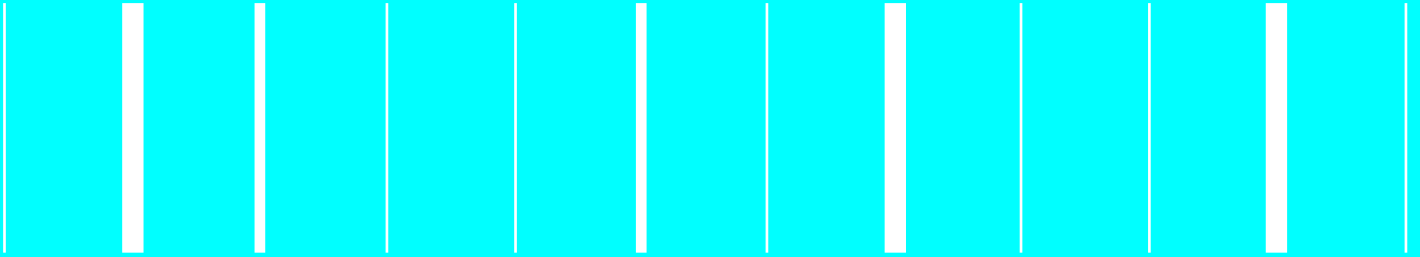


North Tyneside

Annual Statement 2022







Contents

04	Update from Margie Burdis, Partnership Director
05	About the North Tyneside Partnership
06	Who is Capita?
07	Improving customer service
09	Supporting ward members
10	Supporting the community and social value
13	Our People
15	Health and safety
16	Our services & structures
17	Regulatory Services
21	Engineering & Highways
25	Strategic Property & Building Surveying

Update from Margie Burdis, Partnership Director



Welcome to our Annual Statement, which provides a summary of the Partnership's activities in 2021/22 and outlines objectives for 2022/23.

As you'll be aware, Public Protection and Building Control services returned to North Tyneside Council early in the year. Both services achieved a huge amount in their time with us, including in 2021/22, so it seemed only right they continue feature in this year's document.

But I want to do want to acknowledge that prior to the transfer, there were some performance issues within Building Control, a contributory factor was being unable to fill a number of team vacancies. It was recognised that transferring the service back to the council could help with recruitment in a very competitive local job market.

Within our Highways team too, there was a performance issue around the quality of some footpath repairs – the team worked hard to get things back on track.

Away from the delivery of core services, a particular area of focus has been Ambition for North Shields and the Fish Quay masterplan. In some way or another, just about every team within the Partnership has been involved in this regeneration initiative. I'm hugely proud of our contribution to date on such a transformative project.

In addition, I'd like to take this opportunity to highlight the amazing volunteering efforts of our staff over the past year.

We knew how important it was to support the recovery of the borough's communities as we emerged from the pandemic – it's why we made 2021/22 our 'Year of Volunteering'. Our staff really stepped up to the challenge and helped us exceed our target of 1,000 volunteering hours.

Indeed, I also want to acknowledge the resilience and commitment of our staff for the way they have gone about their jobs and adjusted to the 'new normal'.

Finally, as you will be aware, 2021/22 is my last full-year as Partnership Director. I'm hugely grateful for all the support I received and wish the Partnership well for the future.

*Many thanks.
Margie*

Margie Burdis
Partnership Director
Capita

About the North Tyneside Partnership

On November 1, 2012, North Tyneside Council and Capita entered into a 15-year partnership for the delivery of a range of technical services with the aim of delivering cost savings, improving services and safeguarding jobs.



The Partnership's services, which are within the remit of Regeneration and Commissioning & Asset

Management:

- Engineering & Highways
- Strategic Property
- Planning



2022/23 commitments

- Make the most of opportunities for additional savings and income
- Work with the Council to develop a more holistic approach to enforcement
- Provide services shaped to customers' needs and deliver customer improvements
- Deliver action plans that have arisen from the Year Eight benchmarking exercise
- Ensure all services support the partnership commitments to drive social value
- Support Norham High School to help improve the life chances of pupils
- Contribute to the target to reduce the carbon footprint of the Council and borough
- Align services to the Ambition for North Tyneside



2021/22 strategic objectives

- Honour the no compulsory redundancies for transferring TUPE staff without prior approval of the authority
- Remain co-located with the authority in council offices
- Invest £2.341 million into the Partnership in line with the council's priorities
- Continuous service improvements measured through our performance regime
- We will generate five new jobs in year including apprentice and graduate positions
- To provide gross income/savings of £6.611million through business case delivery
- Continuous support for our charitable and other social cause commitments



In addition to these strategic objectives the Partnership will deliver:

- 2 Action Plans and 8 KPIs/PIs relating to the Property Workstream
- 5 Action Plans and 8 KPIs/PIs relating to the Engineering Workstream
- 11 Action Plans and 15 KPIs/PIs relating to the Regulatory Services Workstream
- 8 Action Plans and 4 PIs which are cross-cutting

Who is Capita?

Capita is a consulting, transformation and digital services business. Every day, our 52,000 colleagues help millions of people by delivering innovative solutions to transform and simplify the connections between government and citizens, and between businesses and customers.

Capita's North Tyneside Partnership forms part of Capita Local Public Service which, in turn, is in the Public Service division of Capita plc.

Capita Local Public Service is dedicated to making processes smarter, organisations more efficient and customer experiences better across the local government, health and education sector in the UK.

Responsible for operating all of Capita's major local, public sector partnerships,

we deliver a wide range of specialist services including IT and digital transformation, customer management, revenues, benefits, finance, infrastructure support and regulatory services, education support and back office processing.

Capita Local Public Service can also draw on specialist capabilities, such as HR, payroll and procurement from across the wider Capita group, to ensure the very best market knowledge and outcomes are achieved.

Our North Tyneside Plan 2021-25

The Our North Tyneside Plan sets out bold ambitions for making North Tyneside an even greater place to live, work and visit by 2025.

The plan outlines a vision of building a better North Tyneside, looking to the future, and listening to and working better for residents.

It focuses on five key themes that reflect residents' priorities and

will help create a North Tyneside that is thriving, family-friendly, caring, secure and green.

Service area and cross-cutting action plans have been shaped to support the Authority's priority areas of focus.

There is also an emphasis on flexibility, given the need to adapt and reprioritise when there are rapidly changing circumstances, such as with the Covid-19 response.



Improving customer service

Capita is committed to delivering good quality customer service and to supporting the Council's Customer Service Programme.



Above: Signalising West Moor roundabout and widening the circulatory. Below: A sign was erected to help explain works at the Rake Lane/Billy Mill Lane roundabout.








Capita is working closely with the Authority's Customer First Team to ensure our operations are closely aligned.

In 2021/22, Capita worked with the council to undertake a review of Engineering correspondence following feedback from the Cabinet Member for Environment. Areas of focus included:

- Improving the quality of letters to the public
- Reducing the number of Members' Enquiries reopened by councillors
- Better use of Outstanding Works on the Members' Enquiries System
- How requests for future works are recorded and managed
- A review of performance monitoring.

Additionally, a review of the Parking Strategy was

Major projects facts and figures

-  100% of North Tyneside major projects queries acknowledged within one working day
-  100% of North Tyneside major projects queries provided a full response within 10 working days
-  9 e-bulletins issued
-  13 compliments received
-  6,330 letters delivered to residents and businesses

undertaken. Twenty-two councillors responded to a survey about the strategy, which was followed up with three workshops.

It is set to lead to process improvements which will be introduced in 2022/23.

Meanwhile, the major engineering projects continued to feature performance indicators, including the time taken to acknowledge queries from the public and provide a full response.

The major engineering projects have a dedicated Communications Officer – Amy Kennedy. Schemes communicated by Amy have included works at West Moor Roundabout for Bellway Homes and at Rake Lane/Billy Mill Lane roundabout for North Tyneside Council.

Due to the quantity of future major engineering projects, an additional Communications Officer, Amy Tomlinson, has been recruited.

The Ambition for North Shields and the Fish Quay masterplan

Teams across the Partnership have been helping to make North Tyneside Council's Ambition for North Shields and the Fish Quay masterplan a reality.



Above: Northumberland Square

The Construction team has been visibly transforming Northumberland Square and Howard Street – but there are plenty of others within Capita who are playing their part.

Communications Officer Amy Kennedy has been ensuring that residents, businesses and other key stakeholders know how the works may affect them.

The Engineering Design team has been designing schemes, such as those for Northumberland Square and Howard Street, as well as developing business cases for applications to the government's Transforming Cities Fund.

Meanwhile, the Property team completed the purchase of the Marie Curie shop and Co-op store in Bedford Street, enabling the delivery of the transport interchange and new town square.

A report was produced for Cabinet to agree the use of compulsory purchase powers (CPOs) to acquire the former Tyne Brand factory site should it be necessary.

The Building Surveying team provided party wall surveying services for the Co-op's demolition and transport hub's construction and development of the Riverside Embankment Walkway.

Finally, Katy Middleton has been programme director for the entire project working alongside the Council's Regeneration team.



North Shields masterplan



Howard Street

Supporting ward members

Providing a quality, efficient and effective service to elected members is a top priority for the Partnership.

Customer Service Manager Sarah Browne continued to play a key role in ensuring members receive an enhanced service.

The Customer Service Manager's responsibilities include:

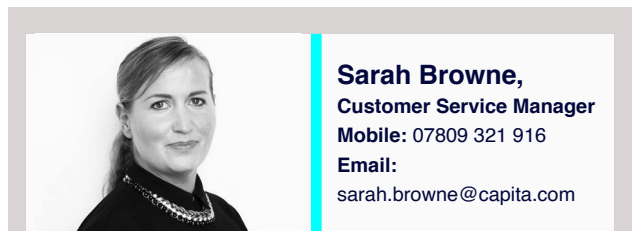
- Ensuring staff follow the Partnership's Members Service Standards
- Quality checking officers' draft responses to members' enquiries prior to upload onto the Members' Enquiries System
- Acting as a key contact/escalation point within the Partnership for elected members and internal stakeholders
- Attending ward walkabouts with elected members
- Taking ownership of issues that might otherwise fall between services areas within the Partnership
- Undertaking site visits and meeting residents who have raised a query with members to establish improved understanding of the issue
- Obtaining information for inclusion in the packs for ward members at the bi-annual briefings.

Covid-19 restrictions impacted the number of ward walkabouts Sarah was able to offer in 2021/22, however five were carried out

Fourteen face-to-face meetings were also held with members, including three with newly elected members. Over a dozen site visits were undertaken by Sarah to investigate issues that were brought to her attention

During 2021/22 Sarah worked closely with members and Authority colleagues on gully cleansing initiatives. These gully cleansing operations have received excellent feedback from members and the public

And a telephone mystery shopper exercise was carried out on phone numbers within the Parking Control and Planning/Planning Enforcement service areas. A key aim was to ensure landline numbers were working as they should, and that numbers had been forwarded to mobile phones where required. Best practice principles were subsequently shared with Heads of Service and team leaders



Facts and figures



1 Guide for Elected Members – Public Rights of Way (PRoW)



4 road resurfacing programme updates



12 Members Updates



6,669 draft members' enquiries reviewed and, of those, improvements suggested to 1,152 enquiries



98 per cent of draft members' enquiries reviewed within one working day

Member feedback

An annual survey of members is carried out to understand satisfaction levels and help identify areas for improvement.

There were 13 returns compared to 18 the previous year. Findings included:

- 80% found ward walkabouts and site visits useful
- 91% were happy with the engineering information provided in the ward member briefing packs
- 92% felt the service provided by Customer Service Manager Sarah Browne was either very valuable or extremely valuable.

Supporting the community and social value

Capita made 2021/22 its 'Year of Volunteering' and through its Community 1000 campaign aimed to achieve 1,000 hours of volunteering in North Tyneside. In total, 1,033 hours were achieved.

Support for Meadow Well Connected

The strategic partnership with Meadow Well Connected continued to result in positive outcomes for the charity.

Capita sponsored two colourful murals, which commemorated Meadow Well's progress during the 30 years since the area's riots of September 1991.

One mural is on a wall of the charity's Waterville Road premises and was inspired by a photograph of a thrush taken in its gardens and flowers grown in the gardens by two volunteers.

The other mural is on the back wall of the adjacent BAY Foodbank and displays the word 'Together' surrounded by bees gathering nectar. This extra-large mural can be seen by people travelling on the nearby Metro or walking on the recently planted woodland area. Both murals were created by Durham-born community mural artist Lewis Hobson.

Capita also helped the charity to find a solution for its pot-holed and unsafe car park. Capita's Commercial Manager Phil Knowles contacted Tarmac Trading Limited and Roadline (NE) Ltd who agreed to do the work at cost. They also took the time to do a minor repair to the back car park for no extra charge.

Meanwhile, Capita staff took part in a variety gardening work at the charity's premises and with the help of staff donations, around £400 was raised to help the charity provide Christmas community meals and gifts to the local community.

Pictured, from top to bottom: A mural of a thrush and flowers on Meadow Well Connected's Waterville Road premises; a second mural is on the back wall of the adjacent BAY Foodbank; and staff volunteers working in a polytunnel within the charity's grounds.



Award for Norham students

One of two student teams mentored by Capita volunteers won first prize in a STEM (Science, Technology, Engineering and Mathematics) project.

Property Apprentice Katie Gallagher and Site Engineer Ben Hedley each mentored a team of Year Nine students at Norham High School who were taking part in the Engineering Development Trust Project's Industrial Cadet scheme at Bronze level.

They had to design homes for the future that would be environmentally friendly, but also homes that would survive the major weather events that climate change will bring.



Katie Gallagher

The pupils used industry software to create 3D models of the homes, which were built using a 3D printer.

Both teams successfully graduated from the 10-week programme, with Katie's team judged national winners of the Best STEM Solution Award, sponsored by Capita, for their house that could float.

Katie met her team on a fortnightly basis and, as well as offer insight from a surveying perspective, was able to signpost them to background information, such as the council's Local Flood Risk Management Strategy.

Meanwhile, Capita contributed £1,000 towards a festival for school leavers at Norham High School. The contribution also supported the purchase of vouchers to recognise students' achievements.

The event was for Year 11 students from 2020 and 2021 as there was no end of year assembly because of coronavirus.

Rise and dine

A Greggs Foundation Breakfast Club was launched at Percy Main Primary School thanks to Capita's sponsorship.

The club offers a free, nutritional breakfast to all children, from nursery to Year Six, to help pupils to be prepared for the day ahead.

Breakfast offerings include toast, low sugar cereal, fruit, yoghurt, juice, and milk. As well as providing a nutritious morning meal, the club aims to encourage children to enjoy themselves and engage with school staff and the education system.

Launched in 1999, the Greggs Foundation's Breakfast Club programme has grown to serve wholesome, free breakfasts to around 40,000 children every school day, at over 650 Clubs across the UK. Capita has pledged to support the club at Percy Main Primary School for two years.



A selection of the food on offer

Volunteers clean-up



Silverlink Biodiversity Park



Whitley Bay



Tynemouth

Staff volunteers took part in litter picks across the borough to help North Tyneside to look its best.

Coastal clean-ups took place in all weathers in the Whitley Bay and Tynemouth areas.

Meanwhile, staff volunteers also took part in litter picks in around Silverlink Biodiversity Park.

The events were organised by Cobalt Business Park ahead of the unveiling of a memorial in the biodiversity park to remember people who died during the Covid-19 pandemic.



Whitley Bay

Jon's support for Ukraine appeal

Civil Enforcement Officer Jon Simpson came to the aid of North Shields café that was collecting donations for Ukraine.

Alina Kanishchuk and Jon Kazakrv, who run Sushi Yammi in Spence Terrace but are originally from Kyiv, launched an appeal for goods to Ukraine.

However, due to people's overwhelming generosity, the couple ended up struggling to store all the donations.

CEO Jon, who regularly uses the café, got in touch with Nixon Hire, which agreed to provide a storage container free of charge.



Jon Simpson and volunteer Damian Kierpacz

Our people

A total of £150,700 was spent on training for North Tyneside staff over the past year. Here are some examples of what forms that took in 2020/21 as well as the ways we provide support for staff.

Apprentices award is still shining

INVESTORS IN PEOPLE® We invest in apprentices Silver

The North Tyneside Partnership retained Investors in People's silver level 'We invest in apprentices' accreditation.

An interim assessment identified where progress has been made since gaining accreditation as well as areas for improvement. The main assessment will be held in late 2023.

We invest in apprentices organisations are committed to their apprentices, they are developing them for the benefit of the individual and the organisation, and there are clear channels of communication and support for each individual.

The Partnership has recruited 48 apprentices since it began while 36 existing staff members have upskilled via an apprenticeship.

More generally, the Partnership has held Investors in People silver level accreditation since 2020.

A silver award means the Partnership not only has the right principles in place, but its people and leaders make active efforts to check they're happening consistently throughout the organisation.

Proud to pledge

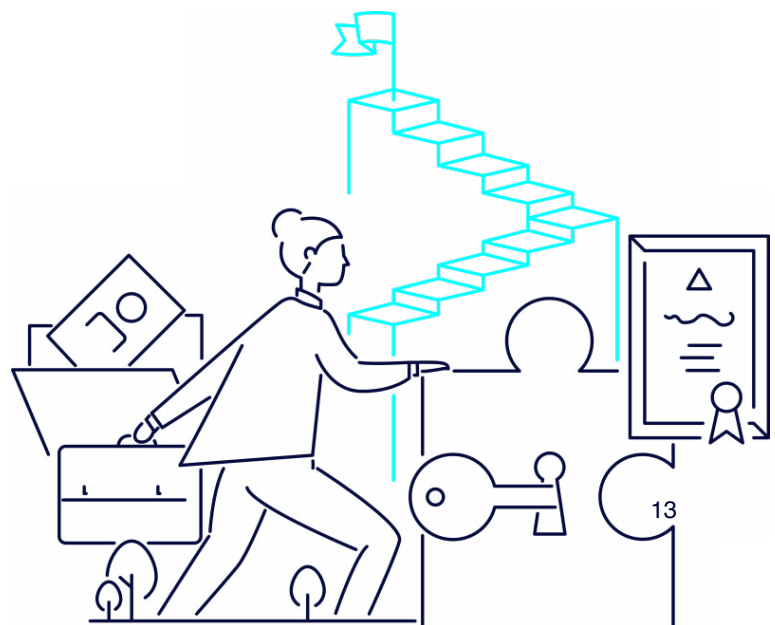
Capita continues to back the North of Tyne Combined Authority's Good Work Pledge.

The scheme recognises organisations that provide, or are working towards providing, 'good work'.

The North Tyneside Partnership was an early supporter of the scheme and has an Advanced membership level.

That's because it fulfils the pledge's five key pillars of good practice: valuing and rewarding the workforce, promoting health and wellbeing, effective communications and representation, developing a balanced workforce, and a social responsibility.

**GOOD WORK
PLEDGE** ✓
~~~~~



## In good health

**The North Tyneside Partnership was recognised for its work to improve the health and wellbeing of staff.**

It retained the highest status of the North East Better Health at Work Award – Maintaining Excellence.

This award is achieved by employers who have been engaged with the Award for long enough to have achieved a pass at all levels via the completion of a criteria document, portfolio and full workplace assessment.

The North East Better Health at Work Award, a regional partnership between the TUC, 11 North East local authorities and the NHS, is delivered by Northumbria Healthcare NHS Foundation Trust in North Tyneside.

Several staff within the North Tyneside Partnership are Mental Health Allies. Their role is to signpost



**Better Health**  
**at Work Award**  
Maintaining Excellence

colleagues towards available help and support as well as encourage open and supportive conversations. Additionally, some staff are Health Advocates whose role involves helping develop health and wellbeing initiatives. In 2021/22 these ranged sleep awareness sessions to healthy eating advice.

Meanwhile, Capita provided classes such as yoga, Pilates and meditation as well as offered access to a variety of resources through its online Wellbeing Hub.

## Train to gain

**Capita does all it can to empower its staff and to help them succeed and thrive in an environment that promotes and unites diverse perspectives.**

This can take a variety of forms, including: secondments; rotations; promotions; qualifications; individual development plans; and Continuing Professional Development (CPD).

Staff achievements included:

- 13 completed their apprenticeship qualifications
- 12 were promoted
- 10 completed their academic studies, including Business and Administration, Level: 3; Construction Technical and Professional: Occupational Work Supervision, Level: 3; Customer service practitioner, Level: 2 (Standard); Business and Professional Administration, Level: 4; Assistant accountant, Level: 3 (Standard); Chartered manager degree apprenticeship, Level: 6 (Standard); BA (Hons) Business Leadership and Management Practice; Masters in Town Planning.

## Key HR developments in 2021/22

- Launch of RISE, a programme to enhance career opportunities for under-represented groups.
- A new divisional induction to recognise new ways of working as well as ensure new starters get all the information they need.
- The new 'Manager Passport' aims to help increase the capabilities of line managers at all levels.
- Creation of a Wellbeing Framework, Policy and Standard.
- Launch of the Reasonable Adjustment Passport and Procedure to ensure all employees have the correct support in the workplace.
- Continuation of Mental Health Ally Training, which included refresher training for all existing Mental Health First Aiders.
- A new Life Leave policy removed the qualifying periods for flexible working and parental leave requests, and introduced new provisions for parental bereavement leave, fertility treatment and carers' leave.
- The Code of Conduct was relaunched and included a mandatory training module.
- Relaunch of the North Tyneside Staff Focus Group, which includes an action plan for future activity.

# Health and safety

## Priorities for 2022/23

- Embed behavioral programme for site-based staff
- Ongoing safety training, including vehicle marshal training
- Senior manager site safety tours
- Ensure Covid-19 requirements are met
- Visit of health bus for operatives' screening

## Accident statistics

All accidents

**0** Fatalities

**0** RIDDOR injury

**0** RIDDOR over 7 days

**0** RIDDOR over 3 days

**0** Lost time (up to 7 days)

**0** Lost time (Up to 3 days)

**1** Road Traffic Collision (no injury)

**2** Minor (no time lost)

**0** Dangerous occurrences

## Offices (Quadrant/Killingworth)

**0** RIDDOR

**0** NON-RIDDOR incident

**1** Road Traffic Collision (no injury)

**15** Hazards observed/removed

**5** Incidents

## Highways/Construction services

**0** RIDDOR

**0** NON-RIDDOR

**0** Road Traffic Collision (no injury)

**17** Hazards observed/removed

**15** Incidents

## Accident Frequency Rate (AFR)

**30,0124** Hours worked

**0.06** All ARR

**0** Reportable AFR

## Environmental incidents

**0** Reportable

**0** Non-reportable

# Our services & structures





# Regulatory Services

- Delivery of the local authority's statutory planning service.
- Ensuring compliance of building work with statutory Building Regulations and the Building Act (up to 1 July 2022).
- Enforcement of public health and consumer legislation plus responsibility for administering and enforcing licensing within the borough (up to 1 July 2022).

## Our Services

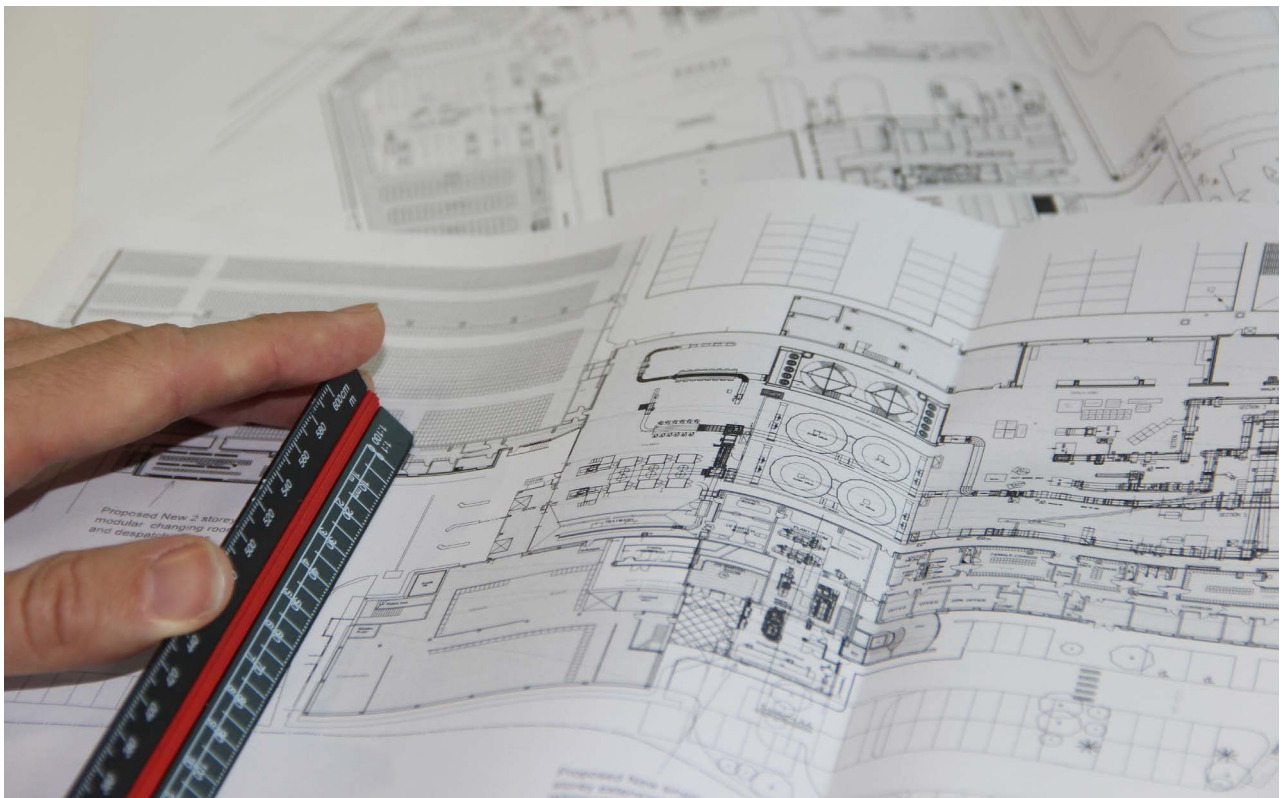
### Planning



**Jackie Palmer,  
Planning Manager**

**Mobile:** 07711 425 574  
**Email:**  
jackie.palmer@capita.com

Delivery of the local authority's statutory planning service. This includes: responsibility to produce development plans; policy input into development management; built heritage, conservation and design; maintenance of the corporate land and property gazetteer and OS mapping service; processing of recommendations for applications; preparing and submitting the Authority's case in relation to planning appeals; and dealing with alleged breaches of planning control.



# 2021/22

## performance snapshot

### 100%

of major applications determined on time

### 100%

of minor applications determined on time

### 100%

of other planning applications  
determined on time

### 98%

of minor pre-application enquiries  
responded to on time

### 93%

of planning enforcement cases visited  
within 10 working days

### 100%

of problem premises received an  
intervention by Environmental Health

### 94%

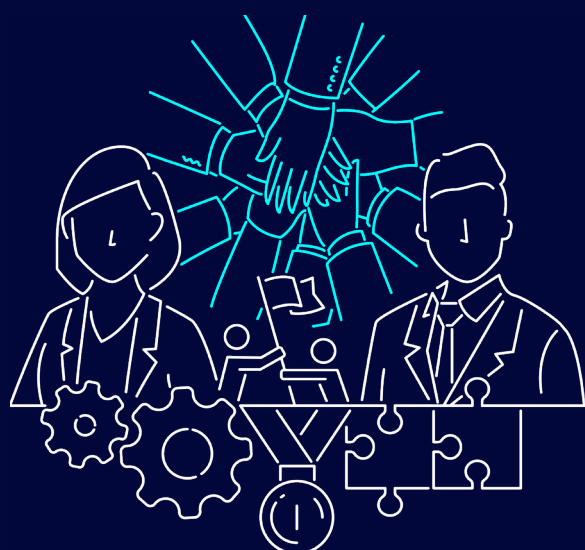
of food premises were broadly compliant

### 100%

of requested building control  
inspections carried out within target time

### 100%

of notified dangerous structures  
assessed within target time



# 2022/23

## service objectives

### Review

current customer service satisfaction measures

### Review

benchmarking recommendations and  
implement any that are appropriate

### Develop, approve and implement

an enforcement procedure for unauthorised  
building work

### Progress

the delivery of a range of policy documents  
which will support the monitoring of the  
Local Plan

## Key achievements in 2021/22

### Joint operation uncovers thousands of illegal cigarettes in North Tyneside

**Tens of thousands of pounds worth of illegal cigarettes and rolling tobacco were seized by North Tyneside Council's Trading Standards team and Northumbria Police in a joint operation.**

Based on intelligence received, six stores in North Tyneside were visited in February 2022. It formed part of Operation CeCe, a National Trading Standards initiative in partnership with HMRC to tackle the sale of illegal tobacco.

In total, 72,000 cigarettes and 380 50g rolling tobacco pouches were seized from four premises in the Howdon and Wallsend areas. The seized items, worth more than £45,000, were a mixture of either counterfeit products or had no duty paid.

YoYo, a Cocker Spaniel, and Cooper, a Red Labrador, were used in the initiative as they are specially trained to detect tobacco. Some items are often in hidden concealments, and during this operation cigarettes were hidden in a fridge freezer.

A subsequent follow-up visit to a Wallsend store led to a further illegal cigarettes, tobacco and



Illegal cigarettes were hidden in a fridge freezer

non-compliant e-cigarettes being seized. As a result, the landlord decided to terminate the lease of the tenant requiring them to leave the property.

Meanwhile the tenant of a Howdon store surrendered their lease after Trading Standards contacted their landlord.

### Ice rink fined over asbestos handling

**The owners of Whitley Bay Ice Rink were ordered to pay more than £25,000 after putting their staff and the public at risk of exposure to asbestos.**

Following an investigation by the Environmental Health Team, ice rink owners Durham Ice and Sports Stadium Limited admitted offences under section 2 and 3 of Health and Safety at Work Act 1974.

North Tyneside Magistrates heard how two employees carried out the unlicensed removal of asbestos at the ice rink on Hillheads Road during renovation work in February 2020.

The court was told the company was aware of the need for asbestos surveys prior to any renovation work as a contractor had previously requested an asbestos survey for another part of the building. However, no asbestos survey was carried out and employees received no asbestos training.

The asbestos was carried from the ice rink's plant



Top: The former plant room with asbestos debris on the pipes and floor. Bottom: Asbestos was left in an open skip.



room to an open skip in the rear yard outside via a corridor that leads to the spectator stands and ice rink.



## Backing for licensing policies

**A Cumulative Impact Assessment (CIA), which sets out the grounds for licensing restrictions in parts of the borough, was approved by the Licensing Committee.**

The CIA provides the evidential basis for restrictions in South Parade, Whitley Bay, and in an area around Front Street, Tynemouth. These restrictions mean that there is a presumption against granting a new licence or changing an existing one.

Additional work was undertaken to examine levels of disorder at the Fish Quay, North Shields, and Park View, Whitley Bay.

This will lead to a further review of the CIA to determine whether these areas should also be included.

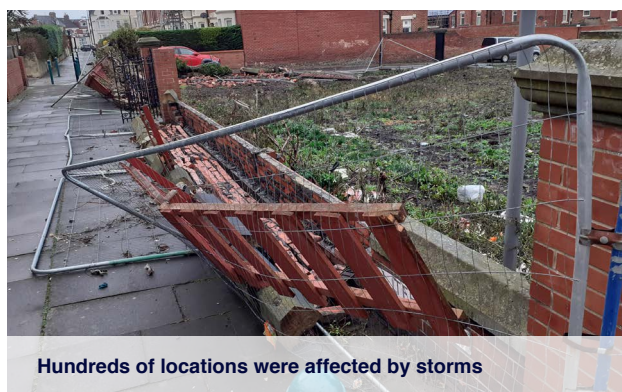
Meanwhile, an updated Gambling Licensing Policy was approved by Full Council. The policy sets out how the local authority will deal with permits for activities ranging from prize machines to club gambling.



Tynemouth Front Street

## Responding to storms

**Regulatory Services formed an important part of the Partnership's contribution to the council's response to the winter storms.**



Hundreds of locations were affected by storms

Building Control checked on potentially dangerous buildings and for structural damage, and, in the aftermath, Trading Standards provided advice for residents' on how to avoid falling victim to rogue traders.

The Highways team inspected almost 500 locations and more than 100 required action ranging from tree and debris removal to footpath reinstatements.

## Warning after underage vape sales

**Five North Tyneside premises received warnings from Trading Standards after selling vapes to an underage test purchase volunteer.**

The operation formed part of a national enforcement project with other local trading standard services supported by the Department of Health and Social Care.

It sought to assess compliance with the Nicotine Inhaling Products (Age of Sales and Proxy Purchasing) Regulations with particular focus on the supply of disposable vaping products. Regulation 3 prohibits the sale of nicotine inhaling products to someone under the age of 18.

Eight premises across the borough were visited by a 17-year-old test purchase volunteer. Five premises sold the volunteer a vape without asking for ID. These sales were dealt with by way of warning letter to the owners of the premises and advice how they could prevent any future sales.

Due to the high proportion of sales, all other premises that sell vapes were given written advice on the product requirements for vaping products and steps they should take to help prevent sales to minors.



# Engineering & Highways



**Nicholas Preston,**  
**Head of Highways**  
**Mobile:** 07594 522 116  
**Email:**  
nicholas.preston@capita.com



**David Wall,**  
**Highways Design**  
**Manager**  
**Mobile:** 07740 531 130  
**Email:**  
david.wall@capita.com

## Our Services

- Responsibility for the management of the highway network to ensure the effective movement of traffic, cyclists and pedestrians on the council's highway network. This includes addressing traffic congestion problems, responding to incidents as well as co-ordinating activities, events and works to minimise disruption.
- Management of requests from utility companies and their contractors to excavate within the highway and footway. A programme of planned works and general inspections seeks to ensure compliance.
- Management of the council's on-street and off-street car parks plus the operation of a series of residents' parking schemes.
- Working with the council's Network Manager in the provision of advice to elected members and planning colleagues on the effect of new developments on the highway network. We also offer advice to developers to obtain satisfactory and compliant forms of development.
- Delivery of road safety education within schools, management of school crossing patrols and the design and implementation of road safety initiatives.
- Provision of school crossing patrol officers to help improve residents' safety on our highway network.
- Resurfacing works (surface dressing, micro asphalt and other treatments).
- Cleansing of gullies on a planned basis and responding to reports of blocked gullies.
- Reactive maintenance of roads and pavements.
- Maintenance of road markings and parking signs as well as some key assets including bridges, infrastructure and coastal structures.
- Management of surface water, which includes flood alleviation works, and the response to flooding incidents.
- Delivery of major civils projects across the borough.

# 2021/22

## performance snapshot

### 99.87%

(average) of routine safety inspections  
carried out on time

### 100%

of CAT1 defects sorted within 24 hours

### 98.9%

(average) of CAT2 defects sorted within  
10 working days

### 99.98%

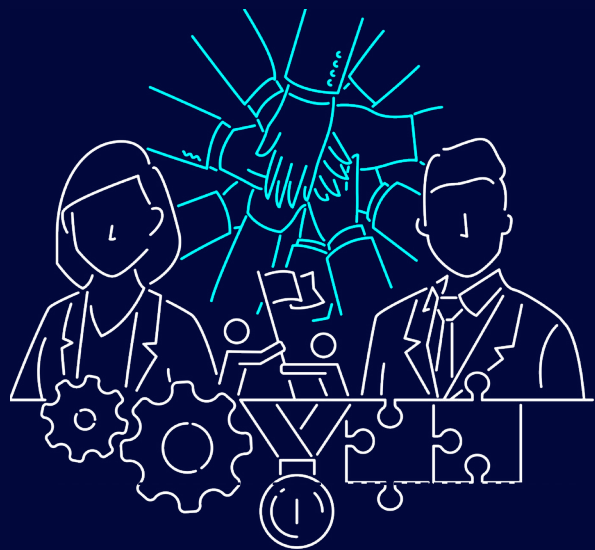
of Penalty Charge Notices (PCNs) issued  
correctly for parking offences

### 90.55%

(average) of reactive highway repairs  
that are up to standard

### 100%

of permit requests responded to within  
DFT target timeframe



# 2022/23

## service objectives

### Support

an update of the Transport Strategy and a  
review of associated documents

### Reduce

highway works' carbon emissions

### Gain

customer feedback on highway maintenance  
works to help secure the maximum share of  
the Department for Transport's Incentive Fund

### Consolidate

the legal speed limit orders and ensure  
associated signage and lining is appropriate

### Consider

the implications of adopting moving traffic  
enforcement powers

### Implement

a system of tracking and reporting the volume  
of engineering work to enable a reduction in  
fees charged to North Tyneside Council

## Key achievements in 2021/22 – Going green at Four Lane Ends

**A more eco-friendly method of road repair was trialled by the Highways team.**

The thermal road repair system was demonstrated by Roadsafes and used to repair a section of the highways on the A188 Benton Lane near Four Lane Ends.

The system works by reheating the existing highway surface and then binding it with new asphalt.

There is no need for any excavation, reducing the disposal of waste material, and there are fewer carbon emissions as the equipment is solar-powered.

It was agreed that the durability of the road repair would be monitored by the Highways team to assess its effectiveness when compared to traditional methods of repair.



A thermal road repair

## Not a bridge too far



Pier Road Bridge

**Work to strengthen Pier Road in Tynemouth was completed.**

The scheme involved reinforcing Pier Road Bridge, between the access to North Pier and Priors Haven car park.

The bridge was nearing the end of its lifespan and in a poor state of repair.

The Construction team worked closely with residents and other stakeholders during the project as there was a period where it was necessary to temporarily close Pier Road to vehicles.

The finished scheme has maintained pedestrian access under the road, while the bridge has been clad with decorative masonry to be sympathetic to its surroundings.



## Improving air quality near schools

**Drivers who park near schools are being encouraged to switch off their engines.**

The Go Smarter programme works with schools to promote sustainable and active travel.

The primary focus is to reduce motor traffic around schools to improve safety, congestion and air quality, but some driving inevitably continues.

The message for those who cannot switch to other modes of travel is to at least help reduce pollution by parking away from the gate and turning off their engine.

The Go Smarter team works with pupils in putting up anti-idling stickers on lamp posts next to where people might park outside schools.

In addition to this, the team deliver assemblies in schools on active travel, road safety and air pollution where the anti-idling message is also being shared.



## Permit parking improvements



**New technology enabled the Parking Control team to provide an improved service for permit holders**

The introduction of a new software system enabled the team to replace residents' permits with virtual permits – removing the need to display a paper permit/voucher in the vehicle.

For the first time, permits could also be paid for online using a debit or credit card.

And permit applications could also be submitted online using an e-form accessed from the council website.

The e-form includes the ability to attach photographs or electronic images of the supporting documentation required.

## Field's flooding fixed

**Work was carried out to tackle the frequent flooding of a playing field in Monkseaton during heavy rainfall.**

Investigations revealed that underground drain serving Langley Playing Field was in a poor condition and collapsed in places, which coincided with the flooded area on the field.

The Construction team renewed the whole of the drain up to the kerbline of Drumoyne Gardens and reinstated any connections to the drain.

Meanwhile, a ditch and bund were constructed to the rear of Otterburn Avenue, Wellfield, to direct water runoff from agricultural land away from the properties and into an existing watercourse.

Properties in Otterburn Avenue were among those that suffered internal flooding during 'Thunder Thursday' in 2012.



Langley Playing Fields



# Strategic Property & Building Surveying



**Pamela McGorie,**  
**Head of Estates**  
**Mobile:** 07731 348 087  
**Email:**  
pamela.mcgorie@capita.com



**Mark Thompson,**  
**Building Surveying Associate Director**  
**Mobile:** 07711 015 706  
**Email:**  
mark.thompson@capita.com

## Our Services

- Management of the council's property portfolio, including the purchase and sale of land and property, rent reviews and lease renewals.
- Management of the council's commercial and industrial estates.
- Non-core building surveying work, supporting the council with party wall matters, dilapidations, schedules of condition, building surveys, etc, for operational and leased-out buildings.



# 2021/22

## performance snapshot

### 100%

of asset valuations delivered on time

### 100%

of housing stock valuations delivered on time

### 100%

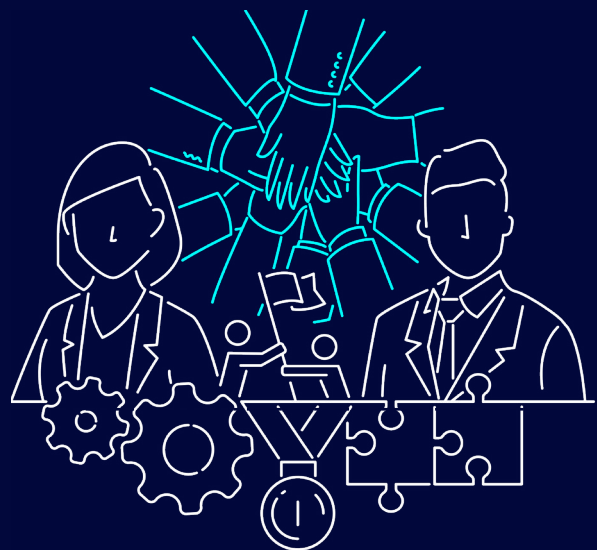
of lease renewals and rent reviews delivered on time

### 86.36%

of commercial properties let

### 100%

of debtors had appropriate actions taken against them



# 2022/23

## service objectives

### Support

the development and delivery of a robust Estate Strategy



## Key achievements in 2021/22 – Providing affordable housing



**North Tyneside Council is committed to creating 5,000 affordable homes in the borough – and the work of the Property team is contributing to the goal.**

Officers have been working up a full business case for the development of the Complete Growth site in Howdon, which would feature a mix of private and affordable homes.

The site of the former Wallsend Sports Centre was disposed of, enabling the submission of plans by Bellway Homes for more than 200 new homes, including 25 per cent affordable homes.

And land was bought by the council at Swindale Drive, Killingworth, for the development of affordable housing.

---

## Supporting North Shield's regeneration

**The Property team played an important role in supporting the regeneration of North Shields.**

In addition to the work outlined on p.8, land at Russell Street was sold to Wetherspoons to assist with the conversion of the adjacent former bingo hall into a pub.

Meanwhile, 97 Howard Street was let as a contemporary arts venue to become the new home for the Globe Gallery.

The team brought forward a proposal to dispose of 131 Bedford Street, securing its renovation to provide studios and creative spaces, a gallery and cafe.



And work got under way in preparation for inviting expressions of interest for the long-term lease of the Grade II-listed Saville Exchange.



## Bringing jobs to the borough



**New high-quality jobs could on their way to North Tyneside thanks to the work of the Property team.**

The former Four Lane Ends Social Club was sold to Fibrofind, a Newcastle-based biomedical science company.

Agreement was reached with Aldi to sell an area of land between Great Lime Road and the A1056 Sandy Lane, next to Weetslade roundabout.

And the team is working to identify a site at nearby Indigo Park for a new small business park.

## Controlling activities on council land

**Work began on a new policy which, if adopted, would restrict certain types of activities and events on its land.**

Approval was given by Cabinet to agree the principle of implementing the policy.

The policy aims to discourage activities which may be harmful to wildlife and the environment, cause a nuisance to residents and visitors or be considered anti-social.

It follows an increase in enquiries to use land owned, controlled or managed by the local authority as well as a rise in complaints about inappropriate activities in public open spaces.

These activities have included the use of drones at St Mary's Lighthouse Nature Reserve, which Natural England has classed as a Site of Special Scientific Interest (SSI).

The new policy would ban drones from Sites of



Special Scientific Interest unless authorised by Natural England and North Tyneside Council.

Other activities that the council is proposing are prohibited include balloon and sky lantern releases, which can be harmful to the environment and can also pose a fire risk.

