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Report to Cabinet and Council

26 June 2007

Report of Chief Executive

Performance Report 2006/07

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### 1 Purpose of the Report

1.1 This report seeks your approval for the Performance Report 2006/07.

### 2 Recommendations

2.1 Cabinet and Council are recommended to approve the Performance Report 2006/07, attached as Appendix 1 to this report, and delegate authority to the Chief Executive to make any final minor amendments, corrections or additions to it prior to its publication on 30 June 2007.

### 3 Information/Background

3.1 The Local Government Act, 1999, makes it a statutory duty for councils to produce a Best Value Performance Plan (BVPP) by 30 June each year. The minimum required content of BVPPs is specified by the Department for Communities and Local Government (DCLG).

3.2 Councils with a Comprehensive Performance Assessment rating of 2 stars and above are now only required to include the following information in their BVPP:

- outturn performance over the past year on all Best Value Performance Indicators (BVPIs)
- targets for the current year and subsequent 2 years for all BVPIs
- a brief statement certifying that all individual contracts awarded during the past year which involve a transfer of staff comply, where applicable, with the requirements of the Code of Practice on Workforce Matters in Local Authority Service Contracts.

3.3 In recent years, we have produced our Best Value Performance Plan in two parts:

- (a) The *Corporate Plan*, which describes the council's Vision, Values and Corporate Objectives, a statement of Management Objectives to support these, and a series of performance indicators and targets for each objective. Some of these elements were previously a formal requirement for the BVPP. The Corporate Plan 2007/08 – 2009/10 appears elsewhere on your agenda today.
- (b) The *Performance Report* which meets the requirements of para 3.2 above. It also includes a range of other information including an end-of-year summary of progress made against the objectives in the previous year's Corporate Plan.

- 3.4 DCLG guidance says that *"One of the fundamental issues for authorities in preparing their Performance Plans is to ensure that it meets the needs of its intended audience.... Elected Members and officers with responsibility for delivering quality local services need to be aware of the authority's improvement priorities and how they will be addressed over the coming year..."*
- 3.5 As in previous years, a seminar for all Members will be held about the Performance Report and Corporate Plan prior to the Council meeting on 26 June 2007, so that they can be discussed in greater detail and officers can be questioned about them.
- 3.6 The Performance Report will be subject to external audit by the Audit Commission. This audit must be completed by 31 December 2007 and the council is then required to respond to any recommendations in their report within 30 working days of receipt.
- 3.7 At the time of writing this report some information in the Performance Report was still being checked and finalised. You are asked to agree that the Chief Executive can make any further amendments necessary so that it can be published by the statutory deadline of 30 June 2007.

#### **4 Proposal and Other Option(s) to be Considered**

- 4.1 Following consideration of the Performance Report at Council, the document will be amended, if necessary, and finalised and published by the statutory deadline of 30 June 2007.

#### **5 Other specific implications**

	<b>Implications (See below)</b>	<b>No Implications</b>
Neighbourhood Management	✓	
Best Value	✓	
Comparable Benchmark Data	✓	
Children and Young People	✓	
Corporate Parenting	✓	
Coventry Community Plan	✓	
Crime and Disorder	✓	
Equal Opportunities	✓	
Finance	✓	
Health and Safety	✓	
Human Resources	✓	
Human Rights Act	✓	
Impact on Partner Organisations	✓	
Information and Communications Technology	✓	
Legal Implications	✓	

	Implications (See below)	No Implications
Property Implications	✓	
Race Equality Scheme	✓	
Risk Management	✓	
Sustainable Development	✓	
Trade Union Consultation	✓	
Voluntary Sector – The Coventry Compact	✓	

5.1 As the Performance Report covers a wide range of Council activity, it has some implications for the majority of issues listed above.

## 6 Finance

6.1 There are no direct financial implications, other than the cost of producing the Plan, which can be met from existing budgets.

## 7 Legal implications

7.1 The publication of the Best Value Performance Plan is a statutory requirement. The requirements are set out in Circulars 03/2003, 02/2004 and 05/2006 issued by the former Office of the Deputy Prime Minister.

## 8 Monitoring

8.1 As noted above the content of the Performance Report will be audited by our external auditors.

## 9 Timescale and expected outcomes

9.1 The Performance Report will be published by 30 June 2007 in line with statutory requirements.

## 10 Key Decision

	Yes	No
<b>Key Decision</b>	✓	
<b>Scrutiny Consideration (if yes, which Scrutiny meeting and date)</b>	✓ - informal seminar for all Members 26 June 2007	
<b>Council Consideration (if yes, date of Council meeting)</b>	✓ 26 June 2007	

List of background papers

Proper officer: Chief Executive

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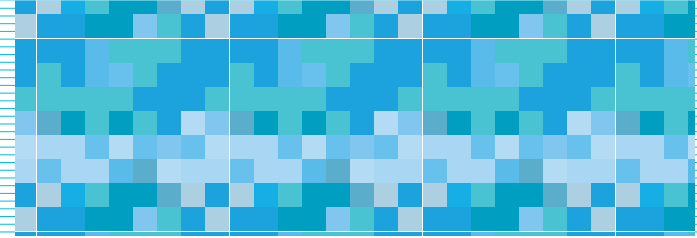
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Papers open to Public Inspection

**Description of paper**

**Location**

None

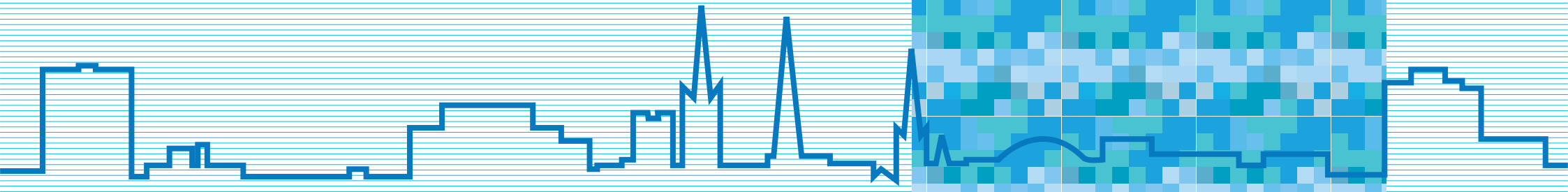
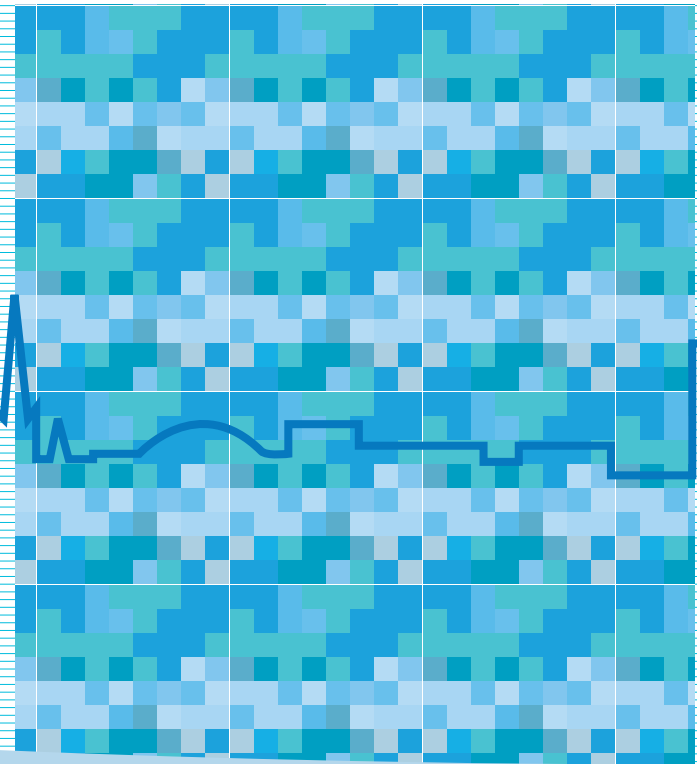


# Performance Report 2007/08

Part Two of the Best Value Performance Plan 2007/08



*Taking pride in our Performance*



Coventry City Council

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

## **Comprehensive Performance Assessment (CPA)**

“The Council continues to improve its priority services and to increase quality of life for its residents and visitors. Services for children and young people are good or outstanding while adult social care scored the maximum possible three stars with excellent prospects for improvement. Performance indicators for other services show that the Council is making faster progress than many other Councils with three out of four indicators improving.

“Strong and committed leadership and a good understanding of user and community need are helping the Council to perform well. The Council has been successful in attracting external resources and private investment to regenerate the city and develop sustainable and cohesive communities. Value for money is improving.

“Satisfaction with Council services is improving and residents feel streets are cleaner and safer. The Council is making a positive contribution to wider community outcomes and the involvement of its diverse communities is a key strength. Good partnership working is increasing the Council's capacity. The Council has strong performance management arrangements and the capacity to improve further. Future plans are robust and being implemented well”.

The Council is improving well and demonstrating a 3 star overall performance.

Audit Commission scorecard published February 2007

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Financial Performance

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- Indicators for 2006/07 and targets to 2009/10
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Local Public Service Agreement

Personal Social Services Performance Assessment Framework

Response to the Audit of the BVPP 200607

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## Page

Page numbers will be inserted when the document is finalised

## Introduction

The Council wants Coventry to be a growing accessible city where people choose to live, work and be educated and businesses choose to invest. This Performance Report summarises the progress we have made towards this over the last twelve months and sets out some ambitious targets for the next three years.

For the second year running the Audit Commission has judged us to be a 3 star council that is improving well. The scorecard issued by the Commission in 2007 says our “services for children and young people are good or outstanding while adult social care scored the maximum possible three stars with excellent prospects for improvement. Performance indicators for others services show that the council is making faster progress than many other councils with three out of four indicators improving”.

This is good news, but we must always remember that local people will be far more interested in their overall quality of life and the services they receive on the ground than star ratings and accolades. This year’s Performance Report is therefore particularly important because it includes the results of the national User Satisfaction Survey carried out in 2006. In Coventry, satisfaction increased in 73% of the indicators, stayed the same in 9% and went down in 18%. It was particularly pleasing to note that overall satisfaction with the council went up by 10% at a time when nationally there was a decrease in satisfaction of 1%. Over the last few years we have placed particular emphasis on improving street cleanliness and it is good to see that satisfaction rose here by 13%.

But there is room for improvement. Public expectations are, quite rightly, rising and we will need both to maintain and improve our performance if we are to continue to provide the people of Coventry with the high quality services they deserve. At present we still have some services where performance is below average and there is always scope to increase standards and value for money. This document therefore sets new targets for improvement against a range of indicators for day to day services and will complement the high level targets in our Corporate Plan.

The Council's Management Board and Elected Members will be closely monitoring our progress in the coming year. We are confident that, by working closely together, we shall make significant further progress towards achieving consistently high service standards across the whole Council.

**Ken Taylor (Cllr), Leader of the Council**  
**Stella Manzie, Chief Executive**



## About the Best Value Performance Plan 2007/08

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 2006/07.

## Overview

### Overview of the Council's performance in 2006/07

The Council set out its key aims and targets for 2006/07 in its Corporate Plan 2006/07-2008/09. 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 agreed the following **corporate objectives** for 2006/07:

- 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 included 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 2006/07 is set out in detail later in this document.

## **How well did the Council perform in 2006/07?**

The Audit Commission formally announced the Comprehensive Performance Assessment results for local authorities on 22 February 2007, confirming Coventry as a 3 star authority which is "improving well". In an analysis issued in January 2007, the Commission reported that Coventry had been improving on 77% of a basket of performance indicators against an average for all councils of 67%.

Our 2006 Joint Area Review report showed that services for children and young people in Coventry are some of the best in the country. The gap in attainment between Coventry and the national average is narrowing at key stages 1 and 4, but widened at key stage 2 and 3. There have been significant improvements in attainment in both English and Mathematics for Pakistani, Black African, Black Caribbean and dual heritage pupils.

Major developments and regeneration schemes are progressing well. The successful completion of schemes such as Swanswell, NDC, the railway station redevelopment, Canley and Ansty will be pivotal in ensuring our housing and employment objectives are achieved. Visitor footfall in the city centre for 2006/07 is 2.8% higher than the previous year suggesting that new retailers are having a positive impact

Job vacancies and employment have continued to rise although, conversely, there is also a rising level of unemployment in the city. Average household income has increased and new employment opportunities for local people have been generated. An Audit Commission inspection of the housing service in 2006 disappointingly assessed the service as one-star with uncertain prospects for improvement.

We are continuing to support people to live independently wherever that is feasible and have one of the lowest rates of admission into residential care in the country. Direct payments are also being promoted to enable people to have a choice in the services that they receive. In line with statutory requirements, the Council developed and adopted a Disability Equality Scheme and a Gender Equality Scheme, both with a three year action plan.

The results of the first "Active People Survey" in 2006 showed that regular participation in sport and active recreation is lower in the West Midlands than elsewhere in the country. Although activity in Coventry is the second highest among the West Midlands Metropolitan Districts, we are keen to encourage more participation in the current year.

Street cleanliness has improved significantly and both the Best Value User Satisfaction Survey and findings from the Coventry Partnership's Annual Household Survey for 2006 show residents are now more satisfied with this service. The kerbside collection of recyclables has improved with almost a quarter of the city's waste now being recycled.

Following a number of years of ongoing reductions in crime, the statistics for 2006/07 show an overall increase. Reductions are being achieved in relation to theft from the person, theft of vehicles and more serious violent crime, but theft from vehicles shows a considerable increase largely due to the theft of SatNav systems.

In 2006 the government carried out a national survey of satisfaction with councils and council services – the first since 2003. Most indicators showed some increase in satisfaction and there were significant increases in the level of satisfaction with the Council overall and with the way

we handle complaints. 65% of people said they were satisfied with the area as a place to live, a little above the average for Metropolitan Districts. It was particularly pleasing to note that 84% of people thought Coventry was a place where people from different backgrounds get on well together – this is significantly above the average and close to the national maximum of 89%. This is good news for a city whose residents speak over eighty languages between them and which prides itself on community cohesion.

**Scorecard Theme: Customers and Communities**

**Corporate Objective 1: To improve the quality and efficiency of services and make it easier to access them**

**Performance Summary –** The Council was awarded 3 stars under the Comprehensive Performance Assessment (CPA) scheme in July 2006. Following the receipt of the CPA Report an action plan was drawn up and progress is being monitored. The Audit Commission confirmed in February 2007 that the Council had maintained its position as a 3 star authority and is improving well.

The results of the Best Value User Satisfaction Survey carried out towards the end of 2006 showed a significant improvement with an overall satisfaction rate of 51% - just short of the average score for Metropolitan Districts of 51.5%. Satisfaction with the way we handle complaints increased to 43%, the second best score in the country.

The target for Ombudsman complaints has not been achieved this year. In order to improve performance in the future, we need to get better at resolving complaints internally as well as using the learning from dealing with complaints to improve performance. In particular we are examining our approach to offering financial remedies, including 'time and trouble' payments. In October 2006 a new leaflet 'Speak up we're listening' was published and distributed to reception areas to encourage customers to tell us what they think about services. A revised complaints policy was approved in March 2007 and the guidance on investigating and learning from complaints has also been revised.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
1	Annual CPA score	Fair December 2004	2 Stars and Improving well December 2005	3 Stars and Improving Well July 2006  ----- 3 Stars and Improving Strongly February 2007	3 Stars and Improving Well July 2006  ----- 3 Stars and Improving Well February 2007	Yes  ----- Yes for star rating No for direction of travel

Comment: The CPA announcement in February 2007 has confirmed that the Council is a 3 star authority and improving well.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
2	Citizens satisfied with the overall service provided by their authority (BV3)	41% at Dec 2003 (Average score for Metropolitan District Councils = 53%)	N/A – this national survey is only conducted every 3 years	To achieve at least the 2006/07 average score for Metropolitan District Councils	51% at Dec 2006 (Average score for Metropolitan District Councils = 51.5%)	No
<p><b>Comment:</b> Fieldwork for this survey was carried out between September 2006 and November 2006 and the target figures were based on the percentage of respondents stating they are 'very satisfied' or 'fairly satisfied'. There has been a significant improvement since the last survey with 51% satisfied as compared to 41% in 2003. As the average Metropolitan District Council score for 2006/07 was 51.5% this means that we have marginally fallen short of our target .</p>						
3	Number of Ombudsman complaints where:					
	a. the finding is of maladministration	0	0	0	0	Yes
	b. we have accepted an element of fault and settled the complaint locally.	13	8	0	12	No
<p><b>Comment:</b> Targets were set at 0 on the basis that we consider any level of adverse findings unacceptable. There were 12 local settlements in the year, more than in 2005/06 but less than in 2004/05. However it should be noted that small numbers are subject to some volatility. The local settlements come from a number of services. In some cases a local settlement might have been prevented if we had taken a more proactive approach to settling complaints internally, particularly with regard to making 'time and trouble' payments.</p>						

## Scorecard Theme: Customers and Communities

### Corporate Objective 2: To ensure the best quality education for all and that children and young people can achieve their maximum potential

**Performance Summary** - Our 2006 Joint Area Review report showed that our services for children and young people are some of the best in the country. Our work on “Making a positive contribution” was judged outstanding and all other services and outcomes for children were judged to be good – these ratings exactly matched our self assessed scores. Our youth service was described as “a good service, which provides good value for money”. There were no recommendations needing immediate action and the action plan focuses upon medium to longer-term issues.

- At Key Stage 1, school attainment improved in 2006 and we reduced the gap between Coventry and the national average in English, mathematics and science.
- At Key Stage 2, performance improved in English and the gap between Coventry and the national average narrowed to 1%. There were significant improvements in attainment in both English and mathematics for Pakistani, Black African, Black Caribbean and dual heritage pupils.
- At Key Stage 3, Coventry has mirrored the national trends in English and Science and the gap with the national average remains the same. In mathematics the gap widened to 4%. Out of 19 secondary schools only two have not achieved the government floor targets for 2008 of 50% or more pupils achieving KS3 level 5 or above in English, mathematics and science - one in one subject and the other in two subjects.
- At Key Stage 4 (5 or more A\*-C grades including English and mathematics and average point scores) we have reduced the gap with the national scores. There is now no Coventry school below the 25% 5A\*-C government floor target and one slightly under 30% (29.4%).

Targeted intervention is in place in all schools and subjects where performance is below the floor targets or where progress in attainment is judged not to be satisfactory. This approach has previously demonstrated an impact at KS3 and is beginning to take effect at KS4.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07 Academic yr 05/06	Has target been met?
4	Joint Area Review of Children's Services	N/A	Score: 3 (max. score 4) June 2006	N/A	Score: 3 (max. score 4) June 2006	Not applicable
Comment: The JAR report was published June 2006. The Children and Young People's Strategic Partnership produced an Action Plan to address the recommendations made in the report. Progress against the Action Plan was reviewed in March 2007 and a full evaluation is planned for September 2007.						
5	Annual Performance Assessment of Children's Services	Contribution of Children's Services: 3  Capacity to improve of council services for children and young people: 3	Contribution of Children's Services: 3  Capacity to improve of council services for children and young people: 3	Progress of the Joint Area Review action plan. Maintain the rating for the City Council Children's Services	N/A	N/A
Comment: JAR inspection was undertaken in 2006 instead of an APA self-assessment. An action plan was produced based upon the recommendations of the report and progress is being monitored.						
6	Attainment gap between Coventry and the national average at all key stages	Summer 2004 gap with national attainment:	Summer 2005 gap with national attainment:		Summer 2006 gap with national attainment	
6a	Key Stage 1: English Mathematics Science	2% 2% 2%	4% 3% 4%	Reduce Gap	2% 2% 3%	Yes Yes Yes



Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07 Academic yr 05/06	Has target been met?
6b	Key Stage 2: English	2%	3%	Reduce Gap	1%	Yes
	Mathematics	3%	2%		2%	No
	Science	2%	0%		0%	No
6c	Key Stage 3: English	3%	3%	Reduce Gap	3%	No
	Mathematics	4%	3%		4%	No
	Science	3%	5%		5%	No
6d	Key Stage 4: 5+A*-C including English & mathematics	5.5%	*6.2%	Reduce Gap	6.0%	Yes
	Average point score	20.1	*28.3		26.6%	Yes
<p><b>Comment:</b> At KS2, performance improved in English and the gap between Coventry and national standards narrowed to 1%. There were significant improvements in attainment in both English and mathematics for Pakistani, Black African, Black Caribbean and dual heritage pupils.</p> <p>At KS3, Coventry mirrored national trends in English and Science with the gap remaining the same between Coventry and the National level. In mathematics the gap widened to 4%. Out of 19 secondary schools only two have not achieved the government floor targets for 2008 of 50% or more pupils achieving KS3 level 5 or above in English, mathematics and science - one in one subject and the other in two subjects.</p> <p>At KS4, the gap with the national was reduced. Targeted intervention is in place in all schools and subjects where performance is below the floor targets or where progress in attainment is judged not to be satisfactory. This approach has previously demonstrated an impact at KS3 and it is beginning to take effect at KS4. There is now no Coventry school below the 25% 5A*-C government floor target and one slightly under 30% (29.4%).</p> <p>Note 6d We are now required to report on achievement of 5+ GCSE's A*-C <i>including English and mathematics</i> and as a result the baseline for 2005/06 has been changed since those published in the Corporate Plan 2006/07.</p>						
7	Education, training and employment of care leavers.					

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07 Academic yr 05/06	Has target been met?
7a	The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A*-G or a GNVQ (PAF A2, BV50)	45.9%	58.1%	60%	42.9%	No
7b	The ratio of the percentage of care leavers in education, training or employment at the age of 19 to the percentage of 19 year olds in education, training or employment (PAFA4, BV161)	0.41 Previously expressed as a percentage in 2005/06 plan.	0.74	0.75	0.62	No
<p>Comment: 7a. The ambitious target has not been met, with performance significantly below the result in 2005/6 and more in line with performance in previous years. One significant factor was the number of children who entered care late in their school career (8 out of 48, or 17%).</p> <p>The major actions planned to improve performance have three inter-related components: 1) secondary schools have been encouraged to set up Academic Mentoring programmes for LAC in Y10 and Y11. Eleven schools have already engaged with this process and the plan is to incorporate the remaining eight schools during 07/08; 2) All appropriate Y10 and Y11 LAC are to be entered for an on-line literacy and numeracy qualification (equivalent to GCSE); and 3) Monthly review meetings (involving social care staff, education staff and carers) of all Y10 and Y11 LAC likely to achieve at GCSE will be held. These will ensure that the young people are still engaged and have all the support they need.</p> <p>7b. The ambitious target, based on an exceptional performance in 2006, was not achieved but the result still represents sustained progress from the 0.41 achieved in 2005. The major development in this area is in relation to establishing a Modern Apprenticeship Scheme for LAC. Recruitment to the Modern Apprenticeship Scheme has begun.</p>						
8	Support for vulnerable children					
8a	Looked after children with an allocated qualified social worker or experienced qualified children's worker at all times	98%	100%	100%	100%	Yes

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07 Academic yr 05/06	Has target been met?
8b	Children on the child protection register with an allocated qualified social worker at all times	99%	100%	100%	100%	Yes
<p>Comment: 8a. All looked after children continue to be allocated to a named worker who is either a qualified Social Worker or qualified Children's Worker. 8b. All children on the child protection register continue to be allocated to a named qualified social worker.</p>						

## Scorecard Theme: Customers and Communities

### Corporate Objective 3: To regenerate the city and ensure people have a good choice of jobs and housing

**Performance Summary** - Overall performance for 2006/07 was good as indicated by the performance indicators. Job vacancies and employment have continued to rise despite the Ryton Peugeot closure in 2006. There is however, a rising level of worklessness and levels of unemployment within the city. Average household incomes within the city have significantly risen signalling improved levels of prosperity. During the year, the Arena jobs bus model was successfully applied to other major employers generating employment opportunities for local people from priority neighbourhoods in particular Primark where over 47% secured employment. The city secured further prestigious relocations with the Qualifications and Curriculum Authority (QCA) and Electoral Commission providing 550 new jobs for the city. Levels of inward investment enquiries for the city exceeded the target for the year.

Major schemes within the city's overall regeneration programme such as NDC and Swanswell are reaching critical development stages in terms of funding and securing agreements. Completion of these stages combined with other major schemes including the Station redevelopment, Canley and Ansty will be pivotal in ensuring the success of this objective both in terms of housing and employment.

The visitor footfall shows that the city centre has bucked the downward national trend and has shown an increase in the number of visitors despite increased competition from out of town developments as evidenced by consumer research.

## Scorecard Theme: Customers and Communities

### Corporate Objective 3: To regenerate the city and ensure people have a good choice of jobs and housing

The city centre continues to maintain its position as the preferred destination for non-food shopping as cited by the majority of respondents in the annual consumer surveys. Perceptions of non-food shopping continue to improve with the perceived quality of retail and leisure demonstrating a marked improvement in 2006.

The Coventry Housing Statement produced in 2006/7, provides the vision for housing development in Coventry over the next 10 – 20 years, and gives an overview of Coventry's housing perspective, markets and objectives. It also shows how measures, interventions and initiatives will strengthen the housing market. Through this more housing will be available within the programmes we have in place for additional and affordable housing units.

Further empty properties will be brought back into use to provide more housing. Waiting times for disabled facilities grants have improved substantially in 2006/7 and it is anticipated this improvement will continue in 2007/8. Work is in progress to introduce a Choice Based Lettings Scheme in Coventry in 2007/8, which will enable people to view available properties and choose the areas they want to live in.

The Audit Commission carried out an inspection of the housing service in 2006. Overall the service was assessed as one-star with uncertain prospects for improvement.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
9	Employment rate of 16-65 year olds					
	a. Coventry rate	70.3%	* 70.9%	71.5%	71.8% (June 06)	Yes
	b. National rate	74.5% (April 2004 – March 2005)	*74.5%	N/A	74.2% (June 06)	

Comment: The current data released shows a slight increase on 2005–06 and the target indicating that employment in the city amongst residents is rising.

\*source: Annual Population Survey

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
10	Average job vacancies per month in the City over a year	1896 (May 2004 – April 2005 average)	1766 (May 2005 – April 2006 average)	1400+	2075 (Apr 2006- March 2007 12 month rolling average)	Yes
<p>Comment: The latest figures indicate that the local economy is still strong, robust and has weathered the Peugeot closure. Despite the rise in unemployment, jobs continue to be created in many sectors. (Note: the baseline figures are to be recalculated and published in the revised Corporate Plan for 2006/07 so that future comparison is based on April – March.)</p> <p>*source: Jobcentre Plus</p>						
<b>11 City Centre Activity</b>						
11a	Visitor footfall		*34,318,322	Maintain existing levels	35,288,482	Yes
	Visitor footfall (with counts from additional cameras)		N/A		39,711,341	
	Evening footfall		*N/A		2,251,000	
11 b	Perceptions of the City Centre					
	(i) The combined proportion of street and telephone survey respondents whose main centre for non-food shopping is Coventry	*67.5%	*70.8%	Increased percentage	71.4%	Yes
	(ii) Visitors' satisfaction with Coventry's overall quality as a shopping destination. (Rating of 1 poor – 5 excellent)	*3.55	*3.11	Increased satisfaction	3.23	Yes

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
<p>Comment: The footfall for 2006/07 is seen to be 2.8% up, with the opening of Primark and New Look being the much needed footfall catalyst the city centre required (Note: Totals marked* refer to counts from 7 of the 10 cameras now operating in the city centre. As not all cameras were operating for the full reporting period 05/06, the equivalent date for 2006/07 is given for comparison. As of the beginning of the 06/07 reporting period, 3 new footfall cameras were operational in High Street, Priory Place and Spon Street. Therefore, the footfall recorded by all ten city centre cameras is also given. This provides a new baseline figure.) As a result of the new cameras, evening footfall (7p.m. – 3 a.m.) is now being recorded in areas that see higher evening activity and a 2006/07 benchmark for evening footfall can now be provided.</p> <p>The city centre continues to maintain its position as the preferred destination for non-food shopping as cited by the majority of respondents in the annual consumer surveys. Perceptions of the non-food offer continue to improve with the perceived quality of the retail and leisure offer demonstrating a marked improvement in 2006. (Note: The method of calculation has changed since the original baseline published in the Corporate Plan 2006/07 and now includes a combined telephone and street survey.)</p>						
12	Average household income in the city as a percentage of national average household income	86.4% (2004 data)	89.3% (2005 data)	Increased %	93.4% (June 2006 data)	Yes
<p>Comment: The data for this indicator is only available on a yearly basis and is not available until June 2007 however, the June 2006 data shows that Coventry has continued to close the gap between city and national averages, as further evidenced by the increase in employment. *Source: CACI - note: data released annually in June</p>						
13	Progress on the Swanswell initiative	N/a	Milestones met in part	<p>City College Phase 1 building works start – May 2006</p> <p>City College Phase 2 building works start - March 2007</p> <p>Masterplan to be adopted as Supplementary Planning</p>	<p>Under construction – City College due to open September 2007</p> <p>Work has commenced and is scheduled for opening in September 2008</p> <p>Cabinet approved report in March 2007. Aim to adopt Supplementary</p>	Yes

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
				Guidance April 2006  Progress on CPO requirements for learning quarter  Progress design and procurement of multi-storey car park	Planning Document in October 2007  All buildings demolished and tenants relocated  Tenders now received and are on budget Procurement on programme.	
<p>Comment: The City College, Phase 1 is on schedule to open in September 2007. Work has commenced on The City College, Phase 2 and is on schedule to open in September 2008. Following Cabinet's approval in March, we aim to adopt the SPG report by October 2007. Following a public enquiry for the CPO last July, all buildings have been demolished and tenants relocated. Tenders have now been received and are on budget for the design and procurement of the multi-storey car park</p>						
14	Progress on the Housing Strategy					
14a	Number of new and additional affordable housing units completed in year	120	154	250	254	Yes
14b	Number of empty properties brought back into use through action of Council	79	112	110	123	Yes
14c	Meet the Decent Homes Standard for vulnerable households in the private sector by 2020	N/A	N/A	Annual target not available  Reduction of 2,730 homes needed by 2010 to meet PSA 7	4	N/A

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
14d	Average length of time in weeks for major adaptations from initial assessment by Occupational Therapist to work being approved.	N/A	N/A	30	46	No
<p>Comment:</p> <p>14a A further 254 affordable housing units completed during the year. The target for 10 years is 5,000 units.</p> <p>14b 123 properties have been bought back into use after our intervention, including BVPI 64, which reflects only the properties where we can demonstrate direct cause and effect.</p> <p>14c The Decent Homes Standard is the government standard for assessing the condition of housing. A House Condition Survey was completed in 2006 identifying 2,730 homes to be made decent by 2010. A strategy is being developed to try and address the current shortfall.</p> <p>14d The average time was 46 weeks and the target set of 30 weeks proved to be unrealistic. In future we will aim for the national average of 38 weeks. To reduce the waiting times further a number of initiatives have been introduced including:-stricter referral criteria, use of Direct Payments, consideration of the use of modular shower units and "fast tracking" of schemes</p>						



## Scorecard Theme: Customers and Communities

### Corporate Objective 4: To promote health, independence and choice for all citizens Corporate

**Performance Summary:** The Council continues to deliver a vision for social care which focuses on improving outcomes through enablement for those who need care and support in the city. We seek to ensure that each person is given the opportunity to be as independent as possible. We continue to have one of the lowest rates of admission to residential care in the country, and when necessary people are assessed and receive services in a timely manner. The quality of life of many older people living in the city, not simply those receiving social care services, has been genuinely improved and enhanced by our signposting and partnership work with other statutory, independent and voluntary sector organisations.

Direct Payments and Individual budgets (for which we are a pilot authority) enable people to have a choice in the kind of services delivered and we have more people receiving Direct Payments. We have a strong approach to service user and carer involvement, and have recently made changes to the Older People Mental Health Strategy following consultation.

We continue to work in partnership with health colleagues and seek to contribute to key service developments such as the Coventry and Warwickshire Partnership Trust and the Acute Services Review. The financial difficulties experienced by the health economy are being closely monitored for their potential impact on social care services.

The results of the Sport England, Active People Survey shows that the number of adults participating in sport and active recreation in Coventry is in the lowest quartile nationally. The Cultural Partnership has been actively looking at interventions that will be used to improve participation figures overall and NRF funding is being used to help people to gain access to and participate in culture and leisure activities. The Active People Survey is only conducted every three years and therefore the annual Household Survey, which currently shows a more promising picture of adult activity, will also be used to track improvements on an annual basis. The longer than anticipated closure of the Belgrade Theatre will also have an impact on participation figures for 2007/08.

The Lady Godiva Half Marathon attracted 2187 entrants in 2006 with a further 309 entering the Family Fun Run. Overall 461 (18.5%) entrants had never taken part in an organised running event before. 1215 (49%) entrants were from Coventry.

The number of drugs users into treatment for 2006/07 shows that performance is slightly under target. The service provider and the National Drug Treatment Monitoring System have undertaken a data cleansing operation in January 07, which has affected the numbers, however we are still only 18 individuals off the 1300 treatment population target for the city. The partnership is also working to ensure that those accessing treatment are representative of the demographic and ethnic make up of the local community and also that the National Treatment Agency Retention Target of 12 weeks is achieved.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
15	Support for adults and older people					
15a	Number of adults and older people supported at home with assistive technology	N/A	N/A	100	30	No
15b	Households receiving intensive home care per 1,000 population aged 65 and over (PAF C28, BV53)	20.3	18.7	19	14	No
15c	i) Adults and older people receiving Direct Payments per 100,000 population aged 18 and over (PAF C51, BV 201)	84.7 (199 people)	163.2 (379 people)	135 (339 people)	179.9 (420 people)	Yes
	ii) Adults with disabilities receiving Individual Budgets at 31 March	N/A	N/A	*100 Revised to 40 by 30 June 07	15	Yes

15a – Slow take up of services attributed to some process issues that were resolved through the pilot stage. The pilot has been completed and the project is now being rolled out for older people and adults across the city. This resulted in increased activity from January 2007 but not to a sufficient level to reach target, however the doubling of installations from 15 to 30 in the 4<sup>th</sup> quarter was encouraging. Assistive Technology is also to be deployed to support intermediate care delivery in residential settings that will increase the usage of this service

15b. In September 2006, the actual number of home care hours had increased by 9%, compared to the previous year. However, the actual number of Households receiving Intensive Home Care had declined as a result of the impact of our successful re-ablement programme, the new Intermediate Care Service, provided jointly with the PCT, and the increased number of people taking up Direct Payments. These will have the effect of reducing the numbers of people needing intensive home care, by helping them regain some/all of the skills and confidence needed to live independently through short term intensive intermediate care packages. We believe that we are now closer to identifying and delivering the right balance of service provision between Intensive Home Care and other services. It should be noted that people on Direct Payments are excluded from this PAF measure.

15c i) The number of (older) people receiving direct payments has increased significantly above the 2006/07 target. This is as a result of working together to sustain support packages for people already on Direct Payments and an increased awareness of the benefits/choice available through Direct Payments by both staff and service users.

15c ii) The initial target of two individual budgets by the end of June was met and we now have 15. We are participating in a government pilot for

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
individual budgets and the target agreed with the DH is for 40 by the end of June 07. This is a revision to the target reported in the Corporate Plan at the beginning of the year and we are aiming to reach 80 by March 2008.						
16	Cultural and leisure activities					
16a.	Participation rates in cultural and leisure activities – from annual Coventry Partnership General Household Survey	N/A	Baseline developed through annual Household Survey.  i. Attending arts events at least twice per year. 32.5%  ii. Participation in arts activities at least twice a year. 51.1%  iii. Access a museum twice a year – 16.5%  iv. Visit a historic site twice a year – 16%	To have established baseline participation figures	i. 29.9%  ii. 35.1%  iii. 16.5%  iv. 23.0%	Yes
16b.	Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week.	N/A	Baseline through annual Household Survey  25.5%	Establish baseline through survey or Active People Survey	Annual Household Survey 38.5%  Active People Survey 18.7%	Yes

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
16c.	(i) Number of people on a GP referral scheme who have an Improved measure for blood pressure and body mass index after 12 weeks.	N/A	N/A	Establish baseline through implementation of national quality standard	GP Referral –23 – to year end of these 8 (33%) showing improved measures after 12 weeks	N/A
	(ii) Number of patients (responding to survey) who are still participating in a level of physical activity greater than their baseline level, 6 months after their initial assessment.	N/A	N/A	Establish baseline through implementation of national quality standard	6 (25%)	N/A.
<p><b>Comment:</b> Baseline figure for 2006/07 have been collected.</p> <p>16 a The Household Survey has been used to measure participation levels, however this does not cover young people under the age of 16. The Cultural Partnership is currently looking at ways of collecting information from this specific target group. The results of the last two surveys have been used to set a baseline figure and to set the next three years targets.</p> <p>16 b The Sport England, Active People Survey has been used to measure adult participation in sport and active recreation, this is a national survey, which will be conducted every three years providing that funding is available. The results show that Coventry is in the lower quartile nationally. In comparison the results through the annual Household Survey show a more promising picture of adult participation and will be used as an annual measure to track improvement. .</p> <p>16 c The number of GPs referring to the programme has been disappointingly low. The programme has had to develop other referral mechanisms to engage clients. We are now working with the PCT to develop a sustainable, quality assured GP referral model for the City</p>						
17	Numbers of drug users in treatment	994	1222	1300	1282	No
<p>Comment: The actual for 2006/07 shows that performance is slightly under target. The service provider and NDTMS have undertaken a data cleansing operation in January 07, which has affected the numbers, however we are still only 18 individuals off the 1300 treatment population target for the city. The partnership is also working to ensure that those accessing treatment are representative of the demographic and ethnic make up of the local community and also that the National Treatment Agency Retention Target of 12 weeks is achieved.</p>						

## Scorecard Theme: Customers and Communities

### Corporate Objective 5: 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** Following a number of years of ongoing reductions in crime, total BCS crimes (a basket of the most common crime types) increased by 5.4% over the year. Through the AIMS process the Community Safety Partnership is directing resources according to identified need. There has been a concerted effort to tackle alcohol related violent crime across the city linking the use of licensing measures, working with licensees to drive up standards and introducing measures such as the city wide Designated Public Places Order with high visibility multi agency patrols to increase confidence and reduce the opportunity for crime. Incidents of more serious violent crime have been reduced. The percentage of violence relating to domestic abuse has risen from 27.8% in 2005/06 to 31.9% in 2006/07 suggesting that one of the key elements of the Coventry Domestic Violence and Abuse Strategy - to increase reporting of such incidents - is having positive results.

The Hate Crime Reduction Strategy was completed and the action plan is being progressed. Additional hate crime reporting centres have been launched and an extensive training programme for front line officers is underway. Funding for the "No Excuse for Abuse" hate crime project was secured from the New Deal for Communities Initiative, which included a caseworker post for the WEHM area. Funding was also secured for a hate crime caseworker for 2007/08 and an anti social behaviour caseworker to lead on the reduction of nuisance involving the owner-occupier and private rented housing sector. Respect Action Area status have been achieved and has led to additional funding for a number of projects including the Intensive Family Intervention Programme, a Senior Parenting Practitioner, parenting programmes through the Parenting and Early Intervention Pathfinder initiative and additional work to develop the use of Parenting Orders as a legal intervention for a number of different partner agencies. Safer Neighbourhood Groups have been developed throughout the year in order to facilitate neighbourhood-level offender management in addition to enhancing engagement with elected members and local communities.

Particular emphasis has been placed on the "Your Neighbourhood Matters" project, which operates in the six most disadvantaged neighbourhoods in the city and the removal of abandoned vehicles. 2,475 vehicles were inspected during 2006/07 and 713 were removed. This had a major impact on the work of the West Midlands Fire Service, whose figures for vehicle arson reduced by 31% compared with the previous year. Wardens continued to provide a responsive service by targeting hotspots identified through the AIMS process and a review of boundaries resulted in an extension in Hillfields, Foleshill and Spon End. Wardens are also piloting the use of mobile working technology in the NDC area, which will mean a more speedy response to liveability issues and hopefully a reduction in the recurrence and escalation of associated problems.

PrimeLines is a Coventry wide network of Bus Showcase routes covering key routes in the city. Its aim is to encourage an increase in bus usage, through a comprehensive approach to improvements to the service, journey times and reliability. Significant progress has been made on the project with the completion of high profile improvements at the Butts, Foleshill Road/ Lockhurst Lane junction, Binley Road bus lane and Sky Blue Way. Other elements of the project are progressing well for a scheduled March 2008 completion although concerns remain over

the Urban Traffic Management system being fully tested and ready for operation by programme end.

There is evidence from the annual population survey and DWP data that suggests that more economically inactive people are moving into work at places like the Ricoh Arena/Retail Park, this implies that the number of multi income households in priority neighbourhoods is catching up on the rest of the city.

At KS2 English, attainment in priority neighbourhoods is improving at least at the same rate as the rest of the city and the gap between priority neighbourhoods and the rest of the city has stayed the same. However this is because performance has improved at both city level and within priority neighbourhoods. In KS2 and at KS4 the gap between priority neighbourhoods and the rest of the city is closing.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
18	Gap in life expectancy between priority neighbourhoods and the rest of the city	2001-03 average (calendar years)	2002 - 2004 (Calendar years)		2003-5 average	
	Men:					
	Priority neighbourhoods	69.8 years	69.1 years	Greater rate of improvement in priority neighbourhoods	68.8 years	No.
	Rest of city	74.3 years	74.7 years		74.4 years	
	Gap	4.5 years	5.6 years		5.6 years	
	Women:					
	Priority neighbourhoods	74.4 years	74.6 years	Greater rate of improvement in priority neighbourhoods	74.7 years	No
	Rest of city	79.7 years	80.0 years		80.3 years	.
	Gap	5.3 years	5.4 years		5.6 years	

Comment: It takes many years to change the average age of death substantially. For women this appears to be increasing less quickly in the priority neighbourhoods than in the rest of the city. It is concerning that the average age of death amongst males has fallen, both in the priority neighbourhoods and in the rest of the city and the gap remains the same. The data for earlier years has been revised since it was first published in the Corporate Plan.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
19	Gap between average household income in priority neighbourhoods and the rest of the city  Priority neighbourhoods: Average amount % increase  Rest of city: Average amount % increase	June 2004  £20,458 N/A  £28,938 N/A	June 2005  £22,028 7.7%  £31,646 9.4%	Greater rate of improvement in priority neighbourhoods	June 2006  £25,425  £33,385	Yes
<p>Comment: It is not possible to calculate a percentage increase as the data is collected differently in 2006 than in 2005, however the data indicates that the gap is narrowing between average household income in priority neighbourhoods and the rest of the city. There is also evidence from the annual population survey and DWP data that suggests that more economically inactive people are moving into work at places like the Ricoh Arena/Retail Park. This implies that the number of multi income households in priority neighbourhoods is catching up on the rest of the city.</p>						
20	Attainment gap between children and young people living in priority neighbourhoods and the rest of the city	Summer 2004	Summer 2005		Summer 2006	
20a	Key Stage 2 - percentage attaining level 4+ in English					
	Priority neighbourhoods	65%	64%	Greater rate of improvement in priority neighbourhoods	67%	Yes
	Rest of city	83%	83%		85%	
	Gap	18%	19%		18%	
	Key Stage 2 - percentage attaining level 4+ in mathematics					
	Priority neighbourhoods	59%	64%	Greater rate of improvement in priority neighbourhoods	66%	Yes
	Rest of city	78%	78%		78%	
	Gap	19%	14%		12%	

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
20b	Key Stage 4 Attaining 5+A*-C Priority neighbourhoods Rest of city Gap	29.7% 55.7% 26%	28.4% 57.9% 29.5%	Greater rate of improvement in priority neighbourhoods	32% 59% 27%	Yes
<p>Comment: At KS2 English the gap between city and priority neighbourhoods has only narrowed very slightly. This is because performance has improved within priority neighbourhoods and within the rest of the city as well. In KS2 mathematics the gap between priority neighbourhoods and the rest of the city is closing.</p> <p>At KS4 the gap between priority neighbourhoods and the rest of the city is closing. There is now no Coventry school below the 25% 5A*-C government floor target and one slightly under 30% (29.4%).</p>						
21	British Crime Survey comparator crimes	25,912 offences in 2003/04	22,419 offences	21,885 offences	23,597 offences	No
<p>Comment: The current target is to reduce, by an average of 5%, all crimes in this category each year until 2008. Although total crime rose by 5.4% in 2006/07 compared to the previous year, reductions were achieved in theft from the person, theft of vehicles and more serious violent crime. Theft from vehicles – largely due to theft of SatNav systems - showed a considerable increase although a city-wide initiative since November 2006 has seen a slowing in the number of offences.</p> <p>The development of a citywide strategic assessment – ahead of the legislative requirement to do so – has identified key crime types, times and seven key neighbourhoods where activity will be concentrated in 2007/8. This includes the development of a 'Crackdown and Consolidation' initiative that will be tested and rolled out in 2007/08 in a number of 'Your Neighbourhood Matters' areas. The Performance Reward Grant provided to the Coventry Community Safety Partnership under our first Local Public Service Agreement has been channelled towards work to help meet current targets and other priorities, including £100,000 for criminal damage, £50,000 for vehicle crime, £220,000 for offender management and £500,000 to support the development of the local alcohol harm reduction strategy.</p>						
22	Resident Perceptions					
22a	Percentage of residents who feel 'fairly safe' or 'very safe' whilst in and around their neighbourhood	93.7% in daytime 76.6% at night	91.7% in daytime 78.0% at night	Improvement in perceptions	95.1% in daytime 74.7% at night	Yes for daytime  No for night



Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
22 b	The percentage of residents surveyed satisfied with their neighbourhood as a place to live	82.2%	81.2%	Improvement in satisfaction	84.4%	Yes
Comment: Fieldwork for the latest annual Household Survey fieldwork took place in December 2006.						
23 a	Bus Usage Average percentage increase in bus usage on completed Primelines bus routes At completion	N/A	30% (2 routes)	Increase in usage	No routes completed in 2006/07	N/A
	After one year	N/A	N/A	Increase in usage	N/A	
23b	Modal share of buses during peak times in morning and during day					
	During peak times	2003 18.0%	2005 18.9%	No survey	N/A	N/A Next survey date is in 2007/08
	Into city	18.3%	19.2%			
	Out of city					
	During day	21.6%	22.2%			
	Into city	18.7%	19.3%			
	Out of city					
Comment: There has been good progress on this 4-year programme and all routes are expected to be finished by March 2008. Bus lanes and improvements along Foleshill Road, Stoney Stanton Road, Mile Lane/Queen Isabel's Avenue and Ansty Road were completed by March 2007. Although no new routes were completed this year there is evidence to show that overall bus stop usage has increased on completed and part schemes, especially on the Willenhall to Wood End service – with all round improvement to service with new vehicles and facilities.						

## Corporate Objectives: Customers and Communities

### Objective 6: To make the city Clean and Green

**Performance Summary:** The extension of kerbside collection of recyclables has continued to improve on the previous year's performance and has helped to recycle almost a quarter of the city's domestic waste. New arrangements put in place to tackle street cleansing hotspots have delivered significant improvements and whilst it is becoming harder to achieve local targets set to reduce fly tipping in the more challenging locations, the Council is being assessed as a good performer in the way it deals with fly tipping overall.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
24	Proportion of land with unacceptable litter and debris (BV199a)	37%	33%	27%	21%	Yes

Comment: As a result of additional resources secured through the budget setting process and the Local Public Service Agreement pump priming fund, 21 new street cleaners were employed on temporary contracts from 1st September 2006 to undertake improvement work. Targeted works were undertaken on main roads, secondary retail sites, high-density housing estates and other highways. A targeted improvement plan was also introduced for the remainder of the year. This resulted in significant improvement in performance against the indicator for the second and third tranches of the survey. The targets are designed to achieve upper quartile results within three years. Targets for 2008/09 and 2009/10 assume that existing resource deployment can be maintained beyond the expiry of both LPSA pump priming monies and additional revenue funding by a combination of efficiency savings arising from the current review of cleansing rounds and routes. The round review will identify any additional revenue requirements.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
25	Number of incidents of fly tipping at identified hotspots	95 incidents in 31 hotspots in 2004/05	49.5% reduction	30% reduction	16.5% reduction	No
<p>Comment: Over the last two years one of the fly tipping performance indicators has focused on our worst hotspots throughout the city. During 2005/06 we successfully reduced the hotspots by protecting sites, or monitoring them through the use of domehawk cameras, which are attached to lamp columns. However, in 2006/07, we have focused on sites in more rural settings i.e. Coundon Wedge. These sites are more challenging to deal with, as they require self-contained covert equipment (there are no external sources of power available) and the sites cannot be physically protected because of access requirements. Consequently there has been a steep learning curve for the team. Despite a slight increase in fly tipping at these hot spots in the first half of the year, progress during the second half has led to an overall decrease of 16.5%.</p> <p>City-wide there has also been an increase in the levels of fly tipping reporting which does not come as a surprise. Promotional campaigns such as the NRF funded 'Don't dump it' campaign have raised awareness of this problem and has encouraged wardens and residents to report problems. The reason this has not adversely affected our BV199d score is because the quantity of fly tipping is balanced against successful enforcement actions. Our increased and successful enforcement activity has ensured that we are likely to receive a "good" rating under our BV199d performance rating.</p> <p>Fly tipping is increasing nationally against a background of more stringent waste regulations and ever increasing costs of disposing of waste legally. Only through sustained pro-active enforcement and education can we aim to reduce the size of this problem.</p>						
26	Household waste					
26 a	Percentage of household waste recycled (BV82a(i))	10.04%	11.92%	12.50%	13.16%	Yes
26 b	Percentage of household waste composted (BV82b(ii))	6.55%	6.17%	11.22%	11.51%	Yes
<p>Comment: Recycling and composting performance has improved again this year, following the increased investment in kerbside infrastructure, and the proportion of waste sent for incineration and landfill has been affected in line with this. The amount of waste sent to landfill was 7.1% for 2006/07 - better than both the 2005/06 performance of 7.3% and the 2006/07 target of 7.43% - as a result of the recent investment and engineering improvements at the Waste to Energy Plant. Future targets will be reviewed in the light of the outcomes from the review of the national waste strategy and the city's developing waste strategy.</p>						

## Corporate Objectives: Customers and Communities

### Objective 7: Actively promote equality so that people from different backgrounds have similar life opportunities

**Performance Summary:** Steps to embed equalities into the Council's Performance Management Framework have helped to ensure that all services are considering equalities as part of their service planning. The process has also enabled the Council to achieve level 4 of the Equality Standard for Local Government.

The Council met its statutory obligations under the Disability Discrimination Act 2005 and the Equality Act 2006 to produce a Disability Equality Scheme and a Gender Equality Scheme, both of which have a three-year action plan. The Sexual Orientation Advisory Panel continue to monitor the Council's Sexual Orientation Action Plan and this year's programme of Equality Impact Assessments has been completed.

Employee Networks have been established for disabled employees and negotiations started with the Black Workers Group in Community Services to establish a Council wide Black and Minority Ethnic Employee Network. The Lesbian, Gay, Bisexual and Transgender Employee Network was also re-launched.

Provisional data for educational attainment shows that the performance of most minority ethnic groups improved significantly in English and Maths in 2006. The overall percentage of students obtaining these qualifications has increased by 4% over the last two years. Up until 2005 this increase had been due to improvements in the performance of girls. However in 2005/6 there was a significant improvement in the performance of boys and their performance increased by a higher rate than the girls for the first time in recent years.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
28	Level of equality standard achieved on a scale of 1 to 5 (BV2a)	Level 3 at March 2005	Level 3 at March 2006	Level 4	Level 4	Yes

Comment: During March /April 2007, a process of self-assessment followed by audit was carried out by each Directorate against the Equality Standard for Local Government.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
29	Quality of the Council's Race Equality Scheme and improvements resulting (BV2b)	68%	79%	84%	89%	Yes
Comment: A programme of Equality Impact Assessments has been improved service outcomes for people from minority ethnic groups.						
30	Performance against a set of core equality indicators covering employment, education, health, housing, crime and environment	N/A	N/A	Targets to be developed	Targets have been developed	Yes
Comment: A set of core equality indicators has been published in the Corporate Plan for 2007/08 – 2009/10 together with baseline measures and targets.						

## Management Objectives: Money

### Objective 8: Ensure sound management of the Council's resources

Performance Summary: We have improved our budget monitoring and became aware of potential overspends far earlier in the financial year 2006/07. This gave us the opportunity to undertake management action to control the forecast spend which has been consistently reducing since period 3.

During the first half of this year, work was undertaken to minimise future Capital Programme rescheduling. A strategic review of the timing of our current programme at quarter 1 rescheduled over £20m of expenditure into 2007/08. Subsequent work undertaken as part of the 2007/08 budget setting process has incorporated tight scrutiny of cash flows for future years' Capital Programme expenditure, which is anticipated will result in a significantly reduced level of rescheduling being reported in 2007/08. A Readiness to Deliver Submission for Building Schools for the Future was submitted to the Government by their deadline of 14 October 2007.

The budget for 2007/08 was approved following December's Pre-Budget Report and a wide consultation exercise including all members and a range of stakeholders across the City. We met the deadline for closing the 2005/06 accounts, which was a month earlier than previous years. We are currently awaiting an opinion from our external auditors on those accounts.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met? .
31	Annual Audit Letter	Unqualified report January 2005	Unqualified report January 2006	Unqualified report with all previous recommendations implemented	Not yet available	Awaiting report
Comment: Target should be met, however we are still in dialogue with the External Auditors regarding some technical issues on the accounts so we have not yet received an unqualified opinion on our accounts						
32	CPA Use of resources judgement	3 out 4 on 2003 methodology				
	a) Financial Reporting Score		3	3	2	No
	b) Financial Management Score		3	3	3	Yes
	c) Financial Standing Score		2	3	2	No

**Management Objectives: Money**

**Objective 8: Ensure sound management of the Council's resources**

	d) Internal Control		2	3	3	Yes
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Comment: The Audit Commission issued their judgement of the Council's Use of Resources Judgement for 2006 in January 2007. The scores for Financial Standing and Financial Reporting were lower than target, in part due to technical accounting issues.

## Management Objectives: Money

### Objective 9: Deliver value for money to meet the Council's priorities

**Performance Summary:** The City Council's Value for Money Strategy has been approved and the implementation of the rolling programme of reviews is ongoing. VfM champions have been established in each Directorate, and they are engaging with their Directorates in supporting the delivery of value for money service improvements. A programme of Value For Money training for Members and officers is being delivered with funding from the WMLGA capacity building fund.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
33	CPA Use of Resources Judgement Value for Money Score.	N/A	2	3	2	No

Comment: As part of the annual Use of Resources Judgement, the Audit Commission inspectors have scored VfM at level 2 for 2006/07. Whilst commenting favourably on the Council's VfM Strategy and acknowledging the progress made over the last 12 months, the inspectors did not feel the new arrangements were sufficiently embedded in the organisation to warrant an improved score from 2005. Part of the focus of current activity is on embedding Value for Money in the Council's working arrangements and this will involve a VfM self assessment being incorporated in 2007/08 Operational Plans, the delivery of the capacity building training for senior managers and a business case methodology being utilised within reports to Members.



## Management Objectives: Money

### Objective 10: Maximise resources

**Performance Summary:** We have continued to promote direct debit take-up for Council Tax payments and exceeded our target by 2.25% with 55.3% of council taxpayers now electing to pay by this method. By utilising new 'Mosaic' software we have increased take up in two of the city's less prosperous wards by over 30%. Take up work will continue for 2007/08 with our joining with a consortium of authorities pooling resources to produce quality campaigns, by introducing paperless direct debits and by focussing campaigns in specific areas such as middle to higher income brackets.

Single person discount is another area we have focussed on during the later part of 2006/07. We have a successful campaign and strategy to check and monitor the residency of claimants to ensure that the claim is accurate. This will continue into 2007/08.

The recovery procedure continues to be robust and to move cases through the courts, if required, more quickly than previously. We are also looking at areas where we can make efficiency savings and utilise shared services both in-house and with our neighbours. However the strike action in Exchequer Services in 2006 did impact by delaying some areas of recovery in October and November.

Council Tax collection was below target by 0.5% but this is still an improvement on 2005/06. Business Rates collection was also below target by 0.5%.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual performance 2006/07	Has target been met?
34	Percentage of Council Tax collected (BV9)	95.1%	95.4%	96.0%	95.5%	No
Comment: Although the target was not achieved it was still an improvement on 2005/06 and under very difficult circumstances whilst the new revenue and benefits system was introduced. This has temporarily impacted on collection rates for 2006/07.						
35	Percentage of NNDR collected (BV10)	99.6%	99.1%	99.3%	98.8%	No

Comment: The target was not achieved. The introduction of the new revenue and benefits system impacted on collection rates for 2006/07.

## Management Objectives: Improving the way we work

### Objective 11: To improve the quality of our service delivery

**Performance Summary:** Performance improvement in the Benefits Service was maintained throughout the year. A step change in performance was achieved in average processing times for new claims; average processing times for changes in circumstances; the accuracy of benefit awarded and the number of successful sanctions and prosecutions undertaken by the fraud team. The new Revenues and Benefits System was implemented on time and within an eight month timeframe and will provide a robust platform for further improvements.

The delivery of an £18.6m capital investment programme including over 200 individual schemes has improved the condition and quality of Coventry's roads and footpaths in line with our asset management approach. The complete and published programme was delivered within the required timeframe and costs. This level of investment is making a positive contribution to the objective to 'Make the city cleaner, safer and greener' by ensuring that the highway network is fit for purpose and is maintained to the requirements of the Traffic Management Act Code of Practice for Highway Maintenance and the Highways Maintenance Strategy, all under the guidance of the Highways Asset Management Plan.

Whilst times to process minor planning applications remained within target, difficulties in recruiting experienced planners have contributed to delays in processing some of the major planning applications.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
36	DWP Rating for Housing Benefits	Fair	2 (Fair)	2	2 (Fair) See note	Yes
<p>Comment: The implementation of the new benefits system was managed and the impact on processing times minimised as far as possible. The improvements in performance and processing times made early in 2006/07 were maintained. This has resulted in the service exceeding the target set for the year and reaching the requirements for a Performance Standards rating equivalent to 3 for a 'Good Service'. However, this is not yet reflected in the formal inspection results shown above.</p>						
37	Condition of roads and pavements:					
37a	Principal roads needing repair (BV223)	N/A - a new way of measuring road	27%	26%	See note	N/A

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
37b	Other main roads needing repair (BV224a)	conditions is being introduced nationally	35%	33%	See note	N/A
37c	Proportion of pavements needing repair (BV187)	20.11%	35%	33%	35%	No
<p>Comment: The Department for Transport have accepted that technical difficulties exist with the measuring facilities for BV223 and BV224a nationally. Consequently the West Midlands highways consortium is considering the validity of the results and whether they are suitable for submission. Clearly the investment in the highway infrastructure over the past year should have made a noticeable impact on these indicators and it is vital that this improvement is reflected in published figures. Additional spend on footpaths is planned as part of the 2007/08 capital programme.</p>						
38	Percentage of Planning applications determined within					
38a	13 weeks – Major (BV109a)	54%	68.75%	60%	60%	Yes
38b	8 weeks – Minor (BV109b)	68%	73.10%	65%	80%	Yes
38c	8 weeks – Other (BV109c)	80%	81.50%	80%	87%	Yes
<p>Comment: The targets set are government development control targets. The Planning service will continue to strive to meet these targets as well as developing an improved customer focused planning service.</p>						

## Management Objectives: Improving the way we work

### Objective 12: To improve access to the services we provide

**Performance Summary:** The Coventry Direct programme focused on establishing new customer access channels in 2006/07. Our second One-Stop Shop was launched in Bell Green Library, the Coventry Direct Express mobile One-Stop Shop was launched, and progress was made with the build of new facilities at Tile Hill that will accommodate a third One-Stop Shop from October 2007. Activity to embed the Contact Centre and improvements made to the Council's website progressed satisfactorily. Customer Relationship Management (CRM) developments incorporated the monitoring of customer Compliments, Comments and Complaints for the City Services Directorate. Planned business process re-engineering (BPR) activity, to increase the efficiency of service delivery via the new customer access channels, progressed more slowly than anticipated.

Coventry Direct activity in 2007/08 will focus on delivering a wider range of services via the new customer access channels, improving the level of customer enquiries that can be resolved at the first point of contact and the range of services that can be accessed via the website on a 'transactional' basis. This will include further development of the technology that supports new customer access channels, and a step change in the way Business Process Re-engineering work is delivered. Plans for the programme in 2007/08 will be presented to Cabinet in July 2007.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
39	The number of DCLG Priority Outcomes achieved relating to the availability of Council Services through electronic delivery means.	N/A	33 out of 54 targets achieved	54 out of 54	44 out of 54	No

Comment: A number of workstreams will be continued into 2007/08 as the Council's Customer Relationship Management system is deployed across services.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
40	Progress against milestones for Coventry Direct	2004/05 targets met in part	2005/06 targets met in part	Public launch of new Customer Service Standards – July 2006	New customer service standards have been incorporated into the 'Speak up, we're listening' campaign launched in October 2006.	In part Following a decision to review overall performance in Coventry Direct some milestones are due to be rescheduled.
				Coventry Direct Express Bus Operational August 2006  City Centre One Stop Shop location agreed – September 2006  Bell Green One Stop Shop Operational – October 2006  Service Redesign Release 1.0 Programme complete -January 2007	Launched - September 2006  No suitable location for a City identified by the feasibility study.  Launched March 2007  The service redesign programme has been restructured to enable resources to be focussed on fewer developments.	

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
				Tile Hill One Stop Shop Operational – March 2007	Tile Hill OSS rescheduled for October 2007	
<p>Comment: The pilot One Stop Shop programme, including the new facilities at Bell Green and Tile Hill, will be evaluated in March 2008.</p>						

## Management Objectives: Improving the way we work

### Objective 13: To improve the efficiency of the services we provide

**Performance Summary:** The Council approved a Corporate Value For Money Strategy in July 2006 and this is being driven forward by our VFM Team supported by Directorate based VFM Champions. This work underpins and complements service efficiency improvements that are already being implemented in a number of areas that have helped us achieve our previous efficiency targets. Management Board are committed to extend and embed this approach to improve efficiency through the budget setting process both as a means of improving services and to help implement our Medium Term Financial Strategy. The budget set on 20<sup>th</sup> February 2007 incorporates proposals for efficiency savings to be delivered within 2007/08.

The service redesign activity in the Coventry Direct programme is currently being reviewed, with emphasis given to activity that will consolidate the release of benefits and cashable savings. A forthcoming targeted programme review will inform a report that provides an update on savings targets.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual performance 2006/07	Has target been met?
41	Annual Efficiency Statement	N/A	£8.75m cumulative efficiency gains achieved by the end of 2005/06	Efficiency gain of 2.5% £12.51m cumulative	AES Half-Year submission completed and demonstrates £4.5m achieved.	Yes The Government target of £12m will be met

Comment: The mid-year report on the Annual Efficiency Statement shows that we are on target to achieve the savings set for us by government by the end of 2006/07 (£12m over the last 3 years). However we have not achieved all of our own target savings. specifically in relation to savings linked with the Coventry Direct programme as indicated in the report to Cabinet on 5<sup>th</sup> September 2006 and the Budget Setting report to Council on 20<sup>th</sup> February 2007.

42	Property Management – Progress in relation to a selected number of Audit Commission VFM indicators.	N/A	N/A	Baseline to be established	See Note .	No longer applicable
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Comment: Following an independent research study by KPMG, the Audit Commission has been recommended **not** to introduce performance indicators for property management back office functions because of lack of comparability. In the absence of the anticipated national scheme, this indicator will be deleted in the Corporate Plan 2007/08 – 2009/10.

## Management Objectives: People

### Objective 14: Ensure councillors are well trained and well supported

**Performance Summary:** We met our target of 25 hours training per Councillor for 2006/07. This is due to more Councillors attending training events and a more efficient system for them reporting which events they have attended. The 2006 CPA Corporate Assessment report commented that "Councillors are well supported and trained, with personal development plans and six-monthly appraisals".

A combination of factors, including unprecedented levels of staff turnover and long-term absence, has made it difficult to provide consistent administrative and secretarial support to Members and overall satisfaction has fallen significantly, although satisfaction with IT support is now 100%. A new approach to secretarial support is being developed to improve support to all Members.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
43	Support for Elected Members					
43a	Average number of training hours per councillor	22	23.7	25	27.9	Yes
43b	Percentage of Members satisfied or very satisfied with training	N/A	79%	80%	79%	No
43c	Percentage of Members satisfied or very satisfied with support provided to them	N/A	77%	80%	55%	No

Comment: Members' satisfaction with support is measured by an annual survey. Overall satisfaction has fallen significantly from 77% to 55%. The response rate also fell significantly from 67% (36 responses) to 37% (20 responses).



## Management Objectives: People

### Objective 15: Develop the skills, competencies and motivation of our workforce

**Performance Summary:** Training plans are now being developed within services where previously none existed. Directorate trainers are more firmly established within directorates, enabling a more systematic approach to training, development, and learning. This work has included improvements to individual data capture, identifying training needs and aligning those needs to the requirements of the service.

A survey of employees conducted by Ipsos Mori in 2006 showed that the majority of staff feel they receive training for their current work and responsibilities, although providing training when staff take on extra responsibilities is an area for improvement. 74% of staff felt informed by the Council, although fewer (63%) felt well informed by their service area.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
44	Percentage of individual appraisals carried out for employees in post for last 12 months	80%	80%	100%	84%	No
Comment: The outturn for 2006/07 has improved but the target of 100% appraisals has not been met.						
45	Average number of days per employee spent on training and development activity	Not available	2.08	3	2.45	No

Comment: The number of training days increased by 18%. Data collection has improved but it is evident that many training events have not been included in the latest figure and that it is understating our true position.

## Management Objectives: People

### Objective 16: Build a representative workforce fairly treated

**Performance Summary** - The new entry to employment team has been established to work on programmes to make the workforce more representative. However due to the delays in recruiting to these posts the team has not yet been able to make a positive effect on the year end targets. Other activity in this area included the production of a new guide designed to provide advice and guidance to managers on how to support disabled employees. A new jobs website was introduced which has produced an 80% increase in applications. Again it is too early to determine if this is positively impacting on under represented groups and the make-up of the workforce.

A survey of employees conducted by Ipsos Mori in 2006 showed that 78% of staff thought the Council was an equal opportunities employer and 62% say they are treated with respect and fairness. 82% of staff say their line manager treats them fairly. But at the same time 46% believe they have been discriminated against, with 43% saying they have been bullied by their manager and 41% bullied by colleagues.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual performance 2006/07 .	Has target been met?
46	BV employment equality indicators					
46a	Percentage of top-paid 5% of staff who are women (BV11a)	46.78%	47.49%	48.00%	47.05%	No
46b	Percentage of top-paid 5% of staff who are from an ethnic minority (BV11b)	4.20%	4.49%	5.00%	5.24%	Yes
46c	Percentage of top-paid 5% of staff who have a disability (BV11c)	6.10%	5.73%	6.00%	5.37%	No
46d	Percentage of employees with a disability (BV16a)	4.57%	6.26%	7.00%	5.81%	No

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual performance 2006/07 .	Has target been met?
46e	Percentage of employees who are from an ethnic minority (BV17a)	10.67%	10.90%	13.00%	12.05%	No
<p>We have met our target for the percentage for the top paid 5% of staff who are from an ethnic minority, although we narrowly missed the target for the top paid 5% staff who are women and also those who are disabled. A change of cut-off salary for the top 5% of earners has resulted in 9 women and 2 disabled employees being removed from the count.</p> <p>The percentage of all employees who are declaring a disability has fallen in relation to last year and has not met the target. During 2006/07 there were only 14 disabled starters compared with 76 disabled leavers and we are analysing the reasons for this. The percentage of employees from an ethnic minority background is also short of the target but does show an improvement over the previous year. Telephone recruitment is now available for appropriate posts as a means of removing unnecessary barriers. Further analysis is needed on how the redeployment process, savings on the management of vacancies, redundancies are effecting the representation of the workforce.</p>						
47	Number of employee grievances upheld or partly upheld.	6 (out of 27 recorded)	8 partly upheld (out of 37 recorded)	0	11 upheld 5 partly upheld (out of 57 recorded)	No
<p>Comment: This is a stretching target of zero, and is not easily deliverable in such a large organisation. The new grievance procedure, incorporating complaints of harassment and bullying, will be introduced in 2007 and a planned audit of grievance and disciplinary casework will highlight any equality issues for further investigation. It is believed that the increase reported this year is due to more thorough recording and data capturing.</p>						

## Management Objectives: People

### Objective 17: Maintain a healthy and safe workforce

**Performance Summary:** A new and more robust approach to risk assessment has been trialled within the Council and welcomed by those managers taking part. This methodology will now be introduced across the City Council as part of an agreed action plan to improve risk assessment. Progress is continuing regarding the recommendations of the Internal H&S Audit Report received in February 2006. This Audit Report, together with the Incident Reporting Audit and Health & Safety Executive (HSE) Review, now forms the basis of the Corporate Health & Safety Action Plan. The HSE Review in October 2006 concentrated on H&S Management across a number of directorates and the report, whilst making a number of recommendations, was very supportive of the health and safety standards achieved within the Council areas visited.

Management Board are continuing to emphasise sickness absence as a high corporate priority, reinforcing the need for proactive management of cases. HR continue to support directorates through the provision of monthly management information and pro-active Occupational Health and Counselling service.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
48	Incidents					
48 a	Number of RIDDOR reportable incidents to the H&S Executive	78	76	Not more than 74	98	No
48 b	Number of accidents at work resulting in time lost (per 100 employees)	0.89	0.69	Below 0.90	0.81	Yes

Comment: 48 a) The target of not more than 74 RIDDOR incidents for the year has not been achieved. In analysing the causes of incidents, no 'hot spots' or specific trends have been identified. Directorates, through their H&S committees, will continue to monitor their accidents and assaults experiences regularly. The targets set against this indicator were based on the Government's own target to reduce major injuries and fatalities by 10%, (according to the HSE's ten year Revitalising Health and Safety campaign). Since adopting these targets in 2000/2001, the City Council has succeeded in achieving a 10% reduction.

48 b) The number of lost time incidents per 100 employees for the year is within the projected target, standing at 0.81. Historically, this indicator has only applied to accidents. In future, the inclusion of workplace assaults is estimated to increase our target by approximately 25%.

Indicator Number	Indicators	Actual 2004/05	Actual 2005/06	Target 2006/07	Actual Performance 2006/07	Has target been met?
49	Number of assaults on employees	1052	1033	Not more than 1200	933	Yes (see note)
<p>Comment: 49) The target set for 2006/07 anticipated an increase in assaults on employees as a result of increased awareness of reporting. In practice, the number of work related assaults has dropped. The Prevention of Work Related Violence Policy and campaign that was launched on the 30th January 2007 is likely to affect the level of reporting, although it will take some time for the campaign to gather momentum and have an impact.</p>						
50	Average number of working days lost due to sickness absence (BV12)	13.22	12.18	11.0	11.36	No
<p>Comment: Although the 2006/07 target has not been met, sickness absence has reduced by a further 6.5%. The focus on absence reduction is being monitored and the importance of managing absence has been reinforced.</p>						

## Equality Schemes

Since the publication of the last Performance Report, the Council has adopted its first Disability Equality Scheme, covering the period 2006 – 2009, and its first Gender Equality Scheme covering the period 2007 – 2010. The two schemes complement the third Race Equality Scheme, adopted by the Council in 2005/06. The Schemes, which are statutory requirements, enable the City Council to ensure that it meets its 'general duty' to promote equality with due regard to the need to eliminate unlawful discrimination and to promote equality of opportunity.

The three Equality Schemes support the Council's Equal Opportunities Policy, which explains the overall strategic aims and objectives for promoting equality. Overall progress against the schemes is shown below.

### **Race Equality Scheme 2006 - 2009**

#### ***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. The EIA form, which is completed by Directorates, includes a section on data collection that involves detailing the type of monitoring information available for a particular function or policy. In addition to this, the form also makes it a clear requirement for consultation to be undertaken (where not already done so) on the impact of proposed functions or policies. A total of 61 EIAs have been carried out during 2006/07 and the results of the process will be published on the Council website.

The analysis of these EIAs show 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:

- Increasing the awareness of the work of the Housing Enforcement Team by identifying and visiting community groups and by providing information in the most commonly used languages.
- Collecting the initial data needed to compile a database to provide a breakdown of service users, including ethnicity, for the Supporting People Review process.
- Improving the take up of existing services by older people with mental health needs from black and minority ethnic groups.
- Developing an understanding of the needs of the "new communities" through the Integrated Children's System.

### ***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 which has been made available on the Council website as well as a summary being featured in the Council's Annual Performance Report.

In relation to consultation, the EIA form includes a section requiring information to be inserted on the results of any consultation that has taken place as part of the impact assessment process. With regard to the publication of monitoring information, this area still remains inconsistent across the organisation. It is anticipated that the new Research and Consultation team being established through the Council's restructure proposals will address this issue.

### ***Access to information and services***

The Council has continued to make good progress in relation to improving access to information and services for minority ethnic groups over the past year. The continuing success of the one-stop shops is evidence of this, as they are enabling residents to access help and information about a range of services from the Council under one roof. In addition to this, the Contact Centre has proved, during the first year of its operation, to be highly successful in providing access to information and services. The new Interpretation and Translation Unit has also been launched during the past year, and this is providing a joined-up provision of interpretation and translation services across the city for key agencies.

### ***Employment Duty***

The data relating to the specific elements of the employment duty is published as part of the Annual Workforce Profile report each July.

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.

In 2006/07, an Equalities in Employment Action Plan was produced to ensure we meet the employment targets.

### ***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 led a project in the city called *Coventry: Diversecity*, which aimed to develop a consistent approach to learning and understanding about equality and diversity across the city. An interactive CD Rom, microsite, open learning, resource book and workbook was developed. Training was made available to all employees of organisations through the Coventry Partnership, including all employees at the Council.

The training included Equality and Diversity Awareness; Dealing with Harassment and Bullying; Asylum Seekers and Refugees; Cultural Awareness; Disability Equality; Sexual Orientation; 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 equality and employees' obligations under the Race Equality Scheme, Disability Equality Scheme and the Gender 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.

### ***Training employees on the general and specific duties on race equality***

The programme of equality and diversity training for staff and managers includes a number of strands which deal specifically with equality of opportunity and diversity. For example, training has provided information to participants relating to the Race Relations Act (as amended), Disability Discrimination Act and the Equality Act. To ensure that employees have a reasonable understanding of the general and specific requirements under the legislation, examples are used in the form of case studies and open discussion.

### **Disability Equality Scheme 2006 - 2009**

Cabinet approved the Disability Equality Scheme in November 2006. The Disability Equality Scheme builds on the approach taken for producing the Race Equality Scheme and includes promoting positive attitudes toward disabled people. It encourages participation by disabled people in public life and takes account of people's impairments even when this involves treating disabled people more favourably than other people. The council will report on the steps that it has taken to fulfil its disability equality duty by reporting annually on the action plan contained in the Disability Equality Scheme.

The analysis carried out of the Council's functions and policies through the EIA process has resulted in the following action:



- Enabling people with learning disabilities to develop independent living skills and have more choice in how and what they eat at day centres
- Investigating adding a disability related question onto the survey that asks visitors for their views as they leave the Council's website. The survey gives the Council an opportunity to collect qualitative data.
- Producing a corporate template in a minimum of font size 12 point in line with RNIB recommendations and ensuring that they are available across the council.

### **Gender Equality Scheme 2007 - 2010**

Cabinet approved the Gender Equality Scheme in April 2007. It focuses on the areas of work which have the greatest importance and most relevance to gender equality.

The council will report on the steps that it has taken to fulfil its gender equality duty by reporting annually on the action plan attached to the Gender Equality Scheme.

## Risk Management

The Council has had a Risk Management Strategy since 1993 which has been periodically reviewed as the Council's approach to risk management has matured. The latest major review culminated in a re-launch of the strategy as a comprehensive guide including procedures, framework and detailed roles and responsibilities in July 2006. The revised strategy addressed the requirements of the CPA Use of Resources key lines of enquiry criteria such as the adoption of a 5 x 5 matrix for assessing impact and likelihood of risk. It also incorporated regular Member review of risks at the corporate level.

Since the Risk Management Strategy was adopted it has been further refined following input from the Risk Management Group, Management Board and Audit Sub-Group. In particular the Risk Management Group Terms of Reference have been amplified and the criteria definitions for impact and likelihood have also been expanded and enhanced. The reporting timetable has also been aligned with that of the performance management framework. This is to help achieve corporate objectives by ensuring that risks to delivery are properly considered as an integral part of the performance management process and that mitigating action is taken to reduce those risks on a prioritised basis. Operational planning guidance now includes more detailed reference to risk management when setting operational goals.

To ensure the Risk Management Strategy and Procedures are thoroughly embedded into the Council's procedures, they have been published on the intranet and a Communications and Training Strategy was rolled out for members and officers at every level of the organisation using Insight, free Risk Management Awareness Week sessions and the corporate training timetable. The 5 x 5 matrix is being used corporately for prioritising risks for treatment against both potential impact and likelihood criteria. The directorate and corporate risk registers have been input into the new Risk Management software Ten. Full training has been provided for all risk managers and owners who need to amend risk descriptions, scores or update treatment progress. All members of the Audit Sub-Group have access to the software so they can see the latest version at any time.

In 2006, the Council commissioned an external audit of risk management in partnership arrangements. Whilst many examples of good practice were identified, a number of improvements to achieve consistency will be carried out in 2007/08.

## Comprehensive Performance Assessment

The Comprehensive Performance Assessment system (CPA) aims to measure the performance of each single tier or county council 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 current system was introduced in October 2005 and results in the annual award of a star rating and Direction of Travel statement. The star rating has five grades - 4 stars (reflecting the highest category of performance), 3 stars, 2 stars, 1 star, and 0 stars. Direction of Travel is scored on a four point scale - "improving strongly", "improving well", "improving adequately" and "not improving adequately". The results are now published each February.

The system is due to be replaced by a new Comprehensive Area assessment system in April 2009.

### Overall score

Coventry City Council was awarded 3 stars in February 2007, the same as when the score was last revised in June 2006. This is the most frequently occurring score with 47% of councils now being ranked as 3 stars. (It should be noted that the star ratings are not strictly comparable as they include councils which, like Coventry, have been inspected under the new "harder test" system introduced in 2005 and those assessed partly under the previous methodology).

CPA star ratings February 2007					
	0 star	1 star	2 star	3 star	4 star
% of councils with this score	0%	3%	17%	47%	33%

Note: Shading highlights the star rating awarded to Coventry

## Direction of Travel

Coventry was graded as Improving Well, the same as when the ranking was last revised in December 2005. This is the most frequently occurring rank with only 8% of councils scoring more highly. The Audit Commission scorecard issued in February 2007 said:

*“The Council continues to improve its priority services and to increase quality of life for its residents and visitors. Services for children and young people are good or outstanding while adult social care scored the maximum possible three stars with excellent prospects for improvement. Performance indicators for other services show that the Council is making faster progress than many other councils with three out of four indicators improving.*

*“Strong and committed leadership and a good understanding of user and community need are helping the Council to perform well. The Council has been successful in attracting external resources and private investment to regenerate the city and develop sustainable and cohesive communities. Value for money is improving. Satisfaction with Council services is improving and residents feel streets are cleaner and safer.*

*“The Council is making a positive contribution to wider community outcomes and the involvement of its diverse communities is a key strength. Good partnership working is increasing the Council's capacity. The Council has strong performance management arrangements and the capacity to improve further. Future plans are robust and being implemented well.”*

Direction of Travel ratings February 2007				
	Not improving	Improving adequately	Improving well	Improving strongly
% of councils with this score	2%	24%	66%	8%

Note: Shading highlights the ranking awarded to Coventry

## 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.

<b>Use of Resources Scores December 2006</b>					
		Approx % of councils with score shown below			
Theme	Coventry	1	2	3	4
Overall score	2	0%	25%	65%	10%
Financial reporting	2	3%	31%	61%	5%
Financial management	3	2%	31%	61%	7%
Financial standing	2	1%	21%	65%	13%
Internal control	3	1%	33%	59%	7%
Value for Money	2	1%	35%	60%	4%

Note: Shading highlights scores awarded to Coventry

Coventry's score for Financial Reporting went down from 3 to 2 in December 2006 and the score for Internal Control went up from 2 to 3. Other scores remained the same as when they were last revised in December 2005.

Coventry shares the most frequently occurring score for Financial Management and Internal Control. Our scores for the other Use of Resources categories are below the most frequently occurring score.

## Service scores

The service scores awarded in February 2007 are shown below.

Service Scores February 2007					
		Approx % of councils with score shown below			
Service	Coventry	1	2	3	4
Children & Young People	3	2%	19%	71%	8%
Adult social care	3	0%	22%	69%	9%
Housing	3	3%	27%	53%	18%
Environment	3	0%	16%	71%	13%
Culture	2	1%	43%	38%	17%
Benefits	2	1%	9%	52%	38%

Note: Shading highlights the scores awarded to Coventry

Coventry's score for Environment went up from 2 to 3 in February 2007. The other service scores remained the same as when they were last revised in December 2005.

Coventry shares the most frequently occurring score for all services except Benefits, which is below the most frequently occurring score.

## Corporate Assessment

The Council's most recent Corporate Assessment report was published in June 2006. This was one of the first inspections to be carried out under the revised "harder test" methodology adopted by the Audit Commission in late 2005. The total score, and the scores awarded for each

theme, are shown in the table below. This also compares the scores with those published for the 63 other councils which had received a new style Corporate Assessment by June 2007.

<b>Corporate Assessment Score</b>					
		Approx % of councils with score shown below as at June 2007			
Theme	Coventry	1	2	3	4
Overall score	3	0%	45%	50%	5%
Ambition	3	2%	22%	66%	11%
Prioritisation	3	2%	48%	48%	2%
Capacity	2	2%	63%	36%	0%
Performance Management	3	5%	69%	22%	2%
Achievement	3	2%	41%	56%	2%
Note: Shading highlights the scores awarded to Coventry					

Coventry shares the most frequently occurring score for all categories except Performance Management, which is above the most frequently occurring score.

## Financial Performance

Coventry City Council is a large organisation managing a net annual revenue budget in excess of £240m. Each year it reviews its spending in light of existing and new legislation, the demographics of the city and the Council's own priorities and objectives in order to set a budget and agree Council Tax levels for the following year.

This is a summary of the Council's unaudited Statement of Accounts for 2006/07. The Council's financial year runs from 1 April to 31 March. A full copy of the Council's audited accounts will be available later in the year. Please contact Paul Whitmore, Lead Accountant Financial Reporting on 024 7683 3743 for a copy.

### ***How well have we performed financially in 2006/07?***

On our **Revenue expenditure** (this is the day to day cost of providing services) we planned to spend £234m. At the end of the year we actually spent £233m. The underspend of £1m has been added to our savings for future use.

On our **Capital expenditure** (this is the money spent by the Council on big projects to build and improve assets such as buildings and roads) we expected to spend £104m in 2006/07. At the end of the year we had actually spent £105m, a variance of £1m.

### **How much has the Council spent on running its services?**

The Council spent £233m providing services to the City of Coventry. The Revenue Account below shows the cost of running Council services, where the money came from to pay for these costs and the surplus at the year-end.



<b>Services</b>	<b>Net Expenditure £m</b>
Cultural, Environmental & Planning Services	57
Education Services	71
Highways, Roads & Transport Services	12
Housing Services	7
Social Services	71
Other Services	28
<b>Net Cost of Services</b>	<b>246</b>
Net Interest Payable	15
Other Costs	15
<b>Net Operating Expenditure</b>	<b>276</b>
Other Income	-28
Reserves	-15
<b>Amount to be met from government grants &amp; local taxpayers</b>	<b>233</b>
Revenue Grant	-21
Non-Domestic Rates	-109
Council Tax	-104
<b>Net General Fund surplus for the year</b>	<b>-1</b>

*(Note: Figures have been rounded)*

### **How much has the Council invested in Capital?**

Capital Expenditure generally represents money spent by the Council on purchasing, upgrading and improving assets such as roads and buildings. The Council and its residents receive the benefit from capital expenditure over a long period of time. Capital investments made during 2006/07 were:

	<b>£m</b>
<b>Urban Regeneration</b> , including City Centre & other regeneration schemes	27
<b>Children, Learning &amp; Young People</b> including school projects and other children's services	25
<b>City Services</b> including maintenance of roads and bridges	28
<b>Culture, Leisure &amp; Libraries</b> , including investment in museums, parks and library refurbishments	8
<b>Community Services</b> including social housing grants & private sector renewal schemes and adult services	10
<b>Other Services</b>	7
<b>Total Capital Expenditure</b>	<b>105</b>

## **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 standard BVPIs in 2006/07 and the targets we have set for 2007/08 to 2009/10. 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 137 indicators and sub-indicators for 2006/07, performance improved in 56 compared with the previous year, remained constant in 18 and worsened in 43. The remaining 20 indicators cannot be compared as they were new or significantly changed.

64 of the targets set for 2006/07 were achieved, but 57 were not. Changes in definitions and/or the introduction of new indicators mean that targets were not available for the remaining BVPIs. 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 2005/06 and shows whether our performance in these improved or deteriorated in 2006/07.

<b>BVPI No</b>	<b>Service</b>	<b>Performance in 2006/07</b>
8	Invoices paid within 30 days	Improved
12	Sickness absence	Improved
156	Building accessibility	Deteriorated
38	5 or more A* – C GCSEs	Improved
45	Absence in secondary schools	Improved
46	Primary school absences	Deteriorated
221b	Participation in, and outcomes from, youth work	Improved
49	Stability of Placements for Looked After Children	Improved
163	Adoptions of children looked after	Improved
54	Over 65s helped to live at home	Deteriorated*
201	Payments to older people	Improved
78a	Speed of processing new claims to HB/CTB	Improved
78b	Speed of processing changes of circumstances to HB/CTB	Improved
79a	Accuracy of processing HB/CTB claims	Improved
79b(i)	Housing Benefit Overpayment recovered	Improved
91a	Residents served by kerbside recycling	Improved
91b	Residents served by kerbside recycling - more than 2 types	Improved
199a	Litter and detritus	Improved
199b	Graffiti	Improved
99c (iii)	Slight road accident casualties	Deteriorated

<b>BVPI No</b>	<b>Service</b>	<b>Performance in 2006/07</b>
100	Road works	Improved
178	Footpaths and rights of way	Same
187	Condition of footway	Same
215b	Rectification of streetlighting faults	Improved
223	Condition of principal roads	N/A
224a	Condition of non principal roads	N/A
166b	Environmental Health and Trading standards	Same
216a	Contaminated land	N/A
217	Pollution control	Deteriorated
218a	Abandoned vehicles - investigated	Deteriorated
218b	Abandoned vehicles - removed	Improved
204	Planning application appeals	Improved
109	Other planning applications	Improved
219a	Conservation Areas	Same
217a	Violent offences	Improved
128	Vehicle crimes	Deteriorated
174	Racial incidents	Deteriorated

\* Although the number of people helped to live at home has reduced we do not consider this represents a deterioration in service.

\*\*The number of incidents reported has increased, but we continue to take the view that it is important to encourage reporting.

# 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	Ethnic minority 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	Ethnic minority employees
BV156	Building accessibility

Best Value Performance Indicators are listed in the order laid down by the Department for Communities and Local Government. Because the government has added and deleted indicators over the years the numbering system is now rather confusing.

This index will be completed when the final version is printed and show where each indicator can be found

## Education

BV38	5 or more A* – C GCSEs
BV39	5 or more A* – G GCSEs: including Maths and English
BV40	Key Stage 2 Maths performance
BV41	Key Stage 2 English performance
BV43	SEN statements
BV45	Absence in secondary schools
BV46	Absence in primary schools
BV159	Permanently excluded pupils attending alternative tuition
BV181	Key Stage 3 performance
BV194	Key Stage 2 performance
BV221	Participation in, and outcomes from, youth work
BV222	Quality of Early Years and Childcare Leadership

<b>BVPI No</b>	<b>Description</b>	<b>Page</b>
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### **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	Teenage pregnancies

### **Health and Social Care – Adults**

BV53	Intensive home care for over 65s
BV54	Over 65s helped to live at home
BV56	Items of equipment delivered within 7 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
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### **Homelessness**

BV183	Length of stay in temporary accommodation
BV202	Number of people sleeping rough
BV203	Number of families in temporary accommodation
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
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 accident casualties
BV100	Temporary road closure
BV165	Pedestrian crossings for disabled people
BV178	Footpaths and rights of way
BV187	Condition of surface footway
BV215	Rectification of street lighting faults
BV223	Condition of principal roads
BV224	Condition of other 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	Public Library Service standards checklist

## Community Safety and Wellbeing

BV126	Domestic burglaries
BV127	Violent crime and robberies
BV128	Vehicle crimes
BV174	Racial incidents
BV175	Racial incidents with further action
BV198	Participation in Drug Treatment Programme
BV225	Actions against domestic violence
BV226	Advice and guidance services

## User satisfaction

BV3	Council services overall
BV4	Complaints handling
BV80	Benefits
BV89	Street cleanliness standards



BV90a	Household Waste Collection
BV90b	Waste recycling
BV90c	Civic Amenity sites
BV103	Public transport information
BV104	Bus Service
BV111	Planning Service
BV118	Library use
BV119a	Sport & leisure facilities
BV119b	Libraries
BV119c	Museums
BV119d	Theatres/concert halls
BV119e	Parks & open spaces

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
<b>CORPORATE HEALTH</b>													
BV2 a	↑	The level of the Equality Standard for Local Government to which the authority conforms in respect of gender, race and disability.	Level 3	Level 3	Level 4	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4	Top	1= out of 7
		<i><b>Comment:</b> Internal Audit worked carried out an audit of the self-assessment questionnaire that Directorates had completed against the criteria set out in the revised Equality Standard for Local Government introduced in 2006 and also carried out a joint assessment of Directorate and Corporate achievement against the revised Standard. Checks were also made to ensure consistency against the previous Standard. An interim exercise in October 2006 established that not all areas of the Council had yet achieved Level 4. Detailed feedback was given to allow action plans to be developed to ensure achievement of Level 4 by April 2007. A further self-assessment exercise was conducted in April 2007.</i>											
BV2 b	↑	The quality of the authority's Race Equality Scheme and the improvements resulting from its application.	66%	68%	78%	79%	83%	89%	89%	95%	100%	Top	2 out of 7
		<i><b>Comment:</b> The calculation for this target is carried out by an assessment against 19 set questions. An increase in one additional question has resulted in achieving the set target. The additional question is 'improving service outcomes for all ethnic groups and reducing any difference'. This is achieved through the process of carrying out Equality Impact Assessments on functions and policies. A more detailed report on the actions arising from the Equality Impact Assessments carried out can be found on the Council's website.</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%	85%	95%	81.62%	95.00%	86.00%	95.00%	95.00%	95.00%	Bottom	6 out of 7
		<i><b>Comment:</b> Performance is improving but there are still issues with regard to the number of orders placed outside I-Procurement. Work will be done during 07/08 to improve the situation further and progress electronic solutions.</i>											
BV9	↑	The percentage of Council Tax collected by the authority in the year.	96.40%	95.10%	96.50%	95.40%	96.00%	95.50%	96.00%	97.50%	97.60%	Lower Middle	6 out of 7
		<i><b>Comment:</b> Although the target 2006/07 was not achieved it was still an improvement on 2005/06 and under difficult circumstances with the introduction of the new revenue and benefits system in 2006/07. This has impacted on collection rates for 2006/07.</i>											
BV10	↑	The percentage of national non-domestic rates collected in-year.	98.50%	99.60%	99.00%	99.10%	99.30%	98.80%	99.30%	99.80%	99.80%	Top	2 out of 7
		<i><b>Comment:</b> The target 2006/07 was not achieved but there were very difficult circumstances with the successful introduction of the new revenue and benefits system in 2006/07 which has impacted on collection rates for 2006/07.</i>											
BV11a	↑	The percentage of top paid 5% of local authority staff who are women (excluding those in schools).	48.80%	46.78%	48.42%	47.49%	48.00%	47.05%	49.00%	50.00%	50.00%	Top	1 out of 7
		<i><b>Comment:</b> The outturn figure 2006/07 falls short of our 2006/07 target and our performance in 2005/06. The calculation base for the indicator moves constantly because the total workforce figure is not static, accordingly the number of women in the top 5% will fluctuate.</i>											

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV11b	↑	The percentage of the top paid 5% of local authority staff who are from an ethnic minority (excluding those in schools).	5.95%	4.20%	4.95%	4.49%	5.00%	5.24%	6.00%	7.00%	7.00%	Upper Middle	5 out of 7
<i>Comment: The outturn figure shows that we have achieved our target and improved on the previous year's performance.</i>													
BV11c	↑	The percentage of the top paid 5% of staff who have a disability (excluding those in schools). (Introduced 2005/06)	7.00%	6.10%	5.60%	5.73%	6.00%	5.37%	7.00%	8.00%	7.00%	Top	1 out of 7
<i>Comment: The outturn figure falls short of our target figure and our performance in 2005/06. The calculation base for the indicator moves constantly because the total workforce figure is not static, accordingly the number of disabled staff in the top 5% has changed as a direct result. The launch of an Entry to Employment Team, the development of a succession planning strategy and continued partnership working with Remploy and Jobcentre Plus may address this shortfall.</i>													
BV12	↓	The number of working days/shifts lost to the Authority due to sickness absence.	10.76	13.32	10.32	12.18	11.00	11.36	10.50	10.00	9.80%	Bottom	7 out of 7
<i>Comment: The target for 2006/07 has not been achieved, although there was an improvement in performance compared with the previous year. A detailed analysis of the outturn figure will identify further areas for improvement.</i>													
BV14	↓	The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce.	0.90%	0.69%	0.67%	0.67%	0.65%	0.49%	0.63%	0.61%	0.59%	Upper Middle	4 out of 7
<i>Comment: The outturn figure shows that we have achieved our target and improved on the previous year's performance.</i>													
BV15	↓	The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	0.45%	0.31%	0.30%	0.32%	0.31%	0.37%	0.30%	0.29%	0.28%	Lower Middle	5 out of 7
<i>Comment: The outturn figure falls short of our target figure and our performance in 2005/06. We will look to address this in the forthcoming performance year.</i>													
BV16a	↑	The percentage of local authority employees with a disability.	5.07%	4.57%	4.18%	6.26%	7.00%	5.81%	8.00%	9.00%	7.50%	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 shows that the target has not been met and that performance falls short of that in 2005/06. In 2006/07, there were a greater number of disabled leavers than starters (14 starters and 76 leavers) and we will continue to work in partnership with Remploy to address barriers to retention.</i>													
BV17a	↑	The percentage of local authority employees from ethnic minority communities.	11.30%	10.67%	10.81%	10.90%	12.00%	12.05%	13.00%	14.00%	14.50%	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%	Deleted 2007/08	Deleted	Deleted	N/A	N/A

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<i>Comment: The outturn figure shows that we have achieved our target and improved on the previous year's performance.</i>											
BV156	↑	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	40%	38%	45%	2.00%	2.00%	1.70%	2.00%	2.00%	2.00%	Bottom	7 out of 7
		<p><i>Comment: This indicator requires that buildings comply with all standards set out in Document M of the Building Regulations. If a building complies with 95% of these standards and fails on 5% it has to be reported as not complying. We have carried out 118 audits and only 2 properties meet all of the standards. The remaining properties have certain elements that do not comply (most of these items are identified as non-critical.)</i></p> <p><i>The Council does not feel that pursuing the strict compliance of BVPI 156 is the best use of limited resources and have agreed with the Disabled People's Advisory Panel an alternative approach which will ensure that all properties are improved to provide adequate access to comply with the requirements of the Disability Discrimination Act.</i></p>											
<b>EDUCATION</b>													
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.	50.00%	45.60%	53.00%	46.4%	53.0%	47.9%	55.0%	58.0%	58.0%	Bottom	5 out of 7
		<i>Comment: Performance for 2006/07 continues an upward trend, although the statutory target that was set at a challenging level, was not met. It remains a priority of the Children and Young People's Plan to support schools in implementing a range of targeted national and local strategies to raise levels of achievement. Each school has an action plan in place to raise standards. It is important to note that the government has changed its focus on 5 A*-C grades to include English and mathematics. On this measurement, Coventry's performance improved above the national trend.</i>											
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.	93.00%	84.70%	93.00%	84.5%	93.0%	85.5%	93.0%	93.0%	93.0%	Lower Middle	5 out of 7
		<i>Comment: Performance for 2006/07 showed an upward trend although the statutory target that was set at a challenging level, was not met. It remains a priority of the Children and Young People's Plan to support schools in implementing a range of improvement strategies to help raise the level of achievement overall and specifically in English and mathematics.</i>											
BV40	↑	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	77%	70%	78%	73.1%	79.0%	73.0%	80.0%	80.0%	80.0%	Lower Middle	2 out of 7
		<i>Comment: Performance in 2006/07 remained about the same as in the previous year and the statutory target that was set at a challenging level was not met. It remains a priority of the Children and Young People's Plan to support schools in implementing a range of tailored numeracy strategies to raise the level of achievement overall, and specifically in mathematics. A programme of intensive support is targeted at under-achieving schools.</i>											
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.	76%	76%	78%	75.9%	79.0%	78.0%	80.0%	82.0%	82.0%	Lower Middle	4 out of 7

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<i><b>Comment:</b> Performance in 2006/07 showed an upward trend, achieving within 1% of the statutory target. It remains a priority of the Children and Young People's Plan to support schools in implementing a range of literacy strategies to continue to raise attainment levels overall, and specifically in writing. Targeted support programmes are in place in all schools that are under-performing.</i>											
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%	97%	100%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	Top	1 = out of 7
		<i><b>Comment:</b> Performance declined by 1% achieving within 1% of the statutory target. We aim to write all statements within the timescale.</i>											
BV43b	↑	Percentage of proposed statements of Special Educational Need issued by the authority in a financial year and prepared within 18 weeks - including 'exceptions'.	80%	71%	80%	83.6%	80.0%	83.0%	80.0%	80.0%	80.0%	Upper Middle	4 out of 7
		<i><b>Comment:</b> Performance exceeded our 2006/07 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.	8.89%	8.81%	8.49%	8.81%	8.07%	8.24%	7.86%	7.41%	7.41%	Bottom	6 out of 7
		<i><b>Comment:</b> Performance for 2006/07 improved on the previous year's figures, although the target for 2006/07 was not met. 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.	6.36%	6.12%	5.88%	5.97%	5.69%	6.59%	5.69%	5.51%	5.51%	Bottom	4 out of 7
		<i><b>Comment:</b> Performance declined because of a serious outbreak of gastric influenza which closed or partially closed a significant number of primary schools. A range of strategies continue to be developed and are tailored to support schools where attendance is not good enough.</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.	72%	68%	75%	71.07%	75.00%	69.00%	76.00%	76.00%	76.00%	Upper Middle	3 out of 7
		<i><b>Comment:</b> Performance in 2006/07 is lower than in the previous year, which mirrors the national picture in English. This remains a priority within the Children and Young People's Plan and individual schools are being supported with a range of tailored intervention strategies to improve attainment in English at Key Stage 3. A range of National Secondary Strategies with a particular focus on raising boys' 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.	73%	69%	75%	71.05%	75.00%	73.00%	76.00%	79.00%	79.00%	Upper Middle	3 out of 7

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<p><i>Comment: Performance in 2006/07 continues an upward trend of improvement, with a significant improvement on the 2005/06 result, although the target for 2006/07 was not met. This remains a priority within the Children and Young People's Plan and schools are being supported with a range of intervention strategies to improve attainment in mathematics at Key Stage 3. A range of National Secondary Strategies with a particular focus on boys' under achievement are being implemented.</i></p>											
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.	67%	63%	70%	65.56%	70.00%	67.00%	73.00%	74.00%	74.00%	Upper Middle	3 out of 7
		<p><i>Comment: Performance in 2006/07 continues an upward trend of improvement, with an improvement on the 2005/06 result, reaching within 3% of the statutory target. This remains a priority within the Children and Young People's Plan and schools are being supported with a range of intervention strategies tailored to the needs of individual schools in order to improve attainment.</i></p>											
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.	73%	69%	73%	69.58%	75.00%	68.00%	76.00%	77.00%	77.00%	Upper Middle	4 out of 7
		<p><i>Comment: Performance for 2006/07 has decreased slightly. However, work is in place to maintain a trend of improvement. This remains a priority within the Children and Young People's 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></p>											
BV194a	↑	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in English.	27%	25%	30%	23%	28%	29%	29%	30%	31%	Lower Middle	5 out of 7
		<p><i>Comment: Performance improved significantly in 2006/07 and the target was exceeded. It remains a priority in the Children and Young People's Plan to continue to support and challenge schools in raising the attainment of more able pupils. Schools are being supported with a range of literacy strategies and targeted intervention programmes that meet the needs of higher attaining pupils.</i></p>											
BV194b	↑	The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in Mathematics.	29%	26%	31%	27%	29%	28%	29%	30%	31%	Lower Middle	5 out of 7
		<p><i>Comment: Performance in 2006/07 continued an upward trend of improvement, reaching within 1% of the target. Future targets continue to be challenging and it remains a priority within the Children and Young People's Plan to support and challenge schools in raising the attainment of more able pupils. Schools are being supported with a range of tailored numeracy strategies to improve attainment of the more able pupils in mathematics.</i></p>											
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.	N/A	Amended 2005/06	48%	48%	54%	40%	60%	60%	60%	Lower Middle	3 out of 7
		<p><i>Comment: The focus during 2006/07 moved from recorded learning to the development of accredited learning as this required more intensive individual support and greater time commitment. This has resulted in a fall in recorded learning outcomes but an increase in accredited learning. The target for recorded learning was not achieved. Challenging targets have been allocated for recorded learning in 2007/08 and this is a key priority in the Youth Service Operational Plan.</i></p>											

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV221b	↑	Percentage of young people aged 13 - 19 gaining an accredited outcome compared to the percentage of young people participating in youth work.	N/A	Amended 2005/06	15%	14%	23%	16%	30%	30%	30%	Bottom	2 out of 7
<p><i>Comment: Performance for 2006/07 continues to show an upward trend although the target set by the government was not reached. The infrastructure is now in place and accredited learning should increase as a result of staff training, the implementation of systems and processes and the allocation of individual unit targets. This is a key development in the Youth Service Operational Plan.</i></p>													
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.	N/A	Amended 2005/06	5.0%	25%	37%	44%	57%	69%	78%	Upper Middle	6 out of 7
<p><i>Comment: Performance 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 2007/08 are in place to enable access to training and mentoring support to ensure two thirds of leaders 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></p>													
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.	N/A	Amended 2005/06	5%	100%	100%	100%	100%	100%	100%	Top	1= out of 7
<p><i>Comment: Performance has been maintained at 100%. It is anticipated that work successfully undertaken to date will sustain 100% performance and future targets have been set accordingly.</i></p>													
<b>HEALTH AND SOCIAL CARE - CHILDREN</b>													
BV49	↓	The percentage of looked after children at 31st March with three or more placements during the last financial year.	Less than 15%	14.6%	Less than 14%	15.24%	Less than 14.00%	13.2%	Less than 13.50%	Less than 13.00%	Less than 13.00%	Bottom	7 out of 7
<p><i>Comment: Following consultancy taken up through DfES, and concerted action by Children's Services Managers and social care workers, including focused support on placements at risk, the out-turn performance came in within target.</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).	60.0%	45.9%	49.0%	58%	60%	42.9%	62%	64%	64%	Upper Middle	2 out of 7
<p><i>Comment: The ambitious target has not been met, with performance significantly below the excellent result in 2005/06 and more in line with performance in previous years. One significant factor was the number of children who entered care late in their school career (8 out of 48, or 17%).</i></p> <p><i>The major actions planned to improve performance have three inter-related components: 1) Secondary schools have been encouraged to set up Academic Mentoring programmes for LAC in Y10 and Y11. Eleven schools have already engaged with this process and the plan is to incorporate the remaining eight schools during 2007/08; 2) All appropriate Y10 and Y11 LAC are to be entered for an on-line literacy and numeracy qualification (equivalent to GCSE); and 3) Monthly review meetings (involving social care staff, education staff and carers) of all Y10 and Y11 LAC likely to achieve at GCSE will be held. These will ensure that the young people are still engaged and have all the support they need.</i></p>													

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
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.	65.0%	0.48	0.55	0.74	0.75	0.62	0.75	0.75	0.75	Upper Middle	5 out of 7
<i>Comment: The ambitious target, based on an exceptional performance in 2005/06, was not achieved but the result still represents sustained progress from the 0.48 achieved in 2004/05. The major development in this area is in relation to establishing a Modern Apprenticeship Scheme for LAC. Recruitment to the Modern Apprenticeship Scheme has already begun. The CSCI evaluation of Coventry's performance on this indicator is rated as 'good' when compared with national performance.</i>													
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%	99.6%	100%	100%	100%	100%	100%	100%	100%	Top	1= out of 7
<i>Comment: Consistent performance has been achieved with 100% of reviews occurring within statutory timescales. Performance has been maintained at 100% throughout the year.</i>													
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.	8.0%	7.4%	8.0%	4.5%	6.0%	5.6%	7.0%	7.5%	7.5%	Bottom	6 out of 7
<i>Comment: Performance improved over 2005/06, when Special Guardianships were not available. The target was not quite met with a total of 15 adoptions and 9 Special Guardianship Orders. The target was missed by the equivalent of 2 adoptions/SGOs. A number of carers chose to pursue Residence Orders, which do not contribute to this indicator but nonetheless lead to permanence for the children and to their being discharged from care. The final outcome reflects appropriate outcomes for the children.</i>													
BV197	↓	Percentage change in number of conceptions amongst 15-17 year olds.	N/A	-0.33% (2003)	-15%	-12.8% (2004)	-22.0% (2005)	-10.6% (2005)	-28.0% (2006)	-35.0% (2007)	-35.0% (2008)	Upper Middle	3 out of 7
<i>Comment: 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 2007 is for the calendar year 2005. The latest data shows a slight increase year-on-year between 2004 and 2005. The future targets for 2006 and beyond are now particularly ambitious. The targets set in previous years remain in place in that by 2010 the rate will be 55% below the 1998 rate.</i>													
<b>HEALTH AND SOCIAL CARE - ADULTS</b>													
BV53	↔	Households receiving intensive home care per 1,000 population aged 65 and over.	19.0	20.3	22.0	18.67	19.00	14.08	14.00	14.00	14	N/A	N/A
<i>Comment: In September 2006, the actual number of home care hours had increased by 9%, compared to the previous year. However, the actual number of households receiving Intensive Home Care had declined as a result of the impact of our successful re-ablement programme, the new Intermediate Care Service, provided jointly with the PCT, and the increased number of people taking up Direct Payments (who are excluded from this measure). These will have the effect of reducing the numbers of people getting intensive home care, by helping them regain some/all of the skills and confidence needed to live independently through short term intensive intermediate care packages. We believe that we are now closer to identifying and delivering the right balance between our provision of Intensive Home Care and other services, consequently we have revised subsequent annual targets to reflect maintaining this service at around this level .</i>													



Best Value Performance Indicators 2006/07 and targets to 2009/10

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV54	↑	Older people helped to live at home per 1,000 population aged 65 or over.	87	95	95	76.02	70.00	57.66	57.00	56.00	58.00	Bottom	5 out of 7
		<p><b>Comment:</b> The Council continues to promote and deliver our "Enablement Agenda", which is committed to supporting those smaller numbers of people who do and will require core Social Care services. In addition we "signpost" the greater number of older people that will benefit from reduced social isolation, opportunities for 'Active Ageing' and health promotion; to the wider resources, activities and networks that are available within the city to meet these needs. These resources, many of which are delivered through partnership working have enabled older people to engage in a wide range of Active Ageing and socially inclusive activities, as well as increasing benefits, and other areas important to improving quality of life, rather than providing traditional social services which can paradoxically diminish their independence. We believe that we are now closer to identifying and delivering the right balance between this and other types of service provision and support and so have consequently reduced our targets for the next three years on the basis of maintaining services around this level. We do not consider that the polarity allocated for this indicator is necessarily appropriate.</p>											
BV56	↑	Percentage of items of equipment delivered and adaptations made within 7 working days.	80%	86%	92%	94%	94%	91%	94%	94%	95%	Top	5 out of 7
		<p><b>Comment:</b> 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 improvement over future years. Performance dropped in the first quarter of the year due to staff shortages. The reduced capacity to deliver equipment during this period resulted in reducing the overall average performance for the year.</p>											
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).	80%	88%	90%	79.7%	82.0%	79.8%	83.0%	84.0%	85%	Upper Middle	5 out of 7
		<p><b>Comment:</b> In 2006/07 we achieved only a very slight improvement in our overall performance. The result was affected by the longer timescale within which Occupational Therapy Assessments take to complete. This is because of the complexity of OT services, and the way the timing is recorded. The inclusion of OT in this measure is being challenged at a national level, as it reduces and distorts performance for most LAs.</p>											
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.	80%	89.0%	90%	93.1%	90.0%	87.0%	90.0%	90.0%	90.00%	Top	1 out of 7
		<p><b>Comment:</b> In 2006/07 we did not sustain the excellent level of performance re timeliness of service delivery that we had previously achieved. Factors impacting negatively on service delivery timescales included waiting lists for Domiciliary care packages, EMI residential places and nursing care. All of these areas are being actively managed to reduce lists and to ensure that there is sufficient capacity for 2007/08 onwards. We continue to set targets to achieve this very high level of performance as timeliness of service delivery is one of our key priorities.</p>											
BV201	↔	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised).	134	84.7	130	163	144	173.9	127	110	110	Bottom	7 out of 7

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<p><b>Comment:</b> Coventry is one of the best authorities nationally in providing Direct Payments for Service Users. The number of older people receiving direct payments has increased significantly above the 2006/07 target. This is as a result of working together to sustain support packages for people already on Direct Payments and an increased awareness of the benefits/choice available through Direct Payments by both staff and service users. We will continue to support users to choose Direct Payments where this option best supports and delivers the outcomes they identify. However, the impact of Government announcements due later in the year about their plans for Person Centred Planning mean that we are now starting work to understand and quantify the actual numbers of people who may well be taking up Direct Payments or Individual Budgets and will be in the position to identify meaningful targets when this work has been progressed.</p>											
<b>HOUSING</b>													
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	52	60	64	60	62	60	60	60	Lower Middle	5 out of 7
		<p><b>Comment:</b> The target has been achieved. This is despite having to use new legislation in our enforcement activity (Housing Act 2004). Future target setting will continue to be assessed having regard to empty property complaints, Council Tax information, empty property database and other market indicators.</p>											
<b>HOUSING - HOMELESSNESS</b>													
BV183a	↓	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.	15 days 2 weeks	3 weeks	2 weeks	2.68 weeks	3 weeks	2.60 weeks	Deleted 2007/08	Deleted	Deleted	Lower Middle	7 out of 7
BV183b	↓	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	12 days 2 weeks	2 weeks	1 week	2.69 weeks	3 weeks	4.90 weeks	0 weeks	0 weeks	0 weeks	Upper Middle	3 out of 7
		<p><b>Comment:</b> We maintained our average length of stay in bed and breakfast below the 3 weeks target. There were 3 serious cases whereby long stay was highly probable hence the average increase in the length of stay in hostel accommodation. We eliminated the use of hostel accommodation by the end of 2006/07. We will continue to achieve other lettings with schemes to use private rented properties.</p>											
BV202	↓	The number of people sleeping rough on a single night within the area of the local authority.	Less than 10	6	Less than 10	6 from tri-annual count in 2004	Less than 10	6 from tri annual count in 2004	Less than 10	Less than 10	Less than 10	Lower Middle	6 out of 7
		<p><b>Comment:</b> 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.</p>											
BV203	↓	The percentage change in the average number of families placed in temporary accommodation.	+3.5%	+7%	-20%	-50.00%	+73.00%	+37.5%	Deleted 2007/08	Deleted	Deleted	Top	1 out of 7
		<p><b>Comment:</b> As anticipated there was an increase this year, with the total number of households being 22 as opposed to last year being 16. This is still low despite the percentage increase.</p>											

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
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.	N/A	Introduced 2005/06	Target not required	0.27 (27 cases)	0.50 (50 cases)	1.29 (130 cases)	1	1.25	1.5	Top	3 out of 7
<i>Comment: Further preventative services have been developed with referral routes into alternative accommodation or to support and advice.</i>													
BV214	↓	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years.	N/A	Introduced 2005/06	Target not required	3.40%	2.00%	3.63%	Deleted 2007/08	Deleted	Deleted	Upper Middle	4 out of 7
<i>Comment: Actual repeats have been reduced from 16 to 12.</i>													
<b>HOUSING - HOUSING BENEFIT AND COUNCIL TAX BENEFIT</b>													
BV76a	↔	The number of Housing Benefit claimants in the local authority area visited per 1,000 caseload.	17	18.58	19	2.43	19.00	4.74	Deleted 2007/08	Deleted	Deleted	N/A	N/A
BV76b	↔	The number of fraud investigators employed by the local authority per 1,000 caseload.	0.26	0.21	0.21	0.23	0.25	0.26	0.3	0.30	0.30	N/A	N/A
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.	39	49.28	39	20.80	40.00	61.17	30.00	33.00	35.00	N/A	N/A
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.	1.61	0.71	4.27	1.03	5.00	4.40	4.20	4.30	4.40	N/A	N/A
<i>Comment: The emphasis been placed on consolidating performance across the Fraud team following the implementation of the new case management system in March 2006. Achieving the Benefits Performance Standards target of 146 sanctions and prosecutions ihas been our priority, reaching this target was essential to our achieving a 'Good' CPA judgement for the benefits service in 2006/07. The BV76a target was not met as the emphasis for year was preparation for the implementation of the new benefits system and a high percentage of visits is not required to meet the CPA fraud target. BV76c, the Department for Work and Pensions have made changes to the 'Security' Performance Standards from April 2007. Local Authorities are now set targets for the number of benefit cases each year where the benefit payment is reduced and do not now have to make a minimum number of visits each year. The target for future years has been reduced to reflect the change in practice.</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.	50	57.5	40	53.2 days	50.0 days	35.0 days	35.0 days	29.0 days	25.0 days	Bottom	6 out of 7
<i>Comment: The implementation of a new revenues and benefits system was only completed in March 2007. The target for 2007/08 allows for this by setting the target for 2007/08 at the actual level for 2006/07. The future targets are in line with achieving excellence in CPA/DWP thresholds.</i>													

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
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.	12	18.9	14	22.0 days	16.0 days	11.7 days	12.0 days	9.0 days	8 days	Bottom	5 out of 7
<i>Comment: The target setting for this indicator is in line with BV78a.</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.	94.0%	94.93%	96.0%	97.00%	98.00%	99.00%	99.00%	99.00%	99.00%	Bottom	6 out of 7
<i>Comment: Work continues to be done to improve accuracy, and with a new system this is again a very important area of work over the next year.</i>													
BV79b (i)	↑	The amount of Housing Benefit (HB) overpayments recovered as a percentage of all HB overpayments.	N/A	Amended 2005/06	50.00%	55.04%	50.00%	56.42%	55.00%	57.00%	60.00%	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.	N/A	Amended 2005/06	50.00%	28.83%	30.00%	30.06%	30.00%	35.00%	40.00%	Lower Middle	5 out of 7
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.	N/A	Amended 2005/06	50.00%	1.24%	10.00%	4.07%	10.00%	2.50%	2.00%	N/A	N/A
<i>Comment: Recovery of overpayments is a priority this year. New ways to recover will be implemented as will more cost effective ways to pay. Write offs will be looked at in line with age and type of debt.</i>													
<b>ENVIRONMENT - WASTE AND CLEANLINESS</b>													
BV82a (i)	↑	Percentage of household waste arisings which have been sent by the Authority for recycling.	11.10%	10.04%	12.80%	11.59%	12.50%	13.16%	13.50%	13.50%	13.50%	Lower Middle	4 out of 7
BV82a (ii)	↑	Total tonnage of household waste arisings sent by the Authority for recycling.	N/A	Amended 2005/06	18,565	16,242.37	18,500	18,610	19,261	19,430	19,601	Upper Middle	3 out of 7
BV82b (i)	↑	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	5.10%	6.55%	6.50%	6.51%	11.22%	11.51%	11.70%	11.70%	11.70%	Upper Middle	4 out of 7

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV82b (ii)	↑	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	N/A	Amended 2005/06	9,428	9,120.94	16,600	16,278	16,693	16,840	16,988	Upper Middle	5 out of 7
BV82c (i)	↑	Percentage of the total tonnage of household waste arisings that have been used to recover heat, power and other energy sources.	74.80%	75.60%	73.00%	74.61%	68.85%	68.23%	67.30%	67.30%	67.30%	Top	1 out of 7
BV82c (ii)	↑	Tonnage of household waste arisings that have been used to recover heat, power and other energy sources.	N/A	Amended 2005/06	105,881	104,597.03	101,900	96,497	96,019	96,864	97,716	Top	2 out of 7
BV82d (i)	↓	Percentage of household waste arisings that have been landfilled.	9.00%	7.81%	7.70%	7.30%	7.43%	7.10%	7.50%	7.50%	7.50%	Top	1 out of 7
BV82d (ii)	↓	Tonnage of household waste arisings that have been landfilled.	N/A	Amended 2005/06	11,168	10,227.18	11,000	10,043	10,700	10,795	10,890	Top	1 out of 7
<p><b>Comment:</b> Recycling and composting performance improved again in 2006/07 following the increased investment in kerbside infrastructure and the proportion of waste sent for incineration and landfill has been affected in line with this. The amount of waste sent to landfill was less than both the 2005/06 performance and the target as a result of the recent investment and engineering improvements at the Waste to Energy Plant. Future targets will be reviewed in due course in the light of the outcomes from the review of the national waste strategy and the city's developing waste strategy.</p>													
BV84a	↓	Number of kilograms of household waste collected per head of the population.	480	461.7	476	460.8	486.0	464.9	465.0	465.0	465.0	Lower Middle	3 out of 7
BV84b	↓	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.	N/A	Amended 2005/06	3.10%	-0.19%	5.47%	0.89%	0.00%	0.00%	0.00%	Lower Middle	5 out of 7
<p><b>Comment:</b> The increase in domestic waste experienced by other authorities on the introduction of additional kerbside facilities has not materialised, resulting in a smaller increase than expected in 2006/07. The introduction of kerbside green collections has resulted in a reduction in the amount of green waste collected at the civic amenity site. Overall tonnage at the civic amenity site has reduced in 2006/07 compared to 2005/06. Future targets have been amended to reflect a desire to reduce the amount of waste produced in the city. A further assessment of these targets will be made once the outcome of the national waste strategy review is known, and once Coventry has developed its own waste management strategy.</p>													
BV86	↓	Cost of household waste collection per household.	£35.87	£31.61	£36.76	£53.27	£44.23	£45.81*	£45.16	£47.00	£48.41	Upper Middle	3 out of 7

Best Value Performance Indicators 2006/07 and targets to 2009/10

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<p><b>Comment:</b> The actual reported for 2005/06 was an estimated outturn of £39.70. The final figure was higher due to the costs incurred by the implementation of the round review in November 2005. It was 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 future targets. The further increase in the actual outturn compared to the estimate is accounted for by the decision to purchase the additional bins and boxes for the extension of the kerbside recycling service rather than lease them as originally planned. This is a one off cost and will not be reflected in future years. The remaining increase is from further costs associated with the round review implementation.</p> <p>* 2006/07 figures are estimated as actual figures will not be available until August. The estimated increase over target for this year is due to the additional costs of implementing the Waste Services Health and Safety Improvement Plan.</p>											
BV87	↓	Cost of waste disposal per tonne of municipal waste.	£27.80	£31.19	£28.23	£33.28	£30.78	£32.98*	£31.55	£33.00	£34.00	Upper Middle	2 out of 7
		<p><b>Comment:</b> The actual reported for 2005/06 was an estimated outturn of £30.03. The final figure was higher due to the costs incurred by the implementation of the round review in November 2005. It was 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 future targets. The further increase in the actual outturn compared to the estimate is accounted for by the decision to purchase the additional bins and boxes for the extension of the kerbside recycling service rather than lease them as planned. This is a one off cost and will not be reflected in future years. The remaining increase is from further costs associated with the round review implementation.</p> <p>* 2006/07 figures are estimated as actual figures will not be available until August 2007. The estimated increase over target for this year is due to the additional costs of implementing the Waste Services Health and Safety Improvement Plan.</p>											
BV91a	↑	Percentage of households resident in the authority's area served by a kerbside collection of recyclables.	N/A	Amended 2005/06	52%	84.2%	100.0%	98.8%	100.0%	100.0%	100.0%	Bottom	7 out of 7
		<p><b>Comment:</b> Difficulty in accessing a small number of properties prevented the 100% target being achieved in 2006/07 and alternative arrangements will be introduced this year to ensure that the target is met.</p>											
BV91b	↑	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables.	N/A	Amended 2005/06	26%	71.0%	80.0%	85.0%	85.0%	85.0%	85.0%	Bottom	6 out of 7
		<p><b>Comment:</b> The target has been exceeded as a result of a higher than expected take up of garden waste bins in the areas of the city where residents were offered the opportunity to opt into the scheme. Unfortunately this has not translated into additional tonnage.</p>											
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.	31.00%	37.00%	23.00%	33.0%	27.0%	21.0%	17.0%	14.0%	10.0%	Bottom	7 out of 7
		<p><b>Comment:</b> As a result of additional resources secured through the budget setting process and the Local Public Service Agreement pump priming, 21 new street cleaners were employed on temporary contracts from 1st September 2006 to undertake improvement work. Targeted works were undertaken on main roads, secondary retail sites, high-density housing estates and other highways. A targeted improvement plan was also introduced for the remainder of the year. This resulted in significant improvement in performance against the indicator for the second and third tranches of the survey. The targets are designed to achieve upper quartile results within three years. Targets for 2008/09 and 2009/10 assume that existing resources can be maintained once the money has been spent from both PSA pump priming monies and additional revenue funding by a combination of efficiency savings arising from the current review of cleansing rounds and routes. The round review will identify any additional revenue requirements.</p>											

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV199b	↓	The percentage of relevant land and highways from which unacceptable levels of graffiti are visible.	N/A	Amended 2005/06	Target not required	12%	8%	9%	6%	3%	0%	Bottom	6 out of 7
<p><b>Comment:</b> Targeted improvements works have resulted in significant improvement. The targets are designed to achieve upper quartile results within three years. Targets for 2008/09 and 2009/10 assume that existing resource deployment can be maintained once the money has been spent from both LPSA pump priming monies and additional revenue funding by a combination of efficiency savings arising from the current review of cleansing rounds and routes. The round review will identify any additional revenue requirements.</p>													
BV199c	↓	The percentage of relevant land and highways from which unacceptable levels of fly posting are visible.	N/A	Amended 2005/06	Target not required	1%	1%	0%	0%	0%	0%	Upper Middle	2= out of 7
<p><b>Comment:</b> Targeted improvements works have resulted in significant improvement. Targets for 2008/09 and 2009/10 assume that existing resource deployment can be maintained once the money has been spent from both PSA pump priming monies and additional revenue funding by a combination of efficiency savings arising from the current review of cleansing rounds and routes. The round review will identify any additional revenue requirements.</p>													
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'.	N/A	Amended 2005/06	Target not required	Actual not required	Target not required	3 - Good	3 - Good	2 - Effective	1 - Very Effective	N/A	N/A
<p><b>Comment:</b> BV 199d uses the flycapture database to measure the level of fly tipping incidents, and the number of enforcement actions taken to deal with fly tipping. The performance standard uses a baseline from the previous year to assess whether the fly tipping has reduced and the enforcement action has increased. Compared to 2006/07 there has been an increase in the level of fly tipping, and an increase in the level of enforcement against 2005/06 levels. The local authority has therefore been rated as "good". Due to the increase of mobile working introduced by the NRF "Don't Dump It" project and the improved level of publicity, more incidents have been reported, it is likely incidents will continue to rise as more street based personnel will be able to report fly tipping immediately. Providing that enforcement actions continue to rise, it is likely that we will achieve a "good" rating in 2007/08. After this year it is hoped that mobile technology will be fully implemented and that we will see a significant reduction in the overall incidents of fly tipping. It is therefore anticipated that we will achieve an "effective" to a "very effective" standard in 2008/09 -2009/10.</p>													
<b>ENVIRONMENT - TRANSPORT</b>													
BV99a (i)	↓	Number of people killed or seriously injured (KSI) in road traffic collisions.	N/A	Amended 2005/06	258	110	110	110	110	110	110	Upper Middle	4 out of 7
BV99a (ii)	↓	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	N/A	Amended 2005/06	Target not required	-23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	Top	1 out of 7
BV99a (iii)	↓	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	N/A	Amended 2005/06	Target not required	-65.9%	-65.9%	-65.9%	-65.9%	-65.9%	-65.9%	Top	1 out of 7
<p><b>Comment:</b> The number of people killed and seriously injured has remained constant for two years at a level which is considerably below the national target that has been set for 2010. Future targets have been set to retain this level. However, it should be recognised that this will be challenging due to other factors such as the continued increase in car ownership, and potential rises in both population and visitors to Coventry. To achieve these levels will require continuing effort to identify and implement meaningful local safety schemes.</p>													

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV99b (i)	↓	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions.	N/A	Amended 2005/06	53	17	17	21	21	21	21	Top	2 out of 7
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.	N/A	Amended 2005/06	Target not required	-45.2%	0.0%	23.5%	0.0%	0.0%	0.0%	Top	1 out of 7
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.	N/A	Amended 2005/06	Target not required	-75.4%	0.0%	-69.7%	-69.7%	-69.7%	-69.7%	Top	1 out of 7
<p><b>Comment:</b> The number of children killed or seriously injured increased in 2006/07 but still remains below the national target which has been set for 2010. In recognition of this and the continued increase in car ownership, the target for the coming year(s) has been kept at 2006/07 levels. It should be noted that this is a more stringent target than for all classes of user and will require continuing commitment to both local safety schemes, safer routes to school schemes and to road safety education and training.</p>													
BV99c (I)		Number of people slightly injured in road traffic collisions. (Amended 2005/06)	N/A	Amended 2005/06	931	1064	921	1101	1058	1013	970	Upper Middle	5 out of 7
BV99c (ii)	↓	Percentage change in the number of people slightly injured in road traffic collisions since the previous year.	N/A	Amended 2005/06	Target not required	-10.5%	-13.4%	3.5%	-3.9%	-4.3%	-4.2	Top	2 out of 7
BV99c(iii)	↓	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average.	N/A	Amended 2005/06	Target not required	8.6%	-6.0%	12.4%	8.0%	3.4%	-1.00%	Bottom	6 out of 7
<p><b>Comment:</b> The number of slight accidents has increased in 2006/07 and remains above the national targets for 2010. As such the target for the coming years have been set to follow a trend that would bring the number of slight accidents into line with the national target by 2010. This is the most difficult target to meet as improvements in road safety often lead to a reduction in the severity of injuries received in an accident, e.g. improved vehicle design often leads to what would have been a serious injury in the past now, fortunately, being a slight injury. As such, continuing effort will be required if the targets are to be achieved.</p>													
BV100	↓	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by roadworks per km of traffic sensitive road.	4.40 days	9.07 days	10.00 days	6.2 days	6.2 days	1.8 days	2.0 days	2.2 days	2.4 days	Bottom	7 out of 7
<p><b>Comment:</b> Amendments have been made in 2006/07 to the calculation of BV 100 at Coventry City Council. This is in line with how other councils are calculating this indicator. The type of temporary traffic control that is used in this indicator no longer includes simply the use of coning. Targets have been set allowing for continued works due to investment within the city and planned highways maintenance work.</p>													
BV165	↑	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area.	91%	93%	97%	97.3%	99.0%	98.3%	100.0%	100.0%	100.0%	Upper Middle	6 out of 7



**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<i>Comment: The percentage of suitable crossings continues to rise due to improvements being made and installation of new crossings in connection with major developments and bus priority schemes. Future targets take into consideration those existing crossings that require improvements associated with proposed developments that have not yet been fully programmed.</i>											
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.	10%	5%	10%	5.0%	5.0%	5.0%	10.0%	12.0%	14.0%	Bottom	7 out of 7
		<i>Comment: The Definitive Map only covers part of the authority, therefore this figure is estimated. Funding has been made available to produce a Public Rights of Way Improvement Plan by November 2007, as required by the Government.</i>											
BV187	↓	Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered.	21.55%	20.11%	20%	35%	33%	35%	30%	28%	26%	Bottom	7 out of 7
		<i>Comment: This BVPI is based on surveying 50% of the City's footway network (categories 1 and 2) alternatively each year. The results for 2006/07 have scored the same as the other half of the network from 2005/06, indicating that the score of 35% is consistent across the City. Additional spend is planned as part of the 2007/08 capital programme which has enabled us to set a target of a 5% improvement in this BVPI for 2007/08. The Highways Asset Management Plan has enabled more in depth analysis, which will determine future strategy and planning for improving the condition of the network.</i>											
BV215a	↓	The average number of days taken to repair a street lighting fault that is under the control of the local authority.	N/A	N/A	Target not required	5.46 days	5.00 days	4.44 days	4.00 days	3.00 days	3.00 days	Lower Middle	6 out of 7
		<i>Comment: The progress against this performance indicator has been very good. The improvements are as a result of changes/improvements in the administration procedures within the Public Lighting section. Further improvements to this indicator are possible once the service redesign work has been completed and the improvements in productivity and performance filter through.</i>											
BV215b	↓	The average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator (DNO).	N/A	N/A	Target not required	35.32 days	15.00 days	33.04 days	15.00 days	15.00 days	15.00 days	Bottom	5 out of 7
		<i>Comment: Progress against this performance indicator remains disappointingly slow. This poor performance by the DNO is replicated across the country and is not unique to Coventry. Regular meetings are held with the DNO to improve performance and following a restructure within the DNO we are now beginning to see some improvement in service delivery. The 15 day target reflects the service level agreement in place with the DNO.</i>											
BV223	↓	Percentage of the local authority principal road network where structural maintenance should be considered.	N/A	Amended 2005/06	Target not required	27.00%	26.00%	Not available	25.00%	24.00%	Not available	Bottom	7 out of 7
		<i>Comment: There have been problems collecting this figure nationally, due to the shortage of approved data collection machines. This has been recognised by the Audit Commission.</i>											
BV224a	↓	Percentage of the non-principal road network where maintenance should be considered.	N/A	Amended 2005/06	Target not required	35.00%	34.00%	Not available	33.00%	32.00%	Not available	Bottom	6 out of 7

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<i>Comment: There have been problems collecting this figure nationally, due to the shortage of approved data collection machines. This has been recognised by the Audit Commission.</i>											
BV224b	↓	Percentage of the unclassified road network where structural maintenance should be considered.	N/A	Amended 2005/06	Target not required	13.76%	12.76%	Not available	11.76%	10.76%	Not available	Lower Middle	4 out of 7
		<i>Comment: There have been problems collecting this figure nationally, due to the shortage of approved data collection machines. This has been recognised by the Audit Commission.</i>											
<b>ENVIRONMENT AND ENVIRONMENTAL HEALTH</b>													
BV166a	↑	Score against a checklist of best practice for Environmental Health.	100%	100%	100.0%	100.0%	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%	100.0%	96.7%	100.0%	96.7%	100.0%	100.0%	100.0%	Bottom	5 out of 7
		<i>Comment: The Environmental Health Service has again achieved a maximum score of 100%. In Trading Standards, we were unable to meet the Local Authorities Co-ordinators of Regulatory Services (LACORS) guidelines for medium and low risk premises inspections which prevented the achievement of 100% for BV166b.</i>											
BV216a	↔	Number of 'sites of potential concern' in the local authority area, with respect to land contamination.	N/A	Introduced 2005/06	Target not required	69	40	2589	2570	2060	2010	Bottom	5 out of 7
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'.	N/A	Introduced 2005/06	Target not required	42%	45%	1%	20%	2%	3%	Top	3 out of 7
		<i>Comment: The total number of sites (part a) is a measure of all areas of land in the city that have been used for an activity that has the potential to leave contamination. This figure has been recalculated for 2006/07 to include 2,618 potential sites, creating a significant rise from the 69 sites (of highest priority) that were originally identified in 2005/06. The total figure was not available in 2006/07 because of the time needed to identify the extent of the sites using GIS. Of the 17 sites assessed in 2006/07, 8 were subject to a site investigation as opposed to a desktop review, which was used for the 69 the previous year. To improve the performance of this indicator in the coming year a number of tasks will be undertaken including further desktop studies, further site investigations, identifying sites that have recently been subject to a planning application and identifying potential sites that can be easily discounted. The discounting of sites will lead to a significantly improved score for 2007/08. During the year, opportunities will be taken to consider progress and identify future resource requirements after which future targets will be reviewed.</i>											
BV217	↑	Percentage of pollution control improvements to existing installations completed on time.	N/A	Introduced 2005/06	Target not required	63%	80%	50%	80%	90%	90%	Bottom	7 out of 7
		<i>Comment: This indicator records the implementation of pollution control standards for prescribed industrial processes under the Pollution Prevention &amp; Control Act 1999. It is determined by inspection of the process and auditing against the pollution permit issued by Coventry City Council for controlling emissions to the atmosphere. Coventry City Council has 89 processes licensed under the legislation. The shortfall in performance against the 2006/07 target has been caused by one process that had been expected to close during the year remaining open and not achieving its required improvements. Future targets reflect the improvements anticipated as permits are revised to meet the control requirements that operators are obligated to meet. Enforcement powers will be used to ensure compliance.</i>											

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV218a	↑	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	N/A	Introduced 2005/06	Target not required	60.26%	75.00%	55.80%	85.00%	90.00%	90.00%	Bottom	6 out of 7
BV218b	↑	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle.	N/A	Introduced 2005/06	Target not required	26.76%	50.00%	36.47%	75.00%	90.00%	90.00%	Bottom	7 out of 7
<i>Comment: Actual figures appear low and it is suspected that this is either a system or inputting error. The system issues are being investigated. Until they have been addressed it is not proposed to raise the targets for 2009/10.</i>													

**ENVIRONMENT - PLANNING**

BV106	↑	Percentage of new homes built on previously developed land.	86%	97%	84%	93.12%	87.00%	81.60%	93.00%	85.00%	86.00%	Upper Middle	6 out of 7
<i>Comment: The target of 87.00% for 2006/07 was not achieved owing to a higher proportion of Green Field completions than in previous years. Due to a limited supply of previously developed land over the coming years, and the stretch targets set in the West Midlands Regional Spatial Strategy, the 2007/08 target is challenging.</i>													
BV109a	↑	Percentage of major planning applications determined within 13 weeks.	60%	54%	60%	69.47%	60.00%	60.00%	60.00%	60.00%	60.00%	Upper Middle	3 out of 7
BV109b	↑	Percentage of minor planning applications determined within 8 weeks.	65%	68%	65%	73.10%	65.00%	80.00%	65.00%	65.00%	65.00%	Lower Middle	5 out of 7
BV109c	↑	Percentage of other planning applications determined within 8 weeks.	80%	80%	80%	81.50%	80.00%	87.00%	80.00%	80.00%	80.00%	Bottom	6 out of 7
<i>Comment: The targets set are government development control targets.</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?	N/A	Amended 2005/06	Target not required	Yes	Yes	Yes	Deleted 2007/08	Deleted	Deleted	N/A	N/A
BV200b	N/A	Has the local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out?	N/A	Amended 2005/06	Target not required	Yes	Yes	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?	N/A	Amended 2005/06	Target not required	Yes	Yes	Yes	Yes	Yes	Yes	N/A	N/A
<i>Comment: The Planning Service has revised its approach to the Local Development Framework and reviewed the Local Development Scheme in the light of this and progress on the Regional Spatial Strategy Phase II Review.</i>													

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
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.	30%	41%	30%	43.5%	34.0%	27.0%	34.0%	34.0%	30.0%	Bottom	7 out of 7
<b>Comment:</b> The planning service exceeded the target for 2006/07 but in view of the small numbers of appeals determined in any year it is not possible to identify any trend in appeal decisions. The national average for this indicator is 34%. If we exceed this again in 2007/08 consideration will be given to setting a higher target for 2008/09.													
BV205	↑	The local authority score against a 'quality of planning services' checklist.	83%	83%	94%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Top	1= out of 7
<b>Comment:</b> Comment: The Planning service continues to achieve a maximum score of 100% against the quality of services checklist.													
<b>CULTURE AND RELATED SERVICES</b>													
BV170a	↑	The number of visits to/uses of local authority funded or part funded museums and galleries per 1,000 population.	1,006	1,579	1,231	1,720	1,573	1,851	1,993	2,220	2620	Top	2 out of 7
<b>Comment:</b> In 2006/07 year we exceeded our target of 1,573 visits, achieving an actual of 1,851 visits. Target figures for the Transport Museum have been revised upwards in the light of the figures achieved in 2006/07. The figures for the Herbert Art Gallery reflect that in 2007/08 there will be severe disruption at the gallery as the planned renovation works progress further into the building. The building will not be fully open until October 2008. This reflects the delay in starting the building project.													
BV170b	↑	The number of those visits to local authority funded or part funded museums and galleries that were in person per 1,000 population.	737	1070	770	1,023	1,013	1,184	1,272	1,418	1723	Top	1 out of 7
<b>Comment:</b> Last year we overachieved on our target figure of 1,013 visits, achieving an actual of 1,184 visits. The Transport Museum figures have been revised in light of the figures achieved in 2006/07. The figures for the Herbert reflect that in 2007/08 there will be severe disruption at the Herbert and the building will not be fully opened until October 2008.													
BV170 c	↑	The number of pupils visiting museums and galleries in organised school groups.	34,000	22,154	26,000	24,870	32,500	26,526	27,257	29,089	34,464	Top	2 out of 7
<b>Comment:</b> Last year we underachieved on our target figure of 32,500 visits, achieving an actual of 26,526 visits. The Transport Museum figures have been revised in the light of the figures achieved in 2006/07. The figures for the Herbert reflect that in 2007/08 there will be severe disruption at the Herbert and the building will not be fully open until October 2008.													
BV219a	↔	Total number of conservation areas in the local authority area.	Introduced 2005/06	15	15	15	15	15	Deleted 2007/08	Deleted	Deleted	Bottom	7 out of 7
<b>Comment:</b> There are 15 conservation areas in the city. No further designations are planned in the foreseeable future.													

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
BV219b	↑	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	Introduced 2005/06	13.3%	20.0%	20.00%	20.00%	20.00%	20.00%	20.00%	20.00%	Upper Middle	2 out of 7
<i>Comment: No further appraisals are planned in order to concentrate on core work such as statutory duties and capital works.</i>													
BV219c	↑	Percentage of conservation areas with published management proposals.	Introduced 2005/06	13.3%	20.0%	20.00%	20.00%	20.00%	Deleted 2007/08	Deleted	Deleted	Top	1 out of 7
<i>Comment: No further appraisals are planned in order to concentrate on core work such as statutory duties and capital works.</i>													
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)	N/A	Introduced 2005/06	Target not required	4	4	4	4	4	4	N/A	1 out of 7
<i>Comment: in 2006/07 a score of 4 is being reported. This is the highest possible score and is based on the achievement of 9/10 Public Library Service Standards. Only one was not achieved, overall customer satisfaction with the library, where a score of 92.4% was recorded against a standard of 94%. An action plan will be developed to ensure attainment of this standard in 2007/08. Our future targets reflect our intention to maintain achievement of 4 on this BVPI.</i>													
<b>COMMUNITY SAFETY &amp; WELLBEING</b>													
BV126	↓	Domestic burglaries per 1,000 households in the local authority area.	23.1	19.8	21.9	19.2	20.8	19.5	19.8	18.8	17	Lower Middle	6 out of 7
<i>Comment: The target for domestic burglary was achieved for 2006/07. However, following several years of ongoing reductions, the number of offences rose by 3.7% from 2005/06. Short term burglary hotspots are responded to through the Active Intelligence Mapping (AIMS) process involving a range of partner agencies with activities including additional co-ordinated patrols, surveillance and crime prevention initiatives. The Council continued to provide financial support for resident-led gating schemes which in 2006/07 provided protection to the rear of more than 707 homes. Continued funding for the Coventry and Warwickshire Community Safety Scheme provided additional physical security measures for 1127 homes in which residents had been victims of property-related crime, hate crime, domestic violence or who were aged 70 years or older or who lived in burglary hotspots identified through AIMS. Targets for future years reflect a 5% annual ongoing reduction target.</i>													
BV127a	↓	Violent crime per 1,000 population in the local authority area.	N/A	Amended 2005/06	26.6	28.8	24.3	25.0	23.1	22.0	20.8	Bottom	6 out of 7
BV127b	↓	Robberies per 1,000 population in the local authority area.	2.0	2.0	1.9	2.4	1.9	2.8	1.8	1.7	1.6	Lower Middle	3 out of 7

Best Value Performance Indicators 2006/07 and targets to 2009/10

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<p><b>Comment:</b> The targets for violent crime and robberies were not achieved in 2006/07. However, the number of violent crime offences reduced from 2005/06. Coventry has benefitted from participating in the Tackling Violent Crime Programme and other initiatives, receiving approximately £125,000 for additional patrols and initiatives including the introduction of the Best Bar None venue management awards, CCTV in Hackney Carriages and Identity Scanning technology in key venues. The Coventry Domestic Violence and Abuse Partnership has led on a number of initiatives to increase the number of individuals reporting incidents and as a result the proportion of violent crime that relates to domestic abuse rose from 27.8% in 2005/06 to 31.9% in 2006/07. The increase in robberies reported in 2005/06 slowed to a 15.2% increase in 2006/7. A significant proportion of the increased number of robberies is considered to be due to enhanced reporting of acquisitive incidents, which has also brought about a 32.7% reduction in incidents of theft from the person. Targets for future years reflect a 5% annual ongoing reduction target.</p>											
BV128	↓	Vehicle crimes per 1,000 population in the local authority area.	19.4	16.1	18.8	14.6	17.9	17.4	17.0	16.1	15.3	Bottom	7 out of 7
		<p><b>Comment:</b> The target for 2006/07 for vehicle crime was achieved although the number of incidents rose from 2005/06, specifically in relation to thefts from motor vehicles. Short term hotspots for vehicle crime are responded to through the Active Intelligence Mapping (AIMS) process to co-ordinate partnership activity including additional patrols, surveillance and crime prevention initiatives. Additional work has been commissioned through AIMS to address the problems of thefts of satellite navigation systems from vehicles using the Community Safety Partnership's Performance Reward Grant. Targets for future years reflect a 5% annual ongoing reduction target.</p>											
BV174	↔	The number of racial incidents reported in the local authority area and subsequently recorded by the authority per 100,000 population.	10	42	45	187.13	197.00	195.00	203.00	210.00	210.00	Bottom	7 out of 7
		<p><b>Comment:</b> Improved monitoring systems have resulted in a more comprehensive set of results being made available for schools. The number of incidents reported by staff has decreased. This has meant that the actuals for this year have remained very close to last year's target. We continue to take the view that it is important to encourage reporting and to ensure that all incidents are followed up. The target for the next three years have been adjusted.</p>											
BV175	↑	The percentage of racial incidents reported to the local authority that resulted in further action.	100%	100%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Top	1= out of 7
		<p><b>Comment:</b> It is Council policy that all racial incidents result in further follow up and action as agreed through discussion with the complainant.</p>											
BV198	↔	The number of drug users in treatment per 1,000 population aged 15-44.	6.47%	Actual not required	15.00%	9.0	9.5	9.4	Deleted 2007/08	Deleted	Deleted	N/A	N/A
		<p><b>Comment:</b> Due to a number of changes with this indicator over recent years, the percentages entered may refer to a previous version of this target. The actual for 2006/07 shows that performance is slightly under target. The Service provider and NDTMS undertook a data cleansing operation in January 2007, which has affected the numbers - however we are still only 18 individuals short of the 1300 treatment population target for the city. The number in treatment target is linked to the National Drug Strategy which finishes in March 2008. We await guidance from the Government on a future strategy, funding and performance indicators.</p>											
BV225	↑	The percentage of questions from a checklist about services to help victims of domestic violence to which a local authority can answer 'yes'.	N/A	Amended 2005/06	Target not required	72.7%	90.9%	90.9%	100.0%	100.0%	100.0%	Upper Middle	5 out of 7
		<p><b>Comment:</b> The BVPI for domestic violence was included within the Coventry Domestic Violence and Abuse Strategy which has helped achieve the targets.</p>											
BV226a	↔	Total amount spent by the local authority on advice and guidance services provided by external organisations.	N/A	N/A	£9.2m	£9.2m	£9.2m	£9.2m	£9.2m	£9.2m	£9.2m	N/A	N/A

**Best Value Performance Indicators 2006/07 and targets to 2009/10**

BVPI Ref 2006/07	Polarity	Indicator	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08	Target 2008/09	Target 2009/10	Mets Quartile 2005/06	West Midlands Ranking 2005/06
		<i>Comment: This indicator is performing at a consistent level. Targets are based on current performance and reflect broad cost estimates.</i>											
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.	N/A	N/A	4%	4.00%	4.00%	4.00%	4.00%	4.00%	4.00%	N/A	N/A
		<i>Comment: This indicator is performing at a consistent level. Targets are based on current performance and reflect broad cost estimates.</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.	N/A	N/A	£3.5m	£3.5m	£3.5m	£3.5m	£3.5m	£3.5m	£3.5m	N/A	N/A
		<i>Comment: This indicator is performing at a consistent level. Targets are based on current performance and reflect broad cost estimates.</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

## User Satisfaction

All English local authorities have been statutorily required to undertake Best Value User Satisfaction Surveys on a three-yearly basis. The first round of surveys ran in 2000/01, the second in 2003/04 and the third in 2006/07. Local authorities collect the survey data following a methodology and a timetable prescribed by the Department for Communities and Local Government and the Audit Commission. Following data collection, authorities submit their data to the Audit Commission for collation and further analysis at national and regional aggregate levels.

There are four surveys - a General Survey of residents; a survey of people using the planning service; a survey of people using the benefits service; and a survey of library users. The results are shown in the table below.

All but four indicators improved since 2003 or stayed the same. We improved significantly on 3 indicators:

- BV3 Satisfaction with the council overall. This went up from 41% in 2003/04 to 51% in 2006/07. Nationally there was an average decrease of 1% over the same period.
- BV4 Complaints handling. This went up from 30% in 2003/04 to 43% in 2006/07 making Coventry the second best performer nationally for this indicator. The national trend was an average increase of 1%.
- BV89 Cleanliness of streets and open spaces. Satisfaction in Coventry increased by 13% against a national average increase of 6%.

Performance deteriorated significantly on only one indicator – BV119d Satisfaction with Theatres and Concert Halls, which went down from 50% to 36%. This is thought to be the result of the extended closure of the Belgrade Theatre for refurbishment.

BV No.	Percentage satisfaction with service by specified user group – user groups shown in brackets	Actual 2000/01	Target 2003/04	Actual 2003/04	Target 2006/07	Actual 2006/07	Target 2009/10	Mets Quartile 2006/07	West Midlands Ranking 2006/07
BV3	Council services overall (residents)	58%	63%	41%	51%	51%	55%	Upper Middle	3 out of 7
BV4	Complaints handling (complainants)	37%	37%	30%	37%	43%	50%	Top	1 out of 7
BV80a	Benefits – contact (claimants)	N/A	N/A	N/A	N/A	74%	80%	N/A	N/A
BV80b	Benefits - office service (claimants)	N/A	N/A	68%	N/A	74%	85%	N/A	N/A
BV80c	Benefits - telephone service (claimants)	N/A	N/A	54%	N/A	66%	80%	N/A	N/A
BV80d	Benefits - staff service (claimants)	N/A	N/A	76%	N/A	78%	80%	N/A	N/A
BV80e	Benefits - forms (claimants)	N/A	N/A	59%	N/A	62%	80%	N/A	N/A



<b>BV No.</b>	<b>Percentage satisfaction with service by specified user group – user groups shown in brackets</b>	<b>Actual 2000/01</b>	<b>Target 2003/04</b>	<b>Actual 2003/04</b>	<b>Target 2006/07</b>	<b>Actual 2006/07</b>	<b>Target 2009/10</b>	<b>Mets Quartile 2006/07</b>	<b>West Midlands Ranking 2006/07</b>
BV80f	Benefits - speed of service (claimants)	N/A	N/A	N/A	N/A	64%	70%	N/A	N/A
BV80g	Benefits - overall service (claimants)	76%	76%	70%	95%	71%	75%	N/A	N/A
BV89	Street cleanliness standards (residents)	53%	60%	49%	65%	62%	70%	Upper Middle	3 out of 7
BV90a	Household Waste Collection (residents)	61%	70%	78%	90%	84%	86%	Upper Middle	2 out of 7
BV90b	Waste recycling (residents)	89%	90%	56%	70%	61%	70%	Bottom	4 out of 7
BV90c	Civic Amenity sites (residents)	82%	90%	84%	90%	83%	86%	Upper Middle	4 out of 7
BV103	Public transport information (residents)	41%	N/A	44%	N/A	45%	50%	Bottom	7 out of 7
BV104	Bus Service (residents)	51%	N/A	50%	N/A	55%	60%	Bottom	7 out of 7
BV111	Planning Service (applicants)	71%	70%	56%	75%	64%	75%	Bottom	6 out of 7
BV118a	Found book required (library users)	N/A	N/A	68%	75%	83%	86%	Bottom	7 out of 7
BV118b	Found information required (library users)	N/A	N/A	60%	80%	74%	80%	Bottom	5 out of 7
BV118c	Overall satisfaction with library (library users)	N/A	65%	85%	85%	91%	95%	Bottom	6 out of 7
BV119a	Sport & leisure facilities (residents)	53%	53%	53%	53%	50%	55%	Bottom	4 out of 7
BV119b	Libraries (residents)	74%	74%	71%	74%	71%	75%	Lower Middle	4 out of 7
BV119c	Museums (residents)	66%	66%	54%	66%	54%	68%	Upper Middle	3 out of 7
BV119d	Theatres/concert halls (residents)	62%	62%	50%	62%	36%	64%	Bottom	5 out of 7
BV119e	Parks & open spaces (residents)	60%	60%	64%	70%	62%	64%	Bottom	6 out of 7

## Local Public Service Agreement

Coventry City Council and the Government have made this Local Public Service Agreement (Local PSA) with the intention of further improving the services to local people that Coventry City Council provides. This agreement covers the period 1 April 2005 to 31 March 2008.

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 1 - Jobs and our Local Economy</b>				
<i>Target 1 - Increase the number of employment opportunities for workless people with health problems</i>				
1.1	Number people with health problems in receipt of a DWP working age benefit helped by Coventry City Council into paid work of at least 16 hours a week for 13 consecutive weeks or more as measured by Coventry City Council and supported by Jobcentre Plus evidencing, where alternative sources are not made available.	0	33	100
<i>Target 2 - Improving the take-up of benefits by older people in Coventry</i>				
1.2	The number of people over the age of 60 in the City of Coventry who are in receipt of Pension Credit, Attendance Allowance, and Council Tax Benefit (CTB) (aggregate of 3 benefits)	40,252	2006/07 outturn position not yet available from Directorate of Work & Pensions	41,934

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
	<p>This indicator is captured by 3 adding together 3 elements: Council Tax, Attendance Allowance &amp; Pension Credit (the last 2 from DWP ). We know that as at 28th February 2007, uptake in Council Tax benefits had increased by 3% to 15436 from 14962.</p> <p>Due to technical problems DWP have not been able to provide us with "as at" take up levels for several months, however they have been able to advise us that, during the year April 2006 – March 2007, there were 979 Pension Credit and 529 Attendance Allowance applications and increases that have been processed by them.</p> <p>However, until we receive turn-over rate data, we cannot identify what the "as at" position for 30 March 2007 is, and consequently whether we are progressing towards our target, although DWP are confident that the overall level of "take up" is greater than the level of "drop out" for the year.</p>			

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 2 - Health and Wellbeing</b>				
<i>Target 3 - Improve the Quality of Life of Older People</i>				
2.3	The gap between the percentage of people 65 and over using either home care services provided through Coventry City Council or who directly purchased services using Direct Payments who report being satisfied with the help they received, and perfection (= 100%).	61%	58.8%	TBC
<i>Target 4 - Improving the quality of life of older people</i>				
2.4	Number of emergency unscheduled acute and community hospital bed days (defined in the Department of Health guidance for Local Delivery Plans 2005 2008) occupied by a person aged 75 or more in NHS hospitals in Coventry.	117,683 emergency unscheduled acute and community hospital bed days (provisional – Subject to Department of Health feedback on SHA LDP submission)	Confirmed position as at Q2 2006/07 is 1168 more bed days than the target for that period. We are awaiting data to be validated for Q3 & Q4.	6.75% reduction in emergency unscheduled acute and community hospital bed days from the Department of Health agreed finalised 31 March 2004 performance.

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 2 - Health and Wellbeing</b>				
<i>Target 5 - Improving health and reducing health inequalities by increasing the number of people who quit smoking</i>				
2.5 (i)	The numbers of people reporting to GP, pharmacy and specialised services as recorded by the specialist smoking cessation service, and who set a quit date and who are still not smoking at 4 weeks*	5460	4109	11,990
2.5 (ii)	Smoking prevalence in 31 priority disadvantaged neighbourhoods, as measured by Coventry Annual Household survey	39.7%	39.6%	34%

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 3 - Environment, Make the City Clean &amp; Green</b>				
<i>Target 6 - Cleanliness of neighbourhoods</i>				
3.6 (i)	The percentage of 'Other Highways' that fall below a Grade B for cleanliness, using grades based on those set out in the Code of Practice for Litter and Refuse, as measured by BVPI 199a	45%	19%	29%
3.6 (ii)	The percentage of 'High Density Housing' sites that fall below a Grade B for cleanliness, using grades based on those set out in the Code of Practice for Litter and Refuse, as measured by BVPI 199a	51%	41%	27%
3.6 (iii)	The percentage of relevant land and highways as defined under EPA 1990 Part IV section 86 that is assessed as falling below a Grade B for cleanliness, using grades based on those set out in the Code of Practice for Litter and Refuse, as measured by BVPI 199a	37.2%	21%	25%

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 3 - Environment, Make the City Clean &amp; Green</b>				
<i>Target 7 - Increased recycling of non-biodegradable waste</i>				
3.7	This target will be measured against the authority's performance for BVPI 82a (ii) (total tonnage of household waste arisings that have been sent by the Authority for recycling), minus the biodegradable element, namely paper (100%) and textiles (50%).	6,230 tonnes	Not available	8,000 tonnes

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 4 - Community Safety</b>				
<i>Target 8 - Violent crime and criminal damage</i>				
4.8 (i)	Number of wounding offences (specifically section 47, section 18, section 20 offences) in Coventry as recorded by West Midlands police	4686	4,456	11,726
4.8 (ii)	Number of criminal damage to vehicle offences in Coventry as recorded by West Midlands police	3944	3,820	7,619
Final targets are cumulative totals for the three years ending 31 March 2008				



Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 4 - Community Safety</b>				
<i>Target 9 - Reducing dwelling fires and incidents of arson</i>				
4.9 (i)	Number of accidental fires in dwellings (LI 11 (BVPI 142iii), employing the 2004-5 definition: Dwelling fires where the cause was an accident or not known)	338 per year	299	312 per year
4.9 (ii)	Number of vehicle arson fires (LI 3, employing the 2004-5 definition: vehicle fires where the cause was reported as 'malicious', 'deliberate' or 'doubtful')	534 per year	328	378 per year
4.9 (iii)	Number of arson fires in buildings other than dwellings (LI 14, employing the 2004-5 definition: Fires in Buildings other than Dwellings where the cause was reported as 'malicious', 'deliberate' or 'doubtful')	128 per year	94	93 per year

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority 4 – Community Safety</b>				
<i>Target 10 - Improve the confidence of Domestic Violence and Abuse (DVA) victims in the Criminal Justice System</i>				
4.10 (i)	Number of <i>individuals</i> reporting being a victim of DVA to the Police	4,431 individuals reporting to the Police	Not available	13,603
4.10 (ii)	Number of detections of DVA perpetrators as recorded by the Police	1,037 detections of DVA perpetrators	Not available	3,184
4.10 (iii)	Number of convictions of DVA perpetrators as recorded by the CPS	132 convictions of DVA perpetrators	Not available	405
Final targets are cumulative totals for the three years ending 31 March 2008				

Indicator	Definition	Baseline	Actual 2006/07	Final agreed target 2007/08
<b>Priority Area 5 - Children and Young People</b>				
<i>Target 11 - Improving Outcomes for Boys and Looked After Children</i>				
5.11 (i)	The percentage of boys in Coventry schools attaining 5 or more GCSEs at grades A*-C or equivalent including English and Mathematics	31%	33.9%	38%
5.11 (ii)	The percentage of looked after children in year 11 that achieve 5 GCSEs at grades A*-C in a) 2007 and b) 2008	5%	a) 2.4%	a) 9.5% b) 16%
5.11 (iii)	The number of children discharged from care who were adopted or subject to residence orders or special guardianship orders, as a percentage of Children Looked After for 6 months or more (excluding Unaccompanied Asylum Seeking Children) in a) 2007 and b) 2008	7.4%	a) 9.3%	a) 9% b) 10.5%
5.11 (iv)	The percentage of children aged under 16 living in foster placements or placed for adoption who have been looked after for 2.5 years or more and who have been in the same foster placement for 2 years or more or are placed for adoption (regardless of placement length) in a) 2007 and b) 2008	64%	a) 62.8%	a) 72% b) 75%
5.11 (v)	The percentage of care leavers aged 19, who were looked after on their 16th birthday, who are in education, employment or training (PAF A4) in a) 2007 and b) 2008	48.2%	a) 62%	a) 60% b) 71%

## Personal Social Services Performance Assessment Framework

The Personal Social Services (PSS) Performance Assessment Framework (PAF) is intended to provide information on all the objectives of social services, all types of people receiving social services, all the types of services those people receive and all the aspects of performance in delivering those services. 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 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 The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A\*-G or a GNVQ has a threshold expressed as "<25% max '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 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
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%	14.6% Very Good	<16%	15.24% Very Good	<14%	13.2% Very Good	<13.5%
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%	45.9% Ask Questions (Low)	49%	58% Good	62%	42.9% Ask Questions (Low)	62%
	A3	The percentage of children registered during the year on the Child Protection Register who had been previously registered.	15.0%	14.6% Very Good	14%	10.9% Very Good	13%	16.7% Good	15%
Best Value	A4 (BV161)	Ratio of % in education, training or employment at 19 to% of all 19 years olds in education, training or employment	0.70	0.48 Ask Questions (Low)	0.55	0.74 Good	0.75	0.62 Good	0.75
	B7	% of Children looked after in Foster Care or placed for Adoption	86.0%	82.7% Good (Low)	83%	82.0% Good	82%	Replaced by indicator B79	
	B79	% of children looked after aged between 10 and 15 in foster placements or placed for adoption	-	From 2006/7	-	From 2006/7	80%	74% Not Banded	76%

## CHILDREN'S SERVICES

CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	B8	Average gross weekly expenditure per looked after child in foster care or in a children's home.	£777	£784 Ask Questions (High)	£800	£908 Ask Questions (High)	£955	Not yet available	10.3%
	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	1.6 Acceptable (Low) (Top Band)	1.6	2.98 Acceptable	2.8	Re-classified as indicator C81	
	C81	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	-	-	-	-	2.8	2.9 Acceptable (Low) (Top Band)	
	C19	Children looked after receiving annual dental and health checks	80.0%	82.1% Very Good	85%	84.7% Very Good	80%	85.4% Very Good	85%
Best Value CSCI "Threshold" <92.5% max "some"	C20 (BV162)	Percentage of child protection cases reviewed which should have been reviewed	100%	99.6% Good (Low)	100%	100% Very Good	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.	6.0%	2.4% Good (High)	2.4%	11.8% Acceptable	8%	13.7% Acceptable (High)	10%

CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	C22	Percentage of children under 10 looked after in foster placements or placed for adoption	96.0%	96.7% Good (Low)	N/A	Withdrawn from dataset	Withdrawn From Dataset	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	8.0%	7.4% (31 actual) Good	7.5%	4.5% (20 actual) Ask Questions (Low)	Change of definition from 2006/7		
Best Value CSCI "Threshold " <3% max "most"	C23 (BV163)	The number of looked after children adopted or discharged on a Special Guardianship Order 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	New	New	New	New	6%	5.6% Ask Questions (Low)	7%
	C24	% of children looked after who missed 25 or more days of school	10.0%	18.8% Ask Questions (High)	14.5%	18.3%	14.5%	15.4%	13.6%
	D35	% of children looked after for at least 4 years, in a foster placement where they had spent at least 2 years.	40.0%	45.7% Ask Questions (Low)	50%	41.0% Ask Questions (Low)	45%	Replaced by indicator D78	



CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	D78	The proportion of looked after children aged under 16 who have been looked after for 2.5 or more years and have been living in the same placement for at least 2 years or are placed for adoption	NEW	NEW	NEW	NEW	72%	57.1% Not Banded	64%
	E44	Gross expenditure on children in need but not looked after, as a percentage of gross expenditure on all children's services.	33.0%	32.3% Good (Low)	33%	32.0% Good (Low)	30%	Not yet available	33.57%
	E45	Ratio of % of children in need from minority ethnic groups to % of local children from minority ethnic groups.	1.20	0.94 Ask Questions (Low)	N/A	Not collected in 2005/6	No target to be set	Withdrawn from dataset	Withdrawn From Dataset
	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.	Not set	96.7% Very Good	96%	95.2% Very Good	96%	95.4% Very Good	96%
	C64	% of Core Assessments completed within 35 working days of their commencement	Not set	56.5% Acceptable (Low)	60%	67.1% Acceptable	67%	75.8% Good	75%
	D65	Children's user experience survey: overall satisfaction with care and support from Social Services	Not set	37.6% Not Banded	N/A	Not collected in 2005/6	Not collected in 2006/7	Not collected in 2006/7	No target to be set

CHILDREN'S SERVICES									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	D66	Children's user experience survey: are choices offered about care and support provided?	Not set	26.2% Not Banded	N/A	Not collected in 2005/6	Not collected in 2006/7	Not collected in 2006/7	No target to be set
	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	Not set	4.1% Acceptable (Low)	N/A	Not collected in 2005/6	No target to be set	Withdrawn from dataset	Withdrawn From Dataset
	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.	New	New	N/A	98.3% Not Banded	100%	98.7% Very Good	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.	New	New	N/A	14.0% Not Banded	14%	17.3% Not Banded	12%
	A70	Progress made towards a comprehensive Children and Adolescents Mental Health Service	New	New	N/A	12 Not Banded	No target to be set	12 Good	13
	D74	Number of assessed social work practice learning days per whole time equivalent children's social worker	New	New	N/A	13.4	14.2	11.5 Not Banded	

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	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 Average	Not Available	Not Available	Not Available	Not Available	Deleted
	A60	Percentage change in number of drug misusers accessing treatment.	Not set	9.7% Ask Questions	14.3%	33%	6%	Deleted	Deleted
	B11	The number of households receiving intensive home help/care as a percentage of those receiving residential, nursing and intensive home help/care.	35%	36% Very Good	38%	37% Very Good	38%	33%	33%
	B12 (BV52)	Average gross weekly expenditure per person on supporting adults and older people in residential and nursing care and providing intensive home care.	£461	£450 Good	£464	£529	£545	Not yet available	Not yet available
Local	B13	Average gross weekly expenditure per person on supporting older people in residential and nursing care.	£388	£401 Good	£445	£449	£462	Not yet available	Not yet available
Local	B14	Unit cost of residential and nursing care for adults with learning disabilities.	£882	£843	£869	£940	£968	Not yet available	Not yet available

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
Local	B15	Unit cost of residential and nursing care for adults with mental illness.	£471	£609	£628	£761	£784	Not yet available	Not yet available
Local	B16	Unit cost of residential and nursing care for adults with physical disabilities.	£828	£641	£660	£762	£785	Not yet available	Not yet available
	B17	Average gross hourly cost for home help/care.	£12.42	£12.00 Good	£12.50	£13.70	£14	Not yet available	Not yet available
Local	C26	Admissions of Supported Residents aged 65 or over to Residential / Nursing Care per 10,000 population aged 65 or over.	73.0	58.2 Good (Low)	60	57.7 Good (Low)	Deleted	Deleted	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	NEW	47.7 Very Good	47.7	44.89	Not Available
Local	C27	Admissions of Supported Residents aged 18-64 to Residential / Nursing Care per 10,000 population aged 18-64.	2.7	2.6 Very Good	2.6	1.7 Good (Low)	Deleted	Deleted	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	New	1.6 Good (High)	1.6	1.4	1.4

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
Best Value BV53	C28	Households receiving intensive home care per 1,000 population aged 65 or over.	17.5	20.3 Very Good	22	18.7 Very Good	19	14	14
	C29	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.	6.2	4.8 Good (Low)	5.1	3.6 Acceptable (Low)	3.5	3.2	3.1
	C30	Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.	3.2	3.4 Very Good	3.4	3.3 Very Good	3.2	2.8	3.0
	C31	Adults with Mental Illness Helped to Live at Home per 1,000 population aged 18-64	3.35	4.4 Very Good	4.6	4.8 Very Good	4.8	5.4	5.0
Best Value BV54	C32	Older people helped to live at home per 1,000 population aged 65 or over.	75.0	95 Good (Low)	95	76 Ask Questions (Low)	70	57.7	57
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.	134.0	84.7 Acceptable (Low)	130	163.2 Very Good	144	173.9	174
	C62	The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.	Not set	7.3% Acceptable	10%	10.8% Very Good	11%	10.9%	11%

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	D37	% of single adults and older people going into permanent residential and nursing care who were allocated single rooms.	95.0%	87% Acceptable (Low)	95%	95% Very Good	95%	95%	95%
	D39 (BV58)	Percentage of people receiving a statement of needs and how they will be met.	96.5%	90% Ask Questions (Low)	96.5%	96.3% Good (Low)	96.5%	96%	96%
	D40	Adult and older clients receiving a review as a percentage of those receiving a service.	92%	69% Acceptable (Low) Highest Band	75%	76% Acceptable (Low) Highest Band	80%	75%	77%
	D41	The number of delayed transfers of care per 100,000 population aged 65 or over. (Interface)	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)	19 (8.7 per week)	Not yet set
0.5 LPSA Target LOCAL PI 06/07	D52	Users who said they were extremely or very satisfied with social services (tri-annual indicator – 06/07 )	N/A	New	New	54.60% Ask Questions	60%	49%	60%

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
CSCI "Threshold" <45 % max "some" <55%** max "most" Best Value BV56	D54 (BV56)	Percentage of Items of Equipment & Adaptations delivered within seven working days.	80%	86% (Very Good)	92%	94% Very Good	94%	91%	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.	87.3%	88% (Very Good)	90%	80% Good (Low)	82%	80%	86%
	D55 Part a	Assessments starting within 48 hours.	85%	88% (Very Good)	90%	78%	80%	92%	92%
	SAS 4.10 P079	Assessments being completed within 2 weeks		75%		67%	75%	64%	70%
	D55 Part b	Assessments being completed within four weeks	90%	88% (Very Good)	90%	81%	85%	67%	80%

ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
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.	80.0%	88.5% Very Good	90%	93% Very Good	90%	87%	90%
	D59	Number of assessed social work practice learning days per whole time equivalent social worker.	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)	Deleted	Deleted
0.5 LPSA Target LOCAL PI 06/07	D71	Care workers and choice (Tri-annual indicator – 06/07)	N/A	New	New	61% Acceptable	65%	58%	65%
	D75	Practice Learning (Adults and Older People) (formerly D59)	New	New	New	New	14.5	20.11	17.5
	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.	1.20	1.4 Acceptable Highest Band	1.4	1.03 Acceptable Highest Band	1.0	0.91	1.0



ADULTS AND OLDER PEOPLE									
CSCI Threshold	Ind Num	Indicator Definition	Target 2004/05	Actual 2004/05	Target 2005/06	Actual 2005/06	Target 2006/07	Actual 2006/07	Target 2007/08
	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	1.1 Acceptable (Highest Band)	1.1	1.0 Acceptable (Highest Band)	1.0	1.03	1.0
	E82	Assessments of Adults and Older People leading to a Provision of Service (Formerly E50)	85.0%	47% Not Banded	50%	62% Not Banded	70%	66%	70%
Local	E61	The number of assessments of new clients aged 65 or over per 1,000 head of population aged 65 or over.	100.0	58.9 Acceptable (Highest Band)	60	71 Acceptable (Highest Band)	71	65.6	Not yet set

## **Response to Audit of the Best Value Performance Plan 2006/07**

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 2006/07 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 2007/08 – 2009/10**

### **What is the Corporate Plan?**

Our Corporate Plan sets out the Council's key aims and targets for the three years from 2007/08 – 2009/10. It builds on and updates the Plan approved in 2006.

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: Please contact us on:

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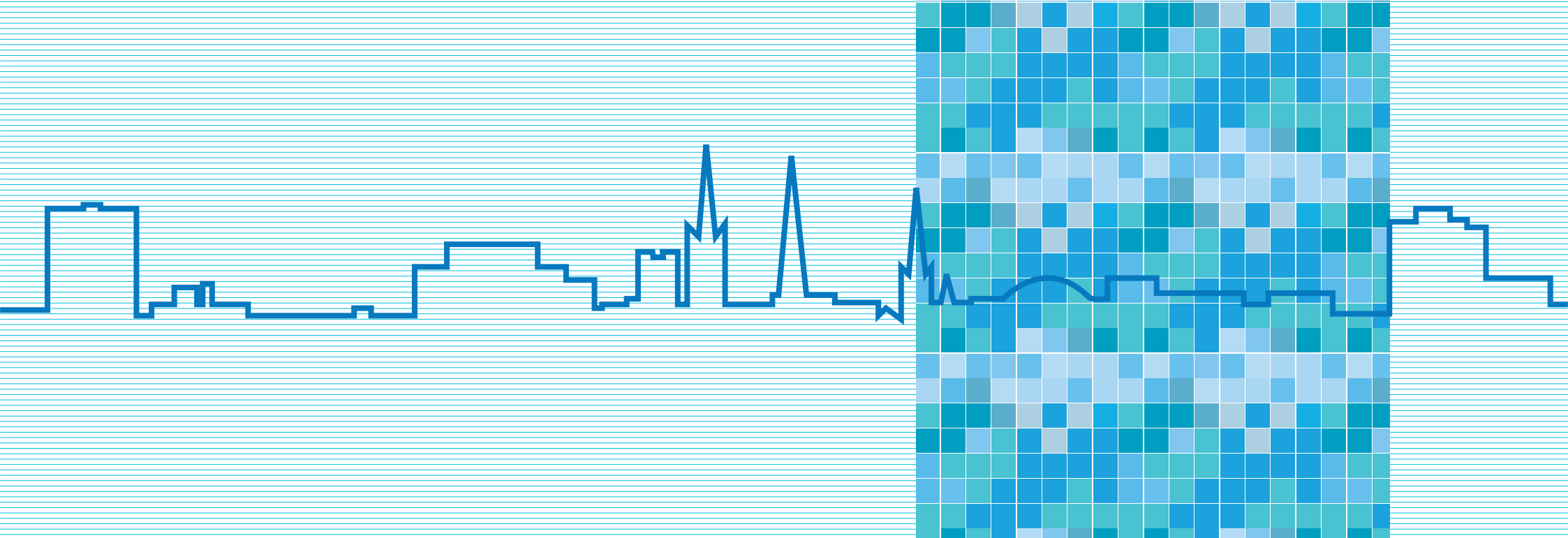
Chief Executive's Directorate

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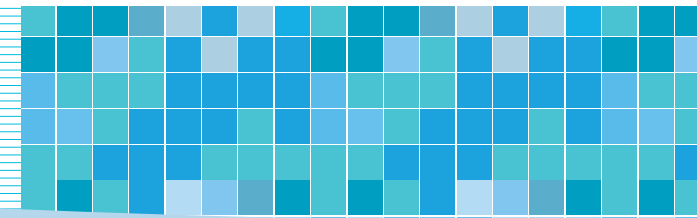
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