

Meeting: Overview, Scrutiny and Policy Development

Date: 15 March 2021

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 delivering the Our North Tyneside Plan 2020-2024.
- 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.
- 1.3. The report 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.
- 1.4. Inevitably the pandemic has had an impact on residents and the economy, particularly during periods of lockdown and local restrictions. The Our North Tyneside Plan priorities formed the basis of the Framework for Covid-19 Recovery in North Tyneside. During the pandemic dashboard reports have been produced for all Members on a weekly basis. This report reflects on performance over the lifetime of the Our North Tyneside Plan.

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% of pupils reach a good level of development at foundation stage, which is in line with the North East

In North Tyneside, 8 in 10 young people attend a school that is ranked as Good or Outstanding.

- More young people being 'ready for work'.

2.6% of young people are Not in Education, Employment or Training (NEET), which is an improvement compared to 2.9% the previous year and lower than the regional rate. Despite the abandonment of public examinations in 2020, most young people accessed their first-choice destination.

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

Only 45 people were accepted as homeless in 2019/20. Since the introduction of the Homeless Reduction Act in 2018, there has been a significant improvement in the number of residents becoming homeless, as the act placed a greater focus on prevention and triage work in order to prevent an individual becoming homeless. During the pandemic all rough sleepers have been placed in emergency accommodation throughout and a Severe Weather Emergency Protocol (SWEP) has been initiated.

There continues to be strong performance in supporting people through both adult and children's social care. In March 2020, Ofsted judged Children's Social Care as Outstanding overall. 74% of users feel that the Adult Social Care service has made them safe, which is higher than the national position.

In March 2020, the Authority set up a Local Support Hub to support residents identified by the NHS and general practitioners as clinically extremely vulnerable and a high risk of serious complications from Covid-19. There were 10,000 residents initially, which has since increased to 14,700. The Local Support Hub, in partnership with VODA has provided regular support with shopping, prescriptions and welfare calls to 2,000 clinical extremely vulnerable residents advised to stay at home.

The Prevent and Protect Team provided enhanced support to care homes, as a high risk setting as part of the council's Outbreak Control Management Plan, including embedding of IPC measures (hands and respiratory hygiene, use of PPE), risk assessments and quality assurance. Regular testing for staff and residents was carried out. Mutual aid and workforce capacity was supported and the restriction of care home staff moving between care homes was implemented.

In June 2020, Cabinet agreed the priorities and initiatives funded by the Poverty Intervention Fund to support key groups impacted by poverty; children, older people and families with children. Initiatives include-

- Poverty proofing the school day
- Benefits take-up campaign and support
- School appropriate clothing
- Holiday food

Our Places

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

- People being happy to live in North Tyneside.

78% of people are satisfied with their local area as a place to live. This is in line with the national average (76%), but slightly lower than the LGA average of 83%.

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

The amount of municipal waste collected during 2019/20 decreased by 1.2k tonnes compared to the previous year. The improvement was attributable to the authority moving to alternate weekly waste collections and also operating changes at the Household Waste Recycling Centre. The proportion of recycling increased to 39% and amount of waste sent to landfill in year was also its lowest level recorded for any year. However, due to periods of lockdown and local restrictions, this year there is a rise in the level in the waste collected by the Authority. As residents are spending more time at home and less time in the office, restaurants and bars, more household waste is being generated for the Authority to process, rather than by Commercial Waste Traders.

At the end of 2020/21 the Authority's carbon footprint had decreased by 49% since the baseline year of 2010/11. In July 2019 Council declared a Climate Emergency, setting a target to reduce the carbon footprint of the Authority and the Borough by 50% by 2023 and to become carbon neutral by 2050.

North Tyneside is one of the safest areas of the country to live, work and visit with comparatively low levels of crime. For the majority of residents Environmental Crime and ASB is not an issue, however the perception of feeling safe after dark is lower in some areas of the borough. The Authority continues to work in partnership with key services represented on the Safer North Tyneside Partnership, which is vital to our commitment to address community and public safety, crime and disorder and environmental crime issues. In October 2020, Cabinet agreed the new Environmental Crime and Anti-Social Behaviour Policy, which provides a consistent approach and framework to tackle ASB and environmental crime. The policy ensures that any enforcement action is clear, concise, proportionate, consistent and targeted to ensure a responsive, effective and value-added service.

- Regeneration as part of the 15 year "Ambition for North Tyneside" plan.

Highlights of the Ambition for North Tyneside plan include:-

- The sale of the former Swan Hunter site
- successful opening of the Centre for Innovation
- the restoration of Grade 2 listed Georgian terrace on Northumberland Square

- replacing derelict and eyesore sites along the coastline with attractive high-quality family housing

What we're about to do:-

- Continue to deliver the projects in the North Shields Masterplan including improvements to key gateways into the town centre, a proposed new bus station integrated with the existing Metro Station as well as other improvements to the highway network and public realm to improve the appearance of the town centre and enhance the visitor experience. Other interventions will see new housing identified for the former Tyne Brand Site and Unicorn House which was acquired by the Authority in 2020.
 - Improvement works on the Northern Promenade to renovate the Rendezvous Café, associated toilets and car park. Resurface the Northern Promenade and link the Briar Dene path to the St Mary's Island Promenade.
 - A 15 Year Master Plan and investment programme for the Segedunum site is being developed, which will underpin future business planning and will help grow the visitor offer making it a more sustainable entity.
 - Further investment is planned in Killingworth Lake to build on the investment in Flood Defences and broaden and expand the visitor offer by further developing facilities and unlocking additional opportunities and activities. Proposed investment will include a Multi-Use Games Area, a new café opportunity and a health and fitness trail.
 - Further development of the Borough's Wagonways to improve connectivity, take a consistent approach to surfacing and treatment and promote the heritage of the network.
- Good choice of quality housing appropriate to need

The delivery target of the council's Affordable Homes Programme has been increased from 3,000 affordable homes to 4,000 by 2032. 1,650 Affordable homes have been completed so far.

- Benefit from the council's housing stock being decent and well managed, as well as maximising potential use.

All the council housing stock continues to meet the Decent Homes Standard and 99% of homes are occupied, including the North Tyneside Living Schemes.

- Promotion of parks, beaches, festivals and seasonal activities

Three beaches in North Tyneside are among a group of only 42 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 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.

The Covid-19 pandemic has had a significant impact on both businesses and residents from an economic point of view. The Authority has supported businesses to recover during the pandemic, through access to practical and financial support, advice and information and signposting to local and national grant opportunities. Some initiatives include:-

- Establishing a dedicated helpline for businesses
- Administered £34m of Govt grant funding to over 3,000 eligible businesses
- Administered Track and Trace Self Isolation Grant
- Securing match funding through the North of Tyne Capacity Fund, which enabled the Voluntary and Community Sector to continue to deliver their employability project.
- Delivering a joint communications campaign with the North Tyneside Business Forum to inform, support and signpost businesses to relevant help.
- Introducing a pavement licensing scheme to support the hospitality sector
- Delivering a Town Centre Recovery Plan to successfully reopen town centres in June in a Covid Secure way, including the introduction of Covid Marshalls.
- Supporting eight categories of suppliers with supplier relief
- Providing free advertising for local businesses in the Our North Tyneside magazine.

In addition, the North of Tyne Combined Authority is acting as a Representative for employers operating in the Newcastle, North Tyneside or Northumberland area wishing to participate in the Kickstart Programme. The programme provides funding to employers to create 6-month job placements for 16-24 year olds on Universal Credit to prepare young people to enter work.

4. Future Work

Work is underway to understand the impact of the pandemic and national restrictions on residents with protected characteristics and socio-economic inequalities in the borough. This project will inform where further work will be needed as part of the stage 3 recovery programme.

5. 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,