



Scrutiny Co-ordination Committee

Time and Date

10.00 am on Wednesday, 20th September, 2023

Place

Diamond Rooms 1 and 2 - Council House, Coventry

Public Business

1. **Apologies and Substitutions**
2. **Declarations of Interest**
3. **Minutes**
 - (a) To agree the minutes of the previous meeting held on 12 July, 2023 (Pages 5 - 12)
 - (b) Matters Arising
4. **One Coventry Climate Change Strategy - Engagement and Consultation** (Pages 13 - 28)

Briefing Note of the Director of Transportation, Highways and Sustainability
5. **Scrutiny Annual Report 2022-23** (Pages 29 - 40)

Report of the Chief Legal Officer
6. **Complaints Policy and Procedure - Task and Finish Group** (Pages 41 - 46)

Briefing Note of the Chief Legal Officer

7. **Scrutiny Management**

Councillor N Akhtar, Chair of the Scrutiny Co-ordination Committee, attended the meeting of Cabinet on 29 August, 2023 for consideration of an item relating to “Coventry Strategic Energy Partner”.

Councillor Akhtar agreed that the decision was urgent and that call in should not apply.

In accordance with the Constitution, this matter is reported to inform the Committee of the reason for urgency which is:-

“The procurement timeline currently shows the date by which the Council will enter into contract with the preferred bidder as being 12th September 2023. In order to achieve this, the notification letter to all the bidders stating the award of the contract to the preferred bidder and commencement of the mandatory 10-day standstill period needs to commence on 1st September 2023. Failure to issue these letters on that date would mean a delay to the ability of the parties to enter into a contract on 12th September 2023 and therefore could also delay the implementation of the Joint Venture arrangements.”

8. **Scrutiny Co-ordination Committee Work Programme and Outstanding Issues - 2023/24** (Pages 47 - 52)

Report of the Chief Legal Officer

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

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

Private Business

Nil

Julie Newman, Chief Legal Officer, Council House, Coventry

Tuesday, 12 September 2023

Note: The person to contact about the agenda and documents for this meeting is Suzanne Bennett, Governance Services - Telephone: 024 7697 2299 E-mail: suzanne.bennett@coventry.gov.uk

Membership:

Councillors N Akhtar (Chair), P Akhtar (By Invitation), M Ali, G Duggins (By Invitation), AS Khan (By Invitation), P Male, C Miks, G Ridley, E Ruane, R Singh, R Thay (Deputy Chair) and CE Thomas

By Invitation for Agenda Item 4: Councillor J O'Boyle

Public Access

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Suzanne Bennett, Governance Services - Telephone: 024 7697 2299
E-mail: suzanne.bennett@coventry.gov.uk

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Coventry City Council
Minutes of the Meeting of Scrutiny Co-ordination Committee held at
10.00 am on Wednesday, 12 July 2023

Present:

Members:

- Councillor N Akhtar (Chair)
- Councillor R Thay (Deputy Chair)
- Councillor A Hopkins (Substitute for Councillor M Ali)
- Councillor S Keough (Substitute for Councillor P Male)
- Councillor R Lakha (Substitute for Councillor C Miks)
- Councillor G Ridley
- Councillor E Ruane
- Councillor R Singh

Other Members (Invited)

- Councillor P Akhtar (Deputy Cabinet Member for Policy and Equalities)
- Councillor G Hayre (Deputy Cabinet Member for Public Health, Sport, and Wellbeing)

Employees
(by Service Area):

Law and Governance V Castree, M Salmon, T Robinson

Public health and
Wellbeing A Duggal (Director of Public Health and Wellbeing), J Ross

Streetscene and
Regulatory Services J Adams, D Blackburn, L Nagle

Others (Invited):

- D Lyon, Detective Inspector, West Midlands Police
- A Patel, Analyst, West Midlands Police

Apologies:

- Councillor M Ali
- Councillor P Male
- Councillor C Miks
- Councillor C E Thomas
- Councillor AS Khan (Cabinet Member for Policy and Equalities) – Invited

Public Business

1. Declarations of Interest

There were no disclosable pecuniary interests.

2. Minutes

The minutes of the meeting held on 19th April 2023 were agreed and signed as a true record.

Further to minute 54 headed 'West Midlands Police - Update on Local Policing' and minute 55 headed 'Coventry Community Safety Plan' Members outlined their concerns regarding the submission deadlines for reports, data formatting, and appropriate data ownership, and requested that consideration be given to these matters for future reports to ensure that data could be properly shared.

3. **Coventry Community Safety Plan**

The Scrutiny Co-ordination Committee received a Briefing Note of the Director of Streetscene and Regulatory Services and Daryl Lyons, Chief Inspector of West Midlands Police, that responded to a request from Members for details of the Coventry Community Strategic Priorities and an explanation of how the Coventry Community Safety Partnership would address the priorities highlighted in the annual strategic assessment.

Community Safety Partnerships (CSPs) were the statutory body that brought together local partners to solve shared issues around: Crime and Disorder, Anti-Social Behaviour, Drug and Alcohol misuse, and Reoffending. The CSP in Coventry met as the Police and Crime Board (PCB).

Each year the Partnerships were required to undertake strategic assessments to help to inform their priorities. The root causes of crime and disorder were complex and multi-faceted, but local partners were well placed to respond and continue to work hard to understand how to make real and lasting impacts.

The strategic assessment, attached as an Appendix to the Briefing Note and which had been approved by the Coventry Police and Crime Board, was created, on behalf of the CSP by West Midland Police Partnership Intelligence Liaison Team (PILT). The Assessment was a regionally agreed service that provided each CSP with an annual report looking at the last 12 months. The document consisted of and was informed by, both local data, contributions from the local CSP members, and from a public survey, where members of the public were asked for their views on community safety in the city.

The strategic assessment looked back at data and events in the previous year and was also a predictive tool used to anticipate future issues in the city. The information was used by the PCB to set priorities and actions for the Partnership to improve community safety in the city.

The responsibility for delivering the strategic priorities, which were set out in the Appendix to the Briefing Note, ultimately lay with the PCB, although they were allocated and managed by the sub-groups, which supported the Board. The chairperson for each sub-group was a PCB member and answerable to the Board for the priorities that fell in their specific areas. Some of the priorities were 'cross-cutting' and collective ownership was taken for those issues.

The sub-groups that supported the PCB and were responsible for managing, delivering, and monitoring:

- City Tasking: This group covered public place-based issues, safety, and reassurance

- Harm and Abuse Reduction Partnership: This group responded to and sought to reduce a range of vulnerabilities/issues which ranged from domestic abuse, sexual violence, hate crime, modern day slavery etc
- Reducing Re-Offending Group: Reducing reoffending and the resulting harm, integrated offender management and tackling serious and organised crime
- Prevent: responded to the ideological challenge of terrorism and the threat faced from those who promote it; preventing people from being drawn into terrorism and ensuring that they were given appropriate advice and support; and worked with sectors and institutions where there were risks of radicalisation that needed to be addressed.

The PCB met quarterly and received the document that detailed performance against the qualitative and quantitative. Specific reporting was limited to 'exceptions' i.e., under, or over performance. Further scrutiny of the plan was undertaken by the West Midlands Police and Crime Commissioner, who had a representative on the Coventry PCB.

In considering the Briefing Note, the Committee questioned and received responses from officers and the Chief Inspector of West Midlands Police, in respect of the matters summarised below:

- Use of Images from City Centre CCTV - West Midlands Police use Coventry City Council CCTV images in future communications for incidents, where it did not compromise a conviction
- Data sharing with Members - dialogue between Members and the Community Safety Partnership regarding the data that could be shared, and context included
- Average speed cameras - impact of average speed cameras in the city and where the fines were sent
- Police officer strength in the city compared to actual strength - levels of police establishment in the City including vacancy rates
- Police estates in the city – plans for police estates in the City
- Motorcycle crime – growing crime of theft of motorcycles and use of motorcycles in criminal activities.
- Vehicle crime – Vehicle crime detection rate highest in the Police force and was a focus
- Motorcycle ride-outs – major events, countrywide attendance, drone assisted surveillance of events, plans in place where planned events
- Domestic abuse – Strategy in place for domestic abuse, quantitative measures via monthly stats in assessment reports, Prevent Training undertaken
- Access for data sharing networks – large sharing network, sub- groups bring intelligence together
- Cyber Crime – responsibility of Regional Organised Crime Unit
- City Centre - further action required to make the City Centre safer
- Night-time economy - Night-time Economy Steering Group chaired by Police inspector and Strategic Lead for Regulatory Services, funding for Night-time Czar in Coventry
- Police officer lists for local development posts – keep Members up to date on local policing teams

- Crime re-offenders – Police process for supporting offenders and work undertaken by Youth Offending Service/Board (now Youth Justice Services) to encourage children not to commit offences/re-offend
- Employment of ex-offenders – Council process in place
- Drug and alcohol misuse – Council Policies in place to support
- Ward meetings with Police – encourage monthly Ward meetings with Police to meet with local residents to inspire and motivate the reporting of criminal activity

Members of the Committee requested the following:

- Dialogue between Members and the Community Safety Partnership regarding the data that could be shared, and context included - Legal Services be consulted regarding sharing data between partners for future use
- Request that West Midlands Police use Coventry City Council CCTV images in future communications for incidents, where it did not compromise a conviction
- Average speed cameras - gather data from Traffic Management and circulate information to Members on the impact of average speed cameras in the city and where the fines were sent, and consider for the relevant Scrutiny Board
- Established police officer strength in the city compared to actual strength - circulate information to Members on levels of police establishment in the City including vacancy rates
- Police estates in the city – request information about plans for police estates in the City, from the Police and Crime Commissioner
- Up-to-date Police Officer lists for local development posts - circulate information to Members on local policing teams

RESOLVED that the Scrutiny Co-ordination Committee:

- 1) **Notes the content and actions in the Strategic Priorities designed to address community safety issues in the city.**
- 2) **The Cabinet Member for Policing and Equalities, who is the Coventry Police and Crime Board (PCB) chairperson, be requested to take further action to make the City Centre safer.**
- 3) **A letter be sent to the Mayor of the West Midlands Combined Authority requesting that funding be provided for the role of a Night-time Czar in Coventry.**

4. Domestic Abuse Early Intervention Project Update and Evaluation

The Scrutiny Co-ordination Committee received a Briefing Note of the Director of Public Health that provided Members with an update on the evaluation of the Domestic Abuse Early Intervention Project (EIP) and the impact on survivors, services involved, and the wider partnership involved in addressing domestic abuse within the city.

The Domestic Abuse Programme Delivery Manager gave a presentation on the Domestic Abuse Early Intervention Project to the Committee that provided the following information:

- The Project commenced in April 2021, it was supported by COVID funding and match funding from WMP, it had 3 full time staff from the Domestic Abuse Consortium, was based at Coventry Central Police Station and dealt with interventions for standard and medium risk victims of Domestic Abuse
- From 1st April 2021 – 30th March 2023 there were 5263 female victims and 529 male victims across an age range of under 15 years of age to 75 years of age and across a broad range of ethnicity
- Survivor support needs – 293 survivors with a disability, 427 survivors with language needs/interpreter, 1597 survivors with children, and 25 survivors supported with immigration. 3435 survivors were signposted or referred to in-house long-term support or other specialist external agencies
- Evaluation of Domestic Abuse Early Intervention Project in Coventry - conducted in collaboration with Coventry University using quantitative and qualitative methods
- Project aims - to support domestic abuse survivors with early interventions, preventing and reducing harms and risks in the immediate aftermath of the Covid-19 Pandemic: to reduce the re-victimisation and prevent escalation of abuse faced by survivors; to support different cohorts of survivors to engage with further support services; to enhance survivors' agency and support them to feel safer and more empowered
- Numbers of referrals extracted from the datasets of CHWA and Panahghar, respectively, before and after the implementation of EIP
- Risk levels assessed by Police and EIP
- The Numbers of survivors that accepted support services in 2020-2021
- The difference in access experience and outcomes for survivors before and after the project began
- The difference in the characteristics of the survivor cohorts before and after the project began
- The perceived impact of the co-located EIP by the EIP team, wider service providers, and survivors
- Recommendations from the Project evaluation:
 - Strengthening a co-located approach
 - a) Introducing the EIP team to the police formally
 - b) Increasing police's recognition of the notes left by the EIP team on the police system
 - c) Increasing capacity of the EIP team and the police
 - Training (Police)
 - a) Receiving training on case management and local support services
 - b) Receiving training on recognising domestic abuse behaviour and how to engage with survivors
 - Increasing funding for local support services
 - a) Expanding the timetables and capacity of local support sessions, such as domestic abuse group work and counselling service

In considering the Briefing Note, the Committee questioned and received responses from officers and the Chief Inspector of West Midlands Police, in respect of the matters summarised below:

- Impact of project - voices were heard and victims felt validated
- Victims could have complex issues that required more than one service
- The Service cost just under £150,000 per year to deliver
- New project – data currently being collected on the value of referrals
- Survivors didn't always want to access all services available to them at the start of the process but were able to come in at a later stage
- Referrals – people could decide not to progress with accessing services
- Valley House - had their own housing stock. Many other providers owned their own stock too
- Accommodate victims within 24 hours of contact received
- Officers supporting the Project had a combination of knowledge and experience of the work, some had additional qualifications, some drew on their own experiences
- 5,000 contacts made – some repeats
- Police Response Officers – didn't specialise in this work. Specific training would be beneficial to service including risk assessments and appropriate ways to engage with survivors and locally commissioned services
- Young People – education on domestic abuse delivered in schools
- Older Group – increased numbers could be due to more now being willing to report
- The report on the Domestic Abuse Early Intervention Project was being finalised for circulation – included data collected by Coventry University over a period of 9 months

Members of the Committee requested that a copy of the report on the Domestic Abuse Early Intervention Project (EIP) be circulated to them as soon as it was available.

RESOLVED that the Scrutiny Co-ordination Committee:

- 1) **Support the following recommendations as a result of the Domestic Abuse Early Intervention Project which were presented to the Domestic Abuse Local Partnership Board:**
 - a) **To strengthen a co-located approach and work pattern by increasing the awareness of the EIP to local other police resources within the Local Police Area.**
 - b) **That the police would benefit from further training on domestic abuse including risk assessments and appropriate ways to engage with survivors and the locally commissioned services.**
 - c) **Improving the capacity of the Early Intervention Project Team to extend the service support offer that is currently available and for specialist services to review the services provided to enable survivors to attend evening and weekend support sessions.**
 - d) **To continue to seek funding for extend the Project beyond March 2024.**

5. **Scrutiny Co-ordination Committee Work Programme and Outstanding Issues 2023-24**

The Scrutiny Co-ordination Committee considered their Work Programme for the Municipal Year 2023/24.

RESOLVED that the Scrutiny Co-ordination Committee:

- 1) **Notes the Work Programme for the Municipal Year 2023/24.**
- 2) **Agrees that the Work Programme be updated to include an item for the 20th September 2023 meeting of the Committee 'Severn Trent – water pollution and the quality and cleanliness of the rivers in Coventry'.**

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

There were no other items of public business.

(Meeting closed at 1.00 pm)

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Briefing note

To: Scrutiny Coordination Committee

Date: 20th September, 2023

Subject: One Coventry Climate Change Strategy – Consultation and Engagement Feedback

1 Purpose of the Note

- 1.1 The purpose of this paper is to inform the Scrutiny Coordination Committee about the engagement process and consultation feedback to the Council's draft Climate Change Strategy, and next steps with regards to finalising the Climate Change Strategy and Action Plan. The paper is intended to provide an opportunity for Committee members to make any recommendations or comments as part of the development process.

2 Recommendations

The Scrutiny Coordination Committee is recommended to:

1. Note the consultation feedback for the draft Climate Change Strategy;
2. Support the recommended process for further developing the Climate Change Strategy;
3. Make any comments and recommendations as part of the development of the Strategy.






Background and Information

3 Purpose of the Climate Change Strategy

- 3.1 Tackling the causes and consequences of climate change is one of the key priorities within the One Coventry Plan, alongside improving outcomes and tackling inequalities within our communities and improving the economic prosperity of the city and regions. Taking positive action on climate change will not only create environmental benefits for the city, it can help address inequalities across our communities by protecting the most vulnerable with targeted measures such as domestic retrofit and also create significant economic opportunities through job creation and attracting investment, such as the Gigafactory. Therefore, it is important to get the Climate Change Strategy right to underpin the huge opportunities it can generate for the whole city and position Coventry as a leader of the green industrial revolution.

- 3.2 Coventry was one of the first cities in the UK to launch a Climate Change Strategy back in 2012 and has made considerable progress on reducing carbon dioxide emissions by 48% since 2000. However, whilst the Council and city have made some positive steps in tackling climate change, much of the reduction in emissions is down to changes on a national level which includes changes to our energy infrastructure and industry moving away from manufacturing to more service-led. There is still a long and challenging journey ahead to reach net zero.
- 3.3 The draft Climate Change Strategy was launched in February 2023, setting out the Council’s ambitious vision and foundations for creating a sustainable net zero city of the future. The draft Strategy was launched at a high-profile event at the Transport Museum, which was attended by 136 people.
- 3.4 The draft Climate Change Strategy has been developed based on the International Council for Local Environmental Initiatives pathways:

The FIVE development pathways to sustainability

	Low emission – new economic opportunities
	Nature-based – enhance the biodiversity and urban ecosystems
	Circular economy – new models of production and consumption
	Resilient – anticipate, prevent, absorb and recover from shocks
	Equitable and people centred – inclusive urban communities and addressing poverty

- 3.5 An independent Climate Change Advisory Board has been established in the city, which is represented by major public and private sector organisations, businesses and the third sector. There is an overarching Board and five pathway groups chaired by subject matter experts, based on the development pathways to sustainability as per 3.4. Margot James, CEO of Warwick Manufacturing Group chairs the Board, for which Cllr O’Boyle is Vice Chair. Margot presented the Strategy at the launch event in the context of the role of the Climate Change Board, which will be to make recommendations to shape the final version of the Strategy and Action Plan.
- 3.6 Note that the Climate Change Board has recently supported a change in name of the Equitable and people centred-pathway to ‘Fair Green Future’ to simplify what this pathway stands for, and it will be therefore referred to as this throughout the report.
- 3.7 Alongside the draft Climate Change Strategy, the Council commissioned Professor Andy Gouldson, Leeds University and Government Advisor on climate economics to produce a ‘Net Zero Routemap’ for Coventry. Professor Gouldson presented his findings at the Climate Change Strategy launch event, outlining a detailed study of how Coventry could reach net zero.

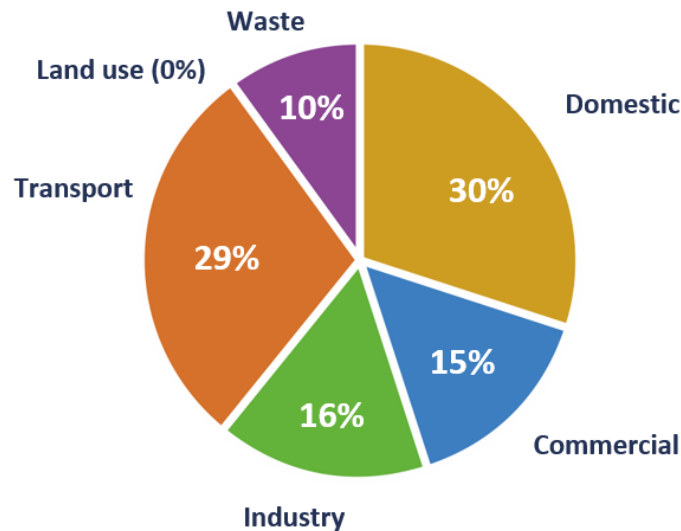


Figure 1: Coventry Carbon Footprint – Sectoral Breakdown (Direct emissions Scope 1 & 2), from Net Zero Routemap for Coventry by Professor Andy Gouldson

- 3.8 Figure 1 shows a breakdown of the city’s carbon footprint by sector. It shows that the biggest emissions in the city are from homes and transport. The study looked at over 700 options of ways to get Coventry to net zero by 2050, based on current emissions and trends. The majority of the options recommended by the study are based on existing technologies, however to deliver these interventions would require significant investment (in the region of £654m investment annually for 15 years).
- 3.9 The bill for total energy consumption in Coventry was forecast to be £620million in 2022 and continues to rise steeply. Over 20% of the population are in fuel poverty, with the cost-of-living crisis pushing more households into fuel poverty. Investment in taking positive climate action, such as insulating homes and encouraging more active travel could save in the region of £185m in the city’s total energy costs, benefitting residents, businesses and organisations as well as creating over 1400 jobs.
- 3.10 The Net Zero Routemap makes a series of recommendations and priorities areas to focus investment and action. Whilst this is referenced at a high level in the draft Climate Change Strategy, it is not detailed as the Routemap was not published until after the draft Strategy was launched. It is critical that the final Strategy aligns with the Routemap and includes a Climate Action Plan with clear targets to demonstrate how the Strategy will deliver net zero in Coventry. This was reflected in some of the feedback received to the consultation.
- 3.11 The Climate Change Strategy and Action Plan will provide an opportunity to consolidate and promote all of the work that the Council is currently doing and planning via the Green Futures Board, alongside partnership work with stakeholders. The Council is taking some significant steps in terms of action to help tackle the causes and consequences, which includes:
- Establishment of an Independent Climate Change Advisory Board for Coventry;

- Appointment of a Strategic Energy Partner which could bring up to £2 billion investment in decarbonisation projects in the city over the next 15 years (more detail in 3.12);
- Review of the Local Plan to create a more robust policy framework to support sustainable development;
- Creation of a Climate Change Adaptation and Resilience Strategy for the city;
- Pushing forward plans to create the UK's largest battery Gigafactory at Coventry Airport site;
- Development of proposals for a solar farm at Lentons Lane which will power up to 7,600 homes, which has been submitted for planning permission;
- Securing £30m for domestic retrofit funding over the last 18 months which will benefit over 2,500 homes across the city, alongside providing training and apprenticeship opportunities and creating jobs for local people;
- Considerable progress is being made to decarbonise the Council's estate, with a 21% reduction in Council building-related emissions between 21-22 and 22-23 as a result of external grant investment in measures including installation of Solar PV on 21 properties, a new air source heat pump installed at Central Library and insulation, pipework and lighting improvements undertaken at several other properties.
- Securing £50m investment to create the UK's first all-electric bus city, with the entire network to be electrified by 2025;
- Installing the biggest network of electric vehicle charging points anywhere in the country outside of London;
- Development of Coventry Very Light Rail, an alternative low carbon affordable mass transit system that has the potential to revolutionise public transport in cities such as Coventry;
- Development of segregated cycle lanes, including Coundon Road, Binley Road and around the University of Warwick, with further routes planned including London Road and Foleshill Road with a vision to create a citywide network;
- Coventry Connects Device Bank will help to reduce the digital divide in the city through supporting community organisations and charities to access digital devices to be distributed to communities. Many of the devices being used are recycled and refurbished laptops which support the circular economy. This is complemented by the provision of support for connectivity and digital skills.
- Commitment to plant 360,000 trees over the next 10 years as part of the city's Urban Forestry Strategy, with related work taking place to conduct an i-Tree study to support management of existing trees;
- Significant improvements to the River Sherbourne through partnering with the Warwickshire Wildlife Trust to deliver the Sherbourne Valley project which aims to create an urban living landscape;
- Continued investment in the city's parks, 5 which obtained the prestigious Green Flag Award earlier this year, a national scheme awarded to the best parks and green spaces in the country which requires high environmental standards to be achieved;

- Plans to create a network of community horticulture and food growing projects across the city;
- The Green Business Network Programme provided by the Council has supported over 400 SMEs since 2016, including administering £2.5m in ERDF grant to support businesses to deliver energy efficiency measures as well as providing energy saving advice, saving 14,000 tonnes of carbon emissions and creating 60 new jobs.

3.12 The above list is not exhaustive and demonstrates that already there is a lot of positive climate action already taking place, but this needs to be built upon to go much further to reach net zero. The Strategy and Action Plan will need to be measurable via a performance framework that aligns with the One Coventry Plan to ensure that outputs and outcomes are being delivered and investment prioritised accordingly.

3.13 Since the launch of the Strategy, the Council has been successful in appointing a Strategic Energy Partner for the city. This is an important step in the Council's journey to tackling climate change. By partnering with a private sector organisation the Council is able scale up resource, investment and take action at pace to tackle climate change in the city, as well creating jobs and supporting local businesses and communities. It is important the final version of the Climate Change Strategy reflects the role of the Strategic Energy Partner and there is mutual alignment with the Strategic Energy Partnership's Strategic Business Plan.

3.14 It is important to the Council that we understand the views of residents, businesses and organisations across the city regarding issues related to climate change and sustainability to help shape the Strategy. The Council has a role of leader and enabler when it comes to taking action on climate change and creating a more sustainable future for our city, but we can't do it alone and need to take communities with us on this journey.

4 Consultation Process

4.1 The consultation ran from 15th February through to 7th July 2023. The initial consultation period was planned to be 12 weeks but was extended to enable the team to engage with the public at major events in the city over the summer including Godiva, Motofest and Sportsfest to reach as wide an audience as possible.

4.2 The consultation sought to understand the views of the people of Coventry on the Strategy, pathways and key themes within them, to identify which issues are most important to people and find out if anything should be added or amended within the Strategy to influence the final version of the Strategy and accompanying Climate Change Action Plan.

4.3 It was important to the Council to help make the consultation as accessible and wide reaching as possible across the city, therefore the engagement was conducted offering a range of different options for people to participate, with sessions held in person including drop ins and events, online or in meetings in their communities, alongside promotion on social media and in the press.

4.4 Data and feedback was captured via a survey on the Council's Lets Talk Platform, alongside more detailed surveys used during focused pathway group sessions, alongside email and letter correspondence. Comments were also captured from

public drop in sessions held at libraries and shopping centres, alongside events including Godiva and Motofest.

5 Profile of Respondents

- 5.1 1421 people or organisations engaged in the consultation which took place face to face at various drop ins, events and focus groups, via online meetings, webinars and online surveys. Over 500 written responses were received, with over 1856 comments from individuals and representatives of organisations providing feedback on the Strategy. This is a relatively low response rate in a city of 345,000 but is quite typical response rate for a consultation on a strategy. However, given the importance of this issue and the fact that behaviour change is going to be one of the key actions required to help reach net zero, far more effective engagement is required going forwards to raise awareness and encourage positive action to be taken.
- 5.2 The majority of responses were received via the Council's Let's Talk online engagement platform (375). The profile of responses received to the online survey are as follows:
- 5.3 The majority of the respondents that took part in this survey are between 35-64 years (58.6%). This is considerably larger than the 2021 Census figure of 36% of the Coventry population aged between 35-64 years old. Only 4.5% of respondents were aged 24 and under, again this is considerably lower than the Census figure of 15% of the population aged between 16-24 years old.
- 5.4 71.5% of respondents that took part in the survey identify as 'White British', which is higher than Coventry's total 'White British' population of 66.6%. Responses from Asian groups which make up 16.3% of the city's total population only make up 4.3% of surveys received. This illustrates that the profile of respondents doesn't fully reflect the diversity of the city.
- 5.5 As can be seen from Figure 2, (overleaf) a good coverage of all Coventry areas has been captured within the online survey. The areas with the highest responses were Earlsdon (9%), Binley & Willenhall (8%) and Wyken (7%). The areas with the least responses were Upper Stoke (2%) and Foleshill (3%).

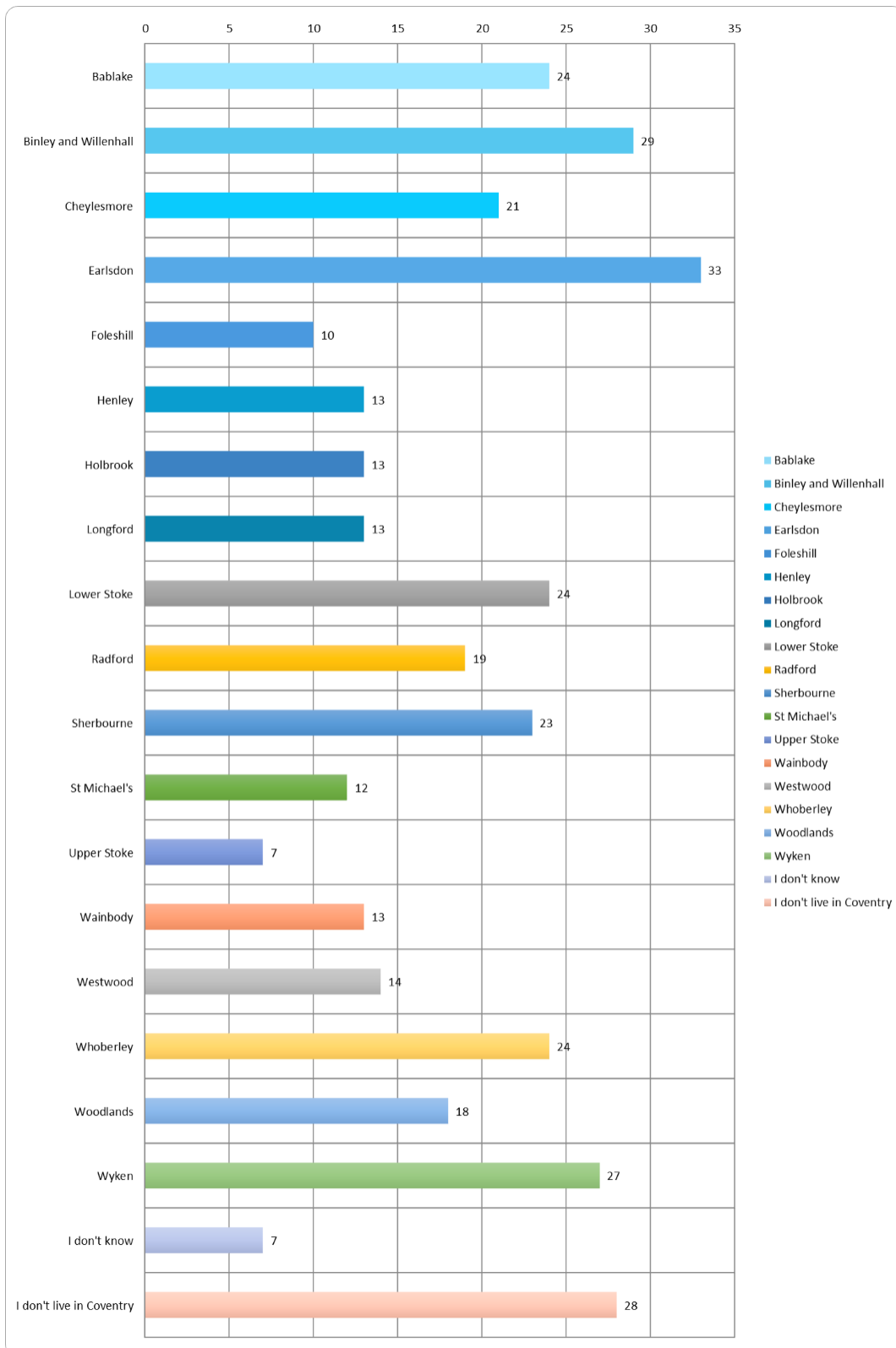


Figure 2: Profile of respondents by ward

- 5.6 Overall, the demographics of the responses received related to the main survey show there is more engagement work to do to reach key parts of the population, particularly in relation to low response rates from younger people and ethnic diverse communities, alongside those living in less affluent parts of the city.
- 5.7 In addition to the survey findings, a number of detailed responses to the strategy were received via email from both individuals and organisations. These include

from some of the city's Climate Change Board members including the University of Warwick, E.ON and the Warwickshire Wildlife Trust, alongside prominent community groups in the city including the Coventry Society and Green New Deal.

- 5.8 Green New Deal produced an alternative Shadow Climate Change Strategy for the city, citing that the Council's draft version isn't ambitious enough. This was developed through engagement with the community and contains the input of 46 academics and expert practitioners. The Strategy is very detailed and seeks to align Coventry's journey to net zero with Professor Andy Gouldson's Net Zero Routemap.

6 Consultation Findings

- 6.1 This section provides a summary of the feedback received from the consultation.

How concerned is Coventry about the impacts of Climate Change?

- 6.2 The majority of respondents at 81% consider it is 'very important' or 'fairly important' to think about sustainability and tackle the impacts of climate change. 19% of those that engaged feel that it's 'not very important' or 'not important at all'. This aligns with the national picture, with a survey undertaken in 2022 by Ipsos Political Monitor which identified 84% of the British public are 'concerned' or 'very concerned' about climate change <https://www.ipsos.com/en-uk/8-10-britons-concerned-about-climate-change-half-think-net-zero-target-should-be-brought-forward>

What aspects of tackling Climate Change are the most important to people?

- 6.3 The online survey asked people to rank in order what aspects related to tackling sustainability and climate change are most important to them.
- 6.4 The results in figure 2 (based on 375 responses) indicate that there is not consistent agreement over which aspects people feel are the most important when it comes to tackling climate change. Respondents ranked 'to ensure a positive future for the next generation' as the overall most important aspect in tackling climate change, however equitable development (fair green future) received the most 1st place and 7th place rankings. Nature based interventions also appear to be an important aspect for respondents, closely followed by resilient development (this refers to ensuring the urban environment is designed to cope with a changing climate).
- 6.5 The responses to this question demonstrate the complexity regarding what climate change and sustainability means to people and the issues they hold most important. There is no right answer to this question but demonstrates the wide range of different areas that the Climate Change Strategy and Action Plan need to address in order to reflect what issues are important to the people of Coventry.

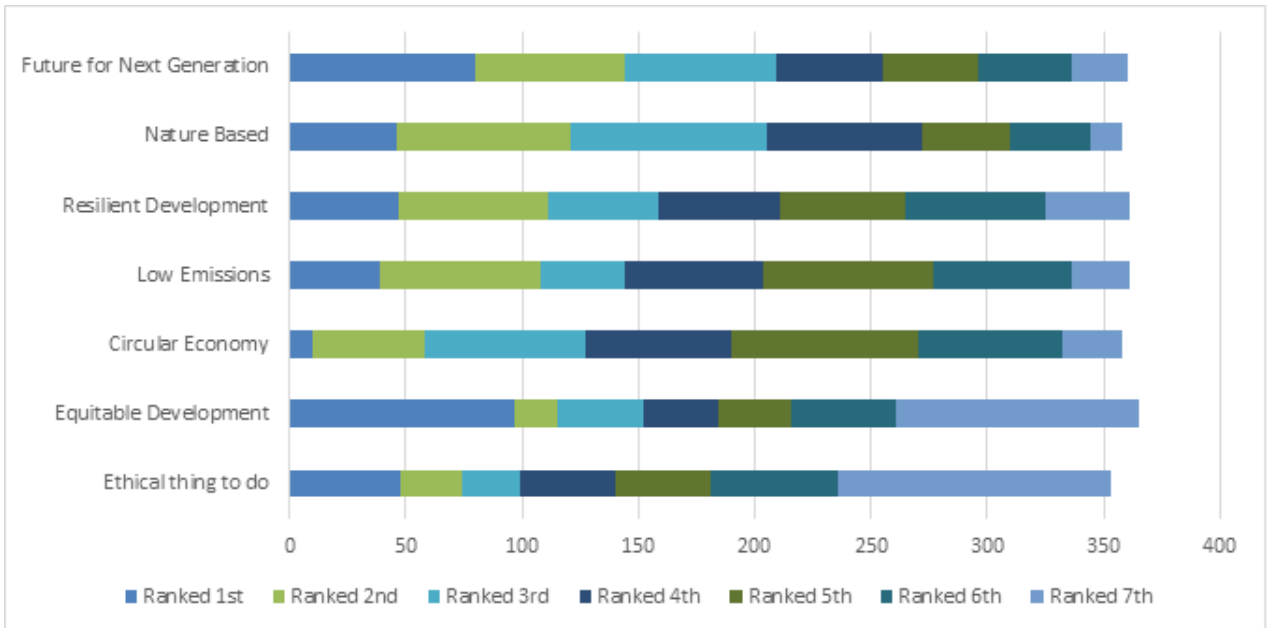


Figure 3: What aspects related to tackling sustainability and climate change considered in order of importance

What are the main themes and issues that matter to the people of Coventry?

6.6 This section explores the key themes and issues people told us in more detail. The detailed feedback has been organised into the Climate Change Strategy pathways and then explores key themes under each pathway. It has been structured in this way to align to the draft Strategy to clearly identify which areas feedback relates to and aids the next steps in terms of redrafting. A further category has been created in addition to the pathways, which relates to comments received related to specific actions, these will be considered for inclusion in the Climate Change Action Plan which will be developed alongside the updated Strategy.

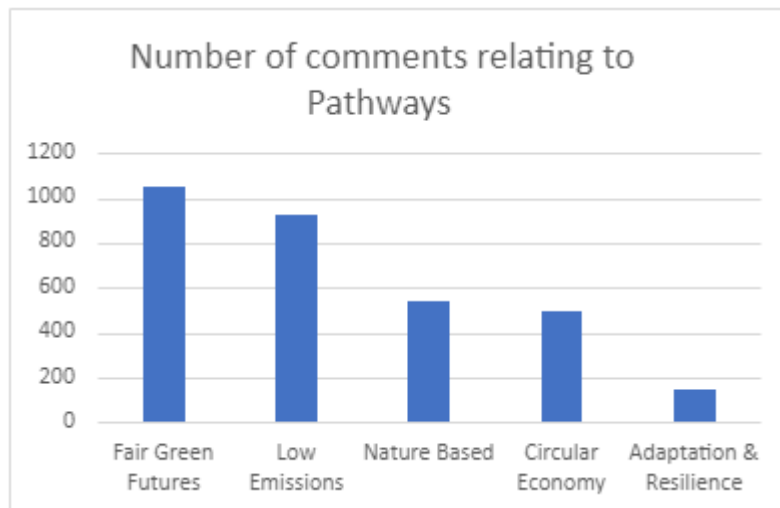


Figure 4: Number of comments received relating to themes within the Climate Change Strategy pathways

6.7 As can be seen from Figure 4, the majority of feedback received related to the fair green futures pathway, closely followed by low emissions. Adaptation and resilience

were the area that received the least comments, alongside feedback of actions people would like to see taken. The detailed themes and issues are explored in more detail below.

7 Equitable Development/Fair Green Futures Pathway

- 7.1 Fair Green Futures was the most commented on pathway group across the consultation period. Several themes were addressed within these responses, with the two most engaged themes being Communications and Engagement, and Corporate Responsibility.
- 7.2 Individuals felt that the Council should do more to engage with the residents of Coventry, whether this is through digital communications (e.g. e-newsletters, press releases) and media coverage, or via more direct engagement with communities such as citizen's assembly and education campaigns. Building on education campaigns, individuals also wanted to see greater emphasis of climate change within schools.
- 7.3 To be as equitable as possible, individuals have suggested these communications should allow access by anyone, including those that are digitally excluded. The theme of comms and marketing runs across all pathway groups. Engagement events should consider the ability for individuals to be able to visit, which is not always easy.
- 7.4 The second most popular theme within the fair green pathway comments was Corporate Responsibility / Policy. Individuals want the Council to 'lead by example'. Building on this, individuals highlighted the importance of the council growing existing partnerships and developing new partnerships (including large organisation operating in the city). It was further felt that the Council should work with government to ensure an equitable response to climate change.
- 7.5 Several other themes were mentioned through the consultation feedback. Individuals want to see sustainable products being available at an affordable price. Building on affordability, respondent have also highlighted the need for making homes more energy efficient and helping families to reduce their energy bills.
- 7.6 A need for improved community engagement was a common theme, individuals wanted Council engagement with community projects (e.g., tree planting, nature recovery, sustainable food). Individuals also wanted more community engagement across climate change projects. This includes ensuring equality and diversity, by making schemes and consultation accessible to anyone in the city (thinking about digital exclusion, language barriers etc.).
- 7.7 Respondents have also highlighted a need for equity across all pathways, with consideration for how residents that may be unable to easily use public transport or ride bicycles will also see benefits of the improvements being made in these areas.

8 Low Emissions Pathway

- 8.1 Within the low carbon pathway, there were six themes that stood out for the number of comments received. Three of those themes can be related to transport; traffic/transport, public transport, and active travel. Whilst considerable other comments could be related to energy/home improvements, developments, and climate change strategy.

- 8.2 Within the transport theme, there was a clear ask from individuals for more cycle lanes that are safe for use and have supporting infrastructure (e.g., hire bikes, bike storage facilities and support with buying/maintaining bikes). There was also demand from individuals for more frequent and reliable public transport routes (especially around school times) and to have financial incentives for the use of public transport. Individuals also wanted to see reduced traffic across some roads, including arterial roads, but again highlighting traffic currently around schools.
- 8.3 Looking beyond transport, there was a common call for support with residential retrofit, maximising any opportunities available to support those in fuel poverty. There were also calls for the Council to support with behaviour change campaigns, ensuring commercial and residential owners alike can benefit from lower energy bills and more energy efficient properties. This includes residents being able to access advice on saving energy.
- 8.4 In addition, individuals wanted the Council to reduce the number of houses being built, and where required to not be built on green belt land. There were many comments that centred around this idea that too many houses are being built on green belt / countryside and should be targeted elsewhere. Individuals also wanted to ensure those houses being built should be as sustainable and energy efficient as possible.
- 8.5 Less common but still prominent themes also included providing additional support to help businesses with energy efficiency, developing skills for the green transition, reducing air pollution, promoting renewable energy schemes across the city, developing car sharing clubs, and ensuring effective public engagement across these themes.

9 Circular Economy Pathway

- 9.1 Within the Circular Economy Pathway, there were several themes that stood out for the number of comments received. The two most frequent comments related to recycling and reuse and a considerable number of other comments were related to actions people would like to be seen taken.
- 9.2 Within the recycling and reuse theme, there was a clear messaging around encouraging more accessible reusing and recycling locations across the city, minimising waste and reduce the usage of plastic packaging. There were also calls for the council to have better recycling facilities.
- 9.3 Looking beyond recycling and reuse, the second highest comments related actions people want to see the Climate Change Strategy include, with calls for the council to encourage businesses to cut down on waste and activities to support innovation in the city.
- 9.4 In addition, individuals wanted the council to implement Climate Change Education for children and young people, this will help drive behavioural change throughout communities to support the circular economy.
- 9.5 There were many comments that centred around the idea that recycling is the answer to a net zero city, more messaging and education for the wider community is required to understand the process of circular development.
- 9.6 Less common but still prominent themes also included providing messaging around single-use plastics and shopping local and sustainable products, with concerns also

raised regarding the impacts of the Council's incinerator that currently provides district heating to a number of buildings across the city centre.

10 Nature Based Pathway

- 10.1 Consultation on the Nature Based Pathway section of the strategy highlighted several reoccurring themes important to individuals and organisations. By far the most mentioned theme was green infrastructure; it's provision, benefits and monitoring. Other common themes mentioned were around food and education.
- 10.2 The theme of green infrastructure was regularly highlighted in consultation responses. Individuals were keen to see more parks, trees and open spaces, particularly in urban areas of the city. They also highlighted the importance of green infrastructure for increasing biodiversity, improving air quality and wellbeing. Trees in particular were a common theme, with a request from individuals for more trees and the maintenance and retention of older established trees. Related to green infrastructure, another key theme to emerge was encouraging residents to maintain and improve their gardens for the benefit of wildlife.
- 10.3 Around the theme of food, there was a call to encourage more organic, local food growing initiatives within residential gardens and community allotments. Individuals also highlighted the importance of low carbon diets. Education was also a common theme. Individuals asked for education and training to be provided in schools and for residents and community groups to enable them to take part in food growing and gardening as well as improve overall awareness of the environment.
- 10.4 It was clear from the consultation that there are already a number of people and organisations with a keen focus and interest in nature across Coventry. These ranged from individuals, local educational bodies and charitable organisations and showed the strength of support for tackling climate change in Coventry. Several highlighted their interest in further involvement in both shaping the climate change agenda and taking part in activities to alleviate climate change, particularly around residents committing to do more in their homes such as rewilding their gardens wanting to get involved in local food growing.

11 Adaptation & Resilience Pathway

- 11.1 The adaptation and resilience pathway received considerably less comments than the other pathways groups. This was especially true for the Let's Talk Survey. This perhaps highlights a knowledge gap within this pathway, proving the importance of further engagement and communication to ensure the public better understand the challenges and opportunities presented by the adaptation and resilience pathway.
- 11.2 The most commented on theme within this pathway was water. Individuals first commented on the need to reduce water consumption, but then suggested an opportunity to reuse water across the city where possible (e.g. brown water use in offices, shops, residential buildings). There were further comments on the potential to better use natural water, through using canals for heating and cooling, whilst also opening rivers to create green corridors. Improvement to Sustainable Urban Drainage Systems (SUDS) was also considered an action that may reduce surface flooding.
- 11.3 There were also multiple comments related to health, many individuals wanted to see more public water fountains across the city. There were also calls to ensure the

Council had suitable emergency planning for weather extremes. Public realm was also considered, with suggestions to increase the tree coverage in the city.

12 Corporate and Universal Issues

- 12.1 Addressing feedback on the draft strategy as a whole, one clear theme emerged. Responses highlighted an ask for the document to be more ambitious, include clearer commitments, targets and actions. These should be robust, measurable, deliverable and prioritised. Relating to this, individuals also asked that these targets are regularly monitored and reported on, with outcomes communicated to residents. Respondents want to see the Strategy contain information about what practical measures and actions individuals, businesses and organisations should be taking to tackle climate change.
- 12.2 Other recurring themes were regarding the document needing more legal weight, with Supplementary Planning Guidance and inclusion in the Local Plan suggested. Respondents also felt more information was needed around investment and how the Strategy would be delivered. Further comments related to the need for the strategy's approach to be one that is both holistic and takes equality and diversity into consideration.
- 12.3 A number of responses stated the need for behaviour change and educational campaigns across all pathways. It was suggested that the Council should work with active local groups and stipulate ways in which the public can get involved to achieve the action plan. There was a feeling from some respondents that the Council wasn't going to listen to residents and it's lost touch with its community and their needs.
- 12.4 Corporate Responsibility was another popular theme. This related to commitment from Government, large corporations as well as the Council and local businesses. Some called for legislative change and stronger enforcement of policies at both a national and local level, with incentives for corporations with strong environmental credentials. There was a recognition that political buy in across the parties is important to support this. Suggestions included 'a dedicated climate change strategy committee' to oversee the implementation of the strategy across the city to ensure a holistic approach. This could potentially be the Council's Independent Climate Change Advisory Board who have a role to play in shaping the strategy which could feed into the delivery phase. Other comments suggested a requirement for 'training for Council staff so that every action involves considering reducing and mitigating climate change' and a call for 'corporations to lead by example' citing they have a greater level of responsibility than individuals and can help drive societal change. The public would like to see 'better leadership from the Council. Actions not words' and 'the Council increasing its co-operation and coordination with voluntary organisations and see all schools gain regular access to allotments'. Other comments included development of sustainable procurement policies.
- 12.5 Another popular theme was those that purport that man-made Climate Change isn't happening or is something that humans have no control over. This also includes individuals who felt it was a way of reducing people's freedoms, with particular concerns around the concept of 15-minute cities that could enforce lifestyle choices that people don't want to make. There was also feedback that the biggest polluting countries such as China and India should be targeted alongside big corporations rather than the individual who cannot make any meaningful difference. Some cited population growth to be the problem, rather than climate change. Finally, there were

some comments that people had bigger issues to worry about than climate change, including energy bills, and that it was too vast an issue to tackle.

- 12.6 The above comments provide a helpful insight into some of the more general themes related to the Strategy that are important to people that will need to be considered to shape the next iteration, alongside the Action Plan and Communications and Engagement Plan going forwards.
- 12.7 For those that feel apathy or disagree with climate science and the need for a Climate Change Strategy, the Council will need to look at ways to identify opportunities that will benefit people, regardless of if they consider climate change an issue or not and work in a transparent way to build trust and buy-in to projects. This could include domestic retrofit which as well as reducing carbon emissions will also save households money on their energy bills, alongside community growing projects so people can benefit from fresh locally grown produce. Consensus can also sought to be built around the fact a Climate Change Adaptation and Resilience Strategy is required for city in order for us to cope with the more extreme weather events we are already experiencing.

13 Recommendations for further development of the Climate Change Strategy

- 13.1 To consider how to widen the level of participation and engagement of under-represented groups in the city and to develop links and relationships to the Independent Climate Change Board and create opportunities for involvement in projects within the Action Plan. Options to better engage with under-represented groups include through a Citizen's Assembly, working with community and faith leaders to help share information and gain feedback across communities and more targeted work with schools and colleges to get representation from young people. The Council is producing an Engagement Framework to support the Communities Strategy and the team are talking to other service areas to further develop best practice tools.
- 13.2 To continue engagement and building relationships with key stakeholders and special interest groups, both to inform the Climate Change Strategy and to get involved with projects within the Action Plan.
- 13.3 To note the comments received and the need to amend the Strategy and use the information to help inform the identified actions to be incorporated in the Action Plan.
- 13.4 To note progress in the City Council's work with the Climate Change Board on the further development of the Strategy and Action Plan focusing on the key priorities as agreed with the Board in order to seek agreement from Cabinet for the approval of the final Strategy and Action Plan to take the Council forward to achieving the targets for 2030.
- 13.5 To consider the need to establish a clear and meaningful set of targets for 2030 and 2050, linked to a performance framework relating to the Action Plan. This could include reduction of carbon emissions that aligns with the Net Zero Routemap, percentage of accessible greenspace, Biodiversity Net Gain, recycling and waste minimisation and improvements to health by addressing the wider determinants of health.
- 13.6 To note progress in shaping the Local Plan Review, the Adaptation and Resilience Strategy and the development of a Just Transition Policy Framework to ensure

those living in priority neighbourhoods are not disadvantaged by actions to address sustainability and climate change.

14 Next Steps

- 14.1 The Council's Climate Change and Sustainability Team will publish the full consultation reports and feedback on the Council's website. This will include a more detailed executive summary that builds upon the findings in this report.
- 14.2 Work will commence on updating the draft Strategy to reflect the feedback received during the consultation. This will include production of an Action Plan to accompany the Strategy, as whilst we recognise the importance of getting the Strategy right, ultimately its effectiveness will be measured on the actions taken and the outputs delivered.
- 14.3 The revised Strategy and Action Plan will also take into account the recent appointment of the Council's Strategic Energy Partner, who will have a key role working in partnership with the Council to develop and deliver a range of decarbonisation projects over a fifteen-year period. It will also take into account recent developments around government funding, particularly the West Midlands Combined Authority Devolution Deal which will have a key role to play in shaping the city's retrofit, energy and nature-based programme going forwards.
- 14.4 Finally, the Strategy will also include recommendations from the city's Independent Climate Change Board, which comprises major partner organisations across the city who all have a role to play in tackling climate change and bring resources, expertise and leadership to aid the Council's vision, strategy and action plan for the city. The Climate Change Board and its Pathway Groups are in the process of:
- supporting the development of practical exemplar projects on the ground;
 - commenting on the Local Plan Review;
 - developing a Climate Change Adaptation and Resilience Strategy and Action Plan for the city
 - establishing approaches to ensuring a Just Transition when addressing sustainability and climate change issues;
 - establishing links with community organisations and addressing behavioural change issues for the population as a whole.
- 14.5 It is anticipated that the final Strategy and Action Plan will be published early in the new year. In the meantime, the Council's Climate Change and Sustainability Team plan to continue to engage with communities and stakeholders around specific projects, alongside developing a wider Community Engagement Plan which builds on the knowledge gained in this consultation exercise and targets the gaps. We recognise that this exercise is just the start of a long programme of engagement with our communities to help change behaviours and take positive climate action to create a more sustainable and prosperous city for all.

15 Health Inequalities Impact

- 15.1 The Climate Change Strategy and Action Plan will help to tackle health inequalities in Coventry on a number of fronts. Improving the resilience of the city and adapting to Climate Change will help to protect the most vulnerable from the impacts of extreme weather, including flooding and heatwaves which we are likely to see more

of. Improving the quantity and quality of the city's greenspace and increasing biodiversity will help to tackle air pollution and green deprivation, creating more access to green space that can help to improve both physical and mental health.

- 15.2 Some of the suggestions of practical ways to tackle climate change and increase sustainability that were included in the consultation feedback could be included within the Action Plan and will provide an opportunity to tackle social isolation and loneliness through the creation of more community groups and volunteering opportunities. Growing projects will increase the amount of fresh food grown in the city that can help to educate communities about healthy eating and provide support to food banks and deprived communities.
- 15.3 A transition from cars to more active travel modes will help to improve the city's air pollution and generate public health benefits from increased physical activity.
- 15.4 Retrofit of buildings will improve energy efficiency and reduce fuel bills, which will help support households and businesses across the city, tackle fuel poverty and improve public health.
- 15.5 An increase in green projects, including those delivered through the Strategic Energy Partnership will help to create more job opportunities and grow the local supply chain. There will also be training opportunities and apprenticeships made available to ensure that the city has a workforce equipped with the necessary skills to support positive climate action.
- 15.6 The Just Transition Framework and work by the Green Fair Futures Pathway Group will help to ensure that action taken will not disproportionately impact more deprived communities and help maximise benefits and opportunities to create a more prosperous future for all.

Name of Author: Rhian Palmer
Job Title: Strategic Lead Green Futures
Organisation: Coventry City Council
Contact details: rhian.palmer@coventry.gov.uk



Coventry City Council

Briefing note

To: Scrutiny Co-ordination Committee

Date: 20th September 2023

Subject: Scrutiny Annual Report 2022/23

1 Purpose of the Note

- 1.1 To present the Scrutiny Annual Report for 2022/23 to the Scrutiny Co-ordination Committee and recommend that it be submitted to Council.

2 Recommendations

- 2.1 Scrutiny Co-ordination Committee is recommended to:
- 1) Accept the content of the draft report at Appendix 1
 - 2) Recommend that Council consider the Scrutiny Annual Report at its next available meeting

3 Background and Information

- 3.1 The Constitution requires that Scrutiny report annually to inform Council of its work. The draft report for 2022/23 can be found at Appendix 1.
- 3.2 If approved, the content of the report will be sent to Design ahead of the report being submitted to Council.

Gennie Holmes
Scrutiny Co-ordinator
gennie.holmes@coventry.gov.uk
024 7697 1857

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SCRUTINY ANNUAL REPORT 2022/2023

Introduction by Cllr Naeem Akhtar, Chair of Scrutiny Co-ordination Committee

2022/23 was a successful year for scrutiny with a focus on partnership working and the One Coventry Plan. This report highlights some of the important partnership work the Council is doing and scrutiny's role in scrutinising the effectiveness of those partnerships to deliver the best outcomes for Coventry residents.

I would like to thank Councillor Innes and former Councillor Auluck for their work chairing respectively the Education and Children's Services Scrutiny Board and the Finance and Corporate Services Scrutiny Board during 2022/23

I would like to thank Councillor Miks for her work as Deputy Chair of Scrutiny Co-ordination Committee during 2022/23 and wish her well in her new role chairing the Health and Social Care Scrutiny Board. Councillor Ali moves from chairing that board to the Communities and Neighbourhoods Scrutiny Board, replacing Councillor Bigham who has joined the Cabinet. Councillor R Singh will continue the work he started as chair of the Business, Economy and Enterprise Scrutiny Board

We also welcome Councillor Ruane as chair of the Finance and Corporate Services Scrutiny Board, Councillor Thomas as chair of the Education and Children's Services Scrutiny Board this year and Councillor Thay as Deputy Chair of Scrutiny Co-ordination Committee.

Scrutiny is a part of the Council's democratic structure led by non-executive Councillors. It works to the common aim of improving services for the local community and is involved in the following:

- Policy review and development: Helping to shape the way public services are delivered.
- Scrutinising decisions: Is the right action being taken? Are services working effectively?
- External scrutiny: Examining services that impact upon the local community.

Scrutiny does not make decisions; it uses evidence to make recommendations to the Cabinet to request change.

Get involved:

Suggests topics for scrutiny here:

Email the Scrutiny Chairs and Team via scrutiny@coventry.gov.uk

Follow us on twitter @covscrutiny

Find meeting dates and agendas here:

[Coventry City Council Meeting Papers](#)

Scrutiny during 2022/23



Scrutiny
Co-ordination
Committee



Chair: Cllr N Akhtar

Deputy: Cllr Miks

Scrutiny Coordination and cross cutting items
Policy and Leadership
Policing and Equalities
Designated Crime and Disorder Board
Sustainability & Climate Change

Finance and Corporate Services	Education and Children's Services	Business, Economy and Enterprise	Communities and Neighbourhoods	Health and Social Care
Chair: Cllr Auluck	Chair: Cllr Innes	Chair: Cllr R Singh	Chair: Cllr Bigham	Chair: Cllr Ali
Strategic Finance Council Resources Procurement & Social Value Workforce	Children & Young People's Social Care Schools Adult, Higher & Further Ed. Libraries Skills & Employability	Business, Enterprise & Employment Inward Investment Transportation and Air Quality Tourism and Marketing	City Services Social Enterprise Strategy Community and Third Sector Housing and Homelessness	Health Integrated Care Systems Adult Social Care Health Inequalities Sport & Physical Activity



Climate Change

Climate Change has been a theme running throughout a number of items at scrutiny this year.

The Boards have considered the developing Climate Change Strategy, which will be considered for approval in 2023/24 following extensive public consultation. Scrutiny Co-ordination Committee (Scruco) made a number of recommendations to strengthen the strategy and improve outcomes from it. This included giving consideration to a green energy supply, use of living walls in new developments and the use of local groups to gather information about biodiversity such as the Tree Wardens. Members also suggested ways to improve engagement with residents on the issues.

Scrutiny have also considered the air quality strategy and cycling and walking plans – looking for ways to increase use of sustainable travel. These items have been considered regularly by the Business, Economy and Enterprise Scrutiny Board (3) and have resulted in requests for more information on the cycle hire scheme including usage data, other ways for the Council to support cycling, including availability of affordable bikes, progress on the implementation of cycle routes in the city, as well as supporting steps to improve safety from e-bikes and e-scooters specifically in pedestrianised areas such as the city centre.

The Communities and Neighbourhoods Scrutiny Board (4) have also considered active travel in relation to road lay out and schools. The Board welcomed the implementation of the School Street pilots and requested that they receive a further report on progress, as well as questioning officers on the practicalities of implementation and identification of schemes.

Scrutiny also considered several Supplementary Planning Documents (SPD) which supported climate change actions as part of a consultation process before they were adopted by Cabinet. These included the Biodiversity SPD, the Residential Building Design Guide as well as the Tall Buildings and View Management SPD. All the comments made by the Board were fed into the consultation process and considered before agreeing the final documents.

Partnership Working

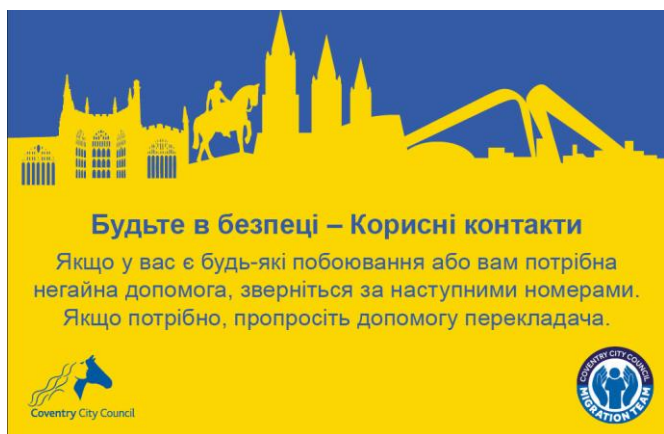
Scrutiny has engaged with a number of partners this year on a wide range of topics. Scrutiny heard from statutory services including West Midlands Police, University Hospitals Coventry and Warwickshire NHS Trust, Coventry and Warwickshire Integrated Care Board (ICB) and Coventry and Warwickshire Partnership Trust. Scrutiny have also had representatives from

commissioned services present including Change Grow Live as well as the organisations running community libraries in Cheylesmore, Earlsdon and Finham.

The strengths of the city's partnerships show the commitment there is to supporting our citizens and growing our city and showcases our One Coventry approach. The Boards supported the partnership approach within the One Coventry Plan, with Scrucro specifically endorsing the increased engagement and improved response rates to the consultation on the One Coventry Plan, as well as welcoming the ability for the Council to challenge and hold partners to account through the One Coventry Partnership.

It is always powerful when those with lived experience of a situation contribute to scrutiny. One example of this during 2022/23 was the item on Homes to Ukraine. At their meeting in November the Communities and Neighborhoods Scrutiny Board (4) invited representatives from the Ukrainian Association, the Coventry Refugee and Migrant Centre, as well as a Ukrainian guest and host, to talk about their experiences of the Homes for Ukraine Scheme. The Board asked questions on the details of the scheme including how much funding the Council receives, what the criteria were for people to join the scheme, where people were placed in the city people, as well as support into training and employment for Ukrainians on the scheme. The Board welcomed the work of the Migration team to support Ukrainians in the city, recognising the challenges posed by the scheme and potential challenges when the scheme ends. To that end, the Board requested a further update during 2023/24.

Scrucro also heard from partners as part of the Rough Sleeping Drug and Alcohol Treatment Grant the service is commissioned to Change Grow Live who came to present, including case studies, on the impact the grant has had. The Committee welcomed the work but raised concerns about issues of recruitment of specialised staff and reliance on agency staff.



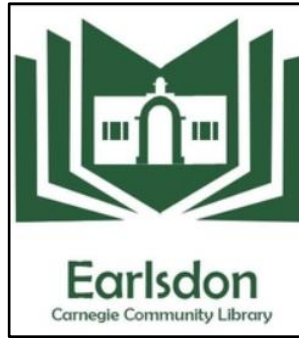
Police and Council campaign following Scrucro19.04.23



**Change
Grow
Live**

Drug and Alcohol Service

Coventry





Scrutiny Co-ordination Committee

Domestic Abuse Local Partnership Board

Scruco invited representatives from the Domestic Abuse Local Partnership Board to their meeting. These included representatives from The Haven and Panahghar. Scruco asked questions on the training and support offered to the judicial system and magistrates in relation to Domestic Abuse, the development of communication materials and concerns about low levels of prosecutions. The Committee also requested that the item remained on the work programme and will continue to receive regular updates on progress and wrote to the Chair of the Police and Crime Board requesting an increase in resources to increase capacity with regard to Domestic Abuse

Community Safety

Representatives from West Midlands Police attended Scruco to outline the changes to the delivery of policing in the city. Members held the police to account and challenged on a number of issues effecting their communities including the SMILE graffiti, illegal motorbikes, and general crime figures. Members welcomed the new policing model, especially the synergy with the One Coventry Plan and requested a further evaluation of the model in the next municipal year.

Coventry Municipal Holdings

Scruco have responsibility for scrutinising the performance of the Council's arms-length companies (Coventry Municipal Holdings) and did so at their meeting in October. The discussion covered the review of the performance, as well as business activity and return on investments. It was also agreed that members of Scruco would be trained with regard to arms-length companies and the Council's role. At the meeting it was agreed that the committee would visit Coombe Abbey Hotel to find out about the current offer, as well as plans for expansion of the business. Members were given a tour of the facilities, as well as the retail and leisure offer.



Members of Scrucro visiting Coombe Abbey Hotel facilities.

One Coventry Performance Report

Scrucro considered the annual One Coventry Performance Report which details the Council's performance against key objectives and targets. As well as discussing the Council's performance, areas of concern were referred to the Boards below for further investigation.

Finance and Corporate Services Scrutiny Board (1)

Finance

The Finance and Corporate Services Scrutiny Board considered a number of items on finance throughout the year. The items have addressed strategic financial issues, including Council Reserves and the Capital Programme.

The Board recognised that Councils were still working in a time of unprecedented financial pressure, and uncertainty, leading to further significant reductions in spending levels. Throughout the year the Board robustly questioned officers to seek assurance that the Council was effectively using its revenue and capital funding, managing contracts and generating income to provide the financial foundations needed to deliver services that protect the most vulnerable as well as providing the appropriate level and quality of core services for every citizen in the city.

The Board considered Social Value and Procurement, particularly in relation to Equality, Diversity and Inclusion and Contract Management. The Board questioned officers about progress towards becoming a living wage employer and ways of ensuring sub-contracted employers meet the living wage criteria. The Board supported the proposal to establish a baseline of diversity data within the supply chain, targeted engagement and reporting process to deliver against the aims of the Workforce Diversity and Inclusion Strategy.

City of Culture 2021

The City of Culture presented many exciting opportunities for Coventry. Unfortunately, the City of Culture Trust entered in administration in February 2023 before it was able to complete delivery of its legacy plan and Finance and Corporate Services Scrutiny Board (1) met to ask questions about its legacy. The Board requested an additional meeting to look at the issue specifically. Although only one former trustee was able to attend a meeting, the Board considered the background and context of a loan from the Council to the City of Culture Trust. Members of the Board questioned Cabinet Members as well as officers. An independent review of collapse of the Trust has been requested and the outcome will be reported to scrutiny in due course. The Board however welcomed the work being done to continue working in partnership to continue the legacy of the City of Culture year.



The House Project at the Education and Children's Services Scrutiny Board

Education and Children's Services Scrutiny Board (2)

The Education and Children's Services Scrutiny Board (2) welcomed the 'Good' rating for Children's Services and have continued to monitor progress on the recommendations from the Ofsted inspection in June 2022. The Board received a progress report on the implementation of the actions from those recommendations at their meeting in March 2023. The Board noted progress on implementing the recommendations in the four key areas Ofsted had highlighted for improvement and asked for future items on Fostering and the Family Valued Project, including the re-unification project.

Autism in Schools Task and Finish Group

Following on from the Health and Social Care Scrutiny Board and the Education and Children's Services Scrutiny Board's task and finish group on a Autism a task and finish group, led by the

Education and Children’s Scrutiny Board, was established to follow up an earlier task and finish group on autism, this time with an education focus to look at how children, young people, their families and education providers can best manage the period between referral and diagnosis. The group heard from Council service providers as well as visiting several school settings. The Board agreed that the work of the task and finish group will continue into 2023/24, focusing on the emerging themes of 1) The need for clearer referral pathways for parents. 2) Support for all schools to deliver best practice across the city 3) Provision in Secondary schools and strong transition from Primary and 4) The views of parents and carers, and children and young people

Business, Economy, and Enterprise Scrutiny Board (3)

The Board considered in detail the Coventry Tourism Strategy 2019-23 and the new pilot Destination Management Organisation – Destination Coventry. The Board questioned the Cabinet Member, Council officers, as well as representatives from Destination Coventry and Coventry and Warwickshire Chamber of Commerce.

The Board requested further performance data once it was available, as well as an opportunity to be involved in the process for renewing the Coventry Tourism Strategy beyond 2023.

As part of an item on Bus Provision in the City, Members of the Board raised concerns about proposed cuts to school bus services and requested an urgent item to consider what the Council could do to maintain services beyond the current school year. The Board was briefed on the situation at their January 2023 meeting and welcomed the fact that the eight services at risk were expected to continue throughout 2023/24 academic year. However, the Board recommended that the Cabinet Member identify a longer-term sustainable solution to continuing the school bus service in partnership with schools, faith organisations, transport providers and other key partners, to deliver school bus provision.

Communities and Neighbourhoods Scrutiny Board (4)

In the previous year, the Communities and Neighborhoods Scrutiny Board (4) had undertaken a task and finish group on Fly-tipping Task and Finish Group and the recommendations were accepted by the Cabinet Members. During the year, the Board received updates on the implementation of the recommendations made and the impact of the work they did on communities. One area of progress was the collection of side waste (where safe to do so) so fly-tipping did not accumulate where bins could not accommodate waste.

Supplementary Planning Documents

The Board considered several draft Supplementary Planning Documents (SPD’s) as part of the consultation process. These included Biodiversity, Residential Building Design, Tall Buildings and View Management as well as the Householder Design Guide. Members comments and questions were recorded and fed into the final consultation process before the final versions were accepted.

Housing and Homelessness Services

Communities and Neighborhoods Scrutiny Board (4) scrutinised Housing and Homelessness services and the refreshed action plan. Members asked a number of questions in relation to benchmarking the service, the operation of new housing contracts, the Homefinder Allocations Scheme and enforcement undertaken in relation to properties.

Members identified a gap in the information provided on the website for support for those at risk of losing their homes due to defaulting on their mortgage. As a result of this, the Council website was swiftly updated.

Health and Social Care Scrutiny Board (5)

Adult Social Care

The Health and Social Care Scrutiny Board (5) considered a number of items on Adult Social Care to help support the preparation for the Care Quality Commission (CQC) inspections due to start in 2023. Items they considered included Adult Social Care Quality Assurance and Market Failure Plan, Adult Social Care Annual Report and Key Areas of Improvement 2022/23 (Local Account) and how Adult Social Care keep people safe as one of their key commitments in the Adult Social Care Offer.

The Board had a robust discussion on how Adult Social Care Referrals and Assessments are managed to support the needs of the community.

The Board made recommendations to strengthen the End-of-Life Strategy which would improve the experience of the patient and their family. The final report will be considered by the Board next municipal year.

Holding Health Partners to Account

The Health and Social Care Scrutiny Board (5) invited health partners into scrutiny on a number of occasions.

The Board held discussions with key health partners, including GP's and representatives of the Integrated Care Board in response to issues Coventry residents are experiencing in accessing GP services. Members raised concerns about accessibility to same or next day appointments. The Board also discussed further work to look at primary care estate issues.

The Board also scrutinised representatives of University Hospitals Coventry and Warwickshire NHS Trust about the wait times at A&E and challenged the level of service being received by their constituents. The Board asked questions including workforce pressures, bed occupancy levels putting pressure on waiting times and how the hospital can work in partnership with the Council to improve residents access to medical services.

The Board also received a further update on progress on implementation of recommendations from the previous year's task and finish group on Autism. The Board welcomed progress made but still raised concerns about the waiting times for assessment.



Coventry City Council

Briefing note

To: Scrutiny Co-ordination Committee

Date: 20th September 2023

Subject: Complaints Policy and Procedure – Task and Finish Group

1 Purpose of the Note

- 1.1 To provide an opportunity for scrutiny members to be involved with the review of the Council Complaints Policy and Procedure.

2 Recommendations

- 2.1 Scrutiny Co-ordination Committee are recommended to:
- 1) Agree to establish a task and finish group to be involved in a review of the Council Complaints Policy and Procedure
 - 2) Identify Members to take part in the task and finish group

3 Background and Information

- 3.1 This year, as part of their annual summary of complaint statistics the Local Government and Social Care Ombudsman included the Chair of Scrutiny Co-ordination Committee, as an opportunity to “to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve”. This letter can be found at Appendix 1.
- 3.2 The letter and report are considered in detail by the Leader at his Cabinet Member meeting, as well as Ethics Committee and Audit and Procurement Committee.
- 3.3 Scrucos and other scrutiny members are invited to be involved in the review of the Complaints Policy and Procedure to ensure that the process is easy to access and understandable for everyone involved, particularly members of the public.
- 3.4 The task and finish group will meet for 2/3 times during the autumn with the intention of making recommendations to the Cabinet Member in the new year.

Appendix 1 – LGSCO Letter

Gennie Holmes
Scrutiny Co-ordinator
gennie.holmes@coventry.gov.uk

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19 July 2023

By email

Dr Nugent
Chief Executive
Coventry City Council

Dear Dr Nugent

Annual Review letter 2022-23

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2023. The information offers valuable insight about your organisation's approach to complaints. As always, I would encourage you to consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

The end of the reporting year, saw the retirement of Michael King, drawing his tenure as Local Government Ombudsman to a close. I was delighted to be appointed to the role of Interim Ombudsman in April and look forward to working with you and colleagues across the local government sector in the coming months. I will be building on the strong foundations already in place and will continue to focus on promoting improvement through our work.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on 'borderline' issues, so we are naturally finding a higher proportion of fault overall.

Our average uphold rate for all investigations has increased this year and you may find that your organisation's uphold rate is higher than previous years. This means that comparing uphold rates with previous years carries a note of caution. Therefore, I recommend comparing this statistic with

that of similar organisations, rather than previous years, to better understand your organisation's performance.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we were satisfied with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 26 July 2023. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Your organisation's performance

During the year, we [issued a public report](#) about your Council's role in an antisocial behaviour case review (also known as a community trigger review). Our investigation found the Council failed to properly engage with the aim of the case review and the opportunity to proactively consider what action it could take. Your Council's faults left the complainant uncertain that, had it conducted the case review properly, it might have acted to tackle the antisocial behaviour the complainant was suffering.

We recommended, and the Council agreed, to undertake staff training and a policy review. It was unfortunate that it took longer than expected to review the policy, but this was to allow the Council to agree changes with the Police, a key partner in tackling antisocial behaviour. The Council and its partners have ensured the new policy includes oversight by an elected member to increase independence and puts the victim at the centre of the process.

At the time of writing the agreed training has not yet taken place. We urge your Council to ensure that this takes place as soon as possible.

Supporting complaint and service improvement

I know that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

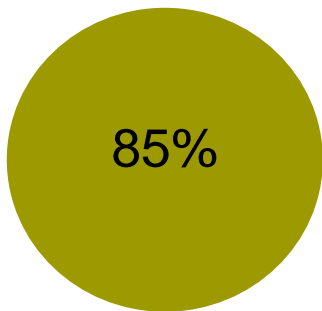
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops during the year, reaching more than 1350 people. To find out more visit www.lgo.org.uk/training or get in touch at training@lgo.org.uk.

Yours sincerely,



Paul Najsarek
Interim Local Government and Social Care Ombudsman
Interim Chair, Commission for Local Administration in England

Complaints upheld



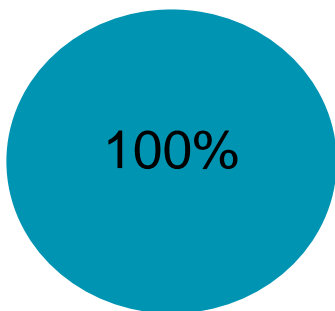
85% of complaints we investigated were upheld.

This compares to an average of **77%** in similar organisations.

17
upheld decisions

Statistics are based on a total of **20** investigations for the period between 1 April 2022 to 31 March 2023

Compliance with Ombudsman recommendations



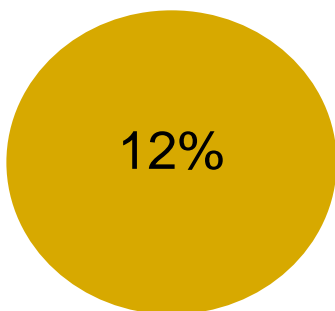
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **99%** in similar organisations.

Statistics are based on a total of **11** compliance outcomes for the period between 1 April 2022 to 31 March 2023

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedy provided by the organisation



In **12%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **10%** in similar organisations.

2
satisfactory remedy decisions

Statistics are based on a total of **17** upheld decisions for the period between 1 April 2022 to 31 March 2023

Agenda Item 8

SCRUCO Work Programme 2023-24

Last updated 8th September 2023

Please see page 2 onwards for background to items

28th June 2023
Informal All Scrutiny Planning Meeting
12th July 2023
Police and Crime Board Strategic Assessment (deferred from April 2023) Domestic Abuse Update
20th September 2023
One Coventry Climate Change Strategy – Consultation and Engagement Feedback Scrutiny Annual Report 2022-23 Complaints Policy and Procedure – Task and Finish Group
25th October 2023
Council Subsidiaries Annual Reports 22/23 a) Coventry Municipal Holdings b) UKBIC c) Sherbourne Recycling Coventry City of Culture Legacy
22nd November 2023
Serious Violence Duty
20th December 2023
Spon End Regeneration Project One Coventry Climate Change Strategy
24th January 2024
-
21st February 2024
Local Policing Update
20th March 2024
Drugs and Alcohol Strategy
24th April 2024
City Centre PSPO Monitoring
2023/2024
One Coventry Annual Performance Report (Cabinet Report) CCC Transformation Programme Health Inequalities and Marmot Strategic Energy Partnership Adaption and Resilience Plan

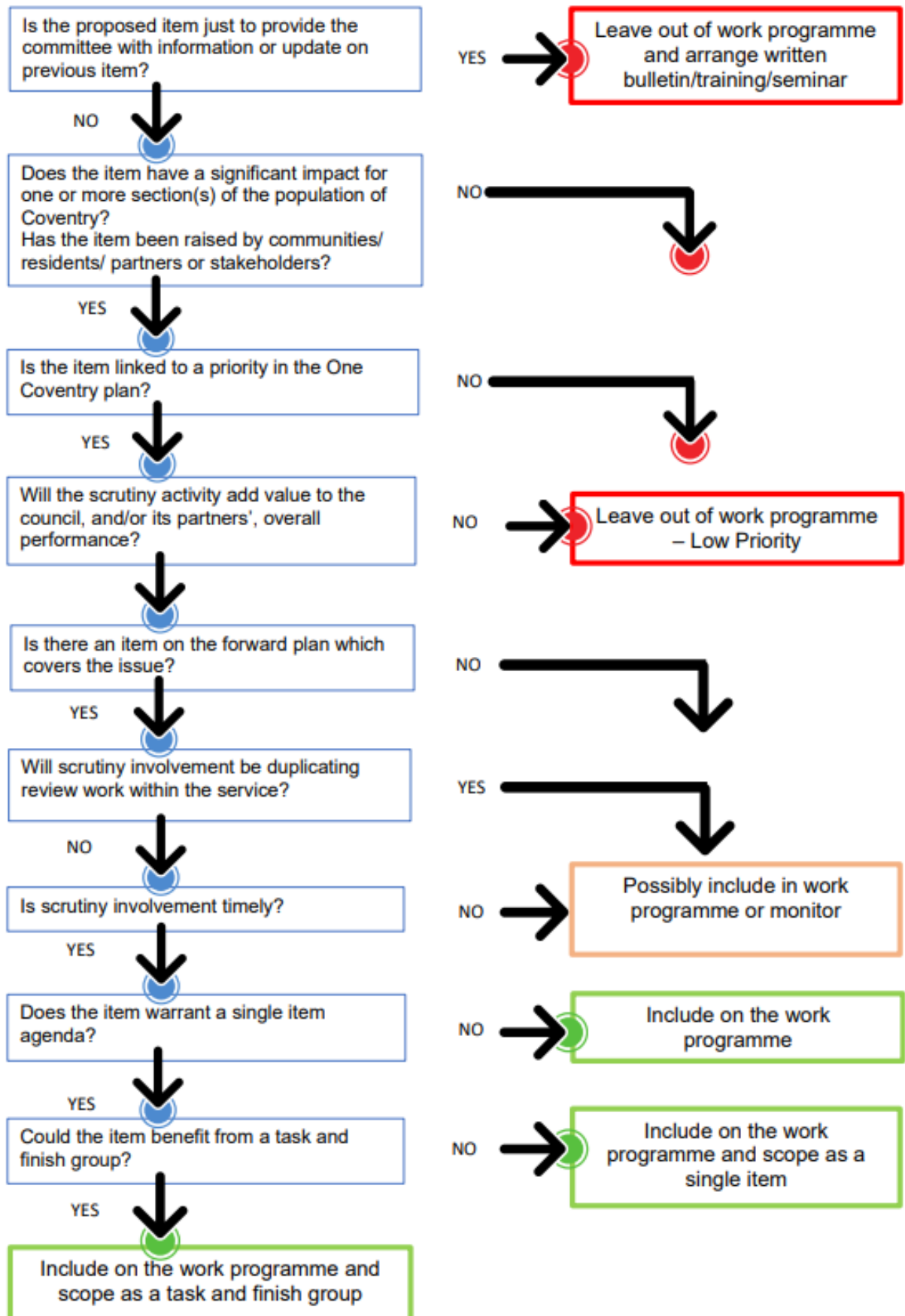
Date	Title	Detail	Cabinet Member/ Lead Officer
28th June 2023	Informal All Scrutiny Planning Meeting		
12th July 2023	Police and Crime Board Strategic Assessment (deferred from April 2023)	To consider the strategic assessment and priorities for the coming year on community safety issues.	Cllr AS Khan
	Domestic Abuse Update	An update following meeting on 22 June 22 to include progress on early intervention	Alison Duggal Cllr P Akhtar
20th September 2023	One Coventry Climate Change Strategy – Consultation and Engagement Feedback	To look at the details of the feedback on the Climate Change Strategy and how this will be reflected in the final strategy.	Cllr O'Boyle Colin Knight Rhian Palmer Bret Willers
	Scrutiny Annual Report 2022-23	To consider the 2022-23 Annual Report	Cllr N Akhtar
	Complaints Policy and Procedure – Task and Finish Group	To establish a task and finish group to feed into the review of the Council's current complaints policy and procedure following on from the Local Government Ombudsman's report.	Cllr Brown, Cllr Welsh Adrienne Bellingeri Rachael Sherwood
25th October 2023	Council Subsidiaries Annual Reports 22/23 a)Coventry Municipal Holdings b)UKBIC c)Sherbourne Recycling	SCRUCO will receive the annual report of CMH, UKBIC and Sherbourne Recycling for consideration.	Andrew Walster Cllr Duggins
	Coventry City of Culture Legacy	To consider the lasting legacy from City of Culture 2022 including impact on the Council.	Cllr Duggins David Nuttall
22nd November 2023	Serious Violence Duty	The local authority has a statutory duty to comply with the new serious violence duty. The Council in partnership must produce an	Cllr AS Khan Allison Duggall Caroline Ryder

SCRUCO Work Programme 2023-24

Date	Title	Detail	Cabinet Member/ Lead Officer
		operational plan around how we are going to tackle serious violence as a city	
20th December 2023	Spon End Regeneration Project	How is it funded? How have people have been relocated? What are the plans? How are plans communicated with the community?	
	One Coventry Climate Change Strategy	To consider the final strategy before it is considered by Cabinet	Cllr O'Boyle Colin Knight Rhian Palmer Bret Willers
24th January 2024	-		
21st February 2024	Local Policing Update	To follow up from the item in 2023 on the local policing model	
20th March 2024	Drugs and Alcohol Strategy	To take an update following the meeting on the 14 th March 2023 (2024) To include Rough Sleeping Drug and Alcohol Treatment Grant - A progress report including data, logic model evaluation framework	Allison Duggal Cllr Caan
24th April 2024	City Centre PSPO Monitoring	As requested, Scrucoco will consider progress on implementation of the new PSPO agreed at Cabinet 13 th June 2023	Liam Nagle AS Khan
2023/2024			
	One Coventry Annual Performance Report (Cabinet Report)	To scrutinise the One Coventry Annual Performance report and for Scrutiny Board Chairs to identify areas of work for their Boards to scrutinise in detail.	Cllr Duggins Allison Duggal Kirston Nelson

Date	Title	Detail	Cabinet Member/ Lead Officer
	CCC Transformation Programme	To review the impact of the CCC Transformation Programme and funding associated with it.	Cllr Duggins Kirston Nelson
	Health Inequalities and Marmot	To look at what the Council is doing to address health inequalities and to monitor progress	Allison Duggal Cllr Caan
	Strategic Energy Partnership	To consider the delivery of the 5 year plan and the 5 key projects as part of the partnership	Cllr O'Boyle Colin Knight Rhian Palmer Bret Willers
	Adaption and Resilience Plan	To consider what the Council is doing to protect the city from the impact of climate change, including partners involved in the delivery and represented on the Climate Change Board	Cllr O'Boyle Colin Knight Rhian Palmer Bret Willers

Work Programme Decision Flow Chart



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