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# Background

A survey was hosted on Let’s Talk Coventry, as well as hard copies at Family Hubs and in all libraries across the city, to capture views on the draft One Coventry Plan and its priorities.  
  
The survey was open from 28th February 2022 for employees and from 13th June 2022 for wider external engagement. The engagement period closed on 30th September 2022.

The survey was widely promoted via the Council’s social media, contact lists and newsletters. A phone number was provided to enable people to request the survey in different formats.

In total 795 completed surveys were returned.

This report provides a summary of the feedback received including:

* Respondents to the survey (profile and location)
* How respondents ranked the Plan priorities
* For each priority
  + Common themes identified from feedback
  + Examples of comments and suggestions for each identified theme
  + A selection of quotations from raw feedback relating to each identified them

1. Respondent Profile

56% of responses were received by local residents, followed by 40% from Council employees.

A further 3% of responses were received from representatives of local organisations.

16 people did not answer this question (not shown in graph).

A small number of respondents (1%) selected ‘Other’ and some of the ways they chose to identify themselves include:

* A member of the public and as a member of staff
* A long serving community pharmacist
* A business owner in Coventry
* A resident and parkrun ambassador for the local area

## Location of Respondent

Respondents were asked to state which Ward they lived in if they were responding as a local resident. This question was added after the survey had opened therefore the number of respondents answering this question is lower than the number of responses received.

Other responses included “living outside of the city but working in Coventry” and a comment that “this should be anonymous for anyone not wanting to specify details”.

# Priorities (how respondents ranked our priorities)

Respondents were asked to rank our three priorities in order of importance to the respondent. Numbers of responses differ because some respondents did not rank all three of the priorities.

Improving outcomes and tackling inequalities within our communities’ priority received the highest number of first place rankings and also second placed rankings, making it the priority viewed as the most important for the majority of respondents.

Increasing the economic prosperity of the city and of the region priority received second placed ranking overall, with tackling the causes and consequences of climate change priority being the third placed priority.

If we compare the responses from residents with those from employees there is a different order of priority, with residents viewing the increasing the economic prosperity of the city and of the region priority as the most important.

The lower the number the most important the priority is felt to be.

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

All of the feedback relating to ‘Increasing the economic prosperity of the city and region’ was considered and this identified common themes, as shown below:

**Here are the common themes identified from feedback on 'Increasing the economic prosperity of the city and region':
- Transport and road infrastructure
- Communication, engagement and collaboration
- Jobs and employment
- Business investment and planning
- Cultural activities
- Affordable business rates and rents
- Housing and homelessness
- Support our most vulnerable
- Environment
- City Centre**

*This infographic is primarily informed by all surveys but also supported by all other engagement feedback.*

## 

## Transport and Road Infrastructure

**Examples of the comments and suggestions received for the theme ‘Transport and Road Infrastructure’:**

* Improve public transport
* Improve citywide transport links
* Introduce a shuttle bus
* Improve traffic management
* Promote the national good transport links
* Encourage the use of cycle lanes
* Develop more innovative transport schemes such as VLR
* Look for more funding opportunities

**A selection of quotations received from raw feedback relating to the theme ‘Transport and Road Infrastructure’:**

*“Improving public transport and making it more integrated - e.g., buses leaving station corresponding with trains arriving there from London/Birmingham”*

*“Reduce public transport costs and increase reliability so more people use it.”*

*“Have small shuttle buses to drop people off in the city Centre, from a bus station outside the Ring Road and keep all bigger buses going to areas of City to leave from outside centre. “*

*“Coventry is right at the heart of the British road and rail network …* *we have great infrastructure and transport links for our city, and they need to be utilised fully. “*

*“Enable massive expansion of the WM Cycle Hire Scheme and more safe bike lanes such as Binley Road's new cycleway. . . More cycle lanes less cars in city centre area.”*

*“Coventry could be an example of green city, a city that contributes to good health and well-being. For achieving that, pedestrians need to be a priority, not cars, and we need safe lanes for cycling.”*

*“Local transport is also very important to economic prosperity. It's vital that the VLR (Very Light Rail) scheme is progressed as fast as possible and that fares on buses are kept at a reasonable rate to improve their speed, reliability and health benefits.”*

Communication, Engagement and Collaboration

**Examples of the comments and suggestions received for the theme ‘Communication, Engagement and Collaboration’:**

* Need to promote the city
* Need more information on what we have already done as a Council
* Don’t just rely on digital communication
* Better advertising of events
* Speak to local residents/businesses
* Central hub for information on what’s on
* Build on City of Culture profile raising and tourism potential
* Build on our history of manufacturing
* Promote success
* Build on our own unique identity
* Explain the rationale behind improvement works
* Target information to specific groups/areas
* Promote business support more widely
* Consult at a local level
* More joining up with other organisations/businesses
* Engage with residents/ businesses to ask what is needed
* Work with the two universities
* Work with the Voluntary and Community Sector
* Listen to local people

**A selection of quotations received from raw feedback relating to the theme ‘Communication, Engagement and Collaboration’:**

*“Desperately need to improve narrative and marketing around Coventry- and live up to it”*

*“Promote successes using mainstream media.”*

*“Be more open and transparent*”

*“Lean on the community more, co-ordinate, connect and communicate.”*

*“At every opportunity staff should be having conversations regarding residents’ aspirations- through a make every contact count approach”*

*“Communication. As a resident it is very hard to find information on what is going on. It is usually after something has happened. Open clinic on ideas and these need to be in the evening as well.”*

*“More collaboration with international / multinational organisations to encourage investment into the city due to its strategic location in the middle of the country, along with superb transport links. The city has a rich heritage, and this should be used as a tool to support and encourage companies to invest into the city”.*

*“Stronger partnerships with businesses (including charities) in Coventry, not just providing funding but sharing experience and resources to act quicker, slicker and so that* *CCC (Coventry City Council) benefits.”*

*“Regular forums for communities to engage to express their view on impact of the priorities on them and their communities”.*

*“We have two world leading Universities in the City where students from across the globe attend to study. We must work with these Universities and other major industrial leaders to provide opportunities to students to train and work so they remain in the city. Also provide training and opportunities to school leavers who choose to go into apprenticeships from our local schools”.*

## 

## Jobs and Employment

**Examples of the comments and suggestions received for the theme ‘Jobs and Employment’:**

* Look to encourage recruitment from more deprived areas
* Create more professional jobs in the city
* Engage with businesses plan training programmes to fill skills gaps
* Ensure Council procurement embed social value
* Encourage upskilling and training opportunities

**A selection of quotations received from raw feedback relating to the theme ‘Jobs and Employment’:**

*“Set up recruitment drives in lower socioeconomic areas for example”*

*“More professional jobs in Coventry so no need to commute for jobs”*

*“Co-designing skills solutions with businesses: Designing together with industry and skills partners to ensure the skills system is responsive, innovative and produces the right skills mix for now and the future.  This includes supporting employers to maximise social value commitments.”*

*“Ensuring local people benefit from business growth with businesses encouraged to work with the Coventry Job Shop to support them to recruit locally. “*

*“Get more jobs for the future in the city - high tech jobs, service jobs and ensure there are good traineeships and Apprenticeships for local people.”*

*“Upskill potential workforce. Focus on quality of life not GDP (gross domestic product)*.”

## Business Investment and Planning

**Examples of the comments and suggestions received for the theme ‘Business Investment and Planning’:**

* Attract business investment
* Offer business support
* Focus on manufacturing
* Keep on with development projects
* Invest in the green economy/future technologies
* Incentivise business start ups
* Encourage social responsibility
* Better use of planning policy

**A selection of quotations received from raw feedback relating to the theme ‘Business Investment and Planning’:**

*“Supporting businesses to offer maximum employment opportunities and retain business within the city.”*

*“Further inward investment campaigns to attract the employers and investors of the future linking this to our ambitions as a 'sustainable/green' city...i.e., attracting the investors/organisations that share these ambitions.”*

*“Push ahead with the Gigafactory to secure the long-term economic future of the automotive industry in the region which will have a knock-on effect to the local supply chain and therefore increase the spending power of the local populus”.*

*“Think Coventry City Council is doing all it can to introduce new technologies, create equality and tackle climate change issues. Love the way they try new things (electric scooters, bicycles, drones etc.). Also, the 'One Coventry' ethic is great. The whole City is so diverse. I'm proud to be from this area.”*

*“Invest in property which can be leased out to start ups and includes office space that can be rented by the hour to give home workers somewhere to work should they need it. Upkeep of these buildings will create jobs and focus could be given to promote the city and collaboration between users.”*

*“The Friargate project needs to continue expanding at pace. A business complex right outside the station will be a massive asset to the city.”*

*“Invest in the green economy - major growth prospects over the coming years!”*

*“Better incubator facilities and associated incentives to encourage more business start-ups but also to stop graduates from leaving the city in favour of London.”*

*“A more proactive urban planning strategy. Increase density and walkability in the most sustainable locations and refuse development that is car dependent. Positive land use, planning is the fundamental building block to a healthier and more prosperous city”.*

## Cultural Activities

**Examples of the comments and suggestions received for the theme ‘Cultural Activities’:**

* Ensure the feel good factor of the City of Culture is captured and built upon
* Increase visitor numbers/footfall
* Host more largescale events
* Invest more in the cultural sector
* Promote the city as a tourism destination

**A selection of quotations received from raw feedback relating to the theme ‘Cultural Activities’:**

*“Make sure that the City of Culture legacy is continued, and that new and subsequent initiatives will encourage more visitors to the city, and in turn improve the local economy. “*

*“Push the "events" side of the economy with Assembly Gardens / Godiva Festival / Empire which gives people another reason to come to the city centre 'out of hours'.”*

*“Enable the city centre to become more of a destination - maybe looking for a permanent culture/outdoor area like Assembly Festival Gardens”*

*“Build on city of culture and maintain a wide range of events that bring people into the city which should then attract businesses to the city. Champion green technology and develop the city as a modern city to work and live in. Further work is needed to promote that the city is a good place to live and work.”*

*“Invest much more in culture and creative sector, build on what has been started in 2021 “*

*“Continued investment in accessible arts events, be it gallery spaces or things like the Godiva Festival. There is a perception that not a lot happens in the city. There is incredible talent in the city, and it needs a platform. Movements like 2 tone should be celebrated but we have more worth celebrating. It needs to be easier to find for more people who would enjoy it but don't know to look for it. Another thing that would help the cities’ image nationally.”*

*“Coventry City Centre is becoming a more vibrant place to visit and work. I think we should look at how to bring in live music and entertainment in an outdoor space in the city centre modelled on the festival gardens which has been extremely successful and popular. This will support economic growth.... more spending and increase the number of jobs. We also need to think about how deprived families can access these events, as they are so important for mental wellbeing.”*

*“Heavily promoting and improving access to our rich historical and cultural heritage that will bring in more tourists as well as local residents. Provide the potential for various types of fairs/festivals, such as food/ toys / antiques / plants. Tourists from around the country will bring in more money for the local businesses, and their positive experiences will hopefully ensure that they will return again soon and bring friends and family as well.”*

## Affordable Business Rates and Rents

**Examples of the comments and suggestions received for the theme ‘Affordable Business Rates and Rents’:**

* Reduce business rates to encourage smaller businesses
* Reduce rents for city centre properties

**A selection of quotations received from raw feedback relating to the theme ‘Affordable Business Rates and Rents’:**

*“Make it easier for businesses to open in the city centre, to fill the many void locations. Offer better financial incentives and support, especially for local independent businesses”*

*“Encouraging new businesses into the city either with flexible business rates or initiatives linked to empty shops owned by our estate.”*

*“More independent business opportunities. Lower rents to enable local independents to flourish and to make the city centre more varied and interesting. People don't travel to a place for chain shops, but they will for an array of shops you can’t find elsewhere”*

## Housing and Homelessness

**Examples of the comments and suggestions received for the theme ‘Housing and Homelessness’:**

* Provide more affordable/social housing
* Build on brownfield sites not green belt
* Stop building student accommodation
* Provide more aspirational housing

**A selection of quotations received from raw feedback relating to the theme ‘Housing and Homelessness’:**

*“Need to provide more social housing for families. Instead of allowing more houses of multiple occupation, buy the properties in conjunction with local housing providers. They will create communities and then hopefully places where people want to live and work. This in turn will bring economic progress.”*

*“Build more social housing and improve the quality of what's available. Too many people live in poor quality homes and expensive private rentals.”*

*“Focus on regeneration of existing brownfield sites rather than eroding the greenbelt*

*“Stop private housing being let to students, there is plenty of student accommodation and more being built, so free up the homes for the residents that are going to be here long term and boost the local economy”*

*“More charging points for electric vehicles are needed within the workplace.”*

*“Build more aspirational housing of band e or higher. We statistically have a very low number compared to other towns in the region… Keeping higher earners in Coventry by ensuring high quality housing is built not tiny new builds with no gardens “*

## Support our most vulnerable

**Examples of the comments and suggestions received for the theme ‘Support our most Vulnerable’:**

* Need to focus on the whole city
* Look at community-based support
* Improve mental health services
* Improve access to services across the whole city
* Fund community organisations to support residents

**A selection of quotations received from raw feedback relating to the theme ‘Support our most Vulnerable’:**

*“Inclusive economic growth - requires more focus - we have done a lot of physical development of the city Centre; our neighbourhoods require levelling up so they are benefiting from prosperity. More priorities and action for inclusive neighbourhood economic growth and prosperity, not short-term solutions.”*

*“More community-based places to encourage people to get together and have regular events, do hobbies like arts/crafts/music/ for free, especially for those who are disabled/older people to attend”*

*“Boost resource into the employment and skills services across the city and support community-based specialist provision to thrive and expand”*

*“Greater investment in mental health services and raising awareness around how to support others with mental health needs in the workplace. Both short-term and long-term mental health conditions, which require different approaches.”*

*“Focus more on the outskirts of the city centre. Prosperity doesn't need to start and end in the centre. Community hubs. Funding for children's groups.”*

*“Supporting the more vulnerable people and communities. Ensuring awareness to facilities and opportunities is being delivered to everyone across Coventry”*

*“Organisations who are there to support those in need to be able to work in a more strategic way and to have the funding available to provide further services and reach…fund community organisations properly to support residents”.*

## Environment

**Examples of the comments and suggestions received for the theme ‘Environment’:**

* Improve feelings of safety
* Have more greenery/flowers
* Make the city more attractive
* Stop allowing building on the green belt
* Improve the cleanliness of the streets/reduce fly tipping
* Be more sustainable in our thinking

**A selection of quotations received from raw feedback relating to the theme ‘Environment’:**

*“Continue to make the centre of town, a lovely safe place to be, and build”*

*“More flowers, trees, plants, make people think about the environment, more interactive artwork in the city centre”*

*“Continue to make the city look more attractive, inviting and accessible for community and businesses, so that people can enjoy their surroundings while supporting the economy and local businesses.”*

*“Open up the river Sherbourne, make green areas in the centre”*

*“Stop building on every bit of green space and consider the environmental impact of planning decisions which are destroying the liveability of the city - it is not economic prosperity at any price but a balance between social, environmental and economic priorities. Mental health and wellbeing aren’t just about jobs.”*

*“More green spaces would bring folks into city and spend money”*

*“Think of incentives for investors/companies to relocate to Coventry. Attract companies by stressing the skills in the area. Coventry needs to be a place where investors feel happy and safe so tackling the litter and fly tipping issue that plagues us like no other place, I've visited is a real must. Invest in cameras and easy to use reporting app for fly-tipping.”*

## City Centre

**Examples of the comments and suggestions received for the theme ‘City Centre’:**

* Need to encourage independent shops
* Lower business rates/rents to encourage more utilisation of empty shops
* Build on successful events that increase footfall
* Increase retail options
* Promote what we have
* Reduce car parking charges
* Encourage everyone into the city centre, not just students
* Clean the city centre
* Reduce ASB (Anti-Social Behaviour)
* Get more employers to move into city centre location
* Develop City Centre South
* Offer more activities for different age groups

**A selection of quotations received from raw feedback relating to the theme ‘City Centre’:**

*“Encourage independent clothes/vintage/books/record shops, etc into the city centre. If the big chains don't want to come try to create an independent shopping culture alongside cafes and coffee shops. The incredible improvements of turning the dismal Cathedral Lanes into what it is now, and the beautifully revamped Precinct have made great strides. Let's build on this before it starts to look tired again.”*

*“By attracting more business to the area to create more jobs and to increase the retail choices in the city centre to stop people travelling out of town to spend their money.”*

*“More attractions in the city centre - Doing a great job already, festival gardens and the reel store are a great addition - we need to advertise more what Coventry can do and attract more tourism.”*

*“Reduce parking charges in city centre to encourage more people to come into the city”*

*“Encourage more bars, restaurants and pubs to open in the city centre, make it more visually appealing and protect what beauty we have in the historic areas.”*

*“Continue to work on the city centre redevelopment but make it greener with solar pv on roofs and planting of trees in the city centre”.*

*“Get on with city centre south. More cycle lanes, less cars in city centre area.”*

*“Bringing more free activities to the underprivileged and those on low income. More park runs in the city. More available funding to get a parkrun off the ground. Parkrun brings in tourists from outside of the area too. Make Coventry exciting to visit for these people. Open up the closed shops in the city to people struggling to get business off the ground”*

*“Ensure the city centre is always clean - paving needs cleaning - not a good impression - better shopping offer, then promote in the West Midlands area”*

1. **Improving Outcomes and Tackling Inequalities within our Communities**

All of the feedback relating to ‘Improving outcomes and tackling inequalities within our communities’ was considered and this identified common themes, as shown below:Here are the common themes identified from feedback on 'Improving outcomes and tackling inequalities within our communities':
- Communication, engagement and collaboration
- Education training and youth provision
- Access to services and support
- Housing and homelessness
- Environment
- Jobs and employment
- Inclusion and diversity
- Health
- Reducing inequalities in our communities
- Crime and safety

*This infographic is primarily informed by all surveys but also supported by all other engagement feedback.*

Communication, Engagement and Collaboration

**Examples of the comments and suggestions received for the theme ‘Communication, Engagement and Collaboration’:**

* Improved working / collaboration with:
  + Support organisations/partners
  + Foodbanks
  + Volunteers
  + Media outlets
  + Schools
  + Community groups / clubs / networks
  + Businesses
  + Local champions
  + Residents
  + Cross-sector working within the Council service areas
* Raising awareness in the community through:
  + Signposting residents to discount opportunities
  + Engagement through community leaders
  + Organise events:
    - Cultural events (held in religious buildings etc)
    - Shared/universal themes e.g., sports/food
    - Open days
    - Roadshows
    - Street parties
    - Focus groups / workshops
    - Neighbourhood specific events
    - Festivals
    - Litter picking drives
    - Council employment fairs
  + Arrange outreach opportunities
  + Provide spaces for Coventry residents to meet and network with one another
  + Marketing:
    - Newsletters
    - Social Media
    - News articles
    - Improved Council website
    - Radio
* Council to become more visible within the community
* Increase public involvement through engagement/consultation/informing activities.
* Take on board the residents’ thoughts – act and implement where possible and encourage residents as active stakeholders in services. This will improve the perception of the Council within the community
* Create a ‘one stop shop’/forum where people can seek advice and be signposted to the support they need
* Joined up communities’ initiatives – getting neighbourhoods linked up and joined up working together
* Communication from the council to be clear, using plain language to increase transparency
* Use and promote current assets to engage/inform/involve communities e.g., libraries and family hubs
* Make use of data to understand our diverse communities better
* More active engagement of Elected Members within their communities
* Create volunteering/secondment opportunities within community organisations for CCC staff to gain on-the-ground insights into life in Coventry
* Invest in community organisations/assets

**A selection of quotations received from raw feedback relating to the theme ‘Communication, Engagement and Collaboration’:**

*“Raising awareness within communities. Improving and supporting community events, holding open days or events in local places of worship to break down barriers and increase understanding. Support street parties and good neighbour events”*

*“By ensuring that, as One Coventry, all agencies and departments are talking together to understand where duplication is happening within strategies to improve SMART working. Consulting with the communities within the city in creative ways about all agendas, joined up approaches and sharing what actually works.”*

*“Take services to the communities, get the communities onboard as active stakeholders”*

*“MPs/councillors to hold more meetings at local community centres to listen to citizens' concerns”*

*“Work towards greater integration through engagement and education opportunities to learn about other cultures and traditions.”*

*“Jobs fairs and engagement with the public could help us support those looking for work and aid their application/interview understanding.”*

*“Ensuring the vulnerabilities that were uncovered during the pandemic do not disappear from view again; doing more to identify and reach the hidden or hard to reach citizens.”*

*“Get local residents on board and not just council workers. Make the people believe and not just see this as lip service which many do.”*

*“Invest in community-based organisations and community assets that enable organisations to provide the support to communities. Investing in communities themselves to enable them to table inequalities and improve outcomes is the most sustainable and effective option.”*

*“Using plain language would help.”*

*“The community, the Council and partners all worked together to support vulnerable people during the pandemic. I think these key partnerships should continue to work together to meet the key priorities and also support the cost-of-living crisis. These partnerships need to expand and ensure we include local champions and residents in those partnerships.”*

Education, Training and Youth provision

**Examples of the comments and suggestions received for the theme ‘Education, Training and Youth Provision’:**

Education

* More subjects within the curriculum that covers:
  + Pride of your area
  + Littering
  + Recycling
  + Environment
  + Sign language
  + Budgeting
  + Health and wellbeing
  + Eat well / healthy eating
* Funding to allow more support for schools:
  + Recruit more one-to-one staff to help children catch-up/reach full potential
  + More Special Educational Needs provision
* More extracurricular group activities (Music/Sport/Drama etc)
* Improve school standards in deprived areas
* Improve school place availability to avoid parents having to send siblings to different schools
* Invest in more schools / grammar schools
* Increase current school funding
* Increased equality and diversity training for school staff
* Improve careers advice within schools

Training

* Community careers service
* Educational and life-long learning opportunities for residents
  + Numeracy
  + Literacy
  + Budgeting/Finance
  + Health and wellbeing
  + Eat well / Healthy eating
  + Digital / modern technology
  + Online fraud
  + Green skills
  + Parenting courses
  + Free English classes for migrants
* More post-16 opportunities by providing educational and realistic pathways to sustainable employment for young people
* Apprenticeship opportunities that provide a decent salary
  + Training on trades (Energy-efficient home improvement etc)
  + Targeting the unemployed/benefits
* Train CCC (Coventry City Council) front-line workforce on debt management/support so that employees know where to signpost residents for support
* Engagement officers to promote upskilling opportunities within deprived communities

Youth Provision

* Invest in:
  + Youth groups, youth clubs/centres, youth workers in the community
  + After-school clubs
  + Baby groups
  + Summer holiday activities
  + Activities for young people with disabilities on weekends/holidays
  + Safe social spaces for disadvantaged young people
  + Mental health support for young people
  + Affordable/free vocational skills opportunities for young people:
    - Arts
    - Environment
    - Budgeting
    - Nutrition
    - Health and wellbeing
    - Exercise
    - Sports
    - Cooking skills / healthy eating
* Family hubs to host fairs to raise aspirations
* Make use of Council assets to provide youth provision (e.g., host youth clubs/activities during the early evenings in the libraries)
* Promote job opportunities for young people

**A selection of quotations received from raw feedback relating to the theme ‘Education, Training and Youth Provision’:**

*“I feel that we should look at education on a wider basis not merely towards work. The concept of life-long learning has all but disappeared.”*

*“More opportunities in schools for group activities (music, sports, drama) that children can take part in both in and out of school. To bring together children from different backgrounds.”*

*“Improving the schools in poorer areas - ensuring that regardless of wealth children receive good education for the entirety of their schooling career, providing more free areas for teens and young people to use outside of home so they have a monitored indoor space rather than being left to wander outside,”*

*“Arrange free training sessions related to trending technologies to get jobs.”*

*“Work with schools and community leaders to come up with ideas to help children and young people take more pride in their surroundings and have an awareness of the impact of littering.”*

*“Locally fund adult training (free of charge to the learner or consider salary sacrifice once earning £x) in careers with identified shortages. Drivers (Car, LGV, HGV, etc), Care Home Workers, building trades, Social Workers etc* *etc. 2) Locally support adult education to achieve nationally recognised numeracy, literacy levels required for employment.”*

*“In education, the city is crying out for more grammar schools. Other cities and towns of* *a similar size have way more than we do. This will allow students for under-privileged backgrounds to attain a higher level of education. Working with our 2 fantastic universities, we should be making it easier for local young people to get into our universities.”*

*“More free opportunities for children and young people to take part in sport and the arts at no cost to families. Kids at the private schools get so much extracurricular opportunity and it helps lift aspirations and give them a focus and gives them loads to talk about when they apply for jobs or further study.*

*“Could volunteers work with people with poor reading or pc skills, either at libraries, community halls or even 1:1 (subject to DBS checks). Ask young people what they need help with to reach their personal goals and find ways to help.”*

Access to Services and Support

**Examples of the comments and suggestions received for the theme ‘Access to Services and Support’:**

* Support available for families / residents to access:
  + Foodbanks / social supermarkets
  + Employment opportunities / support
  + Local discounts / savings
  + Welfare advice
  + Skills & Training
  + Health / fitness
  + Mental health
  + Housing
  + Transport
  + Debt advice
  + Substance abuse support
  + Youth provision
  + Maternity support (Health visiting / breastfeeding support)
  + Early years support
  + Victims of crime support
* Accessible services
  + Not everyone has access to the internet or the digital literacy to engage with online content
  + Make services accessible to all, including newly arrived communities
  + All areas of Coventry need to have access to equal services
  + Think of creative ways to engage, reach out and promote the support services available to Coventry communities
* Develop an easily accessible integrated approach to Council services – e.g., Community hubs working with partners to provide a ‘one stop shop’ of joined-up support services where people can access support easily, all in one place.
* Ensure all Council services identify any gaps and are aware of equality implications within communities, and respond to any inequalities as much as possible
* Invest in:
  + Toilets / Washing facilities around the city
  + Suitable areas for the travelling communities to reside

**A selection of quotations received from raw feedback relating to the theme ‘Access to Services’:**

*“There is no clear, visible, recognisable system which the public/communities can approach. Hundreds of initiatives, leaflets, emails, plans, but the public/community still doesn't know where to go or what to do to solve the problem or to find an answer. If the plan is to create One Coventry - so it should be one place people can go and ask for help, or advice or to ask a question.”*

*“There is a huge gap in resources / support for low-income families. Families are often left reliant on charities / religious groups / friends which is often unsustainable. There needs to be the resource available to support people and families with low-income as well as opportunities to work / learn to bridge the gap of inequality within the city.”*

*“Enable greater funded access for programmes that build well rounded people - such as access to sport, culture and wider programmes that are taken for granted by those who can afford to pay to attend for themselves or families”*

*“Struggling households and individuals often do not know what welfare benefit support they are entitled to or how to access it effectively; they often to do not know their housing, employment, education or health service rights or are not able to protect them for lack of available free, independent expert help.”*

*“Ensuring our skills system meets the needs of all residents and is widely accessed by all Coventry communities, including newly arrived communities. Making sure it is fully inclusive and representative of our diverse city and supports those more in need, with a ‘proportionate universalism’ approach, helping people out of poverty and creating a more equal City.”*

*“Services need to be more mobilised and working close with the community, vulnerable people and easily accessible”*

*“Despite all the rebuilding in the city centre this has not included any new toilets/changing places. Those that we do have close early, this does encourage people to visit city centre or local community at night-time. A lot of older people feel inhibited by lack of facilities.”*

*“Consider access to food services, healthy eating principles, access to food banks and other nutrition-related services; consider health literacy; consider facilitators and enablers to accessing health services especially amongst vulnerable and marginalised groups such as homeless and ethnic minority groups; workplace-wellbeing initiatives”*

*“Offer some council shop space to the local community so that they can be used as community centres run by the community.”*

*“Use more creative ways to reach people who you are currently seeing struggle to access.”*

Housing and Homelessness

**Examples of the comments and suggestions received for the theme ‘Housing and Homelessness’:**

* Need more social / affordable housing in the right areas of the city
* Social housing improvements should include:
  + Parks and benches nearby
  + Street cleaning
  + Improved housing conditions
  + Improved energy-efficiency (Insulated etc)
* Need services to support homelessness:
  + Improved signposting to homelessness support organisations
  + Open unused/vacant buildings as temporary accommodation
* Lobby National Government to impose rental controls

**A selection of quotations received from raw feedback relating to the theme ‘Housing and Homelessness’:**

*“Housing is a key determinant of health and I think a lot more could be done to tackle the issues around poor housing conditions. For example, targeted prevention of accidents or health related issues in the home will reduce the pressure on the NHS and save money whilst also improving health through better property conditions.”*

*“Build more affordable housing, stop exploitative landlords.”*

*“Open up unused buildings for the homeless.”*

*“More affordable and denser housing closer to the centre. Build density near transit links.”*

*“Build affordable housing for families. This will give people the option to settle in Coventry, raise a family here and support the city making a diverse community.”*

*“Lobby the government to impose rent controls, get rid of no-fault evictions and give tenants more security to have a home.”*

Environment

**Examples of the comments and suggestions received for the theme ‘Environment’:**

* Improved street cleaning
* Instil civic pride within communities
* Improve air quality:
  + More cycling / pedestrian networks
  + Promote active travel
  + Reduce the need to travel by car
  + Phase out ring road
* Stop developments on greenbelt
* Improved and clean parks with amenities such as toilets/benches
* Use the city’s green assets to offer training in green skills and urban agriculture
* Make recycling/refuse/disposing of bulky goods easier to reduce fly tipping
* Create community initiatives:
  + Litter picking
  + Cleaning graffiti
  + Maintenance of green areas
* Plant more trees/hedges/flowers

**A selection of quotations received from raw feedback relating to the theme ‘Environment’:**

*“Keep all areas of the city clean and free from decay and vandalism.”*

*“Help people gain access to the alleyways behind their houses where these have become overgrown. This would enable more people in rented accommodation to store bikes safely and cycle.”*

*“More quality green space in deprived areas. All parks should have perimeter paths, so all residents have somewhere free to exercise all year round.”*

*“Harness the benefits of the natural environment to give people the opportunity to learn new green skills and create new urban agriculture.”*

*“More natural green space”*

*“Support our more disadvantaged communities with street cleaning, as well as green space/park maintenance.”*

*“Make it much easier to dispose of old mattresses etc, and people won't fly tip them.”*

*“Adding events to bring together different people in community action on local issues, like picking litter, cleaning graffiti, upkeep of green areas etc, would help to bring different communities together.”*

Jobs and Employment

**Examples of the comments and suggestions received for the theme ‘Jobs and Employment’:**

* Create more job opportunities with fairer pay across the city
* Training for staff in organisations to raise awareness and understanding of equality and diversity
* Providing job flexibility – supporting those returning to work
* Improve career advice opportunities across the city
* Raise ‘soft skills’ in underrepresented groups
* Support childcare/childcare costs for working parents
* Provide training opportunities in digital skills / trending technologies to enable wider opportunities to access employment
* Roadshows raising awareness and training people on job application/interview process
* Provide job opportunities for young people
* Giving jobs to the right people who can do the job – no discrimination
* Create environmentally sustainable jobs
* Ensure minority/ethnic groups are seen in higher level jobs
* Invest in developments across the city that employ local people
* Support for those with additional needs to access work

**A selection of quotations received from raw feedback relating to the theme ‘Jobs and Employment’:**

*“Better support around job creation/career advice”*

*“More work done to raise 'soft skills' in under-represented groups. There are plenty of well-qualified people working in jobs far beneath their skill levels. People are sold 'get qualification x and you'll get job y' and this is less than half of the real story. Many people have the qualifications but lack the soft skills, connections, confidence and social capital to progress.”*

*“We need to be look at providing more childcare so parents can work or supporting companies to offer more flexible hours.”*

*“A need to do better on career choices and options for people with disabilities (including mental health) and ensure there is the right vocational and academic offer to ensure meaningful employment.”*

*“Ensuring employment support services such as those offered through the Job Shop and its partner organisations are widely accessed across the City with holistic 'wraparound' support to address all barriers to work. Employment support services and skills support to be fully integrated”*

*“Resources/funding aligned to digital poverty- digital acts as an enabler to wider opportunities across education, health and wellbeing, skills and employment, and better financial outcomes.”*

*“More awareness and exposure at secondary school level in multi-cultural schools throughout the city making pupils aware that council jobs are available to all.”*

*“Job fairs and engagement with the public could help us support those looking for work and aid their application/interview understanding.”*

*“The creation of more manual jobs so that the not so tech savvy people of Coventry can work.”*

*“Encourage ALL Coventry employers to pay their employees properly, so people can afford to increase their standard of living.”*

Inclusion and Diversity

**Examples of the comments and suggestions received for the theme ‘Inclusion and Diversity’:**

* Council employees of all levels to represent the diversity of the city
* Celebrate, support and deliver events and activities to promote diversity across the city
* Tackle barriers:
  + Language
  + Religious
  + Ethnic
* Encourage and promote equality, diversity and inclusion to partners, organisations and businesses across all sectors
* Promote the history of diversity within Coventry through the schools’ curriculum
* Integrate minority groups within mainstream activities
* Invest in a multi faith room in the city centre
* Highlight and promote positive contributions made to the city by diverse communities

**A selection of quotations received from raw feedback relating to the theme ‘Inclusion and Diversity’:**

*“Executive Directors & Heads of Services in CCC need to reflect the communities we serve i.e. From Ethnic Minorities and women. Not all from White backgrounds.”*

*“More diversity in the councillors, would be great to see more women in the roles.”*

*“Continue to celebrate diversity and that this is good thing, celebrate all the festivals recognising the variety of faiths in the city and different cultures, that we all belong regardless of sex, sexuality, etc”*

*“More emphasis on improving equality, diversity and inclusion is need by organisations across all sectors”*

*“Talk about cultures and traditions more in our Schools from a young age, learn sign language in junior schools, every child should be taught about our city and its history up to modern day and this helps to form more respect for where they live and give knowledge and understanding of our diverse community.”*

*“We need to make equality and inclusion a priority and part of everything we do and not something which is stand alone. Building it into the design of our services and approach”*

*“Integrate more ethnic minorities into mainstream activities.”*

*“In terms of diversity and inclusivity providing a multi faith prayer room in the city centre as this is a main reason why at times, I choose not to spend a long time there.”*

*“Continue to highlight contributions people make to society regardless of age, gender, nationality, skin colour, religion, sexuality or socio-economic background”*

Health

**Examples of the comments and suggestions received for the theme ‘Health’:**

* Support and invest in accessible services/events of improving the health of residents:
  + Healthy eating/Healthy lifestyles
  + Health and wellbeing
  + Mental Health
  + Maternity support
  + Exercise/access to sport (Taking into account diversity e.g., women only swimming classes)
  + Support for substance abuse/prostitution
  + Coordinate more park-run initiatives using Coventry’s green spaces
* Use data to identify health inequalities and identify where the gaps are to improve outcomes. E.g., Using public health funding to grit footpaths to reduce slips and falls – NHS resources will then be reduced
* Develop a sustainable food strategy to reduce food poverty in Coventry
* Better integration between public health and other services
* GP (General Practitioner) Services to be improved, and better communication and engagement within their communities
* Use health services such as GP/hospital waiting rooms to promote council services and support network e.g., posters on the wall

**A selection of quotations received from raw feedback relating to the theme ‘Health’:**

*“Support in improving the health and education of areas with low achievements”*

*“I can't remember which authority it was, but they spent public health money spreading grit on footpaths to reduce the impact and pressure on the NHS through slips and falls - it costs less as a preventative measure and saves more by not having to treat as many cases.”*

*“A specific focus needs to be given to the adoption of a long-term post-pandemic sustainable food strategy. Emergency provision created and sustained over the duration of the pandemic has shown the current scale of the problem and there is no credible reason why this demand won't persist or even worsen.”*

*“Key to this is an integrated approach across partners - health / public health / education / early help / advice and guidance.”*

*“When thinking about health inequalities it would be useful to consider a population health approach to look at closing the gaps on health outcomes”*

*“Breaking down stigma around talking about mental health - "It's okay not to be okay.”*

*“GP practices and our local hospitals are under significant pressure (as in other towns and cities) It is therefore important for the council to look at how population growth might impact on all of their services and also those outside of the council.”*

*“People connected with others are more likely to be healthy for longer and those able to find good work and lead healthy lives require less money spent later.”*

Reducing Inequalities in our Communities

**Examples of the comments and suggestions received for the theme ‘Reducing Inequalities in our Communities’:**

* Bridge the gap between the rich and poor
* Support for families to become self-sufficient
* Tackling those who exploit the most vulnerable
* Focus projects on deprived communities
* Recognise and address the impact of poverty
* Regeneration of deprived areas:
  + Encourage developments in the most deprived areas
  + Improve facilities in deprived communities which will help raise pride in their area
* Create an equal society both economically and environmentally
* Increase expenditure on Adult Social Services
* Tap into crowd funding initiatives to help raise money to help deprived communities

**A selection of quotations received from raw feedback relating to the theme ‘Reducing Inequalities in our Communities’:**

*“Fair Trading within communities which have suffered deprivation allows the community to improve their future outcomes by securing economic growth and secures the community's chance of tackling inequalities compared with opportunities in economically successful communities.”*

*“Somehow, we need to move people on to become self-sufficient, rather than depending on charity. Providing affordable housing and removing the people who exploit those in need is needed, and the council and partners are the most powerful and effective way of doing this and improving inequalities.”*

*“Continue to focus our work on most deprived communities”*

*“Council needs to be more proactively recognising and addressing impact of poverty on children and families”*

*“Attract development within the poorer areas of the city”*

*“Improve facilities in run down areas for communities to take pride in their areas”*

*“Create a more equal society and aim to level both economically and environmentally the areas in which we live.”*

*“I'd very much like to help the city to become fairer. Is there any scope for adapting a crowd-funding approach to raise money for worthwhile levelling up projects in less affluent areas?”*

*“More money spent away from the city centre”*

Crime and Safety

**Examples of the comments and suggestions received for the theme ‘Crime and Safety’:**

* More police presence on streets / within communities
* Toughen the consequences of committing crime
* Raise awareness and create provision to tackle:
  + Modern slavery
  + Online fraud/phishing
  + Crime against women
  + Littering / Fly tipping
  + Graffiti and vandalism
  + Drugs
  + Gangs
  + Violence / Intimidation / Anti-social behaviour
  + Speeding / traffic enforcement
* Engage with young people in Coventry to inspire them away from gang culture
* More community wardens
* More integration between the police and other public service departments
* More street lighting

**A selection of quotations received from raw feedback relating to the theme ‘Crime and Safety’:**

*“Increase number of police dealing with online fraud and modern slavery”*

*“Money could be spent on improving security after being broken into and when walking the streets at any time of the day or night”*

*“Make sure all schools have safe entrance and exit areas for children, especially near busy roads. Stop people coming here to cruise and race cars.”*

*“Drug dealing and burglaries are high crimes, as criminals may be placed by family homes.”*

*“PCSOs (Police Community Support Officers) to work more closely with Hubs and take part in initiatives.”*

*“Work with young kids to prevent them joining gangs”*

*“Bring back community wardens which were very successful in tackling inequalities and crime”*

# Tackling the Causes and Consequences of Climate Change

All of the feedback relating to ‘Tackling the causes and consequences of climate change’ was considered and this identified common themes, as shown below:

**Here are the common themes identified from feedback on 'Tackling the causes and consequences of climate change':
- Collaboration and partnerships
- Education training and youth provision
- More nature and greenery
- Greener workplace
- Incentives for green behaviours
- Energy-efficient buildings
- Transport and commuting
- Improving infrastructure
- Investing in renewable energy
- Recycling and litter**

*This infographic is primarily informed by all surveys but also supported by all other engagement feedback.*

Collaboration and Partnership

**Examples of the comments and suggestions received for the theme ‘Collaboration and Partnership’:**

* Place climate change priority as part of the Council’s commissioning process
* Lobby Central Government on climate change
* Collaborate with organisations across the city to engage and empower encouraging them a part to play in tackling climate change, organisations include:
  + Schools
  + Manufacturers
  + Recycling Centre / Tip
  + Environmental groups
  + University / Educational providers
  + Transport partners (rail services etc)
  + Businesses
* Encourage local communities to get involved, and work on targeting ethnic minority communities with language barriers
* Develop stronger partnerships with organisations who already actively tackle climate change e.g. Fab Labs
* Collaborate with initiatives to include:
  + Hedgehog Friendly Campus
  + Junk Kouture
  + West Midlands National Park
  + Supermarkets
* Develop creative engagement to encourage behaviour change such as:
  + Commission recycled artwork / performances
  + Recruit climate change champions to carry out climate change talks within the community

**A selection of quotations received from raw feedback relating to the theme ‘Collaboration and Partnership’:**

*“Use the commissioning process to encourage the people we purchase from to be environmentally conscious.”*

*“Lobby central Government to counteract the lobbying done by large organisations to water down and remove environmental protections.”*

*“Work with partners to ensure that we are all working together, i.e. trains to the city from local areas such as Bedworth, Kenilworth etc more frequent as an alternative to driving.”*

*“Engage early and involve communities in climate decision-making: not every climate policy will be popular, and councils shouldn’t shy away from this. Early engagement with communities and a genuine commitment to listening to public feedback encourages widespread acceptance once implemented. This has been especially true for controversial ideas, such as low traffic neighbourhoods.”*

*“Work in small groups in the communities provide knowledge and understanding especially to communities who have language barriers”*

*“Be sure that all businesses/organisations are aware of the part that they can play in this.”*

*“Most policies relate to businesses and larger institutions and not on what citizens can do beyond their role as a consumer. For example, Coventry has repair cafes, food banks are reducing food waste, FabLab Coventry is a circular economy centre and many others, but these are not typically considered within climate change strategies. With better connectivity and perhaps simple infrastructure the citizen/social aspect of climate change could be very powerful.”*

*“Communities will need to take the lead. This will need a pool of speakers, who are prepared to visit groups and speak in plain English about the causes of climate change and what can be done to arrest it. There should be constant reminders about recycling. The message to convey is that every individual can play a part. Periodic publication of targets and outcomes should be made available.”*

*“Provide activities and engagement for people of all ages in the community, giving rise to better community cohesion and improved mental health. Teach children a plot to plate mentality - which could help with getting them interested in growing and cooking and be integrated in their studies.”*

Education, Training and Youth Provision

**Examples of the comments and suggestions received for the theme ‘Education, Training and Youth Provision’:**

* Provide information in different formats to encourage inclusion including:
  + Easy read versions
  + BSL (British Sign Language)
  + Different languages
* Provide scientific evidence of changes and how they will impact on climate change
* Information to include a stronger local connection to Coventry or specific local communities/neighbourhoods
* Introduce KPI’s (Key Performance Indicators) to measure targets
* Provide evidence of impacts/mitigation on climate change which relate to local, national and global effects.
* More information/education to residents / landlords / Council Services to encourage behaviour change in the following areas:
  + Sourcing products for construction projects
  + Choosing different products – buy local / avoid single use plastics etc
  + Reducing energy usage
  + Using green tariffs
  + Renewable energy options for homes / businesses / local services
  + Creating energy-efficient homes
  + Repair or reuse items
  + Encourage pride in their local areas
  + Suggestions of basic things we can do to be environmentally friendly
  + Exercise to travel
  + Fast food
  + Fast fashion
* Work with the schools across the city to highlight the importance of climate change and encourage a shift in behaviour for the next generation to include
* Internal training with Council staff so that colleagues understand future ‘green skills’ needs and have the right skills to support residents and businesses to decarbonise and potentially invest in green technology
* Encourage behaviour change through creative promotion
* Training for residents to become ‘climate champions’
* Some don’t feel climate change is important, and that evidence suggests that humans cannot make a difference to climate change

**A selection of quotations received from raw feedback relating to the theme ‘Education and Training and Youth Provision’:**

*“Clearer and stronger local messages and communications about why this is important”*

*“Maybe some education to* *landlords to make their houses 'greener' and more efficient. This would benefit both the environment and the tenant.”*

*“Challenge each other all the time in our normal operating procedures and decision making - what can we do that is more environmentally friendly.”*

*“More public education as to the causes of climate change so the public are more equipped to make that behaviour change, should also be on the curriculum and sustainability woven into all aspects of life and curriculum”*

*“Education is key and often children are the driving force in households to make small changes, such as walking instead of using the car or recycling. Schools could definitely be part of the answer.”*

*“Ensure that we understand future 'Green Skills' needs so that we have the right skills mix to both support business to de-carbonise and invest in green technology and to provide the skills needed for new green transportation etc (i.e. Very Light Rail, Electric Vehicle maintenance and charge points).”*

*“More training for communities to become climate change champions would be good. We need to grow more of our own food, save water and conserve local environments but we need better awareness and training to make best use of what we have.”*

*“Periodic publication of targets and outcomes should be made available.”*

*“Less green washing -no scientific evidence planting trees in* *United Kingdom will have any impact on climate change and losing amenity Greenspace will have negative impact on many people's lives.”*

More Nature and Greenery

**Examples of comments and suggestions received for the theme ‘More Nature and Greenery’:**

* More planting across the city (On streets, city centre, near roads and paths, central reservations, roundabouts etc) including:
  + Trees
  + Fruit and nut trees
  + Flowers
  + Hedges
  + Meadows
  + Allotments
  + Gardens
* Stop felling trees, especially mature native trees
* Invest in green spaces
* Stop giving away green spaces for development purposes
* Include the green agenda into existing planning and building regulations
* Support community-based growing and greening initiatives
* Encourage homeowners to keep gardens and not create driveways etc
* Develop composting initiatives
* Rewild areas across the city
* Protect the greenbelt
* Develop micro-forests
* Use existing greenspaces differently – create opportunities for training within those spaces etc.
* Invest in living walls/roofs – e.g., cladding on the ring-road to become a living wall

**A selection of quotations received from raw feedback relating to the theme ‘More Nature and Greenery’:**

*“Make more green spaces and advertise them for public use.”*

*“Stop selling/giving land to developers”*

*“Stop the building on green fields. This land is hugely important for wildlife and for people. Cutting trees down to build is detrimental to our health. They protect against pollution and help provide clean air.”*

*“Stop cutting down trees etc. that are healthy just to widen roads etc.”*

*“Look after wildlife more, make our City greener, and more plant more trees, more outside seating”*

*“We need to be planting more trees and stop ripping trees out every time building work takes place. More needs to be done so that existing trees are taken into consideration when building plans are drawn up. Greenery such as bushes, etc should be replaced once building has been completed. More green areas need to be put in around the city.”*

*“Create compost from the green waste and supply it to local people growing fruit and veg.”*

*“How about re-creating the Forest of Arden - we could be a tree-canopied city, combatting increasing heat and drought and improving biodiversity… How about starting with micro-forests? Continue to open up our rivers and streams and recreate floodplains?”*

*“There is a great deal more that could be achieved with regard to open spaces and green policy in Coventry, there are not just opportunities for health and recreation but opportunities to save vital cash by adopting sustainable practices and for training personnel in greener ways.”*

*“Cladding on the ring road, could it not have been a living wall rather than the busy pattern?”*

Greener Workplace

**Examples of the comments and suggestions for the theme ‘Greener Workplace’:**

* Green transport options for workers
* Investing in green transport for the Council’s vehicle fleet (Electric buses / waste vehicles / vans / pool cars etc)
* Flexible working – allowing more working from home where possible
* Providing free/cheaper parking at the Memorial Park to encourage more walking/cycling
* More EV car options on the workplace scheme
* Provide free/cheaper public transport for staff to discourage the need of a car
* More EV charging points at the workplace
* Using environmentally friendly resources and materials at the workplace – reducing / ban single use plastics etc
* Sourcing all Council materials locally
* Encourage car share schemes
* Turn office lights off during nights
* Invest in renewable energy (as stated above)

**A selection of quotations received from raw feedback relating to the theme ‘Greener Workplace’:**

*“Encourage staff to park and walk/cycle by making it free (you could issue them with a pass for Memorial Park instead of charging them).”*

*“Working from home for those who wants and can work from home.”*

*“More electric cars on the work car scheme would be a good idea as well. Cheaper train fare/buses for those that work at Coventry.”*

*“Continue with working from home as an option to reduce travel by road”*

*“More charging points for electric vehicles are needed within the workplace.”*

*“Challenge each other all the time in our normal operating procedures and decision making - what can we do that is more environmentally friendly. Library Service have stopped selling bottles of water at gigs and have substituted with jugs of water. This year’s summer reading challenge medals will be wooden rather than plastic. Small steps but start to alter the culture of the organisation and way staff think about the environment”*

*“Source materials used by the Council more locally, thereby saving on carbon footprint etc.”*

*“The electric buses, council vans etc. are a great example to others and would maybe encourage others to buy electric.”*

*“Turning office and shops and other unwanted lights off at night”*

*“Push for renewables sources of energy, try to make all council vehicles electric and buildings power themselves... Take the lead and insist on new developments that such measures are thought of. Why are houses built without solar panels or water recycling? We are planning on demolishing half the city centre soon which is not very environmentally focussed when retrofitting can help the carbon and financial costs.”*

Incentives for Green Behaviours

**Examples of the comments and suggestions received for the theme ‘Incentives for Green Behaviours’:**

* Educational Establishments – Schools and Universities
  + Competitions around the amount of recycling / green initiatives and activities carried out with young people
  + Reward establishments that encourage climate change ethos
* Businesses
  + Reduced business rates / free advertising for businesses who can showcase their efforts towards climate change
  + Grant and funding opportunities for businesses to become eco-friendly (EV’s, renewable energy etc)
* Residents
  + Incentives to cycle more
  + Reward households for maintaining and creating garden spaces
  + Reduction in council tax for planting trees
  + Grants for investing in renewable energy options for homes
  + Grants for improving the energy efficiency of homes
  + Money/voucher schemes for recycling – e.g. bottle schemes
  + Reward residents for not using cars
    - Free/subsidised public transport
    - Discounted EV (Electric Vehicle) charging
    - Schemes to buy EV’s
* Council Workforce
  + Empower colleagues to become green champions
  + Offer discount / free bus passes for employees to encourage use of public transport to commute to work

**A selection of quotations received from raw feedback relating to the theme ‘Incentives for Green Behaviours’:**

*“The council should also encourage those in schools/university to also think green. Perhaps could challenges be run to encourage schools to compete with each other around the amount of recycling/green activities they have undertaken”*

*“Encourage local businesses to be plastic free or plastic reduced. Perhaps look at free advertising for a company of the month that does something significant to reduce their carbon footprint for example or who has got rid of all plastic bags...”*

*“I think that in order to galvanise communities about climate change there has to be an incentive.”*

*“Consider grants to local drivers and homeowners to increase EV and solar PV uptake.”*

*“Opening recycling units in supermarkets, and charging for empty bottles, getting charged money back from supermarkets when bringing recycled items back.”*

*“Also, we invented the Safety Bicycle, we should try and lead the way and promote that side of our heritage more with regular cycling events and incentives for residents to cycle more. What if you were to close certain roads to cars for just one day a year as part of an event to promote cycling.”*

*“Grants for self-charge electric cars or electric bikes (not just pedal assist).”*

*“Funding/grants for solar panels on homes / heat source pumps etc. New builds to include sustainable energy sources.”*

*“Start an incentive to recycle (like Sweden does with a recycling bottle scheme for 5p off per bottle bought back)”*

*“Come up with a plan to encourage residents to plant out their gardens, which will have a cooling effect, help to absorb air pollution and prevent run off of rainwater allowing it to soak into the ground.”*

Energy-efficient Buildings

**Examples of the comments and suggestions received for the theme ‘Energy-efficient Buildings’:**

* Offices / buildings / social housing to become energy-efficient
* Subsidies and grants for Coventry residents to help with making homes more energy efficient e.g. Windows, insulation, water, electric boilers etc
* Review heat source / insulation for all council owned properties such as offices, schools, leisure centres etc.
* New developments to include mandatory requirements for energy efficiency and sustainability
* Educate residents on the financial benefits of improving homes to become energy efficient
* Council to coordinate funding/support through food banks for those in fuel poverty.
* Training for school leavers in the trade industry which is focussed on retrofitting homes to become energy efficient
* Developing green roofs / gardens to help insulate buildings

**A selection of quotations received from raw feedback relating to the theme ‘Energy-efficient Buildings’:**

*“50% off purchases of Electric Boilers”*

*“Where there is a lot of rented accommodation, these are conspicuous by their absence. Maybe some education to* *landlords to make their houses 'greener' and more efficient. This would benefit both the environment and the tenant.”*

*“I'd love to see more eco measures in public buildings, car parks, schools etc - light sensors that switch off when not needed, a move to renewable energy wherever possible”*

*“Making it a must that people's homes have effective insulation on roofs, windows and doors. So far the average house in UK compared to European countries have insufficient and poor quality insulations, as a consequence people uses lots of gas and electricity. The average EPC (Energy Performance Certificates) in UK shows houses in band D-E-F and there is no regulation and laws on making them more efficient. It should be a must for a house to be lived to be at least a C band. “*

*“Offices and large offices mainly, should not be heated when people are not in.”*

*“More help to tackle the causes of climate change including schemes which help people better insulate their homes”*

*“Adopt a Green City masterplan that details how all new buildings must adopt a new Coventry Design Code”*

*“Providing training to school leavers in trades focused on retro fitting homes to be more energy efficient”*

*“Green roofs and roof gardens can help to insulate the building and provide food and shelter for our fellow creatures.”*

*“ALL new planning permission applications should only pass if they are energy efficient, properly insulated and do not use gas central heating.”*

Transport and Commuting

**Examples of the comments and suggestions received for the theme ‘Transport and Commuting’:**

* Access to affordable clean green transport options
* Increase EV infrastructure (charging points)
* Encourage behaviour change to take up active travel - discouraging car use
* Improve and expand cycle/pedestrian paths and infrastructure – safe paths and crossings for people to walk/cycle
* Improve public transport
  + Use green transport
  + Improved Park and ride schemes
  + Reduced fares
* Pedestrian-only areas across the city
* Expand on current bike scheme – electric bikes
* Review on-street parking
* Improved traffic enforcement – Speed cameras / average speed cameras etc
* Light rail / tram / hop on and off systems
* Identify traffic hot spots to ease congestion – allow free-flowing traffic
* Subsidised bus passes
* More frequent trains from nearby towns/villages
* Reduce HGV’s / diesel vehicles on certain times/days
* Council to lead the way using all electric vehicle fleets – refuse/recycling/cleaning/vans/buses etc
* Introduce Clean Air Zone
* Reduced speed limits
* Traffic-free city
* Research hydrogen technology
* Develop car-share schemes
* Enforce engine-idling

**A selection of quotations received from raw feedback relating to the theme ‘Transport and Commuting’:**

*“Having more transport links will reduce people’s need to drive their cars and enable people to get out the house and explore.”*

*“Build a network of cycle/walking/non-motorised vehicle lanes through the whole city. Make this a priority above driving.”*

*“Review parking access to all homes with rear alleys - remove some cars from on street parking.”*

*“Make alternative cheaper people will run to it.”*

*“Work with partners to ensure that we are all working together, i.e. trains to the city from local areas such as Bedworth, Kenilworth etc more frequent as an alternative to driving. One per hour is not enough.”*

*“It feels like some behaviour change will only be achieved if it is forced rather than encouraged. E.g., during the height of the pandemic traffic was significantly reduced but rates are increasing again now people return to work”*

*“Consider the reduction of HGV /diesel car use in the city at weekends to increase the air quality- consider congestion charge for the city- traffic is so heavy in and out of the main routes at peak time in the week.”*

*“Improve transport to encourage car users to travel in a different way. e.g. Local small buses taking children to secondary schools - so that parents aren't driving them to school. Local buses covering all areas of the city to take people to hospital appointments. This can be a long journey from one side of the town to the other.”*

*“Stop buses and taxis parking with their engines running.”*

*“Encourage flexible car hire or car sharing agreements in the city so that people can give up their cars but know that a cost effective and easy alternative is available so they can have access to a car should they need one.”*

Improving Infrastructure

**Examples of the comments and suggestions received for the theme ‘Improving Infrastructure’:**

CCC Planning department have a crucial part to play in terms of:

* Ensuring that key facilities / services are accessible within local distance to residents (shops/playgrounds/banks/medical etc)
* Create transport links that makes it easier for residents to commute to access services – reducing the need of cars.
* Ensure that planning decisions take account of the climate change priority
* Stop knocking down buildings and think of ways to reuse or repurpose empty buildings / homes (e.g. IKEA building to become a hub for youth projects)
* Stop approving projects on green belt areas, make use of brown field sites instead
* Protect mature trees and do not allow developers to fell trees. Encourage developers to work around nature within their schemes.
* Prevent homeowners from concreting gardens
* Make it mandatory for new development to use green sources of energy / install renewable energy
* Force new developments to create green spaces among buildings
* Limit car parking on streets e.g. Parking pass for one vehicle per household

**A selection of quotations received from raw feedback relating to the theme ‘Improving Infrastructure’:**

*“Stop building on green belt land!!! Use derelict sites buildings within the city”*

*“Making services more local - more walkable services in line with '15-minute city' principles.”*

*“Look at the location of buildings, amenities and take into account people do not have money/transport to get to work/ shops etc.”*

*“Build an environment of linked and interconnected wild spaces. Stop building on the former green belt and on flood plains.”*

*“Stop building new houses and compulsory buy more unused houses and bring them back to a liveable state for families private and social”*

*“Rejuvenation of derelict properties”*

*“Improve/encourage non-driving access to places which are central but only ever driven to.”*

*“We have lots of sporting facilities that should be used to engage our young people in positive influences but they are spread all over the place and require car journeys to get there, not every kid has a supportive family to run them about. Perhaps turn the old Ikea building into a centralised accessible multi-sport facility of excellence that can inspire our young people to achieve more than they think is possible.”*

*“Sustainability is key. No change, investment or new development should proceed before it has been for compliance with climate change goals.”*

Investing in Renewable Energy

**Examples of comments and suggestions received for the theme ‘Investing in Renewable Energy’:**

* Coventry City Council to invest in large-scale renewable energy projects such as Solar Farms and Wind Energy
* Council owned buildings and infrastructure to have renewable energy sources etc such as:
  + Solar power (Roof and wall spaces)
  + Heat source pumps
  + Rainwater for toilets
* Encourage and support residents with grants/subsidies to invest in renewable energy for their homes
* Use sustainable power sources for signs and public streetlights
* Invest in local water storage solutions
* Old mines converted to store water and produce energy
* All new building projects to have a mandatory renewable energy source as a condition set by the planning department

**A selection of quotations received from raw feedback relating to the theme ‘Investing in Renewable Energy’:**

*“Perhaps more topically, some mitigation to the energy crisis - a large solar farm perhaps - so that residents can engage first hand and see what the Council is doing at the front line.”*

*“Invest in solar \ wind power.”*

*“If the council had incentives for EV and Solar panel installations to back central governments little incentives, that would drive the move to reducing carbon emission in our great city.”*

*“Consider how to store water as the UK just does not have enough storage yet reservoirs can be a great amenity”*

*“Prioritise green energy investment.”*

*“Funding/grants for solar panels on homes / heat source pumps etc”*

*“Use the roof and wall spaces of all available city centre and factories to install solar panels and/or wind power generators.”*

*“Perhaps as a city we can use the space at airport if the battery facility doesn't take off to build solar panels/battery storage facility for energy etc.”*

*“I have read that in some areas of the country old mines are being flooded. The water heats up and can be used to generate energy. Could this be done with the old Binley Mine?”*

*“Invest in community heating schemes to reduce the need for individual gas boilers.”*

*“Provide capital funding for schools to install solar PV and energy storage solutions which would also vastly reduce their revenue expenses.”*

Recycling and Litter

**Examples of the comments and suggestions received for the theme ‘Recycling and Litter’:**

* Better recycling facilities across the city
* Improved recycling opportunities on streets
* Encourage businesses to recycle more (e.g. bottles etc)
* Lobby the government to make a national strategy for reducing plastic packaging
* Make the recycling process easier for households
* Develop composting initiatives
* Educate the public on recycling / fly tipping / littering
* Better waste collection / sorting waste services
* Improve street cleaning
* Renew opening times at the recycling and disposal centre to allow access to those who work (Evenings etc)
* Recognise recycling champions
* Develop greener practices within Coventry City Council as an organisation
* Develop an unwanted goods platform for people to give away unwanted goods
* Place recycling units at supermarkets – money/vouchers for plastics taken back
* Work with schools to encourage behaviour change in the next generation in terms of recycling / fly tipping / using less plastics
* Commission educational art pieces using recycled materials
* Provide incentives for recycling – money back or reduced council tax etc
* Provide solutions for those without transport to gain access to the recycling centres

**A selection of quotations received from raw feedback relating to the theme ‘Recycling and Litter’:**

*“Recycling opportunities everywhere, recycling bins across in the city, parks and better recycling facilities at the tip, council that signs up to reduce plastic consumption”*

*“Educate people to put litter in a bin - it’s the thing that makes some bits of Coventry grim.”*

*“Work with Coventry recycling centre/Tip on London Road to refine the process and recycle all waste collections (Green lid and blue lid).”*

*“Support/ lobby for a national strategy to force retail outlets to stop / significantly reduce using plastic”*

*“Open the tip less during the early morning and instead during the evenings at least 2 nights a week to allow working people to use this and for those who are caught fly tipping multiple times increase the fines in proportion e.g. 3x for a third event and HMO's to lose licence for repeat offences.”*

*“Provide a platform where people can give away unwanted goods to people that need them.”*

*“Opening recycling units in supermarkets, and charging for empty bottles, getting charged money back from supermarkets when bringing recycled items back.”*

*“Compostable waste bins in town / collection / industrial composting/ community garden projects*

*“Encourage our young people in education to look at their impact on climate change. Encourage them to avoid the use of plastics.”*

*“Educational art pieces i.e. posters sculpture made of recycled unusual materials, theatre performances using and advertising upcycled materials and the vocalisation in an interesting and comical way about a serious and important subject of climate change. This will be a different angle to catch the attention of people. Include different cultures working together”*

*“Give people motive to recycle; introduce scales in the trucks; while someone loads the recycle bin of a household, that load is measured, that way for every X amount of kg of recycle for a household, it gets a Y amount of money back from recycle/year from the council tax.”*

# Continued Financial Sustainability of the Council

All of the feedback relating to ‘Continued Financial Sustainability of the Council’ was considered and this identified common themes, as shown below:

**Here are the common themes identified from feedback on 'Continued financial sustainability of the Council':
- Innovation and investment in the city
- Digital and innovation
- Promote the city more
- Communication, engagement and collaboration
- Business support and regeneration
- Thinking long term while acting now
- Efficient workforce
- Best use of buildings
- Use money well**

*This infographic is primarily informed by all surveys but also supported by all other engagement feedback.*

## Innovation and Investment in the City

**Examples of the comments and suggestions received for the theme ‘Innovation and Investment in the City’:**

* Improve collection of Council tax
* Improve enforcement
* Improve bid writing
* Look at preventative measures
* Look at new paid for services e.g., bulky waste collection
* Look for opportunities for sponsorship for events
* Look at ways to charge students Council tax
* Introduce a congestion charge

**A selection of quotations received from raw feedback relating to the theme ‘Innovation and Investment in the City’:**

*“Stop doing things that are not important and what we have always done and redirect our resources to align to delivery of our key priorities**. Making sure we make the most of any opportunities available from government funding streams to support our priorities”*

*“Set up task and finish groups across service boundaries for the Levelling Up agenda and for the Shared Prosperity Fund. This with aim of maximising income to the City Council from central government**.”*

*“Develop and resource a Council wide task group to look at joint bids for external funding opportunities to fund services.”*

*“Better investment in Early Help is key.* *At the moment the conversation and focus are always on social care statutory intervention and although clearly this is important the narrative needs to change, and a brighter light shone on the Early Help agenda.”*

*“Contract out staff expertise to generate income”*

*“Increase availability of paid for waste collections (such as bulky waste collection) to include all sorts of items, to raise revenue, and reduce fly-tipping. Introduce garden clearance service. Introduce a discounted cv-one rate for those currently working in Cov but not living there, to encourage use of facilities**.”*

*“Ensure that events are fully funded/sponsored by outside agencies, potentially using events like the Radio 1 Big Weekend to fund other local events.”*

*“Charge students council tax, or at least the landlords of houses with multiple students occupying them, we need to increase revenues without putting council tax up 5% a year which is unsustainable when wages do not go up by the same amount.”*

*“Introduce congestion charging and start fining motoring infringements properly, e.g., for engine idling, abuse of box junctions, bad parking, etc.”*

*“Levy a vehicle charge/tax in the city.”*

## Digital and Innovation

**Examples of the comments and suggestions received for the theme ‘Digital and Innovation’:**

* Digital improvements
* Use technological advancements to improve services
* Look for sustainable/green technology solutions
* Encourage green business to locate here

**A selection of quotations received from raw feedback relating to the theme ‘Digital and Innovation’:**

*“'Digital improvement to create efficiencies. A streamlining of services would cost less money. Currently individuals are working hard but not always smart.”*

*“Enhance innovation and technology-based solutions that are proven to work and employ them in high-cost areas first. Examples - Use of drones to issue penalty notices, remote / pre-set controlled grass cutters reducing number, harness big data / merge systems to stop duplication of customer details.”*

*“Utilise technology more effectively to reduce workload and increase work/life balance - increase productivity and wellbeing.”*

*“Make sure City Fibre is rolled out throughout Coventry and that every resident is treated the same with the same broadband.”*

*“There are substantial savings that can be made by lowering the reliance on oil and gas driven technology within the infrastructure and work practices of the council. This extends to electric vehicles and rechargeable electric tools as well. Less unnecessary mowing, intelligent street lighting and so on.”*

*“Focus should also be given to encouraging upcoming industry into the city, especially in the renewables sector. “*

*“Rebuilding green infrastructure - green jobs”*

## Promote the City More

**Examples of the comments and suggestions received for the theme ‘Promote the City More’:**

* Change behaviours
* Build on City of Culture legacy
* Promote the city

**A selection of quotations received from raw feedback relating to the theme ‘Promote the City More’:**

*“Change the culture**. When people dump rubbish, people blame the Council not the perpetrators. Make it clear that yes, the Council can clear it up, but what it is adding to the bill or taking away from other services.”*

*“The City of Culture has brought a lot of pride to the city**. How local people see their city translates to the wider regions. The Assembly Garden is a brilliant illustration of how investment in modern social spaces attracts people into the city.”*

*“Marketing the city in its best form …It’s all about showing that things have been achieved already and making people aware that voting and attending things count.”*

## Communication, Engagement and Collaboration

**Examples of the comments and suggestions received for the theme ‘Communication, Engagement and Collaboration’:**

* Need to communicate more about our successes
* Collaborate with partner organisations including WMCA (West Midlands Combined Authority)
* Engage with local people – strong perception we do not listen
* Be open and transparent
* Fund community groups to work in their local communities
* Think about smaller changes that make the most impact
* Go out and talk to the community, including Councillors
* Encourage local employers to do more social responsibility work
* Explore public private partnerships

**A selection of quotations received from raw feedback relating to the theme ‘Communication, Engagement and Collaboration’:**

*“All amenities to talk more together, Buses, trains, Universities, BID (Business Improvement District), Chamber of Commerce… Reduce wastage. Work better with partners”*

*“Continue to support voluntary sector to enable them to deliver more. Provide a platform where organisations across the city can request volunteer help”.*

*“A strategic review drawing on the views of what resident's value, reduce spending in areas that people find of less value. Listen to your residents! Don’t assume how they want their money spent. No point investing in cycle lanes if the connectivity and infrastructure isn’t in place to link this up. Be more strategic”.*

*“It’s all about showing that things have been achieved already and making people aware that voting and attending things count. So mini networks of people to be able to speak directly to the council relaying things that matter.”*

*“Be a bit more open about publicly failings as well as successes. If you want the city to support, you then you need to show the city how it can* *help as a whole. The city does lack a sense of joined up thinking and departments seems to work in isolation. The face of the city needs to be a face we can trust and support.”*

*“Small community groups could do a lot with small amounts of funding. Share it out using an accessible funding process, take care of the paperwork and get back more for your buck.”*

*“Tight budgets are very evident in the city - small changes such as extra waste bins; benches in green spaces; pothole and pavement repairs etc are what matter to a lot of residents - however money is readily available for major projects - but local budgets remain restricted**.”*

*“Perhaps councillors could be seen in their communities a little bit more, to speak to the public more broadly?”*

*“There's* *a number of mechanisms that can be explored from partnerships with the private sector, to positive income generation through a variety of income streams like advertising revenue to merchandising. You need a focus group who can think outside of the box to work up initiatives to bring in funding without applying any further cuts. This money can then be allocated into the depleted pots where cuts have been applied to ensure that we continue to provide those services.”*

## Business Support and Regeneration

**Examples of the comments and suggestions received for the theme ‘Business Support and Regeneration’:**

* Look at funding opportunities
* Create more jobs for local people
* Encourage more private investment
* Encourage more inward investment
* Support SMEs

**A selection of quotations received from raw feedback relating to the theme ‘Business Support and Regeneration’:**

*“Create a local wealth fund to invest in local businesses and one-off projects/ key infrastructure and deliver ethical investment.”*

*“Financial sustainability is all about cash flow and investing these funds for the greater good for the future. I.e., Solar panels, batteries, EV (Electric Vehicles) etc. We need to open up more investment hubs to drive cash and investment down to the city, speak with companies to come set up hubs here in Coventry thereby creating jobs for our young people, reduce business rates for first setup year for companies, have and advertise more national events, i.e. the (just concluded City of Culture and Radio 1 big weekend), do more social media advertising to attract families to relocate to Coventry, etc.”*

*“Make sure that we employ more people who live in Coventry, so they may also grow the financial sustainability of the city.”*

*“Sponsorship, private investment, public events and CCFC in the Premier league in the heart of the city”*

*“Help to start more and more businesses which can offer jobs to local people.”*

*“Work to attract foreign investors, create new investment places, update new ways of tourism “*

*“The council should ensure it is maximising its revenue from land and real estate and avoid selling off public assets that could be profitable. Focus should also be given to encouraging upcoming industry into the city, especially in the renewables sector. The city has two highly regarded Universities, with thousands of skilled graduates every year, and they should be encouraged to remain in the city through the incentive of high-quality jobs.”*

*“Be brave and invest in our local business community.”*

## Thinking Long Term, while Acting Now

**Examples of the comments and suggestions received for the theme ‘Thinking Long Term, while Acting Now’:**

* Embed long term thinking avoid short term/quick fixes
* Include the local community in decision making

**A selection of quotations received from raw feedback relating to the theme ‘Thinking Long Term, while Acting Now’:**

*“Ensuring a long-term view is built into decision making and have robust business plans.”*

*“Think long term not short term. Think local not centralised.”*

*“Listen to your residents! Don’t assume how they want their money spent.”*

## Efficient Workforce

**Examples of the comments and suggestions received for the theme ‘Efficient Workforce’:**

* Avoid duplication
* Need to make the workforce more efficient
* Need to communicate more internally, know what other teams are doing
* Listen to employees
* Encourage working from home
* Need to have more collaboration
* More transparency around resource allocation
* Be more strategic around external funding applications
* Look at recruitment practices/wages
* Engage more with the public in decision making
* Strengthen online services
* More projects that generate income

**A selection of quotations received from raw feedback relating to the theme ‘Efficient Workforce’:**

*“Encourage homeworking to continue where it is working well and free up some of the expensive office space.”*

*“Streamline services and remove duplication of work, invest in people and programmes fully so that people are not stretched and have the capacity to deliver high quality outcomes rather than multiple outcomes adequately”*

*“A more flexible approach to how we deploy our resources, with less service boundaries and more focus on getting people with the right skills and experience to deliver where they are needed. Giving people the opportunity to step out of their day-to-day roles to work on collaborative projects, reducing the need to bring in additional resource.”*

*“Focus resources on what is needed most. Our leadership need to reflect the communities we serve we should be transparent on how we are achieving this and publish our equality workforce data.”*

*“Assess allocation of resource. Target areas that need it the most**. Identify whether current services meet the needs”*

*“Have suggestion box”*

*“Involve the public more in decision making so there is community participation”*

*“Keep services as streamlined as possible - strengthen the availability of the online portal that can be used for council tax and tip bookings etc - will reduce number of emails coming in from the public.”*

## Best Use of Buildings

**Examples of the comments and suggestions received for the theme ‘Best Use of Buildings’:**

* Reduced the number of council owned buildings
* Encourage home working
* Use Council buildings for different purposes

**A selection of quotations received from raw feedback relating to the theme ‘Best use of Buildings’:**

*“The council should look to reduce the number of buildings it operates from. With the increased willingness of staff to work from home, this could be a saving financially in having reduced buildings and from a green point of view too.”*

*“Encourage homeworking to continue where it is working well and free up some of the expensive office space.”*

*“Reduce reliance on heating big building and promote home working.”*

*“Consider looking at using council owned properties to host conferences, events, wedding, parties to get income. use school sites smarter at weekends.”*

*“We should not be looking just at financial measurement but also community assets and how they are accounted for in any accounting for stability. There is no real sense of Coventry being a collective of neighbourhoods with their own centres as so much investment is developer driven.”*

## Use Money Well

**Examples of the comments and suggestions received for the theme ‘Use Money Well’:**

* More oversight of our finances
* Pool resources
* Reduce use of consultants
* Reduce number of Councillors
* No “vanity projects”
* Concerns over cost of strike action

**A selection of quotations received from raw feedback relating to the theme ‘Use Money Well’:**

*“Careful stewardship of the funding provided to the Council - a critical eye on what money is used for”*

*“Pool resources to reduce wasting money.”*

*“The Council is undertaking too many high-risk developments that the private sector won't touch”*

*“Stop the use of expensive outside consultants, use the permanent staff of* *the Council more effectively.”*

*“No more vanity projects and get the roads and pavements fixed. “*

*“Perhaps looking at salary cuts for the highest paid execs could be one thing to consider, when so many are earning so little.”*

*“Spending money on a private company owned by the Council to collect the bins seems like a huge waste of money, slightly off and a very expensive way to do this rather than increase the wages of the striking refuse drivers.”*

# **Council’s Role as a Partner, Enabler and Leader**

All of the feedback relating to ‘Council’s Role as a Partner, Enabler and Leader’ was considered and this identified common themes, as shown below:

Here are the common themes identified from feedback on 'Council's role as a partner, enabler and leader':
- Communication, engagement and collaboration
- The right support for communities
- Wider investment in the city
- Lead by example
- Better use of data
- Accessible information
- Inequalities

*This infographic is primarily informed by all surveys but also supported by all other engagement feedback.*

## Communication, Engagement and Collaboration

**Examples of the comments and suggestions received for the theme ‘Communication, Engagement and Collaboration’:**

Partners:

* Engage and develop stronger partnerships with third-party / voluntary organisations and networks whilst allowing them to take lead on projects/initiatives
* Build a trustee partnership with the community
* Engage and encourage prospective new partners into the city
* Align Council priorities with partners/communities working together to reach the same goals
* Simplify the commissioning process to allow new groups/third sector the opportunity to work alongside the council for the benefit of the community
* Ensure engagement is carried out with all types of businesses within Coventry, including small local businesses
* Joint working with the universities on opportunities for graduates to pursue careers/businesses and stay in Coventry

Residents/Community:

* Organise regular campaigns/events to encourage neighbours to know and support one another e.g., street /tea parties/street markets etc
* Council employees to be visually present within the community
* Build transparency with the public – Be clear as to what is going on and why?
* Make use of Social Media Listening – follow local groups on social media to see what residents are dealing with within their communities
* Promote coproduction/co-design type activities allowing residents/businesses/partners to take ownership in design/implementation of projects/services
* Be ready to listen to and take on board public views
* Engage proactively and in innovative ways with hard-to-reach groups such as young people/migrants/elderly
* Inform the public on all services which are available to them
* Carry out meaningful consultations – don’t consult if the changes have already been decided – as this leads to distrust
* Develop citizen panels/assemblies/forums on areas such as social care, climate change, education, health etc
* Provide a platform for the community to voice their concerns and issues affecting them
* Bring back local wardens – being the eyes and ears on the ground
* Harness the volunteering and public attitude of wanting to help as was seen during the pandemic
* Engage more with residents’ associations
* Customer service centre – a place where people can go to seek advice

Internal – across Council departments:

* Transparency across departments – clear information and signposting on who deals with what – making point of contact for relevant departments accessible to the public
* Improved sharing of information
* Develop a platform where employees can feedback freely
* Council employees to be encouraged to participate in community events whilst representing the council
* Research and have a better understanding of Coventry communities to enable the development of services which are actually needed on the ground
* “One Coventry” needs to be promoted as a joint-working initiative
* Develop learning with other Local Authorities
* Promote how the ‘One Coventry Plan’ priorities link in to the One Coventry Values
* Customer services team to have first-hand knowledge and can inform the decision makers on the impact proposed changes may have on customers
* Take a more prominent role within the WMCA (West Midlands Combined Authority)
* Work on improving this public image to become more approachable
* Raise awareness of who the senior leaders of the council are to the public

Elected Members:

* More engagement with local constituents
* Being more accessible and responding to correspondence in timely manner
* Minutes of all Committee meetings to be published and accessible to the public

Types of Engagement:

* Face to face
* Representation of the council at community events / on the ground
* Digital / social media
* Feedback opportunities – Surveys/Online and face to face engagement tools
* Workshops / Focus groups
* Surveys – e.g. asking residents/partners/businesses
* Demonstrate and promote success stories of where collaboration has achieved positive outcomes
* Improve the council image through PR
* More engagement on attracting visitors to Coventry
* Improve the Council’s online presence – Website/social media
* Use of newsletters
* Promotional material in a timely manner – allowing sufficient time for people to be aware when things are happening
* Language – using plain English, less strategic jargon
* Public meetings – face to face and online
* Positive news stories around youth etc – to counteract any negative press
* Feedback after consultations – publish reports and plans of action accessible to the public
* Organise inspirational talks – e.g. How to be good to society / environmentally friendly etc.

**A selection of quotations received from raw feedback relating to the theme ‘Communication, Engagement and Collaboration’:**

*“Consider the public health approach in supporting families - e.g., street parties and tea parties to introduce neighbours to each other to support each other.*

*“Forums for employees to feedback is certainly welcomed by most”*

*“Be more transparent with the people of the city, you will be thanked for it. Even bad news sold well is better to swallow than good news that's hidden.”*

*“One Coventry is possibly seen as council run, which needs to change to enable this to grow.”*

*“Listen to community groups, visit projects, ask more of local people what they want and need. If you do surveys like this don’t just do them online because it does not include everyone.”*

*“I think we need to continue to work in an agile/flexible way and in some instances, we lead where no one else is leading, but where another organisation is leading the way, we need to find a way to be part of the conversation, looking for shared values.*

*“Covid saw breaking down of barriers to work more collaboratively and at pace than we ever have before. We need to talk to our partners sooner when we are developing or considering how to tackle a particular problem. We should be trying to come up with creative solutions together, rather than going with a proposal for them to agree to. We need to recognise when we are not the best people to deliver and embrace this, supporting our partners with the right access and knowledge on the ground to do so.”*

*“Consult with residents and locals on best way forward.”*

*The council obviously needs to do more, digitally to reach a wider number of residents and visitors who come to Coventry for short stays. We sometimes underestimate the power of social media advertising,”*

*“Explore what you mean by working together - council seen as the keeper of the keys and someone to give permission from rather than an ally. Build real relationships with the community and let them take some ownership”*

*“Please bring back local wardens, there were the eyes and ears of every neighbourhood and were trusted to deliver a service”*

*“Find ways to get more local people involved. We saw how people rallied in the early period of Covid, to volunteer and help others. You need to harness that for the good of the city.”*

*“The council staff seem invisible to us.”*

*“Showing that the council acts on suggestions made by external individuals and organisations”*

## The Right Support for Communities

**Examples of the comments and suggestions received for the theme ‘The Right Support for Communities’:**

* Create a culture of independence and self-reliance
* Council to act as ‘facilitator’
* Help the community adjust to change - bring together communities to swap ideas and bring into action
* Support voluntary organisations through providing resource/funding, and ensure that small grass-roots type organisations can also access the same support as more established organisations
* Joint work with partners at an early stage to draw up creative solutions to tackle issues faced within the community
* Alignment of indicators at a strategic level
* Provide local people with employment/skills opportunities within the council
* Be proactive in finding out about Coventry communities – communities change over time, therefore different methods and research is needed over time to ensure the council has an up-to-date picture of its communities
* Sustain and boost the impact/profile of the Marmot Partnership
* Use Council/community assets to generate income / host face to face engagement
* Avoid commissioning contracts to private organisations, as their main goal is on profits rather than quality to meet the needs of the people
* Support building an improved relationship between residents and the universities

Services:

* Provide sufficient and sustainable resource to services
* More targeted approaches providing stronger support to areas or service that needs it most
* Prioritise providing core services well with minimum waste and maximum benefit/efficiency
* Raise awareness of mental health within the community – including through the curriculum
* Transfer assets across to community groups/organisations
* Work on waste management development to improve its impact on the environment
* Provide support for young people / disabled / homeless
* Redevelop the Community Safety Partnership
* Support initiatives to tackle climate change/reduced car use
* Support initiatives that tackle health and wellbeing

Employees/workforce:

* Ensure that there’s capacity within the workforce to meet the needs of the service
* Improve training opportunities for employees

**A selection of quotations received from raw feedback relating to the theme ‘The Right Support for Communities’:**

*“More targeted approach has helped give a stronger support to those that need it and give 'backbone' to smaller organisations who would struggle without the Council offering the support.”*

*“The Council to act as a leader in giving local people employment opportunities, including taking increasing amounts of people who lack experience, skills or have barriers to work into entry level roles, apprenticeships and supported internships. Encouraging 'Anchor' institutions to do the same.”*

*“Allowing more resource for meaningful consultation is really important. To be an enabler, we need to understand the eco-systems that exist in our city and not just rely on the same people/organisations to provide the information/access to communities. We need to understand that with a change in environment, economic prosperity and opportunities comes with it new, evolving and changing communities. How do we keep up with these changes? The issues may be similar, exacerbated and deeply rooted but the solutions may be different if we start looking at the problem from a new angle.”*

*“Council to support smaller organisations at grass root who are connected with or impacted by issues with funding so to enable, rather than big same council connected organisations securing funding and then recruiting outsiders to deliver projects. Grass root groups don't have the trust or confidence to get involved with those Organisations, feeling they are not trusted to deliver the project which will lead to better outcomes for them and their community.”*

*“Bring together communities monthly and swap ideas to put into action”*

*“Desperate attention is required on mental health, particularly of those in schools. More needed in the curriculum on PSHE (Personal, Social, Health and Economic).”*

*“We need the Council to step out of the way and also transfer assets to us where it is deemed sensible to do so.”*

*“Continue the good work e.g., community messengers who really 'get' the communities they work in - outreach is the way forward.”*

*“Support more activities such as parkrun which aim to improve health outcomes”*

*“Transparency, accountability, encouragement, act as a "facilitator", leadership where required”*

## Wider Investment in the City

**Examples of the comments and suggestions received for the theme ‘Wider Investment in the City’:**

* Invest in:
  + Access resources/services from local suppliers
  + Support residents to uptake climate-friendly changes such as electric vehicles / green public transportation
  + Community / Regeneration projects to improve area appearances
  + City of Culture events
  + Youth provision
  + Repurposing vacant/old/unused buildings for other community uses
  + Innovation – bringing new attractions to the city
  + Cycle lanes / infrastructure
  + Access to healthcare – GP’s/dentists
  + Provide funding for community groups
  + Promoting Coventry as a place to live and work within other cities
  + City centre improvements
  + Renewable energy initiatives
  + Composting initiatives
  + West Midlands National Park
  + Facilities for the disabled
* More funding/budgets to increase capacity within the following service areas:
  + Planning & Development – to develop a smoother planning process and provide support for local businesses
  + Health & Social care services
  + Crime prevention/safety
  + Street scene
  + Education & Schools
  + Libraries
* Generate more funding through:
  + Private sector
  + Advertising/merchandising
  + Lobby Central Government
  + Lottery

**A selection of quotations received from raw feedback relating to the theme ‘Wider Investment in the City’:**

*“Community projects to improve the appearance of deprived areas. Linking building contractors/housing contractors with regeneration projects**. Doesn't need to be huge scale initiatives, some new fencing, front gardens...”*

*“Continue community positivity lead by and started by city of culture. Aware of costs so linking in with community groups and events with all relevant departments.”*

*“Bring partners together into shared premises / space”*

*“Bring back youth service get the youth of the city engaged with the council nurture the future leaders of our city”*

*“Attract talent from London due to the increasing cost of living”*

*“Outside investment via partnerships through private sector, revenues via advertising & merchandising and lobbying the likes of Central Govt and Lottery for further funding.”*

*“Show the world Coventry and its citizens are special make us stand out by making us the first solar powered city homes shops restaurants public lighting everything be the first to plant fruit trees in public parks and streets to one feed the nation, two support the environment, three make a greener cleaner city give every one compost bins lead us all into recycling reusing no wastage”*

*“Use only local companies”*

## Lead by example

**Examples of the comments and suggestions received for the theme ‘Lead by Example’**

* Maintain the legacy of the City of Culture
* Become a co-operative city
* Positivity was shared by residents about many of the services offered by the Council
* Lead the way and inspire others through:
  + Tackling climate change / environment
  + Economic success
  + Social success
  + Transport innovation – EV’s (Electric Vehicles) etc.
* Demonstrate good management practices
* Lead by example – enable employees to experience life on the ground within the communities of Coventry City Council
* Demonstrate professionalism and respect
* Demonstrate a change in culture – becoming more ‘One Coventry’
* Break down stigmas relating to mental health
* Champion and highlight achievements – e.g., Reacting to the support provided during pandemic
* Set good practice for others
* Introduce a Youth Mayor to Coventry
* Resolve the bin strikes
* Recruit a diverse workforce on all levels of the organisation to represent the diversity of Coventry residents
* Build the trust of residents
* Highlight examples of when the community has been listened to which has led to positive outcomes
* Become a role model in community engagement

**A selection of quotations received from raw feedback relating to the theme ‘Lead by Example’:**

*“During the pandemic the council has shown great strength in helping groups come together to provide joined up support - food hubs, providing calls to people isolating, activities for the vulnerable.”*

*“Being the UK's centre for transport innovation. Measures should support the development of the electric vehicle supply chain from manufacturing to servicing. Measures should support the development of autonomous and low carbon vehicle technologies.”*

*“Lead by example, give staff paid time off to volunteer at different organisations, to enable relationships to grow and establish long term volunteering behaviour by them”*

*“Flexibility of workforce, professionalism and respect, common moral purpose”*

*“Continue community positivity lead by and started by city of culture. Aware of costs so linking in with community groups and events with all relevant departments. Change in culture we are One Coventry”*

*“Champion breaking down stigma around mental health needs and continue working with the theme of wellbeing.”*

*“Create a Youth Mayor post to work alongside Lord Mayor. Coventry has a Youth council after all.”*

*“Continue all the good work in these areas begun during City of Culture.”*

*“The city should become a co-operative city, adopt the paradigms of the co-operative movement and partner with small business not the high carbon footprint behemoths of old.”*

*“Be truthful and role model being community minded and working in partnership with local community groups.”*

## Better Use of Data

**Examples of the comments and suggestions received for the theme ‘Better Use of Data’:**

* Improved intelligence gathering
* Create an online library of data and research accessible to employees to assist with decision-making
* Improve the way the Council share data

**A selection of quotations received from raw feedback relating to the theme ‘Better Use of Data’:**

*“Get better at managing, aggregating and sharing data to improve decision making.”*

*“Gather intelligence regarding what we deliver and what resources we have within services (i.e., trained staff etc) and create a skills bank, consider having these staff being able to be drawn on by services so they can be utilised. Implement a "Can we deliver this, should we deliver this approach" to require services to challenge how we do things and whether they should do this in the future / if partners should.”*

*“Build a comprehensive online library of data and research that is relevant and accessible”.*

*“Look at wraparound services and how we can create packages to ensure a range of support for vulnerable people. Need to find ways to share data and treat people holistically rather than by service - people don't care which part of the council made a difference just that the difference was made.”*

## Accessible Information

**Examples of the comments and suggestions received for the theme ‘Accessible information’:**

* One Coventry plan is too vague
* Some respondents felt they did not understand the question
* Language used in the plan/survey is too complicated

**A quotation received from raw feedback relating to the theme ‘Accessible Information’:**

*“Until this is clear, it is vague. Someone needs to decide on a plan and then let us comment on that.”*

## Inequalities

**Examples of the comments and suggestions received for the theme ‘inequalities’:**

* Need for diversity within senior management positions of the Council
* Raise awareness of equality and diversity with Coventry businesses and organisations
* Recruit based on merit and ability – bring diverse communities with new ideas into the organisation
* Work with migrant communities on planning for the future and their prospects
* Be a leader in migration related activities/services
* Be transparent with all issues which impact on the disabled community
* Senior leaders to be residents of Coventry with first-hand knowledge and experience of what life is like in the community
* Support better outcomes for refugees

**A selection of quotations received from raw feedback relating to the theme ‘Inequalities’:**

*“Equalities for Ethnic Minorities in the Council and Coventry Businesses and Organisations”*

*“Work with the local community - particularly the South Asian community - to plan for the future and improve people's prospects, this would reduce inequalities and also draw from knowledge of people in the local community as there are experts and a knowledgebase in the local community, but they are sometimes overlooked.”*

*“Continue to place ourselves as lead in Migration related activities.”*

*“The Council* *must be open,* *fair, and non-discriminatory.”*

*“Coventry City Council can only be a partner, enabler and leader if they lead by example, this means more Ethnic Minorities in Directorship and Executive roles making decisions and showing Coventry residents that they are your partner and will enable equality and leading by example.”*

*“Be transparent on issues that impact on and effect disabled people.”*

*“Offer support to national and international initiatives that give better outcomes for refugees through safe asylum routes and meaningful local systems of support.”*

## Next Steps

All engagement feedback has been reviewed and is being shared with relevant service areas and partners. This will inform service delivery now and strategic planning for the future. The feedback has informed the development of the One Coventry Plan priorities and plays a vital role in defining how we deliver the One Coventry Plan going forward.

To find out more about how we are responding to your views see the Cabinet report for One Coventry Plan 2022-2030. Further updates will also be shared on Let’s Talk Coventry and on the Council’s websi

