

Meeting: Overview, Scrutiny and Policy Development

Date: 2 March 2020

Title: Our North Tyneside Corporate Performance Report

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Service: Corporate Strategy

Wards affected: All

1. Purpose of Report

1.1. This report provides the Committee with an update on progress with delivering the Our North Tyneside Plan. The report was considered by Cabinet on 20 January 2020.

1.2. It 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.

1.3. The report shows progress, since the start of the plan, in a number of key areas including

- supporting 71% of young people to be ready for school, which is a greater increase than the national position since the start of the plan
- the delivery of 1,471 affordable homes in the borough so far
- a 45% reduction in the council's carbon footprint and increase in the recycling rate
- 400k more tourist visits to North Tyneside
- An increase in the number of people in work and the number of businesses in the borough

1.4. It also shows areas for further development; some of which have already been acknowledged by the Cabinet. This includes perception of residents regarding the service that is delivered by the council. This is being addressed through the Customer Service programme that Cabinet agreed on 28 May 2019.

1.5. Finally, the Committee will recognise that the Our North Tyneside Plan was refreshed by Council on 20 February 2020 to reflect the updated priorities.

2. Recommendations

2.1. It is recommended that the Committee notes the progress that has been made to deliver the objectives of the Our North Tyneside Plan.

3. Details

Background

3.1. As the Committee is 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 and Overview, Scrutiny and Policy Development Committee

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. This

3.2. At a strategic level, the highlights of this report are

Our People

Based on an analysis of the latest data, North Tyneside has strong performance with

- Continued progress with supporting young people to be ready for school

72% reached a Good Level of Development at the Foundation Stage, which is in line with the national figure of 72%. Since 2013, North Tyneside has improved by 24% points, which is 4% points greater than the national improvement.

- More young people being 'ready for work'.

67% of pupils have reached the Expected Level in Reading, Writing and Maths in North Tyneside at Key Stage 2 (age 11). This is an improvement from 2017 and remains higher than the provisional national average. At Key Stage 4 (GCSE) North Tyneside's overall performance in English and Maths 4+ remains in line with last year.

This performance is supported by the high number of North Tyneside primary and secondary schools that are rated as Good or Outstanding by Ofsted. Around 8 in 10 young people attend a school that is ranked as Good or Outstanding.

- People being cared for and supported, especially if they become homeless.

Only 52 people were accepted as homeless in 2018/19, which is down from 179 the previous year. This significant improvement is due to the changes that were introduced at the start of the year, which ensured a greater focus on prevention and triage work in order to prevent an individual becoming homeless.

Despite the widely reported challenges, there continues to be strong performance in supporting people through both adult and children's social care. 73% of users feel that the Adult Social Care service has made them safe, which is higher than the national position.

The Local Government Association has reported some of the lowest ever satisfaction scores for local authorities in recent years. While North Tyneside had bucked this national trend over the past few years, this year there has been a decline. It has previously been acknowledged and Cabinet initiated work on 28 May 2019 which aims to improve this position.

Our Places

Based on an analysis of the latest data, North Tyneside has strong performance with

- People being happy to live in North Tyneside.

79% of people are satisfied with their local area as a place to live. This is above comparator councils (which are reporting between 66% and 74%) and is in line with last year and the national LGA survey.

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- Delivering a clean, green, healthy, attractive, safe and sustainable environment.

There was less than 1k tonne per household collected last year, due to a number of changes, including at the Household Waste and Recycling Centre. The amount of waste collected from households and operations has now at its lowest level. The proportion of household reuse, recycling and composting has shown improvement since the introduction of alternate weekly collections.

The Authority's carbon footprint has reduced by 45% since the base line year of 2010/11 and is on course to achieve the target of a 50% reduction by 2027.

- Delivery of the council's Affordable Homes Programme is on track to deliver 3,000 affordable homes across the borough between 2014/15 and 2023/24.

1,471 Affordable homes have been completed so far. This exceeds the performance from the previous 10 years by 75%.

- Promotion of parks, beaches, festivals and seasonal activities

Three beaches in North Tyneside are among a group of only 52 beaches in the country to win both a Blue Flag and Seaside Award. Half of the Blue Flag awards given to North East beaches were presented in respect of North Tyneside beaches. Six of the warden managed parks in North Tyneside have retained their Green Flag Awards.

Our events and festivals programme continues to attract visitors year-round. Over 180,000 visitors attended events in the past year

While North Tyneside continues to be a safe place to live, there has been a reduction in the percentage of people who feel safe after dark. Cabinet agreed a new Safer North Tyneside Strategy on 26 November 2018 and the associated work plan to deliver the strategy.

Our Economy

Based on an analysis of the latest data, North Tyneside has strong performance with

- Grow by supporting new businesses and building on our strengths, including our existing world class companies, and small and growing enterprises.

The number of registered businesses in North Tyneside has grown every year since 2011, which has led to an increase of around 15,000 jobs in the borough since 2013. there are now 85,000 jobs.

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 terms of skills gaps, the availability of reliable data continues to be difficult at a Local Authority level and the main indicator continues to be the UK Employer Skills Survey, which was published in July 2018. It does show that there has been an increase in the skills shortage vacancies in North Tyneside, which has being driven by an increase in 'non-market services' e.g. public administration, defence, education and health work

While the rate of apprenticeship starts by population has decreased from last year, in part due to national changes, North Tyneside remains in the top quintile performance band. There has also been an increase in the rate of higher (level 4) apprenticeship starts.

4. Background Information

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- (1) Our North Tyneside Plan,