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### **Communities and Neighbourhoods Scrutiny Board (4)**

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**Time and Date**

10.00 am on Thursday, 30th January, 2025

**Place**

Diamond Rooms 1 and 2 - Council House

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1. **Apologies and Substitutions**
2. **Declarations of Interest**
3. **Minutes** (Pages 3 - 6)
  - a) To agree the Minutes of the previous meeting held on 24 October 2024
  - b) Matters arising
4. **Street Lighting** (Pages 7 - 8)

Briefing Note of the Director of City Services
5. **Supported Exempt Accommodation** (Pages 9 - 28)

Briefing Note of the Director of Adults and Housing
6. **Work Programme and Outstanding Issues 2024/2025** (Pages 29 - 32)

Report of the Director of Law and Governance
7. **Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved**

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Julie Newman, Director of Law and Governance, Council House, Coventry

Wednesday, 22 January 2025

Note: The person to contact about the agenda and documents for this meeting is Asher Veness Email: [asher.veness@coventry.gov.uk](mailto:asher.veness@coventry.gov.uk)

Membership: Councillors M Ali (Chair), R Bailey, B Christopher, G Hayre, L Kelly, J McNicholas, E Ruane, T Sawdon and R Thay

By invitation Councillors N Akhtar (Cabinet Member for Housing and Communities),

P Hetherton (Cabinet Member for City Services), S Agboola (Deputy Cabinet Member for Housing and Communities), S Nazir (Deputy Cabinet Member for City Services)

**Public Access**

Any member of the public who would like to attend the meeting in person is encouraged to contact the officer below in advance of the meeting regarding arrangements for public attendance. A guide to attending public meeting can be found here: <https://www.coventry.gov.uk/publicAttendanceMeetings>

**Asher Veness**

**Email: [asher.veness@coventry.gov.uk](mailto:asher.veness@coventry.gov.uk)**



The Board received a presentation and briefing note of the Strategic Lead for Environmental Services which updated them on the new chargeable Garden Waste Collection Service.

As part of the budget setting process for 2024/25 the introduction of a subscription for garden waste was one of 30 changes that were implemented as part of the revenue and capital budget for 2024/25. If residents wanted to have a garden waste service, they needed to purchase a yearly permit for £40 per bin. The new paid-for garden waste (brown-lidded bin) collections started the week beginning 3 June and the permits for the year run from 1 June 2024 to 31 May 2025.

The charges had been in place for almost six months, and officers covered the following key areas in the presentation attached at Appendix 1: subscriptions, collections, financials, challenges, impacts on other services including fly tipping, and bulky waste collections.

In considering the presentation and briefing note, the Board questioned officers, received responses and discussed matters as summarised below:

- The previous agreement to weekly food waste collections and ensuring that residents aren't left with food waste for a 2-week period.
- Outreach and engagement to tackle low garden waste subscription in wards such as Foleshill and St Michaels but simultaneous high fly tipping – fluctuations in the data due to properties without gardens and changing attitudes to fly tipping.
- The number of subscriptions (approximately 48,000) in comparison to the total number of properties (approximately 148,000), the steps to contact those properties who haven't yet subscribed, and the removal and re-purposing of non-subscribed bins.
- Staff training in the winter period when previously brown bin collections were stopped.
- Past food waste collection services and communication efforts to educate residents on the costs involved with disposing of food waste in brown bins.
- The development of a future food waste policy, benchmarking with neighbouring authorities to understand cost, and bringing information on food waste budget saving to a future meeting of the Board.
- The correlation between deprivation and low garden waste subscriptions and potential communication strategies – such as sharing information in other targeted languages – to engage residents in those deprived areas.
- Disparities between fly-tipping data and fly-capture data.
- The number of public reports of fly-tipping and the success rate of fly-tipping removal within the 5 working-day target.

The Leader of the Council, Councillor Duggins, thanked the officers for the presentation and welcomed the future food waste proposals which had previously received cross-party support. In response to the challenges raised, he encouraged more education for residents to ensure a seamlessness in service and area specific communication strategies to help implement the new system of waste collection next year. The Board reiterated these messages and proposed that food waste collection and a further monitoring of the garden waste subscription service be added to the Work Programme for a future meeting.

**RESOLVED that the Communities and Neighbourhoods Scrutiny Board (4) considers the information provided in Appendix 1 and that a further item on future food waste proposals be added to the Work Programme.**

#### 14. **Fly-tipping Performance 2023/24**

The Board received a presentation and briefing note of the Strategic Lead for Environmental Services on the performance of addressing fly-tipping during 2023/24.

At their meeting on the 25<sup>th</sup> September 2024, Scrutiny Co-ordination Committee considered a Cabinet Report on the One Coventry Performance Plan 2023-2024. Included in the report was progress made on the metric “cleaner streets, supported by action against fly-tipping”.

The number of fly-tipping incidents reduced from 6,840 in 2022/23 to 5,883 in 2023/24. The Environmental Enforcement Team exceeded the target of the 5% reduction and sought to continue to drive down fly-tipping through a combination of education and enforcement, focussing attention on the streets that are causing the most issues. Working closely with colleagues in streetpride and domestic waste, it was hoped that there will be further reductions over the coming years, whilst maintaining or increasing the current level of enforcement.

In considering the presentation and briefing note, the Board questioned officers, received responses and discussed matters as summarised below:

- The efforts taken to drive performance and the correlation between high fly-tipping and wards with the highest number of private landlords – increasing data collection beyond licensed House of Multiple Occupation (HMOs) and cross-departmental work with the licensing team to tackle enforcement in areas experiencing this correlation.
- Spending on fly-tipping in the last 5 years and the efforts being made to work with housing organisations such as Citizen to make their fly-tipping agenda more effective.
- Efforts to crackdown on unregistered HMOs and their associated problems in terms of fly-tipping.
- The ‘Wall of Shame’ YouTube series and expanding CCTV cameras to all wards across the city to improve the effectiveness of the deterrent.
- Educating residents to the benefits of the bulky waste service.
- The variations in fly-tipping data (collections) and fly-capture data (national reporting system).
- Fly-tipping in the context of the new waste collection model being piloted next year – identifying problems and assessing solutions in both residential and commercial areas.
- Reactivity versus proactivity and how using new data systems such as PowerBI is making the service more proactive.
- The possibility of a ‘see it, say it, sorted’ reporting policy to allow residents to quickly and easily report fly-tipping.

Councillor Duggins reiterated his thanks to officers and recognised that fly-tipping is a challenge that every resident in Coventry must be committed to tackle. He urged residents to share any evidence of fly-tipping in their neighbourhoods with their councillors or report it directly to the council.

**RESOLVED that the Communities and Neighbourhoods Scrutiny Board (4):**

- 1) Considers the current performance to address fly-tipping in the city.**
- 2) Requests the Cabinet Member for City Services look at ways to increase income to address fly-tipping including from businesses and private landlords.**

**15. Work Programme**

The Communities and Neighbourhoods Scrutiny Board (4) received a report of the Scrutiny Co-ordinator that detailed issues on the Board's Work Programme for meetings of the Board for 2024/25.

**RESOLVED that the Communities and Neighbourhoods Scrutiny Board (4) notes the issues on the Board's Work Programme for 2024/25 and requests that:**

- 1) 'Housing Retrofitting and EPC Ratings' be added to the Work Programme.**
- 2) 'Litter Picking' be brought forward to a future meeting.**

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

There were no other items of public business.

(Meeting closed at 12.00 pm)



Coventry City Council

## Briefing note

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**To: Communities & Neighbourhoods Scrutiny Board (4)**

**Date: 30<sup>th</sup> January 2025**

**Subject: Street Lighting**

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### **1 Purpose of the Note**

- 1.1 To provide the Communities and Neighbourhoods Scrutiny Board (4) with an update on the Part-night Lighting

### **2 Recommendations**

- 2.1 The Communities and Neighbourhoods Scrutiny Board are recommended to:
- 1) Support the continuation of the Part-night lighting
  - 2) Identify any further recommendations for the appropriate Cabinet Member

### **3 Information and Background**

- 3.1 At their meeting on 20<sup>th</sup> February 2024, in response to financial pressures the Council agreed, as part of the budget setting process, to introduce citywide part-night lighting. The programming of the streetlights started in May 2024 and all eligible streetlights were programmed by July. It was estimated approximately 70% of lights would operate part night however once the criteria had been applied this has reduced to 60% (excluding the City Centre).
- 3.2 The Part-night lighting estimated to make savings of the street lighting electricity budget by £700,000 per annum so that this funding could be used to protect other vital services. Due to the decrease from 70% to 60% of lights, programming of the lights taking 2 months and the reduction in the cost of energy from October 2024 we have reduced the saving target to £600,000. Savings from the part night from May to December 2024 have been approximately £350,000 based on 38pkwh. The Council's energy price did reduce to 26pkwh from October 2024.
- 3.3 The Police have conducted a review of the part night lighting and there is no evidence of crime going up as a result of the changes in street lighting. We have also noted there has been a reduction in nighttime collisions during the hours of the part night switch off.

- 3.4 We continue to monitor that the part night criteria are being applied correctly for any changes to the highway by working with highways, traffic management and major projects.
- 3.5 We have received a petition bearing 1482 signatures to switch the lights back on. This has been discussed with the Cabinet Member for City Services who has agreed to issue a determination letter advising that the part night lighting policy will continue as there has not been any increases in crime.
- 3.6 The upgrading of 29,500 street lighting to LEDs was agreed at Council on 14<sup>th</sup> January. The LED lighting will provide a better quality of light but use half the amount of energy. The upgrade also provides the Council with more flexibility over the street lighting.

#### **4 Health Inequalities Impact**

- 4.1 An Equality Impact assessment was carried out prior to the decision to progress with the part night lighting. There were groups of people that could be negatively impacted by the part night lighting however as the police have reported there has not been increase in criminal activity.

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Job Title: Principal Officer – Street Lighting & Support Services

Organisation: Coventry City Council

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Coventry City Council

## Briefing note

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**To: Communities and Neighbourhoods Scrutiny Board (4)**

**Date: 30<sup>th</sup> January 2024**

**Subject: Supported Exempt Accommodation**

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### **1 Purpose of the Note**

- 1.1 The purpose of the note is to update the Communities and Neighbourhoods Scrutiny Board following the consideration of an item on Exempt Supported Accommodation by Scrutiny Co-ordination Committee at their meetings on 7<sup>th</sup> December 2023 and 8<sup>th</sup> January 2022. The Committee requested a progress update on the Supported Housing Improvement Programme (SHIP) funding, as well as an update on progress with changes to legislation. Appendix one provides further details and progress.

### **2 Recommendations**

- 2.1 The Communities and Neighbourhoods Scrutiny Board (4) are recommended to:
- 1) Note the current position and funding
  - 2) Note the progress and co-ordinated response to managing Supported Exempt Accommodation in the city
  - 3) Identify any further recommendations for the Cabinet Member for Housing & Communities related to the work detailed in this report.

### **3 Background and Information**

- 3.1 Exempt accommodation is supported housing which is exempt from certain Housing Benefit provisions. It is a sector which often houses more marginalised groups with support needs, such as prison leavers; care leavers; those fleeing domestic violence; and homeless people with substance dependence or mental health issues. The accommodation is provided alongside support, supervision or care to help people live as independently as possible in the community. Exempt accommodation is not 'Temporary Accommodation' and for many it provides long-term and sustainable housing.
- 3.2 As there is an element of care, support and supervision provided to clients it is exempt from Local Housing Allowance (LHA) caps, hence the use of the term 'exempt'. These exemptions enable organisations providing this type of housing to charge higher rates, when compared with general LHA rates, to clients living in their properties. Where the accommodation is provided by an organisation other than a

registered provider, Local Authorities bear the additional costs of the provision beyond the LHA rate.

- 3.3 As securing permanent accommodation has become more difficult the Supported Exempt Sector has grown significantly both locally and nationally. This type of accommodation is often the only option for groups of people who don't meet the statutory priority need threshold, particularly if their homelessness is unplanned.
- 3.4 Case law states that there only needs to be a "more than minimal" level of care and support to qualify as 'exempt accommodation', meaning some providers secure high rental levels while only providing a small amount of support.
- 3.5 Exempt accommodation clients are usually housed in Houses of Multiple Occupation (HMOs), which are often larger properties that have been converted. Due to the complicated nature of defining a building as an HMO not all exempt accommodation can be classified as such and therefore would not fall under the provision of the citywide HMO licensing scheme. Furthermore, in some cases if they are operated by or under the umbrella of a Registered Social Landlord (RSL) then they are afforded an exemption from licensing under the Housing Act 2004.
- 3.6 While there are many good examples of exempt accommodation providers, there have been instances where the quality of accommodation has not been up to standard, and the support being provided has been found to be inadequate.
- 3.7 The three main types of providers in Coventry are.
  - Registered Providers' who provide supported housing e.g., Citizen, St Basils
  - Non-RP's which are well established organisations e.g. Salvation Army, Coventry Cyrenians, Mind
  - Community Interest Companies who often have limited expertise/experience of accommodating vulnerable groups
- 3.8 Following a successful bid for funding via SHIP with the Ministry of Housing, Communities & Local Government (MHCLG) in the autumn of 2022 Coventry City Council were awarded circa £350k funding to deliver a robust set of actions to improve the quality of SEA in the city both in terms of support provided as well as the fabric of the buildings whilst looking at ways to improve value for money.
- 3.9 After successful recruitment to the 3 newly created roles, the SEA Team began working towards the objectives set out in the SHIP delivery plan. The team have successfully:
- 3.10 Liaised with teams within the Council and with external stakeholders who have a known relationship with SEA providers.
- 3.11 In doing this, the team have been able to identify commissioned services within Housing, Adult Social Care, Migration Team and Public Health and have been able to identify whether there are any preexisting quality checks being carried out and to gain an insight into what experiences have been like prior to the introduction of SHIP. The team identified that Adult Social Care and Housing were carrying out their own due diligence checks and have decided that to not duplicate work, they will begin to accompany these departments when they carry out their annual

reviews of services that they commission to ensure that providers are working in line with Coventry City Council's Guide to Standards for Supported Exempt Accommodation.

3.12 Created a Quality Assurance Tool Kit

3.13 This consisted of holding a round table discussion with stakeholders to discuss what is important for providers and residents when accessing supported exempt accommodation. Using the findings from this session, in November 2023 the team launched "Coventry City Council's Guide to Supported Exempt Accommodation". These set of measures outline the underpinning values and highlight the expectations of Coventry City Council for all new and existing providers in the city who wish to operate Supported Exempt Accommodation.

3.14 Created a Gateway for providers wishing to operate SEA within the city.

3.15 The team created a new SEA webpage on the council's website which acts as a first point of call for providers to enquire about beginning to operate as a SEA provider in Coventry. The team initially reviewed the previous application process which consisted of Housing Benefit providing anybody interested in operating as SEA with a lengthy application pack. This meant some organisations completed an in-depth application only to discover on its return that they were ineligible to operate as a SEA provider. Once the flaws had been identified, the team trialled a new method whereby all new providers who approached were first provided with an enquiry form, which allowed Housing Benefit to do checks which were a lot less time consuming. Based on these checks, Housing Benefit could then decide whether a full application could be sent out and minimised the number of ineligible enquiries.

3.16 Developed a single access point to capture "Comments, Concerns and Complaints" relating to a provider or accommodation.

3.17 Before the introduction of the SEA team, there was a scattergun approach to dealing with complaints of ASB whereby various members of the council would often receive correspondence relating to SEA often not knowing who was best to direct these queries to. The SEA team are now able to track and manage such concerns and advise people to log their comments via the council's webpage, to then be appropriately actioned by the SEA team. The team also requested that posters were created and distributed to "hotspots" where people who access SEA may visit, with the intentions that this may encourage residents to provide insight about their experiences. The SEA team have developed good rapport with key stakeholders such as Community Safety and WMPS to best assist with dealing with concerns raised.

3.18 Created a virtual panel to assess new applicants.

3.19 October 2023 saw the introduction of the "New Provider Panel" – The idea of this was that once a new provider has been scrutinised by Housing Benefit and had completed the Property and Support Audit, they would then be invited to the panel to discuss the findings. However, the team have reviewed this process and have decided to hold this panel 3-6months after Housing Benefit have made their decision and the first audit has taken place. This is due to the team noticing some

discrepancies appearing during the first 6 months and therefore this panel will now be used as an opportunity to address any issues that may begin to surface during this time.

- 3.20 The team have also developed an inspection process which included collecting residents feedback, carrying out spot checks on the support being provided and inspecting the quality and compliance of the accommodation.
- 3.21 As part of the Supported Housing Improvement Programme, the team report back to DLUHC (Department for Levelling Up, Housing and Communities) regarding the work undertaken and outcomes achieved. Out of the 64 properties that were inspected during this period, 94% were compliant with Decent Homes Standard and/or HHSRS. One property was issued with an Emergency Prohibition Order due to serious hazards within the property.

#### 4 Value for Money – 2023/2024

- 4.1 Below are the annual figures from April 2023 until May 2024 evidencing the savings made from Housing Benefit payments when a provider's rents have been restricted and costs have been negotiated.
- 4.2 These figures fluctuate year on year depending on the number of rent increases and new schemes received in that year for exempt supported accommodation. When deciding if a rent is reasonable the team consider many factors including comparable properties and value for money. In comparison to 2022/2023, the team due to restrictions, negotiation and reviewing existing and new schemes accumulated an overall annual efficiencies against potential cost of HB subsidy loss of over £1.3 million

<b>Providers</b>	<b>Date</b>	<b>No of Units</b>	<b>Restricted Costs</b>	<b>Annual Saving</b>
Provider A	17/04/23	80	Utilities	£35,900.80
Provider B	03/05/23	53	Cleaner Cost	£6,752.20
Provider C	19/05/23	2	Rent Costs	£8,112.00
Provider D	02/06/23	14	Council Tax removed	£3,931.20
Provider E	21/06/23	111	Security & IHM %	£75,894
Provider F	23/06/23	3	Various	£2,119.00
Provider G	23/06/23	19	reduction in repairs	£12,955.80
Provider H	25/06/23	18	utility costs	£6,749.08
Provider I	28/06/26	63	utility costs	£6,377.28
Provider J	27/07/23	2	utility costs	£13,328.12
Provider K	28/07/23	6	Restricted 4 costs	£36,528.96
Provider L	29/07/23	10	management costs	£3,900.00
Provider M	02/02/24	8	Various	£28,620.80
Provider N	02/02/24	5	Overhead & %	£2,758.60
Provider O	09/02/24	5	Building Management	£9,284.60

Provider P	15/02/24	17	Cleaning Costs	£31,549.96
Provider Q	21/02/24	11	Staff Cost	£13,669.76
Provider R	29/02/24	18	Various	£8,994.96
Provider S	29/02/24	20	Overhead & management %	£16,515.20
Provider T	05/03/24	27	RSL Charge	£13,344.76
Provider U	26/03/24	8	Various Restrictions	£28,620.80
			Total	£365,907.88

4.3 Below are the details of cost avoided where housing benefit have refused payment to a provider or revoked the status of a provider based on information provided to us that would suggest the provider is unable to provide Supported Exempt Accommodation that meets the minimum requirements for Housing Benefit regulations domain please note where status was revoked the accommodation was taken over by new providers thus not yielding full cost saving .

Providers	Date	Refused as exempt, revoked status, refused application	Annual Cost avoidance
Provider A	31/11/23	Refused as exempt due to insufficient support staff levels	£53,129.44
Provider B	31/11/24	Refused as exempt due to insufficient support staff levels	£58,999.20
Provider C	14/12/23	Refused exempt application, further info not provided	£46,758.40
Provider D	05/02/24	Revoked exempt status after full review	£1,177,488.00
Provider E	16/02/24	Refused exempt application, further info not provided	£72,394.40
Provider F	20/05/24	Refused exempt application, further info not provided	£267,733.44
		<b>Total</b>	<b>£1.676,502.88</b>

4.4 The team are continuing to undertake reviews of the quality of support offered and the housing conditions through inspections to assess minimum standards via the Housing health and safety rating system (HHSRS) in licensed and non-HMO properties. The team aim to visit all supported accommodation at least once during the project length as per the project plan. They will continue to respond to reactive complaints via the online portal regarding poor housing conditions and HMO licensing breaches along with lack of support, care, and supervision.

4.5 The team have delivered several positive impacts in the city including the improvement of some properties, receiving reassurances that good quality support is being provided as well as ensuing VFM

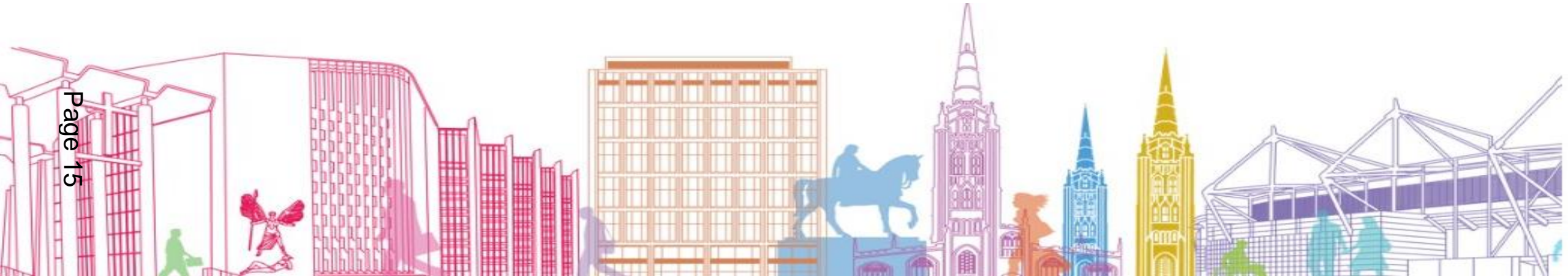
## 5 Legislative changes

- 5.1 As previously reported The Supported Housing Regulatory Oversight Act 2023 was enacted in the summer of 2023 however, to date local authorities have not been required to implement the Act. There is currently a live consultation under way which will determine how the Act is put into practice and how local authorities, including commissioning services, licensing and enforcement functions and revenue and benefits departments will adhere to its requirements. This will include how local authorities will identify the need and requirements for exempt accommodation provision in their areas as well as publishing a Supported housing Strategy for the area.
- 5.2 It is assumed that local authorities will receive new burdens funding to support implementation of the Act however this has not yet been confirmed, and therefore it needs to be noted that the team are currently only funded by MHCLG until the 31/03/25.
- 5.3 We are hopeful that in the interim the current funding will continue as part of central government's short-term commitment whilst the implementation of the Act progresses. However, to date no confirmation has been received and therefore there is a risk that if funding is not secured that the team is disbanded. Departments currently involved in the project are reviewing options for continuation of the work in the absence of ongoing MHCLG funding.
- 5.4 More information about the project can be found at Appendix 1.

### Appendix 1: Supported Exempt Accommodation Presentation

Name of Author	Sophie Hall
Job Title	Housing & Homelessness commissioning and partnerships lead
Organisation	Coventry City Council
Contact details	<a href="mailto:Sophie.hall@coventry.gov.uk">Sophie.hall@coventry.gov.uk</a> Tel; 07891558659

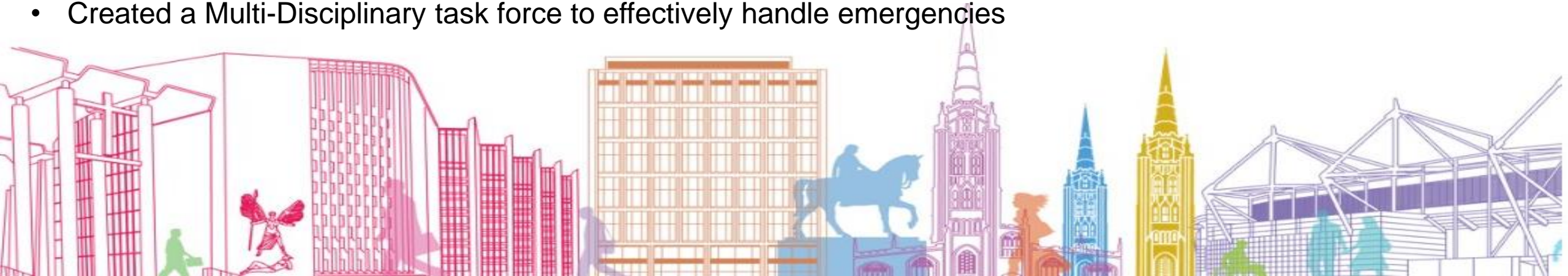
# Supported Exempt Accommodation Update





# Supported Housing Improvement Programme (SHIP) Progress to date

- Following a successful bid for funding via SHIP with the Ministry of Housing, Communities & Local Government (MHCLG) in the autumn of 2022 Coventry City Council were awarded circa £350k
- Formal launch of “Coventry City Council’s Guide to Supported Exempt Accommodation”
- Inspection process developed to check quality of support and collect resident feedback
- Gateway process for new and existing providers wishing to set up new provisions in the city
- Pathway created for collection of feedback regarding the quality of Supported Exempt Accommodation
- Created a Multi-Disciplinary task force to effectively handle emergencies



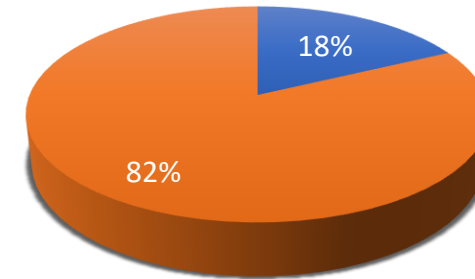


# Supported Housing Improvement Programme Progress to date

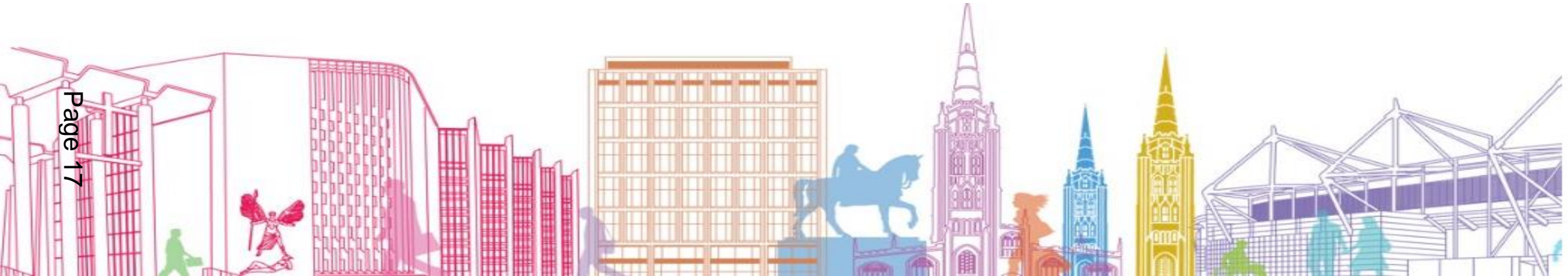
Coventry has **56 providers** offering Supported Exempt Accommodation in the City, equating to **430 addresses** and **3522 bed spaces**.

Through their Quality Audits, the SEA team have visited **40 providers** and inspected 1471 units.

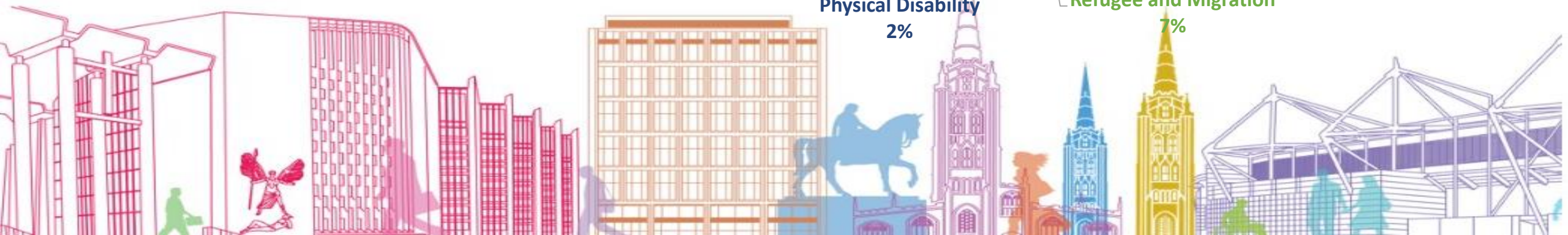
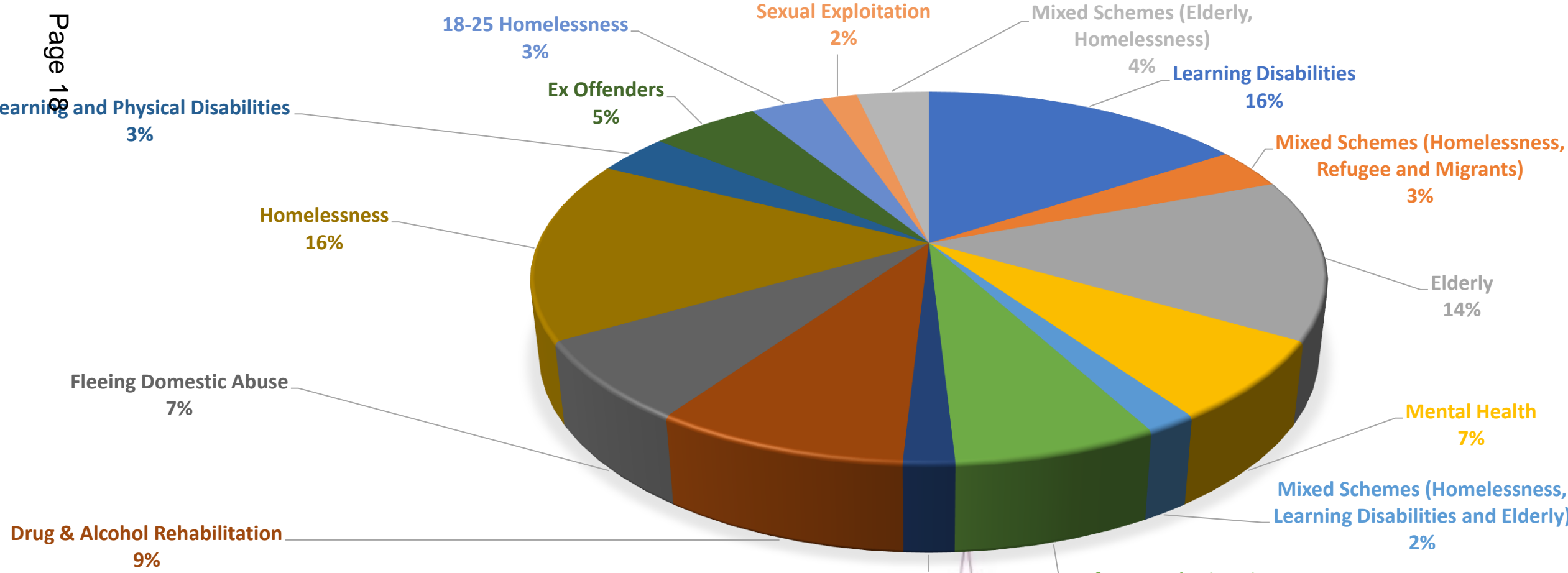
Commissioned and None  
Commissioned Accommodation  
Providers in Coventry



■ Commissioned ■ None-Commissioned

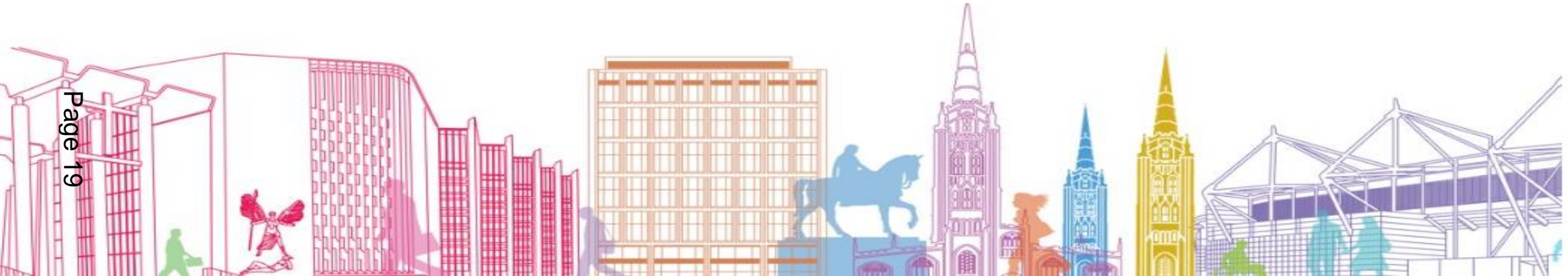


# Total number of Supported Exempt Accommodation Providers – November 2024



# Coventry City Councils Supported Exempt Accommodation Standards - Twelve Months On!

- Audits are being completed in line with Coventry City Council's Guide to Supported Exempt Accommodation – cross referencing the measures against our findings
- Providers have been welcoming of the SEA team and have been accommodating when arranging visits
- Residents living in SEA have been grateful of the visits from the team and have been open about sharing their experiences
- Providers have been keen to learn about supporting agencies and tools in the city that can enhance the services they deliver
- Providers are linking in with one another when accommodating similar cohorts

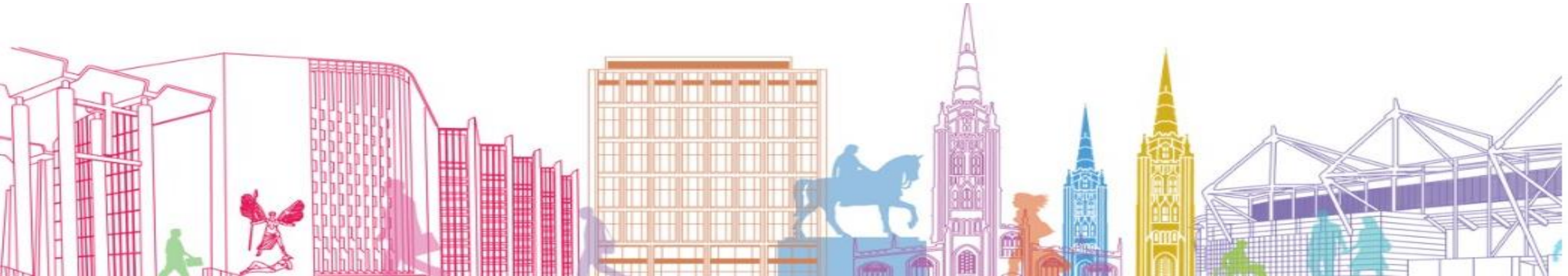




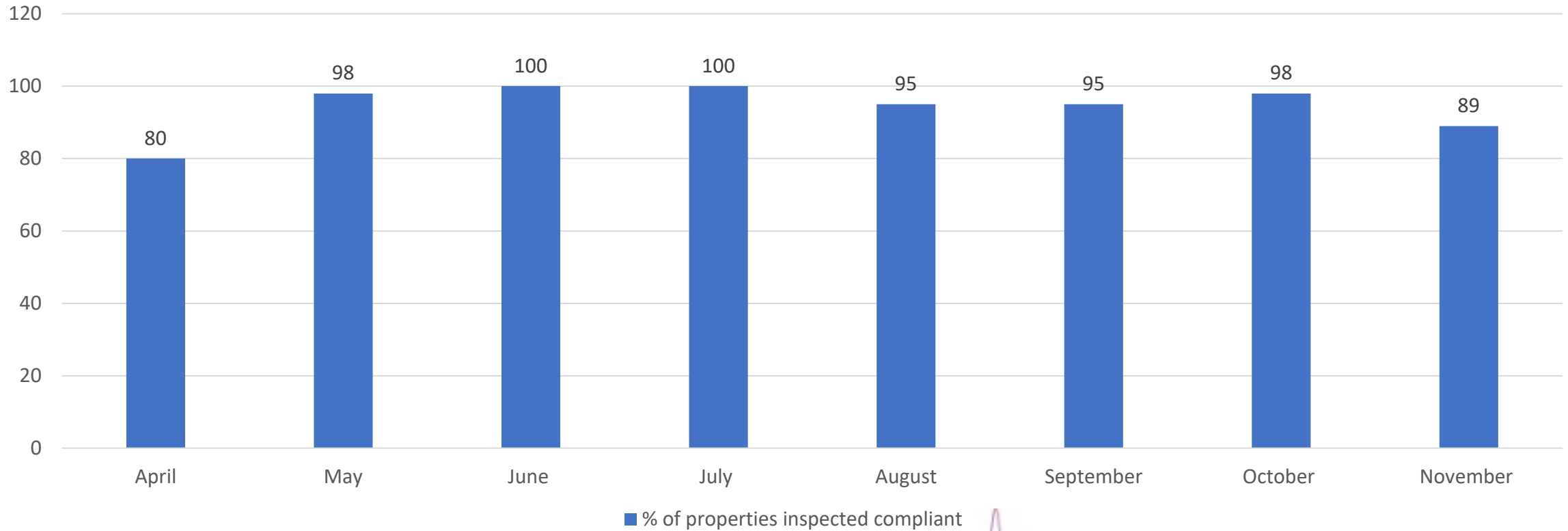
# Housing enforcement/Property Licensing

Page 20

- Formal action required so far has been minimal.
- HMO's – correct Licence holder/manager named on licence
- Checking HMO conditions/restrictions when onboarding properties
- Common hazards found – falls from heights, damp and mould, fire, electrics
- Righters Rent bill forthcoming – keep up to date with changes
- Licences/agreements, ensure you follow legal process when evicting



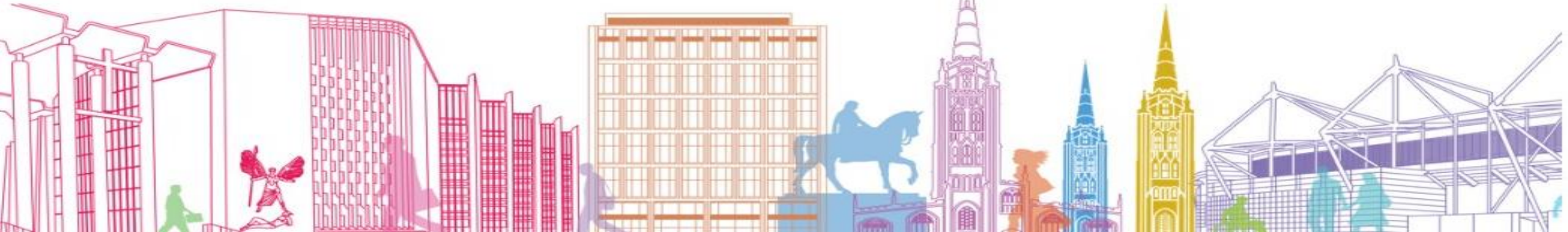
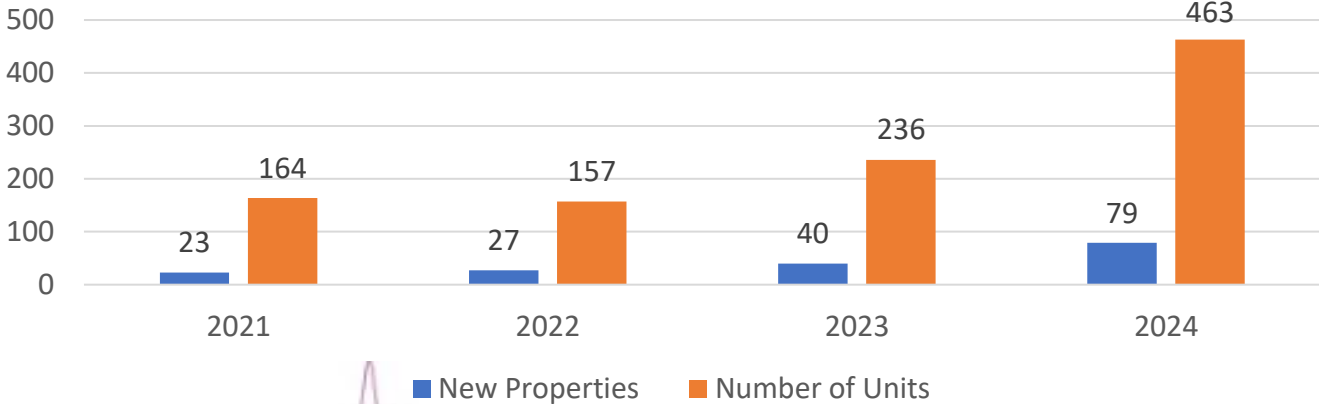
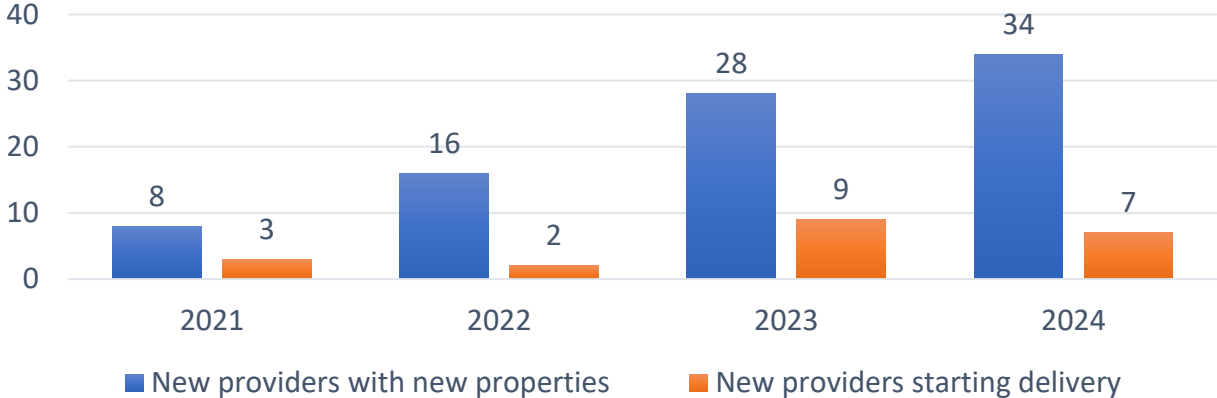
# Percentage of Properties compliant with Decent homes standard, HHSRS or other standards.



# New & Existing Providers SHIP Processes

Improvements to the process:

- Gateway Access single point of contact  
streamlined enquiry forms and referral emails
- Exempt Application Pack Completion  
fully completed and supporting evidence provided
- Rent Reviews  
ongoing negotiation with providers regarding  
reasonable costs and value for money
- Staff Structure Spreadsheet  
helping to ensure sufficient staffing levels for new  
providers and existing providers increasing stock





# SEA – Success Stories

## The Gateway;

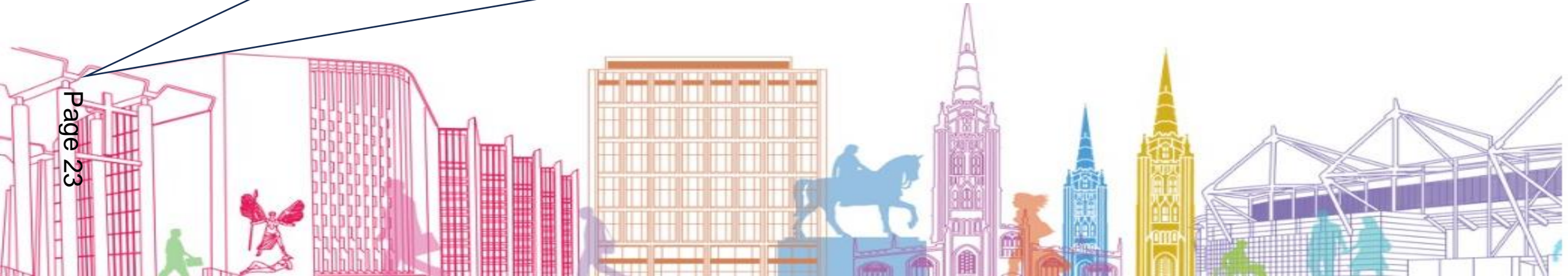
Resident moved into the Gateway in April 23, in October 2024 they moved into their own Citizen Tenancy via the direct match route.

One of the Questions asked as part of their referral into the Gateway was;

***“Where do you want to be in 5 years with the right support”***

Resident answered, “ would like to have my own property, have a good job and contribute back to society”.

During their stay at Gateway, they took driving lessons and passed their driving test, completed online learning courses and kept their CV updated. In addition to this, they volunteered at the local Hillfields Community Watch Centre and recently secured employment.



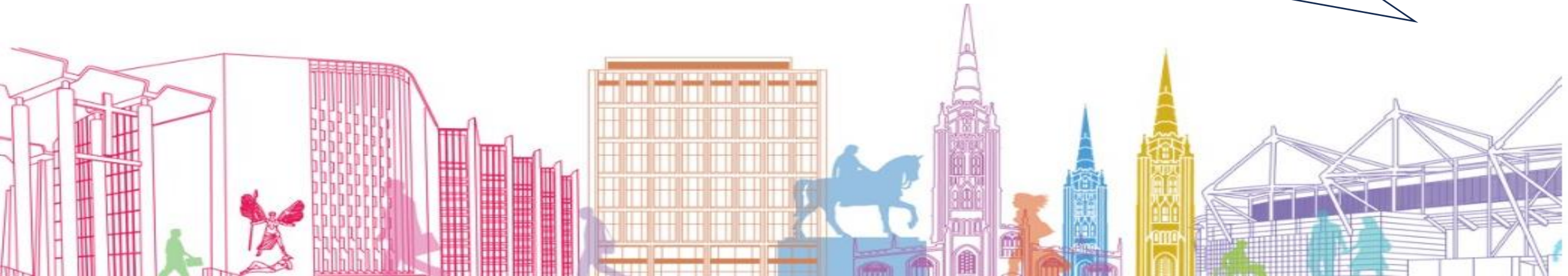
# SEA – Success Stories

Page 24

## **Coventry Foyer;**

Young Person (YP) has come from overseas and was accommodated for 2 years. Since living at scheme, this YP has built their confidence in attending customer events, managing addictions and had a support worker where they found a passion for boxing and gym.

Learning more about themselves and how to become tenancy ready, this customer has managed to turn his life around from drugs to being forwarded onto a direct let property and should be moving in before the end of the year. Our scheme has provided a base for this customer to develop personally, emotionally, and mentally and is able to manage themselves and behaviour.





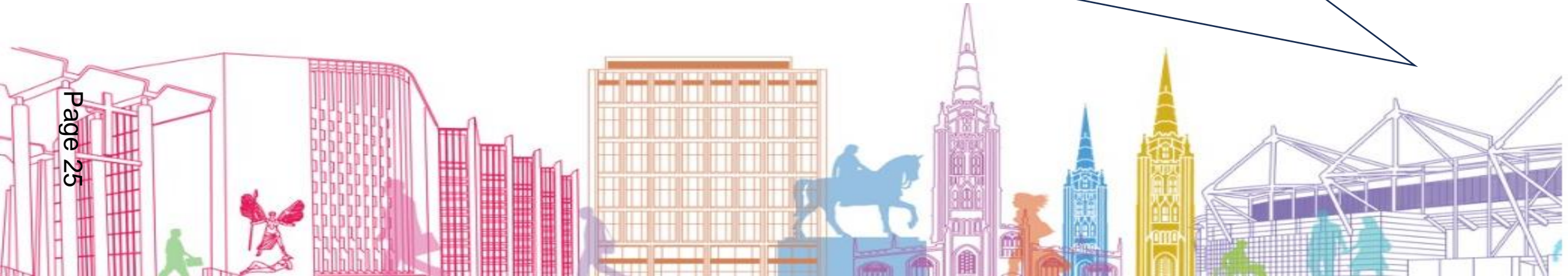
# SEA – Success Stories

## **Mind – Coventry and Warwickshire;**

*I'm Happy with the support I have been receiving, it has had a positive impact on my personal life, and it has abled me to be the best version of myself which includes being a father to my children with all the responsibilities included.*

### **How did the person benefit from the service**

- *Improved Mental Health*
- *Absent from Alcohol and Drugs*
- *Engaged with Children's services resulting in unsupervised contact with children*
- *Completed a parent course with social services & recovery wellbeing academy courses online.*
- *No contact with the police*
- *Ready to move out of SEA*
- *Exploring voluntary work with a view to employment*



# Supported Exempt Accommodation Team and Multi- Disciplinary Working

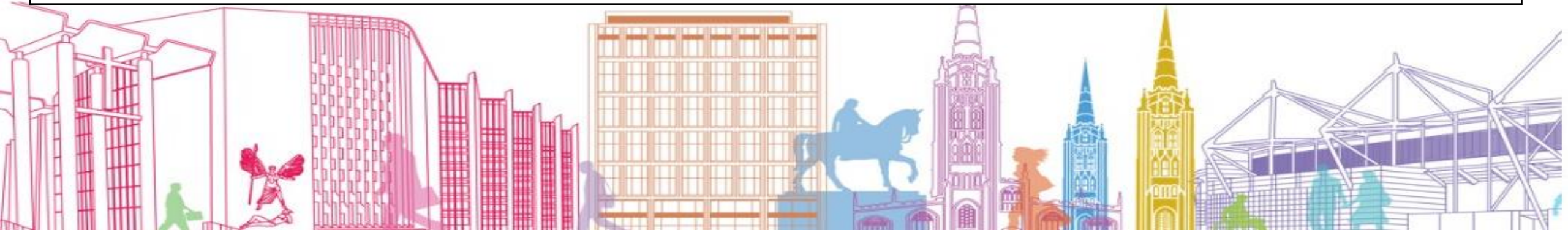
The team are part of a working group with Local Authorities across the country sharing best practice and learning from experiences shared.

The team have built relationships with key stakeholders internally and externally resulting in better outcomes from Coventry residents, including Public Health, Adult Social Care, West Midlands Police and Fire Service.

The team are signposting superior landlords to accommodation providers who have been visited by the SEA team and are looking to expand their provisions.

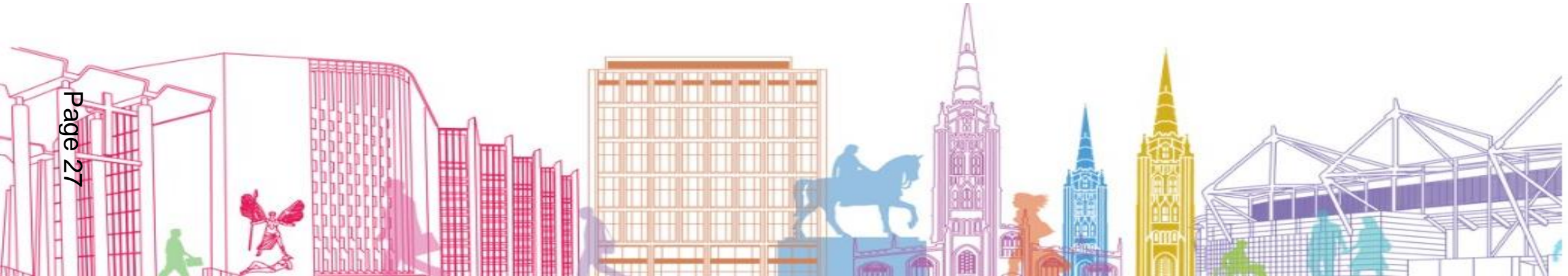
The team have conducted multi-agency responses to complaints, with one in particular resulting in WMPS obtaining a Closure Order on a property. The property now has a new housing provider and is supporting four homeless individuals.

The team have been a part of various research studies as part of SHIP with feedback being positive about the way in which Coventry City Council have implemented SHIP and the successful results we have seen.



# Looking forward to 2025

- Quality Officer to begin holding sessions for residents to gather feedback of living in SEA
- Officers to continue visiting providers on an ongoing basis
- Continued scrutiny of new provider and provisions
- Team to continue to be point of contact for Comment, Compliments and concerns relating to addresses that are SEA.
- Awaiting Government consultation regarding regulations to support/enforce the provisions of the Supported Housing (Regulatory Oversight) Act 2023.



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# Agenda Item 6

Communities and Neighbourhoods Work Programme 2024-25

Last updated 10<sup>th</sup> January 2025

Please see page 2 onwards for background to items

<b>18<sup>th</sup> July 2024</b>
Cabinet Member Portfolio Priorities Water Quality
<b>5<sup>th</sup> September 2024</b>
Homeless and Rough Sleeping Strategy - consultation
<b>24<sup>th</sup> October 2024</b>
Garden Waste Fly-tipping 2023-24
<b>5<sup>th</sup> December 2024 – at Severn Trent (informal meeting)</b>
Severn Trent site visit
<b>30<sup>th</sup> January 2025</b>
Street Lighting Exempt Supported Accommodation
<b>13<sup>th</sup> March 2025</b>
Conservation Areas Food Waste Collection
<b>9<sup>th</sup> April 2025 (replacement for 5<sup>th</sup> December)</b>
Litter picking Resident Parking Schemes
<b>2024-25</b>
Quality of Social Housing and Retrofit Programme Update on Empty Properties Housing Strategy Pot-Holes and Road Surface Quality Litter picking Gully Cleaning Programme Additional Licensing Scheme progress report Alternative Accommodation
<b>2025-26</b>
Garden Waste Fly-tipping performance 2024-25 Design Guides (September)

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
<b>18<sup>th</sup> July 2024</b>	Cabinet Member Portfolio Priorities	An opportunity for the Board to hear the Cabinet Members priorities for the year	Cllr Hetherton Cllr Welsh
	Water Quality	Referred from Scrucro to address concerns about water quality and to receive progress on Severn Trent's 5-year plan to 2030 and a pilot program for the use of sustainable drainage (SUDs) over a wider area. A £65 million investment which aims to reduce surface water entering the sewage system, mitigate flood risk, and improve water quality. A Green Futures project based on a pilot in Mansfield has been included in the 5-year business plan	Mark Adams/ Neal Thomas Cllr Hetherton Severn Trent
<b>5<sup>th</sup> September 2024</b>	Homeless and Rough Sleeping Strategy - consultation	To consider the strategy as part of the Cabinet approval process – deferred – consultation during August/September	Jim Crawshaw/Sophie Hall
<b>24<sup>th</sup> October 2024</b>	Garden Waste	To scrutinise the impact of the introduction of charges for the garden waste collection, including budgetary savings.	Cllr Hetherton Sarah Elliot
	Fly-tipping 2023-24	To consider the performance on fly-tipping during the year 24-25 and steps taken to address the issue	Sarah Elliot Cllr Hetherton
<b>5<sup>th</sup> December 2024 – at Severn Trent (informal meeting)</b>	Severn Trent site visit		
<b>30<sup>th</sup> January 2025</b>	Street Lighting	To look at the impact of switching off streetlights, including the budgetary savings	Cllr Hetherton Rav Sekhon Joy Adams
	Exempt Supported Accommodation	To receive an update on progress and outcomes achieved following the meeting on 7 <sup>th</sup> December 23 Information on the uptake and success of monthly forums to be included	Jim Crawshaw/Sophie Hall/ Barrie Strain Adrian Chowns Cllr N Akhtar



Communities and Neighbourhoods Work Programme 2024-25

Date	Title	Detail	Cabinet Member/ Lead Officer
<b>13<sup>th</sup> March 2025</b>	Conservation Areas	<ul style="list-style-type: none"> <li>• How our 18 conservation areas operate?</li> <li>• How conservation areas are allocated funding, based on what criteria?</li> <li>• Which conservation areas have had priority funding in recent years?</li> <li>• What's the current priority list on allocating funding to conservation areas?</li> <li>• How often are conservation areas inspected and protected? Examples of recent enforcement action and outcomes?</li> <li>• What policy recommendations or action should Coventry City Council undertake to ensure our Conservation team are empowered?</li> <li>• How is the Conservation team being utilised to build and restore Civic Pride under the Comms Plan of 'LovCov' campaign?</li> </ul>	Cllr N Akhtar Rob Back Nigel Hart
	Food Waste Collection	To consider how the Council will meet the requirements for food waste collection	Sarah Elliot Cllr Hetherton
<b>9<sup>th</sup> April 2025 (replacement for 5<sup>th</sup> December)</b>	Litter picking	Community groups and volunteers. How the Council is supporting local groups.	Cllr Hetherton Martin McHugh/ Sam Morris
	Resident Parking Schemes	To consider the impact of standardised charging on residents parking schemes and evaluate whether the budget targets have been met.	Paul Bowman Cllr Hetherton
<b>2024-25</b>	Quality of Social Housing and Retrofit Programme	To consider the impact of the retrofit scheme for social housing providers and the quality of social housing	Citizen and other Social Landlords Jim Crawshaw Cllr N Akhtar

Date	Title	Detail	Cabinet Member/ Lead Officer
	Update on Empty Properties	To provide an update on Empty Property Strategy as requested at the meeting on 9.02.23.	Davina Blackburn Adrian Chowns
	Housing Strategy	To look at local housing provision, including social housing number, as part of the Local Plan	Jim Crawshaw
	Pot-Holes and Road Surface Quality	To include the National Highways Satisfaction Survey satisfaction survey data (5% below average)	Mark Adams Cllr Hetherton
	Litter picking	Community groups and volunteers. How the Council is supporting local groups.	Cllr Hetherton Martin McHugh/ Sam Morris
	Gully Cleaning Programme	Requested following an item on Water Quality on 17/7/24. To be considered 25/26	Mark Adams Cllr Hetherton
	Additional Licensing Scheme progress report	At their meeting on 21 <sup>st</sup> August, Scrucro requested that SB4 receive regular progress reports on numbers of HMO's licensed and enforcement	Adrian Chowns, Davina Blackburn
	Alternative Accommodation	Cost of accommodation placements – Possibly referred to SB4	Jim Crawshaw Cllr N Akhtar
<b>2025-26</b>	Garden Waste		
	Fly-tipping performance 2024-25	To include fly tipping data covering the past 12 months to as well as 1) Public reporting figures 2) Council spending in the last 5 years on fly tipping 3) Partnerships with housing associations like Citizen to combat fly tipping on their premises	Davina Blackburn
	Design Guides (September)	To feedback on the draft designs guides referred from Scrucro December 24 – to invite SB3	Chris Styles Cllr N Akhtar