

Meeting: Overview, Scrutiny and Policy Development Committee

Date: 14 March 2022

Title: Our North Tyneside Plan 2021-2025 Performance Report

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Service: Corporate Strategy and Customer Services

Wards affected: All

1. Purpose of Report

This report provides Overview, Scrutiny and Policy Development Committee with an update on progress with delivering the updated Our North Tyneside Plan 2021-2025 as set out in the 'Our North Tyneside Performance Report' attached to this report at Appendix 1.

This report when read in conjunction with Appendix 1 provides an overview of performance since the start of the plan and identifies the agreed activities that the Authority will pursue in the future. In addition, it provides comparator information, such as national or regional performance, as there are several issues where North Tyneside is facing similar challenges as other parts of the country.

2. Recommendations

It is recommended that Overview, Scrutiny and Policy Development Committee note the progress that has been made to deliver the updated objectives of the Our North Tyneside Plan 2021-2025.

3. Details

On 23rd September 2021, the refreshed Our North Tyneside Plan 2021-2025 was agreed by Full Council following consultation with residents and other key stakeholders. The Council Plan was updated following the Mayoral Elections on 6th May 2021 to reflect the policy priorities of the incoming administration.

1.1.1 A refreshed Our North Tyneside Plan Performance Report has been developed to monitor progress against the new priorities and objectives set out in the Council Plan.

As Overview, Scrutiny and Policy Development Committee are 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, Overview, Scrutiny and Policy Development Committee and the North Tyneside Strategic Partnership

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.

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

A thriving North Tyneside

- *We will regenerate the high streets of North Shields and Wallsend, and in addition to the Master Plan for North Shields, we will bring forward Master Plans for Wallsend and Whitley Bay town centre areas. We will also bring investment and improvements to the North West area of the borough and ensure that regeneration delivers ambition, opportunity and benefits for all of our residents;*

The Authority has been working closely with a range of partners to unlock local potential and opportunity through the delivery of projects in the three town centres:

- **North Shields:** work is underway on public realm improvements in Northumberland Square and on Howard Street, and to repair and extend the Protection Jetty at the Fish Quay. During 2022/23 work is expected to begin on the construction of the North Shields Transport Hub, a new civic square, a walkway between the town centre and Fish Quay and new family housing (on the site of the former Unicorn House). In 2022/23, the Authority will act to support development of the Tyne Brand site and 11/12 Northumberland Square for housing and seek to support the development of a cultural quarter for the town with improvements to The Exchange and private sector investment in 97 Howard Street and 131 Bedford Street.
- **Whitley Bay:** work is underway to regenerate the Northern Promenade and, subject to funding, install a permanent, segregated cycleway at the coast. A master plan will also be produced for the town centre.
- **Wallsend:** work is underway to develop employment opportunities at the Swan Hunter Site and refurbish residential properties in Charlotte Street to create family housing. A master plan will also be produced for the town centre.

A master plan is also expected to be developed in 2022/23 for the settlements in the North West of the borough.

- *We will bring more good quality jobs to North Tyneside – by helping local businesses to sustain and grow, making it attractive for new businesses to set up or relocate in the borough;*

The number of jobs in North Tyneside dropped to 89,000 jobs in 2020, from 94,000 in 2019. Previously the number of jobs in the borough had shown an increase each year since 2011. This is largely attributable to the impact of the COVID-19 pandemic on the economy. The number of small business start ups decreased in 2020/21 from 298 in April-December 2020 to 198 between April-December 2021. 92% new businesses have survived for one year after being started.

- *We will invest in adult education and to support apprenticeships to make sure people have the right skills for the job;*

Ensuring that young people in North Tyneside have the right high level skills to progress and succeed in the jobs market is key to the success of the local economy. 86.6% of young people post Key Stage 5 (A level) are in work, education or training, which is significantly better than the North-East and England performance

In terms of skills gaps, there has been a significant improvement in the skills shortage vacancies in North Tyneside, which reduced to 12% of all job vacancies.

The number of intermediate (level 1) and advanced (level 2) apprenticeships have decreased from last year, in part due to national changes. There has been an increase in the number of higher (level 3) apprenticeship starts.

- *We will keep our libraries and leisure centres open as part of a vibrant range of cultural and sporting activities to support the health and wellbeing of our residents;*

During 2020/21, libraries and leisure centres were impacted significantly by COVID-19 restrictions and were not fully operational during that period, which impacted on the number of visits and satisfaction with facilities. Libraries have received a third of the number of visits that they received during the same period in 2019/20. Sport and Leisure have received two thirds of usual number of visits during 2021/22 compared to the same period in 2019/20.

- *We will continue to be the destination of choice for visitors through the promotion of North Tyneside's award-winning parks, beaches, festivals and seasonal activities;*

The number of recorded day visits and overnight stays to North Tyneside reduced to 3.23 million in 2020, compared to 7.13 million in 2019. The COVID-19 pandemic and social restrictions to manage community transmission impacted on visitor activity including restaurant bookings, hotel bookings, visitor car parking, visitor attraction numbers, events attendance, which are used to calculate tourist activity.

During 2021/22 King Edwards Bay, Tynemouth Longsands and Whitley Bay beaches have retained their Blue Flag international quality mark status by Keep Britain Tidy as well as their Seaside Awards recognising the finest beaches across the UK. 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, Benton Quarry Park, Killingworth Lakeside Park, Northumberland Park, Marden Quarry Park, Wallsend Parks, and the Rising Sun Country Park.

Resident satisfaction with beaches and parks and green spaces remains high.

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

The number of long-term vacant dwellings in North Tyneside has decreased significantly to 1,189 dwellings, which is the lowest level in the last four years.

- *We will review how the council purchases and contracts for goods and services to maximise value for money, social value and environmental sustainability.*

The social value requirements included in the Authority's procurement and commissioning processes contribute to how the organisation maximises environmental sustainability and additional social benefits. A dashboard is being developed to track how delivery against

these requirements contribute to the delivery of the Our North Tyneside Plan priorities. The dashboard will be reported on annually to Cabinet.

A secure North Tyneside

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

The Community and Public Spaces Protection Team work with Northumbria Police on a regular basis on number of operations ranging from Operation Coastwatch to tackle anti-social behaviour issues along the coast, Operation Vita to engage young people in distraction activities, and operations to tackle nuisance neighbours. Northumbria Police have co-located with the Authority at Wallsend Customer Service Centre to share intelligence and insight.

There have been a reduction in the number of incidents reported and the proportion of residents who feel safe outside in their local area during the day remains high at 92%. However, , the perception of residents who feel safe outside in their local area after dark is continuing to decrease.

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

The proportion of principal and non-principal roads where maintenance should be considered surveyed under the Department for Transport Road Conditions in England (RCE) has shown a decrease year on year. Under this survey, only 2% of principal roads and 2% of non-principal roads managed by the Authority should be considered for maintenance.

At a local level, on an annual basis, the Authority reviews the current state of the infrastructure on the highway network as part of the Highway Asset Management Plan. In 2021, the Highway Asset Management Plan assessed the majority of the road asset as good, with 59% assessed as good and 34% of the network requiring some form of maintenance. 8% of the borough's roads are in a condition where structural resurfacing should be considered, which has increased slightly from 5% last year. Residents satisfaction with road and pavement maintenance is lower when compared to other Authority services and is identified as most in need of improvement.

- *We will maintain the Council Tax support scheme that cuts bills for thousands of low income households across North Tyneside;*

In the 2022-2026 Financial Planning and Budget Process Proposals it was agreed to extend the Council Tax Support Scheme, allowing applicants to backdate claims up to 26 weeks, rather than 4 weeks. The Hardship Support Scheme for working age claimants with payments of £150 was also extended.

- *We will tackle health and socio-economic inequalities across the borough including through our Poverty Intervention Fund to tackle food poverty; and*

The Authority is seeking to address health and socio-economic inequalities through a number of initiatives, including projects which specifically address food poverty. These include:

- the Holiday Activities and Food Programme which provides holiday experiences for children and young people on free school meals, by providing food, nutritional education, physical activities and enriching activities during the easter, summer and

Christmas holidays. This has resulted in participants having an improved understanding of healthy food and eating more healthily during the school holidays and in parents feeling more connected to their communities.

- Using the Household Support Fund to:
 - provide free school meal vouchers during school holidays until Easter 2022
 - offer 120 places on free cooking courses during February half term and throughout March, as part of which participants will receive a free slow cooker.
 - create a school uniform support scheme which will continue to benefit families throughout 2022
- Using the Poverty Intervention Fund to:
 - support every school in North Tyneside to take part in a Poverty Proofing the School Day audit carried out by Children North East which involves engaging with every student to understand what poverty looks like from a young person's perspective and using this insight to develop an action plan.
 - finance the introduction of The Bread-and-Butter Thing (TBBT) in North Tyneside. This food pantry will establish its first hub in March 2022, enabling its clients to access affordable food each week .
- *We will provide 5,000 affordable homes.*

Building on the success of the Affordable Homes Programme, a new 2-phased programme to meet the 5,000 affordable homes target was approved by Cabinet in February 2022. This includes a 10-year delivery plan for the Authority's Housing Revenue Account that will deliver at least 350 new council homes and utilise new technologies to reduce carbon emissions and support the Authorities response to the climate emergency in North Tyneside. The programme will also include opportunities to increase delivery by pursuing windfall opportunities for the Authority, exploring new delivery models and seeking to unlock to the potential of brownfield sites in the borough.

Delivery of the Affordable Homes Programme is on track to meet the ambitious 5,000 affordable homes target. 1,801 affordable homes have been completed to date, at the end of quarter 3, with 266 new affordable homes expected to be delivered during 2021/22, including 12 new council homes at the former Cedars resource site in the Collingwood Ward and the regeneration of Charlotte Street, Wallsend that saw the Authority purchase 11 problematic, long-term derelict properties into 7 new affordable homes. The affordable homes target for 2022/23 is 275 and will include the completion of the innovative HUSK scheme¹ in Falmouth Road, North Shields that will see a disused garage site converted into 9 new Authority owned bungalows.

A family-friendly North Tyneside

- *We will support local schools, making sure all children have access to a high-quality education with opportunities to catch up where needed after the pandemic;*

63% pupils achieved Basics (A* to C/9 to 4) in English and Maths at Key Stage 4, which is slightly lower the England performance, 64.6%.

Over 94.5% of primary schools in North Tyneside are rated as good or outstanding by OFSTED, higher than the national performance. Three quarters of secondary schools are rated as good or outstanding, which is in line with the national performance.

¹ HUSK is a type of modular construction using old garage sites to provide modern bungalows. <https://www.husk-uk.com/>

- *We will provide outstanding children’s social care services, events and facilities so North Tyneside is a great place for family life;*

The number of children subject to a child protection plan in year increased to 239 in 2020/21 from 183 during 2019/20. The number of contacts to Children’s Safeguarding Services decreased to 9,338 in 2020/21. The number of contacts has decreased year on year for the last 4 years. 8.3% of children in care have experienced 3 or more placements, which shows improving performance since 2019.

- *We will ensure all children are ready for school and that schools have an inclusive approach so that all of our children and young people have the best start in life.*

41% of North Tyneside pupils with an education, health and care plan (EHCP) are educated in Special Schools, which is decreasing year on year. This compares to 54% North East pupils and 36% across England.

The gap between disadvantaged pupils (classed as those who have entitlement to free school meals) and non-disadvantaged pupils (nationally) reaching the Expected Level in Reading, Writing and Maths at Key Stage 2 in North Tyneside increased to -19% in North Tyneside, compared to -17.3% in the North East and -19.5% in England. In January 2021, Cabinet agreed an Education Strategy “Ambition for Education in North Tyneside 2020-24” to build on the work of the North of Tyne Education Challenge and reduce the progress gaps between disadvantaged students and their peers, which are forecasted to have increased significantly as a result of the COVID-19 pandemic.

72.1% North Tyneside pupils reached a Good Level of Development at Foundation Stage (ages 3-7 years), compared to 71.9% England and 71.8% North East performance.

The gap between disadvantaged (free school meals) pupils and their peers at reading the expected level (Good Level of Development at foundation stage) increased during 2019 to 21.5% compared to 18.2% England and 16.9% North East.

The Progress 8 (ages 11-16 years) gap between disadvantaged pupils and their peers in North Tyneside is 0.91% higher than to the England gap of 0.58%.

A caring North Tyneside

- *We will provide great care to all who need it, with extra support available all the way through to the end of the pandemic;*

During 2020/21, 82.5% people who received a short-term service during the year subsequently received either no ongoing support or support of a lower level, retaining independence.

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

The Authority:

- has used funding from the NHS and the National Recruitment and Retention Fund to provide funding to care providers across the whole adult social care sector to bring forward the National Living Wage increase that staff are due in April 2022 to December 2021.

- is working with the sector to put in place an enhanced local media and communications plan for recruitment and retention of staff, this is running alongside and complimenting the national recruitment campaign.
 - is further developing the North Tyneside Social Care Academy to identify work ready candidates and link them into available jobs in the sector.
- *People will be cared for, protected and supported if they become vulnerable, including if they become homeless;*

There has been an increase in the number of residents presenting as homeless, 1,774 so far during 2021/22 compared to 1,475 during 2020/21. There has been an increase in residents being accepted as priority homeless, in particular rough sleepers placed in temporary accommodation as part of the governments “Everyone In” programme during the COVID-19 pandemic. 93 residents have been accepted as priority homeless during 2021/22 to date, compared to 57 during the same period 2020/21.

- *We will support local community groups, carers and young carers and the essential work they do; and*

The Authority continues to work with VODA as the North Tyneside Infrastructure Organisation for Voluntary, Community and Social Enterprise (VCSE) sector organisations in North Tyneside. Recent cross sector initiatives include:

- the soft launch of Living Well North Tyneside - an online directory of local services, support and events, which ensures all groups can have a digital presence and residents can find out what is happening across the borough.
- the launch of a new £400,000 grant fund for VCSE sector organisations working in North Tyneside, created in partnership with North Tyneside Clinical Commissioning Group (CCG). This seeks to develop initiatives that will support the Equally Well strategy.
- the introduction of the “Volunteero” app to help match volunteers to the needs of local communities
- a leadership programme for VCSE sector CEOs
- training on how to support North Tyneside residents who have experienced loss or bereavement.

Work continues to link capacity and needs within the business and VCSE sectors via the Sector Connector project and to increase digital skills within the VCSE sector and with beneficiaries.

Initiatives about to begin include:

- the opening of the Spirit of North Tyneside wing at Wallsend Customer First Centre as a physical base for VODA. This will also act as an incubator hub for VCSE sector organisations
- the launch of the community hub network bringing together groups that look after a community centre to see if there are ways of sharing expertise and making the best possible use of resources
- an engagement exercise that will work with the VCSE sector and their beneficiaries to identify actions to help to realise the vision set out in the Equally Well Strategy.

- *We will work to reduce inequality, eliminate discrimination and ensure the social rights of the people of North Tyneside are key to council decision making.*

This priority aligns with the overarching aim of the Authority's Equality and Diversity Policy, which is to ensure 'North Tyneside becomes a place where people feel safe and no one experiences discrimination or disadvantage because of their characteristics, background or personal circumstances'. This aim is underpinned by commitments including to:

- proactively embed equality and diversity considerations in everything we do and challenge others to do the same
- not tolerate discrimination, harassment and victimisation on any grounds, and take action against it.
- create an environment where people are confident to be themselves
- take account of, and respond to, the needs of residents and customers
- undertake Equality Impact Assessments (EIA's) to inform decision making
- strive to make our workforce more representative of the borough's population.

These commitments are being delivered through the Authority's Embedding Equality Programme. Since it launched in September 2021, the programme has introduced initiatives including: work with the Mayor's Task Force to develop an anti-Hate Crime Policy and review reporting arrangements, a review of the Authority's Equality Impact Assessment process to include socio-economic impacts, a rolling programme to update workforce policies and procedures, completion of accessibility audits on 32 Authority buildings with funding identified to make improvements, and installation of signs on doorways to accessible toilets highlighting 'Not all disabilities are visible'. An Accessible Information Policy to ensure Authority information is accessible to all customers has been developed and implementation has begun; this includes a review and action taken to improve the accessibility of council websites. To complement the access British Sign Language (BSL) users have to the Authority's contact centre, live video interpretation will be available in our Customer First Centres and Leisure Centres from March 2022.

A green North Tyneside

- *We will keep increasing the amount of waste that can be recycled and introduce food waste collections and deposit return schemes;*

The recycling rate in North Tyneside remains consistent at just over 39% of household waste sent for reuse, recycling and composting. The proportion of waste sent to landfill is expected to be below 10% during 2021/22. Waste management during the COVID-19 pandemic has been challenging as the level of waste collected by the Authority during the period increased significantly as residents spent a lot more time at home and there was significantly less waste being generated by businesses and restaurants. The amount of waste collected from households and operations is decreasing as restrictions are lifted and businesses are operating normally.

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

The number of fixed penalty notices issued has increased compared to the previous year. There have been 105 fixed penalty notices issued between April 2021 and January 2022, compared to 72 the previous year. More than half of fixed penalty notices issued are in relation to litter and fly tipping offences.

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

£4.3m funding has been secured from the Green Homes Grant Local Delivery Scheme to install low carbon heating, energy efficiency measures and renewable energy systems in over 500 homes with low-household incomes. To date measures have been installed in 130 homes so far.

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

72.1% of adults in North Tyneside walk or cycle at least once a week, which is showing an upward trend. 13.1% of adults in North Tyneside cycle at least once a week.

- *We will publish an action plan of the steps we will take and the national investment we will seek to make North Tyneside carbon net-zero by 2030.*

Carbon emissions in Authority operations have decreased by 52% against the baseline year in 2010/11 ahead of the target set in July 2019 when full Council declared a Climate Emergency to reduce the carbon footprint of the Authority and the Borough by 50% by 2023 and become carbon neutral by 2050. The target in the Our North Tyneside Plan 2021-2025 then became more challenging to become carbon net zero in North Tyneside by 2030, 20 years ahead of the national target. Across the borough, CO2 emissions per capita have decreased. The largest CO2 emissions decreases have been in business and domestic electricity.

The Authority is developing a number of carbon net-zero plans that specifically address the main sources of carbon dioxide emissions that make up the Authority and Borough carbon footprint, such as an Authority buildings net-zero plan, fleet net-zero plan, street lighting net-zero plan and housing net-zero plan. These will be supported with net-zero plans for key functions such as supply chain and procurement, organisational culture and carbon offsetting.

It is important to understand that the Authority's carbon footprint is less than 2% of the Borough's carbon footprint. Working with the North Tyneside Strategic Partnership, the Authority will form a Green North Tyneside Board that will bring together other public sector organisations, large producers of carbon dioxide emissions in the Borough and key stakeholders to address the climate emergency collectively.

4. Background Information

The following documents have been used in the compilation of this report and may be inspected at the offices of the author.

(1) [Our North Tyneside Plan 2021-2025](#)

(2) [Council Plan Refresh - Report to Council 23 September 2021](#)