

North Tyneside Council

Report to Cabinet

Date: 29th July 2024

Title: Our North Tyneside Plan 2021–2025 Performance Report

Portfolio(s): Deputy Mayor	Cabinet Member(s):	Councillor Carl Johnson
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Report from Service Area:	Corporate Strategy and Customer	
Responsible Officer:	Jacqueline Laughton, (Tel: (0191) 643 5724) Assistant Chief Executive	
Wards affected:	All	

PART 1

1.1 Executive Summary:

This report provides Cabinet with an overview of performance on delivery of the Our North Tyneside Plan 2021–2025.

There is appended to the report the 'Our North Tyneside Performance Report' which provides a comprehensive update under each of the Authority's policy priorities, as well as relevant comparator information.

Below are some of the highlights under the policy priorities for the last three years:-

A Thriving North Tyneside

- **'Ambition for North Tyneside'**; has made significant progress borough-wide attracting external funding and delivering a range of improvements to the town centres and improve the public realm, transport infrastructure,

increase the housing provision, attract new businesses to the area and support current businesses. Specific examples include:-

- In North Shields, the new Transport Hub and town square opened in September 2023. Northumberland Square has been restored to its original Georgian layout and Bedford Street will be refurbished. North Shields Cultural Quarter is successfully growing the creative economy and work has commenced on new family homes at the former Unicorn House site. The new Riverside Embankment Walkway will complete in December 2024 connecting the town centre to the Fish Quay.
- In Whitley Bay, the Southern and Northern Promenades have undergone significant investment to maintain an effective sea defence and deliver public realm improvements at one of our award-winning beaches.
- In the North West of the borough, work is progressing on the development of village plans and a transport plan, to be consulted upon in July 2024. The consultation will enable residents to give their views on the priorities for investment. The waggonways and Killingworth Lake schemes have been identified for early investment.
- In Wallsend, the Masterplan was approved by Cabinet in July 2023 and has assisted in securing funding for initiatives meeting the three policy priorities of housing, employment and place. Improvement works are underway at Segedunum Roman Fort and Museum and a new Expression of Interest will be submitted to the Heritage Lottery in August 2024 seeking funding to improve the cultural and community offer for visitors.
- The local economy has shown good recovery following the COVID-19 pandemic. The number of jobs across the borough has recovered and there is strong performance in new business start-ups.
- Working Well Hubs have been established at North Shields and Wallsend Town Centres to support residents into work and provide help during difficult times – Wilkinsons stores closing down nationally was one example of proactive support offered to workers facing redundancy.

A Family-Friendly North Tyneside

- Cabinet agreed an Education Strategy “Ambition for Education in North Tyneside 2020-24” to build on the work of the North of Tyne Education Challenge. The education offer in the borough is strong compared to

national and regional comparators, however an area of focus remains to close the gap between disadvantaged and non-disadvantaged pupils.

- In February 2023, the Authority made a successful submission to the DfE Safety Valve Intervention Programme attracting £19.5m in revenue funding (2022/23 to 2026/27) and £4.7m Capital to support delivery of Inclusive Education/SEND initiatives. Good progress is being made in the programme and annual growth of Education, Health and Care Plans has significantly improved and performance is better than national and regional comparators.
- Family Hubs implemented across the borough, providing a mix of physical and virtual spaces, as well as home visits to offer a one-stop shop of family support services including social care, education, mental health and physical health needs.

A Caring North Tyneside

- The Authority launched the North Tyneside Care Academy in March 2024 with a view to support the recruitment and development of a well-led, skilled and valued care workforce across North Tyneside.
- The Authority continues to improve working conditions of care working through increased fees to support external social care providers which take account of the increase in the National Living Wage, this includes services such as care home, day care, supported living, outreach etc. In addition, increases in home care fees continue to be aligned to Real Living Wage increase for home care and extra care.
- Support is delivered to low-income households across the borough through the Council Tax Support Scheme and Hardship Support Scheme.
- Warm Welcome spaces launched in 2022 across the borough at Libraries, Community Hubs and a range of Voluntary and Community Sector Organisations providing warm spaces, free hot drinks, Wi-Fi, activities and support services.
- The Authority's Embedding Equalities Programme is in its third phase. Formally launched in September 2021, the programme aims to mainstream equality and to ensure every member of the Authority Team is able to play an active part in the delivery of the Authority's policy commitments and

equality objectives. It also enables the Authority to review its performance against the Local Government Association's (LGA's) Equality Framework.

A Secure North Tyneside

- Delivery of the borough's two Strategic Housing Delivery Sites in Killingworth and Murton Gap has made good progress. The two schemes will bring 5,000 new homes to the borough.
- Delivery of the Affordable Homes Programme is progressing well with 2,247 homes delivered at the end of 2023/24. The number of long-term vacant dwellings is currently at its lowest level in seven years.
- Additional £2m per year spent on resurfacing schemes for highways assets in a poor condition.
- Continue to deliver the Equally Well Health and Wellbeing Strategy 2021-2025 and Implementation Plan.
- Programmes alleviating the impacts of poverty and food insecurity across North Tyneside are delivered through the Holiday Activities and Food Programme, Household Support Fund and Poverty Intervention Fund.
- North Tyneside comparatively is one of the safest places in the county, however residents perception is that they are feeling less safe and crime, including anti-social behaviour, is one of the most important issues and in need of improvement. During 2023/24, the Safer North Tyneside Partnership Board was reset with statutory partners and following the annual strategic assessment, a new partnership plan was developed.

A Green North Tyneside

- Cabinet approved the Carbon Net-Zero 2030 Action Plan in August 2022, including over 150 actions to decarbonise the Authority's operations and the borough as a whole including supporting families to install low-carbon heating in low-income households. The Authority is on track against its commitment in the Our North Tyneside Plan 2021-2025 to become carbon net-zero by 2030. Carbon reduction in Authority service operations has achieved 59% against the baseline year of 2010/11.

- £10m of funding secured from the Active Travel Fund and Sustrans to provide a segregated walking and cycling route between St Mary's Lighthouse and Tynemouth.

1.2 Recommendation(s):

It is recommended that Cabinet note the progress that has been made to deliver the objectives of the Our North Tyneside Plan 2021-2025 and the information contained in the 'Our North Tyneside Performance Report' appended to this report.

1.3 Forward Plan:

Twenty-eight days' notice of this report has been given and it first appeared on the Forward Plan that was published on 28th March 2024.

1.4 Council Plan and Policy Framework

This report relates to all the priorities of the Our North Tyneside Plan 2021-2025

1.5 Information:

1.5.1 Background

1.5.2 On 23rd September 2021, the refreshed council plan – "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 Election on 6th May 2021 to reflect the policy priorities of the then incoming administration and the Elected Mayor's manifesto.

1.5.3 The 'Our North Tyneside Plan Performance Report' appended to this report has been developed to monitor progress against the refreshed council plan priorities and objectives.

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

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's 'Ambition for North Tyneside' was agreed by Cabinet in November 2018 and provides the framework for regeneration in line with the Our North Tyneside Plan across the four areas of the borough:

- **In the South West:** Cabinet approved the Wallsend Masterplan in May 2023. The plan has fourteen projects to deliver improvements to town centre public realm, active travel routes and the residential offer.

On the Tyne, the sale of the Swan Hunter Site was completed in December 2020 and the Authority continues to work with Shepherd Offshore and the Tyne Powered initiative to attract an occupier to Swans Energy Park. Swans Centre for Innovation (CFI) was opened in 2020.

A key Masterplan project is transforming Segedunum. Funding has been secured from the Arts Council Museum Estate and Development fund (MEND) grant, for urgent repair work which will be delivered in 2024-25. Further investment will be sought to grow the site as a visitor destination working with Tyne and Wear Archives & Museums (TWAM).

The Masterplan has assisted in securing funding for initiatives that meet the three policy priorities of housing, employment and place. This has included a grant from the North of Tyne Combined Authority brownfield housing fund for ten new affordable homes in Elton Street, funding for the Working Well Hub which provides employment support and £2.4m from North of Tyne Combined Authority for the Towns and High Streets Programme (THSP).

The THSP funding has supported events, shop front grants, a Town Centre Business Support Officer, digital support and support for business start-ups and growth. As well as public realm and active travel improvement to be delivered in 2024-25.

- **In the North West:** Work is progressing on the development of village plans and a transport plan, to be consulted upon in July 2024. The consultation will enable residents to give their views on priorities for investment. The waggonways and Killingworth Lake schemes have been identified for early investment.

The Killingworth Moor Strategic Housing Site was identified for 2,000 new family homes in the 2017 Local Plan and planning permission has been granted for the first 539 homes on the site including 15% grant funded affordable homes and an application for a further 556 homes considered by the Planning Committee in May. Two further applications for the remainder of the site have been submitted to the Planning Authority and are under consideration.

Over £1m of funding has been secured for Killingworth Lake. Detailed plans have been developed to inform a planning application, to improve the play offer, enhance biodiversity including the wetlands and woodlands, explore the feasibility of creating a café or education space and improve connectivity within and to and from the park.

Detailed design work is underway to enhance the waggonways from Weetslade Country Park to Burradon and active travel routes connecting to Killingworth Lake. As well as physical improvements to the waggonways, opportunities to celebrate the area's heritage will be explored through the development of interpretative trails and augmented reality. Work will commence on site in early 2025.

- **In the North East:** The Authority has secured £10m of funding from the Active Travel Fund (Tranche 3) and Sustrans for the design, consultation and delivery of the Sea Front Sustainable Route providing a segregated walking and cycling route between St Mary's Island and Tynemouth. The scheme includes public realm improvements along the route and seeks to build-on the success of the quality and design of the completed Promenade works. The first phase of the scheme has commenced and is due to be completed by July 2024 with the second phase due to start on site following the busy summer period.

Murton Strategic Housing Site was identified for 3,000 new family homes in the 2017 Local Plan and the Authority continues to work with the development consortia to deliver the Murton Masterplan, including new transport infrastructure and a new school. The first 300 homes are currently under construction.

Planning activity will take place in Whitley Bay town centre later this year on a Whitley Bay Masterplan to bring improvements to the public realm, transport, provide opportunities for new investment and support local businesses.

- **For the South East:** The North Shields Town Centre and Fish Quay Masterplan was approved by Cabinet in January 2021 and has nine projects to deliver improvements to town centre, public realm, travel arrangements, the cultural offer and housing.

The new £12.994m Transport Hub and town square funded through the Transforming Cities Fund via Transport North East, North of Tyneside Combined Authority and the Authority opened in September 2023, bringing buses, the Metro, taxis and cycling infrastructure together. The award-winning building is the Authority's first to be fully carbon-neutral in its construction and operation.

Northumberland Square has been restored back to its original Georgian layout of footpaths and a perimeter of trees, enhancing the biodiversity of the park by introducing thousands of new plants. The public realm and properties on Howard Street were restored to enhance the local historic character, making the conservation area an attractive, engaging and vibrant place for people to live, work and play.

North Shields Cultural Quarter, located in and around Howard Street and Saville Street, is successfully growing the creative economy of the town by investing in local talent, funding projects and events, as well as providing business support. At the centre of the Quarter are the newly restored Exchange Theatre, Globe Gallery and North Tyneside Business Centre which is the new home of Helix Arts.

This summer, Bedford Street will be upgraded to match the high-quality finish of the recently completed new town square and Howard Street. This investment will create a pedestrian-friendly environment in an area that was once dominated by buses and taxis.

Works commenced in March 2024 at the former Unicorn House building to deliver 28 new family housing units. An estate agent has been appointed to sell the units at 11-12 Northumberland Square following completion of construction work and the homes will be ready to sell in early August 2024. Negotiations to progress the Tyne Brand site is continuing. Planning consent for the third phase of development at Smith's Dock is to be determined.

The new Riverside Embankment Walkway is due to complete in December 2024, providing a step-free route between the town centre and the Fish Quay. A scheme for a new Ferry Landing on Western Quay has been

developed and work is ongoing to secure the funding for this scheme alongside relevant permissions on using the Quay.

- ***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 has been subject of recent interest in the eastern side for employment use. The Authority continues to work with land agents and partners to market the site, which provides opportunity for significant inward investment.

The latest published data shows in 2022 there were 94,000 jobs, an increase of 2,000 jobs from 2021 and a 5,000 increase from 2020. The number of jobs has recovered from the dip during the COVID-19 pandemic. The proportion of new businesses surviving the first year remains strong at 95%, which is in line with the North East and England performance. There were 1,064 small business start-ups during 2023/24, which is similar to the number of start-ups in 2019/20 (1,116) before the COVID-19 pandemic.

- ***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 2021/22, nine in ten young people post Key Stage 5 (A Level) were in work, education or training, significantly better than the regional and national performance. In 2022/23, only 5% of 16-17 years were Not in Education, Employment or Training (NEET), which was consistent to national performance (5.2%).

- ***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;***

On 22nd May 2023 the Connecting Communities – Strategy for Community Hubs and Libraries 2023-2028 was agreed by Cabinet to establish six community hubs across North Tyneside. The hubs provide a consistent offer, tailored to local need and as well as the physical multi-agency hub buildings, the service works with the wider community to provide a cohesive network of support and services to residents.

The number of visits annually to Customer First Centres, Branch Libraries and Sport and Leisure facilities have improved, but have not achieved the same levels as before the COVID-19 pandemic. Many residents have moved to using digital or telephone services rather than face to face interactions at Customer Services. In 2023/24, there were 736,915 visits to Customer First Centres and 137,582 visits to Branch Libraries, consistent to the previous year. In 2023/24 there were 1.29 million visits to Sport and Leisure facilities, representing an 8% increase since 2022/23. Resident satisfaction¹ with libraries (56%) and sport and leisure (58%) facilities remains consistent and in line with the Local Government Association benchmark.

- ***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;***

The number of day visits and overnight stays to North Tyneside have recovered since the COVID-19 pandemic and increased to 6.66 million visits, which is in line with the number of visits in 2019.

In 2023/24 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 for 30 years since 1994. Eight of the warden managed parks have retained their Green Flag Awards including Chirton and Redburn Dene Parks, Benton Quarry Park, Killingworth Lakeside Park, Northumberland Park, Marden Quarry Park, Wallsend Parks, the Rising Sun Country Park and Preston Cemetery.

Resident satisfaction with beaches has increased slightly in 2022 to 86% from 83% in 2021, satisfaction with parks and green spaces has decreased to 71% in 2022 from 75% in 2021 and is lower than the LGA benchmark of 79%.

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

A Private Rented Housing Improvement Plan was agreed by Cabinet in February 2024 to drive up standards in the private rented sector and tackle empty and derelict properties. There is a housing-led regeneration scheme targeting empty homes in Wallsend Town Centre with a £600k fund to

¹ 2022 Residents Survey - [Views of residents | North Tyneside Council](#)

purchase and refurbish empty homes to be let at affordable rent, which will allow the purchase of more empty homes.

At the end of the 2023/24 financial year, as of March 2024, there were 946 long-term vacant dwellings, a 30% decrease since 2018/19 and the number in 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, equality 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 secure North Tyneside

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

The number of Anti-Social Behaviour incidents and rate of incidents per 1,000 population reported to Northumbria Police is consistent to the previous three years. In 2023/24, there were 5,426 incidents at a rate of 25.78 per 1,000 population, which is lower than the Northumbria Police Force Area rate of 28.69 per 1,000 population. However, the volume of anti-social behaviour incidents reported to the Authority's Community and Public Space Protection Team has increased significantly over the previous two years. There were 2,359 incidents reported to the Community and Public Space Protection Team in 2023/24 compared to 2,091 incidents in 2022/23 and 1,428 in 2021/22.

Residents' perception that anti-social behaviour and crime needs to be improved. Feeling safe after dark stabilised in 2022 but remains significantly higher than in 2016. In 2022, when residents were asked which issues they felt needed to be improved in their local area, 44% of residents stated anti-social behaviour (47% in 2021) and 23% of residents stated crime (26% in 2021). 46% of

residents felt safe outside their local area after dark, consistent with 2021, but a decrease of 16 percentage points since 2016 and it remains significantly lower than the LGA benchmark (74%).

In March 2024, the Authority along with the other five local authorities in the Northumbria Police force area successfully secured additional funding via the Hotspot Response Fund from the Home Office to provide an enhanced uniformed presence in ASB hotspot areas under the operation 'Project Shield'. Operation Coastwatch delivered in partnership with Northumbria Police, Nexus and local partners has been set up along the coastal areas of the borough during periods of high footfall and incidents along the coast have decreased by 10% to 645 in 2023/24 compared to 720 during the previous year.

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

In 2017, Cabinet adopted an updated Highways Asset Management Plan 2017-2032. The most recent annual report highlighted that since 2017:-

- 178 km of road renewed and 92km of footways have been improved
- 56 bridges repaired
- 295 footway improvement schemes completed
- 19 major highway projects delivered (e.g. Four Lane corridor improvements)

Since 2021/22, the additional £2m investment each year has made a significant contribution to maintaining the Network. The highway network is currently in a good state and adequate to perform its function. However, this is becoming increasingly challenging given the constraints around Government funding coupled with concerns around inflation.

Residents satisfaction with road and pavement maintenance is consistent compared to previous years (27% satisfaction with roads and 21% satisfaction with pavements) and significantly lower than the LGA benchmark. Roads and pavement condition were identified as areas most in need of improvement by residents.

- ***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.

In addition to the support provided by the Council Tax Support Scheme, further funding was made available by the Authority in the 2024/25 budget to provide up to £150.00 for all working age claimants.

As at the end of April 2024 there were 15,789 claimants receiving Council Tax Support, which is around the same as it was at the end of April 2023

- ***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 (HAF) providing holiday experiences for children and young people on free school meals, including food, nutritional education, physical and enriching activities during the easter, summer and Christmas holidays. The Easter holidays saw 1,184 children accessing HAF funded activities, with a total of 3,798 attendances. 2024/25 is the final year of committed funding from the Department for Education. The demand for the program grows within each delivery period.
 - Provision of food vouchers during all school holidays to all families with entitlement to income support at a rate of £15 per child.
 - Expansion of the Warm Welcomes scheme providing social activities in schools and community spaces. The funded community Warm Welcome Scheme saw circa 10,000 visits during the winter period.
 - Community Food Grants were awarded to VCSE organisations to provide affordable nutritious food in local communities. The grants provided the startup costs for five community food clubs, pantries and meals alongside 10 community cooking initiatives linking to the community Warm Welcomes. An additional two eco-shops were developed in schools providing affordable food but using the food-waste focus to engage with families accessing. The new initiatives have supported 1,450 households to access food since January 2024. It is

hoped most projects will be sustainable and deliver provision outside of the initial funded period.

- Introductory vouchers have been made available for residents to access community pantry/club projects. They offered one free week of shopping and a second week at half price. The vouchers so far, have supported 718 residents to access reduced cost shops.
- The Energy Saving Trust have been appointed engage with those across the new North East Combined Authority area who are impacted by Fuel Poverty. They will target those in properties with poor energy ratings and provide advice and support to enable them to access grant funding to address the energy inefficiencies in their dwellings. Primarily this will target residents living in privately rented properties. Seven Energy Advisors, employed through the scheme will be expected to work very closely with the One Stop Shop that will be launched.
- The Welfare Assistance Team have offered increased support to residents over the winter period, with £150,000 per month of grants available (up from £50,000 per month) from October 2023 – March 2024.

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

The Affordable Homes Programme includes a 10-year delivery plan for the Authority's Housing Revenue Account to deliver at least 300 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 includes opportunities to increase delivery by pursuing windfall opportunities for the Authority, exploring new delivery models, and seeking to unlock to the potential of brownfield sites in the borough. The programme will retain a focus on delivering specialist homes to support the residents requiring additional housing needs and to support Adult and Children's care teams.

Delivery of the Affordable Homes Programme is on track to meet the ambitious 5,000 affordable homes target. 2,247 affordable homes have been delivered by the end of March 2024.

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;***

92.7% of primary schools in North Tyneside are rated as good or outstanding by OFSTED, slightly higher than the national performance (90%), but a decrease from 96% the previous year. 87.5% of secondary schools are rated as good or outstanding, which is higher than national performance (81.4%) and consistent to the same period last year (88%).

66.9% of pupils achieved basics in Key Stage 4 for English and Maths during 2022/23, in line with the proportion of pupils nationally.

The gap between disadvantaged pupils and non-disadvantaged pupils reaching the expected level in reading, writing and maths at key stage 2 decreased in 2022/23 to 21% from 24.6% in 2021/22. This compares to 20% in the North East and 23% nationally. The Progress 8 gap between disadvantaged pupils and their peers has shortened to 0.83 compared to 0.98 in 2021/22 and is at its lowest level since 2016/17. The progress 8 gap is shortening to come into line with the national picture (0.74).

Prior to the Authority's entry into the Safety Valve Programme, the Authority was an outlier with significantly higher rates of annual growth in Education, Health and Care Plans being maintained when compared to regional and national comparators. North Tyneside is now lower than regional and national comparators; growth during 2022 and 2023 was 2.5%, compared to 8.63% regionally and 9.25% nationally during 2022.

- ***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 increased during 2020/21 and demand has remained high for the last three years. At the end of 2023/24, the number of children subject to a child protection plan remained high at 267, which is consistent compared to the last two years. The number of contacts to Children's Safeguarding Services has continued to increase since 2020/21. There were 12,477 contacts in 2023/24, an increase of 6% compared to the previous year. Long term stability has shown significant improvement. 10% of children in the Authority's care during 2023/24 experienced three or more moves in year, compared to 12.8% the previous year and coming into line with regional performance.

- ***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 2022/23, 66.3% of pupils reached a good level of development at foundation stage, in line with regional and national performance, but remains lower than pre-COVID-19 pandemic (71.9% in 2018/19).

The gap between disadvantaged pupils and their peers reaching the expected level at Foundation Stage increased significantly in 2022/23 to 26.5% from 22.7% in 2021/22 and is higher than national (20.2%) and regional (19.9%) performance. The gap has widened each year from 13.7% in 2016/17. The Ambition for Education Strategy 2020-2024 has a focus on how the authority, schools, partners and the North East Combined Authority will work together to create and inclusive culture in schools and tackle the issues of widening gaps and levels of schools exclusion.

At the end of quarter 1 in 2023/24, 98.5% of children received a 2-2 ½ year development review and 85.6% 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.

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 2023/24, 83% people who received a short-term service during the year subsequently received either no ongoing support or support of a lower level. This was slightly lower than during 2022/23, but better than regional and national performance in 2022/23.

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

Recruitment and retention has improved across the care sector in the last 12 months but remains a key issue for maintaining market sustainability. The Authority launched the North Tyneside Care Academy in March 2024 with a view to support the recruitment and development of a well-led, skilled and valued care workforce across the borough.

The Authority continues to implement increased fees to support external social care providers which take account of the increase in the National Living Wage, this includes services such as care home, day care, supported living, outreach etc.

Increases in home care fees continue to be aligned to Real Living Wage increase for home care and extra care.

Local Authority and NHS Discharge Funding maintains additional investment in the sector in 2024/25 supporting provision and encouraging recruitment and retention.

- ***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 by 20% compared to 2022/23 and 43% compared to 2021/22. During 2023/24, 3,148 households presented as homeless and 145 were accepted as having a priority need, which equates to less than 5%. This 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.

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. During 2022/23, 3,130 residents per 100,000 in North Tyneside were admitted following a fall compared to 2,241 regionally North-East and 1,933 nationally. Work continues with NHS partners to reduce admissions. The Falls First Responder service with the Authority's Care Call service works 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;***

A new Adult Carers Pathway has been developed, and the Authority has continued to embed its 'Ways to Wellbeing' practice model with carers. Adult Social Care work in partnership with Healthwatch North Tyneside to undertake semi-structured interviews with carers to ensure that carers' views and experiences shape practice improvement activity.

Refreshed training for social workers has been developed with North Tyneside Carers' Centre with an emphasis on duties and support available for young carers. The number of carers assessments completed has continued to rise following this work.

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 development of [Living Well North Tyneside](#), an online directory of local services, support and events to ensure all groups 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
- Redesign and launch of the Chief Officers Group within VCSE sector
- UK Shared Prosperity Fund is being delivered in partnership with VODA to provide funding to support VCSE infrastructure in key areas of the borough
- Review of the Better Together Strategy with partners 2024/2025.

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
 - 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.***

The overarching aim and commitments within the Equality and Diversity Policy are 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'.

These commitments are being delivered through the Authority's Embedding Equality Programme. Since the last Our North Tyneside Performance Report in March 2023 a range of initiatives have been progressed including:

- The Authority's voluntary adoption of the socio-economic duty included in the Equality Act but not yet in force in England
- Embedding equality into key processes such as the Authority's Directorate Plans and Investment Programme Board.
- An Equality, Diversity and Inclusion Hub has been developed for colleagues
- New Leave Options and Dignity and Respect Policy introduced, alongside new reporting processes for colleagues affected by bullying and harassment.
- Working with its Ethnic Diversity Staff Network the Authority has been awarded Bronze Trailblazer status by Race Equality Matters
- The third North Tyneside Together Festival celebrated diversity and multiculturalism
- Support provided to a further twelve schools to apply to be Schools of Sanctuary.
- A range of awareness raising events and campaigns were delivered in line with the Authority's Equality Calendar.
- 30 new BSL videos explaining Adult Social Care services have been published, alongside plain English and easy read information.
- Four new Changing Places facilities have opened in Whitley Park, North Shields Fish Quay, Rising Sun Country Park and Wallsend Parks; in the latter an accessible BBQ area and picnic benches have also been installed.

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;***

During 2022/23, 90.5k tonnes of waste was collected from households and operations, which is the lowest amount than any year previously. There is a correlation between the economy and waste collection and the decrease is likely as a result of the cost-of-living crisis leading to a reduction in the amount of waste. The recycling rate decreased slightly to 32% of household waste sent for reuse, recycling and composting, whereas the proportion of waste sent to landfill during 2022/23 increased to 8.2% from 5% in 2021/22.

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

Building on the success of the Environmental Hit Squad established in 2019, Neat streets was launched in 2023 to help make the borough cleaner, greener and safer. The scheme has seen new staff, vehicles and equipment deployed across the borough with increased patrols, clean ups and visits from the Authority's teams.

The scheme has introduced 6 new rapid response teams who have removed over 400 tonnes of additional rubbish. 65 estate clean ups have been carried out and 3 new pedestrian sweepers have been added to the Authority's fleet. Over 800 bulky waste collections have also been carried out for council tenants to help enhance correct waste disposal.

100 multipurpose litter bins have also been installed in new locations across the borough and QR codes have been attached to on street bins to make it simpler and quicker for residents to report issues.

The number of fixed penalty notices issued for littering and fly tipping increased sharply in 2023/24 after a decrease in 2022/23. There were 83 fixed penalty notices issued, the majority in relation to litter offences.

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

The Green Homes Grant Local Delivery Scheme has installed 655 low carbon heating, energy efficient measures and renewable energy systems in homes with low-household incomes

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

The first phase of the Sea Front Sustainable Route scheme providing a segregated walking and cycling route between St Mary's Island and Tynemouth is underway and due to be completed by July 2024. The second phase due to start on site following the busy summer period.

As of 2021/22, seven out of ten adults in North Tyneside walk or cycle at least once a week for any purpose, this represents a decrease compared to the previous year, but performance is in line with regional and national comparators.

- ***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 shaped by a range of consultation and aligned to Government strategies, policies and plans to realise the emerging opportunities for decarbonisation and economic growth. The plan is reviewed annually and was approved again in 2023. The next action plan will be considered by Cabinet in July 2024.

The action plan has over 150 actions to decarbonise the Authority's operations and the borough as a whole. Delivery projects include 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 works with a number of large businesses through the borough-wide Climate Emergency Board to share best practice, collaborate and support other businesses on their carbon net-zero journey.

1.6 Decision options:

Cabinet is not being asked to make a decision but rather note the progress that has been made in delivering the updated objectives of the 'Our North Tyneside Plan 2021-2025'.

1.7 Reasons for recommended option:

The recommendation at paragraph 1.2 does not require a decision to be taken by Cabinet.

1.8 Appendices:

Appendix: Our North Tyneside Performance Report

1.9 Contact officers:

Jacqueline Laughton, Assistant Chief Executive and Director of Corporate Strategy and Customer, tel. (0191) 643 5724

Pam Colby, Head of Policy, Performance and Research, tel. (0191) 643 7252

1.10 Background information:

The following background papers/information have been used in the compilation of this report and are available on the website:

- (1) [Our North Tyneside Plan 2021-2025](#)
- (2) [Council Plan Refresh – Report to Council 23 September 2021](#)
- (3) [2022 Residents Survey](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

There are no direct financial implications arising from this report. Any financial implications will be reported to Cabinet as part of the regular Performance and Financial Management reports to Cabinet.

2.2 Legal

There are no direct legal implications arising from this report.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

The Deputy Mayor, as Cabinet lead for Performance, along with Cabinet colleagues and the Senior Leadership Team review the latest performance information on a monthly basis and take action as required.

2.3.2 External Consultation/Engagement

The Our North Tyneside Plan was developed following extensive public engagement. The Overview, Scrutiny and Policy Development Committee and the North Tyneside Strategic Partnership were also consulted on the plan and approach for performance managing the plan.

2.4 Human rights

There are no Human Rights implications arising from the report.

2.5 Equalities and diversity

Where relevant, actions delivered under the Our North Tyneside Plan 2021–2025 seek to ensure that due regard is given to the requirements of the Public Sector Equality Duty under the Equality Act 2010.

2.6 Risk management

The performance management report enables the Cabinet to monitor progress against the Authority's ambitions so that any slippage can be identified and

addressed. Individual pieces of work are managed within the Authority's risk management framework.

2.7 Crime and disorder

There are no crime and disorder implications directly arising from this report, however there are a number of crime and disorder performance measures included within the Secure North Tyneside section of the performance report.

2.8 Environment and sustainability

There are no environmental and sustainability implications arising from this report, however a number of environmental and sustainability performance measures are included within the Green North Tyneside section of the performance report.

PART 3 – SIGN OFF

- Chief Executive X
- Director(s) of Service X
- Mayor/Cabinet Member(s) X
- Chief Finance Officer X
- Monitoring Officer X
- Assistant Chief Executive X