

The Council Plan is measured using 64 headline indicators, of which 39 indicators (61%) improved. This is an improvement compared to previous updates: in December 2014, fewer than half (36%) of indicators improved and the equivalent in July 2015 and January 2016 was 55% and 52% respectively.

Globally connected (18 indicators)



Locally committed (33 indicators)



Delivering our priorities with fewer resources (13 indicators)



Overall position (64 indicators)



improved | stayed the same | got worse | can't say | target not applicable

47 of the 64 indicators unchanged since December 2014



**2.3%**

resident population growth



**£506.20**

resident wage per week



**11%**

business growth rate



**530**

NEETs



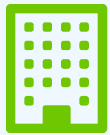
**£21,382**

gross value added per head



**29.5%**

qualified to NVQ Level 4+



**▲ 1.3%**

city centre footfall

Globally connected...





Our **resident population** is growing with the most recent increase being **2.3%** – mostly high birth rates and international students; creating a sustained demand for housing.



Coventry's **business growth rate** of **11%** rate (900 new enterprises) was **slightly higher** than regionally or nationally.



Attracting businesses to the city is intended to grow our economy; increasing **gross value added** which is currently **£21,382** per head. **Business rates** will become increasingly important to the council's income over the coming years; it has also been necessary to make **changes to Council Tax** payments and support.



The city centre is being **transformed** with **Friargate** and **university-related** developments including student housing. City centre **footfall is going up** in contrast to the national trend – and may be linked to higher satisfaction with the city centre.



**Employment is stable** but there has been an increase among males and decrease among females. **Wages** are finally **going up** but resident wages remain below the national average. **15%** more residents now say they are living comfortably and **10%** fewer residents worry about money.



Among young people 16-18 there are now **fewer NEETs** (not in education, employment or training). However, there is still a concern that the proportion of the **adult population** overall who are qualified to **NVQ 4+** has fallen and is below regional and national average.



**2,316**

fly-tips



**30%**

household waste recycled



**533**

statutorily homeless households



**2x**

adult safeguarding alerts



**64%** good level of development at age five



**84%**

residents feel safe at night



**9.2** years  **7** years

life expectancy inequality gap



**91%** primary **67%** secondary

attending good / outstanding school





**Fly-tipping is down** but our **recycling rates** have also gone **down** with only **30%** of our waste currently recycled. This however is in line with regional and national trends.



While **fewer households are accepted as statutory homeless**, those with **dependent children and/or are pregnant women** increased and is **double the national average**.



**Adult safeguarding concerns** have doubled. This is seen as positive as it reflects **better awareness**. Overall **demand** for adult social care has increased, with **more receiving long-term ongoing support**.



**64%** of children achieve a **good level of development** by age five. In **children's social care** there are **concerns over re-referrals**. In specialist services, **looked after children** numbers are **stable** but there are **concerns over children re-entering care** and relatively high numbers in residential care.



**Crime and anti-social behaviour** has gone **down** while **hate crime incidents** are **stable**. **84%** of residents **feel safe at night**.



Overall **life expectancy** is **stable**; and the **male life expectancy gap** has **decreased**. More adults are physically **active** and use our outdoor spaces for exercise/health – we are now similar to the national average! **Smoking and drinking** have **declined**.



**91%** of pupils attend a **good / outstanding primary school** and for **secondary, 67%**. Our **Key Stage 2 results** have improved but **GCSE results** fell slightly in **2015**. On progress measures, our secondary schools are doing better.



...locally committed



### 14

reception points consolidated



### 31%

access Council information online



### 80%

transformation savings



### 1 in 5

transactions are now digital



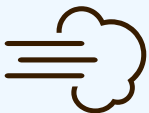
### 30

aspiring leaders



### 2 in 5

contacted us, mostly by phone



### ▼ 1.45%

carbon dioxide emissions

*Delivering our priorities with fewer resources*





The Council's new **Broadgate customer service centre** opened consolidating 14 reception points across the city and closing other Council buildings to save money.



**80%** of the Council's transformational target savings were made.



A **culture change programme** is helping to create a more **agile and flexible workforce**, for instance, our **Aspiring Leaders** programme is training a cohort of our staff with leadership experience.



**Carbon emissions** from our operations decreased by an estimated **1.45%**.



**31%** of people say they access information on our website.



**1 in 5 (20%)** of our transactions are now **digital** – up from less than 1% just two years ago. The next focus is to improve online services to make them better.



**2 in 5 (39%)** of residents **contacted us** in the past 1.5 years (mostly by phone). Those who contact us tend to be less happy with us – this is expected; satisfied residents won't need to make contact.



We are trying to **empower communities** and build **networks** to help communities **make better use of their own assets** and resources to improve their local areas.

*Delivering our priorities with fewer resources*





Residents gave our city centre a rating of 2.79 out of 5 – an improvement from 2.4 in 2014.



15% more residents living comfortably on their present income 2016 compared to 2013



are satisfied with their local area same as in 2013 and 6% better than LGA benchmark (82%)



4% more residents feel they can influence local decisions 2016 compared to 2013

Delivering our priorities with fewer resources



nearly 7 in 10 residents **trust** us (69%) compared to LGA benchmark of 58%

**6 out of 10**

satisfied with the way we run things (61%) that is 6% below LGA benchmark





quiet



people  
 Location Neighbours  
 Peaceful area shops  
 Friendly city Shops Local  
 centre nearby Clean close  
 People Safe schools  
 Schools Nice  
 neighbours  
 town Bus community  
 Park neighbourhood  
 Transport nice  
 Near amenities  
 transport clean  
 university  
 good schools  
 community  
 Park  
 Transport nice



cleaning speeding street  
 parking road pavements  
 holes reduce grass park  
 children rubbish lighting security  
 traffic roads  
 litter streets better  
 shops area play bus police  
 clean control pavement  
 need pot  
 parks  
 school  
 noise  
 safety  
 dog  
 needs  
 around  
 lights  
 problem  
 street  
 many