



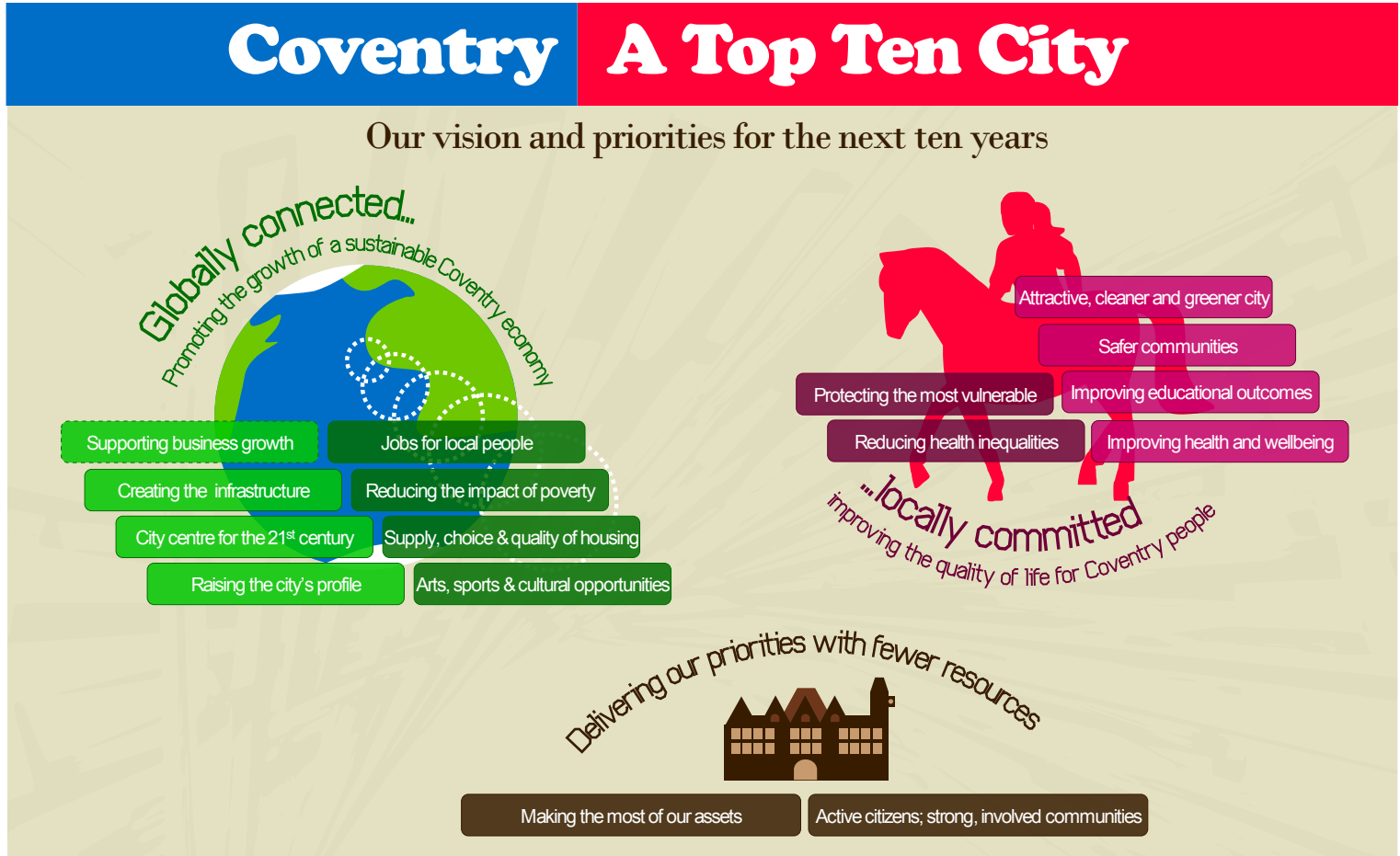
**COUNCIL PLAN 2015/16 HALF-YEAR PERFORMANCE REPORT**  
**COVENTRY CITY COUNCIL**

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## Council Plan

Coventry: A Top Ten City, the Council Plan, was approved in January 2014 and was last revised and updated in July 2015:



## Indicators

The Council uses headline indicators agreed with managers to show progress made towards its priorities. This is supported by a wider basket of measures that help explain the trends and story behind the headlines. Where possible, indicators are selected from key strategies and aligned to directorate priorities. In addition to headline indicators, this report includes equality indicators in *italics*.

## Abbreviations & symbols used

S/N = Statistical neighbours (similar authorities)

WMM = West Midlands metropolitan area

WMR = West Midlands Region

Symbol	Progress	Target
	Progress made towards the target (right direction)	On-target
	Moving away from target (wrong direction)	Off-target
	Progress is similar or unchanged (or statistically insignificant)	–

Symbol	Progress	Target
	Updated data not available	–
	–	Target cannot be set

## Find out more

Coventry City Council's performance reporting arrangements are made up of a high-level summary published every six months (this report); and online resources on the Council's website setting out historical trends, comparators, interactive maps and data visualisations and links to the Council's key strategies and progress reports.

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



# COUNCIL PLAN MEASURED WITH 64 HEADLINE INDICATORS

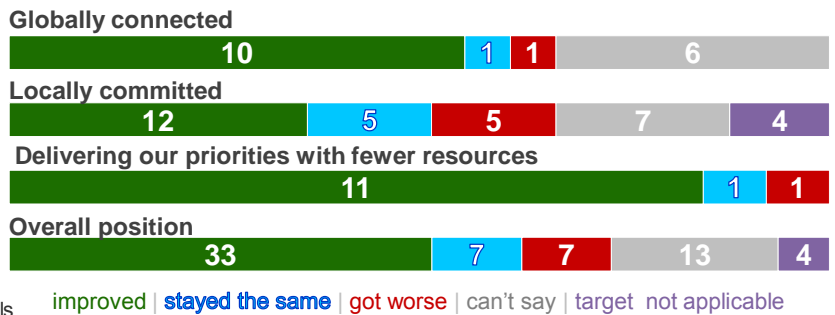
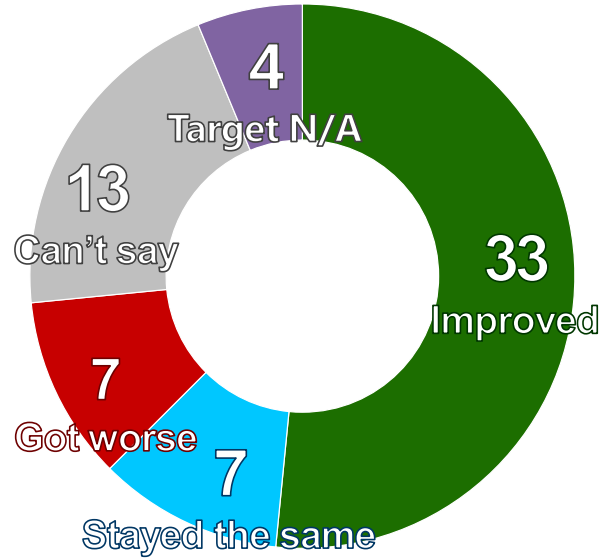
- 18 for globally connected
- 33 for locally committed
- 13 for delivering our priorities with fewer resources

Of the headline indicators...

- 63% improved/maintained its position
- 11% got worse (down from 22% at end of year)
- 20% can't say (up from 7% at end of year)\*
- 6% target not applicable

Overall performance similar to the year end for 2014/15 reported in July. Progress have been made in the context of continued cuts to government grants meaning that by 2015 the Council has had £200 less to spend per person as compared to 2010.

\* This is expected at half year as a number of indicators are updated annually. Note: the count of headline indicators, above, does not match the number of indicators featured in this report, as this report includes both Council Plan and equality indicators. A full list of indicators is available online. See page 24 for details.



## Globally connected: promoting the growth of a sustainable Coventry economy

### COVENTRY IS A TOP 10 CITY FOR GOOD GROWTH

out of 39 cities in the pwc Good Growth for Cities 2015 report

THE NUMBER OF ENTERPRISES GREW BY 11% FROM MARCH 2014 TO MARCH 2015

BUSINESS RATES BASE HOWEVER FELL BY 0.4%

RETAIL FOOTFALL INCREASED IN COVENTRY WHEN IT DECREASED NATIONALLY

### MEDIAN PAY FOR OUR RESIDENTS

## INCREASED

MORE THAN REGIONALLY OR NATIONALLY

144,500 RESIDENTS ECONOMICALLY ACTIVE IN EMPLOYMENT highest number in employment since quarterly records began in 2004

COUNCIL SUPPORTING THE COVENTRY CITY OF CULTURE 2021 BID RAISING THE PROFILE OF THE CITY



# 5% FEWER CRIMES

IN CONTRAST TO THE REGIONAL/NATIONAL TREND

## LIFE EXPECTANCY AT BIRTH

78.6 | 82.3

in years; for 2012-2014

PRIMARY SCHOOLS DOING WELL WITH

# 84%

ATTENDING A GOOD/OUTSTANDING SCHOOL & 78% ACHIEVE LEVEL 4+ AT KEY STAGE 2

AT SECONDARY LEVEL

# 53%

ATTENDING A GOOD/OUTSTANDING SCHOOL & 50.4% ACHIEVE 5+ GCSEs AT A\*-C at first entry

*New secondary school improvement model being implemented*

...locally committed



## CONTINUING HIGH NUMBERS OF LOOKED AFTER CHILDREN

# 7,068

REFERRALS TO SOCIAL CARE

# 868

HOMELESSNESS CASES PREVENTED

## 34.7% OF WASTE

FROM HOUSEHOLDS RECYCLED OR COMPOSTED

### Delivering our priorities with fewer resources

# £9.6 MILLION

TRANSFORMATION SAVINGS DELIVERED  
TARGET OF £11.8M MISSED

ON TRACK TO SAVE

# £3 MILLION

FROM RATIONALISING PROPERTY PORTFOLIO

WORKFORCE HEADCOUNT NOW AT...

# 4,276.57 FTE

A REDUCTION OF A FURTHER 174.64 FTE

# 55.3%

COUNCIL TAX COLLECTED

# 56.8%

BUSINESS RATES COLLECTED

HIGHER THAN 54.9% AND 54% RESPECTIVELY AT THE SAME TIME LAST YEAR

ONLINE TRANSACTIONS NOW ACCOUNT FOR

# 20%

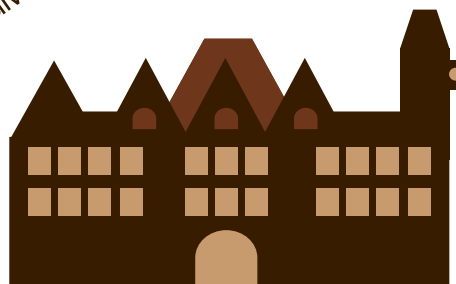
OF TRANSACTIONS WITH THE COUNCIL

CUSTOMER JOURNEY PROGRAMME SAVED

# £500K

THROUGH DEMAND MANAGEMENT AND CHANNEL SHIFT; NEW CUSTOMER SERVICES CENTRE AT BROADGATE NOW OPEN

Delivering our priorities with fewer resources





**WHAT'S HAPPENING?**

The number of enterprises in Coventry grew by 11% in 2014-15, that is, by 900 enterprises. Coventry's growth rate was the 12<sup>th</sup> highest of all metropolitan authorities and it was slightly higher than the regional and national rates; although Coventry was starting from a lower base. As is nationally, the vast majority of enterprises in Coventry (77%) have less than five employees.

**Coventry's business growth compared...**

	Growth in...	
	2013-14	2014-15
Doncaster	4.7%	20.7%
Knowsley	7.0%	19.5%
Leeds	4.8%	16.3%
Manchester	8.7%	13.2%
Hartlepool	10.4%	12.4%
<b>Coventry</b>	<b>7.2%</b>	<b>11.3%</b>
Leicester	8.0%	11.3%
London	7.7%	11.0%
Nottingham	5.9%	10.6%
Birmingham	5.9%	10.6%
Milton Keynes	5.3%	10.1%

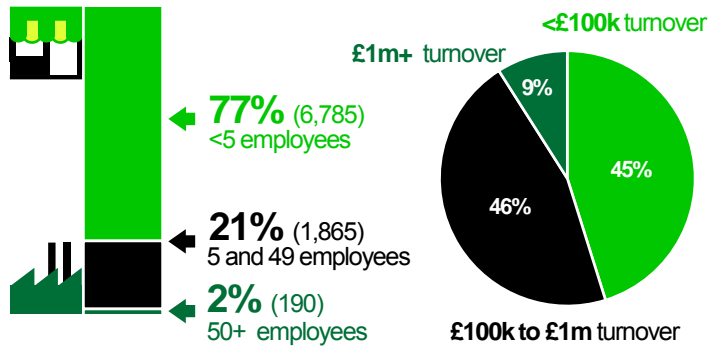
Coventry's growth rate of 11% in 2014/15 is the 12<sup>th</sup> highest of all cities. This compares to 6<sup>th</sup> place in 2013/14. While Coventry's enterprise growth is still high, other cities have now caught up: for instance, Doncaster grew by 21% and now has more enterprises as a rate of its population than Coventry.

**8,835** enterprises in the city

**+11.3%** year-on-year growth in Coventry

a faster rate of growth than the West Midlands metropolitan area and England averages

Of Coventry's 8,835 enterprises...



**WHAT'S BEING DONE?**

The Council's jobs and growth strategy sets out a number of targets to support businesses to grow. In addition various programmes are in place, including *Think Local* – building on the Council's commitment to social value by ensuring that the economic benefits to local people and businesses are maximised; and *Skills 4 Growth* – a Regional Growth Fund project helping to improve skills in the workplace to support growth.

In addition, the Council works with partners, including the Chamber of Commerce and the Local Enterprise Partnership to support businesses. For instance, businesses are also supported through the Coventry and Warwickshire Growth Hub, funded by the City Deal.

**Progress towards the 2015/16 jobs and growth strategy targets**

- 205 businesses assisted (77% of target achieved)
- 1,670 new jobs secured (167% of target achieved)
- £322.6m investment secured (430% of target achieved)
- 4 new businesses investing in Coventry (80% of target achieved)

**ThinkLocal**

- 55 local firms benefitted from supply chain opportunities on major developments in the city
- 1,000 young people attended site visits or career talks

**Skills 4 Growth**

- 156 employees from 37 small/medium enterprises in the advanced manufacturing and engineering sector provided with skills training support



**2,000 firms**

helped to access finance since its inception in 2014

- creating new jobs
- expanding business premises
- new equipment and processes
- growing business rates *crucial for re-investing into local services*

**Equality and diversity**

- 19% of firms engaged by the Growth Hub had female contacts
- 23% of Coventry firms dealt with by the Growth Hub are based in the city's most deprived wards of Binley and Willenhall, Foleshill, Henley and Longford (since its inception)

**CW Growth Hub: a case study**

The Growth Hub helped The Empire, a new live music venue in Far Gosford Street, access £50,000 in loans to pay for the development of the building and acquire state of the art lighting and sound equipment; creating 21 jobs in the city.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Number of enterprises	7,940 (+7.2%) Mar 2014	<b>8,835 (+11.3%)</b> Mar 2015	+9.8% in WMM March 2015 +8.5% in England March 2015		↑	



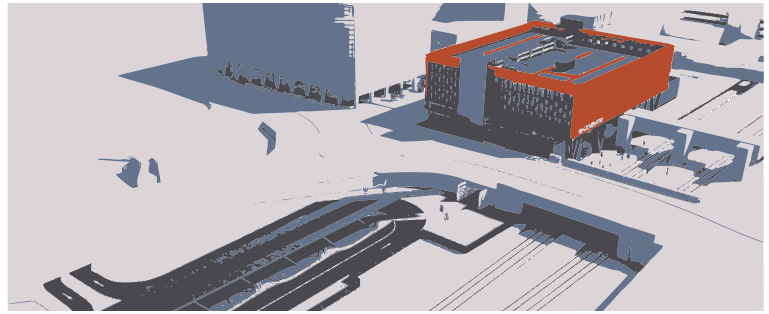


**WHAT'S HAPPENING?**

**Improving infrastructure and transport connectivity**

The Council is working with partners to create the infrastructure for the city to grow and thrive, including the Friargate business district near the railway station, and making the city more accessible for businesses, visitors and local people through better road, rail and digital connections.

The Friargate development includes 14 Grade-A office buildings, two hotels and new residential dwellings, set within new landscaped public realm including an extended Greyfriars Green park and greatly enhanced pedestrian access between the city centre and the railway station.



Proposals for the railway station include a new entrance fronting Warwick Road, new bus station and parking.



Growing business rates is a crucial source of income for the future. The city's business rates base, however, has decreased by £1.3m from April (£299.2m). This is expected as the city continues to demolish premises in preparation for future growth. The rate does change through the year reflecting both new rateable properties brought onto the rating list and amounts taken off due to demolitions and downward revaluations relating to appeals.



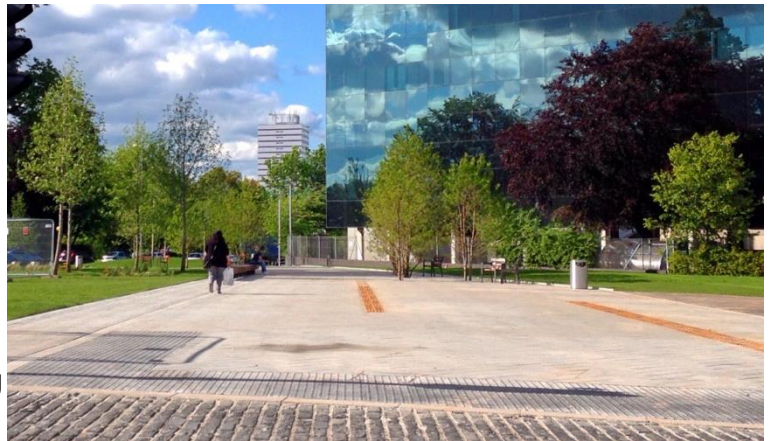
Computer generated imagery of the 37-acre Friargate development site upon completion.

**WHAT'S BEING DONE?**

**Friargate and City Centre South**

At the new Friargate business district, Copthall House by the railway station has now been demolished; the extended Greyfriars Green and the bridge deck is now open to pedestrians and road traffic; and designers have been appointed for the second office building. Construction of the new 13-storey Council office building begun in September.

Work has also progressed with City Centre South – in September, the Council approved a package of financial support and a new procurement exercise to find a development partner to develop the plans. The recent signing of a West Midlands devolution deal has also resulted in a potential cash boost of £150 million to speed up the regeneration of the city centre.



The new bridge deck and extended Greyfriars Green.

**Digital connectivity**

As part of Superconnected Coventry, a broadband connection voucher scheme was set up with funding from the Department for Culture, Media and Sport to provide grants to businesses to upgrade to superfast broadband. This helped businesses boost their connectivity and take advantage of the benefits of doing business online. The Coventry scheme covered postcodes and addresses in Coventry, Warwickshire and Northamptonshire.

**Businesses benefitting from a connection voucher**

April – September 2015



Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Business rates base (total rateable value)	£299.2m Mar 2015	£297.9m Sep 2015	-		£299.2m+ 2015/16	

**WHAT'S HAPPENING?**

The Council is working with partners to redevelop Coventry's city centre as part of its aspiration for Coventry to become a top ten city. This requires continued effort to attract, sustain and leverage investment into the city. Over the past few years the Council has succeeded in bidding for various rounds of funding from the European Regional Development Fund (ERDF) to transform the public realm in the city centre. In March, the Council approved a Phase 3 programme of works.

Coventry's retail footfall bucked the national trend and increased at a time when it decreased nationally. While recovering to 47<sup>th</sup> place in the CACI retail footprint rankings for UK centres, Coventry city centre's retail performance is still below the level expected for its size, as the 10<sup>th</sup> largest city by population in England.

Gross value added (GVA) is a measure of change in the value of the economy due to the production of goods and services. Coventry's GVA per head increased by £143 (+0.67%) to £21,382 in 2014 – slower than across the metropolitan area (+1.68%) or nationally (+3.69%).

**WHAT'S BEING DONE?**

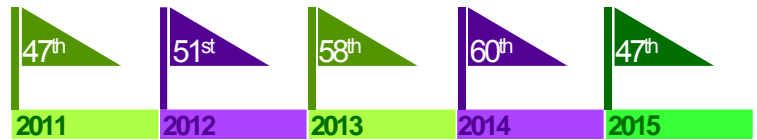
In 2014/15 the Council submitted a bid for £11.7m of funding from the European Regional Development Fund (ERDF) for the Phase 3 works. This June, the ERDF awarded £3m to the Council, with a deadline for all schemes and programmes to be completed by the end of December.

The public realm programmes were prioritised and designed with the assumption that not all of the funding bid for will be achieved, and by combining the ERDF funding with previous and other funding, the Council is still able to deliver core parts of the Phase 3 public realm programme including works at Fairfax St/Whittle Arch, Hill Top, Belgrade Plaza, Far Gosford Street and Lidice Place.

**Coventry City Centre: facts and figures**

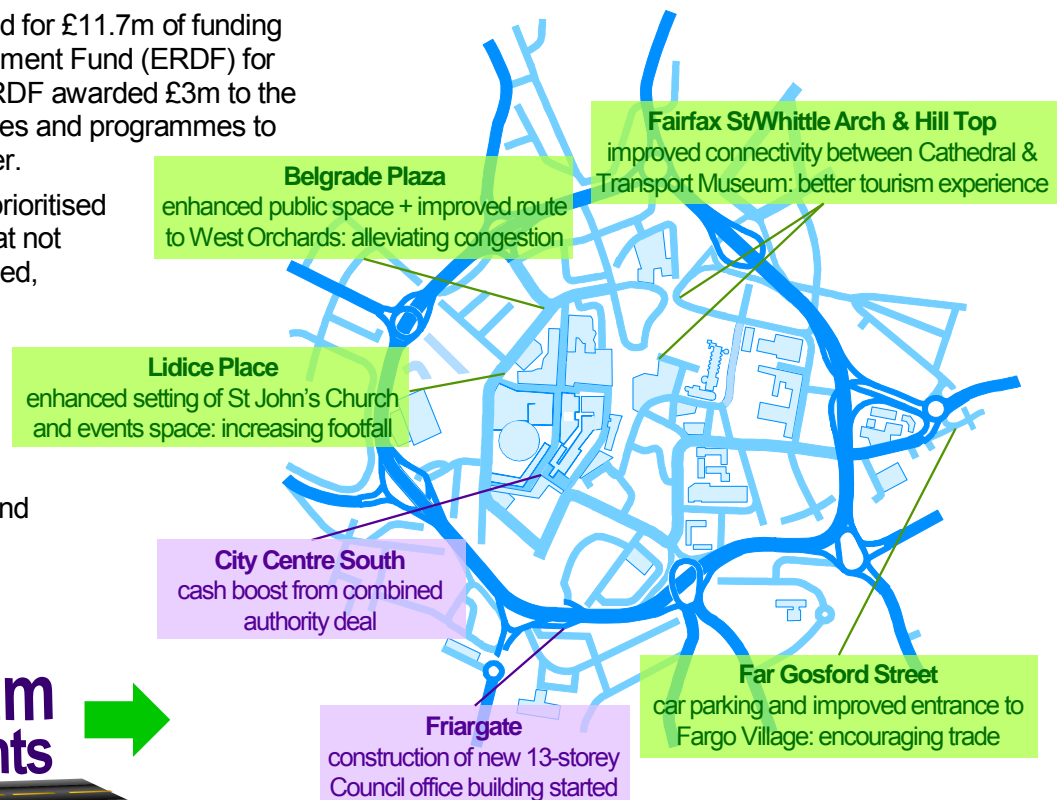
**Retail footprint rankings**

2011-2015



**Change in footfall**

Apr-Sep 2015 compared to Apr-Sep 2014



Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Gross value added (GVA) per head	£21,239 2013	£21,382 2014 provisional	£26,003 Warks; £19,778 WMM; £25,367 England 2014 provisional	✓	↑	✓
Change in city centre footfall (year-on-year %)	-3.6% 2014/15	+1.9% Apr-Sep 2015	-0.4% UK Index Apr-Sep 2015	✓	↑	✓





**WHAT'S HAPPENING?**

The Council wants the city to be a place where businesses to choose to relocate; where there are developed economic, business and trade links with other cities; and a place seen as a visitor destination and centre for arts & culture; sports & leisure; music & events.

**West Midlands Combined Authority**

The Cities and Local Government Devolution Bill sets out the Government's plan to devolve powers and funding to larger cities with appropriate sub-regional governance arrangements. To ensure that Coventry benefits from this policy, the Council agreed in principle to create a combined authority based on the preferred option of councils from the Coventry and Warwickshire sub-region (including Hinckley and Bosworth), reflecting the city's economic geography, along with councils from the Greater Birmingham and Solihull and Black Country Local Enterprise Partnerships' areas. A combined authority covering these areas would mean that Coventry is part of the largest combined authority in the country, giving the city the economic clout to compete on a global scale; providing new opportunities for economic growth and benefits for residents, businesses and increased productivity and the re-balancing of the UK economy.

**UK City of Culture 2021 Bid**

Nationally, following the success of the European Capitals of Culture programme, the UK government developed a UK City of Culture programme, giving cities the opportunity to bid for a prestigious cultural title. Derry-Londonderry was the first UK City of Culture in 2013; and Hull was selected as the UK City of Culture in 2017. In May, the Department for Culture, Media and Sport confirmed that the next competition will be held in 2017, when cities can bid for the prestigious title of UK City of Culture 2021.

In July, the Council approved a decision to support a Coventry bid for the UK City of Culture 2021 title, fitting with the Council's priority for Coventry to raise its profile.

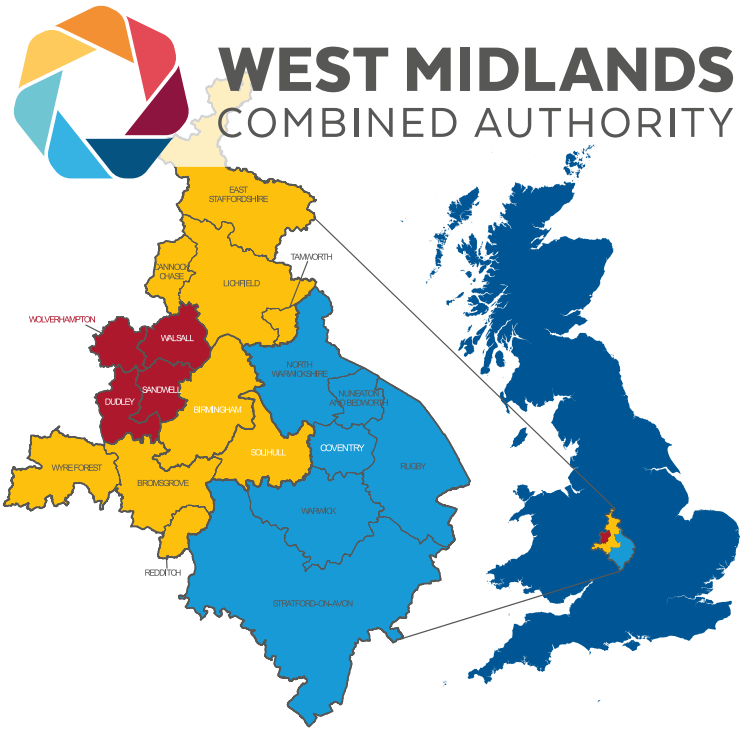
**WHAT'S BEING DONE?**

**West Midlands Combined Authority**

On 17 November, Coventry, along with Birmingham, Dudley, Sandwell, Solihull, Walsall, and Wolverhampton; and the chairs of the Coventry & Warwickshire, Black Country and Greater Birmingham & Solihull local enterprise partnerships signed a devolution deal.

As part of the deal, there will be a new elected metro mayor who will take on new powers handed from government.

The deal brings in an extra £36.5m a year for 30 years, plus gives the region access to funding for transport, housing, business investment, land reclamation, business support and employment, education and skills. Specifically for Coventry, there is also a cash boost of £150million to speed up the regeneration of Coventry city centre; and a sprint bus link to the proposed HS2 UK Central station.



The West Midlands Combined Authority.



**UK City of Culture 2021 Bid**

In September, the Coventry 2021 bid team appointed a bid coordinator; and in November, two open events were held to begin galvanising local cultural and visitor attractions, theatres, community organisations to back the bid.



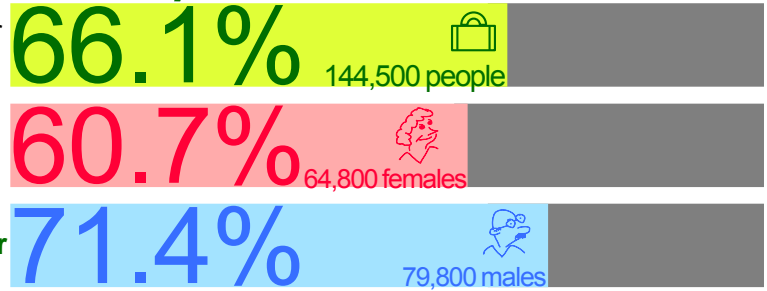


**WHAT'S HAPPENING?**

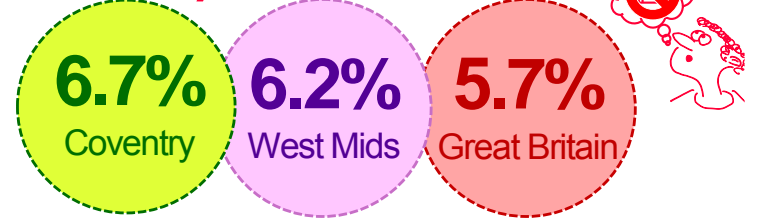
**In the twelve months to June 2015, there were 144,500 Coventry residents economically active in employment. This is the highest number of people in employment ever recorded since quarterly records began in 2004.** This represents 66.1% of people aged 16-64, the highest percentage recorded in the past eighteen months. The percentage gap between male and female employment has increased to 10.7% (from 9.6% in the year to March).

**Unemployment has fallen in Coventry but remains higher than nationally. There has been a large increase in female unemployment in contrast to the direction of travel nationally.** In the end of year report, we reported that there was a gendered pattern to unemployment with Coventry's male unemployment significantly higher than nationally. This has now reversed: at 5.8% (4,900) male unemployment now matches the national average, but the female unemployment rate at 6.4% (4,400) is significantly higher than the national average of 5.4%.

**In employment**



**Unemployment**



**WHAT'S BEING DONE?**

The Jobs and Growth Strategy sets out a plan to help provide jobs and prosperity for local people.

Since April, the employment team has engaged 3,547 people and 827 have been helped into work at the city centre Job Shop. Often these are people who are not accessing the help they need to find work, such as families living in poverty; young people without appropriate support; or people facing challenges such as mental ill health.

**Progress towards the 2015/16 jobs and growth strategy targets**

- 18,177** customer assists (64% of target achieved)
- 3,547** people engaged (87% of target achieved)
- 827** people into jobs (83% of target achieved)
- 196** young people into positive destinations (131% of target achieved)
- 72** people helped to improve their skills (109% of target achieved)

**21,000** visitors  
to the Job Shop so far this year

**196** NEETs  
supported into work, further education, self-employment or another positive outcome

**72** employers  
worked with the Job Shop to deliver recruitment, training and jobs

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Employment rate (residents)	64.3% Jan-Dec 2014	<b>66.1%</b> Jul 14-Jun 15	70.3%-WMR Jul 14-Jun 15 73.3%-England Jul 14-Jun 15	✓	↑	✓
Employment rate (female residents)	60.6% Apr 14-Mar 15	<b>60.7%</b> Jul 14-Jun 15	64.8%-WMR July 14-June 15 68.0%-GB Jul 14-Jun 15	✓	↑	✓
Employment rate (male residents)	70.2% Apr 14-Mar 15	<b>71.4%</b> Jul 14-Jun 15	75.8%-WMR July 14-June 15 78.2%-GB Jul 14-Jun 15	✓	↑	✓
Unemployment rate (model-based)	7.5% Jan-Dec 2014	<b>6.7%</b> Jul 14-Jun 15	6.2%-WMR July 14-June 15 5.7%-GB Jul 14-Jun 15	✓	↓	✓
JSA claimants (seasonally-adjusted)	2.1% Apr 2015	<b>1.9%</b> Sep 2015	2.2%-WMR Sep 2015 1.9%-UK Sep 2015	✓	↓	✓
% point difference in JSA claimants by electoral ward	3.7% Apr 2015	<b>3.4%</b> Sep 2015	-	✓	↓	✓
18-24 year olds claiming jobseeker's allowance (JSA)	1.7% Mar 2015	<b>1.7%</b> Sep 2015	2.6%-WMR Sep 2015 2.2%-UK Sep 2015	=	↓	=



WHAT'S HAPPENING?

The continuing economic recovery means that the median pay for Coventry residents has increased and indeed Coventry has seen a larger increase than regionally or nationally. However, the 2015 English indices of multiple deprivation, a measure of deprivation across seven domains (income, employment, education, health, crime, barriers to housing and services and the living environment) reveal that there are still many parts of the city that are among the country's most deprived areas. So it remains very important to reduce the impact of poverty, especially for the city's more deprived communities.

Of the city's 195 small areas (lower-layer super output areas or LSOAs)...

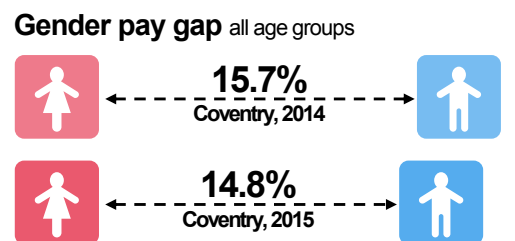
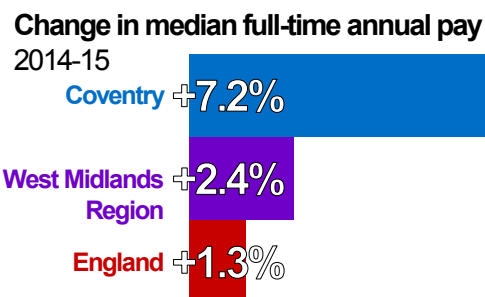
**36 (18%)** are among the country's 10% most deprived areas;

**87 (45%)** are among the country's 30% most deprived areas; and

**5 (3%)** are among the country's 10% most affluent areas.

Over the past few years, the Council has had a significant cut in the amount of money it gets from its main government grant. More deprived and urban authorities like Coventry are facing a bigger share of the cuts (Joseph Rowntree Foundation, 2015, The Cost of the Cuts). This means that the Council have had to look at the way we spend its money and make savings:

	Council Tax support scheme	Connecting Communities	Grants to external organisations
<b>What is it?</b>	Council Tax Support is a means-tested discount to help low income households. In 2014/15 over £27.6m was awarded to 33,500 households.	A radical redesign of Council services so they are delivered together in one place in the communities and neighbourhoods where there is most need.	The Council provides grant funding of around £9m to arts, cultural and sports trusts; advice and advocacy; and health and social care organisations in the city.
<b>Why does it need to change?</b>	With less cash to fund this scheme, the Council has to cut the level of support provided.	Massive grant cuts mean that the Council has to take a new approach, working with statutory and voluntary agencies and the wider community.	Grant payments are being reviewed to make the necessary savings.



Note that the gender pay gap does not take into account differences in job roles. Source: ONS Annual Survey of Hours and Earnings

WHAT'S BEING DONE?

The Council is trying to protect communities facing higher levels of deprivation, who are typically more reliant on Council services.

	Council Tax support scheme	Connecting Communities	Grants to external organisations
<b>What is being proposed?</b>	The Council's preferred option would require all residents of working age to make a minimum payment of 15% towards their bill from April 2016.	The Council seeks to develop a better digital offer; standardise library opening hours; and work with the community to provide youth and community services.	The Council is proposing a targeted grant funding reduction: stopping some funding altogether and reducing others by between 0% and 30.7%.
<b>How will this protect the most vulnerable in the community?</b>	This option would have a fairly even impact across all equality groups, with a slightly higher reduction for couples and larger families.	This strategy addresses the concerns of the previous City Centre First strategy; and is intended to give communities a greater say in co-designing services.	This option will allow the Council to review the current structure of its grant awards and change the balance of these awards in some key areas.

Separately, the Council has undertaken work to inform people of the forthcoming introduction of Universal Credit – raising awareness of the process in conjunction with the Department for Work and Pensions through pop-up shops and workshops. Over 50 people from advice services and registered social landlords attended workshops; and a Social Inclusion Network has been set up, involving 20 partners from a network of organisations across the city including the city's two universities and the refugee centre.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Median annual pay (residents)	£21,120 2014 revised	<b>£21,860</b> 2015 provisional	£21,096-WMR 2015 prov. £22,716-England 2015 prov.		↑	
Full-time median annual pay (residents)	£25,090 2014 revised	<b>£26,902</b> 2015 provisional	£25,650-WMR 2015 prov. £27,869-England 2015 prov.		↑	
Full-time median annual pay (female residents)	£22,066 2014 revised	<b>£22,260</b> 2015 provisional	£22,041-WMR 2015 prov. £24,292-England 2015 prov.		↑	
Full-time median annual pay (male residents)	£27,703 2014 revised	<b>£31,109</b> 2015 provisional	£28,182-WMR 2015 prov. £30,165-England 2015 prov.		↑	
Gender pay gap (full-time hourly earnings excluding overtime)	15.7% 2014 revised	<b>14.8%</b> 2015 provisional	11.2%-WMR 2015 prov. 10.0%-England 2015 prov.		↓	



WHAT'S HAPPENING?

A recent Coventry Telegraph analysis found that while the Coventry population increased by 39,254 people in the past decade (from 298,174 to 337,428), the overall number of new houses rose by just 9,340 in the decade to March 2015 – meaning that “there are 4.2 extra people in Coventry for every one extra home”.

Source: Coventry Telegraph (2 December 2015) “Coventry faces housing crisis as population growth outstrips home building by four to one” <http://www.coventrytelegraph.net/news/coventry-news/coventry-faces-housing-crisis-population-10530542>

Recognising the scale of Coventry’s housing problem, the Council has made it a key priority to increase the supply, choice and quality of housing in the city. While the Council cannot build its own houses, it can influence the market. In particular, the Council wants builders to build larger, aspirational family homes in the city.

In this half year, there has been a slight increase in the number of domestic properties in Coventry – and a corresponding increase in the Council Tax base; with the net collectible debit having increased by 2% since April and by 4.4% in the past twelve months.

The Council wants more houses to be built. Since April, there has been...

**+300** domestic properties

This has contributed to...

**2.42m** Council Tax base

In particular, the Council wants to encourage larger, aspirational housing. Since April, there has been...

**+199** larger properties in Council Tax bands C-H

WHAT'S BEING DONE?

It is important to balance the use of land for housing and employment, to ensure that there is a range of housing available for people working in the city – and for there to be enough employment land available for businesses to create the sort of jobs and growth required in the city.

Coventry City Council has commissioned GL Hearn Limited, a property consultancy, to undertake various studies about the local housing market. In 2013, GL Hearn conducted a joint strategic housing market assessment across the Coventry and Warwickshire sub-region looking at housing need across the sub-region.

Last September, a draft strategic housing land availability assessment was published. A revised and updated version will be published in January 2016 along with all other supporting material as part of the proposed engagement period for the Local Plan. This October, an employment land study was conducted for Coventry – combining housing supply and demand; commuting patterns and employment land supply and demand.



more homes needed every year until 2031

SHLAA, September 2014



hectares of employment land needed up to 2031

Employment Land Study October 2015

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Council Tax base	£118.78m 31 Mar 2015	<b>£121.20m</b> 30 Sep 2015	-		↑	
Number of domestic properties	138,416 31 Mar 2015	<b>138,716</b> 30 Sep 2015	-			
Domestic properties in the higher Council Tax bands	29.08% (40,251) 31 Mar 2015	<b>29.16% (40,450)</b> 30 Sep 2015	35.16%-WMM 31 Mar 2014 55.48%-England 31 Mar 2014		↑	



WHAT'S HAPPENING?

Culture Coventry

Belgrade Theatre

In April-June 2015, there were 45,666 audiences at Belgrade Theatre productions and show, compared to 35,118 the year before. There is a slight increase in the percentage of audiences from priority postcode areas from 42% to 43%; 2.3% reported a disability (up from 1.9%).

Herbert Art Gallery and Museum

The Herbert Art Gallery and Museum saw 70,197 visitors in April-June 2015, up from 59,709 at the same time last year. There were 1,634 visits to the Herbert-managed Lunt Roman Fort and 6,366 to the Priory Visitors Centre.

Coventry Transport Museum

The Coventry Transport Museum saw 76,773 visitors in April to June 2015, down from 104,002 at the same time last year. Numbers are down as the museum was closed for refurbishment for a significant portion in this time period before reopening in June 2015

Godiva Festival 2015

The Godiva Festival is the UK's biggest free family music festival. The 2015 festival saw 141,000 visits – beating the 125,500 visits in 2014. This year, the Festival picked up the trophy for *Tourism Event of the Year* at the inaugural Coventry and Warwickshire Culture and Tourism Awards.

WHAT'S BEING DONE?

City of Culture 2021 Bid

The Council has set up a steering group to research, develop and fund-raise for a bid for Coventry to become the UK City of Culture in 2021. The group includes figures from business, culture and the arts, as well as councillors and representatives from the two universities.

A successful bid would place Coventry in a global, prestigious spotlight that would bring a range of cultural, social and economic benefits to the city and sub-region. In July, the Council committed £1.1 million to develop the city's cultural sector. If successful the bid will bring in £80 million to the local economy – a significant boost to Coventry's aspiration to be a top ten city.

Sports

As part of Coventry's 10 year Sport Strategy, the Council launched its first major project, #Ucan Foleshill, a three-year project aimed at increasing community participation in sporting activities. Funded by Sport England's Community Sport Activation Fund, the £215,000 programme was named community project of the year at the 2015 Coventry, Solihull and Warwickshire (CSW) Sports Awards.

This year, #Ucan Foleshill helped with the transition and closure of Foleshill Sports and Leisure Centre and support and encourage people to use the new state of the art swimming facilities at the Centre AT7 nearby.

Arts and culture  
Quarter 1 (Apr-Jun) 2015



45,666 audiences

Herbert  
Art Gallery & Museum, Coventry

70,197 visitors

COVENTRY  
Transport  
MUSEUM

76,773 visitors



141,000 VISITORS

Coventry 2021  
UK City of Culture bid

The steering group is committed to involve as many people from across the city as possible; and will include all forms of arts including visual arts, literature, music, theatre and dance, architecture, craft, creative industries, design, heritage, historic environment, museums and galleries, libraries, archives, films, broadcasting and media.



4,972 people

encouraged to take part in and enjoy sport



82% from black and minority ethnic communities



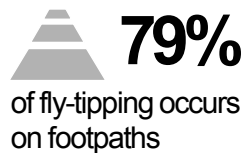
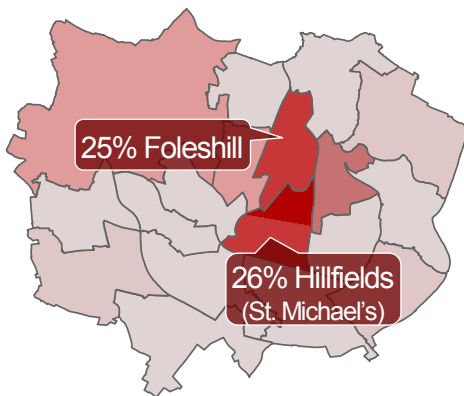
156% increase in membership at Centre AT7



WHAT'S HAPPENING?



**Half of the city's fly-tipping takes place in Hillfields and Foleshill**



**304 potholes reported...**  
 more than halved from 865 this time last year

**Did you know?**

The Council empties approximately **240,000** bins **every week** and **99.9%** of bins are emptied on time.

WHAT'S BEING DONE?

In this half-year, the Council has taken more proactive action against fly-tipping: officers have been deployed at fly-tipping hotspots to carry out specific educational and enforcement campaigns.

The Coventry Recycling Club was launched in May. Members of the Coventry Recycling Club earn points when recycling improves in their area and points are then donated to their chosen good cause.

A successful bid was made in February to the Department for Transport's (DfT) Local Highways Maintenance Challenge Fund. In the summer, the Council obtained funding of £1.8 million for improvement of the strategic highway over the next three years and £5.5m for the upgrade of the Swanswell viaduct (the raised section between junctions 2 and 3 of the ring road).

There are over 1,200 members of the club and so far £1,250 was donated to good causes including...



The Enterprise Club for Disabled People;  
 1<sup>st</sup> Coventry (Allesley Village) Scout Group; and  
 Peggy's Park Community Centre.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Fly-tips in the city	2,811 2014/15	<b>1,025</b> Apr-Sep 2015/16	5,442-All Mets 2013/14		<2640 2015/16	
Household waste recycled and composted	40.5% Apr-Jun 2014/15	<b>34.7%</b> Apr-Jun 2015/16	40.2%-All Mets 2013/14		40%+	

WHAT'S HAPPENING?

## Trends in overall crime

Overall crime in Coventry has fallen – this is in contrast to regional and national trends



Coventry continues to experience an overall reduction in total recorded crime. This is in contrast to the national trend and other areas in the West Midlands metropolitan area, where overall crime increased.

There has, however, been an increase in violence offences and also in incidents of domestic violence and sexual abuse. This is in common with other areas of the West Midlands and nationally.

There were 292 hate crime incidents recorded this half year; of these, 224 (77%) were racist incidents. 13 incidents were recorded as religious hate crime, although it is widely recognised that there is a potential overlap in recording – it is not clear whether some of the incidents are religious or racist hate crime incidents.

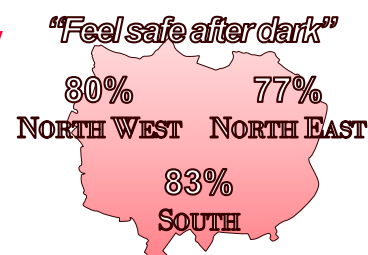
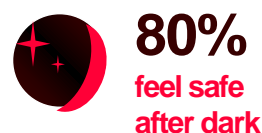
There were 6,913 crimes recorded in priority neighbourhoods in April to September 2015, a 9% reduction compared to the same time last year. This includes nuisance and anti-social behaviour incidents – but is an estimated figure as not all crimes can be mapped to a location.

## The majority of people feel safe

West Midlands Police Feeling the Difference Survey Jan-Apr 2015



There are however differences between parts of the city:



## Hate crime incidents

Reported offences motivated by hatred/prejudice towards a person because of their actual/perceived protected characteristic of...

	Apr 2014-Mar 2015	Apr-Sep 2015
disability	12	24
race/ethnicity	323	224
sex/gender/transgender	<5	<5
sexual orientation	26	29
religion/belief	12	13
gypsy/traveller	<5	<5
not stated	58	<5

Note: 2015/16 data includes crime and non-crime incidents.

WHAT'S BEING DONE?

### Encouraging people to report crime

The police recognise that crime is changing, and action is being taken to target violence-related offences like domestic violence and sexual abuse. This includes encouraging people to report crime, providing appropriate care to victims; and taking positive action against perpetrators of domestic violence and abuse.

### Safeguarding & sharing information

The MASH (multi-agency safeguarding hub) has helped partner agencies across social care; police; and health, to improve sharing and reporting information, so that early intervention and action can be taken to prevent escalation of problems.

### Working with local communities

In July, the Council arranged for representatives of local faith groups to meet with the West Midlands Police and Crime Commissioner to discuss community safety. Community representatives used this as an opportunity to set out the areas where they wanted to see better joint working with the police.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Crime rate per 1,000 people	67.7 2014/15 provisional	62.9 Apr-Sep 2015 provisional	83.0-Most similar group Apr-Sep 2015/16 provisional		↓	
Total number of crimes	21,451 (-0.54%) 2014/15	10,486 (-4.97%) Apr-Sep 2015	-			
Crime & anti-social behaviour / nuisance incidents in priority areas	14,339 (-9%) 2014/15 estimate	6,913 Apr-Sep 2015 estimate	-		↓	

Note: data from iQuanta, a web-based service provided to operational staff in police forces, Community Safety Partnerships (CSPs) and HMIC. The final rates, as published by the Office for National Statistics and on Police.uk may differ depending on the population figures used.

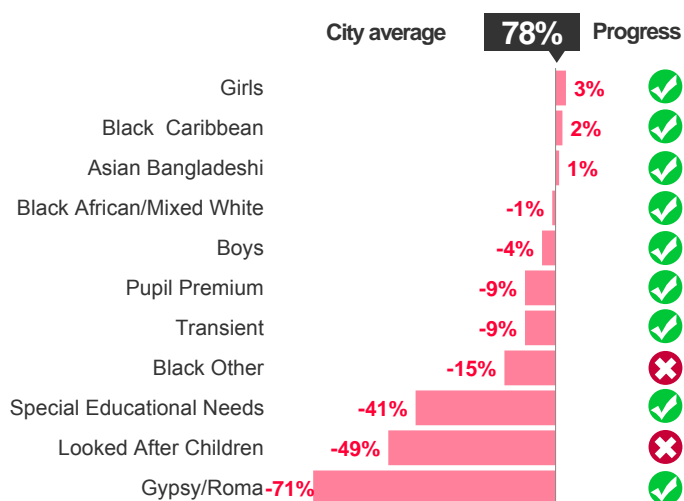
WHAT'S HAPPENING?

**Educational attainment**

Provisional results for 2015 show an overall improvement in attainment at primary; but a decline at secondary. Girls continue to perform better than boys. Looked after children, children with special education needs and Gypsy/Roma children continue to be a priority for improvement particularly at secondary.

**Key Stage 2**

Gap between the following groups and the city average in achieving level 4 or above in reading, writing and mathematics at Key Stage 2



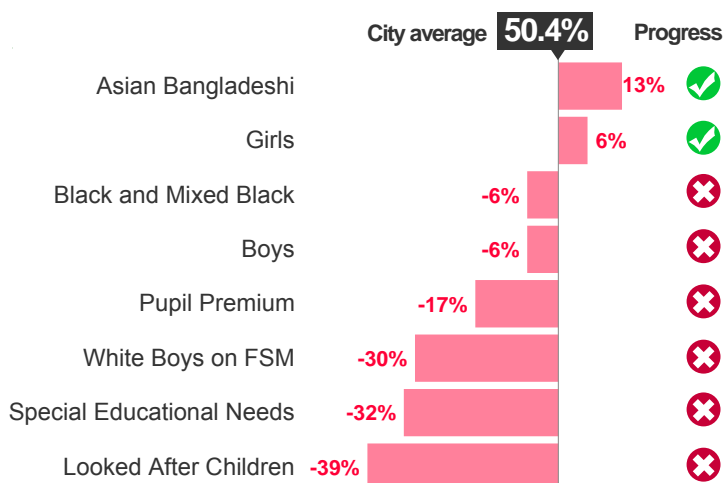
78% of primary school pupils achieved level 4+ in reading, writing and maths; an improvement from 76% for the previous year. The national figure is 80% and the gap closed by 1% as compared to the previous year. The expected progress was in line with national for reading, above by 1% point in writing but 1% below in mathematics.

**Ofsted inspections**

There are now more primary school pupils attending a school judged by Ofsted as good or outstanding – but no improvement at secondary. Nationally, Ofsted has warned of a “north-south divide in England's secondary schools” – with around a third of secondary schools in the North and Midlands not good enough.

**Key Stage 4**

Gap between the following groups and the city average in achieving five good GCSEs (A\* to C) including English and Maths at first entry



Half (50.4%) of pupils achieve five good GCSEs including English and Maths at first entry; a decrease of almost 2% points as compared to the previous year (52.3%). The gap with the national average (56.1%) widened by a further 2.7% points. The proportion of pupils making expected progress in maths improved from 59% to 66.5%; a 7.5% point increase; and 0.1% below the national average. The proportion of pupils making expected progress in English decreased slightly from 74% to 73.9% – a 0.1% decrease; but still 3.9% points above the national average.

WHAT'S BEING DONE?

**Primary schools**

The priorities at Key Stage 2 are to increase the percentage of pupils making expected progress in mathematics; ensure that no schools are below the floor standard (currently three schools below); and to challenge and support 4 additional schools that are deemed to be coasting.



of pupils attend a good/outstanding primary school

84% of pupils now attend good or outstanding primary schools – up from 81% in May. The priorities are to maintain all primary schools as at least good and to increase the percentage of outstanding primary schools.













**Secondary schools**

The priorities at Key Stage 4 are to further increase the proportion of pupils making expected progress in maths; ensure that no schools are below the floor standard (currently two schools); and challenge and support the three schools that are deemed to be coasting.



of pupils attend a good/outstanding secondary school

53% of pupils attend a good or outstanding secondary schools and improving secondary schools is a priority. At the secondary head-teachers' conference in October 2015 there was unanimous agreement to implement a revised secondary school improvement model with immediate effect.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Level 4+ reading, writing & maths at KS2	76% 2014	<b>78%</b> 2015 provisional	76.8%-SN 2015 provisional 80%-2015 England provisional		80%+	
5+ GCSEs A*-C including English & Maths at first entry	52.3% 2014	<b>50.4%</b> 2015 provisional	51.9%-SN 2015 provisional 56.1%-2015 England provisional		56.1%+	
<b>Making expected progress from key stage 2 to key stage 4 in...</b>						
...English	74.0% 2014	<b>73.9%</b> 2015 provisional	70.0%-2015 England provisional		70.0%+	
...Maths	59.0% 2014	<b>66.5%</b> 2015 provisional	66.6%-2015 England provisional		66.6%+	
<b>Pupils attending schools judged good / outstanding by Ofsted...</b>						
...primary	81.3% May 2015	<b>84.1%</b> Sep 2015	82%-England 2015		100% by Sep'15	
...secondary	52.5% May 2015	<b>52.5%</b> Sep 2015	75%-England 2015		100% by Sep'15	



WHAT'S HAPPENING?

**Life expectancy**

Overall life expectancy at birth in 2012-14 was 78.6 years for males and 82.3 years for females. Life expectancy has remained fairly static and is still slightly below the region (78.9 years for males and 82.9 for females) and England (79.6 years for males and 83.2 years for females).

Large variations in health remain: as previously reported, the 2015 Coventry Health Profile data suggests that life expectancy is 9.8 years lower for men and 8.5 years lower for women in the most deprived areas of Coventry compared to the least deprived areas. This suggests a slight narrowing from the 2014 Coventry Health Profile, when the gap was 11.2 years and 8.6 years respectively.

**Smoking** – the number of people quitting smoking with the help of stop smoking services continues to fall, reflecting lower smoking prevalence and the rising use of e-cigarettes.

**Older people** – Coventry is one of the first UK cities to join Age Friendly Cities, a World Health Organisation programme that aims to prepare for ageing populations by creating inclusive and accessible urban environments.

WHAT'S BEING DONE?

**Social care**

The Care Act was implemented in April 2015, changing how people are supported, with an emphasis on the individual being at the centre. This means developing the knowledge and expertise of the Council's workforce to work with people in more personalised ways to support their wellbeing. The new principal social worker role champions social work practice within the Council, and is fundamental to shaping how services respond to people.

**Making a difference in tough times**

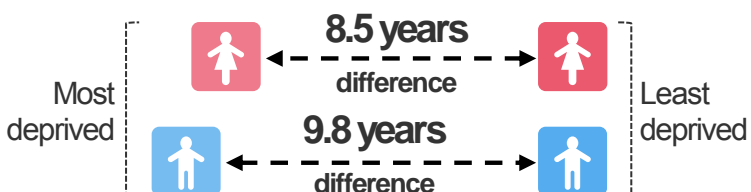
In March, Coventry held a national conference, *Making a Difference in Tough Times*, to celebrate the city's achievements in its two years as a Marmot City. Professor Sir Michael Marmot, Director of the Institute of Health Equity at University College London congratulated Coventry for taking forward and further developing the recommendations set out in the Fair Society, Healthy Lives report.

**Life expectancy at birth**

Coventry, 2012-14



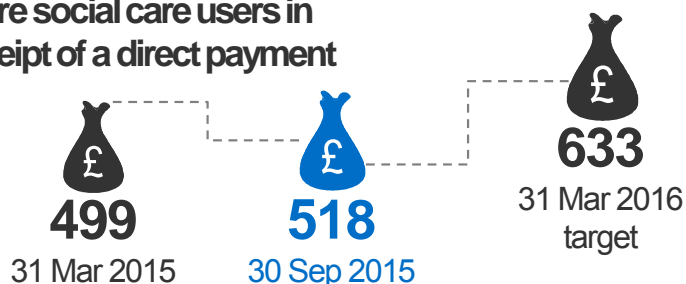
**Inequality in life expectancy**



**Fewer adults in Coventry smoke**



**More social care users in receipt of a direct payment**



At the conference, Coventry committed further resources to continue as a Marmot City, and a revised strategy will be progressed by partners over the next three years focusing on improving outcomes for young people and ensuring 'good growth' in Coventry – that is, economic growth which benefits the most disadvantaged citizens in the city and improves both health and economic benefits to businesses.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Male life expectancy at birth	78.2 (77.8-78.6) 2011-13	<b>78.6</b> (78.2-79.0) 2012-14	78.9-WMR 2012-14 79.6-England 2012-14	⊞	↑	⊞
Female life expectancy at birth	82.4 (82.1-82.8) 2011-13	<b>82.3</b> (81.9-82.6) 2012-14	82.9-WMR 2012-14 83.2-England 2012-14	⊞	↑	⊞
Smoking prevalence in adults – current smokers	18.5% (16.3-20.7) 2013	<b>15.6%</b> (13.6-17.7) 2014	16.9%-WMR 2014 18.0%-England 2014	✓	↓	✓
Smoking quitters at 4 weeks as a rate per 100,000 smokers	5,055 (2,533) 2014/15	<b>3,700</b> (927) Apr-Sep 2015	3,627-WMR 2014/15 2,829-England 2014/15	✗	↑	✗
Adult social care users with a direct payment	20.5% Mar 2015	<b>21.0%</b> Sep 2015	25.4%-WMR Mar 2015 26.0%-England Mar 2015	✓	26.0%+ 2015/16	✗

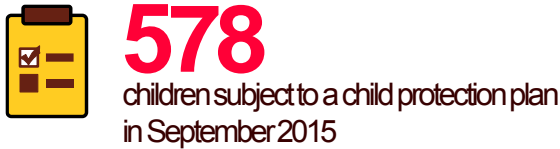
WHAT'S HAPPENING?

**Children**

Coventry continues to experience a high number of looked after children:



Between April 2014 and March 2015, 828 children became the subject of a child protection plan. As a rate, that is 111.7 per 10,000 children; twice the national average of 53.7 and the third highest in the country (after Blackpool and Nottingham). The rate has since reduced:



**Domestic violence and abuse**

Domestic violence and abuse offences have long been underreported.

There has been a slight increase in the numbers of victims known to the police, at 2,371 in Apr-Sep 2015 compared to 2,310 for the same period the previous year.

The sexual assault referral centre saw 214 clients this half year across Coventry and Warwickshire – an increase on the previous year.

WHAT'S BEING DONE?

**Children**

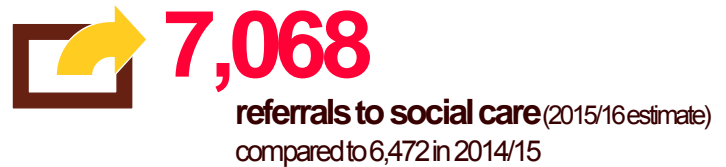
Coventry's multi agency safeguarding hub (MASH) sees workers from key partners responsible for safeguarding children co-located in one building, improving information sharing and joint working. In the first half-year, 2,620 MASH assessments took place, of which 2,352 (90%) were referred to social care. The number of referrals to social care remains particularly high and the hub is working on improving the timeliness of assessments by providing MASH coordinators with greater oversight.

**Adults**

There were more adult safeguarding concerns raised this year:



This doesn't necessarily mean there is more abuse happening; it may mean an increasing awareness of adult safeguarding across the local community – and that people know how to raise a concern.



There are more social care referrals... but despite the increase it remains lower than nationally.



Long term support includes on-going nursing/residential and home care support. It excludes short-term support such as equipment or short-term professional intervention.

**Homelessness**

Homelessness has increased significantly; exceptional demand has resulted in lengthy service delays. This half-year, decisions were reached on 424 households (298 accepted as statutorily homeless, compared to 344 at the same time last year); but there are over 300 households waiting to be assessed, so the number of those recorded as statutory homeless households do not reflect the city's true housing needs.



**Adults**

The new Care Act became law in April, and it represents the biggest change to adult social care in over 60 years. This is transforming the way in which adult social care operates.

**Domestic violence and abuse**

To encourage reporting, the police have taken steps to provide appropriate care to victims and to take action against offenders.

In December, it was announced that Coventry is one of 46 authorities that has been awarded a share of a national government grant funding to provide support to victims of domestic abuse. The city has secured £91,468, which will go to Coventry Panahghar and Coventry Law Centre who together provide support to victims of domestic abuse.

**Homelessness**

Resources are being targeted at supporting those with the greatest housing need; 868 homelessness cases have been prevented this half-year.



**Homefinder**

Coventry Homefinder is the way to get social housing in Coventry. In September, there were a total of 13,873 active applications on the system, down from 14,083 in April. However, the number of active applications in the highest priority band (Band 1a) for those who are statutorily homeless, with exceptional housing needs due to health difficulties or facing severe

overcrowding have more than doubled, from 84 in April to 175 in September.

Homelessness services across Coventry were chosen as a case study in a LankellyChase Foundation charity-funded study into services for people facing multiple complex needs. The study recognised the Council's efforts in co-creating a service specification with providers; and on the collaborative approach taken to contract management focusing on key outcomes rather than a raft of performance measures. This meant that services were more flexible and built around citizen need. The use of the Council's leadership to support and enable the voluntary sector-led Coventry Winter Night Shelter project was also recognised.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Looked after children (rate per 10,000 population under 18)	79.2 (587) Mar 2015	<b>82.7 (613)</b> Sep 2015	75-WMR Mar 2015 60-England Mar 2015		↓	
Common Assessment Framework closed with all actions complete	61.0% 2014/15	<b>66.5%</b> Apr-Sep 2015	-		70%+	
Adult safeguarding concerns	1,027 2014/15	<b>631</b> Apr-Sep 2015	-		Target not applicable	
Adult social care service users with long-term ongoing support	3,401 31 Mar 2015	<b>3,500</b> 30 Sep 2015	1,716 per 100k adults England March 2015		Target not applicable	
People contacting adult social care not already receiving support	9,747* 2014/15	<b>3,534**</b> Apr-Sep 2015 provisional	4,758-England Mar 2015 rate per 100k adults*		Target not applicable	
Conceptions to girls aged under 18 (rate per 1,000 15-17 year olds)	39.5 Jan-Dec 2013	<b>39.5</b> Jul '13-Jun '14 provisional	29.3-WMM Jul '13-Jun '14 provisional		↓	
Domestic violence/abuse victims known to police (crime & non-crime)	5,849 2014/15	<b>2,371</b> Apr-Sep 2015	-		Target not applicable	
Repeat victims of domestic violence	10.5% 2014/15	<b>10.1%</b> Apr-Sep 2015	-		↓	
Domestic violence incidents involving children	34.4% 2014/15	<b>35.6%</b> Apr-Sep 2015	-		Target not applicable	
Referrals to the Sexual Assault Referral Centre (Cov & Warks)	383 2014/15	<b>214</b> Apr-Sep 2015	-		Target not applicable	
Households accepted as statutory homeless	635 2014/15	<b>298</b> Apr-Sep 2015	-		↓	
Homelessness cases prevented	1,935 2014/15	<b>868</b> Apr-Sep 2015	-		1200+	

\* In 2014/15, 9,747 people not already receiving support, including those with mental health issues, contacted adult social care; a rate of 3,798 per 100k adults.

\*\* The 2015/16 half-year figure for Coventry is a provisional figures that does not currently include those with mental health issues.

WHAT'S HAPPENING?

The 2015 Director of Public Health's annual report, focused on the health and wellbeing of children and young people. The report recognised that pregnancy and infancy sets the foundations for good health; a good start in life can have a strong impact on future educational attainment and life chances into adulthood.

**Smoking in pregnancy**

Smoking is the single most important risk factor in pregnancy. Smoking at the time of delivery has been declining since 2010/11, and the latest data shows that the city is closing the gap with England, but there is still room for improvement.

**Breastfeeding**

The prevalence of breastfeeding at six to eight weeks has been improving in recent years and the 2014/15 figure matched the national average.

**Childhood obesity**

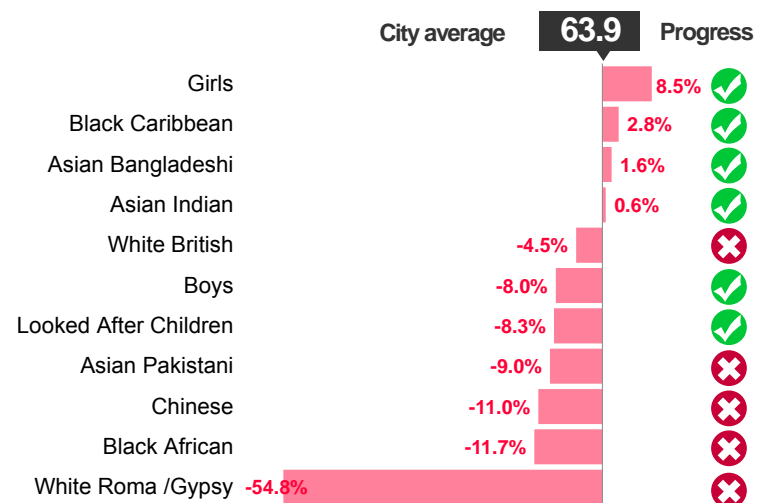
1 in 4 Coventry five year olds are either overweight or obese; and 1 in 5 are obese – significantly more than nationally. By working with parents and carers to make sure that children eat well and exercise to maintain a healthy weight, the city will not only help children avoid issues later in life – but also help them learn better.

WHAT'S BEING DONE?

The multiagency Coventry Health and Wellbeing Board leads health and wellbeing efforts in the city. The Board is currently reviewing the way it operates, and is expected to set out its new priorities in new Health and Wellbeing Strategy by March. This half year, a joint strategic needs assessment (JSNA) has been completed. The JSNA looks at the current and future health and care needs of the local population to inform and guide the planning and commissioning of health, wellbeing and social care services within a local authority area. Between August and September, a Stakeholder Call for Evidence was also undertaken with partners from across the city taking part.

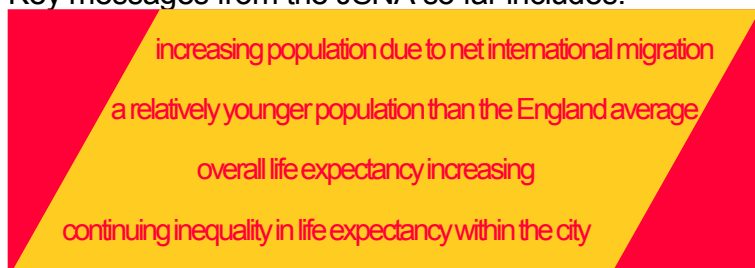
**Early years**

Gap between the following groups and the city average in achieving a good level of development in the early years by age five



*“School readiness at age five has a strong impact on educational attainment and life chances.”*

Key messages from the JSNA so far includes:



The Institute of Health Equality and Public Health England has made a commitment to work with Coventry as a Marmot City for a further three years – helping the city address health inequalities. Health inequalities will be embedded in the new Health and Wellbeing strategy.

Indicator	Previous performance	Current performance	Comparators	Progress	Target	Status
Good level of development in the early years by age five	60.0% 2014	63.9% 2015 provisional	63.4%-S/N 2015 provisional 66.3%-England 2015 provisional	✓	66.3%+	✗
Gap between the lowest achieving 20% in the early years and the rest	36.8% 2014	36.0% 2015 provisional	36.0%-S/N 2015 provisional 32.1%-England 2015 provisional	✓	<32.1%	✗
Breastfeeding rates at 6-8 weeks (Coventry and Rugby CCG)	42.8% 2013/14 revised	43.9% 2014/15	45.7% Arden 2014/15 43.8% England 2014/15	=	↑	=
Mothers who smoke at time of delivery (Coventry and Rugby CCG)	12.3% 2014/15	11.3% Apr-Jun 2015	10.7% England Apr-Jun 2015	✓	↓	✓





Balancing the budget

The Council has continued to deliver savings in response to government funding cuts and to deliver a balanced budget. At half year, the transformation programme saved £9.6m. This is a shortfall of £2.2 million from planned programme savings. The shortfall relates to procurement and Commissioning and A Bolder Community Services.

The Council's customer journey programme, including work on improving the digital experience, demand management and channel shift has resulted in savings of £500,000.

Rationalising our property portfolio

The Council's is on track to achieve £3m target savings through the rationalisation and disposal of property. There is regular review of operational property to ensure buildings are being used effectively and to provide a value for money challenge. The Council's main city centre buildings are heated by the district energy heating system, Heatline, which uses household waste to create energy, this is considered to be a renewable source. As the weather was warmer in 2014/15 than in the previous year, the reported reduction in energy usage can be attributed to the building rationalisation programme, the benefits of using Heatline and the effective management of energy across Council buildings.

Our workforce

In the first half of 2015/16 the Council reduced the size of its workforce by a further 174.64 full time equivalent posts. This has been achieved through the redesign of services, a reduction in the number of manager posts and the offer of voluntary reduction/ early retirement for those wishing to leave the organisation.

An average of 3.77 days per employee was lost due to sickness absence for Apr-Sep 2015. This is an improvement of 0.14 days on the same period for the previous year. However it remains unlikely that the end of year target of 8.5 days will be met given that the second half of the year reflects the winter period and is typically expected to have higher levels of sickness absence. The Council continues to robustly manage and monitor sickness absence.

Maximising income

In this half-year, 55.3% of council tax was collected, comparing favourably with 54.9% at the same point last year. Forecast collection at March 2016 is 95.9% an improvement on the forecast of 95.1% at this point last year but falling below the target. The collectible debit has increased by 4.4% from £116.1 million (June 2014) to £121.2 million (June 2015).

Business rates collection at half year was 56.8%, comparing favourably with 54.0% at the same period last year. The current forecast is for 97.1% collection by the year end falling below the target. The collectible debit has increased from £124 million (June 2014) to £125.5 million (June 2015).

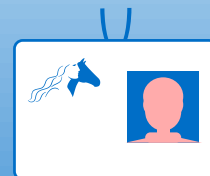
Balancing the budget

£9.6m

transformation programme savings

Our Workforce

5,412 contracts



Females make up...



Black/minority ethnic groups make up...



COLLECTION RATES AT HALF-YEAR






**Energy efficiency**

In November 2015, the Local Authority Energy Index (LAEI) placed Coventry City Council as the best performing authority out of 103 local authorities on energy efficiency in a number of areas, including energy management of their own buildings, improving energy efficiency in the community, improving energy efficiency in housing, and energy infrastructure.

**LOCAL AUTHORITY ENERGY INDEX (2015)**  
 Coventry ranked 1<sup>st</sup> place and scored...  
**77.05** /100



Find out more at <http://laenergyindex.co.uk/local-authorities/Coventry/>

Indicator	Previous performance	Current performance	Progress	Target	Status
Rationalising property portfolio – revenue savings	£1,600,000 2014/15	<b>£3,000,000</b> 2015/16		£3m+	
Carbon dioxide emissions from local authority operations	18,953 tonnes ↓19% 2013/14 actual	<b>18,940 tonnes</b> ↓0.06% 2014/15 actual		↓	
LA CO <sub>2</sub> emissions reduced through the use of the use of local renewable energy	New indicator	<b>2.5%</b> 2014/15 actual		3%+ by 2016/17	
Total energy use in Council buildings and schools	124,753,362 kWh ↓12% 2013/14 actual	<b>109,940,114 kWh</b> ↓7% 2014/15 revised estimate		↓	
Transformation programme savings	£15.778m 2014/15	<b>£9.6m</b> Apr-Sep 2015		£11.8m+ 2015/16	
Core employee headcount (fte)	4451.21 Apr 2015	<b>4276.57</b> Sep 2015		↓	
Employee contracts (excluding schools and casual posts)	5,778 contracts 31 Mar 2015	<b>5,412 contracts</b> 1 Oct 2015		Target not applicable	
% of the workforce which is female	70.2% (4,054) 31 Mar 2015	<b>68.9%</b> 1 Oct 2015		Target not applicable	
% of senior managers (above Grade 10) who are female	50.45% (56) 31 Mar 2015	<b>52.41%</b> 1 Oct 2015		Target not applicable	
Black and Minority Ethnic (BME) representation in the workforce	16.4% (945) 31 Mar 2015	<b>16.37%</b> 1 Oct 2015		Target not applicable	
BME representation in senior management (above Grade 10)	6.31% (7) 31 Mar 2015	<b>11.72%</b> 1 Oct 2015		Target not applicable	
Employees who have declared a disability	5.8% (334) 31 Mar 2015	<b>5.62%</b> 1 Oct 2015		Target not applicable	
Working days lost due to sickness absence per fte	9.40 days 2014/15	<b>3.77 days per fte</b> Apr-Sep 2015		<8.50days per fte	
Council Tax collection rate	95.4% 2014/15	<b>55.3%</b> Apr-Sep 2015		96.0%+ 2015/16	
National non-domestic rates (business rates) collection rate	96.9% 2014/15	<b>56.8%</b> Apr-Sep 2015		98.5%+ 2015/16	
Allocation of the Coventry Investment Fund	£15m	<b>£0m</b>		£6.1m	
External funding attracted	£50m 2014/15	<b>£45.5m</b> Apr-Sep 2015		£35.9m	



Change how we work to be more flexible and adaptable

The new city centre customer service centre opened its doors to the public in November. The centre brings together 110 staff from a range of services, consolidating 14 reception points into one. Meet and greet roles have been created to help customers with their enquiries including helping them to use online services and payment kiosks which have replaced the exchequer banking function. The number of services that can be accessed online is growing.

Developing our workforce – with partners

The Councils aspiring leaders programme was launched in November to train, develop and cultivate senior leaders of the future. As part of the programme, delegates will gain experience and be mentored through placements with the Council and with businesses around the city.

Encouraging residents to become active citizens

Volunteers make an important contribution to life in the city in many different areas. The Council encourages its own employees to give time and skills to support volunteering in the city.

The Council provides a grant fund to Voluntary Action Coventry (VAC) to promote volunteering in the city. In this half year, VAC interviewed and recorded details of 550 people who were interested in volunteering.

Working with partner agencies in the voluntary, public and private sectors

Pilot programmes

Pilot programmes are in place to explore new ways of working with communities; and the learning from the pilot programmes will help inform Connecting Communities.

Coventry Law Centre and Grapevine's Ignite programme includes two early help projects in Willenhall and Bell Green. The projects helps build personal resilience and reducing the need for crisis level intervention for vulnerable residents. A key aspect of Ignite is the development of an Early Action Resilience Centre to share learning and promote good practice across the city.

Transforming Communities with Communities has provided a cross-partner team with skills and knowledge to transform the way that organisations and communities work in neighbourhoods.

Towards a Partnership for Coventry

The Partnership for Coventry reviewed its role at a mini-conference held in November and explored ways to strengthen partnership working including making greater use of digital technology.



1 in 5 transactions with the Council now done online

14,000 transactions

on My Account since launch (May-Nov 2015)



Note: some online transactions take place on platforms other than MyAccount so this cannot be compared to total number of transactions done online.



Local Democracy Week

October saw young people of all ages getting involved in a wide range of activities to find out more about democracy in action. Events includes virtual council day, councillor question time and shadowing the mayor for a day.

Job Shop

Coventry's Job Shop has been recognised by universities and local authorities alike as a national leader in innovative partnership delivery. Councils in Suffolk, Worcester, Birmingham and even ex-senators from the United States, have been to the Job Shop and used the model to deliver and create their own. The Department for Work and Pensions (DWP) and its ministers have recognised the Job Shop as an example of best practice and have hosted a number of pilots in the region.

Social enterprises

The Council is engaging with social enterprise and partners to support the growth of the sector and to explore the potential benefits of becoming a social enterprise city. It is estimated that there are already in the region of 200 thriving social enterprises in Coventry that re-invest their profits to deliver social benefits. Social enterprise contribute to the local economy and to the Councils priorities by creating jobs, helping to strengthen communities and creating new and more diverse solutions to delivering services.

Indicator	Previous performance	Current performance	Progress	Target	Status
Online transactions	16.16% 2014/15	20% Apr-Sep 2015		20%+ 2015/16	
Reduction in face-to-face and telephone contact	12% reduction 2014/15	29% reduction Apr-Sep 2015		20%+ 2015/16	



**List of new, revised or deleted indicators  
& indicators with no data available**

This list sets out headline indicators that are new, revised or deleted indicators; as well as indicators where there were no updates available at half-year.

**NEW INDICATORS**

**Globally connected: promoting the growth of a sustainable Coventry economy**

Full-time median annual pay (residents) – *provides a better comparator with equality indicators*

**Locally committed: improving the quality of life for Coventry people**

Smoking prevalence in adults – current smokers

(Adult social care service users who are extremely or very satisfied with their care and support)

Adult social care service users with long-term ongoing support

People contacting adult social care not already receiving support

**Delivering our priorities with fewer resources**

Local authority CO<sub>2</sub> emissions reduced through the use of the use of local renewable energy

Allocation of the Coventry Investment Fund

External funding attracted

**REVISED INDICATORS**

**Locally committed: improving the quality of life for Coventry people**

Smoking quitters – *previously reported as a percentage of people who took up stop smoking services and remained quitters four weeks later; now expressed as a rate per 100,000 smokers*

**DELETED INDICATORS**

**Locally committed: improving the quality of life for Coventry people**

Street scene measure quality indicator – *this proposed indicators remains under development*

Management plans for parks in health-deprived areas – *this is operational data that is reportable as a flash fact*

**INDICATORS WITH NO UPDATES AVAILABLE AT HALF-YEAR**

**Globally connected: promoting the growth of a sustainable Coventry economy**

Visitor trips

Resident population aged 16-64 qualified to NVQ Level 4+

Credit union members (adults and junior members)

**Locally committed: improving the quality of life for Coventry people**

Roads and footways which are in good or acceptable condition: principal roads, non-principal roads, unclassified roads and footways

Long term support adult social care users with a personal budget

Adult social care service users who have control over their daily life

Adult social care service users who are extremely or very satisfied with their care and support

Healthy life expectancy at birth & inequality in life expectancy at birth (male and female)

Injuries due to falls in people aged 65 and over as a rate per 100,000

A full set of Council Plan headline indicators is set out on [www.coventry.gov.uk/performance/](http://www.coventry.gov.uk/performance/)  
All indicator data (open data download) <http://smarturl.it/CovPerformanceData>