

The Council Plan is measured using **68** headline indicators. **43** indicators improved or stayed the same (63.2%); **14** indicators (20.6%) got worse; we can't say for **4** indicators (5.9%) and target is not applicable for the remaining **7** indicators (10.3%).

Globally connected (20 indicators)



Locally committed (42 indicators)



Delivering our priorities with fewer resources (6 indicators)

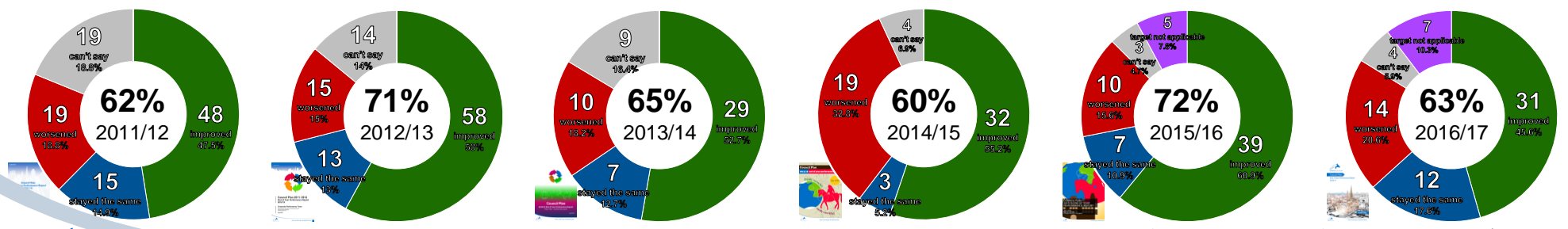


Overall position (68 indicators)



improved | stayed the same | got worse | can't say | target not applicable

Performance towards Council Plan headline indicators 2011/12 to 2016/17



The percentage figure is the percentage of indicators that improved/stayed the same.

Globally connected

key messages



1. **Growth** – There are more active enterprises and the city is attracting additional investment. This is helping the city grow.
2. **Infrastructure** – Physical and digital infrastructure and better transport connections is helping the city become more attractive to businesses.
3. **City centre** – A range of projects are underway to improve the city centre. The city has seen a recent increase in evening footfall which has offset a general decline nationally in city centre footfall.
4. **Tourism** – While the number of trips to the city has decreased in recent years, there has been an increase in the value of tourism to the city and increased jobs in this sector.

5. **Jobs** – Qualification levels are improving and there are less young people not in education, employment or training.
6. **Business** – Attracting more businesses into the city centre should also increase business rates collected by the Council. This is increasingly important for funding services in the future.
7. **Housing** – There are still challenges for the city in keeping up with anticipated population growth and matching the demand for new housing. The Local Plan outline the city’s approach to facilitate this growth.



Locally committed

key messages

- 1. Highways** – Highway maintenance has improved. Satisfaction for the speed and quality of repairs has improved. The number of potholes reported has also reduced.
- 2. Fly-tipping** – Fly-tipping has increased. This may be due to a combination of easier reporting, reduced enforcement action and increased disposal fees.
- 3. Recycling** – The city continues to have low rates of recycling for household waste. The recent growth in waste volumes has seen a greater proportion sent to the waste-to-energy incinerator or to landfill.
- 4. Crime** – Crime rates have gone up in the city, as has happened across the region. However, the city continues to have lower crime rates than Birmingham and Wolverhampton and the rate of increase has been lower than these areas.
- 5. Domestic violence** – There has been a decrease in the number of repeat incidents of domestic violence, suggesting that the support provided by the police and partner agencies and the management of repeat offenders is having an impact.
- 6. Education** – Coventry's schools have made good progress, with primary schools being better than average and secondary schools having closed much of the gap and are more similar to comparator areas. However, there remain challenges to reach our target of being at or above the national average.
- 7. Health** – Healthy life expectancy is increasing. More adults are physically active. However, there are still challenges around levels of smoking and increasing rates of child obesity.
- 8. Children's social care** – Children's social care have seen fewer re-referrals and fewer children re-entering care. The recent Ofsted inspection highlighted the progress made, moving from 'inadequate' to 'requires improvement'.
- 9. Adult social care** – More adults using social care are receiving self-directed support and more people are receiving direct payments. Additionally, the number of regulated services rated as inadequate has reduced and more adult social care service users feel the service makes them feel safe.



Delivering our priorities with fewer resources

key messages



1. **Finance** – The Council’s total revenue expenditure is funded from a combination of resources including settlement funding from the government, specific grants, Council Tax, retained business rates, as well as fees, charges and other income. The equivalent settlement funding has fallen from £217m in 2010/11 to £122m in 2016/17. As the number of households have risen as overall resources have been cut, the equivalent funding per household has more than halved, £1,642 to around £800. However, the Council’s participation in the West Midlands 100% business rates pilot has made new resources available over the next three years.

2. **Savings** – The Council’s carbon dioxide footprint has reduced mostly through its building rationalisation programme, including the move to One Friargate later this year.

3. **Efficiency** – The Council is continuing to find ways to deliver services more efficiently. This include responding to the demand for services to be made available online. The Council has invested in improving its digital infrastructure – alongside developing the skills of its workforce, and developing skills in the city.

4. **Digital** – 28% of transactions with the Council are now done online, allowing telephone and face-to-face contact to deal with more complex enquiries and/or for individuals that are unable to use online methods.

5. **Investment** – As the challenge for funding services remains, the Council is continuing to attract external funding for capital programmes, including a £35m Whitley infrastructure grant.

