



### **Scrutiny Co-ordination Committee**

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#### **Time and Date**

10.00 am on Wednesday, 10th July, 2013

#### **Place**

Committee Rooms 2 and 3 - Council House, Earl Street, Coventry

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#### **Public Business**

1. **Apologies and Substitutions**

2. **Declarations of Interest**

3. **Minutes**

(a) To agree the minutes of the previous meeting held on 17th April, 2013  
(Pages 5 - 12)

(b) Matters Arising

4. **Coventry's Alcohol Strategy 2013-2016 (Draft)** (Pages 13 - 28)

Briefing Note of the Director of Public Health

Councillor Caan, Deputy Cabinet Member (Health and Adult Services) and Councillor Hetherton, the Council's Alcohol Champion have been invited to the meeting for the consideration of this item.

**10.40 a.m.**

5. **Development of the Community Safety Partnership** (Pages 29 - 30)

Briefing Note of the Assistant Director, Public Safety and Safeguarding Adults

**11.10 a.m.**

6. **Council Plan - Performance Report 2012-13** (Pages 31 - 70)

Presentation by the Assistant Director, Policy, Partnership and Performance and the Corporate Performance Co-ordinator  
Report of the Chief Executive

**11.25 a.m.**

7. **Scrutiny Work Programme 2013-14** (Pages 71 - 82)

Report of the Assistant Director, Scrutiny and Transformation

**11.40 a.m.**

8. **Outside Bodies - Reporting Arrangements** (Pages 83 - 88)

Briefing Note of the Assistant Director, Scrutiny and Transformation

**11.50 a.m.**

9. **Progress and Outcomes of Olympic Legacy Scrutiny Panel** (Pages 89 - 90)

Briefing Note of the Scrutiny Co-ordinator

**12 noon**

10. **Outstanding Issues**

Included in the Work Programme above

11. **Any Other Items of Public Business**

Any other items of public business which the Chair decides to take as a matter of urgency because of the special circumstances involved.

**Private Business**

**Nil**

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Bev Messinger, Director of Customer and Workforce Services, Council House Coventry

Tuesday, 2 July 2013

- Notes: 1) The person to contact about the agenda and documents for this meeting is Liz Knight, Democratic Services, Council House, Coventry, telephone 7683 3073, alternatively E-mail: [liz.knight@coventry.gov.uk](mailto:liz.knight@coventry.gov.uk)
- 2) Council Members who are not able to attend the meeting should notify Liz Knight no later than 9.00 a.m. on the day of the meeting, giving their reasons for absence and the name of the Council Member (if any) who will be attending the meeting as their substitute.
- 3) Scrutiny Board Members who have an interest in any report referred to this meeting, but who are not Members of this Committee, have been invited to notify the Chair by 12 noon on the day before the meeting that they wish to speak on a particular item. The Member must indicate to the Chair their reason for wishing to speak and the issue(s) they wish to raise.

Membership: Councillors F Abbott, J Blundell, J Clifford (Deputy Chair), C Fletcher (Chair), T Khan, R Sandy, T Skipper, S Thomas and K Taylor

By invitation Councillors K Caan and P Hetheron

**Please note: a hearing loop is available in the committee rooms**

If you require a British Sign Language interpreter for this meeting  
OR if you would like this information in another format or  
language please contact us.

**Liz Knight, Governance Services Officer**

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## SCRUTINY CO-ORDINATION COMMITTEE

17<sup>th</sup> April, 2013

### Scrutiny Co-ordination

Committee Members Present: Councillor Abbott  
Councillor Mrs Bigham (Chair)  
Councillor Blundell  
Councillor Mrs Fletcher  
Councillor Foster  
Councillor Lakha  
Councillor Walsh (substitute for Councillor M Mutton)  
Councillor Welsh

Other Members present: Councillor J Mutton

Officers Present: H. Abraham (Customer and Workforce Services Directorate)  
G. Bayliss (Customer and Workforce Services Directorate)  
C. Boyce (Chief Executive's Directorate)  
F. Collingham (Chief Executive's Directorate)  
D. Ford (Chief Executive's Directorate)  
G. Holmes (Chief Executive's Directorate)  
L. Knight (Customer and Workforce Services Directorate)  
J. Venn (Chief Executive's Directorate)  
A. West (Chief Executive's Directorate)

Apologies: Councillor Howells  
Councillor M Mutton  
Councillor Skipper

### **Public Business**

#### **108. Declarations of Interest**

There were no Disclosable Pecuniary Interests declared.

#### **109. Minutes**

The minutes of the meeting held on 20th March, 2013 were signed as a true record. In relation to Minute 94/12 headed 'Houses in Multiple Occupation', the Committee were informed that the Task and Finish Working Group had been established and the first meeting was to take place the following week. With reference to Minute 96/12 headed 'Charities Information' the Scrutiny Co-ordinator reported that at his meeting on 11<sup>th</sup> April, Councillor Townshend, Cabinet Member (Community Safety and Equalities) had accepted the recommendations supported by this Committee and requested a progress report be submitted to his Cabinet Member meeting in June, 2013.

#### **110. Review of Corporate Communications Strategy**

The Committee received a presentation from the Assistant Director, Communications on the review of the Council's corporate communications strategy. Councillor Mutton, Cabinet Member (Policy, Leadership and Governance) attended the meeting for the consideration of

this matter.

The Committee were informed about residents' views on what it was like to live in the city, their lifestyles and their views about services provided by the Council. 71% of residents were satisfied with the way the Council ran things. It was proposed to undertake the Coventry telephone survey every six months.

Corporate Communications ensured that the Council, its policies, services and events were promoted to a local, regional and national audience in the most efficient and effective ways possible. Key priorities were as follows:

- Focus on our most effective and most commonly used communications tools
- Use social media innovatively and effectively
- Work with employees through two way communications to encourage employee advocacy and pride
- Achieve a cross-council, one organisation approach to all communications, getting the best possible value for money
- Work with partners to promote Coventry – the city.

In 2007/8 £1.3m was the total budget for all spending on marketing, communications, and publicity across Directorates. Budgets were then centralised and for 2013/14 the total budget was £380,000.

The presentation detailed the main objectives of the 2012 Communications review which had led to a new model for the team with a reduction in staffing and a flexible Communications Hub. Planning and Strategies were outlined along with the day to day activities. Reference was made to the successful use of Facebook and Twitter with the Council having over 28,000 'likes' on Facebook and 10,500 'followers' on Twitter. Use was also made of You Tube and Flickr.

Priorities for the coming year were:

- Embedding new ways of working
- Public Health
- **Abc** programme – getting the message across about difficult decisions
- Welfare reform – working in partnership
- City Centre – events and regeneration

The Committee questioned officers on aspects of the presentation, matters raised including:-

- i) An assurance that the Council would lead for the city on Welfare Reform
- ii) Clarification about the merging of Directorate budgets
- iii) Further details regarding the successful use of Facebook and Twitter
- iv) The implications of the budget reduction
- v) How decisions were taken regarding the most appropriate way to communicate an issue to Coventry residents.

## 111. **Work of the Coventry Partnership**

Further to Minutes 97, 98 and 99/12, the Committee received a presentation from the

Assistant Director, Policy, Performance and Partnerships on the work of the Coventry Partnership, its priorities and relationship with other partnership bodies in the city and sub-region. Members' views were sought on the future direction of the Partnership. Councillor Mutton, Cabinet Member (Policy, Leadership and Governance) attended the meeting for the consideration of this matter.

The Committee were provided with an explanation of how the Partnership had developed from the City Forum, which involved a collaboration of organisations, and the first Coventry Community Plan, both of which were viewed as examples of good practice. As a result of the Local Government Act 2000, the Coventry Partnership was set up in 2002. Membership of the Partnership was highlighted.

Achievements of the Partnership included the Sustainable Community Strategy; good public, private, voluntary and community involvement; good reputations for partnership working; successful Audit Commission inspections; and funding for the city in excess of £30m.

The following were highlighted as the three year priorities for 2011-2014:

- Create growth, jobs and enterprise particularly through advanced manufacturing and green technologies
- Make the City more vibrant
- Reduce health inequalities
- Improve children and young people's education and opportunities

Attention was drawn to work undertaken in connection with the welfare reform changes which included the establishment of the Welfare Reform Planning Group, road shows, the Pop Up Shop and an article in Citivision in March 2013. Information was also provided on the relationship and networks with the community sector, voluntary sector and private sector and to the events which had been organised by these different organisations.

The presentation concluded with issues for the future direction of the Partnership including the Sub-region, a change of focus, and new ways of working.

The Committee questioned officers on aspects of the presentation, matters raised including further information about the Pop Up shops, the resource implications for the Council and the issue of duplication of work. Concerns were raised that the three year priorities were all being dealt with in other forums. It was clarified that much of the work undertaken by the Coventry Partnership was not promoted as being supported by the Partnership. The Chair, Councillor Bigham, emphasised that the Partnership was entirely focused on Coventry. Members suggested that a review of the Partnership should be undertaken, with particular attention being given to overlap of work.

**RESOLVED that Councillor Bigham, Chair of the Committee, work with the Assistant Director, Policy, Performance and Partnerships to put in place a mechanism to ensure effective member input to a review of the Coventry Partnership.**

## **112. Progress on the Olympic Legacy Scrutiny Panel**

Further to Minute 73/12, the Committee considered a briefing note of the Scrutiny Co-ordinator which provided an update on the progress made by the Olympic Legacy Scrutiny Panel. A scoping document covering the work of the Panel was set out at an appendix and a report which had been submitted to the meeting of Cabinet the previous day concerning the

development of the role of the Coventry Ambassadors was attached at a second appendix. Councillor Mutton, Cabinet Member (Policy, Leadership and Governance) attended the meeting for the consideration of this item.

At their meeting on 23<sup>rd</sup> January, 2013, the Committee established the Olympics Legacy Scrutiny Panel to develop proposals for a lasting Olympic Legacy for Coventry. The Panel had met on two occasions and identified a number of recommendations to provide a legacy for the Coventry Ambassadors. A further meeting was planned for 24<sup>th</sup> April to identify recommendations for other aspects of the Olympic Legacy.

The Panel had agreed the scoping document for the work they were doing, which set out the following areas of work:

- Coventry Ambassadors: how do we continue to support, train and develop the city's greatest asset – its people – to continue and endorse the Coventry Ambassadors scheme?
- Community Games: how do we continue to support and develop the Community Games initiative with no funding allocated for 2013/14 onwards?
- City look and feel: how do we continue to enhance the look and feel of the city in the future?
- Any other area of Olympic legacy that the Panel feel should be considered that aren't being considered elsewhere.

The Panel were very aware of the potential overlap with other Cabinet Advisory Panels and there was a clear steer to avoid duplication of work.

One of the first areas of discussion had been the legacy of the Coventry Ambassadors. In light of the need to identify budget during the current financial year, a report had been considered by Cabinet at their last meeting of the municipal year on 16<sup>th</sup> April, 2013. This report sought approval of the development and funding proposals of the Coventry Ambassadors Scheme. The Scheme was part of a new social enterprise model to be developed by Coventry University that would play a key role in future events for Coventry, promoting the City to Visitors and residents and helping the City's future bids for major sporting events. Cabinet had approved the following:

- To support the development of the Coventry Ambassadors Scheme as part of a new social enterprise model to be developed by Coventry University.
- To support the funding proposal to provide initial grant funding for the scheme up to £20,250, which would be met from existing Council budgets.
- To agree in principle that an Elected Member is identified at the Council's Annual General Meeting in May 2013 to represent the Council as a director on the Board of the social enterprise company.

Councillor Mutton, Cabinet Member, informed the Board that three volunteers had since secured employment as a result of the confidence gained from working as Ambassadors. He expressed his wish to see a permanent reminder in the City that Coventry had been a host city for the Olympics, possibly by putting the Olympic rings back on display.

**RESOLVED that:**

- (i) The content of the scoping document covering the work of the Olympic**

**Legacy Scrutiny Panel be noted.**

**(ii) The content and recommendations in the Cabinet report ‘Creating an Olympic Legacy for Coventry – Coventry Ambassadors’ be noted.**

**(ii) Agreement be given to receive further updates as the work of the Panel progresses.**

**113. Report Back on the Work of Outside Bodies – Birmingham Airport Holdings Limited**

The Committee considered a report of Councillor McNicholas informing of the work of Birmingham Airport Holdings over the preceding twelve months. The report highlighted the benefits to the Council of this appointment and set out the financial implications for the Council.

**RESOLVED that:-**

**(i) The Council continues to appoint a Director to the Board of Birmingham Airport Holdings Limited.**

**(ii) A briefing note be circulated to Members of the Committee on the numbers of meetings held and the attendance of the Council representative.**

**114. Report Back on the Work of Outside Bodies – University of Warwick Science Park Foundation and University of Warwick Business Innovation Centre Limited**

The Committee considered a report of Councillor Kelly informing of the work of the University of Warwick Science Park Foundation and the University of Warwick Business Innovation Centre Limited along with details of attendance of the Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that the Council continues to appoint to the Boards of the Foundation and the Innovation Centre in accordance with its Constitution, so long as the Council retains an interest in both companies.**

**115. Report Back on the Work of Outside Bodies – Albany Theatre Trust**

The Committee considered a report of Councillor Kershaw informing of the work of the Albany Theatre Trust over the preceding twelve months along with details of attendance by the City Council representative. The report also highlighted the benefits to the Council of this appointment.

**RESOLVED that the Council continues to appoint a representative to the Albany Theatre Trust to ensure active representation of the Local Authority in this critical area of cultural and educational developments in the City of Coventry and to oversee the continuing effective use of Local Authority grants.**

**116. Report Back on the Work of Outside Bodies – Coventry Refugee and Migrant Centre**

The Committee considered a report of Councillor Chater informing of the work of the Coventry Refugee and Migrant Centre over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that the Council continues to appoint to the Board of the Coventry Refugee and Migrant Centre.**

**117. Report Back on the Work of Outside Bodies – Coventry and Solihull Waste Disposal Company Ltd Shareholders Panel**

The Committee considered a report of Councillor Harvard informing of the work of the Coventry and Solihull Waste Disposal Company Ltd Shareholders Panel over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that the Council continues to appoint representatives to the Coventry and Solihull Waste Disposal Company Ltd Shareholders Panel.**

**118. Report Back on the Work of Outside Bodies – Voluntary Action Coventry**

The Committee considered a report of Councillor Clifford informing of the work of Voluntary Action Coventry over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that the Council continues to appoint representatives to the Voluntary Action Coventry Board.**

**119. Report Back on the Work of Outside Bodies – West Midlands Pensions Committee (formerly West Midlands Superannuation Committee)**

The Committee considered a report of Councillor Bains informing of the work of the West Midlands Pensions Committee over the preceding twelve months along with details of attendance by the City Council representative. The report also highlighted the benefits to the Council of this appointment.

**RESOLVED that:**

**(i) The work undertaken by the West Midlands Pensions Committee be noted.**

**(ii) The Council continues to appoint a representative to the West Midlands Pensions Committee.**

**(iii) The appointed member, irrespective of any political change in the Council during his/her term of office, should serve for a minimum of one year.**

**120. Report Back on the Work of Outside Bodies – Local Government Association General Assembly**

The Committee considered a report of Councillor J Mutton informing of the work of the

Local Government General Assembly over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that the Council continues its membership of the Local Government Association and makes appointments to the General Assembly.**

**121. Report Back on the Work of Outside Bodies – Coventry Citizens Advice Bureau**

The Committee considered a report of Councillor Ruane informing of the work of Coventry Citizens Advice Bureau over the preceding twelve months along with details of attendance by the City Council representative. The report also highlighted the benefits to the Council of this appointment.

**RESOLVED that the Council continues to nominate a member to the Coventry Citizens Advice Bureau Management Board.**

**122. Report Back on the Work of Outside Bodies – The Belgrade Theatre Trust**

The Committee considered a report of Councillor Welsh informing of the work of the Belgrade Theatre Trust over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that the Council continues to appoint members of the Council of the Belgrade Theatre Trust.**

**123. Report Back on the Work of Outside Bodies – Coventry Heritage and Arts Trust**

The Committee considered a report of Councillor A S Khan informing of the work of the Coventry Heritage and Arts Trust over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that:**

**(i) The work undertaken by the Body be noted.**

**(ii) The Council continues to appoint two Councillors to the Coventry Heritage and Arts Trust.**

**124. Report Back on the Work of Outside Bodies – West Midlands Fire and Rescue Authority**

The Committee considered a report of Councillor Walsh informing of the work of the West Midlands Fire and Rescue Authority over the preceding twelve months along with details of attendance by the City Council representatives. The report also highlighted the benefits to the Council of these appointments.

**RESOLVED that:**

**(i) The Committee notes the vital role that the West Midlands Fire Service plays in providing responsive fire, rescue and emergency services and preventative fire safety advice to the citizens of Coventry.**

**(ii) In view of this vital role, the Council continues to appoint three elected member representatives to the West Midlands Fire and Rescue Authority in 2013-14.**

**125. Scrutiny Co-ordination Committee Work Programme 2012/2013**

The Committee considered their Work Programme for the current municipal year.

**RESOLVED that the Work Programme be noted**

**126. Outstanding Issues**

The Committee noted that all outstanding issues had been included in the Work Programme for the current year.

**127. Meeting Evaluation**

No meeting evaluation took place.

**128. Any Other Items of Public Business.**

The Chair placed on record her thanks to all Members (including substitutes) and officers who had contributed to the work of the Committee during the course of the year.

**Private Business**

Nil

Note: The meeting closed at 11.50 a.m.





Coventry City Council

## Briefing note

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**To:** Scrutiny Co-ordination Committee  
**Date:** Wednesday 10<sup>th</sup> July 2013  
**Subject:** Coventry's Alcohol Strategy 2013 - 2016

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### **1 Purpose of the Note**

- 1.1** This briefing note is intended to provide the Scrutiny Coordination Committee with an overview of Coventry's Alcohol Strategy 2013 – 2016.

### **2 Recommendations**

- 2.1** The Scrutiny Coordination Committee is recommended to:

- 1) Review the content of the alcohol strategy document.
- 2) Make comments or recommendations to Cabinet.

### **3 Information/Background**

- 3.1** On 8th October 2012, the Wellness, Liveability and Public Health Scrutiny Board (1) endorsed the approach to tackle alcohol misuse in the city, along with the revision of an alcohol strategy for Coventry.
- 3.2** Alcohol related harms in Coventry are worse than the England and regional average, and worse than many comparable areas. An Alcohol Strategy for Coventry has been developed in partnership to reduce the harms caused by alcohol misuse in the city. This will in turn make Coventry a safer and healthier place, where less alcohol is consumed and where professionals are confident and well-equipped to challenge behaviour and support change.
- 3.3** An Alcohol Strategy Consultation workshop took place in March 2013 and was attended by Officers and Members from Coventry City Council, along individuals from a wide range of partner agencies. The strategy will also be tabled at the next Community Safety Partnership in July.
- 3.4** Building on the success of the previous 'Alcohol Harm Reduction Strategy' which was first published in 2007 and other national policy, the strategy document outlines areas of work under pinned by three key themes:
- Providing effective prevention and recovery focussed treatment.
  - Changing and challenging attitudes and behaviour.
  - Controlling the supply of alcohol and promoting safer drinking environments.

**3.5** The delivery of the alcohol strategy will be the responsibility of the Alcohol Strategy Group which will be chaired by the Cabinet Member for Health and Adult Services and will be accountable to the Joint Health and Wellbeing Board. This group will work closely with Coventry Community Safety Partnership and the Children and Young People's Strategic Partnership.

**3.6** The draft Alcohol Strategy 2013-16 can be found at Appendix 1

**Dr Jane Moore, Director of Public Health**

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**024 7683 2884**

# **Coventry's Alcohol Strategy 2013 - 2016(Draft)**

**20 June 2013**

DRAFT

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DRAFT

## **1. Foreword**

Alcohol is the most widely available drug in the UK and is used sensibly by the majority of the population. It is part of our social fabric and a major contributor to the economic vibrancy of the community.

While alcohol is a source of pleasure for many, its misuse is a significant issue for individuals and communities alike. The National Institute for Health and Clinical Excellence (NICE) estimates the annual cost of alcohol-related harm in England – including health, crime and anti social behaviour costs and the loss of productivity in the workplace - ranges from £20 billion to £55 billion<sup>1</sup>.

The harms caused by alcohol in Coventry are considerable and we estimate that each year alcohol:

- causes 38,000 A&E attendances
- leads – or is a factor in - 3,100 crimes
- is an issue in one in five child protection cases

The harms caused by excessive drinking are as complex as is our relationship with alcohol. Alcohol may cause or exacerbate problems, its harms may be acute or chronic, and issues may arise from individuals' binge drinking or addiction.

While many chronic health harms caused by drinking alcohol increases with the level of consumption and often over a period of many years, other harms – such as accidents, crime and the loss of productivity – are associated with other patterns of consumption including binge drinking.

Equally, the evidence suggests that while drinking is most common among many of our more affluent communities, those who drink at the greatest levels (and suffer the greatest health harms) live in some of the city's most deprived neighbourhoods.

Further, there is a considerable body of evidence which indicates that parental alcohol misuse can lead to risky attitudes among young people and, in turn, risky behaviours can lead to problematic consumption in later adult life.

## **2. Vision**

Our vision is to reduce the harms caused by alcohol misuse and make Coventry a safer and more healthy place where less alcohol is consumed and where professionals are confident and well-equipped to challenge behaviour and support change.

Alcohol harms are not evenly spread across the country and as an urban, industrial city with more poor areas than rich ones, the harms of alcohol misuse are likely to be greater than many other areas. However, our aims are ambitious and we want to bring the harms caused by alcohol misuse in Coventry below the England average and among the 20% best performing of areas of areas with a similar profile to ourselves by 2016.

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<sup>1</sup> Prime Minister's Strategy Unit 2004; Lister 2007

### 3. Current position

The scale of alcohol misuse is considerable and over 50,000 adults in Coventry regularly drink to excess:

Category	No of adult residents	% of Coventry's adult population	% of West Midlands adult population
Non-drinkers	53,058	20.8%	17.9%
Lower-risk	149,703	74.1%*	73.9%*
Increasing Risk	38,789	19.2%*	19.6%*
Higher risk	13,738	6.8%*	6.5%*
Total 16+ population	255,086	-	-

\* % of drinking population

Health-related harms in Coventry are worse than the England and regional average, and worse than many comparable areas. Alcohol related hospital admissions for adults is rising and the city is among the poorest 25% of areas for alcohol specific related hospital admissions for young people. While there is evidence that alcohol consumption levels are falling, there is a lagged effect in terms of the harms caused by higher risk drinking. Locally, an analysis of alcohol use indicates that

- Around 1 in 5 adults in Coventry (around 52,500 people) drink above recommended safe levels of alcohol (increasing and higher risk drinkers). Of these, between 8,000-9,000 adults are alcohol-dependent and drinking in a way which carries the greatest risk of harm.
- Falling numbers of young people are drinking, but those who do drink are consuming alcohol at greater levels
- Deaths directly attributable to alcohol misuse is falling but still accounts for in excess of 80 deaths per annum
- The number of alcohol-related admissions to hospital has risen by an annual average of 16% over the last 5 years
- Alcohol-related health harms increase with age and almost 60% of patients admitted to inpatient treatment for alcohol-related conditions were aged 55 years and older.
- Alcohol-related recorded crime is falling. Alcohol-related violence has fallen by nearly half in the last 3 years, however, the number of patients attending hospital for treatment for injuries as a result of an alcohol-related assault has remained stable over the same period.

Further, a number of clear national trends have emerged in recent years, which require a response from local agencies:

- An increase in the number of women and mid- and older age people drinking to excess
- A rise in consumption of alcohol within the home
- An increase in the mortality rate from liver disease

#### 4. Policy and evidence

The Models of Care for Alcohol Misusers guidance framework identifies 4 categories of drinking patterns which define the level of health risk facing the individual and indicates an intervention:

Risk level	Drinking patterns	
	Males	Females
Low Risk	No more than 3-4 units a day on a regular basis	No more than 2-3 units a day on a regular basis
Increasing risk	More than 3-4 units a day on a regular basis	More than 2-3 units a day on a regular basis
Higher risk	More than 50 units per week (or more than 8 units per day) on a regular basis	More than 35 units per week (or more than 6 units per day) on a regular basis
Dependent		

The evidence shows that individuals drinking at increasing and higher risk levels (but not dependent) benefit from a brief intervention (ie. Identification and Brief Advice), while those drinking at dependent levels are best supported by specialist alcohol services.

The validated 10-question AUDIT tool is the standard way of identifying individuals' level of risk; often this is preceded by the shorter FAST or AUDIT-C tool as a way of filtering out those drinking at low-risk levels.

**The National Alcohol Strategy** was published in 2012 and outline's the government's ambitions in addressing alcohol-related harm. The strategy includes a number of interventions including the development of a minimum price for alcohol and a ban on alcohol sales offers and multi-buys.

**The National Drug Strategy**, published in 2010, included alcohol within it's remit and firmly outlined the ambition to provide 'recovery-focussed' treatment rather than a solely harm minimisation approach as previously advocated.

Seven High Impact Changes have been identified by the Department of Health in **Signs for Improvement** to have the greatest impact on reducing the harm caused by excessive drinking. High Impact Changes have been extensively used across the NHS and local government to highlight practical measures that can be implemented at local level. They include:

- Work in Partnership
- Develop activities to control the impact of alcohol misuse in the community
- Influence change through advocacy
- Improve the effectiveness and capacity of specialist treatment
- Appoint an Alcohol Health Worker
- IBA - Provide more help to encourage people to drink less
- Amplify national social marketing priorities

## **5. Our response**

Much has changed since the city's first Alcohol Harm Reduction Strategy which was first published in 2007. Some of the key successes of this strategy included:

- Investment in new ways of delivering alcohol treatment
- Implementation of a city-wide Designated Public Places Order (DPPO)
- Publicity campaigns to encourage people to consume alcohol sensibly
- Development of brief interventions to tackle drinking above low risk levels

Since this strategy, the government has published the National Drug Strategy, the National Alcohol Strategy and a range of new guidelines have been issued. Significant welfare reform is taking place which will have a profound impact on all our communities.

Building on the success of the previous strategy and in line with the principles of the Marmot Review and other changes in national policy, this strategy focuses on three key themes:

1. Providing effective prevention and recovery focussed treatment
2. Changing and challenging attitudes and behaviour
3. Controlling the supply of alcohol and promoting safer drinking environments

### **Cross cutting priority groups**

While interventions to reduce the harms caused by alcohol must be delivered across the whole population and across individual's life course, interventions must be focussed on those who need it most. Intervening early, with 'at risk' groups and when people are in greatest need of support is critical. 'At risk' groups include a diverse range of individuals who are particularly susceptible to either the physical or psychological effects of alcohol and are, thus, more likely than others to experience adverse outcomes of drinking.

The evidence suggests that risk is directly related to access to nutrition, health care, education and a social network. Where any of these is inadequate, risk for harm in general is heightened, including harm related to drinking. People living in higher levels of deprivation tend to be more susceptible to harm and have fewer means of coping adequately with risk.

Because of this, the following groups will be prioritised across all three of the strategy's themes:

1. Children and young people
2. Dependent drinkers
3. Residents of priority neighbourhoods
4. Those involved in the 'Troubled families' programme



## 6. Providing effective prevention and recovery focussed treatment

Excessive drinking is a major cause of ill-health and is a significant factor in offending behaviour, family breakdown and a loss of economic productivity. Providing interventions to reducing consumption amongst those drinking at excessive levels is critical in reducing harms.

There is clear, unequivocal evidence to support two key interventions to change drinking behaviour:

- **Identification and brief advice (IBA);** to reduce drinking among people consuming alcohol at increasing risk levels. Random Controlled Trails consistently demonstrates that one in eight people receiving a brief, opportunistic intervention will reduce their drinking to within low risk levels. IBA is typically a short, 3-5 minute discussion which can be delivered by workers from a range of agencies.
- **Specialist alcohol treatment;** to reduce and often stop drinking among people consuming alcohol at dependent levels. Around 6 in 10 people accessing specialist services complete treatment in a successful way. The evidence indicates areas should provide good quality treatment for 15% of the estimated alcohol-dependent population every year.

### Identification and brief advice

Identification and brief advice (IBA) is the evidence-based approach to reduce drinking among those consuming alcohol at above low-risk levels. The development of IBA on an industrial scale is one of the High Impact Changes recommended by the Department of Health.

IBA is delivered in Coventry through a number of schemes, including schemes in primary care like HealthChecks and in hospital with the new Alcohol Nurse Liaison team. The Making Every Contact Count approach will embed the way all professionals encourage the public to make healthy lifestyle choices at every opportunity.

#### Narrative box: Alcohol Identification and Brief Advice (IBA)

There is extensive literature to evidence the effectiveness of alcohol IBA. For every 8 people who receive IBA at least one will change their drinking to low risk levels.

Identification and Brief Advice is a two part process.

‘Identification’ refers to the application of a validated alcohol screening tool. The Alcohol Use Disorder Identification Test (AUDIT) is definitive as it allows the ‘screeener’ to determine without the need for further screening what ‘pathway’ the patient/client should be directed to, dependent upon their AUDIT score.

The intervention which follows identification broadly falls into one of two approaches:

Brief, simple advice	For patients drinking above lower-risk levels but who are not alcohol-dependent	Typically 3-10 minute intervention which covers: <ul style="list-style-type: none"> <li>• confirming that the individual is drinking too much</li> <li>• harms of excessive consumption</li> <li>• barriers to change</li> <li>• tips to how to reduce drinking</li> <li>• goal setting</li> </ul> Brief, simple advice can be delivered verbally or via an appropriate leaflet given by the person completing the screening.
Referral to specialist service	For patients who may be alcohol dependent	Referral to specialist alcohol services for full assessment and, if required structured treatment

### **Specialist alcohol treatment**

Specialist alcohol treatment is required for alcohol-dependent adults or those drinking at 'higher risk' levels and with other complicating factors.

All specialist drug and alcohol services in Coventry have been re-commissioned in recent years to support the expansion of provision of treatment to dependent drinkers in line with Signs for Improvement and to provide 'recovery-focussed' services in line with the National Drug Strategy.

Clinical de-addiction services are provided by the Recovery Partnership and will deliver treatment for 1335 alcohol users each year – around 15% of the city's estimated alcohol dependent population (and in line with the level of provision recommended by the High Impact Changes). The Recovery Partnership provides linked working with a range of partners in order to facilitate referrals into treatment, including criminal justice agencies. Treatment is provided in line with Models of Care for Alcohol Misuse (NICE, 2006) and include health checks, one-to-one talking therapies and groupwork, community and in-patient detox and aftercare support.

#### **Narrative box: Specialist hospital-based services**

Close linking with hospitals is an effective way of preventing harm. Services in Coventry have pioneered in-reach work into hospital wards and this has been further developed with the adoption of a 'frequent attender' service provided by the Recovery Partnership.

A frequent attender service is a resource intensive approach to support some of the most chaotic alcohol-dependent drinkers who are unable to engage in more traditional support and who visit hospital services on a regular basis. Clients will typically be engaged with regular home visits and outreach and require assertive co-working with a range of other services.

One patient was averaging 7-10 hospital visits a month – costing an estimated £73,000 per quarter - when he was first referred to the frequent attender service in July 2012. Having struggled with alcohol misuse for more than 20 years, the patient was consuming in excess of 200 units weekly, suffering from poorly-managed diabetes, mobility problems and mental ill-health.

Following intensive outreach and work across agencies, the patient stopped drinking in October, has begun to better manage his diabetes, improved his physical and mental health and began re-building links with his family. While the patient recognises more work is needed to build recovery, he has not attended hospital since October.

Non-clinical services are provided by Swanswell and will deliver support around housing, benefits and financial advice and employment. This service will provide a key link to the Work Programme to bolster employability among recovering alcohol misusers. This service will be particularly critical during the reform of the welfare and benefits system.

We will:

- Develop and promote alternatives to treatment, including self help and computer assisted therapies
- Extend and improve the provision of IBA within primary care

- Support the delivery of Making Every Contact Count
- Implement and review an alcohol liaison nurse team at University Hospitals Coventry and Warwickshire
- Explore the potential for delivering IBA within other settings
- Continue to develop specialist alcohol treatment services to help more alcohol-dependent people recovery from their addictions
- Develop and review a frequent attender service at UHCW
- More closely link specialist treatment services with the Work Programme to improve the employability of recovering addicts
- Review pathways and strengthen support for women and mid- and older-aged drinkers
- Commission further research to explore the 'life course' of drinkers in Coventry and help identify where earlier intervention may be effective
- Review and develop pathways between mental health and alcohol treatment services
- Improve screening, identification, referral pathways and provision for children, young people and their families who may require support around their alcohol use.
- Monitor and review the progress of the Early Intervention Service to ensure it continues to represent an effective response to the needs of young people and their families.

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## 7. Changing and challenging attitudes and behaviour

The British culture has a complex relationship with alcohol. Drinking has always been part of our culture and sensible consumption brings many social benefits.

While the majority of the public consume alcohol in a sensible way, joint work with police and other agencies is critical to challenging the behaviours of those whose drinking leads to crime and nuisance whether it be in the night time economy, in communities or in the home.

Alcohol misuse is involved in around half of all violent crime and is a common factor among other offences. Further, around half of all offenders passing through the criminal justice system – regardless of whether their offences are alcohol-related - use alcohol in a problematic way. Treatment services are currently engaged in various offender management forums including those for high risk domestic violence victims, serial domestic violence perpetrators and the shared priorities forum.

A number of initiatives have been developed in recent years to address the alcohol use of offenders, including offering brief treatment as an alternative to an £80 fine for low level offences, having alcohol workers based in custody cells, the use of court orders like Alcohol Treatment Requirements and Drink Banning Orders.

Alcohol has a complex link with victims of crime; sometimes it is used as a coping strategy in response to difficult situations, sometimes the use of alcohol makes individuals more vulnerable to perpetrators of crime.

A culture change among the public and professional alike is needed if we are to effectively address the harms caused by alcohol. Surveys and research show the public are overwhelmingly aware of alcohol units and many of the longer term harms caused by alcohol misuse, fewer know if they are drinking to excess or are aware of the more acute risks such as the link between drinking and weight gain. To complicate matters further, there are many mixed messages about the health risks or benefits of alcohol consumption.

### Narrative box: Alcohol and its effects

The need for a consistent message to promote sensible drinking has led to a range of general and specific materials to be developed in recent years. The 'Alcohol and its effect' brand has been developed in recent years to promote improved awareness of the risks of excessive drinking and promoting self-help. A suite of materials have been developed including leaflets, posters and a website with interactive self-help tools.

The image displays three pieces of promotional material for the 'Alcohol and its effects' campaign. On the left is a leaflet titled 'Alcohol and its effects on the body' featuring a hand holding a glass and the NHS logo. In the center is a poster titled 'Alcohol and its effects on you and your family' showing a woman with a child and the NHS logo. On the right is a screenshot of the website 'Alcohol and its effects' with a headline 'ME AND MUM USED TO HAVE SO MUCH FUN' and a 'DRINKS CALCULATOR' button.

Professionals are not immune to the mixed messages around alcohol. The Recovery Partnership is commissioned to provide substance misuse training – predominantly drug and alcohol awareness and IBA training – for 400 front line professionals each year. As the pressures facing public services increase we will need to review the content and delivery method of training to ensure staff are appropriately trained. Embedding the Making Every Contact Count (MECC) programme will contribute to the culture change within the workforce.

Alcohol users are commonly heavy users of the wider health and social care economy. Aquarius has been commissioned to ensure alcohol users' voices are represented on service user forums including HealthWatch.

We will:

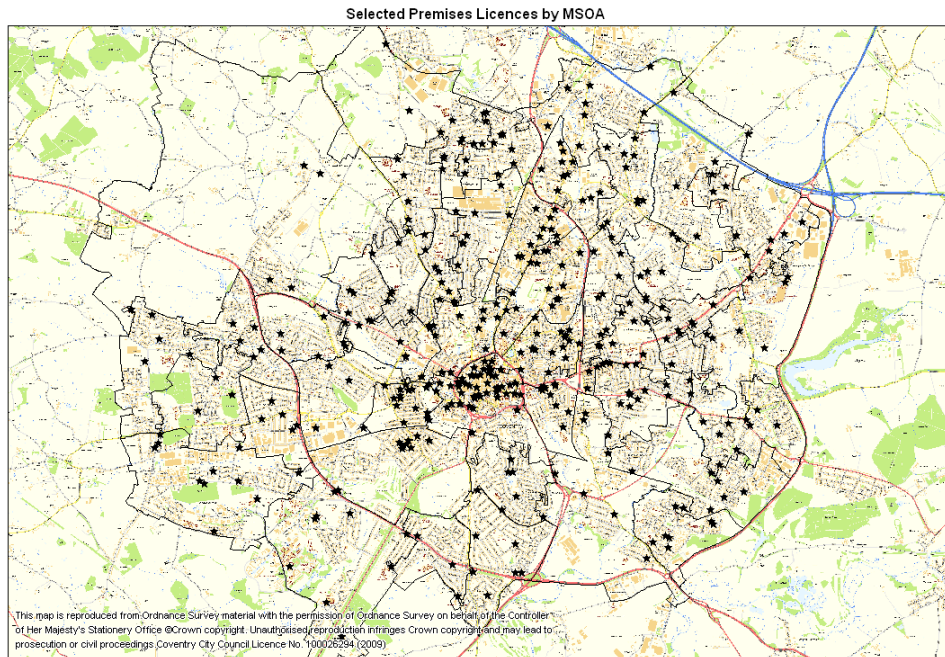
- Develop consistent and effective approaches to engage offenders who use alcohol in a problematic way to specialist alcohol treatment alongside any element of criminal justice punishment or resolution.
- Increase the use of civil orders to manage offenders in order to provide treatment and support alongside prohibitions and sanctions.
- Review and develop the substance misuse training programme commissioned through the Recovery Partnership; to help identify additional ways of developing the workforce of the public, private and voluntary sectors.
- Support the development of the role of the alcohol champion to support culture change among the public and decision makers.
- Improve the sharing of alcohol-related issues at offender management forums to enable improved alcohol interventions
- Embed systematic screening for domestic violence (using the validated DASH tool) in alcohol treatment services.
- Deliver public awareness campaigns, amplifying messages from national campaigns, at key times of the year
- Ensure alcohol misusers are appropriately represented at HealthWatch to ensure their needs are considered within the wider health and social care economy
- Develop more effective methods of estimating the composition and size of Coventry's young alcohol and drug misusing population.
- Review the content of the successful Relationship and Sexual Education 'Core Package' and 'What Shall We Tell The Children' programmes to improve awareness and competence among professionals (including school based staff) and to encourage constructive and positive discussions about alcohol between parents and their children.
- Support women to remain abstinent in pregnancy and help families with young children to develop caring parental relationships free from the harmful impact of alcohol misuse.



## 8. Controlling the supply of alcohol and promoting safer drinking environments

Alcohol is widely available – with outlets selling alcohol in most neighbourhoods in addition to increasing availability via supermarket home delivery services.

Around 500 shops, pubs, clubs, off licenses and garages sell alcohol in Coventry. Outlets selling alcohol are not equally dispersed across the city, instead they are concentrated in the more deprived neighbourhoods in the north and east of the city.



Coventry City Council has a duty under the Licensing Act to carry out its functions as the licensing authority and operates in line with the local authority's licensing policy. The Licensing Act 2003 allows the scrutiny of licence applications by people working or living in the vicinity of licensed premises, interested parties and a number of public bodies including the fire service and police.

Health authorities are the most recent addition to the list of responsible authorities and there is a lack of guidance in respect of the health input in respect to licensing decisions. The responsible authorities meet regularly to review applications and share intelligence, which is used, for example to trigger operations to seize illegal alcohol or catch premises selling alcohol to under-18s. The proposed introduction of a minimum price for alcohol may lead to an increase in illegal (i.e. non-duty paid) or counterfeit (ie. fake) alcohol.

A public health practitioner has been embedded into the city council's City Services and Development directorate to provide health input into regeneration and planning decisions.

The Community Safety Partnership's annual strategic assessment of threat and risk to the City identifies a number of 'priority locations' that are disproportionately affected by a range of crime types and nuisance behaviours; requiring resource intensive public services. Alcohol is a critical factor in all of these priority locations and this requires coordinated approach which will deliver the greatest benefit to residents in those areas.

Since 2011, a late night city centre triage has been commissioned to provide 'on the spot' treatment for minor injuries in the night time economy and prevent people from unnecessarily visiting A&E.

We will:

- Review the provision and density of licenses in key locations to identify the need for targeted licensing control
- Promote the reporting of underage sales and the sale of illegal alcohol to facilitate enforcement action.
- Develop a consistent approach to providing health impact assessments in planning and regeneration proposals.
- Deliver crime prevention through environmental design (target hardening) as well as other environmental improvements, particularly in identified priority locations.
- Lobby for more effective guidelines in respect of irresponsible promotions within the off-licensed trade
- Review and improving the sharing of health-related information among responsible authorities to improve targeted interventions
- Promote awareness of free water and provide conflict awareness training for pub and club door staff
- Maximise use of civil orders for the management of individuals involved in risky and/or offending behaviour where alcohol is a significant factor.

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## 9. Making the difference

Alcohol has been identified as a priority within the City's Health and Wellbeing Strategy.

As a legally available and widely used substance, initiatives to reduce the harms caused by alcohol consumption cannot be delivered by one agency alone. As such, the delivery of the alcohol strategy is the responsibility of the new Alcohol Strategy Group which is chaired by the City Council's Health and Adult Services Cabinet Member, with the city's 'Alcohol Champion' as deputy and accountable directly to the Health and Wellbeing Board. This group will work closely Coventry Community Safety Partnership and the Children and Young People's Strategic Partnership.

The alcohol strategy will complement other strategic plans where alcohol is a significant issue, including:

- Coventry Health and Wellbeing Strategy
- Coventry Local Policing Plan & West Midlands Police Alcohol Strategy
- Coventry and Rugby Clinical Commissioning Group Local Delivery Plan

The public health outcomes framework contains a number of indicators which will reflect progress made in addressing alcohol misuse.

A performance dashboard has been developed to monitor the impact of this strategy, and include the following measures:

Indicator	Baseline (2011/12)	Target (2015/16)
Number of hospital admissions for conditions wholly attributable to alcohol per year	3,160	Within the 20% best performing of comparable cities
Number of alcohol specific hospital admissions for under 18s (per 00,000 population)	70.5	Within the 20% best performing of comparable cities
Percentage of adults regularly drinking more than the NHS recommended limits twice a week or more	12.7%	10%
Number of all violent crimes per year	3,462	Within the 20% best performing of comparable cities
Number of alcohol-dependent adults successfully completing specialist treatment per year	467	800
Number of adults screened for alcohol misuse in primary care, specialist alcohol services and at UHCW A&E per year	8,222	26,000
Difference between the proportion of adults drinking more than the NHS recommended limits twice or more a week living in the city's most deprived communities compared to the city average	2.2%	0





Coventry City Council

## Briefing note

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**To:** Scrutiny Co-ordination Committee **Date:** 10<sup>th</sup> July 2013  
**Subject:** Development of the Community Safety Partnership

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### 1 Purpose of the Note

To update Members on the proposed role, remit and membership of the Coventry Community Safety Board (to replace the Coventry Community Safety Partnership).

This proposal will be presented to the Coventry Community Safety Partnership on 18<sup>th</sup> July 2013.

### 2 Recommendations

2.1 Scrutiny Coordination Committee are recommended to:

2.1.1 Consider the proposed role, remit and membership of the Coventry Community Safety Partnership.

2.1.2 Identify any further comments or recommendations for the Community Safety Partnership to consider on 18<sup>th</sup> July 2013.

### 3 Information/Background

3.1 The West Midlands Police & Crime Commissioner, elected in November 2012, has been working closely with local Community Safety Partnerships and has articulated his vision for Community Safety Partnerships to evolve into local Policing & Crime Boards. The Commissioner thinks that it is important that responses to community safety issues reflect the things that matter most to communities and are not solely reliant on the knowledge of practitioners or statistics. The Commissioner has asked local partnerships to ensure that there is a balance between intelligence led decision making and the ability to listen to and respond to what our communities want.

3.2 In response to this, the current partnership structures are being reviewed and terms of reference are currently being developed for a Coventry Community Safety Partnership Board which will reflect the aspirations articulated by the Commissioner. Since April 2013, all partnership funding is routed through the Commissioner's Office. Working closely with the Commissioner will put Coventry in a good position to access funding to support local community safety priorities.

3.3 The proposed Terms of Reference and information on structures will be presented at the meeting.

**Sara Roach, Assistant Director, Public Safety & Safeguarding Adults**

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Cabinet  
Scrutiny Co-ordination Committee

9 July 2013  
10 July 2013

**Name of Cabinet Member:**

Cabinet Member (Strategic Finance and Resources) – Councillor Gannon

**Director Approving Submission of the report:**

Chief Executive

**Ward(s) affected:**

None

**Title:**

Council Plan – Performance Report 2012/13

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**Is this a key decision?**

No

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**Executive Summary:**

The current Council Plan setting out the vision and objectives for 2011- 2014 was approved by Council in June 2011. The performance report looks at the progress that has been made during the second year of the plan in relation to the plan priorities and a set of key headline indicators. Where applicable contextual information has been included to describe what is happening in Coventry and how this compares with elsewhere.

The Council Plan will be revised for 2013/14 onwards to reflect new aspirations for Coventry and revised council's objectives and to take forward key priorities and actions. The revised Council Plan will be reported later in the year together with baseline information upon which to measure future progress; including the revision of equality indicators.

**Recommendations:**

Cabinet is asked to:

- (i) Approve the end of year performance report
- (ii) Note that a revised Council Plan will be prepared and reported to Cabinet and Council

Scrutiny Co-ordination Committee is asked to consider the content of the report and identify any areas to be addressed in the work programmes of the Scrutiny Boards.

**List of Appendices included:**

*Appendix A – Council Plan, End Year Performance Report 2012/13*

**Background papers:**

None

**Other useful documents**

Council Plan 2011 – 14

Council Plan – Half Year Performance Report 2012/13 December 2012 <http://goo.gl/KviFb>

**Has it been or will it be considered by Scrutiny?**

Scrutiny Co-ordination Committee – 10 July 2013

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

No

**Will this report go to Council?**

No

## **Report title: Council Plan - Performance Report 2012/13**

### **1. Context (or background)**

1.1 The current Council Plan setting out the vision and objectives for 2011-14 was approved by Council in June 2011. The report looks at performance for 2012/13 which is the second year of the plan and identifies progress made in relation to the Council Plan priorities and a set of key headline indicators. The report builds upon the half-year information presented to Cabinet in December 2012. Where applicable wider contextual information is included to help to understand what is happening in Coventry's performance and how this compares with other areas.

### **2. Options considered and recommended proposal**

2.1 The performance report, Appendix A, shows that good progress has been made for 2012/13 with 71% of the Council Plan indicators having either improved or stayed the same. Only 15% got worse despite the challenging external environment, the financial challenges and the major restructuring and downsizing that the Council has had to continue to make.

2.2 However there are still significant issues facing the Coventry and that the Council's plans for the city need to be much more aspirational if the city is to be able to compete with other cities in the UK and abroad. The Council believes that Coventry needs to be open for business to enable the city to grow and become more prosperous and better meet the needs of the city. Economic prosperity is needed to achieve the social justice for local people and tackle inequality.

2.3 The Council Plan vision and objectives will therefore be revised for 2013/14 to reflect these aspirations and set out new priorities for the Council. Areas for activity will include business, enterprise and trade including the regeneration of the city centre; provision of aspirational and affordable housing; education and skills and access to employment; transport; and support for the most vulnerable people. To achieve these priorities the Plan will also focus on new ways of working and use of resources both within the council and through working with partners; service users; and communities to make a bolder city.

2.4 As one of the Marmot cities, Coventry recognises that health inequalities results from other areas of social deprivation. The revision of the Council Plan provides the opportunity to further embed the wider determinants of health into the Council Plan and to make sure that all service areas contribute to reducing health inequality in the City.

2.5 The Council Plan aims to promote equality of opportunity through all of its priorities, one of which currently specifically aims to protect the city's most vulnerable residents. The current Council Plan has 22 objectives and the majority of these have a significant impact on equality in the city. As a result these have been determined to be the Council's equality objectives for the three years of the current Plan.

2.6 In addition to the overall performance indicators that have been identified to track progress on the Council Plan, progress on specific equality measures has been included to show progress on the equality objectives, and this is summarised in the performance report, Appendix A. A more detailed report on the equality objectives will be presented to Cabinet Member with responsibility for equalities. The equality objectives will be revised once the revised Council Plan for 2013-16 has been formally approved.

### **3. Results of consultation undertaken**

- 3.1 Perception measures collected twice a year through the telephone surveys are used in the performance report to help to understand Coventry citizens' views of the Council and its services.

### **4. Timetable for implementing this decision**

- 4.1 This report is the top level summary of the reporting framework. A revised Council Plan for 2013-16 will be reported later in the year together with baseline performance information upon which to measure future progress. The web-based reporting system continues to be updated on a regular basis so that it contains the most up-to-date performance information.

### **5. Comments from Director of Finance and Legal Services**

#### **5.1 Financial implications**

The reporting arrangements outlined in section 6, have been developed around the existing performance management system and ICT provision. There have been no additional costs identified.

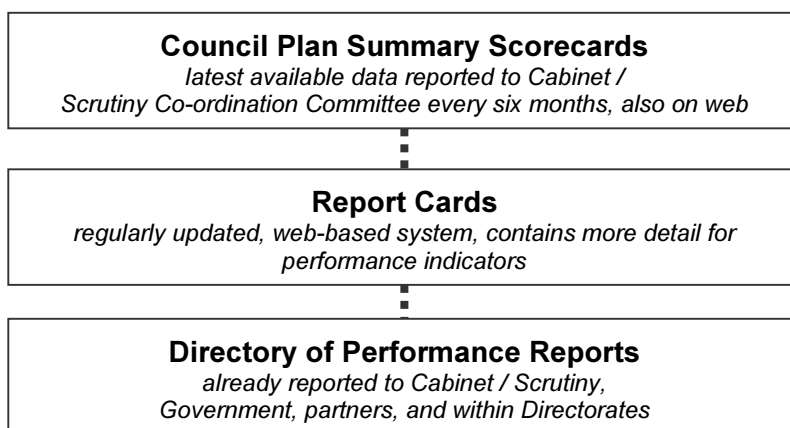
#### **5.2 Legal implications**

The Council Plan forms part of the Council's Policy Framework and Cabinet is required to ensure that it is appropriately implemented and monitored. In October 2010 the Government announced changes to the national performance framework for local government, removing the requirement to monitor and produce Local Area Agreements and replacing the National Indicator Set with a single comprehensive list of all the data that it expects local government to provide to central government. This has meant that there is now more flexibility to select performance measures and to determine arrangements that meet the Council's priorities at a local level. This report describes the reporting arrangements for the Council Plan which also need to take account of the Government's Code of Recommended Practice for Local Authorities on Data Transparency.

## 6. Other implications

### 6.1 How will this contribute to achievement of the Council's key objectives / council priorities (council plan/scorecard) / organisational blueprint / Coventry Sustainable Community Strategy?

6.1.1 This report measures progress in relation to the Council Plan 2011- 2014 vision, objectives, values, and ways of working. The arrangements for reporting progress on the Council Plan and for making performance information more accessible to a wider audience including public, partners, and senior managers, consist of three levels.



6.1.2 The performance report presents a high level summary of the key messages arising from the end of year review of the Council Plan. The information is presented through the summary scorecards of which there is one for each of the following Council priorities: for jobs and growth; for better pavements, streets and roads; to support and celebrate our young people; to protect our most vulnerable residents; our values and we will transform the council to enable us to deliver our vision and objectives. The performance report is attached as Appendix A.

6.1.3 A variety of indicators are used to give an overall picture of performance, the different types include:

- Outcome indicators that show real long term differences, e.g. life expectancy.
- Important local indicators that Council does not directly control, e.g. Job Seekers Allowance claimants.
- Service delivery output indicators that show how much we have done of something, e.g. miles of roads repaired.
- Input measures for efficiency, e.g. sickness figures.
- Perception indicators that show what people think of the Council e.g. percentage of respondents satisfied with a service.

6.1.4 The summary scorecards present the latest available performance data and also highlight anything that is new over the previous six months. Where the previous year's data is available and/or comparisons with the national/regional rate exist, these have been used to assess progress. In some cases changes have been made to the indicators used either to improve reporting, to match national changes to data or because data is no longer available. These changes are marked as "new" or "revised" in the Council Plan indicator summary which is at the back of Appendix A.

- 6.1.5 The summary scorecards contain links to web-based report cards, which provide more detail below the headline indicators and include performance trends and targets. There are also links to other performance reports which are published for Cabinet Members, Scrutiny Boards and for Central Government; these are made available through a Directory of Performance Reports and give context and the story behind the headline indicators.
- 6.1.6 The end of year report includes examples to show how the Council has demonstrated the values of *being honest, fair and transparent when we make decisions, working with residents, communities and partners to get things done and celebrating all that's good about our city and its future.*

## **6.2 How is risk being managed?**

The performance management framework helps the Council to manage risk by systematically measuring progress in relation to the priorities of the Council Plan. This means that areas where good progress is being made can be identified, as well as those areas where progress is not as expected and where corrective action may be needed.

## **6.3 What is the impact on the organisation?**

The Council Plan vision and objectives impact on all of the Council's directorates. Effective performance management arrangements at all levels will help to ensure that the Council's priorities are delivered

## **6.4 Equalities / EIA**

Planning and reporting on the Council priorities and objectives will have due regard to the duty under section 149 of the Equality Act 2010 and the need to (a) eliminate unlawful discrimination, harassment, victimisation; (b) meet the needs of people regardless of their background and (c) encourage all people to participate in public life or in other activities where their participation is low.

In December 2012 Cabinet approved an additional objective for section 10 of the plan: *the diversity of the Council's workforce is representative of the local community.* This is a more specific equality objective which will also be reported in more detail in August 2013 through the Workforce Profile Report.

Setting equality objectives contributes to meeting the Equality Act 2010 specific duty regulations (2011). The Council consulted with local equality groups when setting the equality measures linked to the Council Plan.

## **6.5 Implications for (or impact on) the environment**

The Council Plan includes the objective...we will make the best use of all our resources and the Council's carbon footprint is reduced. Progress will be measured through energy use in Council buildings and schools and CO<sub>2</sub> emissions from Local Authority operations.

## **6.6 Implications for partner organisations?**

Reporting arrangements are also in place to support the monitoring of progress of the Sustainable Community Strategy. Whilst this report reflects progress against the Council's priorities, it also includes actions and measures where the contribution of partners is key to their delivery. The contribution of partners is reflected in individual summary scorecards.



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Colin Green	Director	Children Learning and Young People	17 May 13	21 May 13
Bev Messinger	Director	Customer and Workforce	17 May 13	21 May 13
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<b>Names of approvers for submission: (officers and members)</b>				
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Legal: Andrew Burton	Senior Solicitor	Finance & legal	7 May 13	10 May 13
Director: Martin Reeves	Chief Executive	Chief Executive's	17 May 13	
Members: Cllr. Gannon	Cabinet Member	Strategic Finance and Resources	21 June 13	24 June 13

This report is published on the council's website:  
[www.coventry.gov.uk/meetings](http://www.coventry.gov.uk/meetings)

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# **Council Plan 2011–2014**

## **End of Year Performance Report**

### **2012/13**

### **Corporate Performance Team**

Policy, Research, Partnership and Performance Division  
Chief Executive's Directorate  
Coventry City Council

**July 2013**





## Council Plan 2011 – 2014

The Council Plan sets out the city's vision, values, ways of working and priorities for 2011-2014, based on our commitments to the people of Coventry and the issues that residents have told us are the most important to them. It was approved by Council in June 2011. Find out more at [www.coventry.gov.uk/councilplan/](http://www.coventry.gov.uk/councilplan/).

<b>Vision and Objectives</b>	Coventry proud to be a city that works...			
	...for jobs and growth	...for better pavements, streets and roads	...to support and celebrate our young people	...to protect our most vulnerable residents
<b>Values</b>	We're proud to do this by...			
	... being honest, fair and transparent when we make decisions ... working with residents, communities and partners to get things done ...celebrating all that's good about our city and its future			
<b>The way we work</b>	We will transform the council to enable us to deliver our vision and objectives by...			
	...reviewing and improving services ...using resources effectively ...supporting councillors and staff			

## Key

A number of symbols are used in the report to illustrate the progress made by the Council, and the Council's performance towards the targets set against each of the headline indicators. The symbols and their meaning are set out below.

Symbol	Progress	Target
	Indicator progressing in the right direction (towards target)	On-target
	Indicator moving in the wrong direction (away from target)	Off-target
	Indicator progress is similar or unchanged	
	Not available	

## Find out more

This report is a high-level summary of the Council's performance at the end of year 2012/13. It forms part of the Council's performance reporting arrangements. Further information, including detailed report cards setting out trend data, a directory of performance reports and the Council's policies and strategies, is made available on the performance pages on the Council's website:

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





## Coventry, proud to be a city that works...

The Council Plan 2011 to 2014 was approved by Council in June 2011. This end of year performance report for 2012/13 consists of a high-level summary of the key messages and a summary scorecard for each priority. Each summary scorecard sets out the activity undertaken towards achieving the Council's objectives and the progress achieved to date, including the Council's performance towards its headline indicator targets. Where the previous year's performance data is available, or where a comparison with national, regional or other comparable performance data can be made, this has been used to assess progress. Where the indicator is new this year, the outturn for 2012/13 will be used as the baseline for future comparison.

### ... for jobs and growth

The UK economy has seen low growth over the past twelve months. Gross domestic product is only 0.3% higher than last year; and has not yet recovered to pre-recession levels. Local figures suggest that Coventry's economy has grown even more slowly than other cities in the local area and the national average since the recession. The city centre continues to under-perform, and this consequently impacts on our ability to attract businesses. The number of people claiming Jobseekers Allowance has fallen, but it is estimated that there are still fewer residents in work in 2012 than there were before the recession. Despite the continuing weak economic environment, the Council is trying to increase local employment through the Jobs Strategy and Apprenticeship Strategy. The Council is also playing a role to kick-start improvements to the city centre through Public Realm works and the planned move to Friargate, and in working with businesses and neighbouring local authorities to address the structural changes in the local economy through the Local Enterprise Partnership.

The relocation and enhancement of the Job Shop has also helped to support unemployed people and get them back into work through skills training. Focusing upon young people, the Council created 54 new apprenticeships in 2012/13 and facilitated a further 97 apprenticeships or placements with local employers. The number of young people age 16 to 24 not in education, employment or training has fallen slightly and Coventry is doing better than the West Midlands regional average. The Coventry and Warwickshire City Deal received initial agreement from Government in February 2013; this looks to build on the existing strengths and assets of the region to drive growth in high-value advanced manufacturing and engineering through investment in skills, particularly in addressing the area's engineering skills shortage.

### ... for better pavements, streets and roads

The Council has continued steady investment into the city's highway network. During 2012/13, a further 74 miles of carriageway and 11 miles of footways have had treatment programmes undertaken on them. The result of the annual road and footways survey confirms that improvement or a steady state is being maintained. Disappointingly only 35% of residents surveyed in March 2013 were satisfied with roads in Coventry. There has been a 25% increase in service enquiries relating to potholes, suggesting that the effects of cold winter conditions has had an impact on residents' perceptions of the road network.

The number of fly tips has reduced by 10.7% upon the previous year. This has been achieved through targeted projects designed to change the behaviour of people living in areas which have traditionally suffered from high levels of fly tipping. Provisional figures suggest that there has been slightly less waste recycled or composted as compared to the previous year. Improvements are expected in 2013/14 when a new incentive scheme for residents is launched along with three Recycling Champions working to promote the Blue Bin Scheme.

### ... to support and celebrate our young people

The Council expects every child and young person to attend a good or outstanding school. In November 2012, Ofsted, the schools inspectorate, reported that 42% of Coventry children attended primary schools judged good or outstanding, placing Coventry in last place and 81% for secondary schools (33rd place). The Council is working closely with schools on a programme of support and challenge to help them improve, and the latest data shows an increase in the proportion of children and young people attending a good or outstanding school to 59.8% and 85.6% respectively, although there is still a need to continue and accelerate this improvement particularly in the primary school sector.

Children and young people are doing better in their exams and assessments: 9 out of 10 are making the expected rate of

progress from Key Stage 1 to Key Stage 2; 58.7% are achieving five good GCSEs including English and Maths and in-line with the England average; and 97.7% are passing their A-Level exams.

Coventry is working to safely reduce the number of looked after children by investing in early intervention programmes. Provisional data, however, suggests that demand for services continues to increase with high numbers of social care referrals; children subject to a child protection plan; and children looked after by the local authority. A particular focus has been on improving adoption rates in Coventry, and the adoption service has improved the way in which it tracks and plans for adoptions, which should result in improvements for 2014/15.

### **... to protect our most vulnerable residents**

Coventry is a city of contrasts: people living in the least deprived part of the city live longer and healthier lives than someone living in the most deprived part of the city. As one of the seven Marmot cities, the Council aspires to improve the health of all people living in Coventry to match the best in England. A key priority for the Council is to ensure that all service areas consider what they can do to help reduce health inequalities, and to ensure that key Marmot indicators are embedded into the Council Plan.

The total number of crimes reported was down by 11.7%. The reduction has been across all categories with the exception of burglary of dwellings and overall violence.

Demand for services for vulnerable residents remains high, and this is made more challenging by the reduction in financial resources available to the Council. Self-directed support is one way in which social care clients are able to design the support or care arrangements that best suit their specific needs. By March 2013, over nine in ten of eligible clients receive self-directed support, up from 50% a year ago.

The Council has prevented 976 cases from becoming homeless through a range of interventions; 991 homelessness assessments were carried out in 2012/13 with 545 households being determined as statutory homeless, a slight reduction from 578 households in 2011/12. The implementation of Welfare Reform may well have an impact on these figures in the future.

The Council commissions a range of services to help encourage healthy lifestyles, for instance, services to help people to stop smoking and to recover from drug and alcohol misuse. In 2012/13, the target for smoking quitters is likely to be met; the percentage of people who successfully completed alcohol treatment remained the same, but the percentage of people who successfully complete drug treatment has fallen from last year.

## **Values**

The values describe the way in which the Council will work to deliver its priorities. The Council's values are: being honest, fair and transparent when we make decisions; working with residents, communities and partners to get things done; and celebrating all that's good about our city and its future.

This past year has been a special year for the city of Coventry. In 2012, the city celebrated in style as a co-host city for the London 2012 Olympic Games, bringing Olympic football, Godiva Awakes and many other events to the city for residents and visitors alike, boosting tourism and business in the city. The Council, as a key stakeholder in the prosperity, liveability and sustainability of the city, plays a key role in delivering these events with partners in the private, voluntary and public sectors and with local communities.

## **Transforming the way we work**

The Council is continuing to face significant challenges with the need to make unprecedented budget cuts over the next three years. In 2012/13, the Council's revenue outturn was £3.5m less than the budget. The Council's transformation programme, a better Council for a bolder Coventry, is the way in which services are being reviewed to become more efficient and deliver savings. Last year, £18.9m of savings were delivered through the programme and a further programme of reviews have been approved, including working in partnership and at a sub-regional level to deliver services in different and more effective ways. The Council has continued its commitment to training and development of staff which is evident through employee completion of mandatory training and an average of 4.98 days per employee spent on training and development. Sickness absence levels have risen slightly this year as compared to last year and this continues to be managed through the Managing Absence procedures.



Coventry, proud to be a city that works for...

# Jobs and growth



## Executive summary

The UK economy has seen low growth over the past twelve months. The country's gross domestic product (GDP), a measure of economic output, is only about 0.3% higher in March 2013 compared to last year; and GDP has not yet recovered to pre-recession levels. Coventry's gross value added (GVA) figures, a measure of the value of goods and services produced in an area, was £18,281 per head in 2011, compared to £21,349 in England. Coventry compares poorly with neighbouring areas, for instance, Birmingham (£19,928), Solihull (£21,277), Warwickshire (£20,955) and Leicester (£20,404). It is of particular concern that GVA has increased in all of the above areas since 2010, with the exception of Coventry.

Coventry's city centre offer has fallen behind neighbouring cities, and this consequently impacts on our ability to attract businesses to relocate to Coventry and to improve our retail offer. The Council is playing a role to kick-start improvements to the city centre. Key examples include Phase 2 of the Public Realm works and the planned move of the Council to the new Friargate business quarter.

There has been a reduction in the number of people claiming Jobseeker's Allowance (JSA) in 2012, but it is estimated that there were 7,000 fewer residents in work in 2012 than there were in 2007 before the recession, at a time when the local population has increased. The health of Coventry's economy is closely tied to the national economy. As a result, with the continuing weak economic environment, the capacity to increase local employment is restricted. There have, however, been successes achieved through the *Jobs Strategy* and the *Apprenticeship Strategy*.

Recognising the mismatch between skills and the jobs available in the local jobs market, the Council is working to improve skills to address the structural changes in the local economy. The Coventry and Warwickshire City Deal, *Raising the Growth of Advanced Manufacturing and Engineering (G-AME)*, received initial agreement from Government in February 2013, and the Council is looking forward to working with its partners and neighbours to make use of its new powers to foster local economic growth. The goals for growth include working to eliminate the area's engineering skills shortage, encouraging businesses to invest in research and development, and raising the proportion of workforce employed in advanced engineering. The Council is also looking at creating an investment fund to promote economic development and to raise funding.

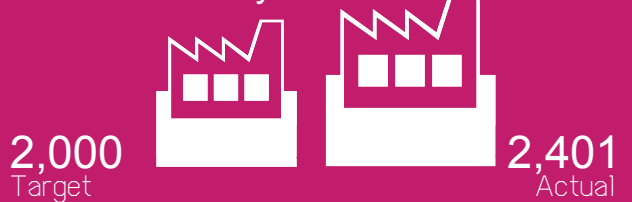
## Flash Facts

The following sets out the Council's performance towards its performance targets set for 2012/13:

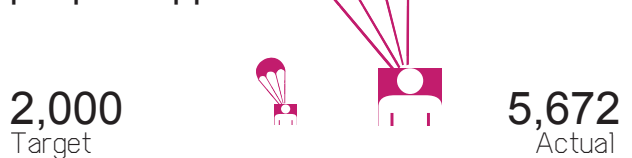
### Investment into the city



### Jobs created by firms



### Unemployed people supported



### People helped into a job



### New apprenticeships in the Council



### Empty homes brought back into use





## 1.1 | To create jobs through the growth of business and investment

Businesses invested £172 million into the city in 2012/13. This is much higher than the target of £85 million, and is a reflection of several successes, with investment projects stimulated by grant awards to businesses and significant company investments at key sites including Arena Park in Longford and Warwickshire Shopping Park in Binley. Following a redesign of the Council's business investment services, it is proposed that from 2013/14, only investment with direct support from the Council will be included in the figures. A target of £60 million has been set for 2013/14, based on investments of £41 million in 2011/12 and £69 million in 2012/13 secured with direct support from the Council.

In 2012/13, 2,401 jobs were created by businesses, compared to a target of 2,000. This was helped by strong industrial activity in the automotive sector, and a suite of investment projects including funding from the European Regional Development Fund, and the Advanced Manufacturing Supply Chain Initiative. It is proposed that from 2013/14, only jobs created with direct support from the Council will be counted. A target of 1,250 jobs has been set for 2013/14, based on figures of 941 in 2011/12 and 1,302 in 2012/13.

## 1.2 | To help more residents get jobs

### Jobseeker's Allowance

People who are out of work and actively seeking work can claim Jobseeker's Allowance (JSA). In March 2013, 9,740 residents (4.6%) claimed JSA, 765 fewer than in March 2012 (5.0%). The city has seen the claimant rate fall faster than nationally, but the England rate continues to be lower at 3.8%.

### Average employment rate

In 2012, just under two-thirds (64.9%) of working aged residents in Coventry were in paid employment, up from 63% last year but lower than before the recession. This compares to three-quarters (75.6%) in Warwickshire. The city's employment rate is influenced by the city's large student population, as they are working-aged and generally not in paid employment. With 15.8% of residents aged 16-74 in full-time education, Coventry has the fifth largest student population of any metropolitan area, after Manchester (21.2%), Newcastle upon Tyne (20.5%), Sheffield (16.3%) and Liverpool (15.9%).

### Jobs Strategy

Through the *Jobs Strategy*, the Council is supporting people who are currently unemployed, helping people into a job, and helping young people into a positive destination. In 2012/13 the Council supported 5,672 unemployed people against a target of 2,000, helped 1,386 people into work against a target of 700 and helped 312 young people into a positive destination.

Indicator	Coventry	Warks	West Mids Region	Progress & Target
<b>Investment into the city &amp; the sub-region... 2012/13</b>				
...all	£172m	N/A	N/A	✓ ✓
...direct only <sup>1</sup>	£69m	N/A	N/A	N/A N/A
<b>Jobs created by firms in the city &amp; the sub-region... 2012/13</b>				
... all	2,401	N/A	N/A	✓ ✓
...direct only <sup>1</sup>	1,302	N/A	N/A	N/A N/A
<b>New business registrations rate per 10,000 people aged 16+ 2011</b>	<b>44.3</b> 1,125 firms	<b>56.3</b> 2,525 firms	<b>43.3</b> 19,555 firms	✓ ✓

<sup>1</sup> Proposed new indicators subject to approval from Cabinet; no target set this year.

### New business registrations

The number of new business start-ups is an indication of the level of enterprise in the economy. The latest data is for 2011 when there were 1,125 new VAT-registered businesses in Coventry, an increase from 965 in 2010 and 855 in 2009. The number of new start-ups in 2011 was greater than the number of closures for the first time since 2008.

### New business registration rate compared

Area	Rate per 10,000 residents aged 16+
All Mets	40
West Midlands Region	43
Coventry	44
Warwickshire	56
England	56

2011

Indicator	Coventry	Warks	West Mids Region	Progress & Target
<b>Jobseeker's Allowance claimant count<sup>2</sup></b> March 2013, seasonally adjusted	4.6%	2.2%	4.5%	✓ ✓
<b>Average employment rate<sup>2</sup></b> Jan-Dec 2012	64.9%	75.6%	68.3%	= =
<b>Unemployed people supported</b> 2012/13	5,672	N/A	N/A	✓ ✓
<b>People helped into a job</b> 2012/13	1,386	N/A	N/A	✓ ✓

<sup>2</sup> Percentage (%) is a proportion of the working aged resident population aged 16-64. Average employment rate is up, but this is not statistically significant at 0.05.

### Council Job Shop

In January 2013, the Council relocated the *Job Shop* to larger premises in the Bull Yard. This has allowed the Council and its partners to deliver enhanced services to customers. It has led to higher numbers of customers than anticipated, and enabled the Council to exceed the performance targets set in the *Jobs Strategy*. On average, the Job Shop receives 160 visitors per day, and has registered 1,929 new jobseekers since January.

**Looking for a job?**

**Visit the Job Shop 1 Bull Yard, Coventry CV1 1LH**



### 1.3 | To help residents improve their skills

#### Skills in the city

Annual Population Survey estimates show that two-thirds of Coventry's working age residents are qualified to level 2+<sup>3</sup>, similar to the regional average but lower than the England average. Half are qualified to level 3+ and just over a quarter (27%) are qualified to level 4+.

#### City Deal

City Deals provide city-regions the opportunity to foster economic growth by giving local decision makers more powers. Coventry and Warwickshire's City Deal received initial Government approval in February 2013 and is being fast tracked. It looks to build on the existing strengths and assets of the area to drive growth in high-value advanced manufacturing and engineering through investment in skills.

Indicator	Coventry	Warks	West Mids Region	Progress & Target	
People aged 16-64 qualified to... <sup>3</sup> Jan-Dec 2012					
NVQ Level 2+	65.5%	71.8%	66.6%	⊖	⊖
NVQ Level 3+	50.3%	54.1%	48.4%	✓	✓
NVQ Level 4+	26.8%	35.4%	27.8%	⊖	⊖

<sup>3</sup>Data from the Office for National Statistics Annual Population Survey.

Recognising the mismatch between skills and jobs in the local economy, the Council's new Skills and Growth Team will work at a strategic level and focus on the Job Strategy priorities of supporting those with no skills, supporting those with higher skills and supporting those in work.

### 1.4 | Young people stay in education or find work or training

The Council and its partners are working to reduce the number of young people 16-24 not in education, employment or training (NEET) by 1,050 by 2014, against the 2010 baseline, with 25% (263) to come from reducing 16-18 year old NEETs and 75% (787) to come from reducing 18-24 year olds in receipt of Jobseekers Allowance (JSA).

#### 16 to 18 year olds

CSWP Ltd, the careers guidance company, tracks the destinations of 16-18 year olds. Last December, there were 540 NEETs (5.2%) in Coventry, down from 680 (6.0%) in 2011 and the baseline of 610 (5.8%). The ambitious target to reduce NEETs to 347 by 2014 is unlikely to be achieved, but this must be seen in the context of cuts to education maintenance and a difficult job market for young people. From 2014, the Raising the Participation Age regulations will require 17/18 year olds to participate in education/training. This is expected to reduce NEETs.

#### 18 to 24 year olds

Last December, 2,405 residents (5.7%) aged 18-24 claimed JSA. This is higher than 4.3% in Warwickshire but lower than the regional (8.1%) and national (6.6%) rates. Note that Coventry's high student population helps keep this rate low. The JSA claimant count among 18-24 year olds has fallen by 490 claimants from December 2011 and is now lower than the 2010 baseline (6.1%); but the target of 1,883 claimants by 2014 is unlikely to be met.

#### Council apprentices

The *Apprenticeship Strategy* set a target to create a total of 120 apprentices in the Council from 2011-2014. As of March 2013, 83 apprentices were in post. In 2012/13, 54 new apprenticeships were created, exceeding the target for 30 new apprentices during the year. Amongst the apprentices, 18 have a disability and 8 were formerly in the care of the local

Indicator	Coventry	Warks	West Mids Region	Progress & Target	
% of 16-18 year olds NEETs December 2012	5.2% 540 Dec 2012	3.7% Dec 2012	6.2% Dec 2011	✓	✗
% of 18-24 year olds claiming JSA December 2012	5.7% 2,405	4.3% 1,970	8.1% 43,335	✓	✗

Long term unemployment amongst young people is a growing concern. There has been a notable rise in the number of young people claiming JSA for over 12 months, from 130 in December 2010 to 400 in December 2012. This is not unique to Coventry; similar trends are found nationally.

Indicator	Coventry	Progress & Target	
Apprentices on the Council's Apprenticeship Scheme <sup>31/03/13</sup>	83 in post 54 new apprenticeships in 2012/13	✓	✓
Apprenticeships with local employers and placements <sup>2012/13</sup>	97	✓	✓

authority. Progress has been made to create new apprenticeship opportunities particularly in areas of skills shortages, including health & social care and horticulture & craft.

#### Apprenticeships with local employers & placements

In 2012/13, the *Construction Shared Apprenticeship Scheme* took on another four young people, bringing the total number to 18. A total of seven completed, with five going into confirmed positive destinations. The scheme was a finalist in the Local Government Chronicle awards for Public Private Partnership category, and has won the Apprenticeship Scheme of the Year award at the National Federation of Builders' Awards. The *Young People's Placement Scheme* had 79 young people out on placements exceeding the target set for the year. Altogether, a total of 97 apprenticeships or placements with local employers were facilitated, higher than last year's total of 74.

## 1.5 | The provision of housing to meet the needs of residents

The Council does not build or operate homes. However, it works closely with developers to ensure there is a suitable range of housing available for residents. This includes the use of Section 106 agreements and the Community Infrastructure Levy to fund infrastructure that local communities and neighbourhoods want. Although the city has seen an increase in its housing stock through new builds and conversions, demand continues to exceed supply, and the city needs houses to be built more quickly.

### Affordable homes and empty properties

There were 393 affordable housing completions in 2012/13, exceeding last year's 304 completions. All of these were homes provided or acquired by private Housing Associations for letting at social or affordable rents<sup>4</sup>. There were none built by private developers. The Council worked closely with property owners to bring empty homes back into use within the city. 283 empty homes were brought back into use in 2012/13, exceeding the target by 34%. In the vast majority of cases this was accomplished by offering the owners

Indicator	Coventry	Progress & Target	
		✓	✓
Number of affordable homes delivered 2012/13	393	✓	✓
Empty properties brought back into use 2012/13	283	✓	✓

<sup>4</sup> The *affordable homes delivered* indicator measures the number of homes provided at social rent and intermediate housing (affordable rent), such as shared-ownership homes, provided through new build and acquisitions. Social rents are set at guideline target rents whilst affordable rents are set above social rent but no higher than 80% of market rental levels.

In the coming year, the Council will be working with partners like Whitefriars Housing to utilise money available from central government to bring more empty homes back into use.

advice on how this can be accomplished; although the Council also wields enforcement powers where the property is having a detrimental effect on the local area in terms of anti-social behaviour and other environmental considerations.

In 2012/13, there was a 23% increase in the number of affordable homes completed compared to 2011/12



## 1.6 | To increase Coventry's share of the low carbon industry

The Business Investment Team has continued to work with partners and businesses to maximise the opportunities for business in the low carbon industry. The Renewable Energy Technology Alliance, a group of local businesses working together to address and grow the market, has created 300 jobs in the last two years and is successfully exploring new public-private sector initiatives.

Energy management and energy security are joining renewable energy technologies and housing retrofits as key sub-sectors of the wider energy sector. The energy sector is seen as a key strategic driver for economic development in the city and the wider Local Enterprise Partnership (LEP) area.

### Heatline

The Heatline project is now becoming a reality and provides a real demonstration of intent. Heatline will provide a district heating system to buildings in the City Centre, supplied by energy in the form of pressurised hot water from the city's waste to energy plant.

### Electric vehicles

The city's electric vehicle charging points are soon to be upgraded to the latest specification which, in terms of approach, will further underpin the city's green and low carbon credentials.

## 1.7 | To produce a Core Strategy for the future planning of Coventry

The draft Coventry Local Development Plan: Core Strategy 2012 was submitted to the Secretary of State on 29 October 2012. In February 2013, the Government Inspector requested more information from the Council to determine a suitable housing target.

This information is currently being prepared by Coventry City Council together with the district councils making up Warwickshire. The study has been commissioned, and is due to report in stages in 2013/14. It is anticipated that the delay in progressing the Core Strategy will be approximately 12 months.



Coventry, proud to be a city that works for...

# Better pavements, streets and roads

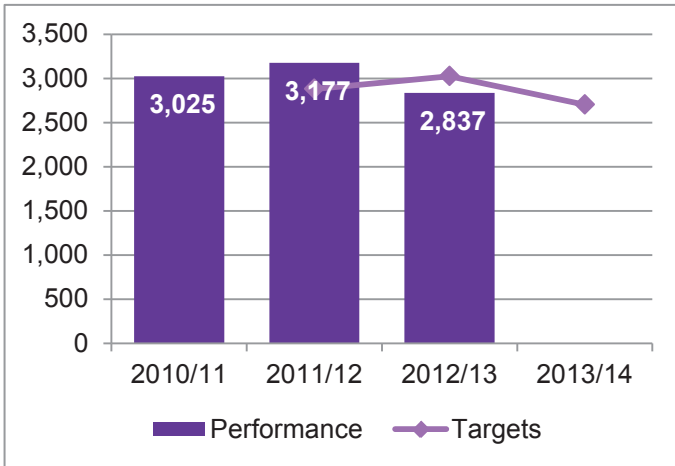


## Executive summary

The Council's continuing steady level of investment in the city's highway network has ensured that a further 74 miles of carriageway have had treatment programmes undertaken on them during 2012/13 and 54 footway sites have been subject to repair, improving 11 miles of footways. The planned maintenance programme for 2013/14 will ensure continued work towards providing a resilient road and footway network for the benefit of all users. According to an independent tracking study conducted by Route Research, the city has the highest average travel speeds in the UK at 20 km/h (12.4 mph), 24% faster than the national average, demonstrating that the city has an efficient transport network.<sup>1</sup>

This year, fly tipping has reduced by 10.7%. The number of fly tips recorded has reduced from 3,177 in 2011/12 to 2,837 in 2012/13. This achievement has been helped by the *Care 4 Your Area* and *Environmental Grime Scene* projects, which are designed to change the behaviour of people living in areas which have traditionally suffered from high levels of fly tipping.

The number of fly tips recorded has reduced



Provisional data shows that 38.5% of household waste was recycled or composted. The target of recycling 40% of our waste has not been achieved. This was, in part, due to changes to the definition of what can be included in recycling. Improvements in household recycling are expected in 2013/14 when the incentive scheme for residents is launched along with three Recycling Champions working to promote the Blue Bin Scheme. The provisional data for residual household waste collected per household met the target set for 2012/13 achieving 568 kg per household.

## Flash facts

### Highway Maintenance Programme

**Carriage & footway maintenance**

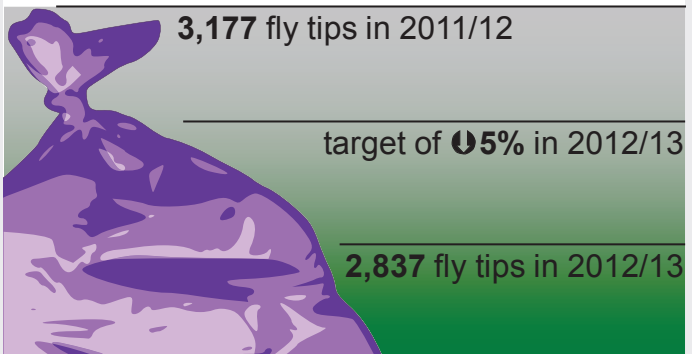
**74 miles** of carriageway maintained

**54** footway sites repaired, improving 11 miles of footways



### Fly tipping

**10.7% fewer fly tips**



Note: the fly tipping target is 95% of previous years result.

### Waste and recycling



**38.5%** of Coventry's household waste was recycled in 2012/13

40% target missed  
provisional data

**568 kg**

of waste per household in 2012/13

Target of less than 605 kg achieved

provisional data



<sup>1</sup>The Times, *Sent to Coventry? Get ready to live life in the fast lane*, 1 June 2013



## 2.1 | Roads and pavements will be in a good condition and be well maintained

In 2012/13, 74 miles (96%) of the planned carriage maintenance programme was completed, compared to 79 miles (98%) last year. Around 3 miles was incomplete – this work had to be deferred to allow other works on the highway to be completed, for instance, co-ordinating work along with Heatline, city centre Public Realm works and the occupation of the network by utility companies.

The outstanding work has been rescheduled for 2013/14; this is set out at [coventry.gov.uk/hmp/](http://coventry.gov.uk/hmp/).



### Network condition

The results of the annual network condition survey show that improvement or a steady state is being maintained. This provides assurance that the Council is repairing the areas of the network in most need of work. However, only 35% of residents surveyed in March 2013 were satisfied with roads in Coventry. There was also a 25% increase in service enquiries relating to potholes during 2012/13, suggesting that impact of the cold winter influenced residents' perceptions of the city's roads. This figure is still some 40% below the number of enquiries received after the bad winters of 2009/10 and 2010/11, which had severe impacts on the network.

Indicator	Coventry	Progress & Target	
		Progress	Target
<b>Carriageway maintenance completed</b> 2012/13	<b>96%</b>	✓	✗
<b>Roads and footways which are in good or acceptable condition...</b> updated annually, 2012/13			
...principal roads A roads	<b>94%</b>	✓	✓
...non principal roads B & C roads	<b>88%</b>	✓	✓
...unclassified roads	<b>84%</b>	✓	✓
...footways	<b>45%</b>	✓	✓
<b>Residents satisfied with...</b> <sup>1</sup> March 2013 telephone survey data			
...roads <sup>1</sup>	<b>35%</b>	N/A	
...pavements <sup>1</sup>	<b>48%</b>	N/A	

<sup>1</sup> this indicator has been revised, the September 2012 survey asked the same question but for roads and pavements combined (46%).



## 2.2 | Streets will be cleaner and there will be less fly-tipping

### Litter

The measure for street cleanliness is being revised and therefore no data is currently available. It is anticipated that inspection will commence in December 2013, following the upgrade of the computer system (*CONFIRM*) and the provision of suitable new hand held devices. Resident satisfaction level remained unchanged reducing slightly from 69% in September 2012 to 67% in March 2013.

### Fly tipping

Fly tipping reduced by 10.7% from 3,177 in 2011/12, to 2,837 fly tips in 2012/13. This can partly be attributed to the *Care 4 Your Area* and *Environmental Grime Scene* projects, designed to change the behaviour of people living in areas which have traditionally suffered from high levels of fly tipping.

Indicator	Coventry	Progress & Target	
		Progress	Target
<b>Improve street cleanliness</b> indicator being redesigned <sup>2</sup>	N/A	N/A	N/A
<b>Reduction in fly tipping in the city</b> total number of fly tips 2012/13	<b>2,837</b>	✓	✓
<b>Residents satisfied that the Council keeps the land clear of litter and refuse</b> March 2013 telephone survey data	<b>67%</b>	=	

<sup>2</sup> The baseline gathering exercise was suspended pending implementation of the Streetpride Mobile Working Project. Problems were encountered in developing the system which was also temporarily halted because of the CRM update.

Seen a fly tip? Report it to **Coventry Direct**

☎ 0500 834 333

🐦 @CoventryDirect

✉ [coventrydirect@coventry.gov.uk](mailto:coventrydirect@coventry.gov.uk)



## 2.3 | Recycling levels will increase and the amount of waste will be reduced

The Environment Agency has issued new guidelines in relation to recycling of street sweepings, which changed the overall volume of material that Councils can claim as recycling. This change is reflected in the reduced percentage outturn for 2012/13 of 38.5%, missing the target for 40% of waste to be recycled.

The target of less than 605 kg of residual household waste collected per household has been achieved. The cost of household waste collected for 2012/13 is not yet available.

Satisfaction with refuse collection has reduced this year to 83% from 87% in September 2012, while recycling showed no change and remained high at 87%.

Indicator	Coventry	Progress & Target	
		Progress	Target
<b>Household waste recycled and composted</b> provisional data, 2012/13	<b>38.5%</b>	✗	✗
<b>Residual household waste collected per household</b> provisional data, 2012/13	<b>568 kg</b>	✓	✓
<b>Cost of household waste collection</b> 2011/12	<b>£43.70</b>	N/A	N/A
<b>Residents satisfied with...</b> March 2013 telephone survey data			
...refuse collection	<b>83%</b>	✗	
...recycling	<b>87%</b>	=	



Coventry, proud to be a city that works to...

# Support and celebrate our young people



## Executive summary

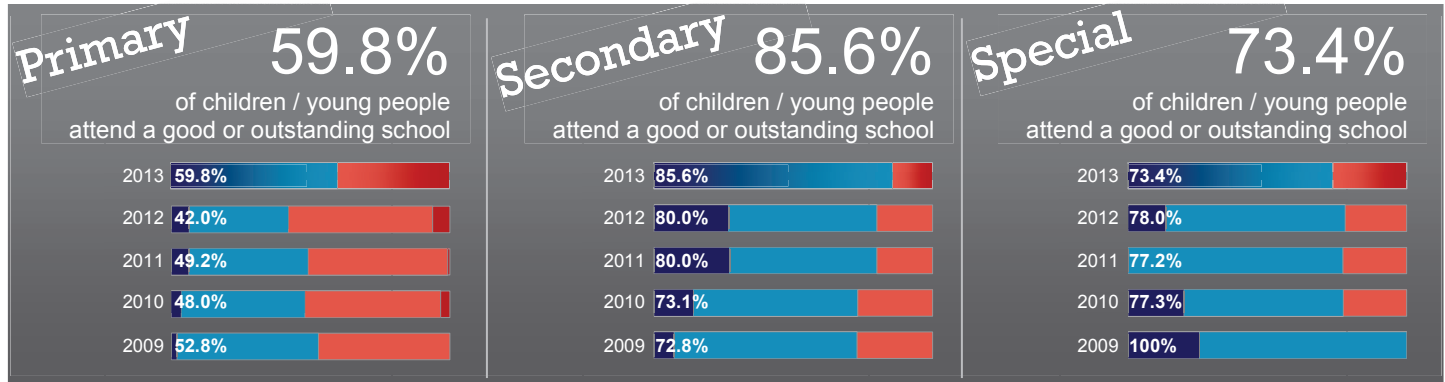
1 in 5 people in Coventry (71,295 people) are under 18 years old. The Children and Young People's Plan 2011-2014 sets out Coventry's priorities, to reduce the impact of poverty on families; to improve children's health; to raise the level of attainment by overcoming barriers to learning; and to support families.

## Focus on... education

Ofsted inspects schools and grades their overall effectiveness as either **outstanding**, **good**, **requires improvement**, or **inadequate**. In November 2012, Ofsted reported that 42% of Coventry children attended primary schools judged good or outstanding, placing Coventry in last place and 81% for secondary schools (33rd place). The Council is working closely with schools on a programme of support and challenge to help them improve, and the latest data shows an increase in the proportion of children and young people attending a good or outstanding school and there is a commitment to continue and accelerate this improvement, particularly in the primary school sector.

## Focus on... social care

Coventry is working to safely reduce the number of looked after children by investing in early intervention programmes. Provisional data for 2012/13, however, suggests that demand on social care services continue to increase, with high numbers of referrals, children subject to a child protection plan and looked after children.



Children and young people are doing better than ever before in their exams and assessments

### Key Stage 2

**9 out of 10**

made the expected two levels of progress from **Key Stage 1 to 2 in English and Maths**, matching the national average

### Key Stage 4

**58.7%**

achieved five good **GCSEs** including English and Maths, just as good as Year 11s elsewhere in England

### Key Stage 5

**97.7%**

passed their **A-Level** exams, almost matching the national average of 98.0%

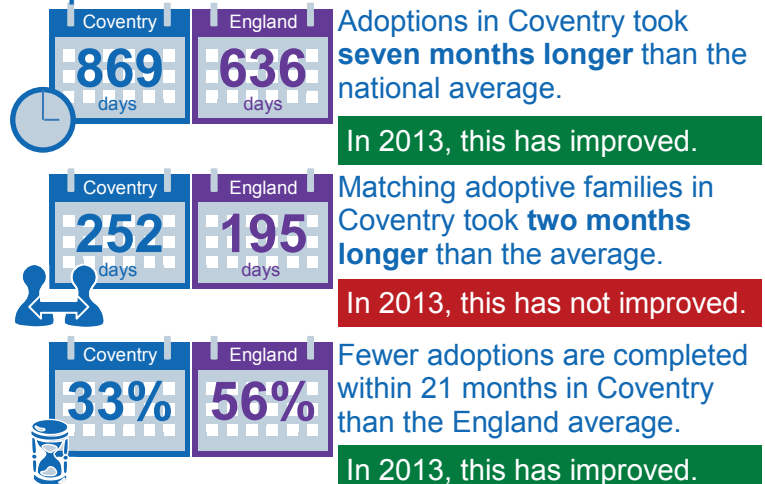
### Post-16 skills & employability

The Council is working to increase the number of young people engaged in education or training. This will reduce the number of young people not in education, employment or training (NEET), and also improve the level of skills. Further information is set out in section 1.4 of this report.

## Focus on... adoptions

The Government's Adoption Scorecard noted that adoptions in Coventry take longer than in other areas. Historically, the city has continued finding placements for older children and those with complex needs; and in supporting long-term carers to adopt children in their care. As a result, performance is not as good as in areas where fewer hard-to-place children are placed for adoption. In 2012/13, the Adoption Service has improved the way it tracks and plans for adoptions, which will speed up adoptions and help meet government targets. The Council expects a much improved prediction for the 2014/15 Adoption Scorecard.

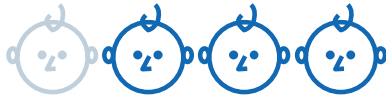
## Adoption Scorecard



Data for 2009-12 was published by the Department for Education on 30 November 2012 at [www.education.gov.uk/a00208817/adoption-scorecards](http://www.education.gov.uk/a00208817/adoption-scorecards). 2012/13 progress is based on provisional data. Final data will be submitted to the Government at the end of June.

### 3.1 | The impact of poverty on children and their families is reduced

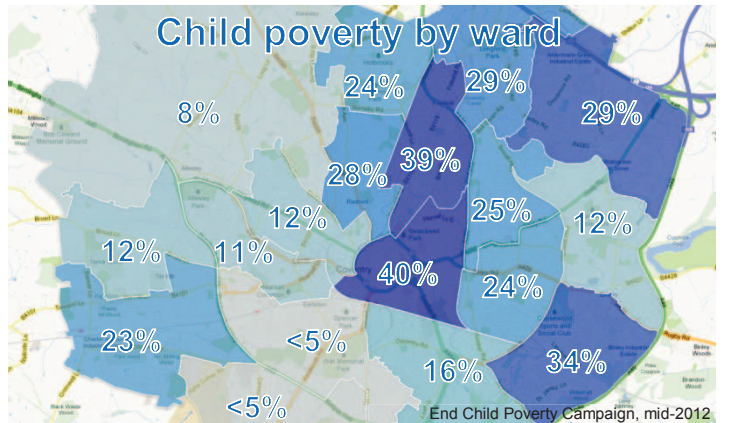
**1 in 4** Coventry children live in poverty



The Child Poverty Act places a duty on the Council to assess the needs of local children and families living in poverty. 23.3% of children were in relative poverty in 2012, down from 27% in 2011. Although child poverty has reduced, people are, however, not becoming better off. While median incomes have fallen in real terms, benefits have been linked to inflation, and therefore, have not fallen in the same way. Welfare Reform is likely to have an impact on this.

One of the four priorities in the Children and Young People's Plan 2011-2014 is to reduce the impact of poverty on families by improving access to work, training, housing and financial literacy. The past six months has seen the creation of a Youth Zone in the Job Shop to improve access to work and training, and training parents to become more financially literate through the Parenting Headquarters.

Indicator	Coventry	West Mids Region	England	Progress & Target	
<b>Children in relative poverty</b> Campaign to End Child Poverty, 2012	<b>23.3%</b> 16,959	<b>20.2%</b> 253,885	<b>20.2%</b>	✓	✓



There are significant differences in the level of child poverty across the city. In 2012, 40% of children in St Michael's ward were in relative poverty, compared to less than 5% in Earlsdon and Wainbody. See more at <http://goo.gl/TPTf3>.

### 3.2 | Children and young people's level of achievement improves

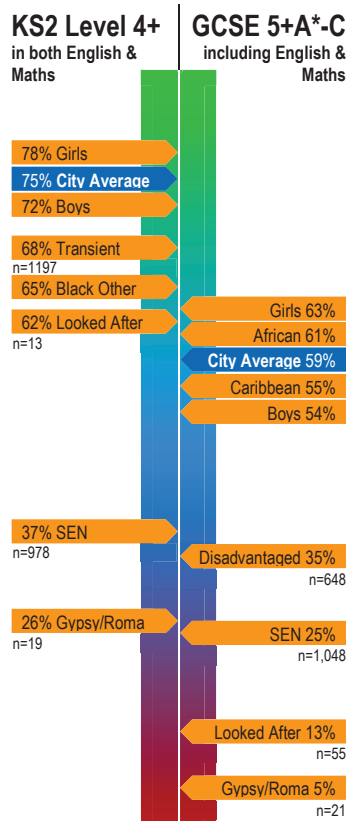
#### Early years foundation stage

61.7% of the Coventry cohort achieved a good level of development in 2012, up 2.7% from 59.2% in 2011. This is just under 3% lower than the national average, which increased by 5% to 64%. Coventry has made progress in narrowing the gap: in 2012, the gap between the lowest-fifth achieving a good level narrowed by 1.5% to 31.3%. This is better than nationally where gap narrowed by 1.3% to 30.1%.

#### Primary education

In 2012, 90% of Coventry children made expected progress in English and 87% in Maths. 75% achieved level 4+ in both English & Maths, up from 71% last year. This is Coventry's best result; but is lower than the England average (79%). Priorities are to narrow the gap particularly for more vulnerable groups and to help more children achieve level 5 or 6 at Key Stage 2.

#### Attainment by key equality groups



Notes:  
i.) Drawing not to scale.  
ii.) Many Gypsy/Roma children are classified as 'White Other', and not included in the above figures despite having similar language, educational and cultural needs.  
iii.) Full details and definitions for all equality groups are set out in Report Card 3.2c(e) online.

Indicator	Coventry	Statistical Neighbours	England	Progress & Target	
<b>% making expected progress from Key Stage 1 to 2 in...</b>					
... English <sup>1</sup>	90%	90%	89%	✓	✓
... Maths <sup>1</sup>	87%	87%	87%	✓	✓
Level 4+ in English & Maths at KS2 <sup>1</sup>	75%	77%	79%	✓	✗
<b>5 or more GCSEs at grades A* to C...</b>					
... incl. English & Maths	58.7%	56.8%	58.8%	✓	✗
... any subject	87.4%	84.4%	83.2%	✓	✓
<b>% making expected progress from Key Stage 2 to 4 in...</b>					
... English	68.8%	65.8%	68.0%	✗	✗
... Maths	69.5%	67.0%	68.7%	✓	✗
A-Level pass rate (A* to E)	97.7%	N/A	98.0%	✓	✓

<sup>1</sup> The national floor standards for Key Stage 2 are for 87% to make expected progress in English; 86% in Maths; and 60% to achieve level 4+ in both English and Maths.

#### Secondary education

In 2012, 58.7% achieved 5+ GCSEs at A\*-C including English and Maths, 0.1% off the national average of 58.8%. This was an improvement on 54.7% in 2011 and 1.9% better than comparable neighbours. At A-Level, the pass rate in 2012 was 97.7%, up from 97.4% in 2011; narrowing the gap with England to 0.3%. 41.9% achieved grades A\* to B, up from 40.9% last year. The Overcoming Barriers to Learning strategy sets out plans to help the most vulnerable young people remain in education and training and help the highest attaining students achieve the top grades.



### Ofsted inspections

In November 2012, Ofsted released a list of local authorities with the proportion of pupils attending good or outstanding primary and secondary schools, as at 31 August 2012. This noted that 42% of Coventry children attended primary schools judged good or outstanding, placing Coventry in last place (150<sup>th</sup> place) and 81% for secondary schools (33<sup>rd</sup> place).

As of 28 March, 59.8% of pupils attended a primary school judged to be good or outstanding, and 85.6% attended a secondary school judged to be good or outstanding. This is an improvement from last August; and primary schools are improving more quickly than comparable neighbours. Following focused inspections in March, Ofsted recognised that the Council is “improving the rigour of challenge provided to schools” and has “established set

Indicator	Coventry	Statistical Neighbours	England	Progress & Target	
<b>% of pupils attending schools judged good/outstanding by Ofsted:</b> <sup>2</sup> ▲ as of 28 Mar 2013; ■ as of 31 Aug 2012					
Nursery	100% <sup>■</sup>	97.5% <sup>■</sup>	96.2% <sup>■</sup>	✓	✓
Primary	59.8% <sup>▲</sup>	69.6% <sup>▲</sup>	68.1% <sup>■</sup>	✓	✗
Secondary	85.6% <sup>▲</sup>	70.6% <sup>▲</sup>	68.6% <sup>■</sup>	✓	✓
Special	73.4% <sup>▲</sup>	82.1% <sup>▲</sup>	83.6% <sup>■</sup>	✗	✓

<sup>2</sup> For consistency and to enable easier comparison, this report now adopts the Government's measure. This measure looks at the **proportion of pupils** attending good / outstanding schools, and uses slightly different categories from the figure that was historically reported, which illustrated the **proportion of schools** judged good or outstanding. Ofsted publishes both sets of information online on Data View at <http://dataview.ofsted.gov.uk/>.

procedures for school review and support”<sup>3</sup>. Of the schools inspected, two were outstanding, two were good, five required improvement and two were inadequate. This provides an added impetus to fully implement the revised Education and Improvement Strategy, so that schools improve more quickly.

<sup>3</sup> Ofsted (2013) *Coventry LA focused inspections 11 to 15 March 2013*. 10 April 2013

## 3.3 | Children and young people's health and well-being improves

### Childhood immunisations

The World Health Organisation (WHO) target is for 95% of any given population to be immunised. In 2012/13, the city met the WHO target, and also exceeded the regional and national rates.

The MMR vaccination protects children against measles, mumps and rubella. In April to December 2012, 97.6% in Coventry received the MMR vaccination by their 2<sup>nd</sup> birthday, up from 94.6%<sup>4</sup> in 2011/12.

The DTaP/IPV/Hib vaccination protects against Diphtheria, Tetanus, Pertussis (whooping cough), Polio and Haemophilus influenzae type b. In April to December 2012, 98.6% in Coventry were immunised by their 2<sup>nd</sup> birthday, up from 98.2% in 2011/12.

### Under 18 conceptions

There were 285 conceptions to under 18s in 2011, 12 more than in 2010 (273). As Coventry's population has increased, the conception rate has fallen to 48.9 in 2011 (from 50.2); the lowest rate since recording began in 1998. However, the city is still in the worst 20%; it compares to 38.9 in the metropolitan area; 34.9 regionally; and 30.7 nationally.

### Childhood obesity

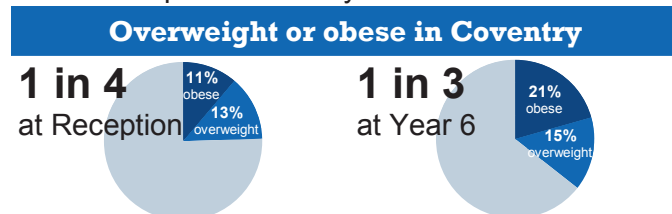
In 2011/12, the National Childhood Measurement Programme found that 11.2% of children at Reception to be obese, rising to 20.6% in Year 6. This compares to 10.5% and 21.2% in the region; 10.1% and 21.1% across all metropolitan areas, and 9.5% and 19.2% in England. Obesity is a growing public health concern in Coventry. In addition to obese children, there are a further 13.3% at Reception and 15% at Year 6 who are overweight.

Indicator	Coventry	West Mids Region	England	Progress & Target	
<b>% immunised against MMR by 2<sup>nd</sup> birthday</b> Apr-Dec 2012	97.6%	93.1%	92.3%	✓	✓
<b>% immunised against DTaP/IPV/Hib by 2<sup>nd</sup> birthday</b> Apr-Dec 2012	98.6%	96.8%	96.3%	✓	✓
<b>Breastfeeding prevalence at 6-8 weeks</b> Oct-Dec 2012	48.4%	41.2%	47.2%	✓	✓
<b>Conceptions to girls aged under 18</b> rate per 1,000 15-17 year olds 2011	48.9	34.9	30.7	✓	✓
<b>Obese children at Reception</b> 2011/12 school year	11.2%	10.5%	9.5%	⊖	✗
<b>Obese children at Year 6</b> 2011/12 school year	20.6%	21.2%	19.2%	⊖	✗

<sup>4</sup> At half-year, it was reported that this represented 95.6% of the cohort, by using the 2011 mid-year population estimates of the number of two year olds as the denominator – i.e. 4,441 children. The official NHS Immunisation Statistics, England 2011/12 released on 27 November 2012 uses a slightly different denominator resulting in a rate of 94.6%.

### Breastfeeding prevalence

Breastfeeding has positive health benefits for mother and baby. In October to December 2012, 48.4% of Coventry mothers breastfed their babies 6-8 weeks after birth, an improvement from 42.2% for April to June 2012 reported at half year.



### 3.4 | Families are given the early help and support they need

#### Common Assessment Framework assessments

The Common Assessment Framework helps ensure children receive coordinated support from social care, education and health. The computer system is being upgraded, and reliable data is not currently available.

#### Parenting programmes

Parenting HQ provides parenting programmes and family support. In the autumn and spring terms of the 2012/13 school year, 453 parents benefitted (333 course attendees and 120 1-to-1 support), compared to 939 parents (574 attending courses, and 365 1-to-1 support) in 2011/12. In the more intensive courses, the outcomes are measured through the Being a Parent (BAP) scale. In 2012/13, the average increase in the BAP score before and after the course was 11.27, compared to 8.67 in 2011/12. As programme resources are being mainstreamed, it is unlikely for the number of parents benefitting from a course to match the numbers seen in 2011/12.

**Need help with the challenges of parenting?  
Visit [www.coventryparent.co.uk](http://www.coventryparent.co.uk)**

Indicator	Coventry	Progress & Target	
<b>Live Common Assessment Framework assessments</b>	N/A	N/A	N/A
<b>Difference in point scores on the Being a Parent scale following completion of parenting course</b> Sep'12 to Mar'13	<b>11.27</b>	N/A	N/A
<b>Parents completing a parenting course</b> Sep'12 to Mar'13	<b>453 parents</b>	✗	✗

Over the life of the programme...



- 337** trained to deliver Positive Parenting Programmes (Triple-P) in the community
- 1,460** parents supported through one to one support (against target of 1,080)
- 1,659** parents supported through group work (against target of 1,440)
- 1 in 3 self-referred** demonstrating the success of the awareness-raising campaign through schools, GPs, road shows and an animated cinema advertisement

### 3.5 | Children are supported to live safe from harm

Coventry is working to safely reduce the number of looked after children by investing in early intervention programmes to reduce the number of children coming into care. The city is also increasing the number of children adopted from care so that more can benefit from stable family settings. The following data is provisional – final data will be submitted to the Government in July, with comparators released in late-September.

#### Referrals to children's social care

The Council anticipate 4,736 referrals for 2012/13, a rate of 671.1 per 10,000 children<sup>5</sup>; an increase from the September projection of 669.2. This compares to 537.7 in 2011/12 and the 2011/12 England average of 533.5. 22.7% are repeat referrals, more than in 2011/12 (20.0%, 759 out of 3,794 referrals); but less than statistical neighbours/national averages.

#### Child protection

In February 2013, 536 children were the subject of a child protection plan, equating to 75.9 per 10,000 children. This is higher than 59.9 in March 2012; and is also higher than the statistical neighbour rate of 44.0; and the England rate of 37.8 (March 2012).

#### Children looked after by the local authority

In February, 606 children were in care, a rate of 85.8 per 10,000 children. This has increased from 596 in September and 580 in March. Of the children who have been in care for 2.5 years, two-thirds (67.7%) are living in a stable placement (lasting 2+ years), an improvement from 66.0% last year.

Indicator	Coventry	Statistical Neighbours <sup>6</sup>	England	Progress & Target	
<b>Looked After Children</b> per 10,000 children	<b>85.8</b> 606 children Feb 2013	<b>76.0</b> 2011/12	<b>59.0</b> 2011/12	✗	✗
<b>Child Protection Plan</b> per 10,000 children	<b>75.9</b> 536 children Feb 2013	<b>44.0</b> 2011/12	<b>37.8</b> 2011/12	✗	✗
<b>Social care referrals</b> per 10,000 children	<b>671.1</b> 4,736 2012/13 <sup>5</sup>	<b>599.5</b> 2011/12	<b>533.5</b> 2011/12	N/A	N/A
<b>Repeat referrals to social care</b>	<b>22.7%</b> 2012/13 <sup>5</sup>	<b>24.3%</b> 2011/12	<b>26.1%</b> 2011/12	✗	✗
<b>Placements lasting 2+ years</b>	<b>67.7%</b> 2012/13 <sup>5</sup>	<b>69.3%</b> 2011/12	<b>68.0%</b> 2011/12	✓	✓
<b>Young people aged 10-17 receiving their first reprimand, warning or conviction<sup>7</sup></b> per 100,000 population aged 10-17	<b>373</b> 2012/13	<b>919<sup>7</sup></b> 2011/12	<b>712</b> 2011/12 <small>36,677 / 5,021,870</small>	✓	✓

<sup>5</sup> Projections for 2012/13 based on data up to February 2013.

<sup>6</sup> Children's Services Statistical Neighbours are local authorities deemed to have similar populations and characteristics to Coventry, and thus, useful for comparative purposes. Coventry's statistical neighbours are currently: Bolton, Derby, Kirklees, Leeds, Peterborough, Sheffield, Tameside, Telford/Wrekin, Thurrock and Walsall.

<sup>7</sup> 2012/13 figures are local data from Coventry's Youth Offending Team. 2011/12 data are official data published by the Ministry of Justice using Police National Computer figures. Youth offending comparator areas are: Bristol, Enfield, Kingston Upon Hull, Leicester, Liverpool, Plymouth, Stoke-on-Trent and Waltham Forest.

#### Youth offending

In 2012/13, Coventry had a rate of 373 per 100,000 10-17 year olds who received their first reprimand, warning or conviction. This is better than 464 per 100,000 in 2011/12. The latest comparator data is for 2011/12, and it shows that Coventry has a lower rate of first time entrants than in youth offending comparator areas (919), the metropolitan area (584), the region (613) and nationally (712).





Coventry, proud to be a city that works to...



# Protect our most vulnerable residents

## Executive summary

The Council protects the city's most vulnerable residents by working with partner agencies to provide or commission services to address health inequalities, social care needs, crime and anti-social behaviour, homelessness & drug and alcohol misuse.

## Public health: tackling health inequalities

Coventry is a city of contrasts: people living in the least deprived part of the city live longer and healthier lives than someone living in the most deprived part of the city. As one of the seven Marmot cities, Coventry is working to address the root causes of health inequalities, that is, by addressing social deprivation. A key priority for the Council is to ensure that all service areas consider what they can do to help reduce health inequalities, and to ensure that key Marmot indicators are embedded into the Council Plan.

## Crime & victims of crime

There has been an overall reduction in recorded crime, with reductions in most categories, with the exception of burglary dwellings and overall violence. There has also been a reduction in the number of anti-social behaviour and domestic violence/abuse offences/incidents reported.

## Adult social care

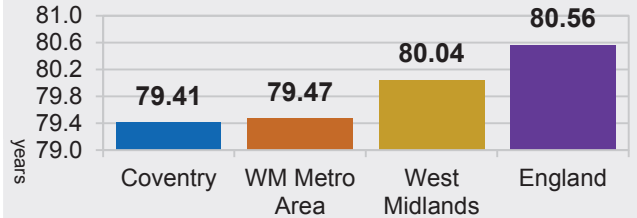
With the UK economy continuing to see little real growth, demand for services for vulnerable residents remains high. The reduction in financial resources made available to the Council mean that such services need to become more efficient by ensuring that clients get the services that they need and are supported to help themselves wherever possible. Self-directed support is one way in which social care clients are able to design the support or care arrangements that best suit their specific needs. By March 2013, over nine in ten of eligible clients receive self-directed support, up from 50% a year ago.

## Homelessness

The Council prevented 976 cases from becoming homeless. This was done through a variety of interventions, for instance, offering flexible tenancy and help to support people to access private tenancies. There were 545 households accepted as statutory homeless, a slight reduction from last year. The implementation of Welfare Reform may well have an impact on these figures in the future.

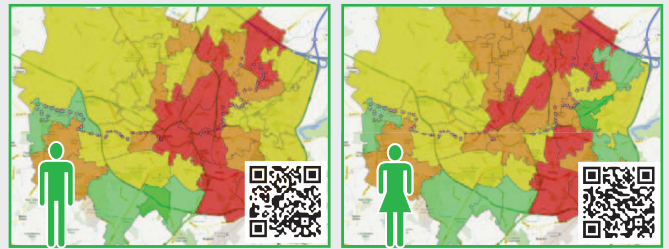
## Flash facts

### People in Coventry have a shorter life expectancy...



Population-weighted life expectancy at birth for males & females 2008-2010

### ...and there are high levels of inequality within the city.



<http://goo.gl/ZmOZM>

<http://goo.gl/QOpnb>

Life expectancy for males and females by middle-layer super output area



Reported crime has gone down by

**11.7%**



**9 in 10** eligible clients receive self-directed support



**976** homelessness cases prevented

## Recovering from drug and alcohol misuse

The Council commissions services to help people stop smoking, and to recover from drug and alcohol misuse. In 2012/13, the target for smoking quitters is likely to be met; the percentage of people who successfully completed alcohol treatment remained the same, but the percentage of people who successfully complete drug treatment has fallen from last year.

## 4.1 | Older people and disabled adults live independently and safely and have more control over their health and social care

### Self-directed support and personal independence

The Department of Health's objective is for everyone eligible for long term community-based care to be provided with a personal budget. By March 2013, **90.6%** of those eligible receive self-directed support. While this is an improvement from the position reported at half year (77.3%) and last year (51.3%), it remains short of the target of 100%. Revisions to the Adult Social Care Outcomes Framework (ASCOF) in 2014/15 will enable comparisons to be made with other areas.

The social care-related quality of life survey refers to aspects of people's quality of life relevant to social care interventions, including their basic needs (control, personal care, food, accommodation); higher order needs (personal safety, social life, occupation); and self-esteem (dignity). In 2012/13, the average quality of life score was **18.9**, a slight reduction from the 19.0 last year – but still above comparator, regional and national averages.

### Safeguarding alerts

The number of safeguarding alerts is an indicator of the awareness of safeguarding in the city. In 2012/13, there were **805** alerts, well within the target range of 797-883 which was set based on levels from comparable authorities.

Indicator	Coventry	CIPFA Comparators	England	Progress & Target	
				Progress	Target
% in long-term community based services receiving self-directed support	90.6%	N/A	N/A	✓	✗
Social care-related quality of life measure annual survey	18.9 2012/13	18.8 2011/12	18.7 2011/12	=	=
Number of safeguarding alerts	805	N/A	N/A	✓	✓
% satisfied that top three safeguarding outcomes met <sup>1</sup>	89%	N/A	N/A	N/A	N/A

<sup>1</sup> Baseline year: this is a new measure introduced in October 2012 and based on a small number of cases. The data will be used as a baseline for future comparison.

### Safeguarding outcomes

An adult at risk of abuse is asked to identify outcomes that they wish to see as a result of help from social care. Services measure whether the three most important safeguarding outcomes identified were met; as well as whether all safeguarding outcomes were met. Provisional data suggests that **89%** of the three most important safeguarding outcomes and 73% of all safeguarding outcomes were met.

## 4.2 | Support those in transition from child to adult social care

### Effective transitions from child to adult social care

In 2012/13, **98%** (42 out of 43) of young people had a support plan at the time of transition into adult social care. This compares to 92% (11 out of 12) at half-year. The target of 80% has, therefore, been met. The Council has developed a qualitative survey for young people and carers to understand the

Indicator	Coventry	Progress & Target	
		Progress	Target
% of young people with a Support Plan for transition to adult social care at the time of transition	98% 42 out of 43 transitions	✓	✓

effectiveness of transition, using themes around communication, involvement, organisation and services. This will be piloted in 2013/14.

## 4.3 | Health inequality in the city is addressed

The Marmot Review, *Fair Society Healthy Lives*, demonstrated that variations in health can result from social inequalities, and therefore, improving health requires addressing the wider socio-economic determinants. As one of seven Marmot cities across the United Kingdom, the Council is seeking to improve the health of all people living in Coventry, so that it matches the best in England, under the four Health and Wellbeing Board priorities: healthy communities, reduce variation, healthy people and improve outcomes.

### Life expectancy

Life expectancy at birth is **77.2 years** for males and **81.6 years** for females. Males living in the least deprived parts of the city can expect to live 11.7 years longer than those living in the most deprived parts of the city; and for females, 7.9.

<sup>2</sup> Data on life expectancy is unchanged from previous reports. The next update for this data has been delayed till July/August 2013 as the population figures used as a denominator is being updated following the 2011 census.

Indicator	Coventry	West Mids Region	England	Progress & Target	
				Progress	Target
Inequality in life expectancy at birth 2006-10 <sup>2</sup>	11.7 males	9.0 males	8.9 males	N/A	N/A
	7.9 females	5.8 females	5.9 females	N/A	N/A
Inequality in disability-free life expectancy at birth 1999-03 <sup>2</sup>	16.6 males	11.3 males	10.9 males	N/A	N/A
	14.5 females	9.2 females	9.2 females	N/A	N/A


**Smoking cessation**

Smoking is the single greatest cause of preventable illness and premature death in the UK. As a result, stopping smoking helps improve the health of people in Coventry. In April to December 2012, there were **2,293** people who successfully quit smoking after four weeks following help from local stop smoking services, equating to a rate of **885** per 100,000 population. This compares to a rate of 631 in the West Midlands Region. Final outturn for 2012/13 is expected in June 2013. This is expected to show that the target of 3,107 quitters has been met. Provisional data currently suggests 3,079 quitters for 2012/13, compared to 3,355 last year.

Indicator	Coventry	West Mids Region	Progress & Target	
<b>Four-week smoking quitters rate per 100,000 people aged 16+ Apr-Dec 2012</b>	<b>885</b> 2,293 quitters 259,187 aged 16+	<b>631</b> 28,702 quitters 4.55m people aged 16+	✓	✓


Indicator	Coventry	Progress & Target	
<b>The percentage of residents who say they...</b> Telephone Survey, March 2013			
... smoke	17%	✓	
... eat five or more portions of fruit & vegetables every day	31%	=	
... participate in physical activity five or more times a week	44%	=	


One of the ways in which health inequalities can be tackled is by changing people's behaviour, in relation to their smoking, diets and activity levels:

**smoking** 

**17%** said they smoked; 4% less than in September 2012.


*Did you know...*  
Residents who are economically deprived, male, white, or living in social housing are **more likely** to smoke.



**diet** 

**31%** said they ate five or more portions of fruit & vegetables every day – unchanged from September 2012 (32%).

*Did you know...*  
Residents who are economically deprived, young adults, black people, or living in social housing are least likely to eat the recommended five portions of fruit & vegetables every day.



**physical activity** 

**44%** said they took part in some form of physical activity five or more times a week – unchanged from September 2012 (43%).

*Did you know...*  
Residents who are male, aged 65 or over, Asian or full-time employed are least likely to take part in physical activity.



Figures based on the Telephone Survey. Household Survey 2013 data shows a similar trend. *Did you know* flash facts taken from the Household Survey 2013.

**4.4 | Harm caused by crime and antisocial behaviour is reduced**

**Crime reduction**

The total number of crimes reported has continued to fall. In 2012/13, **21,843** crimes were reported, equivalent to a rate<sup>4</sup> of **66.6** crimes per 1,000 people. That is 11.7% fewer crimes than in 2011/12, meeting the **06%** target. Most crime types have decreased, but burglary dwellings continue to maintain higher levels of offending despite reducing the previous year; a slight upturn in vehicle crime in January to March, and **09%** in overall violence – although most serious violence has reduced.

**Perceptions of safety**

**81%** of respondents to the 2013 Household Survey felt safe in their neighbourhood at night, compared to 80% in 2012 (not a statistically significant change). The Telephone Survey phrases the question slightly differently, and respondents are asked whether they feel safe in their local area **after dark**. The slightly different wording has a marked impact on the response: in March 2013, **66%** feel safe in their local area after dark. This is, however, not a statistically significant change from 67% in September 2012.

Indicator	Coventry	Birmingham	Wolverhampton	Progress & Target	
<b>Crimes rate per 1,000 people<sup>3</sup></b> April 2012 to March 2013	<b>66.6</b> 21,843 crimes	<b>66.8</b> 73,071 crimes	<b>65.9</b> 16,601 crimes	✓	✓
<b>Anti-social behaviour incidents</b> 2012/13	<b>14,626</b>	N/A	N/A	✓	✓
<b>Feel safe in their local area after dark</b> Telephone Survey, 2013	<b>66%</b>	N/A	N/A	=	

**Hate crimes**

Crimes committed against someone because of their disability, gender identity, race, religion or belief, or sexual orientation are hate crimes. In 2012/13, the Police and Hate Crime Reporting Centres recorded the following incidents in Coventry: 29 due to disability; 270 due to race/ethnicity; 27 due to sexual orientation; 10 due to religion/belief; and none due to gender identity.

**Anti-social behaviour**

Anti-social behaviour continues to reduce, with a **32%** reduction in reports to the police, and **6%** reduction in reports to the Council. In 2012/13, there was a total of **14,626** anti-social behaviour incidents, **4,984** fewer incidents (**025%**) than in 2011/12.

<sup>3</sup> Rate per 1,000 calculated using the Office for National Statistics' Interim Census 2011-based Subnational Population Projections 2013 figures: Coventry 328,021; Birmingham 1,093,977; Wolverhampton 251,852.



**Protect our most vulnerable residents**

**4.5 | Domestic violence is not tolerated and support and intervention is effective**

There were a total of **2,899** domestic violence/abuse offences/incidents (DVA) recorded in 2012/13, compared to an estimated 3,048 offences/incidents in 2011/12. West Midlands Police is currently improving the way that DVA is recorded, and the data suggest an overall reduction in the number of victims. However, it is well-documented that DVA is under reported and encouraging reporting is a priority, as is providing effective support to victims.

Indicator	Coventry	Progress & Target	
		NA	NA
<b>Domestic violence/abuse victims known to police</b> <small>crime/non-crime local measure 2012/13</small>	<b>2,899</b>	NA	NA

**Are you experiencing domestic violence or abuse? Find out about services that can support you on the *Safe to Talk* website [www.safetotalk.org.uk](http://www.safetotalk.org.uk)**

**4.6 | People are prevented from being homeless and supported if they do**

There are a range of ways in which the Council can help to prevent homelessness, one way is by offering flexible tenancies (offers under Part VI of the Housing Act), and tenancies under the *Access to Private Rented Properties* scheme.

Indicator	Coventry	Progress & Target	
		✓	✓
<b>Homelessness cases prevented</b> 2012/13	<b>976</b>	✓	✓
<b>Households accepted as statutory homeless</b> 2012/13	<b>545</b>	✓	✓

In 2012/13...

**976** cases were prevented from becoming homeless. This compares to 914 cases in 2011/12, and meets the 2012/13 target of 900 cases.

**545** cases out of **991** homelessness assessments were accepted as statutory homeless in 2012/13, a slight reduction from **578** in 2011/12.



The Council's *Access to Private Rented Properties* scheme offers landlords a written guarantee in place of a cash deposit, enabling people who would otherwise be unable to access private rented accommodation to do so. The scheme also helps support vulnerable tenants to act responsibly to maintain their tenancies, and act as a mediator if a dispute arises.

**4.7 | People receive the treatment needed to help them recover from drug/alcohol misuse**

In addition to clinical treatment, people who misuse drugs and alcohol need support in other aspects of their lives, for example, in housing, benefits, training and employment. In 2012/13, the Council has commissioned an additional service to deliver such non-clinical specialist help, to help people recover more effectively from drug/alcohol misuse.

**Drug treatment**

A total of 144 of the 1,069 (**13.5%**) drug users receiving treatment from April 2012 to March 2013 successfully exited treatment. This was worse than 16% in the year to March 2012.

Through the National Drug Treatment Monitoring System, Coventry compares its performance with a cluster of local authorities. 8.3% of opiate users successfully exited treatment and 41.6% of non-opiate users successfully exited treatment; both just below the top 25% of comparable cluster of local authorities.

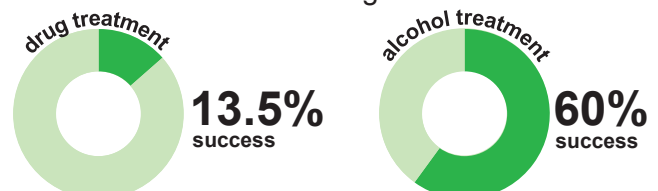
A new model of delivery is being developed to increase supported group work offered to clients. This is intended to help clients help each other, assisting with a peer-led recovery.

Indicator	Coventry	Comparator clusters (Top 25%)	Progress & Target	
			✗	✗
<b>Drugs: percentage successfully exiting treatment</b> 2012/13	<b>13.5%</b> <small>144 out of 1,069</small>	NA	✗	✗
...opiate users	<b>8.3%</b>	<b>9.3–14.1%</b>		
...non-opiate users	<b>41.6%</b>	<b>48.4–64.9%</b>		

Indicator	Coventry	England	Progress & Target	
			=	=
<b>Alcohol: percentage completing care planned discharge</b> 2012/13	<b>60%</b>	<b>58%</b>	=	=

**Alcohol treatment**

**60%** of clients successfully completed treatment for alcohol misuse between April 2012 and March 2013, same as in 2011/12. This is slightly better than the national average of 58%. Considerable work is underway to improve the capacity of services to cater for more alcohol users needing treatment.





# Values



We are proud to do this by...

5 | being honest, fair and transparent when we make decisions

6 | working with residents, communities and partners to get things done

7 | celebrating all that's good about our city and its future

## Executive summary

This past year, 2012/13, has been a special year for the city of Coventry. In 2012, the city celebrated in style as a co-host city for the London 2012 Olympic Games, bringing Olympic football, Godiva Awakes and many other events to the city for residents and visitors alike, boosting tourism and business in the city.

The Council, as a key stakeholder in the prosperity, liveability and sustainability of the city, played a key role in delivering events with partners in the private, voluntary and public sectors and with local communities; demonstrating the Council's values in the process.

### Coventry Ambassadors



Over 300 Coventry Ambassadors welcomed the world to the city in 2012. In December, the volunteers were one of 60 organisations that received the Queen's Diamond Jubilee Volunteering Award. Coventry is building upon this volunteering legacy in 2013, with approval for Coventry University's proposals to continue Coventry Ambassadors as a social enterprise. This will mean that they can play a key role in future events for the city, promoting the city to visitors and residents alike and helping with future bids for major sporting events.

## City Deal



**Coventry & Warwickshire**  
Local Enterprise Partnership

The Council plays a major role in the Coventry & Warwickshire Local Enterprise Partnership (LEP). In February 2013, the LEP received initial Government approval for the City Deal bid, *Re-engineering Engineering: Raising our G-AME*, which was designed to build on the area's strength in engineering and manufacturing to improve skills, innovation, productivity and jobs. Find out more at [www.cwlep.com](http://www.cwlep.com).

## How Coventry celebrated London 2012



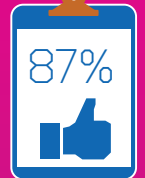
### Olympic football



**170,576** attendees to

**13** football matches over **9** days

424 people attending Olympic football or the torch relay completed a survey. The vast majority (87%) rated the event good or excellent.



### Tourism boost



It is estimated that...

**87,766** visitors

came from outside the area and

**14,262** paid for accommodation.

The economic impact of Olympic-related tourism, that is, new money injected into the local economy, is estimated at over £2 million.



### Good for business

At least **367** companies in the West Midlands won tenders to supply London 2012 directly or associated projects.

In Coventry, Solihull and Warwickshire, **95** businesses won Olympic-related contracts – worth over **£30 million**. **21** of these were in Coventry and, most notably, included making the **8,000** Olympic torches.



Find out more about how Coventry celebrated London 2012 can be found at [www.coventry.gov.uk/london2012](http://www.coventry.gov.uk/london2012). Further information on the impact of the Olympics on Coventry is available in the Council Plan 2012/13 half-year performance report at <http://goo.gl/3RYsC> and in the Olympic Impact Assessment Report November 2012 at <http://goo.gl/eV3IG>.



## 5 | Honest, fair and transparent when we make decisions

### Using sound evidence

The Council has carried out analysis to assess the cumulative impact of the recession and national policy changes, such as Welfare Reform, on the health and wellbeing of Coventry's population and for specific vulnerable groups. This information will be used to inform future decisions on service changes, to identify who will be affected and what support or advice the Council and partner organisations can provide.

### Explaining our decisions

The Council consulted on its budget and savings proposals in January 2013. Through presentations to local residents, partner organisations and the Youth Council, the Council explained the level of spending cuts, the savings that had to be made and how the decisions were likely to impact on local services. A fact sheet called *Feeling the Pinch* (available at [coventry.gov.uk/info/200009/0/1732/0/7](http://coventry.gov.uk/info/200009/0/1732/0/7)) helped explain some of the budgetary pressures that the people of Coventry and the Council were facing. The final February 2013 budget included a freeze in Council Tax for 2013/14.

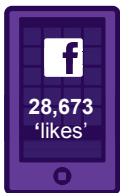
### Making information easy to understand

#### Ward profiles

Using information from the Census and the Household Survey, the Council produced profiles for each of the city's electoral wards, as well as subject-specific profiles on a range of issues such as housing, community safety, and health & wellbeing. This is published online at [www.coventrypartnership.com/research/householdsurvey](http://www.coventrypartnership.com/research/householdsurvey).

#### Keeping Coventry moving

Using the Council's website, Facebook page and Twitter feed, residents were kept up-to-date with the latest school closures and travel news during the heavy snow in January 2013. The amount of activity saw the number of Twitter followers and Facebook 'likes' grow by 4,000.



[facebook.com/coventrycc](http://facebook.com/coventrycc)



[@coventrycc](https://twitter.com/coventrycc)

Twitter followers and Facebook 'likes' of 28 May 2013.

### Consulting local people

The Council consults with local people at all stages of its decision making process. In 2012/13, the system was revamped so that local residents and other interested parties can track consultations all the way from the initial survey right through to the outcome all on a single page. Consultations are published online at [coventry.gov.uk/consultations/](http://coventry.gov.uk/consultations/), and are also widely publicised through local channels as relevant, for instance, Neighbourhood Forums and community groups.

## Feeling the pinch

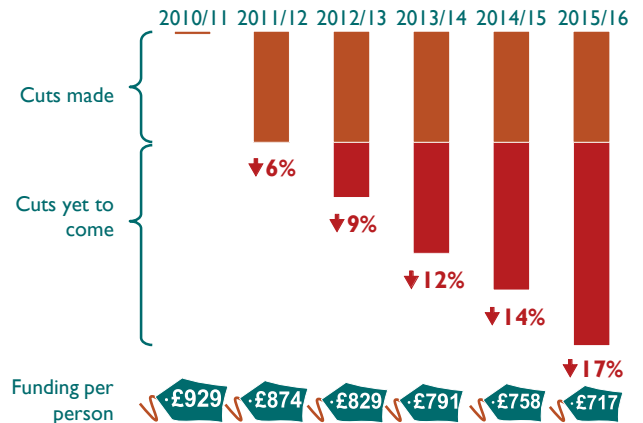
### Living in Coventry

The UK economy has seen little real growth since the recession in 2008. While people's incomes remain stagnant, between 2008 and 2012, prices have gone up:



### Your Council

The Council explained how the record cuts in the money it gets from the Government will affect what can be realistically provided to the people of Coventry.



## TELEPHONE SURVEY

	Sep 2012	Mar 2013
"The Council treats all people fairly"	71%	71%
"The Council acts on the concerns of residents"	47%	47%
"I am informed about Council services & benefits"	56%	52%
"The Council promotes the interests of local people"	52%	53%



## 6 | Working with residents, communities and partners to get things done

### Achieving our strategic objectives

The Council worked with partners through the Coventry Partnership, such as the Coventry Law Centre, to deliver 26 road shows specifically to raise awareness and help disabled people understand changes to the national benefits system that might affect them.

The Council was one of ten organisations that worked together to organise a pop up shop in Broadgate in March 2013, to offer advice and guidance to local people about change in benefits and ways to reduce financial outgoings through reduced utility bills. Following this success a further pop up shop took place in Riley Square in Bell Green this April and more are planned throughout 2013.

### Improving service delivery

On 19-20 October, the Council hosted CityCamp Coventry, a gathering of people from local government, businesses, community organisations and academia to share knowledge, web technologies and experience to use the web to help make Coventry an even better place to live. People were invited to submit ideas in the days leading up to the event on *Simpl Challenges*, with over 40 ideas received. These were developed over the two days and five shortlisted ideas were given help and support from the organisers, Council and the University. Find out more about CityCamp Coventry at [www.citycampcov.org.uk](http://www.citycampcov.org.uk).

### Solving local problems

#### DisabledGo

The Council has worked with local disabled people and national charity *DisabledGo* to develop a web based guide providing information for disabled people about the accessibility of buildings in Coventry. The guide is based upon hundreds of surveys undertaken by local disabled people and offers anyone living, working or visiting the city detailed information about the accessibility of shops, pubs, restaurants, hotels, theatres and other services. The DisabledGo guide can be found at [www.disabledgo.com](http://www.disabledgo.com).

#### Changing Places

Although there were existing accessible toilet facilities in the city centre, there was no facility that could be used by people with profound and multiple learning disabilities, as well as other serious impairments, who often need extra facilities to allow them to use the toilets comfortably. The Council worked with the learning disability charity *Mencap* and groups representing disabled people in Coventry to develop a *Changing Places* toilet on the ground floor of the Coventry Central Library building. A Changing Places toilet provides the right equipment including a height adjustable changing bench and a tracking hoist system; enough space for the disabled person and up to two carers; and a safe and clean environment. Access to the toilet is by Radar Key, available to purchase from the Central Library.

### Welfare Reform road shows

**26** road shows held across the City



informing **1,200** disabled people about how Welfare Reform would affect them.



**#ccCov**  
 CityCamp Coventry brought together people to share knowledge, web technologies and experience to help shape the future of Coventry.



Working with local people, many shops, pubs, restaurants, hotels, theatres and other services in Coventry are now listed on DisabledGo, providing disabled people with free detailed information.

[www.disabledgo.com](http://www.disabledgo.com)

## 7 | Celebrating all that's good about our city and its future

### A welcoming city

#### Tourism

The Tourism Economic Impact Assessment 2011 shows that there has been an increase in day trips made to the city, the amount of money tourists spend and the number of jobs supported by tourism between 2009-11. The Coventry & Warwickshire Visitor Guide 2012/13 proved popular, with 15,000 printed copies reaching members of the public; 80,000 visits to the digital version on the Visit Coventry and Warwickshire website; and over 500 downloads of the guide.

#### City of peace and reconciliation

In January 2013, Coventry commemorated Holocaust Memorial Day for the 12<sup>th</sup> year. The focus this year was '*Communities together: build a bridge*' and the Council arranged speakers and performances to reflect this theme including a talk from Auschwitz survivor Mindu Hornick.

#### Community Cohesion Awards

The winners of this year's Coventry Community Cohesion Awards, held on 18 October 2012, are: Coventry Ambassadors (public sector); Coventry Language Café (voluntary/community small); Coventry University Students' Union's Bridging Cultures Project (voluntary/community large) and Warwick Arts Centre's Design and Paint project (private sector). Find out more: [www.coventrypartnership.com/cohesionwinners2012](http://www.coventrypartnership.com/cohesionwinners2012).

### A place people are proud of

Every six months, the Council carries out a telephone survey, canvassing residents' views. In March 2013, 64% of residents surveyed agreed that they were 'proud of Coventry' – a non-significant change from 65% in September 2012, suggesting that pride in Coventry has remained at a similar level. The new Broadgate came to life during 2012/13 with a number of events through the year. Particular highlights were Godiva Awakes, the annual Godiva Carnival Procession; the summer Global Market; the Christmas Lights Switch On; and an outdoor Ice Rink and Christmas International Market. The Council has continued to invest in Public Realm work, further improvement and de-cluttering of road junctions.

### Maximising the benefits of the Olympics

One of the key contributors to the success of London 2012 in Coventry was the Coventry Ambassadors programme. Since the Olympics, the work of the Coventry Ambassadors has continued, supporting the Coventry Half Marathon and the Davis Cup Tennis at the Ricoh Arena. More than 80 Ambassadors attended a focus group consultation on planning for their legacy, and following this the Council has supported Coventry University's innovative proposal for the development of the Coventry Ambassadors as a social enterprise. This will mean that they can play a key role in future events for the city, promoting the city to visitors and residents alike and helping with future bids for major sporting events.

## Welcome to Coventry

The Council is helping to make the city of Coventry an attractive and vibrant place to live, work and visit



**64%** of residents are proud of Coventry

This is virtually unchanged from September when 65% of residents surveyed were proud of Coventry, and 66% said that co-hosting the Olympics increased their level of pride in the city.

### Coventry Ambassadors

**100%** of Coventry Ambassadors would volunteer again.

**97%** of volunteers rated their experience as very good or excellent.

In 2013, Coventry Ambassadors will become a social enterprise developed in partnership with Coventry University.





Coventry, proud to be a city that works to...



# Transform the Council to enable us to deliver our vision and objectives

## Executive summary

In 2012/13, the Council's revenue outturn was £3.5m less than the budget. The Council's transformation programme, **abc programme – a better Council for a bolder Coventry**, delivered £18.9m in savings – short of the £19.2 target. Despite cuts to budgets, performance remains well managed with 71% of the Council's headline indicators either improving or staying the same. Further work is being undertaken to make it easier for people to access the services they need, and make the Council a greener and more sustainable organisation. In February, the Council approved a balanced budget for the coming year, in the context of further, unprecedented cuts to the Council's budget. Further savings will be met through the review and redesign of services.

## Resources

**£18.9m**

abc programme savings in 2012/13



**↑18%**

in estimated energy use by the Council in 2012/13

**↑2%**

in estimated carbon emissions in 2012/13

## Did you know?

Construction work on the Heatline project to supply city centre buildings with heat generated by the energy from waste facility started in 2012/13. This will have a big impact on energy use, by creating a low carbon source of energy.

60% of waste generated by the Council's offices in the city centre is now recycled.



MARCH 2013

Results from the March 2013 Telephone Survey, a survey of 1,100 residents, found that...



COVENTRY TELEPHONE SURVEY

**65%**

are satisfied with the way the Council runs things



**50%**

agree that the Council provides value for money



## Performance

**71%**

of the Council's Headline Indicators either improved or stayed the same in 2012/13.



## Sickness absence

Staff sickness absence has increased by 0.4 days in 2012/13.



**9.13** days  
2011/12



**9.53** days  
2012/13

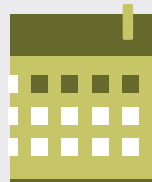
## Health and safety

**583**

accidents reported

**848**

assaults reported



On average, Council staff spent **4.98** days on training and development activity in 2012/13



## 8 | Reviewing and improving services

### 8.1 | Easier for people to access services they need

The Council's customer management system, myCov was upgraded and services enhanced. This means that the Contact Centre can deal with additional service requests, starting with Environmental Services and rolling out to other services over the coming year.

Plans to move customer contact to a more self-service basis have started through the development of on line enquiry forms which will be tested and implemented over the course of 2013. The Customer Connect programme will over the next two years allow for more self-service giving citizens greater access channels and simplifying access to services.

### 8.2 | Review what we do to ensure value for money

Savings of £18.9m have been identified through the abc transformation programme, this falls short of the target savings of £19.2m. The ICT review over achieved its target for the year, while some reviews have reported a shortfall against target. Most of these reviews are predicting that savings targets will be met in full, but later than anticipated and action plans are in place to support this. In addition, while the Children's Services review had no budgeted savings target for 2012/13, it did anticipate delivering a reduction in costs of £1.252m which was not achieved. Further information on work to safely reduce the number of looked after children is in section 3.5 (Page 14).

There has been an increase of 6.8% in reported avoidable contact for the year 2012/13. 21% of all

### 8.3 | We find ways of doing things better, including working with partners across the city and beyond

#### abc Transformation Programme

During the last six months, the abc Programme has continued to deliver a variety of service improvements across the Council. A full outline of the status of each project will be reported to Cabinet in June 2013. Some highlights of service improvements include the delivery of 3,000 days of training for staff in **Business Services** to enable greater flexibility and continuity of service. Three **Commissioning and Procurement** panels are now operational to improve decision making, forward planning and secure value for money on Council expenditure. **Green Champions** have been launched to promote behavioural change to reduce energy usage. The **Corporate Catering Review** has delivered a new marketing website for St Mary's Guildhall, which has contributed to an increase in 12% of bookings for weddings across the year.

Indicator	Coventry	Progress & Target	
Number of self-service transactions undertaken under development			
Residents surveyed who are satisfied with the way the Council runs things March 2013 telephone survey data	65%		

**65%** of residents surveyed in March 2013 are satisfied with the way the Council run things. This is a slight reduction from **71%** in September 2012.

Indicator	Coventry	Progress & Target	
Savings delivered during the year – abc Transformation Programme 2012/13	£18.9 m		
Percentage of avoidable customer contact <sup>1</sup> 2012/13	21.64%		
Residents who agree that the Council delivers value for money March 2013 telephone survey data	50%		

<sup>1</sup> The accurate capture of avoidable contact has improved in the last 12 months which in part reflects the increase compared to previous years.

recorded avoidable contact relates to missed bin collections followed by fly tipping and new bin requests at around 15%. This information is used to identify areas where service improvement or redesign can help to improve customer experience and deliver better value for money.

#### Partnership working

Working closely with partners is important in all aspect of the Councils work.

For example, during 2012/13 the Council worked closely with partners to recognise the scale of the challenges brought about by **Welfare Reform** and to plan how to identify and respond to resulting needs in the most effective way.

#### Sub-regional working

The **Coventry, Solihull and Warwickshire** annual review of sub-regional working identifies that there were over 102 examples of collaborative working during 2012/13.

Real savings of £4.5 million per annum across the region have already been identified from sub-regional working in areas such as shared highways maintenance, recycling and street sweepings.

## 9 | Using resources effectively

### 9.1 | Our Medium Term Financial Strategy provides the resources to meet our priorities, delivers a balanced budget and equips us to face the future with confidence

In 2012/13 revenue expenditure has been £3.5m less than the budget. Capital expenditure has also been lower than expected, leading to £9m less borrowing than originally planned. The budget report approved on 26 February 2013 set a balanced revenue

Indicator	Coventry	Progress & Target	
Balanced capital and revenue budget outturn for 2012/13	✓	✓	✓

budget for 2013/14. The Council's medium term financial position shows that there are budget gaps in future years and the Council is pursuing the actions set out in the Medium Term Financial Strategy, approved in January 2013, to address this position.

### 9.2 | We make best use of all our resources and the Council's carbon footprint is reduced

Although the final figures for the Council's energy use and carbon emissions for 2012/13 will not be available until early July, our best estimates are that energy use increased by nearly 18% compared to last year. This was due to heating demand being nearly a third higher over the unusually long and cold winter with on-going improvements in energy efficiency helping to avoid an even larger increase over the year. The Sustainability and Low Carbon Fundamental Service Review has identified further savings in energy and carbon and, after partial achievement of the first year target, will work to ramp up savings in year two as energy conservation projects are implemented and use of buildings rationalised.

Indicator	Coventry	Progress & Target	
Total energy use in Council buildings and schools (including fleet) 2012/13 estimate	160,114,520 kWh	✗	✗
CO <sub>2</sub> emissions from Local Authority operations 2012/13 estimate	52,728 tonnes	✗	✗

The implementation of the Heatline Project, as reported in section 1.6 of this report, will have a significant impact on the Council's energy use and CO<sub>2</sub> emissions for 2013/14 and beyond.

Performance on energy and efficiency is reported to Corporate Management Board on a regular basis. The *Meeting the Low Carbon Challenge* programme was launched to 131 Senior Managers, and since December 2012, 140 *Green Champions* have been identified across the Council leading their teams to think about ways in which they can help to reduce carbon usage.

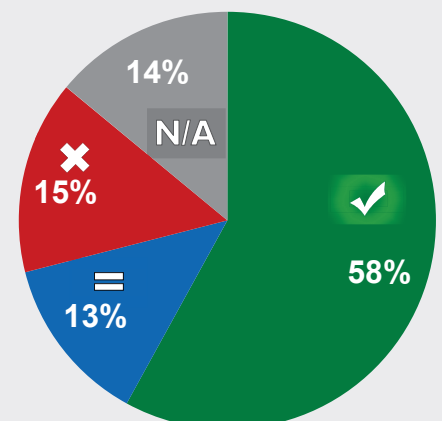
### 9.3 | Performance is well managed

The Council's performance management arrangements, revised in 2011, ensure that Council Plan priorities are translated into Directorate, service and individual plans. Many of the measures included in this report are key priorities for Directorates and regularly reviewed to make sure that progress is made.

In 2012/13, 71% of the Council Plan indicators either improved or stayed the same. Only 15% got worse and that is despite the major restructuring and downsizing in resources that the Council has had to continue to make during 2012/13.

### The number and percentage of Council Plan headline indicators that have improved, stayed the same, got worse, or can't say.

In 2012/13, out of the 100 headline indicators, 58% of indicators improved; 13% stayed the same; and 15% got worse. It is not possible to say for the remaining 14% where an indicator is non-directional, or no comparable data is available.



The internal recycling scheme has been rolled out to all City Centre offices and approximately 60% of all waste is now recycled.

## 10 | Supporting Councillors and staff

### 10.1 | Councillors and employees develop the skills, and access the training and support they need

The completion of mandatory training in five subject areas is a priority for all employees. Good progress has been made since this measure was first reported at the half year, although the target of at least 70% of employees across all subject areas has not yet been achieved. New ways to complete mandatory training have been introduced to give more options for service managers and employees. This will have a positive impact on future results.

An average of 4.98 days per employee was spent on training and development achieving the target of at least 3 days but slightly less than the previous year; this reflects the Council's continuing commitment to developing employees.

### 10.2 | The diversity of the Council's workforce is representative of the local community

The percentage of Council employees from an ethnic minority background is 13.2%. This has increased since the half year position of 13.1%. The percentage of employees who are disabled people is 4.54%; this has also increased since the half year position of 3.88%. Both figures represent an increase over 2011/12.

A data gathering exercise in the early part of 2013 aims to increase the data held on employees especially around disability and ethnicity. The Workforce Profile 2012/13 will be reported to Cabinet Member in August 2013 following the data collection exercise, which will also provide detail on the gender pay gap.

### 10.3 The health, safety and welfare of the workforce is maintained

There has been a slight increase in the days lost due to sickness absence as compared to 9.13 days for 2011/12. This also falls short of the target of 8.5 days per full-time equivalent. The increase has been across both short term and long term absences with a higher number of musculoskeletal and stress related absences across the Council. There has also been an increase in the number of incidents of absence from minor ailments. Proactive management of sickness absence is through the Promoting Health at Work procedures.

The total number of reported accidents to employees has fallen for the fifth consecutive year although the outturn is higher than the target milestone of 550. The accident rate has also decreased evidencing reduction in real terms and not due to changes in workforce numbers.

Indicator	Coventry	Progress & Target	
<b>Percentage of employees who have completed mandatory training</b> March 2013			
...health and safety	52.71%	✓	✗
...fire safety	59.58%	✓	✗
...equalities / discrimination	51.28%	✓	✗
...customer service	45.75%	✓	✗
...safeguarding	62.63%	✓	✗
<b>Average number of days per employee spent on training and development</b> March 2013	4.98	✓	✓
<b>% of Councillors learning and development needs identified that have been met</b> March 2013	90%	✓	✓

Councillors learning and development needs have been met through a variety of external and internal events and officer support.

Indicator	Coventry	Progress & Target	
<b>% of employees who are...</b>			
...disabled people March 2013	4.54%	✓	✓
...from an ethnic minority March 2013	13.20%	✓	✓

Approximately 27% of working age residents in Coventry are from an ethnic minority background. (Annual Population Survey 2012)



Indicator	Coventry	Progress & Target	
<b>Average number of working days lost to sickness absence</b> 2012/13	9.53	✗	✗
<b>Total number of accidents recorded</b> 2012/13	583	✓	✗
<b>Total number of assaults recorded</b> 2012/13	848	✗	✗

Interim target reductions for the number of accidents and assaults have been identified and these will be ratified and monitored through the Health and Safety Strategy Group.

The number of reported assaults to employees has increased when compared to a particularly low year in 2011/12 when 664 were recorded. It is still an improvement on the 2010/11 figure of 1,087.



**Table of Indicators**

Council Plan Reference	Indicator title	Previous Performance 2011/12	Latest Performance 2012/13	Progress	Target	Target Status	Find out more on page...
 <b>Jobs and growth</b>							
CP 1.1a	Investment into the city and the sub-region	£212 mil. Total	<b>£172 mil. total</b> £69 mil. direct		£85 mil.		6
CP 1.1b	Jobs created by firms with direct or indirect Council involvement	1,650 jobs total	<b>2,401 jobs total</b> 1,302 jobs direct		2,000		6
CP 1.1c	New business VAT registration rate per 10,000 people aged 16+	37.8 2010/11	<b>44.3</b> 2011/12				6
CP 1.2a	Jobseeker's Allowance claimant count (seasonally-adjusted)	4.9%	<b>4.6%</b>				6
CP 1.2b	Average employment rate	63.0% Jan-Dec 2011	<b>64.9%</b> Jan-Dec 2012				6
CP 1.2c	Unemployed people supported	4,080	<b>5,672</b>		2,000		6
CP 1.2d	People helped into a job	1,210	<b>1,386</b>		700		6
CP 1.3(i)	<small>REVISED INDICATOR</small> People aged 16-64 qualified to NVQ2+	62.7%	<b>65.5%</b>				7
CP 1.3(ii)	<small>REVISED INDICATOR</small> People aged 16-64 qualified to NVQ3+	46.9%	<b>50.3%</b>				7
CP 1.3(iii)	<small>REVISED INDICATOR</small> People aged 16-64 qualified to NVQ4+	26.8%	<b>26.8%</b>				7
CP 1.4a	% of 16-18 year olds not in education, employment or training (NEET)	6.0% 680 young people Dec 2011	<b>5.2%</b> 540 young people Dec 2012		Targets for 2012/13: 4.2% <435 NEETs 16-18 5.1% <2,146 JSA 18-24 1,050 by March 2014 against Dec 2010 baseline of which 25% (1,263) from NEETs and 16-18 75% (1,787) from JSA 18-24		7
CP 1.4b	% of 18-24 year olds claiming Jobseeker's Allowance (JSA)	6.7% 7.2% 2,895 3,105 Dec 2011 Mar 2012	<b>5.7%</b> 2,405 young people Dec 2012		120 apprentices in 3 years 30 new apprenticeships in 2012/13		7
CP 1.4c	Apprentices on the Council's own Apprenticeship Scheme	49 in post 31 Mar 2012	<b>83 in post</b> 31 Mar 2013 54 new apprenticeships in 2012/13				7
CP 1.4d	Apprenticeships with local employers and placements	74	<b>97</b>		90		7
CP 1.5a	Number of affordable homes delivered	351	<b>393</b>		304		8
CP 1.5b	Empty properties brought back into use	201	<b>283</b>		211		8
 <b>Better pavements, streets and roads</b>							
CP 2.1a	% of carriageway maintenance completed	98%	<b>96%</b>		100%		10
CP 2.1b(i)	Roads and footways which are in good or acceptable condition: ...principal roads (A roads)	93%	<b>94%</b>		94%+		10
CP 2.1b(ii)	Roads and footways which are in good or acceptable condition: ...non-principal roads (B & C roads)	85%	<b>88%</b>		85%+		10
CP 2.1c	Roads and footways which are in good or acceptable condition: ...unclassified roads	81%	<b>84%</b>		81%+		10
CP 2.1d	Roads and footways which are in good or acceptable condition: ...footways	42%	<b>45%</b>		45%+		10
CP 2.1e(i)	<small>REVISED INDICATOR</small> % of residents surveyed satisfied with roads	49%	<b>35%</b>	<b>N/A</b>		<b>N/A</b>	10
CP 2.1e(ii)	<small>REVISED INDICATOR</small> % of residents surveyed satisfied with pavements		<b>48%</b>	<b>N/A</b>		<b>N/A</b>	10
CP 2.2a	Improve street cleanliness: litter	7%	<b>Not available</b>	<b>N/A</b>	Indicator being redesigned	<b>N/A</b>	10
CP 2.2b	Reduction in fly-tipping in the city – number of fly-tips in the city	3,177	<b>2,837</b>		3,018 or fewer		10


Council Plan 2012/13 End of Year Performance Report

Council Plan Reference	Indicator title	Previous Performance 2011/12	Latest Performance 2012/13	Progress	Target	Target Status	Find out more on page...
CP 2.2c	% of residents surveyed satisfied that the Council keeps the land clear of litter and refuse	69% Sept 2012	<b>67%</b> Mar 2013	=	⬆️	N/A	10
CP 2.3a	Household waste recycled and composted	39.3%	<b>38.5%</b> Provisional	✖️	40%+	✖️	10
CP 2.3b	Residual household waste collected per household	567 kg	<b>568 kg</b> Provisional	✔️	Less than 605 kg	✔️	10
CP 2.3c	Cost of household waste collection per household	£43.70 2011/12	<b>£43.70</b> 2011/12 no updates yet	N/A	Less than £45 target for 2011/12	N/A	10
CP 2.3d(i)	% of residents surveyed satisfied with refuse collection	87% Sept 2012	<b>83%</b> Mar 2013	✖️	⬆️	N/A	10
CP 2.3d(ii)	% of residents surveyed satisfied with recycling	87% Sept 2012	<b>87%</b> Mar 2013	=	⬆️	N/A	10

 **Support and celebrate our young people**

CP 3.1	<small>REVISED INDICATOR</small> Children in relative poverty (revised local child poverty measure, including dependent children aged 16 to 19)	27% 2011	<b>23.3%</b> 2012	✔️	⬇️	✔️	12
CP 3.2a(i)	% making expected progress from Key Stage 1 to Key Stage 2 in English	84%	<b>90%</b>	✔️	89%+ To match the England average	✔️	12
CP 3.2a(ii)	% making expected progress from Key Stage 1 to Key Stage 2 in Maths	82%	<b>87%</b>	✔️	87%+ To match the England average	✔️	12
CP 3.2b	Level 4+ in both English and Maths at the end of Key Stage 2	71%	<b>75%</b>	✔️	79%+ To match the England average	✖️	12
CP 3.2c	Five good GCSEs (A* to C) including English and Maths	54.7%	<b>58.7%</b>	✔️	58.8%+ To match the England average	✖️	12
CP 3.2d	Five good GCSEs (A* to C) in any subject	86%	<b>87.4%</b>	✔️	⬆️	✔️	12
CP 3.2e(i)	% making expected progress from Key Stage 2 to Key Stage 4 in English	69%	<b>68.8%</b>	✖️	73.9%+	✖️	12
CP 3.2e(ii)	% making expected progress from Key Stage 2 to Key Stage 4 in Maths	62.8%	<b>69.5%</b>	✔️	70.2%+	✖️	12
CP 3.2f	A-Level pass rate (A* to E)	97.4%	<b>97.7%</b>	✔️	⬆️	✔️	12
CP 3.2g i-a	<small>REVISED INDICATOR</small> % of pupils attending nurseries judged good / outstanding by Ofsted	100% Aug 2012	<b>100%</b> Mar 2013	✔️	Target: 100% Interim target: 65%+	✔️	13
CP 3.2g i-b	<small>REVISED INDICATOR</small> % of pupils attending primary schools judged good / outstanding by Ofsted	42.0% Aug 2012	<b>59.8%</b> Mar 2013	✔️	Target: 100% Interim target: 65%+	✖️	13
CP 3.2g ii	<small>REVISED INDICATOR</small> % of pupils attending secondary schools judged good / outstanding by Ofsted	80.0% Aug 2012	<b>85.6%</b> Mar 2013	✔️	Target: 100% Interim target: 65%+	✔️	13
CP 3.2g iv	<small>REVISED INDICATOR</small> % of pupils attending special schools judged good / outstanding by Ofsted	78.0% Aug 2012	<b>73.4%</b> Mar 2013	✖️	Target: 100% Interim target: 65%+	✔️	13
CP 3.3a(i)	% immunised against Measles, Mumps and Rubella (MMR) by their 2nd birthday	94.6%	<b>97.6%</b> Apr-Dec 2012	✔️	95%+	✔️	13
CP 3.3a(ii)	% immunised against Diphtheria, Tetanus Polio, Pertussis & Hib (DTaP/IPV/Hib) by their 2nd birthday	98.2%	<b>98.6%</b> Apr-Dec 2012	✔️	95%+	✔️	13
CP 3.3c	Breastfeeding prevalence at 6 to 8 weeks	39.2% Oct-Dec 2011	<b>48.4%</b> Oct-Dec 2012	✔️	⬆️	✔️	13
CP 3.3d	Conceptions to girls aged under 18 (rate per 1,000 15-17 year olds)	50.2 2010	<b>48.9</b> 2011	✔️	⬇️	✔️	13
CP 3.3e	Obese children at Reception	10.7% 2010/11 school year	<b>11.2%</b> 2011/12 school year	=	⬇️	✖️	13
CP 3.3f	Obese children at Year 6	20.2% 2010/11 school year	<b>20.6%</b> 2011/12 school year	=	⬇️	✖️	13
CP 3.4a	Number of Common Assessment Framework forms currently live	1,231 Mar 2012	<b>Not available</b>	N/A	⬆️	N/A	14
CP 3.4b	Difference in point scores on the Being a Parent scale following completion of parenting	8.37 Sep'11-Mar'12	<b>11.27</b> Sep'12-Mar'13	N/A	No target set	N/A	14

Council Plan 2012/13 End of Year Performance Report

Council Plan Reference	Indicator title	Previous Performance 2011/12	Latest Performance 2012/13	Progress	Target	Target Status	Find out more on page...
CP 3.4c	Parents completing a parenting course	806 parents Sep'11-Aug'12	<b>453 parents</b> Sep'12-Mar'13	✗	↕	✗	14
CP 3.5a	Looked After Children: rate per 10,000 population under 18 & number of children	82.0 580 children Mar 2012	<b>85.8</b> 606 children Feb 2013	✗	↕	✗	14
CP 3.5b	Child Protection Plan: rate per 10,000 population under 18 & number of children	59.9 423 children Mar 2012	<b>75.9</b> 536 children Feb 2013	✗	↕	✗	14
CP 3.5c	Social care referrals per 10,000 under 18 population	537.7	<b>671.1</b> projections for 2012/13 based on Feb 2013 data	N/A	No target set	N/A	14
CP 3.5d	Repeat referrals to social care	20.0%	<b>22.7%</b> projections for 2012/13 based on Feb 2013 data	✗	↕	✗	14
CP 3.5e	Stability of Looked After placements (placements lasting 2+ years)	66.0%	<b>67.7%</b> projections for 2012/13 based on Feb 2013 data	✓	↕	✓	14
CP 3.5f	Young people aged 10-17 receiving their first reprimand, warning or conviction rate per 100,000	464	<b>373</b>	✓	↕	✓	14
 <b>Protect our most vulnerable residents</b>							
CP 4.1a	% of people in long-term community based services receiving self-directed support	51.3%	<b>90.6%</b>	✓	100%	✗	16
CP 4.1b	Social care-related quality of life (Annual Survey)	19.0	<b>18.9</b>	=	↕	=	16
CP 4.1c	Number of safeguarding alerts	813	<b>805</b>	✓	797 to 883	✓	16
CP 4.1d(i) <small>NEW INDICATOR</small>	Percentage of clients satisfied that top three safeguarding outcomes identified were met	Not available	<b>89%</b>	N/A	Baseline year no target set	N/A	16
CP 4.1d(ii) <small>NEW INDICATOR</small>	Percentage of clients satisfied that all safeguarding outcomes identified were met	Not available	<b>73%</b>	N/A	Baseline year no target set	N/A	16
CP 4.2	Percentage of young people with a Support Plan for transition to adult social care at the time of transition	92% Sep 2012	<b>98%</b> Mar 2013	✓	80%+	✓	16
CP 4.3a(i) & (ii)	Life expectancy at birth	Males: <b>77.2 years</b> Females: <b>81.6 years</b> 2008-2010		N/A	↕	N/A	16
CP 4.3a(i) (e) i & CP 4.3a(ii) (e) i	Inequality in life expectancy at birth	Males: <b>11.7 years</b> Females: <b>7.9 years</b> 2006-2010		N/A	↕	N/A	16
CP 4.3a(i) (e) ii & CP 4.3a(ii) (e) ii	Inequality in disability-free life expectancy at birth	Males: <b>16.6 years</b> Females: <b>14.5 years</b> 1999-2013		N/A	↕	N/A	16
CP 4.3b	Four-week smoking quitters	1,319 3,355 quitters Apr'11-Mar'12	<b>885</b> 2,293 quitters to date Apr'12-Dec'12	✓	3,107 quitters+	✓	16
CP 4.3c(i)a <small>REVISED INDICATOR</small>	Percentage of Telephone Survey respondents who say they smoke	21% Sept 2012	<b>17%</b> Mar 2013	✓	↕	N/A	17
CP 4.3c(ii)a <small>REVISED INDICATOR</small>	Percentage of Telephone Survey respondents who say they eat five or more portions of fruit and vegetables every day	32% Sept 2012	<b>31%</b> Mar 2013	=	↕	N/A	17
CP 4.3c(iii)a <small>REVISED INDICATOR</small>	Percentage of Telephone Survey respondents who say they participate in some form of physical activity at least five times a week	43% Sept 2012	<b>44%</b> Mar 2013	=	↕	N/A	17
CP 4.4a (i)	Crime rate per 1,000 population & number of crimes	76.7 24,732 crimes Apr'11-Mar'12	<b>66.6</b> 21,843 crimes Apr'12-Mar'13	✓	↕6%	✓	17
CP 4.4a (ii)	Number of anti-social behaviour incidents reported	19,610 incidents	<b>14,626 incidents</b>	✓	↕	✓	17
CP 4.4ba <small>REVISED INDICATOR</small>	Percentage of Telephone Survey respondents who say they feel safe in their local area after dark	67% Sep 2012	<b>66%</b> Mar 2013	=	↕	N/A	17
CP 4.5	Domestic violence/abuse victims known to the police	3,048	<b>2,899</b>	N/A	No target set	N/A	18
CP 4.6a	Homelessness cases prevented	914	<b>976</b>	✓	900+	✓	18
CP 4.6b	Number of households accepted as statutory homeless	578	<b>545</b>	✓	↕	✓	18
CP 4.7a	Drugs: % successfully exiting treatment	16.0% Apr'11-Mar'12	<b>13.5%</b> Apr'12-Mar'13	✗	↕	✗	18

Council Plan Reference	Indicator title	Previous Performance 2011/12	Latest Performance 2012/13	Progress	Target	Target Status	Find out more on page...
CP 4.7b	Alcohol: % completing care planned discharge	60% Apr'11-Mar'12	<b>60%</b> Apr'12-Mar'13	=	↑	=	18



## Values





CP 5, 6 and 7	See main body of the report						20-22
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## Transforming the way we work

CP 8.1a	Number of self-service transactions undertaken	Not available	<b>Not available</b>	N/A	Indicator under development	N/A	24
CP 8.1b	Residents surveyed who are satisfied with the way the Council runs things	71% Sep 2012	<b>65%</b> Mar 2013	✗	↑	N/A	24
CP 8.2a	Savings delivered during the year through the abc Transformation Programme	£13.3 mil	<b>£18.9 mil</b>	✓	£19.2 mil+	✗	24
CP 8.2b	Percentage of avoidable customer contact	14.84%	<b>21.64%</b>	✗	↓	N/A	24
CP 8.2c	Residents who agree that the Council delivers value for money	54% Sep 2012	<b>50%</b> Mar 2013	=	↑	N/A	24
CP 9.1	Balanced capital and revenue budget outturn for 2012/13	Balanced	<b>Balanced</b>	✓	Balanced budget outturn	✓	25
CP 9.2a	Total energy use in Council buildings and schools (including fleet)	135,442,260 kWh 2011/12 actual	<b>160,114,520 kWh</b> 2012/13 estimate	✗	↓	✗	25
CP 9.2b	Carbon dioxide emissions from Local Authority operations	51,811 tonnes 2011/12 actual	<b>52,728 tonnes</b> 2012/13 estimate	✗	↓	✗	25
CP 9.3	The number and percentage of Council Plan headline indicators that have improved, stayed the same, got worse, or can't say. See main body of the report						25
CP 10.1a (i) <small>NEW INDICATOR</small>	% completing mandatory training courses in health and safety	33.00% Sep 2012	<b>52.71%</b> Mar 2013	✓	70%+	✗	26
CP 10.1a (ii) <small>NEW INDICATOR</small>	% completing mandatory training courses in fire safety	41.00% Sep 2012	<b>59.58%</b> Mar 2013	✓	70%+	✗	26
CP 10.1a (iii) <small>NEW INDICATOR</small>	% completing mandatory training courses in equality and diversity	26.00% Sep 2012	<b>51.28%</b> Mar 2013	✓	70%+	✗	26
CP 10.1a (iv) <small>NEW INDICATOR</small>	% completing mandatory training courses in customer service	23.00% Sep 2012	<b>45.75%</b> Mar 2013	✓	70%+	✗	26
CP 10.1a (v) <small>NEW INDICATOR</small>	% completing mandatory training courses in safeguarding	50.00% Sep 2012	<b>62.63%</b> Mar 2013	✓	70%+	✗	26
CP 10.1b	Average number of days per employee spent on training and development	5.36 days	<b>4.98 days</b>	✓	3 or more days	✓	26
CP 10.1c	% councillors' learning and development needs identified that have been met	90%	<b>90%</b>	✓	80%+	✓	26
CP 10.2b i	% of employees who are disabled people	3.99%	<b>4.54%</b>	✓	↑	✓	26
CP 10.2b ii	% of employees who are from an ethnic minority	12.72%	<b>13.20%</b>	✓	↑	✓	26
CP 10.4a	Average number of working days lost to sickness absence per full time equivalent	9.13 days	<b>9.53 days</b>	✗	8.5 or fewer days	✗	26
CP 10.4b(i) <small>REVISED INDICATOR</small>	Total number of accidents	628	<b>583</b>	✓	Less than 550	✗	26
CP 10.4b(ii) <small>REVISED INDICATOR</small>	Total number of assaults	664	<b>848</b>	✗	Less than 650	✗	26



Table of Equality Indicators								
Council Plan Reference	Indicator title	Previous Performance 2011/12	Latest Performance 2012/13	Progress	Target	Target Status	Find out more on page...	
 <b>Jobs and growth</b>								
CP 1.2 (e)	Number of unemployed disabled people supported into jobs by the Council	36 2011/12	43 2012/13 <small>supported by The Employment Support Service only</small>				6	
CP 1.4c	Apprentices on the Council's own Apprenticeship Scheme	49 in post 31 Mar 2012	83 in post 31 Mar 2013 <small>54 new apprenticeships in 2012/13</small>		120 apprentices in 3 years 30 new apprenticeships in 2012/13		7	
 <b>Better pavements, streets and roads</b>								
CP 2.1a (e)	The percentage difference between priority and non priority areas assessed as having litter that fall below an acceptable level	Not available	Not available	N/A	No target set	N/A	10	
 <b>Support and celebrate our young people</b>								
CP 3.2c	Five good GCSEs (A* to C) including English and Maths: Coventry average	54.7%	58.7%		58.8%+ To match the England average		12	
CP 3.2 (e)	The percentage difference between the following and the average in achieving five good GCSEs (A*-C) including English and Maths: % achieved (% gap)							12
CP 3.2c (e) i	Black African	50.0% <small>(4.7% gap)</small>	61.2% <small>(2.5% better than average)</small>				12	
CP 3.2c (e) ii	Mixed White Black African	50.0% <small>(4.7% gap)</small>	25.0% <small>(33.7% gap)</small>				12	
CP 3.2c (e) iii	Black Caribbean	42.4% <small>(12.3% gap)</small>	55.1% <small>(3.6% gap)</small>				12	
CP 3.2c (e) iv	Black Other	48.0% <small>(6.7% gap)</small>	60.0% <small>(1.3% better than average)</small>				12	
CP 3.2c (e) v	Transient Communities	39.7% <small>(15% gap)</small>	Not available	N/A		N/A	12	
CP 3.2c (e) vi	Disadvantaged (Pupil Premium / Free School Meals)	32.7% <small>(22.0% gap)</small>	35.0% <small>(23.7% gap)</small>			To reduce the gap		12
CP 3.2c (e) vii	Special Educational Needs	19.2% <small>(35.5% gap)</small>	24.5% <small>(34.2% gap)</small>				12	
CP 3.2c (e) viii	Looked After Children	12.5% <small>(42.2% gap)</small>	12.7% <small>(46.0% gap)</small>				12	
CP 3.2c (e) ix	Gypsy/Roma	0.0% <small>(54.7% gap)</small>	4.8% <small>(53.9% gap)</small>				12	
CP 3.2c (e) x-a	Boys	50.0% <small>(4.7% gap)</small>	53.9% <small>(4.8% gap)</small>				12	
CP 3.2c (e) x-b	Girls	58.0% <small>(-3.3% better than average)</small>	63.4% <small>(4.7% better than average)</small>		No target set - already above city average		12	
CP 3.3d	Conceptions to girls aged under 18 (rate per 1,000 15-17 year olds)	50.2 2010	48.9 2011				13	
 <b>Protect our most vulnerable residents</b>								
CP 4.1a	% of people in long-term community based services receiving self-directed support	51.3%	90.6%		100%		16	
CP 4.1b	Social care-related quality of life (Annual Survey)	19.0	18.9				16	
CP 4.3a(i) (e) i & CP 4.3a(ii) (e) i	Inequality in life expectancy at birth	Males: 11.7 years Females: 7.9 years <small>2006-2010</small>		N/A		N/A	16	
CP 4.3a(i) (e) ii & CP 4.3a(ii) (e) ii	Inequality in disability-free life expectancy at birth	Males: 16.6 years Females: 14.5 years <small>1999-2013</small>		N/A		N/A	16	
CP 4.4d (e)	Reported offences motivated by hatred/prejudice towards a person because of their actual/perceived protected characteristic of...						17	
CP 4.4c (e) i	...disability (disability hate crime)	21	29	N/A		N/A	17	

Council Plan 2012/13 End of Year Performance Report

Council Plan Reference	Indicator title	Previous Performance 2011/12	Latest Performance 2012/13	Progress	Target	Target Status	Find out more on page...
CP 4.4c (e) ii	...race/ethnicity (racist incidents)	402	270	N/A	To increase reporting	N/A	17
CP 4.4c (e) iii	...sex/gender or transgender (gender identity/reassignment)	2	0	N/A		N/A	18
CP 4.4c (e) iv	...sexual orientation (homophobia)	28	27	N/A		N/A	18
CP 4.4c (e) v	...religion or belief	5	10	N/A		N/A	18
CP 4.5	Domestic violence/abuse victims known to the police	3,048	2,899	N/A		No target set	N/A
CP 4.6a	Homelessness cases prevented	914	976	✓	900+	✓	18
CP 4.6b	Number of households accepted as statutory homeless	578	545	✓	↓	✓	18
CP 4.7a	Drugs: % successfully exiting treatment	16.0% Apr'11-Mar'12	13.5% Apr'12-Mar'13	✗	↑	✗	18
CP 4.7b	Alcohol: % completing care planned discharge	60% Apr'11-Mar'12	60% Apr'12-Mar'13	=	↑	=	18



## Values

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20-22



## Transforming the way we work

CP 10.2b i	% of employees who are disabled people	3.99%	4.54%	✓	↑	✓	26
CP 10.2b ii	% of employees who are from an ethnic minority	12.72%	13.20%	✓	↑	✓	26



Coventry City Council

## Briefing note

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**To: Scrutiny Co-ordination Committee**

**Date: 10<sup>th</sup> July 2012**

**Subject: Scrutiny Work Programme 2013/14**

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### **1 Purpose of the Note**

- 1.1 To provide the Committee with the issues identified for the 2013/14 work programme by all the Scrutiny Boards and the Committee itself, so that the content of the initial programme can be finalised.

### **2 Recommendations**

- 2.1 The Committee is requested to consider the information shown in the appendix and to agree the content of the initial work programme, asking the Scrutiny Boards to give priority to significant issues.

### **3 Information/Background**

- 3.1 At their first meeting in this municipal year, the Committee and all Scrutiny Boards identified the issues they wished to include in their work programmes.
- 3.2 These were subsequently considered and further issues identified at an informal meeting of Scrutiny Members on 26<sup>th</sup> June 2013.
- 3.3 The appendix sets out all of these issues. As always, prioritisation of issues remains important to the success of scrutiny and boards have given consideration to those areas where they wish to carry out more in depth pieces of review work and those which may be managed more lightly. The Committee may wish to highlight specific issues which it feels should be given high priority in individual board work programmes.
- 3.4 The Committee needs to bear in mind that this is only the initial work programme and that further issues might arise during the year which will need to be included, while others may be de-prioritised.
- 3.5 As some of the issues affect more than one Board, the Committee will need to review the programme as it develops to ensure it is co-ordinated effectively.

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## Scrutiny Co-ordination Committee

Meeting Date	Work programme item	Brief Summary of the issue
10 <sup>th</sup> July 13	Alcohol Strategy	Alcohol has wide ranging impacts on people and communities particularly in relation to health and community safety. Prior to consideration by the Community Safety Partnership and Cabinet Member (Health and Adult Services), the Committee will review the draft Alcohol Strategy which sets out the position in Coventry and proposals for action.
	Olympic Legacy Scrutiny Panel	To consider progress on the work of the task and finish group established following the Cabinet Member (Policy, Leadership and Governance) meeting on 30 <sup>th</sup> November 2012. A progress report was presented to Scrucro at their meeting on 17 <sup>th</sup> April 2013.
	Outside Bodies reports back	To identify which outside bodies appointed to by the Council at their annual general meeting report to Scrutiny Co-ordination Committee and other Scrutiny Boards.
	Review of Coventry Community Safety Partnership (CSP)	To present to the Board the proposed changes to the CSP requested by the Police and Crime Commissioner
7 <sup>th</sup> Aug 13	Equalities	To review the Council's annual equalities report and identify any priorities or concerns for future action or review.
11 <sup>th</sup> Sept 13	Houses in Multiple Occupation Task and Finish group	To feedback and report on progress on the work of the task and finish group established following the Scrucro meeting on 20 <sup>th</sup> March 2013
Date to be identified	Review of Coventry Partnership	To review the current priorities and working model of the Coventry Partnership in the context of new national and local initiatives including the LEP
	Update on DVA multi-agency model	An update on progress following the meeting on 21 <sup>st</sup> November 2012, to include an update on progress on actions from the SCR
	Community Safety Partnership Annual Report	The Annual Report of the Community Safety Partnership as well as the strategic assessment informing priorities for working
	Advice Services Review	Following on from their meeting on 20 <sup>th</sup> March the board requested that the Scrutiny Co-ordination Committee receive the report to be considered by the Cabinet Member (Community Safety and Equalities) on this issue in due course and that further information is received on the outcome of the consultation.
	Neighbourhood Working	Proposals for changes to neighbourhood working models.
	Transition between Children's and Adult's Social Care	
	Immigrant communities – access to healthcare and	Prompted by Referral and Assessment Service visit by Scrutiny Board 2 during 2012/13

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## Scrutiny Co-ordination Committee

Meeting Date	Work programme item	Brief Summary of the issue
	support services, promoting values	
	Welfare Reform	To review the recommendations arising from the 2012/13 Scrutiny sub group and ensure the Council is managing the organisational requirements of the new arrangements effectively and understands their impacts on the city. Also to ensure issues relating to the impact of welfare reform and how they relate to other policies and decisions are understood. Issues include links with partner agencies to minimise duplication, maintenance of Council tax Support, use of the discretionary housing payment fund, impact of the benefit cap, impact on social care of changes, communication of the changes and partnership working and readiness to implement universal credit. <i>[Links with the remit of Finance and Corporate Resources Scrutiny Board (1)]</i>
	Domestic Violence	To ensure any issues relating to domestic violence arising from serious case reviews are understood and acted on
	Public Safety Services	To contribute to a review of risk levels and thresholds for intervention as part of review of how the service operates and engages with local people.
	Built Environment Enforcement	To review the effectiveness of initiatives to ensure that enforcement activity (across housing, planning, environment and community safety) is effectively joined up to deliver the best outcomes for local people and the environment, including the work of the Strategic Built Environment Group. This could include information on how the issue of empty properties is being addressed.
	Scrap Metal Licensing	To contribute to the development of local policy in response to the new licensing provisions being introduced under the Scrap Metal Dealers Act 2013.
	Legal Services Costs and Income	To review opportunities to reduce external legal spend and increase income generation opportunities from the service. <i>[Could sit with Scrucro or with Finance and Corporate Services SB]</i>
	Council Wide Marmot Plan	To review the Council's work as one of the Marmot Cities to improve life chances and reduce health inequalities
	Asset Based Working	To contribute to the development of asset based working to create more resilient communities.
	Statutory Advisor on Health	To review the role and impact of the Director of Public Health's responsibilities as the Council's Statutory Advisor on Health
	Organisational Change	To scrutinise the impact of the significant organisational change being planned with the creation of the People and Resources Directorates.

## Finance and Corporate Services Scrutiny Board (1)

Meeting	Work programme item	Brief Summary of the issue
19 July 2013	abc Transformation Programme Progress Report	To scrutinise progress on the abc Transformation Programme during 2012/13.
Page 74	Procurement Strategy and Social Value Act 2012	To scrutinise the development of the procurement strategy and in particular, the implementation of the Social Value Act 2012. This Act enables the procurement process to take into account what else a contract can offer the City (local employment, number of apprenticeships) as well as bottom line figures. Need to watch a possible overlap with Procurement and Audit Committee.
	Customer Connect	To scrutinise the Customer Connect programme. To include looking at the feasibility of planned locations for service delivery.
	Strategic Property Review and Council move to Friargate	The Strategic Property review and Council relocation to the Friargate development have significant implications for the Council's transformation journey and use of resources.
	Money Matters	To scrutinise the Money Matters review including the implementation of the new financial system.
	Pension Fund	To scrutinise, at an appropriate time, changes to the pension fund.

## Finance and Corporate Services Scrutiny Board (1)

<b>Update reports – to be circulated with agendas for information only</b>		
Dates to be confirmed	Electoral Registration	The Electoral Registration process is being changed from household registration to individual electoral registration. To look at the impact on the number of registered voters.
	Business Services Review – progress report	SCRUCO looked at the evaluation report on 20th February 2013. This set out a series of recommendations which aimed to build the foundations of the future shape the service and assist in securing additional savings. It's recommended that scrutiny review progress is 6 months (August 2013).
	Half yearly reports on agency workers/sickness absence	A regular update on progress on reducing staff sickness and use of agency staff across the Council
	Review of Bailiffs Guidelines	A review of the policy which provides guidelines to how Council appointed bailiffs deal with vulnerable people, and how the Council monitor how the guidelines are adhered.
	Half yearly report on Benefit	A regular update on progress on performance in the benefits service. This report goes to Cabinet Member so will be .
	Half yearly report on Revenue	A regular update on progress on performance in the revenues service.
	Progress update on Services to Schools	An update on progress on how services are becoming more commercial in marketing themselves to schools and also progress on full-cost recovering where this hasn't already happened. Report expected June/July 2013

## Education and Children's Services Scrutiny Board (2)

Meeting	Work programme item	Brief Summary of the issue
July 2013	Proposed changes to the Youth Service	To bring to the Scrutiny Board for comment the proposed changes to the Youth Service which are due to go out to consultation.
July 2013	Outcome from the Peer Review including Performance Management Systems in CLYP	To provide the Board with information on the outcome of the Peer Review, which took place in April 2013. This will be an opportunity for the Board to scrutinise the steps put in place following the feedback from the review.
29 August 2013	Update on the CLYP FSR including an update on the implementation of the Fostering and Adoption FSR	To provide the Board with an update on progress to date on the CLYP FSR and associated savings. One element for particular scrutiny is the outcome of the FSR of the Fostering and Adoption Service. To include review of additional investment into early intervention and prevention and post adoption support services.
29 August 2013	Early intervention including Troubled Families	To update on progress to date on early intervention work and the Troubled Families programme.
10 October 2013	Social Care Performance	To allow the Board an opportunity to scrutinise Social Care performance, including LAC numbers. To include information on supporting those leaving care and issues around vulnerabilities.
10 October 2013	Safeguarding Performance - Annual Report	The Board annually scrutinise the Safeguarding Board Annual Report. The Chair of the Board and relevant partners to be invited.
10 October 2013	Independent Reviewing Officers Annual Report	The Board annually scrutinise the report of the Independent Reviewing Officers.
10 October 2013	Family Group Conferencing Annual Report	The Board annually scrutinise the Family Group Conferencing report.
7 November 2013	Educational Attainment Strategy	To scrutinise progress on the Educational Improvement Strategy, including an update on OFSTED results across the City. Invite Head Teachers to the meeting to share their views.
7 November 2013	Headline Educational Performance Data	To bring headline data on performance across the City following the summers assessments. This will include an update by LACES on Looked after Children. This will be looked at in more detail in January when national comparison data is published.
16 January 2014	Educational Performance including the National Picture	To scrutinise educational performance in the City in comparison to national results which will be published in January 2014. To include an update on the school attendance strategy.
16 January 2014	Relationship with Schools including Academies and Free Schools	To scrutinise the changing relationship of the Local Authority with schools including academies and free schools. To include information on participation in the Respect Yourself and Prevent agendas.



## Education and Children's Services Scrutiny Board (2)

<b>Meeting</b>	<b>Work programme item</b>	<b>Brief Summary of the issue</b>
<b>27 March 2014</b>	Adult Education	To look at the impact on enrolment figures of the revised charging policy - this was introduced in June 2013.
<b>Dates to be confirmed</b>	SEN FSR and the changing National Context	The SEN service is undergoing a fundamental service review as well as being subject to a changing national context. This item will be brought to the Board as appropriate throughout the year for comment.
	Serious Case Review Reports	Additional meetings will be scheduled at appropriate times to examine any Serious Case Review reports which are published. Cabinet Members to be invited.
	Services for Looked after Children leaving care	Services for those leaving care have recently been brought back into the Council. Members would like to scrutinise how well this service is now operating.
	Post Adoption Support Services	To look at the support which is offered to families following the adoption process.
	Looked after Children relationships with Social Workers	At the June Voices of Care meeting, the group shared with Members the outcome of a survey undertaken with under 12's. This showed that almost half did not understand why they were in care and almost as many felt they did not have a say on where they lived. This work would look to ensure that Social Workers are engaging with young people in the most effective way possible.
	Library improvement programme	To look at the improvements to the Library Estate across the City, following the refurbishment of Central Library.
	Adult Education and employment	To look at the number of Adult Education courses which focus on helping people back into work. To include success rates and outcomes.
	Planning for increased Secondary Schools Places	To scrutinise the planning for additional secondary places, as it goes out for consultation during 2013/14.
	Libraries as an access point to Services	To look at customer access to Council services through libraries. <i>[Could be managed here or considered by Scruco]</i>

## Business, Economy and Enterprise Scrutiny Board (3)

Meeting Date	Work programme item	Brief Summary of the issue
<b>5<sup>th</sup> June 13</b>	Job Strategy Update	An update on progress on the action plan and the new action plan
<b>10<sup>th</sup> July 13</b>	Coventry City Centre	This is an opportunity to look at a variety of different policy areas that affect the city centre, such as empty shops, commercial property, tourism, residential developments etc. The Board will also hear from businesses in the city centre and other interested parties.
<b>11<sup>th</sup> Sept 13</b>	Tourism Strategy	The Board will consider how the Council business and leisure tourism in the city. Particularly looking at the staffing and location of facilities such as the Priory Visitors Centre and the Tourist Information Centre. The Board will look at the links with the cultural offer and the cultural strategy as well as the role of events in promoting the city. The Board will need to consider links with the Cabinet Member Advisory Panel (Sports Vision and Strategy, Tourism and City Wide Events).
<b>13<sup>th</sup> Nov 13</b>	Promoting small and medium enterprises (SME'S) - business start-ups, growth potential businesses and social enterprises	The Board are interesting at looking at the links between the Council and small businesses, in particular the links with the Chamber and the Federation of Small Businesses. The Board will also consider the fact that the Council has a political commitment to support social enterprise but no explicit strategy on how to do this.
<b>8<sup>th</sup> Jan 14</b>	Financial accountability of CWLEP	The Council is the accountable body for the funding that is managed and distributed by the LEP. The Board will look at how the funding is contributing to and supporting the CWLEP strategic plan and progress.
	CWLEP Strategic plan consultation	The CWLEP will need to publish a strategic plan that will need a wide consultation process. The Board will feed into the consultation process on the strategic plan.
<b>12<sup>th</sup> Feb 14</b>	The Rail Story	The Board will look at the progress and developments or various rail projects in the region, including NUCKLE and HS2.
<b>19<sup>th</sup> March 14</b>	Jobs Strategy Update	To look at the progress of the action plan in the Jobs Strategy, in particular the specific work being undertaken by the Deputy Cabinet Member (Education) on NEETS and the research that was commissioned by the LEP on skills.
<b>Date to be decided</b>	Core Strategy/ Coventry Development Plan	As part of the new core strategy, the links with Social Housing need to be considered, including links with other policies.

## Public Services, Energy and the Environment (4)

Meeting	Work programme item	Brief Summary of the issue
<b>31<sup>st</sup> July 13</b>	Provision of parks and open spaces for improved health	The Board were interesting in finding out more about how the city's parks and open spaces can contribute to addressing health inequalities within the context of Coventry being a Marmot City.
	Performance of street cleansing and grounds maintenance	The Board will look at performance of street cleansing across the city and identify areas of improvement, particularly in terms of shared land.
<b>Date to be decided</b>	Waste Strategy Update	Following the recommendations to Cabinet Member from a Task and Finish Group last Municipal Year, the Board will monitor progress on identified actions. Also to include the consideration of options for food waste management.
	Culture change of staff	Ensuring that as services provided by the Council change and adapt, that the workforce is also adaptable to ensure that the changes are implemented and achieve improved performance
	Traffic Management during major road works	Considering the large programme of road improvement planned for the city, the Board will consider how traffic is managed to ensure a minimal disruption and how this is communicate to road users.
	Flood Risk Management Strategy	To look at the Flood Risk Management Strategy in more details including the emergency procedure for heavy rainfall (issue of sandbags)
	Public Toilets Review	To review the provision of public toilets across the city.
	Future of trading services	To consider whether in a climate of reduced resources should the Council focus on a core of key services to residents or make use of commercial income opportunities, such as catering and repair and maintenance.
	Taxi Licensing Policy - consultation	To look at the development of taxi licensing policy to enable sufficient wheelchair access
	CCTV FSR	A report on the progress of the CCTV FSR
	Review of winter waste collection	A review of winter waste collection following winter 12/13, in the context of the visit to Kiel – to consider snow chains, winter tyres and smaller pavement gritters.
	Heatline – Phase 2	Progress report on the developments of Heatline and the next stages of work
	Progress report on Cycle Coventry Project	Following the meeting on 9 <sup>th</sup> April the Board requested further updates on the Cycle Coventry project including more details on the measurable actions and also data on cyclist injury/fatality.
	Climate Change Strategy	The annual report on progress against the actions and outcomes of the Climate Change Strategy brought to the Board in January 2012. Members are particularly interested in finding out how the city is adapting to climate change as well as reducing our carbon footprint. To include an update on progress on collective purchasing of energy and the aerial thermal survey

## Health and Social Care Scrutiny Board (5)

Meeting Date	Work programme item	Brief Summary of the issue
19 June 2013	Induction and work planning	Short briefings on the remit of the Board and introduction to NHS organisations. First thoughts on the work programme.
	UHCW Quality Account	NHS provider Trusts are required to produce annual statements of quality priorities and outcomes. The Board has a role in providing a short commentary on progress.
	CWPT Quality Account	As above
	Communicable Disease Control and Outbreak Management	CCC Public Health / Public Health England / LAT – discussion on MMR / Measles – prevention of communicable disease, local resilience.
24 July 2013	Attendances at A and E – University Hospital site	Recently hospital chief executives across the region have expressed concerns about the continued growth in A&E Attendances. The Board has been advised of significant failures in meeting the 95% target for people being seen within 4 hours. Issues to discuss: A&E Safety and Performance overall What are the numbers? 24 hour admission rate, staffing levels Breaches? What happens? What are we doing about it Trolley waits? A&E links to other problems at the hospital / quality.
	Adult Social Care Bill	The Government has published an Adult Social Care draft Bill to which it is intended that the Council will make a formal response.
25 September 2013	Francis Report	<ul style="list-style-type: none"> <li>- What Francis means to local Trusts</li> <li>- How propose to implement duty of candour</li> <li>- Impact on patients in Trust premises and / or at home</li> <li>- What are implications for the CCG</li> <li>- What are the implications for the City Council</li> </ul>
	Care Quality Commission (CQC )	Follow up to April meeting and developing role of CQC in particular re care homes/ social care settings. Linked to above
6 November 2013	ABCS – A Bolder Community Services	Major programme of service re-design and change intended to reflect budget challenges for Adult Social Care services, part of wider Citywide consultation.
	NHS 111	Request current position and revised plans Impact of this on UHCW A&E pressures
	Public and Patient Engagement	By local Trusts / CCG role / Healthwatch's role and how the public interact with and influence Health Services.
4 December 2013	Dementia diagnosis pathways	

## Health and Social Care Scrutiny Board (5)

	Commissioning of third sector organisations – particularly around support for LTC	
<b>15 January 2013</b>	Commissioning landscape of the City (Jan / Feb) What impact has the CCG had? Has it added value? Is it cost effective? What is the impact on GPs and their services?	
	Health and Wellbeing Board Work Programme – Chair to attend a Board meeting	Chair to be invited, examine Health and Wellbeing Strategy and progress
<b>5 February 2014</b>	Sexual health services	
<b>5 March 2014</b>	Physical healthcare of LD & MH patients	
<b>Date to be determined</b>	Patient discharge from UHCW	
	Financial position at the hospital	
	Complaints at UHCW / wider health economy and how they are used to improve quality?	
	NHS England Local Area Team	What is their role? Role in A&E planning / primary care conversation / NHS front-door
Page 81	Nutritional standards in inpatient care	Policies / procedures for inpatient providers - Councillors visit / trial?
	DPH Annual Report	
	Private companies running GP practices	Progress report and examination of outcomes

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Coventry City Council

## Briefing note

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**To: Scrutiny Co-ordination Committee**

**Date: 10<sup>th</sup> July 2013**

**Subject: Outside Bodies – Reporting Arrangements**

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### **1 Purpose of the Note**

1.1 To consider the reporting arrangements for outside bodies to Scrutiny during 2013/14.

### **2 Recommendations**

2.1 The Scrutiny Co-ordination Committee is recommended to:

- a) agree the amended list of outside bodies that report to Scrutiny Boards (Appendix 1)
- b) request officers to timetable the required outside bodies reports on the appropriate work programmes.

### **3 Information/Background**

3.1 The terms of reference for Scrutiny includes a role in receiving reports on outside bodies to which the Council makes appointments at the annual meeting. The Constitution states that at the start of the municipal year, Scrutiny Co-ordination Committee will decide for which outside bodies it wishes to receive reports.

3.2 The Council appoints to some 80 bodies each year and to help manage Scrutiny business and ensure that the time spent preparing and considering reports reflects council priorities, a task and finish group met at the start of the 2012/13 year. The group met twice and made recommendations to Scrutiny Co-ordination Committee about future reporting arrangements. It was agreed that the following criteria be applied to those outside bodies that report to Scruco:

- The Council funds the organisation through a grant of some sort.
- The Council has a financial interest in the organisation
- The organisation has a strategic role beneficial to the Council

3.3 If the outside body was of relevance to the work of the Council, but sat very clearly under the remit of a specific Scrutiny Board, the outside body was referred to the relevant Scrutiny Board and the list was sorted into the following headings:

- Report to Scruco
- Report to a specific Scrutiny Board
- No report required



- 3.4 The group recommended that Scrutiny Co-ordination Committee use these criteria at the start of each year to review which bodies should be asked to report to Scrutiny Co-ordination Committee.
- 3.5 The proposed reporting arrangements for 2013/14 are shown in Appendix 1. The following changes are proposed:
- a number of outside bodies were not included in the appointments list considered at the annual meeting and these should be removed, while additional bodies have been added
  - the approach to secondary school governing bodies, trusts and foundations was inconsistent with some being required to report to the relevant Scrutiny Board and others not. It is proposed that the Education and Children's Services Scrutiny Board (2) consider as part of their work programme whether or not a report for the school bodies should be provided according to any priority issues or concerns.
- 3.6 The group also made recommendations of the Cabinet Member Policy Leadership and Governance about ensuring that the outside bodies to which the Council makes appointments is up to date and regularly reviewed and that where the Council has financial interests in bodies but does not appoint Elected Members that appropriate reporting mechanisms be considered. These recommendations were accepted.

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**Appendix 1**  
**Proposed reporting routes for outside bodies**

**A) Scrutiny Co-ordination Committee**

<b>ORGANISATION</b>	<b>Reason</b>	<b>FUNDED FROM COUNCIL GRANT (2011/12 figures given where yes)</b>
Albany Theatre Trust	Funded	(estimate) 38,000
Belgrade Theatre Trust (Coventry) Limited	Funded	1,056,971
Birmingham International Airport Holdings Limited – Board of Directors	Financial interest	No
Coventry and Solihull Waste Disposal Company Limited - Shareholders' Panel	Financial interest	No
Coventry and Warwickshire Local Enterprise Partnership Board and Local Transport Body (sub group)	Strategic interest	No
Coventry Association for International Friendship	Strategic interest	No
Coventry Citizens' Advice Bureau Management Board	Funded	296,194
Coventry Heritage and Arts Trust	Funded	1,696,684
Coventry Law Centre Limited	Funded	513,729
Coventry Refugee and Migrant Centre	Strategic interest	No
Coventry Venture Capital Fund	Financial interest	No
<sup>1</sup> Coventry, Solihull and Warwickshire Leaders Board	Strategic interest	No
Local Government Association – General Assembly	Strategic interest	No
Local Government Association - Urban Commission	Strategic interest	No
<sup>1</sup> Moat House Community Trust	Funded	30,000
The Coventry Partnership (including Coventry Learning Disabilities Partnership and Older People's Partnership)	Strategic interest	No
Museum of British Transport Coventry Ltd	Funded	1,229,022
University of Warwick Science Park Business Innovation Centre Limited	Financial interest	No
University of Warwick Science Park Foundation Limited	Financial interest	No
Voluntary Action Coventry	Funded	190,250
West Midlands Councils – including sub-groups	Strategic interest	No
West Midlands Fire and Rescue Authority	Strategic interest	No
West Midlands Joint Committee	Strategic interest	No
West Midlands Pensions Committee	Financial interest	No

<sup>1</sup> No appointment made at 2013 Annual Meeting, therefore remove from list

<b>NEW BODIES INCLUDED IN 2013/14 LIST OF APPOINTMENTS</b>	<b>Reason</b>	<b>FUNDED FROM COUNCIL GRANT</b>
Coventry Ambassadors Social Enterprise Board	Funded	2013/14 - up to £20,250
Council of Governors of the Coventry and Warwickshire Partnership Trust	Financial interest	No

**B) Specific Scrutiny Board**

SB	ORGANISATION	FUNDED FROM COUNCIL GRANT
SB3	Birmingham Airport Focus Group	No
SB2	Coventry Schools Admissions Forum	No
SB2	Foxford School Trust	No
SB2	Governing Body of Blue Coat Academy	No
SB2	<sup>1</sup> Governing Body of Finham Park Academy	No
SB2	Governing Body of Sidney Stringer Academy	No
SB2	Governing Body of Tile Hill Academy	No
SB2	Governing Body of Woodlands Academy	No
SB2	Grace Academy	No
Scruco	Police and Crime Panel	No
SB4	Regional Flood and Coastal Committee	No
SB3	West Midlands Integrated Transport Authority	No
SB3	West Midlands Joint Committee – Planning and Transportation Sub-Committee	No
SB3	Whitefriars Housing Group	No

Boards amended where appropriate to reflect revised arrangements for 2013/14

**C) Proposed - Not required to report**

ORGANISATION	Reason	FUNDED FROM COUNCIL GRANT
Bus Lane Adjudication Service Joint Committee (BLASJC)	Rarely meets	No
Connexions Strategic Partnership Board	No longer meets	No
Coventry Fairtrade City Steering Group	No longer meets	No
Coventry Learning Disabilities Partnership Board	Reports as part of Coventry Partnership	No
<sup>1</sup> Coventry Mental Health Partnership Board	No longer meets	No
Coventry, Solihull and Warwickshire Partnership Limited	No longer meets	No
Daimler Green Recreational Trust	Not strategic	No
Governing Body of City College	Not strategic	No
Older People's Partnership Board	Reports as part of Coventry Partnership	No
Parking and Traffic Regulation Outside London Adjudication Joint Committee (PATROLAJC)	Rarely meets	No
SIGOMA (Special Interest Groups of Municipal Authorities)	Rarely meets	No
University of Warwick - Advisory Board of the Institute of Education	Not strategic	No
<sup>1</sup> West Midlands Leaders Board - Member Development Steering Group	Reports as part of West Midlands Councils	No

<sup>1</sup> No appointment made at 2013 Annual Meeting, therefore remove from list

<sup>2</sup> The Education and Children's Services Scrutiny Board (2) to consider as part of their work programme whether or not a report for the school bodies should be provided according to any priority issues or concerns alongside those bodies in Table D

**D) Outside Bodies previously agreed no report necessary  
(taken from the list agreed at Scrutiny Co-ordination Committee 11<sup>th</sup> November 2009)**

Adoption Panel	
Annie Bettmann Foundation	
Barr's Hill School Trust	SB2 to consider whether to include this in its work programme
Birmingham International Airport Consultative Committee	
Blue Coat School Foundation	
Bond's Hospital Estate Charity Trustees	
Children and Young People's Commissioning Board	SB2 to consider whether to include this in its work programme
Coventry Airport Consultative Committee	
<sup>1</sup> Coventry and Solihull Valuation Tribunal	
Coventry and Solihull Waste Disposal Company Advisory Forum	
Coventry Church (Municipal) Charities Trustees	
Coventry General Charity Trustees	
<sup>1</sup> Coventry Community Safety Partnership	This organisation reports to Scrucro
<sup>1</sup> CV One/Coventry City Council Joint Working Group	
Fostering Panel	
John Friends Memorial Fund Management Committee	
<sup>1</sup> Leicester University Court	
Lyng Hall Trust Limited	SB2 to consider whether to include this in its work programme
Martha Flint and Emma Osmond Educational Foundation	
Sir Charles Barratt Memorial Foundation	
Soothern and Craner Educational Foundation	
Stoke Park School Trust	SB2 to consider whether to include this in its work programme
Swillington's Charity Trustees	
Tansley Charity Trustees	
<sup>1</sup> The West wood Trust	SB2 to consider whether to include this in its work programme
Tom Mann Centre Trust Management Committee	No routine report required but Committee requested a report on the winding up of the Charity when this occurs
<sup>1</sup> Whitley Abbey Foundation	SB2 to consider whether to include this in its work programme
William Proffitt's Charity	

<sup>1</sup> No appointment made at 2013 Annual Meeting, therefore remove from list

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## Briefing note

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**To: Scrutiny Co-ordination Committee**

**Date: 10<sup>th</sup> July 2013**

**Subject: Progress and outcomes of Olympic Legacy Scrutiny Panel**

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### **1 Purpose of the Note**

- 1.1 To present the progress against intended outcomes of the Scrutiny Co-ordination Committee Olympic Legacy Scrutiny Panel and identify the most suitable location for the future of this work.

### **2 Recommendations**

- 2.1 That the Scrutiny Co-ordination Committee refers any outstanding recommendations or areas of work of the Olympic Legacy Scrutiny Panel to other appropriate working groups.

### **3 Information/Background**

- 3.1 At their meeting on 6<sup>th</sup> March 2013 the Olympic Legacy Scrutiny Panel agreed the following scope for the group to look at:
- a) Coventry Ambassadors – legacy challenge: how do we continue to support, train and develop the city's greatest asset – its people – to continue and enhance the Coventry Ambassadors scheme?
  - b) Community Games - legacy challenge: how do we continue to support and develop the Community Games initiative with no funding allocated for 2013/14 onwards?
  - c) City look and feel – legacy challenge: how do we continue to enhance the look and feel of the city in the future?
  - d) Plus any other area of Olympic legacy that the panel feel should be considered, that aren't being considered elsewhere.
- 3.2 The group have met three times and the progress and outstanding areas of work are laid out in the table overleaf in Appendix 1.

### **4 Outstanding areas of work**

- 4.1 There are several recommendations relating to the Community Games and the city look and feel which need further work and subsequent consideration by the relevant Cabinet Members.
- 4.2 At the Council Annual General Meeting on 16<sup>th</sup> May 2013 a Cabinet Advisory Panel – Sports Vision and Strategy, Tourism and City Wide Events was established. This panel covers the areas of work that have been in the remit of the Olympic Legacy Scrutiny Panel.
- 4.3 Therefore it is recommended that any outstanding work of the Olympic Legacy Scrutiny Panel should be passed to the Cabinet Advisory Panel – Sports Vision and Strategy, Tourism and City Wide Events for consideration as part of its wider brief.

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## Appendix 1

Area of scoping document	Recommendations identified	Outcome
Coventry Ambassadors	(1) Support the development of the Coventry Ambassadors scheme as part of a new social enterprise model to be developed by Coventry University (2) Support the funding proposal to provide initial grant funding for the scheme up to £20,250, which will be met from existing Council budgets (3) Agree in principle that an Elected Member is identified at the Council's Annual General Meeting to represent the Council as a director on the board of the social enterprise company	Accepted at Cabinet 16 <sup>th</sup> April 2013
Community Games	(1) The Community Games should continue to be supported by the Council (2) That a mix of funding sources and support should be considered, including grant funding, local businesses, school clusters and larger companies in the city such as supermarkets.	Propose that these recommendations be incorporated into the work of the Cabinet Advisory Panel – Sports Vision and Strategy, Tourism and City Wide Events
City look and feel (city dressing)	(1) Explore further the links with Bay Media to use the lampposts and building dressing that was started during the Olympics, particularly around the area of income generation, where that income would go to and what it would be used for. (2) Look further into the possibility of a lasting Olympic memorial through a piece of public art using innovative funding and exploring possibilities with the Arts Council	Propose that these recommendations be incorporated into the work of the Cabinet Advisory Panel – Sports Vision and Strategy, Tourism and City Wide Events