

North Tyneside

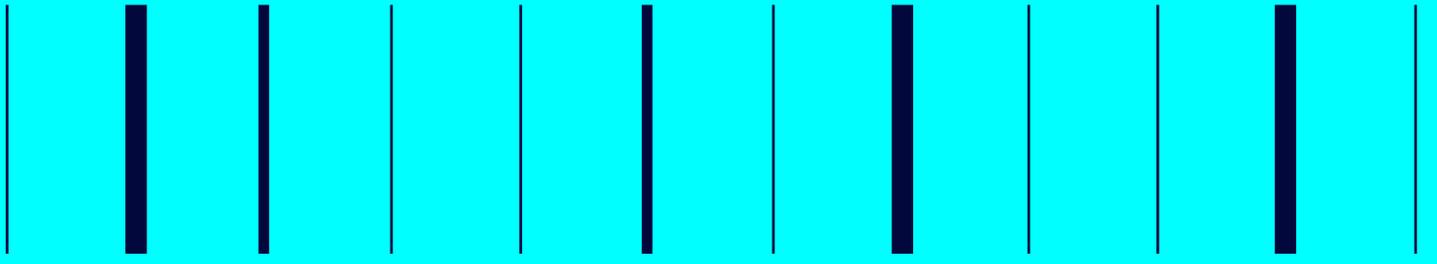
Annual Statement 2020

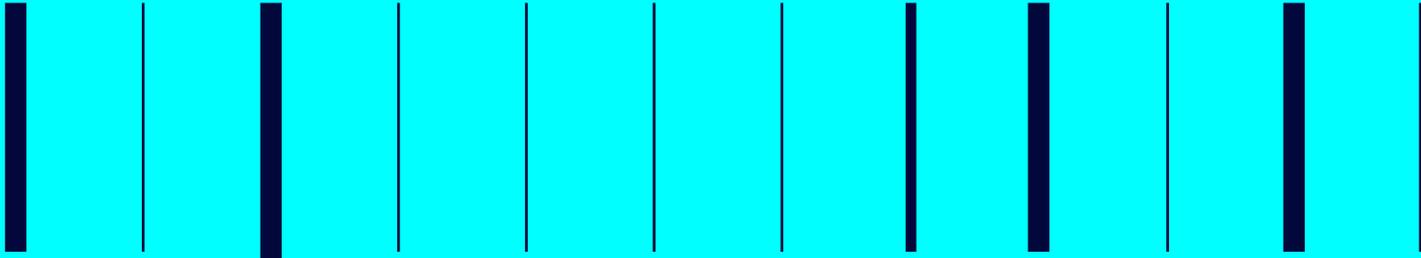


North Tyneside Council

Working in partnership with

capita





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Update from Margie Burdis, Partnership Director



Welcome to our Annual Statement, which reflects on achievements in 2019/20 and looks ahead to 2020/21.

I'm pleased to report that the technical services we deliver for the local authority continued to perform strongly over the past 12 months.

In addition, we've been supporting some of the council's key priorities such as its improvements to customer service for the benefit of the borough's residents.

There has been some great work by the Partnership in support of local communities too. We continued to build on our existing strong relationships, such as with Norham High School and the charity Meadow Well Connected, but we also made new connections such as with veterans' charity Forward Assist.

Our Major Projects team delivered a number of high-profile projects across the borough – a highlight for me was the Forest Hall Public Realm Improvement Scheme. Not only was the project delivered with minimal disruption, there was great engagement with the community at every stage.

Over the course of the year, there were two significant changes for the Partnership.

Firstly, asset services were transferred back to the local authority. The Asset team managed the repairs and maintenance budget and was commissioning the council's new Housing Property and Construction (HPC) team. It made good sense for the council to have responsibility for this whole area of work.

Asset services greatly changed for the better over the course of the Partnership. This was due to the efforts of the team and the very positive relationship between the council and Capita.

The second change was our move from Quadrant East to the second floor of Quadrant West to accommodate the council's reorganisation of its teams.

As you'd expect, it was a big upheaval for us but the reaction from our staff to their new environment was hugely positive.

“Of course, our use of the office was subsequently limited by Covid-19. I anticipate we'll have plenty to say in next year's Annual Statement about how we've supported the council's response to the pandemic.”

Finally, during 2019/20 I was delighted to accept the role of Partnership Director on a full-time, permanent basis. I feel extremely fortunate to be responsible for the Partnership and look forward to continue working with you.

Many thanks,

Margie Burdis
Partnership Director
Capita

About the North Tyneside Partnership

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



The Partnership's services, which are within the remit of Environment, Housing and Leisure, consist of:

- Engineering & Highways
- Strategic Property (Asset Maintenance transferred back to the local authority on 31 January 2020)
- Planning
- Building Control
- Public Protection (Environmental Health, Licensing and Trading Standards)



2020/21 strategic objectives

- Honour the no compulsory redundancies for transferring TUPE staff without prior approval of the Authority
- Remain co-located with the authority in Council offices
- Invest £1.918million into the Partnership to create the platform for growth, service improvements and efficiencies / income generation
- Continuous service improvements measured through our performance regime
- We will generate five new jobs in year of which one will be new apprentice position and one will be a graduate position
- To provide gross income/savings of £6.304million through business case delivery



2020/21 commitments

- Make the most of opportunities for additional savings and income
- Work with the Council to develop a more holistic approach to enforcement
- Provide services shaped to customers' needs and support the Council's Customer Service Programme
- Undertake the Year Eight benchmarking exercise while ensuring transparency of the process
- Return to business as usual following the Covid-19 pandemic
- Support Norham High School to help improve the life chances of pupils
- Contribute to the target to reduce the carbon footprint of the Council
- Align services to the Ambition for North Tyneside



In addition to these strategic objectives, the Partnership will deliver:

- 3 Action Plans and 7 KPIs/PIs relating to the Property Workstream
- 5 Action Plans and 10 KPIs/PIs relating to the Engineering Workstream
- 8 Action Plans and 16 KPIs/PIs relating to the Regulatory Services Workstream
- 8 Action Plans and 4 PIs which are cross-cutting

Who is Capita?

Capita's North Tyneside Partnership sits within Regulatory and Place Services which forms part of Capita Local Public Services which, in turn, is in the Government division of Capita plc.

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

Responsible for operating all of Capita's major local, public sector partnerships, we deliver a wide range of specialist services including IT and digital transformation,

customer management, revenues, benefits, finance, infrastructure support and regulatory services, education support and back office processing.

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

Our North Tyneside Plan 2018-20

The Our North Tyneside Plan sets out the overall vision and policy context of the authority and borough.

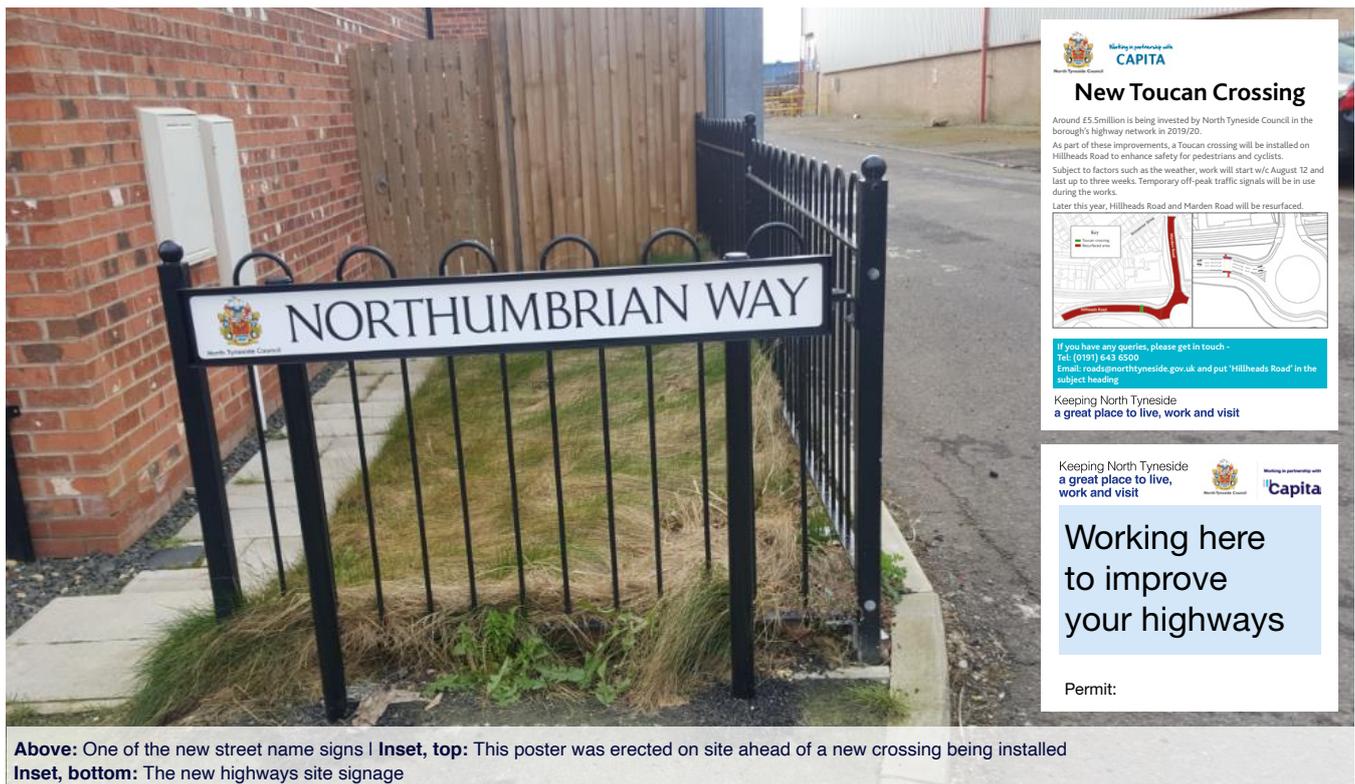


It was developed through the North Tyneside Strategic Partnership who work together with the Authority to deliver an improved future for the borough and its residents.

The Our North Tyneside Plan has three key themes: Our People, Our Places and Our Economy. The Partnership's Annual Service Plan flows from the Our North Tyneside Plan.

Improving customer service

Capita is playing its part in the delivery of the council's Customer Service Improvement Programme.



Above: One of the new street name signs | **Inset, top:** This poster was erected on site ahead of a new crossing being installed
Inset, bottom: The new highways site signage

The Partnership has representatives on all four workstreams: Customer Promise, Brilliant Basics, Customer First, Better Never Stops and, where necessary, their related sub-groups.

Outcomes to date have included: the introduction of new street name signage; new highways site signage; a best practice drop-in session hosted by Capita during National Customer Service Week; and the application of the council's brand guidelines to materials produced by Capita, such as posters and leaflets.

In addition, as a trial initiative, Communications Manager Duncan Bennett, Customer Service Manager Sarah Browne and Communications Officer (Major Projects) Amy Kennedy took responsibility for communicating selected road resurfacing, footway improvement and Local Transport Plan schemes. Traditionally, these have been communicated by the service area responsible for the works.

The aim was to mirror the approach applied to communication of the local authority's major engineering projects.

In total, the team was involved in the communications of 16 schemes – tactics included letter-drops, news releases, posters, flyers on car windscreens, liaison with Nexus and the police, news releases and social media posts.

Thirty-five queries were received from the public, all acknowledged within one working day and a full response provided within 10 working days. The longest time a resident had to wait for a full response was four working days. A total of eight compliments were received.

Supporting members

Providing an enhanced service to elected members remains a key Partnership commitment.

Customer Service Manager Sarah Browne continues to play an important role in supporting the Partnership’s members engagement. Sarah’s responsibilities include:

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

Sarah also obtains information for inclusion in the bi-annual ward briefings and takes away actions arising from the sessions. Additional information included in 2019/20’s briefing packs included enforcement activity, Go Smarter/Local Transport Plan schemes, road resurfacing and parking restrictions.

Facts and figures

- 

13 ward walkabouts
by Customer Service Manager
- 

17 site visits
by Customer Service Manager
- 

3 Guides for Elected Members
Parking Restrictions, Traffic Management and Trading Standards
- 

12 Members Updates
- 

7 road resurfacing
programme updates
- 

7,085 draft MEs reviewed
and, of those, improvements suggested to 1,135 enquiries



Sarah Browne
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Member feedback

An annual survey of members is carried out to understand satisfaction levels and help identify areas for improvement. There were eight returns compared to 13 the previous year.

Findings included:

- **50%** found the ward walkabouts useful
- **100%** found the Guides for Elected Members useful
- **100%** felt the service provided by Customer Service Manager Sarah Browne was either very valuable or extremely valuable

Supporting the community and social value

Capita donated 738.5 hours of community volunteering in North Tyneside, representing an estimated £18,462.50 worth of staff time.

Here are some examples of the volunteering activities staff got up to in 2019/20 as well as information about some of the other community support provided.

Spotlight on STEM

We have over 40 trained STEM (Science, Technology, Engineering and Mathematics (STEM) Ambassadors.

They volunteer their time, enthusiasm and experiences to encourage, enthuse and inspire young people to progress in STEM subjects.

Initiatives included:

- In partnership with Atomic Girls, the hosting of a STEM event for 45 students from across the borough
- Purchase of 'STEM Box' containing a variety of resources for use during school STEM activities. It was launched at Percy Main Primary School
- Sponsorship of the Institution of Civil Engineers (ICE) North East's Inspire competition, which aims to inspire the next generation of engineers
- Mentoring four female George Stephenson High School students through The Girls' Network, and mentoring six Norham High School pupils through a project called Go4SET. Capita also donated £500 to The Girls' Network and provided vouchers for Norham High School students
- Teaming up with George Stephenson High School and Churchill Community College for the Engineering Education Scheme (EES)



Jade Bruce and Amy Kennedy at The Girls' Network training event ahead of meeting their mentees

Connecting at Meadow Well

Capita and Meadow Well Connected's relationship has grown stronger.

Meadow Well Connected is a community hub which provides a safe, welcoming space for local people to meet new people and gain new skills through a range of supportive services and opportunities.

More than £1,300 was raised for the charity by Capita, funding around 1,000 meals for its garden volunteers and children who attend its kids' club. And over 100 Easter Eggs were donated by staff, enough for each member of the kids' club.

Staff donated their time in other ways too, including supporting the charity's 25th anniversary celebration, carrying out gardening work and preparing and serving Christmas meals for the local community. Partnership Director Margie Burdis also became a member of the charity's board.



Top: Customer Service Manager Sarah Browne and Sarah McDonald, Meadow Well Connected Community Development Coordinator, with some of the donated Easter eggs | **Middle:** Gardening at the charity | **Bottom:** Preparing Christmas community lunches

Charity of the year

Partnership staff chose Dudley-based Forward Assist to be the focus of their fundraising and volunteering activities.



Paula Edwards of Forward Assist, Haydon Duffy and Matthew Lloyd of the Construction team, and Tony Wright of Forward Assist with some of the selection boxes

The charity facilitates 'Post Traumatic Growth' for military veterans with combat experience and unresolved trauma issues. It also provides support and guidance to former service men and women that experience difficulties in adjusting to a new life as a civilian.

Anthony Hewitt, Head of Highways and Construction, joined the charity's board of trustees.

Meanwhile, a total of £2,000 was donated to the charity while 100 selection boxes were provided for veterans' children.

Elsewhere, staff donated Christmas presents for the borough's children in need, which were distributed by the council's Children's Services team.



Some of the school's new play areas



The state of play

A North Shields primary school created a challenging and engaging outdoor classroom for its youngest pupils - with the help of Capita.

Percy Main Primary School's nursery yard previously provided very basic resources and a lack of opportunities.

Capita donated £6,000 to enable the school to transform the area, which now features a mud kitchen, reflection zone, quiet zone, water play and a building construction site as well as range of new equipment.



Staff take part in a 'packing party'

Something to bank on

Capita supported North Tyneside VODA's Backpack Buddies initiative.

Backpack Buddy bags are weekend food parcels for children at risk of food insecurity as a result of lack of provision of breakfast and lunch when not at school.

It is a SAINT (Social Action in North Tyneside) project in collaboration with The Bay Foodbank.

As well as donating food throughout the year, on two occasions Capita staff took part in packing parties where they helped sort donated food items into packs.

From the top

Four members of the Partnership's leadership team are governors at North Tyneside schools and donated almost 70 hours of their time in 2019/20.

In addition, members of the team hold a variety of further roles including: Board Member of the Business in the Community Advisory Panel for the North East; North East LEP Enterprise Advisor at Norham High School; Northumbria University Engineering Advisory Panel Member; trained assessor with the Chartered Institute of Highways and Transportation (to support people to become professionally qualified).

Our people

More than £167,000 was spent on training for North Tyneside staff over the past year.

Here are some examples of what forms that took in 2019/20 as well as the ways we provide support for staff.

All about apprenticeships

Two new apprentices were recruited while eight existing staff began apprenticeships so they could upskill and develop.

Since the Partnership began, 32 apprentices have been recruited while 24 staff are currently undertaking apprenticeships.

As well as progressing their careers, many of our apprentices are very active in the community.

They promote working for Capita and their own area of expertise by talking to young people in schools, colleges and universities and encouraging young people into Science, Technology, Engineering and Mathematics (STEM)-related careers.

Meet two Partnership apprentices:



Reagan Johnson, Civil Engineering Apprentice

Reagan was a student at George Stephenson High School and started with Capita in 2018. He was part of the Engineering Education Scheme programme that Capita sponsor annually.

“ I really enjoy developing my knowledge of engineering every day at Capita and the satisfaction to see the projects that I manage once they are complete and constructed on the highway.

“ The company offers regular opportunities to advance my personal development as an engineer, while allowing me to become involved with professional organisations such as the Institution of Civil Engineers (ICE).”



Michelle McBeth, Trainee Quantity Surveyor

Michelle was a student at St Thomas More High School. She started with Capita in 2013 as a Technical Administrator in Engineering and after completing qualifications she became an Engineering Technician. Michelle is now studying Level 6, Quantity Surveying Degree Apprenticeship at Northumbria University.

“ I discussed my current career path with my line manager and it was suggested I consider entering a formal training course. This would set me on to a recognised career and development path, which I didn't actually have.

“ We decided on the degree apprenticeship route as it was a great opportunity for me to re-train to ultimately become professionally qualified as a Quantity Surveyor, enabling me to potentially further develop and enhance my career opportunities.”

In good health

The Partnership maintained the highest status of the North East Better Health at Work Award - Continuing Excellence.



North East
Better Health
at Work Award
Continuing Excellence

The Continuing Excellence status recognises a long-term commitment to improve health and wellbeing in the workplace, both strategically and operationally, and also the support offered to other organisations.

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

Ten staff within Capita's North Tyneside Partnership are also Health Advocates and helped develop health and wellbeing initiatives.

These included pilates classes, massages and health checks, which were all provided free of charge by Capita.

There has also been a continued focus on stress and mental health. In addition to training for managers, a further nine staff became Time to Change champions, bringing the total to 13 within the North Tyneside Partnership. Time to Change champions help stop negative attitudes towards mental health, provide support and develop initiatives to improve staff wellbeing.

And there are now 15 Mental Health First Aiders after a further nine staff were trained. Mental First Aiders are the first point of contact for anyone feeling anxious, stressed or depressed, offering confidential support, sign-posting to the appropriate support professionals and suggesting key activities to help improve mood and stress levels.

Train to gain

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

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

Staff achievements included:

- **1 became a Fellow** of the Royal Institution of Chartered Surveyors (RICS)
- **1 became Fellow** with the Institute of Highway Engineers (IHE)
- **3 became qualified members** of the Institution of Civil Engineering (ICE) as Engineering Technicians
- **4 became Chartered** within their profession
- **2 became Incorporated** with the ICE
- **6 completed** their academic studies
- **9 completed** their apprenticeships

Key HR developments in 2019/20

- Established a network of Engagement and Wellbeing Ambassadors across Capita Local Public Services (LPS). Streetworks Inspector Haymon Munks is North Tyneside's ambassador and works with counterparts across LPS to raise awareness of wellbeing activities, promote healthy lifestyles and positive mental health
- Capita enhanced parental leave pay and life assurance as well as committed to paying, as a minimum, the Real Living Wage for all employees, including apprentices
- Employee focus groups were set up across LPS, including on North Tyneside, to ensure all teams have a 'voice' that's heard. Working with the LPS Engagement Manager, they look at day-to-day issues, wider engagement feedback and seek to make improvements to the working environment for all
- A new HR system called Workday was launched to provide a more consistent way of managing employees and a better view of the workforce

Health and Safety

Priorities for 2020/21

- Embed behavioural programme for site-based staff
- Ongoing safety training, including vehicle marshal training
- Testing fitting of face coverings for site operatives
- Introduction of Skyguard lone worker alert system
- Senior manager site safety tours

Accident statistics

All accidents

0	Fatalities
2	RIDDOR injury
0	RIDDOR over 7 days
0	RIDDOR over 3 days
0	Lost time (up to 7 days)
1	Lost time (Up to 3 days)
0	Road Traffic Collison (no injury)
11	Minor (no time lost)
0	Dangerous occurrences

Accident Frequency Rate (AFR)

31,6994	Hours worked
0.26	All AFR
0.02	Reportable AFR

Offices (Quadrant/Killingworth)

1	RIDDOR
0	NON-RIDDOR incident
0	Road Traffic Collison (no injury)
7	Hazards observed/removed
10	Incidents

Highways/Construction services

1	RIDDOR
0	NON-RIDDOR incident
0	Road Traffic Collison (no injury)
90	Hazards observed/removed
10	Incidents

Environmental incidents

0	Reportable
0	Non-reportable

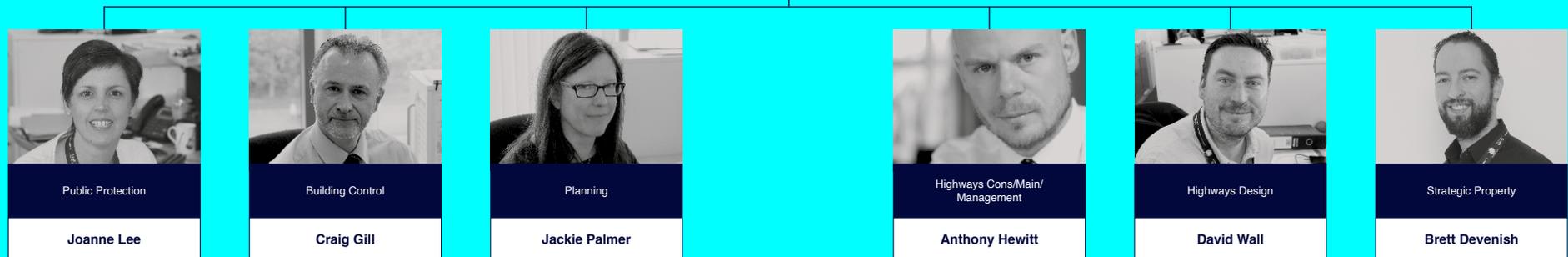
Our services and structures



Business Management



Heads of Service



Regulatory Services

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



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Our services

Planning

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

Building Control

Ensure the compliance of building work with statutory Building Regulations and the Building Act. This includes the assessment of Building Regulation applications; site inspection/enforcement of building work; inspection/enforcement of potential dangerous structures; emergency enforcement of buildings open to trespass; enforcement of building demolition; and provision of an advisory service in relation to safety at public outdoor events.

Public Protection

- Enforcement of a wide range of public health legislation and in emergency situations, particularly: food safety and standards; health and safety in the workplace; animal health and welfare; pollution control; and private sector housing standards
- Responsibility for administering and enforcing licensing within the borough. Core activities are: hackney carriage (taxi) and private hire vehicle licensing; alcohol and entertainment licensing; gambling, street trading, scrap metal and other licences and permit schemes e.g. motor salvage operators and sex establishments
- Enforcement of a wide range of consumer legislation and fulfilment of the local authority's duty to protect the public and legitimate businesses from unfair and unsafe trading practices. Core activities are: fair trading (i.e. the regulation of unfair commercial practices); weights and measures; age restricted sales; consumer rights and civil contracts; and product safety

2019/20 performance snapshot

96%

of major applications determined on time

99%

of minor applications determined on time

100%

of other planning applications determined on time

98%

of pre-application enquiries responded to on time

84%

of planning enforcement cases closed within target time

100%

of problem premises received an intervention by Environmental Health

95.24%

of food premises were broadly compliant

100%

of requested inspections carried out within target time

100%

of notified dangerous structures assessed within target time



2020/21 service objectives

Progress

the delivery of a range of planning documents

Develop

an Air Quality Strategy

Develop and approve

a Food Law Plan

Review

the North Tyneside Licensing Policy Cumulative Impact Assessment (CIA)

Review

the Street Trading Scheme

Develop, approve and implement

an Enforcement Procedure to address unauthorised building work

Retain

ISO 9001:2015 Quality Assurance Status for Building Control

Support

the annual LABC Building Excellence Awards programme

Key achievements in 2019/20 | Illegal fireworks snuffed out

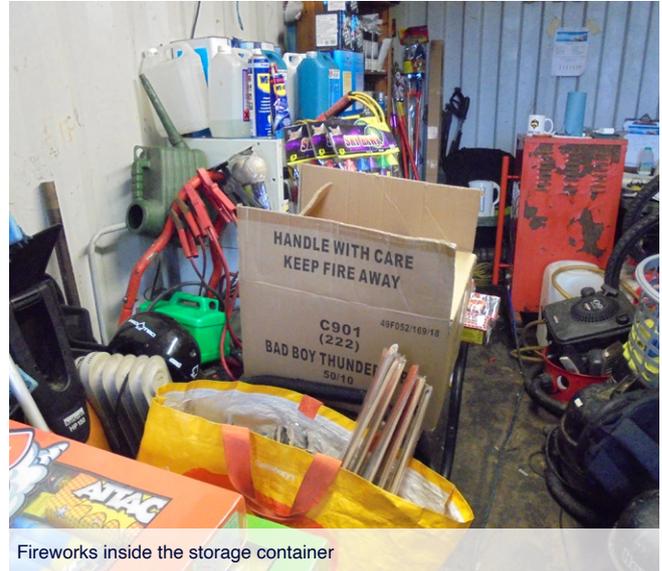
Fireworks were seized for being illegally stored at a business in Shiremoor.

The joint operation followed reports of youths using fireworks in an anti-social manner in the local area.

Acting on information received, North Tyneside Council's Trading Standards, Tyne and Wear Fire and Rescue Service and Northumbria Police visited a Shiremoor business.

Inside a storage container on the business' site, they discovered more than 15kg of fireworks being kept alongside flammable chemicals and other items. This was contrary to the Explosive Regulations 2014 because the fireworks were not being stored safely and the owner did not have a storage licence.

The owner stated that the fireworks were for personal use and were not being sold illegally. All the fireworks were subsequently seized by the fire service.



Fireworks inside the storage container



Members of the Building Control team

Quality counts for Building Control

The Building Control team celebrated providing more than two decades of excellent service.

For the 20th successive year, the team was awarded quality assurance accreditation following an external audit by certification body BM TRADA.

The annual audit confirms that the team's policies and procedures are fit for purpose.

Meanwhile, Group Building Control Surveyor Alison Whitfield achieved certification as an internal auditor.

It means she can assist with regular audits of the team as part of the required continuous self-assessment and improvement of standards of work.

She also passed a new national competency test that was created in response to the Grenfell Tower tragedy. She passed the national Local Authority Building Control (LABC) Competency Validation Assessment, which was an examination set by the Institution of Fire Engineers (IFE).



Part of the Whitley Bay coastline

Protecting nature at the coast

Future housing developments in North Tyneside will help fund the protection of coastal wildlife and habitats.

The Coastal Mitigation Supplementary Planning Document (SPD), developed by the Planning Policy team, means a tariff can be applied to new residential developments and tourist accommodation built in the borough.

The money raised would be used to support a Coastal Warden Service and physical projects at the coast's most sensitive wildlife locations and habitats to mitigate the impact of additional visitors.

The level of tariff will be greater for planning applications within 6km of the coast.

Areas of the north east coast are protected as European sites of biodiversity importance. They include the Northumbria Coast Special Protection Area (SPA), which has the North Tyneside coastline within it, and the Durham Coast Special Area of Conservation (SAC).

Under the Conservation of Habitats and Species Regulations 2017, North Tyneside Council has a duty to ensure that it does not give permission, such as through a planning application, to any plan or project that could have an adverse effect upon the integrity of an SPA or SAC.

Meanwhile, the Planning team was in the top quartile of English planning authorities for its speed determining major and non-major planning applications.

Fine for restaurant

An Indian restaurant was ordered to pay more than £7,500 by North Tyneside Magistrates for serving food containing peanut to a teenage girl with a nut allergy.

The operators of Gulshan in Hotspur Street, Tynemouth, were fined £3,767 with £2,744 costs and a £170 victim surcharge. They were also ordered to pay £1,000 compensation after admitting an offence under the Food Safety Act 1990.

The court heard that a North Shields family were reassured by the restaurant they were able to cater for their 16-year-old daughter's peanut allergy.

However, she suffered an allergic reaction that required hospital treatment after only two or three mouthfuls of a chicken masala dish.

The Food Safety team investigated the incident and found the dish contained peanut protein of a sufficient level to cause an allergic reaction by someone susceptible to a peanut allergy. Further investigations identified inadequate food safety controls at the restaurant to manage allergens.



Apprentice Kyle Mason and Building Surveying Manager Craig Gill

An apprenticeship to build on

An apprentice joined the Building Control team thanks to an award-winning scheme.

Kyle Mason, from Wallsend, had been taking part in PlanBEE, a training initiative where apprentices gain a variety of experience by working with six employers in turn alongside their studies at Gateshead College.

The project won the national Building Skills Initiative of the Year award for 2017 and was formed by Ryder Architecture and Gateshead College.

Kyle successfully applied to join North Tyneside Building Control during his placement with the team.

He now combines his work with an LABC (Local Authority Building Control)-approved Building Control distance-learning degree at Wolverhampton University.

New taxi licensing policy

A new licensing policy for hackney carriages and private hire vehicles in the borough was approved by Cabinet.

The Hackney Carriage and Private Hire Licensing Policy sets out how the local authority makes decisions about new applications and licences currently in force.

In support of the local authority's air quality target, the new policy includes a vehicle age standard prohibiting the granting of new licences for any vehicle over four years old.

In response to feedback during public consultation, the vehicle age standard will not be introduced until April 2022 for new applications and 2024 for licence renewals.

Engineering & Highways



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Our services

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

2019/20 performance snapshot

99.09% (average)

of routine safety inspections carried out on time

100%

of CAT1 defects sorted within 24 hours

97.38% (average)

of CAT2 defects sorted within 10 working days

94.63%

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

96.76% (average)

of reactive highway repairs that are up to standard

100%

of permit requests responded to within DFT target timeframe



2020/21 service objectives

Explore

use of drone technology for coastal inspections

Review

a range of highway policies

Develop recommendations,

including an implementation programme for the development of electric vehicles

Key achievements in 2019/20 | Getting in the saddle

The Construction team delivered a host of sustainable travel improvement schemes right across the borough.



Part of the new shared footpath/cycleway on Salters' Lane

A continuous footpath and cycle lane was built along the entire length of the A189 Salters' Lane and the existing bus lane was extended.

The Coast Road Cycle Route was completed in the area of Silverlink roundabout after access was granted by Highways England following their major works.

A new cycle and pedestrian path on the A187 Tyne View Terrace in East Howdon, linking to the Tyne Pedestrian and Cycle Tunnels, was introduced.

And walking and cycling links were improved between Northumberland Park Metro Station and Cobalt Business Park.

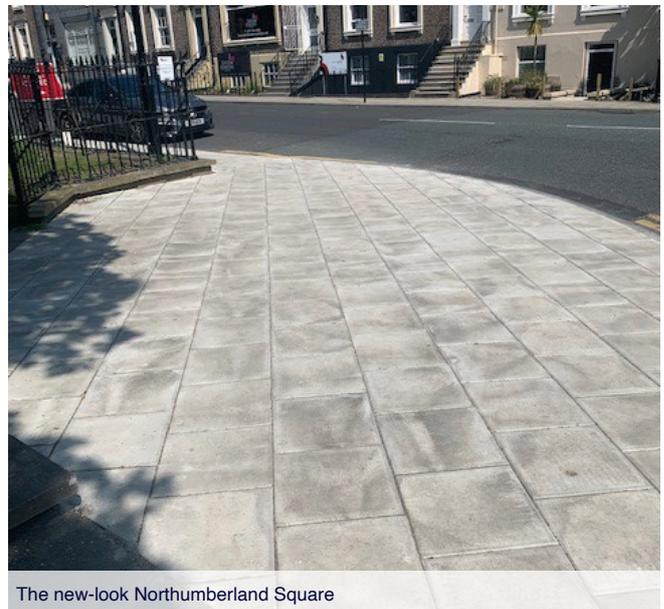
Improving roads and pavements

The annual programme of roads and pavement improvements was completed as part of a £5.5million highway investment.

Among the roads improved was the northern section of Churchill Street in Howdon, following the resurfacing of the southern part in the previous year. Similarly, after West Bailey in Killingworth was improved in 2018, East Bailey was resurfaced in 2019.

One of the main footpath improvement schemes was in the area of Northumberland Square where the previous paving was removed and new flagstones were laid, giving the area a fresh appearance.

Access was maintained to the Customer First Centre and Beacon Centre at all times. A particular challenge during the footpath improvements was addressing the unsightly area in front of the Beacon Centre and Customer First Centre. The team replaced the bollards with a pedestrian guardrail, created a DDA (Disability Discrimination Act) compliant access ramp and levelled out the footpath.



The new-look Northumberland Square

Cliff-top works completed

A project to stabilise part of the cliff face above King Edward's Bay, Tynemouth, was successful.

An unstable section of cliff-top retaining wall near the Gibraltar Rock pub needed to be removed and replaced.

A boring rig drilled a series of holes near the wall and these were then filled with concrete. This created an underground retaining wall, enabling a digger to remove the unstable section.

A new wall was then installed consisting of mesh baskets filled with stone. It was covered with concrete to give a stone wall patterned finish.

The work was carried out by Aarsleff Engineering and managed by Capita and North Tyneside Council.



Construction of the new retaining wall



Sustainable Transport Officer Geoff Crackett presents a clean air pack to Shiremoor Primary School

The smart way to travel

The first annual report of the Go Smarter scheme showed that the school run is getting healthier in the borough.

The Go Smarter scheme not only aims to change pupil, parent and staff travel behaviour but involves physical improvements to streets near schools to encourage more walking and cycling.

The project's annual report summarised progress in 2018, the first full year of the project.

It revealed that schools taking part in the Go Smarter scheme showed increases in sustainable travel of up to 15 per cent. Seven of the nine schools that benefited from nearby infrastructure improvements were in the top 10 schools for improved levels of sustainable travel.

Meanwhile, 10 schools in the borough were given air monitoring tubes by the Go Smarter team to check the air quality around their site.

Reagan's quest for success

Apprentice Traffic Engineer Reagan Johnson won a scholarship with the Institution of Civil Engineers (ICE) QUEST scheme.

The scholarships are awarded to those who are committed to civil engineering and have the potential to excel. They also recognise a candidate's leadership skills, aptitude for teamwork, ambition and initiative.

As well as resulting in financial support, a QUEST scholarship looks great on a CV because it is a sign of excellence.

Following a work placement with Capita during his final year at George Stephenson High School, Reagan was offered a permanent position within the Partnership in August 2018.

Reagan has worked on a variety of traffic and parking schemes, taking these from initial design through to delivery on the ground.



Reagan Johnson



Part of the Forest Hall Public Realm Improvement Scheme

New look for shopping area

Big improvements to Forest Hall shopping area were delivered on time and budget.

Designed and constructed for the council by Capita, it included the creation of more parking spaces, the introduction of traffic-calming measures, upgrades to pavements and the replacement of street furniture.

Once works were under way, a constant flow of communication was maintained for residents and businesses. A single point of contact was provided for all queries, and there were regular hand-delivered letter-drops and e-bulletin updates.

Although the project design had been finalised following public consultation, the team continued to listen to feedback while works were under way and made changes where appropriate/possible.

A post-scheme survey revealed that 93 per cent of people were satisfied with the courtesy of site workers and 89 per cent of people who submitted a query or complaint were satisfied with the response they received.

Strategic Property



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Our services

- Management of the council's property portfolio, including the purchase and sale of land and property, rent reviews and lease renewals.
- Management of the council's commercial and industrial estates.



2019/20 performance snapshot

100%

of asset valuations delivered on time

100%

of housing stock valuations delivered on time

100%

of lease renewals and rent reviews delivered on time

78.6%

commercial properties let

100%*

of asbestos surveys delivered on time

100%*

of legionella surveys delivered on time

100%*

of fire risk assessments delivered on time

*Prior to transfer of asset services to North Tyneside Council on 31 January 2020



2020/21 service objectives

Develop

a property blueprint that supports better use of the council's buildings

Complete/close

outstanding rent reviews or lease renewals

Key achievements in 2019/20 | Delivering great customer service

Vicky Ellis, who runs the reception and conferencing service at North Tyneside Business Centre in North Shields, was runner-up in the North Tyneside Customer Service Awards.

On a daily basis, Vicky demonstrates positivity, enthusiasm and professionalism of the highest calibre while offering outstanding customer service.

As well as answering the Property team's general enquiry phonenumber, Vicky is the first person that visitors meet at the Business Centre which has tenants including the Coroner's Office and Business Factory.

Her nomination included an account from one woman who was attending a course at the Business Factory but, due to nerves on arrival, was set to leave. However, Vicky's reassurance encouraged her to stay and the woman has since gone on to open a café in Whitley Bay.

As well as a variety of other compliments, an outgoing tenant bought Vicky flowers and chocolates to say thank you for all the help she had provided whilst he was a tenant at the centre.



Vicky Ellis receives her award from Elected Mayor Norma Redfearn CBE

Industrial estate for sale

Offers were invited for North Tyneside Council's largest industrial estate.

Point Pleasant Industrial Estate in Wallsend is one of six industrial estates currently managed by the Property team.

Through new ownership, the council wants to secure investment into the estate for the benefit of current and future tenants, maximising its potential.

Point Pleasant Industrial Estate extends to almost five acres and contains a variety of units of different types and ages. They range from a converted Victorian cottage to an industrial unit with 492m² of floor space.

A number of the units require investment to improve their letting potential while some older units require demolition.

In 2014, the council declared two estates in Camperdown, Silverbirch Industrial Estate and Mylord Crescent, as surplus to requirements. The capital receipts were used to invest in repairs and improvements within other industrial estates.



Point Pleasant Industrial Estate

Asset team rejoins council

The Asset team transferred back to North Tyneside Council on January 31 2020.

The key driver was the return of the construction, repairs and maintenance service to the local authority and creation of the Housing Property and Construction (HPC) team.

The team provided an excellent service over the course of the Partnership. For example, it achieved 100 per cent of compliance inspections on operational buildings and schools.

In 2013, the team introduced the SHINE asbestos database to retain all asbestos surveys, registers and annual re-inspections.

And in 2016, the Information Exchange (IE) compliance database was launched to host, track and manage compliance for all compliance elements.

Back then, there were around 9,000 open remedial actions for asbestos, water hygiene and fire risk on operational buildings and schools. When the service was transferred back to the council, this had reduced to just over 2,000 - an overall reduction of 78 per cent.



The Lodge at Church Bank Cemetery, Wallsend

Sale of disused cemetery buildings

New owners were sought for disused cemetery buildings that have stood vacant for years.

The Property team reviewed all cemetery buildings in the borough - an assessment was made of each building's particular characteristics ranging from its condition to restrictions on alternative use.

It was decided to invite expressions of interest for: The Lodge, West Chapel and East Chapel (including

the chapels' Coffin Biers) at Church Bank Cemetery, Wallsend; and The Lodge at Holy Cross Cemetery, Wallsend.

The capital receipts and cost savings were to help fund the council's major repairs and improvements programme for its cemeteries.



Quadrant West

New Quadrant tenants

New tenants successfully moved into Quadrant West.

Around 50 staff in KnowledgePool, Capita's Managed Learning Services Provider, relocated from Quorum Business Park onto the ground floor of Quadrant West.

The Knowledgepool staff are from its Vision2Learn and Apprenticeship teams. Vision2Learn provides access access to high-quality study programmes to a wide cross-section of adult learners, all delivered online. The Apprenticeship team manages the administration of the Apprenticeship offering that Knowledgepool currently provides to businesses around the UK.

Meanwhile, Capita's IT&N team, which provides IT services, moved onto the second floor of Quadrant West on a short-term basis. The team was subsequently joined by North Tyneside Partnership staff who moved onto the second floor in February 2020.

And the North East Combined Authority moved onto the third floor on a temporary basis.

Breathing new life into The Buddle

The former Buddle Arts Centre in Wallsend was handed over to Adavo Property.

The Grade II listed building was originally a local school built in 1876 before opening as a community arts centre in 1981, hosting plays, music and exhibitions. It later became a hub for creative industries.

Adavo Property is the property developer and listed building specialist behind the regeneration of the Town Hall in Wallsend.

Its £1.5million restoration of the building includes creating space for work, events and conferences, with the development expected to create more than 100 jobs.

Update from Colin MacDonald, Client Manager



I'm pleased to confirm that 2019/20 represented another strong year of performance for the Partnership.

This was supported by a review of some of the Partnership's governance arrangements and processes.

We continue to monitor performance via subgroups for each service area, which then report into Operational Partnership Board on a monthly basis and Strategic Partnership Board on a quarterly basis.

But we've introduced a Commercial and Finance Group as a forum to address particular issues that may require additional focus. For example, in 2019/20 one of the Commercial and Finance subgroups looked at the issue of reduced taxi licensing income due to drivers registering with other local authorities.

“ We've streamlined the procurement process, reducing the number of signatories required for projects to be commissioned, which is helping work to commence in a timely manner.”

And we've changed the format of the Major Project Board, which oversees Capita's major construction projects, so that it's more strategic than before.

Senior leaders within the Partnership, such as myself, take turns to visit the projects while they're on site to see progress first-hand and help spot any issues – a fresh pair of eyes often proves beneficial.

All the major projects were successfully delivered last year but there are two I'd like to highlight.

The A189 Salters' Lane Improvement Scheme presented some unique challenges because of its proximity to Newcastle City Council's Killingworth Road scheme. It meant, for example, there was a period where our works had to be re-prioritised and accelerated to support Newcastle's plans for Killingworth Road.

Meanwhile, the A1056 Killingworth Way Improvement Scheme for Avant Homes was the first major project to be delivered by Capita under section 278 of the Highways Act.

The council encouraged the housing developer to work with Capita and, in the spirit of the Partnership, we'll continue to do so for future section 278 schemes in the borough.

Thank you,

Colin MacDonald
Senior Manager, Technical & Regulatory Services
North Tyneside Council

