

# ONE COVENTRY PLAN

Annual Performance Report 2018-19



# Overview

## Council Plan – One Coventry

**One Coventry** describes the Council’s objectives, key strategies, and approaches. It builds on the Council’s long-standing principles (being globally connected, locally committed, and working together to deliver priorities with fewer resources) and sets out new ways of working to help the Council face the challenges of increasing demand and reduction in funding.

### Globally connected

Promote the growth of a sustainable Coventry economy by:

- supporting businesses to grow;
- developing the city centre;
- creating infrastructure for the city to thrive; and
- raising the profile of Coventry.

And ensure that residents share in the benefits by:

- helping local people into jobs;
- increasing the supply, choice and quality of housing;
- reducing the impact of poverty; and
- increasing access to arts, sports and cultural opportunities.

### Locally committed

Improve the quality of life for Coventry people by:

- creating an attractive, cleaner and greener city;
- improving educational outcomes;
- making communities safer; and
- improving health and wellbeing.

Especially for our most vulnerable residents by:

- protecting our most vulnerable people; and
- reducing health inequalities.

### Delivering our priorities with fewer resources

Make the most of our assets and work closer with residents and partners to enable people to do more for themselves.



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

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## About the performance report

This annual performance report sets out the progress made towards the One Coventry Plan. For each objective, this report sets out the trends, actions taken, and performance metrics, to provide an objective assessment of the progress made against previous years and with other places.

### Indicators

The Council uses indicators to show progress made towards its priorities. This is supported by a wider basket of measures such as equality and perception measures that help explain the trends and story behind the headlines. Indicators are selected from key strategies and aligned to directorate priorities.

### Open data

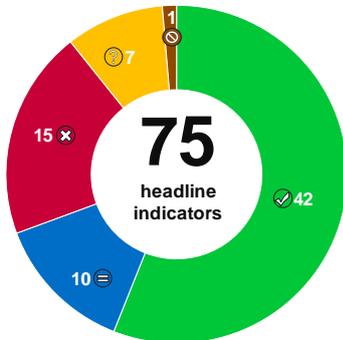
Infographics, open data, maps and a publication schedule are available at [www.coventry.gov.uk/infoandstats/](http://www.coventry.gov.uk/infoandstats/). This year, progress have been made towards developing a Citywide Intelligence Hub, a one-stop data platform providing a “single source of truth” of data and evidence about Coventry.

### Abbreviations & symbols used

Symbol	Progress	Target status
	Improved (or target already achieved)	On-target
	Got worse	Off-target
	Similar, unchanged or statistically insignificant	–
	Can't say, no clear direction of travel	–
	Not available or no updated data	No target set
SN	Statistical neighbours (similar authorities)	
WMCA	West Midlands Combined Authority	
WMR	West Midlands Region	
CIPFA	Chartered Institute of Public Finance & Accountancy nearest neighbours	

# Executive summary

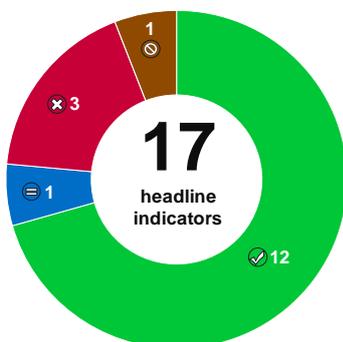
## Overall summary



The One Coventry Plan is currently measured using **75** indicators, of which **42** indicators improved; **10** stayed the same; **15** indicators got worse; can't say for **7** indicators (for example a higher number of domestic violence offences reported may indicate an increase in cases, but may also reflect better reporting and awareness); and progress is not available for **1** indicator (the Council stopped commissioning the agency that provided data for the visitor trips indicator).

This means, at the end of year, **78% (52/67)** of directional indicators (excluding can't say or not available) improved or stayed the same. This compares to **71% (42/59)** in 2017/18 and **75% (43/57)** in 2016/17.

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



Coventry is a city with exciting and challenges times ahead. Over the years, the city has continually reinvented itself to rise to fresh challenges. As the city steps up to becoming the UK City of Culture in 2021, the city's economy remains strong and resilient, with a growing

advanced manufacturing sector, increasing rates of employment and decreasing rates of unemployment. More residents are working in highly-skilled and higher paid jobs; with over 35% of the city's residents qualified to level 4 (degree level) or above.

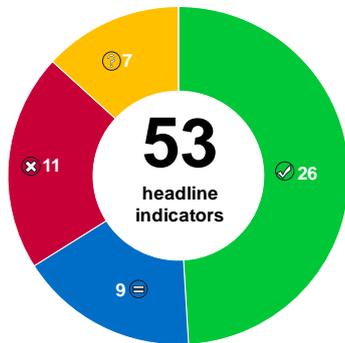
However, significant pockets of deprivation limit some residents' opportunities to succeed in life, with nearly one in five neighbourhoods considered to be amongst the 10% most deprived neighbourhoods in England. In addition, 10% of the population have no qualifications at all, limiting their ability to gain more rewarding employment in the city.

The city continues to attract external investment, leading to a rapidly changing city skyline – from the demolition of old tower blocks that no longer meet the city's need, to the construction of new buildings, such as student accommodation and apartment blocks, to meet the changing demands of the city. This is predicted to lead to further private sector investment into the city centre including Cathedral Lanes, the Upper Precinct, and City Centre South.

However, the city is facing a huge challenge around homelessness, both in terms of financial costs and wider outcomes, associations with placements in temporary bed and breakfast accommodation. This year has seen the creation of an integrated housing team bringing together housing strategy, housing options (choice-based lettings) and homelessness prevention; and the bringing together of the Council's Housing First and "making every adult matter" approach for people who experience rough sleeping, substance misuse and other severe and multiple disadvantage.

As Coventry becomes a "globally connected" city, it will need to address the climate emergency to ensure the city's future sustainability. Initiatives like improving the city's air quality and reducing greenhouse gas emissions towards net zero emissions will need a citywide focus.

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



To support the growth of the city’s economy and to provide a pleasant environment for local people, the Council has responsibilities around transport networks, air quality, green spaces and cleanliness. The city’s road network continues to be in a good/acceptable condition, having improved markedly from previous years. However, the city faces challenges around littering and fly-tipping, with a marked increase in the number of fly-tips reported. Despite the increase in fly-tipping, the Council continues to successfully attend to and address the same proportion of fly-tips; and has developed metrics to identify, determine and address the levels of cleanliness across the city.

A person’s lifelong health, happiness and productivity in society are influenced by their early years. The city has seen an increase in the percentage of five-year olds achieving a good level of development. However, this is still below the rates seen in similar authorities and nationally.

The vast majority (95%) of primary school pupils continue to attend schools rated good/outstanding and, compared to the last two years, more pupils finish year 6 reaching the expected standard in reading, writing and. At secondary, over three-quarters (80%) of pupils attend a good/outstanding school, and attainment and progress measures at year 11 have seen improvement.

With two good universities and an increasing range of highly paid jobs available in the city, there has also been a decrease in the number of young people not in education, employment or training – although further work needs to be done to raise aspirations of young people to take on the significant and growing opportunities available in the city and region.

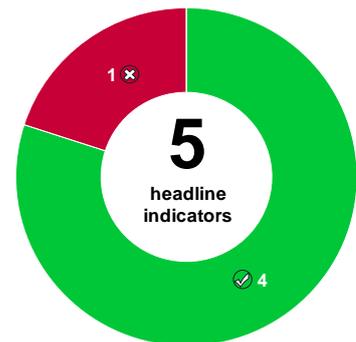
Social care services in the city have seen a marked improvement, however the sector faces significant and

sustained pressures. In children’s services, there has been an increase in the overall number of looked after children, as well as an increase in re-referrals. In adult social care, the number of people in long term support have increased – but remain within the expected range.

Like other cities, there has been a surge in concern about crime and violence, particularly knife crime, and consequential effects on perceptions of safety. The city has seen an increase in crime rates, however rates are still lower than other areas in the West Midlands such as Birmingham or Wolverhampton.

The city is adopting a public health approach to tackling violence, that is, looking at violence not as isolated incidents or solely a police enforcement problem but considering violence as a preventable consequence of a range of factors, such as adverse early-life experiences, or harmful social or community experiences and influences.

## Delivering our priorities with fewer resources



The city’s emerging One Coventry approach is working towards ensuring that services in the Council’s two directorates, along with partner agencies and local community groups, work collaboratively to make the biggest positive impact on the lives of local people.

Progress has been maintained in the context of continued and sustained reduction in the overall resources available to the Council: resources available to Coventry through the Local Government Finance Settlement had fallen by £113m in the period between 2010/11 and 2018/19 on a like for like basis – and this is expected to continue, with an expected further reduction of £7m for 2019/20.

# Globally connected

Promoting the growth of a sustainable  
Coventry economy



# Supporting businesses to grow

## Coventry has successful business clusters

The Council supports businesses to grow by attracting inward investment; helping businesses to expand; encouraging them to create jobs; improving their access to skilled workers; and retaining skilled graduates in the area.

Coventry and Warwickshire are home to clusters of successful, world-class business sectors, including advanced manufacturing and engineering (particularly in aerospace and automotive industries); energy and low carbon; connected autonomous vehicles; business, professional & financial services; and digital, creative and gaming.



Did you know, Coventry is ranked **2<sup>nd</sup>** out of 63 city clusters across the UK for the rate of patent applications per population, second only to Cambridge.

In 2016-18, over **800** businesses in Coventry were supported by the European Union's European Regional Development Fund, generating over £16m in private investment and helping create some **775** jobs in the city.



## Business rates remain constant

Coventry's business rates rateable value increased from £313m to £319m in 2018/19. The city's rateable value has remained relatively constant in recent years. This suggests growth from new properties or those with increased rateable value has been broadly neutralised by those that have been removed from the list or received a reduced rating.



The Council met its target to collect over **98%** of collectable business rates in year – money that is reinvested into city services.

98.2% of collectable business rates were collected in-year. This is above the target of 98% for the second consecutive year.

## A growing local economy

Gross value added (GVA) is a measure of the size of a local area, calculated from the value of goods and services produced by businesses operating in an area. GVA may increase due to increased productivity; growth in business size; or an increase in the number of businesses.

Given Coventry's population size, the city has historically performed below average. More recently, the city has experienced good growth. The latest data, for 2017, shows an annual GVA growth of 3.3% to £8.8 million for Coventry, compared to 3.1% for England. This is believed to be a result of the growth in the number of small businesses in the city.

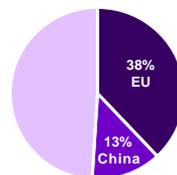
### But population growth outstrips economic growth

To compare regions of different sizes, the GVA per head figure is used. At £24,500 in 2017, Coventry's GVA per head was higher than in similar authorities but remained lower than England overall at £27,949. The city's GVA per head figure increased by only 1.3% year-on-year, suggesting that the local economy did not grow as fast as the local population. This is partly explained by the growth in student numbers, the majority of whom are economically inactive.

### Recovering productivity levels

In recent years, the UK's level of productivity, a measure of efficiency, fell behind other advanced economies. Coventry's productivity remains lower than the national average. However, in 2017, productivity increased by 4.5% in Coventry compared to 2.5% nationally, narrowing the gap. Indeed, the city's productivity is now higher than amongst similar local authorities.

## High levels of exports



In 2017, Coventry was the **7<sup>th</sup>** highest exporter per job out of 62 cities. **38%** of Coventry's exports went to the European Union and **13%** headed to China.



Coventry has a high rate of exports per job. This reflects the strength of the local business partnerships, particularly in the advanced manufacturing sector. 59% of the city's exports were from the road vehicles sector, and this is attributable to the partnership between Jaguar Land Rover, its local supply chain, and the Warwick Manufacturing Group at the University of Warwick.

## Decrease in active enterprises



There were **9,845** active enterprises in 2018, a decrease of about 200 enterprises from 2017. This cancels out the recent trend where the number of enterprises in Coventry has grown at a faster rate than nationally or regionally.

In 2018, there were 9,845 active enterprises in the city. At a rate of 340 enterprises per 10,000 adult population, the number of active enterprises in Coventry remain notably lower than elsewhere: 377 in the West Midlands Combined Authority (WMCA), 588 in Warwickshire and 515 in England.

Most enterprises in Coventry are small firms employing fewer than 10 people – so the number of active enterprises is, in effect, a measure of the city’s small to medium enterprise (SME) sector.

In the four years leading to 2018, Coventry’s business stock grew at a faster rate than the regional and national averages, fuelled by strong growth in new business creation. However, in 2018 the total number of active businesses dropped by about 200, falling from 10,065 to 9,845, amounting to a 2% decrease. This is a result of a reduction in the number of new businesses created compared to previous years; the rate of annual business creation in Coventry remains lower than national and regional averages.

## Supporting local businesses

### Supporting businesses to create jobs

The Coventry & Warwickshire Local Enterprise Partnership (CWLEP) Growth Hub works with local business, helping start-ups get off the ground and established SMEs grow. Since its establishment in 2014, the Growth Hub has supported the creation of over 5,000 jobs in the sub-region. The CWLEP works alongside local authorities, universities, and business groups to help secure funding deals.

### Helping businesses access investment

The Council’s economic development service delivers business support and helps local businesses secure funding. In 2016-18, the team managed three European Regional Development Fund (ERDF) business support programmes, supporting over 800 businesses, generating £16.7m private investment, creating 775 jobs and reducing carbon emissions by 11,686 tonnes.

The team works closely with partners including the WMCA and the local business community; and has been awarded over £10m to deliver another three years of tailored support to local businesses, focusing on growth and job creation.

### Upskilling local people

The Skills 4 Growth project, a partnership with the CWLEP and Warwickshire County Council, supported 61 SMEs to provide accredited training to 278 employees according to their identified skills needs. Furthermore, four young people have successfully completed their apprenticeships through the award-winning Construction Shared Apprenticeship Scheme. The project’s social value work has resulted in 1,069 local people employed on sites with skills and employment plans.

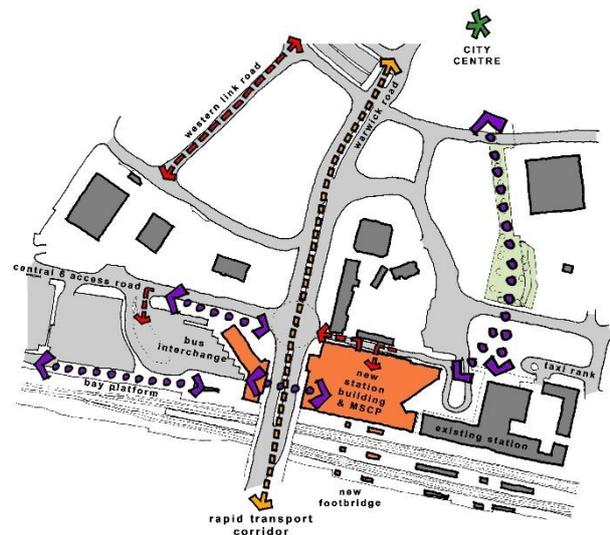
## Creating the infrastructure

### Funding secured for transformational schemes

This year, permission has been granted for a £93.8m scheme to transform Upper Precinct (£11.8m) and Coventry railway station (£82m). £30m of the funding for both schemes are from the Local Growth Fund.

### Transportation

#### Improving capacity and accessibility of Coventry station



Coventry rail station is one of the fastest growing stations outside London. The £82.3m Coventry station masterplan is funded by the CWLEP, WMCA, Department of Transport, and others. Phase one of the development is under way with the construction of a new footbridge,

canopies, and an access tunnel under Warwick Road. The contract for phase two was recently awarded to Buckingham Group, and this will bring a new station concourse that links to Warwick Road and all platforms, a new pedestrian route via the tunnel under Warwick Road to the new bus interchange, and an additional multi-storey car park.

### Better connectivity to Warwickshire

Hourly train services running between Coventry, Kenilworth, and Leamington Spa were introduced in April 2018 following the re-opening of Kenilworth train station. By popular demand, the one-carriage service expanded to two carriages in May 2019, with services extending past Coventry to Nuneaton, calling at Coventry Arena, Bedworth, and Bermuda Park.

## Broadband

### Full fibre broadband roll-out

CityFibre is rolling out full fibre broadband offering ultrafast gigabit broadband to over 5 million addresses in the country. In Coventry, households in Old Church Road and Gayer Street are now connected to gigabit broadband from Vodafone; with roll-out to Longford and Bell Green next.

Gigabit broadband will help the city meet its smart city, smart energy and intelligent transport systems ambitions. Regeneris, an economic consultancy, estimated that the full fibre connectivity could increase values of local homes by £101m in the next 15 years.

## Developing the city centre

### A changing city centre skyline

The Coventry city centre skyline has been rapidly changing with the demolition of old tower blocks and the rise of new ones that reflect the city's growing and changing need for apartment blocks and student accommodation. By attracting people to live and work in the city centre, there will be increased footfall and increased demand for retail and destination leisure activities in the city centre, helping attract more shops and restaurants to create a more vibrant city centre for everyone.

While the development of city centre apartment blocks and student accommodation are led by private investors, the Council is working to ensure residents benefit from the changes and is investing monies through the Growth Deal. Through the programme, the Council helped deliver 531 jobs and apprenticeships and 10,440m<sup>2</sup> of commercial

space in 2018/19; with a target of creating over 10,000 jobs and over 30,000m<sup>2</sup> of skills and commercial space by March 2021.

## Public realm improvements

### Transformation of Upper Precinct



Upper Precinct is under transformation with the removal of escalators and footbridges connected to West Orchards, the ramp near Ernest Jones, and canopies. This will result in larger shop units, and a modernised central pedestrian area with a courtyard-style design, with planting, landscaping, water features, seating areas, and timber terraces. To attract more people to the city centre, the unused upper levels will house local students, further freeing up family homes in local neighbourhoods. The modernisation of Upper Precinct is part-funded by the Council, the Shearer Property Group, JP Morgan Asset Management, the Local Growth Fund, and others.

### Regeneration of the Burges



Following a successful bid put together by Historic Coventry Trust, the Coventry Business Improvement District (BID), and the Council, Coventry was chosen by the Department for Digital, Culture, Media & Sport (DCMS) as a High Streets Heritage Action Zone project. The DCMS has pledged £2m to regenerate the Burges, one of the few parts of Coventry that preserved its pre-Second-World-War

appearance, restoring building façade, historic shopfronts, and access to River Sherbourne at Palmer Lane.

### Future high streets fund

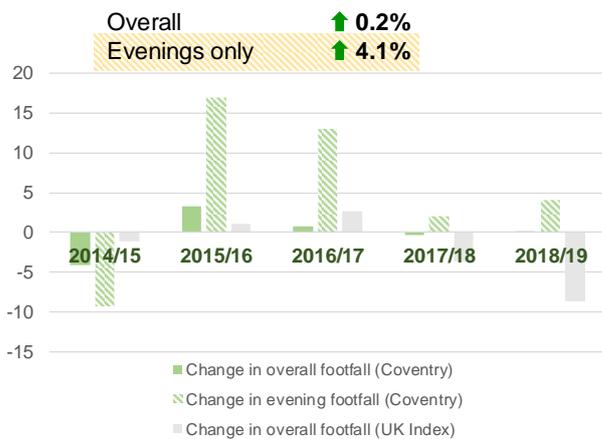
In March 2019, the Council put in an expression of interest for funding from the government’s Future High Streets Fund to help regenerate the city centre. If successful, the bid will go towards improving Market Way and Smithford Way in a similar fashion as the work completed at Broadgate – bringing in more major high street names and attracting investors to develop a new restaurant quarter.

### Free Wi-Fi

The Council is increasing the range of free public Wi-Fi in the city centre, in partnership with IntechnologyWifi and local businesses, which have allowed Wi-Fi equipment to be mounted on their buildings. The Wi-Fi brings benefits to businesses, visitors, and residents, and may help encourage high tech firms to contribute to the city’s growth.

### City centre footfall

Change in footfall (% year-on-year change)



### Overall footfall is broadly unchanged

In 2018/19, there is a marginal increase (+0.2%) in overall footfall in 2018/19, up 0.2% from 2017/18; compared to a marginal decrease the previous year (-0.3% from 2016/17).

An index of places nationally suggest footfall has declined by 8.7%, suggesting that Coventry has bucked the national trend.

There was significant variation in the trends of change between different locations in the city centre. Footfall increased in Hertford Street (+5%) and Smithford Way (+3%); no change in Upper Precinct (0%); and footfall decreased in Market Way (-9%) and City Arcade (-16%).

The number of students enrolled at Coventry University and living around the city centre has continued to increase. This should have a positive effect on footfall, although this may be limited by the placement of the city’s footfall counting devices which are focused in the retail area and may not cover the routes students tend to take, for instance, between Trinity Street, Priory Place, High Street and Coventry University. A review of the numbers and locations of counting devices may help address this.

Changes to the Council’s estate may also have an impact in footfall patterns: for instance, the opening of One Friargate in November 2017 and the relocation of staff away from the demolition of the Civic Centres may have influenced figures at Hertford Street; and the refurbishment of Broadgate House and relocation of staff from elsewhere may have influenced figures at Upper Precinct.

The ongoing redevelopment of the city centre precinct, including the demolition of Coventry Point and transformation of Upper Precinct may have a negative effect on footfall in 2019/20; but upon completion it is hoped that city centre footfall will recover and increase as the city becomes the UK City of Culture in 2021.

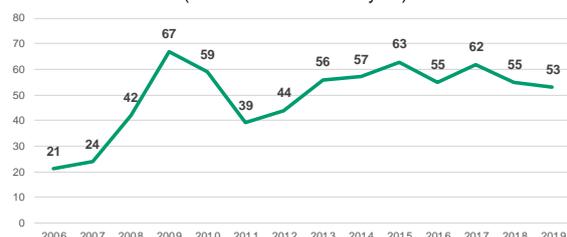
### Increasing evening footfall

Similar to recent years, evening footfall continue to buck the trend, continuing to improve and perform better than daytime footfall. In 2018/19, footfall in the city centre after 7pm was 4.1% higher than it was in 2017/18. This year’s evening performance improvement was even higher than last year’s by an additional 2.1% points. There has been variation between different locations in the city centre; evening footfall increased in Hertford Street (+14%), Upper Precinct (+4%) and Smithford Way (+2%) but evening footfall fell in Market Way (-8%) and City Arcade (-10%).

### Empty shop units remain constant

In 2018/19, the number of empty shops in the prime retail areas of the city centre (the area covered by the footfall counting devices) fluctuated over the year but remains broadly unchanged, falling by two units from 55 at the end of March 2018 to 53 at the end of March 2019.

Empty shop units in city centre prime retail areas (at the end-March each year)



## Raising the profile of Coventry and Arts, sports & cultural opportunities

### Encouraging investment

Coventry's international presence continues to strengthen through active place promotion both in the UK and overseas. In recent years, the city benefitted from significant Chinese investment, and China remains a key market. In 2018/19, Coventry hosted 10 international delegations of government officials and businesses looking for investment opportunities. Coventry also participated in three outward missions to seek investment, showcasing the region's strong economy, excellent partnerships and universities, technical assets and support services.

### Hosting major events

#### UK European City of Sport 2019



Coventry is emerging as a destination for hosting major sporting events. Following the legacy of London 2012, the city was awarded the UK European City of Sport for 2019. In the coming years, Coventry will also host the 2021 Rugby League World Cup, and netball matches for the Birmingham 2022 Commonwealth Games.

#### European Corporate Games 2019

As part of the European City of Sport 2019 programme, Coventry will be hosting Europe's largest corporate multi-sports festival in August 2019. The four-day event has attracted over 4,000 registered participants from firms such as Vodafone, IBM, and Barclaycard to participate in 23 sports. The Games are expected to generate £5m for the local economy.

#### Vélo Birmingham and Midlands cycling race

17,000 cyclists entered Vélo Birmingham & Midlands, the second biggest closed-road event in the UK. The Council worked closely with the organisers, CSM Active, and emergency services to ensure the safety of participants. Both the 42-mile and 100-mile routes took cyclists to Coventry city centre, passing through the Cathedral on cobbled lanes.

#### Tale of Two Streets: a showcase of local identities

### TALE OF TWO STREETS

The city hosted a major photography exhibition where Coventry-based Photo Archive Miners collaborated with internationally renowned photographer Niall McDiarmid and 10 Coventry University graduates to capture images of local people from Far Gosford Street and Foleshill Road. Hundreds of people and locations were captured, showcasing the city's identities and personalities.

### Building sports facilities



#### The Wave destination waterpark and a new 50m pool

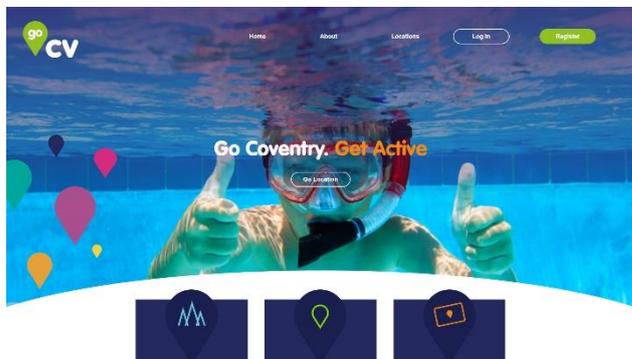
The Council has pledged £60m of investment to new sports and leisure facilities in the city – these include a waterpark called The Wave and new facilities at the Alan Higgs Centre. A £36.7m project, the Wave is the Council's biggest single investment in sports and activity, a destination leisure facility that will help Coventry residents be more active – as well as encourage people into the city centre. It is designed to be one of the most accessible

water parks in the UK, with easy access areas for people with mobility issues and slides for toddlers. The Wave opens in Summer 2019. A cash boost of £10.5m brings the Alan Higgs Centre a new eight-lane 50-metre pool, a viewing gallery for spectators, a health suite, and an expansion of the fitness suite.

**Coombe Abbey tree-top adventure**

Go Ape, a tree-top attraction, opened at Coombe Abbey in April 2019. The first of its kind in the region, it features a 12-metre free-fall drop, a dual Tarzan Swing, and a 200m double zip course finale. Open from February to December, the attraction created 30 jobs. Looked-after children and care leavers were among the first groups to trial the attraction.

**Go CV residents' loyalty card**



The city's newly launched Go CV loyalty card allows all Coventry residents to take advantage of discounts and offers at the city's attractions such as music venues, museums, and the new Wave waterpark. Replacing the Passport to Leisure and Learning scheme, the Go CV card will offer all residents discounts and offers, with additional discounts for people on low incomes. The Council is reaching out to shops, bars, and restaurants to join the scheme too. Residents can register for a Go CV card free of charge at [www.go-cv.co.uk](http://www.go-cv.co.uk) or collect one at the local leisure centre.

**Helping local people into jobs**

**Some residents are benefitting from growth**

Coventry's economy is strong, bolstered by the growing advanced manufacturing sector, increasing rates of employment, decreasing rates of unemployment, and more residents with high level qualifications. There are also more residents working in highly-skilled and higher paid jobs.

While good growth in the city has created more well-paid jobs, there also arises a need to address skills shortages

by raising aspirations amongst schoolchildren and retaining skilled professionals and graduates in the city.

**Strong levels of employment**

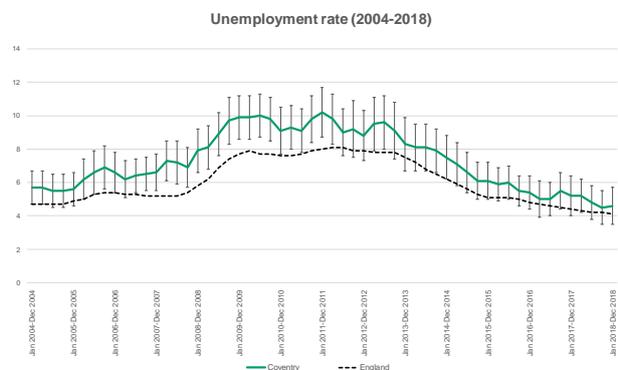
The number of Coventry residents in employment has been increasing strongly for the last few years. The employment rate is 72%, with 173,100 of 241,900 working age (aged 16-64) residents in paid work. This rate is in line with other similar areas with a high number of full-time students but is lower than national average.

Overall, employment rate has been improving for three years, signifying a departure from a situation in previous years where a notable increase in total working age population led to a boost in employment head count but did not translate to a significant increase in employment rate. The increase in the employment rate in the last year of just over one percentage point is not statistically significant, but the data gives some evidence that the trend of improvement continued in 2018.

The total number of residents in employment has grown because of increases in both full-time and part-time work. In recent years, there has been a bigger increase in the number of residents working in higher skilled and higher paid jobs than in lower skilled occupations.

There appears to be inequalities in employment, with residents of White British ethnicity having higher employment rates than amongst residents from BME backgrounds overall. The increases in employment amongst residents has been amongst both men and women, although the employment rate amongst men remains higher; 74% compared to 68%.

**Unemployment in line with national averages**



Unemployment rate in Coventry stands at 4.6%, or approximately 8,600 working-age residents. Coventry's figures are roughly in line with the regional (4.7%) and national (4.1%) rates. National unemployment is at its

lowest level in years. Similarly, unemployment in Coventry has been dropping over the medium term and is now notably lower than pre-recession levels. In 2018, the unemployment rate amongst Coventry residents fell a little, continuing the positive medium-term trend.

**Claimant count rate comparable to national average**

The claimant count, a measure of the number of residents who are claiming jobseeker’s allowance or claiming universal credit due to unemployment, stands at 6,000 people, compared to the unemployment estimate of 8,600. The claimant count is highest in Foleshill and lowest in Wainbody.

Universal credit full-service went live in Coventry in July 2018, where claimants for several benefits began the transition to claiming universal credit. It was predicted that the transition would be challenging for some claimants, with potential delays in receiving payment; a wider group of people are required to search for work; and there are stricter conditions on what claimants are required to do to receive payment.

**Increasing qualification levels but still some challenges and skill shortages**

**Over one in three working aged residents are qualified to degree level or above**

35% of Coventry’s working aged residents, or around 85,400 people, are now qualified to level 4 (degree level) or above. Coventry now performs better on this measure than the West Midlands average or in similar areas.

Coventry benefits from a ‘graduate gain’ thanks to the number of students at the city’s two universities; however, graduate retention is low with only 15% of students staying to work in the city following graduation.

**One in ten working aged residents have no qualifications**

Almost a tenth of working aged residents (24,900 people) in the city have no qualifications. This is worse than the England average (8%) but is comparable to region (10%) and similar areas. A lack of qualifications may limit residents’ ability to gain more rewarding employment. However, many of the residents with no qualifications are aged 50 or over and are already in employment.

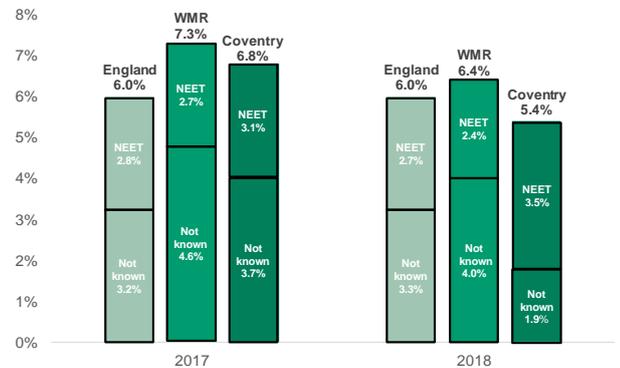
**Local businesses report skill shortages**

8% of Coventry firms who responded to the national Employer Skills Survey 2017 said they had at least one skills shortage vacancy and were finding it difficult to recruit to a job because the candidates did not have the required

skills. Additionally, 12% of Coventry firms said they had skills gaps whereby at least one of their employees did not have all the skills required for the job.

**Supporting young people into work**

**Fewer young people not in education, employment, or training (NEET)**



In January 2018, 380 (5.4%) of 16-to-17-year olds were either NEET or their activity was not known. This is lower than the WMCA (7.1%), West Midlands (6.4%) and the England (6.0%) figures and represent a decline of 1.5% points from January 2017.

**Half of all apprenticeships are at level 3 and not enough are at level 4**

One way to address skill shortages is through apprenticeships. In 2017/18, nearly half (47%) of apprenticeships in the city are at level 3 (advanced level) with level 4 (degree level) apprenticeships remaining the smallest level. Coventry apprentices with a Coventry home address are more likely to be studying at level 2 (intermediate level), and apprentices with a non-Coventry home address are more likely to be studying for a level 4 apprenticeship. To address the skills gap and wage gap between people living in the city and people working in the city, it may be worth encouraging more residents to start level 4 apprenticeships.

**79 new Council apprenticeships and 99 qualifications**

Employers with a pay bill of over £3 million each year, including Coventry City Council, pay into the government’s apprenticeship levy scheme to fund apprenticeship programmes. Funding can be retained by the employer if it goes towards apprenticeship training and assessments.

In 2018/19, the Council spent £524,540 of apprenticeship levy funding, supporting 79 new apprenticeships in the Council and local authority schools and providing 99 qualifications for Council staff. 12 types of courses were

offered, including civil engineering, catering and professional chefs, accountancy, taxation, and play work.

To widen participation, the Council has partnered with two charities, the Coventry Refugee and Migrant Centre and Grapevine, to improve access to apprenticeships for underrepresented groups; and has begun offering mentoring to apprentices. The Council has also joined the Apprenticeship Diversity Champions Network; and Young Apprenticeship Ambassador Network, offering opportunities to apprentices, providing training to help apprentices inspire the next generation of apprentices.

### Skill sharing and Time Union

The Pod hosts the city's Time Union, which is a system of mutual exchange where members share their time, assets, and skills on an hour-for-hour basis. Members of the Time Union have exchanged cinema trips and lessons in languages, fitness, DIY, career, life coaching, filmmaking, and crafts.

## Reducing the impact of poverty

### There are significant pockets of multiple deprivation in the city

According to the 2015 English indices of multiple deprivation (IMD), 18.5% of the city's neighbourhoods are amongst the 10% most deprived areas in England. Overall, the city is the 46<sup>th</sup> most deprived local authority area out of 326 across England. Furthermore, the city has a notably higher proportion of households with no working age adult works (17%). One-third of Coventry households with children are regarded as low-income families (33%). An updated IMD for 2019 is expected later this summer.

### Growth in median annual pay is below inflation so real incomes for some residents are falling

The median full-time annual pay for Coventry residents was £28,927 in 2018, a growth of 1.8% from 2017. The rate of growth is lower than the WMCA, regional and national growth rates of 3.2%, 3.0% and 2.7% respectively. At just 1.8%, the growth rate is below inflation, so real incomes for some residents are falling.

In 2018, the median full-time annual pay in Coventry workplaces was £31,010; an increase of 4.3%, further widening the gap between resident and workplace pay.

### Gender pay gap

The median full-time gender pay gap for Coventry is estimated at 23.3 (where 0 represents gender parity; and a positive value represents higher male pay). This is notably bigger than the England average of 9.5.

Nationally, the gender pay gap has continued to fall and indeed the gap for full-time employees is close to zero for those aged between 18 and 39 years. Locally, the large gap may reflect a gendered profile in certain highly paid jobs in the economy.

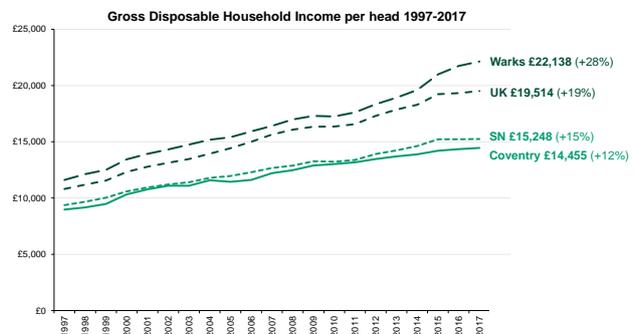
Note that the gender pay gap is the percentage difference between men's and women's median earnings across all job types; it is not a measure of the difference in pay between men and women for doing the same job.

### Gross disposable household income (GDHI)

GDHI measures the money available to spend or save after distributional effects such as taxes, social contributions and benefits. In 2017, Coventry's GDHI stood at £14,455 per head, notably less than the region and nationally (by about £2,500 and £5,500 respectively).

Notably, while GVA per head in Coventry is higher than the average for similar areas, GDHI per head is lower; meaning residents capture a lower share of GVA than in other places.

Total GDHI, at £5.206 billion, increased by 2.7% in 2017 compared to 1.6% for England. However, after considering Coventry's rapid population growth, GDHI per head grew by only 0.7%. This is below inflation, indicating that overall real incomes fell in 2017.



## Tackling low pay, poverty and inequality

### Coventry Poverty Summit 2018

Recognising that despite the city's growth, there are still a large proportion of the population that are significantly disadvantaged and whose overall health and life expectancy is lower than those in more affluent parts of the city, Coventry held a Poverty Summit in November 2018. This brought together the Council, universities and voluntary and community organisations to recognise the progress made as a Marmot city, and to share insights on using a system-wide approach to alleviate the harm of poverty.

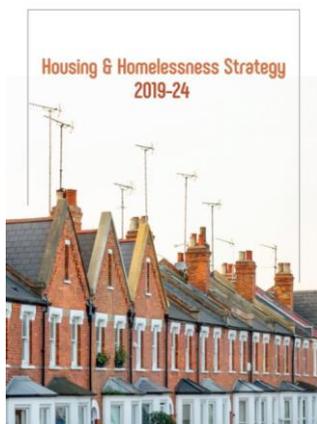
### Working in partnership as One Coventry

By working in partnership, advice and support agencies can be more effective in helping the city's most vulnerable residents to share the benefits of the city's growth. For example, the city's Universal Credit Working Group and Welfare Reform Working Together Group brings together local advice agencies supporting some of the most vulnerable residents in the city with public sector organisations to share updates, learning and collaborate on best practices.

Many community and voluntary groups, including a substantial number of faith-based groups, are addressing the needs of the city's most vulnerable residents such as rough sleepers and refugees, by providing food, clothes and charitable donations. A number of these groups feel that they would benefit from co-ordinating resources, better collaboration and having a networked approach.

## Supply, choice & quality of housing

### A new housing and homelessness strategy



In March 2019, the city's new housing and homelessness strategy formally came into effect. The vision for the city is for Coventry citizens to be able to "access a suitable, affordable and decent home, with the support they need to sustain their housing".

The Council continues to bring together its housing and homelessness strategy together, recognising that actions to prevent homelessness are dependent on the availability of additional housing; an improvement in the management and quality of existing housing; and the advice and support available for people to successfully maintain their home.

Actions outlined include further assessments to understand the needs of vulnerable residents; partnership working to prevent and resolve homelessness; supporting regeneration and redevelopment schemes such as the 'inclusive growth corridor' brought by the development of the High Speed 2 railway and working creatively with partners to develop additional affordable housing.

### House prices and rental prices

**While house prices tend to be lower than the regional level, rental prices appear to be slightly higher**

As of March 2019, there were 143,552 dwellings in the city. Approximately 82% of the city's properties are privately owned. Just over half (51%) of residents live in privately-owned properties. The city's house prices on average have increased by £9,400 (+7%) per year over the last five years. This increase is higher than West Midlands region's (+£7,600 per year), but lower than England's (+£10,200 per year). Despite such increase, house prices remained lower than the regional (by £13,000) and national (by £64,000) median prices.

Just over a quarter of residents rent from private landlords. In October 2017-September 2018, the mid-point of available rental prices in Coventry was £625 per month. Rental prices in Coventry appear to be slightly higher than the regional levels and are rising slowly towards the national levels. The differences in purchase and rental prices may reflect the demand for student accommodation in the city – and may eventually be offset as purpose-built student accommodation blocks come on stream.

### Building new homes and neighbourhoods

**The city's local plan is encouraging the growth of the city in specific localities and new neighbourhoods**

The Council is addressing the city's housing shortage by encouraging the development of larger family homes, and purpose-built student accommodation. Coventry is co-

operating with its neighbouring local authorities with a view to build 25,000 homes within the city’s boundary, and another 18,000 homes in Warwickshire, outside of the city’s boundary.

A third of the city’s population growth is concentrated in one-tenth of the city – they are mainly in and around the city centre and a few new housing developments such as around Banner Lane, Lower Stoke and Wood End.

**Over 230 new affordable homes being delivered in partnership with Whitefriars**

A partnership between the Council and Whitefriars is providing new affordable homes for local people.

The first scheme, a £1.8m project part-funded (£400,000) by Homes England, the government’s housing accelerator, brought 14 new homes to Stretton Avenue and Dunsmore Avenue in Willenhall.

The homes were a mix of three-bedroom and two-bedroom family properties and two-bedroom bungalows. The latter was a specific requirement to address the lack of bungalows in the area. By mid-December 2018, all properties were occupied on an affordable rent basis.

A second scheme, Tudor Grange, a £9.5m project also part-funded (£1.4m) by Homes England, is scheduled for completion by December 2019. This scheme will provide 72 two, three and four-bedroom homes in Westwood Heath. The scheme will include 51 homes at affordable rent, and the remaining 21 to be offered for sale with an option for buyers to access Help to Buy.

**£12.7m secured from the Housing Infrastructure Fund to unlock developments at Eastern Green**

The funding will be used to deliver new road infrastructure at Eastern Green. This will help unlock the development of over 2,500 homes.



**5,899 homes to be built with Growth Deal support**

The Council has supported the creation of 1,378 new homes in 2018/19 across Coventry and Warwickshire and is working towards delivering 5,899 homes by March 2021. The homes being delivered in Coventry are spread across the city, but with some notable key developments such as the two sustainable urban extensions at Eastern Green and Keresley, alongside the continued regeneration

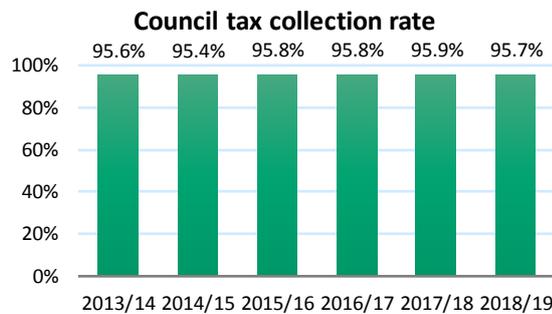
programmes in Wood End and Canley, significant residential developments in the city centre and continued brownfield regeneration at Paragon Park, Whitmore Park and Old Church Road.

**25 homes to be delivered through a community-led housing scheme**

The Council has supported the Moat House Community Trust, a charity, to access finance to develop 25 new homes. Unlike traditional approaches of relying on private developers, this will be a community-led scheme which will use local community resources to provide homes at affordable rental levels for the local people. This will be the first community-led housing project in the city and is the only one that has received funding in the West Midlands.

**Council tax**

**Over 95% of Council tax is collected in year**



The local plan sets out to increase the housing stock overall (measured through council tax base, number of properties, and collectible value) and, to meet the demand for larger family homes (measured through properties in the higher Council Tax bands).

The Council tax base remains buoyant growing by 1.08% in 2018/19 compared to 1.07% in 2017/18.

In 2018/19, 95.7% of Council tax was collected in-year. This is slightly below last year’s figure of 95.9% and represents the first fall in collection rate since 2014/15 but remains consistent with the five-year average of 95.7%.

**There is an increase in the number of properties – but there has not been an overall shift to properties attracting a higher Council tax rate band**

The overall number of properties increased by 1,536 from 142,016 in March 2018 to 143,552 in March 2019. Amongst properties in the higher Council tax bands of C to H, the number of properties increased by 395 from 41,864 to 42,259 in the same period. As a result, there has been a small decline in the percentage of higher banded properties relative to the overall tax base, now at 29.44%.

# Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Gross value added (pound per head)	£24,188 (2016 revised)	<b>£24,500 (2017 provisional)</b>	WMR £22,815 (2017 provisional), England £27,949 (2017 provisional)		To increase	
Business rates tax base (change from 2002 base)	132.74 (2016/17 revised)	<b>137.17 (2017/18)</b>	CIPFA 140.12 (2017/18), England 157.85 (2017/18)		To increase	
Business rates total rateable value (and collection rate)	£313m (98.1%) (2017/18)	<b>£319m (98.2%) (2018/19 provisional)</b>	All Metropolitan Districts 97.7% (2017/18), England 98.4% (2017/18)		£310m (98%+)	
Active enterprises (number and rate per 10,000)	355 (10,065) (2017)	<b>340 (9,845) (2018)</b>	WMCA 377, Warwickshire 588 (2018), England 515 (2018)		To increase	
City centre footfall (year-on-year % change)	-0.3% (2017/18)	<b>0.2% (2018/19)</b>	N/A (No regional data), UK index-8.7% (2018/19)		To increase	
Visitor trips	7,974,000 (2015)	<b>N/A (No update)</b>	N/A (No data), England N/A (No data)		To increase	
Resident employment rate	70% (Jan-Dec 2017)	<b>72% (Jan-Dec 2018)</b>	WMR 73 % (Jan-Dec 2018), England 75% (Jan-Dec 2018)		To increase	
Unemployment (model-based)	5.2% (Jan-Dec 2017)	<b>4.6% (Jan-Dec 2018)</b>	WMR 4.7% (Jan-Dec 2018), England 4.1% (Jan-Dec 2018)		To decrease	
16-17 year olds not in education, employment or training (NEET) including not knowns	6.8% (NEET 3.1%, Not known 3.7%) (2017)	<b>5.4% (NEET 3.5%, Not known 1.9%) (2018)</b>	WMR 6.4% (NEET 2.4%, Not Known 4.0 %) (2018), England 6.0% (NEET 2.7%, Not Known 3.3%) (2018)		Below (better than) national average	
Residents qualified to level 4 or above (working age population)	35% (Jan-Dec 2017)	<b>35% (Jan-Dec 2018)</b>	WMR 33% (Jan-Dec 2018), England 39% (Jan-Dec 2018)		To increase	
Median annual pay (full-time employees) of residents <sup>1</sup>	£28,412 (2017 revised)	<b>£28,927 (2018 provisional)</b>	WMR £27,636 (2018 provisional), England £29,869 (2018 provisional)		To increase	
Median annual pay (all employee types) of residents <sup>2</sup>	£23,021 (2017 revised)	<b>£24,291 (2018 provisional)</b>	WMR £22,753 (2018 provisional), England £24,298 (2018 provisional)		To increase	
Gross disposable household income per head	£14,351 (2016 revised)	<b>£14,455 (2017 provisional)</b>	WMR £16,885 (2017), England £19,988 (2017)		To increase	
Change in Council tax base (change from 2009 base)	107.37 (2017/18)	<b>108.83 (2018/19)</b>	WMCA 107.08 (2017/18), England 109.73 (2018/19)		To increase	

<sup>1</sup> 'Median annual pay (full-time employees) of residents' does not take inflation into account.

<sup>2</sup> 'Median annual pay (all employee types) of residents' does not take inflation into account.

Total amount of Council Tax in an area and number of properties	£132m (142,016 properties) (31/03/2018 revised)	<b>£149m (143,552 properties)</b> <b>(31/03/2019 provisional)</b>	N/A (No data), England N/A (No data)		To increase	
Properties in higher Council Tax bands (C to H)	29.48% (41,864) (31/03/2018)	<b>29.44% (42,259)</b> <b>(31/03/2019)</b>	WMM 35.23% (31/03/2016), England 55.74% (31/03/2016)		To increase	
Council tax collection rate	95.9% (2017/18)	<b>95.7% (2018/19)</b>	All Metropolitan Districts 95.5% (2017/18), England 97.1% (2017/18)		96%+	

# Locally committed

Improving the quality of life for Coventry people



# Create an attractive, cleaner and greener city

## Addressing climate change

Recognising that climate change is a global emergency with significant impacts on local people and communities, the Council, partners, businesses and communities are working together using a One Coventry approach to address the issues.

### Climathon 2018

One Friargate hosted Coventry's first Climathon in October 2018. Coventry became part of a global network of Climathons, year-round 'hackathons' which seek to translate responses to climate change into tangible projects, supporting eco-friendly businesses & start-ups and addressing local policy changes.

The first Coventry Climathon brought together policymakers, students and citizens to brainstorm ideas to tackle air pollution in the city. Innovative ideas ranged from creating a walking bus where children are dropped off a mile away from school grounds and walk the last leg in supervised groups; to partnering with City of Culture to create a 'Clean Coventry' brand, building walls with planted features in the city, offering free public transport on days with City of Culture events, and displaying air quality monitoring data in real time alongside road signage.

This event was a joint project by the Council, the University of Warwick, Warwick Business School, Coventry University, and the EU's European Institute of Innovation and Technology Climate Knowledge and Innovation Community (EIT Climate-KIC).



The 2018 Coventry Climathon participants and judging panel.  
[https://warwick.ac.uk/about/environment/news/climathon\\_2018\\_air/](https://warwick.ac.uk/about/environment/news/climathon_2018_air/)

### Green Week 2019

Green Week, which took place in March 2019, brought events and educational talks to the city. These included a sustainability market, a pay-as-you-feel vegan soup shop at Broadgate, a litter picking walk, a swap shop, a bike

maintenance stall, a plastic-free stall, and a FabLab Repair café where the public could learn to fix broken items.

Regional businesses, schools, charities, and community groups were involved. The event was a joint project by the Council, Warwick District Council, Action 21 (a charity), the University of Warwick, Coventry University, and their respective student unions.

## Improving air quality

### Certain parts of the city have poorer air quality than EU and international standards



**17 smart, hybrid low-emission buses now in operation**  
offering more comfortable seats, free Wi-Fi and on-board USB power to encourage non-bus users to make the switch

The Government has identified Coventry as one of 22 towns and cities in the UK forecasted to exceed legal limits for nitrogen dioxide (NO<sub>2</sub>) in 2021.

Poor air quality is an important contributor to mortality and exacerbates certain health conditions. Research suggests that long-term exposure to particulate air pollution contributes to mortality at a similar level to obesity and alcohol. Air quality particularly affects the most vulnerable, including elderly people, pregnant women, children, and people with cardiovascular and/or respiratory disease. In Coventry, NO<sub>2</sub> is one of the pollutants of concern. While 85% of locations measured had a safe level of NO<sub>2</sub>, there are areas beyond safe levels, including Ball Hill, Foleshill and the Holyhead Road/ring road junction.

### A local air quality action plan for Coventry

The Council produced a Coventry Local Air Quality Action Plan (LAQAP) in February 2019 and submitted its Outline Business Case to Government. It sets out a comprehensive package of measures to address areas of the city with the poorest air quality, including dynamic traffic management to steer traffic away from air quality hotspots such as Holyhead Road; cleaner vehicle fleets; and the promotion of walking, cycling and bus travel for local journeys by providing enhanced and more attractive routes and services.

The Government responded by issuing a Ministerial Direction requiring the Council to undertake additional modelling, review the measures proposed in the Action

Plan and submit revised evidence in June 2019. The Direction also requires the Council to submit a Full Business Case (FBC) for the LAQAP by late September. The Council is progressing the work required to comply with these requirements.

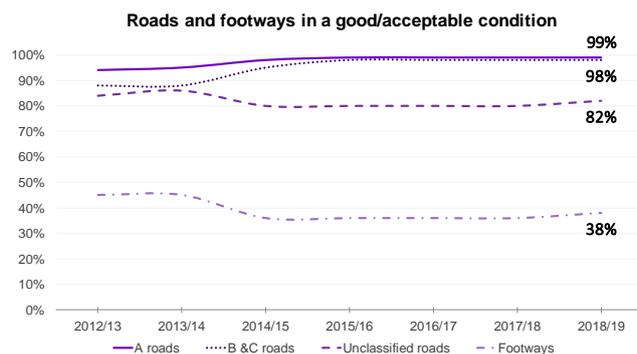
The Government also directed the Council to implement a Clean Air Zone (CAZ), whereby vehicles that do not meet the required emission standard are charged for entering the zone. The Council's view continues to be this is not an unacceptable or proportionate response to the issue considering the city's local circumstances and given the need to undertake additional modelling work and update the Action Plan. In developing the Action Plan and FBC, the Council remains mindful of the need to improve air quality in the city in a way that does not have negative impact upon residents and the business community.

## Roads and footways



### Road network are in a good/acceptable condition

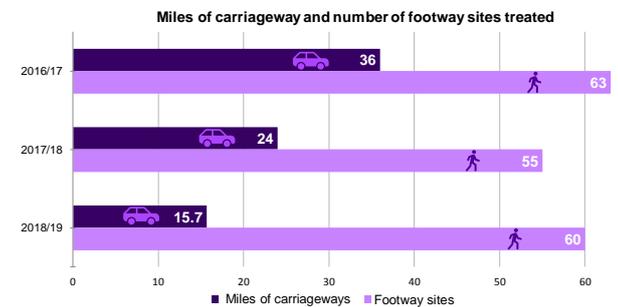
The 2018/19 survey shows 99% A roads, 98%, B & C roads, 82% unclassified roads and 38% of footways to be in a good/acceptable condition. National indicators show that the condition of highway network remains above the national average. Satisfaction is also high, with Coventry ranked 22 out of 113 authorities that took part in the 2018 National Highways and Transport Network (NHT) survey.



### 9% more priority potholes reported and fixed

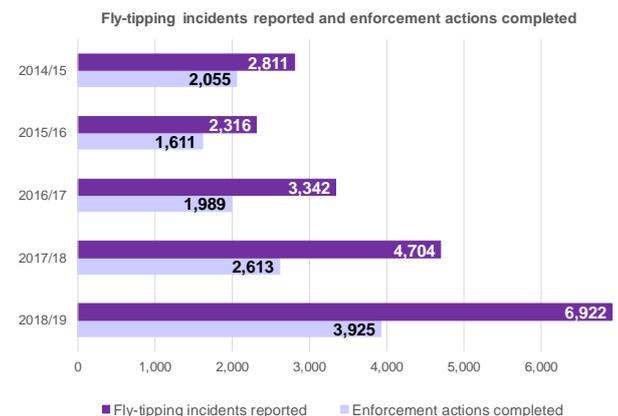
The severe winter conditions in late-2017/early-2018 resulted in an increase in the number of high priority potholes reported in 2018/19, rising by 9% from 846 in 2017/18 to 925. This year, the Department for Transport (DfT) awarded Coventry with an additional £1.2m from the pothole action fund. This is being used for pothole repairs, road patching, and road resurfacing to help prevent further deterioration.

In 2018/19, amid rising prices and reduced budget in response to central government's funding cuts, treatment programmes were completed on 15.72 miles of carriageway and 60 footway sites.



Three road renewal schemes were completed in 2018/19 using recycled plastic and tyres, such as rubber 'crumbs' that have come from old vehicle tyres. As well as the clear recycling benefits, using recycled plastic and tyres have the potential to be longer lasting than traditional resurfacing materials.

## Fly-tipping



### 47% increase in fly-tipping...

The city faces challenges around littering and fly-tipping, with a marked increase in the number of fly-tips reported. It should be noted that fly-tipping is increasing nationally.

There has been a 47% increase in the number of fly-tips reported, with an increase from 4,704 in 2017/18 to 6,922 in 2018/19.

The online reporting form makes it much easier for the public to check if the fly-tipping has already been reported and if not for them to ensure that an accurate report is then generated.

### ...and a 50% increase in enforcement action taken

The number of enforcement actions has also increased from 2,613 in 2017/18 to 3,925 in 2018/19, a 50% increase. Despite the marked increase in fly-tipping, the

Council has slightly increased the proportion of fly-tips attended to and addressed; and has developed metrics to identify, determine and address the levels of cleanliness across the city.

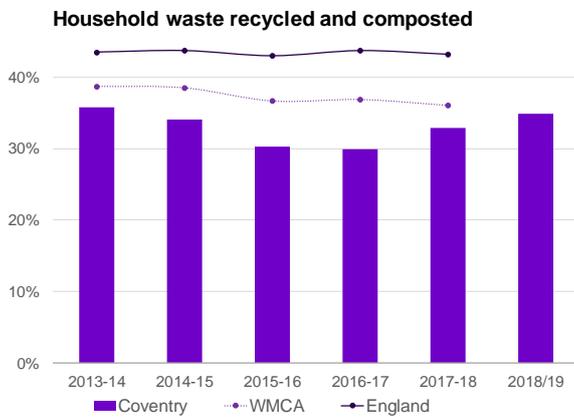
Fly-tipping reports are monitored, and with intelligence from citizens and partners including the police and housing associations. 'Hot streets' are identified, allowing resources to be targeted on problem areas. Neighbourhood enforcement officers are deployed to these areas, providing education and a staged approach to enforcement when required.

'Keep it clean' cards are distributed, which outline the way waste should be disposed. Residents are encouraged to take ownership of environmental issues within their community, and to notify the Council of any issues and possible perpetrators.

## Household waste recycled and composted

### A moderate increase in recycling

This is the first full year since the move to alternate weekly waste collections. Provisional data shows overall the recycling rate increased from 32.9% to 34.9%. There has been a sustained increase in recycling (including food and garden waste)/reduction in residual waste, and overall drop in tonnage collected.



Over 6,000 residents are now part of the recycling club. The club continues to provide hints and tips for residents and enable residents to earn points for recycling which are turned into donations to support local good causes.



The Council collects **10,800,000 bins** each year – that is, 900,000 collections each month. Following the introduction of alternate weekly collections, collection of comingled recycling and food waste has increased – and residual waste to incinerator has decreased.

## Streetpride and cleanliness

### 96% of inspected sites meet standards

In 2018/19, 1,016 inspections were completed and 96% was graded A or B. These weekly inspections, based on the former national indicator 195, measures work undertaken by the Streetpride teams including cleanliness, fly-tipping, graffiti, grass cutting, hedges and shrub beds of the local environment.

### New ways of working

Cleansing frequencies are adjusted to manage increasingly limited resources in line with the Grade B standard. The service is now replacing pedestrian operations with mobile units. Initial trials suggest an increase in litter collected and improved standards.

## A greener city

### Community-led tree planting scheme

This year, 550 additional trees have been planted throughout Coventry's parks and green spaces to celebrate the 550<sup>th</sup> birth-anniversary of Sri Guru Nanak Dev Ji, the founder of the Sikh religion. This is organised by the Sikh Union, the Friends of Longford Park, and the Council's Park Rangers. At the initiation event, hundreds of primary students, along with representatives from multiple faiths, gathered to plant saplings and pray.

## Make communities safer

### Addressing crime and violence

#### An increase in recorded crime in line with regional and national trends

Overall, Coventry follows the national and regional increase in crime rates per 1,000 population but remains lower than West Midlands areas such as Birmingham and Wolverhampton.

In Coventry, there were 28,056 recorded crimes in 2018 (↑9% from 2017). The main offences were residential burglaries 2,534 (↓11%); assault occasioning actual bodily harm 2,162 (↑24%); theft from motor vehicles 2,144 (↓10%); theft from shop/stalls 2,107 (↑2%); common assault 1,831 (↑44%); and criminal damage to vehicles 1,367 (↓2%).

## Knife Angel sculpture



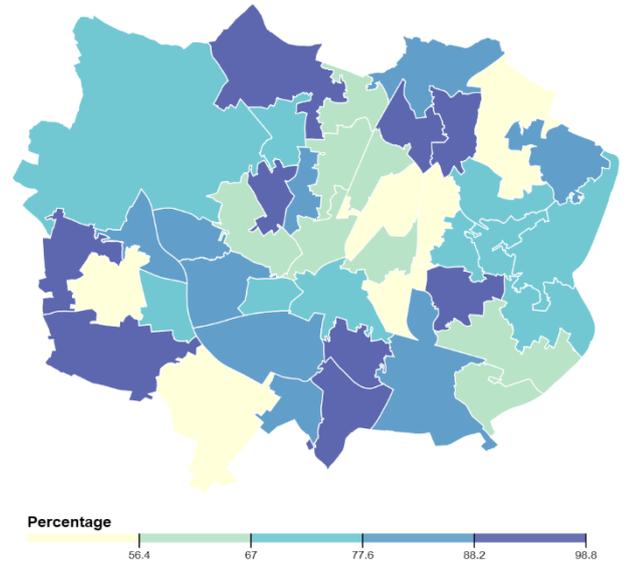
The Knife Angel, an 8 metre (27ft) sculpture made up of 100,000 confiscated knives dedicated to the victims of knife crime, was temporarily installed at Coventry Cathedral in March-April 2019. The installation was made possible by sixteen Coventry organisations working together. The local community responded to the installation and laid flowers and photos by the Angel in memory of local victims of knife crime. A programme of activity was organised around the Angel by the City of Culture Trust and the Cathedral to spread its impact.

### A public health approach to tackling violent crime

The city has adopted a public health approach to violence prevention. This means regarding violence as a preventable consequence of multiple factors (e.g. adverse early-life experiences, harmful social or community experiences and influences), instead of isolated incidents or solely a police enforcement issue.

### Fewer Coventry residents feel safe

Public concern about crime and violence (especially knife crime) has negatively affected their perceptions of safety. In 2018, fewer Coventry residents (74%) said they felt safe in the neighbourhood at night than two years ago (85%). This is not unique to Coventry and is in line with the national average. There were vast differences between neighbourhoods: in Stoke Park/New Century Park, 98% felt safe at night, but in Tile Hill, only 45.8% do.



Darker areas on the map reflect a higher percentage of Household Survey respondents who said they felt safe at night. Source: Coventry Household Survey 2018. Visualisation by Mario Gutiérrez-Roig and Federico Botta from the Warwick Business School Data Science Lab.)

Research by Warwick Business School suggests residents were more likely to feel safe at night if they felt:

- more satisfied with their local area;
- their neighbourhood has become a better place to live in the past two years;
- more informed about the Council's work; and
- there were opportunities to be actively involved in improving their local area.

## Youth offending

### Low and declining levels of youth offending...

Coventry's youth offending rates are low. In 2018/19, there has been a further reduction in first time entrants to the youth justice system (93, down from 126); and reduction in the number of substantive offences (479, down from 582). However, many of the young people known to youth offending face complex needs including mental health issues, poor educational attainment, and poor school attendance. This will have an impact on their life chances.

### ...but nearly a third of young people feel unsafe

In 2018, only 16% of the city's young people felt very safe or safe in the city; and 30% said they felt very unsafe or unsafe in the city. The remainder were in-between and did not feel strongly either way. Young people voiced concerns about knife crime, and some alluded to postcode gangs, citing fear about stepping on another gang's turf. Almost a third of young people said it was easy to buy illegal drugs in their area. Social media may be disproportionately

affecting perceptions of safety and facilitate crime; for instance, it was pointed out that Instagram, a photo-sharing social networking app, was used to sell illegal drugs.

**Partnership working is crucial for dealing with challenging behaviour in young people**

Young people with behaviours regarded as ‘challenging’ may fall outside of the support offered by the city’s family hubs. Some ethnic minority communities felt they did not know where to access help to guide their younger children. There is scope for developing partnerships with schools, colleges and universities to address this in local areas, for instance: making use of the facilities of the city’s two universities to provide a space for youth groups and simultaneously raise aspirations; making use of student volunteering networks already in place, such as Warwick Volunteers; and connecting businesses across the city with youth mentoring schemes such as One Million Mentors.

**Hate crime**

**Hate incidents recorded**

The largest category (85.5%) of hate crime and non-crime incidents recorded were related to the protected characteristic of race/ethnicity; followed by sexual orientation (8.1%); disability (2.4%); sex/gender/transgender (1.9%) and religion (1.9%). Incidents relating to disability or sex/gender/transgender saw an increase.

Note that these figures are by no means the full picture. Under-reporting makes it difficult to quantify the prevalence of hate incidents and hate crime.

**Hate crime and non-crime incidents in Coventry**

Protected characteristic of...	2017/18	2018/19
Race/ethnicity	415	400
Sexual orientation	39	38
Disability	< 5	11
Religion/belief	27	9
Sex/gender/transgender	< 5	9
Not stated	< 5	< 5

**Challenging hate crime and supporting victims**

The city’s new Hate Crime Strategy 2019-21 recognises that hate crime has a devastating and often lasting effect on victims and their families. It divides our communities; prevents people from living and enjoying their lives; and makes people fearful to leave their homes, let their children play outside, or be who they are.

Backed by the Coventry Police and Crime Board, the strategy aims to: support victims, witnesses and

communities; reduce and prevent incidents and increase awareness and reporting. It makes each partner accountable; and encourages a better understanding of why certain groups are more reluctant to report hate crime, and to encourage all communities to increase reporting. Community organisations been involved in developing the strategy and are working collaboratively with the Council to develop an action plan.

**Supporting local groups to challenge extremism**

The Council works closely with local groups to encourage joint working and provides support for funding bids that will challenge and counter extremism. These groups represent a cross-section of the city’s diverse communities and working together helps build trust and cooperation.

**Domestic abuse**

**Increase in domestic abuse crimes reported**

The increase in domestic abuse crimes (that is, all crimes with a marker for domestic abuse) may be an indicator of increased confidence in police and partners to address domestic abuse.

**Domestic abuse is everybody’s business: 16 days of action against domestic abuse**

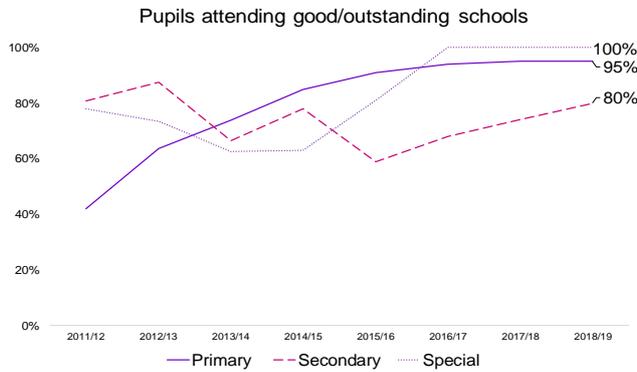


Following the launch of the Domestic Abuse Strategy in June 2018, the Council supported the citywide ‘domestic abuse is everybody’s business’ campaign last Winter. In recognition that workplaces can do more to support and protect employees facing domestic abuse, colleagues wore orange and shared photos and messaging on social media. Broadgate, Gosford Street, and West Orchards were also lit in orange to mark the occasion.

# Improving educational outcomes

## School performance

### Most pupils attend a good/outstanding school

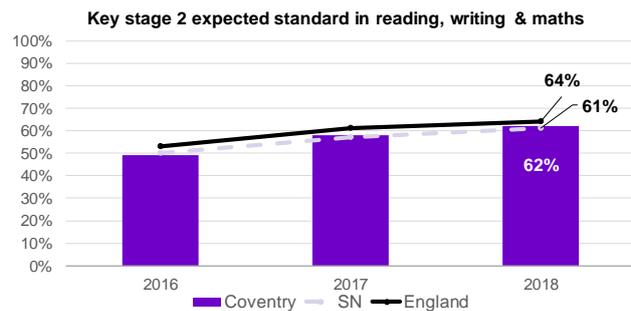


In March 95% of pupils attended good/outstanding primary schools; in secondary 80%; and special schools 100%. Primary and special schools maintained the high performance; and secondary schools are now also improving, with a 6%-point increase from last year.

## School attainment

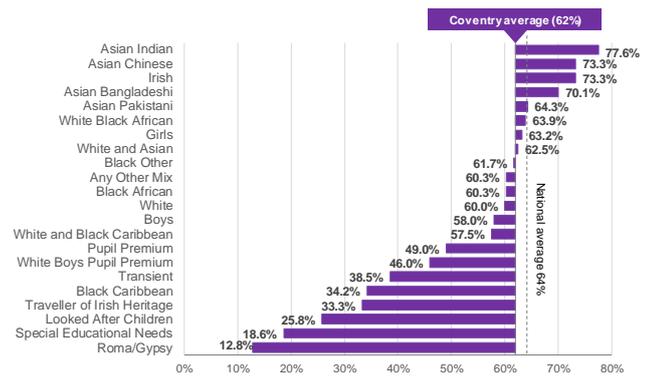
The Council monitors results at the end of year 6 (key stage 2), year 11 (key stage 4) and year 13 (key stage 5).

### At year 6, Coventry pupils perform better than the average for similar areas



In 2018, the key stage 2 expected standard in reading, writing and maths improved by 4%-points to 62%. This is 1% above the average for similar areas. All key priority groups have made positive progress apart from Asian Chinese, White and Black African and White Asian.

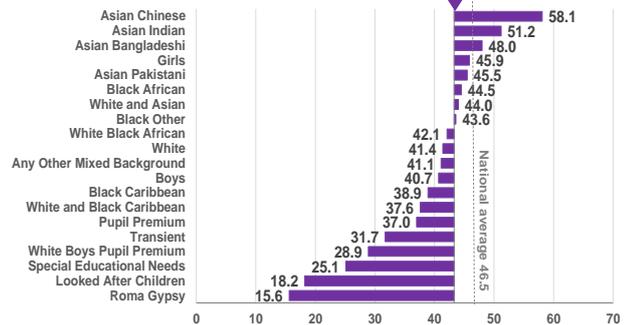
Key stage 2 expected standard in reading, writing & maths



### At year 11, pupils narrowed the gap with the national average

The city's attainment 8 score improved from 42.8 to 43.3. Positive progress was made across all key priority groups, including boys, pupil eligible for pupil premium, White boys eligible for pupil premium, special educational needs, looked after children, Black Other, Asian Pakistani, White and Black African, White, White and Asian.

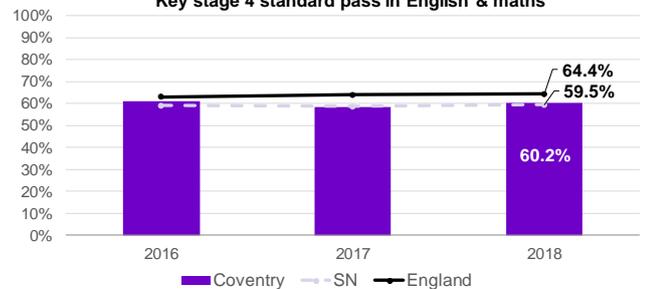
Attainment 8 Coventry average (43.3)



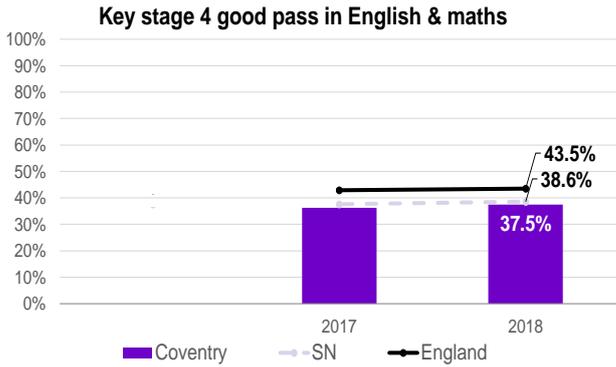
The city's progress 8 score improved from -0.12 to -0.08.

At key stage 4, GCSE A\* to G grades are being gradually replaced with grades 9 to 1; a grade 9 is the highest mark. At a school and city level, attainment and progress are measured using attainment 8 and progress 8.

Key stage 4 standard pass in English & maths



The percentage of pupils achieving grades 9-5 (good pass) and 9-4 (standard pass) in English and maths both increased in 2018, to 37.5% and 60.2% respectively.

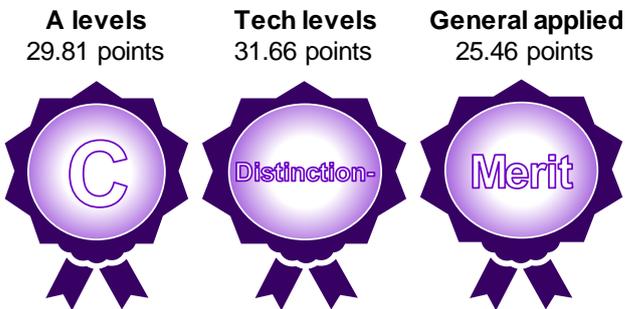


For Key Stage 4: (grades 9-5) English & Maths, data before 2017 is not comparable.

**Fewer permanent exclusions**

At primary, the city is now on par with the most recent England rate of 0.03% (2016/17). At secondary, the city is below the England rate of 0.20% (2016/17). The Council provides support and guidance to schools to deal with challenging pupils, including supported transfer and interventions for pupils at risk, and working with special educational needs and disability information, advice and support.

**At key stage 5, progress was made in tech levels – but decreased in A-level and general applied courses**



Further work needs to be done to raise aspirations of young people to take on the significant and growing opportunities available in the city and region. Their aspirations may be raised by improving their awareness of the significant and growing opportunities in highly paid jobs available in the city, and their requirement for people with the right skills and qualifications.

**800% increase care leavers attending university**

In 2019, **40** care leavers are attending university – this compares to just **5** care leavers five years ago.

University Go!, a partnership programme between Coventry City Council, Warwickshire County Council, the

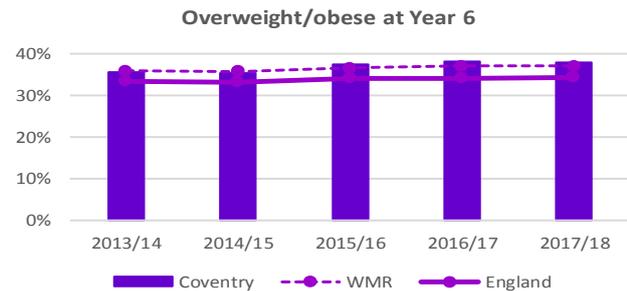
University of Warwick, and Coventry University, recognises looked-after children with potential to benefit from university study, and informs them, their carers, social workers, and schools, on the accessible routes into higher education. This was highlighted as good practice in the '12 by 24' report by the Centre for Social Justice, a think tank, to the All Party Parliamentary University Group.

**Improving health & wellbeing**

**Childhood obesity**

**Almost a quarter of the city's 10-11-year olds are obese**

In 2017/18, nearly a quarter (23.5%) of Coventry children in year 6 were measured as 'obese' (956 children), an increase from one in ten (10.5%) in reception year (454 children). At reception (age 4-5), Coventry's obesity rate (23.2%) is slightly higher than the England average (22.4%); but by year six, the city's obesity rate is much higher. Overall, recent trend has been stable in line with national average.

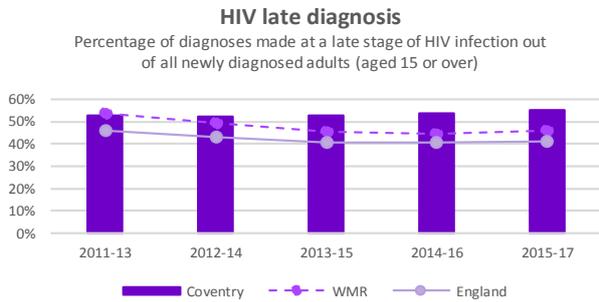


The new family health and lifestyles service took on the city's Be Active Be Healthy family weight management service last September. The service works with partners to prevent obesity, improve self-care and promote local community support. The team also works closely with school nurses to deliver 'One Body One Life', a weight management programme.

The Coventry Obesity Alliance was re-launched in June 2019, taking stock of the progress made and the next steps needed, from addressing food poverty to encouraging physical activity.

## HIV

### Slight increase in late HIV diagnoses

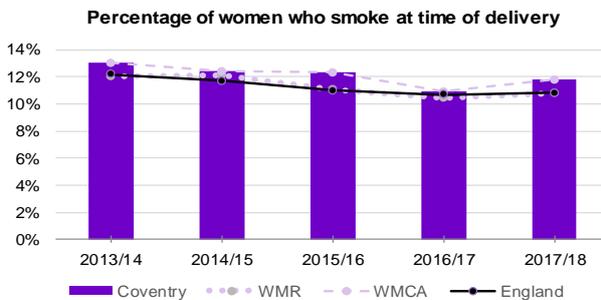


Coventry has established a range of HIV community testing points and raised awareness of HIV amongst our primary and secondary care colleagues. The purpose of the work was to identify individuals with undiagnosed HIV thereby enabling them to access treatment and reducing the likelihood of onward transmission of the infection.

There are a number of ways in which people can get tested – through sexual health services, online self-sampling, and in some community pharmacies. Some GPs in high prevalence areas of the city are being supported to increase HIV testing among their practice populations. Although the proportion of late diagnoses remains above 50%, the total number of late diagnoses has reduced from 71 over the 2009-2011 period to 49 in the 2015-2017 period.

### Smoking has reduced but challenges remain

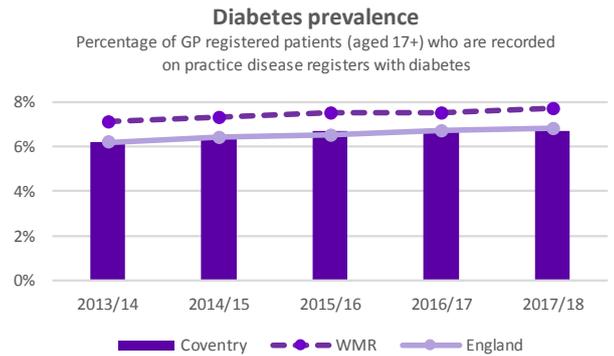
Although smoking prevalence has reduced, the number of women successfully quitting with support from a stop smoking service at the time of delivery has remained unchanged. In 2017/18 around 300 pregnant women sought support from stop smoking services to quit, of which 142 managed to quit by the time of delivery. As part of the new Family Health and Lifestyles Service, an action plan and working group is in place to improve support to pregnant women and under 18s who smoke.



## Diabetes

### Diabetes prevalence remain stable

To improve our approach to the prevention and management of diabetes, changes have been made to the city's self-care, patient information and education offer. This includes new face to face and digital options; better community-based support for diabetes; and awareness raising during Diabetes Awareness Week.



## Physically active adults

### 6 in 10 adults are physically active

In 2017/18, 60.6% of adults were physically active, a marginal increase from 59.3% a year ago. There are some positive signs, where there has been an increase in participation in gym and fitness classes, active travel, cycling and outdoor sports.

However, there are challenges around some groups:

- inactivity among people with a long-term limiting illness or disability have worsened; and
- activity levels amongst people in lower managerial and administrative occupations are significantly worse than average.

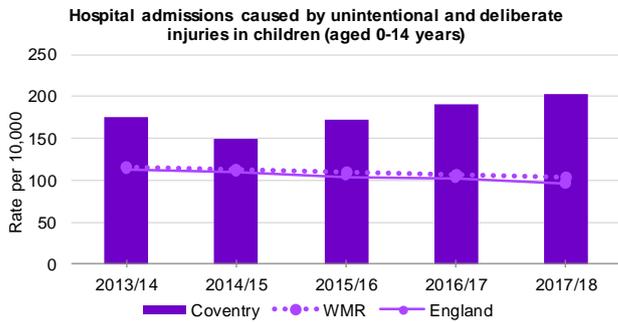
The city's new physical activity framework was agreed by the Health and Wellbeing Board, and progress towards an implementation plan is under development.

## Childhood injuries

### Increase in admissions to hospital due to injuries

The city's rate for hospital admissions caused by injuries in children aged 0-14 per 10,000 has increased in 2017/18 to 203.7. This appears to be worse than both regional and national average. However, evidence suggests this is due to admission practices at the hospital, not necessarily because more children in Coventry were getting injured. The number of attendances at A&E amongst Coventry

children was not higher than average in 2017/18 but a much higher percentage of A&E attendees were being admitted to hospital as inpatients.



The city's local safeguarding children board is working to prevent both unintentional and intentional injuries in children.

## Conceptions to under 18s

### Fewer conceptions to under 18s

Coventry's under 18 conception rate continues to decrease from a high of 68.1 per 1,000 females aged 15-17 years in 2008, the highest rate in the West Midlands, to 26.1 in 2017, the latest data available. The three-year moving average data for under-16 conceptions is also demonstrating a downward trend.

## Year of Wellbeing 2019



The Year of Wellbeing 2019, created by the Place Forum, a partnership between the Coventry and Warwickshire Health and Wellbeing Boards, aims to inspire Coventry and Warwickshire residents to feel good and to take positive action to improve their physical and mental health in 2019 and beyond. Individuals are encouraged to pledge to do one thing to look after their wellbeing, while organisations can sign up to be a wellbeing employer.

### Mental Health Awareness Week

Mental Health Awareness Week took place in May 2019. Body image was the theme of this year's event. The week included a free one-day Year of Wellbeing Festival, which

connected the public to organisations that promote good mental health and wellbeing. There were over 30 stalls from local groups, including Positive Youth Foundation, Papyrus, Samaritans, Arty-Folks, and the NHS. There were also taster activities for mindfulness, sport, and arts, and the creation of a gratitude wall.

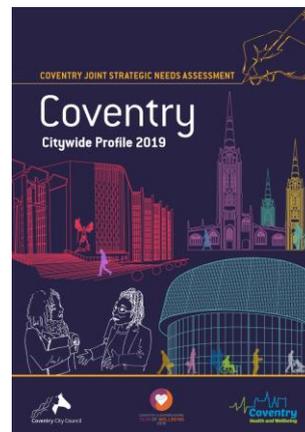
### Comedy Festival

Coventry hosted its first Comedy Festival in May 2019 to promote the role of laughter in our wellbeing. The 10-day event brought 80 different shows from local talents, as well as nationally and internationally renowned acts, to a range of venues. Headlined by Tom Allen at the Belgrade Theatre, performances included stand-up comedies, improvs, family shows, and musicals.

### Festival of Creativity and Wellbeing

The free Festival of Creativity and Wellbeing provided an opportunity for Coventry residents to connect creatively. Local artists and cultural organisations worked together to put on a programme of workshops, performances, activities, and stalls to showcase the use of creativity to support positive wellbeing.

## Joint Strategic Needs Assessment (JSNA) 2019



The Coventry Health and Wellbeing Board has launched an updated report on the health and wellbeing of residents and communities. The report, known as the Joint Strategic Needs Assessment (JSNA), brings together evidence and data from a variety of sources to help inform future decision-making. A wide range of residents, communities and partners have been involved in the creation of the report.

The report has explored what is happening in Coventry and what more can be done to improve peoples' health and wellbeing. The city's growing and changing communities; rising education levels and improving job prospects;

housing, environment and safety; and social inequalities are some of the key issues assessed.

This year's report is different; transforming from a collection of statistics about Coventry into a place-based assessment of local health and wellbeing conditions. The full report is available at [www.coventry.gov.uk/jsna/](http://www.coventry.gov.uk/jsna/) along with a citywide intelligence hub data profiler tool where communities and partners can look into data in more detail. Further profiles for each of the city's eight family hub neighbourhoods are under development.

## Protecting our most vulnerable people

The Council helps to keep children and adults safe from harm; provide early intervention for families; and prevent homelessness, while services continue to face significant and sustained pressures.

### Breastfeeding

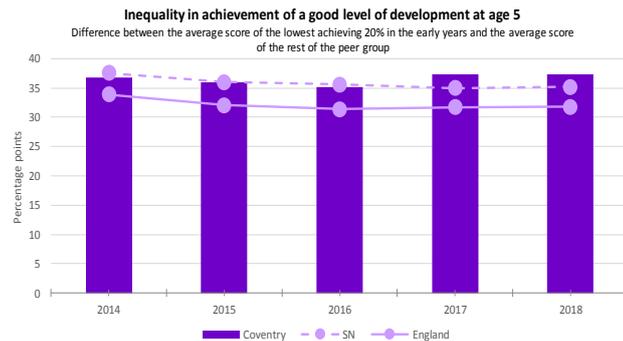
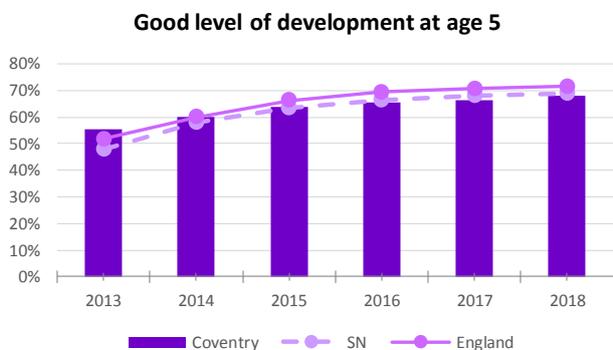
#### Breastfeeding rates remain stable

At 48.3%, the breastfeeding rates at 6-8 weeks remained stable in 2017/18. The family health and lifestyles service has brought together services such as infant feeding and health visiting, offering drop-in sessions, telephone advice and information to promote breastfeeding.

### Early years

#### More five-year-olds achieve a good level of development

This is encouraging and follows the investment into early help in the city's family hubs. However, Coventry is still behind similar authorities and England.



### Early help across all neighbourhoods

The Council's family hubs approach brings advice and support services under one roof, enabling families to gain integrated early help and for services to better meet their needs.

This is a recognition that social inequalities are already established from the early years of life, and to transform life chances and thereby increasing everybody's opportunity to succeed in life requires ensuring every child achieves a good level of development by the age of five.

### Children's services

The city's looked after children rate and repeat referrals increased; however, the percentage of new looked after children who were previously looked after has remained stable.

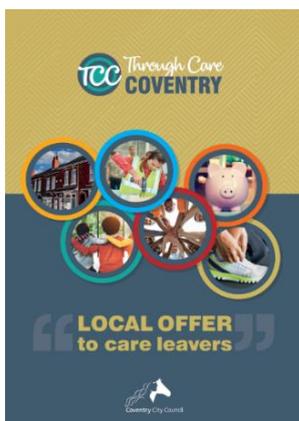
### Superkids breaking away from care documentary



Expectation Factual, a TV production company, approached the Council to create Superkids. The documentary follows a group of Coventry children as they worked with Lemn Sissay MBE, an award-winning writer and performer, to create poems on their experiences of the care system and perform them at the Belgrade Theatre.

The documentary was broadcasted on Channel 4 in November 2018 and was nominated for the BAFTA Television Awards in the Specialist Factual category.

## Local offer for care leavers



The Council launched its local offer for care leavers in March. The offer sets out what care leavers can expect from the Council in terms of support for finance, employment training, accommodation, relationships, and health and wellbeing.

Representatives from business, health, police, charity and voluntary sectors attended the launch, and those organisations are also looking at what they can offer our care leavers in the future. Pledges have already been received to further enhance the offer.

### Tackling substance misuse/risk-taking behaviours

Change Grow Live, a Council-commissioned service, launched Positive Choices to address substance misuse/risk-taking behaviours amongst young people.

### Protecting young people from gangs

The Council, West Midlands Police and local partners Catch 22, and Positive Youth Foundation successfully obtained funding from the government's supporting families against youth crime fund.

The project will offer support to young people and families where there is a concern that a young person is being, or at risk of being, exploited by a gang.

## Adult social care

The number of people accessing long term adult social care support has increased but remains within the expected range.

### Avoiding unnecessary hospital admissions

The Council and NHS organisations are working together to help Coventry residents to stay out of hospital and to stay well.

In addition, the transforming care scheme for people with learning disabilities has been supported with additional

health-funded social work posts, with a focus on supporting admission avoidance and providing discharge support.

### Mental health support & promoting independence

The Council and the NHS Coventry and Warwickshire Partnership Trust have extended their joint funding for the provision of mental health services in the city. Additional funding has been secured through mental health networks to support admissions for children and young people. The Council's promoting independence approach for people with disabilities (learning disabilities, in particular) has had good outcomes.

The challenge going forward is to ensure these approaches are mainstreamed across all service areas including mental health.

## Housing and homelessness

The city faces a huge challenge around homelessness, in financial costs, poor outcomes, and around placements in temporary bed and breakfast accommodation.

This year, the creation of an integrated housing team brought together housing strategy, housing options (choice-based lettings), and homelessness prevention.

### A streamlined approach to supporting families and individuals to maintain their accommodation

The Council has reconfigured its approach to supporting families and individuals at risk of homelessness. A front-line duty roster has been introduced to facilitate and triage approaches and enquiries made.

This service routinely receives around 70 approaches per week and the streamlining of the service means there is a quicker turnaround – helping more families and individuals maintain their housing.



**Did you know?**  
All housing case officers take part in the duty roster and follow through with the case. This helps us provide consistent support to families and individuals facing housing difficulties.

### 40% reduction in households assessed as being owed a statutory homelessness duty

This year saw the implementation of the Homelessness Reduction Act. The number of households assessed as being owed a statutory homelessness duty has fallen by 40% in 2018/19, from 557 in 2017/18 to 388 in 2018/19. 413 homeless cases were prevented/relieved this year.

As of 1 April 2019, 13,658 people were on the Homefinder register. This is a marginal fall from the average of 14,000 people on the register at any point in time. The proportion of households who have been assessed as having a housing need on the council's Homefinder system now account for around 19% of the total figure, an increase of a third from last year (12.6%).

1,400 properties advertised on Homefinder in 2018/19 with 1,187 (85%) of these being let during the same period.

## Tackling severe and multiple disadvantage and people facing multiple and complex needs

### Brighter Futures: supporting rough sleepers through Housing First



The Council is working with the West Midlands Combined Authority to deliver the Housing First pilot scheme. Housing First is an approach to support individuals facing severe and multiple disadvantage to begin recovery and move away from rough sleeping.

A departure from the traditional approach of moving individuals facing severe and multiple disadvantaged through transitional housing and support, Housing First secures suitable housing in an appropriate area for the individual and acts as a base for other wraparound support. The Coventry scheme will include a navigator (floating support) service for a total of up to 109 rough sleepers or those at risk of rough sleeping.

### Steps for Change: Coventry's making every adult matter (MEAM) approach

Coventry has adopted the MEAM approach to tackling homelessness, where organisations are coordinated to provide more effective services for people facing multiple disadvantages. It also encourages people with lived experiences to help shape services.

Partnership working is at the heart of the MEAM approach – the Council joined hands with The Arc (Ayriss Recovery Coventry CIC, a community interest company of local experts by experience), the Salvation Army, Langar Aid, Crisis, and the Police to create 'Steps for Change'.

'Steps for Change' is a drop-in shop in the city centre, which provides a safe and welcoming environment for vulnerable people to seek support. Following a successful one-year pilot, which saw 25 to 40 rough sleepers visit the Hertford Street shop front on any Thursday, it has recently moved to City Arcade, where it will be open for up to five days a week, with additional opportunities for businesses and volunteers to get involved.

# Reducing health inequalities

## Life expectancy

### Life expectancy at birth in Coventry 2013-2017

Coventry's bus route 10 crosses the city's more affluent and more deprived neighbourhoods. It illustrates the stark differences in life expectancy across the city – a gap of 9 years for males and 9.4 years for females.

14 June 2019



## Healthy life expectancy

Healthy life expectancy is the number of years a person can expect to live in good health. The gap between healthy life expectancy and life expectancy is known as the 'window of need' and indicates the period that individuals can expect to live with poorer health. Healthy life expectancy is an overarching indicator that summarises the wellbeing of Coventry residents. A range of indicators and actions across the Council Plan contribute to it.

Coventry residents spend on average a greater proportion of their lives in poor health than the national average.

Coventry females can expect to live almost a quarter of their lives in poor health (18.9 years), while males can expect to live just over a fifth of their lives in poor health (15.4 years).

Coventry males and females tend to face different causes of premature death. The most significant differences are in causes of death that are considered preventable by public health interventions.

### Inequalities across Coventry neighbourhoods

Residents in Coventry's most deprived areas have a wider 'window of need'; meaning they are living shorter lives with

more of their life in poor health. There are significant inequalities across Coventry's neighbourhoods and the extent of the inequality is relatively large compared to other areas.

## Health and Wellbeing Strategy 2019-2023



The Health and Wellbeing Board is consulting residents, communities and partners on a new Health and Wellbeing Strategy. The strategy intends to tackle health inequality and improve health and wellbeing using a 'One Coventry' approach. Its strategic ambitions are: people are healthier and independent for longer; children and young people fulfil their potential; and people live in connected, safe, and sustainable communities.

The Council and its Health and Wellbeing Board partners are adopting a new population health framework, which will underpin the health and wellbeing system's activity. The

new approach places stronger emphasis on working in partnership to embed the Marmot City principles; aligning and coordinating prevention programmes to improve health behaviours and lifestyles; working with local communities to mobilise solutions; and building a closer partnership between health and social care partners.

# Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Principal roads (A roads) in a good/acceptable condition	99% (2017/18)	<b>99% (2018/19)</b>	N/A (No data), England N/A (No data)	✓	95%	✓
Non-principal roads (B and C roads) in a good/acceptable condition	98% (2017/18)	<b>98% (2018/19)</b>	N/A (No data), England N/A (No data)	✓	95%	✓
Unclassified roads in a good/acceptable condition	80% (2017/18)	<b>82% (2018/19)</b>	N/A (No data), England N/A (No data)	✓	80%	✓
Footways and pavements in a good/acceptable condition	36% (2017/18)	<b>38% (2018/19)</b>	N/A (No data), England N/A (No data)	✓	38%	✓
Fly-tips reported in the city	4,704 (2017/18)	<b>6,922 (2018/19)</b>	N/A (No data), England N/A (No data)	✗	≤ 5500	✗
Household waste recycled and composted	32.9% (2017/18)	<b>34.9% (2018/19 provisional)</b>	WMCA 36.1% (2017/18), England 43.2% (2017/18)	✓	To increase	⊕
Cleanliness levels-Grade A	17% (2017/18)	<b>2% (2018/19)</b>	N/A (No data), England N/A (No data)	✗	10%	✗
Cleanliness levels-Grade B	80% (2017/18)	<b>94% (2018/19)</b>	N/A (No data), England N/A (No data)	✓	90%	✓
Cleanliness levels-Grade C	3% (2017/18)	<b>4% (2018/19)</b>	N/A (No data), England N/A (No data)	✗	0%	✗
Cleanliness levels-Grade D	0% (2017/18)	<b>0% (2018/19)</b>	N/A (No data), England N/A (No data)	✓	0%	✓
Crime (rate per 1,000 population and number of crimes)	71.3 (25,687 crimes, +11.6%) (2017/18)	<b>77.9 (28,056 crimes, +9.2%) (Jan 2019 rolling year)</b>	Wolverhampton 97.4, Birmingham 98.6 (Jan 2019), England N/A (No data)	✗	To decrease	⊕
Drug offences and drug markers recorded	425 drug offences and 736 drug markers recorded (2017/18)	<b>479 drug offences and 890 drug markers (2018/19)</b>	N/A (No data), England N/A (No data)	?	None set	⊕
First time entrants to youth justice system (rate per 100,000 young people aged 10-17)	311 (2017/18)	<b>235 (2018/19)</b>	Family group average of 315 (2017/18), England 302 (2017/18)	✓	To decrease	⊕
Domestic violence (crime and non-crime) offences known to the police	5,812 (+0.43%) (2017/18)	<b>6,719 (+15.6%) (2018/19)</b>	N/A (No data), England N/A (No data)	?	None set	⊕
Repeat victims of domestic violence reported	11.3% (2017/18)	<b>11.5% (2018/19)</b>	N/A (No data), England N/A (No data)	✗	To decrease	⊕

Pupils attending a good/outstanding primary school	95% (March 2018)	<b>95% (March 2019)</b>	SN 85% (March 2019), England 87% (March 2019)	✓	≥ National Average	✓
Pupils attending a good/outstanding secondary school	74% (March 2018)	<b>80% (March 2019)</b>	SN 76% (March 2019), England 80% (March 2019)	✓	≥ National Average	✓
Pupils attending a good/outstanding special school	100% (March 2018)	<b>100% (March 2019)</b>	SN 89% (March 2019), England 94% (March 2019)	✓	≥ National Average	✓
Primary school pupils with permanent exclusions	0.11% (March 2018)	<b>0.03% (March 2019)</b>	SN 0.03% (March 2018), England 0.03% (2016/17)	✓	≥ National Average	✓
Secondary school pupils with permanent exclusions	0.30% (March 2018)	<b>0.06% (March 2019)</b>	SN 0.23% (March 2018), England 0.20% (2016/17)	✓	≥ National Average	✓
Key stage 2 expected standard in reading, writing & maths	58% (2017)	<b>62% (2018)</b>	SN 61% (2018), England 64% (2018)	✓	Better than SN	✓
Key stage 4: attainment 8	42.8 (2017)	<b>43.3 (2018)</b>	SN 43.7 (2018), England 46.5 (2018)	✓	Better than SN	✗
Key stage 4: progress 8	-0.12 (2017)	<b>-0.08 (2018)</b>	SN -0.14 (2018), England -0.02 (2018)	✓	Better than SN	✓
Key stage 4: standard pass (grades 9-4) in English and maths	58.3% (2017)	<b>60.2% (2018)</b>	SN 59.5% (2018), England 64.4% (2018)	✓	Better than SN	✓
Key stage 4: good pass (grades 9-5) in English and maths	36.2% (2017)	<b>37.5% (2018)</b>	SN 38.6% (2018), England 43.5% (2018)	✓	Better than SN	✗
Key Stage 5 level 3 average point score A Level entry	28.95 (Grade C+) (2017)	<b>29.81 (Grade C) (2018)</b>	SN 30.21 (Grade C) (2018), England 32.12 (Grade C+) (2018)	✗	Better than SN	✗
Key Stage 5 level 3 average point score and grade tech Level entry	29.29 (Merit +) (2017)	<b>31.66 (Distinction-) (2018)</b>	SN 28.6 (Merit +) (2018), England 28.11 (Merit +) (2018)	✓	Better than SN	✓
Key Stage 5 level 3 average point score and grade general applied entry	34.49 (Distinction) (2017)	<b>25.46 (Merit) (2018)</b>	SN 28.6 (Merit +) (2018), England 28.43 (Merit +) (2018)	✗	Better than SN	✗
Smoking status at time of delivery	10.9% (10.0%-11.9%) (2016/17)	<b>11.8% (10.8-12.8%) (2017/18)</b>	WMR 11.9% (2017/18), England 10.8% (2017/18)	=	To decrease	⊘
Adults achieving 150 minutes of physical activity per week	59.3% (56.1%-62.4%) (2016/17)	<b>60.6% (56.3%-64.7%) (2017/18)</b>	WMR 63.2% (2017/18), England 66.3% (2017/18)	=	To increase	⊘
Hospital admissions caused by injuries in children 0-14 (rate per 10,000)	190.2 (1,248 injuries) (2016/17)	<b>203.7 (1,358 injuries) (2017/18)</b>	WMR 103.4 (2017/18), England 96.4 (2017/18)	✗	To decrease	⊘
Overweight or obese among children in Year 6	38.2% (36.7%-39.7%) (2016/17)	<b>37.9% (36.4%-39.4%) (2017/18)</b>	WMR 37.1% (2017/18), England 34.3% (2017/18)	=	To decrease	⊘

Recorded cases of diabetes as recorded on GP practice	6.7% (21,296) (2016/17)	<b>6.7% (21,650) (2017/18)</b>	WMR 7.7% (2017/18), England 6.8% (2017/18)		None set	
HIV late diagnosis	53.7% (44.4%-62.7) (2014-16)	<b>55.1% (44.1%-65.6%) (2015-17)</b>	WMR 46.1% (2015-17), England 41.1% (2015-17)		To decrease	
Conceptions to girls aged under 18 (rate per 1,000 girls aged 15-17)	26.6 (2016)	<b>26.1 (2017)</b>	WMCA 22.4 (2017), England 17.8 (2017)		To decrease	
Good level of development at age 5	66.1% (2017)	<b>67.8% (2018)</b>	SN 68.8% (2018), England 71.5% (2018)		Better than SN	
Gap (in the good level of development at age 5) between the lowest achieving 20% and the rest	37.3 (2017)	<b>37.4 (2018)</b>	SN 35.24 (2018), England 31.8 (2018)		Better than SN	
Looked after children (rate per 10,000 population under 18 & number)	84 (652 children) (March 2018)	<b>92.5 (707 children) (March 2019 provisional)</b>	SN 86 (598 children) (2017/18), England 64 (2017/18)		None set	
Repeat referrals to children's social care	21.1% (March 2018)	<b>25.9% (March 2019 provisional)</b>	SN 22.0% (2017/18), England 22% (2017/18)		<19%	
Percentage of new looked after children who were previously looked after (rolling 12 months)	8.1% (March 2018)	<b>8.1% (March 2019 provisional)</b>	N/A (No data), England N/A (No data)		<8%	
Common assessment framework assessments closed with all actions complete	71.9% (March 2018)	<b>69% (March 2019 provisional)</b>	N/A (No data), England N/A (No data)		70%	
Households accepted as statutory homeless (in priority need)	557 (3.86 per 1,000 households) (2017/18)	<b>388 (2018/19)</b>	WMR 3.33 per 1,000 households (2017/18), England 2.41 per 1,000 households		None set	
Homelessness cases prevented and relieved	659 (4.58 rate per 1,000 households) (2017/18)	<b>413 (2018/19)</b>	WMR 10.67 per 1,000 households (2017/18), England 9.19 per 1,000 households (2017/18)		None set	
Adults using social care who receive self-directed support	88% (March 2018)	<b>88% (March 2019 provisional)</b>	CIPFA 91% (2017/18), England 90% (2017/18)		88%	
Adults using social care who receive direct payments	23% (March 2018)	<b>23% (March 2019)</b>	CIPFA 31% (2017/18), England 29% (2017/18)		>23%	
Adult safeguarding S42 enquiries (number and rate per 100,000 population)	717 (259 per 100,000) (2017/18)	<b>628 (222 per 100,000) (2018/19 provisional)</b>	WMR 183 per 100,000 (age-standardised) (2017/18), England 245 per 100,000 (age-standardised) (2017/18)		None set	
Proportion of adult social care service users placed in regulated adult social care services rated as inadequate	4% (31 March 2018)	<b>0% (31 March 2019)</b>	N/A (No data), England N/A (No data)		<4%	
Adult social care service users receiving long term on-going support	3,230 people (1,168 per 100,000) (31 March 2018)	<b>3,314 people (1,199 per 100,000) (31 March 2019 provisional)</b>	WMR 1,389 per 100,000 population (2017/18), England 1,467 per 100,000 (2017/18)		Between 3,100 and 3,500 people	
Proportion of adult social care service users who feel safe	72% (2017/18)	<b>70% (2018/19)</b>	CIPFA 68% (2017/18), England 70% (2017/18)		≥70%	

Adults who contacted social care not previously receiving social care support	10,290 (3,639 per 100,000) (2017/18)	<b>10,367 (3,750 per 100,000) (2018/19)</b>	CIPFA 4,870 per 100,000 (2017/18), England 4,215 per 100,000 (2017/18)		Between 4,215 and 11,905 people	
Breastfeeding rates at 6-8 weeks	48.7% (47.2%-50.2%) (2016/17)	<b>48.3% (46.8%-49.8%) (2017/18)</b>	WMR no data available (2017/18), England 42.7% (2017/18)		To increase	
Male healthy life expectancy at birth	62.2 (60.5-63.9) (2014-16)	<b>62.9 (61.3-64.6) (2015-17)</b>	WMR 62.1 (2015-17), England 63.4 (2015-17)		To increase	
Female healthy life expectancy at birth	62.9 (61.1-64.7) (2014-16)	<b>63.5 (61.7-65.3) (2015-17)</b>	WMR 62.9 (2015-17), England 63.8 (2015-17)		To increase	

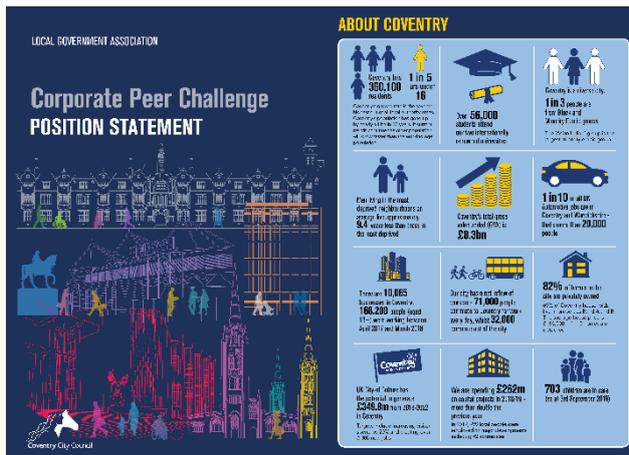
# Delivering our priorities with fewer resources



# Making the most of our assets

The Council has had to respond to significant and sustained reductions in its funding from the Government. Resources available to Coventry through the Local Government Finance Settlement had fallen by £113m in the period between 2010/11 and 2018/19 on a like for like basis – and this is expected to continue, with an expected further reduction of £7m for 2019/20.

## Corporate peer challenge



In October 2018, a Local Government Association (LGA) peer challenge team visited the Council to review its workings. The team consisted of senior officers and councillors from other local authorities, partners, and external stakeholders. They conducted 18 interviews and attended 13 workshops over four days to get to know the city and the Council.

The team saw that the pride and passion of employees and partners for their work and the city really stood out; the Council was seen as a good partner and a key player within a wider cultural and economic geography; now is a ‘point of step change’ for the city and the Council.

Their findings recognise the Council’s work in:

- “successfully [meeting] the financial challenge to date”;
- “combining its traditional values centred on delivering for local people with a growing track record of innovation and managed risk taking”;
- building a “strong reputation as an evidence-led organisation”; and
- being “one of the most pro-active local authorities to work with in terms of promoting social value”.

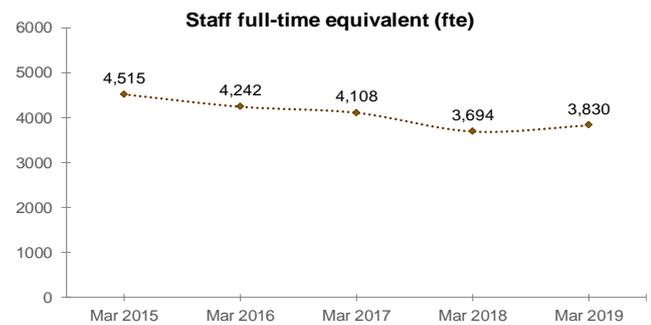
The peer challenge team also identified some areas where further work was needed. Recommendations include:

- prioritising action to tackle homelessness;
- learning from other public sector on best practice on industrial relations, pay and reward, and HR policy and partnership;
- driving the digital agenda; and
- building a shared vision for working in partnership.

Steps have been taken to address these challenges and recommendations – from developing a new, integrated housing and homelessness team in line with the One Coventry approach, to ambitions to make better use of insight and intelligence and making it more integral to policy formulation and service planning; and strengthening partnership arrangements across the city and working together to create connectivity through partnerships, including the People Partnership.

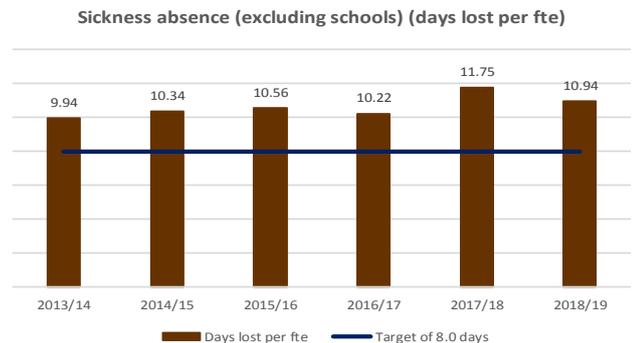
## Council workforce

### Slight increase in full-time equivalent employees



There were 3,830 full-time equivalent (fte) employees in the Council at the end of March 2019, an increase of 136.23 fte compared to a year ago. This reverses a trend of falling fte numbers over the past few years.

### Reduction in sickness absence



In 2018/19, 10.94 days per fte (excluding schools) were lost, down from 11.75 days in 2017/18. The top reasons for absence were stress, depression and anxiety; other musculoskeletal problems; and stomach and liver problems and gastroenteritis. The figures reported here differ from

previous years' as these are a rolling year and exclude schools.

### Workplace wellbeing

Wellbeing, that is, health and happiness, sense of purpose, and satisfaction with life, has a huge impact inside and outside of work. Council employees now have a range of activities and opportunities to get involved, from a monthly book club meeting to wellbeing therapy massage sessions, yoga classes, crafts club, five-a-side football, and the Council choir.

The Council is offering Mental Health First Aid training, which will help managers to recognise signs of mental ill health in staff and offer support and signposting.



Council employees (in black bibs) took part in the Corporate Netball Tournament in May 2019, playing against Warwick University, Arden University, WM Housing, and Telemarketing.

### Making savings to support frontline services

#### 36% of transactions now completed online or self-service

This is a 3%-point increase from 33% in 2017/18. Face-to-face and telephone contact has reduced further, by 39% from the baseline. The decline has been driven by encouraging people to self-serve and has been further supported by the improvement in telephone performance reducing the volume of repeat contact.

### Environmental impact

#### Further reductions in carbon emissions

It is estimated in 2018/19, local authority operations generated 10,690 tonnes of CO<sub>2</sub>. This figure includes both direct emissions from owned or controlled sources (Scope 1) and indirect emissions from the generation of purchased energy (Scope 2).

This figure appears to suggest a reduction of 28% from 2017/18 and a reduction of 59% from the 2008/09 baseline. However, due to methodological changes, care must be taken with this comparison: this year's figure only

includes properties that are wholly Council-owned and operated. It excludes leased or outsourced properties where the Council has no say over the operation of the building. Work is underway to revise existing reporting procedures and, where necessary, a new baseline will be established.

### Regenerating the economy

#### £55.9m of external funding was applied to the Council's capital funding programme in 2018/19

This represents an increase of almost £23m from £33m in 2017/18. This year's capital programme has increased in size and reflects the growth in the level of external funding attracted.

## Active communities & empowered citizens

### Engaging local communities

As part of the development of the Joint Strategic Needs Assessment (JSNA), the Council held consultation workshops and attended community events to hear from local communities about local assets and needs. 70 organisations took part in the workshops and conversations were held with 205 individuals. Community-based organisations were asked about their work and future ambitions to improve health, social care, and wellbeing in Coventry, and residents were asked about their experiences of living in the city. There is a wealth of social action taking place, and the Council is proposing ways to generate better connectivity and collaboration amongst community based and public sector organisations.

### Feeding Coventry and social supermarket

Feeding Coventry is opening the city's first social supermarket in September 2019. This responds to issues identified around food poverty and food waste.

The social supermarket will sell food surplus, that is, perfectly good food that is not considered sellable in commercial supermarkets, at heavily discounted prices. This will help low income communities to access affordable and nutritious food.

The social supermarket has been made possible through the asset transfer of Foleshill Community Centre with funding from the Big Lottery Fund.

In addition, Feeding Coventry has launched an online crowd-funder to raise funds to support help deliver a programme of holiday food and fun clubs to ensure that every child has access to healthy food and fun activities.

### Disability Equality Action Partnership

The Disability Equality Action Partnership brings together representatives from a variety of groups supporting disabled people and the Council. This year, the group has launched a disabled shoppers charter to improve accessibility; a pavement parking awareness campaign; and is assisting with taxi inspections to ensure they have the straps to make wheelchairs secure.

### Community capacity & resilience bursary fund

The Council awarded bursaries to a range of community and voluntary organisations to improve their financial viability and long-term sustainability.

### Working with experts by experience

The Council and partners, including the Police, Crisis, WM Housing, change grow live, Salvation Army, Coventry University, Department for Work and Pensions and Mind, are working with people with lived experiences of homelessness, substance misuse and offending behaviour as “experts by experience” to co-design ways to improve the outcomes for people with multiple complex needs.

This year, experts by experience at The Arc CIC have contributed to the development of the city’s housing and homelessness strategy, helping unblock issues which are preventing vulnerable individuals from accessing support and accommodation.

Rough sleepers often have a range of health issues they need help to overcome. Steps for Change acts as a link to other support.

### Peer support

The Council is supporting Coventry and Warwickshire Mind to help provide funding and grants to encourage the growth and sustainability of peer support groups. Peer support is when people use their own experiences to help each other. It can happen on a one-to-one basis, online or in a group. It may involve a range of activities such as crafts, walking or meeting for coffee. The Council recognises that coming together with people experiencing similar problems can make a real difference.

# Indicators

Indicator	Previous	Current	Comparators	Progress	Target	Status
Carbon dioxide emissions (from local authority operations)	14,833 tonnes (+3%) (2017/18 final)	<b>10,690 tonnes (-28%) (2018/19 estimate)</b>	N/A (No data), England N/A (No data)		-35% by 2020	
Core employee headcount (full-time equivalents, fte)	3,693.71 (March 2018)	<b>3829.94 (March 2019)</b>	N/A (No data), England N/A (No data)		To decrease	
Council staff sickness absence (rolling twelve-month period)	11.75 days per fte (2017/18)	<b>10.94 days per fte (2018/19)</b>	N/A (No data), England N/A (No data)		8.0 days	
Transactions done online or self-service	33% (2017/18)	<b>36% (2018/19)</b>	N/A (No data), England N/A (No data)		35%	
Reduction in face to face and telephone contact	32% (2017/18)	<b>39% (2018/19)</b>	N/A (No data), England N/A (No data)		32%	

Delivering our priorities with fewer resources

## Further information

Further information, including infographics, open data, maps and a publication schedule is available at [www.coventry.gov.uk/infoandstats/](http://www.coventry.gov.uk/infoandstats/). This year, progress has been made towards developing a Citywide Intelligence Hub, a one-stop data platform providing a “single source of truth” of data and evidence about Coventry.

### Change log

The following list sets out indicators that are new, revised or deleted, or where data is unavailable for this report.

#### **New indicators**

Cleanliness levels

Drug offences and drug markers recorded

Percentage of pupils attending good/outstanding special schools

Percentage of primary school pupils with permanent exclusions

Percentage of secondary school pupils with permanent exclusions

Educational attainment at Key Stage 4: (Grades 9-5)

Percentage of new looked after children who were previously looked after

#### **Revised indicators**

Council staff sickness absence (rolling annual average now used)

Overweight or obesity among children (Year 6 now monitored)

#### **Deleted indicators**

Percentage of looked after children with 3 or more placements within the last 12 months

External funding attracted

#### **Data unavailable**

Visitor trips





Insight Team  
Coventry City Council