



**North Tyneside Council**

# Cabinet

Tuesday, 12 March 2024

**Monday, 18 March 2024 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY commencing at 6.00 pm.**

## Agenda Item

Page(s)

1. **Apologies for Absence**

To receive apologies for absence from the meeting.

2. **To Receive any Declarations of Interest and Notification of any Dispensations Granted**

You are invited to **declare** any registerable and/or non-registerable interests in matters appearing on the agenda, and the nature of that interest.

You are also invited to **disclose** any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.

Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.

If you need us to do anything differently (reasonable adjustments) to help you access our services, including providing this information in another language or format, please contact [democraticsupport@northtyneside.gov.uk](mailto:democraticsupport@northtyneside.gov.uk).

<b>Agenda Item</b>	<b>Page(s)</b>
<p>3. <b>Minutes</b></p> <p>To confirm the minutes of the meeting held on 19 February 2024 (attached).</p>	<p>7 – 16</p>
<p>4. <b>Report of the Young Mayor</b></p> <p>To receive a verbal report on the latest activities of the Young Mayor and Young Cabinet.</p>	
<p>5. <b>We Listen, We Care – Customer Service Programme End of Phase Three</b></p> <p>On 28 May 2019 Cabinet agreed the Authority’s Customer Service Programme – ‘we listen and we care’ (“the Programme”).</p> <p>The Programme has been an organisation wide effort to bring to life two of the Authority’s values – ‘we listen’ and ‘we care’ to deliver even better customer service and experience. This key priority, driven by the Elected Mayor, was based on the experience and feedback from residents, customers, colleagues and Elected Members. The Authority understands clearly the cost of not getting customer service and experience right, both in terms of poorer outcomes for customers, and the cost to the organisation in time and resources spent ‘fixing things’ later.</p> <p>Appendix one of the report is the ‘End of Programme Review 2019–2024’ which sets out what has been delivered under the Programme to date, including a review of its most recent stage, Phase Three.</p>	<p>17 – 90</p>
<p>6. <b>Corporate and Housing Complaint Procedure</b></p> <p>The Local Government and Social Care Ombudsman</p>	<p>91 – 136</p>

(LGSCO), and the Housing Ombudsman (HO), in February 2024 published new Complaints Handling Codes for the management of complaints that must be followed by all English local authorities and social housing providers respectively.

Attached at Appendix 1 is the Authority's amended Corporate Complaints Procedure which reflects the necessary changes that need to be made as a result of the LGSCO and HO's reviews referred to above. The Authority's Complaints Procedure will become known as the 'Corporate and Housing Services Complaints Procedure'.

If agreed by Cabinet, the Authority's Corporate and Housing Services Complaints Procedure will come into effect on 1 April 2024 and will apply to all non-statutory complaints that the Authority receives.

7. **Building and Better North Tyneside – Private Sector Housing Plan 2023 – 2028** **137 – 164**

Cabinet will be presented with the Private Sector Housing Plan 2024-2025 and the Delivery Programme included in the plan. The plan will build on the significant outcomes already delivered.

8. **2023-2024 Performance and Financial Management Report to 31 January 2024** **165 – 274**

The report provides Cabinet with a full overview of both the service delivery performance and budget position across the Authority as at 31 January 2024.

**9. Corporate Procurement Plan 2024-25**

**275 - 290**

The Authority undertakes a wide variety of duties and delivers a vast range of services to the people of North Tyneside via third parties. In turn this means that the Authority continues to spend a significant proportion of its budget on goods and services. Following approval of the Procurement Strategy this report also provides an update on social value created through the Authority's supply chain.

**10. Exclusion Resolution**

This is to give further notice in accordance with paragraphs 5(4) and 5(5) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of the intention to consider items 11 and 12 below in private.

Cabinet is requested to consider passing the following resolution:

Resolved that under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 3 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act.

**11. North Tyneside Trading Company Business Plan 2024-2028**

**291 - 316**

Cabinet will be presented with North Tyneside Company Limited's Strategic Business Plan for 2024-2028.

**12. Highpoint View, Whitley Bay**

**317 – 326**

The report seeks approval to change arrangements for closing down the Highpoint View Project. This Project secured the redevelopment of the site of the former Highpoint Hotel with 14 new private homes.

**13. Date and Time of Next Meeting**

Monday 20 May 2024 at 6.00pm.

**Circulation overleaf ...**

**Circulated to Members of Cabinet: -**

N Redfearn (Elected Mayor)

Councillor C Johnson (Deputy Mayor)

Councillor K Clark

Councillor P Earley

Councillor S Graham

Councillor J Harrison

Councillor Janet Hunter

Councillor H Johnson

Councillor A McMullen

Councillor S Phillips

**Young and Older People's Representatives and Partners of  
North Tyneside Council.**