

Enquiries to: Kelly Baxter
Direct Dial: 024 7637 6619
Direct Email:
member.services@nuneatonandbedworth.gov.uk
Date: 14th May 2024

Dear Sir/Madam,

A meeting of the **CABINET** will be held in the Council Chamber, Town Hall, Nuneaton, on **Wednesday, 22nd May 2024** at **6.00 p.m.**

The public can follow the decision making online:-
www.nuneatonandbedworth.gov.uk/virtual-meeting.

Please note that meetings are recorded for future broadcast.

Yours faithfully,

BRENT DAVIS

Chief Executive

To: Members of Cabinet

AGENDA

PART I

PUBLIC BUSINESS

1. 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 the 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.

I would also advise that all or part of the meeting will be live streamed and recorded for future broadcast.

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

3. DECLARATIONS OF INTEREST

To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members' Code of Conduct.

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 (**to follow**). 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 and 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.

4. MINUTES - To confirm the minutes of the Cabinet meeting held on the 10th April 2024 (**Page 6**).

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. VALIDATION CHECKLIST FOR PLANNING APPLICATIONS – report of the Assistant Director – Planning **(Page 14) Appendix A will be available on-line only.**
7. TENANT SATISFACTION MEASURES – report of the Assistant Director – Social Housing & Communities **(Page 21)**
8. RECOMMENDATIONS FROM OVERVIEW AND SCRUTINY PANELS
None
9. 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)

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

CABINET

10th April 2024

A meeting of Cabinet was held on Wednesday 10th April, 2024 in the Council Chamber which was recorded and uploaded onto the Council's website.

Present

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

CB127 Apologies

Apologies received for Councillor C. Golby (Deputy Leader and Housing and Communities).

CB128 Declarations of Interest

RESOLVED that the Declarations of Interest for this meeting are as set out in the Schedule attached to these minutes with the amendment in Councillor K. Wilson's declarations as follows:

'Board Member of Conservative Association' to read 'Board Member of Conservative Councillors Association.'

CB129 Minutes

RESOLVED that the minutes of the Cabinet meeting held on 6th March 2024, be approved, and signed by the Chair with the following amendment:

Minute no.112 to read as follows:

'Councillor K. Wilson declared an Other Interest by way of him being a Board Member of the Conservative Councillors Association.'

CB130 Newdigate Recreation Ground

The Assistant Director – Recreation and Culture submitted a report to Cabinet on the surrendering of the current lease in relation to Newdigate Pavilion and Sports Pitches and seeking to negotiate a new agreement in relation to the sports ground.

RESOLVED that

a) the proposal to surrender the existing lease dated 28th April 1970 be advertised pursuant to Section 123 of the Local Government Act 1970; and

b) a further report be submitted to consider any representations received.

Speakers:

Mrs Michele Kondakor
Councillor Keith Kondakor

Options

- 1) the recommendations be accepted in full
- 2) that further information is requested.

Reasons

The site is not council owned and is managed under a lease from 1970, due to the age of the lease there is a requirement for the Council to review the terms of the current agreement to better meet the requirements for the facility.

CB131 Suicide Prevention

The Assistant Director – Recreation and Culture submitted a report to Cabinet with an update in relation to work being undertaken across the Borough linked to Suicide Prevention.

RESOLVED that the Suicide Prevention update be noted.

Speakers:

Mrs Michele Kondakor
Councillor Keith Kondakor

Options

- a) Note the recommendation.

Reasons

This provides an update on the delivery of works linked to the Suicide Prevention Health Programme.

CB132 Creative Explorers Update

The Assistant Director – Recreation and Culture provided Cabinet with an update on the delivery of the Creative Explorers programme supported by Arts Council England, Nuneaton Bedworth Borough Council and Warwickshire County Council.

RESOLVED that the Creative Explorers update be noted.

Speakers

Mrs Michele Kondakor
Councillor Keith Kondakor

Options

Note the recommendation.

Reasons

The report provided an update on the delivery of programme - Creative Explorers 21-month journey with the Council, arts organisations, artists, and residents working together to create a unique cultural identity for Nuneaton & Bedworth which builds skills, generates civic pride and confidence, develops the visitor economy, and leads to a creative borough.

CB133 Borough Plan Review – Examination in Public

The Assistant Director – Planning submitted a report update to Cabinet on the Borough Plan Review and to make recommendations to Council on the

modifications to the Borough Plan Review Document to ensure the submitted plan is sound and legally compliant.

RESOLVED that it be recommended to Council that

- a) the examining Planning Inspectors be requested to recommend to the Council modifications to the submitted Borough Plan Review Documents in the event that the Inspectors consider that such modifications would be necessary to make the submitted plan sound and legally compliant, pursuant to S20(7C) of the Planning and Compulsory Purchase Act 2004 (as amended);
- b) Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Regulation to suggest and agree any necessary modifications to the Borough Plan Review Documents deemed necessary by the Planning Inspectors during the examination process, to ensure the Plan is sound and legally compliant, pursuant to S20(7C) of the Planning and Compulsory Purchase Act 2004 (as amended); and
- c) Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Regulation to enable Officers to consult on any modifications, deemed necessary by the Inspectors.

Speakers

Councillor Keith Kondakor

Options

- 1) For Council, to approve that the examining Planning Inspectors be requested to recommend to the Council modifications to the submitted Borough Plan Review Documents, in the event that the Inspectors consider that such modifications would be necessary to make the submitted plan sound and legally compliant and:
- 2) For Council to give Delegated Authority to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Regulation to make any necessary suggestions and amendments to the Borough Plan Review Documents, when requested to do so, by the Planning Inspectors during Examination to ensure the Plan is sound and legally compliant and
- 3) For Council to give Delegated Authority to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Regulation to enable Officers to consult on any modifications deemed necessary by the Inspectors.
- 4) Not to endorse the above recommendations but recommend an alternative.

Reasons

To enable the Council to comply with the requirements of the Planning and Compulsory Purchase Act 2004 (as amended)

CB134 Bedworth Town Deal Board

The Strategic Director – Economy and Transformation submitted a report to Cabinet detailing the process required to establish a Town Board which will

enable the local authority to develop the Long Term Plan essential for the release of funding by Government.

RESOLVED that

- a) Bedworth has been included within the Government's second tranche of the Long-Term Plan for Towns be noted;
- b) a Town Board, that is compliant with the Government's requirements, must be established by 1st June 2024 in order to develop a Long Term Plan for Bedworth be noted;
- c) Delegated Authority be given to the Strategic Director (Economy & Transformation), in consultation with the Cabinet Member (Business & Regeneration), to advertise and appoint a chair of the board, establish the board membership and implement an appropriate governance structure as part of the Town Board set up, in line with DLUHC guidance;
- d) Delegated Authority be given to the Strategic Director - Economy and Transformation and Strategic Director - Finance & Governance to accept the funding of £250,000 and sign relevant funding agreement/s, as per DLUHC's report and incorporate future consolidated capital and revenue payments issued by the DLUHC; and
- e) the Nuneaton & Bedworth Borough Council representative on the Bedworth Town Board be appointed by Full Council at its Annual Council meeting each year.

Speakers

Mrs Michele Kondakor
Councillor Keith Kondakor

Options

- 1) To accept the recommendations as set out in the report to enable to establish a Town Board responsible for developing the Bedworth Long Term Plan; or
- 2) To give direction to explore alternative courses of action or revise the delegation; or
- 3) To reject the recommendations, which means that the DLUHC Long Term Plan for Towns shall not proceed and therefore the benefits associated with this project will not be realised.

Reasons

The opportunity to proceed with DLUHC Long Term Plan for Bedworth will put towns back into the hands of local people, so that they can decide on local priorities and what's best for the long-term future of the places where they live. This Long Term Plan is levelling up in action.

DLUHC will devolve decision making, as the local authority remains the accountable body for funding and executing plans. However, core emphasis is placed on the Towns Board responsible for developing the Long-Term Plan,

working closely with local people maintaining proportionate controls to ensure that funding continues to deliver good value for money.

CB135 Recommendations From Overview and Scrutiny Panels

None

CB136 Any Other Items

Councillor K. Wilson expressed his thanks to the Cabinet Members and all the Officers at Nuneaton and Bedworth Borough Council for their hard work during a challenging year.

Chair

PUBLICATION DATE: 15TH APRIL 2024

DECISIONS COME INTO FORCE: 23RD APRIL 2024

Cabinet - 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 |
| | S. Croft | Employed at Holland & Barrett Retail Ltd | Member of the following Outside Bodies: <ul style="list-style-type: none"> • Champion for Safeguarding (Children and Adults) • Local Government Superannuation Scheme Consultative Board West Midlands Employers | |
| | C. Golby | | Member of Warwickshire County Council Membership of Other Bodies: <ul style="list-style-type: none"> • Nuneaton and Bedworth Safer and Stronger Communities Partnership • Nuneaton and Bedworth Community Enterprises Ltd. • Nuneaton and Bedworth Home Improvement Agency • Safer Warwickshire Partnership Board • Warwickshire Housing and Support Partnership • Warwickshire Police and Crime Panel • George Eliot Hospital NHS Trust – Public/User Board | |

| | Name of Councillor | Disclosable Pecuniary Interest | Other Personal Interest | Dispensation |
|--|--------------------|--|--|--------------|
| | | | <ul style="list-style-type: none"> • George Eliot Hospital NHS Foundation Trust Governors • District Leaders (substitute) • Local Enterprise Partnership (substitute) • Coventry, Warwickshire and Hinckley and Bosworth Joint Committee (substitute) | |
| | J. Gutteridge | | <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> • Warwickshire Health and Wellbeing Board • Age UK (Warwickshire Branch) • Committee of Management of Hartshill and Nuneaton Recreation Ground • West Midlands Combined Authority Wellbeing Board <p>Member of NABCEL</p> | |
| | S. Markham | County Councillor – WCC (Portfolio Holder for Children’s Services) | <p>Governor at Ash Green School</p> <p>Member of the following Outside Bodies:</p> <ul style="list-style-type: none"> • Nuneaton and Bedworth Sports Forum • Warwickshire Direct Partnership • Warwickshire Waste Partnership • Sherbourne Asset Co Shareholder Committee • Hammersley, Smith and Orton Charities • Trustee for Abbey Theatre | |
| | R. Smith | | <p>Chairman of Volunteer Friends, Bulkington;</p> <p>Trustee of Bulkington Sports and Social Club;</p> <p>Director of NABCEL;</p> <p>Member of the following Outside Bodies:</p> <ul style="list-style-type: none"> • A5 Member Partnership; • PATROL (Parking and Traffic Regulation Outside of London) Joint Committee; • Building Control Partnership Steering Group • Bulkington Village Community and Conference Centre • West Midlands Combined Authority and Land Delivery | |

| | Name of Councillor | Disclosable Pecuniary Interest | Other Personal Interest | Dispensation |
|--|--------------------|--|---|--------------|
| | | | Board | |
| | K.D. Wilson | Delivery Manager, Nuneaton and Warwick County Courts, HMCTS, Warwickshire Justice Centre, Nuneaton | <p>Deputy Chairman – Nuneaton Conservative Association</p> <p>Board Member of the Conservative Association.</p> <p>Corporate Tenancies: properties are leased by NBBC to Nuneaton and Bedworth Community Enterprises Ltd, of which I am a Council appointed Director.</p> <p>Representative on the following Outside Bodies:</p> <ul style="list-style-type: none"> • Director of Nuneaton and Bedworth Community Enterprises Ltd (NABCEL) • Coventry, Warwickshire and Hinckley & Bosworth Joint Committee • District Council Network • Local Government Association • LGA People & Places Board (Member) • West Midlands Combined Authority | |

Report Summary Sheet

Date: Cabinet - 22nd May 2024

Subject: Validation checklist for planning applications

Portfolio: Cabinet Member for Planning and Enforcement

From: Assistant Director for Planning

Summary:

To assess a planning application, the Development Control Team at Nuneaton and Bedworth Borough Council need to be in receipt of appropriate supporting information. Certain national requirements are mandatory, but local authorities have the discretion to have a local list of information requirements or validation criteria that are considered necessary to support the process of effective and efficient decision making. The Council are now proposing a local list of validation criteria.

Recommendations:

- To approve a consultation on a validation checklist for planning applications and,
- that Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Enforcement to allow amendments to the Document in response to the consultation and,
- that Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Enforcement to take the final Document direct to Council for approval to enable adoption.
- To resolve that this item is not subject to call in so that it can meet the deadline for Full Council in July.

Options:

To approve or refuse permission to go out for consultation and to refuse Delegated Authority for amendments and to take direct to Council for approval and adoption.

Reasons:

Through having a validation checklist, the council will improve processes by making a more effective and efficient decision-making system. On the basis of these improvements, it is recommended that permission is given to go out to consultation on a proposed validation checklist.

Consultation undertaken with Members/Officers/Stakeholders:

Consultation has been undertaken with various Departments who respond to planning applications, including both internal and external stakeholders. This included Departments such as the Council's Parks Team and Warwickshire County Council Teams including Highways, Flood Risk Management, Museum/Archaeology and Ecology.

Subject to call-in:

No

Ward relevance:

All

Forward plan:

Yes.

Building a Better Borough Aim:

Live, work and visit

Building a Better Borough Priority:

Various

Relevant statutes or policy:

The Town and Country Planning (Development Management Procedure) (England) Order 2015.

National Planning Policy Framework and Planning Practice Guidance.

Equalities Implications:

None

Human resources implications:

Time needed to publish and circulate the consultation and assess the responses.

Financial implications:

None

Health Inequalities Implications:

None

Section 17 Crime & Disorder Implications:

None

Risk management implications:

None.

Environmental implications:

The environmental outcomes from planning applications will be improved.

Legal implications:

None.

Contact details:

Maria Bailey
Strategic Director for Place and Economy
024 7637 6144
maria.bailey@nuneatonandbedworth.gov.uk

Jacqueline Padbury
Principal Planning Policy Officer
024 7637 6162
jacqueline.padbury@nuneatonandbedworth.gov.uk

AGENDA ITEM NO. 6

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet – 22nd May 2024
From: Assistant Director for Planning
Subject: Validation checklist for planning applications
Portfolio: Planning and Enforcement

Building a Better Borough Aim: Live, work and visit

Building a Better Borough Priority: Various

1. Purpose of Report

1.1 The purpose of the report is to seek approval to go out to consultation on a validation checklist for planning applications. Also, that Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Enforcement to allow amendments to the Document in response to the consultation and to allow the Document to be taken straight to Council for adoption on the 3rd July 2024.

2. Recommendations

2.1 To approve a consultation on a validation checklist for planning applications and,

2.2 that Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Enforcement to allow amendments to the Document in response to the consultation; and,

2.3 that Delegated Authority be given to the Assistant Director for Planning in consultation with the Portfolio Holder for Planning and Enforcement to take the final Document direct to Council for approval to enable adoption;

2.4 To resolve that this item is not subject to call in so that it can meet the deadline for Full Council in July.

3. Background

- 3.1 In order to assess a planning application, the Development Control Team at Nuneaton and Bedworth Borough Council need to be in receipt of appropriate supporting information. Certain national requirements are mandatory, but local authorities have the discretion to have a local list of information requirements or validation criteria that are considered necessary to support the process of effective and efficient decision making. The Council is now proposing to adopt a local list of validation criteria.

4. Proposal

- 4.1 Nuneaton and Bedworth has produced a planning validation checklist in accordance with the requirements of paragraph 44 of the National Planning Policy Framework (NPPF) and Planning Practice Guidance. Paragraph 44 of the NPPF states that local planning authorities should publish a list of their information requirements for planning applications, and that such should be kept to the minimum needed to make decisions. The validation list should also be subject to frequent review.
- 4.2 The checklist has been prepared to take account of policy requirements both at a national and local level, as provided by the revised NPPF (2023) and the adopted Nuneaton and Bedworth Borough Plan (June 2019). (See appendix A – this is available on the Council’s web site for the Cabinet meeting and a printed copy is available in the Member’s rooms; alternatively, please contact the Policy Team if you require an individual hard copy of the validation checklist).
- 4.3 The checklist has been prepared to help agents/applicants submitting planning applications, by providing clear information as to what should be submitted with each application type. Following the finalisation of the checklist, after consultation, a matrix checklist will be prepared that will further assist users in identifying the information requirements by application type.
- 4.4 Paragraph 44 states that local planning authorities should only request supporting information that is relevant, necessary and material to the planning application in question. Planning Practice Guidance (paragraph 040) states that, in addition to being specified on an up-to-date local list published on the local planning authority’s website, information requested with a particular planning application must be:
- reasonable having regard, in particular, to the nature and scale of the proposed development; and

- about a matter which it is reasonable to think will be a material consideration in the determination of the application.
- 4.5 The Document will enable Nuneaton and Bedworth’s Development Control Team to assess supporting documents and plans at the time a planning application is submitted (made under the Town and Country Planning Acts) to enable validation of the application. If an application on receipt has the correct level of supporting information, then it is validated and can progress towards a decision.
- 4.6 The checklist is set out in two main parts:
- Part one sets out the national list of requirements which are mandatory for all planning applications.
 - Part two sets out Nuneaton and Bedworth Borough Councils’ local list.

The checklist aims to:

- Assist in ensuring that applications are valid when submitted.
 - Ensure that all applications can be dealt with effectively and efficiently.
 - Respond positively to best practice advice issued by Government.
 - Ensure that Nuneaton and Bedworth Borough Council comply with legislation in relation to planning applications.
- 4.7 The Validation Checklist is designed to help ensure that an application is valid when received. The checklist highlights relevant local and national policies, and if pertinent, technical documents, and provides links to where such documents can be accessed.

5.0 Consultation details

- 5.1 National Planning Practice guidance states in relation to consulting on validation lists:
- “Where a local planning authority considers that changes are necessary, the proposals should be issued to the local community, including applicants and agents, for consultation”.
- 5.2 In order to meet this guidance, we will issue a press release, along with links to it on our social media and web site, which will make the local community aware, including potential applicants. With regard to agents, we will use details of agents from recent planning applications in order to inform this group via email.
- 5.3 There are no timescale guidelines from the government for the duration of this consultation, and as the document is not a development plan document or supplementary planning document, there are no guidelines within the Council’s Statement of Community Involvement.

However, a validation checklist is similar to a supplementary planning document, therefore it will be consulted as if it were such.

- 5.4 On the basis of the consultation being treated like a supplementary planning document, the Council will consult on the document for a period of four weeks. This will commence on 23rd May and finish on 20th June (extended by one day to take account of Bank Holiday, in line with the standards set out in the Statement of Community Involvement).
- 5.5 Once the consultation has expired, the responses will be assessed and any amendments considered necessary will be carried out to the Validation check list and the Document and consultation responses will be taken to Cabinet in order to adopt the Document.

6. Conclusion

- 6.1 In order to assess a planning application, the Development Control Team at Nuneaton and Bedworth Borough Council need to be in receipt of appropriate supporting information. Certain national requirements are mandatory, but local authorities have the discretion to have a local list of information requirements or validation criteria.
- 6.2 Through having a validation checklist, the Council will improve processes by making a more effective and efficient decision-making system. On the basis of these improvements, it is recommended that permission is given to go out to consultation on a proposed validation checklist and that Delegated Authority be given to carry out any amendments required in response to the consultation and for the same Delegated Powers be given to take the final Document to Council on the 3rd July for adoption.

7 Appendices

- 7.1 Appendix A: Validation checklist). (There are printed copies available in the Member's rooms and is available on the Council's web site for the Cabinet meeting; alternatively, please contact the Policy Team if you require an individual hard copy of the checklist).

Report Summary Sheet

Date: Cabinet – 22nd May 2024

Subject: Tenant Satisfaction Measures

Portfolio: Cabinet Member for Housing

From:

Nicola Botterill, Assistant Director – Social Housing & Community Safety

Summary:

The purpose of this report is to provide Cabinet with an update following the results of the Tenant Satisfaction Measures (TSM's) 2023/24 survey which must be reported to the Regulator of Social Housing by 30th June 2024.

Recommendations:

1. The content of the report be noted.
2. The Assistant Director – Social Housing and Community Safety be required to work with the Portfolio Holder for Housing and the Strategic Director for Housing and Community Safety, to utilise the results of the TSM's to improve services and service delivery:
3. The Assistant Director – Social Housing & Community Safety be required to consult with the appropriate Scrutiny Panel upon any such service and/or service delivery improvements identified.

Options:

To note the content outlined in the report.

Reasons:

The Government's Charter for Social Housing Residents (Social Housing White Paper – 2020) set out a commitment for the Regulator of Social Housing to bring in a set of annual TSMs for all social housing landlords. The aim of the measures is to provide

tenants and the Regulator with clear and comparable information about a landlords' performance. This data will help tenants hold their landlords to account and will also be used by the Regulator in their role of assessing how well social housing landlords in England are doing at providing good quality homes and services. The subsequent Social Housing (Regulation) Act 2023 formally incorporated these requirements.

Consultation undertaken with Members/Officers/Stakeholders

Officers

Subject to call-in:

No

Ward relevance:

All

Forward plan:

No

Building a Better Borough Aim:

1 - Live

Building a Better Borough Priority:

- 1 – Promote residents health & wellbeing
- 4 - Prioritise Community Safety & Empowerment

Relevant statutes or policy:

Social Housing (Regulation) Act 2023

Equalities Implications:

None

Human resources implications:

None

Financial implications:

None

Health Inequalities Implications:

None

Section 17 Crime & Disorder Implications:

None

Risk management implications:

It is a requirement for Social Housing Landlords to undertake this exercise on an annual basis. If they do not, then there is a risk that the Regulator of Social Housing will serve Regulatory Notices upon the Council or issue a fine for non-compliance.

Environmental implications:

None

Legal implications:

Must be compliant with legislation set out within the Social Housing (Regulation) Act 2023.

Contact details:

Nicola Botterill

Assistant Director – Social Housing & Community Safety

02476 376523

Nicola.botterill@nuneatonandbedworth.gov.uk

AGENDA ITEM NO. 7

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Cabinet – 22 May 2024

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

Subject: Tenant Satisfaction Measures

Portfolio: Cabinet Member for Housing

Building a Better Borough Aim: 1

Building a Better Borough Priority: 1 and 4

1. Purpose of Report

- 1.1 The purpose of this report is to provide Cabinet with an update following the results of the Tenant Satisfaction Measures (TSM's) 2023/24 survey which must be reported to the Regulator of Social Housing by 30th June 2024.

2. Recommendations

- 2.1 The content of the report be noted.
- 2.2 The Assistant Director – Social Housing and Community Safety be required to work with the Portfolio Holder for Housing and the Strategic Director for Housing and Community Safety, to utilise the results of the TSM's to improve services and service delivery:
- 2.3 The Assistant Director – Social Housing & Community Safety be required to consult with the appropriate Scrutiny Panel upon any such service and/or service delivery improvements identified.

3. Background

- 3.1 The Government's Charter for Social Housing Residents (Social Housing White Paper – 2020) set out a commitment for the Regulator of Social Housing to bring in a set of annual TSMs for all social housing landlords. The aim of the measures is to provide tenants and the Regulator with clear and comparable information about a landlords' performance. This data will help tenants hold their landlords to account and will also be used by the Regulator in their role of assessing how well social housing landlords in England are doing at providing good

quality homes and services. The subsequent Social Housing (Regulation) Act 2023 formally incorporated these requirements.

- 3.2 In December 2021 the Regulator for Social Housing launched a consultation on the proposed Tenant Satisfaction Measures. In September 2022, the Regulator confirmed the final set of 22 TSMs. 10 of these will be measured by landlords directly through their own management information, and 12 by landlords carrying out tenant perception surveys. The Tenant Satisfaction Measures are list below:

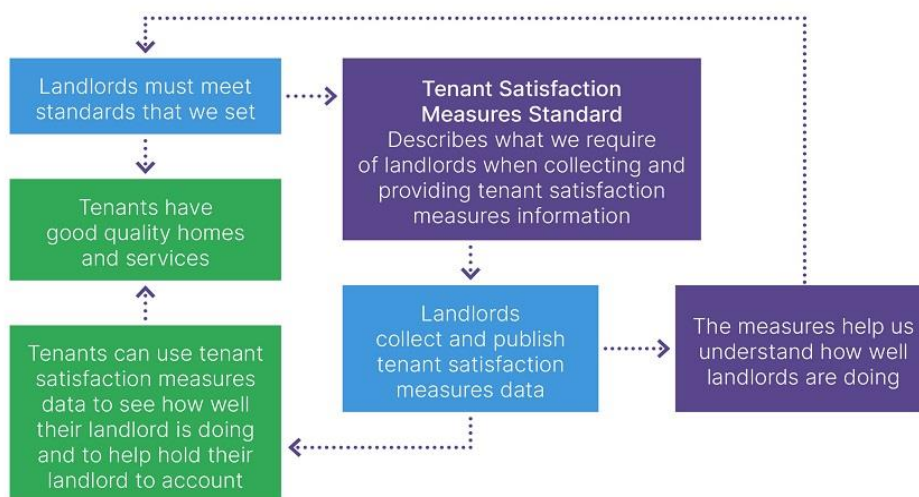
| TSMs collected from tenant perception surveys | |
|--|--|
| TP01 | Overall satisfaction |
| TP02 | Satisfaction with repairs |
| TP03 | Satisfaction with time taken to complete most recent repair |
| TP04 | Satisfaction that the home is well maintained |
| TP05 | Satisfaction that the home is safe |
| 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 |
| 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 |

- 3.4 The surveys can be conducted by post, by phone, face to face, online, or however is best for our tenants. It is compulsory to say at the start of the survey roughly how long it will take to complete; let tenants know that the survey will be used for tenant satisfaction measures and include the 12 tenant perception survey questions exactly as written by the Regulator. Landlords were permitted to include additional questions if they so wished.

4.0 How will tenant satisfaction measures work?

4.1 The following graph from the Regulator of Social Housing indicates how the TSM's work:

How will tenant satisfaction measures work?



5.0 The survey approach

5.1 An external research organisation, Integrity Connect was contracted to deliver the surveys over two consecutive years. They were tasked with sending out the survey to tenants and collating all of the responses received. The Council offered an incentive which was if that tenants returned their survey by the 19th August 2024, they would be entered into a draw to win a £25 ASDA voucher (20 vouchers in total were on offer limited to one voucher per household).

5.2 All tenants were sent a paper questionnaire to complete. The total number of surveys sent was 5557.

5.3 There was the option to either survey all tenants or just a sample of tenants, however if the decision was taken to only survey a sample of tenants, there were strict rules set as to how many tenants were surveyed and how to randomly select who was surveyed. Given the importance of our service delivery for our tenants, this exercise was used as an opportunity to seek opinions as far and wide as possible and therefore the decision was made to contact all tenants to encourage them to respond.

5.3 The surveys were sent out for the period 19th June 2023 to 18th September 2023. A chaser letter was sent out on 5th July 2023.

5.4 A total of 1507 responses were received in total, which equates to a 27% response rate.

6.0 Survey Results

6.1 The table below sets out the current survey results against the prescribed set of questions:

Perception Survey

| Theme | Code | Tenant Satisfaction Measure | % very & fairly satisfied |
|--------------------------------------|-------------|--|--------------------------------------|
| Overall Satisfaction | TP01 | Overall Satisfaction | 80.85% |
| Keeping properties in good repair | TP02 | Satisfaction with repairs | 80.89% |
| | TP03 | Satisfaction with the time taken to complete most recent repair | 78.82% |
| | TP04 | Satisfaction that the home is well maintained | 79.56% |
| Maintaining building safety | TP05 | Satisfaction that the home is safe | 80.32% |
| Respectful & helpful engagement | TP06 | Satisfaction that the landlord listens to tenants views and acts upon them | 66.37% |
| | TP07 | Satisfaction that the landlord keeps tenants informed about things that matter to them | 72.89% |
| | TP08 | Agreement that the landlord treats tenants fairly and with respect | 75.83% |
| Effective handling of complaints | TP09 | Satisfaction with the landlords approach to handling complaints | 49.96% |
| Responsible neighbourhood management | TP10 | Satisfaction that the landlord keeps communal areas clean and well maintained | 70.04% |
| | TP11 | Satisfaction that the landlord makes a positive contribution to neighbourhoods | 58.37% |
| | TP12 | Satisfaction with the landlords approach to handing anti-social behaviour | 51.92% |

6.2 Although the survey highlighted areas of improvement, it is encouraging to note that senior managers had already identified the same areas required stronger focus and development in order to for the Council to be compliant against the new Consumer Standards. A Gap Analysis document has since been introduced which will sit alongside subsequent action plans. This will ensure that the Council can offer its tenants, and the Regulator of Social Housing, assurances that it takes its obligations as a landlord seriously and is working towards increased satisfaction in the future. Examples and approaches supported by the TSM outcomes already include:

- Getting STAN the Van (Supporting Tenants Around Neighbourhoods) out on the road and in neighbourhoods. This means we can go out to our tenants and ask them what areas of our service they would like us to improve on, what is important to them. This also gives us an opportunity to take advice and support to their doorsteps, rather than coming to us:
- Identifying our most vulnerable customers so that additional support can be given to them if required and so that their views are also heard:
- To better understand the diverse needs of our tenants, including those arising from protected characteristics, language barriers, and additional support needs by ensuring that our tenant profiling information is regularly updated by staff on a regular basis
- Development of a new Tenant Engagement Strategy
- Working with tenants on any new policies or strategies that need to be implemented, to ensure they are reflective of tenant needs:
- Working towards a Tenant Participation Service (TPAS) accreditation. TPAS is the acknowledged national umbrella organisation for tenant participation in the country. Achievement of an accreditation would demonstrate that we employ best practice in relation to engaging our tenants:
- Undertaking more focus groups and tenant panels for issues that are important to them. This allows the Landlord Service to hear directly from tenants and to amend our approach as appropriate:
- Improving our complaints handling process by updating the Council's complaints system in line with the new Complaint Handling Code 2024, including updating all of our complaint templates and implementation of a new Complaints Policy:
- Ensuring that staff dealing with complaints have had relevant training in order to deal with complaint responses:
- Implementing neighbourhood walkabouts with tenants, members and Police.
- Working towards an ASB accreditation, to ensure that we are employing best practice when dealing with these issues.

6.3 As can be seen, the satisfaction in dealing with anti-social behaviour is relatively low. For this question, the Council asked all tenants the following supplementary question: ***In the last 12 months, have you***

reported an anti- social behaviour to the Council? An overwhelming 86.73% of tenants who were surveyed, advised they had not, reported any anti-social behaviour to the Council.

7. Benchmarking against peers

7.1 The Council is a member of Housemark, which is a leading data and insight company for the UK housing sector. To help their members understand TSM results in context, they invited English registered providers to take part in a project to compare data during October 2023. In total, 189 landlords took part in this exercise, managing around 2.2 million properties – half of all social housing in England. Based upon results up to the mid-point in the year (April-Sept 2023), the following report is exclusive to participating landlords and shows our results compared to national figures and a peer group of similar organisations. The results are as follows (for the tenant perception survey section of the TSM's):

Results Summary

Tenant Perceptions



| Satisfaction | Sector | | | South Central LA ALMOs <10k | | | Your result |
|---|------------|--------|------------|-----------------------------|--------|------------|-------------|
| | Quartile 3 | Median | Quartile 1 | Quartile 3 | Median | Quartile 1 | |
| Overall service from their landlord | 65.0% | 72.3% | 79.2% | 66.0% | 70.0% | 78.9% | 80.9% |
| Overall repairs service | 67.0% | 74.5% | 80.0% | 66.7% | 75.1% | 79.3% | 80.9% |
| Time taken to complete their most recent repair | 62.8% | 70.0% | 76.3% | 62.3% | 68.0% | 76.0% | 78.8% |
| Home is well maintained | 66.0% | 72.2% | 80.0% | 65.0% | 68.8% | 76.5% | 79.6% |
| Home is safe | 72.2% | 78.7% | 85.6% | 72.0% | 77.4% | 80.6% | 80.3% |
| Landlord listens to tenant views and acts upon them | 53.2% | 61.0% | 69.4% | 49.2% | 58.0% | 61.0% | 66.4% |
| Landlord keeps them informed about things that matter to them | 65.0% | 71.4% | 78.8% | 60.5% | 68.8% | 72.9% | 72.9% |
| Landlord treats them fairly and with respect | 72.0% | 78.2% | 84.6% | 66.8% | 73.0% | 75.8% | 75.8% |
| Landlord's approach to complaints handling | 28.0% | 34.0% | 42.0% | 25.3% | 31.0% | 38.6% | 48.0% |
| Landlord keeps communal areas clean and well maintained | 58.9% | 66.0% | 72.4% | 59.0% | 66.3% | 70.3% | 70.0% |
| Landlord makes a positive contribution to the neighbourhood | 57.3% | 64.0% | 74.0% | 54.4% | 59.3% | 71.0% | 58.4% |
| Landlord's approach to handling ASB | 51.0% | 57.6% | 64.0% | 50.2% | 52.9% | 56.0% | 51.9% |

7.2 The information shows, that the Council is in **top quartile** performance in the following areas:

- Overall Service
- Overall repairs service
- Time taken to complete the most recent repair
- Home is well maintained
- Landlords approach to complaints handling

7.3 The information shows, that the Council is in **median** performance in the following areas:

- Home is safe
- Landlord listens to views and acts upon them

- Landlord keeps tenants informed about the things that matter to them
- Landlord keeps communal areas clean and well maintained

7.4 The information shows, that the Council is in **quartile 3** performance in the following areas:

- Landlord treats tenants fairly and with respect
- Landlord makes a positive contribution to neighbourhoods
- Landlords approach to handling anti-social behaviour

7.5 Management Information

The table below includes the compliance performance:

| Code | Tenant Satisfaction Measure | Result |
|-----------------|---|--------|
| BS01 | Proportion of homes for which all required gas safety checks have been carried out. | 99.23% |
| BS02 | Proportion of homes for which all required fire risk assessments have been carried out. | 100% |
| BS03 | Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% |
| BS04 | Proportion of homes for which all required legionella risk assessments have been carried out. | 100% |
| BS05 | Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100% |
| RP01 | Proportion of homes that do not meet the Decent Homes Standard. | 1.62% |
| RP02 (1) | Proportion of non-emergency responsive repairs completed within the landlord's target timescale. | 46% |
| RP02 (2) | Proportion of emergency responsive repairs completed within the landlord's target timescale. | 62% |
| Q6a | Number of responsive repairs raised during the reporting year. | 14,260 |
| Q6b | Number of responsive repairs that were cancelled by the landlord during the reporting year (for any reason, and including those cancelled at tenant request). | 565 |

| | | |
|-----------------|---|--------|
| Q6c | Number of responsive repairs reclassified as planned or cyclical works during the reporting. | 0 |
| Q6d | Number of responsive repairs completed within the reporting year. | 10,312 |
| Q6e | Number of responsive repairs that have not been completed ('work-in-progress') at year end. | 3948 |
| NM01 | Number of Anti-Social Behaviour cases, opened per 1,000 homes | 78 |
| NM02 | Number of Anti-Social Behaviour cases that involve hate incidents per 1,000 homes | 0.9% |
| CH01 (1) | Number of stage one complaints received per 1,000 homes | 47.5 |
| CH01 (2) | Number of stage two complaints received per 1,000 homes | 6.2 |
| CH02 (1) | Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 97% |
| CH02 (2) | Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. | 91% |

8. Conclusion

- 8.1. The whole purpose of the TSMs is to be transparent with tenants on how the Council is performing. The results of the TSM's will be shared on the Council's Website, Housing Facebook Page and articles will be in the next tenants newsletter and annual report.
- 8.2. Most importantly, as an organisation, we should be learning from the results. The Council will be looking at the results and considering ways to improve satisfaction in areas that scored lowest and to strive for continuous improvement in all areas. A comprehensive improvement plan will therefore be developed to address the issues associated with lower satisfaction scores.