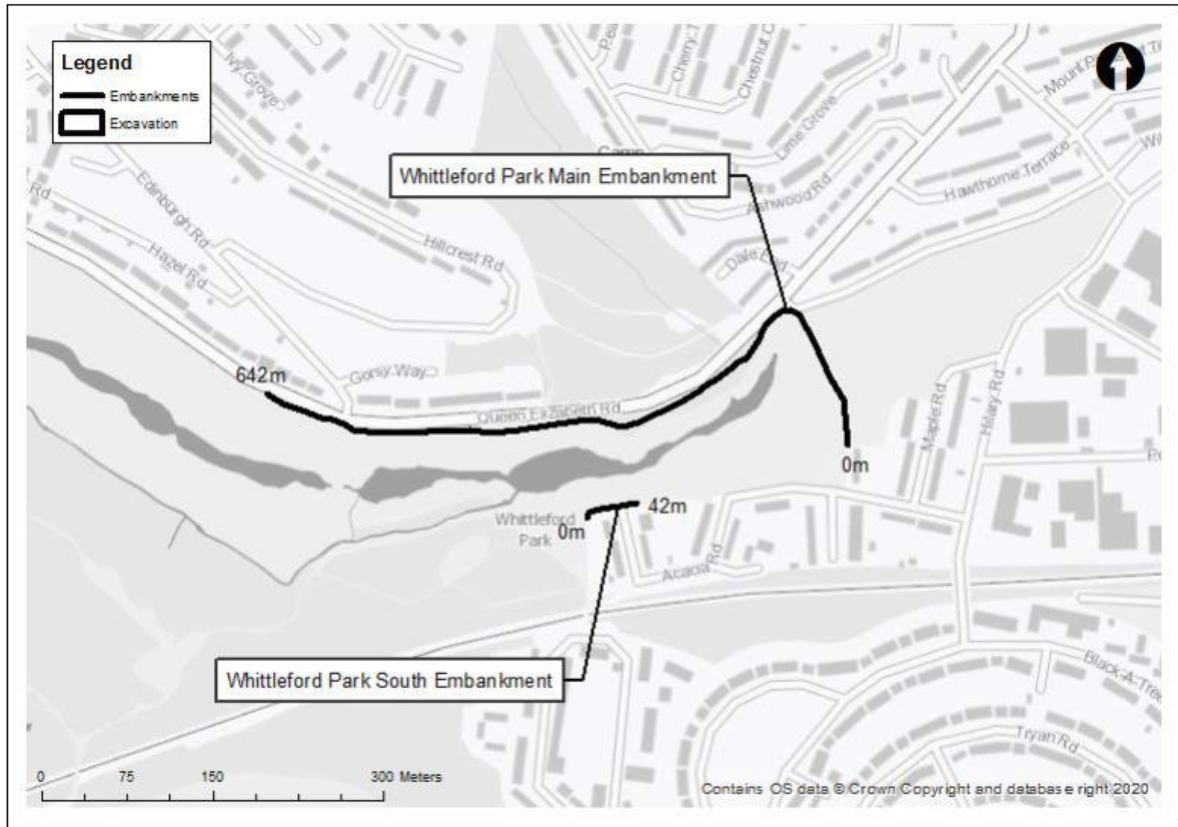


Figure 2-3: Option 5 element of the preferred option

3. Preferred Option Costing

The cost estimations for the preferred option are provided using the best available information, estimated from rates in the civil engineering price book SPONS (2020). These estimates have been uplifted by 12% to reflect rising material and construction costs, resulting from the COVID-19 pandemic.

Preliminary costs have been included at 60% of the total construction costs (including waterside working). An additional 25% has also been included for appraisal and design costs. These costs have been multiplied by a risk contingency of 50% to account for unknown risks such as site compound size / location, potential for buried services, unknown access constraints and ancillary items. In line with FCERM-AG policy, an optimism bias of 30% was then applied as the project is still at outline design stage.

Finally, an additional annual 7% allowance for the construction works have been included, compounded over the next three years, as construction is not expected to take place until 2025. This is in line with the latest guidance from the Environment Agency Delivery Portfolio Board⁸.

Table 3-1 below provides a summary of the costs.

Table 3-1: Option Costs

Preferred Option	Flood Storage Area	Whittleford Park Main Embankment	Whittleford Park South Embankment	Whittleford Park West Embankment	Total
Total Build up Cost, plus 12% uplift (£k)	698	548	18	258	1,289
Preliminaries (£k)	419	329	11	15	773
Appraisal / Design (£k)	174	137	5	6	322
Risk Contingency (£k)	645	507	17	24	1,192
Optimism Bias (£k)	581	456	15	21	1,073
Inflation (£k)	566	445	15	21	1,046
Total Cost (£k)	3,084	2,420	79	114	5,700

4. Preferred Option Benefits

The benefits of the preferred option have been calculated to determine the benefit cost ratio and demonstrate the economic viability of the option. The benefits are calculated as the difference between the baseline 'Do Minimum' damages and the option damages derived from the option modelling. There is no comparison of the benefit cost ratio between options, as the preferred option is the only option taken forward within the economic appraisal.

The ABCR is calculated by dividing the whole life benefits of an option by the whole life costs of an option. The benefits and costs used in the calculation are in PV terms. An ABCR >1 indicates that there is an economic justification for an option (though other options may have a stronger economic case).

Table 4-1 presents the whole life PV option benefits, as well as the PV costs and ABCR.

Table 4-1: Option Benefits

Option	Whole Life PV Cost (£k)	Whole Life PV Benefits (£k)	ABCR
Preferred Option	5,700	16,563	2.90

⁸ Environment Agency (2021) Managing financial pressure on the FCRM programme: Guidance note for Risk Management Authorities on the effect of increasing inflation and financial pressures on scheme viability.

5. Partnership Funding

This appraisal demonstrates economic justification for the preferred option assessed. However, in order to confirm this is the economic leading option in line with FCERM decision rules, further appraisal of the optimum standard of protection will be required (recommended next step).

The costs and benefits of a lower and higher standard scheme should be appraised and subjected to the Incremental Benefit Cost Ratio (IBCR) criteria to confirm the economic optimum and assess FCERM GiA eligibility. The preferred option for the scheme may then be selected based on further consideration of contributions, sensitivity testing and wider objectives.

Once this has been confirmed the final PF score for the scheme can be provided, However, to provide an indication of the raw score, and scale of funding contributions required to deliver a scheme, and initial PF score has been provided below for decision making.

5.1 Partnership Funding Overview

The DEFRA Flood and Coastal Resilience Partnership Funding arrangement defines the level of flood risk management Grant-in Aid (GiA) a project could achieve based on a series of DEFRA Outcome Measure (OM) targets. There are three OMs under which this project can attract GiA:

- **OM1:** All benefits arising as a result of the investment, less than those valued under the other outcome measures;
- **OM2:** Households moved from one category of flood risk to a lower category; and,
- **OM4:** Statutory environmental obligations met through flood and erosion risk management.

As the study area is inland, there is no risk of erosion and Outcome Measure 3 (households better protected against coastal erosion) has not been included.

A full table of the OMs and benefits under each that will qualify for national funding is provided in the latest DEFRA GiA guidance. The table is reproduced in Table 5-1. The assumed flood risk categories and probabilities are in Table 5-2.

Table 5-1: Outcome Measures Summary (Environment Agency, 2021)

OM no.	Outcome Measure definition	Benefits and outcomes qualifying for national funding	Payment rate	Examples of funding levels from Government
OM1	Average benefit to cost ratio of schemes	Under OM1, present value of whole-life benefits of the current investment, less benefits paid for or payments made under the other outcome measures.	OM1a: 6p per £1 of qualifying benefit	These include avoidance of damages to e.g. business, agriculture, local government, communications, infrastructure, utilities and public health
OM1a	<i>OM1a relates to overall benefits of a scheme</i>			
OM1b	<i>OM1b is a subset of 1a, people related benefits</i>		OM1b: 20p per £1 of qualifying benefit	
OM2	Households moved from one category of flood risk to a lower category	Under OM2, present value of direct damages to residential properties and their contents avoided, in the: -20% most deprived areas -21-40% most deprived areas -60% least deprived areas	45p per £1 30p per £1 20p per £1	Based on moving a single household from a higher risk category to a lower risk for the duration of the project appraisal period
OM2a	<i>OM2a are measured as households at risk today, better protected by the investment</i>			
OM2b	<i>OM2b are measured as additional households at risk up to 2041 that are better protected by the investment</i>			

OM no.	Outcome Measure definition	Benefits and outcomes qualifying for national funding	Payment rate	Examples of funding levels from Government
OM4a	Habitats enhanced – habitat conditions restored and enhanced	OM4a is for habitat improvements, based on the type and condition of the habitat 'before' compared to 'after'	20p per £1 qualifying benefit.	Based on hectares of habitat by condition and type restored or enhanced
OM4b	Rivers enhanced – river conditions restored and improved	OM4b is for river improvements, based on comprehensive restoration, partial restoration or physical/habitat enhancement		Based on kilometers of habitat restored or improved

Table 5-2: Flood Risk Categories and Assumed Flood Probabilities (Environment Agency, 2021)

Risk category	Annual chance of flooding
Very significant	5% or greater (standard of protection less than or equal to 1:20)
Significant risk	Greater than 2% but less than 5% (standard of protection 1:21 to 1:49)
Intermediate risk	Greater than 1% but less than 2% (standard of protection 1:50 to 1:99)
Moderate risk	Greater than 0.5 % but less than or equal to 1% (standard of protection 1:100 to 1:199)
Low risk	0.5% or less (standard of protection 1:200 or above)

The Environment Agency has prepared a standard spreadsheet calculator (2021 version) to calculate the level of FCERM GiA based on a series of input parameters. These include whole life option costs, benefits (OM1) and the number of properties moving from one flood risk band to another (OM2s). The partnership funding calculator provides a GiA contribution (£) and an initial 'Raw' OM score which can be used to assess the likelihood of a scheme attracting partnership funding. The GiA contribution represents a theoretical maximum funding value that could be available based upon the outcomes delivered by the scheme.

The DEFRA policy statement puts forward a minimum OM threshold of 100% to receive national funding, but notes that any contributions secured towards projects scoring 100% or above can either a) reduce the cost of the scheme to the national taxpayer, making it more likely to go ahead sooner rather than later or b) be used to help fund other local schemes in the local strategy. For more details and definitions of each term used in the Partnership Funding calculator please refer to the Partnership Funding guidance documents (2021).

Indicative Partnership Funding Score

The Partnership Funding score for the preferred option has been calculated based on the costs and benefits calculated in Section 4.

The benefit period for the Partnership Funding calculator is 50 years. This is in line with the Partnership Funding Guidance⁹ which specifies that the duration of benefits should relate to how long the asset providing the defence are expected to last before the next capital investment that exceeds 20% of the project cost is required.

Table 5-3 presents the estimated GiA available as £1,122k. This GiA will only become available if the funding shortfall of £4,578k is met. Once this funding shortfall is met, the raw partnership funding score would increase from 20% to 100% and the GiA can be granted.

Table 5-3: Partnership Funding Score for the Leading Economic Option

Option	Duration of Benefits	Benefit Cost Ratio	Raw Partnership Funding Score	Funding Shortfall (£k)	Estimated amount of GiA available (£k)
Preferred Option	50 years	2.9	20%	4,578	1,122

⁹ Environment Agency (2014) Calculate Grant in Aid funding for flood and coastal erosion risk management projects: Guidance for risk management authorities. Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1026853/Calculate_grant-in-aid_GiA_funding_for_FCERM_projects_2014_.pdf [Accessed 29 November 2021]

Table 5-4 and Table 5-5 (overleaf) present the properties moving between flood risk bands with the scheme in place, over the 50 year benefit period, used to calculate OM2As and OM2Bs. This shows the properties whose risk is improved by the scheme, as well as those where the risk is unchanged or increases. The flood risk bands are provided within the Partnership Funding calculator as follows:

- Very Significant risk $\geq 5\%$
- Significant risk $< 5\%$ to $> 2\%$
- Intermediate risk 2% to $> 1\%$
- Moderate risk 1% to $> 0.5\%$
- Low risk $\leq 0.5\%$

Table 5-4: OM2A - Properties at Risk Today Moving Between Flood Risk Bands (Over the next 50 years)

Risk Bands	Level of Property Deprivation		
	20% most deprived	21% to 40% most deprived	60% least deprived
Moderate risk to Low/No risk	3	10	3
Moderate risk to Moderate risk	0	8	1
Moderate risk to Intermediate risk	0	6	0
Moderate risk to Significant risk	0	0	0
Moderate risk to Very Significant risk	0	0	0
Intermediate risk to Low/No risk	1	1	0
Intermediate risk to Moderate risk	0	4	2
Intermediate risk to Intermediate risk	0	0	0
Intermediate risk to Significant risk	0	0	0
Intermediate risk to Very Significant risk	0	0	0
Significant risk to Low/No risk	2	1	1
Significant risk to Moderate risk	0	0	0
Significant risk to Intermediate risk	1	0	0
Significant risk to Significant risk	1	1	0
Significant risk to Very Significant risk	0	0	0
Very Significant risk to Low/No risk	2	0	2
Very Significant risk to Moderate risk	0	1	0
Very Significant risk to Intermediate Risk	0	0	0
Very Significant risk to Significant risk	0	0	0
Very Significant risk to Very Significant risk	0	0	0

Table 5-5: OM2B - Properties at Risk in 2040 Moving Between Flood Risk Bands (Over the next 50 years)

Risk Bands	Level of Property Deprivation		
	20% most deprived	21% to 40% most deprived	60% least deprived
Moderate risk to Low/No risk	1	1	0
Moderate risk to Moderate risk	0	0	0
Moderate risk to Intermediate risk	0	0	0
Moderate risk to Significant risk	0	0	0
Moderate risk to Very Significant risk	0	0	0
Intermediate risk to Low/No risk	0	0	0
Intermediate risk to Moderate risk	0	0	0
Intermediate risk to Intermediate risk	0	0	0
Intermediate risk to Significant risk	0	0	0
Intermediate risk to Very Significant risk	0	0	0
Significant risk to Low/No risk	0	0	0
Significant risk to Moderate risk	0	0	0
Significant risk to Intermediate risk	0	0	0
Significant risk to Significant risk	0	0	0
Significant risk to Very Significant risk	0	0	0
Very Significant risk to Low/No risk	0	0	0
Very Significant risk to Moderate risk	0	0	0
Very Significant risk to Intermediate Risk	0	0	0
Very Significant risk to Significant risk	0	0	0
Very Significant risk to Very Significant risk	0	0	0

6. Sensitivity Testing

A number of factors have been considered during the economic assessment to ensure that the results are robust against a wide range of sensitivities. These sensitivities include property threshold levels, increased / decreased option costs and increased / decreased option benefits.

Property Threshold Levels

Property threshold levels have been assumed to be 0.15m in the assessment. To test the sensitivity of this assumption in relation to the baseline damages, the property threshold has been decreased to 0.05 and 0.1m, then increased to 0.2m. Table 6-1 presents the changes in the total 'Do Minimum' baseline damages with the different threshold values. This indicates that the economic assessment is sensitive to the changes in property threshold value, and decreasing the property threshold to 0.1m would increase the damages by 45%. This comparison demonstrates that assuming a 0.15m threshold is a conservative approach.

It is highly recommended that a more detailed property threshold survey is undertaken as soon as possible to refine the assumptions made and improve confidence in the economic and funding case for the scheme.

Table 6-1: Property Threshold Sensitivity Test

Option	Property threshold Level			
	0.05m	0.1m	0.15m (original)	0.2m
Do Minimum	37,500	25,826	17,778	12,333
Percentage change from original	111%	45%	N/A	31%

Option Costs

According to the HM Treasury Green Book, Optimism Bias should be applied to the costs of a scheme to account for uncertainty in:

- Capital costs;
- Works duration;
- Operating costs; and,
- Under delivery of benefits.

Table 6-2 demonstrates whether applying an increase or decrease in construction costs by 30% significantly impacts the economic case for each of the options that have been developed. With the cost increased by 30% the benefit cost ratio remains above 1 and therefore the economic case remains justified.

Table 6-2: Optimism Bias Sensitivity Test

Option	PV Benefits (£k)	PV Costs (£k)			ABCR		
		30% Decrease	Original	30% Increase	30% Decrease	Original	30% Increase
Preferred Option	16,563	3,990	5,700	7,410	4.15	2.90	2.24

Partnership Funding Sensitivity

The Partnership Funding Calculator for the preferred option has been sensitivity tested to review the impact of increasing the whole life PV costs and a reduction of the schemes duration would have on the PF score. Table 6-3 indicates that an increase in the whole life PV costs causes the PF score to reduce, as does a reduction in the duration of the benefit period (from 50 to 37 years).

Table 6-3: Partnership Funding Sensitivity Test

Option	Original PF Score	PF Score	
		Increase in Whole Life PV costs by 25%	Reduced Duration of Benefits by 25%
Preferred Option	20%	16%	19%

Appendix A Long List Options

**Nuneaton Flood Scheme
WCC/NBBC roundtable workshop
Meeting Notes**

**9:30am to 11:00am 12 July 2022
Microsoft Teams**

Purpose: To present the outcomes of the feasibility stage of the Bar Pool Brook Flood Alleviation Scheme, including a discussion on the key delivery challenges and to seek an agreement on the future direction of the project.

Chair: David Ayton-Hill

Attendees

Cllr Jeff Clarke, Elected Member	JC	WCC/NBBC
Cllr Martin Watson, Elected member	MW	WCC
David Ayton-Hill, Assistant Director, Communities	DAH	WCC
Catherine Marks, TN Programme Manager	CM	WCC
Les Snowdon, Head of Estates & Planning	LS	NBBC
Danny McAree, Principal Land and Property Officer	DM	NBBC
Matt Crossley, Green Spaces Planning Officer	MC	NBBC
David Truslove, Parks and Green Space Manager	DT	NBBC
Tom Hobbs, TF/FHSF Programme Manager	TH	NBBC
Jagjit Mahal, Flood Risk Management Delivery Lead	JM	WCC
Dan Lamb, Senior Flood Risk Management Engineer	DL	WCC
Reena Ghattaura, Business Support Officer	RG	WCC
Daniel Cresswell, Engineering Design Services	DC	WCC

Apologies

Cllr Kristofer Wilson, Elected Member	NBBC
Cllr Clare Golby, Elected Member	NBBC
Cllr Christopher Watkins, Elected Member	NBBC
Cllr Wallace Redford, Elected Member	WCC
Scott Tompkins, Assistant Director, Environment Services	WCC
Brent Davis, Chief Executive	NBBC
Dawn Dawson, Director, Housing, Economy and Communities	NBBC
Helena Lidgate, Green Space Officer	NBBC
Kevin Hollis, Director, Public Services	NBBC

Agenda

No.	Item	Lead
1	Welcome and Introductions	DAH
2	Background and progress to date	DL
3	Initial design cost and benefit	DL
4	Discussion on priority moving forward	DL / All
5	AOB	

1. Welcome and Introductions (DAH)

DAH – We'd like to use this opportunity to show where we are in developing a solution to the flood risk in Nuneaton, what our options are and discuss how best to move forward.

2. Background and progress to date (DL)

Please refer to the accompanying slides from the meeting 'NBBC-WCC Flood Workshop – 12July2022'

DL presented the background context of the flooding issues in Nuneaton, and the survey and modelling work completed to better understand the existing flood risk to Transforming Nuneaton sites and the wider Bar Pool Brook catchment.

MW – Will these maps be made public – for residents and developers to view?

DL – At the moment, the updated flood map is not available publicly. This is because the model is going through a formal review process with the Environment Agency. Once this review is complete, we will look to update the external-facing EA Flood Map for Planning as it gives a much better understanding of the flood risk than the current map. By updating the flood map, we'll be removing quite a few properties from flood risk also.

JC – Any detail on when these areas were last flooded?

DL – [with reference to Slide 5] the flood extents from the updated WCC/AECOM model shown in the slide indicate the 1 in 100-year event (in dark blue) and 1 in 1000-year event (light blue). These are typically extreme flood events and therefore plausibly have not been experienced in the lifetime of anyone living/working in these areas. We surveyed a number of residents along the catchment, some of whom remember smaller flood events. To my knowledge, Nuneaton town centre itself hasn't flooded from the river since the relief channel was built.

3. Initial design cost and benefit

Please refer to the accompanying slides from the meeting 'NBBC-WCC Flood Workshop – 12July2022'

JC – What is the possible income of electricity generation – we should be able to capitalise on the flow of water – therefore as a reservoir we should be able to draw electricity from it, should we not?

DL – We have not looked at this option, as if we were to build the reservoir like this initial design, it would only fill up in extreme flood events, so unlikely to be able to generate electricity from it.

JC – Looking at the reservoir scheme from the outset, I am not sure why we should progress it on this basis.

DAH – We are looking at different options to mitigate the risk.

4. Discussion on priority moving forward (DL / All)

Please refer to the accompanying slides from the meeting '*NBBC-WCC Flood Workshop – 12July2022*'

MW – Regarding the need for significant investment in the scheme, could we look at private funding? If we can provide them certainty, private funding could be helpful.

JC – The whole rationale is to ensure we can develop in the town centre as well as look at its financial benefits for developers and investors. We should look forward to redeveloping the town centre, but how would what you propose do that?

DL – We wouldn't be able to remove or reduce any flood zones without the reservoir option – we can only increase resilience of the properties at risk, which should positively impact the premium of their insurance – the reservoir option is not currently affordable.

DAH – We are focussing on the reduction of the flood risk. Perhaps we could consider whether funding could be made available to de-risk development sites as they come forward. Can we live with the flood risks, but find ways to reduce it?

LS – Option 2 seeking to address site levels - how do we do this in town centre? Especially in regard to smaller plots in private ownership, will they have similar issues to the larger properties?

DL – EA funding rules state mean that we won't be able to offer PFR on new properties – for those ones it is more economical to design out the risk when you're at the early stage of planning. FHSF may have different funding criteria. PFR is typically used on existing properties in flood risk areas where larger interventions are not economical or technically feasible.

JC – There are already some flood mitigations on the Bar Pool Brook near Whittleford, where there are 2-3 bodies of water. Some of the Transforming Nuneaton sites are shown to partly flood. How we would mitigate, build, and enable development in those areas and who is bringing funding to the developers to do that?

DL – There are two existing basins in Whittleford park, these basins are in the flood model in 3D, Lidar and topo surveys takes into account the capacity of those existing lakes, so their benefit is in the model. For the reservoir option, we need those embankments and an additional storage area as the volumes are large.

Looking at the red stars [slide 7] flood risk has increased to some sites when compared to existing EA flood map. Conversations on these sites are required on how to mitigate risks, we would need to look at layouts. However, the green stars show TN sites that are significantly benefitting from the updated modelling. Overall there is an improvement from the new model with regards to flood extent.

JC – The bus station site – a new theatre may be going there – can you incorporate that? It would also need to be included in the funding. We are constrained to some extent to get the scheme together due to funding; it is identifying where the funds come from and which bodies.

DAH – Bringing private sector investments into town will help the town centre and help to bridge the gap in funding.

TH – Design on the bus station site is at an early stage. Within the concept design we will need to build in flood mitigation and this will be an additional cost, it is not ideal but it is needed. In terms of Future High Street Fund (FHSF), it is a time-limited fund and needs to be used by March 2024. We cannot use that to support future private developments in the future, so Property Flood Resilience is a good alternative to use the allocated funding, providing we can meet business case and BCR requirements.

DL – EA provide us with a lot of guidance on Property Flood Resilience (PFR) to demonstrate economic benefits such as costs vs damages. We need to understand the details DLUHC would need from us if PFR would still qualify for funding, but we may be able to do the economic case in-house.

JC – For a PFR scheme, what time scales are we looking at?

DL – We need to have a conversation with DLUHC to firstly check we can use the FHSF funding for a PFR scheme. I cannot give any details on time frames currently as, if the answer from DLUHC is yes, we would need to update the business case. Then resident and business owner engagement would begin. Based on experience of delivering PFR schemes, meeting the March 2024 deadline feels achievable providing we can get the ok from DLUHC as soon as possible to start the ball rolling.

CM – Depending on the feedback from DLUHC on areas eligible for these schemes, we may find that Queens Road for example sits outside of the eligible area for the FHSF which is focussed on the town centre. Where would be the focus for the PFR scheme?

DL – From a previous conversation with TH and DD, it is likely that Queens Road wouldn't be eligible for FHSF funding as it sits outside the town centre area defined in the business case. We will confirm that with DLUHC. We could consider a two-phase scheme, where the first phase focuses on the town centre using FHSF. And the second phase focuses on other areas at flood risk using EA funding, which often takes a long time to get approved.

JC – We don't want to be distracted from town centre opportunities.

JC – The updated flood map [referring to slide 7] appears to show more flood risk in the town than the current map. Are we doing the right thing updating the flood map with this information?

DAH – Both images are showing the current flood risk. The existing map on the left is an estimation and the updated flood map on the right is more specific. It portrays a better understanding rather than producing an increase.

JC – Publication of these maps – if we do as is now without any work to mitigate – are we at risks of losing potential projects or developers coming into the town?

DL – There is a change to flood risk to some areas but an overall reduction to properties at flood risk. Reviewing the TN sites, the updated mapping shows there are no longer any sites that are mostly covered in Flood Zone 3, so in theory could make re-developing these sites more workable from a flood risk perspective.

DAH – To summarise, we have a unanimous view that the reservoir option is too expensive with liabilities for ongoing maintenance. We have the business case and economic assessment for this option and for now we'll leave that option "sitting on the shelf". We will focus on smaller scale PFR interventions using the funding from DLUHC. How do we present this to the market and how do we support this?

CM – CM will update the Transforming Nuneaton Programme Board with the outcome from this meeting and provide the Board with an opportunity to give any final input on the direction of the project.

5. AOB

None

Meeting ended.

Briefing Note to TN Members (Feb 2023)

Nuneaton flood scheme - Bar Pool Brook, Nuneaton

This briefing note summarises the outcome of the work to date on the feasibility of a flood alleviation scheme on the Bar Pool Brook catchment in Nuneaton.

What is the background to the project?

Using funding from the Coventry & Warwickshire LEP and the County Council, our consultants AECOM re-modelled the entire Bar Pool Brook catchment to better understand the flood risk to the town and the complex interactions that exist with the Coventry Canal.

The objective was to identify a preferred flood scheme design that reduced high flood risk areas within the town centre.

An iterative flood modelling and assessment process reduced a long list of around 15 possible locations and options for the scheme design. The option that passed this process and met the objective was a design involving the creation of flood storage areas, retaining walls and embankments, and associated structures in Whittleford Park.

The option in Whittleford Park was costed at circa £9.5m and faced a funding shortfall of around £6.9m. Furthermore the design would be designated as a reservoir due to its size and would therefore carry statutory duties.

Following a presentation to a number of TN Board members and councillors on 12 July 2022, it was agreed that the reservoir option would not be progressed any further but instead focus on exploring the feasibility of smaller-scale Property Flood Resilience to at-risk town centre properties.

What progress has been made with exploring Property Flood Resilience (PFR)?

Warwickshire County Council instructed consultants in Autumn 2022 to provide an economic assessment and a review of the feasibility of installing Property Flood Resilience (PFR) measures to the at-risk commercial properties in Nuneaton town centre. Unfortunately, this concluded that a PFR scheme is not a viable option on technical feasibility grounds within the time frame of the Future High Street Fund.

What are the reasons that a PFR scheme is not viable?

The main reasons for this are:

- a) Extensive building work needed to property frontages for passive measures (mainly due to cladding, large glass fronts and sliding doors)
- b) Prohibitively high cost and disruption to businesses in undertaking point a
- c) Level thresholds on most commercial properties is likely to mean kitemarked flood products would be unavailable
- d) Active measures (e.g. barrier deployment) require both a river and surface water flood warning service to allow for activation of measures. No suitable service currently exists for either of these risks. Establishing a well-calibrated and reliable flood warning service for both river and surface water risk is considered unachievable within the scope of the project given the technical lead-in time for implementation. Notwithstanding time, it may simply not

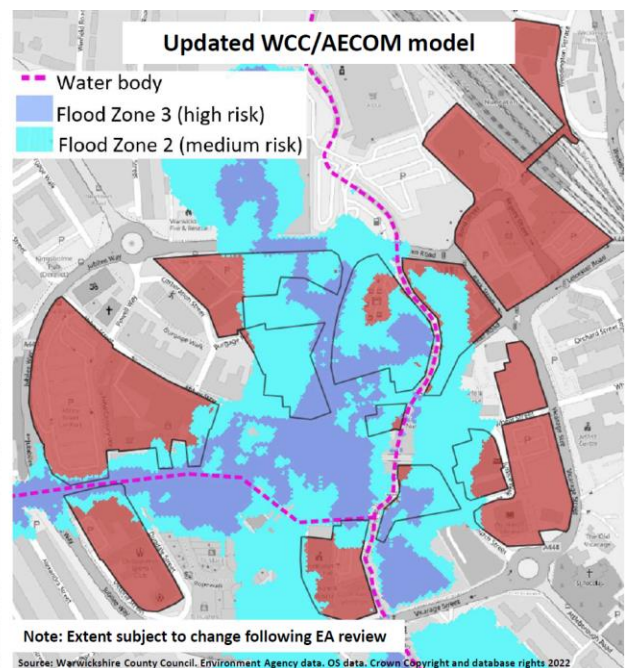
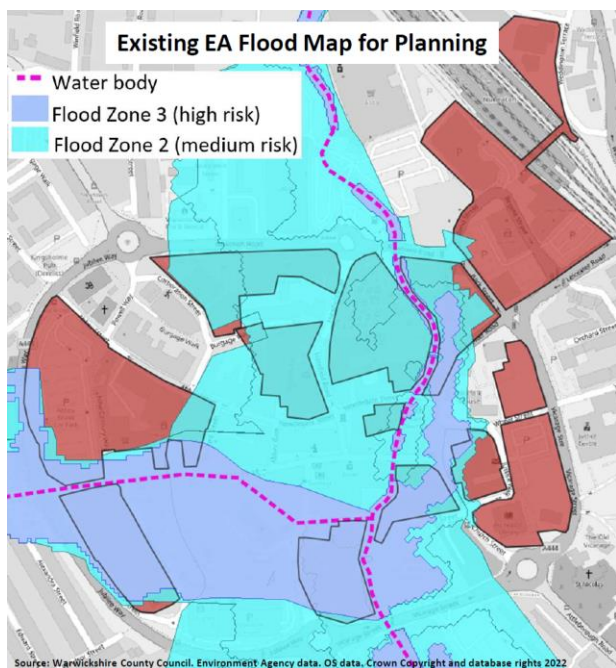
be possible to achieve this for surface water risks given the challenges in forecasting impacts with a suitable confidence in location and rainfall intensity and enough of a lead time for businesses to respond and deploy their PFR measures.

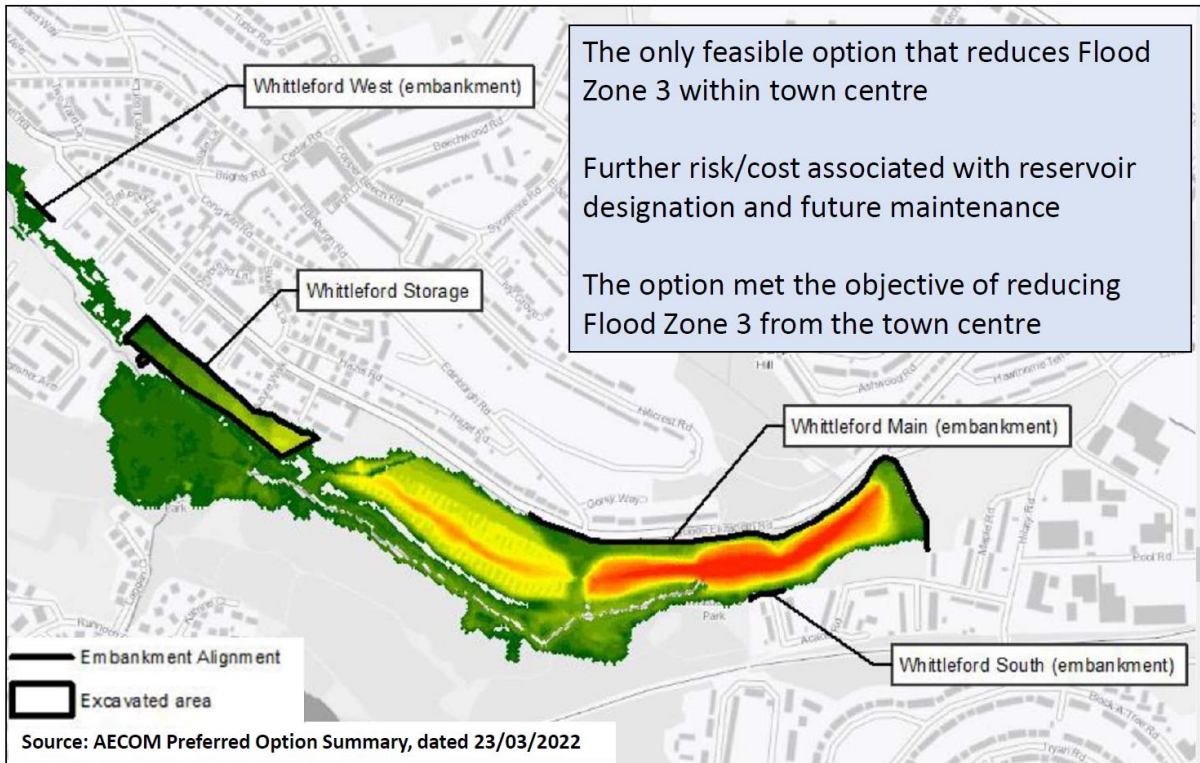
- e) Likely undesirable requirement for businesses to store, exercise and deploy active measures, becoming ineffective unless they can be deployed at short notice and outside of business hours. Deployment of active measures is also likely to cause disruption, with roads and pedestrian areas needing closing or diverting and businesses may need to close – even for false alarms.

What are the benefits and outcomes this work has provided?

Whilst the outcome of the work to date will not result in the delivery of a flood scheme within Nuneaton town centre, there are a number of positives that we can communicate and work that may lay the foundation for further studies in the future. These are:

- A much greater understanding of flood risk in Nuneaton town centre and wider area
- Updated river flood modelling and associated reports, which will be used to update the external-facing EA Flood Map for Planning in the coming months, with many properties benefitting from a reduction in modelled flood risk
- Updated surface water flood mapping and associated reports, to complement the existing EA Risk of Flooding from Surface Water mapping
- Draft Outline Business Case and Economic Assessment for options that would remove flood risk from the town (reservoir option), for possible use/re-work in the future
- Economic Assessment and feasibility report for Property Flood Resilience within the town centre, for possible use/re-work in the future





Where can I go for further information?

For any other queries on the content of this briefing note, please get in touch with Dan Lamb, Senior Flood Risk Management Engineer, on daniellamb@warwickshire.gov.uk

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2023/24

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	On Agenda
	Steve Gore	Integrated Performance Report			29 th June 2023 5 th Oct 2023 1 st February '24 18 th April 2024		Yes Yes
Annual	WCC/Kevin Hollis	HWBB Annual Report	Annual Report from Health and Wellbeing Board		29 th June 2023		Yes
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		Yes
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)	Yes
	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		Yes
Annual	Katherine Orton	Pride in Camp Hill	Annual report of PINCH to update		29 th June 2023	Unable to report/attend	No

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2023/24

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

			and provide performance information for Members				
	Kevin Hollis/NHS	Improving Stroke Services in Coventry and Warwickshire	Briefing note update	Briefing Report	Briefing Note sent to Councillors June 2023		No
	David Truslove	Monitoring the Ground Maintenance Contract	Performance report on the Glendale contract for grounds maintenance.	Performance Monitoring	5 th October 2023		Yes
3 rd Feb 2022	David Truslove	Arboriculture Update	To receive an update on the arboriculture/tree strategy	Briefing Report	Briefing note emailed to Councillors 10/06/2023		No
	Paul Coopey/ Sarah Harper	Review of reducing empty homes both in private ownership and NABCEL voids			5 th October 2023		Yes
	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		Yes
Annual	NHS	CAMHS	Update on Mental Health matters and the provision of services in the borough.		23 rd November 2023		Yes
	Abu Malek	Voluntary and Community Sector Performance Reports	Voluntary and Community Sector Monitoring reports. Includes audit of performance by		23 rd November 2023		Yes

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2023/24

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

			Communities Team as part of SLA.				
Annual	Nicola Botterill	Damp and Mould Performance	A report to provide information and updates to the Panel		23rd November 2023		Yes
	Nicola Botterill	Tenant Satisfaction Measures results.	A report to provide information and updates to the Panel		23rd November 2023		Yes
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 additional hospice beds		1 st February 2024		
	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		
April 2023	Abu Malek	Armed Forces Covenant	An update including highlights about what NBBC are doing in relation to		1 st February 2024 (moved from November to all more		

Housing, Environment and Health Overview and Scrutiny Panel – Work Programme 2023/24

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

			the Armed Forces Covenant.		information to be added.		
Annual	Abu Malek / Helen Earp (WCC)	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		
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.		November 2024		

Joint Item with Business, Regeneration and Planning OSP - A yearly monitoring report including details of spend of Section 106 monies and biodiversity net gain within and external to the sites/ Oversight of the allocation of monies for environmental offsetting and mitigation included in planning applications S.106 contributions – February 2023.