

YOUR COVENTRY

News about what's going on in your city ♥ winter edition 2025

- Sky's the limit for festive city centre market
- Customer Services now at Central Library
- Bin calendar update - Christmas collections
- Focus on how the Council is Working for You

Photo credit: © Mark Pemberton



LEADER'S MESSAGE

**Your update from the
Leader of Coventry City Council
Cllr George Duggins**

Welcome to this winter edition of Your Coventry.

As we approach the end of another year, I want to take this opportunity to reflect on the incredible breadth of work your Council delivers every single day across our city.

Through our Working for You campaign, we're shining a light on the wide range of services that make Coventry the vibrant, caring place we all call home. While bins and roads are often what people think of first, the reality is so much more.

Every day, our dedicated teams are maintaining 551 miles of roads,

managing 17 libraries that welcomed 750,000 visits this year, and caring for our six award-winning Green Flag parks and open spaces. We're emptying 10 million bins annually, supporting around 5,000 older residents who need our help, and working tirelessly behind the scenes to keep our communities safe, clean and thriving.

All of this is made possible through your Council Tax, and through the commitment of thousands of council staff and partners who work together under our One Coventry approach. We're united in our mission to use every pound responsibly, strengthen

our services, and make a real, positive difference for residents.

National research tells us that when people understand what their Council does, trust grows. That's why we're committed to being visible, transparent and accountable – showing you not just what we do, but the real impact it has on families and communities across Coventry.

As this edition reaches you before Christmas, I want to wish you and your loved ones a peaceful, restful time over the festive period and a happy New Year.

Council wins digital award - again!

The Council has won Connected Britain Digital Council of the Year – for the second year in a row.

The local authority is investing over £10 million to upgrade the city's streetlighting to LED technology. It has also put new technology into residents' homes and recently established a new partnership

with Virgin Media O2 that will help thousands more Coventry residents get online and find a local solution for recycling and reusing electronic waste.

Cllr Richard Brown, Cabinet Member for Finance, said: *"The city is top in the West Midlands and joint third in the UK in terms of full-fibre coverage and we are delighted about this latest award."*



Central venue for Customer Service Centre

Local people who want to find out more about Council services can call in and talk face-to-face with our Customer Services staff at its new base in Central Library.

The new location means it is even easier for residents to access council services and library facilities in one convenient location.

Residents can pay for a variety of council services quickly and conveniently at new payment kiosks in the library.

Customer Services can also be contacted on **08085 834333** or visit us at coventry.gov.uk/contactcustomerservices

Customer Service Centre opening hours:
Monday to Friday
9am – 5pm
(except Tuesdays
10am – 5pm)

Coventry City Council
**WORKING
FOR YOU**

Take a spin this festive season

The spectacular big wheel and Christmas Market are back in Broadgate – bringing festive magic and breathtaking views to the heart of the city!



Take a spin at 100ft to see the city skyline and soak in stunning panoramic views before wandering through the Christmas Market where you'll find stalls offering seasonal food, drinks and unique gifts.

Whether you visit by day or under the evening lights, it's the perfect way to celebrate the season.

The big wheel and Christmas Market are open daily until Sunday 4 January (closed Christmas Day).

This festive season, Coventry is bursting with things to do and ways to celebrate!

Step into the spirit of Christmas as you explore the city's museums, theatres and festive events. After a busy day of exploring, unwind

For more information about what's on this Christmas, visit coventry.gov.uk/christmas

at one of Coventry's many welcoming bars, restaurants and cafés – perfect for hearty food, seasonal treats and cosy catch-ups.

Love to shop? Coventry's high-street favourites and independent gems make it a great place to shop for gifts for family and friends.

The Council is offering FREE parking for entry after 3pm on Saturday 20, Monday 22 and Tuesday 23 December in Council run, city centre car parks.

Go CV's Big Christmas Cracker is back

Open to all residents, this festive competition offers prizes from local businesses, including a Coventry Blaze hospitality box and Afternoon Tea at the Telegraph Hotel. Entrants must have a validated Go CV account. **Enter free** and find out more details at go-cv.co.uk by **Wednesday 3 December 2025**.

New signs to help when nature calls

Coventry agencies including Age UK Coventry and Warwickshire and Grapevine are campaigning to highlight the importance of toilet facilities.

Campaigners are also keen to build wider support from local businesses and partners across the city.

The Council is updating wayfinder signs at 34 city centre locations to provide extra information about toilet facilities and where to find them. For details visit changing-places.org



A warm welcome from Coventry Market

It's almost Christmas and the Market is bursting with colour and hundreds of products, offering something for everyone.

Our wonderful Market is still open while the £450 million project to create City Centre South is underway, including demolition work on the former site of City Arcade, on Queen Victoria Road.

Extra support for rough sleepers in winter

The Council is targeting extra help for known rough sleepers – who are at risk of harm during periods of colder weather when temperatures fall below zero degrees.

A Severe Weather Emergency Protocol (SWEP) operates in line with national guidance and is set up to help with the health and safety of

roughsleepers.

During SWEP, extra bedspaces are available. The Council's Outreach Team is out early in the morning, supporting

people, but cannot force people to take up accommodation.

The Outreach Team operates an additional 5-9pm weekday service and 9am-8pm at weekends. If you see someone rough sleeping please report it at thetreetlink.org.uk

How your Council Tax is Working for You

It's easy to link Council Tax to visible services like waste collections or road repairs, but in fact, the money is spread much more widely, supporting residents in many ways. Every pound of Council Tax supports local services people rely on.

Here's how every pound of Council Tax is shared out, whatever the size of your bill.



Adult Social Care –

helping older residents and people with disabilities live safely and with dignity, often in their own homes.



Children's Services –

protecting children, supporting families and giving young people the best start in life.



City Services –

repairing potholes, collecting bins and keeping our streets and green spaces clean.



Education and Skills –

providing opportunities to learn new skills, libraries to visit and help with securing a job.



Housing and Communities –

promoting arts and culture in the city and helping the most vulnerable into safe and secure homes.



Other –

includes policing and equalities, public health, jobs and regeneration.

Some services are easy to see, like bins on the kerbside or improvements to high streets and public spaces. Others happen in the background but are no less important. Council Tax helps support them all. The Council is also there when people face life's toughest challenges.

For one resident, adult social care funding means a daily visit from a carer so they can continue living at home.

For someone who has lost their job, housing support can prevent homelessness and help them find somewhere stable to live.

For details on how the Council is Working for You, visit: coventry.gov.uk/workingforyou

For children at risk, specialist teams provide protection and support when they're needed most.

Your Council Tax also contributes to services that many residents rarely see but almost everyone benefits from.



Free play area at Coombe Abbey Park

The Council looks after 1,000 hectares of parks, open spaces and woodlands across over 440 sites – including six Green Flag parks and open spaces – and the best thing about them is the free activities that cater for all ages.

One of the Green Flag parks is Coombe Abbey Park, where another free play facility is available for children of all ages.

Hermit's Hollow, is set deep within the woods of Coombe Abbey Park, and is a free facility that offers a wide variety of adventure play features allowing visitors to navigate the Hollow's various bridges, walkways, ramps and tunnels.

Toilets and catering are just two minutes away at Top Pool.

The park also has a Changing Places facility, which is a specialist toilet for people with care needs, next to the Visitor Centre, for a hassle free visit to the park.

For details visit coventry.gov.uk/parks-open-spaces

Your voice counts: feedback from residents

The Council recently invited local people to state their key concerns about their experiences living in the city.

The findings will help the Council plan how it funds hundreds of services over the next financial year.

More than a thousand responses were received and the top three concerns, are the levels of crime, conditions of roads and pavements, and street cleanliness.

Cllr Richard Brown, Cabinet Member for Finance said:

"Our absolute priority is to carefully manage Council funding and that includes money raised through Council Tax."

"It's also vital that the money we do have is prioritised in the areas that matter most to people."

"As councillors we always listen to what people say, and we will include this feedback in our budget planning."

Stepping up the fight against fly-tipping

Coventry City Council is increasing its work to tackle fly-tipping with significant investment and innovative projects designed to keep the city's streets cleaner and safer.

Around £420,000 of additional funding is being used for multiple projects including a dedicated team for the Ball Hill area, enhanced suburban shopping site coverage, and increased mechanical sweeping across the city.

The investment comes alongside an £80,000 CCTV budget that will see six additional cameras deployed over the next four years, bringing the total network to 30 cameras strategically positioned

across fly-tipping hotspots.

The Council's Environmental Enforcement Team has been working for residents tirelessly to tackle the problem, handling over 11,000 referrals in the past 12 months alone.

The team has investigated more than 3,000 fly-tipping incidents, examined over 1,400 refuse complaints, and served more than 900 notices requiring landowners to clear waste or address vermin issues.



Cllr Abdul Salam Khan, Cabinet Member for Policing and Equalities, said: *"We're listening to residents' concerns and taking decisive action."*

"We're also focusing on education alongside enforcement, because lasting change comes from everyone taking responsibility for keeping our city clean."



Clean-up pilot schemes

The Ball Hill area is benefiting from a pilot programme that includes Big Belly Bins installed in July 2025, a dedicated daily clearance team, enhanced street sweeping, and a 'Pride in Ball Hill' campaign working with local businesses and community group Destination Ball Hill.

Additional targeted initiatives are underway at suburban shopping sites,

including Jubilee Crescent, Upper York Street, Daventry Road, Gosford Street/Far Gosford Street, and A45 laybys, with new 1,100-litre bins and dedicated clearance teams.

Councillor Patricia Hetherington, Cabinet Member for City Services, said:

"It's a constant battle – but a battle we are determined to win."

"I am really pleased that we will also be working with groups like Destination Ball Hill and the many wonderful

litter-picking groups who already make a huge difference across the city."

The Council is working with multiple partners, including West Midlands Police, West Midlands Fire & Rescue, Citizen Housing and other housing providers, and the Probation Service's Community Payback Team. Clean-up projects have taken place in Hillfields and Binley, while Wood End is the next area being targeted.

Waste clearance teams

Waste clearance capacity is being increased from two teams to three city-wide teams, while mechanical sweeping frequency is being improved from six-weekly to four-weekly cycles.

The Council continues to encourage residents to report fly-tipping incidents.

To report any cases of fly-tipping please visit coventry.gov.uk/flytipping

Proudly supporting our children and young people in care

In Coventry, there are many amazing projects to support care leavers, with dedicated people working together to give them the best possible start in life.



These include Coventry's Virtual School which is at the heart of educational support for children in care, providing tailored guidance, encouragement, and resources to help them succeed.

It works in partnership with our two universities, the Job Shop and the Apprenticeship Team to ensure best opportunities for all care leavers.

Alongside this, the House Project offers care leavers practical help as they move into their own homes—building life skills, confidence, and independence, and local businesses offer work experience, mentoring, and job opportunities to help them take their next steps.

Cllr Patricia Seaman, Cabinet Member for Children and Young People, said: *"Coventry is home to many inspirational young people who have been in care. Their stories are full of courage and determination, and as a city, we're proud of every single one."*

Hope Boxes to help ease pain of separation

Coventry will be helping to pilot 'Hope Boxes', a new scheme to help mothers and babies separated at birth due to safeguarding concerns.

The Council has secured one-year funding from the Integrated Health Board and will work with Lancaster University and the University Hospital Coventry and Warwickshire to deliver the scheme.

HOPE stands for Hold On, Pain Eases, and will see boxes given to a mother and baby who have to be separated while court proceedings determine long term plans.

The boxes contain carefully chosen items (the same in each box) aimed at reducing trauma and providing comfort and support at this difficult time, such as photos, blanket, soft toy and a baby record. The scheme starts in December.

The power of dance

Care-experienced children and young people in Coventry are using the power of dance to build their confidence and create a sense of belonging.

The Council has partnered with the charity Care to Dance, to help young people improve their mental and physical wellbeing, build friendships and talk to others about what they are going through.

It brings together a unique combination of social work and dance expertise, and

creates dance communities that provide a safe, inclusive, relaxed and fun space - where young people feel a real sense of belonging.

One youngster said: *"Everyone needs somewhere they feel like they belong. For me, this has been Care to Dance."*

The young people can complete Dance Leadership qualifications so they can lead sessions themselves. There is also a chance to connect with the dance industry and get a taste of professional dance classes.

For details visit caretodance.co.uk



Tom is a foster care winner in new film

Follow Tom's journey in a short film to see how being a foster carer can make a massive difference to the lives of children and young people. Coventry needs more people to provide that loving, caring support for our children. Visit coventry.gov.uk/fostering to see the film and to find out more about foster care.

FOSTER WITH COVENTRY

Contact details for your local councillor, wherever you live in the city.

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Christmas bin collection schedule



There will be some changes to scheduled bin collections over the festive period depending on your usual collection day:

Usual Collection date	Christmas Collection date
Thursday 25 December 2025	Monday 22 December 2025
Friday 26 December 2025	Saturday 27 December 2025
Thursday 1 January 2026	Friday 2 January 2026
Friday 2 January 2026	Saturday 3 January 2026
Thursday 25 December 2025	No collections
Friday 26 December 2025	No collections
Monday 29 December 2025	No collections
Thursday 1 January 2026	No collections



Garden waste collections brown-lidded bin

- » If you have subscribed to brown-lidded bin collections, collections will **pause** from **Friday 5 December** until **Tuesday 13 January**.
- » Collections will start again from **Tuesday 13 January 2025** depending on your scheduled collection day.

Bins out by 7am please

Recycle right, Coventry!



Help keep our city clean, green, and saving money.

In your blue-lidded bin, every wrong item can spoil a whole truckload, which means it can't be recycled and is sent to incineration instead.

Contaminated recycling costs Coventry more than £500,000 a year and that's money that could fund cleaner streets and community services. So, when in doubt – leave it out! **Recycle the right way.**

Do

Rinse out and dispose of tins and cans, glass bottles and jars, plastic bottles along with cardboard and paper

Don't

Dispose of black bin bags, nappies, clothes or textiles, food waste or small electricals in your recycling bin

Let's recycle right. For details visit coventry.gov.uk/recycling

If you have any comments contact the Your Coventry newsdesk at communications@coventry.gov.uk
All details correct at time of print (Monday 10 November 2025).