



One Coventry Plan

Annual Performance Report

2019-2020



One Coventry Plan 2014-2024

Globally connected

to promote a sustainable
Coventry economy

Supporting
businesses to grow

Helping local people
into jobs

Developing the city
centre

Increasing the
supply, choice &
quality of housing

Creating the
infrastructure for the
city to grow & thrive

Raising the profile of
Coventry

Increasing access to
arts, sports & cultural
opportunities

Locally committed

to improving the quality of life
for Coventry residents

Create an attractive,
cleaner & greener
city

Protecting our most
vulnerable people

Improving
educational
outcomes

Reducing health
inequalities

Making communities
safer

Improving health &
wellbeing

Delivering our priorities with fewer resources

Making savings so
that we can support
frontline services

Empowering citizens
& encouraging active
communities

Support the
regeneration of
Coventry's economy

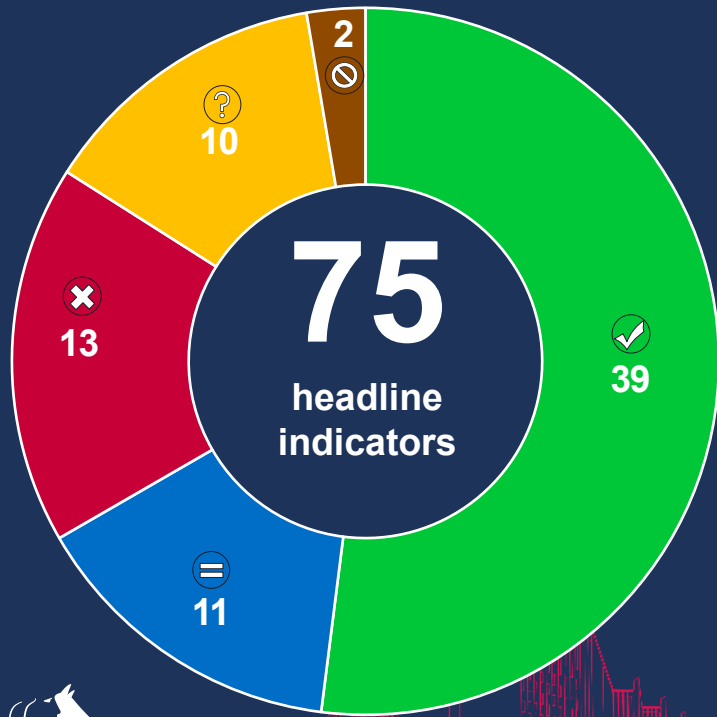
Working with
neighbours &
partners in all sectors

Change how we work
to become more
flexible & adaptable

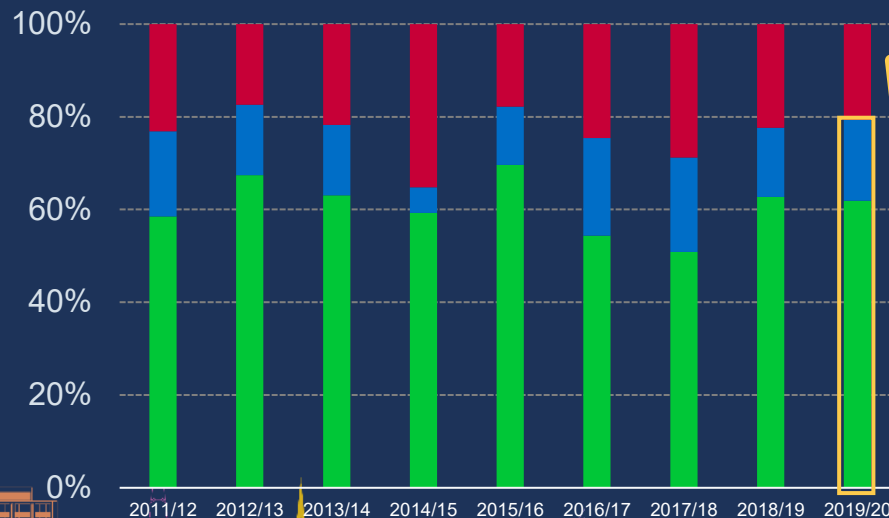
www.coventry.gov.uk/councilplan/



Overall performance in 2019/20



In 2019/20, **79%** of directional indicators improved or stayed the same compared to 78% in 2018/19.



Globally connected in 2019/20

Context

- Recent (pre-COVID) growth in local economy has been sluggish. Stagnant GVA partly explained by population growth.
- City has pockets of highly innovative businesses.
- Footfall declined (pre-COVID) but by less than other centres.
- Higher employment rate (73%) and more rates of highly qualified residents (36%). HOWEVER also increasing unemployment rate (5.3%).

Actions 2019/20

- Significant infrastructure and connectivity investments including Friargate, City Centre South, Coventry Railway Station, Very Light Rail.
- Events to improve attractiveness and desirability: City of Sport 2019, UK City of Culture 2021, Commonwealth Games 2022.
- Improvements to housing and skills to make city a place a more attractive place to live and to do business.

Now...

- Economy is in an even more challenging position.

Therefore we need a renewed push towards sustainable economic growth.

Performance

- **14 out of 17 (82%)** globally connected indicators improved or stayed the same.

Locally committed in 2019/20

Context	Actions 2019/20	Now...
<ol style="list-style-type: none"> 1. Government initially expecting Coventry to implement Clean Air Zone. 2. 1% increase in fly-tipping (6,955). Challenges in recycling (33.4%). 3. Increase in overall crime rates (up 1.9% in the year to Jan 2020), and reports of hate crime and domestic abuse. Decline in youth offending. 4. More five-year-olds in Coventry achieve a good level of development age 5 BUT there is an increasing inequality gap. 5. Decrease in pupils attending a good/outstanding school (performance remains above national / similar authorities in primaries [91%] BUT 9% behind in secondaries [71%]). 100% in specials. 	<ol style="list-style-type: none"> 1. Packages of improvements to delivering air quality improvements without a CAZ-D approved. 2. 23% increase in enforcement action against fly-tippers. 3. Tackling radicalisation through channel panel to support at risk individuals; new hate crime panel process to better support victims; family hub approach to prevent youth violence. 4. Early Help model to address this – and termly monitoring of foundation stage assessments across schools beginning now. 5. Assessment and examination results remain strong – there’s an increase in strong passes (9-5) in GCSEs and Key Stage 5 is above target. 	<ul style="list-style-type: none"> • Early help and intervention is critical given potential loss of income and livelihoods for residents. <p>Therefore tackling inequalities, for instance, by building a sustainable economy become even more critical.</p>

Locally committed in 2019/20 (cont'd)

Context	Actions 2019/20	Now...
<ol style="list-style-type: none"> 1. Large gap between overall and healthy life expectancy; and challenges around obesity – 38.3% of city's year 6 children (10-11 year olds) are overweight or obese and four in ten adults are not physically active. 2. Looked after children rate remains stable (high) BUT repeat referrals down (24.9%) and in particular re-referrals down to 7.7%. 3. Increases in demand (+3.6%) – and satisfaction with adult social care services (63.1%) – but also increase in inadequate ratings to 4.2%. 4. More households accepted as statutorily homeless (913) and more homelessness cases prevented. 	<ol style="list-style-type: none"> 1. Addressing health inequality through Year of Wellbeing / Wellbeing for Life; and targeting specific groups where inequalities around physical activity are large e.g. women, people with long-term conditions. 2. Children's services transformation "journey to good" continues. 3. Continued work to manage demand for adult social care. 4. New approaches including Change into Action and Caradoc Hall. 	<ul style="list-style-type: none"> • Increasing numbers of people requiring support from social care across Children and Adults. • Complexity of needs are increasing requiring more intensive input. • <i>Link between local authority social care spend and levels of income/wealth.</i> <p>Therefore tackling inequalities together with our communities becomes even more critical.</p>

Delivering our priorities in 2019/20

Context	Actions 2019/20	Now...
<ol style="list-style-type: none"> 1. Revenue grant unchanged (overall) from 2018/19 2. Key challenges around demand-led services including temporary accommodation, placements of looked after children, SEN transport, waste collection and disposal 3. More people are choosing to interact with organisations, services and people through technology - we need to reflect this in how we operate 4. Rising days lost to sickness absence (12.71 days per full-time equivalent) 	<ol style="list-style-type: none"> 1. Achieving a balanced budget by making savings – 98% of business rates collected in-year; 95.5% of Council Tax. 2. Reducing demand – by working with communities – Feeding Coventry, Let’s Talk Coventry, etc. 3. Digital First – 36% transactions online or self-service; 91% of customer contact captured (answered). 4. Investing in workplace health and wellbeing 	<ul style="list-style-type: none"> • Challenges with current financial climate • Some funding for COVID related activities at the moment • No clarity on funding post-Brexit – but as with the Great Recession in late-2000s we will need to prepare for a period of further tightening following the crisis. • Wider development of Council as an employer of choice – setting the pace for the city <p>Commercialisation becomes even more critical to ensure our financial sustainability; digital first to adapt how we work to how residents choose to interact with organisations and reviewing our organisational design and culture to prepare for the future.</p>

Performance

- 3 out of 4 (75%) of directional delivering our priorities with fewer resources indicators improved or stayed the same.

