



Business, Economy and Enterprise Scrutiny Board (3)

Time and Date

2.00 pm on Wednesday, 26th September 2018

(PLEASE NOTE CHANGE OF DATE & TIME)

Place

Committee Room 3 - Council House

Public Business

1. **Apologies and Substitutions**
2. **Declarations of Interest**
3. **Minutes** (Pages 3 - 6)
 - (a) To agree the Minutes of the meeting held on 11th July 2018
 - (b) Matters arising
4. **Affordable Warmth Support for Vulnerable and Low Income Householders** (Pages 7 - 18)

Briefing Note and Presentation of the Deputy Chief Executive (Place)
5. **The Wheelhouse** (Pages 19 - 20)

Briefing Note of the Deputy Chief Executive (Place)
6. **Work Programme 2018/2019** (Pages 21 - 24)

Report of the Scrutiny Co-ordinator
7. **Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved**

Private Business

Nil

Martin Yardley, Deputy Chief Executive (Place), Council House, Coventry
Tuesday, 18 September 2018

Note: The person to contact about the agenda and documents for this meeting is Michelle Salmon, Governance Services, Tel: 024 7683 3065, Email: michelle.salmon@coventry.gov.uk

Membership:

Councillors R Auluck, J Birdi, J Clifford, G Crookes, R Lancaster, J McNicholas (Chair), C Miks, B Singh, T Skipper and K Taylor

By invitation:

Councillors K Caan, J Clifford, J Innes, R Lakha, J O'Boyle, D Welsh

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

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

Michelle Salmon

Governance Services

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Coventry City Council
Minutes of the Meeting of Business, Economy and Enterprise Scrutiny Board (3)
held at 10.00 am on Wednesday, 11 July 2018

Present:

Members: Councillor J McNicholas (Chair)
Councillor J Birdi
Councillor R Lancaster
Councillor C Miks
Councillor B Singh
Councillor T Skipper
Councillor K Taylor

Employees (by Directorate):

Place N Chaplin, G Holmes, R Moon, M Salmon, J Seddon,
S Watson

People
K Lees

Apologies: Councillor R Auluck
Councillor J Clifford
Councillor G Crookes

Public Business

1. Declarations of Interest

There were no declarations of interest.

2. Minutes

The minutes of the meeting held on 15th May, 2018, were signed as a true record.

Further to Minute 49/17 St Mary's Guildhall the item was on the work programme for the September meeting. Further to Minute 50/17 Recommendations from Canal and Basin Task and Finish Group would be considered by Cabinet on 17th July, 2018.

3. The Energy and Low Carbon Team

The Board considered the work of the Energy and Low Carbon Team, including the Affordable Warmth Team, the Green Business Programme Team, Business Sustain, the Coventry and Warwickshire Energy Innovation Zone which is supported through the Coventry and Warwickshire Local Enterprise Partnership (CWLEP), and the Climate Change Strategy which was to be reviewed in 2019 with a new strategy to be developed from 2021.

The Cabinet Member for Education led a discussion on energy efficiency in schools referencing a recent conference that he had attended with Head Teachers to encourage better energy use in school buildings.

The Board discussed:

- Switch and Save scheme to enable bulk buying and therefore cheaper energy supplies
- Consideration as to whether Switch and Save could identify suppliers with the lowest carbon footprint rather than lowest price
- Consideration of a white label energy company to provide lower tariffs, especially for those on lower incomes and pay as you go meters
- How the information available on energy efficiency could be better co-ordinated
- Heatline as the Council's energy source and its planned expansion
- Energy efficiency as part of buildings regulations

RESOLVED that:

- (1) The Board agree to an item on Fuel Poverty and use of Switch and Save to a future meeting**
- (2) To establish a task and finish group to be involved in a new Climate Change Strategy, to involve Cllrs McNicholas, Lancaster and Taylor**

4. Coventry Air Quality Action Plan

The Board discussed a Cabinet Report containing information about the Air Quality Action Plan and the full business case, response to the government's consultation on the Clean Air Strategy and funding streams available to deliver an Air Quality Action Plan.

The Board discussed the following:

- What measures had been considered to improve air quality, particularly in terms of restricting cars and commercial vehicles
- What a clean air zone would mean
- The use and benefits of green corridors to improve air quality
- Requests for more data on progress made in reducing NO2 and particulates
- The impact of the removal of bus lanes on air quality
- The timescales to meet required targets and the implication of not meeting them
- Pollution from taxis and what powers the authority had
- Which bus operators responded to the funding scheme

RESOLVED that:

- (1) The Board receive the Cabinet report with the final Local Air Quality Action Plan before it goes to Cabinet later this year.**
- (2) The Board support the recommendations to Cabinet and further recommended that:**

The Local Air Quality Action Plan consider the following:

- a. A strong emphasis on encouraging cycling and walking**
- b. Further investigation into the use of green corridors to improve air quality**
- c. Use the Councils licensing powers to address pollution caused by diesel taxis**
- d. Encourage all bus operators in the city to improve the quality of their fleet to be Euro6 compliant**

5. Green Space Strategy Progress

The Board considered the briefing note, noted the progress made to date, including the timescales for the internal and public consultation.

RESOLVED that:

- 1) The Green Space Strategy task and finish group continue with Cllrs Auluck, McNicholas and Taylor**
- 2) A report on the draft Green Space Strategy be received as part of the public consultation process**

6. Work Programme 2018/2019

The Board noted the current work programme and discussed items to be added for the 2018/19 municipal year.

RESOLVED that:

The following be added to the work programme 2018/19

- Fuel Poverty including Switch and Save**
- Air Quality Action Plan**
- Changes to the “high street” offer and impact on City Centre South**
- Brexit – joint with Scrutiny Board 1**
- Very Light Rail – visit to Warwick Manufacturing Group**
- Support to small businesses and start-ups – including the Chamber**

7. Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

There were no additional items of public business.

(Meeting closed at 11.50 am)

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To: Business, Economy and Enterprise Scrutiny Board (3)

Date: 26th September 2018

Subject: Affordable Warmth Support for Vulnerable and Low Income Householders

1 Purpose of the Note

- 1.1 To provide the Scrutiny Board with further information on affordable warmth support following the 11th July 2018 briefing note on The Energy and Low Carbon Team.

2 Recommendations

- 2.1 The Business, Economy and Enterprise Scrutiny Board (3) are recommended to:
- 1) Note the content of the briefing note.
 - 2) Endorse the work carried out by the Affordable Warmth Team and Public Health to provide affordable warmth support for vulnerable and low income households.
 - 3) Identify any recommendations for the Cabinet Member for Public Health and Sport.

3 Fuel Poverty

- 3.1 Fuel poor households cannot afford to heat their home to an adequate temperature. The Government defines a household as being in fuel poverty if:
- They have required fuel costs that are above average (the national median level) and were they to spend that amount they would be left with a residual income below the official poverty line.*
- 3.2 The factors that determine whether a household is fuel poor are:
- Income
 - Cost of fuel
 - Energy consumption (depending on the energy efficiency of the home and the needs of the householders)
- 3.3 The majority of households in fuel poverty are owner occupiers and people living in private rented accommodation, and single parents and houses with multiple occupants are also the most at risk.
- 3.4 The Department for Business, Energy and Industrial Strategy (BEIS) publishes annual fuel poverty statistics for England. The latest available statistics, relating to 2016, were released in June 2018. Key statistics are summarised below:

Coventry

- 15.3% of all households in Coventry (20,479) are now fuel poor, compared to 11.1% in England. In the previous year, 14.4% of all Coventry households (18,878) were fuel poor, and 11.0% were fuel poor in England.

- Out of all 326 billing local authorities in England, Coventry has the 10th highest level of fuel poverty along with 3 other local authorities (Sunderland, Barrow-in-Furness, Newham).

Coventry Neighbourhoods

- Of the 195 Lower Super Output Areas in Coventry, there are 40 where at least 1 in every 5 households are fuel poor. This is 21% of all LSOAs. In the previous year 29 LSOAs had at least 1 in every 5 households in fuel poverty.
- The LSOA with the highest level of fuel poverty is Gosford and Gulson Roads. 38.3% of households in this LSOA are fuel poor. It has the 9th highest level of fuel poverty out of all 32,844 LSOAs in England.

3.5 A map of the city showing levels of fuel poverty at the LSOA level will be available for discussion at the meeting.

4 Fuel Poverty and Health

4.1 Studies have shown that households that cannot afford to heat their home to an adequate temperature can suffer ill health as a consequence. Older persons, children and those with existing health conditions can be particularly vulnerable.

4.2 A cold home environment can have direct and indirect health impacts:

Direct

- There is a strong relationship between cold temperatures and cardio-vascular and respiratory diseases.
- There is also a strong association between excess winter deaths and lower indoor temperatures. An estimated 10 - 30% of all excess winter deaths are due to people living in cold homes.
- Children living in cold homes are more than twice as likely to suffer from respiratory problems as children living in warm homes.
- Mental health is negatively affected by fuel poverty and cold housing for all age groups.
- More than 1 in 4 adolescents living in cold housing are at risk of multiple mental health problems compared to 1 in 20 adolescents who have always lived in warm housing.
- Cold housing increases the level of minor illnesses such as colds and flu and exacerbates existing conditions such as arthritis and rheumatism.

Indirect

- Cold housing negatively affects children's educational attainment, emotional well-being and resilience.
- Fuel poverty affects dietary opportunities and choices.
- Cold housing negatively affects dexterity and increases the risk of accidents and injuries in the home, particularly amongst the elderly.

5 Affordable Warmth Support in Coventry

5.1 The Council's Affordable Warmth Team (AWT) and Public Health collaborate closely to develop and deliver projects that will provide maximum support within the resources available. Most projects are focused on helping low income and vulnerable householders who have health conditions that are affected by their cold homes.

5.2 There are two elements to this work; i) providing insulation and heating measures to improve energy efficiency, and ii) offering affordable warmth advice and information.

5.3 The affordable warmth services provided are summarised below:

Warmer Homes in Coventry

This project managed by the AWT provides insulation and heating measures funded by the Energy Company Obligation (ECO). ECO is a Government scheme that requires the larger energy suppliers to meet energy saving targets by funding insulation and heating improvements. ECO is paid for by a levy on all domestic energy bills.

The project is able to provide funding towards cavity wall and solid wall insulation, loft insulation, gas boiler and electric storage heater replacement, and room in roof insulation. The Council has taken advantage of the new ECO Flexible Eligibility provisions introduced by the Government in 2017 to now provide insulation and heating measures for a much broader range of low income and vulnerable householders, including those with health conditions.

In the first phase of promoting the project, Council letters were sent out using benefits data to identify households that would potentially qualify. Letters were sent to Housing Benefit and Council Tax Support recipients in neighbourhoods where data showed high levels of fuel poverty, and to private landlords who receive direct payment of their tenant's Housing Benefit from the Council. Public Health funding is available in the current financial year to provide financial support to residents who will be required to make a contribution towards the ECO funded work but can't afford to do so.

Affordable Warmth on Prescription

Members of the Scrutiny Board will have been provided with details of this pilot project in advance of the meeting.

Keeping Coventry Warm

This project provides a quick response service to help low income and vulnerable households whose boilers and heating systems have failed. In 2017/18, 24 households were assisted using £35,000 Public Health funding, supplemented with £20,000 of Better Care Fund monies to specifically enable first time central heating to be installed too.

Without Keeping Coventry Warm very vulnerable individuals would be left without heating in the cold winter months. For 2018/19 £35,000 of Public Health funding will be available to continue the project, and at the time of preparing this briefing note a contractor was being procured to carry out the required heating work. The project will be managed by the AWT.

Switch and Save

Switch and Save is the Council's collective switching scheme operated by the AWT in conjunction with iChoosr. The scheme was launched in 2013 when the Council was successful in securing short-term funding from the Department of Energy and Climate Change. Back-to-back Switch and Save campaigns are now run throughout each year, with low cost tariffs being secured for scheme registrants through reverse auctions in February, May and October, operated by iChoosr for Coventry and other participating local authorities.

The scheme is simple and cost free for residents – after registering for it they then subsequently receive a personal offer from the supplier that has won the reverse auction. If the offer is acceptable then they just need to confirm this and iChoosr will then go on and arrange the switch.

Over the 11 campaigns completed so far, more than 8000 residents have registered for Switch and Save and the average saving for those that have gone on to switch is £208 a year.

For the first time in Coventry, the current campaign will include a Council letter going out to every resident in the city. The aim is to help as many residents as possible who are on Standard Variable Tariffs (SVTs) to switch to a cheaper tariff. SVTs are the tariffs that many suppliers put customers on when their fixed contract comes to an end or if they have never

switched before. A report published last year by Ofgem showed that 60% of all domestic bill payers nationally are still on SVTs, and this was costing the typical household about £300 more each year than the cheapest tariff available. The letters are being organised by iChoosr and are due to start being delivered on the 18th and 19th September. Three drop-in events have been organised in the city to help people register after receiving their letter.

A specialist organisation has recently been procured to provide a Switch and Save Project Officer during the period 1st September 2018 – 31st August 2019. The Project Officer is funded by the Better Care Fund, and they will work to identify residents who may be vulnerable and on a low income. They will provide one-to-one support to help these residents register for Switch and Save and to go on to switch if they wish to.

When iChoosr's collective switching scheme first started, the sole focus was on offering cheaper tariffs. They have now begun broadening the scope of the tariffs offered so that they can be both cheap and green. Over the past year, 30% of their available tariffs have been 100% renewable electricity.

Warm and Healthy Homes for Disabled Householders

Disabled householders are particularly vulnerable to the adverse health effects of cold homes because they:

- May have conditions that require a higher temperature to be maintained in their homes.
- Are likely to be less mobile and therefore find it harder to keep warm.
- Are likely to be in their home environment for much longer every day than other householders.
- Are less likely to be in paid employment and therefore more likely to be on a low income or reliant on benefits, meaning that they have a greater struggle to afford to stay warm in an energy inefficient home.

In 2016 the AWT completed a project that improved the homes of over 80 disabled people with insulation and heating work. The project used £597,000 of funding from the Department of Energy and Climate Change won through a competitive bidding process, with an additional £233,000 of ECO funding secured to enable further measures.

Building on the success of this project, a new Warm and Healthy Homes for Disabled Householders project has been developed for implementation in 2018/19, using £200,000 of funding from the Better Care Fund combined with ECO funding. This will enable external wall insulation and other improvements to be offered to householders who have recently received a Disabled Facilities Grant from the Council. A contractor has been procured to carry out the improvement work. The project is being managed by the AWT, and the first phase of letters to disabled householders were being sent out at the time of preparing this briefing note.

Pre-intervention health and wellbeing surveys will be carried out by the AWT with all of the participating householders, and post-intervention surveys using the same questions will be carried out 12 months afterwards. The surveys are intended to demonstrate the benefits of the insulation and heating improvements.

Heating Assistance Preventing Hospital Admissions

This is also a new project that will be implemented in 2018/19, using £42,000 funding from the Better Care Fund. It will provide heating repairs and improvements for vulnerable and low income individuals.

Individuals will be identified and referred to the AWT by hospital discharge services and home care providers providing personal care. After assessment, qualifying householders

will be able to get help with the following repairs and improvements: i) the repair or replacement of existing broken and inefficient gas boilers, ii) the repair of existing defective gas central heating system components, iii) the provision of first-time gas central heating, and iv) the replacement of existing broken or inefficient electric storage heaters.

Pre and post- intervention health and wellbeing surveys will also be carried out for this project by the AWT with all of the participating householders.

Affordable Warmth Advice and Information

The AWT provides wide-ranging affordable warmth advice and information to help households reduce energy bills and stay warm in their homes. This is available to all Coventry households but with a focus on those that are vulnerable or on a low income.

Help is available by telephone, e-mail, the Council's website, and by home visit, as well as through weekly surgeries held at Age UK. The help includes advice on energy tariffs, negotiations with energy suppliers regarding fuel debt, registering for the Priority Service Register and obtaining £140 annual Warm Home Discount payments and other financial support.

In 2017/18, 469 households received advice and information from the AWT. In the same year the team's webpages also received 7665 web page views.

During 2017/18 the AWT also provided bespoke affordable warmth advice and information to tenants of Whitefriars housing association living in Manor Farm, Coventry. As a result of the advice and information given, the average yearly saving for each household visited was £280. Savings were made principally through accessing grant funds and reductions in energy usage.

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Fuel Poverty and Affordable Warmth Support for Vulnerable Households



Scrutiny Board (3) 26th September 2018 meeting

David Shiner, Affordable Warmth Team

Nadia Inglis, Public Health

Who are the fuel poor?

Households are deemed to be living in fuel poverty if they have above average (national median) fuel costs, and were they to pay that they would have a residual income below the official poverty line



Owner Occupied, 43.3%



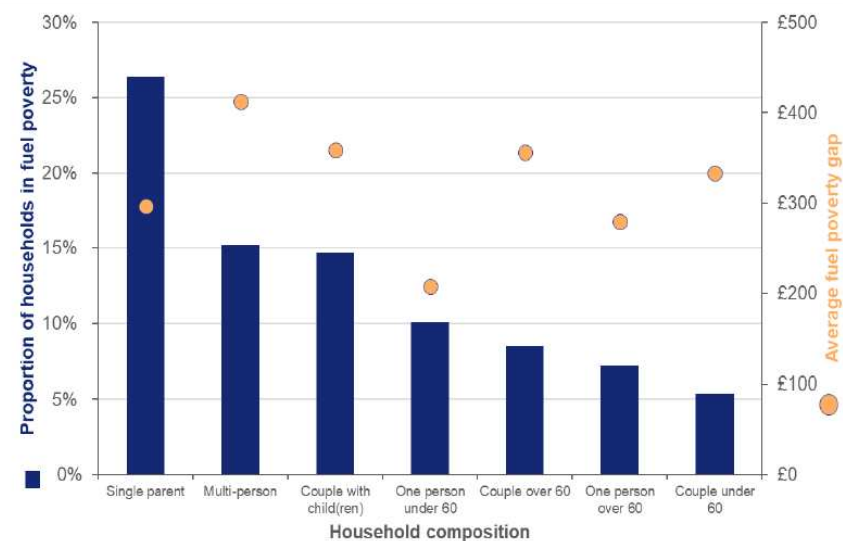
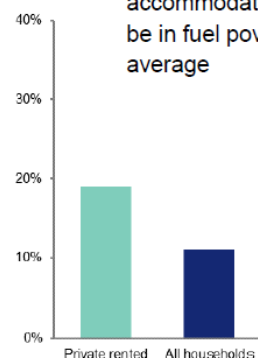
Private Rented, 35.4%



Social Housing, 21.3%

43.3 per cent of fuel poor households are owner occupied

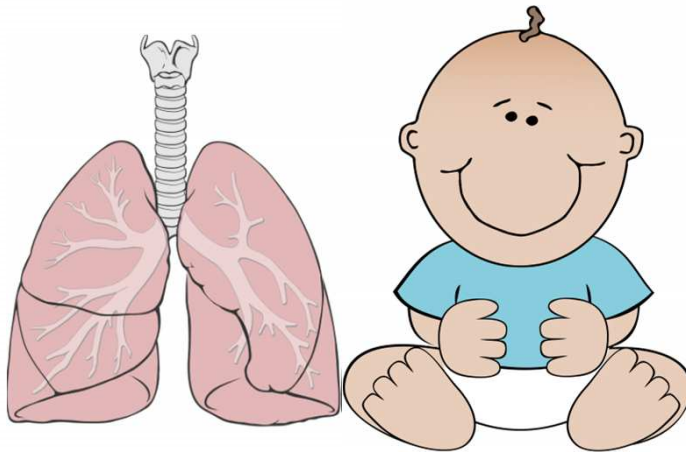
However, households in **private rented** accommodation are **twice as likely** to be in fuel poverty than the national average



Annual Fuel Poverty Statistics Report 2018 (2016 data)

Fuel Poverty and Health – what do we know?

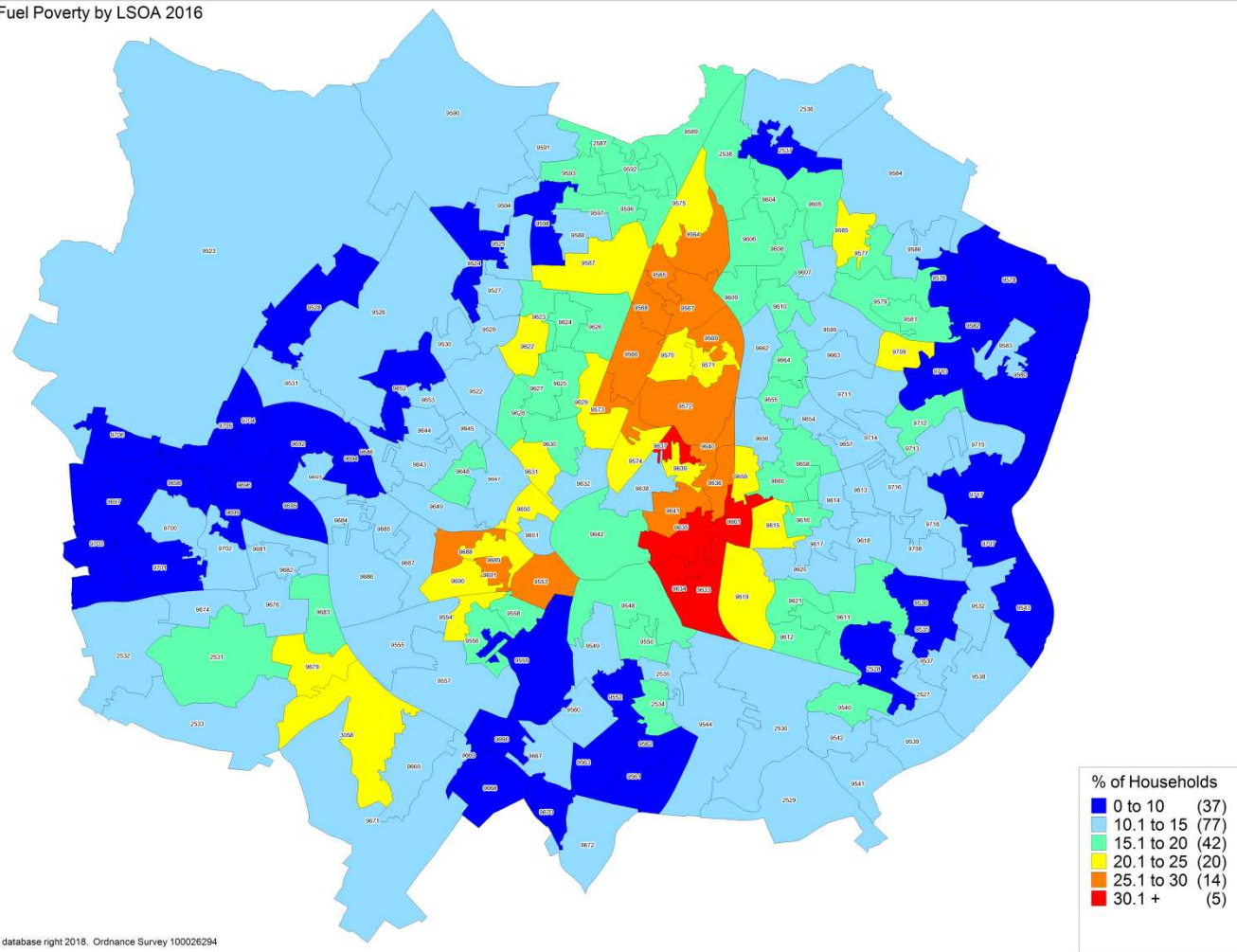
Young children, older people and those with pre-existing health problems are particularly susceptible to cold



Cause of
10 – 30%
of excess
winter
deaths

Fuel Poverty in Coventry

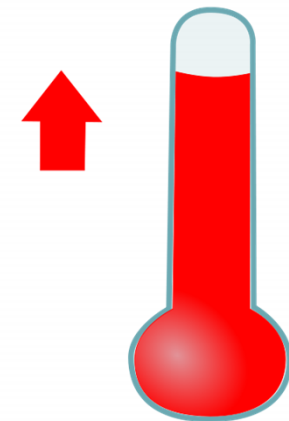
Coventry City Fuel Poverty by LSOA 2016



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Fuel Poverty – Action in Coventry

- Range of programmes to support the most vulnerable (based on income and health criteria) by providing heating and insulation measures, and advice and guidance
- Using internal and external funding for programmes
- Engagement with frontline health and care staff to generate referrals
- Evaluating impact on health, financial gains to residents



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To: Business, Economy and Enterprise Scrutiny Board (3)

Date: 26th September 2018

Subject: The Wheelhouse

1 Purpose of the Note

- 1.1 To inform the Business, Economy and Enterprise Scrutiny Board of current activity in relation to The Wheelhouse and their establishment of shared office space in the Council House.
- 1.2 To seek the support and guidance of the Business, Economy and Enterprise Scrutiny Board in considering further options in relation to the St. Mary's Guildhall offer.

2 Recommendations

- 2.1 The Business, Economy and Enterprise Scrutiny Board is recommended:
 - 1) To continue to support and promote the growth of The Wheelhouse and their shared office space within the Council House.
 - 2) To identify any additional recommendations for the Cabinet Member

3 Background

- 3.1 In May 2018 Scrutiny Board were informed that The Wheelhouse had opened at the Council House as a means of generating an income from otherwise underutilised space within the Council.
- 3.2 The Wheelhouse (Coventry) opened in April 2018, within the former Communications Team offices converted to offer:
 - Dedicated desk spaces
 - Co-working desk spaces
 - Relaxed working spaces
 - Meeting room spaces
- 3.3 This report and Scrutiny Board on 26th September seeks to update Scrutiny Board on progress over the past three months.

4 Information and Update

- 4.1 The Wheelhouse report that they are on course for achieving targets in business growth and tangible income is now being received from The Wheelhouse which is ahead of forecast.

- 4.2 Hot desk membership is underperforming, however the number of fixed desk membership is ahead of forecast, which over-compensates revenue-wise for the hot desks.
- 4.3 The membership base is further increasing over the period following the usual summer lull with additional hot desk enquiries and a significant fixed desk enquiry supporting growth for September.
- 4.4 A renewed marketing campaign is being launched through September and October to capitalise on the 'new term' opportunities; social media, local business forums, press releases and event hosting all support the marketing campaigns.
- 4.5 A referral system is in place for all Coventry City Council Employee.
- 4.6 A visit to The Wheelhouse is welcomed from Scrutiny Board.

5 Officer Contacts

Richard Moon
Director – Project Management and Property Services
Coventry City Council

Grant McKelvie
Commercial Business Director
Coventry City Council

Agenda Item 6

Business, Economy and Enterprise (3) Work Programme 2018/19

Last updated 14/9/18

Please see page 2 onwards for background to items

11th July 2018
Energy and Low Carbon Air Quality Green Space Strategy update
26th September 2018
The Wheelhouse Affordable Warmth Support for Vulnerable and Low Income Householders
21st November 2018
Air Quality Action Plan St. Mary's Guildhall and the Council House
5th December 2018 – visit to WMG
Coventry Innovation – Battery Plant, Autonomous Vehicles, Light Rail and Track
20th February 2019
3rd April 2019
Canal Basin recommendations progress
Dates to be identified
Destination Management Strategy Outcome of the Bus Lane Review Support to Small Businesses and start-ups Changes to the “high street” offer and impact on City Centre South Green Space Strategy Task and Finish Group Climate Change Strategy Task and Finish Group

Date	Title	Detail	Cabinet Member/ Lead Officer
11th July 2018	Energy and Low Carbon	Members requested a general briefing on the work of the team to enable them to identify areas for further investigation	Richard Moon/ Andy Williams Cllr O'Boyle
	Air Quality	To look at what the city is doing to address issues of air quality	Colin Knight Karen Lees Cllr Caan
	Green Space Strategy update	Progress report on the refresh of the Green Space Strategy	Graham Hood Cllr A Khan
26th September 2018	The Wheelhouse	Following on from their meeting in May 2018, Members requested further information the Wheelhouse in the Council House	Grant McKelvie/ David Nuttall Cllr O'Boyle
	Affordable Warmth Support for Vulnerable and Low Income Householders	To consider how best the Switch and Save scheme can be used and what other measures the Council are using to address fuel poverty	Sarah Watson Cllr Caan
21st November 2018	Air Quality Action Plan	To consider the final Air Quality Action plan before it goes to Cabinet on 30 th October	Cllr O'Boyle, Innes, Caan
	St. Mary's Guildhall and the Council House	Following their meeting in May, Members requested an update on the changes made to the Undercroft Café and the use of Council House space, including the Muniment Room	
5th December 2018 – visit to WMG	Coventry Innovation – Battery Plant, Autonomous Vehicles, Light Rail and Track	Further progress following the meeting on 17 th January 2017. Also to include a visit to WMG.	Colin Knight Cllr O'Boyle Cllr Innes Andy Williams
20th February 2019			

Date	Title	Detail	Cabinet Member/ Lead Officer
3rd April 2019	Canal Basin recommendations progress	Progress on the recommendations from the T&F group on the canal and canal basin	Andrew Walster/Richard Moon Cllr O'Boyle
Dates to be identified			
	Destination Management Strategy	Following the item at their meeting on 17 th January Members requested a progress update	David Nuttall Cllr O'Boyle
	Outcome of the Bus Lane Review	Following the select committee on public transport last municipal year, Members wanted to look in more detail at the outcome of the bus lane review	Colin Knight Cllr Innes
	Support to Small Businesses and start-ups	To look at what support the Council can offer to small and new businesses, including the role of the Chamber	Andy Williams
	Changes to the "high street" offer and impact on City Centre South	Members were interested to know how changes across the country to the offer from city centres will be affecting the implementation of City Centre South. To include contribution from the Business Improvement District	David Cockroft Cllr O'Boyle
	Green Space Strategy Task and Finish Group	To continue the work of the task and finish group from last municipal year	Cllr McNicholas
	Climate Change Strategy Task and Finish Group	To support the redevelopment of the Climate Change Strategy	Cllr McNicholas

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