
Cabinet
Council

19 June 2012
3 July 2012

Name of Cabinet Member:

Cabinet Member (Strategic Finance and Resources) - Councillor Duggins

Director Approving Submission of the report:

Assistant Chief Executive

Ward(s) affected:

None

Title:

Council Plan – Performance Report 2011/12

Is this a key decision?

No

Executive Summary:

The Council Plan, setting out a revised vision and objectives for 2011 – 2014 was approved by Council in June 2011. This is the performance report for 2011/12 which identifies baseline performance information for a key set of headline indicators and looks at the progress that has been made during the first year of the plan.

Recommendations:

Cabinet is asked to:

- (i) Provide feedback on the style of the summary report and the links to related performance information so that further improvements can be made.
- (ii) Recommend to Council to approve the end of year performance report.

Council is asked to:

- (i) Approve the recommendations from Cabinet.

List of Appendices included:

Appendix A – Council Plan, End Year Performance Report 2011/12

Other useful background papers:

Council Plan 2011-2014

<http://cmis.coventry.gov.uk/CMISWebPublic/Binary.ashx?Document=19066>

Progressing the Council Vision and Objectives – First half year performance report
<http://cmis.coventry.gov.uk/CMISWebPublic/Binary.ashx?Document=20214>

Equality Act Specific Duty and Measuring Equality Outcomes
<http://cmis.coventry.gov.uk/CMISWebPublic/Binary.ashx?Document=21088>

Has it been or will it be considered by Scrutiny?

No

The content of this report will be discussed at the Annual Performance Seminar for all elected members on 18 June 2012. The report will be reviewed by Scrutiny Members to identify implications for their work programmes during 2012/13.

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

Yes – 3rd July 2012

Report title: Progressing the Council vision and objectives – first year performance report

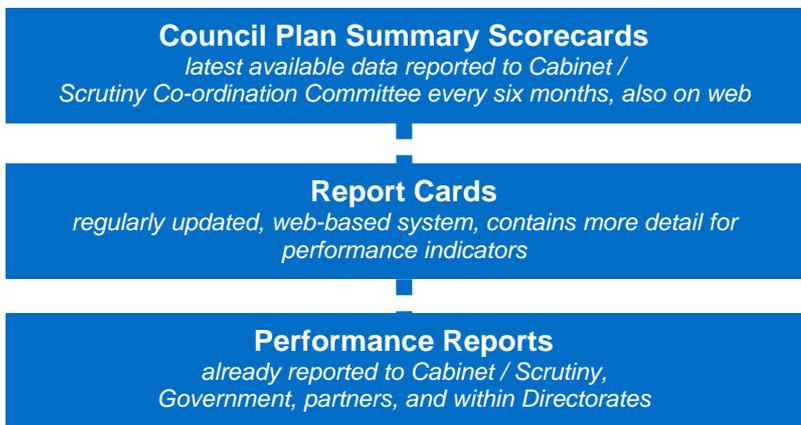
1. Context (or background)

1.1 The Council Plan, setting out a revised vision and objectives for 2011 – 2014 was approved by Council in June 2011. This report identifies baseline performance information for a key set of headline indicators and looks at the progress that has been made during the first year of the plan. This builds upon the half year progress report presented to Cabinet in November 2011.

2. Options considered and recommended proposal

2.1 This report sets out the arrangements endorsed by Cabinet in November 2011 for reporting progress on the Council Plan and for making performance information more accessible to a wider audience including public, partners and senior managers.

2.2 The reporting arrangements consist of three levels.



2.3 The performance report presents a high level summary of the key messages arising from the first year review of the Council Plan. The information is presented through the summary scorecards of which there is one for each of the following Council priorities; for jobs and growth; for better streets and pavements; to protect our most vulnerable residents; to support and celebrate our young people and we will transform the council to enable us to deliver our vision and objectives. The performance report is attached as appendix A.

2.4 The summary scorecards present the latest available performance data and also highlight anything that is new over the previous six months. Where previous year's data is available and/or comparisons with the national/ regional rate exist, this has been used to assess progress. Where the indicator is a new measure for 2011/12, it will set the baseline for future comparison.

2.5 The summary scorecards contain links to web based report cards; these provide more detail below the headline indicators and include performance trends and targets. There are also links to other performance reports which are published for Cabinet Members, Scrutiny Boards and for Central Government; these are made available through a Calendar of Performance Reports and give context and the story behind the headline indicators. The web based information is being published for the first time in June 2012 and more information will be added over the next twelve months.

- 2.6 The end of year report includes an assessment of progress in relation to the Council's values; these are: being honest, fair and transparent when we make decisions; working with residents and partners to get things done; celebrating all that's good about our city and its future. One of the objectives is that information will be readily available and easy to understand, the development of the performance reporting arrangements described above contribute to this objective.
- 2.7 Under the specific duty requirements of the new Equality Act, the Council was required to set equality objectives which were specific and measurable and set out how these would be reported. The approach below was approved by Cabinet Member, Community Safety and Equalities on 22 March 2012.
- 2.8 The Council Plan aims to promote equality of opportunity through all four of its priorities and one of these priorities specifically aims to protect the city's most vulnerable residents. The Council has twenty two objectives in its Council Plan and the majority of these have a significant impact on equality in the city, as a result these have been determined to be the Council's equality objectives for the three years of the current Plan. To measure progress on these equality objectives, in addition to the overall performance indicators that have been identified to track progress on the Council Plan, progress on specific equality measures has been included and summarised in the end of year performance report 2011/12, appendix A.

3. Results of consultation undertaken

- 3.1 The reporting framework is being developed in response to feedback from elected members, managers and employees. A recent evaluation of the performance management framework using individual interviews, focus groups and questionnaires has helped to identify areas for further development to help to make sure that performance information is available to the right people at the right level and that information is collected as effectively as possible.

4. Timetable for implementing this decision

- 4.1 This report is the top level summary of the reporting framework. Feedback on the content and format will be welcomed so that improvements can be identified for future reports. The next half year progress summary report will be presented in November/ December 2012, the web based reporting system will be updated on a regular basis so that it contains the most up to date performance information.

5. Comments from Director of Finance and Legal Services

5.1 Financial implications

The reporting arrangements are being developed around the existing performance management system. Whilst there will be some ICT changes needed to improve web access to performance information it is unlikely that this will be at additional cost.

5.2 Legal implications

The Council Plan forms part of the Council's Policy Framework and Cabinet are required to ensure that it is appropriately implemented and monitored. In October 2010 the Government announced changes to the national performance framework for local government, removing the requirement to monitor and produce Local Area Agreements and replacing the National Indicator Set with a single comprehensive list of all the data that it expects local government to provide to central government. This has meant that there is now more flexibility to select performance measures and to determine arrangements that meet the Council's priorities at a local level. This report describes the way in which the reporting arrangements are being developed for the Council Plan. These arrangements will need to take account of the Government's Code of Recommended Practice for Local Authorities on Data Transparency.

6. Other implications

6.1 How will this contribute to achievement of the Council's key objectives / council priorities (council plan/scorecard) / organisational blueprint / (or Coventry Sustainable Community Strategy)?

This report measures progress in relation to the Council Plan 2011- 2014 vision, objectives, values and ways of working.

6.2 How is risk being managed?

The performance management framework helps the Council to manage risk by systematically measuring progress in relation to the priorities of the Council Plan. This means that areas where good progress is being made can be identified, as well as those areas where progress is not as expected and where corrective action may be needed.

6.3 What is the impact on the organisation?

The Council Plan vision and objectives impact on all of the Council's Directorates. Effective performance management arrangements at all levels will help to ensure that the Council's priorities are delivered.

6.4 Equalities / EIA

Planning and reporting on the Council priorities and objectives will have due regard to the duty under section 149 of the Equality Act 2010 and the need to; eliminate unlawful discrimination, harassment, victimisation; meet the needs of people regardless of their background and encourage all people to participate in public life or in other activities where their participation is low. The equality objectives and reporting arrangements are described in paragraph 2.7. The Council consulted with local Equality groups when setting the equality measures linked to the Council Plan.

6.5 Implications for (or impact on) the environment

The Council Plan includes the objective...we will make the best use of all our resources and the council's carbon footprint is reduced. Progress will be measured through energy use in council buildings and schools and the CO2 emissions over the Local Authority Operations.

6.6 Implications for partner organisations?

The reporting arrangements will also be developed to support the monitoring of progress of the Sustainable Community Strategy. Whilst this report reflects progress against the Council's priorities, it also includes actions and measures where the contribution of partners is key to their delivery. The contribution of partners is reflected in individual summary scorecards.

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This report is published on the council's website:
www.coventry.gov.uk/councilmeetings

Council Plan End of Year Performance Report 2011/12

Corporate Performance Team
Policy, Partnership and Performance
Chief Executive's Directorate
Coventry City Council

19 June 2012

Key

A number of symbols are used in this Performance 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...

The Council Plan 2011 to 2014 was approved by Council in June 2011. The end year report consists of a high level summary of the key messages arising from the first review of the Council Plan; and a summary scorecard for each priority that presents the latest available performance data, and highlight activity undertaken over the year. 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, this will set the baseline for future comparison.

... for jobs and growth

Preliminary data from the Office of National Statistics shows that the UK economy shrunk for two consecutive quarters in October – December and in January – March. This was true across almost every sector of the economy. The Council is working to boost confidence in the local economy. It is promoting inward investment and supporting the development of local enterprises to achieve jobs and growth in Coventry, despite year on year cuts to Council budgets. The £7m of Coventry 2012 public realm works (£3.5m funded by the Council) is nearing completion and plans are being made to redevelop the City Centre South. The Coventry Job Strategy 2011-14 aims to secure job opportunities through investment; help people get jobs; and help people improve their skills. Many of the targets in the job strategy have already been achieved and work is underway to review targets for the next two years.

... for better pavements, streets and roads

Some 79 miles of the city's roads were resurfaced during 2011/12 and the coming year will see the treatment of a further 74 miles of carriageway. The planned footway repair programme to treat 57 sites also represents a significant investment in footway maintenance for the coming year. Despite a general increase in litter in 2011/12 the level of street cleanliness was maintained although the improvement target was not met. There was a 5% increase in fly tipping as compared with last year, whilst commercial fly tipping remained static the increase was seen in domestic fly tipping. The amount of household waste recycling and composting remained similar to last years performance and the target to increase has not been achieved, on the other hand the amount of residual waste collected has reduced and performance was better than expected.

... to support and celebrate our young people

Young people in Coventry have made good progress in their GCSEs. Results for 2011 show that 54.7% of Coventry's young people achieved five good GCSEs, that is 5 A*-Cs including English and Maths. Coventry's results have improved at a faster rate than the England average and the gap has narrowed to 3.5% in 2011 from 6.8% in 2007. The number of teenage conceptions is showing a reduction based upon 2010 figures. The Council has set a target to reduce the number of looked after children in Coventry over a three year period, to between 450 and 500 by September 2015. During 2011/12, the number of looked after children did fall to 565 at the end of December 2011 from 585 on 1 April 2011. However since then numbers have again risen to 595 at 31 March 2012, reflecting continuing high levels of need to protect children in the city. The fundamental service review and service changes including improving early interventions and prevention services should help the Council achieve the reduction in looked after children.

... to protect our most vulnerable residents

The lack of growth in the national economy and employment along with the government's fiscal policies are impacting on the income of Coventry residents. The impact of welfare reform, including changes to housing benefits, is also having a negative impact on the income of households in the city. The Council is continuing to assess the impact of these economic and policy changes on Coventry residents and any increased demand on its services. The Council has been working closely with NHS Coventry on the transfer of the responsibility for Public Health to the Council. Data shows that the gap between the life expectancy at birth between 10% most deprived areas and 10% least deprived areas was 11.7 years for males and 7.9 years for females. Coventry's programme of stopping smoking services has increased the number of quitters and has been targeting groups more resistant to stopping. The level of adult obesity is a major public health concern and the Healthy weight programme is now in its third year and supported by the Coventry Health Improvement Programme. Overall crime has reduced by 10.9%, and has reduced in every category except most serious violence which has increased by 4.7%.

The way we work: we will transform the Council to deliver our vision and objectives

The Council has to respond to a number of major challenges over the next three years. This includes the introduction of new government legislation which will impact on the way in which services are delivered in the future; changes in the way local government is financed; and the continuing need to make large financial savings in order to achieve a balanced budget in future years. In 2011/12 the revenue expenditure has been £0.5m less than the budget and capital expenditure has also been lower than expected, leading to less borrowing than originally planned. The budget report on 21 February 2012 set a balanced budget for 2012/13. It is anticipated that the target savings of £12.6 million from the Council's Fundamental Review Programme have been delivered. Further services have been migrated into the Contact Centre making it easier for customers to access services through a single contact point. The sickness absence figure of 9.13 days per full time employee in 2011/12 is just short of the target of 9 days, this is the lowest reported outturn position for the Council.



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

Jobs and growth

Executive summary

This Scorecard sets out the Council's performance at the end of 2011/12 on a range of headline indicators. The key messages section focuses on performance information released in October 2011 to March 2012. Further details can be found on the Report Cards available online at: www.coventry.gov.uk/performance/

Key messages

Preliminary data from the Office for National Statistics¹ shows that the UK economy shrunk for two consecutive quarters; in October-December and in January-March. This was true across almost every sector of the economy, with a contraction in production, manufacturing and construction; and stagnation in services. This signalled that the UK economy is back in recession.

The Council is working to boost confidence in the local economy. It is promoting inward investment and supporting the development of local enterprises to achieve jobs and growth in Coventry despite year-on-year cuts to the Council's budget. To promote economic growth and attract inward investment, the Council has invested in the city's infrastructure. The £7m of Coventry 2012 public realm works (£3.5m funded by the Council, and £3.5m funded by the European Regional Development Fund) is nearing completion; and plans are being made to redevelop the City Centre South.

The Coventry Jobs Strategy 2011-14 aims to secure job opportunities through investment; help people get jobs; and help people improve their skills. The Council has, in many cases, exceeded the Jobs Strategy targets agreed by elected members. However, a lot more work remains to be done as economy remains fragile. Work is underway to review the Jobs Strategy, with revised targets for 2012/13 and 2013/14. The Council's own Apprenticeship Strategy aims to create more apprenticeships in its own workforce.

There are some encouraging signs in the local economy: the January-March Quarterly Economic Survey conducted by the local Chamber of Commerce² suggests that local business confidence is improving, with around 6 in 10 firms predicting a rise in turnover in the next year; and 2 in 5 firms looking to increase their workforce – compared to just 1 in 5 at the end of last year. Unemployment has remained relatively stable.

The Council is looking to strike a City Deal with the Government, which will give the city additional powers and funding streams to stimulate local growth; and reinvest local business rates into the economy.

Flash Facts

Actions to support jobs and growth

£212m

investment secured
(target: £20 million)

1,650

jobs supported/safeguarded
(target: 1,000 jobs)

4,080

unemployed people supported
(target: 1,200 people)

49

apprentices in the Council
(target: 55 apprentices)

351

affordable homes delivered
(target: 301 homes)

201

empty homes brought into use
(target: 120 homes)

¹ Office for National Statistics Gross Domestic Product: Preliminary Estimate, Q1 2012 (25 April 2012)

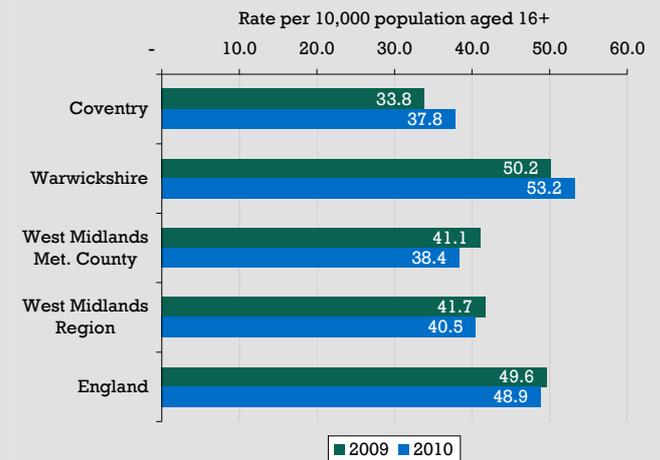
² Coventry & Warwickshire Chamber of Commerce Quarterly Economic Survey, 23 April 2012

Objective 1.1: To create jobs through the growth of business & investment in the city

The Council is ensuring that businesses continue to recognise Coventry as the right place to invest and grow. A target of £20m of investment each year has been set for 2011-14. In 2011/12, a total of £212m of investment has been secured for the benefit of the city. The Council has supported firms across the sub-region in creating some 1,650 jobs, against a target of 1,000 jobs. Whilst wider economic conditions have remained difficult, the Council helped secure investment and create new jobs by focussing on key growth sectors and ensuring that businesses continue to see Coventry as the right location for growth. Outcomes have been significantly ahead of expectations, especially in advanced manufacturing: the investment of some £130m in the Manufacturing Technology Centre out of the £212m illustrates this point.

A proxy for the birth of new enterprises is the rate of new business registrations per 10,000 people aged 16+. In Coventry, the rate has increased from 33.8 in 2009 (855 firms) to 37.8 (965 firms) in 2010; and in Warwickshire, the rate has increased from 50.2 to 53.2. This is an improvement at a time when business registrations have decreased across the West Midlands Metropolitan Area (41.1 to 38.4), the West Midlands Region (41.7 to 40.5) and England (49.6 to 48.9). The rate in Coventry, however, remains lower than regionally and nationally.

New business VAT registrations



| Indicator | Coventry | W.Mids Met. Area | Progress & Target | |
|---|--------------|------------------|-------------------|---|
| Business investment secured 2011/12 | £212m | N/A | ✓ | ✓ |
| Jobs supported 2011/12 | 1,650 | N/A | ✓ | ✓ |
| New business VAT registrations 2010; rate per 10,000 population aged 16+ | 37.8 | 38.4 | ✓ | ✓ |

Data on business VAT registrations for 2011 expected in December 2012.

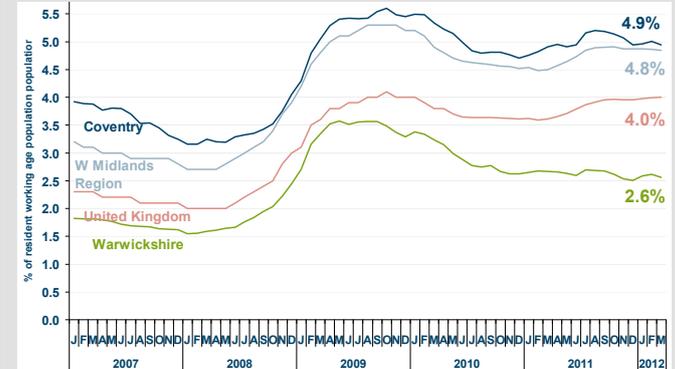
Objective 1.2: To help more residents get jobs

Coventry's Jobseeker's Allowance (JSA) claimant count was 4.9% (10,320 people) in March 2012. This is better than the figure at half-year (5.2% last September), but about the same as last year (4.9% last March). Coventry has narrowed the gap with the West Midlands Region and the UK in the number of people claiming JSA. Between March 2011 and 2012, the gap with the West Midlands narrowed from 0.4% to 0.1% (JSA claimants in the West Midlands increased from 4.5% to 4.8%); while the gap with the UK has narrowed from 1.3% to 0.9% (JSA claimants increased from 3.6% to 4.0% in the UK).

The average employment rate in the year to September 2011 in Coventry is 64.3% (136,500 people), down from 66.2% (140,500 people) in the year to March 2011.

The Jobs Strategy targets agreed by elected members last year were exceeded: the Council supported 4,080 people into employment, against a target of 1,200; and helped 1,210 people into employment, against a target of 500. Competition for jobs remains high and a City Centre Job Shop was opened so that local people have a base to gain advice and support to find work. A Youth Zone has also been established with hundreds of young people attending the shop to discuss their options with specialist NEETS advisors as well as providing access to placement and apprenticeship opportunities.

Jobseeker's Allowance claimant count



| Indicator | Coventry | West Midlands Region | Progress & Target | |
|---|--------------|----------------------|-------------------|---|
| Jobseeker's Allowance claimant count March 2012, seasonally-adjusted | 4.9% | 4.8% | ✓ | ✓ |
| Average employment rate year to September 2011 | 64.3% | 67.0% | ✗ | ✗ |
| Unemployed people supported 2011/12 | 4,080 | N/A | ✓ | ✓ |
| People helped into a job 2011/12 | 1,210 | N/A | ✓ | ✓ |

The Council recognises that people with disabilities face additional barriers when seeking employment. In line with our equality objectives, the number of people supported into employment is monitored: this year, 36 people with disabilities were supported into employment.

Objective 1.3: To help residents improve their skills

In 2010, nearly one-third of the working age population aged 19+ in Coventry have a degree or equivalent (NVQ 4); over half are qualified to A-Level standard or above (NVQ 3); and over two-thirds are qualified to GCSE level or above (NVQ 2). The Coventry and Warwickshire Local Enterprise Partnership Skills and Employability Group is developing initiatives to tackle skills issues faced by local employers, to support future economic development.

| Indicator | Coventry | West Midlands Region | Progress & | |
|--|----------|----------------------|------------|---|
| | | | Target | |
| Working age population aged 19+ qualified to... | | | | |
| NVQ Level 2 or higher | 69.9% | 67.8% | = | = |
| NVQ Level 3 or higher | 51.9% | 47.4% | = | = |
| NVQ Level 4 or higher | 31.3% | 28.2% | ✓ | ✓ |

Annual Population Survey 2010, via the Data Service

Objective 1.4: Young people stay in education or find work or training

NEET aged 16-18

In December 2010, 680 young people aged 16-18 were not in education, employment or training (NEET), equating to 6% of the population. The target of 5% was missed. Coventry is, however, doing better than the West Midlands (6.2% NEET) and the England average (6.1% NEET). The number of people in Coventry aged 16-18 who are NEET has worsened from the baseline figure of 610 young people (5.8%) in December 2010.

Department for Education, 26 April 2012

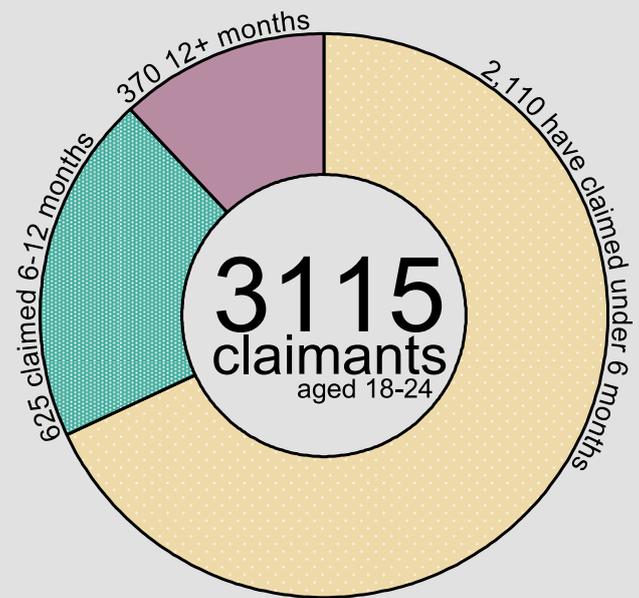
JSA claimants aged 18-24

In March 2012, 7.2% of Coventry people aged 18-24 (3,105 people) were claiming JSA. This has worsened from 6.7% (2,895 people) in December 2011; and 6.1% (2,670 people) in December 2010. Coventry's JSA claimants aged 18-24, however, remains lower than the region, which has risen from 8.5% in December 2010 to 9.8% in December 2011, and as at March 2012, it is at 10.2%. JSA is used as a proxy for NEET, as there is no reliable estimate or survey of NEETs aged 18-24.

Recognising that there are still far too many NEETs in the city, the Council and its partners are encouraging the creation of apprenticeship positions to get young people into education, employment and training. The Coventry Apprenticeship Strategy set out a target of 120 apprenticeships in 2011 to 2014, including 55 in 2011/12. 49 apprentices have been placed across the Council this year. The shortfall in achieving the target of 55 is due to delays associated with staff shortages and deciding the most appropriate places for apprentices. The Council have 9 confirmed apprenticeships due to start in the first half of 2012/13 so there is every confidence that the three-year target will be met. As part of the Strategy, there is a commitment to convert 60 entry-level posts into apprenticeships over a three year period. This year, 17 posts were converted into Apprentice posts and a further minimum of 23 are in the pipeline for 2012/13.

In partnership with the National Careers Service, the City Centre Jobs Shop has brought together a range of services for young people looking for work, through the Youth Zone.

Coventry JSA claimants aged 18-24



Target to reduce NEETs aged 16-24 by 2014 (against Dec 2010 baseline)



| Indicator | Coventry | West Midlands Region | Progress & | |
|---|---------------|----------------------|------------|---|
| | | | Target | |
| % of 16-18 year olds not in education, employment or training <small>December 2011, annual survey</small> | 6.0% 680 | 6.2% | ✗ | ✗ |
| % of 18-24 year olds claiming Jobseeker's Allowance <small>March 2012, monthly</small> | 7.2% 3,105 | 10.2% | ✗ | ✗ |
| Apprentices on the Council's Corporate Apprenticeship Scheme | 49 | N/A | ✓ | ✗ |
| Apprenticeships with local employers and placements <small>job placements and construction apprenticeships</small> | 74 | N/A | ✓ | ✓ |

Objective 1.5: The provision of housing to meet the needs of residents

The Council can influence housing provision to ensure that the city has both affordable and aspirational housing.

Overall housing provision

Following on from last year's *Strategic Housing Land Availability Assessment*, which set out the land supply available for housing, consultants have been working on a *Strategic Housing Market Assessment* that estimates the housing need for Coventry up to 2028. This will inform the Core Strategy, and is a crucial evidence document. Three options have gone out for public consultation from March to May 2012: 9,690 new houses (570 per year) based on trends in 1991-2011; 11,373 new houses (669 per year) based on economic growth projections; and 20,655 new houses (1,215 per year) based on Office for National Statistics household predictions.

Lower cost housing

In 2012, 351 affordable homes were delivered (against a target of 304). In addition, 201 empty properties were brought back into use (against a target of 120); including 73 that have been empty for two or more years and attracting nuisance (against a target of 50).

Strategic Housing Market Assessment options



| Indicator | Coventry | West Midlands | Progress & Target | |
|--|----------|---------------|-------------------|--|
| Number of affordable housing delivered | 351 | N/A | | |
| Empty properties brought back into use | 201 | N/A | | |

Affordable housing delivered



Objective 1.6: To increase Coventry's share of the low carbon industry

This year, 63 businesses were supported in the low carbon sector, supporting 229 jobs and bringing in £20 million of investment. Under the Future Cities initiative, Coventry is determined to be a competitive, innovative, low carbon city of the future. The initiative encompasses integrated solutions, resource efficiency programmes, new and robust community engagement technologies, smart systems and state of the art transport.

The city is developing a district heating network, retrofitting the energy from waste plant and utilising the waste heat generated to heat civic and university buildings in the city centre. Project Heatline will initially deliver renewable low carbon energy to 16 buildings in the city centre, saving approximately 5,000 tonnes of carbon per annum. Working in partnership with COFELY District Energy, the University and others, the scheme is expected to triple in size over the first 25 years.

| Indicator | Coventry | West Midlands | Progress & Target | |
|---|----------|---------------|-------------------|---------------|
| Number of businesses supported in the low carbon sector | 63 | N/A | | Baseline Year |
| Pounds of investment in the low carbon sector | £20m | N/A | | |



Objective 1.7: To produce a Core Strategy for the future spatial planning of Coventry

Every Local Authority is required to produce a Core Strategy. The Strategy provides a foundation for developing important new planning policies for the city, and guides all development for the next 15 years. The Hub and Spokes plan seeks to promote: efficient use of previously developed land; innovative urban design to enhance the environment and protect urban green spaces; greater access to, and improves the viability of, health facilities and schools; focusing investment on transport routes to make sure people have safe access and can travel easily around the city; and focuses on areas in need of regeneration.

Evidence is currently being gathered from the Strategic Housing Land Availability Assessment and the Strategic Housing Market Assessment.



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

Better pavements, streets and roads

Executive summary

This Scorecard sets out the Council's performance at the end of 2011/12 on a range of headline indicators. The key messages section focuses on performance information released in 2011/12. Further details can be found on the Report Cards available online at: www.coventry.gov.uk/performance/

Key messages

The 2011/12 highway maintenance programme was successfully delivered to ensure some 79 miles of Coventry City's roads were resurfaced. This was achieved by the Council's own workforce, as well as, and complemented by, new joint partnership working with Warwickshire County Council via their Highway Maintenance Contract arrangements with Balfour Beatty. This delivers a more efficient and value for money service. The 2012/13 capital programme of work was approved by Cabinet in March 2012 and the coming financial year will see the improvement of a further 74 miles of carriageways. The planned footway repair programme to treat 57 sites also represents a significant increase in the Council's investment in footway maintenance. Work programmes have already commenced and will continue over the summer months to contribute to the objective of providing both well maintained roads and footways across the city.

Inspections of street cleanliness showed the levels of litter in Coventry remained the same as 2010/11: 93% of sites inspected were acceptable and 7% fell below the acceptable level of litter.

In 2011/12 the city saw a 5% increase in fly tipping compared to the previous year. This increase was due to domestic fly tipping as commercial fly tipping remained static. Fly tipping is a local problem and it is really important that local people work with the Council to identify offenders so that enforcement action can be taken. The wards in the City most affected by fly tipping are St. Michael's (Hillfields), Foleshill and Upper Stoke. St. Michael's ward has the highest incidence of fly tipping with a 28% increase compared to the same period last year and now accounts for 47% of the city's total fly tipping.

Two projects are being piloted in the city, which are designed to tackle 'domestic' fly tipping by changing behaviour. Results to date are encouraging and therefore it is intended to roll this work out to areas within the St Michael's ward.

Provisional data shows household waste recycling and composting remained similar to the 2010/11 performance at 37.1%. Whilst the amounts of residual household waste per household is down 4.2% at 572 kg per household.

Carriageway Maintenance



Pothole service requests reduced by



Fly tipping



Recycling and composting



Residual household waste per household



Objective 2.1: Roads and pavements will be in good condition and be well maintained

Carriageway maintenance – A small amount of the original sites identified were not treated in 2011/12 due to the roads being occupied by utility companies carrying out their work and overrunning on their programme time. This work will be rescheduled and completed in 2012/13.

Annual surveys on the network – a full survey was completed in 2011/12 and the resulting data has been used to provide the actual 2011/12 figures within this report. The most notable and pleasing improvement has been an increase of 10% on unclassified roads. This reflects the continued investment of funds on the more local roads in the city. Survey results were also used to provide information of the condition of the city's roads (both bad and good) and has been put to good use when selecting and prioritising the 2012/13 sites for treatment. In 2011/12, 22 footway sites were maintained and 4 miles of footways improved. This, together with the planned increase in footway maintenance in 2012/13, should help to improve future survey results.

| Indicator | Coventry | Progress & Target | |
|--|----------|---|---|
| | | Progress | Target |
| Carriageway maintenance completed | 98% |  |  |
| Roads and footways which are good or acceptable condition...(updated annually) | | | |
| ...principal roads (A roads) | 93% |  | Baseline Year |
| ...non principal roads (B and C roads) | 85% |  | |
| ...unclassified roads | 81% |  | |
| ...footways | 42% |  | |
| Residents surveyed who are satisfied with roads and pavements March 2012, four-quarter rolling average telephone survey | 49% |  | |

Objective 2.2: Streets will be cleaner and there will be less fly tipping

Street cleanliness: litter – Despite a general increase in litter in 2011/12 the level of street cleanliness was maintained, although the improvement target was not met. Street cleanliness is measured by the percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level, based on surveys carried out over three four-month periods. The result for 2011/12 showed overall 7% of the inspected sites fell below the acceptable level of litter, the same as in 2010/11. There was a slight reduction in the level of litter in priority neighbourhoods to 9.7% but an increase in the gap between priority and non priority neighbourhoods from 2% in 2010/11 to 3.8% in 2011/12. Rounds have been rescheduled in order to target hotspots and areas of concern, and work is ongoing with residents and neighbouring authorities to tackle problem areas.

Fly tipping – This year the city saw a 5% increase in fly tipping compared with last year. Whilst commercial fly tipping remained static the increase was seen in domestic fly tipping.

| Indicator | Coventry | Progress & Target | |
|--|----------|---|---|
| | | Progress | Target |
| Improved street cleanliness - litter | 7% |  |  |
| Reduction in fly tipping in the city | 105% |  |  |
| Residents surveyed satisfied that the Council keeps the land clear of litter and refuse March 2012, four-quarter rolling average telephone survey | 72% |  | |

Objective 2.3: Recycling levels will increase and the amount of waste will be reduced

Household waste recycled and composted – Recycling and composting performance has remained similar to 2010/11 and the improvement target of 38% was not achieved. Analysis demonstrates that recycling performance has fallen in three areas:

- garden waste;
- metal white goods presented for recycling; and
- street sweepings and gully emptying.

Residual household waste collected per household – the target of less than 617 kg per household has been achieved. Performance was better than expected. A contributing factor is thought to be the reduction in the volume of waste produced, which has fallen in line with the current economic climate.

| Indicator | Coventry | Progress & Target | |
|--|--|---|---|
| | | Progress | Target |
| Household waste recycled and composted | 37.1% Provisional |  |  |
| Residual household waste collected per household | 572 kg Provisional |  |  |
| Cost of household waste collection per household (2010/11 annual -August) | £43.90 |  |  |
| Residents surveyed satisfied with refuse collection & recycling March 2012, four-quarter rolling average telephone survey | 90% Refuse Collection 91% Recycling |  |  |



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

Support and celebrate our young people

Executive summary

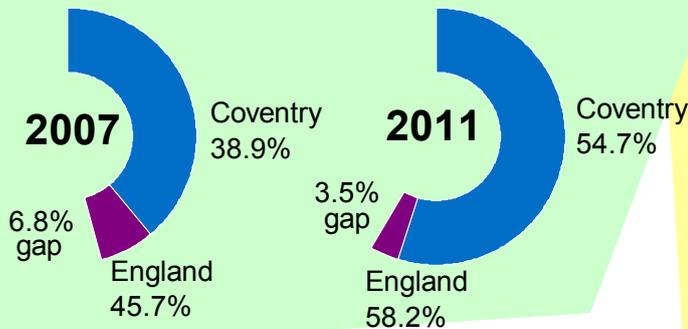
This Scorecard sets out the Council's performance at the end of 2011/12 on a range of headline indicators. The key messages section focuses on performance information released in October 2011 to March 2012. Further details can be found on the Report Cards available online at: www.coventry.gov.uk/performance/

Key messages

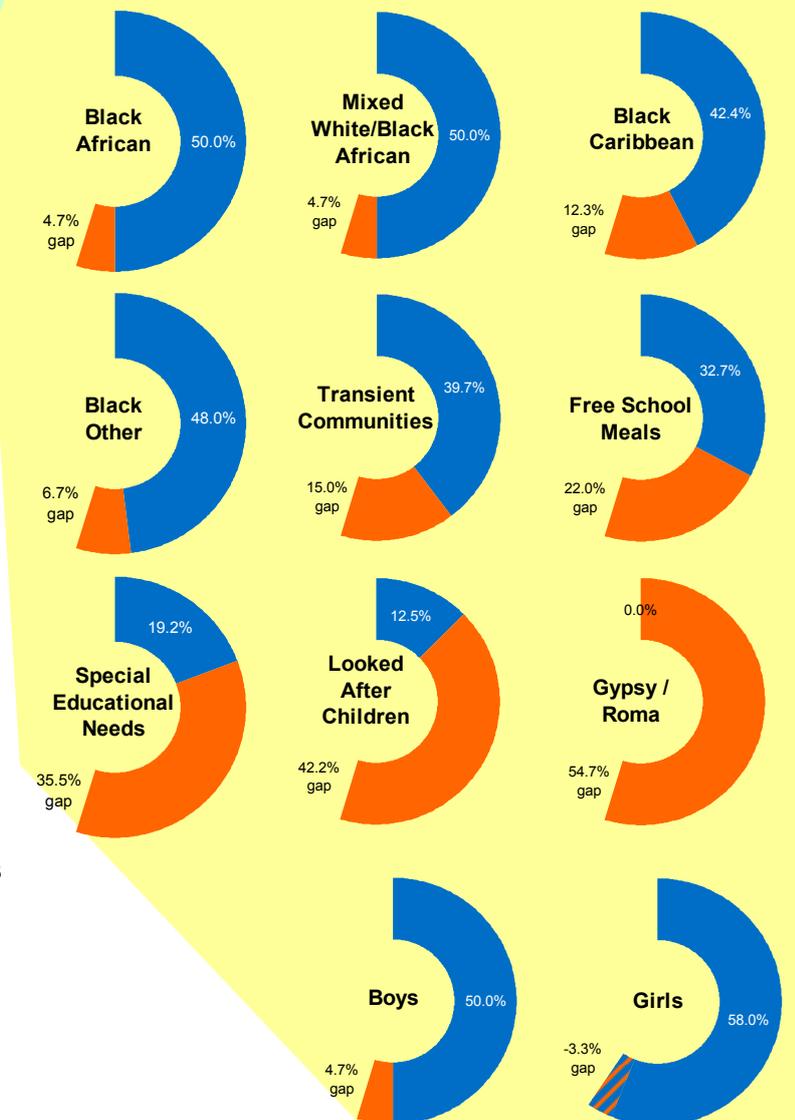
Young people in Coventry have made good progress in their GCSEs. Results for 2011 show that 54.7% of Coventry's young people achieved five good GCSEs, that is, 5 A*-Cs including English and Maths.

The city's GCSE results have improved at a faster rate than the England average: between 2007 and 2011, the gap with the England average narrowed from 6.8% (38.9% in Coventry against 45.7% nationally) to 3.5% (54.7% in Coventry against 58.2% nationally). As part of the Council's equality objectives, the Overcoming Barriers to Learning programme is working to narrow the gap in performance of key underachieving and vulnerable groups. These are set out in the charts below:

5+ GCSEs A*-C (including English and Maths): Coventry has narrowed the gap with England...



...but there are still variations in GCSE results for key underachieving and vulnerable groups



Data on conceptions to girls aged under 18 for 2010 showed that the rate in Coventry has fallen from 59.7 per 1,000 girls aged 15-17 in 2009 to **50.5** in 2010. This is the lowest it has been since the original target was set in 1998, when the rate was 60.5.

In terms of supporting children to live safe from harm, the Council has set a target to safely reduce the number of looked after children in Coventry over a three year period, to between 450 and 500 by September 2015. During 2011/12, the number of looked after children did fall to 565 at the end of December 2011 from 585 on 1 April 2011. However since then numbers have again risen to 595 at 31 March 2012, reflecting continuing high levels of need to protect children in the City. The fundamental service review and the programme of service changes including improving early intervention and prevention services should help the Council achieve the reduction in looked after children.

Objective 3.1: The impact of poverty on children and their families is reduced



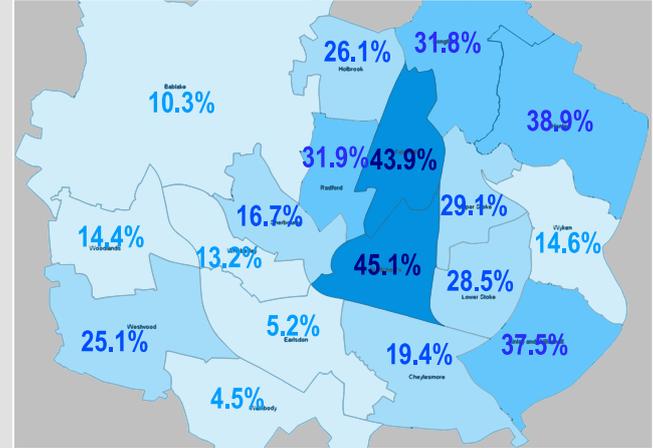
More than 1 in 4 children in Coventry live in relative poverty

Children in poverty achieve less well; are more likely to be obese; have poor dental health; and have a substantially higher risk of teenage pregnancy. In 2010, 27.5% (16,680 children) in Coventry were in relative poverty; compared to 27.6% (16,610) in 2009 and 28% (17,360) in 2008. Children in poverty declined from 2009 to 2010 across the West Midlands (24% to 23.8%) and England (20.9% to 20.7%).

Official 2011 data on child poverty is not yet available, but the Centre for Research in Social Policy has developed estimates at a local level, published by the Child Poverty Action Group. The overall rate is 26.7% in Coventry and 20.9% in England. This, however, masks significant variations at ward level, ranging from 4.5% in Wainbody to 45.1% in St Michael's.

| Indicator | Coventry | England | Progress & Target | |
|---|----------|---------|-------------------|--|
| Children in relative poverty (2010; under 16s living in households with incomes under 60% of the national median before housing costs) | 27.5% | 20.7% | | |

Child poverty estimates (2011) by ward



Objective 3.2: Children and young people's level of achievement improves

Early Years Foundation Stage – the % of pupils with a good overall level of achievement has increased by 6%, from 53.3% in 2010 to 59.3% in 2011; exceeding the target of 55% and the national average of 59%.

Key Stage 2 – 71% achieved level 4+ in both English and Maths; down from 73% last year when the national average was equalled. The local target (80%) was missed.

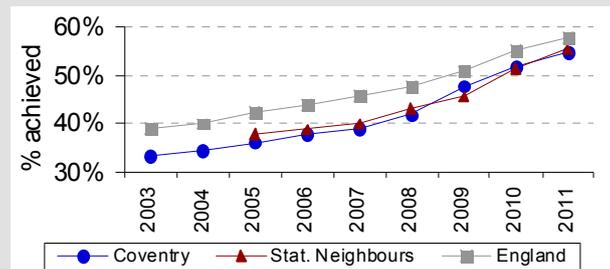
GCSE – 86% achieved five good GCSEs (A*-C); up 3.8% points from last year; doubled in the last 10 years. 54.7% got five good GCSEs including English and Maths; up 3.0%. Coventry has closed the gap to 3.5% points on the national average. However, the city dropped from 6th to 8th place against 11 statistical neighbours, as others improved more quickly; but remains close to their average of 55.7%.

A-Levels – 97.4% pass rate (A* to E) compared to 97.8% nationally. 40.9% achieved A* to B; an improvement from 39% last year; but lower than 52.6% nationally.

The Overcoming Barriers to Learning programme helps achieve the Council's equality objectives by targeting resources to narrow the gap in attainment for key under-achieving and vulnerable groups. Multidisciplinary groups are now established to bring together schools, children's centres and social care to further support improvements.

Attendance and persistent absence – attendance at primary schools has remained stable; and has increased in secondary and special schools. Attendance at primary and secondary is comparable to the national average and statistical neighbours, but attendance at special schools is lower than the national average by 3.36%. Persistent absence at primary schools in 2010/11 was 1.6%, same as last year. At secondary schools, this decreased from 4.6% in 2009/10 to 3.9% in 2010/11.

GCSE 5+ A*-C including English and Maths



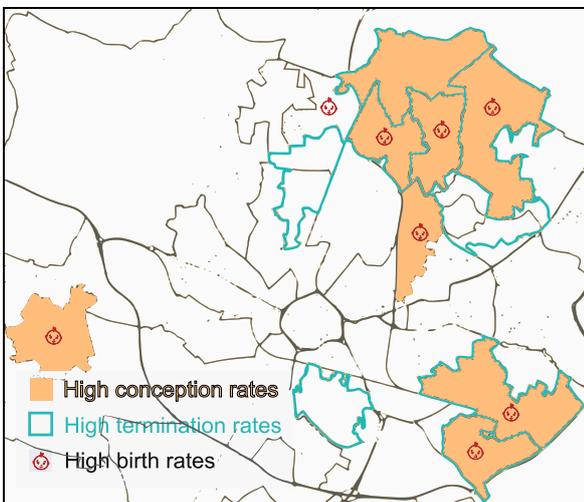
| Indicator | Coventry | England | Progress & Target | |
|--|----------------|---------|-------------------|--|
| % making expected progress between Key Stage 1 and 2 2011 | 84% | 84% | | |
| English | | English | | |
| Maths | | Maths | | |
| Level 4+ in both English and Maths at KS2 2011 | 71% | 74% | | |
| 5+ GCSEs A*-C incl. English and Maths 2011 | 54.7% | 58.2% | | |
| 5+ GCSEs A*-C in any subject 2011 | 86.0% | 80.5% | | |
| % making expected progress between Key Stage 2 and 4 2011 | 69.0% | 71.8% | | |
| English | | English | | |
| Maths | | Maths | | |
| A-Level pass rate (A* to E) 2011 | 97.4% | 97.8% | | |
| % inspected by Ofsted rated good / outstanding: 2011/12 | | | | |
| Nursery and primary | 42.2% 35/83 | N/A | | |
| Secondary schools | 78.9% 15/19 | N/A | | |
| Post-16 provision | 68.4% 13/19 | N/A | | |
| Special schools & Pupil Referral Units | 75.0% 6/8 | N/A | | |

Objective 3.3: Children and young people's health and well-being improves

Immunisations – the percentage of Coventry's child population immunised by their 2nd birthday is better than the national average. Coventry's Measles, Mumps and Rubella (MMR) uptake has increased from 94.2% last year to 95.1%. This is better than the West Midlands (already the best of the English regions), and the England average of 89.1%. Coventry met the World Health Organisation target of more than 95%. The percentage of Coventry's child population immunised against Diphtheria, Tetanus, Polio, Pertussis and Hib (DTaP/IPV/Hib) has increased from last year's 97.6% to 98.5%. That is better than the West Midlands (97.3%) and England (96%).

Breastfeeding has positive health benefits for both mother and baby. In 2011/12 Q3, 39.2% of babies were partially or fully breastfed 6-8 weeks after birth; compared to 41.1% in Q2 and 39.7% in Q1. This compares to 40.4% in the West Midlands at 2011/12 Q3; and 47.0% in England.

Teenage pregnancy – the number of conceptions to girls aged under 18 has fallen from 335 in 2009 to 273 in 2010. This represents a rate of 50.2 per 1,000 girls, down from 59.7 in 2009. This is the first time that the number of conceptions has fallen below 300 since the original target was set in 1998. Reducing teenage pregnancy is one of the Council's key objectives, and is also an equality measure. The map below illustrates teenage pregnancy by area:

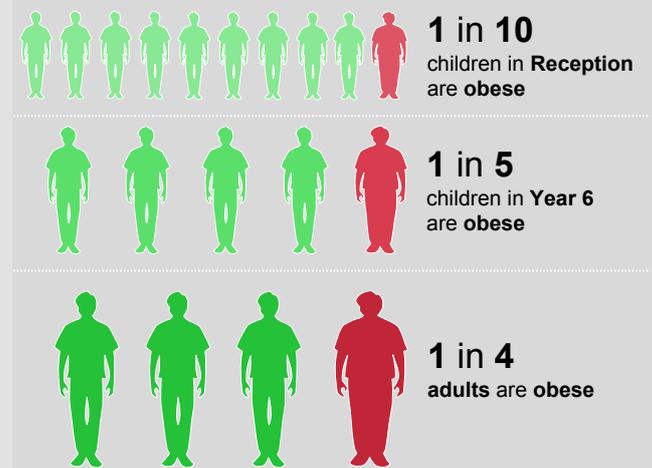


Research evidence demonstrates that good relationship and sexual education, accessible contraception and sexual health advice helps reduce teenage pregnancies. Coventry has launched a c-card scheme, which allows anyone aged between 13 and 25 to get free condoms and advice. The Council has developed a core relationship and sexual education package for primary and secondary schools, consisting of standard curriculum lessons, training for teachers and support staff to deliver the lessons. It is also offering one-to-one support and on-site delivery of the c-card. A tailored package of support is in development for children with special educational needs and extended learning centres.

| Indicator | Coventry | West Midlands Region | Progress & | |
|--|----------|----------------------|------------|--------|
| | | | Target | Actual |
| % immunised against MMR by their 2 nd birthday (2010/11) | 95.1% | 91.5% | ✓ | ✓ |
| % immunised against DTaP/IPV/Hib by their 2 nd birthday (2010/11) | 98.5% | 97.3% | ✓ | ✓ |
| Breastfeeding prevalence at 6-8 weeks (2011/12 Q3) | 39.2% | 40.4% | = | = |
| Conceptions to girls aged under 18 expressed as a rate per 1,000 girls aged 15-17 (2010; annual) | 50.2 | 40.5 | ✓ | ✗ |
| Obese children at Reception (2010/11 school year) | 10.7% | 10.1% | = | = |
| Obese children at Year 6 (2010/11 school year) | 20.2% | 20.5% | = | = |

Childhood obesity in Coventry is higher than the national average of 9.4% for children at reception and 19.0% for at Year 6. It is, however, broadly similar to the West Midlands region. Research demonstrates a link between obesity and preventable illnesses, such as diabetes, heart disease and some cancers. Coventry is working to reduce childhood obesity, by promoting healthier food choices, and encouraging physical activity by creating attractive play environments.

National Child Measurement Programme 2010/11, 14 December 2011



Objective 3.4: Families are given the early help and support they need

Coventry strives to support families through early intervention, as it helps keep families together, and represents better value for money. Official estimates from the Department for Education suggest that there are between 890 to 920 families with multiple problems in Coventry, with around 350 to 360 with a child with Special Educational Needs or behavioural problems.

In 2011/12, 1,391 Common Assessment Framework (CAF) assessments were completed. The CAF is a single assessment shared between social care, education and health. It helps ensure that children receive co-ordinated support from different services. Increasing the number of CAFs completed is an indicator of more children and families receiving the support and early help they need.

Coventry offers a range of free support for parents and carers to help make raising children easier, including Positive Parenting courses. There has been a big increase in take up of Positive Parenting courses from 2010/11 to 2011/12. Parents' self-esteem is tracked before and after each course using the *Being A Parent Scale (BAPS)*. BAPS indicates parental self-esteem on two scales: *satisfaction* (frustration, anxiety, and motivation) and *efficacy* (competence, ability, and capability), with a top score of 96. Data from the 2010/11 academic group indicate an increase of 12.59 point scores upon course completion (from 58.48 to 71.07).

| Indicator | Coventry |
|---|----------|
| Number of Common Assessment Framework referrals (2011/12) | 1,391 |
| Difference in point scores on the Being a Parent scale following completion of parenting course (2010/11 data for the Triple-P programme) | 12.59 |

Parents completing a Positive Parenting Programme course in...



259



495*

* There are an additional 92 parents who have completed a 1-to-1 Triple-P session, making a total of 587 parents taking part in some type of Triple P work.

Objective 3.5: Children are supported to live safe from harm

Social care referrals – Measuring performance helps the Council determine whether social care referrals and safeguarding thresholds are appropriate. The following data represents provisional data for 2011/12: There were 3,618 social care referrals in 2011/12, an estimated rate of 530 per 10,000 population under 18 (calculated against 2010 mid-year estimates). This is slightly less than last year's total of 3,655 referrals (rate of 535.42 per 10,000). Repeat referrals have fallen from 24.4% in 2010/11 to 21.4% in 2011/12. 65.8% of looked after children remained in the same placement for two or more years; and 11.7% had three or more placements during a year.

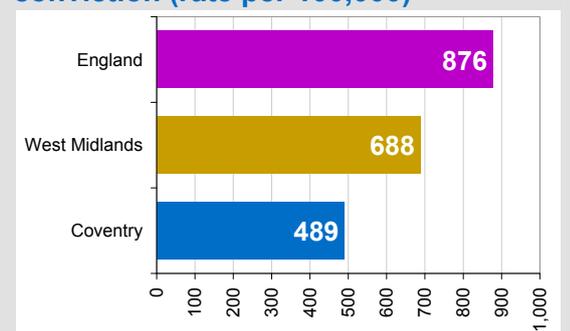
Looked after children and child protection – provisional data shows that as of March 2012, there were 595 looked after children; and 431 children subject to a Child Protection Plan. The number of looked after children is still higher than similar areas. Strategies are being put in place to help reduce the number of young people coming into care or custody and to support foster carers. This year, government funding of £300,000 was secured to help implement *Multi Systemic Therapy (MST)* and *Keeping Foster and Kinship Carers Trained and Supported (KEEP)*; thus helping to sustain families and reduce placement breakdowns.

Young offenders – Youth Justice Board data on the rates of young people aged 10-17 receiving their first reprimand, warning or conviction per 100,000 10-17 year olds in the population shows a rate of **489** in Coventry for 2010/11, down from 1,027 in 2009/10. Coventry has the lowest rate in the West Midlands (average of 688); and compares well to the England rate of 876.

| Indicator | Coventry | Progress & Target | |
|---|---------------|-------------------|--------|
| | | Progress | Target |
| N ^o . of looked after children March 2012 | 595* | | |
| N ^o . of Children subject to a Child Protection Plan March 2012 | 431* | | |
| Social care referrals per 10,000 under-18 population 2011/12 | 530* 3,618 | | |
| Repeat referrals to social care 2011/12 | 21.4%* | | |
| Stability of Looked After placements lasting 2+ years 2011/12 | 65.8%* | | |
| Young people aged 10-17 receiving their first reprimand, warning or conviction rate per 100,000 10-17 year olds (2010/11) | 489 | | |

* provisional data

Young people aged 10-17 receiving their first reprimand, warning or conviction (rate per 100,000)





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

Protect our most vulnerable residents

Executive summary

This Scorecard sets out the Council's performance at the end of 2011/12 on a range of headline indicators. The key messages section focuses on performance information released in period October 2011 to March 2012. Further details can be found on the Report Cards available online at www.coventry.gov.uk/performance/

Key messages

The lack of growth in the national economy and employment along with the government's fiscal policies are impacting on the income of Coventry residents particularly low-middle income households, which are also hardest hit by increases in female unemployment. The impact of welfare reform, including changes to housing benefits, is also having a negative impact on the income of households in the city and this is expected to continue with the introduction of Universal Credit in 2013. The Council is continuing to assess the impact of these economic and policy changes on Coventry residents and any increased demand on its services.

Health inequality in the city – The Council has been working closely with NHS Coventry on the transfer of the responsibility for Public Health to the Council, including health inequalities. The inequality in life expectancy is a key equality indicator and the gap between the life expectancy at birth of the 10% most deprived areas and the 10% least deprived areas was 11.7 years for males and 7.9 years for females. The rate of smoking obtained from the latest Household Survey remained at about the same level as the previous year, but there was a wide variation between the areas: the rate of smoking in the 20% most deprived areas was 35% and in the least deprived areas was 7%. Coventry's programme of stop-smoking services has increased the number of quitters, and through a two-tier tariff, suppliers have been encouraged to target groups more resistant to quitting smoking. The level of adult obesity remains a major public health concern. The healthy weight programme is now in its third year and has been supported by the Coventry Health Improvement Programme. The Cook and Eat Well healthy eating project saw £192,000 allocated to 40 food and health projects across Coventry, and 31 cooking clubs have been set up, allowing over 2,500 people to learn or develop cooking skills.

Crime and anti-social behaviour – Overall crime has reduced by 10.9%, with above-target reductions in most categories except most serious violence which increased by 4.7% (405 offences). There have been encouraging reductions in burglary dwelling of 7.8%. Whilst the overall percentage of people feeling safe at night remains at about the same level as the previous year, there is considerable difference between areas: in the 20% most deprived areas, 68% felt safe at night but in the 20% least deprived areas, 89% felt safe.

Obesity

1 in 4 adults are obese;
2 in 3 adults are overweight
or obese



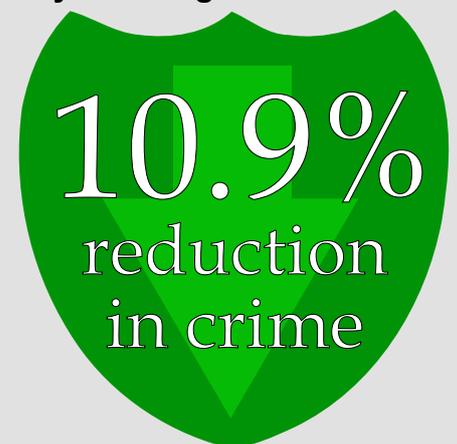
In a room with **12 Coventrians**,
four will have a healthy weight,
five will be overweight, and
three will be obese.

Life expectancy at birth

Coventry, 2008-10



The average life expectancy at birth for Coventry women is **four years longer** than men.



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

Self-directed support

Research has shown that personal budgets have a positive effect in terms of impact on well-being, increased choice and control and improving outcomes. The 2011/12 target of 58.2% was not achieved but performance was an improvement on 33% in 2010/11, which was in line with the CIPFA comparator authorities average. Certain types of service are not appropriate to be provided through a personal budget and therefore a 100% take up is not possible. The aim is to achieve 100% take up in respect of those people eligible for appropriate services by the end of April 2013. Using this new measure, current performance would be 51%.

Quality of life

Social care-related quality of life is a composite measure obtained from responses to the Adult Social Care Survey covering eight domains: control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

Coventry outturn of 19 is similar to the 2010/11 England and comparator authorities' average outturn. Further analysis will be undertaken on this indicator when the latest benchmarking data is available in the Autumn.

Both adult social care indicators are equalities indicators in their own right and can be analysed by equality groups. A full analysis of the data will be carried out by the end of June 2012, which will be used to inform future plans and priorities.

| Indicator | Coventry | CIPFA | England | Progress & | |
|---|-----------------------------|-------------------------|-------------------------|------------|---------------|
| | | | | Target | Baseline Year |
| People receiving self directed support April 2011 to end March 2012 | 42.5% Provisional | 32.8% 2010/11 | 30.1% 2010/11 | | |
| Social care-related quality of life 2011/12, annual | 19 | 18.7 2010/11 | 18.6 2010/11 | N/A | Baseline Year |
| N° of safeguarding alerts April 2011 to end March 2012 | 813 | N/A | N/A | | |
| % satisfied that safeguarding outcome met April 2011 to end March 2012 | 81.5% | N/A | N/A | N/A | |

Self-directed support



Safeguarding

In 2011/12, people in Coventry raised **813 alerts** highlighting concerns about vulnerable adults in the city.

As part of a safeguarding investigation, the desired outcomes for an adult at risk are identified. At the end of the process, the adult at risk is asked whether these outcomes have been met. This is the first attempt to measure the quality and effectiveness of the safeguarding process and this indicator will be redefined from 2012/13 to measure achievement against the three most important outcomes identified by the adult at risk.

Objective 4.2: Support those in transition from child to adult social care

Effective transition from child to adult social care is crucial to the well-being of the young people concerned. A new indicator is being developed, which measures the quality of the transition by counting the number of transitions with an identifiable transition plan, inclusive of employment options/training, with key outcomes identified at the point of transition. At this stage, it has only been possible to count the number of transitions with an identifiable transition plan. All children moving to adult social care had a transition plan but the criteria against which the quality of these were to be assessed have not been fully developed. This work was held up by problems with recording data which have now been resolved.

| Indicator | Coventry | Progress & | |
|--|-------------------------|------------|---------------|
| | | Target | Baseline Year |
| Effective transition to adult social care ¹ (number of transitions in 2011/12) Local indicator | N/A (23 transitions) | N/A | Baseline Year |

¹This indicator is new for 2011/12 which will be identified as the baseline year

A target will be developed and agreed in June 2012 for next two years, although targets may be revised each year to reflect changes in planned strategy.

Objective 4.3: Health inequality in the city is addressed

Life expectancy at birth 2008-10 has lengthened for both males and females and both are not far off the West Midlands and England figures. Reducing the inequality in life expectancy between the 10% most deprived areas of the city and the 10% least deprived is a key equality indicator for the Council. Using the data for 2006-10, the difference in life expectancy is 11.7 years for males and 7.9 years for females. For males the gap is over two years larger than the gap for both the West Midlands and England, and for females it is two years or just under. The gap for Coventry females is smaller than that for males by 3.8 years.

An exercise is currently taking place to ensure that the wider social determinants of health are being monitored by relevant services across the Council and this is being co-ordinated by Public Health.

Smoking is the greatest cause of preventable death and is one of the city's biggest causes of health inequality. The overall smoking rate was about the same as for the previous year but the rate for the 20% most deprived areas was 35%, and 7% for the least deprived 20%. From the latest comparator data, Coventry's performance on four-week smoking quitters was better than its comparators. A two-tier tariff system under which a higher tariff is payable for a quitter from a group likely to be more resistant to giving up, has helped to target resources at these groups. Of the 3,126 people who were four-week smoking quitters, 971 were from a deprived area, 817 were routine or manual workers and 126 were pregnant. (NB a person could fall into more than one category.)

Around a quarter of Coventry adults are classed as obese. Taking part in exercise and eating sensibly help in reaching and maintaining a healthy weight. *Participating in physical activity at least five times a week* increased by 6% points over the previous year, although it did not reach the level reported in 2009 (43%) and *eating at least five portions of fruit and vegetables a day* increased by 3% points.

The Healthy Weight programme is now in its third year and has been supported by a large investment of funding from the Coventry Health Improvement Programme. As well as schemes supporting people to increase the exercise they take, the Cook and Eat Well healthy eating project saw £192,000 allocated to 40 food and health projects across Coventry. 31 cooking clubs have been set up allowing over 2,500 people to learn or develop cooking skills.

| Indicator | Coventry | West Midlands Region | England | Progress & Target | |
|---|----------|----------------------|---------|-------------------|--------|
| | | | | Target | Target |
| Male life expectancy at birth in years 2008-10 | 77.2 | 77.9 | 78.6 | | |
| 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 | | |
| Female life expectancy at birth in years 2008-10 | 81.6 | 82.2 | 82.6 | | |
| 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

Inequality in life expectancy



Life expectancy for Coventrians living in the most deprived areas is, on average, **ten years shorter** than for people living in the least deprived areas.

| Indicator | Coventry | West Midlands | Progress & Target | |
|--|--|--|-------------------|--------|
| | | | Target | Target |
| Four-week smoking quitters – the rate per 100,000 population aged 16 or over (number of people) April 2011 to end March 2012 | 1,229 Provisional (3,126 people) | 671 ¹ 775 ² | | |

Household survey 2012

The number of residents who say they...

| | | | | |
|---|-----|--|--|--|
| ...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 applied to assess progress.

¹ Average for the West Midlands Region, all Primary Care Trusts, April to December 2011

² Average of rates for six West Midlands Primary Care Trusts involved in any qualified provider commissioning; data available April to December 2011

Objective 4.4: Harm caused by crime and antisocial behaviour is reduced

There was a reduction of 10.9% in the total number of crimes, thus achieving the target of a reduction of 6%. Above target reductions were achieved for robbery, vehicle crime and business crime however, most serious violence (405 offences) increased by 4.7%. Additionally, there have been encouraging reductions in burglary dwelling of 7.8%.

The level of hate crime is an equality indicator. In the 2011 calendar year, there were 458 hate crimes reported across the five categories; a reduction on the previous year and reflected in both the West Midlands and the rest of the country. There will be continued encouragement to report hate crime to the police or one of the 33 hate crime reporting centres, particularly homophobic and transphobic incidents, which are lower than expected. Disability hate crime resources aimed at young people have been produced to inform them of their rights and encourage reporting. Hate crime awareness sessions will be delivered during the coming year.

In order to reduce the number of victims of crime and disorder, seven areas of the city have been identified in the Community Safety Strategic Assessment. Detailed profiling of each of the identified areas is currently taking place. The profiles will inform the new Priority Locations Group which will meet for the first time at the end of May 2012.

The overall percentage of households feeling safe at night was about the same as for the previous year but there was a significant difference between the 20% most deprived areas (68%) and the 20% least deprived (89%). It estimated that there are 40,000 incidents of anti-social behaviour a year in Coventry with 1,100 cases being managed by agencies at any one time.

| Indicator | Coventry | Progress & Target | |
|---|---------------|-------------------|--------|
| | | Coventry | Target |
| Total number of crimes April 2011 to end March 2012 | 25,734 | | |
| % of households feeling safe in neighbourhood at night ¹ Local indicator | 80% | | |

¹ From the **Household survey 2012**.

Significance test applied to assess progress.



Objective 4.5: Domestic violence is not tolerated; support and intervention is effective

Domestic violence and abuse (DVA) is any violence or abusive behaviour, whether physical, sexual, psychological, emotional, financial or verbal, which is used by one person to control and dominate another with whom they have or have had an intimate or family type relationship.

To reduce harm caused by DVA, the Council is undertaking a review of existing approaches and services and developing a city wide multi-agency model which will ensure agencies work more effectively together to prevent and respond to DVA. In 2011, it was estimated that there were 3,182 victims of DVA. It is acknowledged that there is substantial under-reporting in this area.

The Coventry Domestic Violence and Abuse Partnership website provides information, support and advice on domestic violence and abuse.

| Indicator | Coventry | Progress & Target | |
|---|--------------|-------------------|--------|
| | | Coventry | Target |
| Victims of DVA known to police (crime and incidents) 2011 estimate | 3,182 | | |

Safe to Talk website (www.safetotalk.org.uk)

Terms & Disclaimer | Covering Your Tracks | To quickly EXIT this site, click on this bar

Working together Against Domestic Violence and Abuse

Home | Am I being abused? | Am I an abuser? | Friends/Family | Child/Young Person | Professionals | Support Services

Am I being abused? | Am I an abuser? | Friends/family | Child/young person | Information for professionals

Services that can support you
 Local and national domestic violence and abuse services

Objective 4.6: People are prevented from being homeless and supported if they do

Following the fundamental service review of housing, the housing options team has been redesigned in order to improve the customer experience and make savings. Crucial to achieving both objectives, is an increased emphasis on preventing people becoming homeless and, in particular, reducing the use of Bed and Breakfast (B&B) accommodation. Homelessness can be prevented in a number of ways including debt advice, resolving rent arrears, mortgage intervention, advice regarding illegal notice to quit, private rented tenancies and housing people through Coventry Homefinder.

Of the 914 cases of homelessness prevented, 165 were due to advice and support to enable them to keep their current accommodation and 70 were due to rehousing in private sector accommodation. The balance was due to households being rehoused through Coventry Homefinder. Increasing the amount of private sector accommodation available is a priority for the future and in the summer a new team is to be set up to develop the supply of such accommodation.

| Indicator | Coventry | Progress & Target | |
|---|------------|---|---|
| | | Coventry | Target |
| No. of homelessness cases prevented 2011/12 | 914 |  |  |
| No. of households accepted as statutory homeless 2011/12 | 578 |  |  |

Following clarification of what should be included, figures for prevention of homelessness cases for both 2010/11 and 2011/12 have been reworked and consequently reduced. The target was based on incorrect data and will be revised for 2012/13.

Accepted as statutory homeless



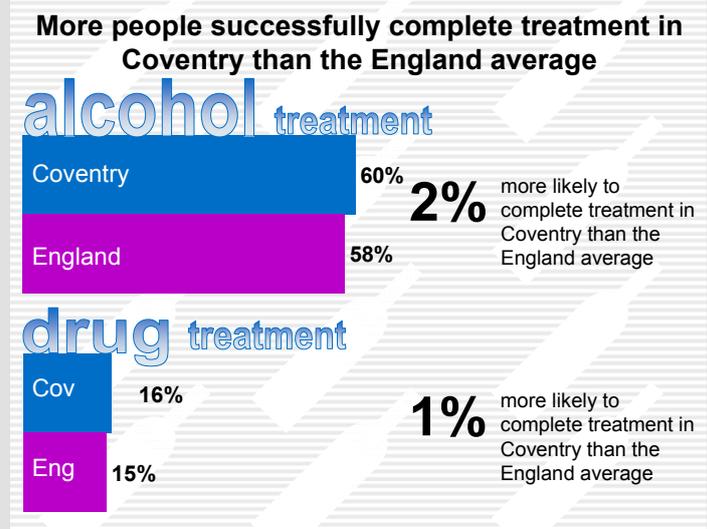
Objective 4.7: People receive the treatment they need to help them recover from drug and alcohol misuse

The focus of drug treatment has moved towards recovery, and away from simply getting people into treatment. For treatment to be counted as successful, heroin/crack cocaine users must be abstinent from these substances, and use of other drugs must be under control. In the twelve months to the end of March 2012, 16% of all drug users successfully completed treatment, which was less than previous year's performance of 18.3% but slightly above the England average of 15%. Of those exiting treatment successfully in the period April to end of March 2012, the rate of re-presentation for treatment in the same period was 10%, which was better than the England average of 9%. Average length of time in treatment was 2.8 years; just below the England average.

The percentage of alcohol users completing a planned discharge to the satisfaction of a clinician (abstinence not necessarily required) was 60%; better than the previous year's performance (with quarterly rates ranging between 51% and 59%) and better than the England average of 58%.

Coventry and Warwickshire jointly awarded a contract to the charity *Addaction* to provide specialist drug and alcohol treatment services (the Recovery Partnership) from December 2011.

| Indicator | Coventry | England | Progress & Target | |
|---|------------|------------|---|---|
| | | | Coventry | Target |
| Drugs: % successfully exiting treatment 2011/12 | 16% | 15% |  |  |
| Alcohol: % completing care planned discharge 2011/12 | 60% | 58% |  |  |



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Values

Executive summary

This Summary Scorecard sets out the Council's progress towards the three values by which it conducts its business. The values are: being honest, fair and transparent when we make decisions; working with residents, communities and partners to get things done; and celebrating all that is good about our city and its future.

The values describe the way in which the Council will work to deliver its priorities. The following pages give examples to describe the way in which the Council does this and the impact that it has made.

We're proud to do this by...

... being honest, fair and transparent when we make decisions

This means that the Council will use sound evidence, explain its decisions, make information easy to understand, and consult with local people. The Council Plan priorities and objectives were developed following wide consultation to make sure that they took account of local views. The Council has also identified equality objectives in line with the objectives of the Council Plan and these have been consulted on with local community groups. Equality measures have been identified based upon analysis of the impact on specific groups and these are reported as part of the Council Plan's performance report.

... working with residents, communities and partners to get things done

The Council works with residents, communities and partners to achieve its strategic objectives, improve services and solve local problems. At a strategic level the Council has been working with local businesses and other partners to develop a new economic narrative for Coventry and Warwickshire which will provide a clear direction for how the city and area should change and grow, and what makes it distinctive.

... celebrating all that's good about our city and its future

The Council wants Coventry to be a welcoming city that people are proud of. This year has seen a lot of activity to make sure that the city benefits from hosting Olympic football this summer. More than 300 local volunteers are being trained to act as Coventry Ambassadors to welcome people to the city. In the longer term, it is expected that the increased public awareness of what the city has to offer will increase levels of tourism and inward investment as well as encourage people to participate in its cultural and sporting activities.

Got a smartphone?

Download your FREE London 2012 in Coventry app



Search for Coventry - 2012 Games



www.coventry.gov.uk/smartapp

Coventry will be the first English city to host an Olympic event this year. To ensure residents and visitors to the city experience as much as possible during Games-time, the Council has developed a mobile application to help people plan and make the most of their 2012 Games experience in Coventry. Download the app at www.coventry.gov.uk/smartapp/

The Council communicates widely with residents, communities and partners through social media, including:

Facebook: www.facebook.com/coventrycc/

Flickr: www.flickr.com/coventrycc/

Twitter: www.twitter.com/coventrycc/

YouTube: www.youtube.com/coventrycc/

For example, pictures and promotional material are made available on the Flickr site under a Creative Commons licence.



94%

agree that their neighbourhood was a place where people from different backgrounds get on well together

Source: Coventry Partnership Household Survey 2012

5 We're proud to do this by...
... being honest, fair and transparent when we make decisions

Decisions will be based on sound evidence and analysis of local needs

We will explain the reasons for our decisions

Information will be readily available and easy to understand

We will feed back findings from consultations and what has changed as a result

... using sound evidence – the Council collects a wide range of information through specific pieces of research and consultation activities and in the Council's day-to-day business, engaging and working with local people. This information is used by officers to assist councillors in making decisions. For example, population statistics and demographic trends are used to identify the implications on planning and finances; while statistics on deprivation are used to target resources at areas that most need it. The Council works to ensure that, where possible, information is made available to the public and partner organisations.

www.coventry.gov.uk/infoandstats/

... explaining our decisions – almost three-quarters (70%) agree that the Council treats all people fairly, and 62% of residents surveyed agree that the Council is fair in its decision making. The Council holds a wide range of meetings each week as part of the democratic running of the city, many of which are open to the public. On the Council's committee information pages, the public can view all forthcoming meeting dates, and access information about meetings including agendas, minutes and reports. In addition, meetings of the Full Council are made available via live and on-demand webcasts, and all decisions made at Planning Committee are tweeted live.

www.coventry.gov.uk/councilmeetings/

... making information easy to understand – 62% of residents surveyed feel informed about services provided by the Council. This year, the Council simplified the way in which it reported on progress towards its vision and objectives. The new summary scorecard sets out performance on a range of headline indicators, using graphical representation of data to help people visualise information. More detailed information is also available, including performance trends and targets, in addition to contextual information to help explain the data. The Council's Facebook page provides easy-to-access information; and with nearly 23,000 followers, is the most popular Council Facebook page in the country.

www.coventry.gov.uk/performance/

... consulting local people – over half (54%) of residents surveyed think that the Council promotes the interests of local residents. The Council consults with local people at all stages of its decision making process, from the design of new services, to the commissioning of providers, as well as when services are reconfigured or rationalised. The Council consults with representatives from local communities, voluntary and community organisations and local businesses. Information on current consultations, as well as findings and feedback from previous consultations, are published online. Examples of consultations held in 2011/12 include the:

- future use and design of Allesley Park walled garden;
- spending and savings proposals in the budget consultation;
- climate change strategy;
- future spatial development of the city in the Core Strategy;
- change of Corley Centre from day/residential to day special school;
- options for the future of day care provision; and
- evaluation of the Godiva Festival.

www.coventry.gov.uk/consultations/

Data on residents surveyed is taken from the March 2012 quarterly telephone survey of residents' perceptions, based on a four-quarter rolling average.

Facts about Coventry

Facts about Coventry is an online system containing a wide range of statistical data and performance information about Coventry and its people. It is available on the Coventry Partnership website. The system holds population statistics, health trends, education figures, economic information, etc.

www.facts-about-coventry.com



Petitions and e-Petitions

The Council recognises that it has a duty to listen to the concerns of residents and others who have a stake in the city. People who live, work or study in Coventry can submit petitions to highlight an issue, for instance, traffic calming, road maintenance and anti-social behaviour.

For a petition to be valid, more than five people who live, work or study in Coventry must have signed it.

www.coventry.gov.uk/petitions/

6 We're proud to do this by...
... working with residents, communities and partners to get things done

We will work with a range of organisations to achieve our strategic objectives

We will work with the third sector to develop a better understanding of local needs and improve service delivery

We will work with local communities to solve local problems

... achieving our strategic objectives

A key priority for the city is to improve its economy and increase jobs and skills. The Council is a member of the Coventry and Warwickshire Local Enterprise Partnership (CWLEP) which brings local authorities and businesses together to deliver economic growth. The CWLEP has been focusing on the development of key sectors and infrastructure projects in the sub-region and the creation of apprenticeships.

A memorandum of understanding has been signed by Coventry, Solihull and Warwickshire councils to promote joint working to provide more efficient and effective services. Examples include the joint procurement of highways maintenance; ICT; and the development of a sub-regional CSW resilience team to deal with emergency planning.

... improving service delivery

It is estimated that about 10% of the Council expenditure is commissioned and procured with voluntary and community organisations, which emphasises the important role the third sector plays in delivering a wide range of services.

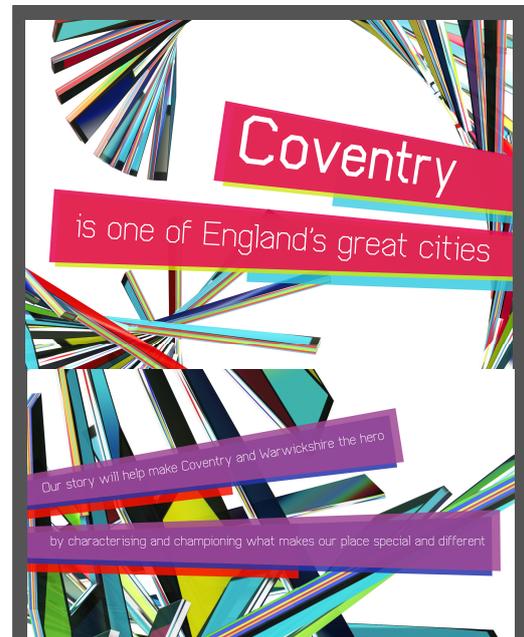
As part of the Council's engagement with the voluntary sector to improve services, representatives from the sector have taken part in the Council's abc programme of reviews, including the reviews of the homelessness service; adult social care; children's services and the advice services review which is looking at how best to provide efficient and effective advice services across the city.

... solving local problems

The Neighbourhood Action team was set up to help those communities that need it most to engage, develop and become more involved with services, projects, issues and problems which affect their neighbourhood. This is done in a variety of ways but the focus is always on supporting partners, community centres and residents to work with each other; from helping community centres offer services to residents to bringing residents and service providers together to find solutions to specific problems in specific areas.

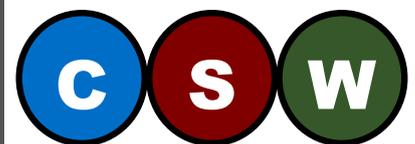
Each ward in the city has a ward forum to connect the Council with local communities and provide opportunities for the community to influence service delivery and Council policy.

From the Coventry Partnership Household Surveys of 2009, 2011 and 2012, there has been a steady increase in the number of respondents who agree that they could influence decisions in their local area: 32% in 2009, 34% in 2011 and 42% in 2012. The number of respondents who responded that they 'definitely disagreed' dropped by half from over a third (36%) in 2009 to fewer than 1 in 5 (18%) in 2012.



📍 The Coventry and Warwickshire Story will provide a shared focus for activity through a new Place Plan.

📍 The CSW Resilience Team is an example of Councils in the sub-region working together.



Resilience Team
 Coventry, Solihull and Warwickshire Councils
 Planning, Preparing and Responding to Emergencies



📍 Ward forums are an important way for local people to get involved and get things done on their doorstep. They are organised by the Council to enable the public to stake a claim for changes to happen locally. Find out more at: www.coventry.gov.uk/wardforums/

7 We're proud to do this by...
... celebrating all that's good about our city and its future

Coventry is a welcoming city where diversity and cohesion is celebrated and valued

The reputation of the city will be enhanced and it will be a place people are proud of

The benefits to the city from hosting the 2012 Olympics will be maximised

... a welcoming city, diversity and cohesion is celebrated and valued – Coventry is proud of its heritage as a city of peace and reconciliation. The Coventry Community Cohesion Awards are aimed at celebrating good community relations in our city. They are designed to celebrate the work of local people and businesses in helping to make Coventry a more cohesive city, by recognising practical activities which demonstrate how applicants have worked towards cohesion by working with different communities, groups, faiths, age groups, and people from different backgrounds, ethnicity and disabilities.

A great day of celebration took place on Sunday, 5 June as neighbourhoods and communities across Coventry took part in the Big Lunch 2011. A total of 19 events were registered. As of May 2012, 31 street party road closures have been confirmed for the Queen's Diamond Jubilee celebrations, with 30 more expressions of interest.

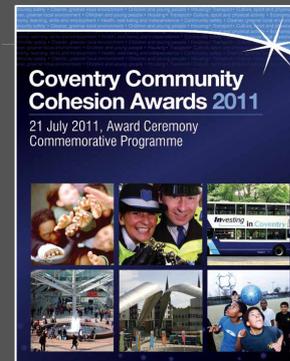
In the Coventry Partnership Household Survey 2012, 94% of people surveyed agreed that their neighbourhood was a place where people from different backgrounds get on well together. This continues to be a very positive response and something that remains a high priority for the Council.

... a place people are proud of – The £7m programme of public realm works (£3.5m funded by the Council) is nearing completion as part of ongoing work to kick-start regeneration in the city centre. Improvements have been made to the look and feel of the city, including more open spaces and de-cluttering of road junctions. The summer will see Broadgate as a central focus for the events programme.

More than 300 people are volunteering as Coventry Ambassadors to represent the city when it hosts the Olympic Football competition in July and August. By the end of March, over a hundred of them have already been trained. Approximately 70% of residents surveyed were proud of Coventry (*March 2012 telephone survey of residents perceptions, based upon a four quarter rolling average*).

... maximising the benefits of 2012 Olympics – The city is already seeing benefits from London 2012 with local businesses benefiting from contracts to manufacture the Olympic Torch and through the Godiva Awakes regional cultural Olympiad project. Community groups are benefiting from the Community Games Fund to put on a range of events and activities such as local sporting events, the Pink Picnic and the Positive Images Festival Coventry Olympics Exhibition 2012.

The Council will ensure that the city benefits from hosting Olympic football this summer and will measure this through for example, additional visitors, spend and press coverage, as well as the longer term legacy in terms of tourism, local participation in sports and cultural activities, inward investment and the reputation of the city.



☞ The annual Community Cohesion Awards celebrates good community relations. Details of the 2011 winners can be found at www.coventrypartnership.com/2011/winners



☞ The Proud of my City campaign celebrated people making a positive difference to Coventry, in preparation for London 2012.

☞ Communities celebrated the Royal Wedding in style, with 22 street parties across the city.



☞ Coventry Ambassadors are the first port of call for anyone needing information and assistance about London 2012 events occurring in the city of Coventry.





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

Transform the Council to deliver our vision and objectives

Executive summary

This Scorecard is a high-level summary showing the Council's baseline performance on a range of headline indicators. The key messages section focuses on performance information released in October 2011 to March 2012.

Key messages

The Council has to respond to a number of major challenges over the next three years. This includes the introduction of new government legislation which will impact on the way in which services are delivered in the future and the continuing need to make large financial savings in order to achieve a balanced budget in future years.

In 2011/12 revenue expenditure has been £0.5m less than the budget. Capital expenditure has also been lower than expected, leading to £20m less borrowing than originally planned. The budget report approved on 21 February 2012 set a balanced revenue budget for 2012/13.

It is anticipated that the Council's Fundamental Services Review (FSR) programme will deliver the target savings of £12.6 million for 2011/12. The wider benefits are being tracked through the current FSR projects and the anticipated benefits include improved customer service, sustainability and effectiveness.

Further services have migrated into the Contact Centre making it easier for customers to access services through a single contact point and over extended hours. During 2011/12 new services added were: Public Safety including environmental protection, pest control and animal welfare; Homelessness and Home finder.

The sickness outturn of 9.13 days per full time equivalent employee is the lowest reported outturn position achieved by the Council, although the target of 9 days was narrowly missed.

In March 2012 the Council signed a Memorandum of Understanding with Solihull and Warwickshire Councils. This was a commitment to working together to find new ways of delivering services and achieving better value for money.

Working together for a bolder city

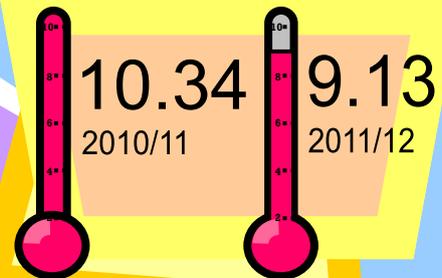
abc

a better council

£12.6 million

forecasted savings in 2011/12

Employee sickness
average days per employee



Coventry, Warwickshire and Solihull Councils signed the Memorandum of Understanding 2 March 2012



Objective 8: Reviewing and improving services

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

Further services have migrated into the Contact Centre making it easier for customers to access services through a single contact point and over extended hours including evenings and Saturday mornings. During 2011/12 new services added were: Public Safety including environmental protection, pest control and animal welfare; Homelessness and Home finder. From September 2012 this will also include Council Tax. A Channel Access Strategy has been developed which identifies the different ways in which customers can access services and seeks to increase the number of self service transactions. The aim is to give more choice to customers as well as reducing costs. The strategy will inform the design of services as part of the FSR programme.

| Indicator | Coventry | Progress & Target | |
|--|----------|---|--------|
| | | Coventry | Target |
| Number of self service transactions undertaken <i>* Under development</i> | N/A | N/A | N/A |
| Residents surveyed who are satisfied with the way the Council runs things March 2012, four-quarter rolling average telephone survey | 65% |  | |

* More on-line forms will be made available through the Council's website and the number and take up of these will help to develop a relevant performance measure.

8.2 We review what we do to ensure value for money

Avoidable Customer Contact – In 2011/12 the Contact Centre dealt with 35,484 service requests of which 5,266 (14.84%) have been estimated as potentially 'avoidable'. The majority of the avoidable contact was categorised as "progress chasing" and the remainder as requiring further clarification. By excluding the months April to November 2011, the avoidable contact rises to 26.86% which is likely to be a more accurate reflection of performance. During these months there was less focus on the categorisation of avoidable contacts due to priority being given to the migration of new services into the Contact Centre. Even this revised figure shows improvement from the previous year of 30.4%, improvements are mainly in the area of refuse and recycling processes, including missed bin collections. The Contact Centre will monitor avoidable contacts during 2012/13, however there will be no improvement target set at this stage as the information collected will continue to fluctuate as new services transfer to the Contact Centre. Instead the information will be used to drive service improvements and to inform the customer services work programme.

Savings – The abc Transformation Programme has a savings target of £12.6m for reviews in progress in 2011/12. Savings targets have been allocated to Directorate budgets and are being regularly monitored. The end of year figures will be available shortly, and they are expected to show that the target has been achieved.

| Indicator | Coventry | Progress & Target | |
|---|---------------|---|---|
| | | Coventry | Target |
| Savings delivered during the year – abc Transformation Programme 2011/12 | £12.6m target |  |  |
| Reduction in avoidable customer contact 2011/12 | 14.84% |  | |
| Residents who agree that the Council delivers value for money March 2012, four-quarter rolling average | 52% |  | |

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

The current "live" Fundamental Service Reviews are at various stages, but all are tracking their anticipated benefits. At present 27.5% of those identified are expected to provide better customer service; 30% will ensure sustainable delivery and 42.5% will result in greater efficiency. Most benefits identified are around the provision of services based on customer need; these will be measured by improved satisfaction levels and also reduction in avoidable contacts; followed by improving access for customers to services, information and guidance. This will be achieved by better use of the internet and the Contact Centre. The Benefits tracking process is at an early stage and tangible benefits will mainly emerge as each reviewed service goes live. Post implementation reviews have been completed for Grounds Maintenance Service, Building Cleaning and ICT Service (i-Cov) and further non financial benefits identified.

| Indicator | Coventry | Progress & Target | |
|---|----------|-------------------|--------|
| | | Coventry | Target |
| Service improvements delivered through FSR processes <i>Under development</i> | N/A | N/A | N/A |

In March 2012 Coventry City Council signed a Memorandum of Understanding with Solihull and Warwickshire Councils. This was a commitment to working together to find new ways of delivering and improving services. Four work streams have been identified Childrens Services, Adults Services, Assets and Facilities Management and Procurement.

Objective 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

In 2011/12 revenue expenditure has been £0.5m less than the budget. Capital expenditure has also been lower than expected, leading to £20m less borrowing than originally planned. The budget report approved on 21 February 2012 set a balanced revenue budget for 2012/13. The Council's medium term financial position shows that there are budget gaps in future years and the Council is pursuing the actions set out in the Medium Term Financial Strategy, approved in October 2011, to address this position.

| Indicator | Coventry | Progress & Target | |
|---|---|---|---|
| | | | |
| Balanced capital and revenue budget outturn for 2011/12 |  |  |  |

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

The estimated figures for 2011/12 show that there has been a reduction of 9.2% in energy use and a reduction of 6.9% in CO₂ emissions compared to 2010/11. However caution is needed in drawing this comparison as the estimates are absolute figures and are not adjusted to take account of weather conditions, in particular the milder winter in 2011/12 as compared to the previous year. The implementation of all projects identified in the Carbon Management Plan will deliver estimated annual carbon reduction savings of 7,125 tonnes, equivalent to a 13.0% reduction against the 2009 baseline figure however this falls short of the original 30% target. The Carbon Management Plan will be reviewed and new targets set as part of the Fundamental Services Review, Low Carbon and Sustainability. A range of improvement projects such as the installation of LED lighting in Council Office corridors is helping to deliver savings.

| Indicator | Coventry | Progress & Target | |
|---|--------------------------|---|---|
| | | | |
| Total energy use in Council buildings and schools 2011/12 | 147,246,745 kWh estimate |  |  |
| CO ₂ emissions from Local Authority operations 2011/12 | 55,879 Tonnes estimate |  |  |

Tendering has been completed for the Heatline district heating project which involves a network of underground insulated pipes delivering heat in the form of hot water from the 'Energy from Waste' plant based on London Road through to the city centre, council and university buildings.

9.3 Performance is well managed

This will ensure that the Council's resources are used effectively, targeted towards achieving the Council's objectives and improving services. 48% of the performance measures for the Council Plan priorities show that improvement has been made. An evaluation of the Council's performance management framework was conducted in March 2012 to assess its effectiveness in providing relevant information to the right people in a timely manner; whilst at the same time reducing duplication and bureaucracy. The findings report has identified a small number of actions around communications, guidance and co-ordination that will further improve the way in which performance is managed across the Council.

| Indicator | Coventry | Progress & Target | |
|--|----------|---|---|
| | | | |
| Percentage of performance measures for the Council Plan priorities where progress has: | |  |  |
| -improved | 48% | | |
| -stayed the same | 17% | | |
| -got worse | 19% | | |
| -can't say | 16% | | |

June 2012

A new competency appraisal process was implemented during 2011/12, managing performance is a key competency and encourages individual behaviours at all levels in the organisation

Objective 10: Supporting Councillors and staff

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

It has not been possible to provide an accurate measure of individual appraisals carried out throughout 2011/12 due to changes to the appraisal process and the reporting system. A large amount of training has been delivered as part of the Fundamental Service Reviews and the Council has delivered 5.36 days per FTE, which is an improvement on last year. At year end, 90% of Councillor's learning and development needs identified had been met thereby exceeding the 80% target.

| Indicator | Coventry | Progress & Target | |
|---|---|---|---|
| | | | |
| Percentage of individual appraisals carried out 2011/12 |  |  |  |
| Average no. of days per employee spent on training and development 2011/12 | 5.36 |  |  |
| % of Councillors learning and development needs identified that have been met 2011/12 | 90% |  |  |

10.2 Our employees feel valued for their contribution to the organisation and the culture of the organisation is changed

Warwick Business School conducted a two part survey in November 2010 and February 2011 into employees' views on working for the Council. The Council is using these findings to plan improvements and to inform the Leadership Framework. There will be a follow up survey, although the timescale for this has not yet been determined.

The percentage of employees from an ethnic minority background has increased since the half year position of 12.65%. This figure of 12.72% is also an increase on the end of year figure for 2010/11 of 12.54%. The percentage of employees who are disabled is marginally lower than the half year figure of 4.16%; it is also a decrease on the end of year figure for 2010/11 which was 4.31%. Some employees who could declare a disability choose not to do so.

| Indicator | Coventry | Progress & Target | |
|--|----------|---|---|
| | | Coventry | Target |
| Employee satisfaction with Council and job Employee Survey | N/A | N/A | N/A |
| Percentage of employees... 2011/12 | | | |
| - with a disability | 3.99% |  |  |
| - from an ethnic minority | 12.72% |  |  |

Although no numerical target set for the diversity of the workforce, the Council aims to make its workforce more reflective of the population of Coventry.

10.3 Our managers are excellent leaders

Work is currently underway to develop a new Leadership Framework which will be underpinned by the work already carried out around the launch of the "Coventry Manager", a new appraisal process and a new competency framework. The findings of the Warwick Business School survey have helped to inform changes required for the Leadership framework.

| Indicator | Coventry | Progress & Target | |
|---|----------|-------------------|--------|
| | | Coventry | Target |
| Employee attitude to change Employee Survey | N/A | N/A | N/A |

10.4 The health, safety and welfare of the workforce is maintained

The sickness data indicates that the City Council narrowly missed the 9 days target, however the outturn figure of 9.13 days per FTE is the lowest outturn position achieved by the organisation. This reflects the commitment of Managers, Human Resource's Promoting Health at Work team and the Occupational Health and Counselling Service in respect of proactive absence management.

There has been an increase in the number of RIDDOR incidents reported to the Health and Safety Executive during 2011/12 which has also had an impact on the resulting time lost. On the other hand, the total number of accidents reported within the Council continued to fall for the third consecutive year.

| Indicator | Coventry | Progress & Target | |
|---|-----------|---|---|
| | | Coventry | Target |
| Average no. of working days lost to sickness absence 2011/12 | 9.13 days |  |  |
| RIDDOR Incidents (accidents and assaults) | | | |
| i. Number reported to Health and Safety Executive 2011/12 | 114 |  |  |
| ii. Number resulting in time lost (per 100 employees) 2011/12 | 1.02 |  |  |

RIDDOR = Reporting of Injuries, Diseases and Dangerous Occurrences

Council Plan Indicator Summary

| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
|---|---|---|---|----------|---------------|---------------|
| Our Vision | | | | | | |
| Coventry, proud to be a city that works for... | | | | | | |
| Jobs and growth | | | | | | |
| CP 1.1a | Financial value of private sector investment brought into the city of Coventry | £212m | £20m | | | Page 6 |
| CP 1.1b | Jobs supported or safeguarded with Council help | 1,650 | 1,000 | | | Page 6 |
| CP 1.1c | New business registrations per 10,000 people aged 16+ | 37.8 2010 | | | | Page 6 |
| CP 1.2a | Jobseekers' Allowance (JSA) claimant count (seasonally adjusted) unemployment | 4.9% March 2012 | | | | Page 6 |
| CP 1.2b | Average employment rate | 64.3% October 2010 to September 2011 | | | | Page 6 |
| CP 1.2c | Number of unemployed people supported into jobs in the city by the Council | 4,080 | 1,200 | | | Page 6 |
| CP 1.2d | Number of people helped into a job by the Council | 1,210 | 500 | | | Page 6 |
| CP 1.3 | Percentage of working age population (men aged 19-64 and women aged 19-59) qualified to National Vocational Qualification (NVQ) levels... | | | | | |
| CP 1.3(i) | - At least NVQ Level 2 (e.g. GCSE) | 69.9% 2010 | | | | Page 7 |
| CP 1.3(ii) | - At least NVQ Level 3 (e.g. A-Level) | 51.9% 2010 | | | | Page 7 |
| CP 1.3(iii) | - At least NVQ Level 4 (e.g. degree) | 31.3% 2010 | | | | Page 7 |
| CP 1.4a | Percentage of 16-18 year olds not in education employment or training (NEET) (based on survey) | 6% 680 | 5.0% | | | Page 7 |
| CP 1.4b | Percentage of 18-24 year olds NEET, as measured by Jobseekers' Allowance (JSA) claimant count | 7.2% 3105 | | | | Page 7 |
| CP 1.4c | Council's Corporate Apprenticeship Scheme | 49 | 55 | | | Page 7 |
| CP 1.4d | Apprenticeships with local employers and placements made by City Services & Development | 74 60 placements 14 apprenticeships | 60 50 placements 10 apprenticeships | | | Page 7 |
| CP 1.5a | Number of affordable housing delivered | 351 | 304 | | | Page 8 |
| CP 1.5b | Empty properties brought back into use | 201 | 120 | | | Page 8 |
| CP 1.6a | Number of businesses supported in the low carbon sector | 63 | | | Baseline Year | Page 8 |
| CP 1.6b | Pounds of investment in the low carbon sector | £20m | | | Baseline Year | Page 8 |

Council Plan Indicator Summary

| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
|---|--|------------------------------|---|---|---|---------------|
| Coventry, proud to be a city that works for... | | | | | | |
| Better pavements, streets and roads | | | | | | |
| CP 2.1a | Percentage of carriageway maintenance completed | 98% | 100% |  |  | Page 10 |
| CP 2.1b(i) | Roads which are in good or acceptable condition...principal roads (Band A roads) (Annual Survey) | 93% | Baseline Year |  | Baseline Year | Page 10 |
| CP 2.1b(ii) | Roads which are in good or acceptable condition...non-principal roads (Band C roads) (Annual Survey) | 85% | Baseline Year |  | Baseline Year | Page 10 |
| CP 2.1c | Roads which are in good or acceptable condition...unclassified roads (Annual Survey) | 81% | Baseline Year |  | Baseline Year | Page 10 |
| CP 2.1d | Footways which are in good or acceptable condition (Annual Survey) | 42% | Baseline Year |  | Baseline Year | Page 10 |
| CP 2.1e | Percentage of residents surveyed who are satisfied with roads and pavements (March 2012 four quarter rolling average telephone survey) | 49% |  |  | | Page 10 |
| CP 2.2a | Improve street cleanliness - litter | 7% | 6% |  |  | Page 10 |
| CP 2.2b | Reduction in fly-tipping in the city | 105.0% | 95% |  |  | Page 10 |
| CP 2.2c | Percentage of residents surveyed who are satisfied that Coventry City Council are keeping the land clear of litter and refuse (March 2012 four quarter rolling average telephone survey) | 72% |  |  | | Page 10 |
| CP 2.3a | Household waste recycled and composted | 37.1% Provisional | 38% |  |  | Page 10 |
| CP 2.3b | Residual household waste collected per household | 572kg Provisional | 617kg |  |  | Page 10 |
| CP 2.3c | Cost of household waste collection per household | £43.90 2010/11 | £45.00 |  |  | Page 10 |
| CP 2.3d(i) | Percentage of residents surveyed who are satisfied with refuse collection (March 2012 four quarter rolling average telephone survey) | 90% |  |  | | Page 10 |
| CP 2.3d(ii) | Percentage of residents surveyed who are satisfied with recycling (March 2012 four quarter rolling average telephone survey) | 91% |  |  | | Page 10 |

| Council Plan Indicator Summary | | | | | | |
|---|---|------------------------------|---|---|---|---------------|
| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
| Coventry, proud to be a city that works to... Support and celebrate our young people | | | | | | |
| CP 3.1 | Children in relative poverty (under 16s living in households where incomes are under 60% of the national median before housing costs) | 27.5% 2010 |  |  |  | Page 12 |
| CP 3.2a(i) | Percentage making expected progress between Key Stage 1 and 2 - English | 84% | 91% |  |  | Page 12 |
| CP 3.2a(ii) | Percentage making expected progress between Key Stage 1 and 2 - Maths | 82% | 89% |  |  | Page 12 |
| CP 3.2b | Level 4+ in both English and Maths | 71% | 80% |  |  | Page 12 |
| CP 3.2c | Five good GCSEs (A* to C) including English and Maths | 54.7% | 58% |  |  | Page 12 |
| CP 3.2d | Five good GCSEs (A* to C) any subject | 86.0% | 80.0% |  |  | Page 12 |
| CP 3.2e(i) | Percentage making expected progress between Key Stage 2 and 4 - English | 69.0% |  |  |  | Page 12 |
| CP 3.2e(ii) | Percentage making expected progress between Key Stage 2 and 4 - Maths | 62.8% |  |  |  | Page 12 |
| CP 3.2f | A-Level pass rate (A* to E) | 97.4% |  |  |  | Page 12 |
| CP 3.2g(i) | Percentage of schools inspected by Ofsted rated as good or outstanding - Nursery & Primary schools | 42.2% 35/83 | 65% |  |  | Page 12 |
| CP 3.2g(ii) | Percentage of schools inspected by Ofsted rated as good or outstanding - Secondary schools | 78.9% 15/19 | 65% |  |  | Page 12 |
| CP 3.2g(iii) | Percentage of schools inspected by Ofsted rated as good or outstanding - Post-16 provision | 68.4% 13/19 | 65% |  |  | Page 12 |
| CP 3.2g(iv) | Percentage of schools inspected by Ofsted rated as good or outstanding - Special schools & Pupil Referral Units | 75% 6/8 | 65% |  |  | Page 12 |
| CP 3.3a(i) | Percentage of children immunised against Measles, Mumps and Rubella (MMR) by their 2nd birthday | 95.1% 2010/11 | 95% |  |  | Page 13 |
| CP 3.3a(ii) | Percentage of children immunised against Diphtheria, Tetanus Polio, Pertussis & Hib (DTaP/IPV/Hib) by their 2nd birthday | 98.5% 2010/11 | 95% |  |  | Page 13 |
| CP 3.3c | Prevalence of breastfeeding at 6-8 weeks | 39.2% Q3 2011/12 |  |  |  | Page 13 |
| CP 3.3d | Under 18 conception rate per 1,000 population | 50.2 2010 | 45.4 by 2010 |  |  | Page 13 |
| CP 3.3e | Obese children at Reception | 10.7% |  |  |  | Page 13 |

Council Plan Indicator Summary

| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
|--|---|----------------------------------|----------------|----------|---------------|---------------|
| CP 3.3f | Obese children at Year 6 | 20.2% | | | | Page 13 |
| CP 3.4a | Number of Common Assessment Framework (CAF) referrals | 1391 | | | | Page 14 |
| CP 3.4b | Difference in point scores on the Being a Parent scale following completion of parenting course | 12.59 2010/11 | | | | Page 14 |
| CP 3.5a | Number of Looked After Children (LAC) (updated monthly) | 595 March 2012 Provisional | | | | Page 14 |
| CP 3.5b | Number of children subject to a Child Protection Plan (updated monthly) | 431 March 2012 Provisional | | | | Page 14 |
| CP 3.5c | Social care referrals per 10,000 under-18 population | 530 3618 Provisional | | | | Page 14 |
| CP 3.5d | Repeat referrals to social care | 21.4% Provisional | | | | Page 14 |
| CP 3.5e | Stability of Looked After placements (lasting 2+ years) | 65.8% Provisional | | | | 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 | 489 2010/11 | | | | Page 14 |
| Coventry, proud to be a city that works to... Protect our most vulnerable residents | | | | | | |
| CP 4.1a | People receiving self directed support (ASCOF 1C) | 42.5% Provisional | 58.2% | | | Page 16 |
| CP 4.1b | Social care-related quality of life (ASCOF 1A score 0-24) <i>new measure 2011/12</i> | 19 | | | Baseline Year | Page 16 |
| CP 4.1c | Number of safeguarding alerts | 813 | ≥800 | | | Page 16 |
| CP 4.1d | Percentage satisfied that safeguarding outcome met | 81.5% | 88% | | | Page 16 |
| CP 4.2 | Effective transition from child to adult social care (number of transitions in 2011/12) | (23) | | | Baseline Year | Page 16 |
| CP 4.3a(i) | Male life expectancy at birth in years | 77.2 2008-10 | | | | Page 17 |
| CP 4.3a(i)(e) i | Inequality in male life expectancy at birth in years | 11.7 2006-10 | | | | Page 17 |
| CP 4.3a(i)(e) ii | Inequality in male disability-free life expectancy at birth | 16.6 1999-2003 | | | | Page 17 |
| CP 4.3a(ii) | Female life expectancy at birth in years | 81.6 2008-10 | | | | Page 17 |
| CP 4.3a(ii)(e) i | Inequality in female life expectancy at birth in years | 7.9 2006-10 | | | | Page 17 |
| 4.3a(ii)(e)(ii) | Inequality in female disability-free life expectancy at birth | 14.5 1999-2003 | | | | Page 17 |
| CP 4.3b | 4-week smoking quitters - rate per 100,000 people aged 16+ (number of people) | 1,229 (3,126) Provisional | 780 (1,991) | | | Page 17 |

Council Plan Indicator Summary

| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
|--------------|--|------------------------------|--------------------|----------|---------------|---------------|
| CP 4.3 | Household Survey 2012: The number of residents who say they... | | | | | |
| CP 4.3c(i) | ...smoke | 25% 2012 | ▼ | ⊞ | ⊞ | Page 17 |
| CP 4.3c(ii) | ...eat 5+ portions of fruit and vegetables daily | 28% 2012 | ▲ | ✓ | ✓ | Page 17 |
| CP 4.3c(iii) | ...participate in physical activity 5+ times a week | 39% 2012 | ▲ | ✓ | ✓ | Page 17 |
| CP 4.4a | Total number of crimes | 25,734 (10.9%) | Reduction of 6% | ✓ | ✓ | Page 18 |
| CP 4.4b | Percentage of households feeling safe in neighbourhood at night | 80% 2012 | ▲ | ⊞ | ⊞ | Page 18 |
| CP 4.5a | Victims of DVA known to police (both crime and non-crime) | 3,182 2011 Estimate | N/A | N/A | N/A | Page 18 |
| CP 4.6a | Number of homelessness cases prevented | 914 | 1,500 | ✗ | ✗ | Page 19 |
| CP 4.6b | Number of households accepted as statutory homeless | 578 | ▼ | ✓ | ✓ | Page 19 |
| CP 4.7a | Drugs: percentage successfully exiting treatment (rolling 12 months) | 16% | ▲ | ✗ | ✗ | Page 19 |
| CP 4.7b | Alcohol: percentage completing care planned discharge | 60% | ▲ | ✓ | ✓ | Page 19 |

Our Values

Honest, fair and transparent when we make decisions

| | | | | | | |
|------|---------|--|--|--|--|---------|
| CP 5 | Page 22 | | | | | Page 22 |
|------|---------|--|--|--|--|---------|

Working with residents, communities and partners to get things done

| | | | | | | |
|------|---------|--|--|--|--|---------|
| CP 6 | Page 23 | | | | | Page 23 |
|------|---------|--|--|--|--|---------|

Celebrating all that's good about our city and its future

| | | | | | | |
|------|---------|--|--|--|--|---------|
| CP 7 | Page 24 | | | | | Page 24 |
|------|---------|--|--|--|--|---------|

Improving the way we work

Reviewing and improving services

| | | | | | | |
|---------|--|-----------------------------------|--------|-----|-----|---------|
| CP 8.1a | Number of self service transactions undertaken Indicator under development | N/A | N/A | N/A | N/A | Page 26 |
| CP 8.1b | Residents surveyed who are satisfied with the way the Council runs things (March 2012 four quarter rolling average telephone survey) | 65% | ▲ | ✗ | | Page 26 |
| CP 8.2a | Savings delivered during the year - abc Transformation Programme | £12.6m Estimate for 2011/12 | £12.6m | ✓ | ✓ | Page 26 |
| CP 8.2b | Reduction in avoidable customer contact | 14.84% | ▼ | ✓ | | Page 26 |
| CP 8.2c | Residents who agree that the Council delivers value for money (March 2012 four quarter rolling average telephone survey) | 52% | ▲ | ⊞ | | Page 26 |

| Council Plan Indicator Summary | | | | | | |
|---|---|---|---|----------|---------------|---------------|
| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
| CP 8.3 | Service improvements delivered through FSR processes Indicator under development | N/A | N/A | N/A | N/A | Page 26 |
| Using resources effectively | | | | | | |
| CP 9.1 | Balanced capital and revenue budget outturn for 2011/12 | Balanced capital & revenue budget outturn | Balanced capital & revenue budget outturn | | | Page 27 |
| CP 9.2a | Total energy use in Council buildings and schools | 147,246,745 kWh 9.2% estimate | ▼ | | | Page 27 |
| CP 9.2b | CO2 emissions from Local Authority operations | 55,879 Tonnes 6.9% | 30% reduction by 2014/15 | | | Page 27 |
| CP 9.3 | Percentage of performance measures for the Council Plan priorities where progress has: - Improved - Stayed the same - Got worse - Can't say | 48% 17% 19% 16% | N/A | N/A | N/A | Page 27 |
| Supporting councillors and staff | | | | | | |
| CP 10.1a | Percentage of individual appraisals carried out for employees who have been in post for 12 months | N/A | N/A | N/A | N/A | Page 27 |
| CP 10.1b | Average number of days per employee spent on training and development | 5.36 days | 3 days | | | Page 27 |
| CP 10.1c | Percentage of Councillors' learning and development needs identified that have been met | 90% | 80% | | | Page 27 |
| CP 10.2a | Employee satisfaction with Council and job (Employee Survey) | N/A | N/A | N/A | N/A | Page 28 |
| CP 10.2b i | Percentage of employees with a disability | 3.99% | ▲ | | | Page 28 |
| CP 10.2b ii | Percentage of employees from an ethnic minority | 12.72% | ▲ | | | Page 28 |
| CP 10.3 | Employee attitude to change (Employee Survey) | N/A | N/A | N/A | N/A | Page 28 |
| CP 10.4a | Average number of working days lost to sickness absence per full time equivalent | 9.13 days | 9 days | | | Page 28 |
| CP 10.4b(i) | Number of RIDDOR reportable incidents (accidents & assaults) to the Health and Safety Executive | 114 | <90 | | | Page 28 |
| CP 10.4b(ii) | Number of RIDDOR reportable incidents (accidents & assaults) resulting in time lost (per 100 employees) | 1.02 | <0.82 | | | Page 28 |

Council Plan Indicator Summary: Equality Indicators

| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
|---|---|---|-------------------|----------|---------------|---------------|
| Our Vision | | | | | | |
| Coventry, proud to be a city that works for... | | | | | | |
| Jobs and growth | | | | | | |
| CP 1.2c (e) | Number of unemployed people with disabilities supported into jobs by the Council | 36 | N/A | N/A | Baseline Year | Page 6 |
| CP 1.4c | Council's Corporate Apprenticeship Scheme | 49 | 55 | | | Page 7 |
| Coventry, proud to be a city that works for... | | | | | | |
| Better pavements, streets and roads | | | | | | |
| CP 2.2a (e) | The percentage difference between priority and non priority areas assessed as having litter that fall below an acceptable level | 3.8% | To reduce the gap | | | Page 10 |
| Coventry, proud to be a city that works to... | | | | | | |
| Support and celebrate our young people | | | | | | |
| 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) | | | | | Page 12 |
| CP 3.2c (e) i | Black African | 50.0% (4.7% gap) | To reduce the gap | | | |
| CP 3.2c (e) ii | Mixed White Black African | 50.0% (4.7% gap) | | | | |
| CP 3.2c (e) iii | Black Caribbean | 42.4% (12.3% gap) | | | | |
| CP 3.2c (e) iv | Black Other | 48.0% (6.7% gap) | | | | |
| CP 3.2c (e) v | Transient Communities | 39.7% (15% gap) | | | | |
| CP 3.2c (e) vi | Free School Meals | 32.7% (22.0% gap) | | | | |
| CP 3.2c (e) vii | Special Educational Needs | 19.2% (35.5% gap) | | | | |
| CP 3.2c (e) viii | Looked After Children | 12.5% (42.2% gap) | | | | |
| CP 3.2c (e) ix | Gypsy/Roma | 0.0% (54.7% gap) | | | | |
| CP 3.2c (e) x-a | Boys | 50.0% (4.7% gap) | | | | |
| CP 3.2c (e) x-b | Girls | 58.0% (-3.3% gap) | N/A | | | |
| CP 3.3d | Under 18 conception rate per 1,000 population | 50.2 2010 | 45.38 by 2010 | | | Page 13 |
| CP 3.3d (e) | Difference in the under 18 conception rate between priority and non-priority areas | <i>Information on teenage pregnancy in priority areas is available but this is not published as the numbers are very small and publication could lead to disclosure or identification of individual young people. A map in the main report illustrates teenage pregnancy by area.</i> | | | | |

Council Plan Indicator Summary: Equality Indicators

| Number | Indicator | 2011/12 / Latest Performance | Target 2011/12 | Progress | Target Status | Details on... |
|--|--|------------------------------|---|---|---|---------------|
| Coventry, proud to be a city that works to... Protect our most vulnerable residents | | | | | | |
| CP 4.1a | People receiving self directed support | 42.5% Provisional | 58.2% |  |  | Page 16 |
| CP 4.1b | Social care-related quality of life (Annual Survey) New measure for 2011/12 | 19 |  |  |  | Page 16 |
| CP 4.3a(i) (e) i | Inequality in male life expectancy at birth in years | 11.7 2006-2010 |  |  |  | Page 17 |
| CP 4.3a(i) (e) ii | Inequality in male disability-free life expectancy at birth | 16.6 1999-2003 |  |  |  | Page 17 |
| CP 4.3a(ii) (e) i | Inequality in female life expectancy at birth in years | 7.9 2006-2010 |  |  |  | Page 17 |
| 4.3a(ii) (e)(ii) | Inequality in female disability-free life expectancy at birth | 14.5 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; year to end-December 2011) | | | | | Page 18 |
| CP 4.4d (e) i | Disability (disability hate crime) | 21 |  |  |  | |
| CP 4.4d (e) ii | Race/ethnicity | 402 |  |  |  | |
| CP 4.4d (e) iii | Sex/gender or transgender (gender reassignment/gender identity) | 2 |  |  |  | |
| CP 4.4d (e) iv | Sexual orientation (homophobia) | 28 |  |  |  | |
| CP 4.4d (e) v | Religion/belief | 5 |  |  |  | |
| CP 4.5a | Number of victims of domestic violence (Police crime and incident data) | 3,182 |  |  |  | Page 18 |
| CP 4.6a | Number of homelessness cases prevented | 914 | 1,500 |  |  | Page 19 |
| CP 4.6b | Number of households accepted as statutory homeless | 578 |  |  |  | Page 19 |
| CP 4.7a | Drugs: percentage exiting treatment successfully (rolling 12 months) | 16% |  |  |  | Page 19 |
| CP 4.7b | Alcohol: percentage completing care planned discharge | 60% |  |  |  | Page 19 |