



Coventry City Council

# Council Plan

## 2017/18 Half-Year Performance Report April to September 2017



Insight Team

December 2017

## Overview

### Council Plan

Council Plan 2016–2024

## Coventry: A Top Ten City

### Globally connected

Promoting the growth of a sustainable Coventry economy

Supporting businesses to grow

Creating the infrastructure

Developing the city centre

Raising the profile of Coventry

Helping local people into jobs

Reducing the impact of poverty

Supply, choice & quality of housing

Arts, sports & cultural opportunities

### Locally committed

Improving the quality of life for Coventry people

Create an attractive, cleaner & greener city

Make communities safer

Improving educational outcomes

Improve health and wellbeing

Protecting our most vulnerable people

Reducing health inequalities

### Delivering our priorities

*with fewer resources*

Making the most of our assets

Active communities & empowered citizens

### Indicators

The Council uses a number of indicators agreed with managers to show progress made towards its priorities. This is supported by a wider basket of measures such as equality and perception measures that help explain the trends and story behind the headlines. Where possible, indicators are selected from key strategies and aligned to directorate priorities.

### Abbreviations & symbols used

**Bold text** indicates core indicators

SN = Statistical neighbours (similar authorities)

WMCA = West Midlands Combined Authority area

WMR = West Midlands Region

Symbol



Progress Improved

Target On-target



Got worse

Off-target



Stayed the same / statistically insignificant

–



No clear direction of travel or not possible to say at this point in time.

–



No updated data / not available

No target set



[www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)

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## Executive summary

### Globally connected: promoting the growth of a sustainable Coventry economy

The number of enterprises in the city continues to grow. Over time, this will increase business rates. At half year, the forecasted in-year business rates collection rate is higher than the level reported at the same point last year.

One Friargate, the first building in the city's new business district, opened in October.

City centre footfall is increasing. This is in contrast to a decrease nationally. The growing number of people in the city centre, particularly students, is attracting private sector investment into Cathedral Lanes, Upper Precinct, and City Centre South.

Being a part of the UK City of Culture 2021 bid has already brought communities together to celebrate the rich heritage and unique qualities of the city, helping to raise the profile of the city.

The overall rate of unemployment and young people not in education, employment or training continues to fall. However it remains above the national average. The Council is investing to improve the skills and employability of local residents, in particular, for young people.

There has been a growth in the number of properties, in particular, larger properties. The local plan and city centre action plan has been approved as sound and legally compliant, enabling the city to meet the growing demand for housing.

### Globally connected



Of the 17 headline indicators in globally connected, 92% of directional indicators (11/12) have improved/stayed the same at 2017/18 half year.

### Locally committed: improving the quality of life for Coventry people

The city's road networks were recognised as one of the best earlier this year. This is reflected in the decrease in the number of potholes reported.

A new household waste and recycling collection service launched in September, and food waste is now separated for composting. However, the number of fly-tips reported has increased, and is very likely to exceed the target by end of year.

Crime has increased. The main increase in thefts are in thefts from motor vehicles. There is, however, a decrease in the number of first time entrants to the youth justice system.

The vast majority of primary school pupils continue to attend schools rated good/outstanding, and the gap with the national average at key stage 2 has narrowed further. However, only three quarters of secondary pupils attend schools are rated good / outstanding, and provisional key stage 4 results indicate performance is below the national average.

The city's children's social care services has seen a marked improvement, and is now judged as "requires improvement to be good". Indicators on repeat referrals and placement stability are seeing improvement. In adult social care, there has been a decrease in the number of service users receiving long-term support perhaps reflecting better use of community support.

### Locally committed



Of the 44 headline indicators in locally committed, 61% of directional indicators (17/28) have improved/stayed the same at 2017/18 half year.

There is an increasing challenge around homelessness, particularly, around the cost, both in terms of financial and poor outcomes, around placements in temporary bed and breakfast accommodation.

In health and wellbeing, progress has been made towards the “better health, better care and better value” plan. A new substance misuse provider, cgl, has begun operation, and the city has been successful in becoming a making every adult matter approach area to support people experiencing multiple complex needs.

## Delivering our priorities with fewer resources

The city continues to be successful in attracting external funding, in particular, for capital schemes. However, the current projection indicates that a lower level of external grant will be applied next year.

More residents are now choosing to use the Council’s self-service and online channels of communication. Face-to-face and telephone channels remain available for those who need it at the one-stop customer service centre.

As the Council’s workforce continues to reduce in size, the Council is looking at new ways of working with residents and communities. This includes piloting new ways of working with community groups, to strengthen the viability and financial sustainability of community based organisations; and shift relationships between public and community based organisations to a basis of equal partnership and sharing of resources.

A second devolution deal for the West Midlands Combined Authority has been agreed in principle, to help address local productivity barriers.

## Delivering our priorities with fewer resources



Of the 6 headline indicators in locally committed, 75% of directional indicators (3/4) have improved/stayed the same at 2017/18 half year.

## Overall summary

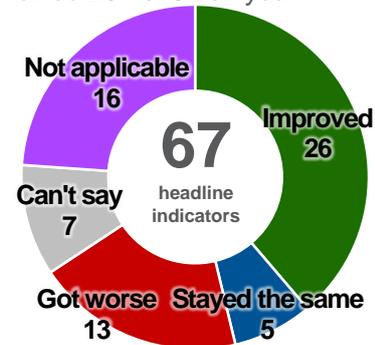
The Council Plan performance report is currently measured using **67** indicators.

At half year, **31** indicators improved or stayed the same; **13** indicators got worse; we can't say for **7** indicators; and progress is not available for the remaining **16** indicators either because they are indicators updated less frequently or because data is not currently available.

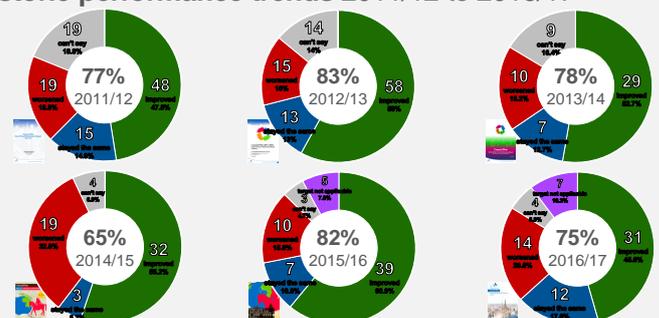
This means, at half year, 70% of directional indicators (excluding can't say or not applicable) have improved or stayed the same. This compares to 75% (43/57) at end of year 2016/17, and 76% (34/45) at half-year 2016/17.

The number of indicators without any progress update is to be expected at half-year. This progress has been made in the context of continued and sustained reduction in the overall resources available to the Council.

## Latest performance 2017/18 half year



## Historic performance trends 2011/12 to 2016/17



Of the 67 headline indicators overall, 70% of directional indicators (31/44) have improved/stayed the same at 2017/18 half year. Note: the percentage figures now exclude can't say / not applicable figures. This differs from previous reports when can't say / not applicable were included in the calculations.

## Supporting businesses to grow

### Trends

The Council is keen to support businesses to grow by attracting inward investment; helping businesses expand; encouraging them to create jobs; improving access to skilled workers; and retaining skilled graduates in the area. A key measure of growth is gross value added (GVA), which measures the economic value generated by any business unit engaged in the production of goods and services. To compare regions of different sizes, the GVA per head figure is used. At £22,165 per head in 2015, Coventry's GVA compares well to the average of £20,942 across the WMCA, but compares to £27,291 in Warwickshire and £26,159 in England. GVA growth across the West Midlands has grown slower than nationally.

Growing the economy helps increase business rates, bringing in resources for the Council to provide services for residents. A number of indicators are used to give a comprehensive picture of business rates. These are: the tax base, rateable value, and the collection rate. The tax base gives the best indication as to whether business rates are growing but has large time lags; while the collection rate indicates how effectively the Council is collecting business rates that are owed.

While there has been a slight decrease in the rateable value this half-year, from £310m in April to £309.2m in September, Coventry's rateable value has remained constant. Note that the rateable value is used as the basis for calculation and before any exemptions, rebates or refunds, and so it differs from what the Council actually collects or receives. The forecasted in-year collection rate of 97.2% is higher than the level reported at the same point last year (96.9%).

### Actions

The number of enterprises in Coventry continue to grow, with 10,065 active enterprises in 2017. This represents a 6% growth from 2016; compared to 9% in the WMCA and 5% for England. Note that rates are based on a non-domestic property's rateable value, so an increase in enterprises may not correspond to an increase in rates.

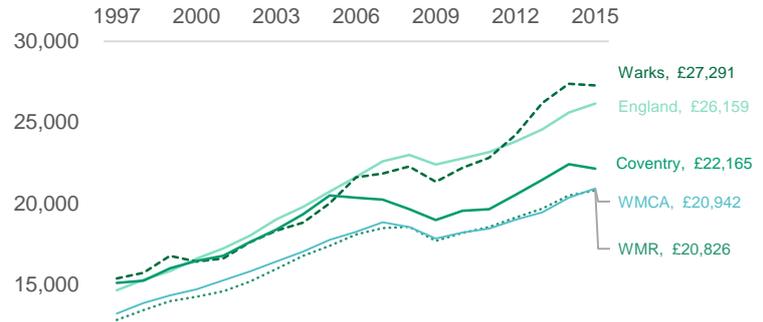
The Council currently runs three European Union European Regional Development Fund (ERDF) business support programmes, where £4.7m of grants have been made available for business within Coventry and Warwickshire. Since April, £1.6m have been awarded to businesses in the sub-region, which will lead to the creation of 256 jobs. In addition, nine businesses have been assisted to bring new products to market; and 130 businesses supported to grow or make energy savings. Further bids will be made to ERDF to extend the current support programmes to 2021.

### Indicators

Indicator	Previous	Current	Comparators				Progress	Target	Status
Gross value added (£ per head) income approach	£22,165 2015 provisional	<b>Annual indicator</b>	£27,291 Warks 2015	£20,942 WMCA 2015	£20,826 WMR 2015	£26,159 England 2015	N/A	N/A	N/A
Change in business rates tax base (index from 2002 base [100])	132.30 2014/15	<b>132.74</b> 2015/16	131.54 CIPFA 2015/16			144.00 England 2015/16		N/A	N/A
Business rates rateable value* and collection rate	£310m* 97.8% 2016/17	<b>£309.2m*</b> 97.2% Apr-Sep 2017			97.3% All Metropolitan Districts 2016/17		£310m+		
Enterprises (rate per 10,000 residents aged 16+ and the number of firms)	342 (9,505) 2016	<b>355</b> (10,065) 2017	602 Warks 2017	395 WMCA 2017		518 England 2017		N/A	N/A

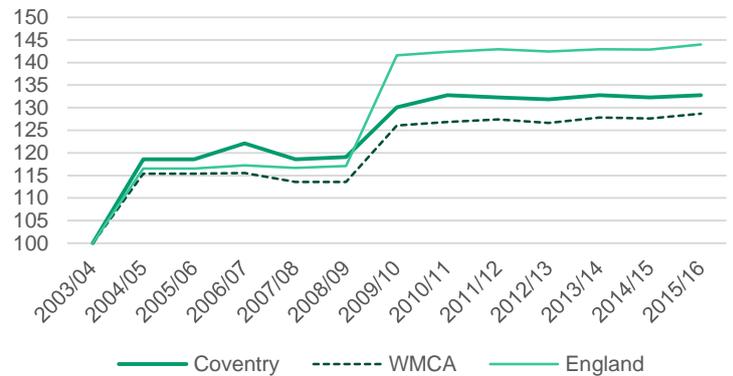
\* The Valuation Office Agency adjusts the rateable value of business properties to reflect changes in the property market. The most recent revaluation of business rates came into effect in April 2017, based on rateable values from April 2015, so figures have been adjusted and are different from the figures reported previously.

### Gross value added per head



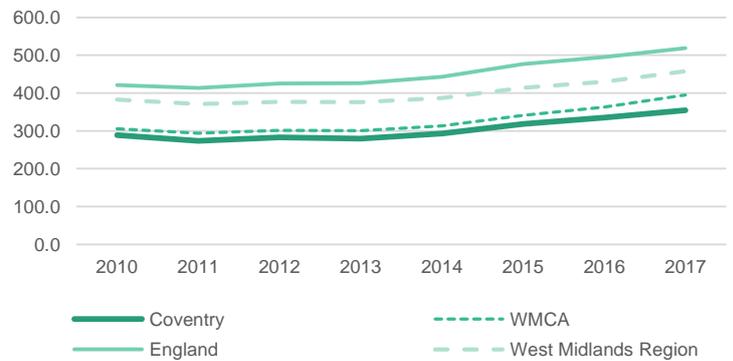
Change in gross value added per head in Coventry and comparators

### Trend of changes in business rateable value



Change in the business rates tax base (indexed to base year of 2002) Source: Local Government Association Financial Sustainability Analysis

### Number of enterprises per 10,000 adult population



Change in enterprises in Coventry and comparators

## Creating the infrastructure

### Trends/Actions

The Council is working with partners to create the infrastructure for the city to grow and thrive by providing leadership to stimulate the Friargate business district near the railway station. Over the past few years, the Council has worked with the private sector developers of Friargate, the new business district by the railway station, to encourage businesses to relocate to the city. Upon completion, Friargate is expected to provide Grade A office buildings, shops, restaurants, hotels and new homes, landscaped public spaces and 15,000 new jobs. In October 2017, the first building, One Friargate was completed, and over the course of six weeks, 1,350 Council employees formerly based in Civic Centres 1-4 moved into eight floor the new building, as well as staff of the Financial Ombudsman Service.

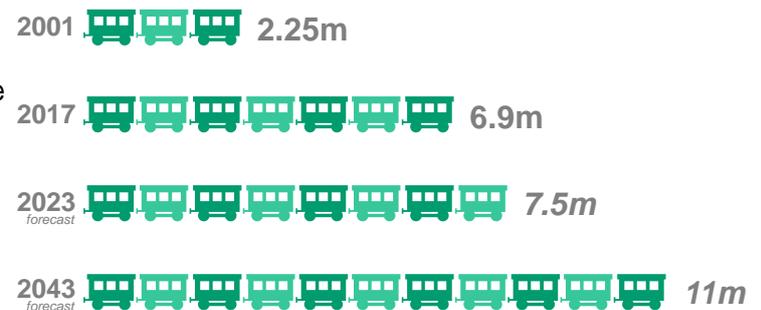
The Council is also taking a leadership role in making the city more accessible for businesses, visitors and local people through better road, rail and digital connections. This year, the government's Department for Digital, Culture, Media and Sport (DCMS) selected Coventry & Warwickshire as one of six areas of the UK to test new ways of connecting offices and public-sector buildings with the next generation of broadband, full fibre networks that run fibre connections straight to the doors of customers' homes or businesses (fibre to the premises). As part of the pilot, the Council's economic development service will run a voucher scheme that will enable 100 businesses to connect with internet speeds of up to 1 gigabit per second, thereby enhancing their potential to trade internationally without the requirement for physical interaction.

As the accountable body for the Coventry & Warwickshire Growth Deal, the Council is working to deliver major improvements to the city centre, including improvements to the railway station and associated city centre public realm works. These will play an important role in helping to accelerate the development of new commercial sites, attract new private sector investment into Coventry, and increase footfall for city centre retailers.

Coventry Station has experienced high growth in passenger numbers, and it is now one of the busiest stations on the West Coast Main Line, connecting London to Birmingham and Glasgow. With the Friargate development, passenger demand is forecast to continue to increase significantly. In response, the Council and partners have developed a Coventry Station Masterplan to meet the future rail needs of the city. The project will deliver a new footbridge, bay platform, second station building and multi-storey car park, bus interchange and new highway infrastructure. This half-year, work has taken place to review and refine the procurement strategy to ensure best value for money is achieved, including market testing, delivery phasing and programme review.



One Friargate, the first building in the new business district, opened in November  
Passenger activity at Coventry railway station



Passenger activity at Coventry station is forecast to increase from circa 6.9m trips per annum today to 7.5m pa in 2023 and nearly 11m pa in 2043, contrasting with just 2.25m pa in 2001. The station has suffered from a lack of investment and is experiencing capacity issues that will start to increasingly displace passenger activity to other stations and modes of transport.

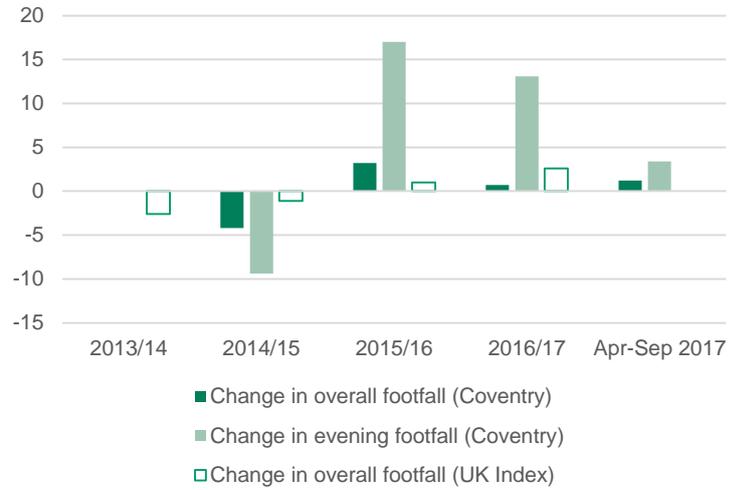
## Developing the city centre

### Trends

City centres need to adapt to changing consumer habits. In Coventry, the Council is continuing to enhance the quality of public spaces; and working with partners to bring the city centre to life with a range of employment, leisure, education and retail opportunities. A key measure is the number of people visiting the city centre; an increase in footfall enhances the city centre's desirability to retailers and restaurateurs alike, bringing in new jobs and a more vibrant city centre.

In May, the footfall supplier replaced Coventry's footfall counters; and this revealed that some previously reported figures required adjustment to get a more accurate picture of past trends. These adjustments reveal that footfall actually increased by 0.7% during 2016/17, as opposed to the 1.1% decrease previously reported. This means that the positive turnaround in footfall has been happening over a longer period than previously thought. Footfall across the city centre was 1.2% higher in April to September this year compared to the same period last year. Improvement in evening footfall has been greater than during the daytime; evening footfall over this period increased by 3.4%. The location with the greatest increase in footfall, in percentage terms and in total volume, was Lower Precinct; with footfall flowing from Broadgate Square into Lower Precinct up 7.1%. However, footfall in City Arcade was down by 15.9%. The trend is clearly positive compared to a 2.9% decrease nationally. This continues the positive performance during 2016/17, and the rate of increase has improved further. This is a positive change of trend; up until late-2015, footfall had been falling year-on-year.

Change in footfall



Since 2015/16, Coventry's footfall has increased, in particular, evening footfall. Note: years are all April to March, except for latest period which show half-year data (April to September).

### Actions

The Council is encouraging more people to live and work in the city centre, which encourages investment into its redevelopment. Investment attracts new jobs; helps attract and retain new skills; attracts new visitors and customers; and makes Coventry more attractive as a destination. It also brings the Council increased revenue from business rates, helping sustain public services. In line with the local plan and the city centre area action plan, the Council is working to encourage companies to relocate to Friargate, the city's new business district. It is also encouraging the development of purpose-built student accommodation near the two university campuses and the city's retail, community and recreational offer. This not only reduces the pressures on family homes being converted into houses in multiple occupation (HIMOs), but also creates a critical mass of people living in the city centre in order to support a more vibrant city centre. In late-2015, Cathedral Lanes was transformed with the opening of three new restaurants. This could be a factor in the increase in footfall from late-2015, particularly evening footfall. This year, Phase 2 redevelopment plans at Cathedral Lanes have been approved. This is expected to bring five more restaurants, plus a gym, with construction expected in 2018. Further progress this year include construction of the city's new landmark waterpark and leisure centre; progress on City Centre South such as plans to purchase long leasehold property interests; and plans to modernise and revitalise Upper Precinct, including transforming empty upper units into student accommodation.



There is private sector interest in redeveloping Coventry City Centre. In Upper Precinct, there are plans to refresh and expand the retail units; bring empty upper floors back into active use with the provision of new student accommodation; and create a new entrance into West Orchards shopping centre.

### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
City centre footfall (year-on-year % change)	+0.7% 2016/17 revised	+1.2% Apr-Sep 2017	-2.9% UK index Apr-Sep 2017		N/A	

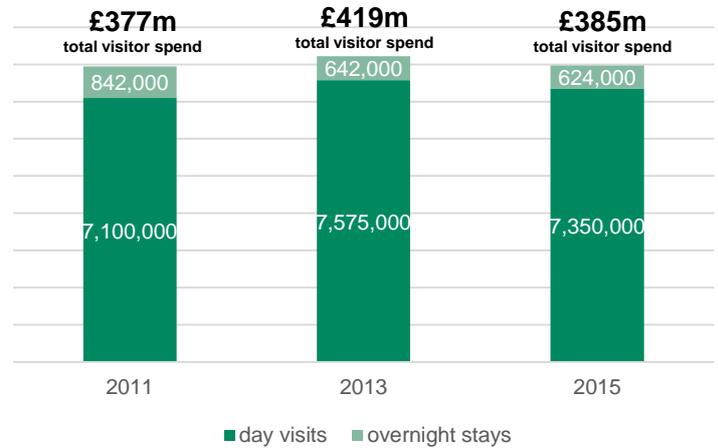
## Raising the profile of Coventry + arts, sports & cultural opportunities

### Trends

The city is raising its profile by developing its economic, business and trade links with other cities and regions around the world. In recent years, Coventry has seen significant Chinese investment, and interest from Chinese organisations remains high. Coventry's rising profile has been recognised internationally: this year, the Organisation for Economic Co-operation and Development (OECD) picked the Coventry and Warwickshire sub-region as the English case study as part of an international benchmarking project into how regions across OECD member countries have adopted to modernising and diversifying their economies through the growth of emerging industries.

The Council is also promoting Coventry as a visitor destination and centre for arts & culture; sports & leisure; music & events; and has invested £250,000 into the City of Culture 2021 bid. The bid champions Coventry's reputation as a city of reinvention, of resilience, of peace and reconciliation, and of youth and diversity; and the Coventry City of Culture Trust, the team behind the bid, estimated the title would bring Coventry a direct economic impact of £349m, including £100m in tourism in 2021. In July, it was announced that, out of 11 applications, Coventry was successfully shortlisted alongside Paisley, Stoke, Sunderland, and Swansea.

### Coventry tourism economic impact assessment



Number of day visits, overnight stays and total visitor spend as a result of tourism in Coventry. Source: Coventry tourism economic impact assessments, 2011, 2013 and 2015.

### Actions

In the last six months, Coventry & Warwickshire have hosted eight international delegations from government officials and businesses looking for potential investment opportunities. These events have been an opportunity to profile the region's excellent relationships with partner organisations, our two world-class universities, our technical assets and fantastic support services on offer.

According to the Coventry City of Culture Trust, the bid programme has attracted £2m in funding so far, and has secured over 100 expressions of support from the private sector. Events organised with the support of the Bid include a photography exhibition of Masterji's work at Fargo Village, and a concert at Warwick Arts Centre featuring Positive Youth Foundation's Electric Proms. The Coventry City of Culture Trust led campaigns to promote the bid, producing an online short film and a magazine. The final bid was submitted by hand in a Coventry-made taxi in September 2017, and the judges visited Coventry in October 2017. They met with community groups, and toured the Cathedral, Fargo Village, the Herbert Art Gallery and Museum, and the CET Building (former Coventry Telegraph HQ). A final presentation will be made to the judges in Hull, with a final decision expected on 8 December 2017. If successful, officers have recommended to Cabinet £4.75m of corporate reserves to be awarded to the City of Culture build up programme, title year and legacy programme between 2018 and 2024. In addition, a plan to build on the momentum via the Cultural Strategy 2017-2027 will endure and remain vibrant, whether or not the city is successful in its bid.



"The award of UK City of Culture represents more than a title. As the bidding process has already demonstrated, it is an opportunity to create new partnerships, to bring communities together and to celebrate the rich heritage and unique qualities of a city. It is also an opportunity, through culture, to raise the profile of a city, to attract new investors and to enable significant regeneration in and of the place. The city effectively has the benefit of the title for seven years from announcement, through delivery year to three years legacy."

The Coventry City of Culture Trust estimated that media coverage of Coventry's arts scene was equivalent to £11m in paid advertisements; their Twitter account, @Coventry2021, has over 6,200 followers, and the #thisiscoventry tag trended over social media to let the public share their view of Coventry.



Coventry's UK City of Culture 2021 bid

### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Visitor trips	7,973,000 2015	Biennial indicator	N/A	N/A	N/A	N/A

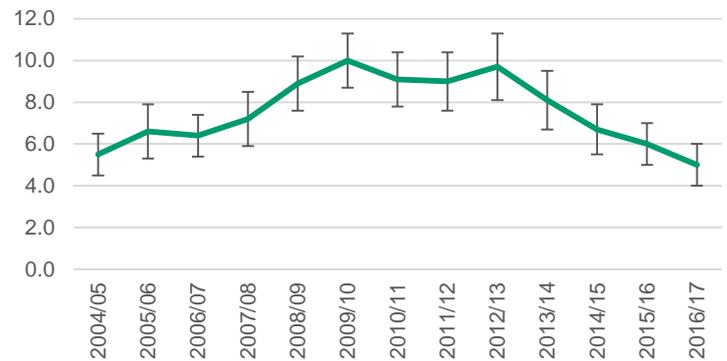
## Helping local people into jobs

### Trends

Coventry has a working age population (aged 16-64) of 234,300. In the year to June 2017, 173,400 are economically active (73.1%); including 165,800 in employment (69.9%), and 8,700 unemployed (5%). Unemployment has continued to fall, but remains higher than the national rate of 4.6%. Unemployment figures are model-based estimates of International Labour Organisation (ILO) unemployment, and includes people who are either out of work, want a job, have actively sought work in the previous four weeks and are available to start work within the next fortnight; or out of work and have accepted a job that they are waiting to start in the next fortnight. They are modelled by the Office for National Statistics (ONS) by combining Labour Force Survey (LFS) data with auxiliary or covariate information (usually from Census or administrative sources).

One way to reduce future unemployment is to ensure that young people begin their working lives productively. A key measure is whether or not young people are not in education, employment or training (NEET). Key reasons for young people becoming NEET include being young parents; exclusion from school; low educational attainment; and those eligible for free school meals (a proxy for deprivation). Young people who are NEET are associated with a wide range of social disadvantages later in life, including poor employment prospects, social alienation, delinquency, and mental and physical health problems. There are two key measures of NEET – a revised Department for Education indicator tracking 16-17 year olds, and 18-24 year olds NEETs. Only the former is available at a local level. The latest data, for end-2016 (based on December 2016, January 2017, February 2017 data), shows that 6.8% of Coventry's 16-17 year olds are NEET (including not knowns), an improvement from 8.2% a year ago.

Unemployment rate



Changing level of unemployment in Coventry (all Jul-Jun data)

16-18 year olds not in education, employment or training



Note: 2016 data show young people with unknown destinations ("not knowns") in a lighter shade, as well as known NEETs. Data from previous years only show known NEETs.

Young people not in education, employment and training in Coventry and comparators

### Actions

The Council is keen that residents share in the benefits of sustainable growth, by helping local people into jobs through improving employability through access to skills and qualifications; and creating routes into work, including apprenticeship opportunities. Through the Ambition Coventry programme, employment and training support has been provided to over 500 young people not in education, employment or training. In addition, the Routes to Ambition programme, aimed at 15-24 year old at risk of NEET, has started delivery.



### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Average resident employment rate	68.9% Jan-Dec 16	<b>69.9%</b> Jul 16-Jun 17	67.1% WMCA Jul 16-Jun 17	72.0% WMR Jul 16-Jun 17	74.6% England Jul 16-Jun 17	N/A
Unemployment rate (model based)	5.4% Jan-Dec 16	<b>5.0%</b> Jul 16-Jun 17	6.5% WMCA Jul 16-Jun 17	5.1% WMR Jul 16-Jun 17	4.6% England Jul 16-Jun 17	N/A
16-17 year olds not in education, employment or training (NEET) including not knowns	8.2% End 2015	<b>6.8%</b> End 2016	7.3% WMCA End 2016	6.0% England End 2016	National average	
Residents aged 16-64 qualified to NVQ level 4+	33.7% Jan-Dec 16	<b>Annual indicator</b>	29.0% WMCA Jan-Dec 16	31.5% WMR Jan-Dec 16	37.9% England Jan-Dec 16	N/A

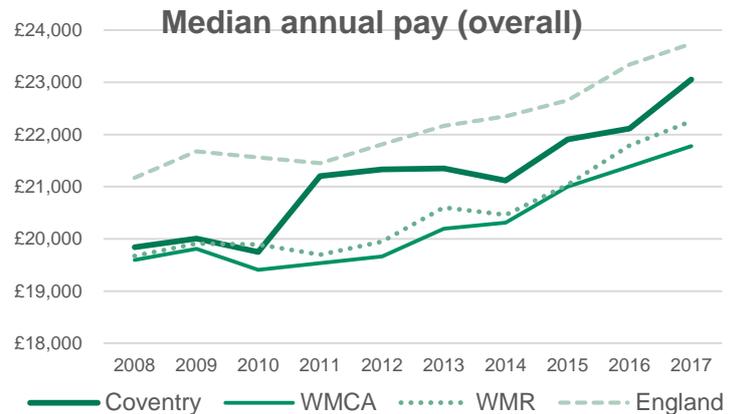
## Reducing the impact of poverty

### Trends

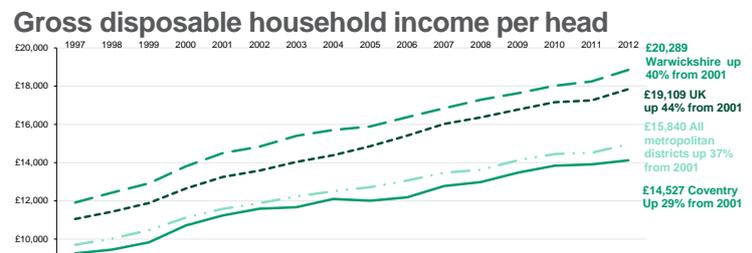
According to the 2015 English indices of multiple deprivation, Coventry is ranked 55<sup>th</sup> out of 326 local authorities in terms of the proportion of the area's population living amongst the most deprived 'lower super output areas' of the country (extent measure). In terms of children in relative poverty, child poverty action group estimates suggests that in October-December 2015, between 11% (Wainbody) and 47% (Foleshill) of Coventry children were in relative poverty after housing costs (citywide average of 31%).

Historically, the Council tracks these via measures of material wealth for people in work – specifically, median annual pay for residents (overall, and full-time) and gross disposable household income (a measure of money available to spend or save after distributional effects such as taxes, social contributions and benefits) – and people out-of-work via the claimant count. However, welfare reform has made claimant count data meaningless for the purposes of showing the changing level of unemployment: fewer claimants meet the threshold for universal credit than under jobseekers allowance, and so, the change in claimant count reflects government policy instead of unemployment.

With the roll-out of universal credit full service, areas where full service is rolled out is seeing an increase in claimant count for the same level of underlying unemployment – making the claimant count meaningless for comparing different areas, for instance, between Warwickshire where full service has been rolled out and claimant count has increased, and Coventry, where full service has not fully been rolled out and therefore has not seen an increase in claimant count yet.



Median annual pay (overall) for Coventry residents and comparators



Gross disposable household income (GDHI) for Coventry residents and comparators

### Actions

Every two months, the Welfare Reform Working Together Planning Group meets to ensure local services work together to mitigate the impact of welfare reform. Universal Credit full service will be rolled out in July 2018 and there are concerns that it will lead to further indebtedness and destitution. The group is currently working on a universal credit communication strategy which builds on previous actions focused on the benefit cap and the changes to Council tax support. The Council is also supporting Feeding Coventry, an independent charity working towards a hunger-free Coventry by 2020, as well as the development of sustainable and just food policies. This year, the charity funded school holiday projects, providing food and activities for children in the most marginalised areas of the city, and in November, the charity launched the Coventry Food Charter, which sets out a vision for what the city can do about food poverty. It recognises the need to deal with both emergency food crises and the development of a sustainable and secure food system. The charity also launched the Real Junk Food Project, which provides breakfast twice a week in Foleshill under a *pay as you feel* scheme using surplus food collected from a wide range of establishments, including supermarkets, restaurants, and wholesalers.



Attendees of the Coventry food charter launch signed the poster to declare their commitment to the project

### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Median annual pay for residents (full-time)	£27,969 2016	<b>£28,432</b> 2017 <i>provisional</i>	£26,304 WMCA 2017 provisional	£26,857 WMR 2017 provisional	£29,085 England 2017 provisional	N/A
Median annual pay	£22,116 2016	<b>£23,055</b> 2017 <i>provisional</i>	£21,778 WMCA 2017 provisional	£22,259 WMR 2017 provisional	£23,743 England 2017 provisional	N/A
Gross disposable household income per head	£14,527 2015	<b>Annual indicator</b>	14,768 WMCA 2015	16,559 WMR 2015	19,447 England 2015	N/A

## Supply, choice & quality of housing

### Trends

Following a period of public examination, Coventry's new local plan and city centre area action plan has been approved as sound and legally compliant by the independent inspector (Rebecca Philips) appointed by the government. Once ratified by full Council, the plans will become the basis for determining future planning applications. The plan embraces the city's growth and identifies land for new homes, new jobs and new retail and community uses, including the removal of land from the city's green belt; support regeneration proposals in the city centre; and supports joint working with neighbouring authorities to maximise the benefit of national developments such as HS2.

The local plan sets out to ensure that Coventry has a suitable supply, choice and quality of housing – increasing the housing stock overall (measured through council tax base, number of properties, and collectible value) and in particular, to meet the demand for larger family homes (measured through properties in the higher Council Tax bands).

The Council tax collectable value has increased from £130.48m to £140.71m. The amount of Council tax collectible continues to increase due to a buoyant property base; a reduction in the number of people needing to claim council tax support; and an increase in Council tax. The city has also seen a growth in the properties in Council tax bands C to H, which has increased by 219 from 41,370 to 41,589; faster than the increase overall. The forecasted in-year collection rate remains on target and is higher than the 95.9% reported at this stage in 2016/17.

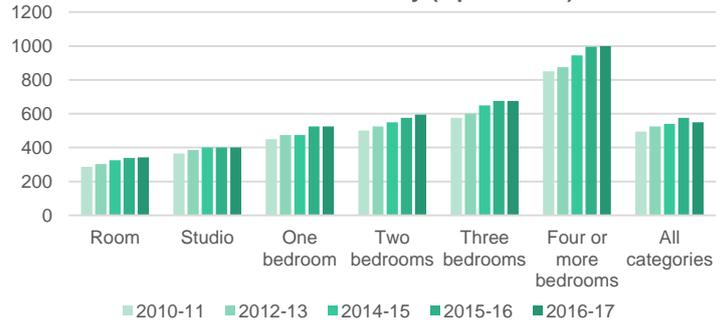
### Actions

The Council is addressing the city's housing shortage by encouraging the development of larger family homes, and purpose-built student accommodation. Coventry is co-operating with its neighbouring local authorities with a view to build 25,000 homes within the city's boundary, and another 18,000 homes outside of the boundary. This includes affordable homes: Optivo, a housing association, is building 52 two, three and four bedroom affordable homes on Deedmore Road, with completion expected in July 2018, and rents starting at £105.00 per week. The city has also seen a substantial growth in student numbers, from approximately 24,500 full-time students in 2005 to 43,000 by 2015. In recent years, the city has seen a stepped increase in the number of purpose-built student accommodation being developed; a market response to not only the sustained growth in the student population but also the increasing status of both universities. Evidence from both universities suggest that there will be a continuing demand for purpose-built student accommodation – and indeed, another 30 sites are in the pipeline, with 22 under construction.

### Indicators

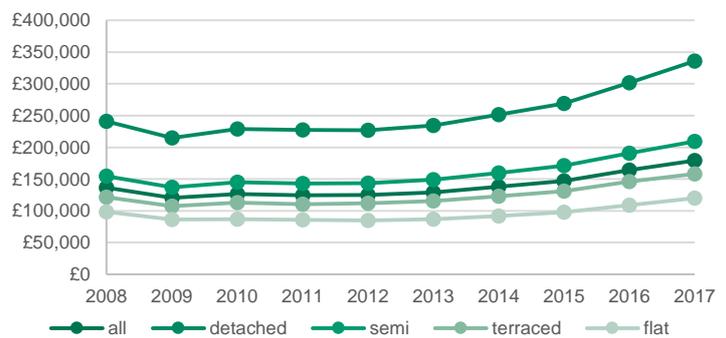
Indicator	Previous	Current	Comparators	Progress	Target	Status
Change in Council tax base (index from 2009 base [100])	106.67 2016/17	<b>Annual indicator</b>	106.63 CIPFA 2016/17	107.75 England 2016/17	N/A	N/A
Council tax collectable value (number of properties)	£130.48m (140,507) Mar 2017	<b>£140.71m</b> <b>(140,944)</b> <b>Sep 2017</b>	N/A	N/A	N/A	N/A
Properties in higher Council tax bands (C to H)	29.44% (41,370) Mar 2017	<b>29.51%</b> <b>(41,589)</b> <b>Sep 2017</b>	35.23% WMCA Mar 2015	55.74% England Mar 2015	N/A	N/A
Council tax collection rate	95.8% 2016/17	<b>96.0%</b> <b>Apr-Sep 2017</b>	95.4% All Metropolitan Districts 2016/17	N/A	N/A	N/A

Median rents in Coventry (£ per month)



Median monthly rents in Coventry from 2010-11 to 2016-17 (all October-September except 2016-17 which is April to March). Valuation Office Agency private rental market summary statistics.

Average house prices in Coventry



Average house prices in Coventry from 2008-2017 (all July figures) Land Registry house price index data.



Map of purpose-built student accommodation in the city centre currently under construction / with approved planning permission. There are 8,050 bed spaces, of which 5,191 are under construction. In addition, there are 1,787 where developers have expressed an interest but planning not yet submitted.

## Create an attractive, cleaner & greener city

### Trends

The Council is working with communities to maintain the street scene, parks and open spaces. It monitors the conditions of its roads and pavements, and reports them based on its classification into principal roads (A roads); non-principal roads (B and C roads); unclassified roads; and pedestrian footways/pavements. Under the Council's highways asset management strategy, the focus is on maintaining the city's principal road networks first; and also making repairs on a worst-first basis. In March 2017, the city's principal road network is recognised as one of the best with just 1% of A roads and 2% of B and C roads as being in need of work; and the National Highways & Transport Network public satisfaction survey showing Coventry as having the greatest percentage increase in public satisfaction for the speed and quality of repairs. In April to September 2017, there were 132 potholes reported, down from 173 in the same period last year. This is a steady continuing downward trend in the number of reported potholes supported by the fact the network is in a good condition.

Fly-tipping has increased, from 1,505 incidents (weighing 167.71 tonnes) in April to September 2016, to 2,030 incidents (weighing 205.18 tonnes) in April to September 2017. The Council is working to encourage people to reduce, reuse and recycle their waste. This half year, recycling champions have been busy running roadshows across the city, engaging with residents and groups to inform them of the changes to the refuse collection service – and recycling and composting has increased.

\* half-year figures

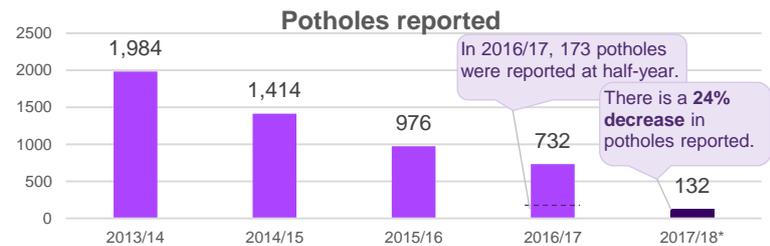
### Actions

**Waste:** a new household waste and recycling collection service launched on 12 September. Collection of household waste moved from weekly to fortnightly; while collection of garden waste have been extended to all year round. A food waste caddy has been introduced, and residents are now able to recycle their food waste in both their brown-lidded or green-lidded bin; with food waste continued to be collected on a weekly basis. Early indications are positive and waste collected for disposal has decreased. In just over two weeks of service, over 1,200 tonnes of compostable material were generated citywide.

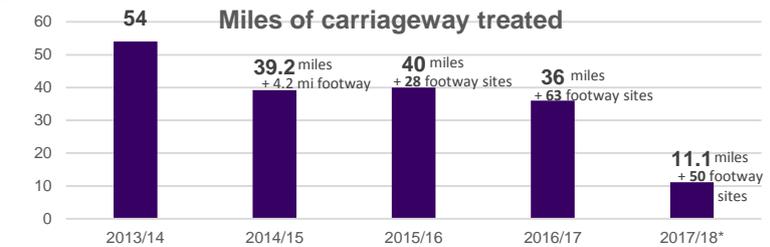
**Air quality:** the Council continues to monitor air quality. The main pollutants of concern in Coventry are nitrogen dioxide (NO<sub>2</sub>) and particulate matter of less than 2.5 microns in diameter.

### Indicators

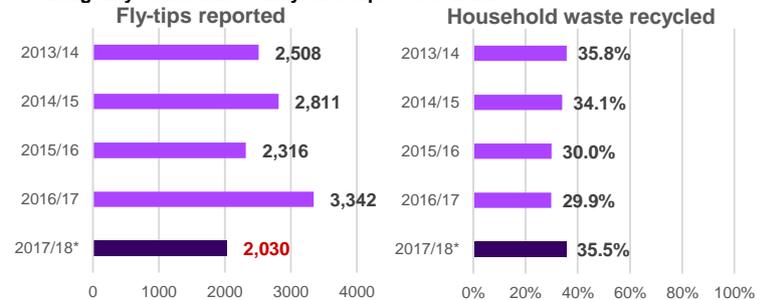
Indicator	Previous	Current	Comparators	Progress	Target	Status
Principal roads (A roads) in a good / acceptable condition	99% 2016/17	Annual indicator	N/A	N/A	95%	✓
Non-principal roads (B & C roads) in a good / acceptable condition	98% 2016/17	Annual indicator	N/A	N/A	95%	✓
Unclassified roads in a good / acceptable condition	80% 2016/17	Annual indicator	N/A	N/A	80%	✓
Pedestrian footways / pavements in a good / acceptable condition	36% 2016/17	Annual indicator	N/A	N/A	38%	✗
Fly-tips reported in the city	3,342 2016/17	2,030 Apr-Sep 2017	N/A	✗	<3,500	✗
Household waste recycled and composted	29.9% 2016/17	35.5% Apr-Sep 2017 provisional	44.0% WMR 2015/16	43.0% England 2015/16	50%+ by 2020	✗



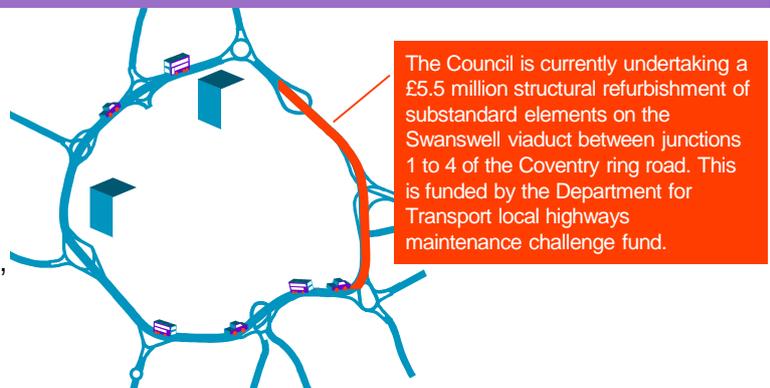
☉ Potholes reported over time



☉ Carriageway treated and footway sites improved over time



☉ Fly-tips and household waste recycling over time



☉ Structural refurbishment of the ring road is taking place in 2017/18

## Make communities safer

### Trends

The Council works in close partnership with partners on the Coventry Police and Crime Board to provide strategic and operational co-ordination to make communities and reduce crime and anti-social behaviour. In April to September 2017, total recorded crime in Coventry increased by 9.22%, with 12,164 offences recorded compared to 11,137 in April to September 2016. There has been an increase in thefts from motor vehicle (+172; up 18.2%), common assault (+89), robbery of personal property (+80) and criminal damage to dwelling (+65). There has been a decrease in thefts from a shop or stall (-165; -14.2%). Note that the recording of burglary offences changed in April. This means it is not possible to compare with previous years. However, it can be seen that burglary of residential dwellings has increased while burglary of businesses decreased. The Council also has a particular focus on hate crime, youth justice, and domestic violence and abuse:

**Hate crime:** in April to September, there were 233 hate incidents (crime and non-crime) recorded; the vast majority were recorded as motivated by a hostility or prejudice based on race/ethnicity or perceived race/ethnicity (200). This is followed by sexual orientation (19) and religion/belief (9).

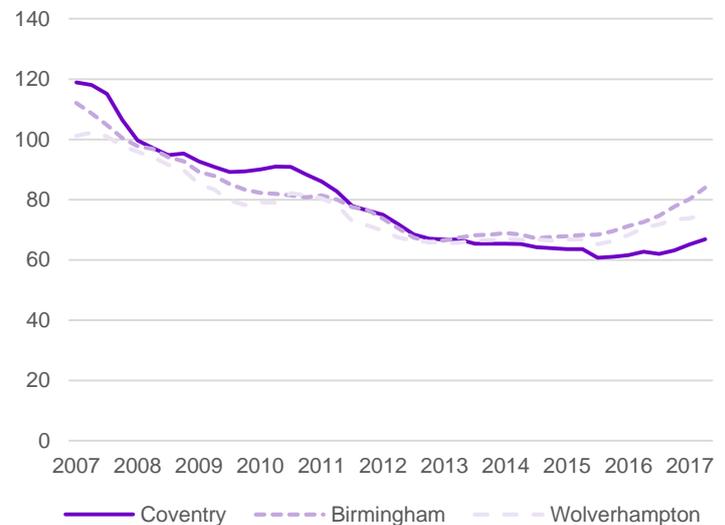
**Youth justice:** there has been five successive quarters where the numbers of first time entrants to the youth justice system has decreased. The 12-month rate to September is 20% lower than the 12 months to March 2017.

**Domestic violence:** there has been a 1% overall increase in domestic violence incidents reported: +4.8% crime; -1.6% non-crime. The top offences, accounting for 83% of incidents are: assault occasioning actual bodily harm; common assault, breach of non-molestation order; malicious wounding; criminal damage to dwelling; breach of restraining order; and harassment. The rate of repeat victims has remained stable with support to victims and management of repeat offenders likely to have an impact on figures.

### Actions

The Council and partners are consulting on a new domestic abuse strategy, which aims to prevent domestic abuse; prepare by working with services; protect victims and survivors; and pursue perpetrators.

Crime rate per 1,000 (Coventry, Birmingham, Wolverhampton) quarterly rolling figures



Crime rate over time for Coventry, Birmingham and Wolverhampton. Data shown for year ending March 2007 up to and including year ending June 2017 (i.e. 2017/18 Q1), sourced from local police recorded crime data held by ONS, via Local Government Association LGInformPlus.

Category	Incidents
Race/ethnicity	200
Sexual orientation	19
Religion/belief	9
Disability	<5
Sex/gender/transgender	<5
Other/not stated	<5

Hate crime in Coventry (crime and non-crime) Apr-Sep

 **2,892**  
calls to Refuge helpline every year

 **238**  
perpetrators of domestic violence and abuse starting support every year

 **98.2%**  
of people starting support with the safe and supported partnership are female

 **273**  
families receive support from the specialist children's and families service Barnardo's Defuze every year

Flash facts from the Coventry domestic violence and abuse needs analysis 2017

### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Crime rate per 1,000 population & number of crimes	66.3 23,019 (18.43%) 2016/17 revised	<b>28.61</b> <b>12,164 (9.22%)</b> <b>Apr-Sep 2017</b>	34.56 Wolverhampton Apr-Sep 2017	44.69 Birmingham Apr-Sep 2017	N/A	N/A
First time entrants to youth justice system (rate per 100,000)	432 2016/17	<b>334</b> <b>Oct 16-Sep 17</b>	428 Family group average (SN) 2016/17	318 England 2016/17	N/A	N/A
Domestic violence (crime and non-crime) offences known to the police	5,771 (3.4%) 2016/17	<b>2,990 (1%)</b> <b>Apr-Sep 2017</b>	N/A	N/A	N/A	N/A
Repeat victims of domestic violence reported	11.1% 2016/17 revised	<b>11.4%</b> <b>Oct 16-Sep 17</b>	N/A	N/A	N/A	N/A

## Improving educational outcomes

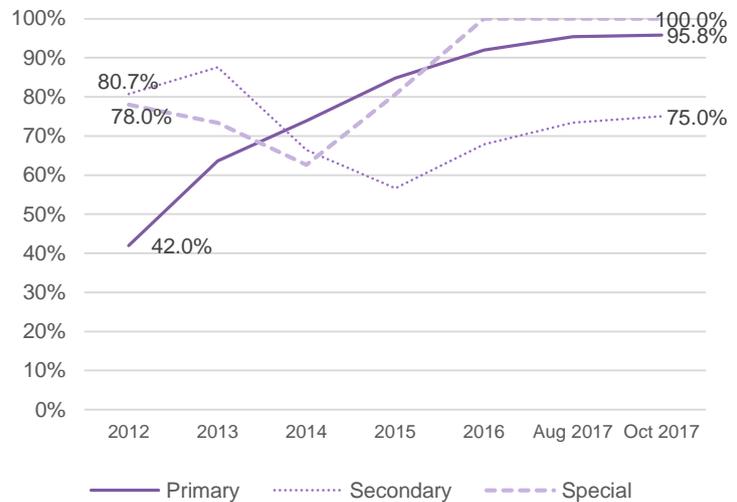
### Trends/Actions

The Council supports schools to ensure that children and young people receive a high quality education. As part of this, it offers a range of services to schools, from assessment, moderation, monitoring and data collection to outdoor education at Plas Dol-y-Moch. A key performance measure for education is the percentage of pupils attending schools judged as good or outstanding. In October 2017, 96% of Coventry pupils attended good/outstanding primary schools. This was better than similar authorities and the national average. In secondary, the figure is 75%. Although this is a 7% point improvement on the previous year, it is below similar authorities and the national average of 83%. Meanwhile, in special schools, 100% of pupils attend good/outstanding special schools.

The Council monitors results at the end of year 6 (key stage 2), year 11 (key stage 4) and year 13 (key stage 5). At **key stage 2**, 58% of pupils reached the expected standard for reading, writing and maths in 2017. This is a 9% point increase from 49% last year, and the gap with the national average has narrowed to 3%. At **key stage 4**, the GCSE A\* to G grades are being gradually replaced with grades 9 to 1, a grade 9 is the highest mark. In 2017, progress 8 (the key headline performance measure for secondary) decreased from -0.05 to -0.12 and is below the national figure of -0.03. There was also a decrease of 3% points in the percentage of pupils attaining a standard pass (grades 9-4) in English and maths. Note that these results should be treated with caution due to changes to the assessment framework. At **key stage 5** 98% of students completing A levels achieved an A\*-E grade, in line with national. The Council continues to provide the enabling infrastructure for school improvement and school-to-school support.

Using GP registration data, the Council projects future pupil numbers to inform planning for school places. Early indications suggest 6% fewer births in 2016/17.

Percentage of pupils attending good or outstanding schools



The percentage of pupils attending good/outstanding Coventry schools over time.

### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Percentage of pupils attending good/outstanding primary schools	92.0% Aug 2016	<b>95.8%</b> Oct 2017	87% SN Oct 2017	90% England Oct 2017	National average	
Percentage of pupils attending good/outstanding secondary schools	67.9% Aug 2016	<b>75.0%</b> Oct 2017	77% SN Oct 2017	83% England Oct 2017	National average	
Key stage 2: expected standard in reading, writing & maths	49% 2016	<b>58%</b> 2017 provisional	57% SN 2017 provisional	61% England 2017 provisional	Equal to or better than SNs	
Key stage 4: attainment 8	48.1 2016	<b>42.5</b> 2017 provisional	43.6 SN 2017 provisional	44.2 England 2017 provisional	Equal to or better than SNs	
Key stage 4: progress 8	-0.05 2016	<b>-0.12</b> 2017 provisional	-0.1 SN 2017 provisional	-0.03 England 2017 provisional	Equal to or better than SNs	
Key stage 4: standard pass (grades 9-4) in English and maths	61% 2016	<b>57.8%</b> 2017 provisional	57.8% SN 2017 provisional	63% England 2016	Equal to or better than SNs	
Key stage 5 level 3 average point score A Level entry	28.29 (Grade C-) 2016	<b>28.7</b> (Grade C) 2017 provisional	28.7 (Grade C) SN 2017	32.1 (Grade C) England 2017	Equal to or better than SNs	
Key stage 5 level 3 average point score per tech level entry	28.63 (Merit +) 2016	<b>29.5</b> (Merit +) 2017 provisional	30.82 (Dist.-) SN 2016	30.77 (Dist.-) England 2016	Equal to or better than SNs	
Key stage 5 level 3 average point score per general applied entry	35.08 (Distinction) 2016	<b>34.41</b> (Distinction) 2017 provisional	36.22 (Dist.) SN 2017	35.64 (Dist.) England 2017	Equal to or better than SNs	

## Improve health and wellbeing

### Trends

The Council's priority on improving the health and wellbeing of local residents is to help them lead healthier lifestyles including better mental health; and help people to maintain their independence and supporting them when they need help. In September, the Council reviewed its public health indicators based on their public health relevance and their ability to measure the progress of wider health outcomes, and decided on four key measures, set out below:

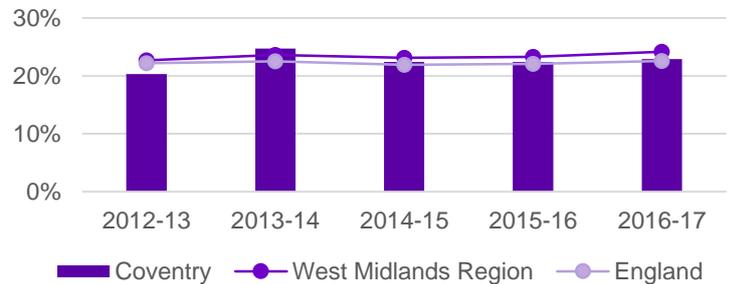
**Prevalence of overweight (including obese) among children in reception (age 4-5 years)** – child obesity is a known risk factor for adult obesity, and is associated with an increased risk of diabetes and cardiovascular disease. Infancy and childhood are important periods for forming dietary and physical activity habits, which can be influenced by public health initiatives and wider Council policy and programmes. In Coventry, the overweight / obesity rates among 4-5 year-olds is similar to the national average; however, among 10-11 years old, the rate rises to 38.2%, above the regional average of 37.1%.

**HIV late diagnosis** – Coventry has the highest prevalence of HIV in the West Midlands. Measuring late diagnosis helps measure the success and reach of sexual health and wider HIV testing services.

**Smoking status at time of delivery** – there are significant public health gains that can be made by reducing the number of new mothers who smoke, due to its positive effect on the health of mother and baby. In 2016/17, 347 pregnant women sought support from stop smoking services to quit, 154 of whom achieved abstinence by the time of delivery. Although overall prevalence of smoking is reducing, the number of women achieving abstinence from cigarettes by the time of delivery with support from a stop smoking service has steadily increased over the last five years. This suggests services are appropriately targeted.

**Percentage of recorded cases of diabetes registered with GP practices aged 17+** – this measure provides some indication of the scale of the public health challenge. It reflects, in part, the collaborative work between the Council and the NHS clinical commissioning group (CCG) to encourage GPs to maintain accurate disease registers; and is likely to increase as a result of improved case finding when the NHS diabetes prevention programme is implemented in April 2018.

Overweight/obese at age 4-5



Prevalence of overweight/obesity amongst children in reception over time

HIV Late Diagnosis



**HIV late diagnosis over time** (Note: late diagnosis is defined as when CD4 T lymphocyte [CD4] counts are less than 350 cells/mm<sup>3</sup>. Individuals who start treatment with CD4 counts <350 cells/mm<sup>3</sup> have a shorter life expectancy than those initiating therapy at higher CD4 count thresholds.)

## Actions

**Childhood obesity:** a new family health and lifestyle service is being commissioned which will support children, young people and their families on a range of issues including those promoting healthy weight. The childhood obesity alliance, made up of partners across the city, is working to develop new approaches to supporting healthy weight including a feasibility study into school meal food labelling.

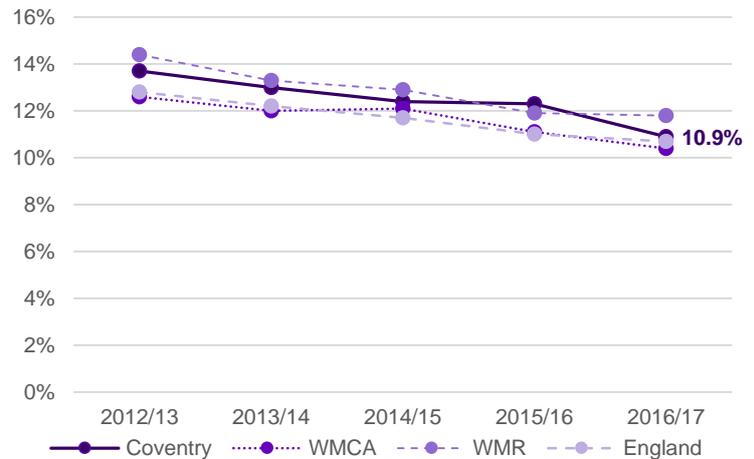
**HIV:** the Council and partners is working to ensure that the city has a range of means of access to HIV testing, particularly for individuals in high risk groups, in order to reduce the proportion of people who are diagnosed with HIV at a late stage. Late diagnosis of HIV is associated with much poorer health outcomes, but with early testing and diagnosis, individuals can live a longer, healthier life. A range of HIV testing services are available in Coventry, including through our integrated sexual health service, a number of GPs and community pharmacies, as well as through a community based lay testing service and an online self-sampling service.

**Smoking:** the new family health and lifestyle service will support pregnant women (and their families) to become and remain smoke-free.

**Diabetes:** there are currently 3.4 million people with Type 2 diabetes in England with around 200,000 new diagnoses every year; and around 22,000 people with diabetes die early every year. There is strong international evidence which demonstrates how behavioural interventions, which support people to maintain a healthy weight and be more active, can significantly reduce the risk of developing the condition. The Council and CCG is currently working on a local implementation of the healthier you: NHS diabetes prevention programme which will identify those at high risk and refers them onto a behaviour change programme.

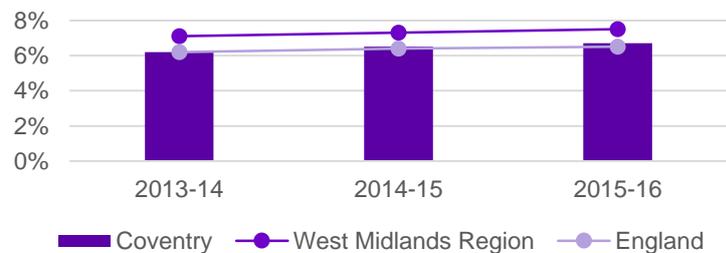
**Substance misuse:** the Council has commissioned a new service provider, cgl (change grow live), to run its drug and alcohol recovery service. Services began operating in November 2017.

Percentage of women who smoke at time of delivery



Smoking status at time of delivery over time

Percentage of recorded cases of diabetes registered with GP practices



Percentage of recorded cases of diabetes registered with GP practices

## Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Prevalence of overweight (including obese) among children in Reception	22.4% 2015/16	22.9% 2016/17	24.2% WMR 2016/17	22.6% England 2016/17	N/A	N/A
HIV late diagnosis (%)	51.6% 2013-15	52.8% 2014-16	44.1% WMR 2014-16	40.1% England 2014-16	N/A	N/A
Smoking status at time of delivery	12.2% 2015/16	11% Jan-Mar 2016	13.1% WMR 2015/16	10.6% England 2015/16	N/A	N/A
% of recorded cases of diabetes registered with GP practice	6.5% (19,351) 2014/15	6.7% (20,772) 2015/16	7.5% WMR 2015/16	6.5% England 2015/16	N/A	N/A
Adults achieving 150 minutes of physical activity per week	Not available (indicator revised)	61.0% (57.8%-64.1%) 2015/16	62.5% WMR 2015/16	64.9% England 2015/16	N/A	N/A
Hospital admissions caused by injuries in children 0-14 per 10,000	173.2 (1,112 injuries) 2015/16	Annual indicator	110.4 WMR 2015/16	104.2 England 2015/16	N/A	N/A
Conceptions to girls aged under 18 (rate per 1,000 girls aged 15-17)	29.9 Jan-Dec 2015	28.3 Jul 15-Jun 16	19.5 Warks 2015	27.1 WMCA 2015	20.8 England 2015	N/A

## Protecting our most vulnerable people

### Trends

The Council runs services to keeping children and adults safe from harm; providing early intervention for families; enabling people to exercise choice and control; and preventing homelessness.

**Early intervention:** there has been an increase in the number of five year olds with a good level of development in 2017, up 0.6% from 65.4% to 66.1%. However, this increase is slower than nationally, which is now at 70.7%. The gap with the national average has widened to almost 5%. There has also been an increase in inequality within the city, with the gap between the lowest achieving 20% and the rest widening by 2.2% points between 2016 and 2017.

**Children's social care:** Coventry's children's services were re-inspected by Ofsted in March. The Ofsted report judged children's services in Coventry as "requires improvement to be good". This means that Coventry's children's services were no longer judged to be inadequate, making a key point in the improvement journey and demonstrated the improvements made over the past three years. Progress has been made on the two key quality measures in children's social care, with fewer repeat referrals and fewer placement moves.

**Adult social care:** services support people aged 18 and over who have care and support needs as a result of an illness or impairment. Support is also provided to carers who spend time providing necessary care to someone else. As of September, there were 3,428 service users receiving long-term support, showing a continuing reduction in the number of people supported. This may be explained by work done to help people meet their eligible care needs in ways other than the provision of services; and an increase in people receiving short term support to maximise independence instead of long-term care.

**Homelessness:** Coventry is facing a large increase in homelessness, which has resulted in a £1.5m overspend in 2017/18 mainly due to the unfunded cost of housing families in temporary accommodation (mainly bed & breakfast rentals) which cannot be reclaimed from the Department for Work and Pensions as housing benefit subsidy.

\* half-year figures

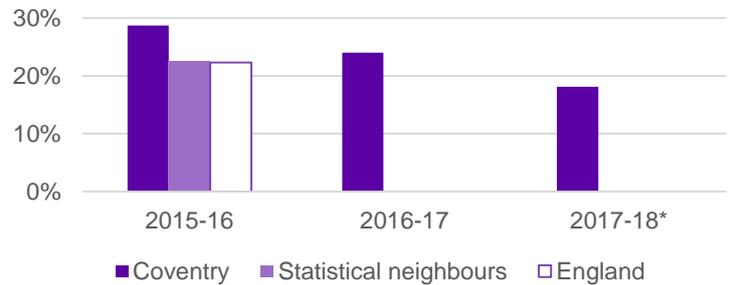
### Actions

**Children's social care:** the Council has developed a new children's services single improvement plan, *Getting to Good*, for 2017/18. The overarching key improvement priorities featured throughout the improvement plan relate to workforce development, quality of front line practice and partnership working.

**Parenting:** the Council is continuing to invest in early intervention, including strengthening families to reduce the demand on children's social care. In 2017/18, a budget of £50,000 has been allocated to delivery of the acting early programme, and it is proposed that the acting early budget is dedicated to supporting the delivery of an updated Coventry parenting strategy.

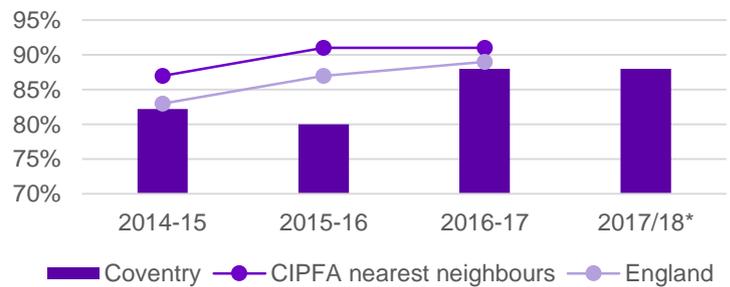
**Adult social care** continues to experience budget pressures although additional short term funding through the improved Better Care Fund

Repeat referrals



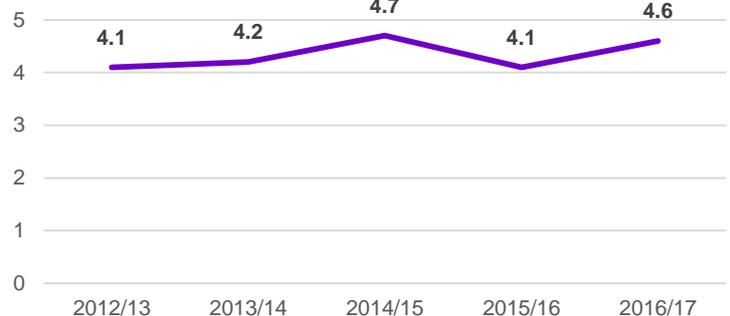
Children's social care repeat referrals over time

Self-directed support



Adult social care self-directed support over time

Statutory homelessness (rate per 1,000 households)



Households accepted as statutorily homeless in priority need over time

### Children's social care vision

<p><b>Children are at the heart of everything we do</b></p> <p>1</p> <p>They are involved as key partners in planning and decision-making.</p>	<p><b>High quality, child-centred and effective services</b></p> <p>2</p> <p>We deliver high quality, child-centred, of effective help and support to children and young people, their parents/carers and family, providing the right intervention at the right time and in the right way. We provide integrated services and seamless clear pathways from early help to specialist support.</p>	<p><b>Reflective and responsive to change</b></p> <p>3</p> <p>Our services reflect and respond to the changing needs of Coventry's diverse population of children and young people.</p>	<p><b>Working with families</b></p> <p>4</p> <p>We work with families to equip them with the understanding and skills they need to best protect children in a loving, happy, healthy and safe environment which enables them to become confident and responsible adults.</p>	<p><b>Outcome-driven and impactful</b></p> <p>5</p> <p>Services are outcome-driven and we are clear about the impact that we are having on children.</p>
<p><b>Services around children and families</b></p> <p>6</p> <p>Children are supported to live at home wherever possible. When they cannot remain with their families, they are able to live in the most Coventry of the most appropriate caring homes. Services wrap around the child so as to minimise any disruption to children's lives.</p>	<p><b>Top class, early help</b></p> <p>7</p> <p>We deliver top class services for early help and early years to optimise prospects of the best start in life for all children.</p>	<p><b>Mature partnerships</b></p> <p>8</p> <p>Our partnerships are mature, stable and effective at both strategy and operational level. In our partnership work, the focus remains on the child. Partners actively contribute to enhance the local authority of us.</p>	<p><b>Committed workforce</b></p> <p>9</p> <p>Our workforce is stable, skilled, motivated and committed to delivering excellent services to children and young people in Coventry. They feel supported to make decisions, assess and hold us to account and to develop creative and innovative solutions.</p>	<p><b>High performing</b></p> <p>10</p> <p>The outcomes we achieve for children and young people compare favourably with high performing local authorities.</p>

**In Coventry, we want Coventry children and young people to: have supportive families; live safe from harm; achieve their potential; be healthy; and have positive and fulfilling lives.**

has alleviated this. The pressures are in part due to the levels of complexity of people requiring Adult Social Care, particular for adults with disabilities and/or mental ill health; market costs as a result of wage increases and recent changes to 'sleep-ins' are also adding to financial pressures.

**Homelessness:** the Council is getting ready for the government's homelessness reduction act which places new duties on councils to help prevent homelessness or give advice on how to prevent homelessness for all applicants that are threatened with homelessness; The changes increases the timeframe for statutory homelessness from 28 to 56 days.

## Adult social care vision

 <p><b>Adults and carers at the heart of everything we do:</b> People we work with are involved as equal partners in planning and decision-making.</p>	 <p><b>High quality, person centred and of effective support:</b> We deliver high quality, person centred of effective care and support to service users, their carers and families. Empowering people with the right support, at the right time in the right way, using the resources that are available to them.</p>	 <p><b>Reflective and responsive to change:</b> The support we provide reflects and responds to the changing needs of Coventry's diverse population of adults and older people.</p>	 <p><b>Outcome driven and meaningful:</b> Support is outcome driven and we are clear about the impact we are having on the people we support.</p>	 <p><b>Support around people and their families:</b> People are supported to live at home wherever possible. When people cannot live at home they will be supported to live in the most appropriate and least intrusive alternate setting.</p>
 <p><b>Effective enablement and prevention and well-being:</b> We provide support to people in cost effective ways, to enable them to reach or regain their maximum potential so that they can do as much as possible for themselves.</p>	 <p><b>Mature partnerships:</b> Our partnerships are mature, trusting and of effective at both a strategic and operational level. In all our work with partners, the focus remains on the people that need our support.</p>	 <p><b>Committed workforce:</b> Our workforce is stable, skilled, motivated and committed to delivering excellent services. They feel supported to make decisions, assess and manage risk and work with people to achieve their outcomes.</p>	 <p><b>Innovative:</b> We will develop new ways of supporting people and use innovation as a key way to deliver good outcomes for people and manage our resources.</p>	 <p><b>High performing:</b> The outcomes we achieve for adults and older people compare favourably with similar local authorities. We make an active contribution to the delivery of the Council Plan.</p>

**The Council's vision for adult social care is to provide support, in the least intrusive manner possible, based on the assets, resources and abilities that are available to people.**

Indicator	Previous	Current	Comparators		Progress	Target	Status
Good level of development at age 5	65.4% 2016	<b>66.1%</b> <b>2017</b> provisional	67.7% SN 2017 provisional	70.7% England 2017 provisional		Equal to or better than SNs	
Gap between the lowest achieving 20% in the early years and the rest	35.1% 2016	<b>37.3%</b> <b>2017</b> provisional	35.2% SN 2017 provisional	31.4% England 2016		Equal to or better than SNs	
Looked after children rate per 10,000 & number	81.1 (620) Mar 2017	<b>86.8 (663)</b> <b>Sep 2017</b>	73.2 WMR 2015/16	76.4 SN 2015/16	60.3 England 2015/16	Can't say	N/A
Repeat referrals to children's social care	24.0% March 2017	<b>18.1%</b> <b>Apr-Sep 2017</b>	22.0% SN 2016/17	21.9% England 2016/17		<15%	
% of children with three or more placements in the previous 12 months	12.1% March 2017	<b>8.0%</b> <b>Apr-Sep 2017</b>	10% England 2015/16	N/A		<10%	
Common assessment framework assessments closed with all actions complete	75.4% March 2017	<b>69.4%</b> <b>Apr-Sep 2017</b>	N/A	N/A		>70%	
Households accepted as statutory homeless (in priority need)	638 2016/17	<b>268</b> <b>Apr-Sep 2017</b>	N/A	N/A	Can't say	N/A	N/A
Homelessness cases prevented and relieved	922 2016/17	<b>281</b> <b>Apr-Sep 2017</b>	N/A	N/A	Can't say	N/A	N/A
Adults using social care who receive self-directed support	88% March 2017	<b>88%</b> <b>Sep 2017</b>	91% CIPFA 2016/17	89% England 2016/17		>90%	
Adults using social care who receive direct payments	24% March 2017	<b>21%</b> <b>Sep 2017</b>	29% CIPFA 2016/17	28% England 2016/17		>24%	
Adult safeguarding rate of S42 enquiries per 100,000 population (number of enquiries)	390 (920 enquiries) 2016/17	<b>102</b> <b>(281 enquiries)</b> <b>Apr-Sep 2017</b>	184 WMR 2016/17	250 England 2016/17	Can't say	N/A	N/A
Regulated adult social care services rated as inadequate	1% 31 Mar 2017	<b>1%</b> <b>September 2017</b>	N/A	N/A		≤3%	
Adult social care service users receiving long term on-going support rate per 100,000	1,269 (3,430 users) 31 Mar 2017	<b>1,240</b> <b>(3,428 users)</b> <b>Sep 2017</b>	1599 CIPFA 2016/17	1519 England 2016/17		3,400-3,800 users	
Proportion of adult social care services users who feel safe	75.0% 2016/17	<b>Annual indicator</b>	69% CIPFA 2016/17	70% England 2016/17	N/A	>70%	N/A
Adults who contacted social care not previously receiving social care support rate per 100,000*	3,496 (9,446 people) 2016/17	<b>1,128*</b> <b>(3,119 people)</b> <b>Apr-Sep 2017</b>	4,525 CIPFA 2016/17	1,519 England 2016/17	N/A	9,000-10,000 people	N/A
Breastfeeding rates at 6-8 weeks	49.4% Jul-Sep 2016	<b>48.1%</b> <b>Oct-Dec 2016</b>	N/A** WMR 2016/17	44.1% Oct-Dec 2016/17		N/A	N/A

\* excluding mental health data.

\*\* validation tests failed, data not published.

## Reducing health inequalities

### Trends

The Council's strategy to reducing health inequalities is delivered through the Joint Health and Wellbeing Strategy for 2016-19, overseen by the Coventry Health and Wellbeing Board.

**Marmot City:** from 2013 to 2015, partners across Coventry worked together to reduce health inequalities. In 2016, Professor Marmot and his team committed to work with Coventry for a further three years. The Marmot City action plan sets out the ways in which partners and other stakeholders will work to achieve the key priorities of tackling inequalities disproportionately affecting young people, and driving good growth in Coventry. The latest Marmot report show the progress made towards the programme objectives, including: 92% of children and young people report an increased awareness of the risks of sexual violence and support services; employment and training support provided to over 500 young people not in education, employment or training through the Ambition Coventry programme; impact on health inequalities is now considered as part of equality and consultation analyses conducted on Council schemes; and partners are signed up to the Workplace Wellbeing Charter.

### Health and wellbeing board priorities



The city's priorities in the health and wellbeing strategy 2016-19.

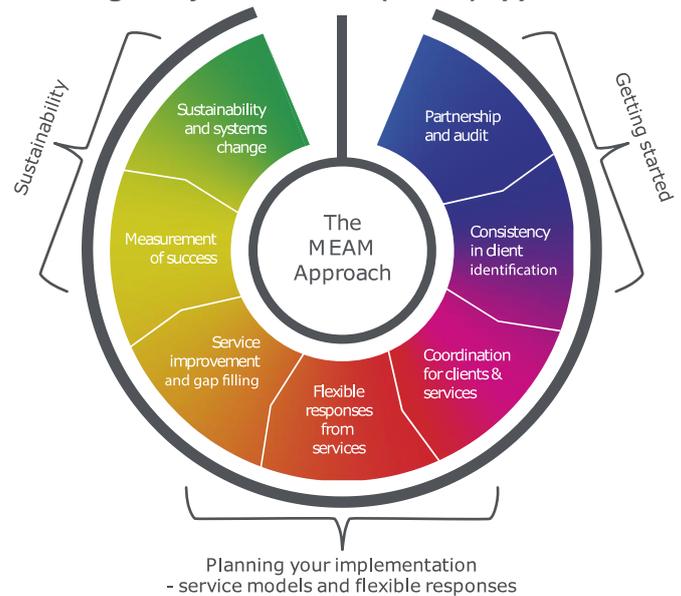
### Actions

In the past six months, progress has been made around multiple complex needs and integrating health and care:

**Multiple complex needs:** people experiencing two or more factors such as homelessness, substance misuse, offending behaviour, mental ill health, and worklessness are defined as having multiple complex needs. They often face poor outcomes. A board has been set up, chaired by West Midlands Police, to lead the work and strategic thinking around multiple complex needs; and an operational group has also been set up, tasked with case-managing a cohort of people facing multiple complex needs, and taking forward ideas and actions to begin to make a step improvement to the lives of people facing multiple complex needs. In November, Coventry has been successful in its bid to become a Making Every Adult Matter (MEAM) approach area.

**Integrating health and care:** the sustainability and transformation plan (STP) sets out how local services will evolve and become sustainable over the next five years, delivering the NHS Five Year Forward View vision. Entitled "better health, better care and better value", five work streams have been set up: proactive and preventative care; urgent and emergency care; planned care; maternity and paediatrics; and productivity and efficiency. A reference group has been set up which will provide a forum for STP board leaders to meet with local authority health portfolio members, Health and Wellbeing Board chairs and representative non-executive directors. Initially, the reference group will look at: understanding the STP change agenda; wider system change and leadership; utilising the experience and success from local authority experience of transformation programmes; and the development of an accountable care system.

### The Making Every Adult Matter (MEAM) approach



The MEAM approach helps local areas design and deliver better coordinated services for people with multiple complex needs. Coventry has been successful in its bid to become a MEAM approach area to improve the lives and outcomes for this group of people. Above graphic is from the MEAM is a coalition of national charities – Clinks, Homeless Link and Mind.

### Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Male healthy life expectancy at birth	62.9 (61.3-64.5) 2013-15	Annual indicator 62.4	WMR 2013-15 63.4 England 2013-15	N/A	N/A	N/A
Female healthy life expectancy at birth	63.8 (62.1-65.5) 2013-15	Annual indicator 63.2	WMR 2013-15 64.1 England 2013-15	N/A	N/A	N/A

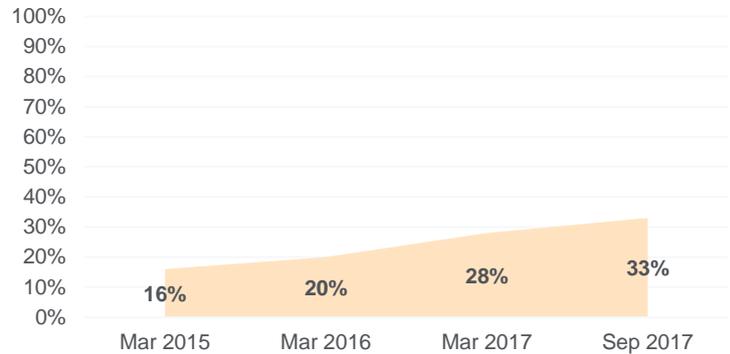
## Making the most of our assets

### Make savings so that we can support frontline services

No new savings are proposed for 2018/19. However, the Council is facing greater external pressures in some of its demand-led services, for instance, homelessness, and continued challenges in meeting its savings targets. In recent months, the Council's projections of the overall position has worsened significantly.

The pre-budget position shows a budget gap of £3m for 2018/19 rising to £19m by 2020/21 even after further technical and corporate savings, due to delays in achieving already agreed savings and emerging budget pressures. As existing savings are delivered, it is inevitable that reductions in the level or quality of service will be felt in some areas. The Council is continuing to make it easier for residents to self-serve, which is quicker for residents, and much cheaper for the Council.

### Transactions completed online



Transactions completed online for services delivered by the Customer Service Centre

### Support the regeneration of Coventry's economy

The government's stated intention is to move towards localising 100% of business rates, so that local government will be funded primarily by Council tax and business rates instead of a revenue support grant. This makes it even more important to focus on regeneration and economic growth. However, the changes required have not been included in the government's legislative timetable, so the move to 100% localisation looks likely to be delayed till beyond 2020.

Coventry continues to be successful in attracting external funding, in particular, for capital schemes. In April to September, the Council attracted £23 million, including the £5m of Whitley infrastructure grant and £13m of growth deal funding. Note that such funding is inevitably 'lumpy' and movements from one year to the next are more likely to reflect external factors than changes in performance. The current projection indicates that a lower level of external grant will be applied in 2017/18 than in 2016/17. As the country moves towards devolution and Brexit, there will be changes to funding streams available.



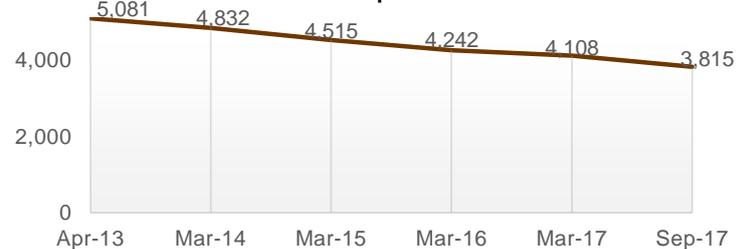
Plans setting out the proposals for the development of land at Whitley South, including associated public infrastructure

### Change how we work to become more flexible and adaptable

In April to September, the Council reduced the size of its workforce further, from 4,108.31 full time equivalents (fte) to 3,814.93 fte, a reduction of 293.38 fte posts. The headcount reduced from 4,998 to 4,541; a reduction of 457.

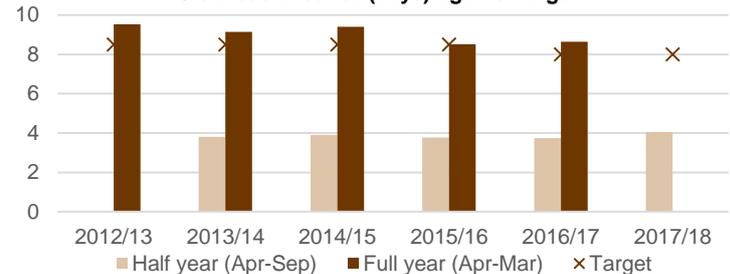
Sickness absence for April to September is 4.05 days lost per fte. The main reasons for absence are stomach, liver and gastroenteritis, followed by stress, depression and anxiety and other musculoskeletal problems. The target for 2017/18 is 8.00 days lost per fte – same as last year.

### Council full-time equivalent workforce



Full-time equivalent (fte) in Coventry City Council over time

### Sickness absence (days) against target



Sickness absence in Coventry City Council over time

## Active communities & empowered citizens

### Empowering citizens and encouraging active communities

There is a need to stem the increasing demand for crisis level public services through providing more early help and preventative support, so that communities are more resilient and able to look after each other. The expectation from public services is that communities will do this, particularly through established community based organisations.

In order for this to be realised there needs to be a shift in relationships between public and community based organisations so that an equal partnership and sharing of resources provides an integrated network of support across formal and informal services.

The Council is currently working with the Moat House Community Trust in the Moat House family hub reach area to draw upon the unique strengths in the area and tailor new ways of collaborating amongst people and organisations; generating greater levels of community action that will result in vulnerable individuals taking more responsibility for their own health and wellbeing. The Moat House family hub reach area will also pilot the Socyti platform, a digital social impact platform.



📌 The Council has partnered with Socyti, a technology firm, to pilot a new digital social impact platform that makes it easy for everyone to shape the community they care about. As a pilot partner, the city will benefit from the platform free-of-charge during the pilot period.

### Working together with neighbours and partners across the voluntary, public and private sectors

#### Working with the voluntary community

The Council is also trialling new ways of working with community groups, to strengthen the viability and financial sustainability of community based organisations, specifically those that are actively growing the resilience and capability of citizens. The intention is that this will increase the financial viability and sustainability of community organisations; improve access to support for smaller community-based organisations; and improved working relationships between community, voluntary, public and private sector organisations to increase the capacity and resilience of Coventry people.

Local community/voluntary organisations will have the opportunities to gain grants that will help them with capacity building support and professional services, including business development support, options for income generation and diversification, high-level accountancy, payroll and HR services, and training.

#### West Midlands Combined Authority

A second devolution deal for the West Midlands Combined Authority has been agreed in principle between the government and the West Midlands mayor. This will help address local productivity barriers; and include a £6m for a housing delivery taskforce; £5m for a construction skills training scheme; and a £250m allocation of the government's new £1.7bn transforming cities fund.



**187 laptops**  
donated to  
**73 organisations**



improving access  
to digital technology



improving skills  
and employability



encouraging  
social participation

📌 In August-September 2017, the Council donated recycled its older laptop computers to local community and voluntary groups that can demonstrate how the laptops will help communities improve access to digital technologies; improve skills to use digital technologies and become more employable; and encourage social participation through the use of digital technologies.



**WEST MIDLANDS**  
COMBINED AUTHORITY

# Council Plan 2017/18 Half-Year Performance Report

## Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Carbon dioxide emissions from local authority operations	16,368 tonnes ↓ 9% 2015/16 actual	<b>14,640 tonnes</b> ↓ 10% <b>2016/17 actual</b>	N/A		↓ 35% by 2020	
Core employee headcount (full-time equivalents, fte)	4,108.31 Mar 2017	<b>3,814.93</b> <b>Sep 2017</b>	N/A		N/A	
Council staff sickness absence per fte	8.64 days 2016/17	<b>4.05 days</b> <b>Apr-Sep 2017</b>	N/A		<8.0 days	
External funding attracted	£54.4m 2016/17	<b>£23.0m</b> <b>Sep 2017</b>	N/A		N/A	
Transactions done online	28% 2016/17	<b>33%</b> <b>Sep 2017</b>	N/A		N/A	
Reduction in face to face and telephone contact	↓ 30% 2016/17	<b>Annual indicator</b>	N/A		↓	

## Indicator change log

This list sets out indicators that are new, revised or deleted; as well as indicators where no data is available in this report (January 2018) compared to the report in August 2017.

### New indicators

#### Locally committed

- Prevalence of overweight (including obese) among children in Reception (aged 4-5 years)
- HIV late diagnosis
- Smoking status at time of delivery
- Percentage of recorded cases of diabetes registered with GP practice aged 17+

### Revised indicators

#### Locally committed

- Adults achieving 150 minutes of physical activity
- Percentage of pupils attending good/outstanding primary schools
- Percentage of pupils attending good/outstanding secondary schools

### Deleted indicators

#### Globally connected

- Claimant count (seasonally-adjusted)
- Gap in the JSA claimant rate between the city's most affluent and deprived wards
- 18-24 year olds claiming jobseekers allowance

#### Locally committed

- Smoking prevalence in adults: current smokers
- Smoking quitters at four weeks (rate per 100,000 smokers)

### Indicators with no updates available at half-year

#### Globally connected

- Gross value added (£ per head)
- Visitor trips
- Residents aged 16-64 qualified NVQ level 4+
- Gross disposable household income (£ per head)
- Change in Council tax base (index from 2009 base (100))

#### Locally committed

- Roads and footways in a good/acceptable condition (four indicators: A roads, B and C roads, unclassified roads, footways)
- Adults achieving 150 minutes of physical activity
- Hospital admissions caused by injuries in children 0 – 14 per 10,000
- Proportion of adult social care service users who feel safe
- Adults who contacted social care not previously receiving social care support rate per 100,000\*
- Male healthy life expectancy
- Female healthy life expectancy

#### Delivering our priorities with fewer resources

- Reduction in face to face and telephone contact

### Open data

More details, including a publication schedule, trends, comparator data, progress reports, maps, additional infographics, and references, is available on the Council's information and statistics hub at [www.coventry.gov.uk/infoandstats/](http://www.coventry.gov.uk/infoandstats/). Open data is also published on GitHub at <https://smarturl.it/CovPerformanceData>.

# Table of Indicators

## Globally connected

GVA £22,165	Business rates change from 2002 base 132.74	Business rates collection rate 97.2%	Enterprises 10,065	City centre footfall (year on year change) +1.2%	Visitor trips 7.97m	Resident employment rate 69.9%	Unemployment (model-based) 5.0%	16-17 year old NEETs 6.8%	Residents qualified to NVQ4 33.7%
Median annual pay (full-time) £28,432	Median annual pay £23,055	Gross disposable household income per head £14,527	Council tax base change from 2009 base 106.67	Council tax number of properties 140,944	Properties in higher Council tax bands (C-H) 29.51%	Council tax collection rate 96%			

## Locally committed

Principal roads in a good / acceptable condition 99%	Non-principal roads in a good / acceptable condition 98%	Unclassified roads in a good / acceptable condition 80%	Footways / pavements in a good / acceptable condition 36%	Fly-tips reported in the city 2,030	Household waste recycled and composted 35.5%	Change in crime rate (half-year) -9.22%	First time entrants to youth justice (rate per 100,000) 334	Domestic violence offences known to the police -1%	Repeat victims of domestic violence reported 11.4%
Percentage of pupils attending good/outstanding primary schools 96%	Percentage of pupils attending good/outstanding secondary schools 75%	Key stage 2 expected standard in reading, writing & maths 58%	Key stage 4: attainment 8 42.5	Key stage 4: progress 8 -0.12	Key stage 4: standard pass (grades 9-4) in English and maths 57.8%	Key stage 5 level 3 average point score A Level entry 28.7	Key stage 5 level 3 average point score per tech level entry 29.5	Key stage 5 level 3 average point score per general applied entry 34.41	Overweight or obese among children in Reception 22.9%
HIV late diagnosis 52.8%	Smoking status at time of delivery 11%	% of recorded cases of diabetes registered with GP practice 6.7	Adults achieving 150 minutes of physical activity / week 61%	Hospital admissions caused by injuries in children 0-14 (rate) 173.2	Conceptions to girls aged under 18 (rate) 28.3	Good level of development age 5 66.1%	Gap between the lowest achieving 20% in the early years and the rest 37.3%	Looked after children 663	Repeat referrals to social care 18.1%
% of children with 3+ placements in the previous 12 months 8%	Common assessment framework closed with all actions complete 69.4%	Households accepted as statutory homeless (in priority need) 268	Homelessness cases prevented and relieved 281	Adults using social care who receive self-directed support 88%	Adults using social care who receive direct payments 21%	Adult safeguarding S42 enquiries (rate) 102	Regulated adult social care services rated as inadequate 1%	Adult social care service users receiving long term on-going support 3,428	Proportion of adult social care service users who feel safe 75%
Adults who contacted social care not previously receiving social care support 3,119	Breastfeeding rates at 6-8 weeks 48.1%	Male healthy life expectancy at birth 62.9	Female healthy life expectancy at birth 63.8						

## Delivering our priorities with fewer resources

CO <sub>2</sub> emissions -10%	Core employee headcount (fte) 3,814.93	Sickness absence days (half-year) 4.05	External funding attracted £23m	Transactions done online 33%	Reduction in face to face and telephone contact -30%
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