

Meeting: Overview and Scrutiny Co-ordination and Finance Committee

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Title: Our North Tyneside Plan 2021–2025 Performance Report

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Service: Corporate Strategy and Customer Services

Wards affected: All

1. Purpose of Report

- 1.1 On 23rd September 2021, the refreshed Our North Tyneside Plan 2021–2025 was agreed by Full Council following consultation with residents and other key stakeholders. The Council Plan was updated following the Mayoral Elections on 6th May 2021 to reflect the policy priorities of the incoming administration.
- 1.2 A refreshed Our North Tyneside Plan Performance Report has been developed to monitor progress against the new priorities and objectives set out in the Council Plan.
- 1.3 As Overview and Scrutiny Co-ordination and Finance Committee are aware the Authority manages performance at two levels;
 1. Strategic objectives, as defined in the Our North Tyneside Plan, are monitored and managed twice a year through regular reports to Cabinet, Overview and Scrutiny Co-ordination and Finance Committee and the North Tyneside Strategic Partnership

This is supplemented by quarterly discussions with Lead Members, which tracks performance and the financial implications.

2. Operational performance is managed on day-to-day basis by service areas, with a regular overview on a monthly basis.

1.4 This report provides Overview and Scrutiny Co-ordination and Finance Committee with an update on progress with delivering the updated Our North Tyneside Plan 2021-2025 as set out in the 'Our North Tyneside Performance Report' attached to this report at Appendix 1.

1.5 This report when read in conjunction with Appendix 1 provides an overview of performance since the start of the plan and identifies the agreed activities that the Authority will pursue in the future. In addition, it provides comparator information, such as national or regional performance, as there are several issues where North Tyneside is facing similar challenges as other parts of the country.

2. Recommendations

- 2.1 It is recommended that Overview and Scrutiny Co-ordination and Finance Committee note the progress that has been made to deliver the updated objectives of the Our North Tyneside Plan 2021-2025.

3. Details

- 3.1 At a strategic level, the highlights of this report against each of the priorities are:

3.1.1 A thriving North Tyneside

- *We will regenerate the high streets of North Shields and Wallsend, and in addition to the Master Plan for North Shields, we will bring forward Master Plans for Wallsend and Whitley Bay town centre areas. We will also bring investment and improvements to the North West area of the borough and ensure that regeneration delivers ambition, opportunity and benefits for all of our residents;*

The Authority has been working closely with a range of partners to unlock local potential and opportunity through the delivery of projects in the three town centres:

- **North Shields:** The former Co-Op building has been demolished and construction of a new integrated transport hub within North Shields Town

Centre is well underway. Adjacent to the hub will be a new town square. Works are proposed to complete in late summer 2023.

Work is underway on public realm improvements, building on the success of the Northumberland Square and Howard Street Scheme which was completed at the end of August 2022. £1.85m of additional capital funding has been recently secured to extend works into Bedford Street and tie-in to the new town square which is already under construction.

The former Unicorn House building was demolished in 2021 and received planning permission for new family housing units. The scheme is due to commence on site later in 2023.

Both 131 Bedford Street and the former Globe Gallery will be brought back into use for cultural purposes in the coming year by the new occupiers, further adding to the vitality of the growing cultural offer. The Authority has secured £1.7m of grant funding from NTCA to develop a Cultural and Creative Zone (CCZ), which will be known as North Shields Cultural Quarter. This will be located in and around Howard Street and Saville Street, creating a 'cultural corridor' and stronger connections between the town centre and the Fish Quay.

Work commenced on the new Riverside Embankment Walkway in November 2022 with slope stabilisation works due conclude in Spring 2023.

The walkway will provide a step-free route between the town centre and the Fish Quay and works are due to complete by Spring 2024.

A scheme for a new Ferry Landing on Western Quay has been developed and was included in a funding bid from round 2 of the Levelling Up Fund. Planning permission for the new landing was granted to Nexus in December 2022 and whilst the Levelling Up Fund bid was unfortunately unsuccessful, site investigation work continues, and alternate funding solutions are being pursued. The new landing works would include an extension to the recently refurbished protection jetty at the Fish Quay and associated public realm works to tie into the new Riverside Embankment Walkway.

- **Whitley Bay:** All works to the Northern Promenade have now been completed and was open to the public from the end of July 2022.

The Authority has secured £4.5m of funding from the Active Travel Fund (Tranche 3) and Sustrans to commence delivery of the Sea Front

Sustainable Route which will provide a segregated walking and cycling route between St Marys and Tynemouth. This scheme also includes public realm improvements along the route and seeks to build-on the success of the quality and design of the completed Promenade works. Further engagement on the proposed Sea Front Sustainable Route will be carried out this Spring with the first phase of the scheme likely to commence following the busy summer period.

It is also proposed to undertake some master planning activity for Whitley Bay town centre in summer 2023. The purpose of the plan will be to improve the provision and connectivity of sustainable transport routes to and around the town centre environment. Together with improvements to the public realm, this will help create a better visitor experience and provide opportunities for new investment as well as supporting existing local business.

- **Wallsend:** Funding of £80,000 was secured from the North East Local Enterprise Partnership to prepare a Masterplan for Wallsend. In March 2022, Cabinet resolved that, for Wallsend, three key themes were identified as policy priorities for inclusion in the plan. These were:
 - Improve the quality of the housing offer in Wallsend; in particular making the area a focus of the Mayor and Cabinet's plans for 5000 affordable homes and tackling some of the poor quality privately rented housing in the masterplan area
 - Make the town centre and the nearby neighbourhoods great places to visit and live; improving the street scene, public spaces and working with partners to make sure people feel safe; and
 - Make sure Wallsend residents are connected to good jobs; using the full range of tools, including adult education, apprenticeships and the capabilities plus the transport infrastructure around the town to make sure people in the community, who need it, are supported to improve their life chances.

The draft Masterplan was approved for public engagement by Cabinet in November 2022. This engagement took place throughout January and February and a final version will be presented to Cabinet for approval in May 2023.

The Authority successfully secured £499,000 of grant funding for a host of improvements at Segedunum Roman Fort and Museum. The grant will pay for repairs to the air handling plant and roof, the installation of a new lift, and

new emergency lighting. The emergency lighting works have been completed and the other works will be incorporated (subject to approval) with the lottery funded transformation works. The Authority was invited by the National Lottery heritage Fund to progress a Development Phase (1st Phase) bid to secure a multi-million-pound investment in the Museum with its partners, Tyne and Wear Museums. This was submitted on 17 February 2023 and a decision is due in June 2023 when the Authority will become aware if it is invited to submit a full Delivery Phase application.

Following the Government announcement in January 2023 that the Authority's Levelling Up bid had been unsuccessful on why the bid was unsuccessful is awaited. However, work with stakeholders to develop a Round 3 bid for Wallsend is underway that will focus on:

- the modernisation of public realm along the High Street / retail core and adjacent residential terraces to provide a large high quality and healthier space
- Creating high quality sustainable transport connections into and through the Town retail core area
- Increasing footfall and dwell time,
- Improving connection between Segedunum and the town centre, and
- Enhancing the setting of Segedunum.

Hadrian Health Centre opened in December 2022 providing modern GP services and primary care facilities in the heart of Wallsend Town Centre as part of the regeneration of the town centre.

The Authority continues to work with Swan Hunter site owners Shepherd Offshore Limited to identify opportunities for inward investment in the site to create new employment opportunities. Shepherd Offshore Limited has continued site clearance and a local contractor has been employed to build a new quay wall at the site together with other infrastructure improvements.

The Centre for Innovation continues to provide high quality office accommodation with flexible terms to meet the needs of businesses in the offshore sector.

£1.94m in grant funding has been secured from NTCA to fund project activity in and around Wallsend High Street including capital public realm work and revenue activity including events, shop front grants, business support and resource to be based within the town centre to support businesses to start-up and grow.

- **North West:** Work in the North West of the borough is progressing on a number of priority activities;

£75,000 of feasibility funding has been secured from NTCA for Northumberland Line Economic Corridor priorities. This includes funding to re-design, scope and map a visitor/ heritage trail that will encourage visitors to explore routes from Northumberland Park Station out to the North West of the borough to sites such as Killingworth Lake and Weetslade Country Park using the existing wagonways and heritage assets and will incorporate state of the art augmented reality.

Killingworth Lake concept plans have been developed and officers are now working to identify eligible funding streams to progress the proposals.

- ***We will bring more good quality jobs to North Tyneside – by helping local businesses to sustain and grow, making it attractive for new businesses to set up or relocate in the borough;***

The Indigo Park site remains a strategic employment site and is identified in the adopted Local Plan for employment purposes. The site has been subject of recent interest, and we will continue to work with partners including developers and other landowners to review funding opportunities to secure investment and refine proposals that will see more and better jobs delivered in the borough.

The number of jobs in North Tyneside in 2021 is showing a good recovery since the COVID-19 pandemic and have returned to similar numbers in 2019. There were 93,000 jobs in 2021, an increase of 4,000 jobs from the previous year, when the number decreased by 5%. The proportion of new businesses surviving the first year remains strong at 94%, which is in line with the North East and England performance. There were 971 small business start-ups during 2021/22, which is similar to the number of start-ups in 2019/20 before the COVID-19 pandemic. There were 983 business start-ups in 2019/20, which increased by 14% in 2020/21.

The Authority has established a Care Academy to support recruitment into social care. This vital sector provides significant economic benefit to the Borough and the Academy will work with the sector to build career progression improving the quality of care jobs

- ***We will invest in adult education and to support apprenticeships to make sure people have the right skills for the job;***

Ensuring that young people in North Tyneside have the right high-level skills to progress and succeed in the jobs market is key to the success of the local economy. In 2020/21, almost nine in ten young people post Key Stage 5 (A Level) were in work, education or training, which is better than the regional and national performance. Only 4.4% of 16-17 years were Not in Education, Employment or Training (NEET), which is better than the national performance. The latest apprenticeship figures for 2020/21 showed the number of intermediate (level 1) apprenticeships decreased in 2020/21 in part due to national changes. However advanced (level 2) and higher (level 3) apprenticeship starts increased during 2020/21.

- ***We will keep our libraries and leisure centres open as part of a vibrant range of cultural and sporting activities to support the health and wellbeing of our residents;***

During 2020/21, libraries and leisure centres were impacted significantly by COVID-19 restrictions and were not fully operational. Figures show that during 2021/22, the number of visits to Customer First Centres and Branch Libraries are showing recovery, but have not achieved the same levels before the COVID-19 pandemic. During the pandemic many residents moved to using digital or telephone services rather than face to face interactions at Customer Services and this is a continuing trend. Customer First Centres received 565,000 visits in 2021/22, which is a 55% reduction compared to pre-pandemic levels. Branch Libraries received 70,400 visits during 2021/22, a reduction of 59% compared to pre-pandemic. Sport and Leisure have received two thirds of usual number of visits during 2021/22 compared to the same period in 2019/20.

- ***We will continue to be the destination of choice for visitors through the promotion of North Tyneside's award-winning parks, beaches, festivals and seasonal activities;***

As a result of the COVID-19 pandemic and its aftermath, the number of recorded day visits and overnight stays to North Tyneside reduced to 3.23 million in 2020 and remained low in 2021 at 3.53 million, compared to 7.13 million in 2019.

During 2021/22 King Edwards Bay, Tynemouth Longsands and Whitley Bay beaches retained their Blue Flag international quality mark status by Keep

Britain Tidy as well as their Seaside Awards recognising the finest beaches across the UK. These three beaches have achieved the Blue Flag standard every year since 1994 and are among a group of only 60 beaches across the country to win both a Blue Flag and a Seaside award. Eight of the warden managed parks in North Tyneside have also been awarded Green Flag Awards. Chirton and Redburn Dene Parks were given this award for the first time in 2022. Benton Quarry Park, Killingworth Lakeside Park, Northumberland Park, Marden Quarry Park, Wallsend Parks, the Rising Sun Country Park and Preston Cemetery all retained their Green Flag Awards.

Resident satisfaction with beaches is consistent with previous years at 83%. Satisfaction with parks and green spaces has increased to 70% from 66%.

- ***We will reduce the number of derelict properties across the borough; and***

The number of long-term vacant dwellings in North Tyneside has continued to show a decrease since 2018/19 to 1,027 dwellings, which is the lowest level in the last seven years.

- ***We will review how the council purchases and contracts for goods and services to maximise value for money, social value and environmental sustainability.***

The social value requirements included in the Authority's procurement and commissioning processes contribute to how the organisation maximises environmental sustainability and additional social benefits. The procurement team have worked with the voluntary sector and schools to ensure that social value commitments are aligned. Reviewing the Authority's strategic partnerships has led to the transfer of some services and in-house delivery. By 2029 all of the Authority's contracts will incorporate a 'greener target'. The Authority is working with its current suppliers to ensure that the most carbon friendly products are purchased. A dashboard is being developed to track how delivery against these requirements contributes to the delivery of the Our North Tyneside Plan priorities. The dashboard will be reported on annually to Cabinet.

3.1.2 A secure North Tyneside

- ***Council wardens will work in partnership with Northumbria Police to prevent and tackle all forms of antisocial behaviour;***

Resident's perception that anti-social behaviour and crime needs to be improved has increased over time. In 2021, almost half of residents (47%) perceived anti-social behaviour and crime as an area that needs to be improved. That is an increase of 22% since 2016. Residents concern has impacted on the proportion of residents who feel safe outside in their local area after dark. In 2021, 45% of residents felt safe outside their local area after dark, a decrease of 8% since 2019. The proportion of residents feeling safe outside in their local area during the day remains high at 89%.

During 2022 a multi-agency North Tyneside Anti-Social Behaviour Task Force was established to develop and deliver a shared plan to tackle anti-social behaviour. This partnership is making a difference for residents, communities, visitors and businesses across the borough. The trend of anti-social behaviour reported to Northumbria Police is decreasing and the rate per population is at it's lowest level in four years in North Tyneside.

- ***We will invest an additional £2m per year on fixing our roads and pavements;***

The proportion of principal and non-principal roads in the borough where maintenance should be considered following a survey undertaken as part of the Department for Transport's Road Conditions in England (RCE) requirements has shown a decrease year on year. Only 3% of principal roads and 3% of non-principal roads managed by the Authority should be considered for maintenance, which is better than the national benchmark (4% of principal roads and 6% of non-principal roads). On an annual basis, the Authority reviews the current state of the infrastructure on the highway network as part of the Highway Asset Management Plan.

Residents satisfaction with road and pavement maintenance is consistently lower when compared to other Authority services and is identified as most in need of improvement.

- ***We will maintain the Council Tax support scheme that cuts bills for thousands of low income households across North Tyneside;***

The Council Tax Support Scheme for 2023/24 introduced an administrative change making it easier for new Universal Credit (UC) claimants to claim Council Tax Support. The Authority will use information that the Department for Work and Pensions provides about customers who have made a new claim for UC and who are also interested in claiming Council Tax Support as an actual claim for Council Tax Support where possible. This procedure will reduce the

need for claimants to complete separate claims for UC and Council Tax Support.

Additionally, the Government provided a grant to provide all Council Tax Support claimants with a reduction in their Council Tax bill of up to £25.00. Along with this grant further funding was made available by the Authority in the 2023/24 budget to provide up to £125.00 for all working age claimants on top of the £25.00.

As at the end of January 2023 there were 15,951 claimants receiving Council Tax Support, which was a small reduction of 2.6% against the number of claimants in April 2022

- *We will tackle health and socio-economic inequalities across the borough including through our Poverty Intervention Fund to tackle food poverty;*

As part of the Health and Well-Being Strategy there is a priority theme around decent standard of living and the Authority has a comprehensive approach in place to support people in relation to the cost of living crisis. This includes:

- the Holiday Activities and Food Programme which provides holiday experiences for children and young people on free school meals, by providing food, nutritional education, physical activities and enriching activities during the easter, summer and Christmas holidays. The Christmas 2022 holidays saw a total of 1,043 primary and 292 secondary age children involved with the programme
 - The provision of vouchers to cover the cost of food during all school holidays provided to all families with entitlement to income at a rate of £15 per child.
 - An expansion of the school uniform project, to support schools to pilot a uniform recycling scheme. The pilot had a focus on being environmentally friendly to reduce stigma and included – swap-shop events, purchasing coats and shoes, developing school uniform policies, and encouraging schools to take up poverty proofing
 - £45 per child given in December 2022 to families of all children on income based Free School Meals to support with the cost of warm winter clothing and shoes.
 - Supporting every school in North Tyneside to take part in a Poverty Proofing the School Day audit carried out by Children North-East which involves engaging with every student to understand what poverty looks

like from a young person's perspective and using this insight to develop an action plan. Audits have taken place with 30 schools so far and the project is planned to continue until the end of the academic year (July 2023).

- Provision of a network of community-based food pantries, clubs and supermarkets across the borough. Including The Bread and Butter Thing, since April 2022, six food hubs have been operating across the borough at Howdon, Shiremoor, Fordley, Longbenton, Collingwood and Whitley Bay.

The Welfare Assistance Team is located at our social care 'front door' which enables the provision of holistic support to residents including financial assistance to individuals and families who are experiencing a crisis. The Welfare Assistance officers also give advice, guidance and signpost to other sources of support. The team have strong links with local supports, such as Citizen's Advice and the wider voluntary and community sector.

- ***We will provide 5,000 affordable homes.***

Building on the success of the Affordable Homes Programme, a new 2-phased programme to meet the 5,000 affordable homes target was approved by Cabinet in February 2022. This includes a 10-year delivery plan for the Authority's Housing Revenue Account that will deliver at least 350 new council homes and utilise new technologies to reduce carbon emissions and support the Authority's response to the climate emergency in North Tyneside. The programme will also include opportunities to increase delivery by pursuing windfall opportunities for the Authority, exploring new delivery models, and seeking to unlock the potential of brownfield sites in the borough.

A range of specially adapted homes have been developed for residents with additional needs. Two new extra care schemes have opened within the Borough in 2022/23 providing 104 new apartments for older people with care needs. This includes 40 specially designed homes for residents living with dementia.

Delivery of the Affordable Homes Programme is on track to meet the ambitious 5,000 affordable homes target. 2,073 affordable homes have been delivered by the end December 2022.

3.1.3 A family-friendly North Tyneside

- *We will support local schools, making sure all children have access to a high-quality education with opportunities to catch up where needed after the pandemic;*

96% of primary schools in North Tyneside are rated as good or outstanding by OFSTED, which is significantly higher than the national performance targets. 88% of secondary schools are rated as good or outstanding, which is in line with the national performance targets.

69% of pupils achieved basics in Key Stage 4 for English and Maths during 2021/22, in line with the proportion of pupils nationally which is an increase from 63% in 2018/19.

The gap between disadvantaged pupils and non-disadvantaged pupils widened in 2021/22 compared to results from the pre-pandemic 2018/19 period. The gap is 24.6% in key stage 2 expected level of reading, writing and maths, which compares to 20.7% in the North East and 22.9% nationally. The Progress 8 gap between disadvantaged pupils and their peers has widened to 0.98 compared to 0.91 in 2018/19, which is in line with the national and regional picture.

- *We will provide outstanding children's social care services, events and facilities so North Tyneside is a great place for family life;*

The number of children subject to a child protection plan remained high at 257 during 2021/22. The number of children subject to a child protection plan increased during 2020/21 and demand has remained high in 2021/22. The number of contacts to Children's Safeguarding Services increased sharply in 2021/22 to 11,393 from 9,338 in 2020/21, bucking the previous trend of decreasing contacts year on year. 12.1% of children in care have experienced 3 or more placements, which is a significant increase compared to 8.3% in 2020/21, reversing the previous trend of performance improving since 2019.

- *We will ensure all children are ready for school and that schools have an inclusive approach so that all of our children and young people have the best start in life.*

In 2021/22, 62.7% of pupils reached a good level of development at foundation stage, a decrease from 71.9% in 2018/19 pre-pandemic and slightly lower than North East (64.1%) and England (65.2%) performance.

At the end of quarter 3 in 2022/23, 97.6% of children received a 2-2 ½ year development review and almost 86% met the expected level in all 5 areas of the Ages and Stages Questionnaire (ASQ-3), which assesses how children are achieving in relation to communication, physical ability, social skills and problem-solving skills. The ASQ-3 identifies where a child may need further support and a referral to health professionals.

Just over a third of (38%) of pupils with an Education, Health and Care Plan (EHCP) are educated in Special Schools, which is showing a decrease over time and is lower than the proportion regionally (44%) and is only slightly higher than the proportion nationally at 35%. However, the number of EHCPs the Authority maintains overall has continued to increase to over 2,000 plans and is high compared to national averages. To address this the Authority has submitted a High Needs Recovery Plan to the Department for Education (DfE) to secure additional funding to improve the position.

3.1.4 A caring North Tyneside

- ***We will provide great care to all who need it, with extra support available all the way through to the end of the pandemic;***

During 2021/22, 86% people who received a short-term service during the year subsequently received either no ongoing support or support of a lower level, which was a slight improvement from the 2020/21 figures and was in line with regional performance and was better than the national performance.

- ***We will work with the care provision sector to improve the working conditions of care workers;***

The Authority:

- Continues to consider increased fees for 2023/24 to external social care providers that take account of the increase in the National Living Wage, this includes services such as care home, day care, supported living, outreach etc.
- Increase in home care fees continues to be aligned to Real Living Wage increase for home care and extra care
- Used Local Authority and NHS Discharge Funding to support provision and the market to support recruitment and retention
- Identified workforce recruitment and retention as a key barrier to market provision in the recently published draft market sustainability plan for care homes for older people and home care

- *People will be cared for, protected and supported if they become vulnerable, including if they become homeless;*

The number of residents presenting as homeless has increased, however the proportion of residents being accepted as priority homeless remains low, which is a result of the preventative and triage work carried with residents presenting as homeless to support residents to remain in their current homes or find alternative accommodation. Between April and December 2022, 1,848 households presented as homeless, with 95 (5%) being accepted as priority homeless, which was consistent with the previous year.

In North Tyneside, the rate of emergency admissions due to falls in people aged 65 and over is significantly higher than the rate across the region and nationally. 3,057 residents per 100,000 in North Tyneside compared to 2,311 across the North-East and 2,023 across England were admitted resulting from falls. Work continues with NHS partners to reduce these admissions. The Falls First Responder service with our Care Call service is working with North East Ambulance Service to provide a more rapid and responsive service for non-injurious falls.

- *We will support local community groups, carers and young carers and the essential work they do; and*

Assessment of carers' needs has been strengthened by the extension of our strengths based approach, 'Ways to Wellbeing' to carers' assessments. Refreshed training for social workers has been introduced to improve the support for carers and we have linked with Healthwatch North Tyneside to gather feedback from carers through our practice quality review process.

The Authority continues to work with Voluntary Organisations Development Agency (VODA) as the North Tyneside Infrastructure Organisation for Voluntary, Community and Social Enterprise (VCSE) sector organisations in North Tyneside. Recent cross-sector initiatives include:

- On-going growth and development of Living Well North Tyneside <https://www.livingwellnorthtyneside.co.uk/> – an online directory of local services, support and events, which ensures all groups can have a digital presence and residents can find out what is happening across the borough.

- Development of new Practice Standards in consultation with the North Tyneside Carers Centre
- Evaluation of the Health Inequalities Fund is currently being carried out, looking at how the fund has been administered, role of VODA administering the fund and the funds alignment with North Tyneside Public Health and Wellbeing Strategy
- Redesign and launch of the Chief Officers Group within VCSE sector
- New Grow and Eat post filled October 2022
- Minority Ethnic Health Development project, which is funded through Public Health, is being run by VODA

Work continues to link capacity and needs within the business and VCSE sectors via the Sector Connector project and to increase digital skills within the VCSE sector and with beneficiaries. Initiatives about to begin include:

- Looking at further ways the VCSE can support residents with the cost of living crisis
 - VCSE Working With Event, with a host of workshops
 - Winter Pressures programme, ends February 2023
 - Developing a new Grow and Eat post to support VCSE organisations with work around food production and the use of green spaces.
- ***We will work to reduce inequality, eliminate discrimination and ensure the social rights of the people of North Tyneside are key to council decision making.***

This priority aligns with the overarching aim of the Authority's Equality and Diversity Policy, which is to ensure 'North Tyneside becomes a place where people feel safe and no one experiences discrimination or disadvantage because of their characteristics, background or personal circumstances'. This aim is underpinned by commitments including to:

- proactively embed equality and diversity considerations in everything we do and challenge others to do the same
- meet all our legal equality duties under the [2010 Equality Act](#), the [Public Sector Equality Duty](#), and follow codes of practice published by the [Equality and Human Rights Commission](#)
- not tolerate discrimination, harassment and victimisation on any grounds, and take action against it. This includes all forms of hatred including those targeting protected characteristics such as anti-Semitism (as defined by the [International Holocaust Remembrance Alliance \(IHRA\) definition and supporting guidance](#)) and other religious

hatred, racism, sexism, ageism, disablism, religion, homophobia and transphobia (this is not an exhaustive list)

- raise awareness of how to report discrimination, harassment and victimisation and the support that is available
- publish our equality objectives, equality data¹ and report progress in [our Annual Equality and Diversity Review](#)
- undertake and implement the actions from [Equality Impact Assessments](#) on our decisions, policies, plans, practices and procedures
- ensure everyone feels listened to, and has the opportunity to be involved in making decisions about our services, with due regard being shown to those with protected characteristics
- build understanding amongst residents, employees, partners and elected members of the needs of different protected groups across North Tyneside
- celebrate the diversity of our communities and seek to raise awareness of the benefits of diversity and inclusion
- take account of, and respond to, the needs of residents and customers when delivering our services, ensuring due regard is shown to their protected characteristics
- create an environment where elected members, employees, residents and visitors are confident to be themselves
- strive to make our workforce more representative of the borough's population and the residents it serves, by ensuring equal opportunity to access to jobs, training and career progression
- require others providing services on our behalf follow our approach to equality.

These commitments are being delivered through the Authority's Embedding Equality Programme. Since the last One North Tyneside Performance Report in

¹ [Equality and diversity data](#)

Where we ask employees and service users to provide us with personal information, this will only be used to improve access to and the quality of the services we provide.

Collecting equality information helps us to:

- understand the needs of our residents
- design policies and services which are effective and meet those needs
- demonstrate compliance with the 2010 Equality Act, the Public Sector Equality Duty and other statutory duties
- measure more effectively how we are improving as an employer and a service provider.

We will only collect information when it is relevant and will be used by managers to develop an understanding of take up and need. While employees and service users are encouraged to provide equality information, it is their choice whether or not to answer all the questions. Confidential information will be handled in accordance with the strict controls of the General Data Protection Regulation (GDPR) 2016 and the information gathered will be used to inform North Tyneside Council policy and planning, and to report on performance.

September 2022, the programme has delivered EqIA training to over 200 colleagues including the Senior Leadership Team and Corporate Equality Group. The Authority's policies and procedures continue to be updated to better reflect equalities and diversity considerations, , including the introduction of new hate incident reporting procedures following agreement by Cabinet of the Authority's Hate Crime Policy Statement. Access audits have been undertaken with AccessAble on more of the Authority's facilities including cemeteries and visitor attractions. A successful pilot has been undertaken to introduce live video British Sign Language interpretation into our leisure centres and main libraries and customer service locations. Two new changing places toilet facilities in Whitley Bay and North Shields continue to be installed with a bid successful to create two more in Wallsend and the Rising Sun Country Park. Work has continued to raise awareness of the Authority's Accessible Information Policy.

3.1.5 A green North Tyneside

- *We will keep increasing the amount of waste that can be recycled and introduce food waste collections and deposit return schemes;*

The recycling rate in North Tyneside remains consistent at 38% of household waste sent for reuse, recycling and composting during 2021/22. The proportion of waste sent to landfill during 2021/22 was just above 4%. Waste management during the COVID-19 pandemic was challenging as the level of waste collected by the Authority during the period increased significantly as residents spent a lot more time at home and there was significantly less waste being generated by businesses and restaurants.

- *Council environmental hit squads will crack down on littering;*

The Environmental Hit Squad was established in 2019 to target specific areas where litter and fly tipping were reported. Due to demand, the team has increased capacity. The team is used 4-5 times per day and on average around 900 kg per day in uplift of fly tipping across the borough occurs.

The authority has increased the number of environmental enforcement mobile CCTV vehicles operating across the borough from one to three vehicles focusing on environmental crime issues including litter, dog fouling and fly tipping offences.

The number of fixed penalty notices issued for littering and fly tipping remains consistent compared to the previous year, where there were 68 fixed penalty notices. More than half of all fixed penalty notices issued for environmental issues are in relation to litter and fly tipping offences.

- ***We will secure funding to help low-income households to install low-carbon heating;***

£8m funding has been secured from the Green Homes Grant Local Delivery Scheme to install low carbon heating, energy efficiency measures and renewable energy systems in homes with low-household incomes. To date over 800 measures have been installed in over 700 homes so far.

- ***We will increase opportunities for safe walking and cycling, including providing a segregated cycleway at the coast; and***

78.6% of adults in North Tyneside walk or cycle at least once a week, which is a significant increase and is slightly higher than the proportion regionally and nationally. However, the proportion of adults in North Tyneside who cycle at least once a week has decreased significantly to 7.3% from 13.1% in 2019/20. This compares to 9.1% of adults in England and 6.7% adults in Tyne and Wear.

- ***We will publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030.***

In August 2022, Cabinet approved the Carbon Net-Zero 2030 Action Plan. This was shaped by a range of consultation activities and aligned to key Government strategies, policies and plans in order to realise the emerging opportunities for decarbonisation and economic growth.

The Action Plan includes over 150 actions to decarbonise the Authority's operations and the borough as a whole. A range of projects are being delivered, including the installation of low carbon heating systems, energy efficiency equipment and renewable energy systems in Authority buildings and resident's homes, the electrification of the Authority's vehicle fleet, converting street lights to LED, investment in sustainable transport and the creation of a North-East Community Forest.

Additionally, the Authority is working with a number of large businesses across the borough to share best practice, collaborate and support other businesses on their carbon net-zero journey.

4. Background Information

The following documents have been used in the compilation of this report and may be inspected at the offices of the author.

(1) [Our North Tyneside Plan 2021-2025](#)

(2) [Council Plan Refresh – Report to Council 23 September 2021](#)