

Draft

Performance Report 2005/06

Inside front cover

Comprehensive Performance Assessment (CPA)

"Performance has continued to improve well in priority areas. Children's services are delivering good outcomes with strong partnership working and standards in schools improving. The council has enhanced its 2 star rating for social care with adult services now having excellent capacity for improvement. There is better support for disabled people and more older people being helped to live at home. Improvements in housing benefits have already reduced processing time for applications and increased accuracy.

The Council provides strong community leadership and contributes significantly to partnership working. It holds Beacon status for effective environmental health. Regeneration is a council priority and the city is benefiting from new homes, an improved environment, better roads, more jobs and enhanced sporting and transport facilities. The Ricoh Arena, a £113m joint venture, opened in 2005 and work has begun on the 148-acre Swanswell development. There is clear improvement in value for money alongside quality of service provision. The Council has a coherent planning framework and a recent track record of good performance management making it well placed to continue to deliver further improvement".

Audit Commission scorecard published December 2005

Introduction

This page is currently blank as it contains information that is embargoed until 23 June 2006.

About the Best Value Performance Plan 2006/07

Best Value Performance Plans are statutory documents, prescribed by Government for all local authorities to complete so that they can be held to account by those who pay for local services.

Coventry City Council publishes its Best Value Performance Plan in two parts:

Part One, the **Corporate Plan** sets out the authority's strategic objectives and its priorities for improvement. It shows the key targets it has set to improve its services and address any weaknesses, including those identified through the Comprehensive Performance Assessment and other inspection processes.

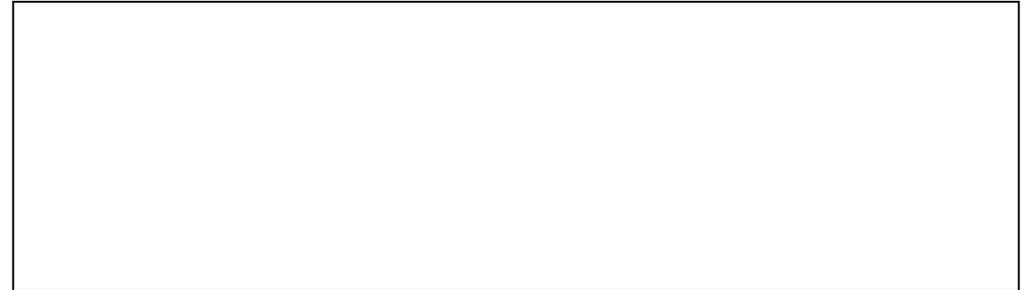
Part Two, the **Performance Report** contains information about the Council's progress in the preceding year, including details of performance and future targets for all Best Value Performance Indicators.

The Council is responsible for the preparation of the Performance Plan, for the information and assessments set out within it, and the assumptions and estimates on which they are based. The Council is also responsible for setting in place appropriate performance management and internal control systems from which information and assessments in the Plan have been derived.

The Best Value Performance Plan has been produced in accordance with the requirements of the Local Government Act, 1999, and follows guidance issued by the Department for Communities and Local Government. The Council is satisfied that the information and assessments included in the Plan are in all material aspects accurate and complete and that the Plan is realistic and achievable.

Code of Practice on Workforce Matters in Local Authority Service Contracts

No contracts subject to the Code of Practice and involving a transfer of staff were let in 2005/06.



Overview of the Council's Performance in 2005/06

The council set out its key aims and targets for 2005/06 in its Corporate Plan 2005/06-2007/08. The Plan set out an ambitious agenda for improvement based on our vision for the City and corporate objectives. This section of the Performance Report summarises the progress made against those objectives.

What is the City Council trying to achieve?

The council wants *Coventry to be a growing, accessible city where people choose to live, work and be educated and businesses choose to invest*. To support its work towards this vision it has agreed the following **corporate objectives**:

- to improve the quality and efficiency of services and make it easier to access them
- to ensure the best quality education for all and that children and young people can achieve their maximum potential
- to regenerate the city and ensure people have a good choice of jobs and housing
- to promote health, independence and choice for all citizens
- to create a city where people feel safe and confident and no-one is disadvantaged by the neighbourhood in which they live
- to make the city clean and green, and
- to actively promote equality so that people from different backgrounds have similar life opportunities.

The council has adopted a corporate balanced scorecard to ensure that it continues to develop and improve as an organisation. The scorecard includes a range of **management objectives** relating to three themes - "Money"; "Improving the way we work" and "People". This approach recognises that the council needs to have a sound financial base, effective processes and trained and

knowledgeable councillors and employees to deliver effective and efficient services for the people of Coventry.

A number of key high level performance indicators and targets were identified for each corporate and management objective to enable progress against them to be measured and managed. Progress made on each of the objectives in 2005/06 is set out in detail later in this document.

How well did the City Council perform in 2005/06?

[Some additional information will be provided in this section in the full version of the Performance Report to be circulated on 23 June 2006].

The council's overall performance continued to improve and good progress was made towards achieving the council's corporate objectives. This achievement was measured both through the council's own performance management framework and by external inspection and audit.

The improvement in the council's services was reflected in its Comprehensive Performance Assessment rating of two stars and "improving well" in December 2005.

In 2005/06 educational attainment in Coventry improved at key stages 2 and 3 and post-16 and for the first time the city reached the national average for science at key stage 2. More work is needed to narrow the gap with the national average for early years and key stage 4.

The council continued to invest and work in partnership with the private sector to regenerate the city, promote economic growth and provide better jobs and housing for local people. Average household income increased; job vacancies remained high and there were fewer economically inactive adults in Coventry.

The council was awarded two stars by the Commission for Social Care for its social care services and was judged to be serving most adults and older people well with excellent prospects for further progress. There was good performance across social care with particular success in supporting people to stay at home – with older people in Coventry being less likely to be admitted into residential care than elsewhere in the country.

The council is an active member of the Coventry Community Safety Partnership and plays a major part in crime prevention. The British Crime Survey shows that the Partnership is on target to reduce crime overall by 20% by 2008, although not all the individual crime targets have been met. Despite this progress, it remains difficult to reduce fear of crime.

Household income and life expectancy improved in Coventry's priority neighbourhoods. However, as these improved more quickly elsewhere, the "gap" with the rest of the city has widened. Women's life expectancy was an exception to this where improvement was greater in priority neighbourhoods.

There has been some improvement in making the city clean and green, although the council did not meet its targets for cleanliness. Recycling also improved and the council met its statutory targets. The development of the council's Waste Strategy saw an expansion in the council's kerbside collection towards the end of the year that will deliver further improvements in the levels of recycling in 2006/07. Street Services will continue to be a key area for performance improvement for the council.

The council remained committed to promoting equality of opportunity through all its services.

Financial management of the council's revenue budgets improved although the capital programme required extensive rescheduling. Work began on developing a corporate value for money strategy and this will be a priority for 2006/07.

Key improvements in the way we work included the planning service, which exceeded its statutory targets, and highways maintenance which saw significant investment in a programme of works that were delivered on schedule. There was some improvement in performance in the council's housing benefit service towards the end of the year but overall performance remains a concern. The council opened a new Contact Centre and its first One Stop Shop in Stoke Aldermoor in 2005/06. It met its electronic government targets and redesigned its website to improve access to its services.

There was some improvement in the diversity of the council's workforce and a reduction in the number of assaults on employees. Although sickness levels were reduced, the council's target was not met and this remains an area of concern.

Customers and Communities: To improve the quality and efficiency of services and make it easier to access them.

Performance Summary – How we have supported this Corporate Objective

The council has continued to improve overall performance and deliver better services. This achievement has been measured both through the Corporate Plan and through external inspections of the council and its services. The improvement in overall performance is reflected in the council's rating under the Comprehensive Performance Assessment (CPA) framework. The new CPA framework for 2005 was designed to be considerably more challenging than previously. As the Audit Commission itself has acknowledged it is now a "harder test." The individual components are more difficult to achieve and the overall star rating depends on consistent levels of achievement across the board. The Council was awarded two stars in December 2005 and therefore achieved the target set. Whilst it is not possible to make direct comparisons between rankings under the new and old systems, there can be no doubt that a ranking of two stars represents a higher performance than the previous rating of "Fair."

There have been no Ombudsman findings of maladministration although there have been 8 instances where we have accepted an element of fault and settled the complaint locally. The overall target has been set at 0 for both elements, based upon the principle that neither is acceptable, even if this is difficult to achieve. Achieving a reduction in local settlements depends in part on improved complaint investigation and resolution at earlier stages. A review of the complaints procedure has been carried out by internal audit and the recommendations have been considered and included as specific actions for the Complaints Procedures Working Group.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
1	Annual CPA Score	Fair at December 2004	Two stars December 2005	Yes
Comment: The Council was confirmed as two stars in December 2005				
2	Citizens satisfied with the overall service provided by their authority.	41% at December 2003	N/A – this national survey is only conducted once every three years.	Not applicable

Comment: This national survey is only conducted once every three years. An improved rating is anticipated in February 2007.

Customers and Communities: To improve the quality and efficiency of services and make it easier to access them.

3	Number of Ombudsman complaints where the finding is of maladministration or where we have accepted an element of fault and settled the complaint locally.	13 in 2004/05	0	No
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Comment. There have been no findings of maladministration against us. However we have agreed 8 local settlements. We have not therefore achieved our target for 2005/06 although performance has improved over previous years.

Customers and Communities: To ensure the best quality education for all and that children and young people can achieve their maximum potential.

Performance Summary – How we have supported this Corporate Objective

The Annual Performance Assessment of Children's Services for 2005 concluded that Children's services in Coventry City Council consistently deliver above minimum requirements for children and young people. Social care delivers minimum requirements and education service delivers above minimum requirements. The Council's capacity to improve these services is good/ promising. This confirms the self-assessment score and represents a high level of achievement.

A key priority for this year has been to create the new Children, Learning and Young People's Directorate. This was launched in April 2006 and brings together the former Education, Libraries and Children's Social Care services together under one Directorate. The Children and Young People's Plan has been completed providing strategic direction for children's services across the city.

There are no schools in formal categories (i.e. indicating significant problems) and a range of improvements has been made in targeted schools. Whilst there has been an improvement in attainment standards at Key Stage 2 and 3 and Post 16 Education, there is more work needed in Early Years and Key Stage 4 in order to narrow the gap between Coventry's performance and the national average. In order to assess the progress of strategies to improve pupil performance, detailed analysis of the outcomes of public examinations and pupil assessments for 2005 was carried out, including the analysis of the performance of vulnerable groups. This analysis has shaped the targeting of services and informed the council's planned actions in support of schools in 2005/06.

An Expression of Interest to establish an academy to replace Woodway Park School has been approved by Ministers and a sponsor has been identified. Agreement in principle has also been reached to move forward on the proposed Swanswell Academy to replace Barrs Hill/ Sidney

Customers and Communities: To ensure the best quality education for all and that children and young people can achieve their maximum potential.

Stringer schools subject to further consultation and a sponsor being identified. Plans for Children's Centres and full service extended schools are on track and further work will take place to ensure that strategies are developed to deliver the Children's Services agenda.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
4	Joint Area Review of services for children and young people	N/A	Self Assessment was for an overall score of 3	<i>[Some additional information will be provided in this section in the full version of the Performance Report to be circulated on 23 June 2006].</i>
Further information about the Joint Area Review appears later in this report.				
5	Annual Performance Assessment of Children's Services	2004/05 APA Self Assessment Contribution of Children's Services: 3 Capacity to improve of council services for children and young people: 3	Improvement on previous performance.	Yes – Self-assessment score confirmed.
Comment: The Annual Performance Assessment has concluded that the contribution of the local authority's children's services in maintaining and improving outcomes for children and young people is consistently above the minimum requirements for users. These judgements confirm the self-assessment score and represent a high level of achievement.				
6	Attainment gap between Coventry and the national average at all key stages.	Key stage 1 English 2% Mathematics 2% Science 2%	Reduce gap at all key stages	Target Partly Achieved Key stage 1 English 4% (no) Mathematics 3% (no) Science 4% (no)
		Key stage 2 English 2% Mathematics 3% Science 2%		Key Stage 2 English 3% (no) Mathematics 2% (yes) Science 0% (yes)

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		Key stage 3 English 3% Mathematics 4% Science 3%		Key Stage 3 English 3% (same) Mathematics 3% (yes) Science 5% (no)
		Key stage 4 5+A*-C 5.9% Average point score 20.1		Key Stage 4 5+A*-C 7.3% (no) Average point score 23.2

Comment: Standards have improved at Key Stage 2 and 3 and Post 16. For the first time Coventry has reached the national average for Science at Key Stage 2. More work with schools and other providers is needed in Early Years and at Key Stage 4 in order to narrow the gap with national standards. The change in the average point score baseline from 3.0 (as shown in the Corporate Plan 05/06 – 07/08) to 20.1 is a result of national changes to the calculation.

7	Performance Assessment Framework			Yes
	7a. Education of children looked after (PAF A2)	45.9% (2004/5)	49%	58.1%
	7b. Education and training of care leavers. (PAF A4)	0.48 (2004/5)	0.55	0.74

Comment: Performance this year on PAF A2 (indicator 7a) was significantly better than results for previous years and above the target the Local Authority had set itself. This result reflects the enhanced general support for looked after children's education and the greater focus on monitoring key performance areas such as academic attainment and school attendance. The multi-agency group that carries out this monitoring has been found to be ideally placed to take effective action.

Performance against PAF A4 (7b) was also above the target level. This was largely the result of effective monitoring and intervention. The circumstances of all Care Leavers are monitored and reported to a multi agency group on a monthly basis. Effective action is taken by staff from Social Care, Connexions and the Leaving Care Service in relation to young people identified as not engaging in education, training or employment.

8	Children with an allocated worker at all times			Yes
	8a. Looked after children	99% (2004/5)	100%	100% Performance target has been met.
	8b. Children on the child protection register	100% (2004/5)	100%	

Customers and Communities: To ensure the best quality education for all and that children and young people can achieve their maximum potential.

Customers and Communities: To regenerate the city and ensure people have a good choice of jobs and housing

Performance Summary – How we have supported this Corporate Objective

The regeneration of Coventry has continued with the average household income rising from 86.4% of the national average in 2004 to 89.3% in 2005. A number of heavy redundancies over the last year have been matched by the creation of new jobs. The city has benefited from a high level of job opportunities with an average of 1766 vacancies over the year and the number of economically inactive people in Coventry fell some 4,000 during the last twelve months. The council has continued to invest its own funds and use them to encourage other public and private sector investment in Coventry to regenerate the city's economy and housing stock to provide jobs and housing for local people. There are some signs of a slowdown in the national and local economies with rising levels of unemployment so the council will need to continue to work hard to ensure that Coventry's regeneration continues in 2006/07.

The Swanswell development progressed with phase 1 of the City College project started, and Phase 2 receiving outline planning consent. There has however been a delay on spend on the scheme due to delays caused through Compulsory Purchase Orders. . The NDC annual performance assessment has resulted in the NDC being raised to "good" therefore placing it amongst the best performing NDC's in the Country.

The Belgrade Plaza development also commenced during the year. As a result of feasibility studies, recommendations have been made on how to pursue the development on the proposed Health and Medical Technology Park at Ansty. The former AGCO site at Banner Lane was investigated in detail as a site for the Niche Market Technology Park. Advantage West Midlands approved an outline funding proposal for this project and detailed project development commenced.

There has been ongoing work throughout the year to attract public sector relocations from London and South East. Particular successes include the relocation of the NHS Institute for Learning Skills and Innovation moving 170 jobs to Senate House at Warwick University. Unfortunately the Quality Improvement Agency decided not to relocate to the city, however the city was short listed for the relocation of the Training and Development Agency (250 – 400) jobs. There has been a record level of business improvement grants of £300,000 offered to businesses, 23 inward investors were supported and £2million was attracted to the city in the form of Selected Finance for Investment Grants for major capital investments by businesses.

Arena Retail Park has been successful in attracting retailers such as Marks and Spencer's, All Leisure, Boots, Next, Goldcrest Cleaning Ltd.,

Customers and Communities: To regenerate the city and ensure people have a good choice of jobs and housing

Starbucks, Borders and Pizza Hut. This resulted in about 1,250 people going into employment of whom 49% were from Priority Neighbourhoods. The focus will now be on working with the Isle of Capri to create their expected leisure sector jobs. The Local Enterprise Growth Initiative (LEGI) application overseen by a Steering Group of the Coventry Partnership (LSP) and developed by the City Council resulted in £12.6m being awarded to the city. This funding will be used over the next three years to promote enterprise and entrepreneurship in the most deprived areas of the city. The Job Interview Guarantee Scheme (JIGS) worker has worked with the local community and local companies in the Canley area. At the end of the year, 4 Job Interview Guarantee programmes (JIGS) had taken place (c. 10 individuals per programme) and, as a result, 5 people gained employment and a further 19 people received OCN qualifications. The Construction Employment Unit in partnership with Whitefriars Housing undertook a new project and as a result, 60 people secured employment. Funding was also received from the Local Initiative Development (LID) which enabled training to be provided for a further 80 people.

Coventry successfully completed stage 1 of its Big Lottery Bid (£23m) to establish the International Spire of Peace. A decision on whether to proceed to Stage 2 is expected in August.

In April 2006 Cabinet approved the extension of the CVOne contract to March 31st 2011. This was subject to a full value for money review of CVOne being undertaken in partnership with the agency. Key achievements outlined in the Cabinet Report, include the Coventry City Centre Business Improvement District becoming one of the first in the country. 135 jobs were created as a direct result of the 19 businesses created via the Business Vitality Programme.

Some of the key actions in the Housing Strategy have been to develop affordable housing schemes. A Strategic Housing Regeneration Fund has been set up to increase the volume and choice of affordable housing across the city, especially for the most vulnerable people. The first programme to be financed by the fund is being actioned and a further £4.5 million agreed for the second year. Schemes for using private rented properties for homeless families continued to work well, with the number of lettings increasing. A total of 112 properties have been brought back into use during 2005/06, providing more housing in the city. An Equity Release Scheme has been launched to improve the standard of private sector housing but uptake has remained low.

The Older People's Housing Strategy has been approved and is now being implemented and a number of development opportunities are being worked on including the Belgrade Plaza Scheme. Work continues to develop with partners and the partnership boards, especially the Co-ordinating Group for Services for People with Physical or Sensory impairment, the Learning Disability Partnership and the Mental Health Partnership Board, to provide housing that is needed in the city.

The review of the Disabled Facilities Grant waiting list has been completed and the numbers on the list have substantially reduced. However the actual waiting time on the list is proving very difficult to reduce as the level of new referrals is cancelling out the effect on the numbers completed.

Target Number	Indicator	Baseline	Target 2005/06	Will target 2005/06 be met?
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Customers and Communities: To regenerate the city and ensure people have a good choice of jobs and housing				
9	Employment rate of 16 – 65 year olds	76.1% (March 2004 – Feb 2005 average)	76.5%	Uncertain 76% (for period June 2004 – May 2005)
Comment: The June 2004 – May 2005 data is still the latest available – this relates to the first quarter and so any firm conclusions on meeting the target are difficult at this stage. This data was based on the Labour Force Survey, which has since been replaced by the Annual Population Survey. This uses a different method of data collection, and hence figures for the employment rate in the city have changed. The baseline and targets will be amended to reflect this change in data in the 2006/07 Corporate Plan.				
10	Average job vacancies in the City over a year.	1896 (March 2004 – Feb 2005 average)	1400+	Yes 1766 (for period May 2005-April 2006)
Comment: Vacancies are still high in the city, and well above the 1400 target signalling a strong and healthy economy.				
11	Achievement of City Centre Targets in CVOne Business Plan	46% of all targets achieved 2004/05.	Meet all targets for year.	No
Comment: CVOne targets are set as year on year improvements over a range of activities. Despite improvement in areas including cleansing standards, people's perceptions, press coverage and events, only 61% of the indicators used have improved since 2004/05. There has been a slight reduction in visitor footfall although this was anticipated as a result of the opening of the Arena and this has been minimised. Some of the existing measures and targets relate to Citywide objectives and as a result the Council is planning to work with CVOne to review and determine the measures for 2006/07.				
12	Average household income in the city compared with national average	86.4% of average national household income (2004 data)	Increased %	Yes 89.3% (2005 data)
Comment: The 2005 data shows a significant increase in average household income compared with the national average.				
13	Progress on the Swanswell initiative	N/A	Meet all milestones	Target partly achieved
Comment: City College relocation plans are well underway with Phase 1 now started, and Phase 2 has received outline planning consent. There have been some delays in spend due to Compulsory Purchase Orders. The Masterplan Adoption is likely to be delayed slightly into the Summer of 2006 to permit debate on the options for the ring road.				
14	Progress on the Housing Strategy	N/A	Meet all milestones	Yes – most are on target.

Customers and Communities: To regenerate the city and ensure people have a good choice of jobs and housing

Comment: Most targets have been met in relation to the 10 key milestones identified. A number of strategies have been reviewed and produced with actions being implemented. One potential concern is the rate of progress in implementing actions in the Supporting People's Strategy but this will be addressed once new staff are appointed. Take up of the Equity Release Scheme remains low and new measures will be put in place to increase the take up of equity release loans.

Customers and Communities: To promote health independence and choice for all citizens.

Performance Summary: How we have supported this Corporate Objective

The Commission for Social Care Inspection awarded the City Council two stars for social care overall and judged us to be serving most adults and older people well with excellent prospects for further improvement. There is good progress on key performance indicators and the Council has continued to perform at the level of the best on supporting people at home, including through Direct Payments and delivering equipment quickly to help people remain in their own homes. We are leading the field nationally on the low rate of admissions of older people to residential care.

The strategic shift from residential to supported living modes of care provision has continued. Block contracts have been signed for five years for domiciliary care to secure a sustainable supply of support in the community at a price that gives value for money and quality and a PFI agreement was signed to provide additional housing with care for older people from 2007 onwards.

Progress towards an integrated intermediate care service continues, improvement of the learning disability service is underway and agreement reached with the PCT on a range of pooled budgets to support partnership working. Partnership working to reconfigure health and social care services to improve outcomes for local people has been affected by the national pressures on the NHS, and their impact locally. Work has continued with all of the local Partnership Boards to ensure that users and carers contribute to the development of local services.

The Community Safety Partnership has exceeded the target for drug users into treatment - this is in part due to the success of the recently introduced Drug Intervention Programme. The Partnership is also working to ensure that those accessing treatment are representative of the local community and that the National Treatment Agency Retention Target of 12 weeks is achieved.

The council was awarded Beacon Status for Effective Environmental Health in May 2005. It was one of only two councils in the country to achieve this status that recognises good performance across the range of environmental health services and the development of comprehensive and innovative advisory services

In September the Coventry Half Marathon attracted more than 2,400 runners and walkers of every age and ability.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
15	Performance Assessment Framework			

Customers and Communities: To promote health independence and choice for all citizens.				
	15a Emergency admissions of older people to hospital PAF A5	-2% in 2003/04	Deleted – See comment below	Deleted - See comment below
	15b Intensive home care per 1,000 population aged 65 and over PAF C28	20.3 in 2004/05	22	No, but see note below 18.7 for 2005/06
	15c Adults and older people receiving direct payments per 100,000 population PAF C51	84.7 in 2004/05	130	Yes 163.2
<p>Comment:</p> <p>15a PAF A5 – emergency admissions of older people - has been deleted by the DOH and an alternative measure of the number of older people supported at home through preventative technology has been included in the Corporate Plan 2006/07 – 2008/09.</p> <p>15b PAF C28 - performance on providing intensive home care was below the target. However, this reflects the success of the re-ablement programme and the emphasis on early interventions which has the effect of reducing the numbers of people getting intensive home care, by helping them to regain at least some of the skills and confidence needed to live independently. 15c PAF C51 - reduced targets aimed at sustaining performance at this level have now been set. There has been excellent progress on Direct Payments for adults and older people and performance has exceeded target. This is a robust measure of independence and choice for users.</p>				
16	Number of drug users in treatment.	2004/05 994 drug users.	1136 drug users	Yes 1222 drug users
<p>Comment: The Community Safety Partnership has exceeded the target for drug users in treatment. This is in part due to the success of the recently introduced Drug Intervention Programme. The partnership is also working to ensure that those accessing treatment are representative of the local community and also that the National Treatment Agency Retention Target of 12 weeks is achieved.</p>				

Customers and Communities: To create a city where people feel safe and confident and where no-one is disadvantaged by the neighbourhood in which they live.

Performance Summary: How we have supported this Corporate Objective

British Crime Survey comparator crimes are on target to achieve a reduction of 20% by 2008. Reductions in domestic burglary, theft from vehicle, theft of vehicle and vehicle interference have continued. The implementation of the AIMs process along with other initiatives including Neighbourhood Wardens, Gating Schemes and Crime Prevention Communications Strategies has contributed to this success and allowed us to more effectively target the work of street based uniformed personnel.

The Partnership is leading on a range of initiatives to address issues of robbery, violent crime and criminal damage where targets are not being met. Tackling Violent Crime will continue to be the focus of partnership attention including high visibility patrols at identified hotspots, particularly within the city centre. There has been a continuing reduction in youth crime. As a result of Positive Activities for Young People (PAYP) and other mainstream programmes, the 48% reduction in young people offending during summer holidays was sustained for a second year in 2005. However, despite the reduction in the level of crime in Coventry, public perception of safety has remained the same.

The increase in wealth in the city has seen household incomes rise in priority neighbourhoods by 7.7%. However, the increase in incomes in the rest of the city was higher at 9.4% so the income gap between the most disadvantaged neighbourhoods and the rest of the city has risen. Life expectancy has also risen in Coventry. For women the gap between the most disadvantaged areas and the rest of the city has reduced by 1.3 years. However for men it has risen by 1 year as the increase was greater in the rest of the city. The educational attainment gap between priority neighbourhoods and the rest of the city has reduced at key stage 2 for mathematics but increased at key stage 2 for English and at key stage 4. Further support, advice and challenge is being offered to schools to address improvements and this is closely monitored.

Primelines Bus Routes remain on target overall to achieve proposed outcomes over the 4 years. However, there has been some financial slippage on the Stoney Stanton Road scheme of £800,000, due to cable works and maintenance programme. Work will now take place in 2006/07.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
17	Gap in life expectancy between priority neighbourhoods and the rest of the city.	Men 4.5 years Women 5.3 years 2001/03 average	Reduction in gap	Men 5.5 years (no) Women 4.0 years (yes) 2002/04 average

Comment: Coventry is the only area in the West Midlands which has shown evidence of narrowing the gap for life expectancy for both men and women against the national average. However data for this indicator is only available several years in arrears. Local comparison for

Customers and Communities: To create a city where people feel safe and confident and where no-one is disadvantaged by the neighbourhood in which they live.				
2002/04 indicates that life expectancy has increased for all parts of the city including priority neighbourhoods and the gap between priority neighbourhoods and the rest of the city reduced for women. The gap increased for men due to a greater increase in life expectancy for men in the rest of the city.				
18	Gap between average household income in priority neighbourhoods and the rest of the city.	June 2004 – Rest of the city average was 41.2% higher.	Reduction in gap	No In 2005 the gap increased with the rest of the city average at 43.7% higher
Comment: Incomes have gone up across the city and have risen by 7.7% in priority neighbourhoods compared to 9.4% across the rest of the city. Some of this increase in income is attributable to more people being in work with the number of economically inactive people falling by some 4,000 during the last twelve months, with new job creation in the city more than replacing jobs lost through redundancies.				
19	Attainment gap between children and young people living in priority neighbourhoods and the rest of the city	Summer 2004 gap Key stage 2 English 18% Mathematics 19% Key stage 4 5+ a* - c 26%	Reduce the gap	Only in part. Key stage 2 English 19% (no) Mathematics 14% (yes) Key stage 4 5+ a* - c 29% (no)
Comment: The attainment gap has reduced in mathematics at key stage 2, but has increased in Key Stage 2 English and at Key Stage 4. Active support and challenge is now being offered to schools to address areas for improvement. Progress will be monitored.				
20	British Crime Survey comparator data.	25,912 offences in 2003/04	23,129 offences	Yes 22,419 offences
Comment: This represents a 4.6% reduction from the previous year. Within this compound target, there are 4 sub targets where targets have been met for 2005/06: Theft of Vehicle - Reduction of 14.5% against a target of 5%; Theft from Vehicle - 5.5% reduction with a target of 5%; Vehicle Interference: 17.8% reduction against a target of 5%; Common Assault: Reduction of 13.2% with a target of 5%. The remaining 6 sub targets have not been achieved: Domestic Burglary - 3.5% reduction against a target of 5%; Robbery - Increase of 19% against a reduction target of 5%; Theft from Person - 5.5% increase with a reduction target of 5%; Woundings - Reduction of 3.5% recorded against a target of 5%; Criminal Damage - 4.9% reduction achieved with a target of 7%; Theft of cycle - Increase of 14.2% recorded against a reduction target of 5%.				
21	Percentage of residents who feel safe or very safe whilst outside in the local authority area.	93.7% in daytime 76.6% at night (2004)	Improvement in perceptions	In part 91.7% in daytime (no) 78% at night (yes) (2005)

Customers and Communities: To create a city where people feel safe and confident and where no-one is disadvantaged by the neighbourhood in which they live.

Comment: This information is obtained from the Coventry Partnership Household Survey. The findings of the survey completed in March 2006 show that there is no significant change in perceptions since the previous year with just a slight increase in people's perception of safety in their area at night. The Coventry Partnership is doing further work to interpret the findings of the survey overall and to decide on future actions.

22	The percentage of residents surveyed satisfied with their neighbourhood as a place to live.	82.2% (2004)	Improvement in satisfaction.	No 81.2% (2005)
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Comment: This information is obtained from the Coventry Partnership Household Survey. The findings of the survey completed in March 2006 show that there is no significant change in perceptions since the previous year. The Coventry Partnership is doing further work to interpret the findings of the survey overall and to decide on future actions.

23	Primelines bus routes progress against targets	On target 2004/05	Meet all targets for year	In most part
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Comment: Implementation of major spend is currently on schedule, infrastructure works are on target to achieve overall proposed outcomes over the 4 years. We have carried out 4 consultation exercises, commenced work on 9 schemes, and completed construction work on 5 schemes. However, there is some financial slippage on the Stoney Stanton Road scheme of £800,000, due to cable works and maintenance programme. It was envisaged that some early works could be completed before the end of the year, however these did not take place, therefore all major work will be slipped in to 2006/07.

Customers and Communities: To make the city clean and green.

Performance Summary – How we have supported this Corporate Objective

Performance against the street cleanliness indicator BVPI 199 has shown improvement towards the end of the year but overall progress was considerably below target. Detailed analysis of the survey results has shown which types of land are giving the most cause for concern and alternative ways of working to address these issues will be implemented during 2006/07, supported by additional investment through the budget setting process. A Local Public Service Agreement target for street cleanliness has been agreed and further improvements in street cleanliness will be achieved using pump-priming resources.

Good progress has been made on tackling fly tipping and other environmental crime through the Environmental Health street scene enforcement team and joint work with partners (including West Midlands Police, Whitefriars Housing Group and CVOne), through the Active Intelligence Mapping process (AIMS).

The Council achieved a silver gilt award in the Heart of England in Bloom competition as well as being a large city category winner. We also supported CV One's Gold Medal winning entry for the city centre. The Council has received many compliments from partners and members of the public about this year's city dressing and floral displays which in many cases supported activities and events such as the International Children's Games. Coventry won a major international gold award, the International Award for Liveable Communities in recognition of the environmental initiatives taking place in the City.

The proportion of waste sent for recycling and composting increased from 2004/05 to 2005/06. The authority has exceeded its statutory waste target of recycling or composting 18% of household waste, although the local improvement target has not been met. Further improvements will be seen in future years as a result of the significant expansion of the kerbside recycling service begun in 2005/06.

Target number	Indicator	Baseline	Target 2005/06	Actual 2005/06
24	Proportion of land with unacceptable litter and detritus. (BV199a)	37% in 2004/05	23%	No - 33%
<p>Comment: The majority of land types continue to show some improvement against the average performance last year, with five out of the ten showing significant improvement. However, some land types continue to give cause for concern and additional measures to raise standards in 2 land types (high density housing, and other highways) have been identified to improve overall performance. Raising standards in these areas will help improve overall performance against the Best Value Performance Indicator and contribute to the CPA Environment score.</p>				
25	To reduce incidents of fly tipping at identified hotspots	95 incidents in 31 hotspots in 2004/05.	30% reduction	Yes - 49.5% reduction

Customers and Communities: To make the city clean and green.

through prevention and enforcement.

Comment: Overall fly tipping has been reduced by almost half in the hotspot areas with 48 incidents reported compared to the previous year's 95. This has been achieved through site protection measures, deploying covert surveillance cameras and strengthening enforcement activities. Investment in the Enforcement Team and funding from the Liveability Programme for surveillance equipment has contributed to this success. The new Best Value Performance Indicator 199d may replace this target when it is introduced next year, as it will help monitor the extent of fly tipping, improvement over time and the impact of enforcement action taken. In 2006/07, action will be targeted at reducing incidents in the most significant hotspots for fly tipping in the previous year.

26	Percentage of household waste recycled (BV 82a)	10.4%	12.8%	No - 11.92%
27	Percentage of household waste composted (BV82b)	6.5%	6.5%	No – 6.17%

Comment: The proportion of waste sent for recycling and composting has increased from 2004/05 to 2005/06, while the proportion sent to landfill has decreased. The authority has exceeded its statutory waste target of recycling or composting 18% of household waste (indicators 82a and b combined). The local targets for the proportion of waste recycled and composted have not been achieved as a result of a decline in participation, a reduction in mechanically collected road sweepings (that are recycled and contribute to performance) and a reduction in the amount of garden waste taken to the civic amenity site. As part of the authority's developing Waste Strategy, an expansion of the kerbside collection service was agreed by the Council in December 2005. The introduction of the new services significantly increased the proportion of households in the city receiving both one and two collections of recyclables during 2005/06 and will increase performance against indicators 26 and 27 in the future.

Customers and Communities: Actively promote equality so that people from different backgrounds have similar opportunities.

Performance Summary – How we have supported this Corporate Objective

The council continued to promote equality of opportunity through its service provision. This was recognised by the Audit Commission in the recent Corporate Assessment: "*Equality is prioritised within services. For example, adult education has effective strategies to widen participation and tackle social inclusion with a clear focus on recruiting learners who are usually hard to reach. Learning programmes are designed to meet the needs of different groups such as those with mental health problems and asylum seekers. Adult social care has clear and fair access criteria aimed at focusing resources on those in greatest need.*"

The council's rolling programme of Equality Impact Assessments in 2005/06 identified a range of actions to be undertaken to improve equality of opportunity including increasing the take-up by women in the Construction Employment Unit in Regeneration Services; working with an advertising agency to attract applicants from under-represented groups at all levels in the council; recruiting more minority ethnic carers; improving the jobs and careers pages of the council website to give greater access for disabled people; reviewing reception areas to make them more welcoming for minority groups and changing housing and council tax benefits forms to ensure definition of partners includes same sex couples.

A LGBT advisory panel has been set up and is advising on a programme of actions including production of a leaflet on bullying to be used in schools; implementing the 4th phase of the Celebrating Coventry campaign promoting positive images; developing a library of LGBT images for the Council to use in our publications. An internal Employee Network has also been established with LGBT employees. The group will have access to Management Board and influence policy and decisions made on Equality issues.

A review of interpretation and translation services has been completed. NRF funding has been secured and work is underway to plan for an improved service that includes the development of joined services through the co-location of PCT and City Council Services.

The draft Race Equality Scheme for 2006/09 has been consulted on jointly with PCT and the Hospital Trust and was submitted to Cabinet in July. Guidance has been produced for Council employees representing the council on a partnership on how the race equality duty and other equality issues affect the work of the partnership. The guidance has been widened to incorporate other equalities areas.

A self-assessment and audit process has been carried out in relation to the Equality Standard for local government. The outcome of the process has indicated that the council has not consistently achieved level 4 across the authority. Further work has taken place to identify equality targets that exist for each Directorate and to ensure that steps are taken to achieve level 4 of the Equality standard by March 2007.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
28	Level of equality standard achieved on a scale of 1 – 5	Level 3 at March 2005	Level 4	No
<p>Comment: Although some service areas have been able to demonstrate that they have achieved level 4, this has not been consistent across the council. Further support and guidance will be provided to directorates to enable them to achieve level 4 during 2006/2007.</p>				
29	Quality of the Council's Race Equality Scheme and improvements resulting from it. (BV2b)	68%	79%	Yes
<p>Comment: Improvements have been made as a result of extensive equality and diversity training which has improved staff perceptions of equal opportunities. In addition to this, improvements have also been made as a result of Equality Impact Assessments carried out in 2004/05. A leaflet summarising these was published in November 2005.</p>				

Money: Ensure sound management of the Council's resources.

Performance Summary: How we have supported this Corporate Objective

More vigorous on-going financial management and improved budgetary control reporting has resulted in the council's 2005/06 revenue budget out-turn being within around 1% of the council's total net budget.

The council's capital budget for 2005/06 required the rescheduling of £26.5m expenditure - around 21% of the original budget. Although some of the reasons for the rescheduling were beyond the council's control and no resources were lost as a result, this level of rescheduling is not acceptable. Work being undertaken in 2006/07 to ensure that capital allocations are spent within approved timescales includes: more robust challenge to expenditure profiling of the programme through a project gateway approach; better monitoring and project management and an assessment of ways to introduce more flexibility to the programme; and reviewing the level of rescheduling factored into the overall Capital programme.

The Audit Commission completed its Use of Resources review work, and the Council's formal score was "2" out of "4" under the 2005 CPA Harder Test methodology.

Target number	Indicator	Baseline	Target 2005/06	Will 2005/06 Target Be Met
30	Annual Audit Letter	Unqualified Report January 2005	Unqualified report with all previous recommendations implemented.	Yes
Comment: The formal audit certificate has now been received, showing an unqualified opinion on the accounts for 2004/05.				
31	CPA Use of resources judgement	3 out of 4 in 2003 methodology.	Level 3	No

Comment: We received a score of "2" under the 2005 CPA "Harder Test" methodology.

Money: Deliver value for money to meet the Council's priorities.

Performance Summary: How we have supported this Corporate Objective

The Council budget clearly allocates resources to priority areas as identified in the Corporate Plan and Cabinet Member Strategic Plans. Regular monitoring of the budget and performance issues has enabled the Council to identify that resources are delivering the priority outcomes established in the plan, or to take remedial action if required.

The Value for Money Core Team has been set up. A review of the council's current position on value for money has been undertaken by the team and consequent proposals for moving forward the value for money agenda have been agreed by the Council's Management Board.

The Value for Money CPA self-assessment has demonstrated some good progress and good practice. Audit Commission profiles have shown the Council to be an above average spending authority in some areas and there will be a need to develop more refined systems for comparing expenditure to outcomes to ensure that this is justifiable. We need to more closely align budget and performance reporting in the future but this is not easy and we have not yet been able to identify any really good examples of this in practice elsewhere.

Target number	Baseline	Indicators	Target 2005/06	2005/06 Target Met?
32	Proportion of resources reallocated in the budget setting process that are used to fund statutory responsibilities and/ or corporate priorities.	N/A	100%	Yes 100%

Comment: In future it is intended to adopt the Audit Commission Value for Money score as an indicator – this is one of the elements in the Use of Resources block in the new CPA framework.

Money: Maximise Resources.*Performance Summary – How we have supported this Corporate Objective*

Council Tax collection fell short of the target of 96.5% with a final collection figure of 95.4%. Collection of national non domestic rate was marginally ahead of target with a collection rate of 99.1%.

Direct debit has continued to be promoted with over 53% of council tax payers now electing to pay by this method. This will continue to be the focus and we are working towards paperless direct debits for 2006/07. The recovery procedure continues to be robust and to move cases through the courts, if required, more quickly than previously.

Target number	Indicator	Baseline	Target 2005/06	Will 2005/06 Target Be Met
33	Percentage of Council Tax collected	95.3%	96.5%	No – 95.4%
Comment: The target was not achieved although the actual collection rate of 95.4% was still an improvement on 2004/05. The introduction of a new ICT system in 2006/07 may impact on collection rates for that year				
34	Percentage of NNDR Collected (BV10)	99.6%	99%	Yes – 99.1%

Improving the Way We Work: To improve the quality of our service delivery.

Performance Summary – How we have supported this Corporate Objective

The Corporate Plan identified a number of key service areas for improvement under this objective – Planning; Highways Maintenance and Housing Benefits. During the year the Planning Service has improved upon the time taken to determine planning applications and has exceeded all three targets. This was achieved through taking additional measures such as Saturday working and prioritisation of applicants.

Significant investment has been made in the highway infrastructure in line with the Highways Asset Management Plan/ Highways Maintenance strategy. The 2005/06 programme of works was delivered on schedule with some minor adjustments made to defer some schemes and include additional works. Better forward planning has ensured the 2006/07 programme is well underway and the 2007/08 programme has been agreed. As the Highways Asset Management Plan is developed, the council will look to plan its highways programmes up to five years ahead.

There has been some improvement in the council's Housing Benefits Services towards the end of 2005/06. However the target of achieving level 3 for the Department of Work and Pensions rating for Housing Benefits was not achieved during 2005/06 and places the council's service in the bottom 10% nationally for this measure. The Council scored highly on "enablers" which is encouraging, but the achievement of level 3 will be dependent upon making further improvements in processing times. It is unlikely that level 3 will be achieved in 2006/07 due to the introduction of a new computer system for the processing of benefits that will continue to impact on processing times.

The AIM (Active Intelligence Mapping) process is successfully bringing Council and other key agencies together to identify issues and target actions together at a local level to improve the quality of life in the city's neighbourhoods

The effectiveness of the council's performance management framework was recognised in the Corporate Assessment undertaken by the Audit Commission in March 2006 and the council was given a score of 3 for performance management – only 18% of authorities had achieved a similar score in the assessments conducted up to May 2006.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
35	Fair based on 2004/05 methodology	DWP rating for Housing Benefits	Level 3	No Level 2

Comment: The CPA self-assessment under the new Performance Standards scoring methodology gave us a score at Level 2. This places us in the bottom 10% of councils nationally. Progress to Level 3 will be dependant upon further improving processing times.

Target	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
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Improving the Way We Work: To improve the quality of our service delivery.				
number				
36	Conditions of roads and pavements			
	36a Principal Roads needing repairs (BV223)	N/a	N/a	N/a Outturn figure was 27%
	36b Other main roads needing repair (BV224a)	N/a	N/a	N/a Outturn figure was 34%
	36c Proportion of pavements needing repair	20.11 in 2004/05	19.7%	No Outturn figure was 35%
<p>Comment: Due to the high level of investment (£10 million from PPR and a further £1.4 million from other sources) and the strategic focus of spend improving principal roads and other main roads, we expect to make good progress against the new Best Value Indicators BV223 and BV 224a in the next two years. However, due to the way these indicators are measured through an annual government survey it is very difficult to give any prediction on performance against the indicator. There have also been problems with the software and methodology used to assess roads needing repair. The score for BV187 is produced from a Detailed Visual Inspection in line with DfT guidelines. Although the result for 2005/06 is higher than the previous year, it is not considered that the general footway condition has deteriorated. New accreditation systems for surveyors have resulted in higher results nationally.</p>				
37	Percentage of BVPIs in top quartile	23% in 2003/04	Increase in percentage	Yes 24% in 2004/05
<p>Comment: Of the 132 BVPIs in 2003/04 we were in the Top Quartile for 23% of them. A number of new BVPIs were introduced in 2004/05, increasing the total number of indicators to 138. We were in the Top Quartile for 24% of them.</p>				
38	Planning applications determined within	Type of application		Yes
	13 weeks (BV109a)	Major	54%	60% 68.75%
	8 weeks (BV109b)	Minor	68%	65% 73.1%
	8 weeks (BV109c)	Other	80%	80% 81.5%

Improving the Way We Work: To improve the quality of our service delivery.

Comment: Saturday working and prioritisation towards applications at the expense of pre-application discussions have been adopted to ensure that the targets were met.

Improving the Way We Work: To improve access to the services we provide.

Performance Summary – How we have supported this Corporate Objective

The Coventry Direct Programme has remained largely on track to deliver its agenda of change and customer service transformation to make the council's services easier for people to use. The Contact Centre and One Stop Shop (Stoke Aldermoor) became operational ahead of schedule, although the launch of the One Stop Shop (Bell Green) was delayed whilst discussion took place to address concerns of the Trade Unions. The Contact Centre extended its opening hours to 8.00pm and recorded an increase in call volumes since its launch. The Consumer Direct contact volumes exceeded expectations, and a third tranche of Advisors was recruited to manage the increased level of demand. Revised customer service standards were approved by Cabinet in March 2006. These will build upon existing standards of customer service in line with government initiatives and changing expectations of customers.

During the last quarter of the year the Council's website slipped from position 25 to position 74 in the Site Morse league ranking for local government websites, although this ranking still constituted a considerable improvement from last year's performance. The ranking is based upon availability, accessibility, number of errors or warnings and speed. The slippage reflected the slower website performance caused by an increase in website hits of over 300%.

Work has progressed on improving access to housing services through the Local Strategic Partnership (LSP) housing theme group, this includes plans for a one stop shop facility for advice from a range of housing agencies and also a website directory for people seeking information on homelessness services.

There has been a successful Neighbourhood Renewal Funding (NRF) bid for an integrated transport solution that will provide a demand responsive service for residents and travel planners and travel buddies for people with special needs. The Integrated Children's System went live in January, meeting a key Government target. The system is intended to deliver improved outcomes for children and young people by co-ordinating service delivery for children and young people across different agencies and delivering a coherent experience for families.

Following an extensive improvement programme to make the councils' premises more accessible to disabled people, a detailed survey of all Council buildings was completed in May 2006 to determine and prioritise further action for improvement.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
39	The number and types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	76%	100%	Yes Achieved.

Improving the Way We Work: To improve access to the services we provide.				
Comment: 100% of services were accessible by the end of quarter 3.				
40	Progress against milestones for Coventry Direct.	2004/05 targets met in part.	Meet all targets for year	In most part.
Comment: The Coventry Direct Programme remains largely on track to deliver its agenda of change and customer service transformation. The launch of the One Stop Shop at Bell Green has been delayed whilst discussions take place with the Trade Unions.				

Improving the Way We Work: To improve the efficiency of the services we provide.

Performance Summary – How we have supported this Corporate Objective

Efficiency savings for 2004/05 were achieved. A review of the mid-year position for 2005/06 indicated that all cashable savings were on target to be achieved.

Efficiency savings specifically identified for 2005/06 included non-cashable savings from reduced sickness absence. The final analysis of sickness figures indicates that these savings will not have been achieved and this has reduced the overall level of savings that we originally envisaged for 2005/06.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
41	Annual efficiency statement	£8.2m	To meet at least the targets set by government.	The target is expected to be achieved.

Comment: The Annual Efficiency Statement Backward Look for 2005/06 will be submitted in July 2006. It is anticipated that this will show that we have achieved our cumulative efficiency target for 2004/05 and 2005/06 combined. Efficiency savings specifically identified for 2005/06 included non-cashable savings from reduced sickness absence. The final analysis of sickness figures indicates that these savings will not have been achieved and this has reduced the overall level of savings that we originally envisaged for 2005/06.

People: Ensure councillors are well trained and well supported.

Performance Summary – How we have supported this Corporate Objective

The Member Development Programme is on track and training programmes delivered. Core skills programmes, induction into new areas of responsibility, and knowledge acquisition have been well received and supported. The Programme has been awarded the West Midlands Development Charter.

Improvements to Member accommodation are being progressed as part of the Council House Accommodation Scheme.

A survey to measure Members' views and satisfaction of support received has been carried out. The results have been reported to the Supporting Members Advisory Panel (SMAP) and are being used to drive forward performance improvement and to inform targets for 2006/07 onwards.

Proposals for restructuring secretarial and administrative support for Members had not progressed pending the appointment of a Head of Democratic Services. However, recruitment is now underway and temporary management arrangements have been put in place within Member support. Early feedback is positive.

Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
42	Average number of training hours per councillor.	22 hours in 2004/05	22.5	Yes - 3.7

Comment: The Core Skills Programme for Elected Members received some very positive feedback. Member 1:1 Development Review Meetings have taken place and a yearly plan drafted which has been agreed with the SMAP for 2006/07. The outturn figure does not capture all member training and therefore activity exceeds the outlined target. Improvements to the recording of the number of hours for formal training sessions arranged through the Member Development Programme will be a priority for 2006/07.

43	Member satisfaction with training and appropriateness of support.	Training – high satisfaction Support to be established.	Training – 75% Support – baseline to be established through survey.	Yes 79% Baseline 77%
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Comment: The Training and Development section of the Members' Support satisfaction survey has revealed that most Members who responded were either very satisfied or satisfied with the training they received. 82% were very satisfied or satisfied with the 1:1 process and 81% were very satisfied or satisfied with alternative methods of training offered. There were, however some dissatisfied respondents and as part of the feedback from the Charter we will be looking at how to engage with these Members. In relation to support, the results of the survey reinforce the need to improve satisfaction levels. Changes have already been introduced and further short and long term improvements will be identified.

People: Develop the skills, competencies and motivation of the workforce.

Performance Summary – How we have supported this Corporate Objective

The core-training programme has been developed to meet training needs of employees that are identified through the council's Corporate Appraisal process. Plans are currently underway to develop Corporate Training Programme No. 3 for 2006/07. The Management Development Programme has seen three cohorts complete the Diploma in Applied Management with Warwick Business School and Cohort Four is ongoing. The first six cohorts of the first line supervisor's programme, being delivered in partnership with Coventry University, are fully booked and the middle managers programme started in January 2006.

Progress has been made to improve recording of all training activity. However there is a concern that the reported figure under represents the true picture. The target set for 3 days per employee was not achieved, however, the outturn figure shows significant improvement on the half year reporting.

Annual Employee appraisals have been undertaken throughout the year but the target of 100% has not been met. Management Board has taken action to ensure managers undertake appraisals for every employee with 12 months service.

Target number	Indicator	Baseline	Target 2005/06	Outturn 2005/06
44	% of appraisals carried out for employees in post for the last 12 months.	80% of all employees 2004/05	100%	No – 80%

Comment. There is inconsistent application of appraisals across the City Council. Management Board has reminded managers of the requirement for appraisals and Directorate Trainers will respond to any support required. Currently the recording of this indicator includes all employees including those without 12 months service and therefore the figure is lower than it should be. The new HR/Payroll system will enable this indicator to be monitored electronically. Until then, from 1st April 2006 this will be done manually.

45	Average no. of days per employee spent on formal training and development activity.	N/A	3 days	No - 2.08 days
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Comment: The outturn figure demonstrates that there has been a significant amount of training undertaken and progress has also been made to collate information on directorate training activity. This now means that there is an average of 2.08 training days per employee this year. Work is continuing to ensure all training data is captured. Next year it is anticipated that this figure will improve.

People: Build a representative workforce fairly treated

Performance Summary – How we have supported this Corporate Objective

The council's workforce has become more diverse in 2005/06 with all indicators except the percentage of disabled employees in the top 5% of earners showing an improvement on the 2004/05 baseline position.

Significant efforts have been made to work with our key partners, Job Centre Plus and REMPLOY on improving the diversity of the workforce, particularly in the area of disability. This work coupled with a workforce survey to improve information from the workforce has resulted in an improvement in the amount and accuracy of data held and consequently the figures. It should be noted that the definition of the top 5% of earners means that this group fluctuates significantly and it is difficult to make comparisons over time. Further work will be required to achieve the target for the top 5% of earners from visible minority ethnic groups.

Recruitment is taking place shortly for a new team focused on Entry to Employment to focus on positive action programmes and work with partner organisations to improve the employment opportunities for hard to reach groups. Information from the recent diversity audit of recruitment undertaken by Tribal Resourcing for the council will help identify further action.

The target for grievances has not been met. This is an ambitious target and has been set at 0 as we wish to ensure no employee experiences situations that give rise to a justified grievance. A new grievance procedure incorporating harassment and bullying will be introduced in 2006/07.

Target number	Indicator	Baseline 2004/05	Target 2005/06	2005/06 Target Met?
46	BV Equality Indicators			In Part
	BV11a Women in top 5% of earners.	46.78%	48.42%	47.49% (no)
	BV11b Minority Ethnic employees in top 5% of earners.	4.2%	4.95%	4.49% (no)
	BV11c Disabled employees in top 5% of earners.	6.1%	5.6%	5.73% (yes)
	BV16a % of disabled employees.	4.57%	4.18%	6.26% (yes)

People: Build a representative workforce fairly treated				
	BV17a % of Minority ethnic employees.	10.67%	10.81%	10.90% (yes)
Comment: The DCLG definition of the top 5% of earners means that the size of the group varies significantly year on year and makes it difficult to make any comparisons with previous performance				
47	Number of grievances upheld.	6	0	No 8 - partly upheld
Comment: A joint working group of officers and trade union representatives has almost completed a revised grievance procedure which will include guidance on bullying and harassment issues. In addition, an audit of grievance and disciplinary casework will be undertaken in the coming year by internal audit which will investigate and highlight any equality issues which may exist.				

People: Maintain a healthy and safe workforce.				
<i>Performance Summary: How we have supported this Corporate Objective</i>				
The target for slightly reducing reportable accidents was achieved. The number of assaults reduced, showing a reversal in the predicted trend.				
The levels of sickness absence in the organisation continue to be an area of significant concern with a high level of management and HR activity taking place in an attempt to reduce absence levels further. Managers in all directorates receive consistent suites of management information and HR teams are proactively monitoring activity to ensure consistent and timely management intervention when employees hit trigger points. In addition, a proactive health promotion programme by the Occupational Health and Counselling Service supports attendance management activity.				
Target number	Indicator	Baseline	Target 2005/06	2005/06 Target Met?
48	Number of RIDDOR ¹ reportable accidents to the H&S Executive	78 in 2004/05	76	Yes 76

¹ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

People: Maintain a healthy and safe workforce.

Comment: Meeting this target is a considerable achievement, as the corporate accident reporting procedure has been actively promoted during the year which can result in increased reporting as the awareness of employees and managers is raised. It is essential that this awareness raising be carried out regularly to ensure accurate information.

49	Number of assaults on employees.	1052 in 2004/05	1262	No, but see comment below 1033
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Comment: Targets for the number of reported assaults were set to reflect a predicted increase based on previous experience and increased awareness raising. However, the total for 2005/06 is actually lower than the 2004/05 total by 19. The 2006/07 target has been revised in the light of last year's performance but still shows an expected increase due to the continued work on the Council's Violence at Work Policy to raise awareness of the issue and the importance of recording and the increase in enforcement work (such as parking enforcement) which the City Council is taking on.

50	Average number of working days lost due to sickness absence.	13.32	10.32	No 12.18 days
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Comment: Although the outturn figure of 12.18 days falls well short of the 10.32 target, it is still a further reduction of 8% on 2004/5.

Actions to address absence levels are ongoing and include:

1. Proactive management and HR Service activity and regular and consistent monthly management information.
2. Internal audit of management response to trigger points.
3. Consideration of 'incentive' scheme for attendance.
4. Pro-active Occupational Health and Counselling Service activity including Healthy Lifestyles Screening for all employees and a programme of Well Being Days across the Council to include alternative therapy, talks and demonstrations.
5. Response to HSE audit on sickness taking place in 2006/07.

We are still trying to engage West Midlands comparator councils in talks about benchmarking to ensure consistent report across the region.

Race Equality Scheme Review 2003/04- 2005/06

The City Council adopted its second Race Equality Scheme, covering the period 2003/04-2005/06, in May 2003. The Scheme enables the City Council to ensure that it meets the general duty to promote race equality, with due regard to the need to eliminate unlawful discrimination and promote equality of opportunity and good race relations.

The Scheme is part of the City Council's Race Equality Policy, which explains its overall strategic aims and objectives for promoting race equality. Progress and actions relating to each requirement under the Race Equality Scheme is shown below:

Monitoring policies for adverse impact and assessing and consulting on the likely impact of proposed policies

The Council's Equality Impact Assessment (EIA) process has addressed both of these requirements. A total of 179 impact assessments have been carried out over the past three years, and there have been findings of adverse impact in 12 of these. 69 EIAs resulted in findings of differential impact that did not amount to adverse impact. In many cases this was where the service or policy was designed to have a positive equalities impact on certain groups.

The analysis of EIAs for the past three years shows an increased understanding of the process, which has been reflected in the improved quality of completed assessments and the range of equality objectives that have been set. These objectives have included:

- Producing a multi-language DVD on energy efficiency and grant schemes in order to reduce fuel bills and ensure better housing insulation for poorer families, including poorer Black and Minority Ethnic families

- Improving access to cultural and learning opportunities provided by the Libraries and Information Service for under-represented groups, including Asian women and the African-Caribbean community.
- Recruiting more minority ethnic carers
- Reviewing reception points in Community Services to make them more welcoming for minority groups by improving signage and making greater use of visual images
- Prioritising Trading Standards' engagement with consumers in areas with high minority ethnic populations
- Working with an advertising agency to attract applicants from under-represented groups into employment at all levels Investigating the levels of homelessness amongst minority ethnic communities
- Researching the re-settlement needs of refugees.

Publishing the results of assessments, consultation and monitoring

The Council has met its obligation to publish the results of impact assessments through the annual production of a corporate report and summary leaflet, which has been made available on the Council website. Summary information is also included in this annual Performance Report.

Equalities monitoring information for Council services has improved over the past three years although more work is required to get every area of the authority to a good standard. Publication of monitoring information is also still inconsistent across the organisation. Equality impact assessments have revealed the need for more monitoring to be taking place, and for the results to be available in a user-friendly format.

Access to information and services

The Council has made some good progress in relation to improving access to information and services for minority ethnic groups over the past three years. The Coventry Direct Programme has been one of the drivers for these improvements, and one-stop shops will improve the way in which residents access a range of council information and services at a neighbourhood level.

Employment Duty

The need to develop a workforce representative of the community and fairly treated is recognised and included in the Council's Corporate Plan. The Council is required to measure its performance against a range of Best Value Performance Indicators on equality in employment. These are as follows:

- BV11a Top 5% of earners: women
- BV11b Top 5% of earners: ethnic minorities
- BV11c Top 5% of earners: with a disability
- BV16 Percentage of employees with a disability
- BV17 Ethnic minority representation in the workforce.

These indicators are monitored on a quarterly and annual basis for the Council as a whole and within individual Directorates.

Since the publication of the Race Equality Scheme, we have developed and continue to improve the systems and management information available for monitoring various aspects of employment. This data arises from a variety of sources including the Council's HR and payroll system, due to be replaced in 2006, a casework management system and a recruitment tracking system. The ethnic monitoring data collected from these sources is published on an annual basis through the Council's Workforce Profile Report and analysis of the data is used to contribute to the Council's Equality Strategy Action Plan.

Training employees on the general and specific duties on race equality

We are committed to training our employees so that they have the skills and knowledge to help eliminate unlawful racial discrimination and promote equal opportunities and good race relations. This programme has developed significantly since the original introduction of the Race Equality Scheme.

The Council leads a Neighbourhood Renewal Fund project in the city called *Coventry: Diversecity* which is aimed at developing a consistent approach to learning and understanding about equality and diversity across the city. In addition to a training programme on equality and diversity, there is an interactive CD Rom, microsite, open learning and resource and workbook. The training has been made available to all employees of organisations through the Coventry Partnership, including all employees at the Council.

The training includes Equality and Diversity Awareness; Dealing with harassment and Bullying; Asylum Seekers and Refugees; Cultural Awareness; Equality and Diversity Awareness; Disability Equality; and Religion and Belief.

In addition to this training, we have continued to develop and offer training that raises awareness of the general duty to promote race equality and employees' obligations under the Race Equality Scheme. As well as our compulsory corporate induction training for new starters, this includes courses on equality impact assessments; Equalities in Procurement; Elected Members' roles and responsibilities on equalities; Equalities monitoring systems; and Dealing with equalities issues under the Council's Comments, Compliments and Complaints Process

Comprehensive Performance Assessment

The Comprehensive Performance Assessment system (CPA) aims to measure the performance of each local authority in England by bringing together scores and assessments for three separate elements of their activity - an annual Use of Resources Assessment; assessments of progress on a range of key services; and a periodic Corporate Assessment which examines the way a council plans and carries out its work and what it has achieved against local priorities.

The Audit Commission, which is responsible for developing and implementing the system, introduced a new CPA framework in October 2005. This replaced the scheme operating between 2002-2004 in which councils were categorised as either excellent, good, fair, weak or poor. Under the new framework councils have to perform at a higher standard than before to achieve a particular CPA category. Because the framework is both harder and a different test, the overall CPA categories were renamed to reflect this change. The five new categories are 4 stars (reflecting the highest category of performance), 3 stars, 2 stars, 1 star, and 0 stars.

Alongside the star rating, the Audit Commission also publishes an annual Direction of Travel statement indicating the extent of the progress being made by the local authority. Councils are categorised on a four point scale - "improving strongly", "improving well", "improving adequately" and "not improving adequately".

In December 2005, the Council was awarded 2 stars and categorised as "improving well". The star rating was calculated by combining a range of service scores with the score obtained for the Council's then most recent Corporate Assessment, carried out in February 2004. The Council's previous rating under the old system, awarded in December 2004, had been "Fair".

Further information about the scores obtained is shown below.

December 2005 Ranking

Overall scores

Coventry was awarded two stars. 23% of councils shared this score. 68% scored more highly.

CPA star ratings December 2005					
	0 star	1 star	2 star	3 star	4 star
% of councils with this score	1%	6%	23%	43%	25%

Direction of Travel

Coventry was graded as Improving Well. 65% of councils shared this score. Only 5% scored more highly.

The Audit Commission scorecard issued in December 2005 said:

"Performance has continued to improve well in priority areas. Children's services are delivering good outcomes with strong partnership working and standards in schools improving. The council has enhanced its 2 star rating for social care with adult services now having excellent capacity for improvement. There is better support for disabled people with more older people being helped to live at home. Improvements in housing benefits have already reduced processing time for applications and increased accuracy.

"The council provides strong community leadership and contributes significantly to partnership working. It holds Beacon status for effective environmental health. Regeneration is a council priority

and the city is benefiting from new homes, an improved environment, better roads, more jobs and enhanced sporting and transport facilities. The Ricoh Arena, a £113m joint venture, opened in 2005 and work has begun on the 148 acre Swanswell development. There is clear improvement in value for money alongside quality of service provision. The council has a coherent planning framework and a recent track record of good performance management making it well placed to continue to deliver further improvement”.

Direction of Travel ratings December 2005				
	Not improving	Improving adequately	Improving well	Improving strongly
% of councils with this score	1%	22%	65%	5%

Use of Resources

The Use of Resources score is made up of five elements. Each is marked on a scale of 1-4. Our overall score for Use of Resources was 2 out of 4. 57% of councils scored more highly.

Use of Resources Scores December 2005					
		Approx % of councils with score shown below			
Theme	Coventry	1	2	3	4

Use of Resources Scores December 2005					
		Approx % of councils with score shown below			
Theme	Coventry	1	2	3	4
Overall score	2	2%	41%	55%	2%
Financial reporting	3	18%	36%	44%	2%
Financial management	3	7%	42%	50%	1%
Financial standing	2	8%	32%	52%	8%
Internal control	2	9%	53%	37%	1%
Value for Money	2	6%	42%	50%	2%

Service scores

The service scores awarded in December 2005 are shown below. We shared the most frequently occurring scores for Children and Young People, Adult Social Care, Housing and Environment. We were in the bottom third of councils for culture. Our greatest disparity with the national position was benefits, where 90% of councils scored more highly.

Service Scores December 2005					
		Approx % of councils with score shown below			
Service	Coventry	1	2	3	4
Children & Young People	3	3%	22%	67%	8%
Adult social care	3	0%	26%	65%	9%
Housing	3	4%	33%	53%	10%

Environment	2	2%	47%	46%	5%
Culture	2	3%	32%	42%	23%
Benefits	2	1%	8%	52%	39%

June 2006 ranking

[Additional information will be provided in this section in the full version of the Performance Report to be circulated on 23 June 2006].

The Council's Performance in Detail - Best Value Performance Indicators 2006/07

The overall purpose of Best Value Performance Indicators is to contribute to and facilitate the continuous improvement in efficiency and effectiveness of services. Performance is independently monitored to ensure the robustness of the data.

This analysis and comparison serves three main purposes:

- To enable central Government to monitor progress over a period of time;
- To allow authorities to compare their performance against that of their peers; and
- To provide residents with information about the performance of their local authority.

To ensure fairness in comparison, robustness and transparency are key characteristics of the BVPI set. Authorities must report their progress against BVPIs and targets in their Best Value Performance Plans (BVPP) as per Statutory Instrument 2002/305. Authorities are required to have their BVPIs audited by the Audit Commission and published annually for the general public.

As part of their work, auditors confirm whether any significant variances in year-on-year figures are reasonable or not. The auditor notes any qualifications that should be added to the data. Auditors also report where an authority has failed to produce data for a performance indicator, there are doubts about the data or the systems used to produce it or whether any changes should be made to previous year's data as a result of this year's audit.

Auditors and inspectors use targets as evidence of ambition and future priorities. They allow authorities to give auditors and inspectors a 'snapshot' of reasonable expectations given present resources.

The tables on the following pages report on performance against BVPIs in 2005/06 and the targets we have set for 2006/07 to 2008/09. These include an analysis of the reasons for changes in performance and actions being taken to achieve improvements. It is often necessary to consider several indicators together in order to gain a true picture of performance.

Of the total of 136 indicators and sub-indicators for 2005/06, performance improved in 51 compared with the previous year, remained constant in 9 and worsened in 24. The remaining indicators cannot be compared as they were new or significantly changed.

The targets set for 54 of the indicators were achieved in 2005/06, but not achieved in 52 of them. Changes in definitions and/or the introduction of new indicators mean that targets were not available for the remainder. It should be remembered that some targets are effectively set nationally and are more aspirational than a reflection of locally predicted performance.

The following table lists the indicators where we were in the bottom quartile for Metropolitan authorities in 2003/04 and shows whether our performance in these improved or deteriorated in 2004/05.

BVPI No	Service	Performance in 2004/05
8	Invoices paid within 30 days	Deteriorated
9	Council Tax collected	Improved
12	Sickness absence	Improved
46	Primary school absences	Improved
76a	Housing Benefits Security	Deteriorated
76b	Housing Benefits and Council Tax prosecutions	Improved

BVPI No	Service	Performance in 2004/05
78a	Speed of processing new claim to HB/CTB	Improved
78b	Speed of processing changes of circumstances to HB/CTB	Deteriorated
79a	Accuracy of processing HB/CTB claims	Improved
100	Road works	Improved
109c	"Other" planning applications determined within 8 weeks	Improved
161	Young people looked after in education, training or employment	Improved
178	Footpaths and rights of way	Same
179	Searches carried out in 10 days	Improved
183a	Length of stay in bed and breakfast for homeless people	Same
194b	11 years olds achieving level 5 in Key Stage 2 Mathematics	Improved
197	Conceptions among 17-17 year olds	Improved
199a	Litter and detritus	Improved
204	Planning appeal decisions allowed	Deteriorated

Best Value Performance Indicators

BVPI No **Description** **Page**

Corporate Health

BV2 The Equality Standard for Local Government in England
BV8 Invoices paid on time
BV9 Council Tax collected
BV10 Non-domestic rates collected
BV11a Women in senior management
BV11b Black and minority ethnic staff in senior management
BV11c Top 5% of earners that have a disability
BV12 Sickness absence
BV14 Early retirements
BV15 Ill health retirements
BV16 Disabled employees
BV17 Black and ethnic minority employees
BV156 Building accessibility
BV157 E-government

Education

BV38 5 or more A* – C GCSEs
BV39 5 or more A* – G GCSEs
BV40 Key Stage 2 Maths tests
BV41 Key Stage 2 English tests
BV43 SEN statements
BV45 Absence in secondary schools
BV46 Absence in primary schools
BV159 Permanently excluded pupils attending alternative tuition
BV181 Key Stage 3 Results
BV194 Proportion of children Level 5 or above, Key Stage 2 in English and Maths

Health and Social Care - Children

BV49 Stability of Placements for Looked After Children
BV50 Educational qualifications of Looked After Children
BV161 Employment, education and training for care leavers
BV162 Reviews of child protection cases
BV163 Adoptions of children looked after
BV197 Conceptions to females aged under 18

Health and Social Care - Adults

BV53 Intensive home care for over 65s
BV54 Over 65s helped to live at home
BV56 Percentage of items of equipment delivered within seven working days
BV195 Acceptable waiting time for assessment
BV196 Acceptable waiting time for care packages
BV201 Payments to older people

Housing

BV64 Private sector dwellings returned into occupation

Homelessness

BV183 Length of stay in temporary accommodation
BV202 No of people sleeping rough
BV203 Temporary accommodation for the homeless
BV213 Number of homelessness cases prevented
BV214 Repeat homelessness

Housing Benefit and Council Tax Benefit

BV76 Housing Benefit (HB) and Council Tax Benefit (CTB) security
BV78a Speed of processing new claims to HB/CTB
BV78b Speed of processing changes of circumstances to HB/CTB
BV78c Renewal claims to HB/CTB
BV79a Accuracy of HB/CTB claims
BV79b Accuracy of recovering overpayments

Waste and Cleanliness

BV82a Household waste recycled
BV82b Household waste composted
BV82c Household waste used to recover other energy sources
BV82d Household waste landfilled
BV84 Household waste collected per head
BV86 Cost of household waste collection
BV87 Cost of waste disposal
BV91 Residents served by kerbside recycling
BV199 Local street and environmental cleanliness

Transport

- BV99 Road safety
- BV100 Road works
- BV165 Pedestrian crossings for disabled people
- BV178 Footpaths and rights of way
- BV187 Condition of surface footway
- BV215 Percentage of street lights operational
- BV223 Condition of principal roads
- BV224 Maintenance of roads

Environment and Environmental Health

- BV166 Environmental Health and Trading standards
- BV216 Contaminated land
- BV217 Pollution control
- BV218 Abandoned vehicles

Planning

- BV106 New homes on previously developed land
- BV109 Planning applications within 8 weeks
- BV179 Planning searches within 10 days
- BV200 Plan making
- BV204 Planning application appeals
- BV205 Service quality checklist

Culture and Related Services

- BV170 Number of visits to museums
- BV219 Conservation Areas
- BV220 Composite Library Indicator

Community Safety and Wellbeing

- BV126 Domestic burglaries
- BV127 Robberies
- BV128 Vehicle crimes
- BV174 Racial incidents
- BV175 Racial incidents with further action
- BV198 Participation in Drug Treatment Programme
- BV225 Domestic refuge places
- BV226 Percentage of authority expenditure on Community Legal Services

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
CORPORATE HEALTH													
BV2 a	↑	The level of the Equality Standard for Local Government to which the authority conforms in respect of gender, race and disability.	Level 2	Level 2	Level 3	Level 3	Level 4	Level 3	Level 4	Level 4	Level 4	Top	1= out of 7
		<i>Comment: Although some service areas have been able to demonstrate that they have achieved level 4, this has not been consistent across the council. Further support and guidance will be provided to directorates to enable them to achieve the target in 2006/07.</i>											
BV2 b	↑	The quality of the authority's Race Equality Scheme and the improvements resulting from its application.	56%	56%	66%	68%	78%	79%	83%	89%	95%	Upper Middle	3 out of 7
		<i>Comment: Improvements continued to be made under the Council's Race Equality Scheme during 2005/06 - including work on impact assessments and in relation to staff perceptions of race equality. This has enabled us to achieve our overall target for 2005/06. The targets for the next three years are based on incremental progression through the questions which form part of the indicator.</i>											
BV8	↑	The percentage of invoices for commercial goods and services paid by the authority within 30 days of receipt or within approved payment terms.	95%	88%	95%	85%	95%	81.62%	95.00%	95.00%	95.00%	Bottom	5 out of 7
		<i>Comment: Performance is expected to improve as users become more familiar with the I-Procurement system and more significantly upon the implementation of replacing some paper invoices with electronic files.</i>											
BV9	↑	The percentage of Council Tax collected by the authority in the year.	93.00%	93.30%	96.40%	95.10%	96.50%	95.40%	96.00%	97.00%	97.50%	Bottom	3 out of 7
		<i>Comment: Although the target was not achieved it was still a small improvement on 2004/05. Targets have been set in with a gradual improvement programme.</i>											
BV10	↑	The percentage of national non-domestic rates collected in-year.	98.40%	98.30%	98.50%	99.60%	99.00%	99.10%	99.30%	99.50%	99.80%	Top	2 out of 7
		<i>Comment: We are aiming to maintain top quartile performance and the targets have been set in line with a gradual improvement programme. They take in account revaluation and the effect that appeals against the new Rateable Values may have on collection rates.</i>											
BV11a	↑	The percentage of top paid 5% of local authority staff who are women. (excluding those in schools) Amended 2005/06	47.50%	47.36%	48.80%	46.78%	48.42%	47.49%	48.00%	49.00%	50.00%	Top	1 out of 7
		<i>Comment: The outturn figure is an improvement on the 2004/05 performance although falling short of our 2005/06 target. Taking into account recent recruitment and turnover rates we have set incrementally improving targets for this indicator. The recent Diversity Audit has identified areas for improvement and these will be prioritised and form part of the Council's Equality Strategy Action Plan.</i>											
BV11b	↑	The percentage of the top paid 5% of local authority staff who are from an ethnic minority. (excluding those in schools) Amended 2005/06	5.50%	4.54%	5.95%	4.20%	4.95%	4.49%	5.00%	6.00%	7.00%	Upper Middle	5 out of 7
		<i>Comment: The outturn figure shows an improvement on the actual figure for 2004/05 performance although falling short of our 2005/06 target. As above the Diversity Audit will guide improvement areas for the forthcoming three years. Significant efforts are also being made with our advertising agency to examine our recruitment campaigns and targetting of search and selection activities. Again incrementally improving targets have been set based on recruitment and turnover rates. (This indicator only includes people in the following census classifications "Mixed", "Asian or Asian British", "Black or Black British", "Chinese or other ethnic group". It does not include white minority groups.</i>											
BV11c	↑	The percentage of the top paid 5% of staff who have a disability (excluding those in schools). (Introduced 2005/06)	N/A	5.20%	7.00%	6.10%	5.60%	5.73%	6.00%	7.00%	8.00%	N/A	N/A
		<i>Comment: The outturn figure is above the target set for 2005/06, however, it has declined since the actual figure for 2004/05. We have made significant efforts to survey the workforce which has improved the general workforce indicators but has not made such a significant impact on our senior management indicators. We will work with our partners Remploy and with our advertising agency to identify appropriate actions to support the proposed improving targets.</i>											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV12	↓	The number of working days/shifts lost to the Authority due to sickness absence.	14.2	14.17	10.76	13.32	10.32	12.18	11.00	10.50	10.00	Bottom	7 out of 7
		<i>Comment: The outturn figure has not met the target set for 2005/06, however, it has improved since the actual figure for 2004/05. (A further 8% reduction in absence levels.) Actions to address absence levels are ongoing and include: Proactive management and HR Service activity; regular and consistent monthly management information; Internal audit of management response to trigger points; Consideration of 'incentive' scheme for attendance; Pro-active Occupational Health and Counselling Service activity including Healthy Lifestyles Screening for all employees and a programme of Well Being Days across the Council to include alternative therapy, talks and demonstrations. There will also be a response to the HSE audit on sickness taking place in 2006/07. Efforts are also being made to engage West Midlands comparator councils in talks about benchmarking to ensure consistent reporting across the region.</i>											
BV14	↓	The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce.	0.80%	1.14%	0.90%	0.69%	0.67%	0.67%	0.65%	0.63%	0.61%	Lower Middle	6 out of 7
		<i>Comment: The outturn figure has achieved the target set for 2005/06 and shows an improvement on the actual figure from 2004/05.</i>											
BV15	↓	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	0.50%	0.44%	0.45%	0.31%	0.30%	0.32%	0.31%	0.30%	0.29%	Top	4 out of 7
		<i>Comment: The outturn figure has not achieved the target set for 2005/06. The Promoting Health at Work Policy contains preventative measures to help continue to reduce the number of ill health retirements.</i>											
BV16a	↑	The percentage of local authority employees with a disability.	6.00%	5.42%	5.07%	4.57%	4.18%	6.26%	7.00%	8.00%	9.00%	Top	1 out of 7
BV16b	↔	The percentage of the economically active population in the local authority area who have a disability.	N/A	15.49%	N/A	15.49%	N/A	15.49%	N/A	N/A	N/A	N/A	N/A
		<i>Comment: The outturn figure is above the target set for 2005/06 and shows an improvement on the actual figure from 2004/05. The Audit Commission require a survey of employees to be carried out every two years to ensure adequate data capture. This has helped towards improving the numbers of employees within the workforce who have declared a disability. In addition to this our partnership with Remploy is starting to show improving success in the recruitment of disabled people and is coupled with innovative recruitment campaigns supported by Jobcentre Plus. The new Entry to Employment team within the service will provide further focus and effort to support disadvantaged groups into employment over the next three years.</i>											
BV17a	↑	The percentage of local authority employees from ethnic minority communities.	12.50%	10.53%	11.30%	10.67%	10.81%	10.90%	12.00%	13.00%	14.00%	Top	4 out of 7
BV17b	↔	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area.	N/A	16.45%	N/A	16.45%	N/A	16.45%	N/A	N/A	N/A	N/A	N/A
		<i>Comment: The outturn figure is above the target set for 2005/06 and shows an improvement on the actual figure for 2004/05. The employee survey to improve data capture which is a requirement of indicator BV16a has also helped improve the level of data held in relation to ethnicity. Work with Jobcentre Plus has also improved levels of recruitment and further work with our partners is planned. It is hoped that the Diversity Audit will also support improvements in recruitment and turnover through relevant activities being prioritised as will work being undertaken by the Entry to Employment team. (This indicator only includes people in the following census classifications "Mixed", "Asian or Asian British", "Black or Black British", "Chinese or other ethnic group". It does not include white minority groups.</i>											
BV156	↑	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	21.50%	38%	40%	38%	45%	2.00%	2.00%	2.00%	2.00%	Lower Middle	5 out of 7

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
		<p>Comment: This indicator measures compliance of council buildings against the standards set out in Document M of the Building Regulations. A building must comply with 100% of the standards, which are very detailed, in order to be counted for this BVPI.</p> <p>The majority of Council buildings have already been improved to ensure that they are accessible by disabled people and compliance against BV156 has previously been estimated at 38%. In the last year, all 104 buildings open to the public have been professionally audited using the 2004 Edition of Document M to the Building Regulations.. Based on a very strict definition of the Regulations, only 2 of these properties comply fully i.e Stoke Aldermoor One Stop Shop, which has recently been refurbished, and the newly built Arena library. The remaining 102 properties all have certain elements that do not comply and our performance against BV156 must therefore be reported as 2%.</p> <p>Previous consultation with disabled people has shown that they wish the council to make its buildings reasonably accessible, in accordance with the requirements of the Disability Discrimination Act, rather than necessarily meet the detailed requirements of Part M. The recent audit has identified where further improvements would be beneficial and these will be prioritised and actioned during 2006/07 and subsequently. Th</p>											
BV157	↑	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	75%	50%	75%	76%	100%	100.00%	Deleted 2006/07	Deleted	Deleted	Lower Middle	4 out of 7
		Comment: We have achieved this target with support from all directorates. This is a deleted indicator for 2006/07.											
EDUCATION													
BV38	↑	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* - C or equivalent.	47.00%	45.80%	50.00%	45.60%	53.00%	46.4%	53.0%	55.0%	55.0%	Lower Middle	5 out of 7
		Comment: Performance for 2005/06 continues to show a modest upward trend although the target, set by government at a challenging level, was not reached. Intensive work with schools is on-going to support these targets. It remains a priority of the Education Development Plan to support schools in implementing a range of targeted national and local strategies to raise the level of achievement overall. Each school has planned action in place.											
BV39	↑	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 or more GCSEs or equivalent at grades A* to G including English and Mathematics.	87.00%	82.70%	93.00%	84.70%	93.00%	84.5%	93.0%	93.0%	93.0%	Lower Middle	5 out of 7
		Comment: Performance was static and the target, set by government at a challenging level, was not reached. It remains a priority of the Educational Development Plan to support schools in implementing a range of strategies to help raise the level of achievement overall and specifically in English and Mathematics.											
BV40	↑	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	80.00%	69%	77%	70%	78%	73.1%	79.0%	80.0%	80.0%	Lower Middle	4 out of 7
		Comment: Performance continues to show an upward trend, although the target, set by government at a challenging level, was not reached. It remains a priority of the Educational Development Plan to support schools in implementing a range of tailored numeracy strategies to raise the level of achievement overall and specifically in mathematics. Intensive support is given to targeted schools that are underperforming.											
BV41	↑	The percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	82.00%	72%	76%	76%	78%	75.9%	79.0%	80.0%	80.0%	Upper Middle	3 out of 7
		Comment: Performance results are about the same as 2004/05 and the target was not reached. It remains a priority of the Educational Development Plan to support schools in implementing a range of literacy strategies to help raise the level of achievement overall and specifically in writing, with targeted action in schools that are under-performing.											
BV43a	↑	Percentage of proposed statements of Special Educational Need issued by the authority in a financial year and prepared within 18 weeks - excluding 'exceptions'.	100.00%	95%	100%	97%	100%	100.0%	100.0%	100.0%	100.0%	Upper Middle	4 out of 7
		Comment: All statements were written within the timescales, therefore we have achieved our target. We aim to continue this level of performance.											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV43b	↑	Percentage of proposed statements of Special Educational Need issued by the authority in a financial year and prepared within 18 weeks - including 'exceptions'.	75.00%	31%	80%	71%	80%	83.6%	80.0%	90.0%	90.0%	Upper Middle	3 out of 7
		<i>Comment: We have exceeded our 2005/06 target. 'Exceptions' are outside of the authority's control. Discussions are on-going with other agencies such as the Primary Care Trust to maintain this position. Our aim remains to write all statements within timescales, taking account of exceptions</i>											
BV45	↓	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	9.27%	9.20%	8.89%	8.81%	8.49%	8.81%	8.07%	7.86%	7.41%	Lower Middle	6 out of 7
		<i>Comment: Performance was the same as 2004/05. We were on target to reduce absence until an outbreak of mumps and chicken pox distorted figures. A range of strategies continue to be developed and are tailored to support schools where attendance is not good enough.</i>											
BV46	↓	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	6.50%	6.29%	6.36%	6.12%	5.88%	5.97%	5.69%	5.69%	5.51%	Bottom	3 out of 7
		<i>Comment: Performance improved. We were on target to reduce absence further until an outbreak of mumps and chicken pox distorted figures. A range of strategies continue to be developed and are tailored to support schools where attendance is not good enough.</i>											
BV159	↑	The percentage of permanently excluded pupils offered full-time alternative educational provision of 21 hours or more. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	100%	100.00%	Deleted 2006/07	Deleted	Deleted	N/A	N/A
		<i>Comment: Authorities are not required to publish an actual result or targets for this indicator, though we are able to report that we have met our target of 100%. This indicator has been deleted for 2006/07.</i>											
BV181a	↑	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English.	66%	69%	72%	68%	75%	71.07%	75.00%	76.00%	76.00%	Upper Middle	3 out of 7
		<i>Comment: Whilst we have not achieved our target, performance has improved on the 2004/05 results. This remains a priority within the Education Development Plan and individual schools are being supported with a range of tailored strategies to improve attainment. National Secondary Strategies with particular focus on boys' under achievement are being implemented.</i>											
BV181b	↑	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics.	68%	67%	73%	69%	75%	71.05%	75.00%	76.00%	76.00%	Lower Middle	3 out of 7
		<i>Comment: Whilst we have not achieved our target, we have improved on our 2004/05 performance and are above the national trend. Challenging targets have been set. This remains a priority within the Education Development Plan and schools are being supported with a range of strategies to improve attainment. National Secondary Strategies with particular focus on boys' under achievement are being implemented.</i>											
BV181c	↑	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science.	64%	63%	67%	63%	70%	65.56%	70.00%	73.00%	73.00%	Upper Middle	3 out of 7
		<i>Comment: Whilst we have not met our target, our performance has improved. Challenging targets have been set. This remains a priority within the Education Development Plan and schools are being supported with a range of strategies tailored to individual schools to improve attainment.</i>											
BV181d	↑	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 teacher assessment in ICT.	69%	63%	73%	69%	73%	69.58%	75.00%	76.00%	76.00%	Upper Middle	3 out of 7

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
		<i>Comment: We have made good progress, and attainment in Coventry is above the national average. Work is in place to maintain the trend of improvement. This remains a priority within the Education Development Plan and schools are being supported with a range of strategies to improve attainment. National Secondary Strategies with targeted plans for school improvement within each school are being implemented.</i>											
BV194a	↑	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in English.	30%	23%	27%	25%	30%	23%	28%	28%	28%	Upper Middle	2 out of 7
		<i>Comment: There was a disappointing outcome in 2005. Future targets are challenging and it remains an Education Development Plan priority to support schools in raising attainment. Schools are being supported with a range of literacy strategies to improve attainment of the more able pupils.</i>											
BV194b	↑	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in Mathematics.	27%	25%	29%	26%	31%	27%	29%	29%	29%	Bottom	4 out of 7
		<i>Comment: We saw a modest improvement in 2005. Future targets are challenging and it remains an Education Development Plan priority to support schools in raising attainment. Schools are being supported with a range of tailored numeracy strategies to improve attainment of the more able pupils in mathematics.</i>											
BV221a	↑	Percentage of young people aged 13-19 gaining a recorded outcome compared with the percentage of young people who participate in youth work in the local authority area. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	48%	48%	54%	60%	60%	N/A	N/A
		<i>Comment: This target has been achieved. There has been considerable training and development of staff to ensure delivery of the target and accurate measurement of the results. These are the targets prescribed by government but agreed upon locally.</i>											
BV221b	↑	Percentage of young people aged 13 - 19 gaining an accredited outcome compared to the percentage of young people participating in youth work. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	15%	14%	23%	30%	30%	N/A	N/A
		<i>Comment: The delivery and measurement of accreditation involves implementation of complex systems and processes. Much of this work has been completed during year one to enable effective delivery of this target in subsequent years. These targets are prescribed by government but agreed upon locally.</i>											
BV222a	↑	Percentage of integrated early education and childcare settings funded or part funded by the local authority where teachers have a qualification at Level 4 or above. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	5.0%	25%	37%	57%	69%	N/A	N/A
		<i>Comment: We have exceeded our target. As the number of designated centres increase we shall experience variations in the percentage of leaders with an appropriate Level 4 or above qualification. Plans for 2006/07 are in place to enable access to training and mentoring support to ensure two thirds of leaders to have the qualification by 2010 and the remainder are in the process of gaining a Level 4 qualification as a condition of employment. Future targets have been set accordingly.</i>											
BV222b	↑	Percentage of integrated early education and childcare settings funded or part funded by the local authority that have input from staff with graduate or post graduate qualifications in teaching or child development. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	5%	100%	100%	100%	100%	N/A	N/A
		<i>Comment: The target for 2005/06 was set when we only had 0.5% of a partnership teacher against a requirement for 10 partnership teachers. Subsequently resources were allocated to create the full complement of ten, which in turn translated into having achieved 100% on the BVPI. It is intended to maintain this level of performance and future targets have been set accordingly.</i>											
HEALTH AND SOCIAL CARE - CHILDREN													
BV49	↓	The percentage of looked after children at 31st March with three or more placements during the last financial year. (Amended 2004/05)	Less than 16%	11.5%	Less than 15%	14.6%	Less than 14%	15.24%	Less than 14.00%	Less than 13.50%	Less than 13.00%	N/A	N/A

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
		<p><i>Comment: Performance decreased slightly compared with previous years, due to a number of older children disrupting foster placements and some children moving between home and care through the year. Targets have been revised to reflect current position and the longer time that it is anticipated will be required to achieve the desired improvement in performance. Placement stability should increase through additional support to placements, including additional CAMHS support, appointment of a skilled support worker, development of specialist fostering scheme, and proposed service redesign.</i></p>											
BV50	↑	The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A* - G, or a General National Vocational Qualification (GNVQ).	50%	42.0%	60.0%	45.9%	49.0%	58%	60%	62%	64%	Lower Middle	6 out of 7
		<p><i>Comment: Performance is significantly better than results for previous years, and above the target the Local Authority had set itself. This result reflects the enhanced general support for looked after children's education and the greater focus on monitoring key performance areas such as academic attainment and school attendance. The multi-agency group that carries out this monitoring has been found to be ideally placed to take effective action. Targets have been revised to reflect current position and anticipated continued improvement in performance.</i></p>											
BV161	↑	The ratio of the percentage of those young people who were looked after on 1 April in their 17th year (aged 16) who were engaged in education, training or employment at the age of 19 to the percentage of young people in the population who were engaged in education, or employment at the age of 19.	60%	59.0%	65.0%	0.48	0.55	0.74	0.75	0.75	0.75	Bottom	6 out of 7
		<p><i>Comment: Performance has improved significantly through 2005/06 through increased proactive monitoring of the cohort, improved staffing and support from the After Care service and the cohort having increased potential to achieve compared with the previous years. The target has been revised recognising that sustaining recent improvement would be a significant achievement. Current performance is well ahead of national performance and much further improvement may be unrealistic due to the nature of the cohort. (Note this indicator is now expressed as a ratio, rather than a percentage figure.)</i></p>											
BV162	↑	The percentage of child protection cases which were reviewed regularly as a percentage of these cases that should have been reviewed during the year.	100%	98.0%	100%	99.6%	100%	100%	100%	100%	100%	Top	1= out of 7
		<p><i>Comment: Consistent performance has been achieved with 100% of reviews occurring within statutory timescales. We are maintaining the maximum 100% target.</i></p>											
BV163	↑	The number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a percentage of the number of children looked after at 31 March (excluding unaccompanied asylum seekers) who had been looked after for 6 months or more on that day.	8%	9.0%	8.0%	7.4%	8.0%	4.5%	6.0%	7.0%	7.5%	Lower Middle	3 out of 7
		<p><i>Comment: The current target has not been met. Previous year's figures were boosted by backlogs which have since been cleared and the figures for 2005/06 reflect the situation of more children finding permanence through extended family and the stage within care proceedings of children who have an adoption plan. The targets have been revised to recognise the shift in the range of permanence outcomes for children, and to be more realistically achievable given that future adoption numbers are likely to be limited by a trend towards Special Guardianship Orders and Residence Orders by a child's extended family.</i></p>											
BV197	↓	Percentage change in number of conceptions amongst 15-17 year olds.	N/A	8%	N/A	-0.33% (2003)	-15%	-12.8% (2004)	-22.0% (2005)	-28.0% (2006)	-35.0% (2007)	Bottom	7 out of 7
		<p><i>Comment: Performance has improved considerably. As births and terminations can be registered up to 9 months after conception, there is a time delay of more than one year before final conception rates can be reported. Therefore the latest data received in February 2006 is for the calendar year 2004. The targets set in previous years remain in place in that by 2010 the rate will be 55% below the 1998 rate.</i></p>											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV53	↔	Households receiving intensive home care per 1,000 population aged 65 and over.	17	16.7	19.0	20.3	22.0	18.67	19.00	19.00	19.00	Top	1 out of 7
		<i>Comment: In 2005/06 the directorate extended the use of services that supported people to maintain/regain their independence, through regaining skills, confidence and mobility;- "the Enablement Agenda". This has resulted in people requiring less intensive home care and for shorter periods of time. Consequently targets have been set for the next three years to maintain this level of support whilst further enablement services are developed, i.e. "Intermediate Care".</i>											
BV54	↑	Older people helped to live at home per 1,000 population aged 65 or over.	85	75	87	95	95	76.02	70.00	68.00	66.00	Upper Middle	1 out of 7
		<i>Comment: In 2005/06 the directorate extended the uses of services that supported people to maintain/regain their independence;- "The Enablement Agenda". This has resulted in a decrease in the number of people receiving services directly from or on behalf of Community Services and an increase in people being signposted to services and support available across the city from independent sector organisations. We have set targets for the next three years on the basis of continuing the direction and development of our Enablement Agenda and enablement services.</i>											
BV56	↑	Percentage of items of equipment delivered and adaptations made within 7 working days.	95%	62%	80%	86%	92%	94%	94%	94%	94%	Upper Middle	2 out of 7
		<i>Comment: We have continued to improve performance following the development of a Joint Equipment Store with Coventry PCT (ICES) which has enabled more efficient and timely delivery of aids and adaptations to service users. We have set targets to sustain this standard of service over future years.</i>											
BV195	↑	For new older clients, (that are over 65 years of age) the average of: the percentage where the time from first contact to contact with client is less than or equal to 48 hours (that is 2 calendar days), and; the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is 28 calendar days).	Introduced 2003/04	77%	80%	88%	90%	79.7%	82.0%	83.0%	84.0%	Top	1 out of 7
		<i>Comment: Demand for assessments has increased and this has affected our ability to meet this target. In 2005/06 we completed 20% more assessments than in 2004/05 with the same staffing resources. In actual numbers we provided timely assessments to 11% more people than in 2004/05, demonstrating increased efficiency in our process and practice. We have set targets for the next three years on the basis of wanting to sustain improvements whilst recognising increasing actual numbers of people coming forward to the Directorate.</i>											
BV196	↑	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to four weeks.	Introduced in 2003/04	76%	80%	89.0%	90%	93.1%	90.0%	90.0%	90.0%	Upper Middle	4 out of 7
		<i>Comment: We have exceeded our challenging 2005/06 target and in setting targets for the next three years we intend to sustain this "Very Good" performance at 90% and above.</i>											
BV201	↔	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised).	Introduced 2004/05	82.5	134	84.7	130	163	144	127	110	Top	1 out of 7
		<i>Comment: Coventry is one of the best authorities nationally in providing Direct Payments for service users. Much of the increase in 2005/06 is due to Older People choosing Direct Payments as a way of maintaining their existing carer support arrangements following the introduction of new contracts for home care and this has peaked in this year. Combined with the introduction of "Individualised Budgets" we recognise that the numbers of people receiving Direct Payments outside of the "Individualised Budgets" process will consequently reduce over the next three years and targets have been set accordingly.</i>											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV64	↑	The number of non-local authority owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.	60	61	60	52	60	64	60	60	60	Lower Middle	4 out of 7
		<i>Comment: The increased use of enforcement powers is proving effective in tackling the problem of long term empty homes.</i>											
HOUSING - HOMELESSNESS													
BV183a	↓	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.	5 days	17.65 days 3 weeks	15 days 2 weeks	3 weeks	2 weeks	2.68 weeks	3 weeks	3 weeks	3 weeks	Bottom	7 out of 7
BV183b	↓	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	10 days	15.6 days 2 weeks	12 days 2 weeks	2 weeks	1 week	2.69 weeks	3 weeks	3 weeks	2 weeks	Upper Middle	3 out of 7
		<i>Comment: The number of stays in temporary accommodation has been reduced further. This leaves only the most serious of cases which has led to an increase in the average length of stay. The targets reflect future demolition programmes, which will affect the number of properties available. This means the average length of stay is likely to remain at 3 weeks. However, we will continue to achieve other lettings with the scheme to use private rented property.</i>											
BV202	↓	The number of people sleeping rough on a single night within the area of the local authority. (Introduced 2004)	N/A	Introduced 2004	Less than 10	6	Less than 10	6 (est) based on 2004/05 actual	Less than 10	Less than 10	Less than 10	Lower Middle	5 out of 7
		<i>Comment: Results from the count undertaken in March 2004 show that we are within target. As the results remain low we do not have to undertake a formal rough sleepers count for this BVPI. For good practice purposes, we have put in place a system which monitors rough sleeping.</i>											
BV203	↓	The percentage change in the average number of families placed in temporary accommodation. (Introduced 2004/05)	N/A	Introduced 2004	+3.5%	+7%	-20%	-50.00%	+73.00%	0.00%	0.00%	Upper Middle	3 out of 7
		<i>Comment: We have significantly reduced the number of households in temporary accommodation, through a mixture of preventative services and a reduction in the number of applications. With the redevelopment of large Social Housing estates this figure is unlikely to be maintained in the immediate future.</i>											
BV213	↑	Number of households per 1000 households who considered themselves as homeless, who approached the local housing authority's housing service(s), and for whom housing advice casework intervention resolved their situation. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required	27	50	75	100	N/A	N/A
		<i>Comment: Preventative services have been developed with referral routes into alternative accommodation or to support and advice. The service started mid way through the third quarter.</i>											
BV214	↓	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required	3.40%	2.00%	2.00%	2.00%	N/A	N/A
		<i>Comment: Repeat acceptances are very low with only 13 all year.</i>											
HOUSING - HOUSING BENEFIT AND COUNCIL TAX BENEFIT													
BV76a	↔	The number of Housing Benefit claimants in the local authority area visited per 1,000 caseload.	51.7	19.04	17	18.58	19	2.43	19.00	30.00	30.00	Bottom	6 out of 7
BV76b	↔	The number of fraud investigators employed by the local authority per 1,000 caseload.	0.3	0.28	0.26	0.21	0.21	0.23	0.25	0.3	0.35	N/A	N/A

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV76c	↔	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the local authority per year per 1,000 caseload.	67.9	38.48	39	49.28	39	20.80	40.00	45.00	50.00	Top	1 out of 7
BV76d	↔	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions per year per 1,000 caseload in the local authority area.	6.79	2.65	1.61	0.71	4.27	1.03	5.00	7.00	9.00	Bottom	6 out of 7
<i>Comment: The Benefit Investigation Unit has undergone a major reorganisation and this will lead to a significant improvement in performance 2006/07.</i>													
BV78a	↓	The average processing time taken across all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the local authority for which the date of decision is within the financial year being reported.	60	59.19	50	57.5	40	53.2 days	50.0 days	50.0 days	30.0 days	Bottom	6 out of 7
<i>Comment: The target was not met due to a restructuring of the service and an overhaul of procedures. This years target will be exceeded if the implementation of a new system is not carried out in this financial year. The targets will then need to be adjusted for 2007/08, 2008/09.</i>													
BV78b	↓	The average processing time taken for all written notifications to the local authority of changes to a claimant's circumstance that require a new decision on behalf of the authority.	22	17.72	12	18.9	14	22.0 days	16.0 days	16.0 days	8.0 days	Lower Middle	6 out of 7
<i>Comment: The target was not met previously due to a restructuring of the service and an overhaul of procedures. This years target will be exceeded if the implementation of a new system is not carried out in this financial year. The targets will then need to be adjusted for 2007/08, 2008/09.</i>													
BV79a	↑	The percentage of cases within a random sample for which the authority's calculation of Housing Benefit and Council Tax Benefit (HB/CTB) is found to be correct.	90.0%	91.0%	94.0%	94.93%	96.0%	97.00%	98.00%	99.00%	99.00%	Bottom	6 out of 7
<i>Comment: The target was met in 2005/06 through intensive training and mentoring support. This is to be continued through the next year and intensified when the new system is implemented.</i>													
BV79b (i)	↑	The amount of Housing Benefit (HB) overpayments recovered as a percentage of all HB overpayments. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	50.00%	55.04%	50.00%	50.00%	50.00%	N/A	N/A
BV79b (ii)	↑	Housing Benefit (HB) overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	50.00%	28.83%	30.00%	35.00%	40.00%	N/A	N/A
BV79b (iii)	↔	Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	50.00%	1.24%	10.00%	5.00%	2.50%	N/A	N/A
<i>Comment: Overpayment recovery will be prioritised leading up to the change in software systems. New initiatives are being piloted this financial year. The target for BV79b(iii) for 2005/06 was incorrectly stated in the 2004/05 Performance Report.</i>													
ENVIRONMENT - WASTE AND CLEANLINESS													
BV82a (i)	↑	Percentage of household waste arisings which have been sent by the Authority for recycling. (Amended 2005/06)	N/A	10.47%	11.10%	10.04%	12.80%	11.92%	12.50%	14.27%	14.27%	N/A	N/A

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV82a (ii)	↑	Total tonnage of household waste arisings sent by the Authority for recycling. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	18,565	16,704.17	18,500	21,700	21,833	N/A	N/A
BV82b (i)	↑	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion. (Amended 2005/06)	N/A	3.93%	5.10%	6.55%	6.50%	6.17%	11.22%	14.21%	14.21%	N/A	N/A
BV82b (ii)	↑	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	9,428	8,658.81	16,600	21,600	21,741	N/A	N/A
BV82c (i)	↑	Percentage of the total tonnage of household waste arisings that have been used to recover heat, power and other energy sources. (Amended 2005/06)	N/A	77.25%	74.80%	75.60%	73.00%	74.61%	68.85%	63.95%	63.95%	N/A	N/A
BV82c (ii)	↑	Tonnage of household waste arisings that have been used to recover heat, power and other energy sources. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	105,881	104,597.03	101,900	97,200	97,844	N/A	N/A
BV82d (i)	↓	Percentage of household waste arisings that have been landfilled. (Amended 2005/06)	N/A	8.35%	9.00%	7.81%	7.70%	7.30%	7.43%	7.57%	7.57%	N/A	N/A
BV82d (ii)	↓	Tonnage of household waste arisings that have been landfilled. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	11,168	10,227.18	11,000	11,500	11,582	N/A	N/A
		Comment: The combined proportion of waste sent for recycling or composting has increased from 2004/05 to 2005/06 while the proportion sent to landfill has decreased. The authority met its statutory waste target of recycling or composting 18% of household waste (indicators 82a and b combined). However, the local targets for the proportion of waste recycled and composted have not been achieved as a result of a decline in participation, a reduction in mechanically collected road sweepings (that are recycled and contribute to performance) and a reduction in the amount of garden waste taken to the civic amenity site. Future targets have been adjusted to reflect the expansion of the kerbside collection service for paper and green waste agreed by the Council in December 2005 (and reflected in Performance Indicators 91a and b).											
BV84a	↓	Number of kilograms of household waste collected per head of the population. (Amended 2005/06)	490	455.2	480	461.7	476	460.8	486.0	498.0	502.0	Upper Middle	3 out of 7
		Comment: The amount of waste collected per head of the population has shown a slight fall on the previous year, performing better than target. This is the result of a small fall in both the total amount of tonnes collected and in the population figure used to calculate the indicator. The predicted increases for 2006/07 and 2007/08 reflects the impact of the expansion of the kerbside recycling service for green waste which is expected to increase the overall amount of waste collected.											
BV84b	↓	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	3.10%	-0.19%	5.47%	2.47%	0.80%	N/A	N/A
		Comment: This is a new indicator. Future targets have been set in the context of the anticipated national growth in waste produced and to reflect the impact of the expansion of the kerbside recycling service for green waste which is expected to increase the overall amount of waste collected.											
BV86	↓	Cost of household waste collection per household.	£33.92	£28.18	£35.87	£31.61	£36.76	£39.70*	£44.23	£45.16	£47.00	Top	1 out of 7
		Comment: * Latest estimate - actual figures will not be available until August. The estimated increase over target for 2005/06 reflects the costs incurred by the implementation of the round review in November. It is also affected by the introduction of 6 new rounds to extend the kerbside collection service which will have its first full year effect in 2007/08, resulting in upward amendment of this and future targets.											
BV87	↓	Cost of waste disposal per tonne of municipal waste.	£27.35	£30.26	£27.80	£31.19	£28.23	£30.03*	£30.78	£31.55	£33.00	Top	1 out of 7
		Comment: The estimated figure is higher than the target as a result of the target being incorrectly stated in 2004/05 Performance Report.											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV91a	↑	Percentage of households resident in the authority's area served by a kerbside collection of recyclables. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	52%	84.2%	100.0%	100.0%	100.0%	N/A	N/A
BV91b	↑	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	26%	71.0%	80.0%	85.0%	85.0%	N/A	N/A
		Comment: As part of the authority's developing Waste Strategy, an expansion of the kerbside collection service was agreed by the Council in December 2005. The introduction of the new service significantly increased the proportion of households in the city receiving both one and two collections of recyclables during 2005/06 and future targets have been adjusted to reflect the continued roll out of the new service.											
BV199a	↓	The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	N/A	37.60%	31.00%	37.00%	23.00%	33.0%	27.0%	25.0%	15.0%	Bottom	7 out of 7
		Comment: Performance against the street cleanliness indicator has shown some improvement towards the end of the year but not enough progress has been made to meet the full year target. The majority of land types continue to show some improvement against the average performance last year, with five out of the ten showing significant improvement. However, some land types continue to give cause for concern and measures to raise standards in 2 land types (high density housing, and other highways) have been identified to improve overall performance. Raising standards in these areas will help improve overall performance against the Best Value Performance Indicator. Future targets have been set in line with current performance.											
BV199b	↓	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible (amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	12%	8%	4%	1%	N/A	N/A
		Comment: Continued development of the Street Services organisation in the context of the Council's new Neighbourhood Management arrangements are expected to deliver reductions in levels of graffiti.											
BV199c	↓	The percentage of relevant land and highways from which unacceptable levels of fly posting are visible (amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	1%	1%	1%	1%	N/A	N/A
		Comment: Partnership working to deliver the city's Flyposting policy has delivered reductions in the levels of incidents in the city and continued action is expected to maintain this low level.											
BV199d	↓	The year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly tipping'. (Introduced 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	Actual not required	Target not required	Target not required	Target not required	N/A	N/A
		Comment: This is a new part to this indicator, the national software for collecting the information is still being developed. The first return on this indicator will now be submitted in April 2007 and therefore without baseline information we are not required to set targets. Local authorities will not be expected to include this PI within their BVPP.											
ENVIRONMENT - TRANSPORT													
BV99a (i)	↓	Number of people killed or seriously injured (KSI) in road traffic collisions. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	258	110	245	232	219	N/A	N/A
BV99a (ii)	↓	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	-23.1%	-5.0%	-5.3%	-5.6%	N/A	N/A

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV99a (iii)	↓	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	-65.9%	-24.0%	-28.0%	-32.1%	N/A	N/A
BV99b (i)	↓	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	53	17	49	46	42	N/A	N/A
BV99b (ii)	↓	Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	-45.2%	-7.5%	-6.1%	-8.7%	N/A	N/A
BV99b (iii)	↓	Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	-75.4%	-29.2%	-33.5%	-39.3%	N/A	N/A
BV99 c (i)	↓	Number of people slightly injured in road traffic collisions. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	931	1064	921	911	902	N/A	N/A
BV99c (ii)	↓	Percentage change in the number of people slightly injured in road traffic collisions since the previous year. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	-10.5%	-1.1%	-1.1%	-1.0%	N/A	N/A
BV99c(iii)	↓	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	8.6%	-6.0%	-7.0%	-7.9%	N/A	N/A
		Comment: The number of killed/seriously injured casualties is reducing and the 2010 targets should be achieved. The number of slight casualties is also reducing. A range of annual targets have been set in line with national targets to reduce the number of killed/seriously injured casualties by 40% and the number of slight casualties by 10% by the year 2010.											
BV100	↓	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by roadworks per km of traffic sensitive road.	7.00 days	4.20 days	4.40 days	9.07 days	10.00 days	6.2 days	6.2 days	6.4 days	6.6 days	Bottom	7 out of 7
		Comment: The actual figure is an improvement on 2004/05 and better than target despite major schemes such as the Belgrade Plaza and Bond Street redevelopment commencing. The impact on road closures cannot be assessed until final designs are completed. Based on recent experience and in light of major new developments such as IKEA and Swanswell commencing in the next few years, this value is likely to increase slightly and the targets have been adjusted slightly to reflect this.											
BV165	↑	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area.	86%	85%	91%	93%	97%	97.3%	99.0%	100.0%	100.0%	Upper Middle	6 out of 7
		Comment: Percentage continues to rise due to crossings being improved and installation of new crossings in connection with major developments and bus priority schemes. Future targets take into consideration those existing crossings requiring improvements that are associated with proposed developments that have not yet been fully programmed.											
BV178	↑	The percentage of the total length of rights of way in the local authority area that are easy to use by the general public.	5%	5%	10%	5%	10%	5.0%	5.0%	10.0%	12.0%	Bottom	7 out of 7
		Comment: The actual is an estimate as the Definitive Map only covers part of the authority. The funding available in 2005/06 was spent on researching historical information in preparation for adding footpaths onto the Definitive Map, although no paths were added during the year. Funding has now been made available to produce a capital Public Rights of Way Improvement Plan by November 2007, as required by the Government. It is hoped that this will provide a basis for future funding of the completion Definitive Map and the ongoing maintenance of Public Rights of Way. Targets have been amended accordingly.											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV187	↓	Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered.	24.74%	21.99%	21.55%	20.11%	20%	35%	33%	30%	28%	Upper Middle	5 out of 7
		Comment: The criteria for this BVPI is unchanged from last year, the score is produced from a Detailed Visual Inspection survey in line with Department for Transport (DfT) guidelines. The result is indicating a reversal in the trend with a higher figure than last year. It is not thought that the general footway condition has deteriorated to the extent indicated by the scores. In 2004/05 the DfT introduced new accreditation for surveyors with photographic examples of the level of deterioration that will trigger the BVPI score. This has resulted in less subjectivity in the survey, but has resulted in more sensitivity in the results as minor fretting will now trigger BVPI scores. The higher results are a national trend. Targets have been adjusted in light of performance.											
BV215a	↓	The average number of days taken to repair a street lighting fault that is under the control of the local authority. (Introduced 2005/06)	N/A	N/A	N/A	N/A	Target not required	5.46 days	5.00 days	4.00 days	3.00 days	N/A	N/A
		Comment: This is a new Best Value Performance Indicator introduced in 2005/06. Improvements in the time taken to repair faults are expected to be achieved as a result of service redesign work being carried out as part of the Coventry Direct programme.											
BV215b	↓	The average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator (DNO). (Introduced 2005/06)	N/A	N/A	N/A	N/A	Target not required	35.32 days	15.00 days	15.00 days	15.00 days	N/A	N/A
		Comment: This is a new Best Value Performance Indicator introduced 2005/06. Improvements in performance are reliant on the District Network Operator and it is hoped that improved partnership working with the company will reduce the time taken for repair.											
BV223	↓	Percentage of the local authority principal road network where structural maintenance should be considered. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	27.00%	26.00%	25.00%	24.00%	N/A	N/A
		Comment: In 2005/06, for the first time data has been collected using a 'SCANNER' type survey. This BVPI is calculated over a two year period, and 2004/05 TRACS (mechanised survey technique) data has been incorporated into the 2005/06 score. The result appears to be in line with expectations. An improvement to reduce the score per annum is anticipated in line with planned improvements to the highway network.											
BV224a	↓	Percentage of the non-principal road network where maintenance should be considered. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	34.00%	33.00%	32.00%	31.00%	N/A	N/A
		Comment: In 2005/06, for the first time data has been collected using a 'SCANNER' type survey. The BVPI is an average of B and C class roads. The result for B class roads is 40.9% and for C class is 27%. The figures are averaged for submission of the BVPI. The results are in line with expectations. An improvement to reduce the score per annum is anticipated in line with planned improvements to the highway network.											
BV224b	↓	Percentage of the unclassified road network where structural maintenance should be considered. (amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	13.76%	12.76%	11.76%	10.76%	N/A	N/A
		Comment: This BVPI was previously numbered BVPI 97b and has been renumbered as BVPI 224b for 2005/06. The score is produced from a Detailed Visual Inspection survey, which has been converted to Coarse Visual Inspection for the purpose of the BVPI calculation (in line with DfT guidelines). The result is indicating a reversal in the high figure from last year. The figures are in line with expectations, although there can be annual variations as only 25% of the network is surveyed each year. Although the BVPI number has changed, comparisons can be made with previous years as criteria for the BVPI remain the same.											
ENVIRONMENT AND ENVIRONMENTAL HEALTH													
BV166a	↑	Score against a checklist of best practice for Environmental Health.	100%	100%	100%	100%	100.0%	100.0%	100.0%	100.0%	100.0%	Top	1= out of 7
BV166b	↑	Score against a checklist of best practice for Trading Standards.	100%	96.7%	100%	96.7%	100.0%	96.7%	100.0%	100.0%	100.0%	Lower Middle	4 out of 7

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
		<i>Comment: The Environmental Health Service has again achieved a maximum score of 100% against the checklist of best practice. The Trading Standards target of 100% was not achieved due to a shortfall in inspections against the 50% target for 'Medium Risk' premises, resulting from other pressures and priorities of the service. Measures have been put in place to enable the 100% to be achieved in 2006/07.</i>											
BV216a	↔	Number of 'sites of potential concern' in the local authority area, with respect to land contamination. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required	69	40	40	40	N/A	N/A
BV216b	↑	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required	42%	45%	50%	50%	N/A	N/A
		<i>Comment: This is new indicator. Additional guidance is being published by Department for Communities and Local Government (DCLG) on the calculation of the indicator as problems have been raised nationally. Because of this the indicator will not be subject to qualification by Auditors.</i>											
BV217	↑	Percentage of pollution control improvements to existing installations completed on time. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required	63%	80%	90%	90%	N/A	N/A
		<i>Comment: This is a new indicator. Government guidance recommends that authorities should aim to secure the completion of at least 90% of all pollution control improvements to the timetable specified and targets have been set to achieve this by 2007/08.</i>											
BV218a	↑	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required					N/A	N/A
BV218b	↑	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle. (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required					N/A	N/A
		<i>Comment:</i>											
ENVIRONMENT - PLANNING													
BV106	↑	Percentage of new homes built on previously developed land.	88%	89%	86%	97%	84%	93.12%	87.00%	93.00%	85.00%	Top	4 out of 7
		<i>Comment: The target of 84% for 2005/06 has been exceeded. This is due to an increase in brownfield land becoming available, especially within the city centre, and less greenfield development. Targets for future years reflect continued brownfield development.</i>											
BV109a	↑	Percentage of major planning applications determined within 13 weeks.	60%	67%	60%	54%	60%	68.75%	60.00%	60.00%	60.00%	Lower Middle	4 out of 7
BV109b	↑	Percentage of minor planning applications determined within 8 weeks.	65%	72%	65%	68%	65%	73.10%	65.00%	65.00%	65.00%	Lower Middle	4 out of 7
BV109c	↑	Percentage of other planning applications determined within 8 weeks.	80%	80%	80%	80%	80%	81.50%	80.00%	80.00%	80.00%	Bottom	5= out of 7
		<i>Comment: Targets were exceeded owing to reprioritisation of this work. Future targets have been set to match government development control targets.</i>											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV179	↑	The percentage of standard searches carried out in 10 working days.	95.00%	73.56%	85.00%	91.30%	90.00%	96.70%	Deleted 2006/07	Deleted	Deleted	Bottom	7 out of 7
		<i>Comment: Following closer liaison between all the teams providing information for the searches we improved our performance considerably. With effect from 2006/07, this indicator has been deleted.</i>											
BV200a	N/A	Did the Local Planning Authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3 year rolling programme? (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	Yes	Yes	Yes	Yes	N/A	N/A
BV200b	N/A	Has the local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out? (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	Yes	Yes	Yes	Yes	N/A	N/A
BV200c	N/A	Did the Local Planning Authority publish an annual monitoring report by 31st December of each year? (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	Yes	Yes	Yes	Yes	N/A	N/A
		<i>Comment: Local Development Schemes are updated as and when necessary and the Annual Monitoring Report has to be submitted by 31st December each year.</i>											
BV204	↓	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications. (Introduced 2004/05)	Introduced 2004	37%	30%	41%	30%	43.5%	34.0%	34.0%	34.0%	Bottom	4 out of 7
		<i>Comment: There has been a marginal increase in the percentage of appeals which were successful. However this has to be considered in the context of the overall delegated refusal rate. Less than 20% of applications are refused and of these less than 20% are the subject of an appeal. In 2005/06 284 applications were refused. 46 appeals were determined of which 20 were allowed. Because the absolute appeal numbers are small fluctuations in percentage rates are accentuated.</i>											
BV205	↑	The local authority score against a 'quality of planning services' checklist. (Introduced 2004/05)	Introduced 2004	78%	83%	83%	94%	100.0%	100.0%	100.0%	100.0%	Lower Middle	4= out of 7
		<i>Comment: The improvement has been achieved by gaining maximum points with regard to the provision of a full electronic planning service which is now rated 'excellent' by the Department for Communities and Local Government. There is no expectation of any changes in our working practices which would affect the service checklist.</i>											
CULTURE AND RELATED SERVICES													
BV170a	↑	The number of visits to/uses of local authority funded or part funded museums and galleries per 1,000 population.	754	961	1,006	1,579	1,231	1,720	1,573	1,610	1,956	Top	2 out of 6
		<i>Comment: For 2005/06 we over achieved on our target of 1,231 visits per 1000 population, achieving an actual figure of 1,720 visits. The target set for 2005/06 took into account both the previous years good performance and an expected reduction in visitor numbers due to disruptions from development at both Coventry Transport Museum and the Herbert Art Gallery and Museum. Targets for the next three years have been realigned based on the actual figures achieved this year and the delay to the Herbert Capital Project, which will now not be completed until May/June 2008.</i>											
BV170b	↑	The number of those visits to local authority funded or part funded museums and galleries that were in person per 1,000 population.	534	567	737	1070	770	1,023	1,013	1,050	1,431	Top	1 out of 6
		<i>Comment: For 2005/06 we have well exceeded our target of 770 visits per 1000 population, achieving an actual figure of 1,023 visits. The target set for 2005/06 took into account both the previous years good performance and an expected reduction in visitor numbers due to disruptions from development at both Coventry Transport Museum and the Herbert Art Gallery and Museum. Targets for the next three years have been realigned based on the actual figures achieved this year and the delay to the Herbert Capital Project, which will now not be completed until May/June 2008.</i>											
BV170 c	↑	The number of pupils visiting museums and galleries in organised school groups.	28,062	27,904	34,000	22,154	26,000	24,870 (est)	32,500	34,800	39,220	Top	2 out of 6

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
		<p>Comment: Currently, there are problems with accessing information on the number of pupils visiting the Coventry Transport Museum and only an estimated figure of 13,889 visits is available. Incorporating this estimated figure into the overall total suggests that we are again under target with this BVPI, achieving 24,870 against a target of 26,000 school visits. Targets for the next three years have been realigned based on actual figures 2005/06 and taking into account the delay to the Herbert Capital Project.</p>											
BV219a	↔	Total number of conservation areas in the local authority area. (Introduced 2005/06)	N/A	N/A	Introduced 2005/06	15	15	15	15	15	15	N/A	N/A
		<p>Comment: There are 15 conservation areas in the City. No further designations are planned in the foreseeable future.</p>											
BV219b	↑	Percentage of conservation areas in the local authority area with an up-to-date character appraisal. (Introduced 2005/06)	N/A	N/A	Introduced 2005/06	13.3%	20.0%	20.00%	20.00%	20.00%	20.00%	N/A	N/A
		<p>Comment: An additional character appraisal was prepared for Far Gosford St Conservation Area as part of a Townscape Heritage Initiative 2005/06. No further appraisals are planned in order to concentrate on core work such as statutory duties, capital works and the implementation of the Townscape Heritage Initiative.</p>											
BV219c	↑	Percentage of conservation areas with published management proposals. (Introduced 2005/06)	N/A	N/A	Introduced 2005/06	13.3%	20.0%	20.00%	20.00%	20.00%	20.00%	N/A	N/A
		<p>Comment: An additional management plan was prepared for Far Gosford St Conservation Area as part of a Townscape Heritage Initiative 2005/06. No further management plans are planned in order to concentrate on core work such as statutory duties, capital works and the implementation of the Townscape Heritage Initiative.</p>											
BV220	↑	Compliance against the Public Library Service Standards (PLSS): i) the number of PLSS the authority has complied with; ii) the general progress the authority has made against the PLSS from the previous financial year; iii) where the PLSS are not met, the number of individual standards that authorities are within 5% of achieving; and iv) provision to the general public apart from that offered in static libraries (ie mobile libraries and other service points as defined within Public Library Standard PLSS1) (Introduced 2005/06)	N/A	N/A	N/A	Introduced 2005/06	Target not required	4	4	4	4	N/A	N/A
		<p>Comment: The Public Library Service Standards (PLSS) replaced the 28 Public Library Standards (PLS) on 1 April 2005. 8 of the 10 PLSS are the same as the old PLS. The standards cover issues like access to libraries, facilities available, usage and satisfaction levels and we currently meet or exceed 9 of the 10 standards. This BVPI provides an aggregate measure of performance against the standards, scored on a scale of 1-4, with 4 being the best.</p>											
COMMUNITY SAFETY & WELLBEING													
BV126	↓	Domestic burglaries per 1,000 households in the local authority area.	24.2	24.3	23.1	19.8	21.9	19.2	20.8	19.8	18.8	Lower Middle	6 out of 7
		<p>Comment: The BVPI for domestic burglary has been achieved for 2005/06. In total, this offence has reduced by 3.5% in 2005/06 compared to 2004/05. Hotspots of domestic burglary are tackled on a fortnightly basis using resources that are tasked by multi-agency Active Intelligence Mapping system process. The council self help gating scheme which contributes towards resident led gating schemes helps to protect alleyways and re-access to vulnerable properties. In addition the Coventry & Warwickshire Community Safety Scheme provides safety advice and installs measures (e.g. window locks etc) to the properties of vulnerable people.</p>											
BV127a	↓	Violent crime per 1,000 population in the local authority area. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	26.6	28.8	24.3	23.1	22.0	N/A	N/A

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV127b	↓	Robberies per 1,000 population in the local authority area. (Amended 2005/06).	2.4	2.2	2.0	2.0	1.9	2.4	1.9	1.8	1.7	Lower Middle	3 out of 7
		Comment: The violent crimes target was incorrectly stated in last years Performance Report and should have been 25.6. Therefore the target for was as not been achieved by 3.2 offences per 1,000 population with an overall increase of 2.7% in the level of violent crime during 2005/06 when compared with 2004/05. (28.4 violent crimes per 1,000 population) However, the Tackling Violent Crime Programme (TVCP) has been implemented in Coventry, using a multi-agency approach to tackle alcohol related violence and domestic violence - featuring the use of mini-AMECs (Alcohol Misuse Enforcement Campaigns) focusing on early intervention. This has seen an increase in reported violent crime in the City Centre and this increase in reported incidents of lower level public order offences can be attributed to an increased police presence, creating easier opportunities for reporting and increasing confidence in reporting incidents. To put this into context, contact violent crimes, which include Section 18, 20 & 47 offences have decreased by 3.5% in 2005/06 compared to previous year. Incidents of robbery has also increased during 2005/06 by 19.5% when compared to 2004/05, although it is important to notice that the number of reported incidents of robbery a											
BV128	↓	Vehicle crimes per 1,000 population in the local authority area. (Amended 2005/06)	28	20.8	19.4	16.1	18.8	14.6	17.9	17	16.1	Upper Middle	4 out of 7
		Comment: Vehicle crime has achieved its target for 2005/06. In total this offence has reduced by 9.5% in 2005/06 when compared 2004/05. The establishment of the fortnightly AIMs meeting has allowed the opportunity to identify and tackle hotspots areas and has supported achievement of this target.											
BV174	↔	The number of racial incidents reported in the local authority area and subsequently recorded by the authority per 100,000 population.	16	32	10	42	45	187.13	197.00	203.00	210.00	N/A	N/A
		Comment: Improved monitoring systems implemented by schools over the past year has resulted, for the first time, in a comprehensive set of results being received from colleagues in the LEA. This has meant that the actual target for 05/06 has significantly exceeded the anticipated target value. The targets for the next 3 years have been adjusted accordingly. We take the view that it is important to encourage reporting and to ensure that all incidents are followed up.											
BV175	↑	The percentage of racial incidents reported to the local authority that resulted in further action.	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100.00%	N/A	N/A
		Comment: It is Council Policy that all racial incidents result in further/follow-up actions being discussed and agreed with complainants.											
BV198	↔	The number of drug users in treatment per 1,000 population aged 15-44.	Introduced 2003/04	6.47%	6.96%	Actual not required	15%	9.0	9.5	10.8	10.8	Bottom	4 out of 7
		Comment: Due to confusion about the definition of this indicator, data was reported in the incorrect format in the 2004/05 Performance Report. Performance for 2005/06 exceeded the target which was 8.3 and was an increase on 2004/05 when the actual was 7.3 Future targets have been set in line with the National Drugs Strategy which is due to finish in 2008.											
BV225	↑	The percentage of questions from a checklist about services to help victims of domestic violence to which a local authority can answer 'yes'. (Amended 2005/06)	N/A	N/A	N/A	Amended 2005/06	Target not required	72.7%	90.9%	100.0%	100.0%	N/A	N/A
		Comment: This performance indicator has been included within the Coventry Domestic Violence & Abuse Partnership Strategy (2005/08).											
BV226a	↔	Total amount spent by the local authority on advice and guidance services provided by external organisations. (Amended 2005/06)	N/A	N/A	N/A	N/A	£9.2m	£9.2m	£9.2m	£9.2m	£9.2m	N/A	N/A
		Comment: The review of advice services is due to be completed in mid 2006. Targets are based on current performance and reflect broad cost estimates. When the new Advice Partnership and Strategy is in place targets can be revised.											

Best Value Performance Indicators 2005/06 and targets to 2008/09													
BVPI Ref 2005/06	Polarity	Indicator	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Target 2007/08	Target 2008/09	Mets Quartile 2004/05	West Midlands Ranking 2004/05
BV226b	↑	Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above. (Amended 2005/06)	N/A	N/A	N/A	N/A	4%	4.00%	4.00%	4.00%	4.00%	N/A	N/A
		<i>Comment: The review of advice services is due to be completed in mid 2006. Targets are based on current performance and reflect broad cost estimates. When the new Advice Partnership and Strategy is in place targets can be revised.</i>											
BV226c	↔	Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public. (Amended 2005/06)	N/A	N/A	N/A	N/A	£3.5m	£3.5m	£3.5m	£3.5m	£3.5m	N/A	N/A
		<i>Comment: The review of advice services is due to be completed in mid 2006. Targets are based on current performance and reflect broad cost estimates. When the new Advice Partnership and Strategy is in place targets can be revised.</i>											

Polarity

All BVPIs now have a 'polarity' statement. This shows whether authorities should be aiming for a high or low outturn figure.

- ↑ Good performance = high outturn figure
- ↓ Good performance = low outturn figure
- ↔ Good performance may be high or low figure, depending on other factors
- N/A Outturn is not numerical

Performance Assessment Framework for Social Services

The Commission for Social Care Inspection (CSCI) assumed responsibility for the development of the Performance Assessment Framework Indicators for Social Services from April 2004.

CSCI uses the indicators as part of the evidence to inform their assessments of councils' performance, as summarised in the annual Social Services performance ratings. CSCI also uses the PAF indicators and other quantitative and qualitative information to work with councils in their planning and monitoring of performance throughout the year.

The set of PAF indicators is designed to cover as many aspects of performance as possible whilst still being small enough to be manageable. Councils are encouraged to use the information to explore their own performance, compare it against others, and to help decide where improvements are needed. To focus attention on the key government priorities, a small number of the PAF indicators are also Best Value Performance Indicators.

For most PAF indicators, a Council's performance is placed in one of the five bands shown below. Bands are intended to be a guide rather than a definitive judgement.

Band	Description
● Investigate urgently	the council urgently needs to investigate the practices that have led to this performance
● ● Ask questions about performance	there is a serious need for the council to investigate practices that have led to this performance
● ● ● Acceptable	in comparison to other councils there is

Band	Description
	scope to improve performance.
● ● ● ● Good	performance appears to conform reasonably well with commonly accepted good practice
● ● ● ● ● Very Good	performance is very good given current knowledge and understanding.

For some indicators, poor performance may be suggested by either a very high or a very low value, with best performance somewhere in between. The lower bands are therefore divided into two parts - low and high - to indicate the cause of concern. Thus ratings of "● Low" and "● High" are both cause for "urgent investigation", but for different reasons.

Some PAF indicators are key threshold indicators. These set minimum levels that a council must achieve for the indicator in order to progress to a specific level in the overall CSCI judgement. For example the Children's PAF indicator A2 Educational qualifications of children looked after has a threshold expressed as "<25% limits to 'some'". This means that a council scoring less than 25% for this indicator will not be able to progress beyond the judgement that it is "serving some children well"

CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
Best Value CSCI Threshold (>=20% max "Some")	A1 (BV49)	The percentage of children looked after at 31 March with three or more placements during the year.	<16%	11.5% Very Good	<16%	14.6% Very Good	<16%	15.2% Very Good	<14%
Best Value CSCI Threshold (<25% max "Some")	A2 (BV50)	The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A*-G or a GNVQ.	**50%	42.1% Ask Questions (Low)	50%	45.9% Ask Questions (Low)	49%	58.1% Good	62%
	A3	The percentage of children registered during the year on the Child Protection Register who had been previously registered.	**16%	17.3% Acceptable (High)	15.0%	14.6% Very Good	14%	10.9% Very Good	13%
Best Value	A4 (BV161)	Ratio of % in education, training or employment at 19 to% of all 19 years olds in education, training or employment	70%	59.3% Acceptable (Low)	0.70	0.48 Ask Questions (Low)	0.55	0.74 Good	0.75
	B7	% of Children looked after in Foster Care or placed for Adoption	N/A	86.3% Very Good	86.0%	82.7% Good (Low)	83%	82.0% Good	82%
	B8	Average gross weekly expenditure per looked after child in foster care or in a children's home.	£675	£760 Ask Questions (High)	£777	£784 Ask Questions (High)	£800	£908 Ask Questions (High)	£955

CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	C18	Ratio of % of looked after children aged 10 or more given a final warning/reprimand or convicted to all local children aged 10 or over given a final warning/reprimand or convicted	2.5	1.9 Acceptable (Low) (Top Band)	2.5	1.6 Acceptable (Low) (Top Band)	1.6	2.98 Acceptable	2.8
	C19	Children looked after receiving annual dental and health checks	75%	64.7% Acceptable (Low)	80.0%	82.1% Very Good	85%	84.7% Very Good	80%
Best Value CSCI "Threshold" <92.5% max "some"	C20 (BV162)	Percentage of child protection cases reviewed which should have been reviewed	100%	97.8% Good (Low)	100%	99.6% Good (Low)	100%	100% Very Good	100%
	C21	The percentage of children deregistered from the Child Protection Register during the year who had been on the Register continuously for two years or more.	8%	4.8% Good (High)	6.0%	2.4% Good (High)	2.4%	11.8% Acceptable	8%
	C22	Percentage of children under 10 looked after in foster placements or placed for adoption	95%	99.4% Very Good	96.0%	96.7% Good (Low)	N/A	Withdrawn from dataset	Withdrawn From Dataset
Best Value CSCI "Threshold" <3% max "most"	C23 (BV163)	The number of looked after children adopted during the year as a % of the number of children looked after at 31 March who had been looked after for 6 months or more at that date	8%	9.4% (40 actual) Very Good	8.0%	7.4% (31 actual) Good	7.5%	4.5% (20 actual) Ask Questions (Low)	6%
	C24	% of children looked after who missed 25 or more days of school	10%	16.9% Ask Questions (High)	10.0%	18.8% Ask Questions (High)	14.5%	18.3%	14.5%

CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	D35	% of children looked after for at least 4 years, in a foster placement where they had spent at least 2 years.	40%	40.0% Ask Questions (Low)	40.0%	45.7% Ask Questions (Low)	50%	41.0% Ask Questions (Low)	45%
	E44	Gross expenditure on children in need but not looked after, as a percentage of gross expenditure on all children's services.	33%	32% Good (Low)	33.0%	32.3% Good (Low)	33%	32.0% Good (Low)	30%
	E45	Ratio of % of children in need from minority ethnic groups to % of local children from minority ethnic groups.	1.2	0.89 Ask Questions (Low)	1.20	0.94 Ask Questions (Low)	N/A	Not collected in 2005/6	No target to be set
	C63	No. of children and young people who communicated views for their statutory review as a % of those looked after for more than four weeks.	N/A	NEW	Not set	96.7% Very Good	96%	95.2% Very Good	96%
	C64	% of Core Assessments completed within 35 working days of their commencement	N/A	NEW	Not set	56.5% Acceptable (Low)	60%	67.1% Acceptable	67%
	D65	Children's user experience survey: overall satisfaction with care and support from Social Services	N/A	NEW	Not set	37.6% Not Banded	N/A	Not collected in 2005/6	Not collected in 2006/7
	D66	Children's user experience survey: are choices offered about care and support provided?	N/A	NEW	Not set	26.2% Not Banded	N/A	Not collected in 2005/6	Not collected in 2006/7
	E67	No. of disabled children supported in their families or living independently, receiving services as % percentage of estimated no. of disabled children in the council area	N/A	NEW	Not set	4.1% Acceptable (Low)	N/A	Not collected in 2005/6	No target to be set

CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	C68	The number of looked after children who had all their reviews held on time within the statutory timescales as a percentage of the number of children looked after for four weeks or more at 31 March.	N/A	NEW	NEW	NEW	N/A	98.3% Not Banded	100%
	C69	The percentage of children starting to be looked after during the year placed more than 20 miles from their home address at 31 March.	N/A	NEW	NEW	NEW	N/A	14.0% Not Banded	14%
	C70	Progress made towards a comprehensive Children and Adolescents Mental Health Service	N/A	NEW	NEW	NEW	N/A	12 Not Banded	No target to be set

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	A5	Emergency Admissions of Older People. (Interface)	N/A	-2.0 Good	DELETED	DELETED	DELETED	DELETED	DELETED
	A6	Emergency psychiatric re-admissions within 28 days of hospital discharge as a percentage of people aged 16-64 discharged from the care of a psychiatric specialist.	N/A	14.2 Average	N/A	14 Average	Health to provide	Health to provide	Health to provide
	A60	Percentage change in number of drug misusers accessing treatment.	N/A	NEW	Not set	9.7% Ask Questions	14.3%	22.9%	6.4%
	B11	The number of households receiving intensive home help/care as a percentage of those receiving residential, nursing and intensive home help/care.	35%	33% Very Good	35%	36% Very Good	38%	37% Very Good	37%
	B12 (BV52)	Average gross weekly expenditure per person on supporting adults and older people in residential and nursing care and providing intensive home care.	£445	£433 Good (top band)	£461	£450 Good	£464	Not available until Mid June	Not available until Mid June
Local	B13	Average gross weekly expenditure per person on supporting older people in residential and nursing care.	£375	£343 Good (Top Band)	£388	£401 Good	£445	Not available until Mid June	Not available until Mid June
Local	B14	Unit cost of residential and nursing care for adults with learning disabilities.	£760	£691 Acceptable (High)	£882	£843	£869	Not available until Mid June	Not available until Mid June
Local	B15	Unit cost of residential and nursing care for adults with mental illness.	£535	£545 Ask Questions (High)	£471	£609	£628	Not available until Mid June	Not available until Mid June

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
Local	B16	Unit cost of residential and nursing care for adults with physical disabilities.	£500	£582 Acceptable (High)	£828	£641	£660	Not available until Mid June	Not available until Mid June
	B17	Average gross hourly cost for home help/care.	£12	£13.00 Good (Top Band)	£12.42	£12.00 Good	£12.50	Not available until Mid June	Not available until Mid June
Local	C26	Admissions of Supported Residents aged 65 or over to Residential / Nursing Care per 10,000 population aged 65 or over.	87	73 (Very Good)	73.0	58.2 Good (Low)	60	57.7 Good (Low)	DELETED
	C72	People aged 65 or over admitted on a permanent basis to residential or nursing care (new definition includes temporary admissions which become permanent)	N/A	NEW	N/A	NEW	NEW	47.7 Very Good	47.7
Local	C27	Admissions of Supported Residents aged 18-64 to Residential / Nursing Care per 10,000 population aged 18-64.	2.9	2.4 Very Good	2.7	2.6 Very Good	2.6	1.7 Good (Low)	DELETED
	C73	People aged 18-64 admitted on a permanent basis to residential or nursing Care (new definition includes temporary admissions which become permanent).	N/A	NEW	N/A	NEW	NEW	1.6 Good (High)	1.6
Best Value BV53	C28	Households receiving intensive home care per 1,000 population aged 65 or over.	17	16.7 Very Good	17.5	20.3 Very Good	22	18.7 Very Good	19
	C29	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.	6	5.9 Very Good	6.2	4.8 Good (Low)	5.1	3.6 Acceptable (Low)	3.5

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	C30	Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.	2.3	3.2 Very Good	3.2	3.4 Very Good	3.4	3.3 Very Good	3.2
	C31	Adults with Mental Illness Helped to Live at Home per 1,000 population aged 18-64	3.5	3.3 Very Good	3.35	4.4 Very Good	4.6	4.8 Very Good	4.8
Best Value BV54	C32	Older people helped to live at home per 1,000 population aged 65 or over.	95	75 Ask Questions (Low)	75.0	95 Good (Low)	95	76 Ask Questions (Low)	70
CSCI "Threshold" (L15%***) max "most" Best Value BV 201	C51	Adults and older people receiving direct payments per 100,000 population aged 18 or over.	N/A	82.5 (193 people) (Acceptable)	134.0	84.7 Acceptable (Low)	130	163.2 Very Good	144
	C62	The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	N/A	NEW	Not set	7.3% Acceptable	10%	10.8% Very Good	11%
	D37	% of single adults and older people going into permanent residential and nursing care who were allocated single rooms.	95%	90% (Acceptable or Good)	95.0%	87% Acceptable (Low)	95%	95% Very Good	95%
	D39 (BV58)	Percentage of people receiving a statement of needs and how they will be met.	90%	86.5% Ask Questions	96.5%	90% Ask Questions (Low)	96.5%	96.3% Good (Low)	96%
	D40	Adult and older clients receiving a review as a percentage of those receiving a service.	75%	91% Ask Questions (High)	92%	69% Acceptable (Low) Highest Band	75%	76% Acceptable (Low) Highest Band	80%

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	D41	The number of delayed transfers of care per 100,000 population aged 65 or over. (Interface)	30 in 1 week	58.9 (Average) (27 per week)	16.8	26.7 Good (High) (12 per week)	21.7 (10 per week)	11.7 Very Good (5 per week)	15.25 (7 per week)
0.5 LPSA Target	D52	Users who said they were extremely or very satisfied with social services (tri-annual indicator – 06/07)	N/A	NEW	N/A	NEW	NEW	54.60% Ask Questions	60%
CSCI "Threshold" <45 % max "some" <55%** max "most" Best Value BV56	D54 (BV56)	Percentage of Items of Equipment & Adaptations delivered within seven working days.	95%	62% (Acceptable)	80%	86% (Very Good)	92%	94% Very Good	94%
	D55 (BV195)	For new older clients, the average of (i) the percentage where the time from first contact to beginning of assessment is less than or equal to 2 calendar days and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to 28 calendar days.		77.0% (Good)	87.3%	88% (Very Good)	90%	80% Good (Low)	82%
	D55 Part a	Assessments starting within 48 hours.	100%	75% (Good)	85%	88% (Very Good)	90%	78%	80%
	D55 Part b	Assessments being completed within four weeks	100%	80% (Good)	90%	88% (Very Good)	90%	81%	85%

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
CSCI "Threshold" <50 % max "some" <60%** max "most" Best Value BV196	D56	For new older clients, percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.	70%	76% (Good)	80.0%	88.5% Very Good	90%	93% Very Good	90%
	D59	Number of assessed social work practice learning days per whole time equivalent social worker.	New	9.5 (Acceptable)	10.0	10.3 Acceptable (Low) (5.9 Adults and 4.4 Children)	12	13.77 (14.12 Adults and 13.42 Children)	14.5 (Adults only)
0.5 LPSA Target	D71	Care workers and choice (Tri-annual indicator – 06/07)		NEW	N/A	NEW	NEW	61% Acceptable	65%
	E47	The percentage of older service users receiving an assessment or review that are from minority ethnic groups, divided by the percentage of older people in the local population that are from minority ethnic groups.	2.0	1.06 (Acceptable) (Highest Band)	1.20	1.4 Acceptable Highest Band	1.4	1.03 Acceptable Highest Band	1.0
	E48	The percentage of older service users receiving services following an assessment or review that are from a minority ethnic group, divided by the percentage of older service users assessed or reviewed that are from a minority ethnic group.	1.0	0.93 Not Banded	1.0	1.1 Acceptable (Highest Band)	1.1	1.0 Acceptable (Highest Band)	1.0

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2003/04	Actual 2003/04	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07
	E50	Percentage of assessments of adults and older people which lead to service being provided.	75%	16.5% (revised definition) Not Banded	85.0%	47% Not Banded	50%	62% Not Banded	70%
Local	E61	The number of assessments of new clients aged 65 or over per 1,000 head of population aged 65 or over.	New	95.4 (Acceptable) Highest Band	100.0	58.9 Acceptable (Highest Band)	60	71 Acceptable (Highest Band)	71

Response to Audit of the Best Value Performance Plan 2005/06

Under the Local Government Act 1999, the Council is required to prepare and publish a Best Value Performance Plan, summarising the Council's assessments of its performance and position, in relation to its statutory duty to make arrangements to secure continuous improvement to the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

The council's external Auditors are required by section 7 of the Local Government Act 1999 and the Audit Commission's statutory Code of Audit Practice to carry out an audit of the Council's Best Value Performance Plan.

The audit of the Best Value Performance Plan 2005/06 did not identify any matters to report to the authority and there were no recommendations to make on procedures in relation to the plan.

Coventry City Council's Corporate Plan 2006/07 – 2008/09

What is the Corporate Plan?

Our Corporate Plan sets out the Council's key aims and targets for the three years from 2006/07 – 2008/09. It builds on and updates the Plan approved in 2004 and refreshed in 2005.

The Plan contains an ambitious agenda for further improvements, based on our vision for the City, our values and our corporate objectives. Our aim is to make Coventry a city where people choose to live, work and be educated and where businesses choose to invest.

The Plan is part of a comprehensive performance management framework and brings together targets for improving both our services and the way we work. Linked closely with our Medium Term Financial Strategy it will help us to focus attention on our priorities, improve performance, increase efficiency and deliver value for money.

Perhaps most importantly of all, the Plan will ensure that every Member and employee of Coventry City Council knows how they can best contribute to making Coventry a better place to live, work and visit.

For Copies of the Corporate Plan or further information about this Report:

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