

## Appendix 1

# Council Plan Half Year Performance Report 2012/13

### Corporate Performance Team

Policy, Research, Partnership and Performance Division  
Chief Executive's Directorate  
Coventry City Council

December 2012

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## Key

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A number of symbols are used in the report to illustrate the progress made by the Council, and the Council's performance towards the targets set against each of the headline indicators. The symbols and their meaning are set out below.

Symbol	Progress	Target
	Indicator progressing in the right direction (towards target)	On-target
	Indicator moving in the wrong direction (away from target)	Off-target
	Indicator progress is similar or unchanged	–
	Not available	–

Coventry proud to be a city that works...

...for jobs and growth

...for better pavements, streets and roads

...to support and celebrate our young people

...to protect our most vulnerable residents

Values

The way we work

# Coventry, proud to be a city that works...

The Council Plan 2011 to 2014 was approved by Council in June 2011. This half year report consists of a high level summary of the key messages and a summary scorecard for each priority to present the latest available performance data and highlight the activity undertaken over the past six months. Where the previous year's data is available, or where a comparison with national/ regional data can be made, this has been used to assess progress. Where the indicator is new this year, the outturn measure for 2012/13 will set the baseline for future comparison.

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## ... for jobs and growth

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Between July and September, the UK economy grew by 1%, marking a recovery after three consecutive quarters of negative growth. Locally, the city has seen a reduction in the number of people claiming Jobseeker's Allowance overall, including a reduction for 18-24 year olds.

The Council refreshed its Jobs Strategy for Coventry in August 2012. The strategy aims to secure job opportunities through investment, support people to get jobs and help people improve their skills between now and 2014. During April to September, the city saw £28 million investment into the city, 770 new jobs created by firms, with direct or indirect Council involvement, 2,527 unemployed people supported and 605 people helped into a job.

Going forward, Coventry and Warwickshire is one of the twenty cities and wider areas invited by the Government to bid for the second wave of City Deals. The Council is working with the neighbouring local authorities and the Coventry and Warwickshire Local Enterprise Partnership to pull together an expression of interest for submission in January 2013.

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## ... for better pavements, streets and roads

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The Highway Maintenance Programme and Footway Repair Programme are both currently on schedule. 57% of the planned carriageway maintenance programme and 14 % of the footway repair programme has been successfully delivered. This has improved some 42 miles of the city's roads and 8 footways.

At the half year there has been a 2.8% reduction in fly-tipping when compared with last year. The majority of initiatives to reduce fly-tipping in targeted hot spots are still at an early stage and the reduction to a degree has been assisted by the poor weather.

From April to June 2012, 40.9% of household waste was recycled and composted. The amount of composting was lower than usual in the first part of the year due to poor seasonal conditions, however this is expected to rise once the half year figures are available, which will improve the overall result.

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## **... to support and celebrate our young people**

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Coventry's children and young people celebrated record GCSE and A-Level results in 2012. Coventry's 16 year olds have achieved the best ever GCSE results this year, and for the first time ever, exceeded the England average which has gone down slightly. Meanwhile, a higher percentage of A-Level students achieved the higher (A\* to B) grades.

The Council expects every school in Coventry to be judged good or outstanding by Ofsted. To improve primary school inspection outcomes the Council has worked in partnership with schools to revise its education & learning, school intervention and underperformance policies. Since August, the percentage of primary schools graded good or outstanding has improved from 42.2% to 47%.

In children's social care, Coventry continues to face high numbers of Looked After Children, with a significantly higher rate relative to its population than the England average. A new early intervention service, the Children and Families First Service, has been launched to help families stay together and reduce the number of children coming into care.

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## **... to protect our most vulnerable residents**

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The Coventry Shadow Health and Wellbeing Board has produced a draft Joint Health and Wellbeing Strategy for consultation, with a view to approving it at its December meeting. Its aim is to improve health levels in Coventry so that they match the best in the country: it wants to reduce the gap in life expectancy between wealthier and more deprived areas of the city and improve the health of the most vulnerable groups so that it matches the best in the city.

The trend of reducing crime has continued and at the half year point there had been an overall reduction of 13.7% over the same period in the previous year, with most crime types reporting decreases: burglary of dwellings fell by 11.9%; robbery by 27.0%; most serious violence by 15.8%; and business crime by 31.2%.

Research has shown that personal budgets have a positive effect in terms of impact on wellbeing, increased choice and control and improving outcomes. Good progress was made with ensuring that all users of long-term community based services receive self-directed support by the end of 2012. Comparator data for 2011/12 is now available for the quality of life measure and shows that Coventry scores slightly better than the CIPFA and England averages and was placed 49<sup>th</sup> out of 152 social care authorities.

The half year figures suggest that there has been a slight reduction in the number of households accepted as statutory homeless.

There has been a fall in the number of people successfully exiting drug treatment; work is underway to remodel the service and it is anticipated that outcomes will improve over the year. Performance on those completing a care planned discharge from alcohol treatment dipped at the beginning of the year but subsequently improved and is now at the national average.

Coventry, proud to be a city that works for...

# Jobs and growth

## Executive summary

*This Summary Scorecard sets out the Council's performance on a range of headline indicators for April to September 2012. More information is available online at [www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)*

In the first half of 2012/13, the UK economy saw a contraction in gross domestic product (GDP) of 0.4% between April and June, followed by 1.0% growth between July and September – marking a recovery after three consecutive quarters of negative growth, according to the Office for National Statistics. However, the overall picture appears to be a flat economy – with the HM Treasury comparison of 30 new independent forecasts made in October 2012 suggesting an overall GDP growth of -0.3% for the UK in 2012.

Locally, findings from the Coventry and Warwickshire Chamber of Commerce's Quarterly Economic Survey show that 32% of firms in the manufacturing sector and 49% in the service sector expected turnover to grow in the next year, with "stronger increase in sales on the international front compared with the domestic market".

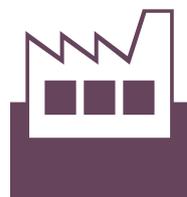
In August 2012, the Council refreshed the Jobs Strategy for Coventry, which aims to secure job opportunities through investment, support people to get jobs and help people improve their skills between now and 2014.

Going forward, Coventry and Warwickshire is one of the twenty cities and wider areas invited by the Government to bid for the second wave of City Deals. The Government is seeking city regions that can identify and prioritise a specific local challenge that needs to be addressed, and to come up with a tailored plan to deal with it. The Council is working with the neighbouring local authorities and the Coventry and Warwickshire Local Enterprise Partnership to pull together an expression of interest for submission in January 2013. The City Deal will help Coventry and Warwickshire unlock growth, create and safeguard jobs and enhance local infrastructure.

From April to September 2012:



**£28m**  
investment  
into the city



**770**  
jobs created  
by firms with direct or indirect  
Council involvement



**2,527**  
unemployed  
people supported



**605**  
helped into a job



**62**  
apprentices currently  
employed in the Council



**50**  
construction  
apprenticeships

## Jobs and growth

### 1.1 | To create jobs through the growth of business & investment

The revised Jobs Strategy investment target is to attract £397m into the city and the sub region in 2011-2014, with a target of £85m for 2012/13. In six months, £28m of investment was recorded, 32.9% of the target. This is on target, given the profile of potential investment. The jobs target is to create 6,000 jobs in the city and across the sub region in three years with direct or indirect Council involvement. 770 jobs were created in six months (38.5%). As there are time lags involved, it is understood that the Council is on target to create 2,000 jobs for 2012/13.

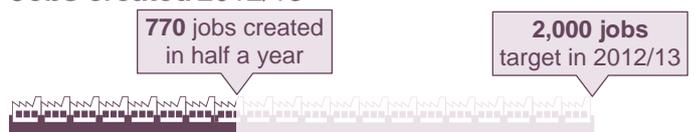
The new business VAT registration rate is a proxy for the birth of new enterprises. The latest figures are for 2010, as previously published. 2011 data will be available in December 2012. In Coventry, the rate increased from 33.8 in 2009 (855 firms) to 37.8 (965) in 2010; and in Warwickshire, the rate increased from 50.2 to 53.2. This is an improvement at a time when registrations decreased in the West Midlands Met. Area (41.1 to 38.4), the Region (41.7 to 40.5), All Mets (39.3 to 37.3) and England (49.6 to 48.9).

Indicator	Coventry	Warwick-shire	West Midlands Region	Progress & Target
<b>Investment into the city</b> April to September 2012	<b>£28m</b>	N/A	N/A	✓ ✓
<b>Jobs created</b> by firms with direct or indirect Council involvement April to September 2012	<b>770</b>	N/A	N/A	✓ ✓
<b>New business VAT registrations</b> rate per 10,000 people aged 16+ 2010	<b>37.8</b> 965 firms	<b>53.2</b> 2,330 firms	<b>40.5</b> 17,805 firms	✓ ✓

#### Investment into the city 2012/13



#### Jobs created 2012/13



### 1.2 | To help more residents get jobs

The Jobseeker's Allowance (JSA) is an out-of-work benefit paid to people available for and actively seeking full-time work. In September, the JSA claimant count reduced to 4.7% in Coventry and 2.3% in Warwickshire; giving a rate of 3.2% across the Local Enterprise Partnership (LEP). For comparison the rate was 6.6% in the Metropolitan Area; 4.7% in the West Midlands Region and 3.8% in England. There has been a reduction in JSA claimants from March to September, suggesting that unemployment has reduced.

The average employment rate is the percentage of people aged 16-64 who are in employment. The July 2011 to June 2012 rate was 64.8% in Coventry and 75.1% in Warwickshire; an overall rate of 71.2% in the sub region. This marks an improvement from the figures reported at the end of year (October 2010 to September 2011), when the rates were 64.3% in Coventry, 73.4% in Warwickshire and 69.9% in the sub region.

The revised Council's Jobs Strategy sets out targets to support 8,080 people who are currently unemployed, and to help 2,610 people into a job; including 2,000 and 700 respectively in 2012/13. In April to September, the Council supported

Indicator	Coventry	Warwick-shire	West Midlands Region	Progress & Target
<b>Jobseeker's Allowance claimant count</b> September 2012, seasonally adjusted	<b>4.7%</b>	<b>2.3%</b>	<b>4.7%</b>	✓ ✓
<b>Average employment rate</b> July 2011 to June 2012	<b>64.8%</b>	<b>75.1%</b>	<b>67.6%</b>	✓ ✓
<b>Unemployed people supported</b> April to September 2012	<b>2,527</b>	N/A	N/A	✓ ✓
<b>People helped into a job</b> April to September 2012	<b>605</b>	N/A	N/A	✓ ✓

Jobseeker's Allowance claimant counts have been seasonally adjusted – national / regional data adjusted by the Office for National Statistics; sub regional data formula-adjusted by the Corporate Research Team.

2,527 people who are currently unemployed, and helped 605 people into a job.

As a key part of delivering the objectives of the Jobs Strategy, In March 2012 the Council opened a *Job Shop* on Hertford Street to help local people secure work. The Job Shop has seen over 8,000 visitors, and 1,800 have signed up as members of the Work Club to apply for jobs. The Job Shop will relocate to new, larger premises at 1 Bull Yard in January 2013, in partnership with CSWP and Jobcentre Plus.

### 1.3 | To help residents improve their skills

The 2011 skills estimates show 66.9% of men aged 19-64 and women aged 19-59 are qualified to NVQ Level 2 or above; 48.9% to Level 3+ and 28.8% to Level 4+. This is down from 69.9%, 51.9% and 31.4% respectively in 2010 – but this is not a statistically significant change. Coventry's rates are similar to the Region; but lag behind those of Warwickshire. The Jobs Strategy aims to help people improve their skills by the Council working at a strategic level, with universities, colleges and businesses to equip people with the skills that investors need, and at a delivery level,

Indicator	Coventry	Warwick-shire	West Midlands Region	Progress & Target
<b>People aged 19-56/64 qualified to... 2011</b>				
NVQ Level 2+	66.9%	71.5%	69.1%	 
NVQ Level 3+	48.9%	51.8%	47.8%	 
NVQ Level 4+	28.8%	34.3%	28.3%	 

Annual Population Survey regional and sub regional estimates of education attainment provided by The Data Service, for males aged 19-64 and females aged 19-59, published 14 November 2012. through apprenticeships to address specific areas.

### 1.4 | Young people stay in education or find work or training

The Council and its partners are working to reduce the number of young people 16-24 not in education, employment or training (NEETs) by 1,050 by 2014, against the 2010 baseline.

**16-18 year olds** – The annual survey of young people 16-18 conducted by CSWP, the Careers Guidance Company, in December 2010 suggests that there were 680 NEETs (6.0%) in Coventry and 830 in Warwickshire (4.5%); a total of 1,510 NEETs (5.1%) in the sub region. Although this is favourable compared to the Region (6.2%) and England (6.1%), the Coventry rate has worsened from the baseline of 610 (5.8%). Young people are more likely to be NEET at age 18 than at age 16 as they transition out of education. It is estimated that 3.3% of Coventry's 16 year olds are NEET, rising to 5.8% at age 17, and 9.4% at age 18. In Warwickshire, the rates are 3.0%, 4.3% and 7.3% respectively.

**18-24 year olds** – JSA claimants are the closest proxy for NEETs for those aged 18-24. In September 2,745 (6.3%) young people 18-24 were claiming JSA in Coventry, and 2,295 (5.3%) in Warwickshire; a total of 5,035 (5.8%) in the sub region. This compares favourably to the Region (9.3%) and England (7.3%). The number of JSA claimants aged 18-24 has decreased from the March 2012 figures reported in the 2011/12 end of year report, but remains higher than the baseline. A growing concern is the length of time young people remain on JSA. In Coventry, 18-24 year olds claiming for 12+ months doubled from 135 in December 2010 to 285 in December 2011, and have since risen to **455** in September 2012. In the same period, those claiming JSA for 6 to 12 months has more than doubled from 270 (Dec 2010), to 595 (Dec 2011); and in September stands at 545. This problem, however, is not unique to Coventry – similar trends can be found regionally and nationally.

Indicator	Coventry	Warwick-shire	West Midlands Region	Progress & Target
% of 16-18 year olds NEETs 2011, annual	6.0% 680	4.5% 830	6.2% 12,170	 
% of 18-24 year olds claiming JSA September 2012, monthly	6.3% 2,745	5.3% 2,295	9.3% 48,905	 
Apprentices on the Council's own Apprenticeship Scheme 9 Oct 2012	62	N/A	N/A	 
Apprenticeships w/ local employers and placements April to September 2012	50	N/A	N/A	 

**JSA claimants aged 18-24 over time** (NomisWeb)

Place	Dec '10	Dec '11	Mar '12	Sep '12
Coventry	6.1%	6.7%	7.2%	6.3%
Warwickshire	5.5%	5.4%	6.2%	5.3%
Cov & Warks	5.8%	6.0%	6.7%	5.8%
WM Region	8.5%	9.8%	10.2%	9.3%
England	6.5%	7.7%	8.1%	7.3%

#### Apprenticeships

The Council's Apprenticeship Strategy set a target of 120 apprentices by March 2014, including 30 new apprentices in 2012/13. From April to September, 18 new apprentices started and 21 apprentices left the programme, including 13 who found jobs within the Council. As of 9 October, 62 were on the register as apprentices in the Council, including 15 with a disability and two former Looked After Children. Separately, as part of the Jobs Strategy, the Young People's Placement Programme seeks to support 75 NEETs into paid work for six months. In the first half of 2012/13, 26 young people started on a paid placement with a variety of employers including five with a learning disability. In addition, the Council is aiming to support 15 young people into the Construction Shared Apprenticeship Programme: from April to September 2012, 24 young people started or are about to start on this programme.

## 1.5 | The provision of housing to meet the needs of residents

The Council works with developers to ensure there is a suitable range of housing available for residents. This includes the use of Section 106 agreements and the Community Infrastructure Levy to ensure that affordable homes are built and to fund infrastructure that local communities and neighbourhoods want. The indicator measures the increase in the number of homes provided at social rent and intermediate housing, such as shared-ownership homes, provided through new build and acquisitions. 99 affordable homes were delivered from April to June; and an estimated 124 homes were delivered from July to

Indicator	Coventry	Progress & Target
<b>Number of affordable homes delivered</b> April to September 2012	223 estimate	✓ ✓
<b>Empty properties brought back into use</b> April to September 2012	145	✓ ✓

September; 73% towards the 304 target for 2012/13. The Council is also seeking to increase the number of empty homes brought back into use by 5%, from 201 in 2011/12 to 211 for 2012/13. By September 2012, 145 homes were brought back into use, 69% towards the target.

## 1.6 | To increase Coventry's share of the low carbon industry

The Council's Business Sector Growth Team is working to bring investments into the sectors of innovative technologies, advanced manufacturing, transport and energy, all of which have low carbon aspects; e.g. low carbon vehicles, renewable energy and smart buildings. Since April, the Team has brought in £11,438,145 of investment, including £310,576 in the renewable energy sector. This also contributes to the refreshed LEP strategy.

energy from waste plant. Upon completion in September 2013, it will, initially, reduce the city's carbon emissions by 2,000 tonnes. Wider benefits include making the city centre a more attractive place to invest by reducing costs to developers of meeting future zero carbon requirements, helping to attract carbon-conscious tenants; and attracting investment and jobs from a private sector which increasingly recognises low carbon as being good for business.

Heatline, the district heating scheme, took a major step forward with the appointment of a commercial partner, Cofely District Energy Ltd, to build and operate the scheme for 25 years. The scheme, funded by a £2.2m grant from the Homes and Communities Agency, will heat city centre buildings using heat generated from the

This year, the Council also agreed plans for upgrading the city's electric vehicle charging points, including 40+ new points; delivering over 1,000 home insulations in partnership with energy companies to help people minimise their carbon footprint; and the launch of the UK first all electric park and ride bus service.

## 1.7 | To produce a Core Strategy for the future planning of Coventry

The Core Strategy delivers on the spatial aspects of Coventry's Local Development Framework, which will guide the city's future development up to 2028. The strategy set out a hubs and spokes, jobs-led model that avoids development of new estates on green belt land.

The Council has established that the city's future needs can be met through brownfield sites:

Responses to last year's consultation indicated a broad split between those who supported the strategy's plan to avoid green belt development; and those who opposed the strategy, as they wished to promote greenfield land for new development. Since then, updates to the proposed submissions to the Secretary of State have been published in July and October at [www.coventry.gov.uk/planning/](http://www.coventry.gov.uk/planning/).



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# Better pavements, streets and roads

## Executive summary

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The Highway Maintenance Programme and Footway Repair Programme are both currently on schedule. 42 miles of the city's roads and 8 footway sites have been improved. The annual surveys on the network condition for roads and footways have not yet been completed for 2012/13.

A new more comprehensive measure for street cleanliness is being developed, this will be tested between November 2012 and March 2013 and the new indicator introduced in 2013/14.

At the half year there has been a 2.8% reduction in fly-tipping when compared with last year. The majority of initiatives to reduce fly-tipping in targeted hot spots are still at an early stage and the reduction to a degree has been assisted by the poor weather.

From April 2012 to June 2012, 40.9% of household waste was recycled and composted. This is an improvement on the adjusted figure of 39.3% for 2011/12, however, it is a 4.7% reduction on the April 2011 to June 2011 result. Due to bad seasonal conditions composting was lower than usual; it is expected to rise for the second quarter, which will improve the overall results. 142 kg of residual household waste was collected per household for this period which is on target to achieve the 605 kg 2012/13 target.

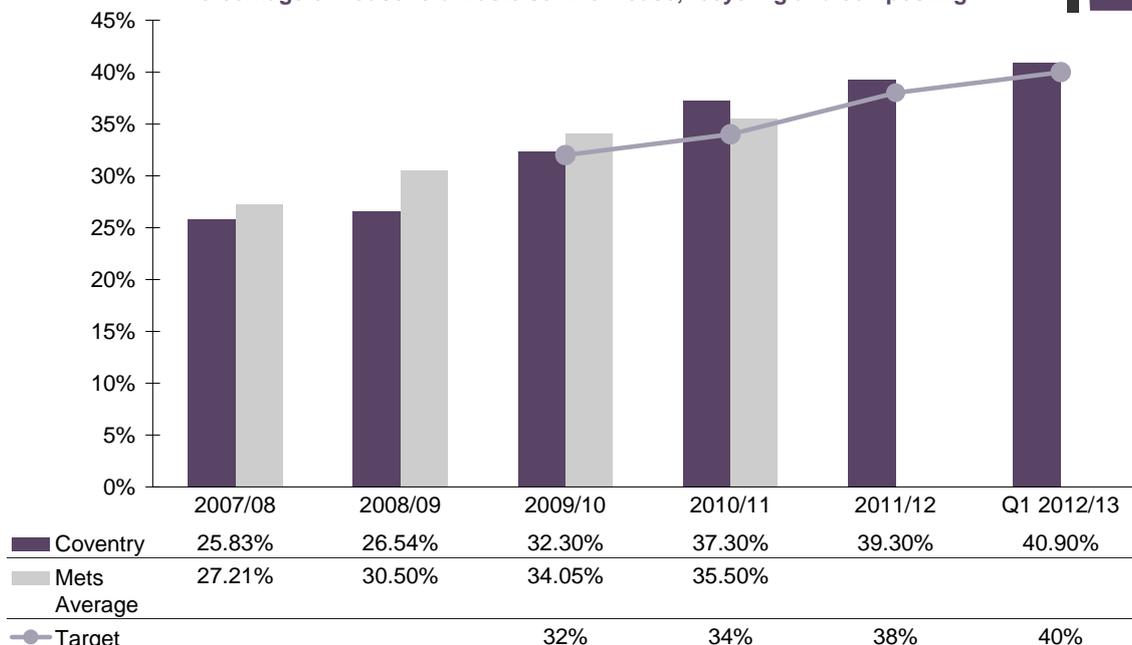
### Fly-tipping



### Cost of household waste collection per household



Percentage of household waste sent for reuse, recycling and composting



The cost of household waste collection per household has reduced from £43.90 2010/11 to £43.70 for 2011/12 and achieves the £45 target set. The 0.46% reduction is due to an increase in the number of households in the city.

## 2.1 | Roads and pavements will be in a good condition and be well maintained

**Carriageway maintenance** – at the half year, 57% of the planned programme has been successfully delivered, improving 42 miles of the city roads. 14% of the footway repair programme was completed; the remainder is scheduled and on target to be finished by the year end. Only 46% of residents surveyed said that they were satisfied with roads and pavements, lower than in September 2011. The number of service requests and complaints received has increased by 4% for pavements but has decreased by 6% for highways, showing improvement as a result of maintenance work undertaken.

**Annual surveys on the network condition** – the annually commissioned surveys on the conditions of the road network and footways have not yet been completed for 2012/13.

Indicator	Coventry	Progress & Target	
<b>Carriageway maintenance completed</b> <small>September 2012, half year</small>	<b>57%</b>		
<b>Roads and footways which are in good or acceptable condition...</b> <small>updated annually, 2011/12</small>			Baseline Year
<b>...principal roads (A roads)</b>	<b>93%</b>		
<b>...non principal roads (B &amp; C roads)</b>	<b>85%</b>		
<b>...unclassified roads</b>	<b>81%</b>		
<b>...footways</b>	<b>42%</b>		
<b>Residents surveyed who are satisfied with roads and pavements</b> <small>September 2012 telephone survey data</small>	<b>46%</b>		

## 2.2 | Streets will be cleaner and there will be less fly-tipping

**Street cleanliness: litter** – last year the deleted National Indicator NI 195a programme was used to assess the land and highways that had deposits of litter that fall below an acceptable level. A new measure is being developed with a more comprehensive set of standards, where every street within Coventry will be assessed each year on grounds maintenance and street cleanliness. The revised indicator will be tested November 2012 to March 2013 and introduced in 2013/14.

Indicator	Coventry	Progress & Target	
<b>Improved street cleanliness – litter</b> <small>indicator currently being redesigned</small>			
<b>Reduction in fly-tipping in the city</b> <small>September 2012, half year</small>	<b>1,500</b>		
<b>Residents satisfied that the Council keeps the land clear of litter and refuse</b> <small>September 2012 telephone survey data</small>	<b>69%</b>		

**Fly-tipping** – 1,500 fly-tips have been reported this half year, a 2.8% reduction as compared with last year.

## 2.3 | Recycling levels will increase & amount of waste will be reduced

**Household waste recycled and composted** – there is a time lag on reporting the waste indicators. The April to June data shows that 40.9% of household waste was recycled and composted. Due to bad seasonal conditions composting was lower than usual; it is expected to rise for the second quarter, which will improve the overall results.

**Residual household waste collected per household** – the Council is on schedule to achieve the target of 605 kg for 2012/13 with 142 kg being collected April to June 2012/13.

**Satisfaction with refuse collection & recycling** has reduced. This is not unexpected due to some missed collections during the summer period. They are still indicating high satisfaction levels with 87% being satisfied with the services.

Indicator	Coventry	West Midlands Region	Progress & Target	
<b>Household waste recycled and composted</b>	<b>40.9%</b> <small>Apr-Jun 2012 provisional</small>	<b>42.8%</b> <small>2010/11 average</small>		
<b>Residual household waste collected per household</b>	<b>142 kg</b> <small>Apr-Jun 2012 provisional</small>	<b>535 kg</b> <small>2010/11 average</small>		
<b>Cost of household waste collection</b>	<b>£43.70</b> <small>2011/12</small>			
<b>Residents satisfied with...</b>				
<b>... refuse collection</b> <small>September 2012 telephone survey data</small>	<b>87%</b>			
<b>... recycling</b> <small>September 2012 telephone survey data</small>	<b>87%</b>			

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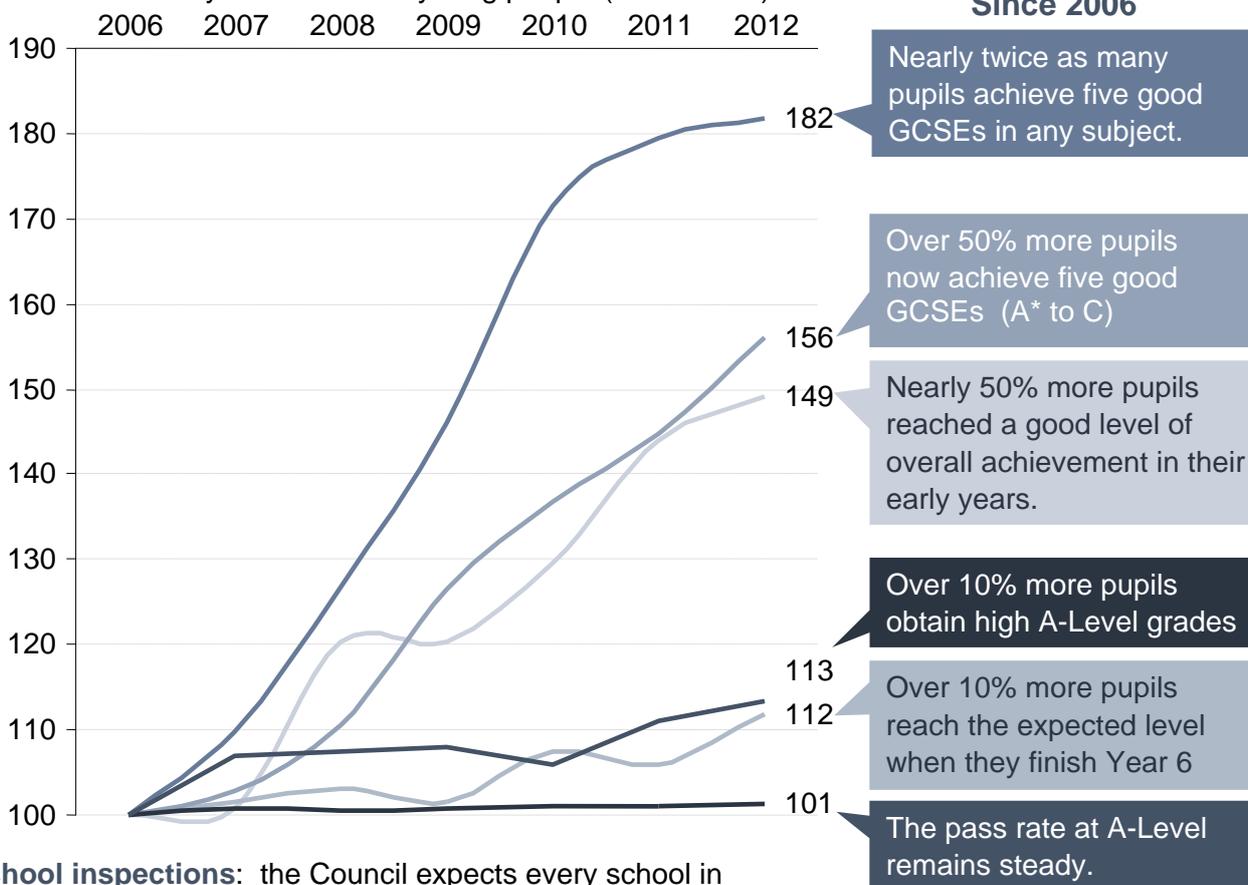
# Support and celebrate our young people

## Executive summary

This Summary Scorecard sets out the Council's performance on a range of headline indicators for April to September 2012. More information is available online at [www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)

**Educational attainment:** Coventry's children and young people celebrated record GCSE and A-Level results in 2012. Coventry's 16 year olds have achieved the best ever GCSE results this year, and for the first time ever, exceeded the England average which has gone down slightly. Meanwhile, a higher percentage of A-Level students have achieved the higher (A\* to B) grades. Results by under-achieving and vulnerable groups will be published when available.

**Compared to six years ago...** The line graph below shows the improvement in examination results for Coventry's children and young people (2006 = 100).



**School inspections:** the Council expects every school in Coventry to be judged good or outstanding by Ofsted. To improve primary school inspection outcomes the Council has worked in partnership with schools to revise its education & learning, school intervention and underperformance policies. Since August, the percentage of primary schools graded good or outstanding has improved from 42.2% to 47%.

**Children's social care:** Coventry continues to face high numbers of Looked After Children (596). Coventry's rate relative to its population (84.5 per 10,000) is significantly higher than the England average (59.0 per 10,000). A new early intervention service, *the Children and Families First Service*, has been launched in November to help families stay together and reduce the number of children coming into care. This brings together parenting practitioners, multidisciplinary teams, and Children's Centre staff in a new way of working. The Council is also working with other local areas of a similar size and level of need to determine the underlying reasons for the city's performance in this area.

### 3.1 | The impact of poverty on children and their families is reduced

Under the Child Poverty Act, the Council has a duty to assess the needs of local children and families who are living in poverty.

In August 2010, an estimated 16,845 children (27%) were living in relative poverty. This has gone down from 17,360 (28%) in 2009; and 16,770 (27.8%) in 2008; but masks huge variations in Coventry's 18 wards, with 4.8% of children in relative poverty in Wainbody, compared with 42.9% in St Michael's.

Across the 7,600+ wards in England, relative child poverty in 2010 ranges from 0.8% to 60.3%. Coventry's diversity means that the city has wards in some of England's poorest 20%, as well as wards in some of the country's richest 20%.

Official data for 2011 is expected by the end of 2012. Unofficial data published by the End Child Poverty campaign suggests that, while the percentage of children living in relative poverty in Coventry has declined in 2011 to 26.7%, the gap between the richest and poorest has widened to 4.5% in Wainbody and 45.1% in St Michael's.

St Michael's
Foleshill
Henley
Binley & Willenhall
Longford
Radford
Upper Stoke
Holbrook
Lower Stoke
Westwood
Cheylesmore
Sherbourne
Woodlands
Wyken
Whoberley
Bablake
Earlson
Wainbody

**1 in 4 children in Coventry are living in relative poverty.**

This, however, masks huge variations between the richest and poorest areas of the city.

Ten wards in Coventry are in the bottom 20% of all wards in England, which means they have some of the highest rates of children living in relative poverty.

Two wards are in the top 20%.

Indicator	Coventry	West Midlands Region	England	Progress & Target
<b>Children in relative poverty</b> August 2010	<b>27.0%</b> 16,845	<b>23.8%</b> 254,720	<b>21.1%</b> 2,066,320	<b>= =</b>

HMRC Personal Tax Credits Child Poverty Statistics: revised local child poverty measure – children living in families in receipt of out of work benefits / tax credits where their reported income is <60% of median on 31<sup>st</sup> August each year. Previous scorecards used the local child poverty proxy measure.

### 3.2 | Children and young people's level of achievement improves

The Council is working with schools to improve children and young people's attainment overall, and for key vulnerable and underachieving groups. Provisional results for 2012 show:

**Early Years Foundation Stage:** 61.7% reached a good level of overall achievement, an increase of 2.5% over last year's 59.2%.

**Year 6 (Key Stage 2):** 75% achieved level 4+ in both English and Maths, up from 71% last year. This is the city's best ever result, but falls short of the city's own target of 77% and remains 4% behind the England average of 79%.

**GCSEs (Key Stage 4):** 59% achieved five good GCSEs including English and Maths, up from 54.7% last year. This is the first time the results exceed the England average, currently 58.4%; but falls short of the city's own target of 59.2%.

**A-Levels (Key Stage 5):** 97.7% passed at A\*-E, up from 97.4% last year, but 0.3% less than the England average of 98%. 41.7% received the top grades of A\*-B, up from last year's 40.9%; but 10.9% less than England (52.6%).

The Council expects every school in Coventry to be judged good or outstanding by Ofsted. To improve primary school inspection outcomes the Council has worked in partnership with schools to revise its education & learning, school intervention and underperformance policies. Schools are being supported to work more closely together in a self-improving school system. The Council continues to provide robust challenge and support to schools. Since 1<sup>st</sup> September, under a more rigorous inspection

Indicator	Coventry	Statistical Neighbours	England	Progress & Target
<b>% making expected progress from Key Stage 1 to 2</b> 2012	<b>90%</b> English	N/A	<b>89%</b> English	<b>✓ ✓</b>
<b>Level 4+ in both English &amp; Maths at Key Stage 2</b> 2012	<b>87%</b> Maths	N/A	<b>87%</b> Maths	<b>✓ ✗</b>
<b>5+ GCSEs A*-C including English and Maths</b> 2012	<b>75%</b>	<b>77%</b>	<b>79%</b>	<b>✓ ✗</b>
<b>5+ GCSEs A*-C in any subject</b> 2012	<b>59.0%</b>	<b>56.8%</b>	<b>58.4%</b>	<b>✓ ✗</b>
<b>% making expected progress from Key Stage 2 to 4</b> 2011	<b>87.1%</b> English	<b>84.3%</b> English	<b>82.7%</b> English	<b>✓ ✓</b>
<b>A-Level pass rate (A* to E)</b> 2012	<b>69.0%</b> English	<b>68.7%</b> English	<b>71.8%</b> English	<b>✓ ✗</b>
<b>% judged good/outstanding by Ofsted:</b> 31 Aug 2012	<b>62.8%</b> Maths	<b>61.8%</b> Maths	<b>64.8%</b> Maths	<b>✓ ✗</b>
<b>Nursery and primary</b> 2012	<b>97.7%</b>	N/A	<b>98%</b>	<b>✓ ✓</b>
<b>Secondary schools</b> 2012	<b>42.2%</b> 35 / 83	<b>62%</b>	<b>69%</b>	<b>= ✗</b>
<b>Post-16 provision</b> 2012	<b>83.3%</b> 15 / 18	<b>61%</b>	<b>66%</b>	<b>✓ ✓</b>
<b>Special schools &amp; Pupil Referral Units</b> 2012	<b>68.8%</b> 11 / 16	N/A	N/A	<b>✓ ✓</b>
	<b>75.0%</b> 6 / 8	<b>82%</b>	<b>81%</b>	<b>= ✓</b>

All results for 2012 are provisional. The Council set individual targets for schools; these are combined to form an overall city target.

regime, 19 primary schools have been inspected. Nine of these moved from satisfactory to good and one from satisfactory to outstanding. 47% of primary schools are now judged good or outstanding by Ofsted.

### 3.3 | Children and young people's health and well-being improves

#### Immunisations

From April 2011 to March 2012, 95.6% of babies were immunised against Measles, Mumps and Rubella (MMR) by age 2, up from 95.1% last year; and 98.2% was immunised against Diphtheria, Tetanus, Polio, Pertussis and Hib (DTaP/IPV/Hib), comparable to 98.5% last year. Data for April to June 2012 suggests continued improvement for 2012/13: 98.3% for MMR and 99.3% for DTaP/IPV/Hib. Comparisons with the West Midlands and England are not yet available because the release of Immunisation Statistics for England has been delayed until 27 November.

#### Breastfeeding

Breastfeeding has positive health benefits for both mother and baby. The number of mothers who breastfeed their babies 6-8 weeks after birth in Coventry at Quarter 1 2012/13 is 42.2%. This is higher than the rate in the West Midlands, but lower than in England. Coventry has seen an increase in its breastfeeding rates, from 39.2% at 2011/12 Q3 to 40.4% at 2011/12 Q4; however, this is not a statistically significant increase.

#### Teenage pregnancy

In April to June 2011, there were 72 conceptions to girls aged under 18, a rate of 52.9 per thousand girls aged 15-17. This compares with:

- 81 conceptions in April to June 2010; and
- 101 in April to June 2009.

In 2010, there were a total of 273 conceptions, with 149 occurring in the first half of the year. In the first half of 2011, there were a total of 154 conceptions, slightly more than in the first half of 2010.

In May, the Council and the NHS launched *Aspires*, a service that works to identify young people at risk of poor sexual health, coercive relationships and substance misuse and support the young people to adopt safer behaviours. The focus over the next six months will be to increase referrals and evaluate the outcomes.

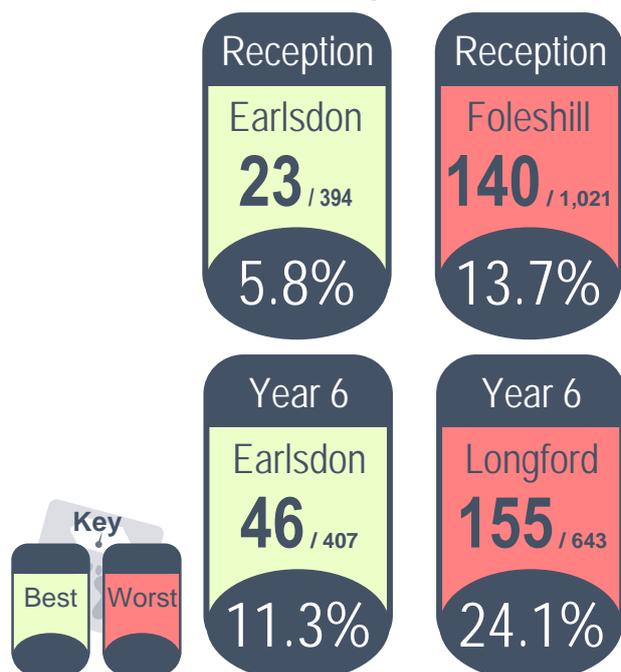
A *Teenage Parent Training Day* package is being developed, and is expected to be launched in January 2013. This will support professionals working with teenage parents to help them achieve the best outcomes, and set out guidelines and associated referral pathways.

Indicator	Coventry	West Midlands Region	England	Progress & Target
% immunised against MMR by their 2 <sup>nd</sup> birthday <small>April 2011 to March 2012</small> n=4,244	95.6%	N/A	N/A	✓ ✓
% immunised against DTaP/IPV/Hib by their 2 <sup>nd</sup> birthday <small>April 2011 to March 2012</small> n=4,403	98.2%	N/A	N/A	= ✓
Breastfeeding prevalence at 6-8 weeks <small>April to June 2012</small>	42.2%	40.8%	46.9%	= =
Conceptions to girls aged under 18 (rate per 1,000 15-17 year olds) <small>April to June 2011</small>	52.9	38.5	34.7	✗ ✗
Obese children at Reception <small>2010/11 school year</small>	10.7%	10.1%	9.4%	= =
Obese children at Year 6 <small>2010/11 school year</small>	20.2%	20.5%	19.0%	= =

#### Childhood obesity

The latest data available for childhood obesity is for the 2010/11 school year, which showed that childhood obesity in Coventry was 10.7% at Reception and 20.2% at Year 6; broadly similar to the West Midlands, but higher than the England average. Data for the 2011/12 school year will be published by the National Obesity Observatory in December 2012.

#### Variations in the level of childhood obesity reflects the health inequalities in Coventry



Obesity prevalence by school year and electoral ward of child residence from the National Child Measurement Programme 2008/09 to 2010/11, published by the National Obesity Observatory, May 2012.

**Support and celebrate our young people**

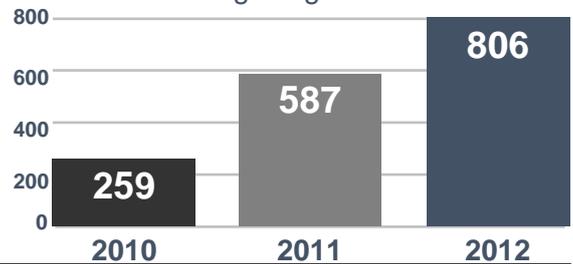
**3.4 | Families are given the early help and support they need**

As part of the *abc* transformation programme, the Council has invested into early intervention services. These services help keep families together in challenging circumstances and also represent better value for money for taxpayers. The Council offers a range of free support and practical parenting advice to parents through the [www.coventryparent.co.uk](http://www.coventryparent.co.uk) website and parenting programmes. In the year to September 2012, 1,574 referrals were made to Positive Parenting Programme (Triple-P) courses. Of these, 1,159 parents were offered a place on the course, 982 attended, and 806 completed the course. In the more intensive courses, the outcomes of the courses are measured through the *Being a Parent* scale. Based on 158 pairs of responses, the average change is an increase of 8.37 points. The Common Assessment Framework (CAF) is a single assessment shared between social care, education and health. It helps ensure that children receive co-ordinated support from different services. As of 1 October, there are currently 1,296 live CAFs, up from 1,231 on 1 April.

Note: previous scorecards reported on the total number of CAFs completed – as some CAFs are no longer needed and are made inactive, reporting on the number of live CAFs was a more accurate measure of performance.

Indicator	Coventry	Progress & Target
<b>Number of Common Assessment Framework forms currently live</b>	<b>1,296</b> 1 Oct 2012	✓ ✓
<b>Difference in point scores on the Being a Parent scale following completion of parenting course</b> year to September 2012	<b>+8.37</b> 2012	N/A N/A
<b>No. of parents completing a parenting course</b> year to September 2012	<b>806</b> 2012	✓ ✓

There has been a steady increase in the number of Coventry families completing a Positive Parenting Programme.



**3.5 | Children are supported to live safe from harm**

**596**  
Looked After Children  
30 September 2012

84.5 per 10,000 under 18s compared to 84.7 last year; & 59.0 in England

Target is to safely reduce the number to 544 by 31 March 2013.

**507**  
with a Child Protection Plan  
30 September 2012

71.9 per 10,000 under 18s compared to 64.5 last year; & 38.6 in England

**2,361**  
social care referrals  
April to September 2012

At current trends, this will equate to 669.2 per 10,000 under 18s compared to 562.8 last year; & 556.8 in England

Indicator	Coventry	England*	Progress & Target
<b>No. of Looked After Children</b> per 10,000 population	<b>84.5</b> 596 30/09/2012	<b>59.0</b> 2010/11	✗ ✗
<b>No. of children subject to a Child Protection Plan</b> per 10,000 population	<b>71.9</b> 507 30/09/2012	<b>38.6</b> 2010/11	N/A N/A
<b>Social care referrals</b> per 10,000 under-18 population ( <i>using the mid-2011 population estimates i.e. 70,561</i> )	<b>669.2</b> Apr-Sep 2012	<b>556.8</b> 2010/11	N/A N/A
<b>Repeat referrals to social care</b>	<b>21.3%</b> Apr-Sep 2012	<b>25.6%</b> 2010/11	= =
<b>Stability of Looked After placements (lasting 2+ years)</b>	<b>68.9%</b> Apr-Sep 2012	<b>68.6%</b> 2010/11	✓ ✓
<b>Young people aged 10-17 receiving their first reprimand, warning or conviction</b> per 100,000 population aged 10-17	<b>195</b> Apr-Sep 2012	N/A	✓ ✓

\* England data is for 2010/11; 2011/12 data expected in December.

**21.3%**  
repeat referrals  
April to September 2012

**68.9%**  
stable 2+ year placements  
April to September 2012

Fewer repeat referrals would suggest that referrals are handled satisfactorily the first time, reducing inappropriate referrals and failure demand. Current performance is similar to 2011/12 (21.4%).

While planned placement changes can be in the child's best interests, stable, long-lasting placements are generally associated with better outcomes. Current performance is better than 2011/12 (62.8%).

Coventry, proud to be a city that works for...

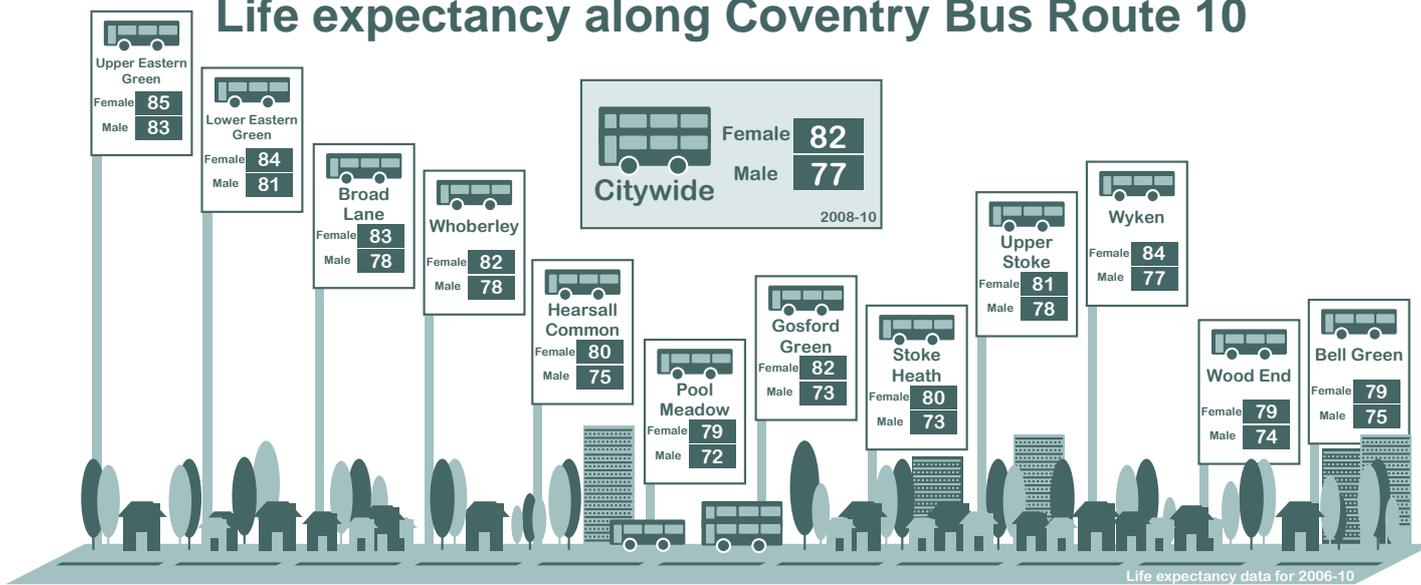
# Protect our most vulnerable residents

## Executive summary

This Summary Scorecard sets out the Council's performance on a range of headline indicators for April to September 2012. More information is available online at [www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)

As pressure on public services continues, it is important that the Council and its partners ensure that services provided are not only efficient and effective, but are also both necessary and appreciated by those that use them.

## Life expectancy along Coventry Bus Route 10



### Health inequalities

The Coventry Shadow Health and Wellbeing Board has produced a draft Joint Health and Wellbeing Strategy for consultation with a view to approving it at its December meeting. Its aim is to improve health levels in Coventry so that they match the best in the country: it wants to reduce the gap in life expectancy between wealthier and more deprived areas of the city and improve the health of the most vulnerable groups so that it matches the best in the city.

### Social care users and vulnerable adults

As well as making good progress with ensuring that all users of long-term community based services receive self-directed support by end-2012, it was encouraging to note that Coventry was 49<sup>th</sup> out of 152 social care authorities in terms of the social care-related quality of life measure. Results will be analysed to see where improvements can be made. Greater focus on improving service users' experience can also be seen in the work on measuring the quality of safeguarding investigations and the transition from children's to adult social care.

### Crime and victims of crime

The total number of crimes continues to fall but Police Statistics show Coventry as having a higher crime rate than the other West Midlands authority areas, although close to Birmingham and Wolverhampton, which have similar demographic profiles. Further analysis is aimed at identifying ways in which performance can be improved. The number of anti-social behaviour incidents reported to both the Council and the police is a new measure and this also shows a substantial decrease over the previous year. Great care is being taken to ensure that numbers of victims of domestic violence and abuse (DVA) are accurate.

Figures suggest that there is still substantial underreporting. Coventry DVA partnership is currently undertaking a fundamental service review of current approaches and response to this issue in order to design a new model and city wide approach to preventing and tackling DVA in Coventry.

### Alcohol and drug treatment services

There has been a drop in the number of people successfully exiting drug treatment and completing alcohol care planned discharge. Work is underway to remodel the service and it is anticipated that outcomes will improve over the year.



**Protect our most vulnerable residents**

**4.1 | Older people and disabled adults live independently and safely and have more control over their health and social care**

A revised definition for the measure of self-directed support has now been agreed. People who exclusively use services that cannot be delivered through self-directed support, such as professional support provided by the Coventry and Warwickshire Partnership Trust or the provision of minor equipment, are no longer included in the measure. The target for the new measure is to achieve 100% by the end of 2012/13. Some other authorities are taking a similar approach and it is expected that the Adult Social Care Outcomes Framework (ASCOF) indicator will be amended in due course.

Comparator data for 2011/12 is now available for the quality of life measure and shows that Coventry scores slightly better than the CIPFA and England averages. Coventry was placed 49<sup>th</sup> out of the 152 social care authorities in England.

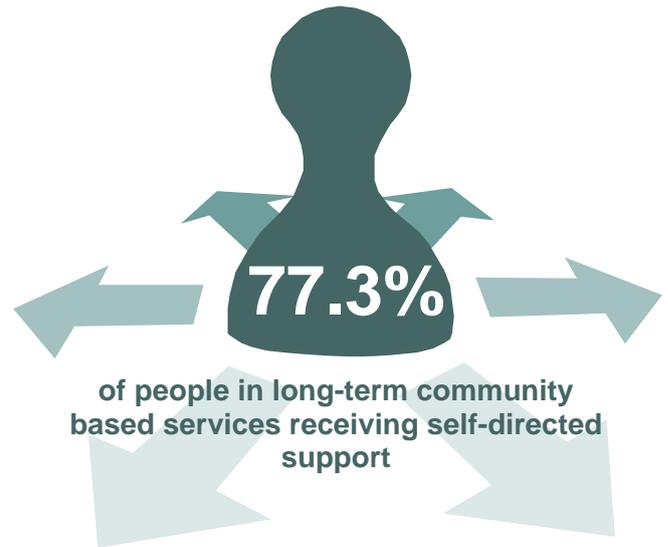
The number of safeguarding alerts provides an indication of the awareness of safeguarding in the city. Based on numbers from comparable authorities, the target for 2012/13 has been set as 'within the range 797-883'. Performance after five months is just outside the predicted target range but it is anticipated that the number of alerts will be within the target range by the end of the year.

A clearer definition for the outcome measure has been devised. As part of the safeguarding investigation, the adult at risk will be asked to identify up to three most important outcomes and at the end of the process, they will be asked if these have been met. Recording commenced on 1 October and the results from 2012/13 will inform the target for the following year.

Indicator	Coventry	CIPFA	England	Progress & Target	
% of people in long-term community based services receiving self-directed support <small>local measure</small>	<b>77.3%</b> <small>Apr-Sep 2012</small>	N/A	N/A	✓	✓
Social care-related quality of life measure <small>annual survey</small>	<b>19</b> <small>2011/12</small>	<b>18.8</b> <small>2011/12 provisional</small>	<b>18.7</b> <small>2011/12 provisional</small>	N/A	BY*
Number of safeguarding alerts	<b>319</b> <small>Apr-Aug 2012</small>	N/A		✓	✓
% satisfied that safeguarding outcomes met <small>local measure</small>	N/A	N/A		N/A	N/A

BY\* = Baseline Year

**Self-directed support**

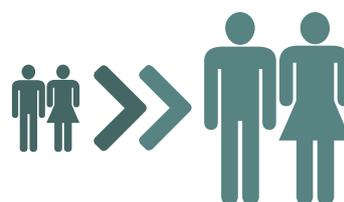


**4.2 | Support those in transition from child to adult social care**

The definition for this indicator has now been agreed. To count as an effective transition there would need to be an identifiable agreed support plan. About 39 children receiving services will turn 18 years of age in 2012/13 but not all will move to adult social care. The target has been set at 80% to allow for some for whom a plan might be delayed for unavoidable reasons.

The aim is to supplement this in due course with a qualitative assessment of the effectiveness of the transition from the young person's point of view and work continues in this respect.

Indicator	Coventry	Progress & Target	
% effective transitions to adult social care <small>number of effective transitions and total transitions</small>	<b>92%</b> <small>11 out of 12 Apr-Sep 2012</small>	✓	✓



**11 out of 12 transitions from children to adult social care are effective.**

### 4.3 | Health inequality in the city is addressed

#### Life expectancy

Life expectancy data is published annually and has not been updated since the last report. It is recognised that changes in life expectancy change slowly and for the end of year report, progress will be assessed over the longer term.

#### Smoking

The final number of four-week quitters for 2011/12 has now been confirmed as 3,355 giving a rate of 1,315 per 100,000 population aged 16 or over. This is better than both the rate for the West Midlands and the average of the rates for the other Primary Care Trusts in the West Midlands that are involved in any qualified provider commissioning.

A target of 3,107 four-week quitters has been set for 2012/13 with individual targets for each quarter. Provisional data for the first six months of 2012/13 has 1,433 four-week quitters and a rate of 566 per 100,000 population aged 16 or over, which meets the half year target.

558 successful quitters were from deprived areas and 428 were routine or manual workers: the respective rates being 200 and 169 per 100,000 population aged 16 and over. There were 66 pregnant women who successfully quit and this represented a rate of 98 per 100,000 female population aged 16 to 44. It should be noted that there could be some double counting as quitters can be categorised in more than one way.

Indicator	Coventry	West Midlands Region	England	Progress & Target
Inequality in male life expectancy at birth in years 2006-10	11.7	9.0	8.9	
Inequality in male disability-free life expectancy at birth 1999-2003	16.6	11.3	10.9	
Inequality in female life expectancy at birth in years 2006-10	7.9	5.8	5.9	
Inequality in disability-free female life expectancy at birth 1999-2003	14.5	9.2	9.2	

Data obtained from Marmot Indicators for Local Authorities in England 2012 - published February 2012: Health Outcomes

#### September 2012 Telephone Survey Findings

The percentage of residents who say they...



**21%**  
smoke



**32%**  
eat five or more portions of fruit & vegetables every day



**43%**  
participate in physical activity five or more times a week

#### Survey findings

The results of the *Household Survey 2013* will be reported in February/March 2013. The same questions as reported in the table have been added to the September 2012 *Telephone Survey*. Although not directly comparable due to the different survey methodology, this reported that the percentage of residents who answered positively to the three questions (smoking, fruit & vegetables, and physical activity) were 21%, 32% and 43% respectively, which suggests that some improvement has been made.

Indicator	Coventry	West Midlands Region	Progress & Target
Four-week smoking quitters – rate per 100,000 population aged 16 or over (number of people)	566 (1,433) Apr-Sep 2012 provisional	1,032 <sup>1</sup> 2011/12 1,110 <sup>2</sup> 2011/12	
<b>Household Survey 2012</b>			
<b>The percentage of residents who say they...</b>			
... smoke	25%		
... eat five or more portions of fruit & vegetables every day	28%		
... participate in physical activity five or more times a week	39%		

Significance test to assess progress.

<sup>1</sup> average for all Primary Care Trusts in the Region

<sup>2</sup> average of rates for the seven other West Midlands Primary Care Trusts involved in any qualified provider commissioning

**Protect our most vulnerable residents**

**4.4 | Harm caused by crime and antisocial behaviour is reduced**

The target for 2012/13 is a reduction of 6% in the total number of recorded crimes. The previously reported trend of reducing crime has continued and at the half year point there had been an overall reduction of 13.7% over the same period in the previous year, with most crime types reporting decreases: burglary of dwellings fell by 11.9%; robbery by 27.0%; most serious violence by 15.8%; and business crime by 31.2%.

Coventry's rate of total recorded crime per 1,000 population was 39.3; higher than the other West Midlands authority areas but close to those authorities with a similar socio-demographic profile. Further analysis is aimed at identifying ways in which performance can be improved.

A new measure of anti-social behaviour (ASB) incidents reported has been introduced. This is compiled from reports made to both the Police and the Council, excluding environmental crime. In the calendar year 2011, there were 19,610 such incidents. Performance at the half year point showed a 23% decrease over the same period in the previous year.

Current priorities in tackling ASB include analysing incidents of ASB and identifying where possible underlying causes; tackling begging and street drinkers particularly in the city centre; and reducing ASB related to fireworks at this time of year.

The findings of the Household Survey 2013 will be reported in February/March 2013. A question about feeling safe in their neighbourhood after

Indicator	Coventry	Birmingham	Wolverhampton	Progress & Target
<b>Total number of crimes</b> (rate per 1,000 population) April to September 2012	<b>11,145</b> (39.3)	(38.3)	(37.9)	✓✓
<b>Number of anti-social behaviour incidents reported</b> April to September 2012	<b>8,609</b>	N/A	N/A	✓✓
<b>% of households feeling safe in neighbourhood at night</b> 2012	<b>80%</b>	N/A	N/A	= =



Burglary of dwellings

▼ **11.9%**



Most serious violence

▼ **15.8%**



Robbery

▼ **27.0%**



Business crime

▼ **31.2%**

dark was added to the September 2012 Telephone Survey. Although not directly comparable due to the different survey methodology, this reported that 67% of people surveyed felt safe after dark which is 13% points lower than the Household Survey and suggests some further analysis is required to determine the reasons behind the differences.

**4.5 | Domestic violence is not tolerated; effective support & intervention**

The number of victims of domestic violence and abuse (DVA) for 2011 also shows a downward trend reducing to 3,048. In order to minimise double-counting, data searches are being refined to ensure accuracy of data. It is well-documented that DVA is significantly under reported and the Home Office's *Ready Reckoner* estimates that there would be 6,263 women victims in Coventry in a year. Encouraging reporting is a priority, as is providing effective support to victims. The Coventry DVA Partnership is currently undertaking a Fundamental Service Review of existing approaches and responses to DVA. It is developing a citywide multi-agency model to improve the management of the existing levels of DVA in the city and begin to reduce the predicted

Indicator	Coventry	West Midlands Region	England	Progress & Target
<b>Number of victims of DVA known to police – both crime and non-crime</b> local measure	<b>1,405</b> 1 April to 25 October 2012	N/A	N/A	N/A N/A

rises in the number of cases and future demands on services.

In view of the uncertainty about numbers, it is too early to say at this stage whether an increase or decrease in the number of victims should be the target.

## 4.6 | People are prevented from being homeless and supported if they do

The target for preventions has been reduced to 900 as the previous target was based on incorrect data. Performance for both measures is currently on target.

More prevention tools are needed to prevent customers from becoming homeless. Customers often leave it too late when they approach for assistance. More innovative ways will be developed to assist customers earlier and prevent them from becoming homeless in the future



**457**

**homelessness cases prevented**  
on target to 900 for the year

Indicator	Coventry	Progress & Target	
<b>No. of homelessness cases prevented</b> <small>April to September 2012</small>	<b>457</b>		
<b>No. of households accepted as statutory homeless</b> <small>April to September 2012</small>	<b>269</b>		

### Households accepted as statutory homeless



## 4.7 | People receive the treatment they need to help them recover from drug and alcohol misuse

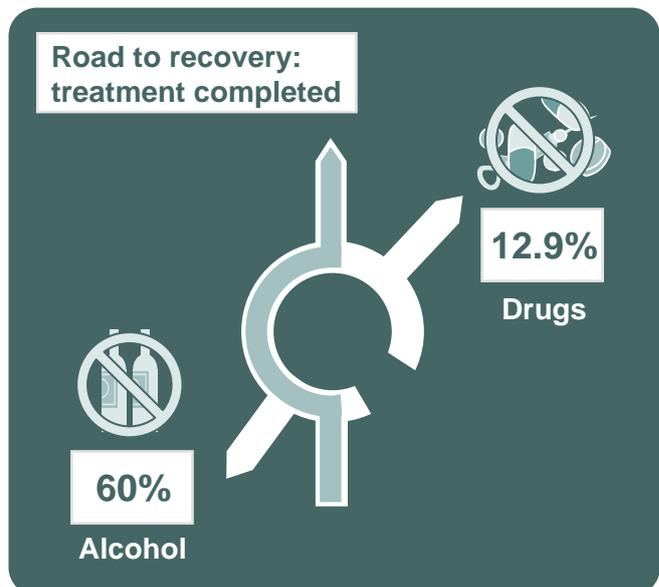
Performance on drug users successfully exiting treatment dropped from the end of year performance of 16% and is now lower than the national average. A new method of calculating the length of time in drug treatment has been introduced and this is now 3.7 years for Coventry.

Performance on those completing a care planned discharge from alcohol treatment dipped at the beginning of the year but subsequently improved and is now at the national average.

Alcohol related admissions to hospital reduced by 1% in 2011/12 compared to the previous year, but was worse than the England and West Midlands rates, both of which have remained roughly static over the same period.

Significant work is underway to remodel services with a greater emphasis on recovery. This involves considerable changes in working practices, recruitment and staff re-training. Whilst there has been an initial fall in performance, it is expected that performance will improve over the year.

Indicator	Coventry	England	Progress & Target	
<b>Drugs: % successfully exiting treatment</b> <small>(rolling 12 months) Aug 11 to Sept 2012</small>	<b>12.9%</b>	<b>15%</b>		
<b>Alcohol: % completing care planned discharge</b> <small>April to Sept 2012</small>	<b>60%</b>	<b>60%</b>		



# Values

We are proud to do this by...

**5 | being honest, fair and transparent when we make decisions**

**6 | working with residents, communities and partners to get things done**

**7 | celebrating all that's good about our city and its future**

In this report, the focus is on how the once in a lifetime opportunity of co-hosting football as part of the London 2012 Olympic Games has reinforced the values and impacted on other Council Plan priorities.

## Measuring the Olympic effect



In bidding to be a football venue, it was always hoped that this would bring measurable benefits to the city and the surrounding area.

### Will the Olympics have a positive benefit on the city?

Local residents surveyed were overwhelmingly positive about the expected benefits to the city. The most popular expected benefits were "increased tourism" and "promoting the city". However, perceptions of expected benefits were generally higher before the Olympics than after:

#### March 2012 Telephone Survey



#### September 2012 Telephone Survey



To assess the actual impact, questionnaires were handed out/asked of people attending football matches and the Olympic torch relay.



Rated event "good" or "excellent"



**87%**

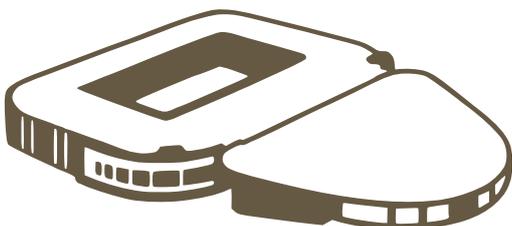
Surveys were completed by local residents, as well as visitors from overseas and elsewhere in the UK. When asked what was the best thing about the event, the atmosphere of the event and crowd was the most popular choice (47%); the actual game came next (17%).

In the September 2012 Telephone Survey, respondents were asked whether "co-hosting the Olympics increased your level of pride in the city". Two in three people said "yes", suggesting that the Olympics did have a positive impact on people's pride in the city.

#### September 2012



In the same survey, 22% of respondents said that they or their family had been inspired to take part in more sport and leisure activities, as a result of the Olympics.

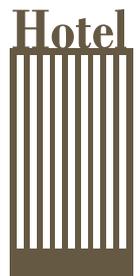


**170,576** attendees

**13** football matches over **9** days  
Includes the test event.

It is estimated that...

**87,766** visitors came from outside the area and **14,262** paid for accommodation.



Economic impact refers to new money that has been injected into the economy and this was estimated as over £2 million.

## Social impact

Based on survey results, it is estimated that **73,220** people, who attended football matches, had an improved perception of the local area as a result and using the *social return on investment* (SROI) methodology, this is estimated to have a monetary value of **£1.5 million**.

Developed by the New Economics Foundation, SROI is a method for assign a monetary figure to social and environmental value created. For more information about SROI, see [www.neweconomics.org](http://www.neweconomics.org).

## Sporting legacy

The Coventry Community Games Fund helped community groups put on a range of events and activities. From July 2011 to 30 October 2012, **27** projects were funded, with **7,903** people participating. The Fund was highlighted as best practice across the country, and attempts are being made to secure sponsorship in future years.

In August, a 'Join In' weekend was held, with 40 sports club across Coventry signed up.

2,000 people, including five Paralympians, attended the Coventry Paralympic Flame celebration in Millennium Place. This showcased disability sport, art and culture, and 'have a go' at Paralympic sports sessions were on offer to everyone. It was hoped that this would raise awareness of how difficult it

## Olympic contracts

It is estimated that a minimum of **367** different organisations in the West Midlands won tenders to supply London 2012 directly or associated projects. In Coventry, Solihull and Warwickshire, **95** businesses won Olympic-related contracts with an estimated worth of over £30 million to the sub-region. **21** of these were in Coventry and, most notably, included making the **8,000** Olympic torches.

was for those with disabilities to participate in sport and to break down barriers.

## It was not just about football

It is estimated **42,000** people saw the **Torch Relay** in Coventry (around 13% of the population) and **Godiva Awakes** was one of the stars of the Cultural Olympiad, with crowds sending her off from Coventry and welcoming her as she made her journey to London. The Council provided nearly half a million funding for this £2.4 million project and the private sector provided £1.34 million as well as help in kind.

There were also lots of volunteers for the choir, the cycling and the communitas, made of 220 young people from across the West Midlands. It is estimated that over £1.2 million of advertising value was generated as a result.



The new Broadgate Square: the city centre's main events space

## A smarter Coventry

To prepare for the Olympics, the Council invested over **£7 million** (half of which was from the European Regional Development Fund) in several key locations to create a lasting legacy for the city. The plans, developed in close consultation with local people, have seen an improved Broadgate Square, removal of subways and replacing them with surface crossings to improve the connection from the railway station to the city centre, as well as general de-cluttering of the streets to improve the settings of some of the city's most stunning buildings. A 20mph zone was also implemented to improve safety and accessibility for pedestrians in the city centre.

### Coventry Ambassadors welcome the world to Coventry

Volunteers were the surprise 'hit' of the Olympic Games and it was no different in Coventry. This project, developed and managed by a partnership including Coventry University, Coventry City Council and Voluntary Action Coventry, invited people to come forward and volunteer. The response was overwhelming and out of 575 applicants, **330** were recruited and trained to welcome visitors to the city and provide information. They were based in the city centre and in the last mile up to the City of Coventry stadium. In addition, the ambassadors supported the arrival and departure of



the Olympic Torch, when it visited Coventry as well as the Paralympic Flame celebration. In total, 14,000 hours were volunteered. The work of the Coventry Ambassadors carried on with over 80 volunteers supporting the Decathlon Coventry half marathon event. After the Olympics finished, a survey of ambassadors was carried out and 154 completed the questionnaire. All volunteers (100%) felt appreciated in their role, with 83% feeling "very" appreciated; 97% rated their experience as excellent or very good, 100% said they would consider volunteering again in the future and almost all would recommend it to family and friends. Ambassadors represented the full range of ages and ethnicity in the city: 39% were from black or minority groups and 7% considered themselves as disabled. However there were twice as many female volunteers as male volunteers. When asked about how Coventry would gain by being an Olympic host, the most popular response was that there would be increased pride in the city and a sense of community (86.4%). The project was awarded the Coventry Community Cohesion award for 2012 in the public sector category.

### Young Ambassadors

A group of young ambassadors greeted visitors to the city and showed the world what Coventry youngsters have to offer. The young people were all part of the *Positive Youth Foundation*, and have volunteered through the *Opportunity Inspired by 2012* programme, a scheme running in 14 cities.



### Lady Godiva helps out

In 2012, Lady Godiva not only emerged from her 1,000-year slumber, but she has joined social media! The statue in Broadgate Square is helping the city reach new audiences, joining other famous celebrities on Twitter. She tells her followers news and her own views about events in Broadgate, and is now hooked! Follow Lady Godiva on Twitter: [@ladygodivacov](https://twitter.com/ladygodivacov).

### A spiritual welcome

The Coventry Interfaith Network wanted to ensure that the London 2012 games in Coventry were inclusive and involved all communities. On the weekend before the Opening Ceremony, and with the support of the Council, a multi-faith Welcome to Coventry event was held in Broadgate and attended by the Lord Mayor. During the Olympics chaplains welcomed the wide diversity of visitors from all over the world by providing information on the location of places of worship and by providing a multi-faith chaplaincy service offering practical and emotional support to people attending the matches. This was the only such service outside of London. A feedback session was held after the games finished, and lessons learned will be used for similar projects in the future.

Further information on the impact of the Olympics is available in a Cabinet Member Report on the Coventry Olympics – via [www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)

*Thank you Coventry -  
you did us proud*

Coventry, proud to be a city that works for...

# Transform the Council to deliver our vision and objectives

## Executive summary

This Summary Scorecard sets out the Council's performance on a range of headline indicators for April to September 2012. More information is available online at [www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)

### Key messages



**abc – a better Council for a bolder Coventry** is the Council's transformation programme to achieve significant savings and service improvement in challenging times.

The next phase of the abc programme will focus on the "bolder Coventry" element, and has been themed to reflect the Council objectives.



The Council is striving to use its resources as efficiently as possible. In 2011/12, it saw a 16 % reduction in energy use and a 14 % reduction in CO<sub>2</sub> emissions.

**TLC – Think Lower Carbon** is the Council's internal campaign to get staff to change their habits and work in a more energy efficient way. Each service area now has a Green Champion who will encourage staff to think about their energy and water usage; and the way they travel and dispose of rubbish.

### Satisfaction levels

Results from the Telephone Survey 2012 showed similar satisfaction levels in September 2011 and in September 2012: Of the residents surveyed...



**71%**

are satisfied with the way the Council runs things



**54%**

agree that the Council delivers value for money

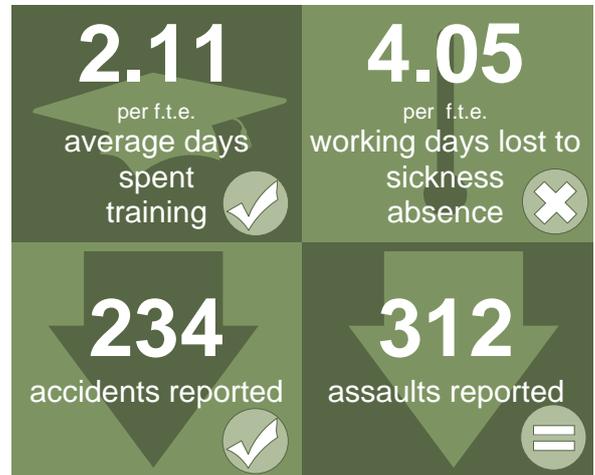
### Financial position



**£17.7 million**

of savings from the abc transformation programme is forecasted for 2012/13 around 8% short of the £19.2 million target.

### Council staff



## 8 | Reviewing and improving services

### 8.1 | It is easier for people to access the services they need

In September 2012, Council Tax was the next service to migrate to the Contact Centre. The resulting benefits are that it is easier for customers to access services through a single point of contact and over extended hours, including evenings and Saturday mornings.

Whilst the Council is concerned to improve the customer's experience of services they also need to be delivered in the most cost effective way, which includes self service options wherever possible. The Channel Strategy was approved by the Customer Service Programme Board in February 2012 and provides a framework for the design of services as part of the Fundamental Service Review programme.

### 8.2 | We review what we do to ensure value for money

#### abc Transformation Programme savings

The current savings are forecasted to be £17.7 million, this falls short of the target savings of £19.2 million. The main reason why the target has not yet been achieved is due to the continuing high number of Looked After Children in Coventry. The Fundamental Service Review of Children's Services has identified various initiatives which, once fully implemented, should help to reduce numbers safely and therefore achieve savings.

#### Avoidable customer contact

The top two categories recorded for avoidable customer contact are customers who are 'progress chasing' or 'seeking clarification'. Further analysis of this information will be undertaken and used to identify areas where service improvement or redesign can help to improve customer experience and deliver better value for money.

### 8.3 | We find ways of doing things better, including working with partners across the city and beyond

#### abc Transformation Programme

The Council is continuing to develop its approach to tracking benefits and evidencing improvements to services arising from fundamental reviews. The next phase of the abc transformation programme will focus on the "bolder Coventry" element and has been themed to reflect the council objectives.

#### Sub regional working

The benefits of sub regional working are now considered as part of decision making for procurement, transformation and commissioning. It is estimated that sub regional working will generate savings in excess of £4.5m to be realised over the next two years, utilising existing collaborations for Home Care support and Highways Maintenance.

Indicator	Coventry	Progress & Target
Number of self service transactions undertaken <small>under development</small>	N/A	N/A N/A
Residents surveyed who are satisfied with the way the Council runs things <small>September 2012 telephone survey data</small>	71%	=

Indicator	Coventry	Progress & Target
Savings delivered during the year – abc Transformation Programme <small>October 2012</small>	£17.7m	✓ ✗
Percentage of avoidable customer contact <small>October 2012</small>	18.12%	✓
Residents who agree that the Council delivers value for money <small>September 2012 telephone survey data</small>	54%	=

Note: Percentage of avoidable customer contact - good progress has been given as the figure was undercounted for 2011/2.

Indicator	Coventry	Progress & Target
Service improvements delivered through FSR process <small>Under development</small>	N/A	N/A N/A

The service improvements that have been implemented through FSR projects to date were reported to Audit Committee on 18 July.

## 9 | Using resources effectively

### 9.1 | Our Medium Term Financial Strategy provides the resources to meet our priorities, delivers a balanced budget and equips us to face the future with confidence

The pre-budget report has been prepared and sets out proposals to achieve a balanced budget for 2013/14. The report is due to be considered by Cabinet on 11 December and the final budget will be set in February 2013. The half year budgetary control report, for the period April to September 2012, is currently predicting an over spend of £1.3 m. It is expected that the necessary actions will be taken to balance the budget at year end.

Indicator	Coventry	Progress & Target
Balanced capital and revenue budget outturn for 2012/13	£1.3 m (overspend)	 

### 9.2 | We make best use of all our resources and the Council's carbon footprint is reduced

The final outturn figure for 2011/12 shows that there was a reduction in energy use of 16% as compared with the previous year. The reduction needs to continue given the rising cost of energy and the Carbon Reduction Commitment, which requires the Council to pay a tax for each tonne of carbon that it emits.

Indicator	Coventry	Progress & Target
Total energy use in Council buildings and schools 2011/12 actual	135,442,260 kWh	 
CO <sub>2</sub> emissions from Local Authority operations 2011/12 actual	51,811 tonnes of CO <sub>2</sub>	 

The Sustainability and Low Carbon Fundamental Service Review has identified an ongoing savings target of £298k for 2012/13 onwards. Plans to become more energy and resource efficient include *invest to save* projects, improved metering and the *Think Low Carbon* campaign to encourage all staff to identify ways to be more energy and resource efficient.

The proposed Heatline Project, Coventry's district heating scheme will enable Council buildings to be heated using a low carbon source of energy will be a key way in which future carbon reductions will be achieved. See section 1.6 in the jobs and growth summary scorecard for more information about Heatline.

The Council's carbon emissions were approximately 51,811 tonnes for 2011/12, a 14% reduction over the previous year. This suggests good progress towards achieving the 30% target by 2013/14 set in the Carbon Management Plan 2009.

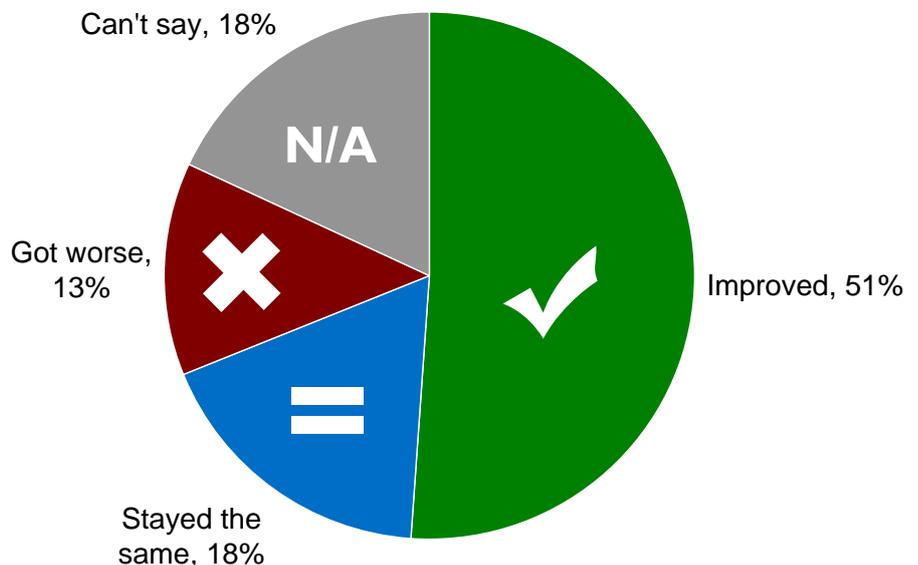
### 9.3 | Performance is well managed

The percentage of measures in the Council Plan that have improved is 51% compared with 48% at the end of 2011/12. There has been a slight increase in the number of indicators that we 'can't say', although this would be expected at the half year position.

### Headline indicator performance at half-year

The percentage of performance measures for the Council Plan priorities where progress has improved, stayed the same, got worse and can't say

The revised performance management reporting arrangements have been embedded. All Directorates meet to review performance on a regular basis and report headline information through the Council Plan report. Performance Boards recently established in Children's Services and Business Services are requiring more timely data as a means of monitoring the implementation of Fundamental Service Reviews.



## 10 | Supporting Councillors and staff

### 10.1 | Councillors and employees develop the skills, and access the training and support they need

The completion of mandatory training in five subject areas is a priority for all employees. This measure is reported for the first time and the completion is still very low across the organisation. Future progress will be measured against a target of 70% per course. Overall the number of training days per employee is better than the 1.63 recorded for the equivalent period last year and on track to achieve the target of 3.0 days per employee. Good progress has been made in meeting Councillors' identified training needs and on track to meet the target set of 80%.

### 10.2 | The diversity of the Council's workforce is representative of the local community

There has been a slight increase in the number of employees from an ethnic minority and a small decrease in the number of employees with a disability as compared with the end of year 2011/12. These small changes are in the context of continually contracting workforce numbers. A data gathering exercise is scheduled to take place later in the year and this aims to increase the data held on employees especially around disability and ethnicity. A detailed report on the Council's workforce profile 2011/12 was reported to Cabinet Member, Finance and Resources 24 October 2012.

### 10.3 The health, safety and welfare of the workforce is maintained

#### Health and safety

New performance measures have been introduced for 2012/13 to report on the total number of accidents and assaults across the Council. The Health and Safety Strategy Group monitors progress on a regular basis and sets interim target milestones upon which to measure improvement. There has been an overall reduction in the number of accidents and assaults reported over the last five years.

#### Sickness absence

At September 2012, the average number of days lost to sickness absence per employee was 4.05 days, which was higher than the same period last year, when it was 3.69 days. With the expected seasonal increase in sickness during the Winter months ahead there is significant doubt whether the Council will be able to achieve the Council's outturn target of 8.5 days.

Indicator	Coventry	Progress & Target		
Percentage of employees who have completed mandatory training <small>New indicator</small>	Health and Safety	33%	N/A	Baseline Year
	Fire Safety	41%		
	Equalities and Discrimination	26%		
	Customer service	23%		
	Safeguarding	50%		
Average number of days per employee spent on training and development <small>October 2012</small>	2.11	✓	✓	
Percentage of Councillors learning and development needs identified that have been met <small>October 2012</small>	54%	✓	✓	

The Council is helping to develop skills of young people and currently employs 62 apprentices. See section 1.4 in the jobs and growth summary scorecard for more information about apprenticeships.

Indicator	Coventry	Progress & Target		
Percentage of employees with a disability	3.88 %	✗	✗	
Percentage of employees from an ethnic minority	13.01%	✓	✓	

There has been a small increase in the percentage of employees from an ethnic minority employed by the Council, although this continues to be lower than the percentage of black or ethnic minority residents in employment within the city.

Indicator	Coventry	Progress & Target		
Average number of working days lost to sickness absence <small>April to September 2012</small>	4.05	✗	✗	
Total number of accidents recorded <small>New indicator April to September 2012</small>	234	✓		Baseline Year
Total number of assaults recorded <small>New indicator April to September 2012</small>	312	=		

## Council Plan Indicator Summary

Council Plan (CP) Reference	Indicator title	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
<b>Our Vision</b>						
Coventry, proud to be a city that works for...						
<b>Jobs and growth</b>						
CP 1.1a	Investment into the city	<b>£28m</b>	<b>£85m</b>			Page 6
CP 1.1b	Jobs created by firms with direct or indirect Council involvement	<b>770</b>	<b>2,000</b>			Page 6
CP 1.1c	New business VAT registrations rate per 10,000 people aged 16+	<b>37.8</b> 2010				Page 6
CP 1.2a	Jobseeker's Allowance claimant count (seasonally-adjusted)	<b>4.7%</b>				Page 6
CP 1.2b	Average employment rate	<b>64.8%</b> June 2012				Page 6
CP 1.2c	Unemployed people supported	<b>2,527</b>	<b>2,000</b>			Page 6
CP 1.2d	People helped into a job	<b>605</b>	<b>700</b>			Page 6
CP 1.3	People aged 19-64 qualified to...					
CP 1.3(i)	...NVQ Level 2+	<b>66.9%</b> 2011				Page 7
CP 1.3(ii)	...NVQ Level 3+	<b>48.9%</b> 2011				Page 7
CP 1.3(iii)	...NVQ Level 4+	<b>28.8%</b> 2011				Page 7
CP 1.4a	% of 16-18 year olds not in education, employment or training as measured by an annual survey	<b>6.0%</b> 680 people 2011	 435 people			Page 7
CP 1.4b	% of 18-24 year olds claiming Jobseeker's Allowance	<b>6.3%</b> 2,745 people Sept 2012	 2,141 people			Page 7
CP 1.4c	Apprentices on the Council's own Apprenticeship Scheme latest data shows number currently on the books (excluding those who have left); target is the number overall	<b>62</b> 9 Oct 2012	<b>90</b> overall			Page 7
CP 1.4d	Apprenticeships with local employers and placements 50 by September 2012, including 26 placements and 24 apprenticeships	<b>50</b> 26+24	<b>90</b> 75+15			Page 7
CP 1.5a	Number of affordable homes delivered	<b>223</b> Estimate	<b>304</b>			Page 8
CP 1.5b	Empty properties brought back into use	<b>145</b>	<b>211</b>			Page 8
Coventry, proud to be a city that works for...						
<b>Better pavements, streets and roads</b>						
CP 2.1a	% of carriageway maintenance completed	<b>57%</b>	<b>100%</b>			Page 10
CP 2.1b	Roads and footways which are in good or acceptable condition... (annual survey)					
CP 2.1b(i)	...principal roads (A roads)	<b>93%</b> 2011/12	<b>94%</b>		Baseline Year	Page 10
CP 2.1b(ii)	...non-principal roads (B & C roads)	<b>85%</b> 2011/12	<b>85%</b>			Page 10
CP 2.1c	...unclassified roads	<b>81%</b> 2011/12	<b>81%</b>			Page 10

### Council Plan Indicator Summary

Council Plan (CP) Reference	Indicator title	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
CP 2.1d	...footways	42% 2011/12	45%			Page 10
CP 2.1e	% of residents surveyed who are satisfied with roads and pavements	46%	▲			Page 10
CP 2.2a	Improved street cleanliness – litter	indicator currently being redesigned				Page 10
CP 2.2b	Reduction in fly-tipping in the city – number of fly-tips in the city	1,500	3,018			Page 10
CP 2.2c	% of residents surveyed satisfied that the Council keeps the land clear of litter and refuse	69%	▲			Page 10
CP 2.3a	Household waste recycled and composted	40.9% 2012/13 Q1	40%			Page 10
CP 2.3b	Residual household waste collected per household	142 kg 2012/13 Q1	605 kg			Page 10
CP 2.3c	Cost of household waste collection per household	£43.70 2011/12	£45 2011/12			Page 10
CP 2.3d	% of residents surveyed satisfied with...					
CP 2.3d(i)	...refuse collection	87%	▲			Page 10
CP 2.3d(ii)	...recycling	87%	▲			Page 10
Coventry, proud to be a city that works to... <b>Support and celebrate our young people</b>						
CP 3.1	Children in relative poverty (revised local child poverty measure, defined as the proportion of children living in families in receipt of out of work benefits or in receipt of tax credits where their reported income is less than 60 per cent of median income, on 31st August each year)	27.0% 16,845 August 2010	▼			Page 12
CP 3.2a	% making expected progress from Key Stage 1 to Key Stage 2 in...					
CP 3.2a(i)	...English	90% 2012 provisional	89%			Page 12
CP 3.2a(ii)	...Maths	87% 2012 provisional	89%			Page 12
CP 3.2b	Level 4+ in both English and Maths at the end of Key Stage 2	75% 2012 provisional	77%			Page 12
CP 3.2c	Five good GCSEs (A* to C) including English and Maths	59.0% 2012 provisional	59.2%			Page 12
CP 3.2d	Five good GCSEs (A* to C) in any subject	87.1% 2012 provisional	▲			Page 12
CP 3.2e	% making expected progress from Key Stage 2 to Key Stage 4 in...					
CP 3.2e(i)	...English	69.0% 2011	73.3% 2011			Page 12
CP 3.2e(ii)	...Maths	62.8% 2011	68% 2011			Page 12
CP 3.2f	A-Level pass rate (A* to E)	97.7% 2012 provisional	▲			Page 12
CP 3.2g	% of schools inspected by Ofsted rated good / outstanding...					
CP 3.2g(i)	...nursery and primary	42.2% 35 / 83 9 Oct 2012	65% +			Page 12

## Council Plan Indicator Summary

Council Plan (CP) Reference	Indicator title	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
CP 3.2g(ii)	...secondary	83.3% 15 / 18 9 Oct 2012	65% +			Page 12
CP 3.2g(iii)	...post-16 provision	68.8% 11 / 16 9 Oct 2012	65% +			Page 12
CP 3.2g(iv)	...special schools and Pupil Referral Units	75% 6 / 8 9 Oct 2012	65% +			Page 12
CP 3.3a	% immunised against Measles, Mumps and Rubella (MMR) by their 2 <sup>nd</sup> birthday	95.6% 2011/12	95%			Page 13
CP 3.3b	% immunised against Diphtheria, Tetanus Polio, Pertussis & Hib (DTaP/IPV/Hib) by their 2 <sup>nd</sup> birthday	98.2% 2011/12	95%			Page 13
CP 3.3c	Breastfeeding prevalence at 6 to 8 weeks	42.2% 2012/13 Q1				Page 13
CP 3.3d	Conceptions to girls aged under 18 (rate per 1,000 15-17 year olds)	52.9 Apr-Jun 2011				Page 13
CP 3.3e	Obese children at Reception	10.7% 2011				Page 13
CP 3.3f	Obese children at Year 6	20.2% 2011				Page 13
CP 3.4a	Number of Common Assessment Framework forms currently live (Revised Indicator)	1,296 1 Oct 2012				Page 14
CP 3.4b	Difference in point scores on the Being a Parent scale following completion of parenting course	+8.37 2012				Page 14
CP 3.4c	Number of parents completing a parenting course (New Indicator)	806 2012				Page 14
CP 3.5a(i)	Number of Looked After Children	596 30/09/2012				Page 14
CP 3.5a(ii)	Number of Looked After Children rate per 10,000 population aged under 18 (New Indicator)	84.5 30/09/2012				Page 14
CP 3.5b(i)	Number of children subject to a Child Protection Plan	507 30/09/2012				Page 14
CP 3.5b(ii)	Number of children subject to a Child Protection Plan rate per 10,000 population aged under 18 (New Indicator)	71.9 30/09/2012				Page 14
CP 3.5c	Social care referrals per 10,000 population aged under 18	669.2				Page 14
CP 3.5d	Repeat referrals to social care	21.3%				Page 14
CP 3.5e	Stability of Looked After placements (placements lasting 2+ years)	68.9%				Page 14
CP 3.5f	Young people aged 10-17 receiving their first reprimand, warning or conviction rate per 100,000 population aged 10-17	195				Page 14
Coventry, proud to be a city that works to...						
<b>Protect our most vulnerable residents</b>						
CP 4.1a	% of people in long-term community based services receiving self-directed support (Revised Indicator)	77.3%	100%			Page 16
CP 4.1b	Social care-related quality of life measure (ASCOF 1A)	19 2011/12			Baseline Year	Page 16

### Council Plan Indicator Summary

Council Plan (CP) Reference	Indicator title	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
CP 4.1c	Number of safeguarding alerts	<b>319</b> <small>Apr-Aug 2012</small>	<b>797-883</b>			Page 16
CP 4.1d	% satisfied that safeguarding outcome met	Indicator being revised				Page 16
CP 4.2	% effective transition from child to adult social care (number of effective transitions and total transitions)	<b>92%</b> <small>(11 / 12)</small>	<b>80%</b>			Page 16
CP 4.3a(i)	Male life expectancy at birth in years	<b>77.2</b> <small>2008-10</small>				Page 17
CP 4.3a(i)(e) i	Inequality in male life expectancy at birth in years	<b>11.7</b> <small>2006-10</small>				Page 17
CP 4.3a(i)(e) ii	Inequality in male disability-free life expectancy at birth	<b>16.6</b> <small>1999-2003</small>				Page 17
CP 4.3a(ii)	Female life expectancy at birth in years	<b>81.6</b> <small>2008-10</small>				Page 17
CP 4.3a(ii)(e) i	Inequality in female life expectancy at birth in years	<b>7.9</b> <small>2006-10</small>				Page 17
4.3a(ii)(e)(ii)	Inequality in female disability-free life expectancy at birth	<b>14.5</b> <small>1999-2003</small>				Page 17
CP 4.3b	Four-week smoking quitters rate per 100,000 people aged 16+ (number of people)	<b>566</b> <small>1,433 prov.</small>				Page 17
CP 4.3	In the Household Survey, the number of residents who say they...					
CP 4.3c(i)	...smoke	<b>25%</b> <small>2012</small>				Page 17
CP 4.3c(ii)	...eat 5+ portions of fruit and vegetables daily	<b>28%</b> <small>2012</small>				Page 17
CP 4.3c(iii)	...participate in physical activity 5+ times a week	<b>39%</b> <small>2012</small>				Page 17
CP 4.4a(i)	Total number of crimes (rate per 1,000 population)	<b>11,145</b> <small>(39.3)</small>	<b>6%</b>			Page 18
CP 4.4a(ii)	Number of anti-social behaviour incidents reported	<b>8,609</b>				Page 18
CP 4.4b	% of households feeling safe in neighbourhood at night	<b>80%</b> <small>2012</small>				Page 18
CP 4.5a	Victims of domestic violence and abuse (DVA) known to police (both crime and non-crime)	<b>1,405</b> <small>1 Apr - 25 Oct 2012</small>				Page 18
CP 4.6a	Number of homelessness cases prevented	<b>457</b>	<b>900</b>			Page 19
CP 4.6b	Number of households accepted as statutory homeless	<b>269</b>				Page 19
CP 4.7a	Drugs: % successfully exiting treatment	<b>12.9%</b> <small>Sep'11-Sep'12</small>				Page 19
CP 4.7b	Alcohol: % completing care planned discharge	<b>60%</b> <small>Apr-Sep 2012</small>				Page 19

## Council Plan Indicator Summary

Council Plan (CP) Reference	Indicator title	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
<b>Our Values</b>						
<b>Honest, fair and transparent when we make decisions</b>						
CP 5	See pages 20 to 22					
<b>Working with residents, communities and partners to get things done</b>						
CP 6	See pages 20 to 22					
<b>Celebrating all that's good about our city and its future</b>						
CP 7	See pages 20 to 22					
<b>Improving the way we work</b>						
<b>Reviewing and improving services</b>						
CP 8.1a	Number of self service transactions undertaken	Indicator under development		N/A	N/A	Page 24
CP 8.1b	% residents surveyed who are satisfied with the way the Council runs things	71%	▲	=		Page 24
CP 8.2a	Savings delivered during the year via abc Transformation Programme	£17,966,000	£19,495,000	✓	✗	Page 24
CP 8.2b	% avoidable customer contact	18.12%	▼	✓		Page 24
CP 8.2c	% residents who agree that the Council delivers value for money	54%	▲	=		Page 24
CP 8.3	Service improvements delivered through fundamental service review processes	Indicator under development		N/A	N/A	Page 24
<b>Using resources effectively</b>						
CP 9.1	Balanced capital and revenue budget outturn for 2012/13	£1.3m overspend	Balanced capital & revenue budget outturn	✗	✓	Page 25
CP 9.2a	Total energy use in Council buildings and schools	135,442,260 kWh 2011/12	▼	✓	✓	Page 25
CP 9.2b	CO2 emissions from Local Authority operations	51,811 tCO2 2011/12	▼ 30% 2013/14	✓	✓	Page 25
CP 9.3	Percentage of performance measures for the Council Plan priorities where progress has...					Page 25
	...improved	51%	N/A	N/A	N/A	
	...stayed the same	18%				
	...got worse	13%				
	...can't say	18%				
<b>Supporting councillors and staff</b>						
CP 10.1a	% completing mandatory training courses in...					Page 26
CP 10.1a(i)	...health and safety (New Indicator)	33.00%	70% +	N/A	Baseline Year	
CP 10.1a(ii)	...fire safety (New Indicator)	41.00%	70% +	N/A		
CP 10.1a(iii)	...equality and diversity (New Indicator)	26.00%	70% +	N/A		
CP 10.1a(iv)	...customer service (New Indicator)	23.00%	70% +	N/A		
CP 10.1a(v)	...safeguarding (New Indicator)	50.00%	70% +	N/A		

### Council Plan Indicator Summary

Council Plan (CP) Reference	Indicator title	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
CP 10.1b	Average number of days per employee spent on training and development	2.11 days	3 days			Page 26
CP 10.1c	% councillors' learning and development needs identified that have been met	54%	80%			Page 26
CP 10.2b i	% employees with a disability	3.88%				Page 26
CP 10.2b ii	% employees from an ethnic minority	13.01%				Page 26
CP 10.4a	Average number of working days lost to sickness absence per full time equivalent	4.05 days	8.5 days			Page 26
CP 10.4b(i) <b>REVISED INDICATOR</b>	Total number of accidents (Revised Indicator)	234			Baseline Year	Page 26
CP 10.4b(ii) <b>REVISED INDICATOR</b>	Total number of assaults (Revised Indicator)	312				Page 26

## Council Plan Indicator Summary: Equality Indicators

Council Plan (CP) Reference	Indicator	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
<b>Our Vision</b>						
<b>Coventry, proud to be a city that works for...</b>						
<b>Jobs and growth</b>						
CP 1.2c (e)	Number of unemployed people with disabilities supported into jobs by the Council	<b>36</b> 2011/12	N/A	N/A	Baseline Year	
CP 1.4c	Apprentices on the Council's own Apprenticeship Scheme latest data shows number currently on the books (excluding those who have left); target is the number overall	<b>62</b> 9 Oct 2012	<b>90</b> overall			Page 7
<b>Coventry, proud to be a city that works for...</b>						
<b>Better pavements, streets and roads</b>						
CP 2.2a (e)	The percentage difference between priority and non priority areas assessed as having litter that fall below an acceptable level	Indicator currently being redesigned		N/A	N/A	Page 10
<b>Coventry, proud to be a city that works to...</b>						
<b>Support and celebrate our young people</b>						
CP 3.2c (e)	The percentage difference between the following and the average in achieving five good GCSEs (A*-C) including English & Maths: % achieved (% gap)	<b>2011 results shown</b>				Page 12
CP 3.2c (e) i	Black African	<b>50.0%</b> (4.7% gap)	To reduce the gap			
CP 3.2c (e) ii	Mixed White Black African	<b>50.0%</b> (4.7% gap)				
CP 3.2c (e) iii	Black Caribbean	<b>42.4%</b> (12.3% gap)				
CP 3.2c (e) iv	Black Other	<b>48.0%</b> (6.7% gap)				
CP 3.2c (e) v	Transient Communities	<b>39.7%</b> (15% gap)				
CP 3.2c (e) vi	Free School Meals	<b>32.7%</b> (22.0% gap)				
CP 3.2c (e) vii	Special Educational Needs	<b>19.2%</b> (35.5% gap)				
CP 3.2c (e) viii	Looked After Children	<b>12.5%</b> (42.2% gap)				
CP 3.2c (e) ix	Gypsy/Roma	<b>0.0%</b> (54.7% gap)				
CP 3.2c (e) x-a	Boys	<b>50.0%</b> (4.7% gap)				
CP 3.2c (e) x-b	Girls	<b>58.0%</b> (-3.3% gap)	N/A			
CP 3.3d	Under 18 conception rate per 1,000 population	<b>52.9</b> Apr-Jun 2011				Page 13

## Council Plan Indicator Summary: Equality Indicators

Council Plan (CP) Reference	Indicator	Half year 2012/13 or latest data	Target 2012/13	Progress	Target status	Find out more on...
<b>Coventry, proud to be a city that works to...</b>						
<b>Protect our most vulnerable residents</b>						
CP 4.1a <small>REVISED INDICATOR</small>	% of people in long-term community based services receiving self-directed support (Revised indicator)	<b>77.3%</b>	<b>100%</b>			Page 16
CP 4.1b	Social care-related quality of life measure (ASCOF 1A)	<b>19</b> 2011/12			Baseline Year	Page 16
CP 4.3a(i) (e) i	Inequality in male life expectancy at birth in years	<b>11.7</b> 2006-2010				Page 17
CP 4.3a(i) (e) ii	Inequality in male disability-free life expectancy at birth	<b>16.6</b> 1999-2003				Page 17
CP 4.3a(ii) (e) i	Inequality in female life expectancy at birth in years	<b>7.9</b> 2006-2010				Page 17
4.3a(ii) (e)(ii)	Inequality in female disability-free life expectancy at birth	<b>14.5</b> 1999-2003				Page 17
CP 4.4d (e)	Reported offences motivated by hatred/prejudice towards a person because of their actual/perceived... (based on police and non police data; Quarter 1 and 2, 2012)					
CP 4.4c (e) i	Disability (disability hate crime)	<b>15</b>				
CP 4.4c (e) ii	Race/ethnicity	<b>141</b>				
CP 4.4c (e) iii	Sex/gender or transgender (gender reassignment/gender identity)	<b>0</b>				
CP 4.4c (e) iv	Sexual orientation (homophobia)	<b>11</b>				
CP 4.4c (e) v	Religion/belief	<b>6</b>				
CP 4.5a	Victims of domestic violence and abuse (DVA) known to police (both crime and non-crime)	<b>1,405</b> 1 Apr - 25 Oct 2012				Page 18
CP 4.6a	Number of homelessness cases prevented	<b>457</b>	<b>900</b>			Page 19
CP 4.6b	Number of households accepted as statutory homeless	<b>269</b>				Page 19
CP 4.7a	Drugs: % successfully exiting treatment	<b>12.9%</b> Sep'11- Sep'12				Page 19
CP 4.7b	Alcohol: % completing care planned discharge	<b>60%</b> Apr-Sep 2012				Page 19