

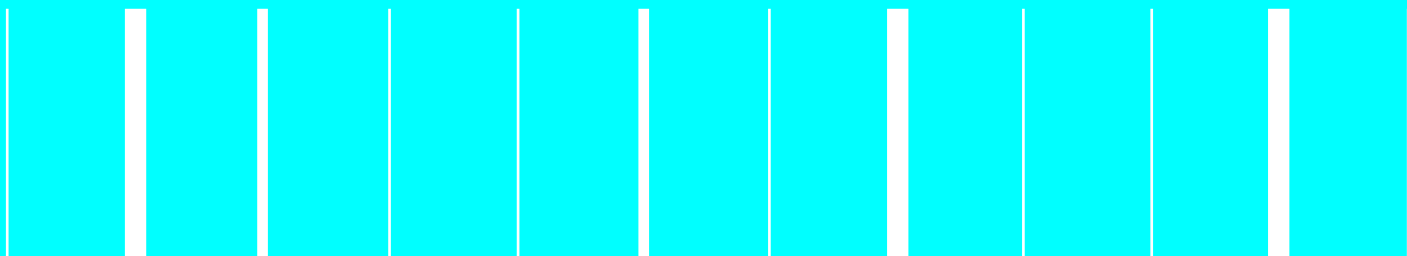
APPENDIX 2

Annual Statement Booklet 2020/21

North Tyneside

Annual Statement 2021







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Update from Margie Burdis, Partnership Director



I'm pleased to present our latest **Annual Statement, which looks back on 2020/21 and sets out the Partnership's objectives for 2021/22.**

The past year was, of course, anything but normal due to Covid-19. Just like for the rest of the council, our priorities and ways of working changed almost overnight.

I hope this document gives you a sense of some of the ways we stood alongside the local authority during its response to the pandemic.

For example, we prosecuted Covid-19 rule breakers but we also supported the majority of businesses that wanted to do the right thing; and we managed the closure of car parks as well as helped the council to reopen its buildings safely.

I couldn't be prouder of the part we've played to date and am truly grateful for the immense efforts of our staff who went the extra mile on so many occasions.

However, despite the backdrop of Covid-19, the vast majority of the technical services we provide were still delivered as normal. I hope you agree that this Annual Statement shows that our KPI and PI performance remained strong.

Finally, I'd like to mention a key part of what I believe makes the Partnership

such a success – our community volunteering.

This naturally suffered over the past year but I recognise it's going to be really important that our communities are supported as they begin to recover from coronavirus.

I'm determined that our Partnership makes a big effort to help them over the coming months.

*Thank you.
Margie*

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 sit within the Environment, Housing and Leisure, and commissioning and asset management. They consist of:

- Engineering & Highways
- Strategic Property
- Planning
- Building Control
- Public Protection (Environmental Health, Licensing and Trading Standards)



2021/22 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
- Deliver action plans that have arisen from the Year Eight benchmarking exercise
- 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



2021/22 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 £2.258million into the Partnership in line with the council's priorities
- Continuous service improvements measured through our performance regime
- We will generate five new jobs in year including apprentice and graduate positions
- To provide gross income/savings of £6.156million through business case delivery



In addition to these strategic objectives the Partnership will deliver:

- 5 Action Plans and 7 KPIs/PIs relating to the Property Workstream
- 5 Action Plans and 8 KPIs/PIs relating to the Engineering Workstream
- 11 Action Plans and 15 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 Services 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 2020-24

The Our North Tyneside Plan sets out bold ambitions for making North Tyneside an even greater place to live, work and visit by 2024.

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 partnership recognises that this is being reviewed and updated following the election and the partnership is ready to respond during the course of 2021/22.

Benchmarking complete

Work was undertaken to compare the Partnership's costs and quality against the best performing organisations.

Known as benchmarking, the review looked at all three Partnership areas – Engineering, Regulatory and Property services.

The exercise was first carried out in year six of the partnership and a further benchmarking exercise was always planned for 2020/21.

Independent scrutiny was provided by the Chartered Institute of Public Finance and Accountancy (CIPFA) and business management consultants GoBeyond.

The outcomes of the benchmarking exercise will shape delivery of the agreed action plans during 2021/22.

Responding to Covid-19

Capita played a key role in support of North Tyneside Council and the general public during the coronavirus outbreak.

Busy time for hub

The dedicated Enforcement Hub, led by Public Protection Manager Joanne Lee, helped ensure the public followed Covid-19 legislation.

Initially it featured staff from Planning, Public Protection, Parking Control and the council's Community and Public Space Protection team.

Some of these staff then returned to their normal duties, however, the team was bolstered by the recruitment of additional licensing officers.

As well taking enforcement action against businesses which breached Covid-19 rules, such as through issuing improvement notices, the Hub provided support.

This included helping businesses to remain compliant with any Covid-19 measures that are in force and supporting businesses through the road map to reopening.

A new post was also created within the Environmental Health team in support of the North Tyneside Covid-19 Outbreak Control Plan. Lee Wood, a Senior Technical Officer in the Food team, was seconded into the post.

His role included providing regular reports to the North Tyneside Covid-19 Health Protection Board as well as responsibilities for Covid-19 prevention and response.

In total, the Enforcement Hub investigated 1,099 Covid-related issues during 2020/21.

Gym shut after defying lockdown

A prohibition notice issued to a gym through the Enforcement Hub was one of the first to have been served in the entire North East.

The government ordered all gyms to close on March 23 as part of the lockdown to help prevent the spread of coronavirus.

After receiving information that a North Tyneside gym was in use, two Northumbria Police officers visited the premises and saw two men training on equipment inside.

Officers were let inside the locked premises by one of the men who said he was one of gym's owners and only in attendance to clean-up. The other man was found by officers hiding in the gym's toilet. Both men subsequently admitted they should not have been at the premises.

The police informed North Tyneside Council and a prohibition notice was served on the gym's owner by Trading Standards Practitioner Mark Duffy. Failure to comply with a prohibition notice is a criminal offence, punishable by a fine.

In total during 2020/21, two directions, four prohibition notices and three improvement notices were served.

Virtually speaking

A meeting of Licensing Sub Committee in May 2020 was the first in the council's history to be held entirely online.

The meeting, to determine a premises application for a Whitley Bay restaurant, was held over Microsoft Teams.

Members, officers and the applicants all successfully took part in the meeting, which lasted around two hours and was broadcast live to the public via YouTube.



Responding to Covid-19



Sign of the times

The Highways team helped the council reinforce the government's 'Stay at Home' message during the pandemic.

During two lockdowns, the team deployed four large electronic variable message signs on the main routes to the borough's coast.

And for the first lockdown, the team closed more than 20 public car parks by erecting closure signs and installing water barriers.

The team also helped introduce traffic management measures for a temporary mobile testing facility at Royal Quays and for the Household Waste and Recycling Centre in North Shields.

The Property team also facilitated licenses for testing sites at Coronation Street, Wallsend, and The Parks Sports Centre, North Shields.

Meanwhile, to support NHS staff, social care workers and NHS volunteer responders whilst on official duty during the first lockdown, the Parking team suspended restrictions on length of stay in town centre car parks.

Cabs and coronavirus

The Taxi Licensing team provided guidance on the temporary installation of protective screens in Hackney Carriages and Private Hire Vehicles.

It was in response to requests from the trade and was to reduce the risks to drivers and passengers of inadvertently contracting coronavirus.

Any taxi drivers who wished to use screens had them fitted behind their driver and front passenger seat (in-between the rear passenger compartment and the driver).

Meanwhile, the team wrote to 870 taxi drivers to invite them to apply for an Additional Restrictions Grant (ARG) worth £500.

Vaccination centres success



Property Surveyor Alison Cook, pictured, was part of the team that gave a shot in the arm to the opening of three vaccination centres in North Tyneside.

Alison was asked to help with the set-up of the new clinic areas in The Parks Sports Centre in North Shields, The Langdale Centre in Wallsend and The Oxford Centre in Longbenton.

Supported by Zoe Sutherland and Martin Cross in the Building Surveying team, she had previously provided the local authority with capacity drawings for its Covid-secure buildings.

Alison worked with the building managers, NHS clinical leads and the dedicated project manager to assess each site in terms of everything from protective screens to visitor flows.

She also arranged signage with the help of Mark Bland in the Highways team, organised furniture moves, drafted licence agreements and helped work out costs.

Alison also helped the local authority with its planning for counting the votes cast at the local elections in May 2021.



The vaccination team at the Oxford Centre

A licence to chill

Dozens of North Tyneside businesses applied to the Streetworks team for a temporary pavement licence.

The licence enables businesses to place temporary furniture, such as tables and chairs, for the consumption of food or drink outside of their premises.

Businesses that are eligible include: public houses, cafes, bars, restaurants, snack bars, coffee shops, and ice cream parlours.

The Property team also granted licences to hospitality businesses, enabling them to have outdoor seating on council-owned land.

Letters of intent

Hundreds of letters were written to businesses and individuals in the borough to advise of support for them during the pandemic.

Around 350 commercial tenants were informed that formal debt recovery action had been suspended and were also given advice on business support.

And 21 of them were subsequently told about a local authority discretionary grant for businesses ineligible for the Small Business Grant or the Retail, Hospitality and Leisure Grant.

Improving customer service

Capita is continuing to play its part in the delivery of the council's Customer Service Improvement Programme



The proposed strengthening of Pier Road in Tynemouth (above) and further improvements to the A189 Salters' Lane (left) were among the projects communicated by Amy Kennedy.

The Customer Service Improvement Programme was put on hold by the council for the majority of 20/21 due to coronavirus but Capita will rejoin all four of the council's workstreams when they resume in 2021.

Partnership Director Margie Burdis attends Customer First; Communications Manager Duncan Bennett attends Brilliant Basics; and Customer Service Manager Sarah Browne attends Customer Promise and Better Never Stops.

The major engineering projects continued to feature performance indicators relating to the time taken to acknowledge queries from the public and provide a full response.

The aim is for queries to be acknowledged within one working day and a full response to be provided within 10 working days. The major engineering projects have a dedicated Communications Officer – Amy Kennedy.

Major projects facts and figures



100% of North Tyneside major projects queries acknowledged within one working day



98.7% of North Tyneside major projects queries provided a full response within 10 working days



4 e-bulletins issued



5 compliments received



11,821 letters delivered to residents and businesses

Supporting ward 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 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
- Obtaining information for inclusion in the packs for ward members at the bi-annual briefings

An objective for 2020/21 was to continue the trend of increasing the number of face-to-face interactions with ward members but this was not possible due to Covid-19 restrictions. Sarah offered face-to-face drop-in sessions over Teams before the start of Party Group meetings.



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Fact and figures



2 Guides for Elected Members – Food Safety and New Developments



4 road resurfacing programme updates



12 Members Updates



5,759 draft members’ enquiries reviewed and, of those, improvements suggested to 1,008 enquiries



99 per cent of draft members’ enquiries reviewed within one working day

Member feedback

An annual survey of members is carried out to understand satisfaction levels and help identify areas for improvement. There were 18 returns compared to eight the previous year.

Findings included:

- 70% found the ward walkabouts and site visits useful
- 94% found the Guides for Elected Members useful
- 94% were happy with the engineering information provided in the ward member briefing packs
- 94% felt the service provided by Customer Service Manager Sarah Browne was either very valuable or extremely valuable

Supporting the community and social value

Despite the challenges of Covid-19, Capita donated 661.5 hours of community volunteering in North Tyneside, representing an estimated £16,537.50 worth of staff time.

Staying connected with Meadow Well

Support for North Shields-based charity Meadow Well Connected took a wide variety of forms.

The Construction team helped the charity relocate a shipping container used for storage by clearing and levelling an overgrown area, laying a base foundation, and constructing a connecting path.

The team also excavated part of a grassed verge, which enabled Meadow Well Connected to plant wildflower turf with a team of staff and volunteers.

Capita's Building Surveying team helped with a project to create a new step-free entrance into the café (enabling access when the main building is closed), new accessible toilets and refurbished toilets.

A £1,000 donation enabled the charity to buy a hand-made awning, providing a covered space for many of the groups the charity supports to safely meet outdoors. Thirty-five second-hand chairs were also provided.

And Partnership Director Margie Burdis became the Vice Chair of Meadow Well Connected's Board of Trustees in addition to her role as Finance Chair.



From top to bottom: the new cafe entrance; a path is constructed to the shipping container; the awning enabled outdoor activities; creating wildflower areas

Engineering in the real world

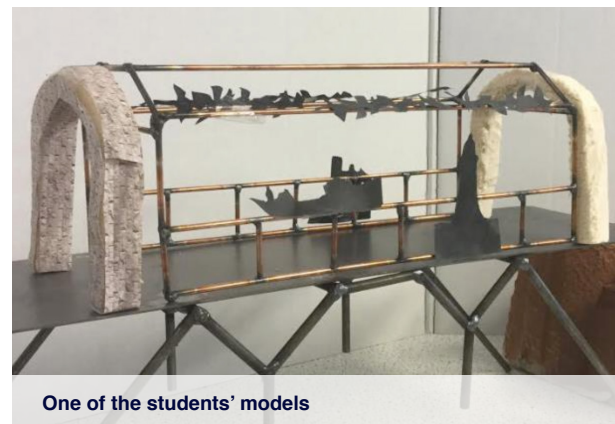
Students from Churchill Community College learned more about engineering with the help of Capita staff.

Pupils were invited to produce a proposal for the redesign and reconstruction of a bridge.

The project was delivered through the Engineering Education Scheme (EES), which is organised by the Engineering Development Trust. Capita has been involved in the initiative since 2013.

The EES provides an annual opportunity for students, aged 16-17, to find out more about careers relating to science, technology, engineering and maths (STEM) by working on an actual project for sixth months.

Jack Graham, of the Network Management team, worked with the students. He said: "It was fantastic



being able to introduce the next generation of upcoming engineers into the industry and talk them through a real-world engineering project."

Capita also teamed up with Norham High School for the Engineering Development Trust's Bronze Award.



From left: the Christmas cheer packs; volunteers Brett Devenish and Katie Gallagher delivered for Meadow Well Connected



A time for giving

Extra Christmas cheer was brought to people across North Tyneside with the help of Capita and its staff.

Two hundred Christmas Cheer packs were donated to Meadow Well Connected in North Shields.

The packs, which included hot chocolate and Christmas goodies, were delivered by the charity to local children as part of their mobile Santa's grotto.

They were included with special Christmas Cheer family packs, which two Capita volunteers helped the charity to deliver.

Capita also donated over £500 to Meadow Well Connected towards its community Christmas lunches and £50 towards children's Christmas gift packs delivered by Justice Prince CIC in Longbenton.

Elsewhere, nine staff volunteers helped North Tyneside VODA (North Tyneside Voluntary Organisations Development Agency) deliver Christmas hampers to isolated residents. And two staff volunteers delivered treats to older residents on behalf of the Cedarwood Trust in North Shields.

Meanwhile, more than 500 Christmas selection boxes were donated to pupils at Percy Main Primary School and Norham High School. And 100 Christmas selection boxes were given to veterans' charity Forward Assist.

Digital donations to schools



Norham High School students use the Chromebooks

Students at two schools in North Shields have been using Chromebooks funded by Capita

Capita funded 10 Chromebooks for Norham High School and nine for Percy Main Primary School.

Twenty-five new laptops were also donated to Norham High School thanks to a partnership between Capita and the charity Business2Schools.

Business2Schools takes in unwanted office furniture and ICT equipment from businesses and passes

them on to schools that would benefit the most.

At the suggestion of Capita, both Norham High School and Percy Main Primary School registered for the initiative. It led to Norham High School receiving 25 new laptops, which are part of Capita Group's national donation of 120 laptops to the charity.

Capita also provided 10 Internet dongles to the school to support students with home learning who do not have access to the Internet.

Going back to nature

The Construction team helped lay the foundations for improvements to Gosforth Nature Reserve.

The team donated around 40 tonnes of stone, to provide solid footings for improvements including a relocated information hut, bike racks and utility area used for equipment storage.

Not only did the team provide the materials, they also installed the stone.

The work was on behalf of the charity, the Natural History Society of Northumbria, and was invaluable



Laying stone at the nature reserve

at a time when it has been unable to organise its usual volunteer work parties.

The Construction team had been working near the nature reserve while carrying out sustainable travel improvements along the A189 Salters' Lane.

Our people

A total of £286,288.20 was spent on training for North Tyneside staff over the past year. Here are some examples of what forms that took in 2020/21 as well as the ways we provide support for staff.

Silver lining for apprentices

The North Tyneside Partnership was recognised by a pilot Investors in People initiative for its work to support apprentices.

It was one of only a few organisations in the country to earn silver level ‘We invest in apprentices’ accreditation. Following a separate assessment, Investors in People also determined that the Partnership as a whole should retain its silver level accreditation.

Investors in People said there was ‘senior level commitment’ in Capita’s North Tyneside Partnership for its apprenticeship programme and the value of apprentices was recognised across the organisation.

INVESTORS IN PEOPLE®
We invest in apprentices Silver

And it found that there was a ‘comprehensive recruitment programme targeting a broad and diverse range of recruits’, while 94 per cent of apprentices surveyed said their apprenticeship experience was a positive one.

Twenty-four staff undertook apprenticeships – this consisted of 10 staff who joined the partnership as apprentices and 14 staff who used the apprenticeship levy to upskill.

Meet two staff who completed their Level 3: Construction Operations apprenticeships with Northumberland College.



Matthew joined Capita in 2017 and works on all aspects of groundwork in carriageway and drainage construction.



Haydon, a former student at John Spence High School, also joined Capita in 2017. He is involved in paving, kerbing, concreting and tarmacking.

“ I have learnt many things including concreting, paving flagstone areas and broadening my knowledge in general within the construction industry.

“ Working with more experienced colleagues I have enhanced my skills in highway construction and drainage.

“ Doing an apprenticeship with Capita has helped me to become more confident in my role and carry out everyday tasks.”

“ My progression within Capita has been helped by improving my skills and knowledge in construction.”

Health and wellbeing matters

The North Tyneside Partnership received a seal of approval for how it supports health and wellbeing in the workplace.

It retained the highest status of the North East Better Health at Work Award – Maintaining Excellence.

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.

In addition to their day jobs, 10 staff within the Partnership are Health Advocates and helped develop health and wellbeing initiatives. These included a walking challenge and Wellbeing Wednesdays where they provide colleagues with health and wellbeing advice on particular themes.

A survey of Partnership staff was also conducted to



**Better Health
at Work Award**
Maintaining Excellence

find out what issues are important to them when it comes to their health and wellbeing.

There has been a continued focus on stress and mental health through the introduction of new staff training modules. And there has been increased support for colleagues and line managers who are working from home as a result of the coronavirus pandemic.

The Partnership also retained 15 Mental Health First Aiders, now named Mental Health Allies. They 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 Chartered with the Chartered Institute of Building (CIOB)
- 1 completed their BSC in Civil Engineering through the Degree Apprenticeship Programme
- 6 completed their apprenticeships
- 1 became Incorporated with the Institution of Civil Engineers (ICE)
- 1 completed their academic studies
- 1 became Chartered with the Royal Town Planning Institute (RTPI)
- 1 became Chartered with the Chartered Institute of Environmental Health (CIEH)
- 1 was Young Professional of the Year at the Chartered Institution of Highways & Transportation (CIHT) North East and Cumbria Awards
- 15 colleagues were promoted
- 1 became Chartered as a Transport Planning Professional by the CIHT

Key HR developments in 2020/21

- Capita joined the government's scheme and one person joined the Partnership through the initiative
- A Mental Health Ally training pilot began, which aims to increase the number of employees trained to provide mental health support across Capita's Government Services division
- A flexible approach was adopted for employees working at home enabling them to balance personal and work life during lockdown. This included the offer of sabbaticals or temporarily reducing hours.
- A "Move it Move it" challenge encouraged employees to look after their wellbeing during lockdown
- An Employee Value Proposition was launched for Capita's Government Services division to focus on key people priorities for 2021
- A #love your job campaign encouraged employees to reach their full potential
- Listen and learn sessions were held to understand the impact of BLM and to help establish Capita's Diversity action plan
- Capita launched a new anti-racism, discrimination, harassment and bullying policy
- A training module was made mandatory for all hiring managers to ensure that managers recruit in an inclusive and consistent way
- Capita launched an app called Level, which aims to help staff manage their finances. It includes a personalised budgeting tool and the ability to advance a portion of earned but unpaid salary for the month for a flat fee of £2
- Staff members who bought a desk or chair for working from home received a £150 contribution from Capita

Health and safety

Priorities for 2021/21

- Embed behavioural programme for site-based staff
- Ongoing safety training, including vehicle marshal training
- Senior manager site safety tours
- Ensure Covid-19 requirements are met

Accident statistics

All accidents

0 Fatalities

0 RIDDOR injury

0 RIDDOR over 7 days

0 RIDDOR over 3 days

0 Lost time (up to 7 days)

2 Lost time (Up to 3 days)

1 Road Traffic Collision (no injury)

4 Minor (no time lost)

0 Dangerous occurrences

Offices (Quadrant/Killingworth)

0 RIDDOR

0 NON-RIDDOR incident

0 Road Traffic Collision (no injury)

0 Hazards observed/removed

5 Incidents

Highways/Construction services

0 RIDDOR

0 NON-RIDDOR

1 Road Traffic Collision (no injury)

86 Hazards observed/removed

6 Incidents

Accident Frequency Rate (AFR)

30,0124 Hours worked

0.21 All ARR

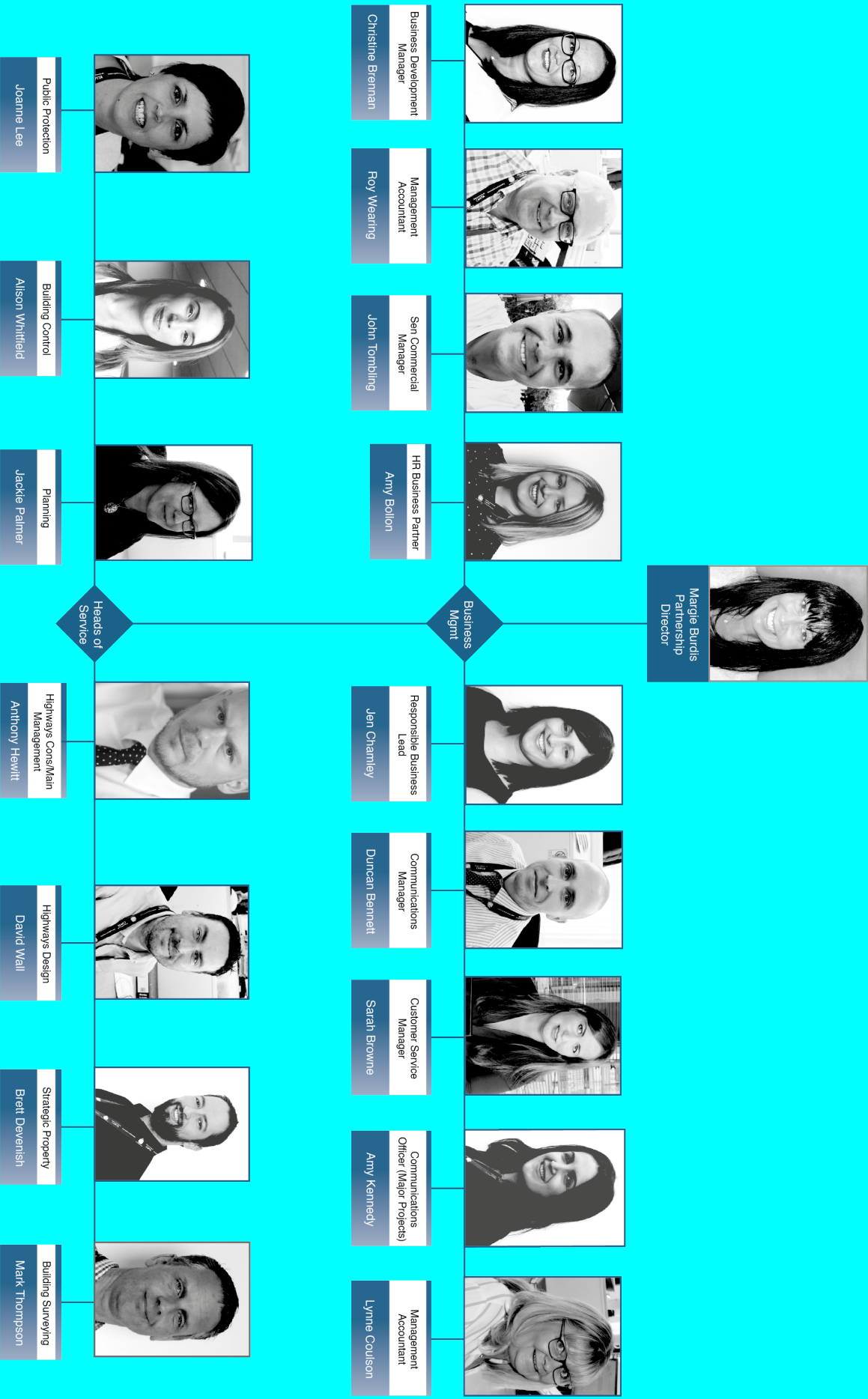
0 Reportable AFR

Environmental incidents

0 Reportable

0 Non-reportable

Our services & structures



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 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.

2020/21

performance snapshot

100%

of major applications determined on time

98%

of minor applications determined on time

99%

of other planning applications determined on time

98%

of minor pre-application enquiries responded to on time

93%

of planning enforcement cases visited within 10 working days

100%

of problem premises received an intervention by Environmental Health

93%

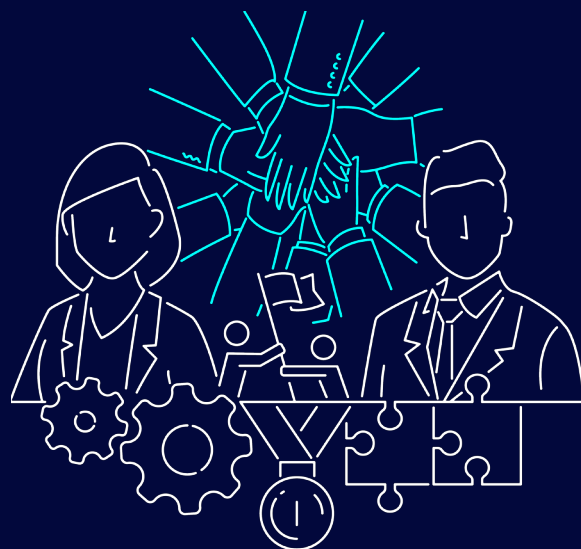
of food premises were broadly compliant

99.83%

of requested building control inspections carried out within target time

100%

of notified dangerous structures assessed within target time



2021/22

service objectives

Develop, approve and implement
an enforcement procedure to address
unauthorised building work

Review
the Building Control service in preparation for
the Building Safety Bill

Retain
ISO 9001:2015 Quality Assurance Status for
Building Control

Progress
the delivery of a range of planning documents

Develop and approve
a Housing Enforcement Policy

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

Review
the Hackney Carriage and Private Hire
Licensing Policy

Contribute
towards the local authority's Covid-19
Operational Action Plan

Key achievements in 2020/21 | Planning's gold standard

The Planning team was recognised for the way it manages its address information database.

The 'Gold Award' was announced by Geoplace at a special webinar celebrating the achievements of local authority Address and Street Data Custodians. It is the third consecutive year that North Tyneside Council has received the award.

The award is only given to authorities that have consistently reached and maintained the highest standards in national tests on data excellence, supplying regular updates to the national hub managing receipt of street data from all authorities in England and Wales.

North Tyneside's Local Land and Property Gazetteer (LLPG) is the database containing addresses of property in land in the borough. It is maintained by the Planning service, which is provided for the local authority by its partner Capita.



Electrical safety legislation gives new powers

Private landlords were advised of new legislation that aims to protect tenants from faulty electrics.

The regulations introduced mandatory five-year electrical safety checks for rented properties to reduce the risk of electrical shocks and fires.

The legislation is called the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.

From 1 June 2020, all landlords had to ensure new or renewed fixed term tenancies issued on or after 1 July 2020 had a valid electrical inspection condition report (EICR) for the fixed electrics in the rented property.

Tenants moving into private rented properties or with new tenancy agreements should be provided with a copy of the EICR report in advance. Prospective tenants can request a copy of the EICR report and landlords must provide the report within 28 days.

Less on your plate

Changes have been made to the licensed vehicle plates displayed on licensed hackney carriages and private hire vehicles.



The Taxi Licensing team has removed the expiry date from the plates - vehicles will now be issued with a single use plate that does not need replacing each year.

It means that plates will not have to be collected from the licensing office every year, saving driver time and reducing journeys, therefore benefiting the environment. The change also supports North Tyneside Council's plan to eliminate single use plastics.

The licence expiry date will still be visible to passengers on the windscreen disc issued with the licence plate and the licence for the vehicle will continue to be e-mailed to proprietors so it may be shown to anyone, for example customers using their smartphone, should this be requested.

Haul of illegal fireworks seized

Illegal fireworks and counterfeit clothing were seized from a house in Wallsend.

The Trading Standards team, Northumbria Police, Tyne and Wear Fire and Rescue Service (TWFRS) executed a warrant at the address prior to Bonfire Night.

The search followed reports the occupant had been advertising fireworks and 'designer' clothes and perfume online.

During December 2020, Trading Standards supported the national Scamnesty campaign by sharing messages via social media.

They encouraged residents to have a conversation with their loved ones about scams and to send any scam or unwanted mail to Friends Against Scams for investigation.



The fire service and police with some of the seized items

Revamp for Killingworth offices

The Building Control team worked closely with the council and private architects on the ongoing redevelopment of the Killingworth site.



The project has a unique set of challenges due to the site's Grade II listing, the complexity of original buildings and proposed multi-use of the location.

Consequently, the Building Control team applied a flexible and sympathetic approach to enable retention of the Grade II-listed features while ensuring compliance with the Building Regulations.

Building Control Surveyors Ian Forsyth and Robert Morris worked closely with Construction Site Manager Peter Kane on the project.

Consultation on rogue landlords policy

Views were sought from the public on the way the council tackles rogue landlords.

The local authority is introducing a new policy that sets out when and how enforcement action will be taken against landlords who do not comply with their legal obligations.

It follows approval by the council's Cabinet of the use of extra powers, including civil penalties of up to £30,000, to enforce private sector housing standards.

Consultation on the Private Sector Housing Enforcement and Civil Penalties Policy was held in February and March 2021.

The policy aims to ensure tenants and landlords are treated in a fair and proportionate manner, enabling tenants to live in homes free of significant health and safety risks.

It also aims to support the reoccupation of empty homes and to deal with statutory nuisance caused by the owner or occupier of the property.

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 co-ordinating 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.

2020/21

performance snapshot

100%

of CAT1 defects sorted within 24 hours

99.09%

(average) of routine safety inspections carried out on time (adjusted for impact of Covid-19 and adverse weather – actual figure 72.60%)

99.98%

(average) of CAT2 defects sorted within 10 working days (adjusted for impact of Covid-19 and adverse weather – actual figure 99.21%)

99.98%

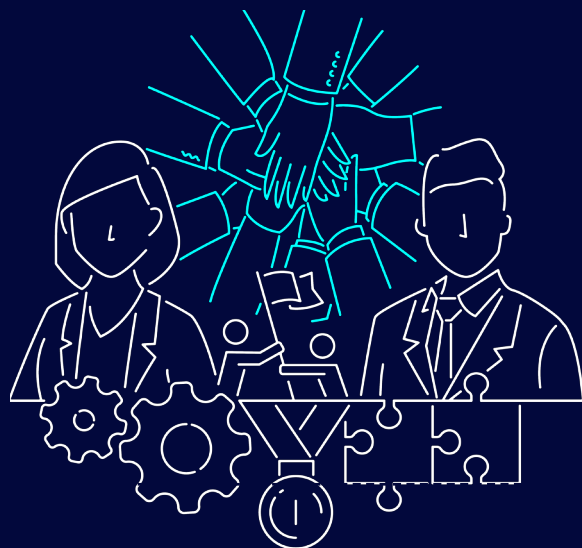
of Penalty Charge Notices (PCNs) issued correctly for parking offences

97.25%

(average) of reactive highway repairs that are up to standard

100%

of permit requests responded to within DFT target timeframe



2021/22

service objectives

Support

an update of the Transport Strategy and a review of associated documents

Consolidate

the legal speed limit orders and ensure associated signage and lining is appropriate

Produce

a signage policy / guidance document plus an inventory of directional signage

Obtain

an inventory of road markings and establish a testing regime for new road markings

Produce

new policies for the management of overhanging vegetation and road traffic accidents

Key achievements in 2020/21



Backworth Lane was resurfaced

Improving roads & pavements

The annual programme of roads and pavement improvements was completed as part of a £4.6million highway investment.

One of the numerous roads resurfaced last year was Backworth Lane, Backworth – its structural repair has restored the condition of the road and reduced traffic noise.

Elsewhere, works at Battle Hill Drive, Wallsend, completed a rolling programme of improvements to this important local route. There were also further improvements in the Killingworth area, including to Citadel West and Southgate.

Meanwhile, the HAMP (Highway Asset Management Plan) Annual Information Report 2020, stated that the condition of most roads and footpaths in the borough continues to be good.

Culvert works completed

Essential repairs were made to a defective culvert in Backworth.

An old masonry culvert is beneath the footpath on the western side of the B1322 Station Road, opposite the Backworth Workshops.

As well as replacing the headwall, which is the structure surrounding the culvert inlet, part of the culvert was replaced and strengthened.

Meanwhile, an annual programme of maintenance works across the borough was carried out. These included CCTV surveys of drainage systems, gully replacements and minor repairs.

And in April 2020, an improved approach to cleaning road gullies was introduced. It followed a three-year initiative to identify those gullies requiring more frequent cleaning and those needing less.

Now, those gullies which are most likely to become blocked are cleaned more often – reducing the likelihood of roads flooding.

Dot's magnificent milestone

Devoted lollipop lady Dot Thompson retired after reaching her 50th year of helping children to safely cross the road.

Known affectionately as 'Dot the Lollipop', Dot performed her patrol duties at St Joseph's RC Primary School on Wallsend Road, North Shields.

In 1977 she came second in a competition to find the best lollipop person in the United Kingdom. And she was awarded an MBE in 2008 in recognition of her road safety and charitable work.

After reaching her fifth decade of public service, Capita presented Dot with flowers and shopping vouchers while the school gave Dot a painting made by the pupils as well as a cake in the shape of a lollipop stick.



Dot is presented with a cake

Oh, I do like to stroll...



The promenade now has a continuous seawall

Work to strengthen a vital sea defence in Whitley Bay was successful.

A redundant stairwell on the Southern Promenade was infilled with concrete to create a continuous seawall, which will help reduce the risk of future storm damage.

The works, which were funded by the Environment

Agency, were delivered on time and within budget.

A compound was set-up on the footpath opposite Rockliffe Gardens during the works and the promenade was closed to the public.

Signage was erected to ensure pedestrians maintained social distancing guidelines when passing by the compound.

Where the streets have no cars

Street closures were introduced outside a number of schools in North Tyneside to help keep children safer and healthier.



Langley First School, Hadrian Park Primary School, Denbigh Community Primary School and Wellfield Middle School were all part of the initiative.

The School Streets schemes involves the closure of streets outside school gates to motor vehicles during drop-off and pick-up times each day.

The closures were introduced for 18 months initially – but could be made permanent if appropriate. Residents of the street and certain other vehicles are allowed entry.

They were the first School Streets in North Tyneside and follow a successful one-day trial at Monkseaton Middle School in 2019.

Joe is on a QUEST

Advanced Technician Joe Knighting was awarded a QUEST Scholarship by the Institution of Civil Engineers (ICE).

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.

Joe started with the Traffic Engineering Team in August 2018 and is undertaking a Civil Engineering Degree Apprenticeship at Northumbria University.



Strategic Property & Building Surveying



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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.
- Non-core building surveying work such as supporting delivery of the Fire Risk Assessment programme for the council's operational and leased-out buildings.



2020/21

performance snapshot

100%

of asset valuations delivered on time

100%

of housing stock valuations delivered on time

100%

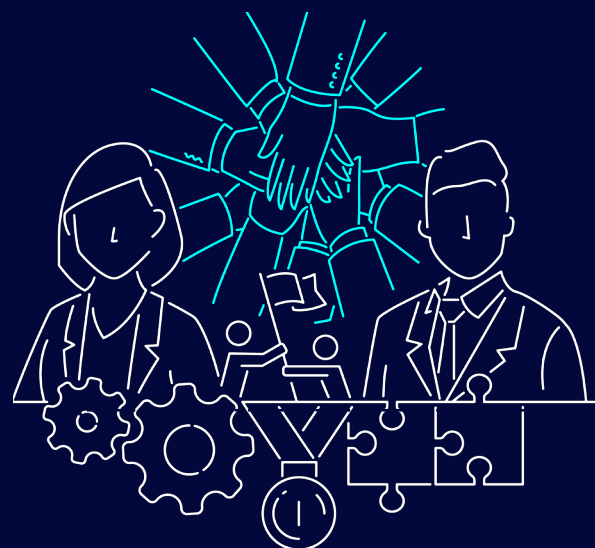
of lease renewals and rent reviews delivered on time

76.64%

of commercial properties let

100%

of debtors had appropriate actions taken against them



2021/22

service objectives

Develop

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

Complete/close

outstanding rent reviews or lease renewals

Establish and maintain

the compliance position of the operational portfolio

Set-up

a monitoring process for rent reviews, lease renewals and lease completions

Ensure

a policy is in place to determine how certain activities can be managed on council land

Key achievements in 2020/21 | Centres of life



Howdon Hub



Battle Hill Multi-Use Centre



Royal Quays Community Centre

A pilot initiative that has seen three North Tyneside Council venues run by community organisations was hailed a success.

Since 2017, Family Gateway has managed Howdon Community Centre (now known as the Howdon Hub) while the Linskill and North Tyneside Community Development Trust has operated Royal Quays Community Centre and Battle Hill Multi-Use Centre.

The local authority agreed pilot lettings for the three facilities with the aim of improving their community use.

A review of the scheme demonstrated there

have been a variety of community benefits and consequently the Property team completed long-term lettings of all three facilities.

Since Family Gateway has operated Howdon Hub, there has been the creation of new groups in response to community need plus, prior to Covid-19, there was increased footfall. Gym membership grew, children's and adults' activity classes increased, while new tenants included a childcare provider.

Prior to Covid-19, the Linskill and North Tyneside Community Development Trust had increased permanent tenants and casual bookings at both Royal Quays and Battle Hill sites venues.

Delivering great customer service

The Property team took on the management of the Swans Centre for Innovation (CFI) in Wallsend.

The building opened in July 2016, providing 760 square metres of office accommodation for the offshore energy and subsea sectors.

Its vacant upper three floors were subsequently refurbished in a £1.5million scheme.

Vicky Ellis, runner-up in the 2019 North Tyneside Customer Service Awards, was appointed the building manager for the CFI.



The reception area at the CFI

New owner for industrial estate



Point Pleasant Industrial Estate

North Tyneside Council's largest industrial estate set to change hands.

The Property team has agreed to sell Point Pleasant Industrial Estate in Wallsend to Forth England Limited, a property company that has a track record of successfully managing and investing in multi-use industrial estates.

Offers were invited for the estate because it was felt new owners would be better placed to deliver

the improvements that the site requires. A soft marketing exercise in summer 2019 demonstrated other organisations would be keen to operate the estate.

Plans being considered by Forth England Limited include repairs and maintenance of the units; improving the look of the estate; demolishing four former units and seeking planning permission for new larger units.

Update from Colin MacDonald, Client Manager



It's perhaps no surprise that, like Margie, I begin my message by making mention of Covid-19. I would like to acknowledge the support provided by Capita during the pandemic – they were responsive, flexible and effective.

The working relationship between the council and Capita has always been at its best when the services delivered through the Partnership feel indistinguishable from any other council service.

I can report that this was the approach right from the start as, together, we tackled the significant challenges of Covid-19.

Although the 'day job' still needed to be done, the council recognised that we needed to serve the borough in a different way given that some services couldn't be delivered as normal.

Consequently, we agreed that we would take a pragmatic approach to 'business as usual' service delivery. I'm pleased to confirm that, nonetheless, Capita's KPI performance remained commendable.

In addition, some of the service area action plans couldn't progress as originally planned due to Covid-19 and will now be taken forward in 2021/22.

Finally, as required by the Partnership agreement, a benchmarking exercise was conducted over the past year to assess the quality of services provided by Capita and provide reassurance that the Partnership continues to provide value for money.

The Partnership is currently reviewing the information gathered and the conclusions will be used to inform and shape future service delivery to ensure even better customer service and outcome for our residents.

Thank you.
Colin

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

