
Report to Cabinet and Council

30th June 2008

Report of Assistant Chief Executive

Performance Report 2007/08

1 Purpose of the Report

1.1 This report seeks your approval for the Performance Report 2007/08.

2 Recommendations

2.1 Cabinet and Council are recommended to approve the Performance Report 2007/08, attached as an appendix to this report, and to delegate authority to the Assistant Chief Executive to make any final minor amendments, corrections or additions to it prior to its publication.

3 Information/Background

3.1 The Government introduced a new performance management framework for local authorities from 1st April 2008. A new National Indicator Set will form the basis of performance reporting from 2008/09 onwards and replaces the existing Best Value Performance Indicators (BVPIs).

3.2 The provisions in the Local Government and Public Involvement in Health Act 2007, which introduced this change, have removed the requirement for best value authorities to compile and publish an annual Best Value Performance Plan (BVPP). This Plan provided the mechanism for local authorities to publish outturn performance against BVPIs for the preceding year. The removal of the requirement to produce a BVPP leaves a gap in reporting of performance data.

3.3 As a result, a saving provision has been made which requires Best Value authorities to compile a BVPP for a further year by the end of June 2008. The required content of this document has been restricted to include:

- the reporting of authorities' outturn performance against the 2007/08 BVPIs; and
- a statement certifying that individual contracts entered into in 2007/08, which involve a transfer of staff, comply with the requirements of the Code of Practice on Workforce Matters in Local Authority Service Contracts.

- 3.4 In previous years, the Performance Report has formed the second part of an overall BVPP for the Council. The first part, the Council's Corporate Plan, is a 3-year plan that describes the Council's Vision, Values and Corporate Objectives. It includes a statement of Management Objectives to support these and a series of performance indicators and targets for each objective.
- 3.5 This year, the revision of the Corporate Plan will be considered separately to take account of the impacts of the new performance framework. This has introduced the requirement for local authorities and their partners to produce a Sustainable Community Strategy (SCS) and Local Area Agreement (LAA) to set out long and short term priorities for their area. Coventry's Sustainable Community Strategy was approved by Council on 18th March 2008 and the LAA on 27th May 2008. The LAA is due to be signed off by Ministers by the end of June.
- 3.6 The City Council has a key part to play in delivering the objectives and targets in the SCS and LAA and once ministers have signed off the LAA, the current Corporate Plan, which runs from 2007/08 to 2009/10, will be revised to ensure that these priorities are reflected.
- 3.7 As in previous years, a seminar for all Members will be held about the Performance Report prior to the Council meeting on 30th June 2008, so that it can be discussed in greater detail and officers can be questioned on their content.
- 3.8 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 Assistant Chief Executive can make any further amendments necessary prior to publication.

4 Proposal and Other Option(s) to be Considered

- 4.1 Following consideration of the Performance Report at Council, any amendments made will be incorporated in the final version.

5 Other specific implications

5.1

| | Implications (See below) | No Implications |
|--|-------------------------------------|----------------------------|
| Best Value | ✓ | |
| Children and Young People | ✓ | |
| Climate Change & Sustainable Development | ✓ | |
| Comparable Benchmark Data | ✓ | |
| Corporate Parenting | ✓ | |
| Coventry Community Plan | ✓ | |
| Crime and Disorder | ✓ | |
| Equal Opportunities | ✓ | |
| Finance | ✓ | |
| Health and Safety | ✓ | |
| Human Resources | ✓ | |

| | Implications (See below) | No Implications |
|---|-----------------------------|--------------------|
| Human Rights Act | ✓ | |
| Impact on Partner Organisations | ✓ | |
| Information and Communications Technology | ✓ | |
| Legal Implications | ✓ | |
| Neighbourhood Management | ✓ | |
| Property Implications | ✓ | |
| Race Equality Scheme | ✓ | |
| Risk Management | ✓ | |
| 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

6.1.1 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 preparation of the Best Value Performance Plan is a statutory requirement. The requirement is set out in the relevant provisions of the Local Government and Public Involvement in Health Act 2007, as referred to in paragraph 3.3.

8 Monitoring

8.1 The Plan and BVPIs will be made available to the Audit Commission. While the Government has not retained the specific requirement for this Plan to be audited, auditors will continue to consider data quality arrangements as part of their Code of Audit Practice responsibilities and will review some of the BVPI data reported to the Commission.

9 Timescale and expected outcomes

9.1 The City Council is required to compile a Performance Report by 30th June 2008 in line with statutory requirements.

| | Yes | No |
|---|--|----|
| Key Decision | | ✓ |
| Scrutiny Consideration (if yes, which Scrutiny meeting and date) | ✓ - informal seminar for all Members 30 th June 2008 | |
| Council Consideration (if yes, date of Council meeting) | ✓ 30 th June 2008 | |

List of background papers

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Papers open to Public Inspection

Description of paper

Location

Performance

Coventry City Council's Best Value Performance Plan

Report
2007/8



Coventry City Council

www.coventry.gov.uk

Comprehensive Performance Assessment (CPA)

"This is a Council that is improving well and demonstrating a 3 star overall performance.

"Coventry Council is improving well. The Council is making progress in most areas, aiming to reduce inequalities within the city and between Coventry and the rest of the country. Services increasingly meet the needs of diverse communities and Level 4 of the Equality Standard has been achieved. Value for money has improved and is now assessed as delivering good value – above minimum requirements.

"Progress in both adults' and children's services is strong; there are good improvements in recycling and access to services; and positive trends in many quality of life indicators. The Council has achieved three stars for all major services although the rate of improvement across a number of performance indicators needs to increase.

"Prospects for improvement in adults' service are 'excellent' and 'good' in children's services, reflecting robust plans and sound delivery mechanisms. The Council has taken timely action to review its Coventry Direct programme and is now delivering against a more realistic plan. Clarity about the medium-term financial position has improved and a value for money partnership is supporting delivery of further efficiency savings."

Audit Commission Scorecard published February 2008

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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.

For the third 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 2008 says that *"the Council is making progress in most areas"* and that services *"increasingly meet the needs of diverse communities"*. It states that we are delivering good value for money and that *"progress in both adults' and children's services is strong; there are good improvements in recycling and access to services; and positive trends in many quality of life indicators"*. The report also gives us confidence for the future noting that *"prospects for improvement in adults' service are 'excellent' and 'good' in children's services, reflecting robust plans and sound delivery mechanisms."*

But there is much more to do and the Audit Commission report highlights that we need to increase the rate of improvement in some areas. Over the last few months we have been working with partners to set out what we want Coventry to be like in 20 years by developing long term objectives for Coventry through the Sustainable Community Strategy.

More recently, we have been agreeing with government the first steps along this journey by identifying the priorities we need to focus on over the next 3 years through a new Local Area Agreement. We will be working hard over the rest of the year to make sure that the Council's plans and actions make a real contribution.

In future, the way government assesses our performance will change to see how services delivered by the Council and its partners are improving the quality of life for local people. The Council's Management Board and Elected Members, together with the Coventry Partnership, 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 for the people of Coventry.



Ken Taylor (Cllr)
Leader of the Council



Stella Manzie
Chief Executive

About the Performance Report

Following the introduction of the Local Government Act 1999, Government required local authorities to produce Best Value Performance Plans in order to report progress against the national Best Value Performance Indicators.

Changes introduced by the Local Government and Public Involvement in Health Act 2007 have removed this requirement. As a result, this is the last time that local authorities are required to produce Best Value Performance Plans. The contents which must be included have been limited to reporting outturn performance against 2007/08 Best Value Performance Indicators and certification that contracts involving a transfer of staff during the year complied with the Code of Practice on Workforce Matters in Local Authority Service Contracts.

Coventry's Performance Report contains information about the Council's progress in 2007/08, including:

- progress towards meeting the corporate and management objectives in the **Corporate Plan**;
- performance against the **Best Value Performance Indicators**;
- a summary of **financial performance**; and
- the results of the **Comprehensive Performance Assessment**.

The Council is responsible for the preparation of the Performance Report, 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 Performance Report has been produced in accordance with guidance issued by the Department for Communities and Local Government for Best Value Performance Plans. The Council is satisfied that the information and assessments included in the Report are in all material aspects accurate.

Code of Practice on Workforce Matters in Local Authority Service Contracts

The Government guidance on Best Value Performance Plans requires councils to include a statement that contracts awarded in the past year involving a transfer of employees comply with the requirements of the Code of Practice on Workforce Matters in Local Authority Service Contracts.

Coventry City Council transferred the following members of staff in 2007/08. The transfers met the requirements of the Code of Practice.

- 2 employees from City Development who provided administrative support at the Chrysalis Business Centre were transferred to Confederated Builders Ltd on 30th June 2007.
- 33 cleaning employees were transferred from City Services to Regent Cleaning on 1st August 2007.
- 5 employees from the After School Club at Park Hill School were transferred onto the school's establishment on 20th October 2007.
- 3 employees from Finance and Legal Services were transferred to CV One on 1st February 2008.
- 1 cleaner from City Services directorate was transferred onto the school establishment of Christ the King Junior School on 1st February 2008.
- 6 employees from Coventry Sports Trust were transferred to Ernesford Grange School on 1st February 2008.

Overview of the Council's Performance: Corporate Plan

Overview of the Council's Performance in 2007/08

The council set out its key aims and targets for 2007/08 in its Corporate Plan 2007/08-2009/10. 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 the following **corporate objectives** were agreed:

- 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 and transform the city centre;
- 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 work to tackle climate change; and
- to actively promote equality so that people from different backgrounds have similar life opportunities.

The council has adopted a corporate balanced scorecard to ensure that it continues to develop and improve as an organisation. The scorecard includes a range of **management objectives** relating to three themes – *Budgets, Improving the way we work and deliver value for money 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 2007/08 is set out in detail later in this document.

Overview of the Council's Performance: Corporate Plan

How well did the City Council perform in 2007/08?

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

The Audit Commission formally announced the Comprehensive Performance Assessment results for local authorities on 7th February 2008, confirming Coventry as a 3 star authority which is "improving well". The Council's Use of Resources assessment score went up from 2 to 3, showing improvements in the Audit Commission's judgements on the Council's arrangements for financial reporting and the delivery of value for money.

The Annual Performance Assessment rating for children's services was maintained at level 3. Educational attainment continued to improve, although Coventry's local target to narrow the gap between Coventry and the national average was achieved in only 4 of the 11 key measures. Within the city, attainment of children in priority areas is generally improving at a faster rate than the rest of the city.

The local economy remains strong with job vacancies, employment and average household income continuing to increase. The gap between household incomes and priority neighbourhoods and the rest of the city has narrowed due to higher levels of economic activity in the north of the city. Major development and regeneration schemes are progressing well and this year saw the completion of Phase 1 of City College as part of the Swanswell initiative and the opening of IKEA in the city Centre. Visitor footfall in the city centre has fallen and the City Centre Transformation Strategy which is currently under development and was the subject of a recent successful consultation will be a major focus over the coming years.

For the second year running the Council's services for adults and older people have been awarded the best possible rating of three stars by the Commission for Social Care Inspection. We continued to support people living independently and have made progress this year by increasing the use of assistive technology and significantly reducing the time taken for making major adaptations to homes. Direct payments and individual budgets continue to be promoted to enable people to have a choice in the services that they receive.

The downward trend in overall crimes resumed after an increase last year, showing a 25% reduction over the last 3 years. Significant reductions have been achieved in vehicle crime, domestic burglary and criminal damage.

Last year the City Council reflected its commitment to the environment by strengthening its corporate objectives to include climate change and completion of a Strategy for the city during 2007/08 will drive future work with partners. Further significant improvements were made in the cleanliness of streets and concerted action to tackle fly tipping is having an impact. The proportion of household waste recycled has again increased while the amount of waste collected per person has reduced.

The Council's new 3 year Equality Strategy was approved during the year and the Corporate Plan has been strengthened to incorporate key actions and targets. Good progress has been achieved, with the majority of targets being met.

The tables in Appendix 1 give more about progress towards meeting the objectives and indicators in the Corporate Plan.

Overview of the Council's Performance: Best Value Performance Indicators

Best Value Performance Indicators 2007/08: Introduction

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

This analysis 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 in their Best Value Performance Plans as required by government.

Authorities are required to make their Best Value Performance Plans available to the Audit Commission and the general public. While the auditors will not be auditing the Plan in the same way as in previous years, they will be looking at the data produced for performance indicators included in the Plan to see whether they are complete, whether there are any doubts about the data or the systems used to collect them as part of their annual work to assess the quality of the Council's data.

National Indicator Set

From April 2008 a new performance framework was introduced for local government and 2007/08 is the last year for which local authorities are required to report performance against BVPIs.

Next year, performance will be reported against a new National Indicator Set which has been introduced to measure the performance of local councils and their partners in improving outcomes for local people.

Some of the existing BVPIs have been carried forward into the new National Indicator Set in their current form, others have been amended or updated while many others have been discontinued.

Coventry's new Local Area Agreement and the plans that make up the City Council's performance management framework incorporate these new indicators which will be reported for the first time at the end of the 2008/09 year.

Overview of the Council's Performance: Best Value Performance Indicators

Performance against the Best Value Performance Indicators

The tables in Appendix 2 report on performance against the standard BVPIs for 2007/08. These include an analysis of the reasons for changes in performance and how the end of year position compares to the target. It is often necessary to consider several indicators together in order to gain a true picture of performance.

Proportion of Indicators Improving

Of the total of 124 indicators and sub indicators for 2007/08 where data or estimated data is available, performance improved in 63 compared with the previous year, remained constant in 16 and worsened in 30. The remaining indicators cannot be compared.

A higher proportion of BVPIs showed improvement on the previous year's performance, than that reported in last year's plan.

| Approximate % of BVPIs improving from previous year | | | |
|---|----------|-----------------|--------------|
| | Improved | Stayed the same | Deteriorated |
| 2006/07 outturn compared to 2005/06 | 48% | 15% | 37% |
| 2007/08 outturn compared to 2006/07 | 58% | 15% | 28% |

Proportion of Targets Met

55 of the targets set for 2007/08 were achieved but 56 were not. It should be remembered that some targets are effectively set nationally and are more aspirational than a reflection of locally predicted performance. The proportion of targets met for 2007/08 reduced slightly compared to those met during 2006/07.

| Approximate % of Targets Met | | |
|------------------------------|------------|----------------|
| | Target met | Target not met |
| 2006/07 | 53% | 47% |
| 2007/08 | 50% | 50% |

Overview of the Council's Performance: Finance

Financial Statements

The following income and expenditure account, consolidated balance sheet and capital accounts are a summary of the information that appears in the full financial statements, which will be audited soon.

Summary of accounts: 2007/08

The statement of accounts has been prepared in accordance with the accounting statement of recommended practice for local government. For the purpose of this statement some modifications have been made to provide more meaningful information. Full copies of the 2007/08 statement of accounts are available on our website (www.coventry.gov.uk/ccm/navigation/council--government-and-democracy/council/council-tax-and-finance/financial-accounts/) or on request. Please telephone 024 7683 3779 to obtain a copy or to seek further details.

Statement of the Director of Finance and Legal Services

Coventry City Council is a large organisation managing a net annual revenue budget in excess of £240m. Each year the Council 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.

On our **Revenue expenditure** (this is the day to day cost of providing services) we planned to spend £240m and actually did spend £240m.

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 £94.6m in 2007/08. At the end of the year we had actually spent £94.7m, a variance of £0.1m.

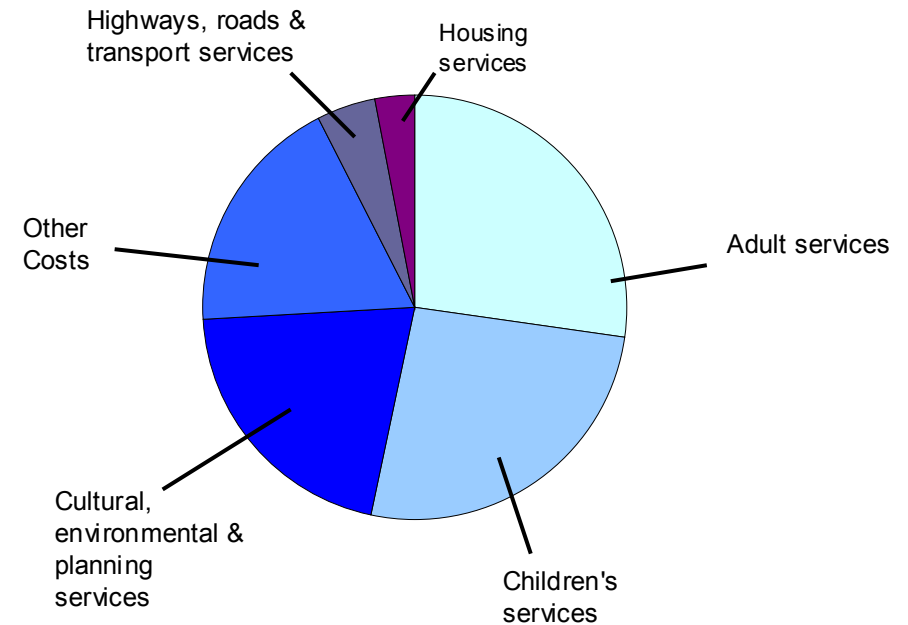
Income and Expenditure Account

The Income and Expenditure Account on the next page shows the cost of running Council services, where the money came from to pay for these costs and the year end position.

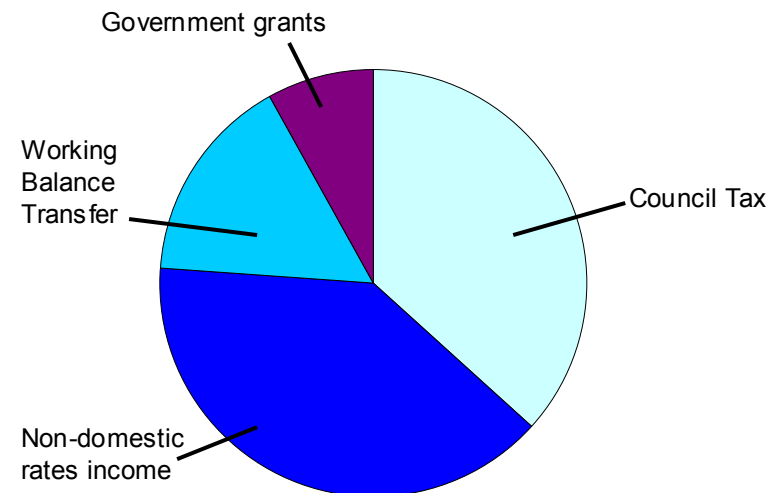
Overview of the Council's Performance: Finance

| Income and Expenditure Account | Gross Expenditure £m | Gross Income £m | Net Expenditure £m |
|---|----------------------|-----------------|--------------------|
| Central services to the public | 44 | (40) | 4 |
| Courts | 0 | (0.4) | (0.4) |
| Cultural, environmental and planning services | 113 | (53) | 60 |
| Children's services | 376 | (300) | 76 |
| Highways, roads and transport services | 17 | (4) | 13 |
| Housing services | 123 | (114) | 9 |
| Adult services | 104 | (26) | 79 |
| Non-distributed costs | 8 | 0 | 8 |
| Corporate and democratic core | 10 | 0 | 10 |
| Net Cost of Services | 795 | 537 | 259 |
| Other Operating Expenditure | | | 31 |
| Net Operating Expenditure | | | 290 |
| Council Tax | | | (106) |
| Non Domestic rates Income | | | (115) |
| Government Grants | | | (23) |
| (Surplus) or Deficit for the year transferred to working balance | | | 46 |
| Amounts to be excluded by statute | | | -56 |
| Amounts to be included by statute | | | 13 |
| Transfers to/from general fund reserve for statutory obligations | | | -5 |
| Year end (underspend)/overspend | | | 0 |

The Income and Expenditure Account



Financed By:



Overview of the Council's Performance: Finance

Balance Sheet at 31 March 2008

The Balance Sheet is a snapshot of the Council's financial position at a given point in time.

It shows our assets, liabilities, balances and reserves at that date. Assets include land and buildings, investments and monies owed to the Council; liabilities include money we owe to creditors and long-term loans.

| Balance Sheet | 31 st March 2008 £m |
|--------------------------------------|-----------------------------------|
| Assets held by the Council | 1,238 |
| Cash in Bank | 9 |
| Money owed to the council | 133 |
| Money owed by the council | (983) |
| Total assets less liabilities | 397 |
| Financed by: | |
| Collection Fund reserve | (1) |
| Other earmarked reserves | (36) |
| Non-distributable reserves | (670) |
| Pension reserve | 310 |
| Total Long Term Equity | (397) |

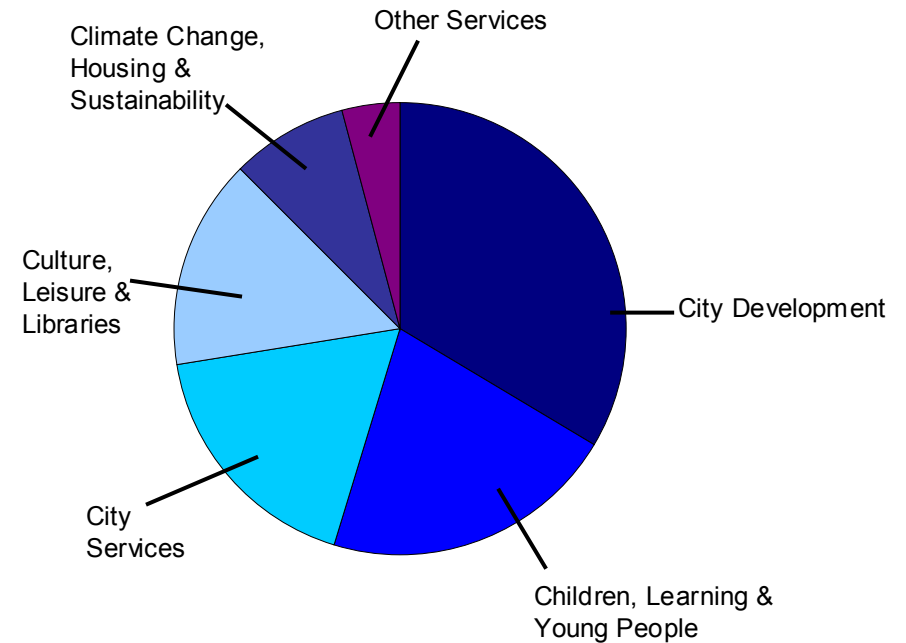
Overview of the Council's Performance: Finance

Capital Accounts

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 benefits from capital expenditure over a period of time. Capital investments made during 2007/08 were:

| Capital Accounts | 31 st March 2008 £m |
|--|-----------------------------------|
| City Development, including city centre and other regeneration schemes | 32 |
| Children Learning and Young People, including school projects and other children's services | 20 |
| City Services, including maintenance of roads and bridges | 17 |
| Culture, Leisure and Libraries, including investment in museums, parks and library refurbishments | 14 |
| Climate Change, Housing and Sustainability, including social housing grants and private sector renewal schemes, adult services | 8 |
| Other services | 4 |
| Total Capital Expenditure | 95 |

Capital Expenditure



Risk Management

The Council has a Risk Management Strategy which is regularly reviewed. A 5 x 5 matrix is used for scoring risks and prioritising those needing attention. Risks scoring 5 or above are recorded on directorate risk registers and those scoring 15 or above are shown on a corporate risk register reported to Management Board and Audit Sub Group quarterly and Cabinet half yearly. The reporting timetable is aligned with that of the performance management framework to ensure that risks to service delivery are considered as an integral part of the performance management process. Reference is given to using risk management effectively in the Operational Planning guidance.

The directorate and corporate risk registers are held on risk management software, Ten, and risk descriptions have been improved to follow a consistent format showing the event, consequence and impact. This enables the real risk to be clearly defined making the processes of scoring and treating the risk easier. A named risk owner is allocated with responsibility for managing the risk and ensuring it is treated to reduce the impact or likelihood. Each directorate risk register is discussed and approved by the Management Team each quarter.

To ensure that the strategy is thoroughly embedded into the Council's procedures, Risk Management and Insurance Services have provided quarterly training in line with the corporate training programme; trained officers on the use of the risk management software and reporting process; facilitated project / programme risk workshops for major projects e.g. Building Schools for the Future; Urban Traffic Management; Ironmonger Square; issued newsletters; and facilitated quarterly Risk Management Group meetings.

Work is ongoing to ensure that the risk management software reflects the links between directorate, project and corporate risks and during 2008/2009 we plan to link each corporate risk to an objective from the corporate plan. The report on progress against the Corporate Plan in Appendix 1 makes links to relevant items in the corporate risk register.

Equalities

This performance report includes reporting on progress against the Council's key equality outcomes. It includes confirmation that the authority has maintained level 4 of the Equality Standard for Local Government.

Further detailed information on the Council's progress on equalities issues is available separately in the Council's Annual Report on our Equality Strategy.

This annual report includes information on the:

- Race Equality Scheme;
- Disability Equality Scheme;
- Gender Equality Scheme; and
- Sexual Orientation Action Plan.

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 published each February.

The system is being replaced by a new **Comprehensive Area Assessment** system, with the first assessments being undertaken during 2009.

Overall Score

Coventry City Council was awarded 3 stars in February 2008, the same as when the score was last revised in February 2007. This is the most frequently occurring score with 46% of councils now being ranked as 3 stars.

| CPA star ratings February 2008 | | | | | |
|--------------------------------|--------|--------|--------|--------|--------|
| | 0 star | 1 star | 2 star | 3 star | 4 star |
| % of councils with this score | 0% | 1% | 16% | 46% | 37% |

Note: Shading highlights the ranking awarded to Coventry

Direction of Travel

Coventry was graded as Improving Well, the same ranking as when it was last revised in February 2007. This is the most frequently occurring rank with only 16% of councils scoring more highly. The Audit Commission scorecard issued in February 2008 said:

"Coventry Council is improving well. The Council is making progress in most areas, aiming to reduce inequalities within the city and between Coventry and the rest of the country. Services increasingly meet the needs of diverse communities and Level 4 of the Equality Standard has been achieved. Value for money has improved and is now assessed as delivering good value – above minimum requirements.

"Progress in both adults' and children's services is strong; there are good improvements in recycling and access to services; and positive trends in many quality of life indicators. The Council has achieved three stars for all major services although the rate of improvement across a number of performance indicators needs to increase.

"Prospects for improvement in adults' service are 'excellent' and 'good' in children's services, reflecting robust plans and sound delivery mechanisms. The Council has taken timely action to review its Coventry Direct programme and is now delivering against a more realistic plan. Clarity about the medium-term financial position has improved and a value for money partnership is supporting delivery of further efficiency savings."

| Direction of Travel ratings February 2008 | | | | |
|---|---------------|----------------------|----------------|--------------------|
| | Not improving | Improving adequately | Improving well | Improving strongly |
| % of councils with this score | 0% | 21% | 63% | 16% |

Note: Shading highlights the ranking awarded to Coventry

Comprehensive Performance Assessment

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 3 out of 4. This was an improvement on the previous year's overall score of 2.

| Use of Resources scores February 2008 | | | | |
|---------------------------------------|----|-----|-----|-----|
| | 1 | 2 | 3 | 4 |
| % of councils with this score | 1% | 15% | 67% | 18% |

Note: Shading highlights the ranking awarded to Coventry

This use of resources judgement is drawn from five individual judgements provided by the Council's appointed auditor. Coventry's score for value for money improved from 2 to 3. Coventry shares the most frequently occurring score for four of the five individual categories. Our score of 2 for financial standing is below the most frequently occurring score of 3.

| Use of Resources: Coventry scores | | |
|-----------------------------------|---------------|---------------|
| | February 2007 | February 2008 |
| Overall score | 2 | 3 |
| Financial reporting | 3 | 3 |
| Financial management | 3 | 3 |
| Financial standing | 2 | 2 |
| Internal control | 3 | 3 |
| Value for money | 2 | 3 |

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. This table compares the scores with those published for the other councils which had received a new style Corporate Assessment by February 2008.

| Corporate Assessment scores February 2008 | | | | |
|---|---|-----|-----|-----|
| | Approx % of Councils with score shown below as at February 2008 | | | |
| | 1 | 2 | 3 | 4 |
| % of councils with this score | 0% | 35% | 52% | 13% |

Note: Shading highlights the ranking awarded to Coventry

The corporate assessment is made up of five elements and the scores awarded for each theme, are shown in the table below.

| Corporate Assessment: Coventry score | |
|--------------------------------------|---|
| Theme | |
| Ambition | 3 |
| Prioritisation | 3 |
| Capacity | 2 |
| Performance Management | 3 |
| Achievement | 3 |

Comprehensive Performance Assessment

Service Scores

The service scores awarded in February 2008 are shown below.

| Service scores February 2008 | | | | | |
|------------------------------|----------|---|-----|-----|-----|
| Service | Coventry | Approx % of councils with score shown below | | | |
| | | 1 | 2 | 3 | 4 |
| Children and Young People | 3 | 0% | 24% | 68% | 8% |
| Adult Social Care | 3 | 0% | 19% | 68% | 13% |
| Housing | 2 | 3% | 25% | 47% | 25% |
| Environment | 3 | 0% | 19% | 66% | 15% |
| Culture | 2 | 0% | 34% | 48% | 18% |
| Benefits | 3 | 0% | 6% | 45% | 49% |

Note: Shading highlights the ranking awarded to Coventry

Coventry's score for Benefits went up from 2 to 3, while the score for Housing fell from 3 to 2. The other service scores remained the same as when they were last revised.

Appendix 1: Corporate Plan End of Year Review 2007/08

The following pages report performance against the objectives and indicators set out in the Council's Corporate Plan. For each of the 17 objectives, the following information is provided:

- a summary of progress towards achieving the objective;
- any risks to performance that have been identified and included in the Corporate Risk Register;
- performance against indicators for 2007/08;
- the target set for the year;
- previous years' performance; and
- a short commentary on performance against the indicator.

| | |
|--|---|
| Scorecard Theme | Customers and Communities |
| Corporate Objective | 1. To improve the quality and efficiency of services and make it easier to access them. |
| <p>Progress towards this Objective: The Comprehensive Performance Assessment by the Audit Commission was that the Council was improving well and demonstrating a 3 star overall performance. Preparations continue for the introduction of the Comprehensive Area Assessment, which will replace the Comprehensive Performance Assessment from April 2009. Following consultation on the technical definitions, the majority of the new National Indicators have been confirmed and will come into effect from April 2008. Negotiations are continuing in relation to the indicators and targets, which are to be included in the Local Area Agreement to be signed off in June 2008.</p> <p>The Director of Customer and Workforce Services is now responsible for ensuring complaints standards and monitoring are upheld consistently across the organisation and a range of measures have been agreed to improve performance. Internal Audit has completed an audit of the complaints system and the recommendations in the final report have been considered and are now being implemented. Some inconsistencies in performance across the Council in terms of reporting, analysis and quality of response were found. A key recommendation that the Customer Relationship Management system be rolled out as soon as was practical will be implemented by end of July 2008.</p> | |
| <p>Risks To Performance: None identified.</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|---|--------------------|---|--|---|---|-------------------|
| 1 | Annual Comprehensive Performance Assessment (CPA) score | Fair December 2004 | i) 2 Stars ii) Improving Well December 2005 | i) 3 stars ii) Improving Well July 2006 i) 3 stars ii) Improving Well February 2007 | i) 3 stars ii) Improving Strongly February 2008 | i) 3 stars ii) Improving Well February 2008 | i) Yes ii) No |
| <p>Comment: Although the scores remain the same as in the previous year, the Audit Commission's Direction of Travel statement recognises that the Council continues to improve well and stated that the Council was 'making progress in most areas'.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|---|--|---|---|----------------|-------------------|
| 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 | 51% (Average score for Metropolitan District Councils = 51.5%) | Not applicable – this national survey is only conducted every 3 years | Not applicable | Not applicable |
| Comment: There was no survey in 2007/08. | | | | | | | |
| 3 | Number of Ombudsman complaints where: | | | | | | |
| | a. the finding is of maladministration | 0 | 0 | 0 | 0 | 1 | No |
| | b. we have accepted an element of fault and settled the complaint locally. | 13 | 8 | 12 | 0 | 10 | No |
| Comment: There was one case of maladministration during the year. This related to the operation of the abandoned vehicle policy and procedures, which have now been revised. The number of local settlements showed a slight reduction from the previous year. The Council sets a target of 0 on the basis that we consider that any level of adverse findings is unacceptable. | | | | | | | |

| | |
|---|---|
| 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. |
| <p>Progress towards this Objective: The Annual Performance Assessment Rating has been maintained as level 3 for Children's Services. The target for educational attainment is set to determine whether Coventry's performance is improving at a faster rate than it is nationally and thereby reducing the gap between Coventry and the national average. Revised national and local data shows that overall the gap between educational attainment in Coventry and National performance widened or stayed the same in respect of seven targets and narrowed for four targets and therefore the target was only met in part.</p> <ul style="list-style-type: none"> • Within the primary phase at Key Stage 1 and Key Stage 2, in five of the seven targets there was a widening gap with the national performance. Performance improved in Key Stage 2 mathematics and remained the same in English. The national trend was 1% above our trend in both subjects. • Overall, within the secondary phase, schools maintained their relatively strong position in terms of the number of 14 year old students gaining the expected level in English and mathematics, with a significantly improved position in science. The gap reduced in both Mathematics and Science. • At Key Stage 4 the broad range of achievement is measured by average total point score and here Coventry closed the gap with the national average from 26.6 to 25.4. A second measure relates to the higher attaining group and the percentage achieving 5 or more A*-C grades, including English and mathematics. Here attainment has improved but not as fast as nationally so that the gap has widened slightly compared with national attainment from 6% points to 6.8% points. <p>Attainment of children in priority neighbourhoods is generally improving at a faster rate than the rest of the city at all key stages – see Corporate Objective 5.</p> <p>Our detailed analysis of school-by-school results show significant improvement in the schools which have been specifically targeted for intervention, challenge and support. Therefore, one of our key strategies for continuous improvement is to identify the priority schools for 2008/09 and agree with them a programme of action for improvement, using the knowledge of the interventions that have had most impact.</p> <p>Primary Schools: Significant priority has been given to primary schools below the floor targets and good progress has been made in reducing the number of these schools. Schools with less than 50% of pupils attaining Level 4+ in English and mathematics reduced from 2006/07. There are now 3 schools with less than 50% of pupils attaining a Level 4+ in English and no schools in mathematics. There has been a continued reduction in the number of schools attaining below the 65% floor target for 2008/09. In 2007/08 10 schools attained standards below the floor target in English (16 in 2006/07) and 16 in mathematics (23 in 2006/07). Seven schools attained standards below this floor target in both subjects (12 in 2006/07).</p> <p>Through Raising Attainment Plans, pupil progress meetings, sustained professional development and rigorous monitoring and evaluation schools involved in the Intensifying Support Programme (ISP) have improved their performance at a faster rate than other City schools. From 2002/03-2007/08 standards in English in ISP schools at Level 4+ have improved by 13.4% compared with the City improvement of 6.6%. In mathematics these schools improved by 12.2% compared with the City improvement of 5.4%. In 2006/07 19 schools were identified as priority schools and received a wide range of support and their rate of improvement exceeded the City and national rates of improvement; in English, by 4% and in mathematics by 7%.</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. |
| <p>Secondary Schools: From 2005/06, our highest priority in the secondary phase has been improving performance at Key Stage 4. We have rigorous processes in place to identify and intervene in schools that are underachieving or causing concern. Different levels of targeted intervention and support are provided to all priority schools according to need. As a result, no Coventry secondary school has been placed in 'special measures' for more than six and a half years and in 2007/08 three quarters of the secondary schools inspected were judged to be good or outstanding overall, comparing well with the national position. There have also been significant and sustained improvements in the results of the six priority schools that were originally identified in 2004/05. By 2006/07, students in these six schools made above average progress for the first time. Between 2004-2007 they also reduced the average gap between their results and their estimates for 5A*-C by nearly 10%. In addition, students in schools with 25% or more free school meals made very good progress in 2007/08 in relation to estimates of the progress that is expected for similar schools nationally.</p> <p>The Local Authority has very robust procedures for working with schools below the floor targets and as a result had no schools below the 30% 5A*-C floor target in 2007/08. It is now a priority to reduce the number of schools achieving less than 30% 5A*-C, including English and mathematics. In 2006/07, nine schools obtained results below this new floor target. By 2007/08, five of these schools exceeded the 30% threshold and the average rate of improvement across the nine schools was 4%, significantly higher than the national average rate of improvement. In total, six schools were below this 30% measure in 2007/08, but three of these achieved results that were significantly above the top quartile estimate. Current tracking returns indicate that the number of schools below the 30% 5A*-C, including English and mathematics is expected to fall further to 2-3 schools by 2008/09</p> <p>In order to improve the achievement of Looked After Children in terms of education, training and employment, a number of actions have been planned at Key Stage 4, which have three inter-related components: 1) Secondary schools have been encouraged to set up Academic Mentoring programmes for looked after children in Year 10 and Year 11; 2) All appropriate Year 10 and Year 11 looked after children are to be entered for an on-line literacy and numeracy qualification (equivalent to GCSE); and 3) A lead officer has been appointed to specifically focus on Year 11 pupils, and work directly with schools to ensure that the curriculum offered is designed to maximise their chances of achieving as many GCSEs as possible. In addition, monthly meetings between the Service Manager Life Chances and NCH Aftercare Service will be held to review the position of all care leavers to ensure that the maximum number is in education, training or employment.</p> | |
| <p>Risks To Performance: The major risks related to the achievement of looked after children are: 1) the number of young people placed in education provision outside Coventry, particularly those placed over 20 miles; 2) the number of young people placed in settings that have difficulty delivering a broad and balanced curriculum, and entering young people for a range of GCSE (or equivalent) examinations; and 3) care placement breakdown during Key Stage 4.</p> | |
| <p>Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C13 Building schools for the future, programme risk of not delivering transformation. | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|--|--|--|--|--|--|
| 4 | Annual Performance Assessment of Children's Services | Contribution of Children's Services: 3 | Contribution of Children's Services: 3 | Joint Area Review published in June 2006. Score 3 out of 4 | Progress of the Joint Area Review action plan. | Joint Area Review action plan evaluation carried out December 2007 | Yes |
| | | Capacity to improve of council services for children and young people: 3 | Capacity to improve of council services for children and young people: 3 | | | Maintain the rating for the City Council Children's Services | Annual Performance Assessment 2007 inspection rating is 3. |
| <p>Comment: The 2007 Annual Performance Assessment rating for the overall effectiveness of Children's Services is 3. The Joint Area Review action plan evaluation was carried out in December 2007 and reported to Cabinet. All actions have been completed in accordance with agreed objectives and timescales.</p> | | | | | | | |
| 5 | 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: | | | |
| 5a | Key stage 1: | | | | | | |
| | English | -2% | -3% | -2% | Reduce Gap | -4% | No |
| | Mathematics | -2% | -3% | -2% | | -3% | No |
| | Science | -2% | -4% | -3% | | -2% | Yes |
| 5b | Key Stage 2 | | | | | | |
| | English | -2% | -3% | -1% | Reduce Gap | -2% | No |
| | Mathematics | -3% | -2% | -2% | | -3% | No |
| | Science | -2% | -0% | -0% | | -2% | No |
| 5c | Key Stage 3 | | | | | | |
| | English | -3% | -3% | -4% | Reduce Gap | -4% | No |
| | Mathematics | -4% | -3% | -4% | | -3% | Yes |
| | Science | -3% | -5% | -5% | | -3% | Yes |
| 5d | Key Stage 4 | | | | | | |
| | 5+ A*-c Including English and Maths | -5.9% | -6.2% | -6.0% | Reduce Gap | -6.8% | No |
| | Average total point score | -20.1 | -28.3 | -26.6 | | -25.4 | Yes |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| | <p>Comment:</p> <p>(5a) Key Stage 1: Performance declined in English by 2% points. Nationally performance stayed the same and so the gap widened from 2% points to 4% points. Performance declined in mathematics by 1% point. Nationally performance stayed the same and so the gap widened from 2% points to 3% points. Performance improved in science by 1% point. Nationally performance stayed the same and so the gap narrowed from 3% points to 2% points.</p> <p>(5b) Key Stage 2 Performance stayed the same in English. Nationally performance improved by 1% point and so the gap widened from 1% points to 2% points. Performance improved in mathematics by 1% point. Nationally performance improved by 2% points and so the gap widened from 2% points to 3% points. Performance stayed the same in science. Nationally performance improved by 2% points and so a gap has now opened of 2% points from parity.</p> <p>Ethnicity: There were significant improvements in attainment in all three subjects for Mixed White and Asian pupils. Other ethnic groups showed small decreases, following significant increases in 2006.</p> <p>(5c) Key Stage 3 Performance improved by 1% in English. Nationally performance also improved by 1% point and so the gap remained at 4% points. Performance stayed the same in mathematics. Nationally performance declined by 1% point and so the gap narrowed from 4% points to 3% points. Performance improved by 3% points in science. Nationally performance improved by 1% point and so the gap narrowed from 5% points to 3% points.</p> <p>Ethnicity: There were significant improvements in attainment in all three subjects for most ethnic groups particularly Bangladeshi, Asian Other, and Mixed White and Asian.</p> <p>(5d) Key Stage 4 The broad range of achievement is measured by average total point score and here performance improved by 15.2 points. Nationally performance improved by 14 points and so the gap narrowed from 26.6 to 25.4.</p> <p>The second measure in the Corporate plan is of the higher attaining group and the percentage achieving 5 or more A*-C grades including English and mathematics. Here performance improved 1.1% points. Nationally performance improved by 1.9% points and so the gap has widened slightly from 6% points to 6.8% points.</p> <p>Ethnicity: The performance of key underachieving groups remains a priority. As a result, students in the 11 largest minority ethnic groups closed the gap with white British students. Indian, Pakistani, mixed white/black Caribbean, and Bangladeshi students have shown significant improvement over the last two years. The performance of Black Caribbean students has decreased in relation to White British students, and this remains a key concern.</p> | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|---|----------------|----------------|----------------|----------------|-------------------|
| 6 | Education, training and employment of care leavers. | | | | | | |
| 6a | 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% | 42.9% | 62% | 44% | No |
| 6b | 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 (PAF A4, BV161) | 0.41 Previously expressed as percentage in 2005/06 plan. | 0.77 | 0.59 | 0.75 | 0.52 | No |
| <p>Comment: 6a Performance has improved slightly compared to 2006/07 with an increased percentage of care leavers aged 16+ achieving at least 1 GCSE at grade A*-G. This, however, fell far below the target and a concerted effort is being made by NCH Aftercare, together with Connexions and Social Care staff, to ensure that the maximum number of care leavers are engaged in education or training leading to nationally recognised qualifications.</p> <p>6b Performance in 2007/08 has fallen below that achieved in 2006/07. Compared to the national rate, which is based on the Labour Force Survey, a smaller percentage of young people formerly in care are engaged in education, training or employment. Monthly tracking meetings have been set up between the Service Manager (Life Chances) and NCH Aftercare, together with Connexions, to monitor the position of all care leavers. This level of scrutiny will ensure that we are able to support more young people to continue in education, training or employment.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|---------------------------|----------------|----------------|----------------|----------------|-------------------|
| 7 | Support for vulnerable children. | | | | | | |
| 7a | Looked after children allocated to a named worker | New definition in 2006/07 | 100% | 100% | 100% | 99.8% | No |
| 7b | Looked after children allocated to a named worker who is qualified as a social worker | New definition in 2006/07 | 69.1% | 71.7% | 70% | 78.0% | Yes |
| 7c | Children on the child protection register allocated to a named qualified social worker | 99% | 100% | 100% | 100% | 100% | Yes |
| <p>Comment: 7a. 100% allocation of looked after children to a named worker was not achieved because one child entered care through a police protection order on Friday 31st March after the working day had ended. It was not possible to allocate the child to a named worker at that time.</p> <p>7b Full year performance in the allocation of looked after children to qualified social workers exceeded the target (70%). During the course of the year, however, advice was received which clarified that all looked after children should be allocated to qualified social workers. Action was subsequently taken to ensure that younger looked after children (under 10s) would have the services of a qualified social worker and performance of 78% was achieved overall. Further progress on this indicator is anticipated with the development of the specialist looked after service from May 2008.</p> <p>7c Over the year 100% allocation of registered children to qualified social workers has been achieved.</p> | | | | | | | |

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|--|---|
| Scorecard Theme | Customers and Communities |
| Corporate Objective | 3. To regenerate the city and ensure people have a good choice of jobs and housing and transform the City Centre. |
| <p>Progress towards this Objective: Throughout 2007/08, the local economy continued to flourish as evidenced by the performance indicators. Job vacancies and employment have continued to rise. The average job vacancies figure now stands at over 2000 and this year saw the highest recording of job vacancies since records began in 2004. This is a sign of continuing economic growth in the city. Employment continues to rise through developments such as Ricoh Arena Retail Park, ProLogis Park, IKEA and University Hospital. More residents are in employment (3000 more according to the latest Annual Population survey) which may account for the general rise in household income. There is no evidence of any significant impact from the current international financial crisis, which may however affect local firms at a later date in 2008.</p> <p>Despite IKEA and Starbucks opening in the city centre and recording good individual performances, footfall over the past 6 months was disappointing matching the national trend and reflecting economic influences on spending. Economic uncertainties and high interest rates may have contributed to the large drop in evening footfall, a fall of 18.4%. Although the proportion of respondents who use the city centre as their main non-food shopping destination has risen since the previous year, their satisfaction levels for Coventry's overall quality as a shopping destination has fallen. This may be due to the loss of Allders (impacting on the older user) and an increase in the number of vacant outlets within the city centre (42 voids at the end of March 2008). This is clearly an area of concern, which will be addressed as part of the City Centre Transformation Strategy currently under development, following wide consultation. Proposals for measuring that transformation are being developed around number of new jobs created, retail space and number dwellings as well as city centre footfall and visitor perceptions which are already measured.</p> <p>The Coventry Housing Demand Study (2005) showed that there was a need for a better mix of housing types and tenures to help make Coventry a more attractive place for people to remain in or move to. The Affordable Housing Supplementary Planning Guidance aims to provide direction to private developers on the requirement for affordable housing on developments over 15 units. In most circumstances the requirement for affordable housing is 25% per development. This enables the council to maximise the supply of new affordable homes in the city, and to work toward creating a balanced social and economic community by creating a mix of housing, which will meet a variety of accommodation needs. Our work on increasing the supply of affordable housing and bringing empty properties back into use contributes to providing people with more choice of housing. We have exceeded our target for new and additional affordable housing units with 372 units completed and achieved our target for bringing empty properties back into use with 111 properties completed.</p> | |
| <p>Risks To Performance: Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C14 Swanswell Initiative, learning quarter land assembly. ▪ C16 NDC Masterplan ▪ C25 St.Johns Project ▪ C28 Service impact of city growth. ▪ C31 Ring road and city centre infrastructure. | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met? yes/no |
|------------------|---|----------------|----------------|----------------------------|-----------------|---------------------------|--------------------|
| 8 | Employment rate of 16-65 year olds | | | | | | |
| 8a | Coventry rate | 70.3% | 70.9% | 71.8% | 72% | 73.2% | Yes |
| 8b | National rate | 74.5% | 74.5% | 74.2% | Not applicable | 74.2% | Not Applicable |
| | Comment: The latest figures released for Coventry show an increase in the employment rate against the target and the previous year's figure whilst the national rate of employment remains at the same level as the previous year. However the latest figures for Coventry and nationally show a marginal fall against the half year figures released at end of December (73.6% and 74.3% respectively). The increased employment rate is consistent with the reported high level of vacancies and the continuing fall in Job Seekers Allowance (JSA) benefit claimants. | | | | | | |
| 9 | Average job vacancies per month in the City over a year | 1784 | 1735 | 2075 | 1600+ | 2281 | Yes |
| | Comment: The average job vacancies figure continues to remain well above the target, indicating that the local economy is still buoyant. The continued rise in job vacancies suggests that employment will continue to grow and the JSA count should continue to fall. | | | | | | |
| 10 | City Centre Activity | | | | | | |
| 10a | Visitor footfall: | | | | | | |
| | i) Total visitor footfall (24 hour day): | | | | | | |
| | - 8 city centre and 2 managed shopping centre cameras | N/A | N/A | 39,711,341 new baseline | Increased level | 37,970,018 (4.4% fall) | No |
| | ii) Evening visitor footfall (7pm-3am): | | | | | | |
| | -8 city centre cameras | | N/A | 2,251,000 | Increased level | 1,837,584 (18.4% fall) | No |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met? yes/no |
|---|---|----------------------|----------------------|----------------------|------------------------|----------------------|--------------------|
| 10 b | Perceptions of the City Centre | | | | | | |
| | (i) The percentage of survey respondents whose main centre for non-food shopping is Coventry | 67.5% | 70.8% | 71.4% | Increased percentage | 79.4% | Yes |
| | (ii) Satisfaction of survey respondents with Coventry's overall quality as a shopping destination. (Rating of 1 poor – 5 excellent) | 3.55 | 3.11 | 3.23 | Increased satisfaction | 3.04 | No |
| <p>Comment: Total footfall for 2007/08 was down 4.4% for all cameras. Despite IKEA and Starbucks opening in the city centre and recording good individual performances, footfall over the past 6 months was disappointing matching the national trend and reflecting economic influences on spending. Economic uncertainties and high interest rates may have contributed to the large drop in evening footfall, a fall of 18.4%. Perception data is obtained annually in June/July. Although the proportion of respondents who use the city centre as their main non-food shopping destination has risen since the previous year, their satisfaction levels for Coventry's overall quality as a shopping destination has fallen. This may be due to the loss of Allders (impacting on the older user) and an increase in the number of vacant outlets within the city centre (42 voids at the end of March 2008).</p> | | | | | | | |
| 11 | Average household income in the city as a percentage of national average household income | 86.4% (2004 data) | 89.3% (2005 data) | 93.4% (2006 data) | Increased % | 93.7% (2007 data) | Yes |
| <p>Comment: Figures for the household incomes are only available on an annual basis (usually in June) and therefore the current figure as reported in December 2007 still stands at 93.7%.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met? yes/no |
|---|--------------------------------------|----------------|------------------------|---|--|--|--------------------|
| 12 | Progress on the Swanswell initiative | N/A | Milestones met in part | <p>City College Phase 1 - work commenced and on schedule for September 2007</p> <p>City College Phase 2 – work commenced and on schedule for September 2008</p> | City College Phase 1 building opens – September 2007 | <p>City College Phase 1 - building opened in September 2007</p> <p>City College Phase 2 building works commenced and on programme for completion in January 2009</p> <p>Multi-storey car park on programme and due to open in January 2009</p> | Yes |
| <p>Comment: City College Phase 2 building works and car park on completion for January 2009. Originally scheduled for September 2008, this revised programme has been a consequence of the late finalisation of City College's funding agreement with the Learning & Skills Council.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met? yes/no |
|---|--|----------------|----------------|----------------|-----------------|---|--------------------|
| 13 | Progress on the Housing Strategy | | | | | | |
| 13a | Number of new and additional affordable housing units completed in year | 120 | 154 | 254 | 350 | 372 | Yes |
| 13b | Number of empty properties brought back into use through action of Council | 79 | 112 | 123 | 110 | 111 | Yes |
| 13c | Meet the Decent Homes Standard for vulnerable households in the private sector by 2020 – number of non-decent homes occupied by vulnerable people made decent. | N/A | N/A | 4 | 500 | 112 | No |
| <p>Comment: We have exceeded the target for new and additional affordable homes with 372 units of affordable housing completed in the year. The 372 units achieved include 161 units of general needs housing and 211 units of supported housing. We also met the target for empty properties with 111 vacant properties being brought back into use during the year.</p> <p>In light of the new Government performance framework, the focus has changed on decent homes and has switched entirely to energy efficiency measures. The decent homes indicator measuring vulnerability will cease and will be replaced with revised measures. Our work on energy efficiency will be the focus in 2008.</p> | | | | | | | |
| 14 | Measure of City Centre transformation – | N/A | N/A | N/A | To be developed | Draft proposals being developed and under consideration | No |
| <p>Comment: A dedicated programme board is overseeing the further development of proposals to measure the transformation of the city centre. This will include establishing baseline data during the next financial year (2008/09) in order to establish targets for 2009/10. Visitor perception and city centre activity (footfall) are good measures of the transformation of the city centre and will continue to be reported (see indicators 10a and 10b). Measures around new jobs created, retail space and number of dwellings are to be further developed.</p> | | | | | | | |

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|--|--|
| Scorecard Theme | Customers and Communities |
| Corporate Objective | 4. To promote health, independence and choice for all citizens |
| <p>Progress towards this Objective: The Council continues to enable people to remain living independently and safely in their own homes through offering both a range of assistive technology and extended choices in how to use funding to obtain the services that improve the quality and experiences of their daily lives.</p> <p>The Coventry Active campaign commenced and the new local activity database introduced (Coventry Active). Library staff and education front line staff were briefed. Over 20 grants have been made to support voluntary sector organizations to provide sport and arts activity. 'Active for Health' the new GP Referral Scheme commenced in November 2007 and has been widely promoted with clinicians. The inclusion criteria for the scheme have been broadened to include obesity, respiratory disease and diabetes with a wider range of clinicians being able to refer into the programme. 107 people had been referred to the scheme by end of March 2008 although it is too early to say whether health improvement has been sustained after completion of the scheme. The third Coventry half marathon was held in October with 2013 entrants to the half marathon and 574 to the Fun Run.</p> <p>The Community Safety Partnership's target for numbers of drug users into treatment was not achieved. The level of clients retained in treatment for 12 weeks or longer has improved significantly in the second half of the year, although, due to the method of calculation a final retention figure for March 2008 will not be available until summer 2008. Our priority continues to be ensuring speedy access for clients through the Drug Interventions Programme and maintain a focus on attracting to treatment services those whose drug use is the most problematic. 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 are looking to build on the overall positive report received from the Healthcare Commission on commissioning and harm reduction.</p> | |
| <p>Risks To Performance: None anticipated</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|----------------|----------------|----------------|----------------|----------------|-------------------|
| 15 | Support for adults and older people and families | | | | | | |
| 15a | Number of adults and older people supported at home with assistive technology | N/A | N/A | 30 | 130 | 136 | Yes |
| 15b | Households receiving intensive home care per 1,000 population aged 65 and over (PAF C28, BV53) | 20.3 | 18.7 | 14.1 | 14 | 14.7 | Yes |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/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) | 173.9 (410 people) | 174.0 (410 people) | 171.9 (403 people) | No |
| | ii. Adults with disabilities receiving Individual Budgets at 31 st March. | N/A | N/A | 15 | 80 | 43 | No |
| 15d | Average length of time in weeks for major adaptations from initial assessment by Occupational Therapist to work being approved/commenced. | N/A | 74 | 46 | 38 | 32.5 | Yes |

Comment: 15a. The figure of 136 Adults and Older People supported at home with Assistive Technology (Telecare) includes initiatives with Housing with Care Tenants and Adults with Learning Difficulties. It also provides 11 installations that for various reasons have been installed and later removed during the year.

15b. Our enablement agenda encourages intermediate care and support to enable people to rehabilitate, carry out more for themselves and rely less on services. This has resulted in a decline in the number of people who receive traditional homecare services over the last few years, The target for 2007/08 was to retain the same level of service as the previous year and this has been achieved. The slightly higher uptake this year is in part due to improvements to the data recorded which means that it is more robust than in previous years.

15ci. Our target for 2007/08 was set to maintain the previous year's performance until legislation from the Department of Health on the delivery of person centred planning and the direction that it wants authorities to take in delivering social care is finalised. Slightly below target for 2007/08, however we provided 54 people with one off direct payments for equipment or major adaptations during the year, which we do not include in this indicator.

15cii. The target was not met as at 31st March, however there were 79 Individual Budgets completed by end of April 2008 and 44 more already in progress for 2008/09.

15d. Concerted efforts have been made over the past year to re design the process for the provision of disabled facilities grants, this combined with capital investment and the introduction of direct payment options for the provision of adaptations to an individual home environment, has led to the reduced time from assessment to approval of a grant and ultimately the provision of the adaptation itself.

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| 16a. | Participation rates in cultural and leisure activities and sport | | | | | | |
| | i) Attending arts events at least twice per year | N/A | 32.5% | 29.9% | 29.0% | 33.5% | Yes |
| | ii) Participation in arts activities at least twice a year | N/A | 51.1% | 35.1% | 35.0% | 29.6% | No |
| | iii) Access a museum at least twice a year | N/A | 16.5% | 23.0% | 24.0% | 19.4% | No |
| | iv) Visit a historic site at least twice a year | N/A | 16.0% | 19.7% | 20.7% | 21.6% | Yes |
| | v) Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week. | N/A | 25.5% | 38.5% | 39.5% | N/A | N/A |
| <p>Comment: The percentage of people saying that they attend an arts event at least twice per year has increased, although the number reporting that they participate in arts activities has decreased. The percentage of people saying h that they have attended a museum at least twice a year 16a iii) has reduced possibly due to reduced opening hours at the Herbert Art Gallery during the course of the year. It has not been possible to report a result for 16a v) as the question has been changed in the Household Survey and therefore accurate comparison is not possible. The new question picks up on participation in a far wider range of physical activity than was previously recorded.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|----------------|----------------|--|--|--|-------------------|
| 16b | GP Referral Scheme | N/A | N/A | 23 referrals with 33% showing improved health measures at 12 weeks | 40 referrals with 50% showing improved health measures | Referrals: The number currently referred is 107, which is 67 higher than the target. | Yes |
| | Improved Health Measure: Not possible to say Result will be available Q1 2008/09. | | | | | No | |
| | ii) Number and percentage 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 | 6 (25%) | 50% | Not possible to say Results will be available Q3 2008/09 | No |
| <p>Comment: (i) 'Active for Health' is a new scheme, which commenced on the 19th November 2007. The programme commenced later than planned due to difficulties recruiting leisure providers to the programme and the complexities relating to the Sports Trust. It differs from the previously measured scheme in that it has wider inclusion criteria, including obesity, respiratory disease and diabetes and a wider range of clinicians can refer into the programme. The programme has been widely promoted with clinicians and the number of referrals has been above the target. However, clients did not start the programme until Jan 2008, and it takes 12 weeks to complete, therefore no results will be available until 2008/09 for progress after twelve weeks or for continued participation after 6 months (16bii).</p> | | | | | | | |
| 17 | Numbers of drug users in treatment | 994 | 1222 | 1282 | 1470 | 1334 | No |
| <p>Comment: Based on end-of-year figures, as at March 2008, the Community Safety Partnership has underperformed by 136 individuals against the target for numbers in treatment. The level of clients retained in treatment for 12 weeks or longer has improved significantly in the second half of the year.</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 |
| <p>Progress towards this Objective: The local economy is strong and the gap between household incomes in the priority neighbourhoods and the rest of the city has narrowed due to higher levels of economic activity in the north of the city.</p> <p>At Key Stage 2 the gap between educational attainment in Priority Neighbourhoods and the rest of the city has narrowed in English by 4.5% points from 18.7% to 14.2%, but widened in mathematics by 1.5% points from 13.1% to 14.6%. At Key Stage 4 the gap between the Priority Neighbourhoods and the rest of the city at attaining 5+ A*-C has narrowed by 1.2% points from 27.1% to 25.9%.</p> <p>The Community Safety Partnership has exceeded their target to reduce British Crime Survey Comparator Crimes by 20% (PSA1). This represents a significant reduction across a range of crime types and has been achieved as a result of a number of agencies working together both strategically and operationally. In addition, the Household Survey has shown year on year reductions in the fear of crime, although this has slowed recently and there has been some marked changes between the priority neighbourhoods and the rest of the city. The Partnership has recently produced a Partnership Strategic Assessment, which provides a comprehensive picture of crime, disorder, anti-social behaviour and substance misuse issues across the city and makes a number of recommendations on activity and initiatives that should be delivered during 2008/09. Safer Neighbourhood Groups continue to develop and provide a mechanism for local representatives to share their ideas and concerns with the different agencies working together on the ground. Each Safer Neighbourhood Group will produce an action plan, which will describe how they are going to deliver the Partnership Strategic Assessment in their local area.</p> <p>The PrimeLines route infrastructure is in most part complete. Monitoring has begun on the completed corridors at Foleshill Road, Ansty Road and Willenhall, which will give a clearer picture of the impact that the new routes have had on bus usage and local neighbourhoods. Information obtained from this years Household Survey suggests that satisfaction with bus services is improving both in priority neighbourhoods and the rest of the city with far fewer people saying that they never use the bus service.</p> | |
| <p>Risks To Performance: Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C22 UTM, WAN2 and Primelines Project | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|---------------------------------------|--|---------------------------------------|--|---------------------------------------|-------------------|
| 18 | Gap in life expectancy between priority neighbourhoods and the rest of the city | 2001-2003 average (calendar years) | 2002 –2004 average (calendar years) | 2003-2005 average (calendar years) | | 2004-2006 average (calendar years) | |
| | Men: | | | | | | |
| | Priority neighbourhoods | 69.8 years | 69.1 years | 68.8 years | Greater rate of improvement in priority neighbourhoods | 69.0 years | Yes |
| | Rest of city | 74.3 years | 74.7 years | 74.4 years | | 74.1 years | |
| | Gap | 4.5 years | 5.6 years | 5.6 years | | 5.1 years | |
| | Women: | | | | | | |
| | Priority neighbourhoods | 74.4 years | 74.6 years | 74.7 years | Greater rate of improvement in priority neighbourhoods | 74.3 years | No |
| | Rest of city | 79.7 years | 80.0 years | 80.3 years | | 80.2 years | |
| | Gap | 5.3 years | 5.4 years | 5.6 years | | 5.9 years | |
| | <p>Comment: The figures are calculated on the mean age of death on a three-year rolling average which is used to smooth any statistical anomalies that may occur year by year. Age of death increased for men in priority neighbourhoods and decreased for men in rest of city, thereby reducing the gap. Age of death for women decreased for both priority neighbourhoods and rest of city but by more in priority neighbourhoods, thereby increasing the gap. Demographic changes make interpretation difficult and further monitoring and analysis is required over a longer period.</p> | | | | | | |
| 19 | Gap between average household income in priority neighbourhoods and the rest of the city | June 2004 | June 2005 | June 2006 | | June 2007 | |
| | Priority neighbourhoods: | | | | Greater rate of improvement in priority neighbourhoods | | Yes |
| | Average amount | £20,458 | £22,028 | £25,425 | | £26,745 | |
| | % increase | N/A | 7.7% | N/A | | 5.2% | |
| | Rest of city: | | | | | | |
| Average amount | £28,938 | £31,646 | £33,385 | £34,805 | | | |
| % increase | N/A | 9.4% | N/A | 4.3% | | | |
| <p>Comment: The figures have been revised since the half year. The gap has narrowed marginally due to the higher levels of economic activity in the north of the city, such as Ricoh Arena Retail Park, ProLogis Park, and University Hospital. Across the city as a whole household incomes rose by 4.4%. Data was collected differently in 2006 as compared to 2005 and it was not therefore possible to provide a figure for % increase for this period.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|---|----------------|----------------|----------------|---|----------------|-------------------|
| 20 | Attainment gap between children and young people living in priority neighbourhoods and the rest of the city | Summer 2004 | Summer 2005 | Summer 2006 | | Summer 2007 | |
| 20a | Key Stage 2 – percentage attaining level 4+ in English | | | | | | |
| | Priority neighbourhoods | 65% | 64% | 66% | Faster rate of improvement in priority neighbourhoods | 70.5% | Yes |
| | Rest of city | 83% | 83% | 84.7% | | 84.7% | |
| | Gap | -18% | -18.7% | -18.7% | | -14.2% | |
| | Key Stage 2 – percentage attaining level 4+ in Mathematics | | | | | | |
| | Priority neighbourhoods | 59% | 64% | 64.9% | Faster rate of improvement in priority neighbourhoods | 65.9% | No |
| | Rest of city | 78% | 78% | 78.1% | | 80.5% | |
| | Gap | -19% | -14% | -13.1% | | -14.6% | |
| 20b | Key Stage 4 Attaining 5+A*-C | | | | | | |
| | Priority neighbourhoods | 29.7% | 28.4% | 31.7% | Faster rate of improvement in priority neighbourhoods | 36.4% | Yes |
| | Rest of city | 55.7% | 57.9% | 58.8% | | 62.3% | |
| | Gap | -26% | -29.5% | -27.1% | | -25.9% | |
| | <p>Comment: At Key Stage 2 the gap between the Priority Neighbourhoods and the rest of the city has narrowed in English by 4.5% points from 18.7% to 14.2%, but widened in mathematics by 1.5% points from 13.1% to 14.6% At Key Stage 4 the gap between the Priority Neighbourhoods and the rest of the city attaining 5+ A*-C has narrowed by 1.2% points from 27.1% to 25.9%.</p> | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|--|--|--|-----------------------------|--|-------------------|
| 21 | British Crime Survey comparator crimes | 25,912 offences (2003/04 baseline) | 22,419 offences | 23,597 offences | 20,728 offences | 19,366 offences | Yes |
| <p>Comment: The target has been exceeded with Coventry Crime and Disorder Reduction Partnership area achieving a 25% reduction in British Crime Survey comparator crime over a three year period (The original reduction target for PSA1 being 20%) despite anticipated seasonal increases in the final quarter of the financial year. Excellent reductions in vehicle crime (46%), domestic burglary (28%), and criminal damage (21%) have significantly contributed to the overall reduction. Primary reasons for this success include targeted deployment of resources to emergent hotspot areas (through the AIMS process), effective offender management, increased target hardening and identification of key strategic thematic and geographical areas to be addressed via the strategic assessment process. Violent Crime (part of the basket of BCS comparator crimes) has displayed a reduction of 4.3% from the baseline and has been identified as a key priority in both the 2008/09 Strategic Assessment and the 2008-11 Community Safety Plan. The Home Office have produced a Tackling Violent Crime Action Plan and this is being delivered locally through the Priority Crime Group.</p> | | | | | | | |
| 22 | Residents' Perceptions | | | | | | |
| 22a | Percentage of residents who feel 'fairly safe' or 'very safe' whilst in and around their neighbourhood | 2004 93.7% in daytime 76.6% at night | 2005 91.7% in daytime 78% at night | 2006 95.1% in daytime 74.8% at night | Improvement in perceptions | 2007 93.7% in Daytime 65.7% at night | No No |
| 22 b | The percentage of residents surveyed satisfied with their neighbourhood as a place to live | 2004 82.2% were satisfied | 2005 81.2% were satisfied | 2006 84.4% were satisfied | Improvement in satisfaction | 2007 85.2% were satisfied | Yes. |
| <p>Comment: The Household Survey has shown year on year reductions in the fear of crime, although this has slowed recently and there has been some marked changes between the priority neighbourhoods and the rest of the city. The Partnership has recently produced a Partnership Strategic Assessment, which provides a comprehensive picture of crime, disorder, anti-social behaviour and substance misuse issues across the city and makes a number of recommendations on activity and initiatives that should be delivered during 2008/09.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|----------------|-------------------|--------------------------|-----------------------------|------------------------------------|---------------------|
| 23 | Bus Usage | | | | | | |
| 23a | Average percentage increase in bus usage on completed Primelines bus routes: | | | | | | |
| | At completion | N/A | 30% (2 routes) | No new schemes completed | Increase in usage | N/A No surveys carried out | Not possible to say |
| | After one year | N/A | N/A | N/A | N/A | N/A No surveys carried out | Not possible to say |
| 23b | Modal share of buses during peak times in morning and during day | 2003 | 2005 | No survey | 2007 | 2007 | |
| | During peak times | | | | | | |
| | Into city | 18.0% | 18.9% | | Increase in modal share | Results are still being validated. | Not possible to say |
| | Out of city | 18.3% | 19.2% | | | | |
| | During day | | | | | | |
| | Into city | 21.6% | 22.2% | | Increase in modal share | | |
| | Out of city | 18.7% | 19.3% | | | | |
| 23c | Satisfaction with Bus Service | 2004 | 2005 | 2006 | 2007 | 2007 | |
| 23c i | Never Use the Bus Service | | | | | | |
| | Priority Neighbourhoods | 26.3% | 27.4% | 29.6% | Improvement in satisfaction | 15.7% | Yes |
| | Rest of City | 32.1% | 29.5% | 40.8% | | 19.4% | |
| | Gap | 5.8% | 2.1% | 11.2% | | 3.7% | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|----------------|----------------|----------------|-----------------------------|----------------|-------------------|
| 23c ii | Satisfied with Bus Services overall | 47.7% | 56.0% | 56.5% | | 66.4% | Yes |
| | Priority Neighbourhoods | 43.5% | 53.0% | 53.3% | Improvement in satisfaction | 63.4% | |
| | Rest of City | 4.2% | 3.0% | 3.2% | | 3.0% | |
| | Gap | | | | | | |
| | <p>Comment 23a: Monitoring of all completed corridors has begun. There is to be a report to the DfT at the end of 2008, which will also detail where funding was spent and the effect on bus patronage and congestion.</p> <p>Comment 23b: Modal share is obtained from a Centro survey the survey has been completed and the results are being validated.</p> <p>Comment 23c: The satisfaction with bus services is measured through the Coventry Partnership's Annual Household Survey. The measure used for this indicator is the number of people saying that they never use the bus service and this number has reduced significantly in the 2007 survey. This indicates that there are more people willing to use bus services both in priority neighbourhoods and the rest of the City and therefore implies an improved satisfaction with bus services available. This is borne out by the response to a more general survey question about overall satisfaction with bus services this also shows a positive improvement both in priority neighbourhoods and the rest of the City.</p> | | | | | | |

| Scorecard Theme | | Customers and Communities | | | | | |
|---|---|--|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|
| Corporate Objective | | 6. To make the city clean and green and tackle climate change. | | | | | |
| <p>Progress towards this Objective: The cleanliness of the City's streets is improving, as indicated by the Q4 outturn of BVPI 199a. This is pleasing progress, whilst recognising that this continues to be an area of priority for the city's communities. The city's approach to street cleanliness is increasingly partnership based, with the service making an active contribution to the AIMS process, crackdown and consolidation days and ward forums and working with CVOne in respect of the Heart of England in Bloom competition.</p> <p>The Council has embraced its responsibilities for tackling Climate Change, with the creation of a new Cabinet portfolio for Climate Change, Housing and Sustainability in June 2007. A challenging timescale was set for the consultation and completion of the city's Climate Change Strategy of March 2008. This task required co-ordination with a number of key stakeholders and a large-scale public consultation exercise, which took place in quarter three of 2007/08. The Strategy was approved by Council and the Coventry Partnership in March. The City Council is one of a small number of local authorities to have produced a final strategy which has been publicly consulted upon. Work on achieving the actions set out within the climate change action plan begins in April 2008 and comprises six key deliverables for 2008/09 and a number of other preparatory or exploratory activities which will lead on to medium to long term actions aimed at reducing the city's carbon footprint.</p> | | | | | | | |
| <p>Risks To Performance: Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C06 Climate change implications. ▪ C26 Project Transform (Waste Project) | | | | | | | |
| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
| 24 | Proportion of land with unacceptable litter and detritus (BV199a) | 37% | 33% | 21% | 17% | 12% | Yes |
| <p>Comment: The City's streets have got cleaner since 2006/07 as indicated by this performance measure. In addition to improving upon last year's outturn of 21%, the Council has exceeded it own target for 2007/08. This performance improvement recognises increased investment in this priority area.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|----------------|----------------|----------------|----------------|-------------------------|-------------------|
| 25 | The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping' – BV 199d | N/A | N/A | Good | Good | Very Effective Estimate | Yes |
| <p>Comment: Current enforcement levels have increased in comparison to last year's base level, and fly tipping has decreased. Since the introduction of the "Don't Dump it" project, the process of dealing with fly tipping has become more effective and not only is fly tipping reported quickly, but it is also removed more quickly. This has discouraged further "copy cat" incidents of fly tipping. The Environmental Crime Unit has also strengthened their enforcement experience and has had 8 successful fly tipping prosecutions, and has issued for one formal caution.</p> <p>The Environmental Crime Unit is also taking enforcement action against landowners whose premises are filled with refuse as previous experience has shown that waste in gardens often becomes fly tipping. Since April 2007 the team have issued 448 notices and taken 11 successful prosecutions. This enforcement effort has contributed towards the City's streets getting cleaner.</p> <p>According to the initial calculations we will receive a "very effective" rating, this will be formally confirmed by the Department for Environment Food and Rural Affairs later this year.</p> | | | | | | | |
| 26 | Household waste | | | | | | |
| 26a | Percentage of household waste recycled (BV82a(i)) | 10.04% | 11.59 | 13.14% | 13.50% | 14.79% Estimate | Yes |
| 26b | Percentage of household waste composted (BV82b(i)) | 6.55% | 6.51 | 11.07% | 11.70% | 11.42% Estimate | No |
| <p>Comment: Overall levels of recycling and composting performance has improved compared to the previous year's performance, reflecting increased investment in kerbside infrastructure and the implementation of a commingled recycling collection trial. This trend is linked to the overall waste arisings for the year decreasing slightly and whilst the specific target for composted waste is not estimated to be achieved, the marginal nature of the variance should be noted. The 2007/08 data requires validation by Defra.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met? yes/no |
|--|---|----------------|----------------|--------------------|-------------------------------|--|--------------------|
| 27 | Number of public parks with green flag quality award | 0 | 0 | 2 new applications | 2 awarded & 1 new application | 1 awarded 1 to be re-submitted | No |
| <p>Comment: The results of the two applications submitted in 2006/07 were announced in Summer 2007. Coombe Park was successful in its application whilst Longford Park narrowly missed out by 2% score. An action plan has been put into place based on the inspectors' recommendations and re-applications for both parks was made in January 2008 with results expected in Summer 2008. This means that the target for 2007/08 has been carried forward into 2008/09 with all future targets needing to be adjusted accordingly. This progress reflects the priority afforded to this subject area by the Council.</p> | | | | | | | |
| 28 | Develop and implement a city wide climate change strategy | N/A | N/A | N/A | Strategy finalised March 2008 | Strategy consulted upon and finalised by 18 March. | Yes |
| <p>Comment: Cabinet (11 September) and the Coventry Partnership Board (12 September) approved the draft Climate Change Strategy to go forward for full public consultation until 31 December. As a result of overwhelmingly positive and constructive feedback, the strategy and its action plan were revised and prioritised. After consideration by Scrutiny Boards 3 and 4 the Strategy was approved by Cabinet on 11 March and full Council on 18 March. The Strategy was then endorsed by the Coventry Partnership on 19 March. The action plan is to be implemented from April 2008. This progress reflects the priority offered to this subject area by the Council.</p> | | | | | | | |

| | |
|--|---|
| Scorecard Theme | Customers and Communities |
| Corporate Objective | 7. Actively promote equality so that people from different backgrounds have similar life opportunities. |
| <p>Progress towards this Objective:</p> <p>The Council has made good progress on its equality outcomes. All of the targets set for 10 of the 16 equality outcomes were met and a further target was met by the end of April 2008. 3 equality outcomes will not have their targets met. It is not possible to assess progress for the remaining 2 outcomes.</p> <p>Children achieving their potential - as reported at half year, more boys achieved 5 or more GCSEs grades A* to C (including maths and English) this year but progress was not made on the equality outcome of improving educational attainment for looked after children or increasing the positive destinations for care leavers to employment education and training despite concerted efforts. It should be noted that this is a relatively small cohort of young people and therefore results can fluctuate however major action is planned to improve educational performance and employment of looked after children.</p> <p>Good choice of jobs and housing - the Council met its targets for the completion of units for people with "special housing needs" and to provide new and additional affordable housing units. The Council also met both its targets for increasing the number with people with health problems into paid work and to increase the number of residents from priority neighbourhoods into employment – this is an improved position from the half year.</p> <p>Promoting independence - the Council is also making good progress on enabling disabled people to live full and independent lives including increasing the number of learning disabled people into paid work; increasing the number of disabled adults receiving individual budgets and reducing the average length of time in weeks for major adaptations being approved and commenced all targets have been met with the exception of adults with disabilities receiving Individual Budgets where although the target was missed for the 31st March was achieved by the end of April.</p> <p>Culture and Leisure - More people from Coventry's black and ethnic minority community said they had attended at least two arts events during the year and accessed a museum at least twice and the gap with the rest of the city was considerably reduced.</p> <p>Health - The average age of death, as measured over a three year rolling period, has improved for men living in priority neighbourhoods and the gap has narrowed with the rest of the city although part of this is due to a decrease in the average age of death in the rest of the city. The smoking target has not been met.</p> <p>Community Safety - equality outcomes in crime focus on encouraging reporting of incidents of domestic violence and hate crimes by people experiencing them and both of these have increased levels of reporting recorded.</p> <p>Clean and Green - There has been a considerable improvement in the cleanliness of the city as measured by Best Value Performance Indicator BV199a, particularly in the city's priority neighbourhoods and the gap between them and the rest of the city has significantly narrowed from 14% to 4%. However this is based on a relatively small sample size and this measure is being supported by additional survey work to provide further data.</p> <p>The Council as an employer - as an employer, the Council is developing activity to increase the number of learning disabled people into work placements and employment with the Council. Based on current information, the Council did not meet its target to increase the number of disabled people in its workforce but information from the council's workforce survey will update the council's statistics about the numbers of disabled people employed by the Council. The number of employees from black and minority ethnic backgrounds at grade 7 or above as a percentage of all employees at a similar level has increased since the previous year and is the same as the percentage of BME employees in the workforce as a whole.</p> | |

| Risks to Performance: Links to corporate risk register: • C27 Demographic Change | | | | | | | |
|---|--|-----------------------|------------------------------|---|---|---|---|
| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
| 29 | <p>Performance against a set of core equality indicators from Equality Strategy.</p> <p><i>The Council has identified a number of key equality outcomes relating directly to its corporate objectives for 2007/08-2009/10 that will make a real difference to equality of opportunity in Coventry and provide strategic direction for the Council's Equality Strategy. Progress against the equality outcomes will be measured by the performance indicators set out below and will be reported and managed through the Council's performance management framework. It should be noted that indicators throughout this Plan also measure improvements in equality of opportunity and the Council will continue to work to improve equality of opportunity across all of its services and as an employer.</i></p> | | | | | | |
| <p><i>From Corporate Objective 2 – To ensure the best quality education for all and that children and young people can achieve their maximum potential.</i></p> <p>Equality Outcome 1 - Improve the educational attainment of boys.</p> | | | | | | | |
| EO1a | <p>The percentage of boys in Coventry schools attaining 5 or more GCSEs at grades A* - C, including mathematics and English.</p> <p>Boys - Coventry</p> <p>Girls - Coventry</p> | <p>N/A</p> <p>N/A</p> | <p>2005 - 31%</p> <p>N/A</p> | <p>2006 – 33.9%</p> <p>2006 – 42.5%</p> | <p>2007 Improve performance</p> | <p>2007 – 36.5%</p> <p>2007 – 42.0%</p> | <p>Yes - boys' performance improved</p> |
| <p>Comment: In 2007, there was a 2.6% point increase in the percentage of boys achieving 5+ A*-C (including English and mathematics) from 33.9% to 36.5%. This closed the gap with girls by 3.1% percentage points, although it should be noted that girl's attainment dropped very slightly by 0.5 percentage point. For boys nationally, there was 1.6% point increase from 39.7% to 41.3% and therefore Coventry boys closed the gap by 1% point.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|--|----------------|----------------|----------------|----------------|----------------|-------------------|
| From Corporate Objective 2 – <i>To ensure the best quality education for all and that children and young people can achieve their maximum potential.</i> | | | | | | | |
| Equality Outcome 2 – <i>Ensure that children looked after gain maximum life chance benefits from educational opportunities, health care and social care.</i> | | | | | | | |
| EO2a | The percentage of looked after children in Year 11 that achieve 5 GCSEs at grade A* - C. All pupils in Coventry | N/A | 3.4% | 2.4% | 9.5% | 2.6% | No |
| | | N/A | 46.4% | 47.9% | 55% | 52.6% | No |
| EO2b | 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. Corporate Plan Indicator 6b | 0.41 | 0.74 | 0.62 | 0.75 | 0.55 | No |
| EO2c | Percentage of children who had been looked after continuously for at least 12 months and were of school age who missed a total of at least 25 days of schooling for any reason during the previous year. | N/A | 18.3% | 15.4% | 13.6% | 14.3% | No |
| <p>Comment: EO2a: This year's result is in line with the past two years despite concerted efforts. Major actions planned to improve performance have two inter-related components: 1) secondary schools have been encouraged to set up Academic Monitoring programmes for looked after children in Y10 and Y11. Eleven schools have already engaged with this process and the plan is to incorporate the remaining eight during 2007/08 and 2) all appropriate Y10 and Y11 looked after children are to be entered for an on-line literacy and numeracy qualification (equivalent to GCSE).</p> <p>EO2b: The major actions planned to improve performance for looked after children outlined in EO2a will also have an impact on positive destinations for care leavers. In addition there is a planned programme of monthly meetings between the Service Manager Life Chances and NCH Aftercare Service to review the position of all young people in their care. These meetings will, in particular, focus on their education and employment and ensure that purposeful action is taken in appropriate cases.</p> <p>EO2c: The outcome is an improvement on last year's performance, although missing the target set.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|----------------|----------------|----------------|----------------|----------------|-------------------|
| <p><i>From Corporate Objective 3 – To regenerate the city and ensure people have a good choice of jobs and housing and transform the city centre.</i></p> <p>Equality Outcome 3 – Housing in Coventry will be more suited to those with special housing needs and will be located across communities to better meet the aspirations of the people who need it.</p> | | | | | | | |
| EO3a | The number of housing units completed in the year for people with 'special needs'. | 97 | 48 | 8 | 167 | 211 units | Yes |
| EO3b | Number of new and additional affordable housing units completed in year. Corporate Plan indicator 13a | 120 | 154 | 254 | 350 | 372 units | Yes |
| <p>Comment: The total number of new and additional affordable housing units completed exceeds the target with 372 units completed. This includes 211 units for special needs– supported housing, which is also above target, and 161 units for general needs housing. The supported housing developments include five PFI schemes with Anchor: two are 40 unit dementia care schemes, two are domiciliary care facilities for older people with a combined total of 74 units and one is a 46 unit housing with care scheme for older people. In addition there are 11 flats/bungalows for people with learning disabilities.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|--|----------------|----------------|----------------|--|------------------------------------|-------------------|
| <p>From Corporate Objective 3 – <i>To regenerate the city and ensure people have a good choice of jobs and housing and transform the city centre.</i></p> <p>Equality Outcome 4 – Increase the number of people with health problems into paid work.</p> | | | | | | | |
| EO4a | Number of 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. | New | New | 33 | 67 (Cumulative target for the LPSA – 100) | 77 (Cumulative total – 113) | Yes |
| <p>Comment: At the end of March 2008, 51 people in total had been in employment for more than 13 weeks. As people helped into employment before the end of March 2008 can be counted if they then complete 13 weeks, the number increased to 80 at 17 June making a cumulative total of 113 people. The project has now come to an end.</p> | | | | | | | |
| <p>From Corporate Objective 3 – <i>To regenerate the city and ensure people have a good choice of jobs and housing and transform the city centre.</i></p> <p>Equality Outcome 5 – Increase the number of residents from priority neighbourhoods into employment.</p> | | | | | | | |
| EO5a | Number of residents from priority neighbourhoods into employment. | New | New | 300 | 600 | 620 | Yes |
| <p>Comment: By working in partnership with external organisations and the receipt of additional external funding, at the end of the year, 620 residents from priority neighbourhoods have been assisted into employment exceeding the target of 600.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| <p><i>From Corporate Objective 4 – To promote health, independence and choice for all citizens.</i></p> <p>Equality Outcome 6 – To enable disabled people to live full and independent lives and, where appropriate, to live longer in their own homes.</p> | | | | | | | |
| EO6a | Number of people with learning disabilities known to the Council aged 18 – 64 helped into paid work. | N/A | N/A | 12 | 15 | 16 | Yes |
| EO6b | Adults with disabilities receiving Individual Budgets at 31 st March. Corporate Plan Indicator 15cii) | N/A | N/A | 15 | 80 | 43 | No |
| EO6c | Average length of time in weeks for major adaptations from initial assessment by Occupational Therapist to work being approved/commenced. Corporate Plan Indicator 15d | N/A | 74 | 46 | 38 | 32.5 | Yes |
| <p>Comment: EO6a: We have exceeded our target by helping 16 people into paid work by 31 March 2008. EO6b: The target was not met as at the 31st March. However, there were 79 Individual Budgets completed by end of April 2008 and 44 more already in progress for 2008/09. EO6c: Concerted efforts have been made over the past year to re design the process for the provision of disabled facilities grants. This combined with capital investment and the introduction of direct payment options for the provision of adaptations to an individual's home environment has led to the reduced time from assessment to approval of a grant and ultimately the provision of the adaptation itself.</p> | | | | | | | |
| <p><i>From Corporate Objective 4 – To promote health, independence and choice for all citizens.</i></p> <p>Equality Outcome 7 – To enable older people to live full and independent lives and, in particular, to improve access to services for older people from black and minority ethnic communities to respond to identified needs and link to our commissioning strategy.</p> | | | | | | | |
| EO7a | Under development | | | | | | |
| <p>Comment: Consideration has been given to identifying a suitable measure from the new national set of indicators. NI 136: People supported to live independently through social services (all ages) would seem to be suitable, given that it would be possible to analyse the data by age and ethnic origin. This indicator has been included in the new Local Area Agreement.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|----------------|----------------|----------------|---|----------------|-------------------|
| Corporate Objective 4 – To promote health, independence and choice for all citizens. | | | | | | | |
| Equality Outcome 8 – To better meet the cultural needs of Coventry's black and minority ethnic communities. | | | | | | | |
| EO8a | Gap in attendance levels by black and minority ethnic (BME) groups at arts events and museums and City overall. | | | | | | |
| | i) Attending Arts events at least twice a year: | | | | | | |
| | Black and minority ethnic groups | N/A | *21.7% | *22.2% | To narrow the gap between BME Groups attending and City Overall | 33.6% | Yes |
| | City overall | | 32.5% | *29.2% | | 33.3% | |
| | Gap | | 10.8% | 7.0% | | 0.3% | |
| | ii) Access a museum at least twice a year: | | | | | | |
| | Black and minority ethnic groups | N/A | *14.1% | *15.8% | | 19.0% | Yes |
| | City overall | | *16.7%% | *22.3% | | 19.2% | |
| | Gap | | 4.1% | 6.5% | | 0.2% | |
| <p>Comment: This information is obtained from the Coventry Partnership Annual Household Survey. *Baseline figures for 2005/06 and 2006/07 have been re calculated following more in depth analysis of the survey results. More people from Coventry's black and minority ethnic community said that they had attended arts events and accessed a museum at least two times during the course of the year. The gap with the City overall was radically reduced although overall the number of people saying they had attended a museum did reduce. A number of initiatives which may have impacted on black and minority ethnic groups attendance include:- the community theatre group at the Belgrade which tours Priority Neighborhoods, a program called <i>The New Black</i> was developed for and with Coventry's black, minority ethnic and new-incoming communities. As such there is direct engagement through educational and community theatre.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|--|-------------------|-------------------|-------------------|--|-------------------|-------------------|
| <p><i>From Corporate Objective 4 – To promote health, independence and choice for all citizens.</i></p> <p>Equality Outcome 9 – To improve life expectancy of men in priority neighbourhoods.</p> | | | | | | | |
| EO9a | Gap in life expectancy between men in priority neighbourhoods and the rest of the city. | 2001-2003 average | 2002-2004 average | 2003-2005 average | | 2004-2006 average | Yes |
| | Priority neighbourhoods | 69.8 years | 69.1 years | 68.8 years | Greater rate of improvement in priority neighbourhoods | 69.0 years | |
| | Rest of city | 74.3 years | 74.7 years | 74.4 years | | 74.1 years | |
| | Gap | 4.5 years | 5.6 years | 5.6 years | | 5.1 years | |
| | Part 1 of Corporate Plan Indicator 18 | | | | | | |
| <p>Comment: The figures are calculated on the mean age of death on a three-year rolling average which is used to smooth any statistical anomalies that may occur year by year. The mean age of death increased in priority neighbourhoods by 0.2 years, reversing the trend in previous years. The gap between the age of death in priority neighbourhoods and the rest of the city has reduced by 0.5 years – however part of this is due to a decrease in the age of death for the rest of the city.</p> | | | | | | | |
| <p><i>From Corporate Objective 4 – To promote health, independence and choice for all citizens.</i></p> <p>Equality Outcome 10 – To improve health and reduce health inequalities in Coventry by increasing the number of people who quit smoking.</p> | | | | | | | |
| EO10a | Smoking prevalence in priority neighbourhoods as measured by the annual Coventry Partnership Household Survey. | N/A | 35.2% | 39.6% | 34% | 35.0% | No |
| <p>Comment: This information is obtained from the Coventry Partnership Annual Household Survey. The smoking rate in priority neighbourhoods was lower than in the previous year but was higher than the target. People need to be motivated to give up smoking and the more motivated individuals have already come forward and benefited from smoking cessation advice and support. The Council's smoking cessation service works closely with the Primary Care Trust's smoking cessation service but concentrates on targeting those groups of people who are hard to reach using approaches tailored to the particular group. For example, a stand up comedian has been booked to attend a West Indian Club at which smoking cessation advice and support will also be provided. Smoking cessation advice is provided at libraries where 90% of those who make contact are on benefit. Supporting smokers to quit is a part of an integrated package of interventions designed to reduce the harm from smoking under the Smoke Free Coventry initiative.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|--------------------------------|---------------------------------|---------------------------------|---------------------------------|----------------|---------------------|
| <p><i>From Corporate Objective 4 – To promote health, independence and choice for all citizens.</i></p> <p>Equality Outcome 11 – To improve the health of Coventry's children and support the theme of the Every Child Matters agenda, by increasing the take up of free school meals across primary schools in the city.</p> | | | | | | | |
| EO11a | Take up of free school meals across primary schools in the city as percentage of those entitled to them. | Academic Year 2004/5 80% | Academic Year 2005/06 78% | Academic Year 2006/07 81% | Academic Year 2007/08 81% | N/A | Not possible to say |
| <p>Comment: Information for the academic year 2006/07 was made available in September 2007; this shows an improved percentage over the previous year. Information for the academic year 2007/08 will not be available until September 2008 and therefore we cannot say at this stage whether this performance will be sustained to achieve the target set.</p> | | | | | | | |
| <p><i>From 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.</i></p> <p>Equality Outcome 12 – To reduce the level of domestic violence in Coventry by improving the confidence of people experiencing domestic violence in the criminal justice system.</p> | | | | | | | |
| EO12a | Number of individuals reporting domestic violence and abuse to the police | 3249 | 3523 | 3115 | 3375 | 3866 | Yes |
| <p>Comment: Current objective is to encourage and therefore increase the reporting of incidents of domestic violence, which is being achieved. Activities that would have supported increased reporting include:</p> <ul style="list-style-type: none"> • Delivery of a range of Awareness Raising Campaigns e.g. White Ribbon Day campaigning events involving Blaze as champions against DVA • Targeted and dedicated pro-active DVA police patrols aimed at increasing victim reassurance and confidence in the criminal justice system • Introduction of the Visual Evidence for Victims project which enables victims to capture visual evidence of their injuries whilst considering whether they want to report to the Police i.e. empowers victims and enables informed choices • Introduction of an Independent Domestic Violence Advisor - the post supports victims through the criminal justice system <p>In addition, the Coventry Domestic Violence and Abuse Partnership has reviewed its action plans for 2007/08 and developed action plans for 2008/09 under the themes Prevention and Early Intervention, Support Services and Justice.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|----------------|----------------|----------------|---------------------|----------------|-------------------|
| <p><i>From 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.</i></p> <p>Equality Outcome 13 – To reduce the number of incidents of hate crime in Coventry by increasing the confidence of people experiencing hate crime in the criminal justice system.</p> | | | | | | | |
| EO13a | Number of hate crime incidents to the police: | | | | | | |
| | Race | 378 | 403 | 432 | Increased reporting | 467 | Yes |
| | Sexual orientation | N/A | 24 | 19 | | 23 | |
| | Disability | N/A | N/A | 1 | | 12 | |
| <p>Comment: The Hate Crime Partnership has not developed specific targets. Emphasis is currently on increasing confidence, which would be shown by increased reporting. A total of 505 offences were recorded in 2007 including 3 relating to religion. This represents the highest level of recorded offences over the last five years. 92% of all reported hate crimes in 2007/08 involved racist offences. At the end of January 2008, the Council appointed a Hate Crime Caseworker to support victims of hate crime. The Caseworker is going to set up and staff additional hate crime reporting surgeries in various locations in the city, which will also encourage further reporting</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|---|--|--|--|--|---|-----------------------|
| <p><i>From Corporate Objective 6 – To make the city clean and green and tackle climate change.</i></p> <p>Equality Outcome 14 – To narrow the gap between priority neighbourhoods and the rest of the city terms of cleanliness.</p> | | | | | | | |
| EO14a | <p>Gap between priority neighbourhoods and the rest of the city in terms of proportion of land with unacceptable litter and detritus</p> <p>City average Priority neighbourhoods Rest of city Gap</p> <p>Linked to Corporate Indicator 24</p> | <p>37.0% 41.0% 32.0% 9.0%</p> | <p>33.0% 41.0% 29.0% 12.0%</p> | <p>21.0% 30.0% 16.0% 14.0%</p> | <p>17% city average and to narrow the gap between priority neighbourhoods and the rest of the city</p> | <p>12.0% 13.5% 10.9% 2.6%</p> | <p>Yes</p> <p>Yes</p> |
| EO14b | <p>Gap between priority neighbourhoods and the rest of the city in terms of percentage of people satisfied with cleanliness standards in their neighbourhoods as measured by the annual Coventry Partnership Household Survey.</p> <p>City average Priority neighbourhoods Rest of city Gap</p> | <p>62.8% 48.9% 71.0% 22.1%</p> | <p>42.8% 33.6% 49.8% 16.2%</p> | <p>55.3% 46.0% 61.4% 15.4%</p> | <p>To narrow the gap between priority neighbourhoods and the rest of the city</p> | <p>46.3% 43.3% 48.5% 5.2%</p> | <p>Yes</p> |
| <p>Comment: EO14a - The gap has narrowed. However this is based on a relatively small sample size using BV199a survey data. Supplementary survey data has been collected within priority neighbourhoods. This supports the improvements identified in BV199 data.</p> <p>EO14b – The gap has narrowed. Priority and non-priority neighbourhoods are reporting similar levels of satisfaction</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|--|---------------------|---------------------|----------------|-------------------------------------|-----------------------------------|---------------------------|
| <p><i>Management Objective 16 – Build a representative workforce fairly treated.</i></p> <p>Equality Outcome 15 – To increase the number of disabled people, particularly those with learning difficulties, employed by the Council.</p> | | | | | | | |
| EO15a | Percentage of employees with a disability Corporate Plan Indicator 46d | 4.57% | 6.26% | 5.81% | 6.50% | 5.86% | No |
| EO15b | Number of people with a learning disability participating in a work placement scheme. | New | New | New | Baseline to be developed in 2007/08 | 4 | Yes Baseline developed |
| EO15c | Number of people with a learning disability entering employment i) Full time ii) Part time | New | New | New | Baseline to be developed in 2007/08 | i) 5 Full time ii) 3 Part time | Yes Baseline developed |
| <p>Comment: In general terms we only know about those people who choose to declare a disability. There has been an improvement since last year although the target has not been met. The workforce survey will attempt to improve and update our statistics. We can track people with a learning disability participating in work placements or who enter employment through the Entry to Employment team. The figures outlined above reflect those individuals currently on work placements with the Council.</p> | | | | | | | |
| <p><i>Management Objective 16 – Build a representative workforce fairly treated.</i></p> <p>Equality Outcome 16 – To increase the percentage of senior black and minority ethnic employees of the Council.</p> | | | | | | | |
| EO16a | Percentage of black and minority ethnic employees at Grades 7 and above. | No figure available | No figure available | 11.79% | Increased percentage | 12.85% | Yes |
| <p>Comment: As reported in the third quarter review, the basis for calculating this measure has changed. The previously reported figures were calculated as the number of BME employees at Grades 7 and above as a percentage of total number of employees in the workforce. The figures above have been calculated as the number of BME employees at Grades 7 and above as a percentage of all employees at Grades 7 and above. It was felt that this produced more useful information. The current figure of 12.85% is above the percentage of all employees from BME communities. However this latter figure (12.42%) is below the target figure of 13.00% for BME employees in the workforce. (See Indicator 46e)</p> | | | | | | | |

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| Scorecard Theme | Budgets |
| Management Objective | 8. Ensure sound management of the Council's resources. |
| <p>Progress towards this Objective: The 2006/07 final accounts position resulted in small revenue underspend and a small capital overspend (both less than 1% of programme) and some positive feedback from our external auditors about our overall performance in relation to the soundness of our final accounts process. The headline performance weakness for our Capital Programme in 2006/07 related to rescheduling.</p> <p>The 2007/08 revenue out-turn shows a balanced position and the capital out-turn a small overspend (less than 1% of budget).</p> <p>Although the net level of capital rescheduling is higher than we would normally want, we have found it necessary to deliberately reschedule some expenditure into later years in reaction to a significant fall-off in the level of capital receipts achieved. The reduction in receipts levels has led us to manage our capital expenditure and resources to a degree, changing the focus of how we ensure sound management of resources.</p> | |
| <p>Risks To Performance: Negotiations with our external auditors in relation to the "A" factor have now concluded with a satisfactory outcome for the City Council following recent helpful guidance from Government Final Governance Reports. Unqualified Audit opinions for 2005/06 and 2006/07 will be formally reported to members in June 2008 to bring this matter to a close.</p> <p>Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C09 Medium Term Financial Strategy | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|---------------------------------|---------------------------------|-------------------|--|-------------------|---------------------|
| 30 | Annual Governance Report | Unqualified report January 2005 | Unqualified report January 2006 | Not yet available | Unqualified report with all previous recommendations implemented | Not yet available | Not possible to say |
| | Comment: The Annual Governance Reports are about to be issued for 2005/06 and 2006/07 following the resolution of the A Factor issue referred to above. | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|-----------------------------|----------------|----------------|----------------|----------------|-------------------|
| 31 | CPA Use of resources judgement | 3 out 4 on 2003 methodology | | | | | |
| | i) Financial Reporting | | 3 | 2 | 3 | 3 | Partly met |
| | ii) Financial Standing | | 2 | 2 | 3 | 2 | |
| | iii) Internal Control | | 2 | 3 | 3 | 3 | |
| | The use of resources judgement consists of five parts of which three have been used for the purpose of this indicator. (Financial Management is included as indicator 32 under objective 9. Value for Money is included as indicator 40 under objective 13). | | | | | | |
| | <p>Comment: The Use of Resources judgement was announced at the end of January 2008. We have received an overall score of 3 (out of 4) compared with a previous overall score of 2. The individual scores are shown above. The target was met for two of the three individual components. However, we scored 2 out of 4 for Financial Standing, with the auditors referencing our medium term funding gap as the key area needing improvement for this element.</p> | | | | | | |

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| Scorecard Theme | Budgets |
| Management Objective | 9. Deliver the Council's Medium Term Financial Strategy to meet corporate objectives and balance the budget. |
| Progress towards this Objective: Council approved a balanced revenue and capital budget on 19 th February 2008 in line with the Medium Term Financial Strategy that was approved in September 2007. | |
| <p>Risks To Performance: We have balanced the budget notwithstanding the tighter Government settlement heralded by the Government's Comprehensive Spending Review. The challenge now is to balance our budgets over the medium term and we are already turning our attentions to doing just that.</p> <p>Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C09 Medium Term Financial Strategy ▪ C02 Equal Pay Claims | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|---|-----------------------------|----------------|----------------|----------------|----------------|-------------------|
| 32 | CPA Use of Resources Judgement -Financial Management | 3 out 4 on 2003 methodology | 3 | 3 | 3 | 3 | Yes |
| | Comment: The Use of Resources judgement was announced at the end of January 2008. The individual score for Financial Management was confirmed as 3 out of 4. | | | | | | |
| 33 | Use of reserves to produce a balanced revenue budget | £7.8 m | £5.2 m | £5.0 m | £4.0m | £4.0m | Yes |
| | Comment: The 2007/08 budget has been balanced at year end and using the planned £4.0m of Corporate Working Balances. | | | | | | |

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| Scorecard Theme | Budgets |
| Management Objective | 10. Maximise resources |
| <p>Progress towards this Objective: The Council has continued to promote direct debit take-up with currently 57% of council taxpayers now electing to pay by this method. Paperless direct debits were introduced in November 2007. The service concentrated on maximising disability and carer discounts increasing both by 10%. The work on validating single person's discount was successful; 2,452 claims have so far been cancelled raising an extra £674k in revenue. Further work continues on the remainder of the claims. On business rates we increased reliefs for small businesses by 5%, supported work to obtain nearly £2m in Local Authority Business Growth Initiative grant and successfully implemented two new BID levies for CVOne and Coventry Best for Business.</p> <p>Recovery procedure continued to be robust and to move cases through the courts, if required, more quickly than previously. However the implementation of the new revenues and benefits system delayed this. During 2007/08 the focus was on better and more secure arrangements, improved recovery utilising mosaic and prevention being a key factor. This work will continue during 2008/09 with a focus on can pays can't pays and the introduction of a vulnerable person policy. During 2007 we also joined with other West Midlands Authorities in a joint bailiff contract and looked at ways to collaborate with other local authorities such as Chester and North Warwickshire. The service also started a programme of redesign which continues into 2008/09 looking at areas where efficiency savings can be made and utilise shared services both in-house and with our neighbours.</p> | |
| <p>Risks To Performance: The new revenues and benefits system was introduced in March 2007 and the implementation phase may have had an impact on overall collection rates for this year.</p> <ul style="list-style-type: none"> Links to corporate risk register: - C09 Medium Term Financial Strategy | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| 34 | Percentage of Council Tax collected (BV9) | 95.1% | 95.4% | 95.5% | 96.0% | 94.7% | No |
| | Comment: We are below our target and the previous year's performance but have collected more cash than this time last year with the base liability for this year increased by nearly £4m. We believe the implementation of a new core computer system at the beginning of this financial year affected our collection rate however as the system becomes more bedded down there will be an improvement in the collection rate. | | | | | | |
| 35 | Percentage of NNDR collected (BV10) | 99.6% | 99.1% | 98.8% | 99.3% | 99.1% | No |
| | Comment: We are slightly below target but above the previous year's performance. Compared to this time last year we have collected slightly more cash with the liability for this year increased by over £5.5m. We believe the implementation of a new core computer system at the beginning of this financial year affected our collection rate however as the system becomes more bedded down there will be an improvement in the collection rate. | | | | | | |

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| Scorecard Theme | Improving the way we work and deliver value for money |
| Management Objective | 11. To improve the quality of our service delivery. |
| <p>Progress towards this Objective: The overall performance in Housing Benefits for the year was good considering pressures associated with the introduction of a new system. The targets for fraud were met, and substantial work has been undertaken to forge good working links with internal and external partners. Work outstanding has levelled off and the statistical performance has meant that the rating by DWP should be maintained at a 3. Our customer focus continues to grow with new initiatives being planned for 08/09. The reliance on agency workers is diminishing with refined processes and recruitment to permanent posts. Work on collaborative shared services has been done throughout the year with plans to implement in 08/09</p> <p>The £10m highway capital investment programme consisting of over 178 individual schemes has been completed continuing the process of improving the condition and quality of Coventry's roads and footpaths in line with our Asset Management approach. The published programme has been delivered within the required timeframe and costs. This level of investment is making a positive contribution 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 Highway Maintenance Strategy, all under the guidance of the Highway Asset Management Plan.</p> <p>The targets have been exceeded for all three planning performance indicators, although performance for two of the three declined compared to last year.</p> | |
| <p>Risks To Performance: Software problems, turnover of staff and savings targets will all need to be managed at the same time as improving the Housing Benefits Service.</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/8 | Target met yes/no |
|--|---|----------------|----------------|---------------------------------|---------------------------------|----------------------------------|-------------------|
| 36 | Department for Work and Pensions (DWP) Rating for Housing Benefits | Fair | 2 (Fair) | 2 (Fair) 3 (self assessment) | 3 (Good) 4 (self assessment) | 3 (Good) (no self assessment) | Yes No |
| <p>Comment: The rating of 3 (good) was confirmed by the Department for Work and Pensions in December 2007. The performance for the fourth quarter of this year was improved and helped to achieve a predicted 3 for our DWP rating, as no self assessment is done this year due to the change in reporting and inspection regime, the outcome will be notified by the DWP later in the year</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/8 | Target met yes/no |
|---|--|---------------------------------------|----------------|----------------|----------------|-----------------|-------------------|
| 37 | Condition of roads and pavements: | | | | | | |
| 37a | Principal roads needing repair (BV223) | N/A - New methodology used nationally | 27% | 9% | 8% | See note below. | See note below. |
| 37b | Other main roads needing repair (BV224a) | N/A - New methodology used nationally | 35% | 21% | 19% | | |
| 37c | Proportion of pavements needing repair (BV187) | 20.11% | 35% | 35% | 30% | | |
| <p>Comment: The highway condition survey that informs the above indicators has been undertaken by an external consultant on behalf of all West Midlands highway authorities. The results of the survey are being prepared and will be made available to authorities in mid June to enable reporting of performance against this indicator.</p> | | | | | | | |
| 38 | Percentage of Planning applications determined within: | | | | | | |
| 38a | 13 weeks – Major (BV109a) | 54% | 69.47% | 60.00% | 60.00% | 61.11% | Yes |
| 38b | 8 weeks – Minor (BV109b) | 68% | 73.10% | 80.00% | 65.00% | 76.54% | Yes |
| 38c | 8 weeks – Other (BV109c) | 80% | 81.50% | 87.00% | 80.00% | 85.54% | Yes |
| <p>Comment: Although targets were met, it is recognised that there was not an improvement in all three indicators compared to 2006/7. Performance in 2007/8 was affected by difficulties in recruiting and maintaining staff and by prioritisation of other parts of the service.</p> | | | | | | | |

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| Scorecard Theme | Improving the way we work and deliver value for money |
| Management Objective | 12. To improve access to the services we provide |
| <p>Progress towards this Objective: A number of developments have been taken forward during the year to improve access to the services we provide. The final pilot one stop shop was opened in November 2007, in Tile Hill and an evaluation of the one stop shop project will be taken forward to Cabinet in June 2008. In February 2008, the It's Your Call line transferred into the Contact Centre, during the hours 8am to 8pm Monday to Friday and 9am to 1pm on Saturdays. Additionally, through the One Stop Shops and Coventry Direct Express, the number of partner services available has increased, including, amongst others, Centro, West Midlands Fire Services, West Midlands Police and housing benefit outreach.</p> <p>Work on determining the scope of the Customer Access Strategy has progressed, including research into customer preferences and customer segmentation, to determine which services certain customer groups are likely to access. Work on developing the detail of the strategy will be taken forward in 2008/09, this work will be informed by the OSS evaluation and the review of advice services.</p> <p>Throughout the year, work has been taken forward to assess to technological infrastructure of the Council, and to recommend improvements, which will support better ways of working. This includes the implementation of the WAN2 project and the implementation and piloting of the Middleware project. The Middleware project provides a connection between the Council systems, enabling data to be shared and used in more effective ways.</p> <p>Developing business processes that enable service enquiries to be resolved at the first point of contact are a component of the value for money reviews planned for the 2008/09 performance year. New governance arrangements, which were set into place following the Cabinet report on Coventry Direct in October 2007, including the creation of an ICT Member Advisory panel, will ensure that all ICT work streams, including those previously linked to Coventry Direct, will be reviewed and monitored. A revised work programme, to be developed in conjunction with the value for money team, will be finalised in early summer. A new ICT strategy is under development and will seek to bring greater coherence to the ICT Service.</p> | |
| <p>Risks To Performance: Links to corporate risk register.</p> <ul style="list-style-type: none"> • CO4 Major Incidents <p>Key projects, linked to the value for money programme, such as middleware, are reliant upon the new ICT restructure becoming successfully embedded. The WAN2 project is overrunning, resulting in increased costs, due to BT line rental extensions</p> <p>Value for money service reviews that do not incorporate business processes that align with Coventry Direct could allow some of the performance benefits from the new customer access channels to go unrealised. Joint working with members of the value for money programme will ensure this risk is monitored.</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|--|----------------|----------------|----------------|------------------------------------|------------------------------|-------------------|
| 39 | Customer access to services | | | | | | |
| 39 a | The range of service enquiries that can be resolved at the first point of contact. | N/A | N/A | N/A | New indicator. Baseline to be set. | Not measured *see comment | N/A |
| 39 b | Services that are accessible via the Council's website on a fully transactional basis. | N/A | N/A | N/A | New indicator. Baseline to be set. | 44 on-line forms available | N/A |
| <p>Comment: Performance Indicator 39a has not been measured during the performance year, and it is unlikely that measurements will be made in the future, as it has become clear that this is not a meaningful measure of performance. In the first instance, it is unlikely that the Council could quantify the range of services it offers and further, even where it could, this figure is likely to change frequently, as services are re-designed and redeveloped. Therefore, there is no statistical base for the measure. Further, it is not clear how this measure would provide evidence of the quality of service being received. More meaningful measures will be produced in the next performance year, including those stemming from the new National Indicator Set and the Varney report into transforming the delivery of public services.</p> <p>A programme for increasing access to services via the website has been established, with 44 additional e-forms added to the website for the current year. New services that have become available via the website since April 2007 include a benefits calculator, a form for employers to access the Childcare Recruitment Service, online consultations and surveys, benefit fraud reporting and hate crime reporting.</p> | | | | | | | |

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| Scorecard Theme | Improving the way we work and deliver value for money |
| Management Objective | 13. To improve the efficiency of the services we provide |
| <p>Progress towards this Objective: The VFM team is continuing to make strong progress on a number of fronts through its development work and is increasing awareness and understanding of VFM. The Value for Money Partnership with PricewaterhouseCoopers is developing and the Governance arrangements have been established – an indicative programme of reviews has been prepared, and individual service reviews of Services for Young People, Procurement, Support Services, Debt Management and Income Collection, VAT, Children's Transport and Fees and Charges have commenced. The Partnership's objectives are to deliver service improvements, to deliver sustainable efficiencies and cost reductions, to benefit from external challenge, and create opportunities for staff to learn new skills.</p> <p>We have recently confirmed with Government that we are on target to deliver our 2.5% per annum efficiency target for the period 2005/06 to 2007/08. Many of these efficiencies have been delivered through decisions made during the last three budget setting processes.</p> | |
| <p>Risks To Performance: Links to corporate risk register:</p> <ul style="list-style-type: none"> ▪ C08 ICT Risk ▪ C30 VFM Programme | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| 40 | CPA Use of Resources Judgement -Value for Money | N/A | 2 | 2 | 3 | 3 | Yes |
| | Comment: The Use of Resources judgement was announced at the end of January 2008. We have received a score of 3 (out of 4) for the Value For Money assessment. | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|----------------|-------------------------------------|--------------------------------------|--|-------------------------------------|-------------------|
| 41 | Implementation of the Value for Money Strategy | | | | | | |
| 41a | Number of senior managers undertaking VFM training | N/A | N/A | N/A | 150 | 200 | Yes |
| 41b | Number of VFM reviews completed | N/A | N/A | 5 | 10 | 5 | No |
| 41c | VFM savings achieved | N/A | N/A | N/A | £0.5m | £0.9m | Yes |
| | Comment: Most of the VFM reviews will now fall under the VFM Partnership Programme, which was not in place at the time the target for 2007/08 was set – these are beginning to progress at a pace consistent with the Council's capacity to support them and over time will accelerate. | | | | | | |
| 42 | Annual Efficiency Statement | N/A | £8.75m cumulative efficiency gains. | £13.95m cumulative efficiency gains. | Efficiency gain of 2.5% £18.782m cumulative | 2.5%+ expected £19.8m cumulative | Yes |
| | Comment: We have confirmed with Government that we are on target to deliver our 2.5% per annum efficiency target for the period 2005/06 to 2007/08. This position will be confirmed in our Backward Looking Annual Efficiency due in the summer. | | | | | | |

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|---|--|
| Scorecard Theme | People |
| Management Objective | 14. Ensure Councillors are well trained and well supported |
| <p>Progress towards this Objective: The end of year outturn for average number of training hours significantly exceeds target, at 40.4 hours. This is due to a more robust approach to the collection of training data, as well as the issuing of clearer guidelines on what constitutes development. In addition to formal training courses run through Workforce Development, Members are encouraged to record attendance at conferences, partnership events and any external training course they may attend.</p> <p>The end of year outturn figure in relation to Member satisfaction with support shows a significant improvement on 2006/07 performance and is also well above target at 98%. This is due to a number of factors, including a change in leadership and member support arrangements. Satisfaction with training has also exceeded target. In particular, the 1:1 development process received a 95% satisfaction response. Improvements in relation to the timing of training and some topic selection will be taken forward next year.</p> | |
| <p>Risks To Performance: None anticipated</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|---|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| 43 | Support for Elected Members | | | | | | |
| 43a | Average number of training hours per councillor | 22 | 23.7 | 27.9 | 29 | 40.4 | Yes |
| 43b | Percentage of Members satisfied or very satisfied with training | N/A | 79% | 79% | 85% | 88% | Yes |
| 43c | Percentage of Members satisfied or very satisfied with support provided to them | N/A | 77% | 55% | 80% | 98% | Yes |
| <p>Comment: The Annual Members satisfaction survey took place in the last quarter of the year.</p> | | | | | | | |

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|---|--|
| Scorecard Theme | People |
| Management Objective | 15. Develop the skills, competencies and motivation of our workforce |
| <p>Progress towards this Objective: The performance outturn at year end shows that the Council has improved performance in relation to completion of appraisals. However, the target has not been achieved as it is a stretching one and further, absence of employees e.g. those on maternity leave, makes this impossible to achieve in full. There are still some concerns in relation to timing of appraisals and data collection and processes are due to be revised next year to ensure that robust data gathering mechanisms are in place.</p> <p>Although the quarter 3 training days figure (1.53 days per FTE) suggested that the Council might not achieve its target, improved performance in quarter 4 has led to an outturn figure of 3.29 days, which exceeds the corporate 3-day training target. External training data is input into the system retrospectively, and therefore, may explain some of the improved performance, as does an improvement in the range of training available and the marketing of training opportunities which stemmed from the publication of the Training Times brochure.</p> <p>During the year, work has been taking place on designing and delivering a range of training programmes such as management development and IT Training. In addition to this, we have been instrumental in moving the basic skills agenda along, as well as working with the Go Awards and train for gain NVQs. The ICS (Institute of Customer Service) awards programme has also been rolled out within the Council. Awareness and access to training and development opportunities has also improved through better marketing via insight.</p> <p>A new Training Strategy has been drafted and is due to be taken to Management Board in the Summer of 2008.</p> | |
| <p>Risks To Performance: None anticipated</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|--|----------------|----------------|----------------|----------------|----------------|-------------------|
| 44 | Percentage of individual appraisals carried out for employees in post for last 12 months | 80% | 80% | 84% | 100% | 90% | No |
| <p>Comment: The performance outturn at year end shows that the Council has improved performance in relation to completion of appraisals. However, the target has not be achieved as it is a stretching one and further, absence of employees e.g. those on maternity leave, makes this impossible to achieve in full. There are still some concerns in relation to timing of appraisals and data collection and processes are due to be revised next year to ensure that robust data gathering mechanisms are in place.</p> | | | | | | | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| 45 | Average no. of days per employee spent on training and development activity | N/A | 2.08 | 2.45 | 3 | 3.29 | Yes |
| <p>Comment: The end of year outturn figure shows that the Council has exceeded its 3-day training target, a significant improvement on the Q3 position, which stood at 1.53 days per FTE.</p> | | | | | | | |

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|---|---|
| Scorecard Theme | People |
| Management Objective | 16. Build a representative workforce fairly treated |
| <p>Progress towards this Objective: The Council has exceeded its targets in two of its employment measures, relating to the top 5% earners who are from an ethnic minority, or who are disabled. The Council has only marginally missed its target relating to top 5% earners who are female. This latter measure in particular, is significantly affected by small changes in the workforce profile, of sometimes only 1 person. The Council has missed both its targets concerning the number of employees who are disabled or from an ethnic minority, although performance has improved in both instances from the 2006/07 end of year position. In particular in relation to the percentage of staff who are disabled, the Council set itself a stretching target. Additionally, the Council can only know about those individuals who choose to declare their disability. The recent Council workforce survey (January/February 2008) did improve the Council's knowledge of its workforce, although the percentage improvement was only marginal. The response rate of approximately 60% was disappointing and has therefore hindered our ability to significantly improve our knowledge of the workforce. The survey will, however, be repeated in July 2008 for staff who have joined the organisation since the survey was undertaken and the 40% non-returners will also be targeted.</p> <p>A new corporate group – Improving Services to Disabled People – is being created to ensure that the Council becomes sharper on delivering its policies and improving access to services by disabled members of the public and our employees and will be headed by the Director of Customer and Workforce Services. This group will inform developments in employment policy and will provide a valuable monitoring function in relation to the impact of those policies.</p> | |
| Risks To Performance: | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|--|----------------|----------------|----------------|----------------|----------------|-------------------|
| 46 | BV employment equality indicators | | | | | | |
| 46a | Percentage of top-paid 5% of staff who are women (BV11a) | 46.78% | 47.49% | 47.05% | 49.00% | 48.66% | No |
| 46b | Percentage of top-paid 5% of staff who are from an ethnic minority (BV11b) | 4.20% | 4.49% | 5.24% | 6.00% | 6.56% | Yes |
| 46c | Percentage of top-paid 5% of staff who have a disability (BV11c) | 6.10% | 5.73% | 5.37% | 6.00% | 6.69% | Yes |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|--|---|---------------------------|---|--|----------------|-----------------------------------|-------------------|
| 46d | Percentage of employees with a disability (BV16a) | 4.57% | 6.26% | 5.81% | 6.50% | 5.86% | No |
| 46e | Percentage of employees who are from an ethnic minority (BV17a) | 10.67% | 10.90% | 12.05% | 13.00% | 12.42% | No |
| <p>Comment: In relation to employment measures, the Council has exceeded its targets in two areas – top 5% earners who are from an ethnic minority and top 5% earners who are disabled, showing significant improvement on last year. The Council has not met its target for top 5% earners who are female, although performance has improved compared to the 2006/07 outturn figure. The top 5% earners measures are problematic as performance indicators, as the financial cut off value and eligible workforce, changes continually and small changes in workforce profile, in some cases only 1 employee, can significantly affect performance outturn. As Best Value Performance Indicators will now be discontinued, we will use the opportunity that this presents to develop a more constant and comparable indicator.</p> <p>The Council has missed both its targets concerning number of employees who are disabled or from an ethnic minority, although performance has improved in both instances from the 2006/07 end of year position. In particular, in relation to the percentage of staff who are disabled, the Council set itself a stretching target. Additionally, the Council can only know about those individuals who choose to declare their disability.</p> | | | | | | | |
| 47 | Number of employee grievances upheld or partly upheld. | 6 (out of 27 recorded) | 8 partly upheld (out of 37 recorded) | 11 upheld 5 partly upheld (out of 57 recorded) | 0 | 10 upheld (out of 51 recorded) | No |
| <p>Comment: At the end of year, 10 cases have been upheld from 51 closed cases. There are currently an additional 29 cases open, pending an outcome. The target is set at zero as the Council wishes to ensure that no employee experiences situations that give rise to justified grievances.</p> | | | | | | | |

| Management Objective | 17. Maintain a healthy and safe workforce |
|---|---|
| <p>Progress towards this Objective: During this year the Council received the findings of the recent Health and Safety Executive's (HSE) Audit Review, which identified that the Council was progressing well with the management of health and safety. Whilst there were some areas requiring improvement, the report was very positive. Restructuring of the service and action plans that have been developed in response to the audit review are being implemented. Health and Safety is now the responsibility of the Customer and Workforce Services Directorate, with clear reporting access to the Chief Executive. A new Health and Safety Manager took up post in March 2008. These changes will ensure continuous improvements are made regarding the Council's health and safety performance. The HSE reviewed progress against the Action Plan in December 2007 and were pleased with the City Council's performance and commitment.</p> <p>The 2007/08 sickness outturn figure shows that the Council has missed its target and that sickness has increased against performance in 2006/07. This is disappointing given the significant amount of work which has taken place over the year to address absence. The outbreak of a flu and sickness virus in quarters 3 and 4 impacted upon the Council's performance, as it did on employers nationally, and clearly contributed to the comparatively high outturn figure. The organisation's overall absence rate, however, does mask good performance and improvements in some areas.</p> <p>The Council continues to robustly manage absence and the promotion of additional absence trigger points will now enable the Council to progress employees, whose absence is a cause for concern, into the formal Promoting Health at Work process. It is expected that this greater degree of proactive management will help to improve the Council's sickness position.</p> | |
| <p>Risks To Performance:</p> <p>Link to Corporate Risk Register.</p> <ul style="list-style-type: none"> • CO1 Health and Safety <p>Failure of Service areas to deliver on their key health and safety performance indicators will impact on the Council's overall health and safety performance. It is likely that the introduction of new absence triggers will significantly increase casework, and will require prioritisation of workloads. Trade Union agreement and support is vital to ensuring the Council can robustly manage absence. Lack of this support would present a risk to the Council's ability to effect change, through the introduction of the new triggers.</p> | |

| Indicator Number | Indicators | Actual 2004/05 | Actual 2005/06 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Target met yes/no |
|------------------|---|----------------|----------------|----------------|----------------|----------------|-------------------|
| 48 | Incidents (Accidents & Assaults) | | | | | | |
| 48 a | Number of RIDDOR reportable incidents (accidents & assaults) to the H&S Executive | 78 | 76 | 98 | ≤ 85 | 86 | No |
| 48 b | Number of incidents (accidents & assaults at work) resulting in time lost (per 100 employees) | 0.89 | 0.69 | 0.81 | ≤ 1.00 | 0.80 | Yes |
| | <p>Comment: The number of reportable incidents was higher than the target by one incident. The number of incidents resulting in lost time (per 100 employees) was slightly less than for the previous year. Although well below the target, the target was set considerably higher than the previous year's performance, partly in expectation of a higher number of assaults, which did not materialise. The Corporate and Directorate H&S Action Plans developed to answer the Health and Safety Executive's health and safety management audit, the new structure and new Health and Safety Manager will now be contributing to a more proactive health and safety culture in the organisation and potentially a reduction in accidents or incidents.</p> | | | | | | |
| 49 | Number of assaults on employees | 1052 | 1033 | 933 | ≤ 1100 | 945 | Yes |
| | <p>Comment: The target was set on the basis that the number of assaults was expected to increase for 2007/08, primarily due to release of the City Council's Prevention of Workplace Violence Policy, together with a heightened awareness for the need to report these incidents. Ultimately, the anticipated increase was not realised and the final number of assaults for 2007/08 is well within the target.</p> | | | | | | |
| 50 | Average number of working days lost due to sickness absence (BV12) | 13.22 | 12.18 | 11.36 | 10.65 | 12.04 | No |
| | <p>Comment: The 2007/08 sickness outturn figure shows that the Council has missed its target and that sickness has increased against performance in 2006/07. This is disappointing given the significant amount of work which has taken place over the year to address absence. The outbreak of a flu and sickness virus in quarters 3 and 4 impacted upon the Council's performance, as it did on employers nationally, and clearly contributed to the comparatively high outturn figure. The organisation's overall absence rate, however, does mask good performance and improvements in some areas.</p> | | | | | | |

Appendix 2: Best Value Performance Indicators Outturn 2007/08

The following pages report performance against the Best Value Performance Indicators for 2007/08. For each of the indicators, the following information is provided:

- performance for 2007/08;
- the target set for the year;
- previous years' performance;
- an indication of whether the target was met and whether performance improved on the previous year; and
- a short commentary on performance.

| No | Description | Page | No | Description | Page |
|-------------------------|---|------|--|---|------|
| Corporate Health | | | Health and Social Care – Children | | |
| BV2 | The Equality Standard for Local Government in England | 77 | BV49 | Stability of Placements for Looked After Children | 83 |
| BV8 | Invoices paid on time | 77 | BV50 | Educational qualifications of Looked After Children | 83 |
| BV9 | Council Tax collected | 77 | BV161 | Employment, education and training for care leavers | 83 |
| BV10 | Non-domestic rates collected | 77 | BV162 | Reviews of child protection cases | 83 |
| BV11a | Women in senior management | 77 | BV163 | Adoptions of children looked after | 84 |
| BV11b | Ethnic minority staff in senior management | 78 | BV197 | Teenage pregnancies | 84 |
| BV11c | Top 5% of earners that have a disability | 78 | Health and Social Care – Adults | | |
| BV12 | Sickness absence | 78 | BV53 | Intensive home care for over 65s | 84 |
| BV14 | Early retirements | 78 | BV54 | Over 65s helped to live at home | 84 |
| BV15 | Ill health retirements | 78 | BV56 | Items of equipment delivered within 7 working days | 85 |
| BV16 | Disabled employees | 78 | BV195 | Acceptable waiting time for assessment | 85 |
| BV17 | Ethnic minority employees | 79 | BV196 | Acceptable waiting time for care packages | 85 |
| BV156 | Building accessibility | 79 | BV201 | Payments to older people | 85 |
| Education | | | Housing | | |
| BV38 | 5 or more A* – C GCSEs | 79 | BV64 | Private sector dwellings returned into occupation | 86 |
| BV39 | 5 or more A* – G GCSEs: including Maths and English | 79 | Homelessness | | |
| BV40 | Key Stage 2 Maths performance | 80 | BV183 | Length of stay in temporary accommodation | 86 |
| BV41 | Key Stage 2 English performance | 80 | BV202 | Number of people sleeping rough | 86 |
| BV43 | SEN statements | 80 | BV203 | Number of families in temporary accommodation | 86 |
| BV45 | Absence in secondary schools | 80 | BV213 | Number of homelessness cases prevented | 86 |
| BV46 | Absence in primary schools | 81 | BV214 | Repeat homelessness | 87 |
| BV181 | Key Stage 3 performance | 81 | | | |
| BV194 | Key Stage 2 performance | 82 | | | |
| BV221 | Participation in, and outcomes from, youth work | 82 | | | |
| BV222 | Quality of Early Years and Childcare Leadership | 82 | | | |

| No | Description | Page | No | Description | Page |
|--|---|------|---|--|------|
| Housing Benefit and Council Tax Benefit | | | Environment and Environmental Health | | |
| BV76 | Housing Benefit (HB) and Council Tax Benefit (CTB) security | 87 | BV166 | Environmental Health and Trading Standards | 94 |
| BV78a | Speed of processing new claims to HB/CTB | 87 | BV216 | Contaminated land | 94 |
| BV78b | Speed of processing changes of circumstances to HB/CTB | 88 | BV217 | Pollution control | 95 |
| BV79a | Accuracy of HB/CTB claims | 88 | BV218 | Abandoned vehicles | 95 |
| BV79b | Accuracy of recovering overpayments | 88 | Planning | | |
| Waste and Cleanliness | | | BV106 | New homes on previously developed land | 95 |
| BV82a | Household waste recycled | 89 | BV109 | Planning applications within 8 weeks | 95 |
| BV82b | Household waste composted | 89 | BV200 | Plan making | 96 |
| BV82c | Household waste used to recover other energy sources | 89 | BV204 | Planning application appeals | 96 |
| BV82d | Household waste landfilled | 89 | BV205 | Service quality checklist | 96 |
| BV84 | Household waste collected per head | 90 | Culture and Related Services | | |
| BV86 | Cost of household waste collection | 90 | BV170 | Number of visits to museums | 96 |
| BV87 | Cost of waste disposal | 90 | BV219 | Conservation Areas | 97 |
| BV91 | Residents served by kerbside recycling | 90 | BV220 | Public Library Service standards checklist | 98 |
| BV199 | Local street and environmental cleanliness | 90 | Community Safety and Wellbeing | | |
| Transport | | | BV126 | Domestic burglaries | 98 |
| BV99 | Road accident casualties | 91 | BV127 | Violent crime and robberies | 98 |
| BV100 | Temporary road closure | 92 | BV128 | Vehicle crimes | 99 |
| BV165 | Pedestrian crossings for disabled people | 93 | BV174 | Racial incidents | 99 |
| BV178 | Footpaths and rights of way | 93 | BV175 | Racial incidents with further action | 99 |
| BV187 | Condition of surface footway | 93 | BV225 | Actions against domestic violence | 99 |
| BV215 | Rectification of street lighting faults | 93 | BV226 | Advice and guidance services | 100 |
| BV223 | Condition of principal roads | 93 | | | |
| BV224 | Condition of other roads | 94 | | | |

Notes to Best Value Performance Indicator Tables

Polarity

All BVPIs have a polarity symbol which shows whether authorities should be aiming for a high or low outturn figure.

| | | |
|-----|--|---|
| ↑ | Good performance = high outturn figure | e.g. BV 82a - we want to increase the proportion of household waste that we recycle |
| ↓ | Good performance = low outturn figure | e.g. BV 99 - we want to reduce the numbers of people killed and injured in road traffic accidents |
| ↔ | Good performance may be high or low figure, depending on other factors | e.g. BV 226a - the amount of money spent on advice and guidance services will vary according to local circumstances |
| N/A | Outturn is not numerical | e.g. BV 200a - asks whether we submitted a scheme on time and the answer is either yes or no |

Progress

The columns headed progress show whether the target for the year was met (✓) or not (✗) and whether performance against the indicator got better (✓), worse (✗) or stayed the same (=).

Comparison

The table includes some information that shows how we compared with the other 6 West Midlands Metropolitan Authorities in 2006/07 i.e. Birmingham, Dudley, Sandwell, Solihull, Walsall and Wolverhampton. 2006/07 is the most recent year when comparative data is available. 1 means that we are the highest performer, 7 means that we are the lowest.

Deleted Indicators

Nine indicators have been removed from the set for 2007/08. Where these indicators are a sub set of a larger indicator, or we are able to report their ranking from the previous year, these indicators have been included in the table and marked as deleted for 2007/08.

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|-------------------------|----------|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| CORPORATE HEALTH | | | | | | | | | | | |
| BV2 a | ↑ | The level of the Equality Standard for Local Government to which the authority conforms in respect of gender, race and disability. | Level 4 | Level 3 | Level 4 | Level 4 | Level 4 | Level 4 | ✓ | = | 1= out of 7 |
| | | Comment: Following a process of self assessment by directorates, an officer from the Corporate Policy Team and Internal Audit carried out audit meetings at which the evidence that directorates had provided to support the self assessment was examined. At a corporate level Corporate Policy and Human Resources and Training self assessment and audit meetings took place. Following this process, it was agreed that the Council had achieved level 4 of the Equality Standard for Local Government. | | | | | | | | | |
| BV2 b | ↑ | The quality of the authority's Race Equality Scheme and the improvements resulting from its application. | 78% | 79% | 83% | 89% | 89% | 89% | ✓ | = | 2 out of 7 |
| | | Comment: Performance for this indicator is calculated from an assessment against 19 set questions. | | | | | | | | | |
| 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% | 81.62% | 95.00% | 86.00% | 95.00% | 87.00% | ✗ | ✓ | 5 out of 7 |
| | | Comment: Although performance continues to improve, the target has not been achieved due to non use of I-Procurement system. | | | | | | | | | |
| BV9 | ↑ | The percentage of Council Tax collected by the authority in the year. | 96.50% | 95.40% | 96.00% | 95.50% | 96.00% | 94.65% | ✗ | ✗ | 6 out of 7 |
| | | Comment: We are below our target and the previous year's performance but have collected more cash than this time last year with the base liability for this year increased by nearly £4m. We believe the implementation of a new core computer system at the beginning of this financial year affected our collection rate however as the system becomes more bedded down there will be an improvement in the collection rate. | | | | | | | | | |
| BV10 | ↑ | The percentage of national non-domestic rates collected in-year. | 99.00% | 99.10% | 99.30% | 98.80% | 99.30% | 99.10% | ✗ | ✓ | 6 out of 7 |
| | | Comment: We are slightly below our target but above the previous year's performance. Compared to this time last year, we have collected more cash with the liability for this year increased by over £5.5m. We believe the implementation of a new core computer system at the beginning of this financial year affected our collection rate however as the system becomes more bedded down there will be an improvement in the collection rate. | | | | | | | | | |
| BV11a | ↑ | The percentage of top paid 5% of local authority staff who are women (excluding those in schools). | 48.42% | 47.49% | 48.00% | 47.05% | 49.00% | 48.66% | ✗ | ✓ | 6 out of 7 |
| | | Comment: The performance outturn is marginally short of target. Within this measure in particular, small changes in workforce profile, as small as one individual, can significantly impact on outturn figures. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV11b | ↑ | The percentage of the top paid 5% of local authority staff who are from an ethnic minority (excluding those in schools). | 4.95% | 4.49% | 5.00% | 5.24% | 6.00% | 6.56% | ✓ | ✓ | 5 out of 7 |
| Comment: Performance has exceeded target in the area. | | | | | | | | | | | |
| BV11c | ↑ | The percentage of the top paid 5% of staff who have a disability (excluding those in schools). | 5.60% | 5.73% | 6.00% | 5.37% | 6.00% | 6.69% | ✓ | ✓ | 2 out of 7 |
| Comment: Performance has exceeded target in the area. | | | | | | | | | | | |
| BV12 | ↓ | The number of working days/shifts lost to the Authority due to sickness absence. | 10.32 | 12.18 | 11.00 | 11.36 | 10.65 | 12.04 | ✗ | ✗ | 5 out of 7 |
| Comment: The 2007/08 sickness outturn figure shows that the Council has missed its target, and that sickness has slightly increased against performance in 2006/07. This is disappointing given the significant amount of work which has taken place over the year to address absence. The higher than anticipated sickness return at Q3 and Q4, due to the outbreak of a flu and sickness virus, did impact upon the Council's performance, and will have contributed to the comparatively high outturn figure. This affected councils nationally. The organisation's absence rate does, however, mask good performance and improvements in some areas. | | | | | | | | | | | |
| BV14 | ↓ | The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce. | 0.67% | 0.67% | 0.65% | 0.49% | 0.63% | 1.19% | ✗ | ✗ | 3 out of 7 |
| Comment: The end of year outturn figure is higher than our target, of 0.63%. Whilst it is difficult to determine specific reasons for this increase, the extent of the Council's restructuring this year, may have had an impact on the number of employees taking early retirement, as may the Age Discrimination legislation, which came into effect in October 2006. | | | | | | | | | | | |
| BV15 | ↓ | The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce. | 0.30% | 0.32% | 0.31% | 0.37% | 0.30% | 0.31% | ✗ | ✓ | 6 out of 7 |
| Comment: The Council has achieved its target figure for early retirements due to ill health and has marginally improved on performance compared to the actual outturn in 2006/07. | | | | | | | | | | | |
| BV16a | ↑ | The percentage of local authority employees with a disability. | 4.18% | 6.26% | 7.00% | 5.81% | 6.50% | 5.86% | ✗ | ✓ | 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 |
| Comment: The Council has not achieved its target in relation to disability in the workforce, although performance has improved on the 06/07 outturn figure. The Council can only know about those employees who choose to declare a disability. A recent workforce survey did enable the Council to improve its knowledge in relation to the workforce, but the increase was marginal. The survey will be repeated next year for staff new to the organisation and those who did not submit a return previously. | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|--|----------------|----------------|----------------|----------------|----------------|----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| BV17a | ↑ | The percentage of local authority employees from ethnic minority communities. | 10.81% | 10.90% | 12.00% | 12.05% | 13.00% | 12.42% | ✘ | ✓ | 4 out of 7 |
| <p>Comment: The Council has only marginally missed its target in relation to ethnic minority employees in the workforce. However, performance has improved on the previous year.</p> | | | | | | | | | | | |
| BV156 | ↑ | The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people. | 45% | 2.00% | 1.00% | 1.70% | 2.00% | 1.98% | ✘ | ✓ | 7 out of 7 |
| | | <p>Comment: BV156 indicator does not in fact give a complete picture of the Council's state of compliance in respect of ensuring that its buildings are fully accessible. This is because the indicator requires that buildings should fully comply with all standards set out in Document M of the Building Regulations. If the building complies with 95% of these standards yet fails on 5%, it has to be noted as not complying. Our obligations under the Disability Discrimination Act 2005 (DDA), which contains within it our duty to promote disability equality, have informed all aspects of the development of the Council's approach to access improvements and Coventry City Council is committed to ensuring that its services are accessible to all. A total of 101 BV156 access audits of areas in Council owned premises open to the public and at other premises not owned by the Council but used to deliver services were carried out and a 3 year prioritised programme of recommended improvement works identified as BV156 critical and DDA priority 1 was drawn up. Phase 2 was completed in 2007/08 and this involved improvements to 26 buildings. Our approach has been agreed with the Disability Equality Advisory Panel, the members of which visited the improvements made to 3 of the 18 buildings improved in 2006/07 as part of a programme of regular review.</p> | | | | | | | | | |
| EDUCATION | | | | | | | | | | | |
| BV38 | ↑ | Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* - C or equivalent. | 53.00% | 46.4% | 53.0% | 47.9% | 55.0% | 52.6% | ✘ | ✓ | 6 out of 7 |
| | | <p>Comment: Our GCSE results increased by 4.7% points from 47.9% to 52.6% in the number of students gaining five or more grades A*-C. Further actions include: Intensive support for GCSE English, mathematics and science, continued support for Education Breakthrough in 15 schools, promotion of effective tracking, improved curriculum offers and effective teaching and learning, leadership and management.</p> | | | | | | | | | |
| 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% | 84.5% | 93.0% | 85.5% | 93.0% | 86.4% | ✘ | ✓ | 5 out of 7 |
| | | <p>Comment: At Key Stage 4, performance improved by 0.9% points for the 5+ A*-G measure from 85.5% to 86.4%.</p> | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---------------------|----------|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV40 | ↑ | Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test. | 78% | 73.1% | 79.0% | 73.0% | 80.0% | 74.0% | ✘ | ✓ | 4 out of 7 |
| | | Comment: At Key Stage 2, performance improved by 1% point in mathematics from 73% to 74%. Further actions include: School Improvement Partners/Advisers briefed on Local Authority priorities and are currently interrogating school and pupil level data to challenge schools and ensure each has identified appropriate priorities and are aware of the need for 2 levels progress in a key stage and achievement of level 4+ in both English and mathematics at end of Key Stage 2 School Improvement Partners' detailed analysis of school performance is being used to revise current school categorisation of intervention and support, leading to focused deployment of Local Authority team. | | | | | | | | | |
| 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. | 78% | 75.9% | 79.0% | 78.0% | 80.0% | 78.0% | ✘ | = | 3 out of 7 |
| | | Comment: At Key Stage 2, performance was unchanged for English at 78%. Further actions include: School Improvement Partners/Advisers briefed on Local Authority priorities and are currently interrogating school and pupil level data to challenge schools and ensure each has identified appropriate priorities and are aware of the need for 2 levels progress in a key stage and achievement of level 4+ in both English and mathematics at end of Key Stage 2. | | | | | | | | | |
| 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% | 100.0% | 100.0% | 99.0% | 100.0% | 100.0% | ✓ | ✓ | 5 out of 7 |
| | | Comment: We have achieved 100% performance again in 2007/08, and our aim remains to write all statements within timescales. | | | | | | | | | |
| 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% | 83.6% | 80.0% | 83.0% | 80.0% | 77.8% | ✘ | ✘ | 5 out of 7 |
| | | Comment: We did not meet our target for 2007/08, although our aim remains to write all statements within timescales. The decline in performance is due to reasons beyond the direct control of the Local Authority including parental issues and response times from external agencies. | | | | | | | | | |
| BV45 | ↓ | Percentage of half days missed due to total absence in secondary schools maintained by the local education authority. | 8.49% | 8.81% | 8.07% | 8.24% | 7.86% | 8.29% | ✘ | ✘ | 5 out of 7 |
| | | Comment: The percentage of half days lost in 2007/08 was 0.43% short of target and was slightly higher than the previous year's performance but this was the lowest percentage of half days missed for over 10 years. Two additional Education Welfare Officers were recruited in September 2007, partnership agreement introduced with schools, and fast track to attendance process introduced. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV46 | ↓ | Percentage of half days missed due to total absence in primary schools maintained by the local education authority. | 5.88% | 5.97% | 5.69% | 6.59% | 5.69% | 5.78% | ✘ | ✓ | 4 out of 7 |
| <p>Comment: In academic year 2006/07 lowest percentage of half days missed for over 10 years, but 0.09% short of target. Two additional Educational Welfare Officers recruited September 2007, partnership agreement introduced with schools, and fast track to attendance process introduced.</p> | | | | | | | | | | | |
| 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. | 75% | 71.07% | 75.00% | 69.00% | 76.00% | 70.00% | ✘ | ✓ | 3 out of 7 |
| <p>Comment: At Key Stage 3, performance in English increased by 1% point mirroring national trends. Further action includes: Rapid response following publication of results to support priority schools as well as collecting successful good practice; Continued support for Breakthrough in 15 schools; Introduction of Datawatch profile to Heads and School Improvement Partners to support and provide continued challenge in analysis, self evaluation and target setting.</p> | | | | | | | | | | | |
| 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. | 75% | 71.05% | 75.00% | 73.00% | 76.00% | 73.00% | ✘ | = | 3 out of 7 |
| <p>Comment: In mathematics performance remained the same at 73%, in contrast to a national decrease of 1%. Further action includes: Rapid response following publication of results to support priority schools as well as collecting successful good practice; Continued support for Breakthrough in 15 schools; Introduction of Datawatch profile to Heads and School Improvement Partners to support and provide continued challenge in analysis, self evaluation and target setting.</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. | 70% | 65.56% | 70.00% | 67.00% | 73.00% | 70.00% | ✘ | ✓ | 4 out of 7 |
| <p>Comment: In science Coventry's performance increased from 67% to 70%. Further action includes: Rapid response following publication of results to support priority schools as well as collecting successful good practice; Continued support for Breakthrough in 15 schools; Introduction of Datawatch profile to Heads and School Improvement Partners to support and provide continued challenge in analysis, self evaluation and target setting.</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% | 69.58% | 75.00% | 68.00% | 76.00% | 72.00% | ✘ | ✓ | 5 out of 7 |
| <p>Comment: ICT improved by 4% points from 68% to 72% following considerable support from consultants who moderated and standardised students' work across all ICT departments. Further action includes: Rapid response following publication of results to support priority schools as well as collecting successful good practice; Continued support for Breakthrough in 15 schools; Introduction of Datawatch profile to Heads and School Improvement Partners to support and provide continued challenge in analysis, self evaluation and target setting.</p> | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---------------------|----------|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV194a | ↑ | The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in English. | 30% | 23% | 28% | 29% | 29% | 29% | ✓ | = | 5 out of 7 |
| | | Comment: At Key Stage 2, performance remained the same in English Level 5 at 29%. School Improvement Partners have been briefed on Local Authority priorities and are currently interrogating school and pupil level data to challenge schools and ensure each has identified appropriate priorities and are aware of the need for 2 levels progress. Detailed analysis of school performance is being used to revise current school categorisation of intervention and support, leading to focused deployment of Local Authority team. | | | | | | | | | |
| BV194b | ↑ | The percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in Mathematics. | 31% | 27% | 29% | 28% | 29% | 27% | ✗ | ✗ | 3= out of 7 |
| | | Comment: At Key Stage 2, performance decreased by 1% point in mathematics level 5 from 28% to 27%. School Improvement Partners have been briefed on Local Authority priorities and are currently interrogating school and pupil level data to challenge schools and ensure each has identified appropriate priorities and are aware of the need for 2 levels progress; Detailed analysis of school performance is being used to revise current school categorisation of intervention and support, leading to focused deployment of Local Authority team. | | | | | | | | | |
| 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. | 48% | 48% | 54% | 40% | 60% | 60% | ✓ | ✓ | 4 out of 7 |
| | | Comment: These are targets prescribed by Government but agreed upon locally. Target for 2007/08 achieved. | | | | | | | | | |
| BV221b | ↑ | Percentage of young people aged 13 - 19 gaining an accredited outcome compared to the percentage of young people participating in youth work. | 15% | 14% | 23% | 16% | 30% | 30% | ✓ | ✓ | 4 out of 7 |
| | | Comment: These are targets prescribed by Government but agreed upon locally. Target for 2007/8 achieved. | | | | | | | | | |
| 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. | 5.0% | 25% | 37% | 44% | 57% | 57% | ✓ | ✓ | 3 out of 7 |
| | | Comment: 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 2008/09 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. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| 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. | 5% | 100% | 100% | 100% | 100% | 100% | ✓ | = | 1= out of 7 |
| | | Comment: All settings will continue to have access to input from staff with graduate or post graduate training or childcare development. | | | | | | | | | |
| HEALTH AND SOCIAL CARE - CHILDREN | | | | | | | | | | | |
| BV49 | ↓ | The percentage of looked after children at 31st March with three or more placements during the last financial year. | Less than 14% | 15.2% | less than 14.00% | 13.2% | Less than 13.50% | 10.5% | ✓ | ✓ | 6 out of 7 |
| | | Comment: Performance in 2007/08 was much improved on previous years. Contributory factors are the high priority and attention this has received including initiatives such as the Stability Project and improved commissioning of residential placements. | | | | | | | | | |
| 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). | 49.0% | 58% | 60% | 42.9% | 62% | 44.0% | ✗ | ✓ | 7 out of 7 |
| | | Comment: Performance has improved slightly compared to 2006/07 with an increased percentage of care leavers aged 16+ achieving at least 1 GCSE at grade A* - G. This, however, fell far below the target and a concerted effort is being made by NCH Aftercare, together with Connexions and Social Care staff, to ensure that the maximum number of care leavers are engaged in education or training leading to nationally recognised qualifications. | | | | | | | | | |
| 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. | 0.55 | 0.74 | 0.75 | 0.62 | 0.75 | 0.52 | ✗ | ✗ | 6 out of 7 |
| | | Comment: Performance in 2007/08 has fallen below that achieved in 2006/07. Compared to the national rate, which is based on the Labour Force Survey, a smaller percentage of young people formerly looked after are engaged in education training or employment. Monthly tracking meetings have been set up between the Service Manager (Life Chances) and NCH Aftercare, together with Connexions, to monitor the position of all care leavers. This level of scrutiny will ensure that we are able to support more young people to continue in education training or employment. | | | | | | | | | |
| 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% | 100% | 100% | 100% | 100% | 100% | ✓ | = | 1= out of 7 |
| | | Comment: Consistent performance has been achieved with 100% of reviews occurring within statutory timescales. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| 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% | 4.5% | 6.0% | 5.6% | 7.0% | 5.0% | ✗ | ✗ | 6 out of 7 |
| | | Comment: In 2007/08, 21 children were adopted, and 2 children were discharged to Special Guardianship Orders. Performance is below target and that achieved in 2006/07, but above that in 2005/06. | | | | | | | | | |
| BV197 | ↓ | Percentage change in number of conceptions amongst 15-17 year olds. | -15.0% | -12.8% (2004) | -22.0% (2005) | -10.6% (2005) | -28.0% (2006) | -8.7% | ✗ | ✗ | 5 out of 7 |
| | | Comment: Data on teenage conceptions is available on a calendar year basis and ONS publish this data in February each year, 14 months after the year to which they relate. Therefore the indicator presented in this 2007/08 BVPI set is the data published in February 2008 relating to calendar year 2006. The percentage change to 2006 was -8.7%, which is higher than the target of -28%. This indicates that the rate actually increased between 2005 and 2006. The National Teenage Pregnancy Strategy outlines the national target to halve the under-18 conception rate in England by 2010 (with an interim target of 15% by 2004 included in the NHS Plan). | | | | | | | | | |
| HEALTH AND SOCIAL CARE - ADULTS | | | | | | | | | | | |
| BV53 | ↔ | Households receiving intensive home care per 1,000 population aged 65 and over. | 22.0 | 18.67 | 19.00 | 14.08 | 14.00 | 14.69 | N/A | N/A | N/A |
| | | Comment: This indicator is created via the HH1 (Home Help) data collection, which collects data for a snap shot week in time (mid September) from all independent and local authority providers of home care. The decline in figures in previous years is testament to our enablement agenda where, through intermediate care and re-ablement, people are rehabilitated to carry out more for themselves and rely less on services, thus the declining number of people who receive traditional homecare services. Data capture has also been an issue in the past, but for the last 3 years systems have been put into place to minimise this and for 2007/08, for the first time there was 100% data capture, making this the most robust data recording for this indicator. | | | | | | | | | |
| BV54 | ↑ | Older people helped to live at home per 1,000 population aged 65 or over. | 95 | 76.02 | 70.00 | 57.66 | 57.00 | 64.09 | ✓ | ✓ | 7 out of 7 |
| | | Comment: 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. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---------------------|----------|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV56 | ↑ | Percentage of items of equipment delivered and adaptions made within 7 working days. | 92% | 94% | 94% | 91% | 94% | 97% | ✓ | ✓ | 3 out of 7 |
| | | <p>Comment: We have continued to improve performance following the development a Joint Equipment Store with Coventry PCT, (ICES - Ingegrated Community Equipment Store) which has enabled more efficient and timely delivery of equipment and adaptations to service users. With continued increase in demand and integrating the installation of Telecare as part of driver / technician duties the service has exceeded its target. Work continues to develop the service for the future to ensure efficient delivery of equipment against demand.</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). | 90% | 79.7% | 82.0% | 79.8% | 83.0% | 89.1% | ✓ | ✓ | 6 out of 7 |
| | | <p>Comment: Improvements in systems and a more targeted focus on assessment response has resulted in continued improvement in performance against this indicator. Plans to establish a city-wide assessment response function should result in high levels of performance being maintained beyond 07/08.</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. | 90% | 93.1% | 90.0% | 87.0% | 90.0% | 88.7% | ✗ | ✓ | 5 out of 7 |
| | | <p>Comment: Whilst waiting time performance has decreased slightly overall, this is influenced adversely by performance in one geographical area and this is being investigated to establish whether there are any local service capacity issues e.g. within the domiciliary care market.</p> | | | | | | | | | |
| BV201 | ↔ | Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised). | 130 | 163 | 144 | 174 | 174 | 171.9 | N/A | N/A | N/A |
| | | <p>Comment: Our target for 2007/08 was set to maintain the previous year's performance until legislation from the Department of Health on the delivery of person centred planning and the direction that it wants authorities to take in delivering social care is finalised. Slightly below target for 2007/08 however we provided 54 people with one off direct payments for equipment or major adaptations during the year which we do not include in this indicator. A steady stream of new Direct Payments for Older People has been offset by an unexpectedly high rate of attrition.</p> | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|--|------------------------|---------------------------------------|-------------------|---------------------------------------|--------------------|--------------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| HOUSING | | | | | | | | | | | |
| 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 | 64 | 60 | 62 | 60 | 64 | ✓ | ✓ | 5 out of 7 |
| Comment: The increased use of enforcement powers is proving effective in tackling the problem of long term empty homes. | | | | | | | | | | | |
| HOUSING - HOMELESSNESS | | | | | | | | | | | |
| BV183a | ↓ | The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need. | 2 weeks | 2.68 weeks | 3 weeks | 2.60 weeks | Deleted 2007/08 | Deleted 2007/08 | N/A | N/A | 7 out of 7 |
| BV183b | ↓ | The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need. | 1 week | 2.69 weeks | 3 weeks | 4.90 weeks | 0 weeks | 0 weeks | ✓ | ✓ | 4 out of 7 |
| Comment: It is our policy to no longer use hostels as temporary accommodation. | | | | | | | | | | | |
| BV202 | ↓ | The number of people sleeping rough on a single night within the area of the local authority. | Less than 10 | 6 from tri-annual count in 2004 | Less than 10 | 6 from tri annual count in 2004 | Less than 10 | N/A | N/A | N/A | 6= out of 7 |
| Comment: Results from the count undertaken in March 2004 show that we are within target. As the results remain low we do not have to undertake a formal rough sleepers count for this BVPI. For good practice purposes, we have put in place a system which monitors rough sleeping. | | | | | | | | | | | |
| BV203 | ↓ | The percentage change in the average number of families placed in temporary accommodation. | -20% | -50.00% | +73.00% | +37.5% | Deleted 2007/08 | Deleted 2007/08 | N/A | N/A | 6 out of 7 |
| Comment: This is a deleted indicator for 2007/08. | | | | | | | | | | | |
| 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. | Target not required | 27 | 50 | 1.29 (130 cases) | 1 | 2 (156 households) | ✓ | ✓ | 7 out of 7 |
| Comment : Preventative services have been developed with referral routes into alternative accommodation or to support and advice. | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|---|---------------------|----------------|----------------|----------------|-----------------|-----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| BV214 | ↓ | Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years. | Target not required | 3.40% | 2.00% | 3.63% | Deleted 2007/08 | Deleted 2007/08 | N/A | N/A | 5 out of 7 |
| <p>Comment: This is a deleted indicator for 2007/08.</p> | | | | | | | | | | | |
| <p>HOUSING - HOUSING BENEFIT AND COUNCIL TAX BENEFIT</p> | | | | | | | | | | | |
| BV76a | ↔ | The number of Housing Benefit claimants in the local authority area visited per 1,000 caseload. | 19 | 2.43 | 19.00 | 4.74 | Deleted 2007/08 | Deleted 2007/08 | N/A | N/A | N/A |
| BV76b | ↔ | The number of fraud investigators employed by the local authority per 1,000 caseload. | 0.21 | 0.23 | 0.25 | 0.26 | 0.30 | 0.23 | N/A | 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 | 20.80 | 40.00 | 61.17 | 30.00 | 51.14 | N/A | 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. | 4.27 | 1.03 | 5.00 | 4.40 | 4.20 | 4.90 | N/A | N/A | N/A |
| <p>Comment: We have exceeded the targets for both investigations and formal sanctions. This has been achieved by maintaining a robust performance management regime with the investigations team and also by applying a strategic, risk-based approach to investigative work. We have achieved this despite the team being under-resourced for much of the year, which is why the number of investigators has been slightly below target. However the team is now back to full complement following a recruitment drive.</p> | | | | | | | | | | | |
| 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. | 40 days | 53.2 days | 50 days | 35.5 days | 35.0 days | 34.3 days | ✓ | ✓ | 6 out of 7 |
| <p>Comment: The introduction of the new academy system at the beginning of 2007/08 was expected to impact on performance and targets for the year were formulated to take account of this whilst at the same time remaining sufficiently challenging so as to ensure an appropriate level of service delivery for our customers. Our performance on new claims shows that we have been able to implement the new system with minimal disruption to our customers. This has been achieved through a combination of micro-managing workflow to prioritise new claims and also by facilitating a robust training regime for staff which enabled a more harmonious transition to the computer system with minimal workflow disruption.</p> | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|------------------|----------|---|----------------|----------------|----------------|----------------|----------------|----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| 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. | 14 | 22.0 days | 16 days | 11.7 days | 12.0 days | 20.7 | x | x | 2 out of 7 |
| | | <p>Comment: The implementation of the new academy system at the beginning of the year meant that we had to make strategic decisions about workflow which resulted in the prioritisation of certain types of work. Understandably new claims were given first priority which has meant that performance on changes of circumstance has been adversely affected. Whilst we have failed to achieve the target in respect of changes of circumstance generally, we have micro-managed workflow during the year to ensure that priority changes of circumstance, such as those likely to result in an overpayment, have been given priority over other types of work. With the new system firmly embedded, we expect that performance on both new claims and changes of circumstance will now improve significantly in 2008/09.</p> | | | | | | | | | |
| 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. | 96.0% | 97.00% | 98.00% | 99.00% | 99.00% | 99.60% | ✓ | ✓ | 1= out of 7 |
| | | <p>Comment: Our performance on this indicator shows that despite undergoing a significant system transition during the year, our accuracy of processing has remained very high. This has been achieved through a combination of proactive and informed auditing by the quality and audit team and responsive and comprehensive training delivery from the training team.</p> | | | | | | | | | |
| BV79b (i) | ⇧ | The amount of Housing Benefit (HB) overpayments recovered as a percentage of all HB overpayments. | 50.00% | 55.04% | 50.00% | 56.42% | 55.00% | 50.30% | x | x | 7 out of 7 |
| 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. | 50.00% | 28.83% | 30.00% | 30.06% | 30.00% | 21.43% | x | x | 6 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. | 50.00% | 1.24% | 10.00% | 4.07% | 10.00% | 9.09% | x | x | 4 out of 7 |
| | | <p>Comment: With the accumulation of work during the system transition, it was acknowledged that this would have some impact on both the creation and recovery of overpayments. However, overpayments written off have remained within target despite the bulk write-off of old debt during the financial year. In April 2008, with Members approval, we increased our standard rate of overpayment recovery from £4 to £9.15 per week. This, coupled with a more robust overpayment monitoring regime and the introduction of collection agencies, will help to improve overpayments administration performance during 2008/09.</p> | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|--|-------------------|-------------------|-------------------|-------------------|-------------------|----------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| ENVIRONMENT - WASTE AND CLEANLINESS | | | | | | | | | | | |
| BV82a (i) | ↑ | Percentage of household waste arisings which have been sent by the Authority for recycling. | 12.80% | 11.59% | 12.50% | 13.14% | 13.50% | 14.79% Estimate | ✓ | ✓ | 4 out of 7 |
| BV82a (ii) | ↑ | Total tonnage of household waste arisings sent by the Authority for recycling. | 18,565 | 16,242.37 | 18,500 | 18,571.59 | 19,090 | 20620.41 Estimate | ✓ | ✓ | 2 out of 7 |
| BV82b (i) | ↑ | The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion. | 6.50% | 6.51% | 11.22% | 11.07% | 11.70% | 11.42% Estimate | ✗ | ✓ | 3 out of 7 |
| BV82b (ii) | ↑ | The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion. | 9,428 | 9,120.94 | 16,600.00 | 15,646.35 | 16,545 | 15929.05 Estimate | ✗ | ✓ | 3 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. | 73.00% | 74.61% | 68.85% | 68.70% | 67.30% | 67.33% Estimate | ✓ | ✗ | 1 out of 7 |
| BV82c (ii) | ↑ | Tonnage of household waste arisings that have been used to recover heat, power and other energy sources. | 105,881 | 104,597.03 | 101,900 | 97,120.55 | 95,167 | 93882.82 Estimate | ✗ | ✗ | 2 out of 7 |
| BV82d (i) | ↓ | Percentage of household waste arisings that have been landfilled. | 7.70% | 7.30% | 7.43% | 6.25% | 7.50% | 6.45% Estimate | ✓ | ✗ | 1 out of 7 |
| BV82d (ii) | ↓ | Tonnage of household waste arisings that have been landfilled. | 11,168 | 10,227.18 | 11,000 | 8,834.94 | 10,606 | 8999.77 Estimate | ✓ | ✗ | 1 out of 7 |
| | | Comment: Overall recycling and composting performance has improved this year compared to previous year's performance and this recognises the increased investment in kerbside infrastructure and in particular, the introduction of a trial commingled recycling collection. The Council still landfills relatively little of its waste because of the infrastructure available through the Energy from Waste facility. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|---|---------------------|-------------------|-------------------|-------------------|-------------------|--------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV84a | ↓ | Number of kilograms of household waste collected per head of the population. | 476 | 460.8 | 486.0 | 464.7 | 465.0 | 461.9 Estimate | ✓ | ✓ | 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. | 3.10% | -0.19% | 5.47% | 0.85% | 0.00% | -0.60% Estimate | ✓ | ✓ | 4 out of 7 |
| | | Comment: The kilograms of household waste per head collected has decreased, in accordance with the Council's Waste Philosophy. | | | | | | | | | |
| BV86 | ↓ | Cost of household waste collection per household. | £36.76 | £53.27 | £44.23 | £49.69 | £45.16 | £45.16 Estimate | ✓ | ✓ | 6 out of 7 |
| | | Comment: The financial targets for the waste service have been achieved. | | | | | | | | | |
| BV87 | ↓ | Cost of waste disposal per tonne of municipal waste. | £28.23 | £33.28 | £30.78 | £35.88 | £31.55 | £32.38 Estimate | ✗ | ✓ | 1 out of 7 |
| | | Comment: The waste disposal account is slightly overspent due to the impact of the Waste Electrical and Electronic Equipment Directive as reported through the financial monitoring reports. | | | | | | | | | |
| BV91a | ↑ | Percentage of households resident in the authority's area served by a kerbside collection of recyclables. | 52% | 84.2% | 100.0% | 100.0% | 100.0% | 100% Estimate | ✓ | = | 1= out of 7 |
| BV91b | ↑ | Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables. | 26% | 71.0% | 80.0% | 85.0% | 85.0% | 86% Estimate | ✓ | ✓ | 4 out of 7 |
| Comment: Targets for kerbside collection have been achieved. | | | | | | | | | | | |
| 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. | 23.00% | 33.0% | 27.0% | 21.0% | 17.0% | 12.0% | ✓ | ✓ | 6 out of 7 |
| | | Comment: There has been a significant reduction in the levels of litter and detritus during 2007/08, which recognises that this is a priority area and that there has been increased investment. | | | | | | | | | |
| BV199b | ↓ | The percentage of relevant land and highways from which unacceptable levels of graffiti are visible. | Target not required | 12% | 8% | 9% | 6% | 6% | ✓ | ✓ | 5 out of 7 |
| | | Comment: There has been a reduction in levels of graffiti during 2007/08 as a result of effective graffiti removal. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|---|---------------------|---------------------|---------------------|----------------|----------------|-----------------------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| BV199c | ↓ | The percentage of relevant land and highways from which unacceptable levels of fly posting are visible. | Target not required | 1% | 1% | 0% | 0% | 1% | ✗ | ✗ | 1= out of 7 |
| <p>Comment: The target of 0% was always stretching but the levels of flyposting remain very low.</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'. | Target not required | Actual not required | Target not required | 3 - Good | 3 - Good | Estimate 1 - Very Effective | ✓ | ✓ | 2= out of 7 |
| <p>Comment: Current enforcement levels have increased in comparison to last year's base level, and fly tipping has decreased. Since the introduction of the "Don't Dump it" project, the process of dealing with fly tipping has become more effective and not only is fly tipping reported quickly, but it is also removed more quickly. This has discouraged further "copy cat" incidents of fly tipping. The Environmental Crime Unit has also strengthened their enforcement experience and has had 8 successful fly tipping prosecutions, and has issued for one formal caution. The Environmental Crime Unit is also taking enforcement action against landowners whose premises are filled with refuse as previous experience has shown that waste in gardens often becomes fly tipping. Since April 2007 the team have issued 448 notices and taken 11 successful prosecutions. According to the initial calculations we will receive a "very effective" rating, this will be formally confirmed by the Department for Environment Food and Rural Affairs later this year.</p> | | | | | | | | | | | |
| ENVIRONMENT - TRANSPORT | | | | | | | | | | | |
| BV99a (i) | ↓ | Number of people killed or seriously injured (KSI) in road traffic collisions. | 258 | 110 | 110 | 110 | 110 | 131 | ✗ | ✗ | 5 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. | Target not required | -23.1% | 0.0% | 0.0% | 0.0% | 19.1% | ✗ | ✗ | 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. | Target not required | -65.9% | -69.9% | -65.9% | -65.9% | -59.4% | ✗ | ✗ | 1 out of 7 |
| <p>Comment: The number of people killed or seriously injured in road traffic collisions increased in 2006 (data used to provide actuals for 2007/08) compared to 2005. However, due to the fluctuating nature of these incidents it is important to monitor the trend, which continues to be downwards. The road safety programme of engineering and education work which is being undertaken will continue and indications are that the number casualties will reduce in 2007.</p> | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|---|---------------------|----------------|----------------|----------------|----------------|----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| BV99b (i) | ↓ | Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions. | 53 | 17 | 17 | 21 | 21 | 22 | ✗ | ✗ | 3= 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. | Target not required | -45.2% | 0.0% | 23.5% | 0.0% | 4.8% | ✗ | ✓ | 6 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. | Target not required | -75.4% | 0.0% | -69.7% | -69.7% | -68.2% | ✗ | ✗ | 6 out of 7 |
| <p>Comment: The number of children killed or seriously injured in road traffic collisions increased in 2006 (data used to provide actuals for 2007/08) compared to 2005. However, due to the fluctuating nature of these incidents it is important to monitor the trend, which continues to be downwards. The road safety programme of engineering, education and safer routes to school will continue to try to improve road safety for children.</p> | | | | | | | | | | | |
| BV99c (i) | ↓ | Number of people slightly injured in road traffic collisions. (Amended 2005/06) | 931 | 1064 | 921 | 1101 | 1058 | 1087 | ✗ | ✓ | 4 out of 7 |
| BV99c (ii) | ↓ | Percentage change in the number of people slightly injured in road traffic collisions since the previous year. | Target not required | -10.5% | -13.4% | 3.5% | -3.9% | -1.3% | ✗ | ✓ | 3 out of 7 |
| BV99c(iii) | ↓ | Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average. | Target not required | 8.6% | -6% | 12.4% | 8.0% | 11.0% | ✗ | ✓ | 6 out of 7 |
| <p>Comment: The number of slightly injured casualties has reduced in 2006 (data used to provide actuals for 2006/07) and the trend in slight injuries has been upwards. This may be in part due to the improvements to car safety which result in less severe injuries when a collision occurs. However, the trend is stabilising and it is hoped with continued work that the number of slight casualties will continue to reduce.</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. | 10.00 days | 6.2 days | 6.2 days | 1.8 days | 2.0 days | 3.52 days | ✗ | ✗ | 6 out of 7 |
| | | <p>Comment: Three specific and long term closures (150 days +) had a material effect on this indicator.</p> | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|------------------|----------|--|---------------------|----------------|----------------|----------------|----------------|--------------------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| BV165 | ↑ | The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area. | 97% | 97.3% | 99.0% | 88.9% | 100.0% | 88.9% | ✗ | = | 5 out of 7 |
| | | Comment: The Actual 2006/07 was amended during the 2007 audit from 98.3% to 88.9%. Work is underway to ensure compliance for all crossings which will significantly improve performance. | | | | | | | | | |
| 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% | 5.0% | 5.0% | 5.0% | 10.0% | 5.0% | ✗ | = | 7 out of 7 |
| | | Comment: The target has not been met due to difficulty in recruiting a Right of Way Officer earlier in the year. This post is now filled and a Right of Way Improvement Plan has been approved by Cabinet and as a result positive progress should be made in 2008/9. In future "The Rights of Way Improvement Plan" will be used to monitor progress in this area. | | | | | | | | | |
| BV187 | ↓ | Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered. | 20% | 35% | 33% | 35% | 30% | 30% (estimate) | ✓ | ✓ | 7 out of 7 |
| | | Comment: A number of problems exist with the technical interface on the Pavement Management System data base which has delayed production of this indicator. Work to rectify this problem is ongoing and the actual performance will be confirmed once these technical issues have been resolved. | | | | | | | | | |
| BV215a | ↓ | The average number of days taken to repair a street lighting fault that is under the control of the local authority. | Target not required | 5.46 days | 5 days | 7.43 days | 4.00 days | 6.99 days | ✗ | ✓ | 4 out of 7 |
| | | Comment: The Actual 2006/07 was amended during the 2007 audit from 4.68 days to 7.43 days to reflect fully the amount of time taken from the receipt of a service enquiry to completion of the repair. Work has been carried out to modify the systems and procedures to improve reporting and to reduce the time taken to repair faults. Performance has improved compared to last year but the target, which was set on previously reported data, was not achieved. | | | | | | | | | |
| BV215b | ↓ | The average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator (DNO). | Target not required | 35.32 days | 15 days | 43.78 days | 15.00 days | 54.32 days | ✗ | ✗ | 7 out of 7 |
| | | Comment: Extensive work has been undertaken with the DNO to improve their performance over the next year. Agreement has been reached to provide Coventry with a dedicated but limited resource stream to improve connection times. This is a significant issue for other local authorities. | | | | | | | | | |
| BV223 | ↓ | Percentage of the local authority principal road network where structural maintenance should be considered. | Target not required | 27.00% | 26.00% | 9.00% | 8.00% | Result not yet available | N/A | N/A | 1 out of 7 |
| | | Comment: The highway condition survey that informs the above indicators has been undertaken by an external consultant on behalf of all West Midlands highway authorities. The results of the survey are being prepared and will be made available to authorities in mid June to enable reporting of performance against this indicator. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|--|---------------------|-------------------|-------------------|-------------------|-------------------|--------------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV224a | ↓ | Percentage of the non-principal road network where maintenance should be considered. | Target not required | 35.00% | 34.00% | 21.00% | 26.00% | Result not yet available | N/A | N/A | 7 out of 7 |
| | | Comment: The highway condition survey that informs the above indicators has been undertaken by an external consultant on behalf of all West Midlands highway authorities. The results of the survey are being prepared and will be made available to authorities in mid June to enable reporting of performance against this indicator. | | | | | | | | | |
| BV224b | ↓ | Percentage of the unclassified road network where structural maintenance should be considered. | Target not required | 13.76% | 12.76% | 28.00% | 26.00% | Result not yet available | N/A | N/A | 7 out of 7 |
| | | Comment: The highway condition survey that informs the above indicators has been undertaken by an external consultant on behalf of all West Midlands highway authorities. The results of the survey are being prepared and will be made available to authorities in mid June to enable reporting of performance against this indicator. | | | | | | | | | |
| ENVIRONMENT AND ENVIRONMENTAL HEALTH | | | | | | | | | | | |
| BV166a | ↑ | Score against a checklist of best practice for Environmental Health. | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | ✓ | = | 1= out of 7 |
| BV166b | ↑ | Score against a checklist of best practice for Trading Standards. | 100.0% | 96.7% | 100.0% | 96.7% | 100.0% | 100.0% | ✓ | ✓ | 7 out of 7 |
| Comment: Environmental Health Service - has again achieved 100%. Trading Standards - 100% was achieved after succeeding in meeting all inspection targets in 2007/08, in part by 'inspecting' significant numbers of 'Low Risk' businesses by alternative means, rather than traditional officer visits. | | | | | | | | | | | |
| BV216a | ↔ | Number of 'sites of potential concern' in the local authority area, with respect to land contamination. | Target not required | 69 | 40 | 2589 | 2570 | 2570 | N/A | N/A | 1 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'. | Target not required | 42% | 45% | 1% | 20% | 30% | ✓ | ✓ | 5= out of 7 |
| 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. In 2006/07 19 sites were investigated leaving 2,570 sites to be investigated in 2007/08. In order to achieve the target set for this year we worked through our database of areas identified as ponds and 521 ponds were visited or assessed on the GIS. In addition 69 sites were located from planning applications, 157 were found from scores of less than 40 on the GIS system and 20 allotment sites were reviewed giving a total of 767 investigated. All this work has led to a vastly improved score for 2007/08. | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|--|---------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV217 | ↑ | Percentage of pollution control improvements to existing installations completed on time. | Target not required | 63% | 80% | 50% | 80% | 78% | ✗ | ✓ | 6 out of 6 |
| | | Comment: This indicator records the implementation of pollution control standards for prescribed industrial process under the Pollution Prevention & 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. Four processes have caused the 2% shortfall in performance against target. These involve processes where we still await guidance from DEFRA on the upgrades, and officers continue to work with these. | | | | | | | | | |
| BV218a | ↑ | Percentage of new reports of abandoned vehicles investigated within 24 hours of notification. | Target not required | 60.26% | 75.00% | 55.80% | 85.00% | 84.74% | ✗ | ✓ | 6 out of 6 |
| BV218b | ↑ | Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle. | Target not required | 26.76% | 50.00% | 36.47% | 75.00% | 69.15% | ✗ | ✓ | 7 out of 7 |
| Comment: Software problems have caused concern throughout the year and a new system became operational in Q4. Inspections suffered in Q4 because of occasional non-availability of inspectors. | | | | | | | | | | | |
| ENVIRONMENT - PLANNING | | | | | | | | | | | |
| BV106 | ↑ | Percentage of new homes built on previously developed land. | 84% | 93.12% | 87.00% | 81.60% | 93.00% | 94.50% | ✓ | ✓ | 6 out of 7 |
| | | Comment: The target for recycling of major sites within the urban area was achieved. | | | | | | | | | |
| BV109a | ↑ | Percentage of major planning applications determined within 13 weeks. | 60% | 69.47% | 60.00% | 60.00% | 60.00% | 61.11% | ✓ | ✓ | 6 out of 7 |
| BV109b | ↑ | Percentage of minor planning applications determined within 8 weeks. | 65% | 73.10% | 65.00% | 80.00% | 65.00% | 76.54% | ✓ | ✗ | 3 out of 7 |
| BV109c | ↑ | Percentage of other planning applications determined within 8 weeks. | 80% | 81.50% | 80.00% | 87.00% | 80.00% | 85.54% | ✓ | ✗ | 6 out of 7 |
| Comment: Although target was met, it is recognised that there was not an improvement in all three BVPI's compared to 2006/07. Performance in 2007/08 was affected by difficulties in recruiting and maintaining staff and prioritisation of other parts of the service. | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|--|----------|---|---------------------|----------------|----------------|----------------|-----------------|----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| 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? | Target not required | Yes | Yes | Yes | Yes | Yes | ✓ | = | N/A |
| BV200b | N/A | Has the local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out? | Target not required | Yes | Yes | Yes | Yes | No | ✗ | ✗ | N/A |
| BV200c | N/A | Did the Local Planning Authority publish an annual monitoring report by 31st December of each year? | Target not required | Yes | Yes | Yes | Deleted 2007/08 | Yes | N/A | N/A | N/A |
| <p>Comment: The changing position of the Regional Spatial Strategy has resulted in additional requirements for sub-regional studies prior to submission of the Core Strategy and this was not known when the Local Development Scheme was submitted.</p> | | | | | | | | | | | |
| 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% | 43.5% | 34.0% | 27.0% | 34.0% | 32.5% | ✓ | ✗ | 1 out of 7 |
| <p>Comment: The outcome of appeals continues to result in the majority of decisions being supported by the Inspectorate, confirming the high quality of decision making.</p> | | | | | | | | | | | |
| BV205 | ↑ | The local authority score against a 'quality of planning services' checklist. | 94% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | ✓ | = | 1= out of 7 |
| <p>Comment: The target measuring quality continues to be met in full.</p> | | | | | | | | | | | |
| <p>CULTURE AND RELATED SERVICES</p> | | | | | | | | | | | |
| BV170a | ↑ | The number of visits to/uses of local authority funded or part funded museums and galleries per 1,000 population. | 1,231 | 1,720 | 1,573 | 1,851 | 1,993 | 2,583 | ✓ | ✓ | 1 out of 7 |
| <p>Comment: In 2007/08 we exceeded our target of 1,993 visits by achieving 2,583 visits per 1,000 population. The continued year on year rise in attendance is mainly highlighted by the Coventry Transport Museum which has again performed better than the target set in our operational plan. Even with a partial closure of the Herbert, it also has achieved its targets. However, this was offset by lower than expected visitors to the Priory Visitor Centre and Lunt Fort.</p> | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---------------------|----------|---|-------------------|-------------------|-------------------|-------------------|--------------------|--------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV170b | ↑ | The number of those visits to local authority funded or part funded museums and galleries that were in person per 1,000 population. | 770 | 1,023 | 1,013 | 1,184 | 1,272 | 1,403 | ✓ | ✓ | 1 out of 7 |
| | | Comment: In 2007/08 we exceeded our target of 1,272 visits in person by achieving 1403 visits in person per 1,000 population. The continued year on year rise in attendance as indicated above is mainly due to the Coventry Transport Museum improving its overall numbers. | | | | | | | | | |
| BV170 c | ↑ | The number of pupils visiting museums and galleries in organised school groups. | 26,000 | 24,870 | 32,500 | 26,526 | 27,257 | 30,698 | ✓ | ✓ | 2 out of 7 |
| | | Comment: In 2007/08 we exceeded our target of 27,257 pupils visits by achieving 30,698 pupil visits. The Coventry Transport Museum achieving 17,287 visits and the other services achieving 13,411. | | | | | | | | | |
| BV219a | ↔ | Total number of conservation areas in the local authority area. | 15 | 15 | 15 | 15 | Deleted 2007/08 | Deleted 2007/08 | N/A | N/A | 6 out of 7 |
| | | Comment: This indicator is deleted for 2007/08. | | | | | | | | | |
| BV219b | ↑ | Percentage of conservation areas in the local authority area with an up-to-date character appraisal. | 20.0% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | ✓ | = | 3 out of 7 |
| | | Comment: No further appraisals have been carried out in order to concentrate on core work such as statutory duties and capital works. | | | | | | | | | |
| BV219c | ↑ | Percentage of conservation areas with published management proposals. | 20.0% | 20.00% | 20.00% | 20.00% | Deleted 2007/08 | Deleted 2007/08 | N/A | N/A | 3 out of 7 |
| | | Comment: This indicator is deleted for 2007/08. | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---|----------|---|---------------------|----------------|----------------|----------------|----------------|----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| 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) | Target not required | 4 | 4 | 4 | 4 | 3 | ✗ | ✗ | 1 out of 7 |
| <p>Comment: In 2006/07 the number of PLSS's achieved was 9 out of 10 but in 2007/08 we have achieved 7 out of 10 due to not achieving PLSS's 3 & 8. PLSS 3 is all libraries having 100% access to the internet and Allesley Park Library currently has no access. PLSS 8 Children's Survey had an increased National target of 87% (from a previous target of 77%), and our score of 82.1% was just outside the 5% tolerance from the national target.</p> | | | | | | | | | | | |
| COMMUNITY SAFETY & WELLBEING | | | | | | | | | | | |
| BV126 | ↓ | Domestic burglaries per 1,000 households in the local authority area. | 21.9 | 19.2 | 20.8 | 19.5 | 19.8 | 17.2 | ✓ | ✓ | 6 out of 7 |
| <p>Comment: Domestic burglary is within its (BVPI) reduction target at the end of 2007/08. iQuanta figures show that Coventry has achieved a 28% reduction in recorded offences between 2003/04 - 2007/08 and this has contributed to Coventry's overall reduction of 25% in total British Survey Comparator crime over the same period. Reasons for this sustained reduction include targeted deployment of resources to emergent hotspot areas (through the AIMs process), effective offender management, increased target hardening and identification of key strategic thematic and geographical areas to be addressed via the strategic assessment process.</p> | | | | | | | | | | | |
| BV127a | ↓ | Violent crime per 1,000 population in the local authority area. | 26.6 | 28.8 | 24.3 | 25.0 | 23.1 | 27.1 | ✗ | ✗ | 5 out of 7 |
| BV127b | ↓ | Robberies per 1,000 population in the local authority area. | 1.9 | 2.4 | 1.9 | 2.8 | 1.8 | 2.1 | ✗ | ✓ | 3 out of 7 |
| <p>Comment: Both of these indicators have not met their respective BVPI targets at the end of 2007/08. iQuanta figures highlight 4% reduction in violent crime between 2003/04 and 2007/08, whilst robbery has reduced by 2%. Violent crime has been identified as a key priority in both the 2008/09 Strategic Assessment and the 2008-11 Community Safety Plan. The Home Office has produced a Tackling Violent Crime Action Plan and this is being delivered locally through the Priority Crime Group.</p> | | | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|------------------|----------|--|---------------------|----------------|----------------|----------------|----------------|----------------|-------------|-------------|-------------------------------|
| | | | | | | | | | Target met? | Got better? | |
| BV128 | ↓ | Vehicle crimes per 1,000 population in the local authority area. | 18.8 | 14.6 | 17.9 | 17.4 | 17.0 | 11.4 | ✓ | ✓ | 7 out of 7 |
| | | <p>Comment: Like domestic burglary, vehicle crime is within its (BVPI) reduction target at the end of 2007/08. Figure from iQuanta (the Home Office's Policing Performance system) show that Coventry has achieved a 48% reduction in recorded offences between 2003/04 - 2007/08 (despite a peak in recorded offences in 2006/07) and this has again, significantly contributed to Coventry's overall reduction of 25% in total British Survey Comparator crime over the same period. Reasons for this include targeted deployment of resources to emergent hotspot areas (through the AIMS process), successful campaigns and initiatives (such as the use of decoy vehicles, the 'Sat Nabbed' campaign and increased efficiency of the removal of abandoned vehicles) as well as the identification of key strategic thematic and geographical areas to be addressed via the strategic assessment process.</p> | | | | | | | | | |
| BV174 | ↔ | The number of racial incidents reported in the local authority area and subsequently recorded by the authority per 100,000 population. | 45 | 187.13 | 197.00 | 195.00 | 203.00 | 174.33 | N/A | N/A | 1 out of 7 |
| | | <p>Comment: In 2007/08 the number of racial incidents reported was less than in 2006/07. This contrasts with the trend of increasing reports in recent years, in line with our efforts to encourage reporting.</p> | | | | | | | | | |
| BV175 | ↑ | The percentage of racial incidents reported to the local authority that resulted in further action. | 100% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | ✓ | = | 1= out of 7 |
| | | <p>Comment: It is Council policy that all racial incidents result in further follow up and action as agreed through discussion with the complainant.</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'. | Target not required | 72.7% | 90.9% | 90.9% | 100.0% | 100.0% | ✓ | ✓ | N/A |
| | | <p>Comment: The collaborative working of the Coventry Domestic Violence and Abuse Partnership (CDVAP) has helped enable the achievement of all 11 elements of this indicator. Addressing domestic violence and abuse will continue to be a priority in Coventry and is reflected within the local Community Safety Plan and the draft local Violent Crime Action Plan.</p> | | | | | | | | | |

Best Value Performance Indicators Outturn 2007/08

Appendix 2

| BVPI Ref 2007/08 | Polarity | Indicator | Target 2005/06 | Actual 2005/06 | Target 2006/07 | Actual 2006/07 | Target 2007/08 | Actual 2007/08 | Progress | | West Midlands Ranking 2006/07 |
|---------------------|----------|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|----------------|--|
| | | | | | | | | | Target met? | Got better? | |
| BV226a | ↔ | Total amount spent by the local authority on advice and guidance services provided by external organisations. | £9.2m | £9.2m | £9.2m | £9.2m | £9.2m | £9.2m | ✓ | N/A | N/A |
| | | Comment: This indicator is performing at a consistent level. | | | | | | | | | |
| 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. | 4% | 4.00% | 4.00% | 4.00% | 4.00% | 4.00% | ✓ | = | N/A |
| | | Comment: This indicator is performing at a consistent level. | | | | | | | | | |
| 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. | £3.5m | £3.5m | £3.5m | £3.5m | £3.5m | £3.5m | ✓ | N/A | N/A |
| | | Comment: This indicator is performing at a consistent level. | | | | | | | | | |

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Coventry City Council's Best Value Performance Plan

Report

2007/8

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