

---

### Scrutiny Co-ordination Committee

---

**Time and Date**

2.00 pm on Thursday, 21 August, 2025

**Place**

Diamond Rooms 1 and 2 - Council House

---

**Public Business**

1. **Apologies and Substitutions**
2. **Declarations of Interest**
3. **Minutes**
  - (a) To agree the minutes of the previous meeting held on 3 July, 2025  
(Pages 3 - 8)
  - (b) Matters Arising
4. **One Coventry Plan Annual Performance Report (April 2024 - March 2025)**  
(Pages 9 - 100)

Report of the Director of Planning and Performance
5. **Scrutiny Annual Report to Council 2024-2025** (Pages 101 - 112)

Briefing Note of the Director of Law and Governance
6. **Local Government and Social Care Ombudsman Annual Review Letter 2024-25** (Pages 113 - 116)

Briefing Note of the Director of Law and Governance
7. **Scrutiny Co-ordination Committee Work Programme and Outstanding Issues 2025/2026** (Pages 117 - 122)

Report of the Director of Law and Governance
8. **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, Director of Law and Governance, Council House, Coventry

Wednesday, 13 August 2025

Note: The person to contact about the agenda and documents for this meeting is Lara Knight, Governance Services E-mail: [Lara.knight@coventry.gov.uk](mailto:Lara.knight@coventry.gov.uk)

Membership: Councillors M Ali, A Jobbar, L Kelly, J Lepoidevin, G Lloyd (Chair), J McNicholas (Deputy Chair), C Miks, G Ridley and R Singh

By invitation: Councillors G Duggins, E M Reeves

### **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>

**Lara Knight, Governance Services**  
**E-mail: [Lara.knight@coventry.gov.uk](mailto:Lara.knight@coventry.gov.uk)**

**Coventry City Council**  
**Minutes of the Meeting of Scrutiny Co-ordination Committee held at 2.00 pm on**  
**Thursday, 3 July 2025**

Present:

Members: Councillor G Lloyd (Chair)

Councillor M Ali  
Councillor S Jobbar (Substitute for Councillor A Jobbar)  
Councillor L Kelly  
Councillor R Lakha (Substitute for Councillor R Singh)  
Councillor J Lepoidevin  
Councillor J McNicholas (Deputy Chair)  
Councillor C Miks  
Councillor G Ridley

:

Other Members: Councillor S Agboola, Deputy Cabinet Member for Housing and Communities  
Councillor N Akhtar, Cabinet Member for Housing and Communities  
Councillor P Akhtar, Deputy Cabinet Member for Policing and Equalities  
Councillor G Duggins, Leader of the Council  
Councillor AS Khan, Cabinet Member for Policing and Equalities  
Councillor E Reeves (by invitation)

Employees:-

Care, Health and Housing and Housing P Fahy (Director), J Crawshaw, S Hall

Law and Governance J Adams, S Bennett, G Holmes, H Lawson

Apologies: Councillors A Jobbar and R Singh

## **Public Business**

### **7. Declarations of Interest**

There were no disclosable pecuniary interests.

### **8. Minutes**

The Minutes of the meeting held on 5 June, 2025 were agreed as a true record.

There were no matters arising.

## 9. **Coventry Protocol for Addressing Adult Modern Slavery**

The Scrutiny Co-ordination Committee considered a report of the Director of Law and Governance which indicated that the Council has a legal responsibility to address modern slavery under the Modern Slavery Act 2015, and the Modern Slavery: Statutory Guidance for England and Wales (under s49 of the Modern Slavery Act 2015). Locally, the Council's modern slavery approach is coordinated through various subgroups within the Community Safety Partnership. Modern slavery and exploitation are key priorities in the Coventry Community Safety Partnership Plan 2025-2028. The Coventry Protocol for Addressing Adult Modern Slavery (The Protocol), a copy of which was appended to the report, is the first document to formalise the City's operational and strategic response to adult exploitation.

The Protocol, which will be considered by Cabinet on 8 July, 2025, sets out the strategic vision for the Coventry Modern Slavery Partnership, the City's multi-agency forum tasked with determining and implementing the strategic response to adult exploitation. The Protocol also presents the operational pathways to guide frontline professionals through the practicalities of modern slavery case management.

The Protocol has the following objectives:

- To present Coventry Modern Slavery Partnership's local strategic approach to modern slavery via the pursue, prevent, protect, prepare approach as set out by the central government.
- To present the operational processes for responding to modern slavery in Coventry via the creation of survivor support pathways. The pathways are diverse and aim to guide staff through every aspect of case management. Some pathways are general for any professional to use, others have been created by and for priority teams (e.g. Adult Social Care, NHS, and Trading Standards).
- To establish the ongoing monitoring and evaluation mechanisms for the strategy and pathways.

The Protocol was developed between October 2023 – November 2024 by the Coventry Modern Slavery Protocol Partnership Group. The Group was formed of several Council departments and over 30 partner organisations. The Protocol underwent consultation with over 150 professionals as well as a lived experience advisory panel formed of consultants with personal experience of modern slavery in early 2025. The Protocol was presented to the Coventry Community Safety Partnership Board on 12th of May 2025.

The Committee asked questions and received responses on the following areas:-

- Less than 4% of local authorities (which includes Coventry) have a dedicated officer for addressing Modern Slavery. A recent report produced by the Human Trafficking Foundation was referred to which provides more detail. Members requested copies of this report.



- There is a wide variety of support offered to survivor which is person-centred, and trauma informed.
- There are close relationships with UHCW regarding training on awareness levels for staff as health professionals are more likely to receive a disclosure than other professionals.
- The work done to disrupt the financial aspect of modern slavery, including using civil enforcement powers the Council has, as well as those of the police.
- How Ward Councillors can support the work being delivered and resources available to Members to raise awareness.
- The governance process for reporting progress on the delivery of the Protocol and that it is formally reported on as part of the Community Safety Plan.

**RESOLVED that the Scrutiny Co-ordination Committee recommend that:-**

- 1) Cabinet approve the recommendations in the report.**
- 2) Cabinet commend the Protocol to Council given the importance of the Protocol, together with the leading and innovative role that Coventry is undertaking in this work nationally.**

#### **10. The Re-commissioning of the Housing Related Support Services**

The Scrutiny Co-ordination Committee considered a report of the Director of Care, Health and Housing, which outlined the extensive engagement with key stakeholders in Coventry and which proposed recommendations as to the requirements for the commissioned housing related support services, effective from 1st April 2026. The report will also be considered by Cabinet on 8 July, 2025.

The report indicated that the existing housing related support contracts went live on 1st April 2020, at that point the country had been in a national lockdown due to the Coronavirus pandemic for approximately 1 week. Contract mobilisation at a time of national crisis was challenging however the providers mobilised and started delivering support and services to those in need of housing related support. The existing contracts are due to expire on 31st March 2026.

The housing related support services support the statutory homelessness service in a number of ways. Without the hostel type accommodation that is commissioned, a significant percentage of the occupants would need to be provided with Temporary Accommodation (TA) by the Council. This would result in additional financial pressure on the service. In addition to this a percentage of the floating support provision supports people in hostel type accommodation e.g. Frank Walsh House, The Foyer etc. Any reduction in support to this provision could result in these services being unviable and therefore placing another pressure on the Council's TA numbers and provision.

Since the contracts were previously awarded in 2020 there has been an increase of 95% in the number of households and individuals approaching the Council in housing need. This is particularly the case for families and for individuals who require support for multiple complex needs. This has placed substantial pressure on the housing and homelessness service and its budget over the last few years.

The new provision will support the delivery of the Homelessness and Rough Sleeping Strategy (2025- 2029). The key aim is to ensure that the newly commissioned services are not only focussed on the delivery of services to households who are in a crisis, but that prevention work is fundamental in the delivery of these services.

It is proposed that there will be 5 commissioned Lots instead of the current 4 to deliver housing related support services and specialist accommodation and that, within these, there are specific Lots that address and support the aspirations within the Homelessness and Rough Sleeping Strategy and for specific groups at risk of homelessness. The Lots that approval is sought to commission through this exercise are Adults with Complex Needs, Older Single People (25yrs +), Young People (18-24), Families, and Women with Complex Needs.

In terms of how the new Lots will compare with previous Lots there will be some difference, which includes a slight reduction in the number of commissioned bed spaces, and a reconfiguration of the floating support provision. This is because although costs have increased, the budget has remained static so need to ensure that the services are targeted where they will have the greatest impact and supports how we meet our statutory obligations to the residents of Coventry.

The Committee asked questions and received responses in relation to the following areas:

- Clarification that Lot 2 (Complex Needs Provision (Over 25's) provides support services for both men and women but accommodation for men only and Lot 5 (Women with Complex Needs Provision) provides support services and accommodation for women only.
- LGBTQ+ people are referred to appropriate support services and that there is a specific policy for trans people being placed into temporary accommodation.
- There is a requirement of the contracts that there has to be a plan of support offered which is reviewed every four weeks to support people being tenancy ready.
- That the contracts would be robustly monitored and that the finances are safeguarded. This included regular visits to providers to meet residents as well as regular qualitative and quantitative reporting.
- That the contracts will deliver actions within the Homelessness and Rough Sleeping Strategy and contribute to the priorities and performance indicators in the One Coventry Plan.
- That there are several routes to access support including the Council's own services, those of partners and self-referral.

The Committee requested that the Equality Impact Assessment be circulated prior to consideration of the report by Cabinet. The Committee also requested that information about the awarded contracts be sent to Chairs of Audit and Procurement and the Communities and Neighbourhoods Scrutiny Board (4).

**RESOLVED that the Scrutiny Co-ordination Committee endorse the report and recommend that the Cabinet approve the report at their meeting on 8 July, 2025.**

11. **Scrutiny Co-ordination Committee Work Programme and Outstanding Issues 2025/2026**

The Scrutiny Co-ordination Committee considered a report of the Director of Law and Governance that provided information regarding the Committee's Work Programme and Outstanding Issues for 2025/26. The Committee noted changes to the Work Programme in relation to the consideration of the One Coventry Plan.

**RESOLVED that the Scrutiny Co-ordination Committee notes the Work Programme attached as an appendix to the report.**

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

There were no other items of urgent public business.

(Meeting closed at 3.10pm)

This page is intentionally left blank



## Public report

---

Scrutiny Co-ordination Committee

21 August 2025

Cabinet

26 August 2025

**Name of Cabinet Member:**

Cabinet Member for Policy and Leadership - Councillor G Duggins

**Director approving submission of the report:**

Director of Planning and Performance

**Ward(s) affected:**

None

**Title:**

**One Coventry Plan Annual Performance Report (April 2024 - March 2025)**

---

**Is this a key decision?**

No - although the proposals affect more than two electoral wards, the impact is not expected to be significant.

---

**Executive summary:**

Our One Coventry approach helps to shape the way the Council works with its partners to improve the city and improve people's lives. It includes the Council's vision and priorities, new ways of working, and core areas of activity to deliver the One Coventry Plan objectives, key strategies, and approaches. A One Coventry approach puts the needs of our communities at the heart of our continued vision to improve the health and wellbeing of our residents.

For each objective within the One Coventry Plan, the One Coventry Plan Annual Performance Report April 2024 - March 2025 appended to this report sets out the trends, where appropriate - actions taken, and performance metrics to provide an assessment of the progress made against previous years and to benchmark against other places. The appendix also includes case studies to capture impacts that are less easy to measure numerically.

One Coventry Plan 2022-2030 performance is measured against 74 metrics. 7 are unable to be reported on this year as information is not available and 1 has not been fully

developed and has been recorded within the 'progress not available indicators'.

Of the 66 metrics currently available, for 5 of them we cannot say whether they have improved or not because there isn't a clear desirable direction of change or because we only have data for this year. In summary, for the remaining 61 indicators, 67% (41/61) of the directional metrics (excluding cannot say or not available) they have improved or stayed the same.

### **Recommendations:**

Scrutiny Co-ordination Committee is requested to:

- 1) Consider the Council's progress as set out in the performance report attached at Appendix 1 to this report.
- 2) Identify any recommendations/comments for consideration by Cabinet at their meeting on 26<sup>th</sup> August 2025.
- 3) Identify any areas for further scrutiny and assign responsibility for overseeing this work.
- 4) Note the approach for the mid-year progress report.

Cabinet is requested to:

- 1) Consider any recommendations/comments made by Scrutiny Co-ordination Committee
- 2) Approve the performance report attached at Appendix 1 to this report.
- 3) Consider the Council's performance this year and identify areas that they wish to address in further detail
- 4) Note the approach for the mid-year progress report.

### **List of Appendices included:**

Appendix 1 – One Coventry Plan Annual Performance Report April 2024 - March 2025

### **Background papers:**

None

### **Has it or will it be considered by Scrutiny?**

Yes, 21<sup>st</sup> August 2025

### **Has it or will it be considered by any other Council Committee, Advisory Panel or**

**other body?**

No

**Will this report go to Council?**

No

## Report title:

### One Coventry Plan Annual Performance Report April 2024-March 2025

#### 1. Background

- 1.1 The One Coventry Plan sets out the strategic vision for the City of Coventry to 2030 and our approach to increasing the economic prosperity of both the city and region by improving outcomes and tackling inequalities within our communities; and tackling the causes and consequences of climate change. The current Plan, last refreshed in 2022, covers the period from 2022-2030.
- 1.2 It sets out three delivery priorities:
  - Increasing the economic prosperity of the city and region.
  - Improving outcomes and tackling inequalities within our communities.
  - Tackling the causes and consequences of climate change.And two enabling priorities:
  - Continued financial sustainability of the Council.
  - The Council's role as a partner, enabler and leader.
- 1.3 An annual review is a high-level report that sets out the progress made towards the One Coventry Plan. For each objective, the appendix sets out data relevant for comparison on a longer-term basis, the trends and comparisons using replicable and repeatable metrics.
- 1.4 In October 2024 it was agreed to continue with an annual report as the primary review report, with six-monthly updates to review progress mid-year. Mid-year reporting has not been possible as many of the indicators are annual.
- 1.5 Further information including infographics, open data, maps, and a publication schedule are available at [www.coventry.gov.uk/infoandstats/](http://www.coventry.gov.uk/infoandstats/)

#### 2. Context

- 2.1 The One Coventry Plan 2022-2030 is measured against 74 metrics. 7 are unable to be reported this year as information is not available and 1 has not been fully developed and has been recorded within the 'progress not available' indicators.
- 2.2 Of the 66 metrics currently available, for 5 of them we cannot say whether they have improved or not because there isn't a clear desirable direction of change or because we only have data for this year. Amongst the remaining 61 indicators, 34 have improved their position; 7 remained the same and 20 have declined

In summary, for the remaining 61 indicators, 67% (41/61) of the directional metrics (excluding cannot say or not available) improved or stayed the same.

- 2.3 Against the priority of 'Increasing the economic prosperity of the city and region', we have made progress in areas including regional gross domestic product (pound per head), City Centre footfall, Visitor trip and Resident employment rates. Our



Unemployment rate has declined and the number of Job Shop customers going on to get jobs has increased.

2.4 Against this economic prosperity priority, there are 3 indicators that did not show progress this year:

- The number 16–17-year-olds not in education, employment, or training (NEET) and the number of school leavers aged 16+ continuing to a sustained education, apprenticeship or employment destination (2 indicators) worsened.

In 2024, 4.1% of Coventry's 16–17-year-olds were NEET, an increase from 3.5% in 2023. This is in the context of year-on-year improvements in recent years, reaching a relatively low level and Coventry's performance remains better than the England average at 5.4%. In 2024 91.2% of the 2022/23 16 school leavers had continued to a sustained outcome; while this is slightly down from 92.1% for the previous cohort, it is similar rate to the average for similar areas (Statistical Neighbourhoods) which was 91.5%.

Coventry City Council works with Prospects to track and engage NEET young people, by: systematic tracking and follow-up; strong partnerships with schools, colleges, the Coventry Job Shop, and training providers; and high-quality careers education, advice, and guidance in schools and colleges. These efforts help Coventry's young people access the right education and training, seize opportunities, and reach their full potential.

- The number of active enterprises (and rate per 10,000 adult population) reduced.

The total number of businesses registered in Coventry reduced a little, from 10,335 in 2023 to 9,970 in 2024; the vast majority are small businesses, so this shows a reduced number of small businesses. This drop reflects ongoing business challenges, including high operating and borrowing costs, and weaker consumer demand due to the cost-of-living crisis. These pressures are also limiting business investment.

The Council continues to deliver support to local business, supported through the UK Shared Prosperity Fund, Business Growth West Midlands has delivered: Account Management to help businesses overcome growth barriers; Tailored support on decarbonisation and energy efficiency; and help for start-ups, social enterprises, and investment readiness from specialist partners.

2.5 Against the 'Improving outcomes and tackling inequalities within our communities' priority there is progress in reducing crime, improving educational outcomes including Key Stage 2 expected standard in reading, writing and maths. A reduction in repeat referrals to children's social care, the percentage of new children in care who were previously in care has gone down. Importantly male and female life expectancy at birth has increased and there is increasing overall satisfaction of people who use services for their care support.

2.6 Against this 'improving outcomes and tackling inequalities' priority, progress is shown

to have not been achieved in the following indicators:

- The number of first-time entrances to the youth justice system

This increased from 38 in 2023/24 to 50 in 2024/25. West Midlands Police have improved handling of knife crime and offensive weapons, resulting in more First Time Entrants (FTEs) as offences and disposals increase. The increase should be seen in the context that the number had been on a reducing trend since 2016, and that Coventry's rate is lower than similar areas ('family group average') and the average for England overall.

- The level of development at age 5

The proportion of 5-year-olds in Coventry who are at a 'good level of development' reduced very slightly from 63.9% in 2023 to 63.3% in 2024. This is following a three-year improvement trend.

Coventry Speech and Language Team and the Early Years Advisory Team have implemented a series of three training courses to improve practitioner knowledge and skills in early years providers. This supports earlier identification of speech, language and communication difficulties and ensures timely intervention.

The Early Help Partnership's Strategy for 2023-2025 outlines our shared vision and ambition for Coventry to be "the best city in the UK for all our children, young people, and their families, to live and grow up in." Early help is primarily delivered through the 8 Family Hubs across the city. The Family Hub Offer continues to be a national trailblazer with Coventry included in an independent national evaluation of best practice and the work receiving national acclaim.

- The number of overweight or obese children.

The proportion of Coventry 10-11 years olds measured as overweight or obese increased slightly from 40.5% in 2022/23 to 40.8% in 2023/24, although the increase is not considered statistically significant.

Amongst other initiatives, Coventry continues to take part in a national research study evaluating the impact of providing additional resources for parents as part of the National Childhood Measurement Programme. Overall response to the project has been positive.

- The number of children living in low-income families has increased

From 19,700 in 2022/23 (28.2% of all children under 16) to 20,404 in 2023/24 (28.4%). This will be heavily influenced by national economic trends and the cost-of-living crisis, it is increasing across the country.

We use data held within the Council's council tax and benefits systems to identify some of our most financially vulnerable households and the additional council and government support which they're not currently receiving but might be entitled to.

In 2024/25 we supported 13,398 individual households through the Household Support Fund, ensuring timely access to essential support: including receiving food support, energy support, clothing vouchers, and other support.

The Holiday Activities and Food (HAF) programme aims to support children eligible for benefits-related free school meals through the holiday periods through activities and experiences coupled with healthy food and support to families. Our full-year 2024/25 programme helped approximately 5,580 eligible children and young people plus thousands of other family members.

- The number of fly-tipping incidents reported.

This increased from 5,925 incidents reported in 2023/24 to 6,428 in 2024/25. This could be as a result of a proactive awareness raising campaign aimed at encouraging people to report fly-tipping when they see it. This has also led to more enforcement action being taken.

We increased the fines for environmental offences from November 2024, announced alongside a communications campaign, highlighting this issue and asking residents to let us know who is committing these crimes. This campaign, including the online 'Wall of Shame' has produced encouraging results, both in terms of public engagement but also tip-offs, which have led to action being taken and Fixed Penalty Notices being issued.

We work alongside many community groups who carry out litter picks and community events highlighting these issues and this group of volunteers and street champions play an important role in helping to raise pride in their communities.

Cameras are strategically deployed to areas with a high incidence of fly tipping, and their locations are regularly reviewed to ensure we are targeting the most problematic sites. The Council has invested additional funding in this area as it is a key priority. We will be installing six additional cameras in fly-tipping hot spot locations across the city to deter and capture illegal activity.

– The number of children in care (but this has reduced when not including unaccompanied asylum-seeking children and young people)

The total number of children in care increased from 674 in March 2024 to 688 in March 2025. The increase is related to unaccompanied asylum-seeking children and young people however – when you do not include these there has been a safe reduction year-on-year in the number of children and young people in care in Coventry since in the introduction of Coventry Family Valued Project in April 2021. The number of children in care (not including unaccompanied asylum-seeking children and young people) has reduced from 735 in 2021, to 627 in 2024, and by the end of March 2025 it fell to 614.

A key part of Family Valued was reunification, and since June 2021, 52 children and young people have returned home through this focus.

The continued focus on embedding the Coventry Family Valued Project, alongside a commitment to delivering high-quality support for children and families, has contributed to a positive reduction in the re-referral rate to children social care, as mentioned above; from 20.9% in March 2024 to 18.6% at year-end 2024/25. This compares to an England average at 22.4%.

– The number of homelessness cases prevented and relieved

This reduced only very slightly from 1,164 in 2023/24 to 1,161 in 2024/25 – essentially indicating a consistent level of support this year and we were able to help a higher proportion of households that contacted us for help than in the previous year. 51% of those at risk were able to stay in their current home or move into another suitable place, up from 43% the year before. We also helped more people who had already lost their homes; 25% were supported into suitable accommodation, up from 22% the previous year.

We continue to face serious challenges, especially due to the limited supply of affordable homes, both for rent privately and through social housing.

2.7 Against our priority ‘Tackling the causes and consequences of climate change’ progress has been made in a number of the key metrics. Road casualties by road car occupants, cyclist and powered two-wheeler have all decreased. We have increased the number of electric vehicles charging points and their use across the city as well as advice sessions given to schools and business on carbon reduction and green measures.

2.8 Against this ‘climate change’ priority, we have not made the desired progress in the following indicators:

- Our CDP carbon disclosure score

CDP is a respected global non-profit organisation that runs the world’s largest system for tracking and reporting environmental impact. It is recognised by the UK Government and provides a platform for cities, companies, and regions to understand their environmental performance, compare with others, and follow best practices.

In 2024, Coventry City Council received a “B” score from CDP. This is slightly lower than the “A-” score achieved the previous year, but still matches the average score for cities in the region and around the world. The CDPs increased range of scrutiny and rigour in the environmental reporting and having to submit answers by the deadline prior to the Council adopting the new Climate Change Strategy may have contributed to the drop in score this year.

Despite this, the Council remains fully committed to improving its performance and aims to achieve an “A” score next year. With the new Climate Change Strategy now in place and publicly available, the Council is confident it can build on its progress and strengthen its environmental leadership.

- The number of principal roads or unclassified roads in a good/acceptable condition (2 indicators)

The percentage of principle roads in a good or acceptable condition reduced very slightly, from 98% in 2023/24 to 97% in 2024/25, and for unclassified roads it decreased very slightly from 87% to 86%. However, these rates are better than the national average, so overall they are in relatively good condition. Year upon year of inflationary pressure, especially in the construction industry, has been a challenge, with the increased price of the raw materials used in highway maintenance.

- Pavements without defects present

46% of pavements were without defect in 2024/25, this is slightly down from 48% in 2023/24. It is important to note that we continue to have relatively high volumes of defective footways because we have a much greater percentage of paved footways, prone to cracking and lifting whereas most other authorities have mainly asphalt footways. As with roads mentioned above, the cost of materials for maintenance due to inflation is a challenge.

- Pedestrian road casualties

The number increased slightly from 89 in 2023 to 98 in 2024. This should be seen in the context that this number had fluctuated up and down in recent years and is lower than 113 in 2022. Also, the number of all other types of road casualties reduced in 2024, as mentioned above, and the total number of casualties is notably down and has been on a reducing trend since 2021.

The Average Speed Enforcement programme continues to be implemented on routes across the city. The first School Streets schemes are now in place. These involve roads being closed outside five schools during the times of day when children are arriving at or leaving school. Work also continues to upgrade traffic signals to make them operate more efficiently and to provide improved crossing points for pedestrians, further funding was secured to deliver improved crossings during 2024/25.

- The amount of household waste recycled and composted.

In 2024/25 32.0% of household waste was recycled and composted, down from 34.2% in 2023/24. For further context, in 2024/25, Coventry generated approximately 115,000 tonnes of municipal waste in total, with just 3.2% sent to landfill.

Efforts are ongoing to identify and overcome barriers to recycling participation and to encourage more residents to engage with recycling services. To support these efforts, all recycling collection vehicles are now equipped with in-cab data collection systems. These devices gather detailed, service-specific information about the waste collected, enabling the council to better understand recycling behaviours and target education and support to areas where it's needed most.

### **3. Results of consultation undertaken**

- 3.1 No consultation has been undertaken in relation to this report.

### **4. Timetable for implementing this decision**

- 4.1 There is no timescale for a decision linked to this performance report.

### **5. Comments from the Director of Finance and Resources and the Director of Law and Governance**

#### **5.1 Financial implications**

There are no direct financial implications from this report, however governance and delivery of the Council's objectives will have an impact on the Council's overall financial position and external Value for Money assessment.

#### **5.2 Legal implications**

The Government's Local Government Transparency Code sets out the minimum data that local authorities should be publishing; the frequency it should be published; and how it should be published. There is no requirement placed on local authorities to publish a report on its performance or any requirement on the Council to publish performance on any indicators or metrics.

Coventry City Council does so as it is committed to providing information that helps the Council work together with neighbours and partners, fulfilling its One Coventry Plan vision, priorities, values, and ways of working; and sees it as good practice to do so.

### **6. Other implications**

#### **6.1 How will this contribute to achievement of the Council's key priorities?** **(<https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan>)**

The report sets out the progress made towards the One Coventry Plan, that is, the Council's vision and priorities. The performance management framework sets out how the Council plans and organises the resources at its disposal to achieve the vision and priorities, as set out in the Council Plan.

Performance tools are being developed to enable in-year monitoring of the key contributory measures that drive progress on the One Coventry Plan metrics.

#### **6.2 How is risk being managed?**

Risk is being managed through the current performance reporting and overview approach comprising service reporting and regular meetings and briefing of Cabinet members.

The Leadership Board have been developing a new corporate leadership dashboard

to increase monitoring and visibility of service delivery.

### **6.3 What is the impact on the organisation?**

The [One Coventry Plan](#) impacts on the whole organisation. Effective performance management arrangements at all levels will help to ensure that the Council's priorities are delivered.

### **6.4 Equalities / EIA**

The Council's performance management framework and reporting arrangements must have due regard to the public sector equality duty under section 149 of the Equality Act 2010. This includes the need to eliminate unlawful discrimination, harassment, and victimisation; to meet the needs of people regardless of their background; and to encourage all people to participate in public life, or in other activities where their participation is low.

Many of the key priorities set out in the One Coventry Plan are also equality objectives. In addition, a specific set of equality objectives has been agreed and progress against these is reported annually to the Cabinet Member (Policing & Equalities). This contributes to meeting the Equality Act 2010 (Specific Duties) Regulations 2011.

### **6.5 Implications for (or impact on) climate change and the environment**

The Council has confirmed its commitment to addressing the issue of climate change. This report includes environmental progress measures including air quality, energy use, and carbon dioxide emissions from local authority operations.

### **6.6 Implications for partner organisations**

Whilst this report reflects progress against the Council's priorities, it also includes actions and measures where the contribution of partners is essential to their delivery.

**Report authors:****Clare Boden-Hatton**

Director of Planning and Performance

**Sunairah Miraj**

Head of Performance, Data and Continuous Improvement

**Service Area:****Performance and Business Insight****Contact:**[Clare.Boden-Hatton@coventry.gov.uk](mailto:Clare.Boden-Hatton@coventry.gov.uk)[Sunairah.Miraj@coventry.gov.uk](mailto:Sunairah.Miraj@coventry.gov.uk)

Enquiries should be directed to the above persons.

Contributor/ approver name	Title	Service Area	Date doc sent out	Date response received or approved
<b>Contributors:</b>				
Suzanne Bennett	Governance Services Officer	Law and Governance	28/07/25	28/07/25
Oluremi Aremu	Head of Legal and Procurement Services	Law and Governance	28/07/2025	28/07/2025
Leadership Board	-	-	09/06/25	11/06/25
<b>Names of approvers for submission:</b> (officers and members)				
Barry Hastie	Director of Finance and Resources	Finance	28/07/25	29/07/25
Ewan Dewar	Head of Service Finance	Finance	28/07/25	29/07/25
Julie Newman	Director of Law and Governance	Law and Governance	28/07/25	04/08/25
Claire Boden-Hatton	Director of Planning and performance	Planning and Performance	31/07/25	31/07/25
Councillor G Duggins	Cabinet Member for Policy and Leadership	-	12/06/25	12/06/25

This report is published on the council's website: [www.coventry.gov.uk/councilmeetings](http://www.coventry.gov.uk/councilmeetings)



# One Coventry Plan Annual Performance Report

(April 2024 – March 2025)









<b>Foreword</b>	<b>6</b>
Overview	7
What is One Coventry?	7
What is the One Coventry Plan?	7
How we measure progress	8
Metrics	8
Abbreviations and symbols used	8
The One Coventry Plan	9
<b>Increasing the economic prosperity of the city and region</b>	<b>12</b>
Increasing the economic prosperity of the city and region metrics	13
Ongoing Challenges of Low Economic Growth	15
Local Economic Performance)	15
Supporting Coventry Businesses to Grow and Expand	16
Business Support Outcomes	17
Supporting the Creative and Cultural Sectors	17
Regeneration Opportunities	17
City Centre Footfall	17
Growing the Visitor Economy	18
Supporting Local Residents to Progress in the Labour Market	18
Young People Not in Education, Employment, or Training (NEET)	21
Apprenticeship levy transferred to support non-levy paying businesses	22
<b>Improving outcomes and tackling inequalities within our communities</b>	<b>24</b>
Improving outcomes and tackling inequalities within our communities metrics	25
Delivering services which can respond to the needs of residents across all communities in Coventry	28
Tackling inequalities collectively	33
Tackling violence, including domestic abuse and sexual violence	36
Protecting children and supporting families to give children the best start in life	39
Integrated early help, education partnership work and implementing the Family Valued programme	42
Improving the educational attainment of our children and young people	42
Enabling people to live independently	45
Integrating our Refugee and Migrant Communities	48



<b>Tackling the causes and consequences of climate change</b>	<b>52</b>
Tackling the causes and consequences of climate change metrics	53
Climate Change – Climate Change Strategy	55
Community Involvement	55
Route to Net Zero pathway	56
Council's carbon emissions	56
Carbon disclosure	57
Strategic Energy Partnership	57
Residential Retrofit	58
Supporting businesses to reduce their carbon footprint	59
Circular economy	59
Affordable access to heating, and insulation - Keeping Coventry Warm	60
Air Quality	61
Transport	61
<b>Continued financial sustainability of the Council</b>	<b>66</b>
Continued financial sustainability of the Council metrics	67
Digital Inclusion	69
#CovConnects	69
Our Workforce	73
Workforce Equality Diversity and Inclusion	76
Employee Recognition	77
Council tax collection	78
Business rates collection	78

# Foreword



**As we present this year's One Coventry Performance Report, I reflect on both the significant progress we've achieved and the challenges that continue to shape our city's journey toward 2030.**

This report demonstrates our unwavering commitment to transparency and accountability. While we celebrate successes – such as our record-breaking visitor economy worth £855 million, doubling the number of residents we've helped into employment through our Job Shop, and achieving a 51% reduction in our carbon emissions – we also acknowledge where we must do better.

The data shows that 67% of our performance indicators have improved or remained stable, reflecting real progress across the majority of our commitments. Our approach to setting deliberately ambitious targets means we don't always meet every goal, but this drives the excellence our residents deserve. From supporting 2,560 people affected by domestic abuse to helping 772 children access Free School Meals they were entitled to but not receiving, these numbers represent transformed lives.

Our economic foundations are strengthening. Employment rates have risen to 74.7% while unemployment has fallen to 4.9%, outperforming national trends despite challenging economic conditions. The £400 million City Centre South regeneration and our pioneering all-electric bus fleet position Coventry as a leader in sustainable urban development.

However, we face persistent challenges. Like elsewhere in the country, child poverty affects too many families, recycling rates need improvement, and some of our most vulnerable young people still need better support. These issues cannot be solved by the Council alone – they require the continued partnership approach that defines the One Coventry vision.

The role of local government continues to evolve, and we're adapting accordingly. Our strategic partnerships, from the groundbreaking joint venture with E.ON to our collaboration with universities and businesses, demonstrate how we're leveraging every resource to benefit our communities.

As we look ahead, major investments in housing retrofit, transport infrastructure, and skills development will deliver lasting change. But our success ultimately depends on working together – Council, partners, businesses, and residents – as One Coventry.

This report shows we're making progress, but there's more to do. I'm confident that by maintaining our ambition, transparency, and collaborative approach, we'll continue building a city where everyone can thrive.

**Cllr George Duggins**

LEADER, COVENTRY CITY COUNCIL



# Overview

## What is One Coventry?

One Coventry is a values-based approach that describes how we work together with our communities and partners to improve the city and the lives of all who live, work and study here.

It is a way of working that enables us to focus on the things that people value most, helping us to make the biggest possible impact on the lives of local people.

Our One Coventry approach focuses on enabling people to live their best lives in a vibrant and prosperous city an ambition that can only be achieved by listening to and collaborating with, those who live, work, visit, and do business in our city, by having different conversations and building on the great things that are already happening.

## What is the One Coventry Plan?

Coventry City Council's new corporate plan: The One Coventry Plan 2022-2030 was informed by Coventry residents and outlines the vision and priorities for the next eight years. The plan describes the way that we bring people and organisations from across the city together, to work as one; to make the biggest positive difference to the lives of those who live work and study here.

The One Coventry Plan sets out the strategic vision for the city of Coventry to 2030 and our approach to increasing the economic prosperity of both the city and

region by improving outcomes and tackling inequalities within our communities; and tackling the causes and consequences of climate change.

These are things that the Council cannot do alone. We must continue to work in a way that ensures we maintain continued financial sustainability of the Council, as well as strengthening the Council's role as a partner, enabler, leader and as an anchor organisation in Coventry.

Our refreshed plan is more focused on the needs and aspirations of our communities than ever before. We have listened to and reflected on what people have been telling us and considered the key issues facing the city.

In summary, our three delivery priorities are:

1. Increasing the economic prosperity of the city and region.
2. Improving outcomes and tackling inequalities within our communities.
3. Tackling the causes and consequences of climate change.

The two enabling priorities are:

1. Continued financial sustainability of the Council.
2. The Council's role as a partner, enabler and leader.






## How we measure our progress

This year-end report sets out our progress made against each of our three key priorities and two enabling priorities for where we are as at 31st March 2025. For indicators where the year-end data is not yet available, progress up to the last available data is shown. It identifies trends, provides performance metrics, with supporting qualitative information via case studies, to enable an assessment of the progress made. It also includes contextual insight and comparison with regional and national benchmarks where applicable.

## Metrics

The Council uses agreed metrics to show progress against its priorities. This is supported by a wider set of metrics including equality and perception metrics that help explain the trends and story behind the headlines. Metrics are selected from key strategies and aligned to directorate priorities and equality and health inequalities objectives. Further information including infographics, open data, maps, and the Coventry citywide intelligence hub are available at [coventry.gov.uk/infoandstats](https://coventry.gov.uk/infoandstats)

## Abbreviations and symbols used

Symbol	Progress	Target status
	Improved (or target already achieved)	On-target
	Got worse	Off-target
	Similar, unchanged, or statistically insignificant	–
	Cannot say; no clear direction of travel	–
	Not available or no updated data	No target set
WMCA	West Midlands Combined Authority	
CIPFA	Chartered Institute of Public Finance & Accountancy nearest neighbours	

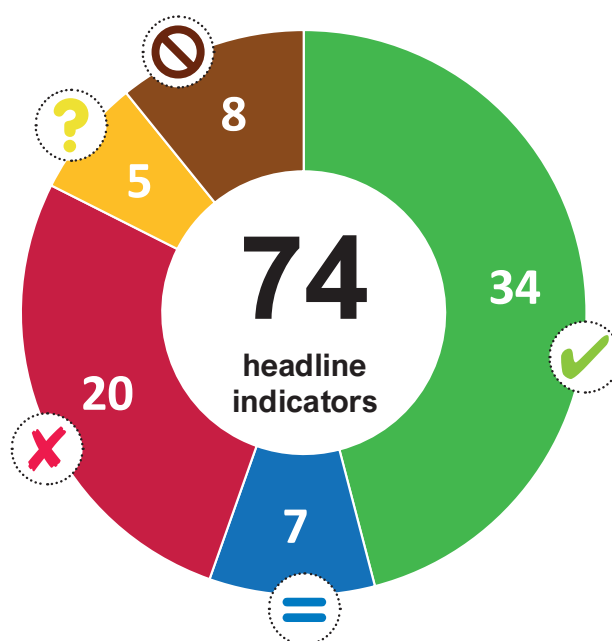


## Headline progress – The One Coventry Plan 2022 – 2030

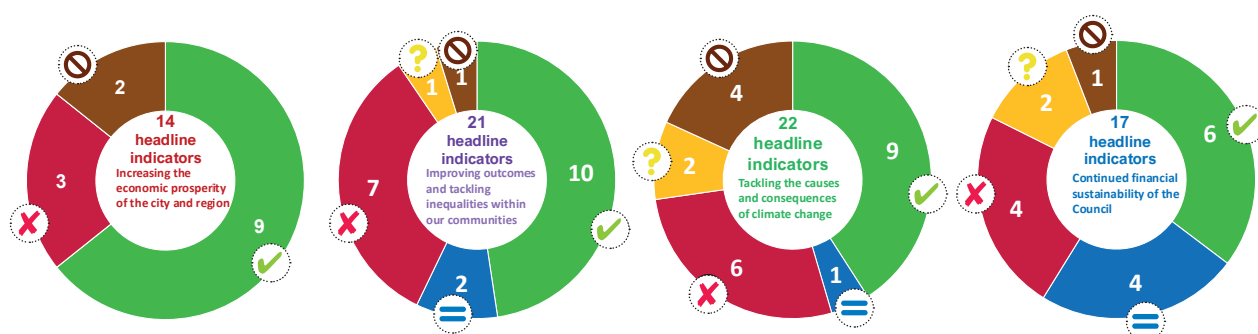
The One Coventry Plan 2022-2030 is measured against 74 metrics.

Seven are unable to be reported for this year (or at the end of 2024/25) as information is not available. Also, 1 has not been fully developed – these 8 are recorded within the 'progress not available' indicators.

Of the 66 metrics currently available, for five of them we cannot say whether they have improved or not because there isn't a clear desirable direction of change or because we only have data for this year.



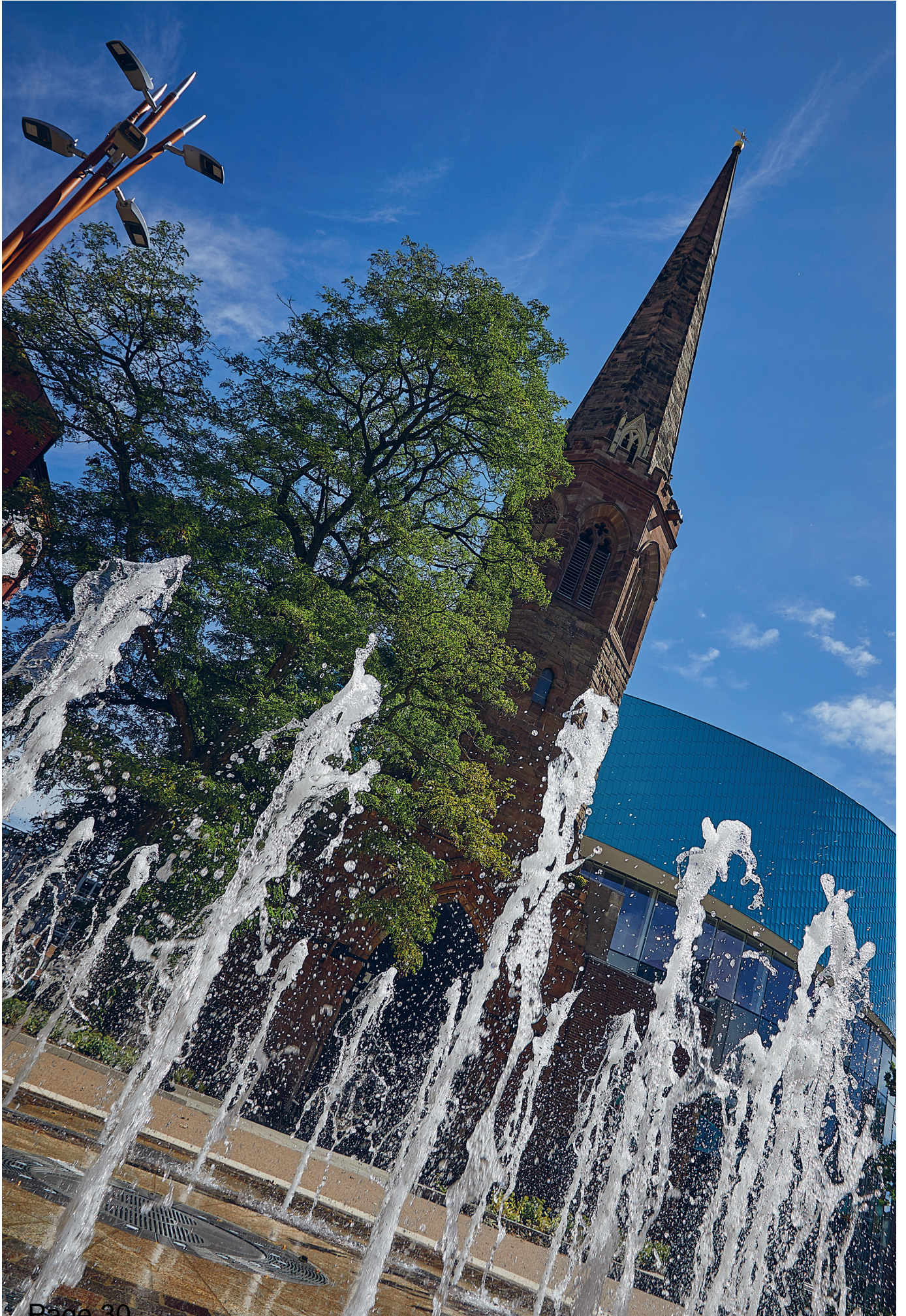
In summary 67% (41/61) of the 'directional' indicators available, improved or stayed the same



There is one indicator which is not fully developed, within the 'Tackling the causes and consequences of climate change' priority-

- Biodiversity net gain (measure of tree planting and biodiversity), has recently been incorporated into national planning policy and, in future, registration of offsetting sites with Department for Environment, Farming and Rural Affairs will be available to measure this. Data on biodiversity units and habitat enhancement will be provided from next year.

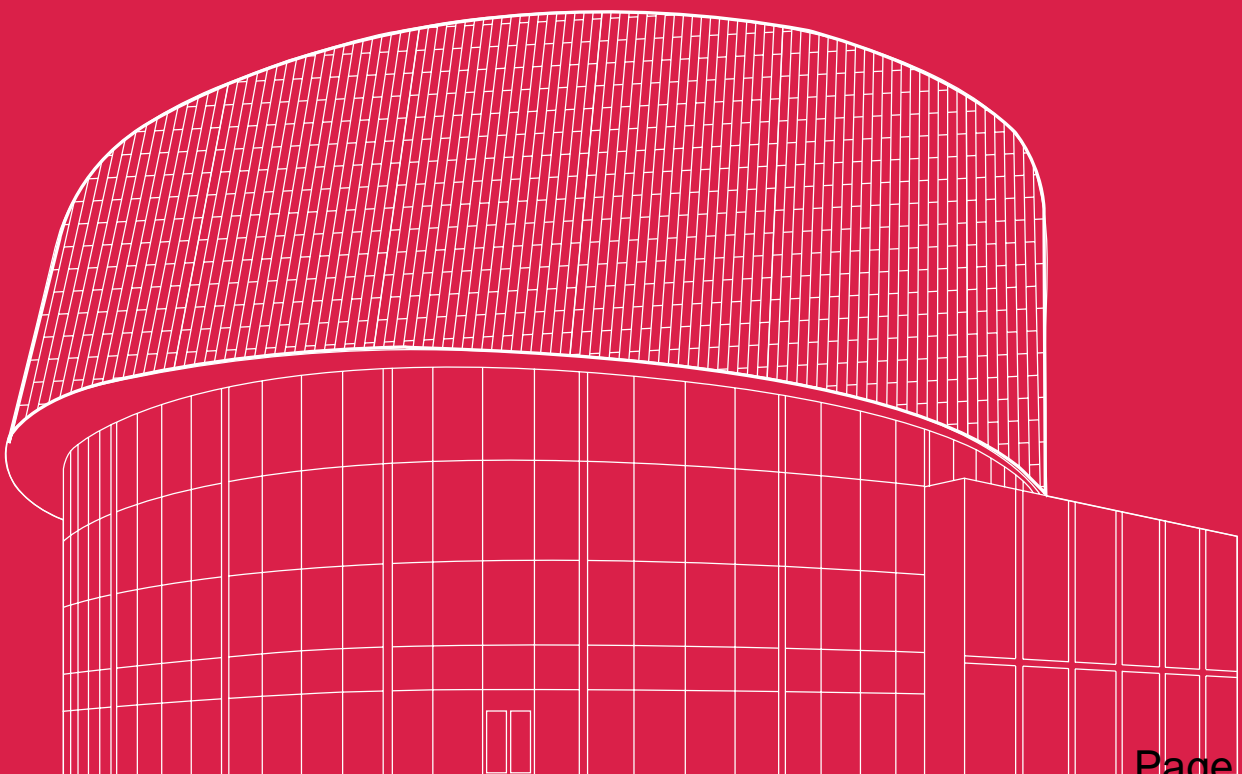






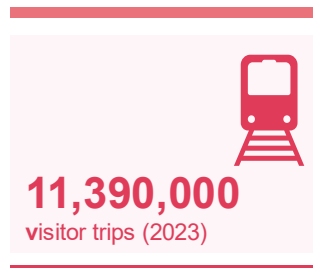
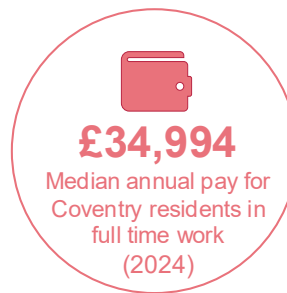


# Increasing the **economic prosperity** of the city and region



# Increasing the economic prosperity of the city and region

## One Coventry Plan Increasing the economic prosperity of the city and region



### 16,242 residents supported

By the Job shop on their journey to accessing employment and training during 2024/25



### 1,633 get jobs

Job shop customers going on to get jobs during 2024/25



### 9,970 active enterprises

345 enterprises per 10,000 residents (2024)



### 74.7%

Resident  
employment  
rate  
(Jan 24 - Dec 24)

### 4.9%

Unemployment rate  
(Jan 24 - Dec 24)

### 4.1%

16-17-year-olds not in  
education, employment, or  
training (NEET) including  
not knowns (2024)

## Increasing the economic prosperity of the city and region metrics

### An overview of performance:

Metric	Previous	Current	Comparators	Progress	Target	Status
Regional gross domestic product (pound per head)	<b>£33,278</b> (2022)	<b>£35,719</b> (2023)	West Midlands Region £32,077, (2023), England £40,382 (2023)	✓	To increase	✓
City centre footfall (Index, 2019/20=100)	<b>69.1</b> (2023/24)	<b>69.9</b> (2024/25)	Leicester city centre 84.0 (2024/25)	✓	To increase	✓
Visitor trips	<b>11.05m</b> visitors (2022)	<b>11.39m</b> visitors (2023)	England N/A (No data)	✓	To increase	✓
Resident employment rate (proxy for new jobs)	<b>72.2%</b> (Apr 23 - Mar 24)	<b>74.7%</b> (Jan 24 - Dec 24)	West Midlands Region 74.1% (Jan 24-Dec 24), England 75.7% (Jan 24-Dec 24)	✓	To increase	✓
Unemployment (model-based)	<b>5.5%</b> (Apr 23 - Mar 24)	<b>4.9%</b> (Jan 24 - Dec 24)	West Midlands Region 4.3% (Jan 24 - Dec 24), England 3.9% (Jan 24-Dec 24)	✓	To decrease	✓
16-17-year-olds not in education, employment, or training (NEET) including not knowns	<b>3.5%</b> (NEET 2.2%, Not Known 1.3%) 2023	<b>4.1%</b> (NEET 3.0%, Not Known 1.1%) 2024	Statistical Neighbours 6.1% (NEET 4.4%, Not Known 1.8% 2024), England 5.4% (NEET 3.2%, Not Known 2.2%) 2024	✗	Below (better than) national average and Statistical Neighbours	✓
Destination of school leavers aged 16+ (% continuing to a sustained education, apprenticeship of employment destination)	<b>92.1%</b> (2021/22 cohort in 2023)	<b>91.2%</b> (2022/23 cohort in 2024)	Statistical Neighbours 91.5% (2022/23), England 93.1% (2022/23)	✗	Above or equal to national average	✗
Destination of school leavers aged 18 after reaching the end of 16 to 18 study	<b>82%</b> (2021/22 cohort in 2022/23)	Latest data is 2021/22	Statistical neighbours 79.5% (2021/22), England 82.6% (2021/22)	⊘	Above or equal to national average	⊘
Apprenticeship levy transferred to support non-levy paying businesses	<b>£32,459</b> Transferred 2023/24 Total pledged - £445,477	<b>£97,956</b> Transferred 2024/25 Total pledged - £672,487	N/A	✓	To increase	✓

Metric	Previous	Current	Comparators	Progress	Target	Status
Job Shop Customers Going on to Get Jobs	<b>818</b> (2023/24)	<b>1,633</b> (2024/25)	N/A	✓	To increase	✓
Active enterprises number (and rate per 10,000 pop aged 16+) (proxy for new businesses)	<b>10,335</b> (363) (2023)	<b>9,970</b> (345) (2024)	WMCA 391 (2024), Warwickshire 528 (2024), England 503 (2024)	✗	To increase	✗
Change in Council Tax Base (change from 2009 base) (proxy for number of new houses in the city)	<b>113.27</b> 2023/24	<b>114.79</b> 2024/25	CIPA 114.31 (2024/25), England 115.98 (2024/25)	✓	To increase	✓
Proportion of neighbourhoods amongst the 10% most deprived in England (measure of deprivation)	<b>14.4%</b> (28 of 195 Coventry LSOAs) 2019	<b>Not available</b>	WMCA 26.4% (2019), England 10% (2019)	⊘	Below national average	⊘
Investment income secured	<b>£5.3m</b> (2023/24)	<b>£5.8m</b> (2024/25)	N/A	✓	Above Budget	✓

## Ongoing challenges of low economic growth

The West Midlands economy has remained relatively strong despite weak UK-wide growth. In 2024, UK GDP grew slowly—0.5% in Q2, and just 0.1% in Q3 and Q4, ending the year with 1.1% overall growth. Growth is expected to stay modest in 2025 and 2026, with forecasts ranging from 0.9% to 1.5%.

Inflation has been falling—from a high of 11.1% in October 2022 to 2.6% in March 2025. However, global conflicts (especially in Ukraine/Russia and Israel/Palestine) continue to keep energy and supply chain costs high, affecting trade and business confidence. Uncertainty over possible U.S. trade tariffs has also made businesses more cautious.

Despite these challenges, business activity in the West Midlands grew slightly in late 2024, according to the Purchasing Managers' Index (PMI), which stayed just above 50 for much of the year. Growth slowed by the end of the year, with the PMI dropping to 47.2 in January 2025, but a slight recovery to 49.6 in March suggests improvement.

Main concerns for local businesses include falling demand and high operating costs (energy, labour, borrowing, and taxes). Recruitment and skills shortages remain a major issue, even as more businesses and jobseekers use support services like the Coventry Job Shop.

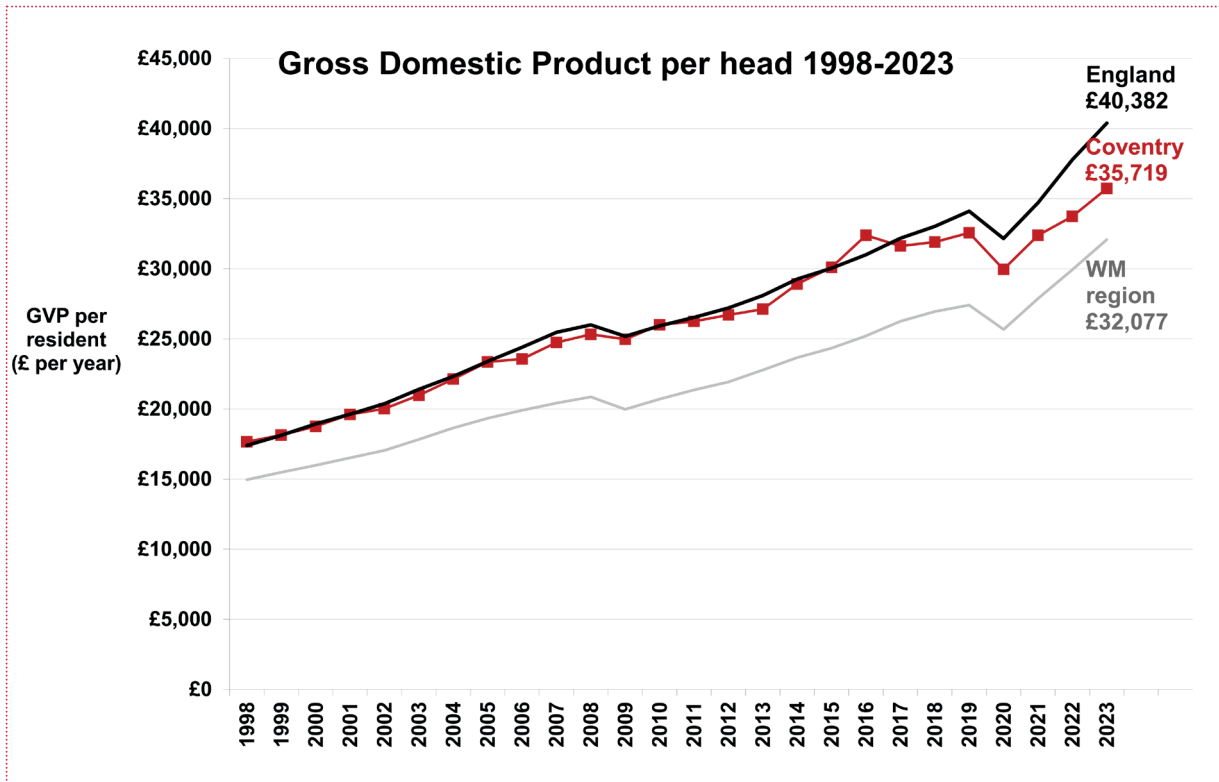
Trade remains difficult due to post-Brexit import checks, especially with the EU. Still, the West Midlands outperformed the UK in exports for the year to September 2024, with exports to the EU up 3.5% and to the rest of the world up 5.9%. Potential trade deals with the U.S., India, and the CPTPP group may boost future export opportunities.

## Local economic performance

The most recent local Gross Domestic Product (GDP) data is from 2023. That year, Coventry businesses generated £12.9 billion in value. GDP per resident rose to £35,719—still below the England average of £40,382.

Since the pandemic, Coventry's economic output has grown in line with national trends. However, once inflation is factored in, real growth in 2023 was flat - mirroring the national picture.

Business surveys (PMI and Coventry & Warwickshire Chamber of Commerce) show a small but steady increase in business activity. Wages have also been rising. In 2024, the average full-time annual salary in Coventry was £34,994, close to the West Midlands average (£35,000), but still behind the England average of £37,617.



There is a continued need to build on Coventry's strengths to create more high-quality jobs. This can help reduce inequalities—especially if local residents are supported with the right skills for future jobs. It's also important to strengthen the

local business support system to boost the number of high-growth companies. Currently, only 3.5% of businesses in Coventry are classed as high growth, compared to 4.9% nationally.

## Supporting Coventry businesses to grow and expand

In 2024, the number of businesses in Coventry fell slightly by 365, bringing the total to 9,970 enterprises. Most of these are small businesses. However, Coventry has a lower rate of small businesses compared to other areas:

- 345 businesses per 10,000 adults in Coventry
- 391 across the West Midlands Metropolitan area
- 528 in Warwickshire
- 503 across England

This drop reflects ongoing business challenges, including high operating and borrowing costs, increased taxes from April 2025, and weaker consumer demand due to the cost-of-living crisis. These pressures are also limiting business investment.

Coventry businesses have shown strong and growing demand for support services throughout 2024/25. Supported through the UK Shared Prosperity Fund, the Business Growth West Midlands has delivered:

- Account Management to help businesses overcome growth barriers
- Tailored support on decarbonisation and energy efficiency
- Help for start-ups, social enterprises, and investment readiness from specialist partners



**Business Support Outcomes:**

- 480 businesses received in-depth support in 2023/24, rising to 561 in 2024/25
- 151 businesses received energy efficiency audits
- £2.39 million in capital grants awarded to 150 businesses, which unlocked £3.42 million in business investment for growth and net zero projects

**Impacts on the Local Economy (2024/25):**

- 93 businesses reported increased productivity (more expected as benefits continue)
- 53 firms launched new products/services
- 40 firms introduced new business processes
- 32 businesses entered new markets (expected to grow over time)
- 88 new jobs created, and 39 jobs safeguarded

This integrated approach—combining financial and expert support—is delivering meaningful results for both Coventry's businesses and its wider economy.

**Supporting the creative and cultural Sectors**

To help local innovative businesses grow using creative and immersive technologies, we've partnered with Warwickshire County Council, Innovate UK, and CWX (Cluster Lead Body) to award £3 million in funding to 33 projects across Coventry & Warwickshire. More projects are expected to receive funding in the first half of 2025, following the latest round of applications which closed in December 2024.

**Regeneration opportunities**

While there is still intense international competition from countries including the USA and the EU in securing new Foreign Direct Investment in key sectors, positive progress continues to be made with the Coventry & Warwick Gigapark Investment Zone site. £23m of capital funding has been approved to deliver an enhanced power supply to make the proposed West Midlands Gigafactory site development ready to go and confirmed tax relief incentives and updated marketing collateral should incentivise investors in Electric Vehicles, batteries and associated advanced manufacturing supply chains.

Regeneration work continues around the city, with preparation work underway and construction work due to start in Summer 2025 for the City Centre South scheme. The £400m+ scheme will transform the south side of Coventry city centre, with new homes, retail and restaurants, along with fantastic new public spaces. The Council also continues to promote Two Friargate, with occupation levels continuing to increase.

The Council is preparing to attend at UKREiF (the UK's Real Estate Investment & Infrastructure Forum) in May 2025 and build on last year's launch of the city's Investment Prospectus to further promote the city's development sites to investors, developers and property professionals.

**City centre footfall**

In 2024/25, footfall in Coventry city centre—the estimated number of people visiting—increased by 1.2% compared to the previous year. Early 2025 data suggests this upward trend may continue, with footfall from January to March 2025 up 11.7% year-on-year.

### Visitor behaviour insights:

- **Average dwell time increased, with:**
  - o Fewer short visits (under an hour)
  - o More long visits (four hours or more)
- **Footfall by day of the week:**
  - o Fridays: up 19%
  - o Mondays and Tuesdays: down 2%
  - o Sundays: down 16%

These patterns suggest a shift toward more leisure-focused visits, and less commuting and shopping activity—potentially influenced by more people working from home and fewer students on campus.

### Growing the visitor economy

Coventry had another record year for tourism in 2023, following a strong performance in 2022. The city welcomed 11.39 million visitors in 2023, an increase of over one million visitors since 2019. The visitor economy is now worth £855 million and supports approximately 7,911 jobs in the city. Full-time jobs in tourism increased by 7.5% from 2023 and 17% over the last four years.

Coventry's visitor economy is growing faster than the overall West Midlands metropolitan area in visitor numbers, economic impact, and jobs.

Community engagement remains strong, with the Go CV membership scheme continuing its impressive growth. The Go CV card provides residents with valuable discounts on a wide range of events, activities, attractions, and local businesses. In the year April 2024 to March 2025, 12,980 new members joined the scheme, bringing the total membership to 124,553. Go CV+ members enjoy even greater savings and exclusive benefits, and membership of this scheme grew by 2,678 to a total of 8,952.

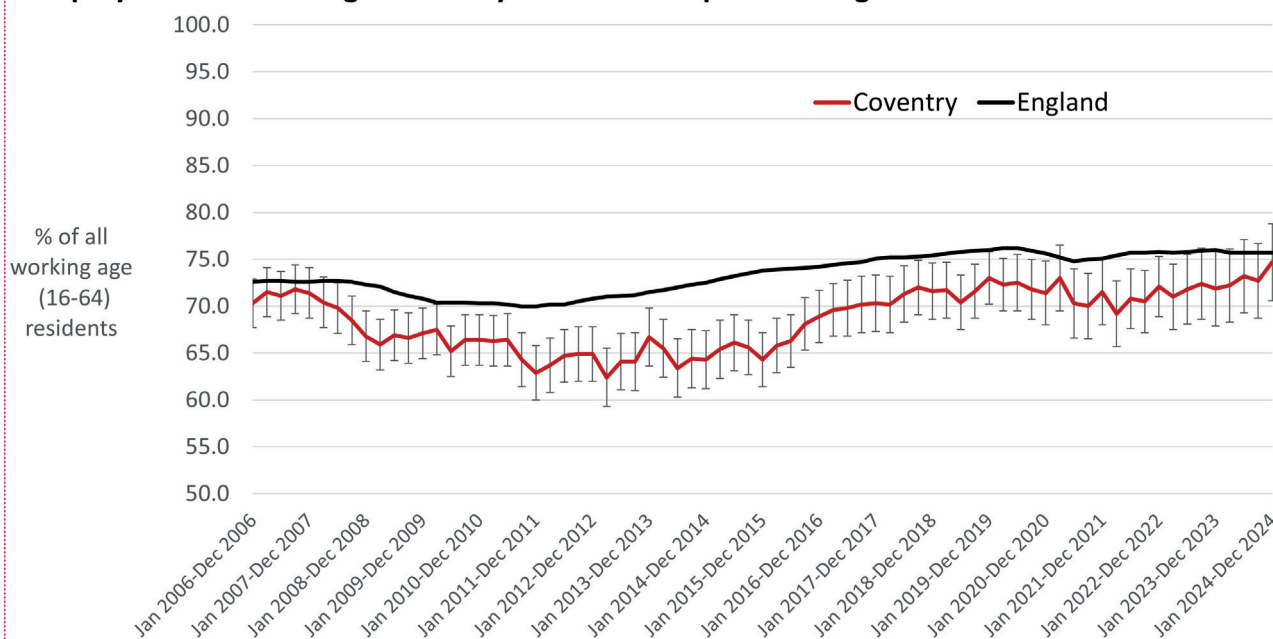
### Supporting local residents to progress in the labour market

#### Employment Rate

Employment among Coventry residents increased in 2024, despite a challenging economic climate and cautious business investment.

The employment rate rose from 72.2% (Apr 2023–Mar 2024) to 74.7% (Jan–Dec 2024) and is now above the West Midlands average (74.1%) however it remains below the national average (75.7%). The economic inactivity rate fell from 22.4% in 2023 to 20.3% in 2024. Coventry has historically had lower employment rates than the national average, partly due to its large student population.

### Employment rate amongst Coventry residents compared to England



### Unemployment rate

Coventry's unemployment rate fell from 5.5% (Apr 2023–Mar 2024) to 4.9% (Jan–Dec 2024). While this is an improvement, it remains higher than the West Midlands average of 4.3% and higher than the national average of 3.9%

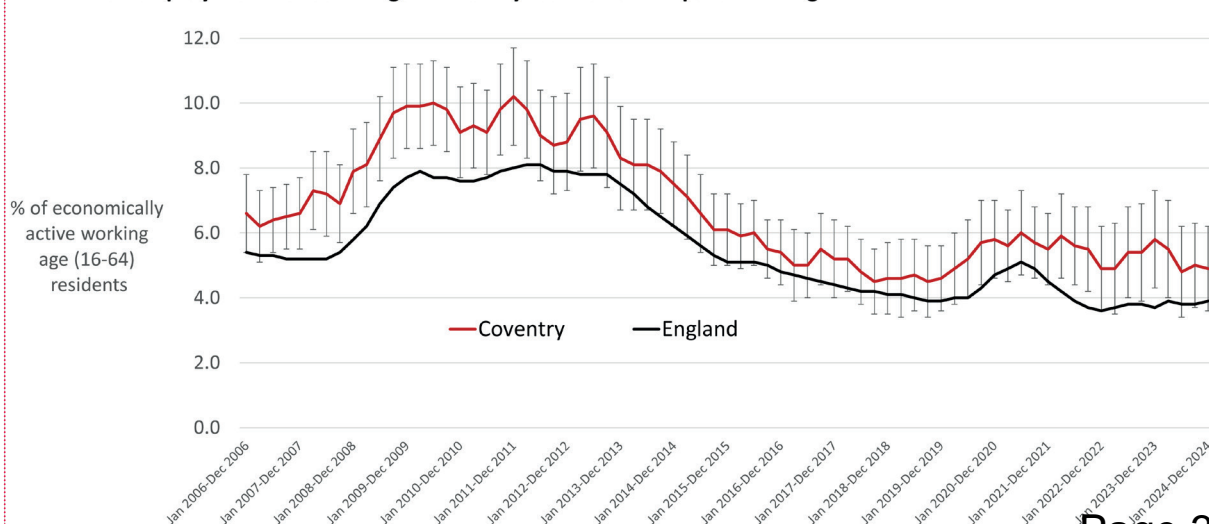
#### Key issues to note:

- Youth unemployment (ages 16–24) remains significantly higher than among older age groups
- The unemployment claimant count has risen in recent months

- Many businesses are still facing challenges, including:
  - o High operating costs
  - o Concerns over taxation
  - o Uncertainty around potential U.S. trade tariffs

These factors could impact future job creation and business confidence, so the situation will need ongoing monitoring.

### Unemployment rate amongst Coventry residents compared to England



## Supporting local Residents into Work

Following the opening of the new Job Shop in West Orchards Shopping Centre on 10th July 2024, the number of residents engaging with this element of our Skills, Employment and Adult Education Service continues to increase. Over the 2024/25 financial year, the Job Shop supported 16,242 residents on their journey to

accessing employment and training in the 2024/25 financial year to date, with 9,221 of these entering positive destinations such as paid work, volunteering, work experience or training. 1,633 Job Shop customers gained employment during 2024/25 because of the support they had received, a notable increase from 818 in 2023/24.



### Other highlights of the work to support residents:

- The Launch of Coventry's Job Rotation Pilot in August 2024, which provides employed individuals with an opportunity to step away from their current roles to upskill, offers employers a replacement for the staff who will be absent for training, and provides a temporary paid placement for jobseekers to gain experience and better prepare for the labour market. Over 20 employers attended the Launch event, with flagship businesses having already taken on placements thereafter.
- Working with the NHS Coventry & Warwickshire Integrated Care Board and Warwickshire Skills Hub, we have been a deliverer of the Coventry & Warwickshire WorkWell Pilot, which connects people that been diagnosed with a mental health condition, and who are unemployed or at risk of unemployment due to their condition, to local support services to help them overcome barriers to employment.
- A "New Beginnings" Jobs Fair in September 2024, which attracted over 20 employers and training providers, and enabled over 500 local residents to learn more about vacancies and training opportunities.
- We hosted an exclusive event for female customers at Coventry Job Shop on 5th March 2025 as part



of the International Women's Day celebrations that was attended by over 200 women. The "I Can" event highlighted women's roles in male-dominated industries such as construction, logistics, and digital software engineering, and featured established female leaders from various fields, aiming to motivate Coventry residents to explore new sectors.

### Young people not in education, employment, or training (NEET)

In 2024, 4.1% of Coventry's 16 and 17-year-olds were classified as NEET (either confirmed or unknown status). This is an increase from 3.5% in 2023 but remains a low proportion compared to regional and national averages. Coventry's NEET rate

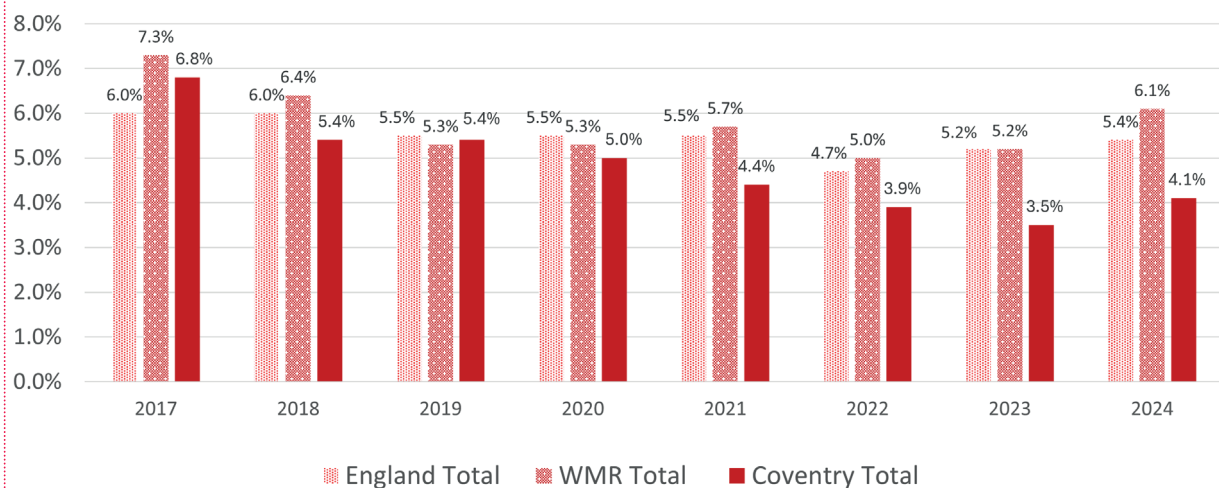
has been better than both the England and West Midlands averages for seven years in a row.

Coventry City Council works with Prospects (part of Shaw Trust) to track and engage NEET young people. This partnership supports young people to achieve positive outcomes through:

- o Systematic tracking and follow-up
- o Strong partnerships with schools, colleges, the Coventry Job Shop, and training providers
- o High-quality careers education, advice, and guidance in schools and colleges

These efforts help Coventry's young people access the right education and training, seize opportunities, and reach their full potential.

**% of 16 and 17 year olds who are not in education, employment, or training (NEET)**



## Apprenticeship levy transferred to support non-levy paying businesses

The amount transferred in 2024/25 increased to £97,956 from £32,459 in 2023/24. This amount may reduce for 25/26 following a government change to extend fully funded apprenticeships from 16-18 to 16-21.

### Levy Transfer CASE STUDY – CMC Partnership Consultancy Ltd

One company that has recently accessed the apprenticeship levy funding is CMC Partnership Consultancy Ltd, an SME consultancy firm that specialises in delivering change and transformation services for public and private sector organisations. The levy was used to fund a Business Analysis apprenticeship.

Since starting the apprenticeship, the apprentice has seen a significant boost in her confidence, both professionally and personally. It has provided her with the opportunity to deepen her understanding of business analysis and helping her to flourish in her consultancy career. Her recent work on a public sector client project was so highly regarded that she received a commendation, with the client calling it “the most thorough and well put together piece of work they’ve ever seen”.

Her journey exemplifies the power of apprenticeships in bridging skills gaps, building confidence and boosting personal growth. It also highlights how the impact of apprenticeships extends beyond the personal and professional growth of the individuals participating in them;– in this case contributing towards positive change within key public sector organisations.

Commenting on her apprenticeship experience, she said:

*“This apprenticeship has been an incredibly stimulating experience. It’s helped me to grow as a business analyst and provided opportunities for professional development that I hadn’t imagined when I first joined.”*

The Head of Business Analysis at CMC Partnership Consultancy Ltd, added:

*“The apprenticeship programme has been a fantastic opportunity for her to expand her skills further while supporting our clients with high quality business analysis services. We are excited to see how she continues to grow in her role.”*

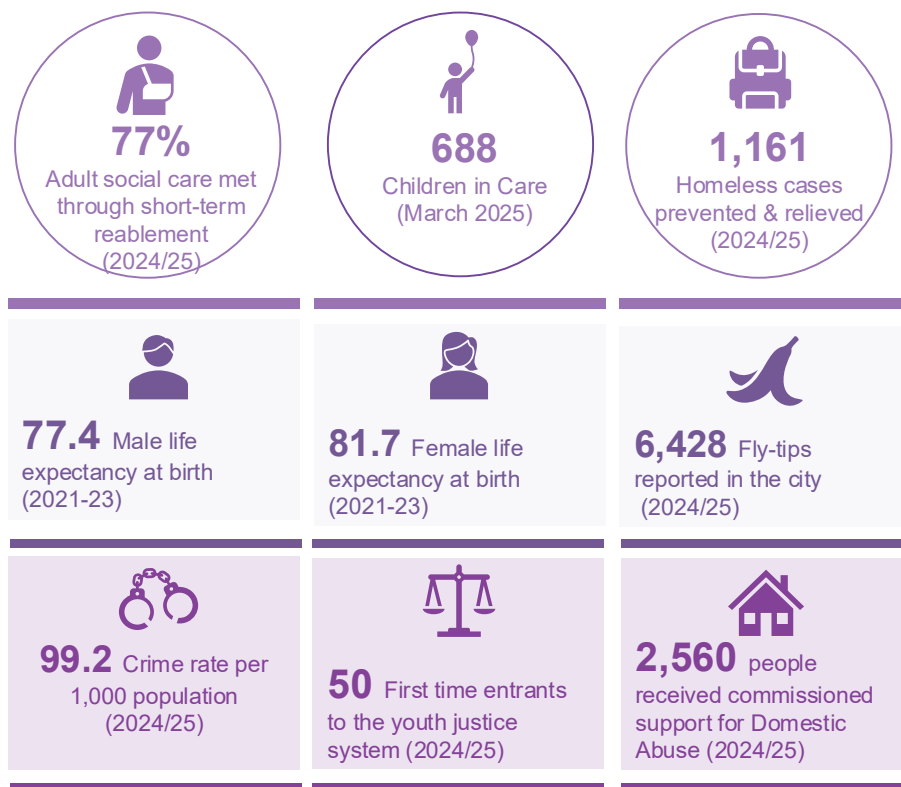


# Improving outcomes and **tackling inequalities** within our communities



# Improving outcomes and tackling inequalities within our communities

## One Coventry Plan Improving outcomes & tackling inequalities within our communities



**3,721** people receiving long-term adult social care support  
That is a rate of 1,345 per 100,000 (31 March 2025)

**67.1% satisfied with care support**  
people who use adult social care services (2024/25)

**56.7% Key Stage 2 pupils achieving the expected standard in reading, writing and maths** (2024)



## Improving outcomes and tackling inequalities within our communities metrics

A review of performance:

Metric	Previous	Current	Comparators	Progress	Target	Status
National Highways and Transport Network (NHT) resident satisfaction surveys - accessibility: a - For Ease of Access overall b - For Ease of Access (for those with disabilities)	<b>a-68%</b> <b>b-59%</b> <b>(2023)</b>	<b>a-69%</b> <b>b-58%</b> <b>(2024)</b>	England a-71% b-62% (2024)	=	To increase	=
Crime (rate per 1,000 population and number of crimes)	<b>106.8</b> <b>(38,509 crimes) (Apr 2023–Mar 2024)</b>	<b>99.2</b> <b>(35,793 crimes) (Apr 2024–Mar 2025)</b>	Wolverhampton 107.9 (28,881 crimes) Birmingham 117.8 (136,407 crimes) (Jan-Dec 2024)	✓	To decrease	✓
First time entrants to youth justice system - rate per 100,000 young people aged 10-17 (& count)	<b>103 (38)</b> <b>(2023/24)</b>	<b>138 (50)</b> <b>(2024/25)</b>	Family group average of 197(Jan-Dec 2024), England 161 (Jan-Dec 2024)	✗	To decrease	✗
Number of people receiving commissioned support for Domestic Abuse	<b>2,064</b> <b>(2023/24)</b>	<b>2,560</b> <b>(2024/25)</b>	N/A	?	None set	⊘
Good level of development at age 5	<b>63.9%</b> <b>(2023)</b>	<b>63.3%</b> <b>(2024)</b>	Statistical Neighbours 64.8% (2024), England 67.7% (2024)	✗	Better than Statistical Neighbours	✗
Key stage 2 expected standard in reading, writing & maths	<b>55.6%</b> <b>(2023)</b>	<b>56.7%</b> <b>(2024)</b>	Statistical Neighbours 58.0% (2024), England 61.3% (2024)	✓	Better than Statistical Neighbours	✗
Key stage 4: attainment 8	<b>43.8 (2023)</b>	<b>44.3 (2024)</b>	Statistical Neighbours 43.2 (2024), England 46.1 (2024)	✓	Better than Statistical Neighbours	✓
Key stage 4: progress 8	<b>-0.05 (2023)</b>	<b>0.01 (2024)</b>	Statistical Neighbours -0.14 (2024), England -0.03 (2024)	✓	Better than Statistical Neighbours	✓

Metric	Previous	Current	Comparators	Progress	Target	Status
Overweight or obesity among children in Year 6	<b>40.5%</b> (39.0%-41.9%) (2022/23)	<b>40.8%</b> (39.3%-42.3%) (2023/24)	West Midlands Region 38.4% (2023/24), England 35.8% (2023/24)		To decrease	
Children in Care (rate per 10,000 population under 18 & number)	<b>83.7</b> (674 children) (March 2024)	<b>85.5</b> (688 children) (March 2025)	Statistical Neighbours 88 (2023/24), 70 England (2023/24)		<89	
Repeat referrals to children's social care	<b>20.9%</b> (March 2024)	<b>18.6%</b> (March 2025)	Statistical Neighbours 22.3% (2023/24), England 22.4% (2023/24)		<23.6%	
Percentage of new children in care who were previously in care (rolling 12 months)	<b>5.3%</b> (March 2024)	<b>4.5%</b> (March 2025)	N/A		<6%	
Homelessness cases prevented and relieved	<b>1,164</b> (2023/24)	<b>1,161</b> (2024/25)	N/A		>1250	
Overall satisfaction of people who use services with their care support	<b>64.6%</b> (2023/24)	<b>67.1%</b> (2024/25)	West Midlands Region 66.3% (2023/24), England 65.4% (2023/24)		>62%	
Overall satisfaction of carers with social services	<b>33.2%</b> (2023/24)	<b>Not available for 2024/25</b>	West Midlands Region 38.6% (2023/24), England 36.7% (2023/24)		>32%	
Adult social care service users receiving long term on-going support	<b>3,650 people</b> (1319 per 100,000) (31.03.24)	<b>3,721 people</b> (1345 per 100,000) (31.03.25)	Peer Group 1444 per 100,000 population (31.03.23), 1405 England per 100,000 (31.03.23)		<1380	
Adult social care outcomes met through short-term reablement service	<b>76.7%</b> (2023/24)	<b>77.2%</b> (2024/25)	West Midlands Region 77.9% (2023/24), England 79.4% (2023/24)		>65.1%	
Percentage and (number) of children (aged under 16) living in relative low-income families	<b>28.2%</b> (19,700) (2022/23 revised)	<b>28.4%</b> (20,404) (2023/24 provisional)	West Midlands Region 29.2% (2023/24 provisional), England 22.1% (2023/24 provisional)		To decrease	

Metric	Previous	Current	Comparators	Progress	Target	Status
Male life expectancy at birth	<b>76.8 years</b> (2020-2022)	<b>77.4 years</b> (2021-2023)	West Midlands Region 78.4 (2021-23), England 79.1 (2021-23)	✓	To increase	✓
Female life expectancy at birth	<b>81.6 years</b> (2020-2022)	<b>81.7 years</b> (2021-2023)	West Midlands Region 82.5 (2021-23), England 83.1 (2021-23)	✓	To increase	✓
Fly-tips reported in the city	<b>5,925 incidents</b> <b>6,176 Enforcement activity</b> (2023/24)	<b>6,428 incidents</b> <b>6,680 Enforcement activity</b> (2024/25)	N/A	✗	To reduce fly-tipping by a further 5%	✗

### **Delivering services that can respond to the needs of residents across all communities in Coventry**

There are deep rooted inequalities experienced by our communities which are not easily or quickly addressed. We are making progress in some areas; life expectancy for men and women has increased although the proportion of this spent in good health is falling, and satisfaction with care services provided has also increased; rates of crime overall are decreasing and less children are being re-referred to social care. These are small but significant changes.

Education for young people is showing encouraging signs of improvement and whilst children at age five have less good levels of development than average across the country, after progressing through education to key stage 4 our children's outcomes are increasing and are better than comparable areas and close to the national average.

There are areas where progress has not been made. Childhood obesity continues to increase and the proportion of children living in low-income households has increased as the cost of living continues to bite.

We know that to address inequalities, we must continue to think differently about our services, how we deliver, how easy it is for all residents to access these services, how our most vulnerable residents experience these services.

### **Refreshing our Marmot city approach to reduce health inequalities**

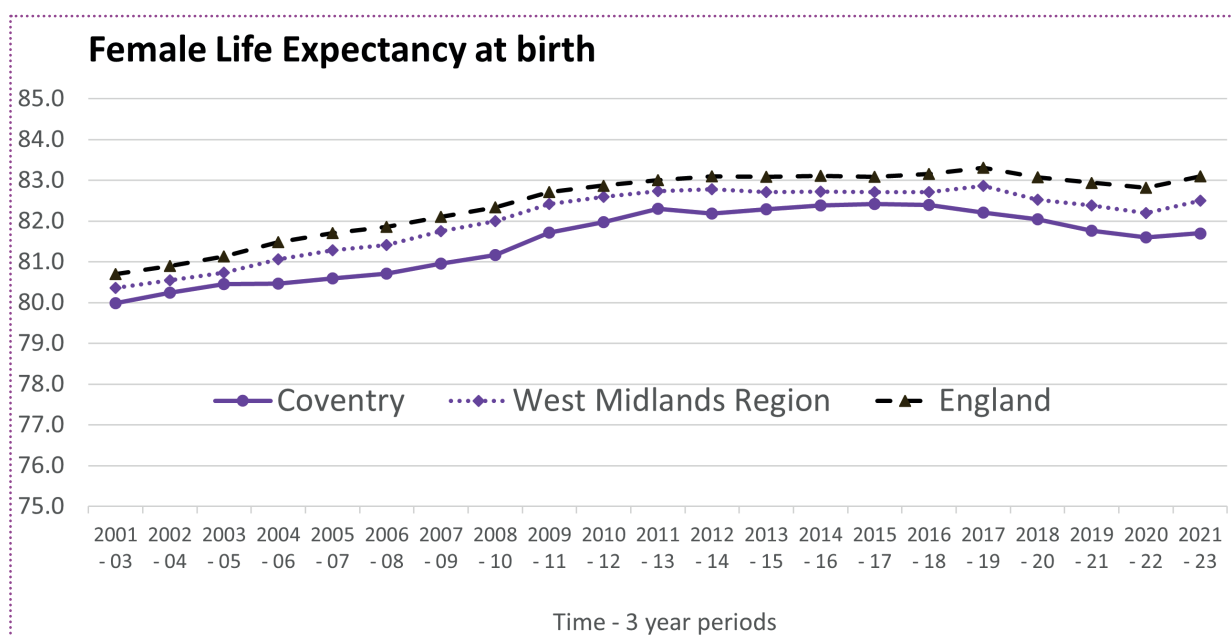
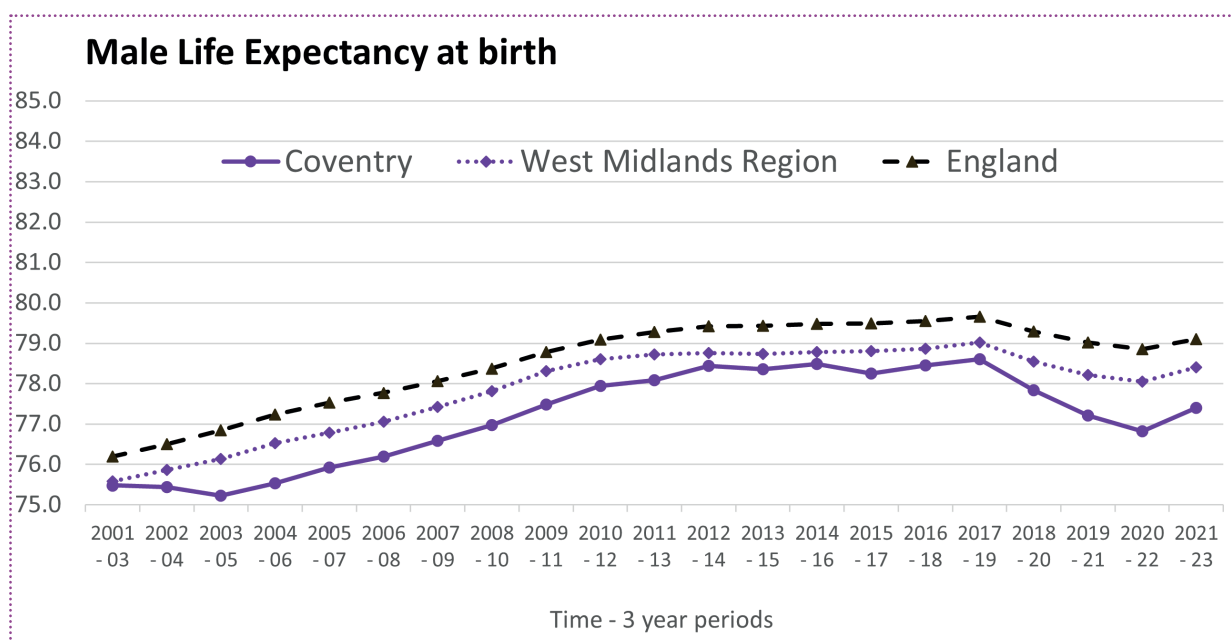
For more than ten years, Coventry has proudly held Marmot City status, reflecting our deep commitment to tackling health inequalities at their root. These inequalities are shaped not just by healthcare, but by the broader social determinants of health—education, housing, employment, and more.

Residents working long or irregular hours, those with caring responsibilities, limited English, or poor transport links often face barriers to accessing services. These barriers affect not just access, but also the quality of experience and outcomes.

We recognise there is more to do and we are refreshing our approach with Marmot 2.0—a renewed, targeted commitment across public health and council services to reduce inequalities by design.

## Life expectancy

The life expectancy at birth of the average person in Coventry is 77.4 years for males and 81.7 years for females. Following a year-on-year decrease for both males and females since 2017-19, this most recent figure represents an improvement which is in line with both West Midlands and England measures.



Whilst improved, the overall life expectancy for the city masks significant inequalities. The gap between the local area (MSOA) with the highest life expectancy and the area (MSOA) with the lowest life expectancy is 14.9 years for males and 8.5 for females (2016-2020 data). For males, the area with the highest life expectancy is Finham Park (86.2) and the area with lowest is Willenhall (71.3). For females, the area with the highest life expectancy is Stivichall & Finham (86.6) and the area with lowest is Naul's Mill & Bishopsgate Green (78.1).

Life expectancy at various points along the number 7 bus route illustrates the health inequalities that exist in the city.



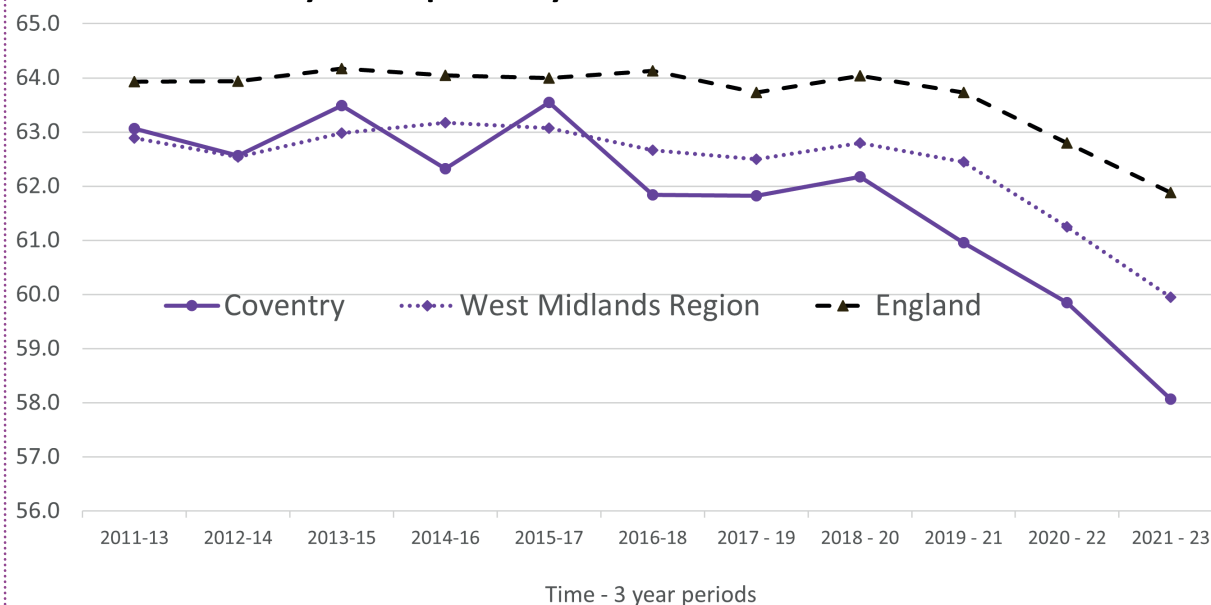
## Healthy life expectancy

Healthy life expectancy is a measure of the average number of years a person would expect to live in good health based on contemporary mortality rates and prevalence of self-reported good health, an estimation.

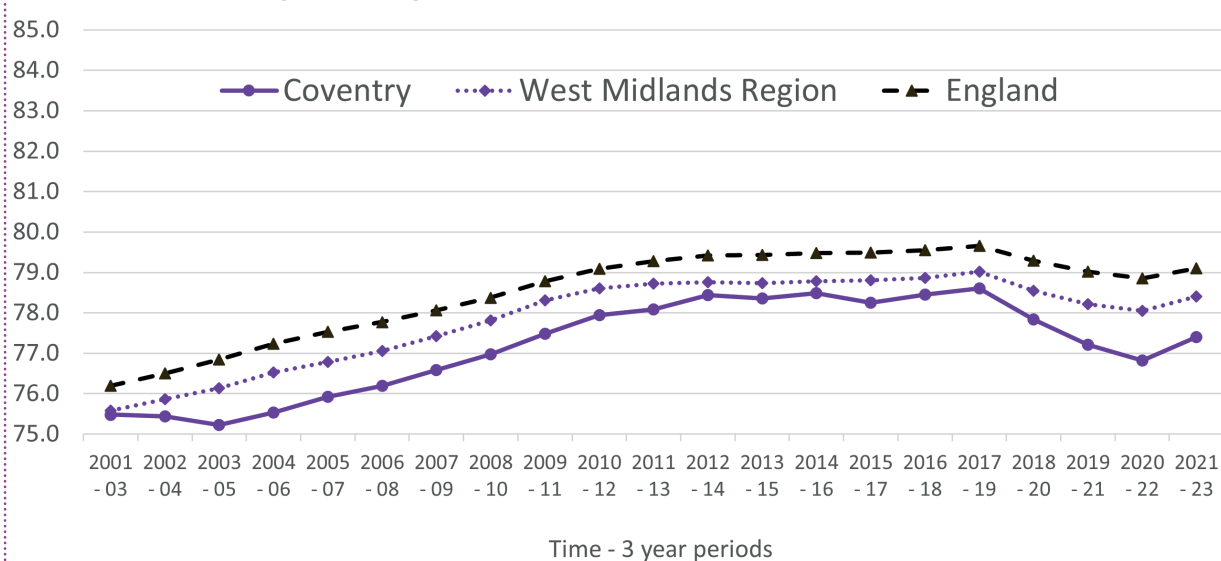
The Office for National Statistics (ONS) has recently published updated Healthy Life expectancy data for local areas of Great Britain. The most current data is for

combined years 2021-2023. In contrast to life expectancy, healthy life expectancy at birth continues to fall in Coventry, this is in line with measures from West Midlands and England. This means that the number of residents living in good health has been falling since 2018 and continues to fall, resulting in increased demand for health and care services.

### Female Healthy Life Expectancy at birth



### Male Life Expectancy at birth





## Good development at age 5

By the end of the Early Years Foundation Stage (five years old), a child is defined as reaching a 'good level of development' if they have attained the expected learning outcomes in a number of key areas of learning.

Following a three year improvement trend, there has been a small decrease in performance in Coventry in 2024. 63.3% of all the city's five-year-olds achieved a good level of development at age five in 2024, down from 63.9% in 2023.

### CASE STUDY – Early Years workforce development

Speech, Language and Communication is a crucial area of development within a child's early years, shaping their ability to learn, integrate and interact with the world. However, some children experience delays in developing communication skills, which limit their progress and hinder social skills and learning.

Coventry Speech and Language Team and the Early Years Advisory Team have implemented a series of three training courses to improve practitioner knowledge and skills. This supports earlier identification of speech, language and communication difficulties and ensures timely intervention.

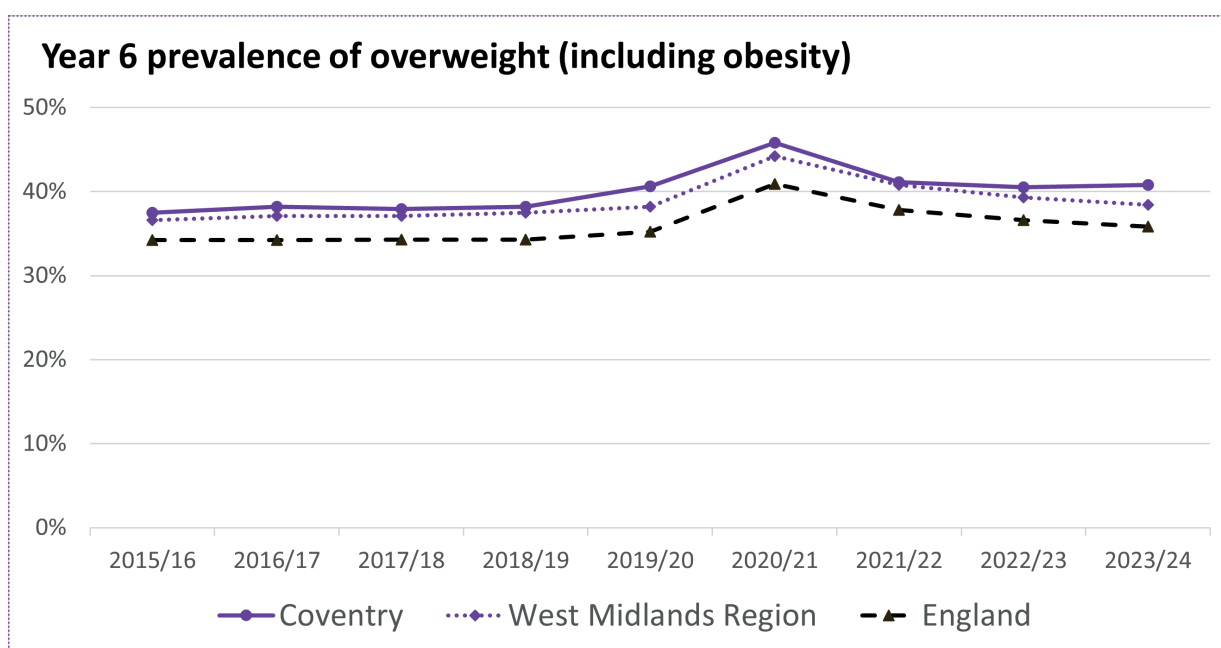
In the first nine months of this programme, 165 early years providers have accessed the first level of the training, amounting to 55% of all early years providers in the city, with 72 (24% of all providers) going onto complete tier two which was launched in November 2024.

## Overweight and obese children

Coventry has seen a small increase in the proportion of children being overweight or obese in both reception and Year 6 pupils. In 2023/24 22.2% of reception year children were measured as being overweight or obese, up from 20.7% the year before, and 40.8% of year six children were measured as being overweight or obese, up slightly from 40.5% the year before. Rates remain higher than the regional and national average.

Coventry continues to take part in a national research study evaluating the impact of providing additional resources for parents as part of the National Childhood Measurement Programme. Overall response to the project has been positive.





## Tackling inequalities collectively

Community Resilience in Action: supporting grassroots initiatives across the city

**The Council's Community Resilience Team continues to champion impactful partnerships with grassroots organisations, strengthening the social fabric of our city through practical support, funding guidance, and shared learning:**

### Inclusive support at Dominion Grace Community Breakfast Club – Willenhall

Dominion Grace's weekly breakfast club welcomes over 120 residents, offering more than a meal—it provides dignity, companionship, and purpose. A standout feature is the supported volunteer programme, where individuals with learning difficulties deliver friendly waiter service, enhancing inclusion and skill-building.

Council Officers have bolstered this initiative by:

- Securing external funding to support growth
- Facilitating digital connectivity through #CovConnects
- Supporting public health-focused grant applications, including resources for smoking cessation

This cross-sector backing has enabled Dominion Grace to expand services, bridging social care, digital inclusion, and community wellbeing.

### Empowering Neurodiverse Individuals: Autism and ADHD Advocates CIC

With guidance from Council Officers, Autism and ADHD Advocates CIC secured £20,000 from the National Lottery, empowering the organisation to extend its reach across schools, Family Hubs, and digital platforms. Their work supports individuals across the neurodiversity spectrum—those awaiting diagnosis, confirmed diagnoses, their families, and professionals.

Interactive school workshops are driving:

- Awareness and empathy
- Stigma reduction
- Early prevention of mental health challenges and addiction risks

Through early education and community engagement, the CIC is cultivating a more inclusive future for neurodiverse populations.

### **Building skills and community at Cheylesmore Community Centre**

Cheylesmore Community Centre, supported by Council Officer expertise, secured over £60,000 from the Severn Trent Community Fund for major kitchen refurbishment and building improvements. The upgraded facilities will host:

- Cooking on a Budget courses
- Healthy Cooking with Air Fryers sessions
- Free community lunches to combat isolation and promote social connection

These developments are expected to boost footfall to Cheylesmore Library, integrating practical skills training with increased access to local services.

### **Supporting low income families**

We use data held within the Council's council tax and benefits systems to identify some of our most financially vulnerable households and the additional council and government support which they're not currently receiving but might be entitled to. The initial project was hugely successful and helped to identify several million pounds in unclaimed benefits and pension credits for Coventry residents. In 2024/25 some of the highlights are:

- We have successfully used this tool to identify and "auto enrol" 772

children eligible, but not in receipt of Free School Meals. This has brought £1million of revenue to schools, as well as potentially saving families over £350,000 per year.

- We have continued to work with partners at Central England Law Centre to identify residents who may have been incorrectly subjected to a cap on the total amount of benefits they can receive. To date £90,000 in backdated and uplifted housing costs has been achieved for those residents.

In 2025-26 we are building on this success, by continuing with our current campaigns. Additionally, we are supporting residents who have not migrated successfully to Universal Credit, as well as looking to identify and assist "hidden" carers who may be eligible but not receiving Carer's Allowance.

### **Household support fund**

Between 1 April 2024 and 31 March 2025, we supported 13,398 individual households through our application-based process, ensuring timely access to essential support.

Breakdown of the support included:

- 5,155 households receiving food support via our local food network.
- 10,788 households awarded energy support (top-ups or vouchers).
- 604 households receiving essential energy and water-related items (e.g. white goods, boiler repairs).
- 3,432 households given clothing vouchers.
- 471 households receiving other essential items not linked to food, energy, or water (e.g. beds, curtains where none existed).

Roughly 44% of the households that applied throughout the year required a

single award to support them through a particular period of financial hardship. Around 24% of households received more than three awards reflecting the complexity of the need. We work creatively with partners to ensure people can access the support they need and reach out to individuals and families facing complex challenges to enable us to bring partners together to secure a long-term solution.

### **Holiday Activities and Food Programme**

The Holiday Activities and Food (HAF) programme aims to support children eligible for benefits-related free school meals through the holiday periods through activities and experiences coupled with healthy food and support to families.

Our full-year 2024/25 programme helped approximately 5,580 eligible children and young people (including approximately a third of these with Special Educational Needs and Disabilities (SEND)) plus thousands of other family members.

Our 2024 Christmas school holiday programme benefitted 2,114 eligible beneficiaries (excluding other family members) – up from 1,991 (Christmas 2023). Families loved the activities, giving them an average of 4.4 out of 5 in our family feedback survey. We partnered with Stellantis (<https://www.stellantisandyou.co.uk/>) for their staff to be involved in activity boxes for children who couldn't get out to activities. These staff delivered the boxes and wrote personal messages to families. Our diverse range of SEND family experiences continued to develop and were positively received by families, with a rating of 4.6 out of 5. We introduced a Coventry City Football Club experience where children could have a stadium tour as well as activities. We introduced our new more accessible booking system (Eequ). This received positive feedback

from parents/carers and providers. Some providers are now using this for non-HAF activities, enabling a more joined-up approach.

### **Meeting the public sector equality duty**

The Council has continued to deliver on its obligations under the Public Sector Equality Duty and advance the growth of its diversity and inclusion agenda more broadly. A new set of Equality Objectives for the Council for 2025-2028 were launched in April 2025; these objectives outline how the Council will meet requirements to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people of different groups.

Between 1 April 2024 and 31 March 2025, Coventry City Council completed 72 Equality Impact Assessments (EIA), of which 3 were internally focused EIAs and 42 were external EIAs relating to service provision. An additional 21 EIAs were completed as part of the budget setting process for 2024 to 2025, and 6 EIAs were completed for the One Coventry proposals.

The Council's Disability Equality Action Partnership (DEAP) continues to work on equality and inclusion for people with disabilities - bringing together Coventry residents, charities, voluntary organisations, service users and public sector partners from across the city and region. The DEAP meetings held during 2024-25 considered a wide range of issues including those relating to transport and accessibility.

## Tackling violence, including domestic abuse and sexual assault and abuse

### Decrease in crime

In 2024-25, compared to the previous year (April 2023-March 2024) there has been a 7% decrease in the total number of recorded crimes in Coventry.

Crime data has been generated from quarterly reports produced by West Midlands Police during the year. Data can fluctuate so these figures should be treated as provisional.

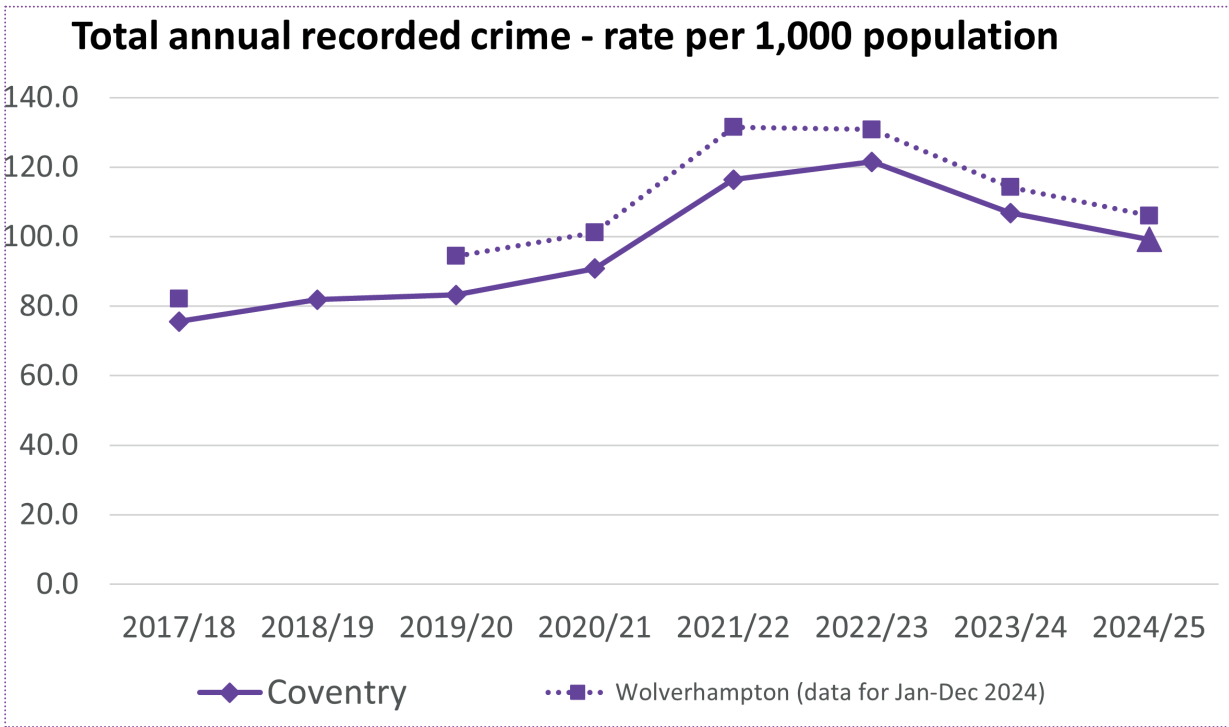
The neighbourhoods with the highest levels of Total Recorded Crime (TRC) were St. Michael's ( 23.3% of Total Recorded Crime ), followed by Foleshill (8.0% of Total Recorded Crime) and Henley (7.9% of Total Recorded Crime).

Coventry ranked 4th lowest out of 15 areas in its 'Most Similar Group' (MSG) for Total Recorded Crime (TRC) rate, with 99.2 crimes per 1,000 population (MSG average

– 106.4) during this reporting period.

Coventry accounted for 11.1% of the TRC for the West Midlands force area, ranking 2nd highest out of the 7 local policing areas (LPA). With Coventry being the second largest LPA, this is expected. The total crime rate in Coventry for April 2024 to March 2025 at 99.2 per 1,000 population was lower than in Birmingham (117.8) and Wolverhampton (107.9) (the most recent data available for these areas, January to December 2024).

The most common offences were 'Common assault and battery' with 4,390 offences accounting for 12.3% of TRC, 'Theft from Shops and Stalls' with 3,600 offences accounting for 10.0% of TRC and 'Assault occasioning Actual Bodily Harm' with 1,902 accounting for 5.3% of TRC.



### Hate crime

Police in Coventry take hate crime very seriously and respond to and investigate all reported hate crime in the city. West Midlands Police (WMP) recorded 843 hate

crimes in Coventry during 2023/24 and 869 Hate Crimes in Coventry for 2024/25 an increase of 3%. Racial Hate Crime remains the most reported with Sexual Orientation second and Disability third.

We have continued to deliver training courses to raise awareness of how to report incidents of Hate Crime. Targeted merchandise with QR codes and details of how to report have been distributed across the city. Staff in family hubs and libraries have been trained on reporting incidents and supporting victims in making a report. We are currently running awareness training around the “Stand by ME” (**standbyme.uk**) campaign that gives anyone the tools to identify discrimination and how to support victims if they witness an incident.

### Domestic abuse

Domestic abuse is largely a hidden crime with only 20% of incidents being reported to the police. There is evidence that independent specialist support and advocacy is vital to the ongoing safety of victim-survivors providing emotional support, safety planning, reducing the risk of harm and improving recovery and outcomes. Coventry recognises the importance of these services in tackling

domestic abuse and that interventions at the earliest opportunity improve outcomes. Ensuring more victim-survivors are receiving the right help at the right time and accessing support from the specialist services is a priority for Coventry. Coventry now has an Early Intervention Team based at Coventry Central Police station offering support, at the earliest opportunity, to victim-survivors reporting to the police. There is a growing multi-agency network of domestic abuse champions supporting survivors of domestic abuse across Coventry to access specialist support. The commissioned specialist domestic abuse services have continued to see increased numbers of victims-survivors accessing support including short term and long term interventions and court support. Since April 2024 there has been an increase in the number of officers investigating Domestic Abuse Crimes in Coventry, an increase in the number of suspects arrested, an increase in positive outcomes and an increase in the use of Domestic Violence Protection Orders.

### CASE STUDY

A child became known to the exploitation team, Horizon, due to concerns they were being criminally exploited. The child was at significant risk due to an adult whom they were being exploited by having access to firearms. In addition, there were significant concerns regarding the child's mothers' ability to understand said risks and to take appropriate action. Through close work with the Police, Youth Justice Service (YJS), Horizon Team, and the child's school, a thorough supportive plan was developed. The plan saw an interim schooling arrangement with the child educated outside of the city, intense work with the child's mother, allocation of a mentor through St Giles, and intensive disruption by the Police that has seen the perpetrator receive a lengthy custodial sentence. This plan supported the child to engage with intervention initially via their mentor and then through the YJS, awareness raising work about exploitation was undertaken with the child's mother, the immediate risks managed through enforcement, and the child was supported back into their main education site.



### Cleaner streets, supported by action against fly-tipping

Following a 13% reduction in reported incidents in 2023-24, last year saw an increase from 5,929 to 6,428 in 2024-25. It is positive that the number of fly-tipping referrals has gone up as we want people to report incidents so we can investigate and where possible take enforcement action. It is also therefore positive that the number of enforcement actions has also increased and exceeded the number of referrals received.

We are determined to reduce fly-tipping through a combination of education and enforcement, focussing our efforts on the streets that are causing the most issues.

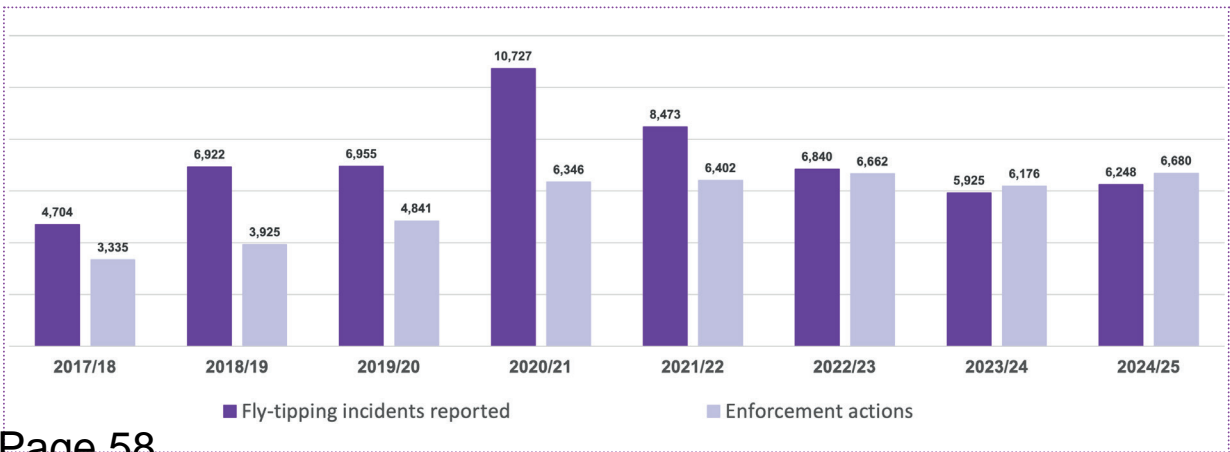
This year the team carried out 6,680 enforcement actions, these include warnings – verbal and written, proactive inspections of businesses, service of notices and fixed penalties, and taking cases to court. We have an active enforcement presence, deploying several CCTV cameras to locations identified as hot spots for fly-tipping and related offences. These cameras assist in supporting our investigations and have led to positive outcomes in identifying those responsible. Where evidence is insufficient for formal action, our team continues to issue warnings and provide educational guidance to encourage better community compliance. Investigations that remain live are followed up by officers, this includes

visiting affected areas and undertaking doorstep interviews. We anticipate further enforcement actions as these enquiries progress, and our approach is continuously refined in response to ongoing developments and feedback from residents.

The Council also increased the fines for environmental offences from November 2024, announced alongside a communications campaign highlighting this issue and asking for residents to let us know who is committing these crimes. It is believed that this campaign, including the online ‘Wall of Shame’ has produced encouraging results in terms of public engagement and tip-offs, as a result these have led to the issuing of Fixed Penalty Notices.

We work alongside many community groups who carry out litter picks and community events highlighting these issues and this army of volunteers and street champions are vital in identifying those responsible.

The Council has invested additional funding in this area as it is a key priority. We will be installing six additional cameras in fly-tipping hot spot locations across the city to deter and capture illegal activity. Cameras are strategically deployed to areas with a high incidence of fly tipping, and their locations are regularly reviewed to ensure we are targeting the most problematic sites.



## Protecting children and supporting families to give children the best start in life

### Reduction in the number of children in care

Since the introduction of Family Valued in April 2021, there has been a safe reduction year-on-year in the number of children and young people in care in Coventry. (Unaccompanied asylum-seeking children and young people are not included in these numbers).

The overall number of children in care has reduced across the three years from 735 in 2021, to 627 in 2024, and by the end of March 2025 it fell to 614.

A key part of Family Valued was reunification, and since June 2021, 52 children and young people have returned home through this focus.

The number of families subject to ongoing care proceedings has also reduced year-on-year, from 137 families in March 2021, to 49 families at the end of March 2025.

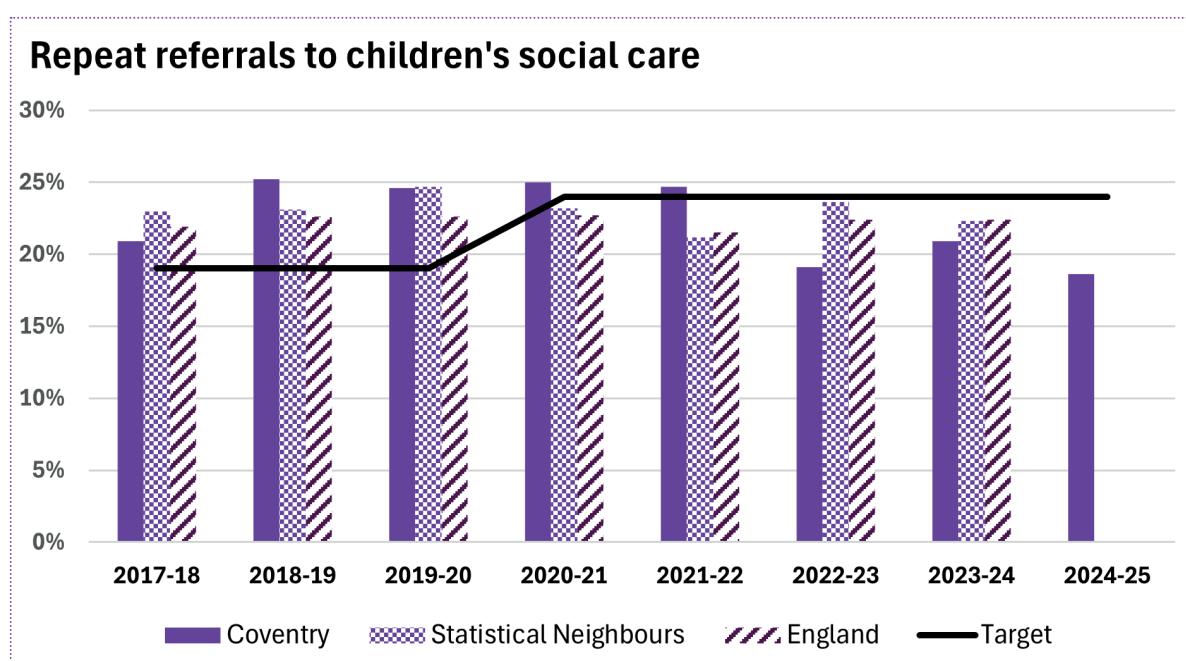
The introduction of Family Valued in 2021 saw an initial rise in the number of children

requiring a Child Protection Plan. However, this also is now decreasing. In March 2021, there were 465 children in Coventry who had a child protection plan. In March 2025 the number was 398. We know we need to continue to do more, to continue to safely reduce the number of children who require protection.

### Repeat referrals to children's social care

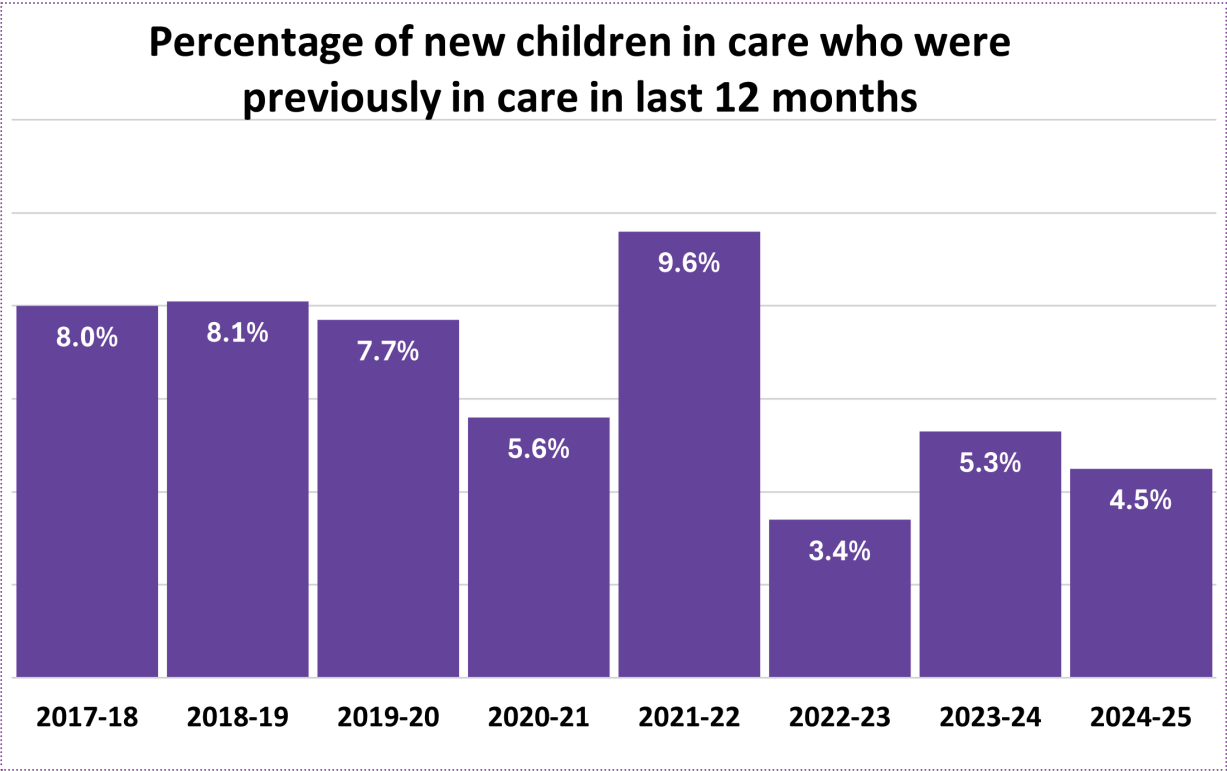
The continued focus on embedding the Coventry Family Valued Project, alongside a commitment to delivering high-quality support for children and families, has contributed to a positive reduction in the re-referral rate from 20.9% in March 2024 to 18.6% at year-end 2024/25. This compares to an England average at 22.4%.

Through a multi-agency approach to safeguarding, we have been able to focus on re-referrals to improve our understanding of themes and trends and identify areas of practice improvement required to deliver the best outcomes for children and families.



### Children in care who have previously been in care

The percentage of children entering care, who were previously in care has decreased from 5.3% in March 2024 to 4.5% in March 2025.



#### REUNIFICATION EXAMPLE – Lilly’s Story\*

At 17 years old Lilly had a long-standing history of Childrens Services involvement in her/her family’s life. The concerns related to neglectful parenting and that Lilly’s mother was not able to meet her needs or keep her safe. Lilly was made subject to a Child Protection Plan in May 2022 for neglect and Childrens Services sought to support the family to try and help Lilly remain in her family home at this stage.

Despite the work and support provided through the Child Protection plan, the concerns continued and in January 2023 Lilly came into Local Authority care in agreement with her mother under Section 20 – she moved into a foster home.

At this stage, Lilly’s father Dave was not working with services, and it was known that he was struggling with substance misuse issues and homelessness. However, following efforts to locate him, Dave accepted support and shared he would like to do whatever was necessary to care for Lilly and for her to live with him.

Dave committed to working with services to address his substance use and a Parenting Assessment was completed which was positive - housing however remained a significant issue. A plan of Reunification was put in place and a referral to the Reunification Team was made. It was felt that to secure the best possible outcome for Lilly, the family would need all of the support that was available.

The Reunification Team offered intensive support and completed intervention with both Dave and Lilly, to build relationships and help them see that a return to Dave's care could be possible. The team provided advocacy for Dave in relation to housing and made it a priority to help him secure appropriate housing so that Lilly could return home.

Through effective partnership working, Dave was offered appropriate housing and following planning meetings and further support, a transition plan was devised. This involved Lilly having overnight stays initially with her father, before increasing in line with her wishes and feelings before a return to her father's care permanently in March 2024.

The Reunification Team remained a constant support following Lilly's transition home and Dave has always known that he can call his Support Worker at any time for advice, and this would always be responded to.

Whilst working with Lilly, she would say that she has always wanted to live with her father, and they have a very close relationship. Lilly settled well into her father's care and has remained with him ever since. She has returned to school, to 6th form and is sitting her exams which is a huge achievement given her experiences.

The involvement of the Reunification Team ended in January 2025, but the team still often get texts or calls to update on good news and progress. Dave also engaged in a promotional video for Childrens Services to share his experiences with the Reunification Team and express gratitude for all of the support he was given.

The intervention and support offered has made a real difference for this family and highlights how with belief in families, valuing them and their strengths - the right support, at the right time with the right people, shows how change is possible, and reunification can be achieved.

*(\*All names have been changed)*

## **Integrated early help, education partnership work and implementing the Family Valued programme**

Supporting families through offering the right help at the right time with the right people.

The Early Help Partnership's Strategy for 2023-2025 outlines our shared vision and ambition for Coventry to be "the best city in the UK for all our children, young people, and their families, to live and grow up in." We aim for children to be valued, feel safe, be healthy, and have opportunities. Through our Early Help offer, we connect people to provide the right help at the right time with the right people, enabling all children and families to thrive. Early help is primarily delivered through the 8 Family Hubs across the city.

The early help offer operates on a connected partnership basis that brings together statutory services, voluntary and community sector and faith-based organisations. More recently local businesses have offered support. Integrated working to tackle inequalities and their effect on children, young people and families is mobilised across a wide range of partners by multi-agency Early Help outcome groups - assurance around the collective impact of this work is provided regularly to relevant partnership boards including Coventry Safeguarding Children's Partnership, Health and Wellbeing Board and Marmot Partnership. Over 2024-25, targeted early help support provided through the Supporting Families programme helped 1,309 families. The relationship between Early Help and Education continues to be strengthened with joint efforts focusing on activating earlier help across early years, schools and further education. The Family Hub Offer continues to be a national trailblazer

with Coventry included in an independent national evaluation of best practice and the work receiving national acclaim.

## **Improving the educational attainment of our children and young people**

### **School performance**

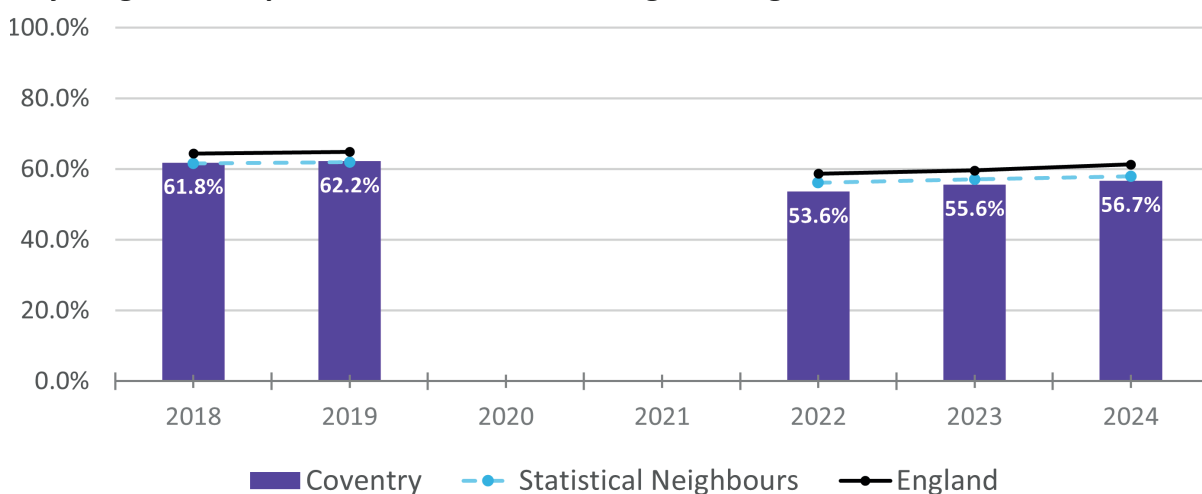
From September 2024, Ofsted no longer makes overall effectiveness judgements in inspections of state-funded schools. Therefore, previous data regarding the proportion of pupils in good or outstanding schools is no longer calculated. All state-funded schools receive individual judgements regarding: The quality of education; Behaviour and attitudes; Personal development; and Leadership and management. Where relevant, schools will also be judged on their Early Years or Sixth Form provision.

As a Local Authority, we are developing systems to monitor performance according to these categories, but national comparison data is not currently available. We will also be considering upcoming changes to the Ofsted inspection framework in monitoring school performance.

### **Pupil attainment**

#### **Key Stage 2**

In Summer 2024, 56.7% of children attained the expected standard in the combined measure reading, writing and maths by the end of Key Stage 2. This is a 1 percentage point improvement from 2023, just below our statistical neighbour average, and maintains pace with the national upward trend which also increased by 1 percentage point to 61.3%.

**Key Stage 2: % expected standard in reading, writing & maths**

There has also been a continuing focus on improving Careers Education in our schools with ongoing engagement in the Coventry Careers Hub, delivered in partnership with Think Higher (part of the University of Warwick). All Coventry schools and Further Education (FE) colleges are engaged with the Coventry Careers Hub, supporting them to improve their achievement against the 8 Gatsby benchmarks (national measures for assessing the quality of careers activity provided by schools). Support from the Coventry Careers Hub helped schools in the city achieve an average of 6.4

benchmarks being attained (compared to a national average of 5.8). 100% of schools achieved at least 3 benchmarks with 87% achieving at least 4 benchmarks and 35% achieving all 8 benchmarks.

The Local Authority continues to work with schools within the Coventry Education Partnership to identify impactful opportunities for collaboration in school improvement. One such area is the Primary Aspirations Strategy where a steering group oversees a number of projects including the flagship Coventry Primary Aspirations Week event.



## CASE STUDY

March 2025 saw the second Coventry Primary Aspirations Week take place and it was even bigger and better than in 2024. Over 3,000 primary school children took part in the week's events, with volunteers from businesses and organisations across Coventry visiting schools and/or hosting events to talk about job roles, what the organisations do, and to encourage the children to think about their possible careers in the future. The children, aged between 7-11, were given the opportunity to learn about things in a fun way. For example, National Grid gave an insight into their world of work using an interactive app "Now Press Play" which provided a really engaging way of getting children to live the experience of a National Grid employee.

Councillor Dr Kindy Sandhu, Cabinet Member for Education and Skills, said: *"It's really great to see how Primary Aspirations Week has expanded so much for this year. Once again, the feedback we've received from schools and children has been nothing but positive. We really wanted to give more children an opportunity to think about their futures and imagine the types of careers they might want to pursue. We know that children's aspirations are shaped by their life experiences, so we wanted to create an event that gave children an insight into what they could go onto do after school."*

The Primary Aspirations week was launched to coincide with National Careers Week, which aims to support young people in their awareness of future career pathways. Jo Stanley, the headteacher at Little Heath Primary School, which played host one of the events, said:

*"It was a fabulous opportunity for primary children to hear from external speakers who brought their own experiences and skillset to inspire the children. The morning had an immediate impact on the children to think about their own skills and future aspirations outside of the classroom too. Providing opportunities for children to see and hear that they can set goals for their future career, and they do come true, is invaluable for all Coventry pupils."*

## Key Stage 4

In 2024 we saw an improvement in the Key Stage 4 results closing the gap with the national position for all attainment measures.

Attainment 8 score is the average measure of an individual student's attainment across their 8 best performing subjects taken at GCSE level. The Attainment 8 score of individual students is then used to help calculate each school and the local authorities' overall Attainment 8 score.

In Summer 2024, the Attainment 8 score for schools in Coventry was 44.3. This is an improvement from 2023, is above statistical neighbours (43.2) and the gap with the national average has closed (England 46.1).

Progress 8 is a 'value-added' measure that indicates how much a secondary school has helped pupils improve (or progress) over a five-year period. In Summer 2024, the Progress 8 score for schools in Coventry was +0.01. This is now better than both the national (-0.03) and statistical neighbour (-0.14) averages.

## Enabling people to live independently

### People receiving support from adult social care and their carers

Adult Social Care provides a wide range of services to people across the city. Where people require support from social care, we work with people to maximise their independence and to ensure they receive the right level of support in the right place.

As of 31 March 2025, there were 3,721 people receiving long-term ongoing support from adult social care (a rate of 1345 per 100,000).

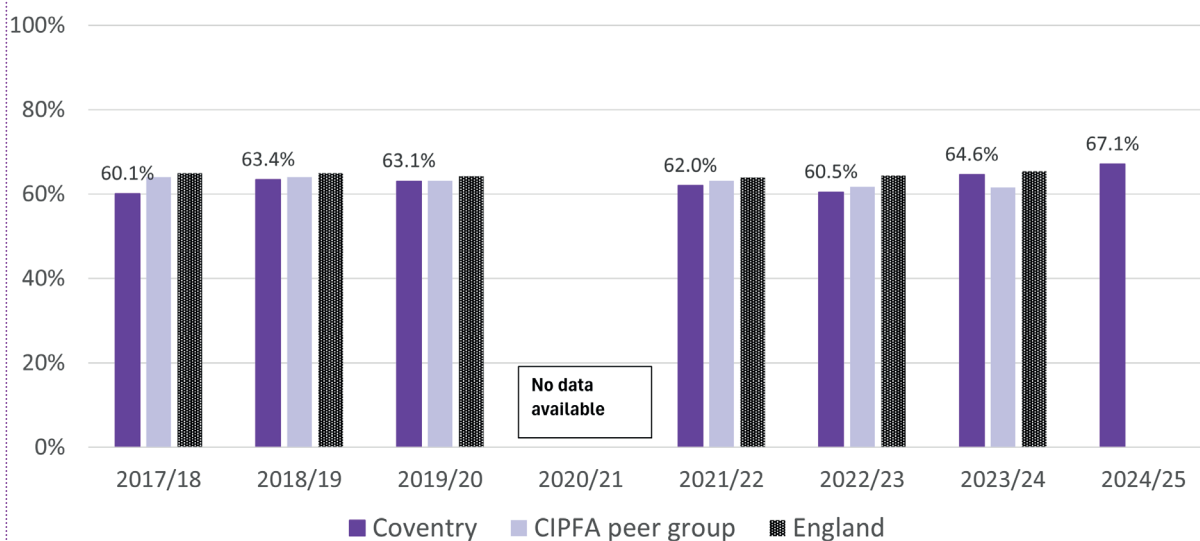
Even though the service works in a way that promotes people's independence, the number of people referred to the service for care and support continues to rise. This is placing increasing demand on a workforce, which is facing recruitment challenges. Consequently, a risk management prioritisation system is applied to ensure that available resources are targeted appropriately. The percentage of annual reviews completed for 2024/2025 was 66% which is an improvement from 2023/2024 which was 56%. In addition, 88% of people in long term support had a review or assessment in 2024/25.

### Satisfaction with adult social care

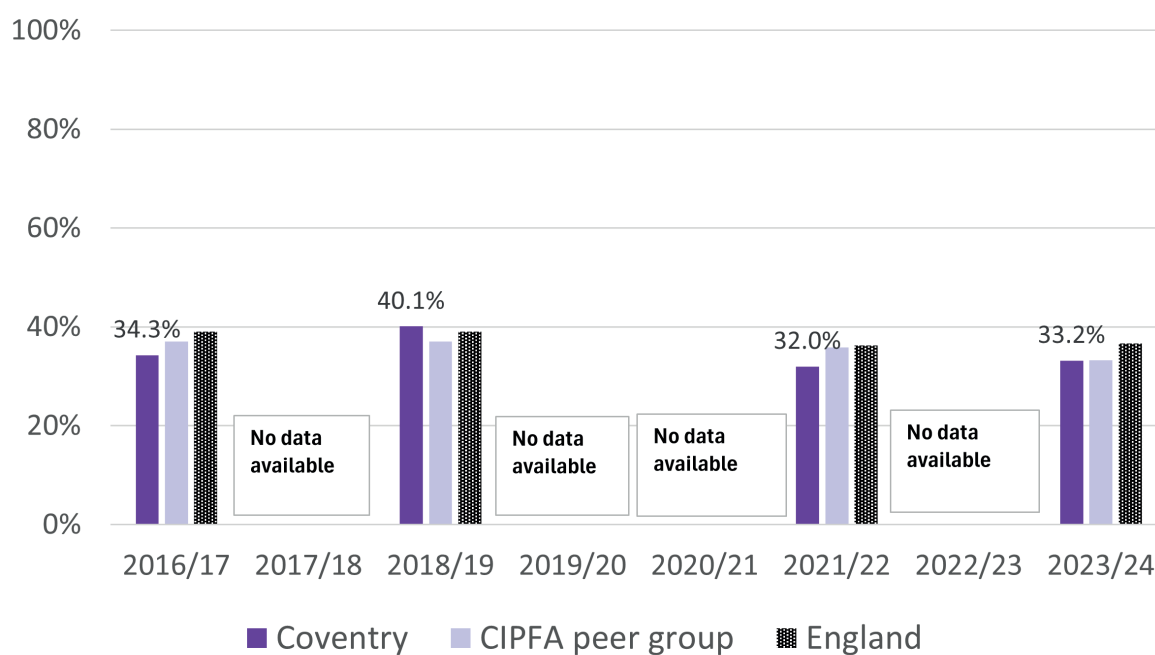
Satisfaction with Adult Social Care (ASC) in 2024/25 - 67.1% of care and support service users responding to a survey expressed satisfaction in the service they received. This compares with 64.6% from the last survey conducted in 2023/24. The most recent data we have to compare to elsewhere is for 2023/24 and it indicates satisfaction levels are similar to the national average (England 65.4%). In addition, we continue to seek views of those in receipt of services and listen to feedback from people throughout the year, not just via the annual survey. Adult Social Care has an equal responsibility for anyone providing unpaid care within the city. Anyone providing necessary care to another adult is entitled to a Carer's assessment.

We continue to increase our engagement with the community and have held a number of 'ASC engagement events' in various locations across the city. This engagement activity has enabled the council to raise awareness of the Adult Social Care offer and how it can be accessed.

### Overall satisfaction of people who use services with their care and support



### Overall satisfaction of carers with social services



## Short-term reablement services

As of 31 March 2025, 77.2% of adults who used social care services received short-term help and needed little or no ongoing support. This shows a positive trend over the past two years—up from 75.0% in 2022/23 and 76.7% in 2023/24.

This year, we worked closely with health partners through the Improving Lives programme. By co-locating teams and working together, we have shown that care can be better coordinated and more responsive when delivered directly in people's homes especially during urgent or emergency situations.

The programme focuses on providing joined-up care based on individual needs, rather than fitting people into existing services. It also aims to help Coventry residents stay in their communities for as long as possible, only using hospital care when truly necessary. Early results from the implementation of these local integrated teams are showing positive outcomes for those receiving support.

**CASE STUDY:** Coventry Dementia Partnership Hub is a place where people with dementia and their families can come for information, support and engagement from pre diagnosis onwards, with an emphasis on partnerships and promoting independence and peer support. At the heart of the hub is a social café, offering a space for people to meet and share experiences in a welcoming and comfortable environment

### Hilda's story

Hilda and her niece Pauline tell us in their own words about the impact the service is making

*"I enjoy the company of others, chatting and reminiscing about the past, sharing tea and snacks (I have a sweet tooth). I am independent with personal care, but at times need the reassurance of someone watching me go up and down stairs.*

*I was born in Coventry and lived on Lentons Lane until I married John and moved to where I currently live. I am a widow, and despite having no children have an incredibly supportive and caring family. My niece Pauline, along with her husband Paul and family help with domestic issues e.g. shopping, laundry etc.*

*I had a busy working life, I was employed at Lucas Aerospace as a Wirer and Chargehand and was also a Union Rep until retirement. I come from a large family of 10 and have*

*fond memories of childhood and into adulthood, remembering the enjoyable parties and social gatherings. I still enjoy music and can recall the happy times dancing with my husband John. I had many hobbies and interests during married life; fishing, going to support Coventry City Football Club with family, going to watch Brandon Bees at the Speedway. I love to reminisce about past family holidays and holidayed abroad every year with my husband and sister. As recently as 2000 I went to Florida with Pauline and her family."*

Hilda's outreach sessions started in June 2023 and have proved to be of benefit to Hilda and her family. The feedback from Pauline, Hilda's niece is testament to this as they messaged the team to say:

*"On behalf of Paul and myself we would like to thank you so much for your kindness to Hilda and you made her feel so happy. All the family would like to say thank you".*

## Preventing and relieving cases of homelessness

In 2024/2025, the Council supported 1,161 households to avoid becoming homeless or to move out of homelessness. This is very similar to the previous year, when 1,164 households were helped, showing that our support remains consistent. This was achieved at a time when around 156 households a week contacted us for help regarding a housing issue.

This year, we were able to help a higher proportion of households when compared to 2023/2024. Over half (51%) of those at risk were able to stay in their current home or move into another suitable place. This is an improvement from 43% the year before.

We also helped more people who had already lost their homes. One in four (25%) were supported into suitable accommodation, up from 22% the previous year.

We continue to face serious challenges, especially due to the limited supply of affordable homes, both for rent privately and through social housing.

## Integrating our refugee and migrant communities

Coventry reinforces its commitment to creating a welcoming and inclusive city for all. Building on a legacy of success, we seek to adapt and evolve to address the unique challenges faced by our refugee and migrant communities. Our efforts continue to align with the One Coventry Plan.

## Responding to global humanitarian crisis

Coventry, as a city of peace and reconciliation, remains a place of sanctuary for high numbers of those seeking refuge from global crisis in the UK. We continue

to extend our support to Afghan, Ukrainian, and Hong Kong communities, prioritising long-term integration and self-sufficiency.

## UK Resettlement Scheme – building on a decade of success

Celebrating 10 years of our Migration Team and resettlement programme, we proudly reflect on welcoming 1,469 refugees since 2014.

## Adapting to policy shifts

Coventry City Council continues to navigate an evolving national policy environment by proactively engaging with new legislation and calls for evidence, such as the Asylum Accommodation Delivery and Impact inquiry. In doing so, the Council seeks to strengthen safeguarding provisions and foster deeper collaboration with voluntary and community sector partners to ensure responsive and joined-up services for those impacted.

In response to the Carers Act 2022, the Council has worked in partnership with Central England Law Centre to support migrant care workers affected by employment uncertainties. This collaboration ensures individuals are informed of their rights and entitlements and promotes fair working conditions across the sector.

The Homes for Ukraine scheme remains a significant area of delivery. As of 2 May 2025, Coventry has welcomed 641 Ukrainian nationals displaced by the ongoing conflict. Through housing pathways and effective coordination, the Council has minimised homelessness presentations, supporting the city's commitment to inclusive resettlement and integration.



### **Migration in numbers: April 2024 to March 2025**

- Over 1,500 asylum seekers supported including assistance with signposting and referrals to key integration services such as housing support, civic orientation, language, welfare benefits.
- 41 women helped to improve wider integration outcomes i.e. English for Speakers of Other Languages (ESOL), digital and financial literacy skills
- 112 refugees resettled. This includes 55 adults and 57 children
- 91 refugees completed intensive English language course linked to employment support provided by Adult Education Service and the Migration Team
- 90 clients supported into employment
- 37 Volunteers trained some of whom are actively contributing to City Council

projects and services.

- 109 Hong Kong (British National Overseas) received
- 1,493 dispersed asylum seekers in Coventry
- 180 Ukrainian new arrivals under the Homes for Ukraine scheme

### **Empowering new arrivals to thrive**

We have developed an enhanced support package for new arrivals including our specialist intensive English Language course with vocational specific language training, to increase the employment opportunities that refugees and newly arrived communities can access. Our employment support has expanded to include a volunteer placement programme, offering diverse opportunities for valuable work experience and community and integration.

#### **CASE STUDY Nataliya Korovina's**

**Nataliya and her loved ones faced great difficulty, but despite their uncertain future, they worked to construct successful, new lives for themselves here in Coventry.**

**Below, Nataliya explains her story and her approach to finding employment.**

'My name is Nataliya Korovina. I'm 42 years old and from Ukraine, the most beautiful and incredible country for the Ukrainian people!

I had the happiest life in Ukraine, enjoying work as an interpreter and guide for foreign guests. Touring guests in one of the most attractive Ukrainian cities, Lviv, was a joy!

I have three children who studied in the best schools. They had kind teachers and wonderful friends. Two of them were even preparing for their proms.

But one day, on 24 February 2022, everything changed forever. Our plans and dreams were destroyed because of one word, war.

Consumed with shock during the first few days, we watched as our neighbours fled with their children, carrying only one bag. It was as if they tried to put their whole life into this one bag.



A terrible siren sound echoed through the streets, waking us up. We had then spent numerous days and hours in our house's cold, wet basement. However, our so-called 'bomb shelter' couldn't drown out the whistles of missiles and the loud sounds of explosions.

Our children were exhausted by this dreadful lifestyle, and so was I. So, we decided to migrate to the UK.

In Coventry, we started a new life. We were lucky to get the best sponsor, our dearest friend, priest Father Stephen.

My next effort was to find employment. I tried to find a job as an interpreter to allow me to help other Ukrainian refugees. I got considerable help from Coventry City Council and my job coach, who helped me to write my CV and prepare for interviews.

I applied for the job of Multilingual Educational Assistant. It was my second application. I was invited to an interview and got a job! I love my job and am delighted to support Ukrainian school children by translating for them!"

Reflecting on her admirable journey, Nataliya added, *"Thank you to the people of Britain for their invaluable help and support of Ukrainian refugees! And thank you to the staff at Coventry City Council, who supported us in every step of building our new life!"*

Coventry City Council remains committed to creating a welcoming environment and shared prosperity, where everyone can thrive, contribute to our community, and build successful futures.

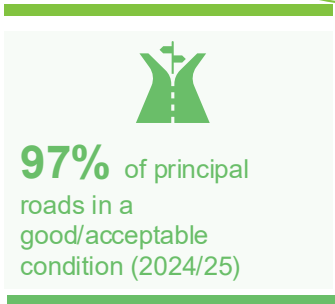
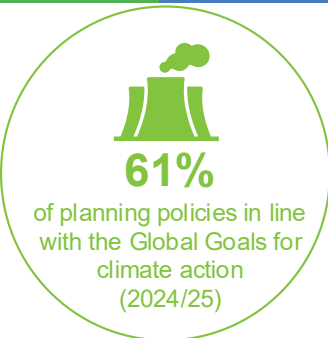
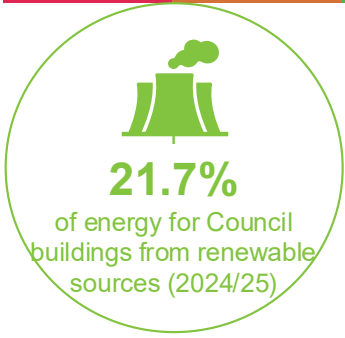


# **Tackling the causes and consequences of climate change**



# Tackling the causes and consequences of climate change

## One Coventry Plan Tackling the causes and consequences of climate change



**2,133** Electric vehicle charging points in the city (2024)



**75**  
Council vehicles that are zero carbon emission (from 4 in 2021) (2024)



**273**  
Car occupant road casualties (2024)



**98**  
Pedestrian road casualties (2024)



**44**  
Cyclist road casualties (2024)

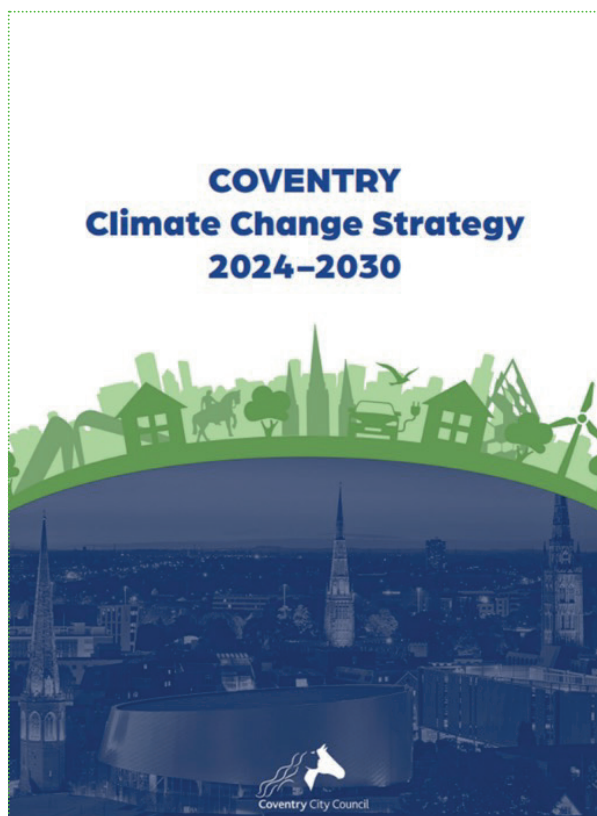


**18**  
Powered two-wheeler casualties (2024)

Metric	Previous	Current	Comparators	Progress	Target	Status
Carbon dioxide emissions from local authority operations	<b>8,239 tonnes (-0.4%) (2023/24)</b>	<b>Not available</b>	N/A		To decrease	
Increased use of renewable energy and heat decarbonisation (Household Survey respondents, score out of 35 based on answers to 7 questions, high is good)	<b>New metric, no data available</b>	<b>23 out of 35</b>	N/A		To increase	
Air quality Nitrogen dioxide levels (NO2) - number of diffusion tubes monitored where average annual concentrations exceed 40 µg/m3 (the legal limit)	<b>1 out of 75 (2023)</b>	<b>Not available</b>	N/A		To decrease	
CDP carbon disclosure score	<b>A- (2023/24)</b>	<b>B (2024/25)</b>	N/A		A	
Proportion of trips into/out of central Coventry made by light vehicles (Survey)	<b>78% (2023)</b>	<b>Not available (data collected bi-annually)</b>	TfWM 62% (2021)		To decrease	
Road casualties by road user type - car occupant	<b>295 (out of 498, 59%) (2023)</b>	<b>273 (out of 467, 58%) (2024)</b>	TfWM 66%(2023)		To decrease	
Road casualties by road user type - pedestrian	<b>89 (out of 498, 18%) (2023)</b>	<b>98 (out of 467, 21%) (2024)</b>	TfWM 17%(2023)		To decrease	
Road casualties by road user type - cyclist	<b>62 (out of 498, 12%) (2023)</b>	<b>44 (out of 467, 9%) (2024)</b>	TfWM 7%(2023)		To decrease	
Road casualties by road user type - powered two-wheeler (includes pillion passengers)	<b>23 (out of 498, 5%) (2023)</b>	<b>18 (out of 467, 4%) (2024)</b>	TfWM 5%(2023)		To decrease	
Electric vehicle charging points in the city	<b>1,277 (2023)</b>	<b>2,133 (2024)</b>	N/A		To increase	
Usage of electric vehicle charging points in the city	<b>1,063,197 kWh (2023)</b>	<b>1,096,504 kWh (2024)</b>	N/A		To increase	
Principal roads (A roads) in a good/ acceptable condition	<b>98% (2023/24)</b>	<b>97% (2024/25)</b>	England 96% (2022/23)		95%	

Metric	Previous	Current	Comparators	Progress	Target	Status
Non-principal roads (B and C roads) in a good/acceptable condition	98% (2023/24)	98% (2024/25)	England 94% (2022/23)	=	95%	✓
Unclassified roads in a good/acceptable condition	87% (2023/24)	86% (2024/25)	England 83% (2022/23)	✗	85%	✓
Pavements without defects present	48% (2023/24)	46% (2024/25)	N/A	✗	50%	✗
Council vehicles that are zero carbon emission	73 (31/03/2024)	75 (31/03/2025)	N/A	✓	To increase	✓
Household waste recycled and composted	34.2% (2023/24)	32.0% (2024/25)	WMCA 33.4% (2023/24), England 42.3% (2023/24)	✗	To increase	✗
Biodiversity net gain (measure of habitat creation and conservation)	Metric to be defined, no data available	Metric to be defined, no data available	N/A	⊘	To increase	⊘
Advice on carbon reduction and green measures to schools	46	88	N/A	✓	To increase	✓
Advice on carbon reduction and green measures to businesses	67 Coventry businesses supported	151 Coventry businesses supported	N/A	✓	To increase	✓
Number of planning policies in line with the Global Goals for climate action	Local Plan adopted Policies 2017 Local plan review developing further policies	61% (38 out of 62 planning policies are totally in line with the Global Goals for climate change) Local Plan review promoting higher building standards – subject to ongoing process		?	To increase	⊘
New funding for environmental technologies and management	£12.373m	21.5m	N/A	✓	To increase	✓

## Climate Change – Climate Change Strategy



Coventry is aiming to become the UK's leading sustainable green city. We want to take a central role in the Green Industrial Revolution and improve life for everyone who lives and works here. This means helping local people gain the skills they need for new green jobs, creating more parks and green spaces to support nature and wellbeing, and making homes and buildings more energy efficient to help cut bills and reduce emissions.

We know that climate change is a serious challenge, but it's also a chance to make things better—for our health, our environment, and our economy. By taking action now, we can create a cleaner, greener and more prosperous future for Coventry.

The Council has a key role to play in this. Tackling climate change is one of the top priorities in the One Coventry Plan, and we're committed to leading the way.

## Community involvement

It's important that we understand the views of residents, businesses, and organisations across Coventry when it comes to climate change and sustainability. Their input helps shape our approach and make sure it reflects the priorities of the people who live and work here. While the Council has a leading role in tackling climate change and building a more sustainable future, we can't do it alone—we need to work together with communities and build widespread support.

When consulted, over 80% of people said they were 'concerned' or 'very concerned' about climate change. Many also said they were worried about the future, especially for younger generations. Some of the most common concerns raised included a call for the Council to be more ambitious, more chances for communities to get involved in projects, protecting green spaces and trees, and greater support for making homes more energy efficient. We've listened to this feedback and made changes to the Strategy to reflect what matters most to local people.

At the same time, around 19% of respondents told us they don't see climate change and sustainability as major concerns. We recognise that not everyone is motivated by environmental issues, but many of our key actions—like making homes warmer, lowering energy bills, creating greener streets, improving air quality, and generating new job opportunities—will benefit everyone, regardless of their views on climate change.



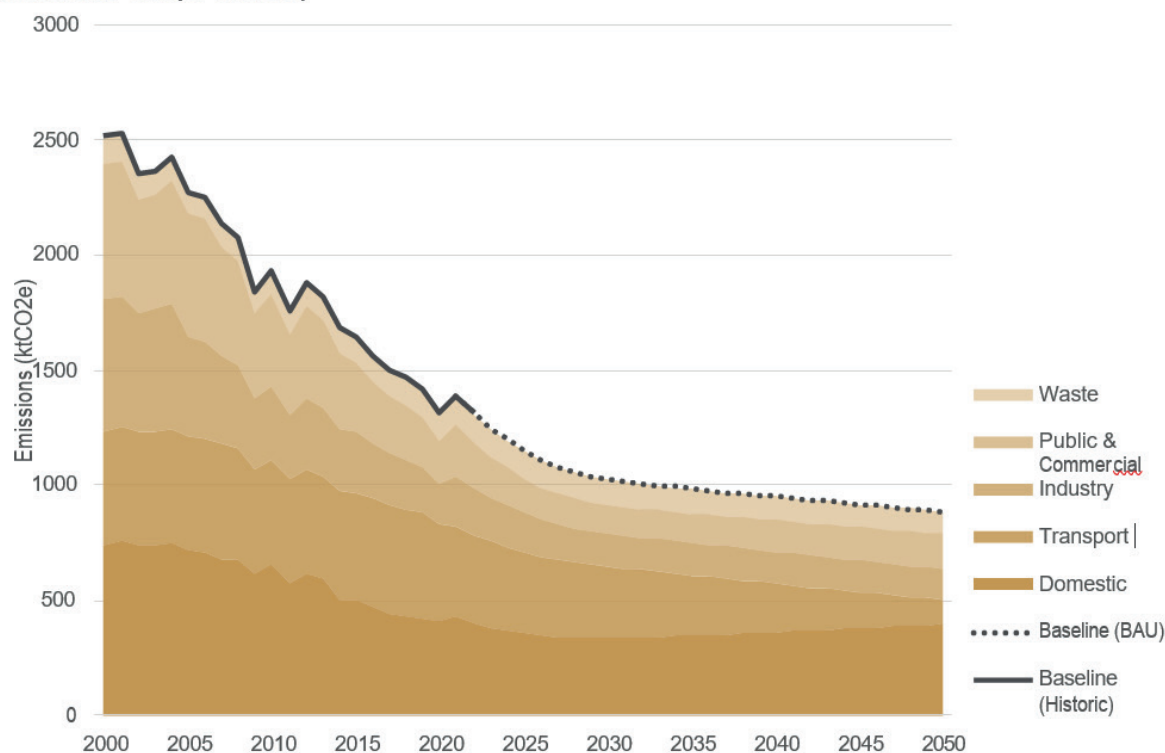
## Route to net zero pathway

As well as net zero by 2050, the Council is also striving to achieve a 68% reduction by 2030 in line with government targets. This will require national drivers and significant investment from government, coupled with activity at a local level. The Council have entered into a 15-year Strategic Energy Partnership with E.ON to take a bold and innovative approach to decarbonising the

city at pace and scale – more of which is detailed below.

Analysis of carbon emissions per sector, identified homes and transport as two priorities as the two biggest sources of emissions (30% and 29% respectively). Industry (16%), commercial buildings (15%) and waste (10%) are also key sectors where action needs to be focussed.

**Figure 1: Coventry's Carbon Footprint - Past, Present and Projected (Direct Emissions - Scope 1 and 2)**



## Council's carbon emissions

The Council's carbon footprint includes emissions from activities that are directly under its control. This covers things like energy use in Council buildings, fuel used by fleet vehicles, staff travel for work, street lighting, and emissions from services the Council outsources.

In 2024–25, energy use across Council buildings fell by 3.8%, even though the number of buildings increased. However, **Page 76** operational carbon emissions went up by 2%.

This was due to unexpected changes in the carbon impact of grid electricity and the city's Heatline system, which cancelled out the energy savings.

Despite this small rise in emissions, the Council's operational buildings have still achieved a 51% reduction in emissions compared to the 2017 baseline. This means the Council has already exceeded the UK's public sector target of a 50% reduction by 2032.

The Council remains committed to cutting emissions even further. It will continue to secure funding and work with the Strategic Energy Partnership to help reach the next target—a 75% reduction by 2037.

The Council continues to invest in projects to boost energy efficiency, reduce the use of fossil fuels, and increase the amount of renewable energy linked to its operations. In 2024–25, £1.87 million was invested in building upgrades, including installing LED lighting, low carbon heating systems, and solar panels.

Key headline statistics for the operational property estate are as follows:

- Number of solar systems installed - 37
- Total solar PV capacity installed - 1,462 kWp
- 2024-25 electricity generated from solar PV - 849,154 kWh
- 2024-25 waste heat used via district heating – 1,728 MWh
- 2024-25 proportion of energy used from renewable sources - 21.7%
- 2024-25 proportion of energy used from local renewable sources – 14.5%
- Number of buildings with low carbon heating – 42 (out of 175)

*\*Please note that more may be added when the 2024 data becomes available*

### Carbon disclosure

CDP is a respected global non-profit organisation that runs the world's largest system for tracking and reporting environmental impact. It is recognised by the UK Government and provides a platform for cities, companies, and regions to understand their environmental performance, compare with others, and follow best practices.

In 2024, Coventry City Council received a “B” score from CDP. This is slightly lower than the “A-” score achieved the previous year, but still matches the average score for cities in the region and around the world.

Despite this, the Council remains fully committed to improving its performance and aims to achieve an “A” score next year. With the new Climate Change Strategy now in place and publicly available, the Council is confident it can build on its progress and strengthen its environmental leadership.

### Strategic Energy Partnership

Coventry City Council joined forces with E.ON in 2023, to launch an innovative 15-year joint venture partnership, the first of its kind in the UK. This is an important partnership for the city to help us achieve our ambitions to lead the Green Industrial Revolution.

The first 20 months of the Strategic Energy Partnership has seen a huge amount of activity, laying the foundation for significant impact in future years. The interventions will support a reduction in carbon emissions across the city by up to 65% by 2038, from the baseline year of 2021.

There are a number of projects in development which include energy efficiency initiatives in schools, council buildings, homes and electric vehicle charging vehicles. The Council's electricity supply contract now has an increased proportion from renewable sources compared to the previous supplier and flexibility to increase the proportion of renewable energy in future years.

The Strategic Energy Partnership are also developing a pipeline of potential innovation projects, working with start-ups and technology firms to use Coventry as a “living lab” to benefit from new technology.

Examples of recent innovation activity include:

- A pilot a scheme targeted at customers in fuel poverty, by helping them to manage energy costs through battery storage and time of use tariffs. This has allowed 17 homes to reduce their energy bills and as a result EON has won a Utility Week Flexibility Inclusion Award.
- A drone survey allowed us to measure the energy efficiency of thousands of homes in Hillfields, our first Net Zero Neighbourhood. This in turn will help identify residents who are eligible for grant programmes and target energy improvements in their homes.
- The partnership is also delivering significant social value an estimated £1.3 million worth of social benefit was committed from September 2023 to March 2025. Some of the initiatives that have taken place include:
  - Engaging with school pupils on energy efficiency, and a sustainability workshop with 880 young people in the city was held.
  - Working with child social care leavers on work experience placements focussing on communication skills and career opportunities.

### Residential retrofit

30% of the city's emissions come from residents' homes. Over 100,000 homes across the city are estimated to have energy performance certificates (EPC) below C, where A represents most efficient, and G least efficient. Retrofitting domestic properties is key to addressing this as well as tackling inequalities; by reducing fuel poverty, energy bills and carbon emissions, and improving climate resilience, especially for the most vulnerable residents in our community. The importance of this cannot be understated, with 22.2% of Coventry

households currently living in fuel poverty.

Some of the developments in this area include:

- Accelerating action on domestic we have successfully attracted almost £30m external grant funding to support residents across 2500 homes across all housing tenures in the city.
- Maximising employment opportunities from this perspective, a partnership with Citizen, Coventry College and the employers Westdale and Dyson Energy Services has resulted in more than 30 residents moving into employment within the Retrofit sector to date.
- Year 5 children were engaged through a pilot 'Retrofit Rocks' project at St Augustin's School in Radford to raise awareness of improving insulation and retrofit funding to encourage increased participation levels. The University are now supporting the development of resources to be made available to schools across the city.  
**[warwick.ac.uk/research/partnerships/place-based-research/our-projects/placebasedresearchandculture/housingretrofitting](https://warwick.ac.uk/research/partnerships/place-based-research/our-projects/placebasedresearchandculture/housingretrofitting)**
- Development of the use of virtual reality headsets to illustrate and explain what retrofitting a home looks and feels like, as a tool to help sell the benefits of retrofit to the public being developed with benefitting residents and Warwick University.

### CASE STUDY Social Housing Decarbonisation Fund

The Social Housing Decarbonisation Fund (SHDF) is a government-funded scheme aiming to improve the energy efficiency of social housing in England. It is designed to bring social houses up to an energy performance certificate (EPC) Band C, delivering warmer homes with reduced carbon emissions and fuel bills, helping to tackle fuel poverty.

The Council is nearing the end of delivery of the Social Housing Decarbonisation Fund (SHDF) Wave 2 programme, working in partnership with Citizen Housing to support retrofit measures in over 2,000 social housing properties across Coventry.

Wave 2 of SHDF started in April 2023 and is on target to complete works to over 2,000 properties before the scheme end date in September 2025, with over 1,500 homes completed by March 2025 and over 1,800 started. The work, which is co-funded by Citizen Housing, follows a fabric first approach, installing external wall insulation, energy efficient doors and windows, increasing loft insulation and improving ventilation to reduce the potential for mould growth.

### Supporting businesses to reduce their carbon footprint

A significant part of the Authority's support offer to Coventry businesses entails helping firms to adapt to climate change and reducing their carbon emissions. In 2024/25, the Authority delivered a series of Energy Audits which were funded through UK Shared Prosperity Fund and Business Energy Advice Service (BEAS), and capital grants to support businesses to invest in energy and resource efficiency measures.

During 2024/25, 151 Coventry businesses received Energy Audits, and 64 businesses received £1.171m in capital grants to make investments to improve their energy and resource efficiency (e.g. solar panels, LED lights) which resulted in a cumulative saving of 235 tonnes of carbon. The Green Business Network's membership had also expanded to 4,306 members across the WMCA area and Warwickshire.

### Circular economy

In 2024/25, Coventry generated approximately 115,000 tonnes of municipal waste, with just 3.2% sent to landfill.

The majority of Coventry's non-recyclable waste is processed at the Bar Road Energy-from-Waste facility, located near the city centre. Over the years, this facility has undergone significant upgrades to enhance its efficiency. It now not only generates electricity but also supplies heat to several key buildings across the city through the Heatline network. Beneficiaries include the Council House, The Wave leisure centre, Coventry Cathedral, and soon, the Coventry University campus.

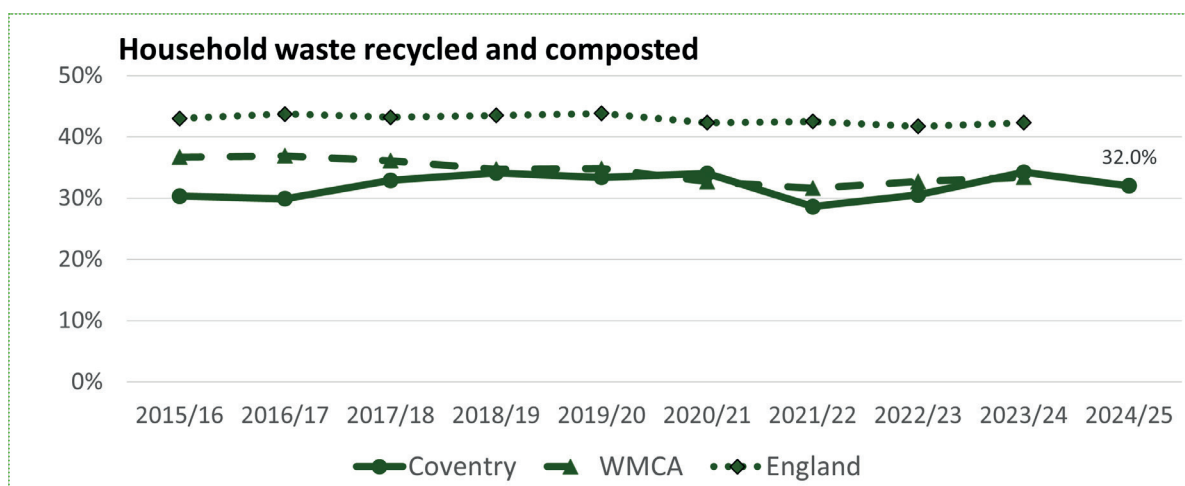
A major milestone in the city's recycling efforts was the opening of the Sherbourne Materials Recycling Facility (MRF) in 2023. This £58 million, state-of-the-art facility, developed in partnership with eight local councils, is situated alongside the existing Bar Road site on London Road. In 2024/25, it processed over 140,000 tonnes of recyclable materials, significantly boosting

regional recycling capacity. Equipped with AI-powered robotic sorting technology, the MRF ensures high-quality recycle, which is sold exclusively to UK-based manufacturers. This not only supports the circular economy but also helps Coventry expand the range of materials it can recycle, an essential step toward meeting the city's environmental goals.

In 2024/25 alone, over 24,000 tonnes of recyclable materials collected from Coventry households were treated at the new facility. The city's recycling rate reduced from 34.2% in 2023/24 to 32.0% in 2024/25 and continues to remain below

the national average of 42.3%. Efforts are ongoing to identify and overcome barriers to recycling participation and to encourage more residents to engage with recycling services.

To support these efforts, all recycling collection vehicles are now equipped with in-cab data collection systems. These devices gather detailed, service-specific information about the waste collected, enabling the council to better understand recycling behaviours and target education and support to areas where it's needed most.



The #CovConnects programme is creating a new circular economy in the city through repairing and refurbishing laptops that are distributed to members of the public who would otherwise be digitally excluded.

### Affordable access to heating, and insulation – keeping Coventry warm

Fuel poverty remains a serious issue in Coventry, affecting 22.2% of households—and in some areas, the rate is as high as 60%. The cost-of-living crisis combined with many older, energy inefficient homes means that there is an urgent need to support struggling households.

Keeping Coventry Warm is the Council's main affordable warmth programme, run

by local energy charity Act on Energy. It's funded by the Council's Public Health team, the Better Care Fund, and the Disabled Facilities Grant. The scheme offers a wide range of support, including advice and guidance on energy efficiency and fuel poverty, as well as grants for physical improvements in the home.

The scheme focuses on helping those most at risk—particularly low-income residents and people with long-term health conditions or other vulnerabilities who are affected by living in cold homes. Grants



are available for things like first-time central heating, boiler repairs and replacements, and wall and roof insulation, all aimed at making homes warmer, more comfortable, and healthier to live in.

In 2024/25, the advice service supported over 1,600 residents across the city. The grant funding also delivered 61 energy-saving measures to improve the comfort and energy efficiency of homes. Every household that received physical improvements reported better health and wellbeing and lower energy bills—highlighting the real, lasting impact of the scheme.

### Air quality

Like many towns and cities throughout the UK, roadside pollution levels, especially those resulting from Nitrogen Dioxide (NO<sub>2</sub>) emissions from traffic, and Particulate Matter (PM), are a concern. NO<sub>2</sub> levels measured across various roadside locations in Coventry have been improving. However, poor air quality affects different communities disproportionately.

More detailed information about current and historic mean annual NO<sub>2</sub> levels across Coventry's diffusion tube sites can be found on the Council's website.

The Environmental Protection (EP) Team is collaborating with Public Health and external partners including other local authorities, the University of Birmingham and the West Midlands Combined Authority. This work on air quality monitoring and research includes the installation of 10 Particulate Matter (PM) air quality sensors and a newly launched West Midlands air quality data platform. Research on wood burning stoves, indoor air quality and resident's behaviour has also been undertaken. Air quality has been prioritised within the latest Public Health, Health Protection Joint Strategy across Coventry and Warwickshire.

Please note that we are unable to report on the Indicator for this section as the data wasn't ready to be included.

### Transport

The Council adopted the Coventry Transport Strategy in December 2022, setting the Council's objectives and vision for transport within the city. Core objectives are:

- Support the city's economic recovery and enable long-term growth
- Deliver a sustainable, low-carbon transport system
- Ensure equality of opportunity
- Maximise health and wellbeing and reduce health inequalities.

The metrics contained within this report reflect progress being made towards achieving these objectives, including the increase in both electric charging points (1,277 in 2023/24 to 2,133 charging points in 2024/25) and the usage of these charging points as well as the increase in Council vehicles with zero carbon emission while acknowledging there is more to be done.

Implementation of the strategy is advancing with funding secured from the City Region Sustainable Transport Settlement (CRSTS) and sources such as the Active Travel Fund to bring forward a range of schemes aimed at delivering a safe and sustainable transport network within the city.

### All electric bus city

Implementation of the £130 million project (£50 million Government grant, the remainder from the bus companies) to fully electrify the bus fleet operating in Coventry is close to completion, with 140 electric buses being operated by National Express and 64 being operated by Stagecoach.



making 204 electric buses operational by Summer 2025, and orders being prepared by National Express, Transport for West Midlands and Warwickshire County Council for the final buses required to operate contracted services in the city.

### Electric vehicle charge point network

Coventry City Council is continuing to grow the city's electric vehicle (EV) charging network using a mix of Government grants and private sector investment. As a result, there are now 2,133 publicly available EV charge points across the city.

To put this into perspective, Coventry has 586 charge points per 100,000 people—the highest number in the region and the highest in the UK outside of London.

This major investment is helping to support the shift to cleaner transport. As of July 2024, around 4,300 battery electric vehicles and 3,000 plug-in hybrids were registered in Coventry—numbers that continue to grow as more residents make the switch to electric.

### Cycling infrastructure

The delivery of a safe core cycle network that enables cyclists to complete the bulk of their journey without sharing road space with cars is essential to support the Transport Strategy and One Coventry objectives of achieving a healthier population. Sharing road space with traffic is identified as one of the key barriers to

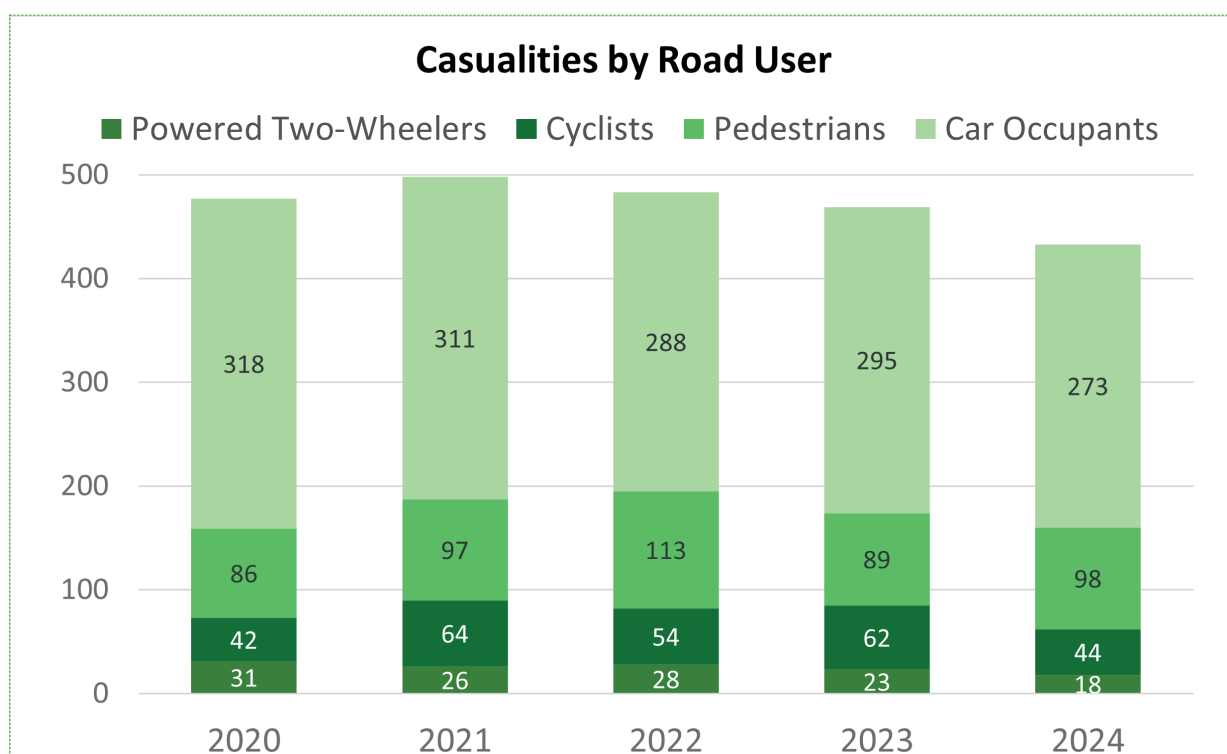
cycling when our residents have been surveyed, with many people wanting to cycle more, for environmental and fitness reasons, but being put off by the prospect of having to cycle in traffic.

Progress has been made with the delivery of the cycle network, with the Coundon Cycleway now planned for extension to Keresley SUE (Sustainable Urban Extension) during 2025, the completion of the Binley Cycleway programmed for 2025/26, and sections of the London Road cycleway opening in Spring 2025. Routes have also been completed in and around the University of Warwick, with further extensions planned improving connectivity between the campus and the city centre.

The West Midlands Cycle Hire (WMCH) scheme continues to be successful in Coventry with, on average, around 2,600 journeys per week being completed (for May 2025, a 10% increase against May 2024) in Coventry, this representing just over half of all WMCH trips made across the WMCA area.

### Road safety

Reducing the number of people killed or injured whilst using the transport network remains a core priority and progress continues to be seen in reducing the number of casualties, with 467 casualties in 2024 compared to 498 in 2023. There was also a reduction in serious injuries and fatalities from 96 to 78.



The Average Speed Enforcement programme continues to be implemented on the routes across the city with next phase of the programme, covering three corridors of Engleton Road, Moseley Avenue and Four Pounds Avenue, Wheelwright Lane and Holbrook Lane and Alderman's Green Road including Parrotts Grove, were planned for the Spring of 2025. Research shows a clear connection between speed and serious collisions, which is why the Council has made Average Speed Enforcement a key focus of its road safety efforts in recent years.

The first School Streets schemes are now in place. These involve roads being closed outside five schools during the times of day when children are arriving at or leaving school to improve the safety of road users, and especially vulnerable road users. The impact of these schemes is currently being monitored and will determine how and where further schemes could be introduced in the future.

The Earlsdon Liveable Neighbourhood project has also now been implemented following an extensive community engagement that saw the scheme co-designed with residents. The scheme aimed to re-purpose streets to make it easier and safer for people to walk around their local community, whilst retaining access for those who need to use a car and for service traffic.

Work also continues to upgrade traffic signals to make them operate more efficiently and to provide improved crossing points for pedestrians, further funding was secured to deliver improved crossings during 2024/25.

## Maintenance

Road and footway condition data indicates that Coventry's network is in good condition, with the road network being in a better condition than the national average for most types of Roads.

In 2024/25, 97% of our principal roads (A roads) are in good/acceptable condition – higher than the England average of 96%. A similar trend for Non-principal roads (B and C roads) with 98% of these roads in good/acceptable condition.

With pavements without defects, we have seen a reduction in performance from 48% last year to 46% this year (24/25). It is important to note that we continue to have high volumes of defective footways compared to other authorities. This is because we have a much greater percentage of paved footways, prone to cracking and lifting. Most other authorities have mainly asphalt footways.

## Public transport

Whilst the Council does not operate bus or rail services, it is an active participant in both the West Midlands Rail Executive and the Bus Enhanced Partnership covering the WMCA area.

The Council is also actively engaging with the Bus Reform Panel, which is overseeing the review of how bus services are managed within the WMCA area, which has resulted in the WMCA Mayor taking the decision to progress with the franchising of bus services within the WMCA area. For Coventry, this means that bus services will be operated under direct contract to the WMCA from 2027, and the City Council will work closely with regional colleagues to secure the best outcome for city residents and businesses. Whilst bus patronage remains below pre-COVID levels, the Council has worked closely with Transport for West Midlands (TfWM) to ensure that

the bus service network has been retained at broadly the previous level of service.

Rail patronage across the four stations in Coventry saw just under 7.5 million passenger journeys made during 2023/24, but this is only 83% of the figure for 2019/20. Coventry Station remains the second-busiest station within the West Midlands, whilst patronage at Canley Station has returned to a higher level than the pre-COVID figure, but financial challenges within the rail industry remain a significant issue.

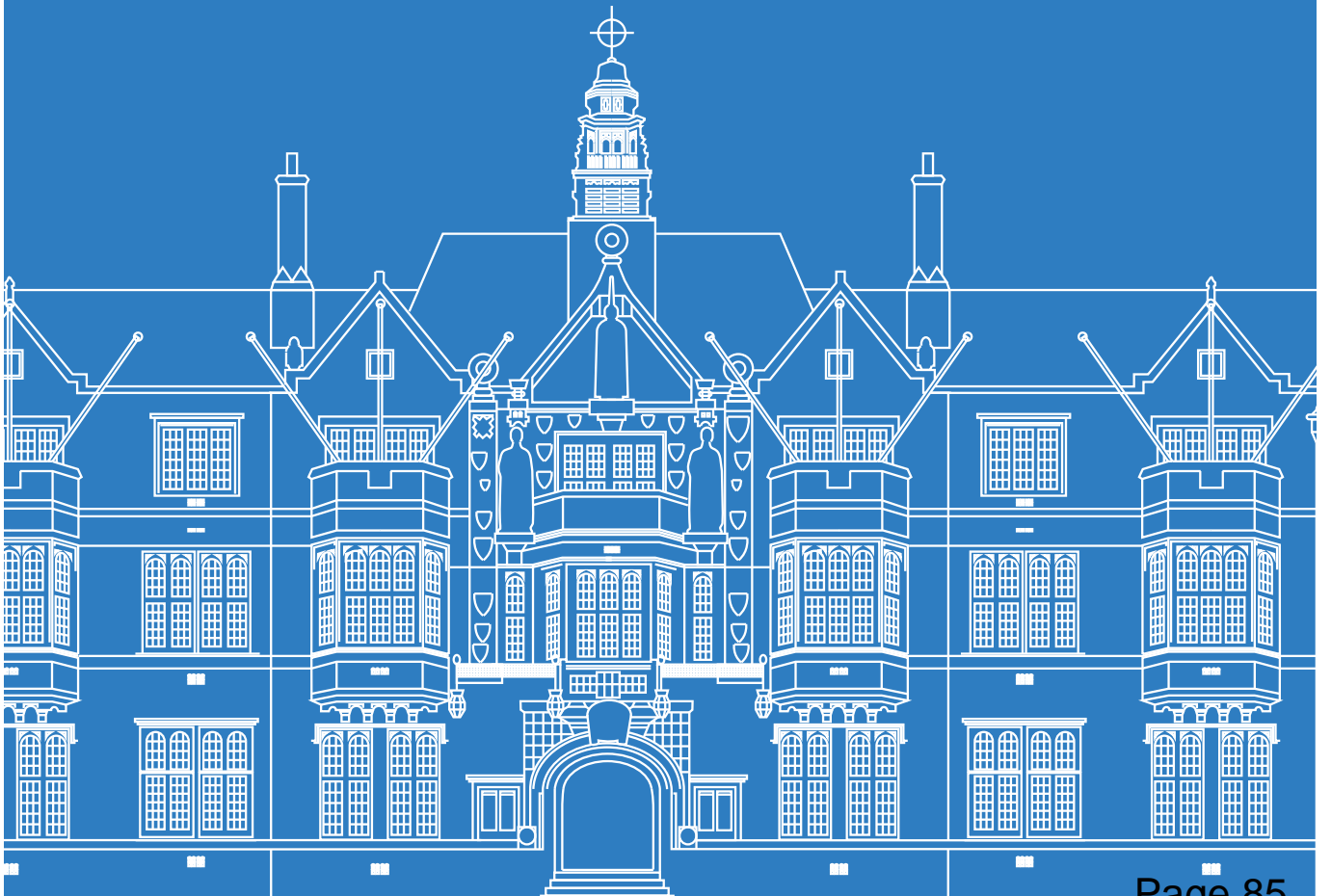
## Coventry Very Light Rail (CVLR)

The City Council has been leading a major research and development programme to bring forward an innovative new public transport system for the city, using a light-weight, battery powered, vehicle operating on a track form that is cheaper, easier and quicker to install than a conventional tram system.

In recent years, the vehicle and track form have been undergoing rigorous testing at various locations, with a key milestone being achieved in May 2025 with the construction of the first section of track on public highway in Coventry city centre. This demonstrator, in Greyfriars Road and Queen Victoria Road, saw the installation of a 220 metre long section of track in just eight weeks, without the need for costly utility diversions. The CVLR vehicle operated on this section of track in June 2025 as a demonstration of the technology, and funding has been secured to commence the design of the next section of demonstration route in the city.

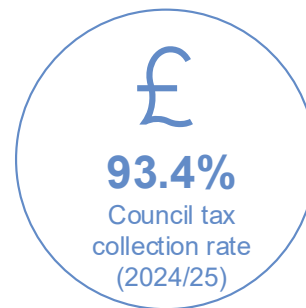
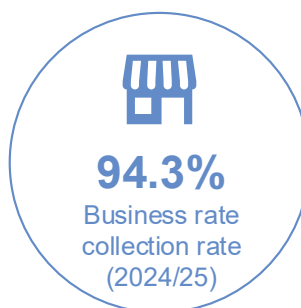


# Continued financial sustainability of the Council



# Continued financial sustainability of the Council

## One Coventry Plan Continued financial sustainability of the Council



**570,077**

transactions completed through self-service channels (2024/25)



**95.7%**

of households can access full fibre internet (2024)



**69**

National Databank hubs in Coventry, supporting digital inclusion, championed by #CovConnects (March 2025)

Metric	Previous	Current	Comparators	Progress	Target	Status
Business rates total rateable value (and collection rate)	<b>£342m</b> <b>95.6%</b> <b>(2023/24)</b>	<b>£341m</b> <b>94.3%</b> <b>(2024/25)</b>	WMCA 95.9% (2023/24), England 97.2% (2023/24)		≥ 97%	
Council tax collection rate	<b>93.7%</b> <b>(2023/24)</b>	<b>93.4%</b> <b>(2024/25)</b>	WMCA 94.2% (2023/24), England 95.9% (2023/24)		≥ 94%	
Core employee headcount (full-time equivalents, fte)	<b>4,188</b> <b>(March 2024)</b>	<b>4,195</b> <b>(March 2025)</b>	N/A		None set	
Council staff sickness absence (rolling twelve-month period)	<b>13.5 days per fte</b> <b>(2023/24)</b>	<b>13.7 days per fte</b> <b>(2024/25)</b>	N/A		To decrease	
Spend on agency staff	<b>£11,111,652</b> <b>(2023/24)</b>	<b>£9,556,560</b> <b>(2024/25)</b>	N/A		To decrease	
Participation in the staff survey	<b>2,173 (40%)</b> <b>(October 2023)</b>	<b>No update available</b>	TfWM 66%(2023)		To increase	
Workforce representative of the citywide population compared to Coventry population (2021 Census, ONS) - 5 parts (ethnicity, disability and sexual orientation as the under-represented groups in CCC)					To be more representative of the city	
Part 1 - % of workforce aged 16-34 (compared to Coventry population aged 16-67)	<b>19.20%</b> <b>(March 2024)</b>	<b>19.00%</b> <b>(March 2025)</b>	43.88% (Coventry Census 2021)		To be more representative of the city	
Part 2 - Legal sex profile of workforce (compared to Coventry population aged 16-67)	<b>Female - 68.23%</b> <b>Male - 31.77%</b> <b>(March 2024)</b>	<b>Female - 68.1%</b> <b>Male - 31.9%</b> <b>(March 2025)</b>	Female - 49.7% Male - 50.3% (Coventry Census 2021)		To be more representative of the city	
Part 3 - % of workforce that is Black, Asian and Minority Ethnic (compared to Coventry population aged 16-67)	<b>22.61%</b> <b>(March 2024)</b>	<b>24.5%</b> <b>(March 2025)</b>	34.9% (Coventry Census 2021)		To be more representative of the city	
Part 4 - % workforce declaring a disability (compared to Coventry population aged 16-67)	<b>6.91%</b> <b>(March 2024)</b>	<b>7.00%</b> <b>(March 2025)</b>	15.45% (Coventry Census 2021)		To be more representative of the city	
Part 5 - % workforce from LGB+ community (compared to Coventry LGB+ population aged 16-64)	<b>3.12%</b> <b>(March 2024)</b>	<b>3.60%</b> <b>(March 2025)</b>	3.76% (Coventry Census 2021)		To be more representative of the city	



Metric	Previous	Current	Comparators	Progress	Target	Status
Number of transactions completed through self-service channels	455,612 (2023/24)	570,077 (2024/25)	N/A	✓	To increase	✓
Households with access to full fibre internet	95.4% (2023)	95.7% (2024)	England 67% (2024)	✓	To increase	✓
Households at risk of digital exclusion (% of adult residents - Coventry Household Survey respondents)	Metric in development no data available	16% (2024/25)	N/A	?	To decrease	⊘
Sustainable medium-term financial position	Balanced budget 2024/25 – future years show a deficit	Balanced budget 2025/26 – future years show a deficit	N/A	=	Sustainable	✓
Savings targets met	99% delivered £13.4m out of £13.5m	73% delivered £22.18m out of £30.38m	N/A	✗	To increase	✗
Balanced budget position in year	£1.8m overspent (2023/24)	£1.8m underspend (2024/25)	N/A	✓	To improve	✓

## Digital inclusion

Residents are increasingly able to access services and information from the Council digitally. During 2024/25 a total of 570,077 transactions related to Council services were completed through self-service channels, up from 455,612 during 2023/24. We recognise that not everyone can or wants to interact digitally.

The 2024/25 Coventry Household Survey asked several questions of adult residents about their digital skills and confidence and use of services. Across four of these questions, using a four-point scale from 'Not confident at all' to 'Very confident', 16% of respondents said, 'Not confident at all', for at least one of these. While we cannot measure the complexity of digital exclusion with a single statistic, this provides a useful estimate of how many Coventry residents may be at risk of digital exclusion.

## #CovConnects

#CovConnects is a city-wide, partnership approach to provide Coventry residents with support and opportunities to access digital technologies, services and support in a way that helps them in their daily lives.

## #CovConnects Device Bank

The #CovConnects Device Bank was launched June 2023 to enable voluntary, community and social enterprise (VCSE) organisations and internal council services to access end of corporate life Coventry City Council devices for digital inclusion activity. A boost was received via the WMCA Connected Services programme, which enabled a range of brand-new devices to be added to the Device Bank.

By the end of March 2025, the #CovConnects programme had distributed over 4,100 digital devices to more than 150 local charities, community groups, Council teams, and NHS services. In partnership with the Health Determinants Research Collaboration (HDRC), we've improved how we gather feedback, helping us better understand the long-term impact of the programme.

The Digital Reuse and Repair proof of concept is now fully underway, following successful funding from the Virgin Media O2 Time After Time Fund in 2024. Devices at the end of their corporate life from the NHS ICB Coventry and Warwickshire are now being refurbished and redistributed to digitally excluded residents and communities across the city.

## CASE STUDY#CovConnects Device Bank

### Migrant Help UK

Migrant Help UK support those in need and least likely to find support elsewhere, whilst aiming to bridge community gaps and bring services and support together.

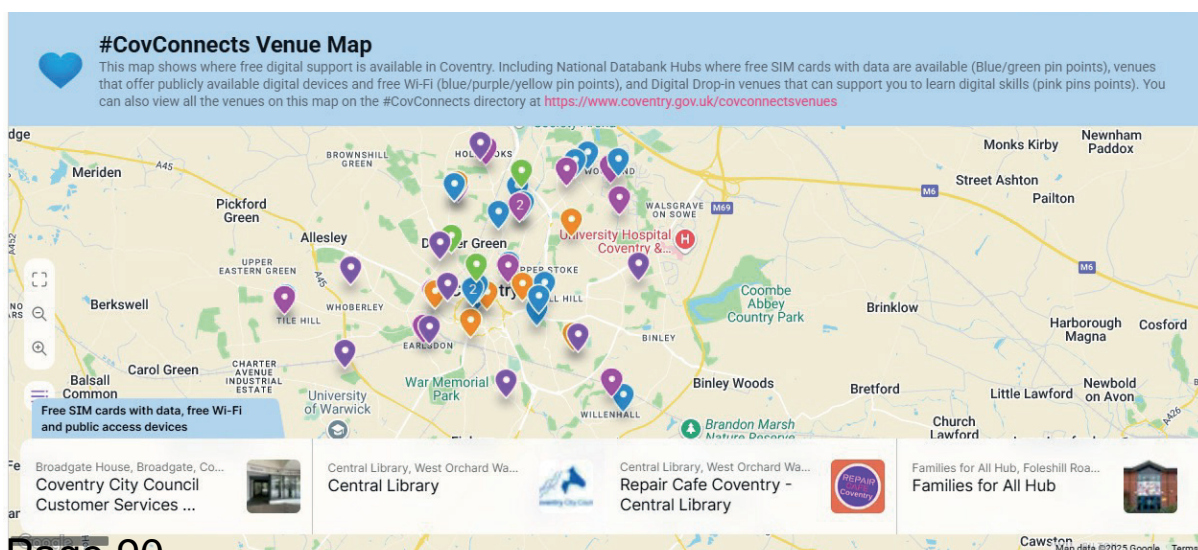
They received devices from the #CovConnects Device Bank in 2024 to support a wide range of residents. One recipient received a laptop which enabled them to enrol in college, support their English language skills and search for employment, with the support from Migrant Help UK.

*"I'm grateful for the support I have received from Migrant Help. They have encouraged me to enrol in College – I am now making really good progress learning English. Most recently as my teacher said she needs to meet us and teach us on teams and I have no way of doing this to progress with my course she was able to support me with a Chromebook also she gave us data, I feel unbelievable blessed and don't know how I can thank her and Coventry City Council for this kind donation allowing me to learn and look for Jobs, write my CV as I just got Refugee status."*

## Community Connectivity

#CovConnects champions the national Good Things Foundation 'National Databank', which enables frontline services to gift free sim cards pre-loaded with up to 6 months-worth of data, texts and calls to digitally excluded residents in Coventry. As of March 2025, there are 69 National Databank hubs in Coventry issuing data. These span council services and VCSE organisations. Over 10,000 SIM cards have been accessed by Coventry residents to date.

We now have a #CovConnects map that shows where digital support, free public access wi-fi, device access and access to sim cards via the National Databank.



In partnership with Jangala, VM02, and Good Things Foundation, we have been able to connect 200 temporary accommodation households.

Collaborating with 12 delivery partners across Coventry, including a mix of charities, community organisations, social housing providers, and specialist health services, households were supported to access up to 12 months of connectivity via 'Get Box' connectivity devices, alongside devices. The full report launched this year identified many and varied outcomes for residents, further demonstrating the importance of focusing on holistic and person-centred digital inclusion initiatives.

Link to **full report**.

### CASE STUDY: Findings from the #CovConnects and Jangala Get Box Pilot report - 'Digital lifelines: how Wi-Fi impacts the lives of residents in temporary accommodation'

#### Meet Pete

Pete was recently rough sleeping and is trying to rebuild his life. He went from having a successful career to losing a lot and becoming homeless. He feels digitally excluded and relies on email through public libraries as his main form of communication.

*"The cost is always the big thing. I went from a good career and paying my bills to not having any money for a device or the internet. The only place I would know is a library that is free. For someone who has been through a lot, being in a big public library doesn't help with anxiety."*

In his temporary accommodation, Pete has access to communal computers which use the Get Box Wi-Fi. Pete describes how now he doesn't have to plan how he's going to access the internet, he has internet accessible as and when he needs.

This has been incredibly beneficial for Pete. He's at a point where he's looking up information about future jobs, housing options, areas he might want to live. He says when he's online he's 'part planning, part fantasising' - dreaming about what's possible in the future and building a sense of hope.

Pete has recently found and applied for a drug rehabilitation centre through the internet. He's proud to have been able to have done this himself independently rather than rely on support services.

*"Having computers eases that digital poverty a bit. The internet has helped me massively with access to rehab and going to rehab. I've researched rehabs, done self-referrals by having the internet and I've been accepted into a rehab. Googling and looking at options and doing referrals, it provided me the opportunity to be more proactive."*

*"I use [the internet] to look at how I can get my life back on track. I'd say I use the internet predominantly for a development of a blueprint of how I can get my life back on track. It's how to keep the flame of hope burning"*

*\*names and key details have been changed to protect anonymity*

## Community Skills

The #CovConnects Embedded Digital Champion programme was re-launched in May 2024 to provide Coventry specific digital inclusion awareness training to ensure frontline teams have the knowledge and awareness of the barriers faced by digitally excluded residents. We trained 140 champions by March 2025. #CovConnects has partnered with Digital Unite to continue the work and will now offer to 700 more people

Finally, #CovConnects facilitate three dedicated Digital Inclusion Networks across sectors, with core themes of Older Adults, Homelessness, and more recently, a dedicated English for Speakers of Other Languages (ESOL) digital inclusion network. These spaces foster opportunity for partners to share best practice, explore funding opportunities, collaborate, but equally explore and understand the often unique and complex barriers to digital inclusion different communities may experience. Partners and guest speakers are invited periodically to ensure an environment of continuing learning and understanding is created. From March 2024 to April 25, #CovConnects recorded 180 attendees across the various network meetings.

The Adult Education service, and the Libraries service continue to support residents to gain digital skills. During 2024/25 509 residents were enrolled on Digital Skills courses, covering a total of 1,389 different courses.. Coventry libraries hosted 653,781 digital sessions involving access to PCs and Wi-Fi, Libraries ran 313 digital events attracting an audience of 2,365 people.

## Gigabit internet connectivity coverage

99.8% of Coventry households can access good quality fixed internet connectivity, defined as a data service that provides fixed download speeds of at least 10Mbit/s and upload speeds of at least 1Mbit/s. The telecoms regulator Ofcom measures access to and the performance of fixed internet connectivity and the mobile network in its Connected Nations reports. In terms of gigabit internet connectivity, Coventry is the top-ranked local authority in the West Midlands region and is ranked 5th in the UK.

In December 2024, gigabit availability covered 97.2% of households in Coventry with 95.7% of households able to access Full-Fibre. This is an improvement on the local position in December 2023, where gigabit availability covered 97.0% of households and 95.4% had full-fibre access. For context, only 83% of residential premises across England can receive gigabit and only 67% of homes have access to Full-Fibre.

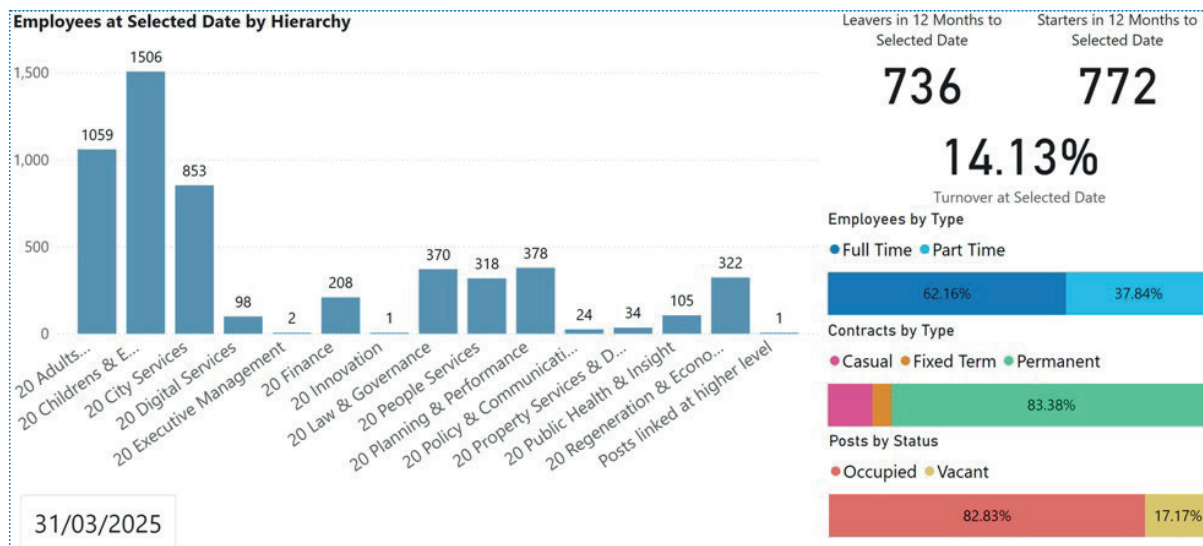
Decent internet connectivity can also be accessed through the mobile network using 4G services. As of December 2024, 95.73% of all premises have a reliable signal for 4G services while indoors from all four network operators (EE, O2, Three & Vodafone), an increase from 95.39% in December 2023.



## Our workforce

### Workforce Profile

All workforce data is as of 31 March 2025. Whole workforce figures are used, based on headcounts, excluding schools.



### Key metrics

68.1% of Coventry City Council's workforce is female and 31.9% is male, compared to a population of roughly 50/50.

24.5% of the Council's workforce is from a Minority Ethnic background, which is lower than the 34.9% of Coventry's population (% of Coventry residents aged 16-67 from 2021 ONS Census). 9.6% of the ethnicity of the Council's workforce is currently unknown, although we are working hard to address this.

7.0% of the council's employees have declared a disability compared to 15.5% of Coventry's population (% of Coventry residents aged 16-67 from 2021 ONS Census). For 11.8% of the workforce this is unknown.

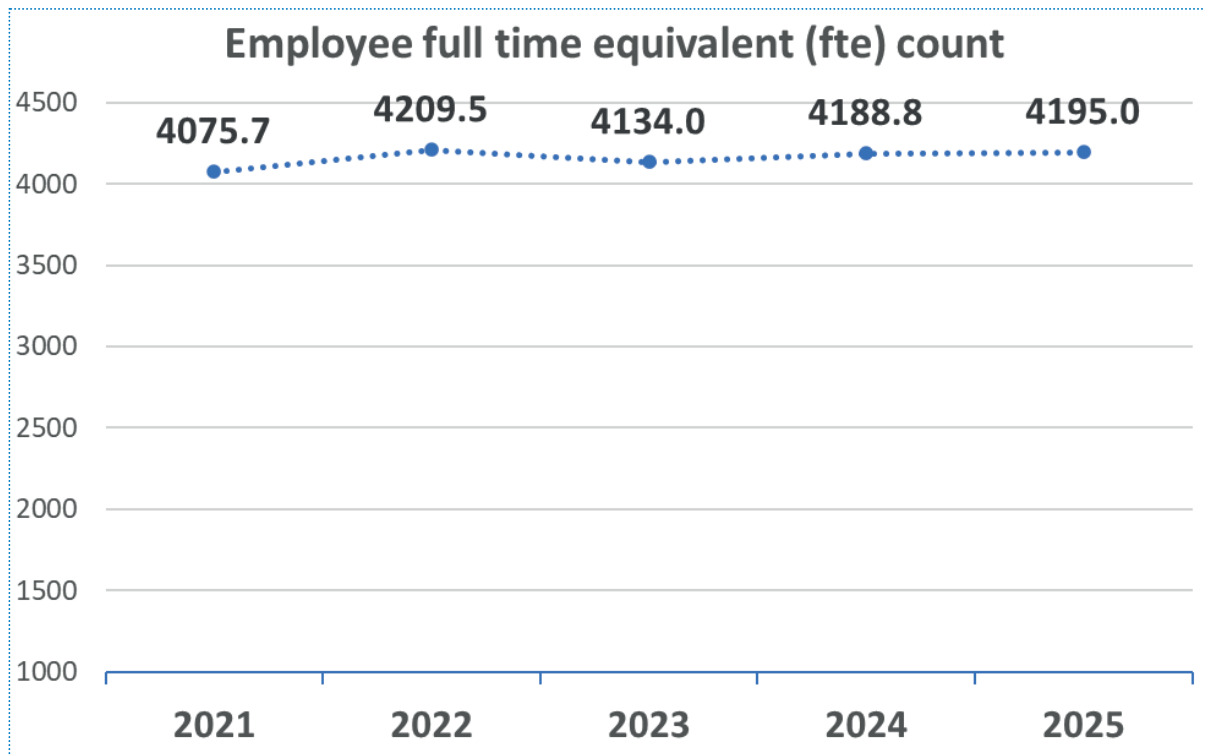
3.6% of Coventry City Council's workforce is LGB+, compared to 3.8% of all Coventry's residents (% of Coventry residents LGB+ aged 16-64 from 2021 ONS Census). The sexual orientation of 23.2% of the Council's workforce is currently unknown.

Currently we have diversity data for 77.4 % of employees.

### Change in employee headcount (Full time equivalent (FTE))

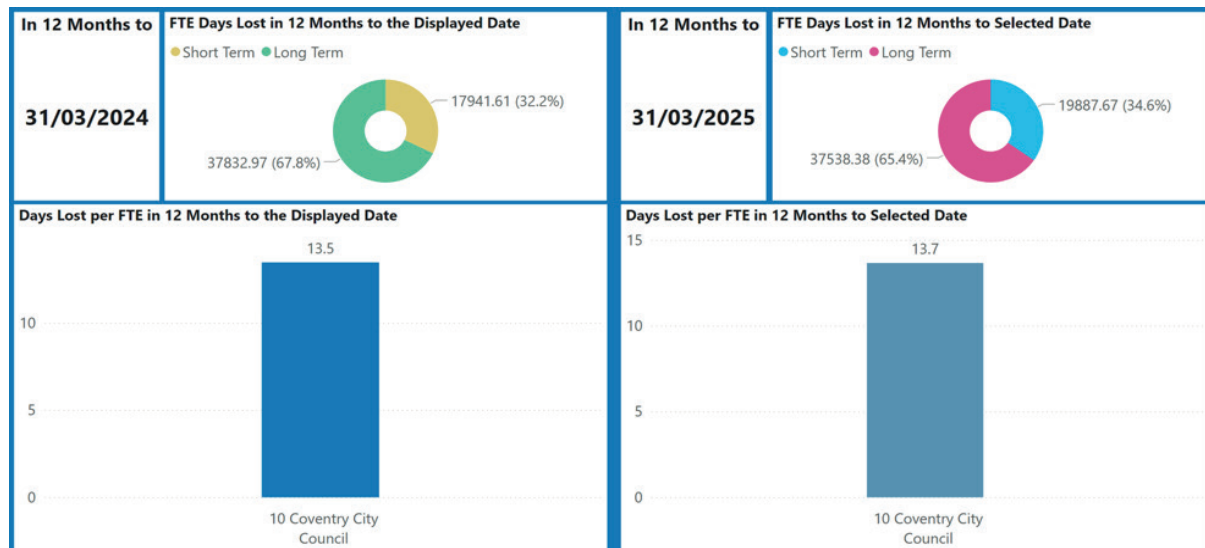
The size of the workforce has fluctuated slightly over the last 5 years with a marginal increase in the Full Time Equivalent (FTE) number since 2021 but no significant change from 2024 to 2025. The 2025 Full Time Equivalent (FTE) number of 4,195 covers the whole of the workforce as of 31 March 2025 (excluding schools).

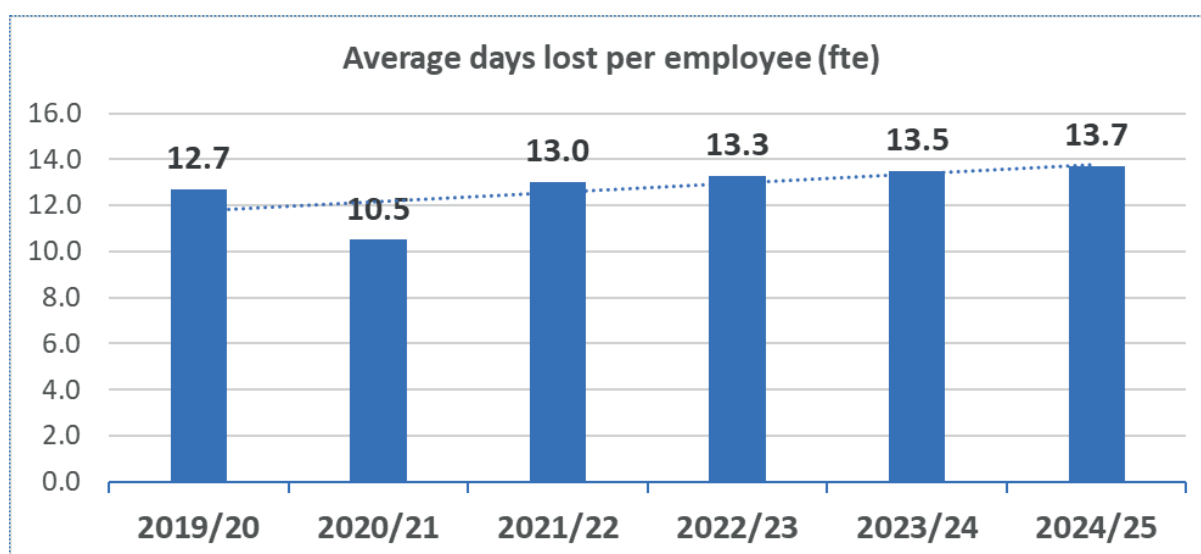




## Sickness absence

In the 12 months to 31 March 2025 the average days lost due to sickness absence per employee (FTE) was 13.7 compared to 13.5 last year, in the 12 months to 31 March 2024.





The top three reasons for absence in the 12 months to 31 March 2025 were:

1. Stress, depression and anxiety,
2. Musculoskeletal problems, and
3. Infections, cold and flu.

This is the same as the previous year.

In 12 Months to 31/03/2024	Sickness Reason 12 Months to Selected Date	FTE Days Lost 12 Months	Employees 12 Months
	Stress, Depression, Anxiety	20528.2	658
	Other Musculo-Skeletal Problems	8577.5	424
	Infections, Colds & Flu	4353.8	1077

In 12 Months to 31/03/2025	Sickness Reason 12 Months to Selected Date	FTE Days Lost 12 Months	Employees 12 Months
	Stress, Depression, Anxiety	20444.2	663
	Other Musculo-Skeletal Problems	8240.3	453
	Infections, Colds & Flu	5850.2	1335

We continue to support the reduction of absence through targeted interventions utilising the Enabling Attendance Policy, utilising the data we have available and supporting managers with the process.

We aim to support our employees wellbeing in the workplace, focusing on supporting the management of stress, depression, anxiety and musculoskeletal problems, and to continue to build a happy and healthier workforce. We have a number of programmes and initiatives in place including:

- The Mental Wellbeing Support Clinics aimed at supporting employees with mental health issues, addiction and those with neurodiversity, signposting people to access external and internal resources to support their wellbeing.

- Healthy Lifestyle clinics, which carry out body metrics and advise on reducing lifestyle-based risk factors.
- Menopause Advice Service, supporting those experiencing symptoms to overcome barriers and access the most appropriate treatment and adjustments, including clinics, training and advice to managers, working with the Women's Network to meet the Menopause Pledge.
- The Reasonable Adjustment Programme consisting of webinars for managers, the Personal Adjustment Passport, workplace assessments, case conferences and clear documentation to achieve improved outcomes.

- The provision of Occupational Health advice at sickness absence summits to ensure joined up working with managers and the Employee Relations team.
- Training managers and employees on mental health support, resilience, difficult conversations, preventing suicide and managing stress.
- Supporting managers with stress risk assessments and stress audits.
- The MSK (Musculoskeletal) Programme, including the ergonomic support clinics, early interventions and investigations, pain management service and exercise classes.
- Neurodiversity training for managers.
- Work with the Carers Support Network.
- One to one counselling, including Cognitive Behavioural Therapy (CBT), trauma support, and group work for stress and anxiety.
- Occupational Health assessments with advice and support for managers and employees.

Our Occupational Health and Wellbeing Service has now been awarded the highest status, which is the Gold Award from Thrive, further information can be found on [wmca.org.uk/what-we-do/wellbeing/thrive-at-work](https://wmca.org.uk/what-we-do/wellbeing/thrive-at-work)

## Workforce equality diversity and inclusion

We are proud of our commitment to Diversity & Inclusion at Coventry

In April 2024, the Council celebrated the completion of Amplify, a talent development programme specifically for LGBT+ employees and our third positive action programme. A working group was also established to develop our first Social Care Workforce Race Equality Standard action plan, this action plan was submitted

to the National SC-WRES network in July 2024.

New Accessible Recruitment pages launched in May 2024. They include a summary of available reasonable adjustments and the option for candidates with disabilities or long-term health conditions to be matched with employees with similar disabilities to discuss their experience at the Council.

In June 2024, we achieved Disability Confident Leader status. The Council demonstrated we provide an inclusive environment and support for staff, clients and customers to manage their disabilities or health conditions and that we record and report on disability, mental health and wellbeing in the workplace.

The Council's first Allyship group was formed in July 2024, bringing together 50 colleagues from multiple service areas united in their passion to foster safe and inclusive workplaces and become active allies. In July, we also marked the one-year anniversary of our commitment to the Race at Work Charter with a public progress update.

In September 2024, we launched the Inclusive Interview Panels project to diversify the shortlisting, interviewing and assessment process for all interviews for posts Grade 8 and above. We marked National Inclusion Week for the third time, holding events on psychological safety, courageous conversations and sustainable change in challenging times.

We continued the roll out of bespoke Disability Inclusion Training for Council managers, upskilling colleagues to feel confident to have effective and appropriate conversations about disability and reasonable adjustments. To date, 172 managers have completed the training, this is 20.11% of Council managers and training will continue throughout 2025.

In October 2024, we launched a new Allyship in the Workplace e-learning module. The training is designed to help us understand the meaning of allyship in the workplace and recognise the impact that a culture of allyship can have in fostering a more inclusive environment overall.

In January 2025, the Council's second accessibility guide was launched, designed to support colleagues, visitors and candidates with navigating the Council House. We also launched a series of engagement workshops introducing over 600 colleagues to our realigned Council values and behaviours.

We continue to use the Diversity & Inclusion (D&I) calendar to mark a variety of cultural and religious events throughout the year, celebrating events like Disability History Month and International Day of Persons with Disabilities in December 2024, Race Equality Week & LGBT+ History Month in February 2025 and International Women's Day in March 2025.

Since updating the Council's Equality Monitoring questions in March 2023, the number of unknowns across Council data has gradually reduced, though there is still work to do to reduce these further and increase the robustness of our workforce data:

Category - Unknowns	April 2020	March 2025
Ethnicity	15.99%	9.58%
Sexual Orientation	44.60%	23.18%
Disability	18.25%	11.8%
Religion	40.57%	21.0%

The Council's six employee networks also continue to grow, offering support and networking for over 850 employees and providing vital challenge to the organisation as we progress with our D&I aspirations.

## Employee recognition

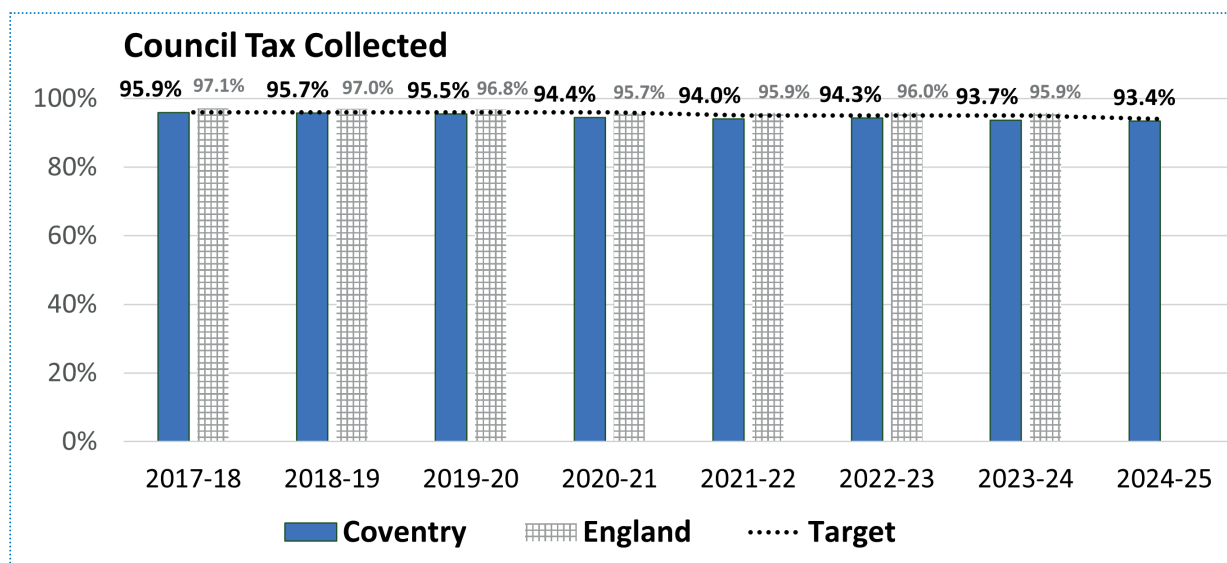
Between April 2024 and March 2025, we received 206 Spire Awards nominations; 159 of which were for individuals and 47 for teams. Based on our One Coventry Values, the Spire Awards acknowledge the hard work and dedication of colleagues who have gone that extra mile to support residents, partners and others within the Council.



## Council tax collection

The Council Tax collection rate for 2024/25 was 93.4%, slightly down from 93.7% in 2023/24. The collection of in year council tax liabilities remains below historic levels as the legacy of COVID and cost of living crisis continues to impact debt recovery profiles. The collection of prior year

council tax remains strong but the Council acknowledges that some of the debt accrued during the COVID pandemic and cost of living crisis will lead to an increase in debt written off in the medium term.



## Business rates collection

The overall business rates base remains relatively stable despite the impact of redevelopment work around city centre south. The business rates base was £341m for 2024/25 and the collection rate was 94.3%, slightly down on 95.6% in 2023/24.

The in-year collection of business rates has been heavily impacted by a number of companies experiencing insolvency events which has resulted in the Council having to write off several significant business rates liabilities.









---

**To: Scrutiny Co-ordination Committee**

**Date: 21<sup>st</sup> August 2025**

**Subject: Scrutiny Annual Report to Council 2024-25**

---

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

- 1.1 The purpose of this item is for Scrutiny Co-ordination Committee to agree the Scrutiny Annual Report to Council 2024-25

### **2 Recommendations**

- 2.1 Scrutiny Co-ordination Committee are 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 Information and Background**

- 3.1 The Constitution requires that Scrutiny report annually to inform Council of its work. The draft report for 2024-25 can be found at Appendix 1.
- 3.2 If approved, the report will be submitted to the Council meeting on 2 September 2025

### **4 Health Inequalities Impact**

- 4.1 All scrutiny items are considered for their health inequalities impact, as well as wider equalities impacts

Appendix 1: Scrutiny Annual Report to Council 2024-25

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

This page is intentionally left blank



# **Scrutiny Annual Report to Council 2024-25**

To be considered at the City Council meeting  
on the 2<sup>nd</sup> of September 2025

## **Introduction by Cllr Gavin Lloyd, Chair of Scrutiny Co-ordination Committee**

Welcome to the Scrutiny Annual Report for the municipal year 2024-25. It contains a few highlights from the year, including cross-cutting themes, as well as work by the individual boards.

Firstly, I would like to thank Cllr Naeem Akhtar for all the work he has done in his role as Chair since 2021 - the scrutiny work he has led on in Coventry, as well as at the West Midlands Combined Authority has set a high bar for those that follow. I would also like to take this opportunity to thank Councillor Thomas for her work in chairing the Education and Children's Services Scrutiny Board and Councillor Kelly in her role as Deputy Chair of Scrutiny Co-ordination Committee during 2024-25 and welcome Councillor Kelly in her new role as the Chair of Education and Children's Services Scrutiny Board.

Scrutiny is an important part of the Council's democratic structure which is 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 of the executive: Is the right action being taken? Are services working effectively?
- External scrutiny: Examining services that impact upon the local community, such as health and policing.
- Scrutiny uses evidence to make recommendations to the Cabinet to request change; it does not make decisions.

The focus for scrutiny in 2025-26 will continue to be how we work with partners to sustain and improve services, particularly within the current economic and financial situation. This year the focus will be on impact and all scrutiny boards will undertake a task and finish group within their portfolio area to identify areas of improvement for Council services.

Get involved:

- Email the Scrutiny Chairs and Team via [scrutiny@coventry.gov.uk](mailto:scrutiny@coventry.gov.uk)
- Follow us on twitter @covscrutiny
- Find meeting dates and agendas here: [Coventry City Council Meeting Papers](#)



## Scrutiny 2024-25



## Scrutiny Board Highlights 2024-25

### Scrutiny Co-ordination Committee

#### Pre-Decision Scrutiny

Scrutiny Co-ordination Committee focused on pre-decision scrutiny this year. There were several Cabinet reports which were considered by the committee before the executive made a final decision. Scrutiny Co-ordination Committee took the opportunity to look at the proposed decisions in more detail, questioning the relevant Cabinet Members and officers on the details provided in the reports. Reports that were subject to pre-decision this year were:

- LGA Peer Review Findings
- Proposed Consultation for the Community Safety Partnership Plan 2024-27 - additional recommendations
- Additional Licensing of HMO's
- Dog Control PSPO's
- One Coventry Performance Report
- City-wide PSPO
- Climate Change Strategy
- Temporary Accommodation
- Coventry Municipal Holdings Ltd – published accounts
- One Coventry Services Consultation

#### Strategic Energy Partnership

At their meeting on 20 November 2024, Scrutiny Co-ordination Committee considered a performance update of the Strategic Energy Partnership (SEP). The fifteen-year Strategic Energy Partnership between the Council and E.ON is the first of its kind in the UK and has the potential to put Coventry at the forefront of the net zero transition. The Council's relationship with E.ON will help support the development of ground-breaking projects, with potential funding from E.ON as well as other sources. The committee asked questions and received responses which identified, the importance of decarbonisation, but also the need to ensure that there is sufficient supply of energy to be affordable; that the benefits of the way the partnership was set up in Coventry was that it meant projects could be procured more quickly than if there was separate procurement processes for each individual project. Other benefits include legitimacy schemes supported by the Council have with residents; that there will be 2200 jobs created annually through the Energy Plan. The SEP was working with schools and colleges to promote apprenticeships within the sector, with a target of at least 25 in the first 5 years.



## Finance and Corporate Services Scrutiny Board

### Consultation on Spending, Saving and Council Tax Proposals for 2025/26



The Board considered a proposal for a three-week budget engagement process in October 2024 to help shape the December pre-budget report. The aim was to align budget planning more closely with the Council's One Coventry Plan by gathering public input on service priorities, without including specific financial proposals. A draft survey was to be widely promoted to increase participation, especially from diverse community groups. The Board endorsed the proposal, requested the addition of a socio-economic group question in the survey, and emphasised the importance of including Residents' Associations in its distribution.

During the Budget Consultation period, the Board reviewed a briefing on the City Council's public consultation regarding revenue spending, savings proposals, Council Tax, and the Adult Social Care precept for 2025/26. A seven-week consultation was approved by Cabinet, closing on 28th January 2025. The Board discussed financial settlements, proposed changes to the Council Tax Support Scheme, and equality impacts, including effects on care leavers and low-income households. They made several recommendations, including enhancing public awareness of discretionary support, reviewing the treatment of vulnerable groups, and evaluating the proposals' impact after 12 months.

#### **Task and Finish Groups**

##### **Home to School Transport**

The Board reviewed recommendations from the Home-to-School Transport Task & Finish Group, which emphasised the benefits of cross-service collaboration and the need for increased staff capacity to identify efficiencies. The Board supported continuing review of transport arrangements, sharing the Coventry model with the LGA, and exploring cost management strategies. They recommended replicating the collaborative approach in other Council areas, increasing use of in-house transport, and considering a fair incentive scheme for parents who transport their children. The Board will continue to monitor this in 2025/26.

##### **Sickness Absence**

The Board reviewed the findings of the Agency Staff and Staff Sickness Task and Finish Group, noting workplace changes and existing good practices in mental health support. Key suggestions included creating an internal agency staff pool and sharing best

practices across departments. The Board agreed to receive regular reports and recommended enhanced oversight and monitoring of staff sickness and agency usage by the Cabinet Member for Strategic Finance and Resources.

## **Education and Children's Services Scrutiny Board**

### **Child Friendly Cov**

At their meeting in October the Board considered a briefing note on Child Friendly Cov including the Safe Spaces programme that was being introduced in the city. The Board welcomed the work being delivered to make the city more child friendly and recommended to the Cabinet Member for Children and Young People:

- That consideration be given to other types of food outlets, including food hubs, and community centres and libraries being included in Safe Spaces
- That Home Educators be included and involved in all future work in this regard, particularly the survey
- That Secondary schools be further encouraged to participate and consideration be given to providing incentives to participate
- That consideration be given to licensed premises being included in Safe Spaces
- That the possibility of using the Child Friendly Cov logo as a "Kitemark" in schools be investigated
- That the engagement with Primary and Secondary Heads be welcomed and continued
- That consideration be given to participation in Local Democracy Week particularly visiting Parliament by members of the Pupil Parliament

The Board also received a link to the video promoting [Safe Spaces](#). The Board will monitor progress on these recommendations during 2025/26.

### **Early Help**

At their meeting in April, the board considered a report on Early Help, which looked in detail of the Early Help Strategy. Members of the board asked questions about health partners role in Early Help and heard that although health partners take an active role in the delivery of Early Help, there were no Lead Professionals from health. As a result, the Board recommend to the Cabinet Member for Children and Young People and the Cabinet Member for Public Health, Sport, and Wellbeing that health commissioners and providers ensure capacity within the service for more lead practitioner roles.

## **Business, Economy, and Enterprise Scrutiny Board**

### **Economic Development Strategy/Skills Strategy at the Coventry Job Shop**

The Board reviewed progress on the Skills and Economic Development Strategies. Key discussions on the Skills Strategy included graduate retention, careers advice benchmarking, job rotation models, NEET performance, and AI-related skills development. For the Economic Development Strategy, the Board explored business support, social value initiatives, energy efficiency audits, and the potential impact of the Investment Zone. The Board endorsed the report's recommendations and requested a follow-up progress report in 2025/26 focusing on benchmarking and graduate retention efforts. Following the meeting, members were led through a tour of the Job Shop facilities by officers.



### **Drone Technology**

The Business, Economy and Enterprise Scrutiny Board received a briefing on Coventry City Council's involvement in drone technology projects. The Council has participated in several initiatives, including the Urban Air Port demonstration, Project Skyway, and the Drone Ready City project, showcasing drones' potential in areas such as traffic surveys, inspections, and medical supply transport. Benefits include cost reduction, efficiency gains, and lower emissions. The Board discussed regulatory, security, and operational considerations and supported continued use and integration of drones into Council services. Members requested updates on related projects and access to drone open data.

### **WMCA Bus Franchising Consultation**

The Board reviewed a briefing on Transport for West Midlands' (TfWM) proposal to introduce a bus franchising system, which would shift control of routes, timetables, and standards from private operators to TfWM. A public consultation was underway between January to March 2025, with franchising potentially starting in Coventry by 2027 if approved in May 2025. The Board explored funding, operational standards, consultation outreach, integration with other transport modes, and service design. They supported the proposal and requested detailed feedback be submitted, including the need for broader consultation on user needs, evaluation of alternative transport modes, considerations for rural and vulnerable users, and raising public awareness. They emphasised achieving best value amid limited public funding. The Board will continue to



monitor progress of the WMCA Bus Franchising from a Coventry perspective throughout 2025/26.

## **Communities and Neighbourhoods Scrutiny Board**

### **Severn Trent and site visit**

For the first meeting of the year, the Board considered an item on Water Quality and received a briefing note and presentation from representatives from Severn Trent. The Board questioned the representatives on the investment programme, as well as the 5-year plan, as well as work to improve the health of the regions rivers and steps taken to reduce pollution.

Severn Trent Water presented their five-year plan, which involves a £65 million investment to mitigate flood risk and enhance water quality through Sustainable Drainage Systems (SUDS). The company aims to achieve carbon neutrality by 2030 and has committed to significant investments in environmental projects, including the restoration of rivers and enhancement of local habitats. The presentation emphasised the importance of community involvement in water management, with initiatives like the Get River Positive program and the establishment of River Rangers to foster local engagement. Board members raised questions regarding pollution areas, the relationship with the Canal and River Trust, and the impact of hard standing driveways on drainage systems.

In December the Board visited the Finham site to find out more about the process.





## Impact of Budget Decisions

Several of the items considered by the Communities and Neighbourhoods Scrutiny Board were related to changes in service provisions as a result of budget decisions. The impact of the changes that the Board looked at were:

- Garden Waste
- Street Lighting
- Resident Parking Schemes

The Board looked at whether the proposed savings or income generation had been made, as well as whether there had been any unintended consequences. For the item on Street Lighting, the police attended and were able to provide assurances that there had not been an increase in crime or anti-social behaviour over the time that the part-night-time lighting had been implemented.

The Board requested further updates on the Garden Waste collection take-up for 25-26, including the new regulations on Food Waste which are due to be implemented.

The Board also noted that the scheme to standardise residents parking schemes had been fully implemented.

## Health and Social Care Scrutiny Board

### Visit to UHCW

The Health and Social Care Scrutiny Board (5) received a verbal update from the CEO of University Hospitals Coventry and Warwickshire (UHCW) on A&E waiting times amidst winter pressures, including increased cases of flu, COVID-19, norovirus, and respiratory issues in children. The Board discussed patient feedback, staffing, triage improvements, and service delivery challenges such as pharmacy closures, increased emergency care use during elective care waits, and rising mental health



cases. Efforts to improve efficiency included automated pharmacy systems and AI tools. Safety measures like 24-hour security and body cameras were in place for staff. The Board noted the update and agreed to develop a briefing to explore better communication of UHCW services, including Virtual Beds, to Coventry residents.

## Sports Strategy and visit to Alan Higgs Centre

The Health and Social Care Scrutiny Board reviewed Coventry's current Sport and Physical Activity Strategy and its upcoming refresh, set to be completed by 2025. The new strategy will combine the 2014-2024 Sports Strategy and 2019-2024 Physical Activity Framework. Achievements include a reduction in inactivity among older adults, increased active travel, and near-universal access to fitness facilities. Over £100 million has been invested in sports facilities, and Coventry was named European City of Sport in 2019.

The updated strategy will focus on reducing inactivity in specific groups through community programs, with an Equality Impact Assessment ensuring inclusivity. The Board requested more data on access to facilities, physical activity in those over 75, and walking buses for schools, and suggested considering transport links and local training opportunities to boost participation.

The Board supported the strategy's development, particularly in enhancing inclusion for older adults.



---

**To: Scrutiny Co-ordination Committee**

**Date: 21<sup>st</sup> August 2025**

**Subject: Local Government and Social Care Ombudsman Annual Review Letter 2024-25**

---

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

- 1.1 The purpose of this item is to inform Scrutiny Co-ordination Committee of the Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter 2024-25

### **2 Recommendations**

- 2.1 Scrutiny Co-ordination Committee is recommended to:
- 1) Note the content of the LGSCO's letter (Appendix 1)
  - 2) Consider a further item on the Council's Complaints Reports at the meeting on 15<sup>th</sup> January 2026

### **3 Information and Background**

- 3.1 At their meeting on 30<sup>th</sup> January 2024, Scrutiny Co-ordination Committee were assigned lead responsibility for complaints within the Council's governance arrangements, to support a positive complaints handling culture, in accordance with the new LGSCO Code
- 3.2 The Ombudsman provides a review of the Council's annual statistics, which can be found here: [Coventry City Council - Local Government and Social Care Ombudsman](#)
- 3.3 The Council regularly report on complaints handling, and scrutiny will be part of this process.

### **4 Health Inequalities Impact**

- 4.1 All reports considered by scrutiny will be considered for their impact on health inequalities.

Appendix 1: Annual Review Letter

Gennie Holmes  
Scrutiny Co-ordinator  
Law and Governance  
[gennie.holmes@coventry.gov.uk](mailto:gennie.holmes@coventry.gov.uk)

This page is intentionally left blank

21 May 2025

*By email*

Dr Nugent  
Chief Executive  
Coventry City Council

Dear Dr Nugent

## **Annual Review letter 2024-25**

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 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

[Your annual statistics are available here.](#)

In addition, 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.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

## **Supporting complaint and service improvement**

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact [training@lgo.org.uk](mailto:training@lgo.org.uk).

Yours sincerely,



Amerdeep Somal  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England



This page is intentionally left blank

Please see page 2 onwards for background to items

<b>5 June 2025</b>
Cabinet Member Portfolio Priorities One Strategic Plan and Education Capital Programme 2024-2028 (Cabinet Report)
<b>3 July 2025</b>
Coventry Protocol for Addressing Adult Modern Slavery (Cabinet Report) The Re-Commissioning of Housing Related Support Services (Cabinet Report)
<b>21 August 2025</b>
One Coventry Plan Performance Report (Cabinet Report) Scrutiny Annual Report 2024-25 Local Government and Social Care Ombudsman Review Letter
<b>25 September 2025</b>
Scrutiny Work Programmes One Coventry Plan Performance – Deep Dive Review Recommendations Communications Strategy
<b>30 October 2025</b>
SEP Progress 24-25 SEP Business Plan 25-26 Shareholder Committee Reports
<b>20 November 2025</b>
Transformation Programme update City Centre PSPO progress update
<b>11 December 2025</b>
WMCA Scrutiny Update WMCA Corporate Update
<b>15 January 2026</b>
Complaints Reports
<b>5 February 2026</b> <b>12 March 2026</b> <b>9 April 2026</b> <b>2025-26</b>
One Coventry Plan Performance Report Domestic Abuse Climate Change Cost of Living and Poverty Offender Management Regulation 19 Local Plan – representations and findings WMCA Integrated Settlement Coventry Cultural Strategy – progress report – refer to SB4 Sherbourne Recycling Plant – possible visit AI - Progress
<b>Future items</b>
PSPO reviews – 2027-28

## SCRUCO Work Programme 2025-26

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
<b>5 June 2025</b>	Cabinet Member Portfolio Priorities	To invite Cllr Duggins and Cllr AS Khan to identify their priorities for the coming year, for Scrucro to be able to identify future items and hold Cabinet Members to account	Cllr Duggins Cllr AS Khan
	One Strategic Plan and Education Capital Programme 2024-2028 (Cabinet Report)	To consider the Council's plan for school places. To invite members of SB2 included Co-optees. Mapping of in-year migration and home education and impact of forecast data	Cllr Sandhu R Sugars
<b>3 July 2025</b>	Coventry Protocol for Addressing Adult Modern Slavery (Cabinet Report)	A Cabinet Report to agree the protocol for Modern Slavery	Hebe Lawson D Blackburn Cllr AS Khan
	The Re-Commissioning of Housing Related Support Services (Cabinet Report)	A Cabinet Report to agree the requirements for the commissioned housing related support services from 1 <sup>st</sup> April 2026	Pete Fahy Cllr N Akhtar
<b>21 August 2025</b>	One Coventry Plan Performance Report (Cabinet Report)	To consider the annual performance report and recommend a further deep dive by scrutiny	Clare Boden-Hatton Cllr Duggins
	Scrutiny Annual Report 2024-25	To approve the report scheduled for Council in September	Cllr Lloyd
	Local Government and Social Care Ombudsman Review Letter	To note the letter from the Ombudsman and agree a further item in the Council's response.	Cllr Lloyd
<b>25 September 2025</b>	Scrutiny Work Programmes	An opportunity to have oversight of all scrutiny board work programmes	Scrutiny Team Cllr Lloyd
	One Coventry Plan Performance – Deep Dive Review Recommendations	To consider recommendations arising from the deep dive review of performance indicators	Cllr Lloyd Elan Jones
	Communications Strategy	To consider the refreshed Communications Strategy with the new Director in post – To include Internal comms to promote the One Coventry Priorities.	Carl Holloway Cllr Duggins
<b>30 October 2025</b>	SEP Progress 24-25		

# SCRUCO Work Programme 2025-26

Date	Title	Detail	Cabinet Member/ Lead Officer
	SEP Business Plan 25-26		
	Shareholder Committee Reports		
<b>20 November 2025</b>	Transformation Programme update	An update on progress following the item in November 2024	Cllr Brown C Boden-Hatton
	City Centre PSPO progress update	To provide information on the impact of the addition of e-bikes and e-scooters to the city centre PSPO in November 2023	Cllr AS Khan Davina Blackburn
<b>11 December 2025</b>	WMCA Scrutiny Update	To update Committees on the role and work of WMCA's Scrutiny function and to better support coordination and information sharing.	
	WMCA Corporate Update	An overview of key themes/topics that relate to the WMCA	
<b>15 January 2026</b>	Complaints Reports	When the Committee consider this issue, appropriate officers from service areas attend the meeting	Adrian LeCras Mandeep Chouhan Cllr Brown
<b>5 February 2026</b>			
<b>12 March 2026</b>			
<b>9 April 2026</b>			
<b>2025-26</b>	One Coventry Plan Performance Report		Cllr Duggins

## SCRUCO Work Programme 2025-26

Date	Title	Detail	Cabinet Member/ Lead Officer
			C Boden-Hatton
	Domestic Abuse	A regular update item on the progress of delivery on the Domestic Violence and Abuse Strategy – to include government policy and funding announcement	J Ross Cllr AS Khan Cllr P Akhtar
	Climate Change	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, including Resilience and Adaptation, SEP and flood risk by ward. EV Charging points accessibility.	Cllr O'Boyle Colin Knight Rhian Palmer Bret Willers
	Cost of Living and Poverty	To update on support offered to low -income families as well as the OCP indicator of % of children living in relatively low-income families.	Cllr K Caan
	Offender Management	Following an item on Local Policing Update at their meeting 21 <sup>st</sup> February 24 the committee agreed to consider a further item on Offender Management	Cllr AS Khan Davina Blackburn
	Regulation 19 Local Plan – representations and findings	As agreed at their meeting on 18 <sup>th</sup> December the committee requested the representations and any findings on the consultation on the Regulation 19 Stage of the review of the Local Plan, to time with any Cabinet and Council report.	Cllr N Akhtar R Back
	WMCA Integrated Settlement	To look in more detail at the work that will be delivered though the integrated settlement from the devolution deal	Cllr Duggins Kim Mawby etc.
	Coventry Cultural Strategy – progress report – refer to SB4	Progress in delivering the Cultural Works model, including communication with Members. – refer to SB4 – include Commonwealth Games legacy.	David Nuttall/ Salla Virman Cllr N Akhtar
	Sherbourne Recycling Plant – possible visit	To scrutinise the delivery of the recycling plant, as majority shareholders.	Cllr Hetherton Mark Adams



# SCRUCO Work Programme 2025-26

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer</b>
	AI - Progress	A progress update on recommendations made at the meeting on 6 March 2025	Paul Ward Cllr Hetherton/Cllr Brown
<b>Future items</b>	PSPO reviews – 2027-28	To be considered by scrutiny as part of the 3-year review	Davina Blackburn

## Work Programme Decision Flow Chart

