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Coventry City Council

Agenda

Communities and Neighbourhoods Scrutiny Board (4)

Time and Date
2.00 pm on Wednesday, 16th November, 2016

Place
Diamond Room 2 - Council House

1. **Apologies and Substitutions**

2. **Declarations of Interest**

3. **Minutes** (Pages 3 - 6)

   (a) To agree the minutes of the meeting held on 14 September, 2016

   (b) Matters Arising

4. **Revisions to Residents' Parking Policy** (Pages 7 - 10)

   Briefing Note of the Executive Director of Place

5. **Empowered Citizens : Networked Communities Update** (Pages 11 - 26)

   Briefing Note of the Executive Director of People

6. **Outstanding Issues** (Pages 27 - 28)

   Briefing Note of the Executive Director of Resources

7. **Communities and Neighbourhoods Scrutiny Board (4) Work Programme 2016/17** (Pages 29 - 32)

   Report of the Executive Director of Resources

8. **Any Other Item of Public Business**

   Any other item of public business which the chair decides to take as a matter of urgency because of the special circumstances involved.

Chris West, Executive Director, Resources, Council House Coventry

Tuesday, 8 November 2016

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett Tel: 024 7683 3072 Email: suzanne.bennett@coventry.gov.uk

Membership: Councillors N Akhtar (Chair), R Bailey, L Bigham (By Invitation), J Innes (By Invitation), B Kaur, T Khan, R Lakha (By Invitation), K Mulhall, B Singh, R Singh, D Skinner, R Thay and C Thomas (By Invitation)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting OR it you would like this information in another format or language please contact us.

Suzanne Bennett
Telephone: (024) 7683 3072
e-mail: Suzanne.bennett@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Communities and Neighbourhoods Scrutiny Board (4)
held at 2.00 pm on Wednesday, 14 September 2016

Present:

Members: Councillor N Akhtar (Chair)

Councillor R Bailey
Councillor B Kaur
Councillor T Khan
Councillor K Mulhall
Councillor R Singh
Councillor D Skinner
Councillor R Thay

Other Members: Councillor Duggins
Councillor Innes
Councillor Lakha

Employees (by Directorate):

Place: G. Griffiths, G. Hood, M. McHugh, A. Walster
Resources: V. Castree, C. Sinclair

Apologies: Councillor B Singh

Public Business

11.   **Declarations of Interest**

There were no declarations of interest.

12.   **Minutes**

The minutes of the meeting held on 20 July 2016 were signed as a true record subject to Councillor Lakha being added to the list of attendees.

13.   **Update on Flytipping and Littering Enforcement**

The Board considered a briefing note which provided an update on what was being done to address the increase in flytipping and associated concerns from residents and the impact of reduced resources on Streetpride and street cleansing.

The data indicated that there had been an increase in flytipping across the City in the first quarter of the financial year.

The Board noted that during 2015/16 the regulatory, enforcement and planning services had been fundamentally reviewed in order to deliver over £500k savings annually and increase the coverage of some parts of the service (including Environmental Services) beyond office hours Monday to Friday. The Briefing Note

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detailed data in respect of reduced resources on Streetpride and street cleansing, the impact of which was still being assessed and a review was planned to take place over the next two months.

The Board noted measures taken to address the increase in flytipping including:

- Use of the Community Payback programme funded by the Police and Crime Commissioner
- Use of survieillance to monitor flytipping hot spots
- Work with partner agencies
- Improvements in reporting measures

As part of improving reporting measures, the Board received a presentation about the new "Report it" app which allowed members of the public to report flytipping directly to the service area via computer, tablet or smart phone.

The Board discussed a number of issues around flytipping in terms of reporting, collecting evidence and encouraging behaviour changes to dissuade potential offenders. The Board also discussed the difficulties faced by those residents who did not have access to online services and who had experienced delays when they had called the Contact Centre to report flytipping.

Following deliberation, the Board agreed the following:

- To receive a list of the worst affected streets ("hot streets") and comparable data from other authorities on prosecution numbers.
- That the "Report It" app be publicised in City Vision together with a summary of flytipping data.
- To make recommendations to Cabinet Members that street cleansing arrangements should be reviewed to address the littering issue in the inner city Wards and that the Customer Service Centre performance be reviewed to enable better reporting of flytipping.

RESOLVED that the Board:

(a) **Note that £1m of savings had been achieved from the service areas in the previous two years.**
(b) **Recommend that the Cabinet Member for City Services review street cleaning arrangements in the inner city wards to address the littering issue.**
(c) **Recommend that the Cabinet Member for Strategic Finance and Resources improve service at the Customer Service Centre to enable better reporting of flytipping.**

14.   **Outstanding Items**

There were no outstanding items.

15.   **Communities and Neighbourhoods Scrutiny Board (4) Work Programme 2016/2017**

The Work Programme was noted.

16.   **Any Other Items of Public Business**

There were no items of urgent public business.

(Meeting closed at 3.15 pm)

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Coventry City Council

To: Communities and Neighbourhoods Scrutiny Board [4]   **16 November 2016**

Subject: Revisions to Residents' Parking Policy

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1   Purpose of the Note

1.1   The purpose of the Briefing Note is to inform Members of the proposed revisions to the Residents' Parking Policy.

2   Recommendations

2.1   The Communities and Neighbourhoods Scrutiny Board is recommended to:

   1) Consider the information in regard to the revised Residents' Parking Policy which is due to be presented to Cabinet in January 2017.

3   Background

3.1   Coventry City Council adopted the City Centre Parking Strategy in September 2016.

3.2   The Strategy recognises the need to manage on-street parking to protect the needs of residents and the residential environment. Residents' parking schemes are one of the most effective ways of achieving this.

3.3   Residents' parking schemes help to:

   • Manage parking and traffic
   • Improve traffic flow and road safety
   • Give priority to residents and businesses, including customers and carers
   • Control and discourage commuter and non-resident parking
   • Improve the environment

3.4   Coventry's first residents' parking scheme was introduced over 25 years ago. Since then numerous other schemes have been implemented, often with differing rules and characteristics. A list of the existing schemes is attached (see Appendix 1).

3.5   The current residents' parking policy was adopted in 2007 and is now out of date.

4   Revised Residents' Parking Policy

4.1   The Resident's Parking policy has been reviewed and updated. It sets out a coherent, consistent and best practice framework for the implementation of future schemes. It takes account of several factors including:

   • The type of parking scheme required
   • Eligibility criteria

- Permit types available
- The times of operation
- The cost and duration of permits
- The enforcement regime

4.2   The revised policy requires that the following conditions must be met before a new parking scheme is introduced:

- All requests for a parking scheme must be made in writing and supported by at least two of the three ward councillors
- At least 60% of the properties surveyed must be in favour of the scheme
- More than 50% of the properties must have no off-street parking available (e.g. private garage or driveway)
- There must be less than 40% of on-street spaces available during peak periods
- There must be a clear and persistent parking problem that causes a nuisance to residents
- The introduction of the scheme must not have a detrimental impact on other nearby streets

4.3   All new residents' parking schemes will be subject to a 4 stage process comprising:

- The initial request
- Scheme design
- Consultation
- Implementation phase

4.4   There are several types of parking permits that will be available to the various user groups. The list includes:

- Resident permits
- Visitor permits
- Business permits
- Customer permits
- Carer permits
- Medical / Pastoral permits
- Other special permits

4.5   Disable blue badge holders are eligible to park in the areas covered by the scheme on the proviso that they correctly display their blue badge and card clock in the vehicle.

4.6   Permits will normally be issued for a maximum of three years although a one year permit will be available in areas with a high student population.

4.7   Where parking schemes are required and are funded by developers using Section 106 funding, permits will normally be provided to residents free of charge until the funding has run out.

4.7.1 Where a scheme is chargeable to residents, the cost of permits will be reviewed annually in line with the Council's Fees and Charges review.

4.8   The Council is keen to utilise new technology and to adopt new ways of working to derive benefits and efficiencies wherever possible. With that in mind, the Council is phasing out

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the traditional paper permits. In future and where possible, permits will be paperless, i.e. similar to the new car tax system.

Using this approach, residents will be able to manage their permits online or over the phone using a system called Mipermit.

4.9   The existing paper-based residents' parking schemes will be transferred to the Mipermit, paperless system during the coming months. The Council will however, issue paper permits to residents in exceptional circumstances where requested by residents.

4.10 The Council's parking officers will routinely patrol the areas covered by the schemes to monitor parking and to ensure that only authorised vehicles are parked there. Any unauthorised vehicles that are identified will be issued with a penalty charge notice which incurs a fine of £70.

5   Way Forward
5.1   The Revised Residents' Parking policy will be presented to Cabinet in January 2017.

5.2   Subject to Cabinet approval, the revised policy framework will be applied to any future new residents' parking schemes.

Paul Bowman, Parking Services Manager, Place Directorate, paul.bowman@coventry.gov.uk

List of existing Residents' Parking Schemes

Residents' Parking Scheme	Ward
King Edward Road	St Michael's
Charterhouse area	St Michael's
Cheylesmore (East)	Cheylesmore
Cheylesmore (West)	Cheylesmore
Earlsdon	Earlsdon
Hillfields	St Michael's
Middleborough Road	Radford
Ricoh Arena	Foleshill & Holbrooks & Longford
St Patrick's Rd	St Michael's
Starley Rd	St Michael's
Stoney Rd, Manor Rd, Park Road	Cheylesmore
Swanswell	St Michael's
The Butts	Sherbourne
University Of Warwick	Westwood
Walsgrave Hospital (including extensions to the main scheme)	Henley & Wyken
Clifford Park Estate	Wyken

Coventry City Council

Briefing note

To: **Communities and Neighbourhoods Scrutiny Board**   Date: **16 November 2016**

Subject: **Empowered Citizens: Networked Communities**

1   Purpose of the Note

1.1   To provide Communities and Neighbourhoods Scrutiny Board with an update on progress and lessons to date on the Empowered Citizens programme.

2   Recommendations

The Communities and Neighbourhoods Scrutiny Board is recommended to:

1) Consider the content of the briefing note and note progress made to date.

2) Identify any recommendations to the appropriate Cabinet Member

3   Information/Background

3.1   Information is provided in Appendix 1.

Helen Shankster
02476 834371
helen.shankster@coventry.gov.uk

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Empowered Citizens: Networked Communities

Update on progress and lessons to date

Scrutiny Board 4

Contents

Each section sets out: what we wanted to do, what we did and what we learned:

- What we set out to achieve

- Four Neighbourhoods
  - Foleshill
  - Hillfields
  - Wood End, Henley Green & Manor Farm
  - Cheylesmore

- Understanding Networks

- City-wide

- Broader Learning

What we set out to achieve

We wanted to

- Test different approaches to bring residents into conversations about decisions affecting their area
- Find ways of linking up community networks
- Understand how we could build a different sort of city-wide network for participation

We did

- Ran new engagement conversations in 4 very different areas, using different methods:
- Grew a network of support from organisations and people who are active in their neighbourhoods
- Explored how to keep networks connected and alive

What we set out to achieve (2)

- We learned
  - The task of co-ordination across partners and places is huge, a point person is essential but the burden on them is heavy
  - The most productive interactions are on shared issues, where both community and council want to talk
  - Network knowledge is already there – but it is dispersed and held by individuals or organisations or teams – we collectively hold pieces of the jigsaw, but there's no way of knowing who holds which pieces
  - Partner organisations are already investing lots of time in community engagement – Police, Whitefriars, Universities and community based organisations – there is scope to pool our efforts

Four Neighbourhoods, Four Approaches

- Foleshill
- Hillfields
- Wood End, Henley Green & Manor Farm
- Cheylesmore

Foleshill

We wanted to

- Test face to face network building, based on identifying a community aspiration that also had the potential to save money for the Council

We did

- Five network meetings in Foleshill, under the banner "Friends of Foleshill"
- A network mailing going out from the Council to a group of participants
- Worked hard to encourage already active residents to 'bring a friend'
- First conversations about how the neighbourhood network can work longer-term
- Identified a topic for collaboration – Getting more to actively use local parks-potential to bring people from different backgrounds together around topics (light, sport, food etc.)
- Lottery funding application submitted for community festivals in 2017

Foleshill (2)

We learned

- Tight and clear framing of the purpose of engagement is needed to get away from a "list of demands of the Council" interaction, focusing on common challenges and how people can help meet them

- The Council has convening power, but has to allow the group to form it own priorities and way of working – community anticipates that the Council will do most of the running and it is all too easy for officers to slip into supporting mode, which perpetuates a paternalistic relationship

- Equality of treatment between residents, organisational representatives and public sector partners is important. There should be no distinction between "real residents" and those who are resident but representing organisations

mmunity Voices = Community Choices #happyhillfields

wanted to:

n a larger scale participative Appreciative
quiry, working in partnership with the police
o took the lead and pooled resources

did:

fine	Discover	4 themes: leisure and culture; pride; safety; community	Dream Event	Next steps = Design & Deliver
training nsultation fine the statutory, tary and munity or- 20 isations lved in ng and ivery	On street conversations with 200 residents What three positive things about Hillfields make you smile? What is your favourite place? What is special about Hillfields for you? What makes you proud to live in Hillfields?		90 residents + councillors participated - how to work collaboratively to address those themes – volunteers recruited	

We learned:

- Going wide at the start of the proc
  sets the right tone for inclusivity a
  equal participation
- Manage expectations on how long
  the process will take
- Incentives are necessary for effect
  recruitment, beyond offering food
  and drink
- Play to organisational strengths –
  Police are excellent organisers / co
  ordinators
- Public sector 'rules' can drain ener
  (childcare, incentives, food etc.)

ood End, Henley Green & Manor Farm

wanted to:

est ways of involving people in service
hange decisions and unlocking community
esource

did:

Cards on the Table'

onest' conversation about impact of
ts, with senior leaders in key service
eas offering detailed information and
ttendance on the day to discuss
otential partnerships

4 areas of collaboration identified,
cluding a network, including: a local
VEHM network, co-production of a
mily hub, collaboration to connect
olated vulnerable people into the
ommunity

We learned
- Non-council facilitators build bridges, provide construct
  challenge and bring expertise in creative engagement
  techniques , but their role is complex and there is a risk
  are seen as "outsiders coming to fix things" rather than
  supporters of good discussions
- A significant commitment of time is required of council
  and they need the right skills to engage productively in
  conversation
- Getting community participants to the level of confiden
  and knowledge where they were willing to participate t
  more time than expected
- Brokering terms of engagement very useful
- Sharing problems / information helps trust
- Community partners are keen to collaborate but must b
  seen as valued, equal partners
- This exercise is one where it is particularly important to
  a wider range of voices in the room
- Public sector need to follow through to maintain trust

Moat House
Community Trust

Cheylesmore

- **We wanted to**
  - Test a digital tool for network finding and building

We did (but still in early stages)
  - Work with the community on benefits and difficulties of digital approaches
  - Identify different tools and approaches that could be used to engage people
  - Select and prepare for launch of an Interests.me website for the neighbourhood

- **We learned**
  - Networks don't last long without support or incentive to stay together
  - Digital versus non-digital is a false choice, digital needs to support and enhance non-digital
  - Digital tools are not well accepted if imposed, they need to be selected with user and community support
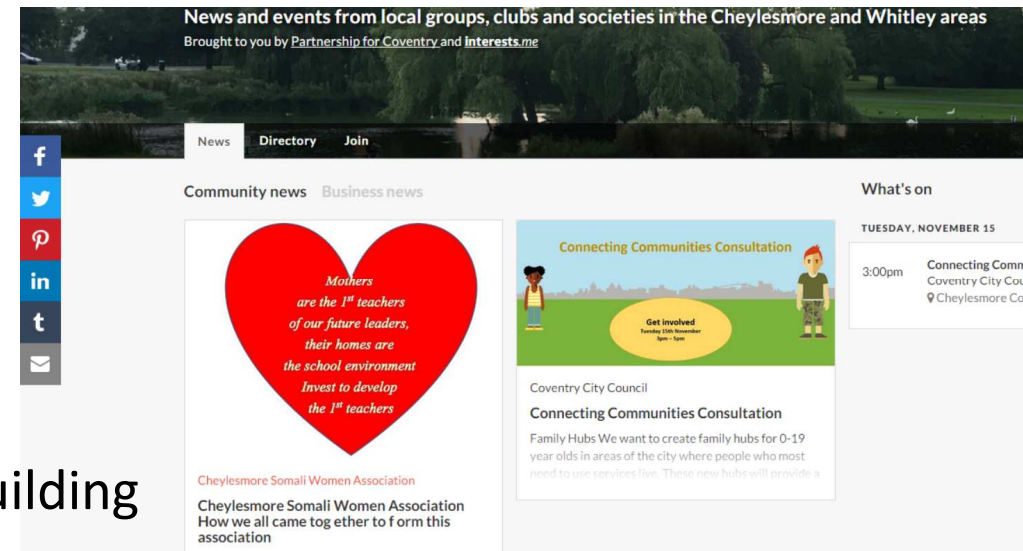
Understanding networks

- We wanted to
  - Find a consistent way of mapping neighbourhood relationships and networks
- We did
  - Explored the work that the Council had already done on understanding local networks
  - Tested automated mapping on the basis of social media tools, producing test maps
  - Talked to projects at the university who were already trying to create network maps for relationships in particular areas of the city
- We learned
  - The knowledge already held in the Council and its partners was extensive, but not centralised. Some had been written down but it often depended on personal relationships
  - None of the available technological tools proved successful in creating a living map (rather than a static one)
  - We are using interests.me in the Cheylesmore pilot which will be a test of an approach that could be used in a more networked way

Citywide

- The approaches we tested were designed for neighbourhood working but with the intention that they could be rolled out more widely, eventually to cover the city scale

- The city-wide anchor event (on the model of the WMCA Citizens' Panel) did not take place as, despite interest from the cultural strategy team, it was difficult to make timelines for the event and the strategy align

- However, our experiences at neighbourhood level suggest that connecting the different neighbourhood networks may be a better route for building citywide connections in the immediate term

- Building links between these different networks now can then be the basis for a citywide conversation when the right issue emerges

Broader learning 1

- To have impact at scale, these experiments will need to be adopted as routine ways of working, after which community networks are the main route for two-way conversations on a range of issues including future service provision. The networks as they stand are not ready for that role but it should be the goal for the next phase of work that the most advanced networks are able to fulfil that role

- The spreading of knowledge of participation methods and techniques through the organisation and its partners needs more consistent effort and senior commitment from the partnership (not just Council)

- The Partnership for Coventry role could become more prominent, perhaps by having lead partners for particular communities

Broader learning 2

- Before the working methods extend to other neighbourhoods, there should be a run-up period in which key local voices are engaged and involved in how the initial work is rolled out

- The support within the council and other partners has to be broader based and not rely on a small team, which is not sustainable as the scope of work expands

- A new narrative that describes what has been done and what is happening next, in neighbourhoods and citywide, would help bring clarity to conversations

Coventry City Council

To: Communities and Neighbourhoods Scrutiny Board   **Date: 16th November 2016**

Subject: Outstanding Issues Report

1   Purpose of the Note

1.1   To inform Members of the approach to be taken on progress, outcomes and responses to recommendations and substantial actions made by the Scrutiny Board.

2   Recommendations

2.1   Members are recommended to:

1) Note the attached outstanding issues at Appendix 1

3   Information/Background

3.1   When recommendations and actions are made following a scrutiny meeting, they are circulated to the relevant Cabinet Member and officer, and recorded on a recommendations tracker.

3.2   The purpose of this report is to bring to the Boards attention the responses received from Cabinet Members and officers in regard to recommendations and actions from previous meetings.

3.3   Once a response has been received or an action dealt with, it will be removed from this report and kept in the full recommendations tracker. The complete tracker can be viewed by contacting the Scrutiny Team on the details below.

Victoria Castree
Scrutiny Co-ordinator
Victoria.castree@coventry.gov.uk
024 7683 1122

Appendix 1 - Outstanding Issues

Meeting Date	Agenda Item	Cabinet Member/ Responsible Officer	Rec', Action or Information	Recommendations/ Actions	Officer contact	Response/ Status
15 September 2016	Update on Flytipping and Littering Enforcement		I	Agreed that the following be circulated to members:· List of hot streets.· Comparable data from other local authorities on prosecution numbers.	M. McHugh/ C. Hickin	OUTSTANDING: Reminder email sent 1/11 – Officers will circulate the information requested
15 September 2016	Update on Flytipping and Littering Enforcement		A	Suggested that City Vision be used to publicise the 'Report It' app together with data on flytipping.	M. McHugh/ C. Hickin	OUTSTANDING: Reminder email sent 1/11 – Officers will circulate the information requested
15 September 2016	Update on Flytipping and Littering Enforcement		A	Agreed that officers draft a one page summary of key contacts to be published in the Members Bulletin.	M. McHugh/ C. Hickin	OUTSTANDING: Reminder email sent 1/11 – Officers will circulate the information requested
15 September 2016	Update on Flytipping and Littering Enforcement	CM City Services	R	That the Cabinet Member for City Services review street cleaning arrangements in the inner city wards to address the littering issue.	Graham Hood	OUTSTANDING: Reminder email sent 2/11 – Officers will circulate the information requested
15 September 2016	Update on Flytipping and Littering Enforcement	CM Strategic Finance and Resources	R	· That the Cabinet Member for Strategic Finance and Resources improve performance at the Customer Service Centre to enable better reporting of flytipping.	Lisa Commane	COMPLETE: Response received from Cabinet Member outling the steps being taken to address the performance issues.

Last updated 19/10/16

Communities and Neighbourhoods (4)

Scrutiny Work Programme 2016/17

20th July 16
Innovation in traffic management Bus Gates
14 September 16
Fly-tipping and Littering
16 November 16
Policy for implementation and future management of residents parking schemes. Empowered Citizen's Programme
18 January 17
Housing Progress on the implementation of supported accommodation and floating support for homeless service users and ex-offenders (Salvation Army)
8 March 17
Progress on the Highway Asset Management Policy and Strategy Flood Risk Management and Drainage Update
5 April 17 **Proposed Agenda Items**
Delivering Early Action Neighbourhood Bid/IGNITE Project Taxi Licensing Policy Future Burial Provision

1

Date	Title	Detail	Cabinet Member/ Lead Officer
20th July 16	Innovation in traffic management	To brief Members on progress and developments on innovative projects in traffic management	Cllr Innes Colin Knight Sunil Budhdeo
	Bus Gates	To brief Members on the issues with bus gates, particularly Park Rd, and what steps have been taken for mitigation.	Karen Seagar
14 September 16	Fly-tipping and Littering	Members would like to know what is being done to address the increase in fly-tipping and concern from residents. To look at the impact of reduced resources on Streetpride and street cleansing.	Andrew Walster Cllr Innes
16 November 16	Policy for implementation and future management of residents parking schemes.	To look in more detail at proposals for a policy on how to implement and manage residents parking schemes.	Jonathan Hagan Colin Knight Cllr Innes Karen Seager
	Empowered Citizen's Programme	Evaluation and feedback on how we can work together to share resources and fresh ways of engaging with neighbourhoods or communities of interest. Moving towards next form of partnership within the city - getting more residents as well as organisations involved in the discussion. Will be a briefing note with position statement prior to full Cabinet Member report in the new year. Picks up suggested item from Member of the Public.	Helen Shankster Cllr Bigham
18 January 17	Housing	To discuss the provision of housing across the City and options for increasing housing stock.	Cllr Bigham Andrew Walster
	Progress on the implementation of supported accommodation and floating support for homeless service users and ex-offenders	At her Cabinet member meeting on 13th Nov 15 the Cabinet Member requested that a further progress report be submitted to Scrutiny so she can consider their comments.	Cllr Bigham Andrew Walster

Date	Title	Detail	Cabinet Member/ Lead Officer
	(Salvation Army)		
8 March 17	Progress on the Highway Asset Management Policy and Strategy	Following approval at Cabinet on 5th January Members requested progress on implementing the strategy and policy and whether the Council is meeting the requirements for funding. 6 months. To include information on pot hole actions.	Neil Cowper Cllr Innes
	Flood Risk Management and Drainage Update	An annual report on Flood risk Management and Drainage to be brought to Scrutiny in 2016/17. To include information on the following which was identified in March 2016. 1) Officers to look at the strategic network when closing roads during flooding events to prevent potential additional damage by flood water through vehicles continuing to use flooded routes. 2) Officers to look at the sandbag distribution network and investigate a flooding 'champion' role with elected members to ensure fair distribution of bags and update when supplies are running low. 3) To provide information on when the pond or alternative improved drainage scheme at Bannerbrook Park will be completed.	Neil Thomas Cllr Innes
5 April 17			
Proposed Agenda Items	Delivering Early Action Neighbourhood Bid/IGNITE Project	The IGNITE project delivered by Coventry Law Centre and Grapevine was awarded Early Action Neighbourhood Bid. Members are interested in progress.	Helen Shankster Cllr Bigham
	Taxi Licensing Policy		
	Future Burial Provision	There have been significant savings made to the budget, the Board may want to consider the implications of this.	Andrew Walster Graham Hood Cllr Innes

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