

15th December 2009

Name of Cabinet Member:

Cabinet Member (Policy Leadership and Governance) - Councillor Taylor

Director approving submission of the report:

Assistant Chief Executive

Ward(s) affected:

All

Title:

Comprehensive Area Assessment: 2009 Results

Is this a key decision?

No

Executive summary:

The Comprehensive Area Assessment (CAA) is the new framework for the independent assessment of local public services in England. Its aims are to provide: a catalyst for improvement; independent assurance for local people; evidence for central government on progress against national priorities and improving local services; and a joined up approach to inspection.

CAA is made up of two elements:

- an **area assessment** that looks at how well local public services are delivering better results for local people across the whole area, focussing on agreed local priorities, and how likely they are to improve in the future; and
- an **organisational assessment** combining the external auditor's assessment of value for money in the use of resources with a joint inspectorate assessment of service performance.

Issues raised in the assessments will contribute to the performance management and improvement activities of the City Council and its partners.

Recommendations:

Cabinet is asked to:

- (1) Receive the area and organisational assessments
- (2) Note the processes in place for addressing issues arising in them set out in paragraph 2.1

List of Appendices included:

The area and organisational assessments will be circulated on 9th December when they are published nationally.

Appendix A: Coventry Area Assessment

Appendix B: Coventry City Council Organisational Assessment

Other useful background papers:

Comprehensive Area Assessment Framework Document and other supporting documents. Available from the Audit Commission website at www.audit-commission.gov.uk/caa

Comprehensive Area Assessment results for all local authority areas. Available on the Oneplace website from 9th December 2009 at www.audit-commission.gov.uk/oneplace

Has it or will it be considered by Scrutiny?

Yes

Scrutiny Co-ordination Committee: 6th January 2010

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

No (although the Audit Committee will receive a report from the Council's external auditors on the organisation's use of resources, which forms one element of the Organisational Assessment, on 13th January 2010).

Will this report go to Council?

No

Report title:

Comprehensive Area Assessment: 2009 Results

1. Context

- 1.1 CAA replaces the Comprehensive Performance Assessment (CPA) framework that was introduced in 2002 and has been developed jointly by the Audit Commission; Care Quality Commission; Her Majesty's Inspectorate of Constabulary; Her Majesty's Inspectorate of Prisons; Her Majesty's Inspectorate of Probation; and Ofsted. Its aim is to provide an independent assessment of how well people are being served by their local public services.
- 1.2 CAA represents a fundamental change in the approach to inspection, reflecting recent changes in local public services and the environment in which they work. It acknowledges the improved performance of public bodies since CPA was introduced and that they are increasingly working together in partnership. It recognises the development of stronger performance management arrangements, more effective sharing of good practice and practical support for services in difficulty. It aims to continue supporting further improvements by raising the bar and providing a harder test.
- 1.3 A new area assessment provides a joint inspectorate view on the prospects for better outcomes for local people. This is linked to organisational assessments of the performance and value for money provided by councils, primary care trusts, police services and fire services.
- 1.4 Area assessments are not scored but flags will be used to provide an indication of either: exceptional performance or outstanding improvement which is resulting in proven delivery of better outcomes for local people that are sustainable and others could learn from (green flag); or significant concerns about outcomes and future prospects for outcomes which are not being tackled adequately (red flag).
- 1.5 Organisational assessments are scored on a four point scale: performs poorly; performs adequately; performs well; performs excellently. The overall score is drawn from two elements. A use of resources assessment sets out how councils manage finance, govern business and manage resources. A managing performance assessment sets out how well councils deliver priority services, outcomes and improvements and whether they have the leadership, capacity and capability they need to deliver future improvements. The Care Quality Commission's Annual Performance Assessment for Adult Social Care Services and Ofsted's Annual Performance rating for Children's Services, to be reported to a future meeting of Cabinet, are taken into account in the managing performance score. (This scoring system replaces the star ratings and direction of travel assessments used previously under CPA.)

2. Options considered and recommended proposal

- 2.1 Following this report to Cabinet, the Area Assessment will be reported to the Coventry Partnership Board and the Local Public Service Board and the issues raised will be used to target performance improvement activity and help shape reviews of the Sustainable Community Strategy and Local Area Agreement. Outcomes from both assessments will influence the Council's own performance management framework as the Corporate Plan is reviewed and Operational Plans are developed. Scrutiny Co-ordination Committee will consider the reports in January and identify any issues that should be addressed through the Scrutiny work programme. The Audit Committee will receive a report from the external auditor in January on the council's use of resources, which has contributed to the

organisational assessment, and monitor the implementation of recommendations through its usual processes.

3. Results of consultation undertaken

3.1 Not applicable.

4. Timetable for implementing this decision

4.1 The timetable for further reporting and consideration of the outcomes are set out in paragraph 2.1.

5. Comments from Director of Finance and Legal Services

5.1 Financial implications

There are no financial implications arising directly from this report.

5.2 Legal implications

There are no legal implications arising directly from this report.

6. Other implications

6.1 How will this contribute to achievement of the council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / LAA (or Coventry SCS)?

The reports provide an external and independent assessment of how well the council and its partners are meeting the objectives set out in the Sustainable Community Strategy and Corporate Plan and will be used to support improvement as set out in section 2.

6.2 How is risk being managed?

There are no risks to the organisation arising directly from this report. However, a poor score in the area and/or organisational assessments has the potential for significant adverse impacts on the reputation of Coventry and/or the Council. Normal governance, planning and performance management arrangements in place in the Coventry Partnership and the Council manage this risk.

6.3 What is the impact on the organisation?

There are no impacts on staffing/human resources, information and communications technology, accommodation, assets, or the council's corporate parenting responsibilities arising directly from this report. However, the organisational assessment does review some of these issues and any specific findings will be used to support improvement as set out in section 2.

6.4 Equalities / EIA

There are no equalities implications arising directly from this report. However, the area and organisational assessments include a specific focus on people who may experience disadvantage in accessing public services and whose personal circumstances make them most vulnerable. Any specific findings will be used to support improvement as set out in section 2.

6.5 Implications for (or impact on) the environment

There are no environmental implications arising directly from this report.

6.6 Implications for partner organisations?

The area assessment will be reported to the Coventry Partnership and Local Public Service Board who will address any partnership issues arising from the report.

Report author(s):

Name and job title:

Adrian West, Head of Performance and Scrutiny

Directorate:

Chief Executive's Directorate

Tel and email contact:

024 7683 2286 adrian.west@coventry.gov.uk

Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
Contributors:				
Simon Brake	Assistant Director, Policy & Performance	Community Services	5th November 2009	13th November 2009
Neil Chamberlain	Finance Manager	Finance and Legal Services	5 th November 2009	18th November 2009
Carol Dear	Senior Performance and Programmes Officer	Chief Executive's	5th November 2009	13th November 2009
Lara Knight	Governance Services Officer	Customer and Workforce Services	5th November 2009	13th November 2009
Andy Walmsley	Assistant Director Strategic Services	Children, Learning and Young People	5th November 2009	17th November 2009
Other members				

Names of approvers: (officers and members)				
Chris West	Director	Finance & Legal Services	5th November 2009	30th November 2009
Christine Forde	Assistant Director Legal Services	Finance & Legal Services	5th November 2009	18th November 2009
Jos Parry	Assistant Chief Executive	Chief Executive's	5th November 2009	17th November 2009
Councillor Foster (for Councillor Taylor)	Cabinet Member	Finance and Value for Money	16th November 2009	17th November 2009

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

Appendices

Coventry

Area Assessment

Dated 9 December 2009



oneplace

for an independent overview
of local public services

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Coventry at a glance

This independent assessment by six inspectorates sets out how well local public services are tackling the major issues in Coventry. It says how well they are delivering better results for local people and how likely these are to improve in future. If, and only if, our assessment shows that the following special circumstances are met in relation to a major issue, we use flags to highlight our judgements. We use a green flag to highlight where others can learn from outstanding achievements or improvements or an innovation that has very promising prospects of success. We use a red flag to highlight where we have significant concerns about results and future prospects that are not being tackled adequately. This means that local partners need to do something more or different to improve these prospects.

Green flags - exceptional performance or innovation that others can learn from

No green flags have been identified for Coventry

Red flags - significant concerns, action needed

 Red flag: Teenage Pregnancy

The local area

Coventry is a diverse and growing city in the West Midlands with a population of 309,800. Coventry is a young city, partly due to the large student population at the two universities in the city, Coventry University and the University of Warwick and a quarter of the population are from minority ethnic backgrounds.

Local public services and their partners have agreed a vision of what they want to do to continue improving the city and the lives of local people. Priorities, targets and plans are clearly based on local needs and are making a real difference to people across the city on issues such as regeneration, education, care, access to services and jobs. Coventry has some areas that are very deprived, especially to the north and east of the city centre. Almost a third of residents live in England's most deprived fifth of wards. There are major health inequalities in Coventry. A high proportion of people than the regional and national averages claim benefits.

The next section tells you how Coventry's public services are doing in each of their local priority areas.

How is Coventry doing?

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

Partners are working well together to regenerate the most deprived areas of the City. They have clear plans to redevelop the city centre. Partners have had some success in helping local people into employment or training. They are focused on vulnerable groups and those who find it most difficult to get jobs. Coventry is joining forces with the other six west midlands areas and others to work more effectively, on a bigger scale. This is because the economies of these areas are closely linked, and success or failure in one area can have a big impact on the others.

People in Coventry living longer, healthier, independent lives

In Coventry, people's health is generally worse than in other parts of the country, and life expectancy is a year shorter. There are big health differences across the city. Men in the most affluent areas of the city live on average nine years longer than those in the most deprived areas and women six years longer. Life expectancy is gradually improving for everyone, but this is happening faster for people in the more well-off areas. For some diseases, the gap between the most and least affluent parts of Coventry are getting smaller, for example deaths from circulatory disease and cancer.

Teenage pregnancy rates in Coventry are much higher than in other parts of the West Midlands or England averages and have been reducing too slowly.

The Council, the Primary Care Trust⁵ PCT, and their partners work well together and they are committed to improving health in Coventry. They understand the reasons for inequalities in the city. Partners have developed a Health Improvement Programme and are moving money to the projects that are most needed, for example, alcohol services. But the quality of health services must improve faster to meet the needs of local people and they need to be easier for people to use.

A safer and more confident Coventry

Residents are feeling happier about where they live than three years ago, and now the proportion of people who are satisfied is similar to other parts of the country. Crime is reducing in Coventry. Partners work well together and crime has dropped by six per cent over the last year, continuing the 25 per cent fall up to March 2008. Local people have noticed these changes. People's perceptions of antisocial behaviour and confidence in the Police are similar to similar areas and across England. But there is still some way to go to reduce crime levels, and improve the proportion of people who feel safe after dark, so they are more in line with similar areas in the country.

Making Coventry's streets, neighbourhoods, parks and open spaces attractive and an enjoyable place to live

There are variable views about the extent to which Coventry is an attractive and enjoyable place to live. Most people in Coventry do not think that anti-social behaviour, drunken or rowdy people in public places, or people using or dealing drugs are a big problem locally. Street cleanliness continues to improve and levels of litter have reduced. But a high proportion of people still feel that clean streets and road and pavement repairs need improving.

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

Children's services in Coventry City Council perform well. There is a high standard of pre-school education and care in Coventry, which is helping young children in Coventry get the best start in life. This means young children do well in school. School results for eleven year olds were slightly worse than nationally in 2008. The proportion of young people who get five or more grades A* to C at GCSE including English and mathematics has improved slightly, as in similar areas and England as a whole. A smaller proportion of 16year olds achieve good GCSE passes than in similar areas or nationally.

Children's health is a priority for improvement in the City. There has been a slight drop in childhood obesity and the number of physically active children is increasing. But teenage pregnancy rates are much worse than the national average, and improvement is slow.

Keeping children and young people safe is also a priority for the Partnership. In children's social care there has been a recent improvement in responding to children's concerns and in making sure that initial assessments of children thought to be at risk of serious harm are completed quickly. Road accidents and hospital admissions due to injuries are around the national average.

More young people are continuing into education, employment or training after the age of 16 than in similar areas. Overall education and care for children and young people whose circumstances make them vulnerable are good. But improvement is needed to increase the numbers of care leavers and young offenders that go on to employment, education and training following school.

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

Housing has become less affordable in Coventry. But partners have met their target for building affordable homes and have plans to meet their targets for next year. Partners have improved the energy efficiency of homes, targeting their help towards vulnerable people, people receiving income based benefits and people living in the most poorly insulated homes. This should make an impact on carbon emissions as Coventry estimates that 42 per cent of emissions in the area come from homes. The numbers of homeless people is reducing at the same rate as in similar areas.

Making places and services easily accessible for Coventry people.

Partners are working well together to meet the needs of vulnerable people. This includes providing employment opportunities for people who can't get jobs, helping to make sure that asylum seekers can stay living in their new homes and working with young people on community cohesion. The quality of provision for children and young people whose circumstances make them vulnerable is very good, including an outstanding local authority fostering service. People are helped to live more independent lives by getting the support they need at home. More people are getting self directed support which means that they have more choice over the services they use.

The Council is working to reduce congestion. It has developed a Coventry Cycle Network and is working to reduce the number of schoolchildren travelling to school by car.

A creative, active and vibrant Coventry

Participation in sports and active recreation is increasing. The council is working with young people to get them involved in sport. It uses local parks for events, such as the successful yearly Godiva festival held in the War Memorial park which attracted 85,000 people in 2009.

A more equal Coventry with cohesive communities and neighbourhoods

Over three quarters of people in Coventry think that different communities get on well together and that people in their area treat one another with respect. This is better than the average for England and for the West Midlands. Coventry is a diverse city, with one quarter of the population having a minority ethnic background, and attracts migrants from within and outside the UK including many students. Public sector partners work together to help new arrivals to settle integrate and respond to tensions and grievances.. Effective work by partners is helping these communities become integrated into the area and this improves community cohesion.

Partners are closing the gap between priority neighbourhoods and the rest of the city. They support the Local Employment Partnership which provides

employment opportunities for people who find it difficult to get jobs. This has been very successful, in helping long-term unemployed people into jobs. Public services are working well towards regenerating the most deprived areas of the City.

Coventry, in common with many other areas, is supporting the government in its work to address the threat of violent extremism. The Council, police and other agencies are working with local people to help them identify and tackle the issues that might encourage some people to become involved in violent extremism.

Improving Coventry's environment and tackling climate change

Tackling climate change is a priority for partners. There are targets to reduce carbon emissions and action plans to make sure the targets are met. The Council is making sure it reduces emissions from its own buildings as well as making plans for the city. There are 30 projects planned that aim to deliver a 15 per cent reduction in CO2 emissions. Partners are reducing the rubbish that goes to landfill sites. This has reduced by five per cent in the last year.

About Coventry

A recent survey shows that in Coventry 76 per cent of people are satisfied with their immediate local area as a place to live. This is broadly the same as the average for similar areas and lower than the national average of 81 per cent.

Coventry is in the West Midlands and is bordered by Warwickshire and Solihull. It is the second largest city in the region and eleventh largest in the UK. Traditionally a manufacturing city, the decline of this industry means the area has undergone much change and redevelopment.

309,800 people live in Coventry making it a densely populated area. Coventry has a young population. The proportion of people aged 15 to 29 is higher than the country average, partly due to the large student population at the two universities in the city, Coventry University and the University of Warwick. The numbers of older people are increasing but at a slower rate than the country as a whole.

Coventry is an increasingly diverse city, with a quarter of the population from minority ethnic backgrounds. There are over 100 languages spoken in Coventry, and the last 10 years has seen more new communities settling in the area. These include Somalian, Kurdish, Afghani and Iraqi groups as well as an increase in migrant workers from EU countries such as Poland.

In 2007, Coventry was ranked the 61st most deprived local authority in England, much the same as in 2005. Thirty-one per cent of residents live in areas in 20 per cent most deprived in England. These areas are generally situated north and east of the city centre. The health of the people of Coventry is poorer than the England average and there are major health

inequalities.

A high proportion of people than the regional and national averages claim benefits. Earnings have improved in recent years and are now more in line with the region as a whole. Average house prices in Coventry are below national and regional averages.

Coventry Partnership is the city's Local Strategic Partnership where senior representatives from organisations from the community, private, public and voluntary sectors work together to make the city better.

How well do priorities for Coventry express community needs and aspirations?

The Council and its partners have agreed a vision of what they want to do to improve the city and the lives of local people. This is clearly based on the needs of the city. Priorities, targets and plans have been agreed to tackle the big concerns and inequalities in the city. Partners work together and use detailed information about neighbourhoods, particularly in the most deprived parts of Coventry to help them make decisions and check how they are doing,

The Primary Care Trust is innovative in the way it works with people but it needs a more consistent way of doing this. The Council's use of information to understand needs and set priorities is considered good practice. This, like the work to understand needs in health and social care, considers both city wide and specific geographic areas, as well as communities of interest.

Work to identify and address health inequalities in Coventry is strong. Partners have identified that male life expectancy could be improved by focusing on high rates of certain cancers and respiratory, circulatory and digestive diseases. Female life expectancy could also be improved by focusing on respiratory diseases which are higher than in similar areas. Obesity rates are above both the national and West Midlands averages for reception age children, and work is ongoing to identify the schools which are most affected. Partners are working well together in planning and designing health services to address these issues. The work done on patient perception surveys has been limited, although the volume of complaints over time has been tracked. A more systematic process is needed.

Worklessness rates are high and concentrated among specific groups, such as some minority ethnic groups, under 25s, over 50s and people with a disability. Significant concentrations are in the city's disadvantaged communities. Coventry is focusing on groups which are not always considered: ex-offenders, people suffering ill health, refugees, specific communities by neighbourhood and ethnicity, young people aged 18 years and over, and drugs and alcohol users. This focus will help narrow the worklessness gap between the deprived communities of Coventry and its residents overall. As a designated a Government New Growth Point, Coventry is planning for future needs, for instance over 60,000, mainly higher skilled, new jobs.

There is an established approach to consultation and participation with all

groups of people who use adult social care, including older people whose voices are not usually heard. There is, for example, excellent practice in involving people with a learning disability in services that affect them. There is consultation on important proposals such as the closure of care homes and older people are involved directly in shaping services, for example training professionals in the falls prevention programme and training bus drivers to understand older people's needs.

For children and young people there is a good understanding of strengths and areas for development, bringing together all aspects of education, health and social care. Young people are regularly consulted about their services and have a key role in them. Young people with learning difficulties and disabilities have a strong voice in helping decision makers to appreciate their needs. Also, increasingly, young people are involved in supporting their local community, for example some made a DVD about the challenges students face in mainstream schools. Fourteen thousand 11 - 16-year olds took part in a recent survey through their school, "Communities that Care". This asked them questions about their experience of school, their family, friendships and what they did in their spare time. This information is being used as evidence to help improve the life for young people and families in Coventry.

Partners are listening and responding to community concerns about their safety, for instance in street briefings and Neighbourhood Warden run walkabouts. Community Safety Forums enable local residents to raise issues to inform policing priorities and other community safety initiatives through regular meetings. The adult and young people's drug treatment plans are developed from the findings of work to understand what people need from these services.

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

REGENERATION:

Partners are working well together to regenerate the most deprived neighbourhoods in Coventry. They plan to transform the city over the next 15-20 years and have a clear strategy for redeveloping the city centre. The views of local people have informed these plans.

A regeneration partnership that includes the Council, Whitefriars housing association, and developers is regenerating the most deprived areas of the City. In the priority "New Deal for Communities" areas work has started to demolish 3,000 homes. Building work is due to start in May 2010 on 4000 new homes. Partners are investing in new roads to link the housing estates to local industrial estates.

The recession has meant that developers are unwilling to build houses as they may not sell. So investment by the Homes and Communities Agency, HCA, the national housing and regeneration agency is being used to keep up the momentum. This innovation is particularly in the most deprived areas for

example Wood End. Funding is also being provided for more social housing, infrastructure and green heating schemes within the development.

WORKLESSNESS:

Partners have worked well together and had some success in helping people into employment or training. There has also been some good work to reduce the number of young people that are not in education, employment or training. However, worklessness rates are high and the number of 18-year olds in particular that are not in education, employment or training is still high.

Coventry's plans for addressing worklessness particularly focus on vulnerable groups. Worklessness rates are particularly high in some ethnic groups, under 25s, over 50s, people with a disability and people from disadvantaged communities. This includes ex-offenders, people suffering ill health and refugees, people from certain minority ethnic groups, young people and drugs and alcohol users. It prioritises the nine neighbourhoods with the highest rate of worklessness. These actions will help narrow the worklessness gap between the deprived communities of Coventry and its residents overall. At the end of 2008/09 14.2 per cent of working age people were on out of work benefits, beating the target of 14.3 per cent. Coventry is seeing a smaller increase in unemployment 66 per cent compared to other areas in the region - for example Warwickshire and Solihull have risen by over 100 per cent.

The Council supports the Local Employment Partnership, which provides employment opportunities for people who find it difficult to get jobs. It is recognised as exemplary nationally, significantly exceeding its targets in helping long-term unemployed people into sustainable employment. They work to encourage other local authorities as major employers to work in partnership to reduce worklessness. However, the numbers of people being reached are small relative to the size of the problem. They have not made enough of an impact on the total number of jobless and partners are falling short of the target to reduce unemployment in Coventry.

The area has a proven method for supporting residents who have been made redundant into jobs, including those from priority neighbourhoods. Following over 2000 redundancies from Peugeot Ryton in 2006, with 600 living in the City's regeneration zone, fewer than 100 were still on job seekers allowance a year later. The approach continues to be employed in the current recession though the task is made harder by fewer job opportunities.

Coventry is joining forces with the other six west midlands councils and other organisations such as Job Centre Plus and the Learning and Skills Council to work more effectively and on a larger scale. This multi area agreement to improve employment and skills in the West Midlands has been agreed and will be implemented from April 2010. Next year we will assess progress on this.

The proportion of 16 to 18 year olds not in education, employment or training has improved from 9.1 per cent in 2005/6 to 6.7 per cent in 2008/09. This is now in line with the national position and the third best rate of the seven metropolitan councils in the West Midlands. This improvement has been achieved by initiatives including focusing on young people recently withdrawn or at risk of withdrawing from Further Education Colleges, maintaining regular contact with young people who are already not in education employment or

training and promoting placements with training providers.

The overall figure masks a difference between age groups, which is reflected nationally. Rates are better among 16 year olds, increasing for the older age groups as young people complete courses or drop out of education and training. At January 2009 the rate for 16 year olds in Coventry was 3.8 per cent, compared to a national rate of 5.4 per cent. This partly reflects the work carried out in Coventry, during Year 11 at school, to ensure that young people can make a successful transition to further education, training or employment. The September Guarantee, which aims to provide an offer of learning or training for all young people upon completion of statutory education, was pioneered in Coventry and Warwickshire.

COMMUNITY AND BUSINESS SUPPORT:

Coventry works well with neighbouring councils, which has helped to tackle the affects of the recession. The Council provides grants for community initiatives and partners support local employment, both of which have also helped reduce the impact of the recession on local people. It is increasingly important for Coventry to work effectively on a sub-regional basis with neighbouring councils in Solihull and Warwickshire. The economies of the three areas are closely linked, with the success or failure in one area having an impact on the others. The position with the car manufacturing sector is a good example, with major closures at Ryton and Longbridge in recent years. Manufacturing across the sub region has been in decline and is being hit hard in the current recession. Working together brings more funding, bigger economic benefits and more opportunity to help people and business respond to changes in the economy. A sub regional plan is being developed that pulls together ideas on economic development, planning, housing and transport.

In the meantime, strong relationships between partners and with neighbouring councils, established initially in response to car plant closures, have been a good foundation for tackling the effects of the current recession. Working in this way has secured over £22 million funding to help businesses and training for people becoming redundant. There is a system for linking businesses in difficulty with schemes giving them support and access to financial help.

The Council is supporting community financial initiatives. For example, it has provided a grant of £50,000 to support the Coventry East and Coventry West Credit Unions. This is particularly important in times of recession. The area is also part of the Coventry and Warwick Economic Recovery Partnership, which offers help with recession and redundancy problems. Partners support local employment, for example the Moat House Leisure and Neighbourhood centre used local labour. This approach has helped in getting a high degree of local ownership and very little crime and vandalism. There has been a history of building local employment into regeneration, for example for the Ricoh Stadium and the recent IKEA development. There are good links to both Warwick and Coventry Universities. These are both important economic drivers for the City.

People in Coventry living longer, healthier, independent lives

Red flag: Teenage Pregnancy

Teenage pregnancy rates in Coventry are much higher than both the West Midlands and England averages and have been reducing too slowly. Teenage mothers miss opportunities for education and training and are more at risk of living in poverty. The children of teenage parents may not be as healthy as others if their mothers have not had all the right advice and support during pregnancy and early years.

Progress over the last nine years has been uneven. In 2007 rates increased to 59.5 per 1000 girls aged between 15 and 17 in 2007, which is significantly higher than the West Midlands rate of 47.4 per 1000 and the national rate of 41.7 per 1000. It is likely that Coventry will miss its 2010 target.

The Department of Health ^{DOH} made recommendations to improve Coventry's approach to reducing the number of teenage pregnancies. These recommendations have been incorporated into the Respect Yourself action plan. These included;

Making sure contraceptive and sexual health services are accessible both in location, timing and appropriateness for young people's needs

Rolling out sex and relationship education to all schools

Developing the workforce so all those working with young people have the skills and information to provide the right advice on sexual health

The need for a coordinated approach to work to help raise aspirations for young people;

Doing targeted work with young people at risk of early pregnancy

What's being done in response?

On a recent follow up visit the DOH, commented on the good progress that had been made. In early 2009, Coventry became part of the second wave Family Nurse Partnership research pilot. This is part of the national randomised control trial and will run over the next three years. The family nurse partnership works intensively with young parents. To date, four family nurses and a supervisor have been employed who are working with twenty seven families.

Sexual Health has been highlighted as a priority in NHS Coventry's Strategic plan. It has an ambitious £1.1M project to transform Sexual Health and HIV services over the next five years. It is unlikely to have a full impact before 2010, however current progress includes a clear strategy for improvement, increasing Chlamydia screening and increasing public and patient engagement in service redesign. Key partners have been engaged in developing and implementing the Respect Yourself action plans and they also reflect the views of 14,000 young people surveyed in the Communities that Care survey in 2008. The plans have drawn on best practice from other Local Authorities identified by the National Support Team where teenage conception rates are

lower and from advice given by the Regional Teenage Pregnancy Co-ordinator based at Government Office West Midlands. We will be watching closely to see how much progress is made over the coming years.

Making improvements may involve the partnership doing different or additional work, or seeking help from other councils or public services, or from the public sector's own improvement agency. It may also involve an inspection by one or more of the inspectorates. We'll update this section with more detailed information as things develop.

People in Coventry living longer, healthier, independent lives

REDUCING HEALTH INEQUALITIES

In Coventry people's health is generally worse than the average for England, and their lives are a year shorter. There are significant differences across the city. On average men in the most affluent areas of the city live for over nine years longer than those in the most deprived areas and women six years. Life expectancy is gradually getting longer for everyone, but this is happening faster for people in the more affluent areas. However, for some diseases, the gap is getting smaller, for example deaths from circulatory disease and cancer. Until recently infant mortality rates were a major cause of concern. But much work has been done, and infant mortality rates have reduced to within average levels.

There is a strong commitment to health improvement across Coventry. The Council, the Primary Care Trust (PCT) and their partners work well together. Much work has been done to understand the reasons for inequalities in the city. This should help partners to plan services to meet these needs. A Health Improvement Programme is in place, with funding redirected to make sure projects such as Alcohol Services can be provided. However, the quality and accessibility of primary care medical services must improve faster to meet the needs of local people. We will review whether these plans have started to address health inequalities in Coventry over the next year.

SMOKING

About 500 people die every year in Coventry because of smoking - that's one in every six deaths. Smoking is also one of the main reasons for the high rate of respiratory illnesses in Coventry, especially for men. More needs to be done to stop people in Coventry smoking.

Coventry has much higher smoking rates than the national average. Almost 30 per cent of all adults in Coventry currently smoke; for those who do routine and manual jobs it is 48 per cent. An estimated 17 per cent of pregnant women smoke which is known to be bad for the health and development of their babies. Big efforts have been made to help people stop smoking. Coventry's partners are now working on targeting the help better to provide the right help to quit in the places where it is most needed. But over the last two years fewer people in Coventry have quit, and so far this year the number of smokers giving up remains a long way behind target.

Reducing smoking has been identified as a key priority for action with NHS

Coventry's Health Strategy. Actions include measures to stimulate more providers to enter the market, developing an ambitious tobacco control strategy for the city, and further improving the quality of the current stop smoking service.

OBESITY

Obesity is a problem in Coventry. More than one in four adults in Coventry are estimated to be obese and this figure is expected to rise. That is more than in most other areas in England. Coventry has a wide range of schemes designed to improve eating habits and encourage physical activity. Childhood obesity has improved slightly but is still above the national average. Most schools are doing well in encouraging children to lead healthy lifestyles and the number of young people taking part in physical activity continues to increase.

The "One Body One Life" programme is a 12 week programme that works with whole families to improve health and fitness. The number of families completing the scheme more than doubled last year, and they have achieved better health and fitness as a result. Research being carried out by Warwick University will be used to make sure the most effective methods will be used to prevent people in Coventry becoming obese, and to treat those who do.

ALCOHOL MISUSE

In 2006/07, the proportion of men who died of alcohol related illnesses in Coventry was one of the highest in England. Organisations across Coventry are working together to address this problem. This includes campaigning, increasing the number of staff who work with people arrested for alcohol related offences and recruiting more staff to deliver Alcohol Treatment Requirements to people given this type of court order. A new service is also being developed to help those undergoing detoxification. This is a long term approach and it will be some time before the effectiveness of this can be evaluated.

The police and the hospital are working closely to tackle alcohol related harm. The hospital keeps a record of the alcohol related incidents, which provides a picture of the hot spots of the night-time activity. This helps the police target their efforts and activities across the city, for example focusing on specific licensed premises.

SEXUAL HEALTH

Sexual health problems are more common in Coventry than the average for England. Chlamydia is the most common sexually transmitted infection in Coventry. The Chlamydia rate from April 2008/March 2009 was 7.4 per cent, which is slightly higher than the national average. The rate of HIV infections is the second highest in the West Midlands. Coventry has plans in place to modernise its sexual health services to address these issues. Not enough young people are being screened for chlamydia. Although the number of people being screened rose significantly in 2008/09 it was well below the target. Figures for the first quarter of 2009/10 show that planned improvements to the chlamydia screening programme are not yet delivering the results needed. This means that infected people are not being identified and may pass the disease on to others, causing problems such as infertility.

The Care Quality Commission, will be watching closely to see how much progress is made over the coming year.

LIVING INDEPENDENT LIVES

Organisations across Coventry are working well together to help more people live independently. For example the Intermediate Care Service provides short-term support for people when they come out of hospital. Last year it helped almost 1,900 people, most of whom were able to return to their own homes. Partners have a clear vision for transforming adult social services and have plans in place to support this. They work with people who use social services to develop, plan, deliver and monitor social care. Several actions have been taken by the Council to strengthen adult safeguarding processes during 2008/2009. This has included developing a strategy and increased awareness among staff and people who use services. Further development during 2009/2010 will allow the Council to further show that people who use services are safeguarded from abuse.

There has been an increased focus to make sure individuals have more choice and control in the way that they receive support and live as independently as possible. This has included providing an outcome focused assessment for all users in the learning disability service and 284 users of this service receive a personal budget. The positive impact of this on the people's quality of life has been demonstrated and the Council is rolling out this approach to all services during 2009/2010. Several processes are in place to promote and support fair access to services. People not eligible for support have access to the same information and advice as those who do receive support. Systems to enable monitoring outcomes for people not supported by the Council require further development to help understand future service demands.

Local public services are helping people manage their money. This has expanded and improved during 2008/2009. Support in finding employment opportunities is provided and the Council has targets in place to monitor uptake of these opportunities.

AMBULANCE RESPONSE TIMES:

If you need an ambulance in an emergency they get to you quickly much of the time. The ambulance service is getting more emergency calls each year, now at the highest ever in the West Midlands. Following an independent review, the 17 West Midlands Primary Care Trusts and the Strategic Health Authority have provided an extra £10 million to the service. The extra money will enable a recruitment and training drive to continue. The review also highlighted the need to look at new ways of delivering the service. The West Midlands Ambulance Service needs to work closely with health partners to agree what to do to make sure this vital service responds fast enough to emergency calls. We will watch closely to see whether this improves next year.

A safer and more confident Coventry

CRIME AND ANTISOCIAL BEHAVIOUR:

Overall crime is reducing in Coventry and is below the average for similar areas. The area has experienced a six per cent drop in overall crime over the last year. It has exceeded its three year government target to reduce crime and has experienced a 25 per cent drop in overall crime over the last three years. Police and partners are working hard to sustain this. They have made a difference in bringing down crime. Overall, crime, and particularly drug offences, have fallen following action by the Police and its partners. But less progress is being made in tackling reports of violence and hate crime where rates are not as low as in similar areas.

Partnership working is well established particularly the Crime and Disorder Partnership. This delivers some good results - results the public notice. Public perceptions of antisocial behaviour, fear of crime and confidence in the Police are all similar to regional and national averages. However there is still some way to go to reduce crime levels, and improve the proportion of people who feel very safe or fairly safe after dark, so they are more in line with similar areas across the country.

Initiatives include funding three antisocial behaviour caseworkers. Community based sports projects such as Positive Futures, Coventry Fusion and NDC Sports have engaged young people in identified priority neighbourhoods who are either at risk of, or already involved in antisocial behaviour. The Positive Activities for Young People scheme 'PAYP' is recognised as good practice by the Home Office for activities targeted at young people at risk of committing antisocial behaviour.

Alcohol is one of the contributing causes of crime in Coventry. The police and the hospital are working closely to tackle alcohol related harm. This helps the police to target their efforts and activities across the city, for example focusing on specific licensed premises. Many drug users are successfully helped into rehabilitation. More drug users are entering treatment and the percentage completing their treatment is among the best nationally.

VIEWS ON CRIME:

Public perceptions of antisocial behaviour, fear of crime and confidence in the Police are all similar to regional and national averages a quarter think the police and other local public services are successfully dealing with antisocial behaviour and crime in their local area. There is still some way to go to reduce crime levels, and improve the proportion of people who feel very safe or fairly safe after dark, so they are more in line with similar areas in the country.

A recent survey shows three quarters of local people think that people from different backgrounds get on well together which is better than both regional and national averages. Residents are feeling happier about where they live than three years ago and satisfaction levels are now similar to other parts of the country.

West Midlands Police are reorganising. This will see the current 21 operational units across the West Midlands replaced by 10 larger local policing units matching the Council boundaries. This reorganisation is aimed at improving local policing and the service West Midlands Police provides to communities. This will mean there will be one unit covering all of Coventry. We will be looking next year to see the impact of this change and will report on this in more detail in future years' assessments.

Making Coventry's streets, neighbourhoods, parks and open spaces attractive and an enjoyable place to live

PUBLIC OPINIONS:

There are variable views about the extent to which Coventry is an attractive and enjoyable place to live. In Coventry 75 per cent of local people are satisfied with their area as a place to live, which is slightly below the west midlands average. The same survey showed, local people do not think that antisocial behaviour, drunken people or rowdy people in public places, or people using or dealing drugs are a big problem locally.

The City has a well kept Country Park, Coombe Abbey, which has won the national Green Flag award. The War Memorial park is used for the annual Godiva festival which attracted 85,000 people in 2009. This offers three days of free music from international and local bands, along with a carnival, fairground and other family and community based activities and entertainment. However, only 60.7 per cent of local people are satisfied with parks and open spaces. This is lower than the national average.

STREET CLEANLINESS:

Street cleanliness continues to improve and levels of litter have reduced. In 2006/07 19 per cent of the Coventry's streets had unacceptable levels of litter. In 2008/09 this had reduced to eight per cent. The rate of improvement year on year is slowing, as expected improvements become more difficult to achieve. Good progress on fly-tipping is being made and the area has been successful in deterring large scale commercial fly tips. Most 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. Coventry remain about average, nationally, on the proportion of people feeling that rubbish in the streets, graffiti and abandoned cars are a problem.

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

CHILDREN'S HEALTH AND WELL BEING

Children's health continues to be a priority for improvement in the City. Childhood obesity for those starting school has improved slightly and is around the national average. Most schools are doing well in encouraging children to lead healthy lifestyles. The number of children and young people taking part in physical activity has continued to increase and they are generally satisfied with the parks and play areas in the City.

Teenage pregnancy rates in Coventry are significantly worse than the national average and the rate of improvement has been slow. There has been a concerted effort by partners to tackle this issue together but more needs to be done. Not enough young people are being screened for chlamydia. Although performance rose significantly in 2008/09 it was well below target. Data for the first quarter of 2009/10 indicates that planned improvements to the chlamydia screening programme are not yet delivering the required results.

Partners in Coventry recognise they need to do more to improve mental health services for children and young people. The rate of smoking during pregnancy remains high. Until recently infant mortality rates were a major cause of concern. However infant mortality has been subject to a significant amount of work, which has seen infant mortality reduce to average levels.

ENSURING CHILDREN ARE SAFE

Overall, Coventry performs good or better in helping children to stay safe. This is a key priority for the Partnership. Road accidents and hospital admissions due to injuries are around the national average. The numbers of young people entering the youth justice system for the first time and levels of re-offending are average. In children's social care there has been a recent improvement in responding to children's concerns and initial assessments of their needs are completed on time. According to a local survey of 14,000 11-16 year olds, levels of bullying have fallen in Coventry, although they remain higher than the national average.

ENSURING CHILDREN ENJOY AND ACHIEVE

Young children generally get a good start in life because preschool Education and care in Coventry are of a high standard, though the proportion of good child minders is lower than in other areas. Children do well in school in the early years and in 2008 were achieving at a similar level to their peers nationally. At age 11 pupils performed slightly less well than the same age group in similar areas or nationally in 2008, though the rate of improvement is in line with others nationally.

The proportion of young people achieving five or more grades A* to C at GCSE including English and mathematics shows a small year on year improvement, in line with similar areas and England as a whole. Although a smaller proportion of 16 year olds achieve good GCSE passes than in similar areas or nationally, this gap is closing. Local data for 2009 shows that improvement is quickening.

Attendance in secondary schools continues to improve but is still worse than in similar areas or nationally. Permanent exclusions are lower than in similar areas or nationally. Behaviour in 75 per cent of secondary schools is judged good or outstanding in inspection, which is similar to the national picture.

Services are good in helping children and young people develop the skills and attitudes needed to get jobs. More young people continue into education, employment or training after the age of 16 than in similar areas. However, this does not apply to care leavers or young offenders where performance is not as good as elsewhere. Numbers achieving further qualifications by age 19

up to A level, have increased and are now about average. This is also the case for the number of young people from low income backgrounds who progress to college or university after the age of 18.

MAKE A POSITIVE CONTRIBUTION

Young people, including those with learning difficulties and disabilities, are well supported and encouraged to make their voices heard. They have helped change the way services are delivered for example through the Youth Opportunity Fund. The number of young people involved in sporting, cultural, recreational and volunteering activities is similar to that in other parts of the country and a higher percentage are involved in publicly funded youth work. The numbers of young people entering the youth justice system for the first time and levels of re-offending are average.

Education and care settings for vulnerable young people are judged by OfSTED to offer good quality, although some outcomes are not as good as the national average. There have been improvements in the achievement levels of children and young people in care in Coventry but this is still below the national average. The number of care leavers and young offenders that continue into education, employment or training after the age of 16 is lower than in similar areas. However, the gap between the achievement of children with special educational needs and those who are from poorer families compared to other children in the city is narrowing at ages 11 and 16.

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

MEETING THE DEMAND FOR HOMES:

Although Coventry has been able to meet its target for extra affordable homes, overall the number of houses available for local people has fallen behind its regional targets. Coventry's population growth since the 1980's has been below the regional average, and the city is predicted to grow at a slower rate than its neighbours. Housing in the city has become more expensive and more than half the local population cannot afford to buy a first home. Coventry has a challenging target of providing 304 affordable homes in both 2009/10 and 2010/11. If building trends set in 2008/09 of 680 homes per year continue, this would account for nearly half of all new homes built in Coventry over the next two years.

Coventry now has a high proportion of its population registered for social housing. More than 25,000 people are on the waiting list, which has continued to grow. The Council is reviewing the waiting list to ensure that all those registered are actively looking for accommodation. During 2008/09 however, an average of 92 people applied for each home that became available to let.

Although the number of empty homes brought back in to use has nearly doubled from 64 to 123, three per cent of the city's houses remain empty.

This is a below average performance. Empty homes are a wasted resource that could be better used to help people find a place to live.

Coventry has plans in place to address the failure of housing markets. Coventry, Solihull and Warwickshire are working together to manage housing growth in Coventry and the sub-region. This means that Coventry will be able to target future development with its neighbours to improve housing choice in the area and meet growing demand for new homes. However, while Coventry's plans for delivering and improving housing services are adequate they are not clearly aligned to local priorities and ambitions, and they need updating. The City with its neighbouring authorities have recently developed a sub-regional housing growth strategy, its purpose is to set the priorities for growth in Coventry and the sub-region. This means that Coventry is able to target development and judge its success in ensuring supply is meeting demand.

IMPROVING HOMES:

The last house condition survey in Coventry was carried out in 2006. Just under a third of all privately owned homes were found to fail the government's Decent Homes Standard. The estimated costs of bringing all these properties up to standard would be £112 million. Unfit homes account for 4.2 per cent of all homes in Coventry. The Council supports the West Midlands 'Kick-start' Equity release loan scheme. Vulnerable private owners borrow money against the value of their properties to complete decent homes improvements. Just 17 loans were made in 2008/09. Although in the first part of 2009/10 this had increased to 18 loans, it means that the condition of too many of Coventry's homes is likely to remain poor. A new strategy, planned for 2010, will however have a 'worst first' approach to target support on those living in the worst conditions.

Vulnerable residents who need disabled facilities grants so that they continue living in their home are receiving this help quickly. Additional funding from the Council means that there is no waiting list for disabled facilities grants. It now takes an average of nine weeks to approve grant applications, down from 16 weeks in 2008/09. This is better than the national target of 34 weeks.

FUEL POVERTY:

Energy efficiency ratings of homes have improved and Coventry is in the top 25 per cent of areas for this. Residents receiving income based benefits in particular have seen the energy efficiency ratings of their homes improve. However, 13 per cent of people living in private housing still suffer from fuel poverty. This rises to 15.6 per cent in the private rented sector. This means that too many residents on low incomes are living in homes which are expensive and difficult to heat.

Work has been undertaken to help identify homes that are most in need of work to improve their energy efficiency, for example because they are poorly insulated. Grant funding for energy efficiency work is now targeted at vulnerable residents living in these homes. There is a target to reduce by 350 the number of vulnerable households living in homes that are difficult to heat.

HOUSING FOR VULNERABLE GROUPS:

The Council expects 10 per cent of its affordable housing programme to provide homes for people with special needs. In 2008/09, this meant that 51 households were able to enjoy a home designed around their specific needs. The Foyer – a homelessness charity –, opened in 2003, is a 63 room building for vulnerable young people aged 16 to 24. In excess of 660 residents have lived there to date and receive help from a dedicated team of support workers.

Asylum seekers who are granted 'leave to remain' are helped by local public services to keep their home. This means they can stay the accommodation they have occupied while seeking asylum. Community cohesion has been improved and families avoid further disruption. Successful asylum seekers can also apply for social housing through Coventry's Choice Based Lettings scheme. Single asylum seekers are able to use a city funded advice service, provided the refugee advice centre. A recent study across Coventry, Solihull and Birmingham advised that Coventry's current site provision for gypsies and travellers will be sufficient to meet demand up to 2017.

HOMELESSNESS:

There has been a fall in the number of people accepted as homeless in Coventry, which has followed national and regional trends. There has been an eight per cent fall in the numbers of people accepted as homeless in the first quarter of 2009 compared to the same period in 2008. By working together, housing agencies have helped prevent more people becoming homeless. In 2008/09 215 cases were helped from becoming homeless, a rise from 156 in 2007/08. Homeless people are receiving a faster response to enquiries, meaning they know more quickly what help and support they are entitled to receive. Homeless households spend less time in emergency accommodation awaiting re-housing, an average of 19 days compared to 22 days in 2008/09, which is a good performance.

Making places and services easily accessible for Coventry people.

WORKING WITH VULNERABLE GROUPS:

The approach of partners in Coventry makes sure that the needs of most vulnerable people are met. The Council supports the Local Employment Partnership, which provides employment opportunities for people disadvantaged in the labour market. It has been recognised as exemplary nationally, significantly exceeding its targets in helping long term unemployed people into sustainable employment. Coventry has worked with Jobcentre Plus and other local authorities to produce a strategic framework and self assessment toolkit that provides advice, guidance and case studies. These are aimed at encouraging local authorities as major employers to work in partnership to reduce worklessness.

The quality of provision for children and young people whose circumstances make them vulnerable is very good. All three children's homes were judged to be good and the local authority fostering service was judged outstanding in their most recent inspections. A plan is in place, "Building Resilience among Children & Young People Working Plan 2009 - 2011". It is hoped this will

increase the resilience of communities to violent extremism. Public services continue to work well with other vulnerable groups such as asylum seekers.

TRANSPORT AND CONGESTION:

Partners are reducing congestion. To achieve this it has been working on the Coventry Cycle Network, and has provided cycle storage for seven companies, shower facilities for two companies and support with car sharing for three companies. It has also worked with 5000 households on its personalised travel planning project. Latest information shows the Council is on track to meet its target of a five per cent cut in journey times. Customer satisfaction with the bus network in Coventry has improved as a result of the investment in the prime lines bus network.

Alongside this, the Council is trying to reduce the number of schoolchildren travelling to school by car. Walking buses, school travel plans and cycle training are all being used to encourage parents not to drive their children to school. This is working, the percentage of children travelling to school by car has reduced from 28.9 per cent in 2006/07 to 24.3 per cent in 2008/09.

ACCESS TO SERVICES:

Local public services are helping people to live more independent lives. More people are being supported to live independently through social services, and more of their clients get self directed support. The Contact and Connect Service and the Intermediate Care and Promoting Independence Service continue to deliver positive outcomes for vulnerable people.

The Coventry Direct Express provides mobile One Stop Shop facilities in nine areas of Coventry weekly. This brings many services out to people who may not be able to access the City centre offices. Services include housing and council tax benefit advice, noise complaints, pest control, waste and recycling, and advisors can put people in contact with other services. Computers on the bus allow people to pay council tax, apply for a school places, reserve library books, and so on. Advisers are there to help people find out about other services and who can help. The Coventry Direct Express has disabled access.

A creative, active and vibrant Coventry

VIBRANT COVENTRY:

Participation in sports and active recreation is increasing. In 2008/09 more adults took part in sports or active recreation, compared with 2005/06. The City now has a strategy to increase physical activity in the city which will help in the plans to address obesity in Coventry. Work with young people is helping to increase participation in positive activities. The Youth Service worked with 34 per cent of the City's 13 to 19 year olds during 2008/09. Over 7,500 young people have taken part in 60 different projects. More than 5,000 took part in the Positive Activities for Young People programmes 'PAYP'. Of these, 968 were targeted as being at risk of offending, or already offending.

The Godiva festival is held each year in the War Memorial park. It attracted 85,000 people in 2009. This offers three days of free music from international

and local bands, with a carnival, fairground and other family and community based activities and entertainment.

A recent survey shows that Coventry is above average for local people thinking that people from different backgrounds get on well together in their local area. Three quarters of people think people treat one another with respect. 28.9 per cent of local people feel they can influence decisions affecting their local area.

A more equal Coventry with cohesive communities and neighbourhoods

PUBLIC OPINION:

Over three quarters of people in Coventry think that different communities get on well together and that people treat one another with respect, this is better than the average for England and the West Midlands. Coventry is a diverse city, with one quarter of the population having a minority ethnic background, and attracts migrants from within and outside the UK including many students. Local public services work together to help new arrivals to settle and try to respond to tensions and grievances. Effective work by partners is helping these communities become integrated into the area and this improves community cohesion.

Close to the national average number of local people feel they can influence decisions affecting their local area. People in Coventry do not think that antisocial behaviour, people drunk or rowdy in public places, or people using or dealing drugs are a big problem locally. Although only a quarter think the police and other local public services are successfully dealing with antisocial behaviour and crime in their local area, this is similar to the national average.

COMMUNITY COHESION / WORKING WITH VULNERABLE GROUPS:

Coventry, in common with many other areas, is supporting the government in its work to address the threat of violent extremism. The Council, police and other agencies are working with local people to help them identify and tackle the issues that might encourage some people to become involved in violent extremism. It has an action plan in place to guide and focus this work. There is also a "Building Resilience among Children & Young People Working Plan 2009 - 2011" to tackle these issues among young People.

REGENERATING COVENTRY:

The key challenge on cohesion in Coventry is to deal with people's concerns about poverty, unemployment and health. Partners have taken steps to better understand the makeup of different parts of the city and what the different needs are. Partners have worked closely with local people to improve life in some neighbourhoods affected by poverty and low employment factors which can influence how people feel about themselves and others. Partners are working well in partnership towards regenerating the most deprived areas of the City.

The Council is supporting community financial initiatives This is a grant of £50,000 made by Cabinet to the Coventry and Warwickshire Cooperative Development Agency to support the Coventry East and Coventry West Credit Unions. This is important particularly in times of recession.

Partners are contributing to wider community outcomes and have succeeded in closing the gap between priority neighbourhoods and the rest of the city in several areas. The gap in achievement between those children and young people whose circumstances make them vulnerable and their peers, is in line with similar areas and nationally and is closing. The City Council has a single equality strategy which encompasses its three equality schemes and incorporates policies and action plans on equality issues such as sexual orientations. The Council achieved level four of the Equalities Standard in 2006/07 which put it in the top six per cent of all councils.

Improving Coventry's environment and tackling climate change

WASTE AND RECYCLING:

Local public services have long terms plans to improve waste management and a strategy is in place for the period up to 2020. However, based on the council's own projections, current actions will not deliver the 2020 targets for waste minimisation and other options should be explored.

Coventry exceeded its waste and recycling targets in 2008/09. The Council and its partners support environmental sustainability. 2008/09 saw a five per cent fall in the residual waste per household. Although the amount sent to landfill increased, it was still only 8.9 per cent of all waste collected. Coventry turns most of its waste into energy. But there is relatively low satisfaction with doorstep recycling. There is a significant extension of kerbside recycling being rolled out across the city this month.

Coventry has been awarded £129.1 million in Government funding for a long term waste management project, Project Transform, covering Coventry, Solihull and Warwickshire. This funding will be used to help develop a facility to help serve the region's waste disposal needs. If agreed, this should help to reduce the amount of waste sent to landfill. The three councils involved intend to also achieve a 50 per cent recycling rate.

CLIMATE CHANGE:

The Partnership is taking a strategic approach to managing its use of natural resources and environmental impact. This is based on a good understanding of the issues and underpinned by sound action plans. However these have yet to deliver significant outcomes. the Council has developed a Climate Change Strategy in close consultation with the Coventry Partnership. This was published in March 2008. There are Citywide carbon reduction targets with short, medium and longterm actions covering the Council's own assets and operations as well as those for the wider City. Progress is regularly reviewed by both the Partnership and Members.

The overall strategy for energy use relating to buildings, water use and transport and reducing carbon emissions is set out in the draft Local Authority Carbon Management Plan supported by identified actions. An aspirational target of 30 per cent drop over five years, from 2007 levels, was set in May 2008 covering carbon emissions from buildings, transport, lighting and schools. The 30 projects already planned are expected to deliver CO₂ savings of 15 per cent. The Council has a good understanding of its overall carbon footprint and has a good system for monitoring and quantifying energy and water use for all operational property, used by the Council.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>

Alternative formats - If you require a copy of PDF documents in this site in large print, in Braille, on tape, or in a language other than English, please call: 0844 798 7070

Audit Commission, 1st Floor, Millbank Tower, Millbank, London SW1P 4HQ
Telephone: 0844 798 1212
Fax: 0844 798 2945
Textphone (minicom): 0844 798 2946
www.audit-commission.gov.uk



for an independent overview
of local public services

Coventry City Council

Organisational Assessment

Dated 9 December 2009



oneplace

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of local public services

Coventry City Council

Overall, Coventry City Council performs well

Managing performance	3 out of 4
Use of resources	2 out of 4
Managing finances	3 out of 4
Governing the business	2 out of 4
Managing resources	2 out of 4

Description of scores:

1. An organisation that does not meet minimum requirements, Performs Poorly
2. An organisation that meets only minimum requirements, Performs Adequately
3. An organisation that exceeds minimum requirements, Performs Well
4. An organisation that significantly exceeds minimum requirements, Performs Excellently

Summary

Coventry City Council performs well overall. This is because the Council is managing performance and its finances well. It has satisfactory arrangements for governing the business and managing resources.

Coventry manages performance well, scoring 3 out of 4. It is addressing its priorities and generally hitting its targets. The Council is performing well in delivering social care for adults and children's services. Organisations across Coventry are working well together to help more people live independently. Homelessness is reducing and new affordable homes are being built. The Council is meeting the housing needs of vulnerable people.

People in Coventry get on well together and treat each other with respect. A recent survey shows that in Coventry 76 per cent of people are satisfied with their immediate local area as a place to live. This is broadly the same as the average for similar areas and lower than the national average of 81 per cent. People generally think the area is safe. The Council is good at telling people what is happening within the city and has won an award for its communications. The Council and the Coventry Partnership are taking climate change seriously and good plans are in place.

Regeneration is progressing well, with a programme to redevelop the most deprived neighbourhoods already underway, and a clear master plan to redevelop the City Centre. The Council has a positive approach to the recession, with well established ways to support redundant residents back into employment. It is also working innovatively with developers to buy new homes to rent out now, and to sell in the future when the market picks up.

The Council is narrowing the inequality gap. But people's health is worse than the average for England, and their lives are a year shorter. Smoking and

obesity are still major problems, although some good schemes are in place to tackle them. Teenage pregnancy rates are high, and have not been addressed successfully.

Coventry scores 2 out of 4 for the use of resources. This is because the Council has good arrangements in place for managing finance and adequate arrangements for governing the business and managing resources. Areas of strong performance include risk management, internal control and member development.

About Coventry City Council

Coventry is a diverse and growing city in the West Midlands with a population of 309,800. Coventry is a young city, partly due to the large student population at the two universities in the city, Coventry University and the University of Warwick and a quarter of the population are from minority ethnic backgrounds.

Local public services and their partners have agreed a vision of what they want to do to continue improving the city and the lives of local people. Priorities, targets and plans are clearly based on local needs and are making a real difference to people across the city on issues such as regeneration, education, care, access to services and jobs. Coventry has some areas that are very deprived, especially to the north and east of the city centre. Almost a third of residents live in England's most deprived fifth of wards. There are major health inequalities in Coventry. A higher proportion of people than the regional and national averages claim benefits..

Coventry Partnership is the borough's Local Strategic Partnership which has an overarching responsibility for driving forward the sustainable community strategy and the vision of the area. Membership includes senior representatives from community, private, public and voluntary sectors. Politically, the Council is under Conservative control, with a leader and cabinet. There 54 councillors who represent 18 wards across the city. There are 27 Conservatives, 24 Labour 2 Socialists and 1 Liberal Democrat. The Council adopted a revised three year Corporate Plan in September 2008, aligning the Council's corporate objectives with the Sustainable Community Strategy themes and the Local Area Agreement. The ten priority themes or aims of the Council are:

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

People of Coventry living longer, healthier, independent lives;

A safer and more confident Coventry;

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

Ensuring that children and young people are safe and enjoy, achieve and make a positive contribution to Coventry;

A good choice of housing to meet the needs and aspirations of the people of Coventry;

Making places and services easily accessible for Coventry people;

A creative, active and vibrant Coventry;

A more equal Coventry with cohesive communities and neighbourhoods; and

Improving Coventry's environment and tackling climate change.

Organisational assessment

The Council manages its finances well, planning its finances effectively to deliver its strategic priorities and secure sound financial health. There is a strong focus on value for money across the Council. The Council has a good record of delivering service efficiencies and cost reductions; both to balance its medium term financial position and to create resources to manage service pressures.

The Council has a clear vision of intended outcomes for local people, based on a sound understanding of needs. These are set out in the Sustainable Community Strategy which is the overarching commissioning plan. User groups and stakeholders are involved in commissioning some services but consultation is not yet consistent or coordinated across the Council.

There is effective leadership across the Council with clarity about executive, non executive and scrutiny functions. Roles and responsibilities are clear and working relationships between members and officers are good. A high proportion of members have completed personal development plans. Appropriate governance arrangements for the Council's key partnerships are in place.

The Council produces relevant data and information to support decision making and manage performance. This is usually reliable, but the quality of data across the Council is not consistent. The Council has effective risk management arrangements which have resulted in outcomes including a sound system of corporate governance and lower risk and claim related costs. The Council has a framework for managing its assets which supports the delivery of its strategic priorities and works to meet service needs.

The Council is taking a strategic approach to managing its use of natural resources and environmental impact. This is based on a good understanding and is underpinned by sound action plans. However these have yet to deliver significant outcomes. There is clear political leadership on this issue and the Council is engaging staff in its approach to climate change. The Council is still developing its approach to reducing, reusing and recycling its own waste. Biodiversity is actively managed and the Council takes a corporate approach to assessing environmental risk.

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

residents

Partners in Coventry have a clear master plan for redeveloping the City Centre and are working well in partnership towards regenerating the most deprived areas of the City. Partners have worked well together and had some success in helping local people into employment or training. They have focused especially on vulnerable groups and those who find it most difficult to get jobs. Coventry is now joining forces with the other six west midlands areas and others to work more effectively on a larger scale. This is happening through a "multi area agreement". It is becoming increasingly important for Coventry to work effectively sub-regionally with neighbouring councils in Solihull and Warwickshire. The economies of the three areas are closely linked, with the success or failure in one area having an impact on the others.

The Council is working well in partnership to regenerate the most deprived neighbourhoods. In the New Deal for Communities area, work has started to demolish 3,000 homes and 4,000 new homes are planned. Building work is due to start in May 2010. The regeneration partnership includes the Council, the registered social landlord, Whitefriars, and three developers. Advantage West Midlands are also investing in new roads in this area of the city to link the housing estates to local industrial estates. The recession has meant that developers are unwilling to build houses they do not think will sell. So HCA the Homes and Communities Agency, the national housing and regeneration agency, investment is being used for a guarantee scheme for the first phase. This is to buy the first units to rent out in the short term, and sell in the future when the market picks up.

There has been some good work around worklessness. At the end of 2008/09 14.2 per cent of working age people in the city were on out of work benefits against a target of 14.3 per cent. The percentage of working age people on out of work benefits from the most deprived areas of the city is expected to be higher. The Council had set a target of keeping this below 37 per cent, and latest figures show this to be 29.7 per cent. Coventry is seeing a smaller increase in unemployment 66 per cent compared with other areas in the region - for example Warwickshire and Solihull have risen by over 100 per cent.

The proportion of 16 to 18 year olds not in education, employment or training has improved from 9.1 per cent in 2005/6 to 6.7 per cent in 2008/09. This is now in line with the national position and the third best rate of the seven metropolitan councils in the West Midlands. This improvement has been achieved by initiatives including focusing on young people recently withdrawn or at risk of withdrawing from Further Education Colleges, maintaining regular contact with young people who are already not in education employment or training and promoting placements with training providers.

The overall figure masks a difference between age groups, which is reflected nationally. Rates are better among 16 year olds, increasing for the older age groups as young people complete courses or drop out of education and training. At January 2009 the rate for 16 year olds in Coventry was 3.8 per cent, compared to a national rate of 5.4 per cent. This partly reflects the work carried out in Coventry, during Year 11 at school, to ensure that young people can make a successful transition to further education, training or employment. The September Guarantee, which aims to provide an offer of

learning or training for all young people upon completion of statutory education, was pioneered in Coventry and Warwickshire.

Good relationships, set up initially in response to car plant closures, have been a strong foundation for tackling the effects of the current recession. A proven mechanism for supporting redundant residents back into employment, including those from priority neighbourhoods. Following over 2000 redundancies from Peugeot Ryton in 2006, with 600 living in the city's regeneration zone, fewer than 100 were still on job seekers allowance a year later. The approach continues to be used in the current recession though the task is made harder by fewer job opportunities. The Council is also part of the Coventry and Warwick Economic Recovery Partnership, which offers help with recession and redundancy problems. The Council is supporting local employment. The building of the new Moat House Leisure and Neighbourhood centre used local labour, and had local employment built into the contract. There are good links to both Warwick and Coventry Universities. These are both important economic drivers for the city.

People of Coventry living longer, healthier, independent lives

There is a strong commitment to health improvement across Coventry. The Council, the Primary Care Trust (PCT) and their partners work well together. Much work has been done to understand the reasons for inequalities in the city. This should help partners to plan services to meet these needs. A Health Improvement Programme is in place, with funding redirected to make sure projects such as Alcohol Services can be provided.

In Coventry people's health is generally worse than the average for England, and their lives are a year shorter. Men's health is generally worse than women's. There are significant differences across the city. On average men in the most affluent areas of the city live for over nine years longer than those in the most deprived areas and women six years. Life expectancy is gradually getting longer for everyone, but this is happening faster for people in the more affluent areas. However, for some diseases, the gap is getting smaller, for example deaths from circulatory disease and cancer.

Some specific challenges are:

- Teenage pregnancy rates in Coventry are significantly higher than both the West Midlands and England averages and have been reducing too slowly.
- About 500 people die every year in Coventry because of smoking - that's one in every six deaths. Smoking is also one of the main reasons for the high rate of respiratory illnesses in Coventry, especially for men.
- Obesity is a problem in Coventry. More than one in four adults in Coventry are thought to be obese. That's more than in most places in England, and rising.
- Alcohol misuse is a big problem in Coventry. In 2006/07, the proportion of men who died of alcohol related illnesses in Coventry was one of the highest in England.

The Council is performing well in delivering social care for adults. Organisations across Coventry are working well together to help more people live independently. For example the Intermediate Care Service provides short term support for people when they come out of hospital. Last year it helped almost 1,900 people, most of whom were able to return to their own homes. More social services clients are getting self directed support. The Council, with NHS Coventry and West Midlands Fire Service, are paying for Age Concern to run the 'Contact and Connect' service, which provides support to individuals to live independently and safely in their own home for longer. The service supports people to feel less fearful of crime, has decreased likelihood of falling through home safety checks and has increased fire safety awareness in their home through fitting smoke alarms.

Older people are being helped to continue living in their own homes. Intermediate care activity levels have increased by 77 per cent. 650 older people were supported at home, with three quarters needing less or no support on exit and only 7 per cent of service users needing to step up into residential care. In addition, a pilot therapy scheme has led to improvements in activity and wellbeing. A nutritional screening tool is being used by dieticians to identify adequate nutrition and provide dietary plans.

There has been an increased focus in ensuring that individuals have more choice and control in the way that they receive support and live as independently as possible. This has included providing an outcome focused assessment for all users in the learning disability service and 284 users of this service receive a personal budget. Several processes are in place to promote and support fair access to services. People not eligible for support have access to the same information and advice as those who do receive support. Support, information and advice to people on managing their money has expanded and improved during 2008/2009. Support in finding employment opportunities is provided and the Council has targets in place to check uptake of these opportunities. However, systems to enable monitoring outcomes for people not supported by the Council require further development to help understand future service demands.

The Council has been strengthening adult safeguarding during 2008/2009. This has included developing a strategy and increasing awareness among staff and people who use services. Further development during 2009/2010 will allow the Council to further show that people who use services are safeguarded from abuse.

A safer and more confident Coventry

A recent survey shows three quarters of local people think people from different backgrounds get on well together which is better than both regional and national averages. Residents are feeling happier about where they live than three years ago and satisfaction levels are now similar to other parts of the country.

Crime is reducing in Coventry, the area has experienced a six per cent drop in overall crime over the last year. Coventry exceeded its three year government target to reduce crime by 20 per cent by March 2008, achieving a 25 per cent cut. Partnership working is well established and delivers some good results - results the public notice. Public perception of antisocial behaviour and

confidence in the Police are all similar to regional and national averages. However there is still some way to go to further reduce crime levels, and improve the proportion of people who feel very safe or fairly safe after dark, so they are more in line with similar areas across the country.

The Council has redirected resources to fund three anti-social behaviour caseworkers to work with residents in the private/owner occupied housing sector. The Positive Activities Programme has commissioned community based sports projects such as Positive Futures, Coventry Fusion and New Deal for Communities. Sports have been used to engage young people in identified priority neighbourhoods who are either at risk of, or already involved in antisocial behaviour. The Positive Activities for Young People scheme 'PAYP' has been recognised as good practice by the Home Office for activities targeted at young people at risk of committing anti-social behaviour, which have resulted in reduced levels of offending.

Alcohol is a contributing factor to crime in Coventry. It is significantly worse than the England average for alcohol related crime. Many drug users are successfully helped into rehabilitation. More drug users are entering treatment and the percentage completing their treatment is among the best nationally.

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

People are satisfied with Coventry as a place to live, and believe that people from different backgrounds get on well together. A recent survey shows the people of Coventry do not think that antisocial behaviour, drunken people or rowdy people in public places, or people using or dealing drugs are a big problem locally. Street cleanliness continues to show a steady improvement and levels of litter have reduced. Despite this a comparatively high proportion of people feel that clean streets and road and pavement repairs still need improving.

Street cleanliness continues to show a steady improvement and levels of litter have reduced. In 2006/07 19 per cent of the city's streets had unacceptable levels of litter. In 2008/09 this had reduced to eight per cent. However the rate of improvement year on year is slowing, as targeted improvements become more difficult to achieve. Good progress on fly tipping is being made and the area has been successful in deterring large scale commercial fly tips. Most 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.

The city has a well kept Country Park, Coombe Abbey, which has won the national Green Flag award. The city's parks are used for a range of events such as the annual Godiva festival in the War Memorial Park which attracted 85,000 people in 2009. This offers three days of free music from international and local bands, with a carnival, fairground and other family and community based activities and entertainment. However, only 60.7 per cent of local people are satisfied with parks and open spaces. This is lower than in most areas.

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

The rating for children's services in Coventry City Council is that it performs well. The overall effectiveness of most inspected and regulated services and settings in Coventry is good or better. Very young children receive a strong start within generally good care and education settings, although the percentage of childminder settings judged good or better is smaller than in similar areas. Although only half of primary schools are judged good or better, three quarters of secondary schools and school sixth forms are judged at least good in inspection. Judgements for staying safe and enjoying and achieving are good when compared to similar areas and nationally in most of inspected and regulated settings and none are inadequate.

The quality of provision for children and young people whose circumstances make them vulnerable is very good with all eight special schools and four of five pupil referral units being judged as good or better. All three children's homes were judged to be good and the local authority fostering service was judged outstanding in their most recent inspections.

Performance against the large majority of national indicators, including those for staying safe and enjoying and achieving compares well to the average performance in similar areas. However, few indicators demonstrate performance that is better than in similar areas or nationally. The gap in achievement between those children and young people whose circumstances make them vulnerable and their peers, is in line with similar areas and nationally and is closing. However, the achievement levels of children and young people in care in Coventry are still below the national average.

Children's health continues to be a priority for improvement in the city. There has been a slight decrease in childhood obesity and the number of physically active children is increasing. However, teenage conception rates in Coventry are significantly worse than the national average, and the rate of improvement has been slow.

Keeping children and young people safe remains a key priority for the Partnership. In children's social care there has been a recent improvement in responding to children's concerns and initial assessments of children thought to be at risk of serious harm are completed quickly. Road accidents and hospital admissions due to injuries are around the national average.

There is a high standard of preschool education and care in Coventry, which is helping young children in Coventry get the best start in life. This means children do well in school in the early years. The local authority reports the progress of 11 year olds was in line with the national rate of progress in 2008, although attainment levels overall are below the national average at age 11. Although a smaller proportion of 16 year olds achieve good GCSE passes than in similar areas or nationally, this gap is closing. The proportion of young people achieving five or more grades A* to C at GCSE including English and mathematics shows a small year on year improvement, in line with similar areas and England as a whole. Local data for 2009 shows that improvement is quickening

More young people are continuing into education, employment or training after the age of 16 than in similar areas. Overall education and care for children and young people whose circumstances make them vulnerable are good. However, improvement is needed to increase the numbers of care leavers and young offenders that go on to employment, education and training following school.

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

Coventry's strategy is clear on the need to balance housing growth and meet the targets for the future need for homes. Key targets reflect this. Although housing has become less affordable in Coventry, the area has achieved the targeted number of affordable homes. Coventry compares well with other local authorities and plans are already in place to achieve targets for next year. Partners have improved the energy efficiency ratings of homes of residents receiving income based benefits. The numbers of people accepted as homeless in Coventry is reducing in line with both the national and West Midlands trend.

Between 2001 and 2006, Coventry's target was to build an average of 650 new homes each year and an average of 788 was achieved, exceeding the target. The numbers of new homes built between 2006 and 2008 rose significantly to an average of over 1,350 each year. However, the impact of the current economic climate meant that only 680 new homes were built in 2008/09 and improved future performance will be dependent on a general upturn.

Services for homeless and potentially homeless people have improved. The number of people accepted as homeless in Coventry is reducing in line with both the national and West Midlands trend. There has been an 8 per cent fall in the number of people accepted as homeless in the first quarter of 2009 compared with the same period in 2008. And more people are being prevented from becoming homeless. The waiting list for social housing in Coventry continues to grow. The Council is reviewing the waiting list to ensure that all those registered are actively seeking accommodation, as around 33 per cent of people on the waiting list have not made a bid for a property.

The Council is helping vulnerable people to continue to live in their own homes. Disabled facilities grants are available to residents in need, and these grants are being processed quickly. It is currently taking an average of nine weeks to approve grant applications, in comparison to 16 weeks in 2008/09. It is also making homes available which meet the specific requirements of people with special needs. This includes a 63 room building for vulnerable young people aged 16 to 24 where residents receive help from a dedicated team of support workers. Asylum seekers granted 'leave to remain' can have their tenancy 'converted' - this includes private tenancies. This is so they can remain living in the accommodation they have occupied as an asylum seeker. This helps to improve community cohesion and prevents added disruption to families. The housing and accommodation needs of care leavers and young offenders are met well. Coventry has also earmarked enough resources to meet the needs of its Gypsy and Traveller community.

The Council and its partners have improved the home energy efficiency ratings for residents receiving income based benefits. The average rating in Coventry is among the best in the country. This is good because about 42 per cent of CO₂ emissions in the area come from homes. But 13 per cent of residents in private housing are living in fuel poverty. This is where a household needs to spend more than a tenth of their household income to heat their home to an adequate level of warmth. This rises to 15.6 per cent in the private rented sector. This means that many residents on low incomes are living in homes which are not fuel efficient and therefore expensive and difficult to heat. Partners have undertaken a thermal imaging survey which helps identify the most poorly insulated homes. Grant funding for energy efficiency work is targeted at vulnerable residents living in these homes. Partners aim to reduce the number of vulnerable households living in homes that are difficult to heat by 1 per cent, this equates to 350 properties.

There is not enough money available to ensure that homes in the private sector meet the decent homes standard. The estimated costs of bringing all private sector homes up to the Decent Homes Standard would be £112 million. Partners have no funding available to help private owners to bring their homes up to the Decent Homes Standard. However, it has with other authorities in the West Midlands joined the 'Kick Start' equity release loan scheme. This enables vulnerable private owners to borrow against the value of their properties to raise funds for carrying out decent homes improvements. In 2008/09, this led to 17 loans and so far in 2009/10, 18 loans.

Making places and services easily accessible for Coventry people

Partners have a consistently good approach to meeting the needs of vulnerable people. This includes providing employment opportunities for people disadvantaged in the labour market, effective procedures in place to ensure that asylum seekers can remain living in their new home and working with young people on community cohesion. The quality of provision for children and young people whose circumstances make them vulnerable is very good including an outstanding local authority fostering service. Partners are helping people to live more independent lives. More people are being supported to live independently through social services, and more of their clients get self directed support.

The Council is trying to reduce congestion. To achieve this it has been working on the Coventry Cycle Network. Alongside this, partners are trying to reduce the number of schoolchildren travelling to school by car. Walking buses, school travel plans and cycle training are all being used to encourage parents not to drive their children to school. This is working. The percentage of children travelling to school by car has reduced from 28.9 per cent in 2006/07 to 24.3 per cent in 2008/09.

The Coventry Direct Express provides mobile One Stop Shop facilities in nine areas of Coventry on a weekly basis, with disabled access. This brings many of the Council's services out to people who may not be able to get to the city centre offices. Services include housing and council tax benefit advice, noise complaints, pest control, waste and recycling, and advisers can put people in contact with other services. Computers on the bus allow people to pay council

tax, apply for a school places, reserve library books, and so on. Advisers are on hand to help people find out about other services and who can help.

The time taken to process Housing Benefit and Council Tax Benefits is reducing. In 2008/09 it took an average of 15.8 days to process claims, against a target of 19 days. Other councils are performing better than this, and the Council has recognised that it needs further improvement. It is now working with the Department for Works and Pensions to deliver customer focused service improvement. The Institute for Revenues Rating and Valuation gave the 2009 award for excellence in antifraud work on benefits payments to Coventry City Council, in partnership with North Warwickshire Borough Council and Rugby Borough Council.

The Council has won the Government to Stakeholder Communications category in the national Good Communications Awards. It was short listed for the Chartered Institute of Public Relations local government group awards for its work with the local community to transform the city centre.

A creative, active and vibrant Coventry

The Council is increasing participation in sports and active recreation. In 2008/09 more adults took part in sports or active recreation, compared with 2005/06. The City now has a Physical Activity Strategy. Work with young people is helping to increase participation in positive activities. The Youth Service worked with 34 per cent of the City's 13 to 19 year olds during 2008/09. Over 7,500 young people have taken part in 60 different projects. More than 5,000 took part in the Positive Activities for Young People programmes 'PAYP'. Of these, 968 were targeted as being at risk of offending, or already offending.

The recent PLACE survey shows Coventry above average for local people thinking that people from different backgrounds get on well together in their local area. Three quarters of people in think people treat one another with respect. 28.9 per cent of local people feel they can influence decisions affecting their local area. This is similar to the national position. The people of Coventry do not think that antisocial behaviour, people drunk or rowdy in public places, or people using or dealing drugs are a big problem locally.

A more equal Coventry with cohesive communities and neighbourhoods

Over three quarters of people in Coventry think that different communities get on well together and that people treat one another with respect. This is better than the average for England and the West Midlands. Coventry is a diverse city, with one quarter of the population having a minority ethnic background, and attracts migrants from within and outside the UK including a large number of students. Public services work together to help new arrivals integrate into the area.

The key challenge on cohesion in Coventry is to deal with people's concerns about poverty, unemployment and health. For example, partners support the Local Employment Partnership which provides employment opportunities for people disadvantaged in the labour market. This has been very successful, in

helping long-term unemployed people into sustainable employment. The Council's support to the Local Employment Partnership has been recognised as exemplary at a national level and the organisation has significantly exceeded its targets in helping long term unemployed people into sustainable employment.

Coventry Partnership is working well towards regenerating the most deprived areas of the city. Partners have worked closely with local people to improve life in some neighbourhoods affected by poverty and low employment. These are factors which can influence how people feel about themselves and others.

The commitment to equality is supported by Council policies. It has a single equality strategy which encompasses its three equality schemes and incorporates policies and action plans on equality issues such as sexual orientations. The Council achieved level four of the Equalities Standard in 2006/07 which put it in the top six per cent of all councils.

Coventry is, in common with many other areas, supporting the government in its work to avoid the threat of violent extremism. The Council, police and other agencies are working with local people to help them identify and tackle the issues that might encourage some people to become involved in violent extremism. It has an action plan in place to guide and focus this work. There is also a "Building Resilience among Children & Young People Working Plan 2009 - 2011" to tackle these issues among young people.

Improving Coventry's environment and tackling climate change

Environmental sustainability is being supported by the Council. It exceeded its waste and recycling targets in 2008/09, and saw a 5 per cent drop in residual waste per household. But public satisfaction with doorstep recycling is lower than average. Although the amount sent to landfill increased, it was still only 8.9 per cent of all waste collected. Coventry turns most of its waste into energy.

The Council is effective in identifying the future approach to waste management for the City. A waste management strategy is in place to cover the period from 2008 to 2020. A thorough review of different alternatives has been undertaken and a commitment made to follow the identified best option. However, the current actions will not in themselves deliver the 2020 targets. The identified waste minimisation options will deliver less than a 1 per cent reduction, based on the Council's own projections. Further decisions will have to be taken before too long.

Defra has awarded £129.1 million in PFI funding to a long term Waste management project by Coventry, Solihull and Warwickshire. 'Project Transform' will use the funding to help develop a 305,000 tonne a year capacity facility to help serve the region's waste disposal needs. While this is being referred to in the local press as an energy from waste 'EfW' plant, the final design has not been agreed. The current 240,000 tonnes a year capacity EfW facility in Coventry will be replaced by a new plant to help divert 427,000 tonnes of biodegradable municipal waste a year from landfill. The three councils involved intend to also achieve a 50 per cent recycling rate.

In Coventry, climate change is one of two crosscutting themes which the Sustainable Community Strategy is addressing. There is clear political leadership on this. In March 2008 the published Climate Change Strategy highlighted citywide carbon decrease targets with short, medium and long-term actions covering the Council's own assets and operations as well as those for the wider city. The 30 projects already planned expect to deliver CO2 savings of 15 per cent.

The Council is part of a local consortium to pilot low carbon cars. The CABLED 'Coventry and Birmingham Low Emission Demonstrators' consortium, is led by design engineering consultant Arup, and includes six car manufacturers, Advantage West Midlands, power provider E.ON, the city councils of Birmingham and Coventry and three academic institutions. It has been awarded one of 8 Ultra Low Carbon Vehicle Demonstrator projects to implement and operate a regional demonstrator programme of low carbon cars aimed at speeding up both further development and their adoption by consumers. It will receive part of £25m national funding. The Council is working with the Carbon Trust and has developed a carbon management plan. An action plan is in place and being implemented. It is too early for evidence of measurable improvements.

The Council is working in partnership to manage risks associated with flooding, particularly for residents with known vulnerability. It also works in partnership to increase biodiversity. It is part of the Habitat Biodiversity Audit Partnership 'HBA', which is managed by the Warwickshire Wildlife Trust. This aims to set up systems and processes to manage habitats to increase biodiversity.

CAA looks at how well local public services, working together, are meeting the needs of the people they serve. It's a joint assessment made by a group of independent watchdogs about the performance of local public services, and how likely they are to meet local priorities. From 9 December you will find the results of Comprehensive Area Assessment on the Oneplace website - <http://oneplace.direct.gov.uk/>

Alternative formats - If you require a copy of PDF documents in this site in large print, in Braille, on tape, or in a language other than English, please call: 0844 798 7070

Audit Commission, 1st Floor, Millbank Tower, Millbank, London SW1P 4HQ
Telephone: 0844 798 1212
Fax: 0844 798 2945
Textphone (minicom): 0844 798 2946
www.audit-commission.gov.uk



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