



Coventry City Council

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## Briefing note

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**To**

Scrutiny Co-ordination Committee

8<sup>th</sup> July, 2009

**Subject**

Local Area Agreement Performance Report 2008/09

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### 1 Purpose of the Note

To provide the Committee with information on the progress being made in delivering the priorities set out in the Local Area Agreement (LAA).

### 2 Recommendation

The Committee is asked to look through the appendices and decide if there are any issues which it wishes to include in its work programme or to refer to a Scrutiny Board for consideration.

### 3 Information/Background

Attached to this note (Appendix 1) is a shortened version of the report agreed at the Council meeting on 29<sup>th</sup> June, 2009.\* It gives an overall summary for each LAA theme, a more detailed summary for each which includes the rate of progress (shown in red or green) and the management objectives associated with the LAA (Appendix 2) showing whether or not targets are likely to be met.

- 3.2 There are some areas where the rate of progress is slower than was intended, or where targets are not likely to be met, and you may wish to look more closely at some of these. Alternatively, you could decide to ask Scrutiny Boards to do so, if they have not already identified these for inclusion in their work programmes.

(\*The full report to Council can be found via the following link:

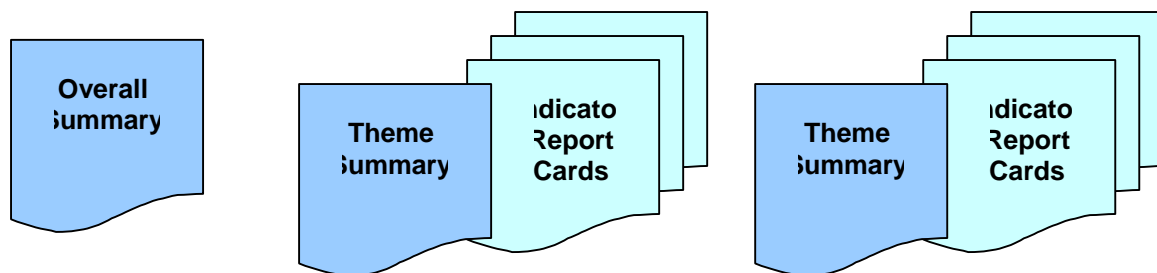
<http://cmis.coventry.gov.uk/CMISWebPublic/Binary.ashx?Document=14034>)

Corinne Steele  
Scrutiny Co-ordinator

**APPENDIX 1**

# Coventry Local Area Agreement Performance Report 2008/09

**Structure of this report:** This report has three levels. Each Local Area Agreement Indicator has a report card. These are grouped by Sustainable Community Strategy Theme and prefaced by a theme summary. The report is headed by an overall summary.



## Overall Summary

| Sustainable Community Strategy Theme  |               |
|---|---------------|
| <b>A prosperous Coventry with a good choice of jobs and business opportunities for all the city's residents</b>   | <b>Page 5</b> |
| <p>The impact of current recession is making it difficult to achieve the rate of progress expected in the Economy, Learning and Skills theme despite the range of activities and interventions that are in place to achieve improvement. Furthermore, there are substantial time delays for the skills and employment indicators, and more reliable and local data sources need to be developed to help provide more up to date information.</p>  |               |
| <b>People of Coventry living longer, healthier, independent lives</b>   | <b>Page 7</b> |
| <p>The main areas of concern where targets are not being achieved are teenage conception rates, Chlamydia screenings of 16 – 24 year olds and the number of people stopping smoking. Targeted interventions are in place to improve performance in these areas although they remain challenging. Some of the time delays associated with the release of data mean that it is more difficult to track the impact of current initiatives. The take up of direct payments has continued to increase, although the introduction of much tighter definitions for the indicator has meant that we have fallen short of the revised targets for people supported to live independently. There has been steady progress in the number of problem drug users into treatment although there are still approximately 40% of problem drug users who have not been in treatment over recent years.</p> |               |
| <b>A safer more confident Coventry</b>  | <b>Page 9</b> |
| <p>The changes to the way that crime is recorded for the national indicators in the LAA has made it difficult to truly understand actual performance in this area during 2008/09. However, the</p>  |               |

|   |                       |
|---|-----------------------|
| <p>Partnership has implemented a range of multi-agency interventions, particularly related to Domestic Violence , Abuse and alcohol related violence. There has been a slight increase in serious acquisitive crime and this will be a focus for targeted action including communication campaigns, offender management and enforcement operations. Over the last 12 months, there have been moderate increases in the three areas that make up serious acquisitive crime. There has been good progress on work with young offenders in the city.</p>   |                       |
| <p><b>Making Coventry's streets, neighbourhoods, parks and open spaces attractive and enjoyable places to be</b></p>  | <p><b>Page 11</b></p> |
| <p>Street cleanliness continues to show a steady improvement and levels of litter have reduced. The rate of improvement year on year is slowing, as expected improvements become more difficult to achieve at the top end of the performance scale. Good progress on fly tipping is also being made and we have been successful in deterring large-scale commercial fly tips. The vast majority of Coventry's fly tipping problem now consists of small domestic fly tips resulting from local people fly tipping in their immediate neighbourhood and this remains a priority for next year.</p>   |                       |
| <p><b>Ensuring that children and young people are safe and enjoy, achieve and make a positive contribution in Coventry</b></p>  | <p><b>Page 12</b></p> |
| <p>There have been notable improvements in the safeguarding of children with improved performance on initial assessments for children's social care and improved stability of placements. Attainment in 2008 showed significant improvements at all stages: At the Early Years Foundation Stage, performance was above national average on the achievement target and there was good improvement in the performance of the lowest achieving 20% of pupils. At Key Stage 2, attainment improved in mathematics, science, and reading, but not writing at Level 4 and above and Level 5 and above. At key stage 4 the proportion of pupils gaining 5 A*-C grades including English and mathematics also rose by 2.9%. This was a faster rate of increase than the national trend of 1.9%. Attainment for looked after children has also improved as a result of a highly focused intervention programme. Persistent absence rates have improved in all phases of education.</p> |                       |
| <p><b>A good choice of housing to meet the needs and aspirations of the people of Coventry</b></p>  | <p><b>Page 14</b></p> |
| <p>There has been a significant reduction in the number of additional dwellings as compared to previous years, due to the impact of the current economic climate. The number of affordable homes has been achieved and plans are already in place to achieve targets for next year. Performance beyond this will also be dependent upon an upturn in the economic climate.</p>  |                       |
| <p><b>Making places and services easily accessible for Coventry people</b></p>  | <p><b>Page 15</b></p> |
| <p>Good progress is being made in reducing the number of children who travel to school by car. We are not yet able to report whether there have been reductions in congestion as data is not yet available. The current economic climate should have a positive impact on the number of vehicles on the road.</p>   |                       |
| <p><b>A creative active and vibrant Coventry</b></p>  | <p><b>Page 16</b></p> |
| <p>Coventry's physical activity strategy was launched in 2008. Currently we are achieving 23.3% for levels of adult participation in sports and active recreation. This is described within the indicator definition as "Good Performance" and will need to be maintained to achieve the LAA target.</p>  |                       |
| <p><b>A more equal Coventry with cohesive communities and neighbourhoods</b></p>  | <p><b>Page 17</b></p> |
| <p>An action plan is being developed that will enable partners to work together better to engage local people in involvement activities. There has been some good progress in embedding equalities and community cohesion across the whole of the LAA. The number of 16 – 18 year olds who are not in education, employment or training (NEET) has been achieved in 2008/09. In addition, the numbers of care leavers and teen parents who are NEET have reduced significantly and the gap has narrowed between the number of boys and girls who are NEET. The gap between people on out of work benefits living in the most deprived areas and the rest of the city had continued to narrow.</p>   |                       |

However the last available data is August 2008 data and by the end of March 2009 this is likely to have deteriorated sharply as the recession has deepened. For educational attainment there has been a narrowing of the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the targets for Key Stage 2 and Key Stage 4 attainment for BME groups were all met in the academic year 2007/08 (July 2008). The targets for the number of affordable homes delivered and the number of units of 'special needs' housing were exceeded in 2008/09, with 268 affordable housing units being completed, including 59 units for special needs. Participation of women in sport and active recreation has also increased.

**Improving Coventry's environment and tackling climate change**

**Page 19**

The publication of data that measures carbon emissions in the city is subject to considerable time delay and it will be sometime until we are able to report progress on the LAA targets. Based on data available for 2005 and 2006, this is showing a reduction of 1.5%, which suggests a positive direction of travel. A Climate Change Strategy was launched in March 2008 and during this past year we have implemented the short-term actions. Reducing the levels of household waste collected was better than target. This may in part be due to the impact of the economic climate where there is likely to be a reduction in household waste arising in the city.

**Note:** In the theme summary reports, a colour rating is shown for each indicator – Rate of progress compared to previous performance – green where good progress is being made, red where it is not.  
Local Area Agreement target - green where it is expected to be met, red where it is not.

# Theme Summary

## Sustainable Community Strategy Theme

1. A prosperous Coventry with a good choice of jobs and business opportunities for all the city's residents

| NI No. | LAA Indicator  | Rating                   |                     |
|--------|--|--------------------------|---------------------|
| NI 79  | Achievement of a Level 2 qualification by age 19   | Rate of progress         | Available Mar 2010  |
| NI 164 | Proportion of population aged 19 – 64 for males and 19 – 59 for females qualified to at least Level 3 or higher  | Rate of progress         | Available July 2009 |
| NI 117 | 16 – 18 year olds who are not in education training or employment (NEET)   | Rate of progress         | LAA Target          |
| NI 152 | Working age people on out of work benefits *   | Rate of progress         | LAA Target          |
| NI 165 | Proportion of population aged 19 – 64 for males and 19 – 59 for females qualified to at least Level 4 or higher. | Rate of progress         | Available July 2009 |
| NI 171 | New Business Registration Rate *   | To be introduced 2009/10 |                     |

### Overall Progress

We are currently experiencing a severe recession and these targets were set in a very different economic climate. The impact of current recession is making it difficult to achieve the rate of progress expected in the Economy, Learning and Skills theme despite the range of activities and interventions that are in place to achieve improvement. Furthermore, there is a time delay in the national data used to report progress against the skills and employment indicators NI 152, 164, and 165. More reliable and local data sources for Level 3 and Level 4 need to be explored as the current data source is not as comprehensive or detailed as would be required for these indicators.

An increase in level 2 skills provision in colleges and other providers and the creation of more apprenticeships has helped to improve performance in relation to the achievement of level 2 skills by the age of 19. The improvement by 1.2 percentage points is close to the national rate increase of 1.7 percentage points. On the other hand the proportion of the working population with level 3 skills has seen a decrease of 0.9% from last year, which makes the target of 57.5% by 2011 even more challenging. Partners are working hard together to address this through various initiatives to help to reverse the decrease.

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|  | <p>The Employment and Skills Board has been set up in October. Employers on the board are acting as champions of learning by taking part in initiatives such as apprenticeships, Train to Gain, and Local Employment Partnerships and they are also promoting these initiatives within other employer groups.</p> <p>The NEET target has been achieved for the current year and there has been reduction in the proportion of males in NEET group, teenage parent rate and the care leaver rate. At present it looks unlikely that the 2009/10 target will be achieved and we may not retain NEET levels achieved over the last 2 years. There has been a 9.1% reduction in Connexions Budgets and whilst universal and statutory services will be maintained, this will adversely affect services to NEET and potential NEET groups.</p> <p>In terms of the number of people on working age benefits there has been considerable progress towards final LAA target, with target for 2008/9 on track at the point of the latest data release in August 2008. This precedes the impact of recession and a subsequent increase in Working Age Benefit volumes is anticipated when data for November 2008, which is currently delayed, is released. The rate of unemployment will increase over the next period and partners are working together to stem the number of new claimants where possible. A work placement scheme is being developed by partners to ensure that opportunities will be made to ensure people with existing skills and out of work will be kept job ready.</p> <p>The figure for 2007/08 is showing a reduction in the level of people in the city with a level 4 qualification although there are concerns with the data source and sampling variation. Coventry City Council's Regeneration Services has proactively worked with QCA and OFQUAL in relocating to Coventry City. A key factor in their relocation choice was the availability and quality of graduates from the two universities. Ongoing targeted work is focused on key sectors such as public sector, automotive and aerospace, IT and technologies and Head Quarter functions, all of which are providers of high quality jobs which will create demand for skilled workers.</p> |
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*\* When LAAs were refreshed in early 2009, the government recognised that these indicators would be particularly affected by the current economic climate and as predicting future trends would be difficult targets were not reviewed this year.*

# Theme Summary

## Sustainable Community Strategy Theme

### 2. People of Coventry living longer, healthier, independent lives

| NI No. | LAA Indicator  | Rating                     |                          |
|--------|--|----------------------------|--------------------------|
| NI 112 | Under 18 conception rate   | Rate of progress           | Data available Feb 2010  |
| NI 113 | Prevalence of Chlamydia in under 25 year olds – screening                  | Rate of progress           | LAA Target               |
| NI 56  | Obesity in primary school age children in year 6                           | Rate of progress           | Data available Sept 2009 |
| NI 120 | All-age all cause mortality<br>Males<br>Females                            | Data available Summer 2009 |                          |
| NI 123 | Stopping Smoking   | Rate of progress           | LAA Target               |
| NI 130 | Social care clients receiving Self-Directed Support per 100,000 population | Rate of progress           | LAA Target               |
| NI 136 | People supported to live independently through social services             | Rate of progress           | LAA Target               |
| NI 40  | Number of drug users recorded as being in effective treatment              | Rate of progress           | LAA Target               |

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| <b>Overall Progress</b> | <p>The teenage conception rate is not on track to achieve its reduction target. The West Midlands as a whole has shown the slowest decline of under 18 conception rates in the country. This is proving a complex issue to address and advice has been sought from the Teenage Pregnancy National Support Team and external consultants to look at how improvements can be achieved. We are also looking at ways to obtain more timely local data as the information currently obtained from the Office of National statistics has a 14 month time lag.</p> <p>The Chlamydia Screening programme has seen significant increases in PCT funding during 2008/09 and a range of initiatives completed to increase screening rates. This has resulted in an increase in the number of people receiving Chlamydia screening from 3.3% in 2007/08 to 11.2% for 2008/09. This still falls short of the 17% target.</p> <p>The number of people quitting smoking after 4 weeks is also a long way behind target with an estimated rate of 530 per 100,000 population as compared to a target of 1115. The NHS stop smoking service has increased its Nicotine Replacement therapy product choice</p> |
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since the beginning of March 2009. There are also developments in the service and recruitments that will help to meet the 2009/10 targets.

In relation to obesity in primary school age children in year 6, the information collected for 2007/08 indicates that 18.8% of year 6 school children reported to be obese - 0.4% less than the 2008/09 target of 19.2%. Whilst this is ahead of target, the data has only been collected for two years and may not be wholly representative of the whole year 6 population.

There have been changes to the indicator definitions for both social care clients receiving self directed support and for people supported to live independently and as a result targets revised. This now shows that we are meeting the target for social care clients receiving self-directed support. On the other hand, the definition change has had a detrimental effect on our performance against the target to support people to live independently. The indicator has a strict definition of what can and cannot be included, which we consider in Coventry is not representative of the overall support that is being provided to the community.

Based on current trends, it is estimated that around 1100 problem drug users will have been engaged in effective treatment by the end of 2008/09. Whilst there has been good progress with getting more drug users into treatment, it is recognised that approximately 40% of Problem Drug Users have not accessed treatment in recent years. The strategic priority for the coming year will focus on encouraging this 'hidden population' of drug users to access treatment services, as well as retaining clients within the treatment system and concentrating on positive client outcomes including exit from the treatment system.



# Theme Summary

## Sustainable Community Strategy Theme

### 3. A safer more confident Coventry

| NI No. | LAA Indicator  | Rating                      |            |
|--------|--|-----------------------------|------------|
| NI 15  | Serious violent crime  | 2008/09 set as new baseline |            |
| NI 32  | Repeat incidents of Domestic Violence                                | To be introduced in 2009/10 |            |
| NI 16  | Serious Acquisitive Crime<br>Recorded incidents per 1,000 population | Rate of progress            | LAA Target |
| NI 20  | Assault with injury crime<br>Recorded incidents per 1,000 population | Rate of progress            | LAA Target |
| NI 19  | Rate of proven re-offending by young offenders                       | Rate of progress            | LAA Target |
| NI 111 | First time entrants to the Youth Justice system aged 10 – 17         | Rate of progress            | LAA Target |

#### Overall Progress

There have been significant changes in the way violent crime is recorded which came into effect in April 2008. The changes have meant that more crimes are being categorised as serious crime and as a result the number has increased. In light of these changes the baseline year for the LAA has been moved forward one year to 2008/09. However, the Partnership has implemented a range of multi-agency interventions, particularly related to Domestic Violence & Abuse and alcohol related violence. This work will continue throughout 2009/10.

Assault With Injury has been affected more positively by the definition changes in that some crimes that would have been counted in this category are now recorded as most serious violence. This has contributed to significant reductions in this category of offending.

Rate of serious acquisitive crime has risen by 0.77 since 2007/08 and this continues to be a focus for targeted action including communication campaigns, offender management and enforcement operations. However, it should be noted that 2007/08 represented the year where the component parts of Serious Acquisitive Crime (SAC) hit historic lows with dwelling burglaries and vehicle crime at their lowest since the late 1970s. Over the last 12 months there have been moderate increases recorded in the three areas that make up SAC include robbery + 54; burglary + 13; and vehicle crime +84). However, of the 372 Community Safety Partnerships across England and Wales, Coventry stands in a good position for the reduction of robberies (89<sup>th</sup>); theft from motor vehicles (44<sup>th</sup>); and theft of motor vehicles (20<sup>th</sup>) – 1<sup>st</sup> being the best performing partnership.

The estimated 2008/09 re-offending rate of 0.90 offences per young offender brings us in well below our target of 1.14. The target was set as an 8% reduction on the 2005 baseline of 1.24. If we measure our performance against the original 2005 baseline we will actually have achieved a reduction of 27%, which brings us in 21% below our target.

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|  | <p>In relation to first time entrants to the youth justice system, the 2008/09 end of year performance against target shows that we have significantly exceeded our 9% reduction target of 2,075 by 29%. If you calculate this reduction against our baseline of 2,280 we have achieved an overall reduction of 25%. The rate of 1,475 FTEs per 100,000 population equated to 454 individuals.</p> |
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# Theme Summary

## Sustainable Community Strategy Theme:

### 4. Making Coventry's streets, neighbourhoods, parks and open spaces attractive and enjoyable places to be

| NI No.  | LAA Indicator   | Rating           |            |
|---------|---|------------------|------------|
| NI 195a | Improves street and environmental cleanliness - level of litter | Rate of progress | LAA Target |
| NI 196  | Improved street and environmental cleanliness – fly-tipping     | Rate of progress | LAA Target |

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| <b>Overall Progress</b> | <p>Street cleanliness continues to show a steady improvement. Levels of litter have reduced. The rate of improvement has reduced from what it was in previous years, but this is to be expected as improvements become more difficult to achieve at the top end of the performance scale.</p> <p>The target for fly tipping has been achieved by increasing our enforcement activity and achieving a reduction in our fly tipping activity score despite an increase in the number of fly tipping episodes. This was because we had been successful in deterring large scale commercial fly tips so that the vast majority of Coventry's fly tipping problem now consists of small domestic fly tips resulting from local people fly tipping in their immediate neighbourhood.</p> <p>For the City to continue to achieve "very effective" status, we will need to maintain progress made in deterring commercial fly tippers, but in addition we will need to reduce domestic fly tipping. This is more difficult because it tends to be more random in nature and therefore more difficult to detect and apprehend offenders.</p> |
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# Theme Summary

## Sustainable Community Strategy Theme

5. Ensuring that children and young people are safe and enjoy, achieve and make a positive contribution in Coventry

| NI No. | LAA Indicator  | Rating*                                   |                         |
|--------|--|---|-------------------------|
| NI 51  | Effectiveness of child and adolescent mental health (CAMHS) service  | Rate of progress                          | LAA Target              |
| NI 59  | Percentage of initial assessments of children's social care carried out within 7 working days of referral  | Rate of progress                          | LAA Target              |
| NI 63  | Stability of placements of looked after children: length of placement  | Rate of progress                          | LAA Target              |
| NI 72  | Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal, Social and Emotional development and Communication, Language and Literature | Rate of progress                          | National non LAA target |
| NI 73  | Achievement at level 4 or above in both English and Maths at key stage 2   | No target set for 2007/08 academic year * |                         |
| NI 75  | Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths   | Rate of progress                          | National non LAA target |
| NI 93  | Progression by 2 levels in English between Key Stage 1 and Key Stage 2   | No target set for 2007/08 academic year*  |                         |
| NI 94  | Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2   | No target set for 2007/08 academic year*  |                         |
| NI 87  | Secondary school persistent absence rate   | Rate of progress                          | No 2007/08 targets*     |
| NI 92  | Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest.   | Rate of progress                          | National non LAA target |
| NI 99  | Looked after Children reaching level 4 in English at Key Stage 2   | Rate of progress                          | National non LAA target |
| NI 100 | Looked after children reaching level 4 in Maths at Key Stage 2   | Rate of progress                          | National non LAA target |
| NI 101 | Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and Maths)  | Rate of progress                          | No 2007/08 targets*     |

\*Note: For attainment indicators, the first targets in the LAA are for the 2008/09 academic year and will be reported from Autumn 2009. Where national targets exist for the 2007/08 academic year, these have been used as a measure of progress.

## Overall Progress

The implementation of the Referral and Assessment Service (RAS) model in April 2008 has improved performance on initial assessments for children's social care. A number of initiatives including a review of residential placements and monitoring systems and an increased focus on sustaining placement decisions and minimising movements have helped to improve the stability of placements.

Attainment in 2008 showed significant improvements at all stages:

- At the Early Years Foundation Stage, performance was above national average on the achievement target and there was good improvement in the performance of the lowest achieving 20% of pupils.
- At Key Stage 2, attainment improved in mathematics, science, and reading, but not writing at L4+ and L5+
- At Key Stage 4, there were also significant improvement in outcomes. Coventry exceeded its PSA target (% students attaining 5 A\*-C grades in GCSE) with rise of 8.1% to 60.7% and significantly reduced the gap with national attainment. The proportion of students gaining 5 A\*-C grades including English and mathematics also rose by 2.9%. This was a faster rate of increase than the national trend of 1.9%
- The attainment of Looked after Children has significantly improved in 2008 at both Key Stage 2 and 4 because of highly focused and personalised intervention with Year 11 students.

Attendance, Exclusions and Behaviour:

- the attendance strategy has had a positive impact and attendance has improved in both primary and secondary education
- persistent absence has reduced in all phases of education
- performance in the area of permanent exclusions continues to be good

Good progress has continued in implementing the inclusion and SEN strategy. Statutory requirements have been successfully completed and we opened our first primary Broad Spectrum School at Easter 2008, initially on sites of the two predecessor schools, Hawkesbury Fields and Deedmore. Building work is about to start on the new school. Work is well underway to plan for the creation of the two Broad Spectrum secondary schools, under Building Schools for the Future (BSF). A federation of the three schools, Baginton Fields, Sherbourne Fields and Alice Stevens has been created to manage the strategic planning for the two new schools.

Overall School Improvement: Throughout the full 3 year Ofsted cycle of school inspections, no Coventry school has been placed in "Special Measures" or given "Notice to Improve" and more schools are attaining higher grades in inspections.

Key Stage 3 tests were discontinued from Summer 2008 and so are not reported here.

# Theme Summary

## Sustainable Community Strategy Theme:

**6. A good choice of housing to meet the needs and aspirations of the people of Coventry**

| NI No. | LAA Indicator                      | Rating           |            |
|--------|------------------------------------|------------------|------------|
| NI 154 | Net additional homes provided *    | Rate of progress | LAA Target |
| NI 155 | Number of affordable homes gross * | Rate of progress | LAA Target |

### Overall Progress

This year's provisional figure of 564 net additional dwellings represents a considerable decrease on the last 2 year's completion rates. This is a direct result of the economic downturn and the impact it has had on the development industry in Coventry. The downturn has also seen a severe decline in the availability of credit, which has restricted the local population's access to credit/mortgages and impacted on developers' ability to purchase sites for development. As a result the majority of completions this year have been units which were classed as 'under construction' 12 months ago as developers have sought to finish off what they were doing before 'mothballing' sites in preparation for a market up turn.

The economic problems currently affecting the nation's economy are expected to continue at least into the beginning of 2010. A figure of approximately 450-500 net completions may be a more realistic expectation for the 2009/10 monitoring year. This will however be against a LAA target of 1,200 dwellings and a revised RSS target of 1,813 annual net completions

A total of 368 affordable housing units were completed during 2008/09. This includes 309 units for general needs and 59 for special needs and exceeds the overall target of 304 units. It is anticipated that the 2009/10 target of 304 affordable housing units will be met, based on the current development programme in place. The current economic climate may, however, affect the delivery of the 2010/11 target.

*\* When LAAs were refreshed in early 2009, the government recognised that these indicators would be particularly affected by the current economic climate and as predicting future trends would be difficult targets were not reviewed this year.*

# Theme Summary

## Sustainable Community Strategy Theme:

### 7. Making places and services easily accessible for Coventry people

| NI No. | LAA Indicator  | Rating                                 |            |
|--------|--|--|------------|
| NI 167 | Congestion - average journey time per mile during the morning peak | Data will be available in January 2010 |            |
| NI 198 | Children travelling to school – mode of transport usually used     | Rate of progress                       | LAA Target |

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|-------------------------|--|
| <b>Overall Progress</b> | <p>The provisional data indicates that we are on target to reduce the number of school children travelling to school by car. A number of programmes have contributed to this progress. School Travel Plans - approval of the 12 plans submitted this year is expected from Department for Children, Schools and Families in July. Walking buses - a successful teachers' event was held to launch the new Coventry walking bus guide and 6 new routes have been established. Cycle Training - 1300 children received cycle training, exceeding target of 1000.</p> <p>The data on average journey times during the morning peak is for the West Midlands Metropolitan area ie the Local Transport Plan area. Although this shows very good progress so far, the data for the Coventry area is not quite so positive but it is still generally on track to meet the target of a 5% reduction in journey times. An annual increase in traffic of 4% per annum has been assumed in setting targets. A recession tends to reduce traffic volume.</p> |
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# Theme Summary

## Sustainable Community Strategy Theme:

### 8. A creative, active and vibrant Coventry

| NI No. | LAA Indicator                                       | Rating                      |            |
|--------|---|-----------------------------|------------|
| NI 8   | Adult participation in sport and active recreation  | Rate of progress            | LAA Target |
| NI 110 | Young people's participation in positive activities | To be introduced in 2009/10 |            |

|                         |   |
|-------------------------|---|
| <b>Overall Progress</b> | <p>Currently Coventry is achieving 23.3% for levels of adult participation in sports and active recreation, this is described within the indicator definition as "Good Performance". This result was taken from the Active People 2 survey (October 2007 to October 2008). This is a provisional position, and awaits the results of Active People 3 survey for October 2008 to October 2009. Results published next year will be the accumulation of Active People 2 &amp; 3.</p> <p>Young people's participation in positive activities is being introduced for 2009/10. The baseline of 67% is based upon the results of the Tell Us Survey. Only two schools participated in the survey and results are not thought to be representative. This makes future performance difficult to predict. The Physical Activity Strategy has been adopted for the city from 2008.</p> |
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# Theme Summary

## Sustainable Community Strategy Theme:

### 9. A more equal Coventry with cohesive communities and neighbourhoods

| NI No.                  | LAA Indicator   | Rating                             |
|-------------------------|---|------------------------------------|
| NI 4                    | <b>% of people who feel they can influence decisions in their locality</b>  | <b>To be introduced in 2009/10</b> |
| <b>Overall Progress</b> | <p>An action plan is being developed that will enable partners to work together better to involve local people in involvement activities</p> <p>There has been some good progress on the equality outcomes in 2008/09.</p> <p><b>A prosperous Coventry with a good choice of jobs and business opportunities for all the city's residents</b> – the target for the number of 16 – 18 year olds who are not in education, employment or training (NEET) has been achieved in 2008/09. In addition, the number of care leavers and teen parents who are NEET have reduced significantly and the gap has narrowed between the number of boys and girls who are NEET. As at August 2008, the target for the number of working age people on out of work benefits was on track. However, this data relates to the period immediately prior to the sudden financial crisis and the full year data is not yet available. It is anticipated that the target will not be met at the year end and will reflect the depth of the global recession. Similarly, as at August 2008, the gap between people on out of work benefits living in the most deprived areas and the rest of the city had continued to narrow. However, by the end of March 2009 this is likely to have deteriorated sharply as the recession has deepened.</p> <p><b>People of Coventry living longer, healthier, independent lives</b> – year end date for the under 18 conception rate; all-age all cause mortality rate and smoking target is not yet available so it is not possible to assess progress against the targets in relation to these indicators at the present time. The target for the number of people supported to live independently through social services (all adults) has not been met. This is due to the definition for this indicator changing part way through the year and the target would have been exceeded under the previous definition.</p> <p><b>A safer and more confident Coventry</b> – The number of reported incidents of hate crime increased against disabled people, homophobic incidents, religiously aggravated incidents and transphobic incidents have increased. The number of racially aggravated offences has decreased. The indicator looking at the serious violent crime rate has changed significantly and 2008/09 was therefore the baseline year for this indicator. The indicator around repeat incidents of domestic violence is also a new indicator and will be measured from 2008/09.</p> <p><b>Making Coventry's streets, neighbourhoods, parks and open spaces attractive and enjoyable places to be</b> – Street cleanliness has continued to show a steady improvement. Levels of litter have reduced and the target for the year has been exceeded. It has also been possible to compare litter levels between priority neighbourhoods and the rest of the city for 2008/09. The level of litter for priority neighbourhoods is 8 percentage points more than for the city as a whole. The target is to reduce the gap to zero by the end of 2011/12.</p> |                                    |

**Ensuring children and young people are safe and enjoy, achieve and make a positive contribution to Coventry** – Data for the academic year 2008/09 will be available in Summer 2009 in respect of these indicators. The target for narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest; and the targets for Key Stage 2 and Key Stage 4 attainment for BME groups were all met in the academic year 2007/08 (July 2008) and good progress was made.

**A good choice of housing to meet the needs and aspirations of the people of Coventry** – The targets for the number of affordable homes delivered and the number of units of 'special needs' housing were exceeded in 2008/09, with 268 affordable housing units being completed, including 59 units for special needs.

**Making places and services accessible for Coventry people** – there is not currently an equality indicator under this theme as due to the compact nature of the city this is not a particular issue at the current time.

**A creative, active and vibrant Coventry** – the target for adult participation in sport and active recreation was exceeded in 2008/09. Participation of women in sport and active recreation also increased and the target was exceeded.

**Improving Coventry's environment and tackling climate change** – there is not currently an equality indicator under this theme. The results of the Aerial Thermal Survey will be analysed to see if any equalities implications arise out of this.

# Theme Summary

## Sustainable Community Strategy Theme:

### 10. Improving Coventry's environment and tackling climate change

| NI No. | LAA Indicator   | Rating                     |            |
|--------|---|----------------------------|------------|
| NI 186 | Per capita reduction in CO <sub>2</sub> emissions in the local authority area | 2007 data due October 2009 |            |
| NI 191 | Residual household waste per household.                                       | Rate of progress           | LAA Target |

#### Overall Progress

DEFRA provide data on CO<sub>2</sub> emissions on an annual basis although the substantial time lag means that it will not be possible to comment on performance in relation to the LAA targets until October 2010. Data available to date for 2005 (baseline) and 2006 is showing a 1.5% reduction and therefore progress in the right direction. A Climate Change Strategy was launched in March 2008 and during this past year we have implemented the short-term actions.

The amount of residual waste per head of capita has been less than expected in 2008/09 and therefore well within target. This over performance is likely to be due to an overall reduction in total waste arising for the City, which is likely to be linked to the current economic climate. This will have a direct impact on the amount of residual waste produced.

Following the adoption of the Coventry Municipal Waste Strategy (2008-2020), the first part of the implementation plan is the introduction of a three bin collection system (1 x residual bin, 1 x co-mingled recycling bin and 1 x garden waste bin), which will dramatically increase the City's recycling performance and therefore, reduce the amount of residual waste produced by each household.

**Management Objectives 2008/09**
**APPENDIX 2**

| Priority   | Indicator No. | Indicator   | Actual 2007/08                 | Target 2008/09   | Actual Performance 2008/09                                       | On Target |
|--|---------------|---|--------------------------------|--|--|-----------|
| <b>Management Objective: Money</b>   |               |   |                                |  |  |           |
| <p><b>Progress:</b> In a difficult financial climate with pressures on both capital and revenue spending, the 2008/09 revenue and capital outturn positions were balanced within the overall budget and a balanced budget was agreed for 2009/10. However, collection rates for Council Tax and NNDR were below target, although more cash was collected than in the previous year.</p>  |               |   |                                |  |  |           |
| Ensure sound management of the Council's financial resources.  | M 1           | Annual Governance Report  | Unqualified Report<br>May 2008 | Unqualified Report with all previous recommendations implemented | Unqualified Report with all previous recommendations implemented | Yes       |
|  | M2            | CPA Use of resources judgement<br>i) Financial Reporting<br>ii) Financial Standing<br>iii) Internal Control | 3<br>2<br>3                    | 3<br>3<br>3  | 3<br>2<br>3  | No        |
| <p>Comment: Overall, for the CPA Use of Resources we have again been assessed as "performing well" with a score of 3. The score of 2 for Financial Standing is disappointing but we are satisfied that the underlying issues have been addressed and that this will be reflected when the next assessment is carried out under the new CAA arrangements.</p>   |               |   |                                |  |  |           |
| Deliver the Council's Medium Term Financial Strategy to meet corporate objectives and balance the budget   | M 3           | CPA Use of resources judgement<br>iv) Financial Management  | 3                              | 3  | 3  | Yes       |
| <p>Comment: Overall, for the CPA Use of Resources we have again been assessed as "performing well" with a score of 3.</p>  |               |   |                                |  |  |           |
| Maximise Resources   | M 4           | The percentage of Council Tax collected by the authority in the year  | 94.7%                          | 96.0%  | 94.0%  | No        |
|  | M 5           | The percentage of national non-domestic rates collected in year   | 99.1%                          | 99.3%  | 98.3%  | No        |
| <p>We are below our targets for both indicators but have collected more cash than this time last year with an increase in base liability for Council Tax of £4m and nearly £7m for national non domestic rates. In the current economic climate it has been difficult to achieve targets and in addition the new empty property rates have affected the final position for national non domestic rates. Focussed effort is being made in order to improve performance.</p> |               |   |                                |  |  |           |

| Priority  | Indicator No.  | Indicator  | Actual 2007/08                                     | Target 2008/09                                     | Actual Performance 2008/09                  | On Target       |
|---|--|--|--|--|---|-----------------|
| <b>Management Objective: Improving the way we work and deliver value for money</b>  |  |  |  |  |   |                 |
| <p><b>Progress:</b> External assessment recognised progress in the Council's overall performance, use of resources and delivery of value for money during the year. Further improvements in the quality, access, efficiency and effectiveness of services, which will be monitored under the more demanding Comprehensive Area Assessment, will require significant progress in identified priority areas. These include delivery of objectives set out in the recently agreed ICT Strategy and the completion and implementation of the Customer Services Strategy which form key strands of the Council's transformation programme. Data recorded for the first time against new national performance measures, such as those on housing benefits and reducing avoidable contacts, will help measure future progress. Good progress against the newly introduced corporate objective to continue to improve safeguarding of adults, children and young people can be demonstrated by performance against national and local indicators.</p> |  |  |  |  |   |                 |
| Continue to improve the quality of our services.  | V 1  | Annual Comprehensive Performance Assessment  | 3 Stars Improving Well (Feb 2008 for 2006/07 year) | 3 Stars Improving Well (Feb 2009 for 2007/08 year) | 4 Stars Improving Well March 2009           | Yes             |
|   | V 2  | Housing Benefit  |  |  |   | Yes             |
|   | V 2a<br>NI 180   | The number of changes of circumstances which affect customers' Housing Benefit (HB)/ Council Tax Benefit (CTB) entitlement within the year | New Indicator                                      | 35,000   | 34,001 at 10.03.09 Latest Available Figures |                 |
|   | V 2b<br>NI 181   | Time taken to process Housing Benefit/ Council Tax Benefit   | New Indicator                                      | 19 days  | 15.8  |                 |
|   | V 3<br>NI 157  | Planning Performance and Quality: Processing of Planning Applications: Percentage of Planning applications determined in a timely manner:  |  |  |   | Yes             |
|   | V 3a   | 13 weeks - Major   | 60.0%  | 60.0%  | 66.1%                                       |                 |
|   | V 3b   | 8 weeks - Minor  | 65.0%  | 65.0%  | 81.9%                                       |                 |
|   | V 3c   | 8 weeks - Other  | 80.0%  | 80.0%  | 84.4%                                       |                 |
| V 4   | Culture, Leisure & Libraries - service improvements  | 2008/09 update see comment below:  |  |  |   | N/A Qualitative |
| V 5   | Number of Ombudsman complaints where:<br>i) the findings is of maladministration<br>ii) we have accepted an element of fault and settled the complaint locally |  |  |  | No  |                 |
|   |  | i) 1<br>ii) 10   | i) 0<br>ii) 0                                      | 0<br>16  |   |                 |

| Priority   | Indicator No. | Indicator   | Actual 2007/08                    | Target 2008/09 | Actual Performance 2008/09 | On Target       |
|--|---------------|---|-----------------------------------|----------------|----------------------------|-----------------|
| <p>Comment: Coventry's service scores for Housing and Culture moved from 2 to 3 compared to the previous year. With the Corporate Assessment, all service assessments and Use of Resources rated as level 3 "performing well", Coventry's star rating increased from 3 to the maximum score of 4. The Direction of Travel assessment recognised continued improvement in key outcomes and services and was scored "improving well".</p> <p>The data for NI 180 Number of Benefit Changes is provided by the DWP. Locally we are monitoring the total number of changes rather than the number per 1000 caseload as per the definition. It is expected that the figure will exceed 35,000 when final outturn data is made available. Benefit processing times have been reduced better than target. Planning processing times have exceeded all targets.</p> <p>Culture, Leisure and Libraries has made considerable progress during the year and have now addressed the 4 CPA recommendations in the areas of Leadership, Improved Service Quality, Performance, and Value for Money. Highlights were:</p> <ol style="list-style-type: none"> <li>1. The results of NI 8 Adult participation in sport showed a statistically significant increase, which is defined as good performance.</li> <li>2. The Coventry Heritage and Arts Trust fully established in August 2008.</li> <li>3. The new X-cel New Centre opened June 2008 and the NDC Sports Centre opened in March 2009.</li> <li>4. Full Calendar of events targeting the Community. Highlights of which are: Bands in Parks, A full schedule of events in Parks, Coventry Jazz Festival, Godiva Festival, Godiva Lions Mela, Cassidy Lady Godiva Half Marathon. CLL had a large involvement in the delivery of these events..</li> <li>5. The new Herbert was re-opened in November 2008 - a £20million redevelopment.</li> <li>6. Play Investment - Playbuilder at Willenhall Wood, and Primrose Park - this is the 1st phase of a 3 year program.</li> <li>7. Parks Investment - HLF bid for War Memorial Park, submitted September 2008 - and offered £2.89m with detail being finalised with HLF to see if we can meet conditions.</li> </ol> <p>There were no findings of maladministration by the Ombudsman but an increased number of local settlements. Four of these related to education, three to children and family services, three to parking and two to adult care services - the remaining four complaints related to four different service areas. There were 47 complaints decided by the Ombudsman in 2008/09 compared to 59 in the previous year.</p> |               |   |                                   |                |                            |                 |
| Continue to improve access to services   | V 6a          | Progress with development of ICT Strategy   | 2008/09 update see comment below: |                |                            | N/A Qualitative |
|  | V 6b          | Progress with development of Customer Services Strategy   |                                   |                |                            |                 |
|  | V 7<br>NI 14  | Reducing avoidable contact:<br>Minimising the proportion of customer contact that is of low or no value to the customer | New Indicator                     | Baseline Year  | 31.7%                      | N/A             |
| <p>Comment: The Corporate ICT Strategy was approved by Cabinet on 24th February 2009 and the Draft Customer Services Strategy is due out in July 2009. With regard to reducing avoidable contact, the corporate return on this indicator is based on data provided by Coventry Direct (for Street Services calls), Local Tax and Housing and Council Tax Benefits Team. This figure includes both telephone and face to face contacts. Government indications are that performance is expected to be between 40-60% of contacts being classed as avoidable. Our return falls below this expectation and is fully attributed towards a low count of avoidable contacts through the Local Tax Counter channel. Five year plans are in place to migrate other council services through Coventry Direct and the volume of avoidable contacts will be measured before and after the transfer has taken place to monitor improvement. At this stage it is not possible to set meaningful targets for this indicator however this will be kept under review.</p>  |               |   |                                   |                |                            |                 |
| Continue to improve the efficiency and effectiveness of services   | V 8           | CPA Use of Resources Judgement<br>v) Value for Money  | 3                                 | 3              | 3                          | Yes             |

| Priority | Indicator No.  | Indicator  | Actual 2007/08                    | Target 2008/09 | Actual Performance 2008/09 | On Target       |
|----------|----------------|--|-----------------------------------|----------------|----------------------------|-----------------|
|          | V 9            | Implementation of Value for Money Strategy: - progress with VfM partnership programme<br>Current VfM Projects:<br>-Fees and charges<br>-Procurement<br>-Support services<br>-VAT<br>-Debt and income management<br>-Services for young people<br>-Children's transport | 2008/09 update see comment below: |                |                            | N/A Qualitative |
|          | V 10<br>NI 179 | Value for money - total net value of on-going cash -releasing value for money gains that have impacted since the start of the 2008-9 financial year  | -                                 | £10m           | £11m Estimate              | Yes             |

Comment: In the CPA Use of Resources Judgement, the council retained its score of 3.  
A balanced score card approach has been established to assess the performance of the Value for Money Partnership.  
A) Financial - the 2009-10 budget identified savings of £2.4m. over a range of projects and reviews which have been influenced by the VfM Partnership Programme  
B) Customer - Senior Council officers and PwC are meeting on a regular basis to discuss Partnership activity and ensure satisfaction is maintained.  
C) Internal - Governance arrangements continue to be successfully delivered.  
D) Learning - Skills Transfer Plans for new reviews are being maintained and their implementation monitored.  
The work to finalise the efficiency savings delivered in 2008-09 is nearing completion. It is anticipated that the 3% target for the year will be delivered. The final figure will be reported to government by the due date in July 2009.

| Priority  | Indicator No. | Indicator  | Actual 2007/08                    | Target 2008/09        | Actual Performance 2008/09 | On Target       |
|---|---------------|--|-----------------------------------|-----------------------|----------------------------|-----------------|
| Continue to improve the "safeguarding" of adults, children and young people | V 11          | Number of safeguarding referrals (adults and older people)   | 230                               | 253                   | 387                        | Yes             |
|   | V 12          | Increased awareness of safeguarding amongst all Council staff  | 2008/09 update see comment below: |                       |                            | N/A Qualitative |
|   | V 13          | Percentage of safeguarding referrals that are from BME population - to be representative of the population profile and diversity of people living in Coventry<br>i) Adults - BME<br>ii) Older People - BME | i) 6.9%<br>ii) 7.3%               | i) 16.4%<br>ii) 6.67% | i) 18.7%<br>ii) 9.6%       | Yes             |
|   | NI 147        | Care leavers in suitable accommodation   | 81.6%                             | 90.0%                 | 88.6%                      | No              |
|   | NI 59 LAA     | Percentage of initial assessments for children's social care carried out within 7 working days of referral   | 43.9%                             | 70.0%                 | 82.3%                      | Yes             |
|   | NI 63 LAA     | Stability of placements of looked after children: length of placement  | 64.0%                             | 66.0%                 | 70.0%                      | Yes             |

Comment: The number of safeguarding referrals has exceeded our target with an increase of 157 (68%) in comparison with 2007/08 highlighting the high level of importance this area has been given to ensure vulnerable adults are safeguarded. We have ensured that adults and older people are safeguarded equally across all communities. An article has appeared in 'Insight' which has provided safeguarding awareness to all 17,000 city council staff in November 2008. Safeguarding awareness is now included in corporate induction. In February 2009, 15,000 safeguarding leaflets were printed and these have been widely circulated around the City.

Although we did not meet our target for care leavers in suitable accommodation, we did improve performance compared to last year. The reorganisation of the Referral and Assessment Service (RAS) into one city wide Service has had a significant impact on improving performance with regard to the time taken to carry out initial assessments. The above target performance in relation to length of placement for looked after children indicates that foster carers are increasingly offering permanent homes to their child through fostering or adoption. Adoption numbers at year end was 40 - more than double that for the previous year. The northern care contract has also kept more children within Coventry and produced positive outcomes in monitoring stable placements for challenging teenagers.



| Priority   | Indicator No. | Indicator  | Actual 2007/08 | Target 2008/09 | Actual Performance 2008/09 | On Target |
|--|---------------|--|----------------|----------------|----------------------------|-----------|
| <b>Management Objective: People</b>  |               |  |                |                |                            |           |
| <p><b>Progress:</b> Overall the Council has progressed well against a number of its people management objectives during 2008/09. However, the implementation of new systems and processes has meant that performance has not been achieved in some areas, such as the requirement for Managers to input HR data into ResourceLink. Work continues on embedding processes throughout the council and within directorates. Amongst this extensive programme of change and improvement, a number of significant people achievements have been made, including the strengthening of member support and member training and the number of training and development days per employee. Improving attendance at work remains a priority for the Council and the formation of a Health and Wellbeing Team in Human Resources will support the organisation to continue to reduce sickness absence and promote health and wellbeing of employees.</p> |               |  |                |                |                            |           |
| Ensure Councillors are well trained and well supported   | P 1           | Support for Elected Members  |                |                |                            |           |
|  | P 1a          | Average number of training hours per councillor  | 40.4hrs        | 31hrs          | 38.6 hours                 | Yes       |
|  | P 1b          | Percentage of members satisfied or very satisfied with training                          | 88%            | 90%            | 89%                        | No        |
|  | P 1c          | Percentage of members satisfied or very satisfied with support provided to them          | 98%            | 85%            | 98%                        | Yes       |
| <p>Comment: Training hours per councillor substantially exceeded the target but were slightly less than the previous year. Although there was an increase in satisfaction with training, this just missed the target. High levels of satisfaction with the support provided to councillors continue.</p>   |               |  |                |                |                            |           |
| Develop the skills, competencies and motivation of our workforce   | P 2           | Percentage of individual appraisals carried out for employees in post for last 12 months | 90%            | 100%           | 69.56%                     | No        |
|  | P 3           | Average number of days per employee spent on training and development                    | 3.29           | 3.00           | 3.45                       | Yes       |
| <p>Comment: The fall in the percentage of appraisals carried out is disappointing. One of the main reasons for the decrease is due to the change in the process for recording PDR completion. Directorates are now required to input directly into ResourceLink. Throughout 2009/10 Directorate Trainers will continue to ensure reports are sent out to DMTs quarterly for their review and action. The number of training days delivered was both on target and an improvement on last year's figure of 3.29 days.</p>   |               |  |                |                |                            |           |

| Priority   | Indicator No. | Indicator   | Actual 2007/08 | Target 2008/09 | Actual Performance 2008/09 | On Target |
|--|---------------|---|----------------|----------------|----------------------------|-----------|
| Build a workforce that is representative of the local community  | P 4           | Employment equality indicators  |                |                |                            |           |
|  | P 4a          | Percentage of grade 8 and above workforce who are female                              | N/A            | 67.70%         | 68.66%                     | Yes       |
|  | P 4b          | Percentage of grade 8 and above workforce who are from a BME background               | N/A            | 7.60%          | 7.88%                      | Yes       |
|  | P 4c          | Percentage of grade 8 and above workforce who are disabled                            | N/A            | 5.10%          | 4.80%                      | No        |
|  | P 4d          | Percentage of employees with a disability   | 5.86%          | 5.86%          | 4.49%                      | No        |
|  | P 4e          | Percentage of employees who are from an ethnic minority                               | 12.42%         | 12.42%         | 12.42%                     | Yes       |
| <p>Comment: Although there has been some good progress in building a representative workforce, targets relating to the employment of disabled people have not been achieved. It is important to note that the council is only aware of disabled employees that chose to declare their disability. The council continues to work in partnership with Remploy to address access to work barriers. The council has put in place a Strategic Disability Group which is chaired by the Head of Human Resources and encompasses disabled employees, Senior Managers and Trade Unions. This group also focuses on addressing barriers to employment.</p>  |               |   |                |                |                            |           |
| Maintain the health, safety and welfare of our workforce   | P 5           | Incidents (Accidents & Assaults)  |                |                |                            |           |
|  | P 5a          | Number of RIDDOR reportable incidents (accidents & assaults) to the H& S Executive    | 87             | 85             | 100                        | No        |
|  | P 5b          | Number of incidents (accidents & assaults) resulting in time lost (per 100 employees) | 0.80           | 1.00           | 1.00                       | Yes       |
|  | P 6           | Number of assaults on employees   | 945            | 1100           | 957                        | Yes       |
| <p>Comment: Although the target was not met for reportable incidents the variation over the last 5 years does not appear to be significant. More than 50% of internal reports are either late reported, incomplete or incorrect. This creates challenges for complying with the RIDDOR reporting requirements. Improving this is a focus for our activities next year. The lost time incident rate for this year was higher than last, but the same as that of 2006/07. Efforts to reduce lost time due to health and safety accidents and assaults will contribute to a reduction in the sickness absence rates for the authority. The target for the number of assaults on employees was set higher than performance last year to allow for further awareness raising. The number of assaults was much lower than the target but has increased on the previous year but not significantly. Prevention of Work Related Violence is a key activity for the whole Council and is included in the Council's Health and Safety Action Plan 2009/10.</p> |               |   |                |                |                            |           |
| Improve attendance at work   | P 7           | Average number of working days lost due to sickness absence (Previously BV 12)        | 12.04          | 10.58          | 11.44                      | No        |

| Priority   | Indicator No. | Indicator | Actual 2007/08 | Target 2008/09 | Actual Performance 2008/09 | On Target |
|--|---------------|-----------|----------------|----------------|----------------------------|-----------|
| <p>Comments: Although this is an improvement on the outturn compared to 2007/08, it is 0.86 days above target. Four Directorates have achieved better than target results and targets for 2009/10 will reflect the need for continuous improvement. The recent restructuring of the HR Service has seen the formation of a Health and Wellbeing Team whose main responsibilities are to continue to support the organisation to reduce sickness absence across the Council whilst promoting health and wellbeing for our employees. Work with Scrutiny Board 1 continues with a view to reducing absence levels further.</p> |               |           |                |                |                            |           |