

Cabinet

17 October 2016

Present: N Redfearn (Elected Mayor) (in the Chair)
Councillors CA Burdis, EN Darke, R Glendon, IR Grayson,
M Hall, CB Pickard, JJ Stirling and A Waggott-Fairley

In Attendance: K Archer (Young Mayor)
R Layton (North Tyneside JTUC)

CAB60/10/16 Apologies

Apologies were received from Councillor JLL Harrison and A Caldwell (Age UK).

CAB61/10/16 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

CAB62/10/16 Minutes

Resolved that the Minutes of the meeting held on 12 September 2016 be confirmed and signed by the Chair.

CAB63/010/16 Report of the Young Mayor

The Young Mayor reported on the following activities in which he, the Young Cabinet Members and Youth Councillors had been involved:

- The Young Mayor had attended the Wallsend Memorial Hall, for the National Citizenship Service celebrations, where young people received their awards for completing the course with VODA.
- North Tyneside's Children in Care Council had taken the lead in working with 10 local authorities to plan and facilitate a Regional Conference. Senior leaders and professionals had been invited to the Conference to learn from the young people about issues around leaving the care system.
- 8 Youth Councillors had taken part in a disposable camera project as part of a creative approach to town planning. The cameras had been used to record their likes and dislikes of places around North Tyneside. The photos would be printed off and exhibited, and the findings would inform research carried out by Newcastle University, for the Doctoral Training in Digital Civics.
- Middle schools, high schools and colleges had taken part in the 2016 Make Your Mark ballots. Over 7000 young people had their say in what the most important topics were for them. The top topics were: a curriculum that prepares young people for life; making public transport better, cheaper and more accessible; and improve access to Mental Health Services. This would help inform Youth Council in choosing their campaigns and projects for the future.
- Involvement in Local Democracy Week events in October, including Young People's Question Time which had involved 8 schools and over 70 students who had asked questions to a panel of experts.
- The Primary Schools Council event which had looked at diversity as their topic. 16 primary schools had been involved in a variety of activities.
- The Youth Council Annual Debate, the top issue to be taken forward in 2017 was Better Healthy Relationships for all Relationships.

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- Youth Councillors from the Young People's Health and Wellbeing group had delivered a workshop using the newly developed lesson plans from the Mind Your Head pack. This was part of North Tyneside's World Mental Health Event.

In light of the negative publicity young people received, the Elected Mayor stressed the importance of promoting the positive work that young people were involved in. The Cabinet Members for Children, Young People and Learning and Community Engagement complimented the youth councillors on their achievements and the work they did. It was explained that Youth Council's work was currently promoted, however they would speak to officers about how it could be promoted further, for example through giving them their own space in the residents' magazine and through social media.

The Cabinet Member for Finance and Resources said he had attended the annual debate and had been very impressed at the standard of the debate.

The Young Mayor was thanked for his report.

CAB64/10/16 Proposed Merger – TyneMet College and South Tyneside College – Presentation

Cabinet received a presentation on the proposed merger between TyneMet College and South Tyneside College.

It was stressed that TyneMet were starting this process from a position of strength as they were financially stable, fit for purpose and had received good Ofsted ratings in all aspects.

The presentation outlined the challenges faced by Further Education colleges, which included; continuous funding pressures; curriculum reforms; and changing markets which required colleges to look afresh at their missions and how they could serve their communities.

It was explained that a range of partnership models had been explored and evaluated but the merger with South Tyneside was the preferred option to explore further. This would be an exciting opportunity and would mean having one Further Education College, operating from sites north and south of the river. The new college would focus on the future needs of students, employers and communities of North Tyneside and South Tyneside. The proposed name for the new model was Tyneside College, which would incorporate South Tyneside College, Tyne Metropolitan College (including the engineering college), Queen Alexandra Sixth Form College, South Tyneside College and South Shields Marine School. There would be no change to the current branding used.

The presentation explained that the new vision was 'To be a world-class educational facility, focussed on developing the potential of the employees of the future, thereby ensuring the long-term prosperity of our region'. The presentation highlighted the key principles and outlined what the new college will do.

In terms of the timescale it was anticipated that Tyneside College would be open on the 1 August 2017. The presentation outlined the key dates and events leading up to the opening, which included public consultation. TyneMet would come back and formally consult with the Council in due course as well as with other stakeholders.

The Cabinet Member for Children Young People and Learning congratulated TyneMet for the good Ofsted rating achieved and for being proactive. He believed that this was the

right way forward and that it would offer TyneMet financial sustainability and increased opportunities, and looked forward to receiving further updates.

TyneMet gave assurance that when Tyneside College opened, in terms of the curriculum and courses available it would be business as usual and there were no intentions to stop running any courses.

The Elected Mayor thanked TyneMet for their presentation and invited them to attend the next Council meeting to give this presentation to all Members.

Resolved that the presentation be noted.

CAB65/10/16 Tender for the supply of Cleaning Materials (All Wards)

Cabinet received a report seeking approval to carry out a tendering exercise for the supply of cleaning materials to North Tyneside Council.

The Authority currently had a contract in place for the provision of cleaning materials, which would expire on 31 December 2016. Following discussions within cleaning services and advice and support from procurement services a procurement exercise needed to be carried out to secure a new contract for the supply of cleaning materials for use in over 82 of the Authority buildings/sites.

It was proposed that a 3 year contract would be put in place (with the option to extend for an additional 1 year) with one supplier. A procurement exercise to comply with European Legislation was recommended to establish that the Authority secured service delivery, maximised opportunities from the market and secured best value for money in relation to the cleaning materials.

Cabinet considered the following decision options:

Option 1: Not approve the recommendation at section 1.2 of the report. This would mean that the Authority would not be able to enter into a new arrangement with effect from January 2017 and delivery of cleaning services may be affected.

Option 2: Approve the recommendation at section 1.2 of the report. A procurement exercise would commence immediately to ensure the Authority was ready to award new contracts to start upon expiry of the existing contracts. This would ensure continuity of service provision and increase opportunities to secure better value from the market.

Resolved that the Head of Commissioning and Investment be authorised, in consultation with the Head of Law and Governance, the Head of Finance and the Cabinet Member for Finance and Resources, to undertake a procurement exercise for the provision of cleaning materials and award contracts to those providers whose tenders are the most economically advantageous to the Authority.

(Reason for decision – To ensure continuity of service provision and increase opportunities to secure better value from the market.)

CAB66/10/16 Complaints Service Annual Report 2015-16 (All Wards)

Cabinet considered a report which detailed complaint related activity during 2015-16 and which complied with the requirement to publish a Report on Complaints under the relevant statutory complaint legislation.

The Authority undertook millions of transactions with its 202,200 residents, and substantial numbers of visitors to the Borough, throughout the year. Against that background, the number of complaints received by the Authority remained consistently low, reflecting the excellent services customers received and the Authority's ability to resolve swiftly any issues that arose at the first point of contact.

The number of formal complaints had increased during 2015-16 compared to the previous year as the Authority continued to take a proactive approach to encouraging residents and service users to provide feedback.

Customer satisfaction with the complaints process remained relatively high and the Authority continued to resolve the vast majority of complaints at Stage 1. The Authority welcomed complaints as valuable feedback from its customers, and complaint outcomes provided valuable lessons learned to further improve and enhance the Authority's services and procedures.

The Authority operated statutory complaint procedures for Adult Social Care and Children and Young People's Services and Public Health. It also provided a Corporate Complaints Procedure for all other services.

In 2015 the Authority had responded to Local Government Ombudsman (LGO) enquiries in a timely fashion and had been well within the required timescale for response of 28 days. The LGO's Annual review of complaints for 2015-16 was detailed in the report. The Housing Ombudsman (HO) had only come into being on 1st April 2013. Complaints referred to the HO were also referred to in the report.

The Authority's Complaints Service Report for 2015-16 was appended to the report. The overall number of formal complaints had increased by 8% from 864 in 2014-15 to 933 to 2015-16. The number of complaints received remained consistently very low given the huge volume of transactions the Authority undertook every year with its customers.

There were 772 Corporate Complaints received during 2014-15, this had increased by 8% to 836 in 2015-16. The increase in complaints related to several service areas, with the biggest increases being as follows:

Benefits, Council Tax and Customer Services complaints had increased from 127 in 2014-15 and totalled 164 in 2015-16. The reasons and resulting actions were outlined in the report.

Environment – complaint numbers were 182 in 2014-15 and had increased to 255 in 2015-16. This was largely due to complaints about recycling, wheeled bins and special collections.

The Authority recognised that it was important to deal with complaints well as this was central to providing a good customer service. Services sought to address complaints and learn from these complaints so that the Authority could continually improve services.

The number of Social Care complaints (relating to both Adult Social Care and Children and Young People's Services) had increased slightly from 72 in 2014-15 to 97 in 2015-16. This equated to 50 cases in Children's Social Services and 47 cases in Adult Social Care.

Further details of complaints were provided in the report.

A survey of complainants' experiences of, and satisfaction with, the complaints service which had been undertaken in respect of complaints handled during 2015-16 had resulted in 11% of forms being returned. The majority of those who responded had found it easy to find information about the service and said that staff were helpful, that they were happy with the length of time taken to respond to their complaint, and that the content of the response letter was easy to understand. Overall 62% of customers thought the complaints process was good.

One key aim of the complaint process was 'learning' from complaints and this was a core driver in all future developments. A number of changes had been made to procedures and practice in services as a result of complaints resolved during 2015-16. Examples were detailed in the report.

A continuing area of development was partnership working, where services were provided on behalf of the Authority in conjunction with other public, voluntary and private sector organisations. Such change had potential for complaint processes to become complex, so arrangements were in place to ensure the customer's experience was as straightforward as possible. Securing the efficient handling of complaints was a vital component of ongoing arrangements with current and any potential future partners.

Complaints were now widely recognised as integral to the provision of quality services at both individual and strategic levels. The Authority's successful history and current good practice in effective complaint handling would be an integral service improvement driver in the current rapidly changing culture. The demands of maintaining, and increasing levels of customer satisfaction, coupled with organisational changes across public and partner sectors, would be well supported by the current robust complaint handling procedures and electronic system in place.

Cabinet considered the following decision options:

Option 1 – Agree the recommendations at section 1.2 of the report.

Option 2 - Refer the report back to officers and request that further analysis and information is provided.

Resolved that (1) the complaint related activity during 2015-16, as set out in the Complaints Service Report, at Appendix 1, be noted;
(2) the Report be approved for publication by the Head of Law and Governance; and
(3) the Local Government Ombudsman's Annual Review of complaints concerning North Tyneside Council for 2015-16, as set out in Appendix 2 to the report, be noted.

(Reason for decision - All local authorities providing 'social service functions' including North Tyneside Council are required to publish an annual report on complaints received. Publication of a Report also supports community engagement, and promotes transparency and opportunities for organisational improvement.)

**CAB67/10/16 Our North Tyneside Plan – Performance Report
(Previous Minute CAB149/03/16) (All Wards)**

Cabinet considered a report which provided a summary of progress against the delivery of the aims and objectives, as described in the Our North Tyneside Plan 2014–2018.

The Authority had agreed the Our North Tyneside Plan at the Council meeting held on 26 September 2013. This plan had been developed with support from the North Tyneside

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Strategic Partnership. In the first two years of delivering the plan, the Borough had seen an improvement in just under 80% of the measures.

In 2015 Cabinet had agreed to consider whether the plan remained fit for purpose. That process had produced a revised version of the plan, which had been agreed by Council on 17 March 2016.

Performance against the Our North Tyneside plan was managed on two levels, the Our North Tyneside level and the service level.

Appendix A to the report contained a detailed breakdown of progress against the outcomes from the plan. Also the key points in relation to Our People; Our Places; and Our Economy were outlined in the report.

Cabinet had agreed in December 2015 to pilot a new approach to tackling deprivation in the wards of Chirton and Riverside. In March 2016 Cabinet had received an update on the pilot via the performance report. The March 2016 report had highlighted the 26% decrease in Job Seekers Allowance claimants in Chirton and a 16% drop in Riverside, compared to a Borough wide decrease of 21%.

A detailed analysis of impact in the Chirton and Riverside wards was underway, based on the action plan that the Authority and partners had developed. The aim was to evaluate the pilot in the summer of 2017. The following progress had been made:

- Pupils at Norham had achieved a 19% increase on the number of A*-C GCSE grades in the past year.
- In addition 54% of students from Norham had achieved five or more A*-C grades, including in English and maths.
- Progress in Maths (by 3 levels) had increased from 35% to 64% while greater than expected progress in English (progress of 4 or more levels) had increased from 20% to 54%. For both measures this placed Norham above the national average.
- The difference between Chirton and Riverside and the Borough for out of work benefit claimants had reduced from 5% in 2013 to 2.6% in 2016.
- There had been an increase in the proportion of Health Checks that had been offered and completed.

The Elected Mayor thanked officers and Cabinet Members for what they had achieved and for delivering the Our North Tyneside Plan priorities under very difficult circumstances.

Cabinet considered the following decision option: to receive the report and note the progress made against the delivery of the Our North Tyneside plan, and also note the intention to evaluate the “tackling deprivation” pilot next summer with the view to extending the approach to the next most deprived parts of the Borough.

Resolved that the progress that has been made in delivering the Our North Tyneside Plan 2014-2018, be noted.

(Reason for decision – the report is for Cabinet’s information only.)

CAB68/10/16 Land North of Ropery Lane, Rosehill, Wallsend (Riverside Ward)

Cabinet received a report seeking authorisation to conclude negotiations for the surrender and renewal of the lease relating to land at Ropery Lane, Rosehill, Wallsend.

In 2006, the Authority had initiated a multi agency group, the Rosehill Residents Action Group, to consider ways in which to tackle increasing problems of anti-social behaviour and criminal activity within the southern area of Rosehill in Wallsend. The Group's membership comprised Riverside Ward Councillors, local residents' representatives, Northumbria Police Authority, the Tyne and Wear Fire and Rescue Service and officers of the Authority.

Since 2006, the Group had been instrumental in delivering the Rosehill Neighbourhood Regeneration Scheme. To date the Scheme had successfully secured positive outcomes for the benefit of local residents, these were outlined in the report.

It was now proposed to renew an existing ground lease between the Authority and Persimmon Homes. The leased area covered the site of the residential estate centred around the streets of Bamburgh and Helmsley Drives, together with adjacent vacant land north of Ropery Lane. It was for a period of 99 years from 1966, and was subject to a current rent of £1,326 per annum.

The renewal was required so that the length of the new lease would be sufficiently long to allow for the possible development of new homes by Persimmon on the area of vacant land north of Ropery Lane. The limited time left on the existing lease currently made it unviable to build new homes.

The original planning permission granted in 1966 for the development of homes in this location related to 134 dwellings across the entire leased area. However, only 73 of the homes had been completed at that time.

The lease renewal would also allow new provisions to be incorporated to protect the two areas of land from future development where the blocks of flats had recently been demolished. This would help to maintain the renewed amenity of the area for the benefit of local residents.

It was proposed that the renewal would be subject to an initial premium payment which would provide a General Fund capital receipt for the Authority. In addition to this, negotiations would proceed on the basis of incorporating a ground rent equal to the level of the current ground rent within the new letting arrangements.

It was considered that the potential development of the land at Ropery Lane would contribute towards the further improvement of the locality as a final phase of the Neighbourhood Regeneration Scheme. It would also increase the number of residential units delivered in the area which was a requirement linked to the funding received from the Homes and Communities Agency.

In order to further protect the amenity of residents living at Helmsley Drive and Bamburgh Drive, the new lease would only allow Persimmon to access any new development from Ropery Lane rather than through the existing housing estate. Development would also be strictly restricted to the area shown hatched on the site plan, in order to ensure that it was a suitable distance from the rear boundaries of existing properties located along the southern side of Rosehill Road. The site plan was attached at Appendix 1 to the report.

The Cabinet Member for Finance and Resources welcomed the report and was pleased that the final phase of the Neighbourhood Regeneration Scheme was completed.

Cabinet considered the following decision options:

Option 1 – Approve the recommendations at paragraph 1.2 of the report, in which case the proposal to renew the lease with Persimmon Homes could be progressed.

Option 2 – Not approve the recommendations at paragraph 1.2 of the report, in which case the proposal to renew the lease with Persimmon Homes could not be progressed.

Resolved that (1) the Head of Commissioning and Investment be authorised, in consultation with the Head of Law and Governance and the Head of Finance (as Section 151 Officer), to conclude negotiations for the surrender and renewal of the lease relating to land at Rosehill between the Authority and Persimmon Homes;

(2) the Head of Commissioning and Investment be authorised, in consultation with the Chief Executive, the Head of Law and Governance, the Head of Finance (as Section 151 Officer), and the Elected Mayor, to agree the final terms of the new lease, in accordance with all relevant legal requirements, the Authority's Constitution and Financial Regulations; and

(3) the Head of Commissioning and Investment be authorised to deal with all ancillary matters arising that are consistent with the preceding resolutions.

(Reason for decision – The renewal of the lease will help protect the amenity of residents living at Bamburgh and Helmsley Drives. It will also assist in bringing forward the potential development of new homes off Ropery Lane.)

CAB69/10/16 North Tyneside Development Scheme (Previous Minute CAB/21/07/15) (All Wards)

Cabinet received a report seeking approval for amendments to be made to the Local Development Scheme 2016 and for arrangements to approve future variations to the timetables.

The Planning and Compulsory Purchase Act 2004 (as amended by the Planning Act 2008 and Localism Act 2011) required local planning authorities such as North Tyneside Council to prepare and keep up to date a Local Development Scheme (LDS). The purpose of the LDS was to set out what planning policy documents the Authority was currently drafting and those it intended to prepare over the next 3 years.

The current LDS had been approved by Cabinet in July 2015 and published shortly thereafter. Progress of developing the various planning documents that feature within the LDS was monitored at two levels; through the formal 'Authority Monitoring Report' prepared in December of each year; and more regularly through the Local Plan Steering Group (established by Cabinet in July 2015).

Since July 2015 the Local Plan, being the primary planning policy document, had been submitted to the Secretary of State in accordance with the timetable together with a comprehensive body of evidence. The Examination in Public to be overseen by an independent Planning Inspector was due to commence in November 2016 and adoption was anticipated in Spring 2017. It was considered that there was presently no need to review the LDS in this regard (though future timescales would be determined by the outcome of the forthcoming Examination).

Through the work overseen by the Local Plan Steering Group in 2016, it had been identified that the LDS now required updating and amendment. This was to reflect; work on the Local Plan that had been successfully achieved; and the specific need to revise the respective timetables for the suite of supporting ancillary planning policy documents contained within the existing LDS.

This exercise had concluded that the development of a number of supporting documents needed to be re-programmed. The supporting documents were detailed in the report, along with the proposed re-programmed dates. Collectively, development of these supporting planning policy documents would assist in the effective delivery of the Local Plan's key policies and proposals.

The existing Local Development Scheme referred to the preparation of the Weetslade Development Brief Supplementary Planning Document. Given the site was now being actively marketed for employment uses and its access was being delivered, it was considered there was no longer a requirement to review this document.

Cabinet considered the following decision options:

Option 1 – Approve the recommendations at paragraph 1.2 of the report.

Option 2 - Approve the recommendations at paragraph 1.2 of the report but request officers consider an alternative LDS timetable for preparation of the supporting planning documents to the Local Plan.

Option 3 – Not approve the recommendations at paragraph 1.2 of the report.

Resolved that (1) the updated Local Development Scheme 2016, set out in Appendix 1 to the report, be approved; and
(2) the Head of Environment, Housing and Leisure be authorised, in consultation with the Cabinet Member for Housing and Transport, the Deputy Mayor and the Head of Law and Governance, to monitor progress of the Local Development Scheme and approve any future variations to the timetables for the stated supporting documents to the Local Plan.

(Reason for decision – The documents and the timetables set out in the revised Local Development Scheme reflect the priorities of the Authority relating to infrastructure provision, design, heritage, sustainability and transport issues.)

CAB70/10/16 Exclusion Resolution

Resolved that under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 3 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act.

CAB71/10/16 Annitsford Farm Disposal (Previous minute CAB77/11/15) (Weetslade and Camperdown Wards)

At its meeting held on 10 December 2012, Cabinet had declared the Annitsford Farm site surplus to the Authority's requirements and had authorised Officers to undertake further viability work and soft market testing in order to explore options for bringing the whole or part of the site forward for residential development.

In November 2015, Cabinet had subsequently agreed to the site being brought forward as four residential development parcels over at least two phases. Outline planning had also

been sought for the first two parcels of land, sites A and B as identified on the plan at Appendix 1 to the report, ahead of disposal. Cabinet had agreed that the disposal of these sites would be undertaken by formal marketing if the Authority was successful in securing planning permission.

The report detailed the six bids received for sites A and B following the granting of outline planning permission for up to 150 dwellings on 19 April 2016.

Cabinet was asked to agree to the sale being progressed with Bidder A.

The Deputy Mayor highlighted that all bidders wished to undertake their own detailed site survey and assessment work prior to sale. Their bids were therefore conditional upon this work confirming the findings of survey work that had been commissioned by Capita, with no additional site issues being identified that may lead to an unforeseen increase in development costs.

Cabinet considered the following decision options:

Option 1 – Approve the recommendations set out in paragraph 1.2 of the report, in which case the sale of Sites A and B at Annitsford Farm could be progressed.

Option 2 – Not approve the recommendations set out in paragraph 1.2 of the report, in which case the sale of Sites A and B at Annitsford Farm could not be progressed.

Resolved that (1) the disposal of Sites A and B at Annitsford Farm, to Bidder A, be approved;

(2) the Head of Commissioning and Investment be authorised, in consultation with the Chief Executive, the Head of Law and Governance, the Head of Finance and Resources and the Elected Mayor, to agree the final terms and price of the disposal of sites A and B, in accordance with all relevant legal requirements, the Authority's Constitution and Financial Regulations; and

(3) the Head of Commissioning and Investment be authorised to deal with all ancillary matters arising that are consistent with the preceding resolutions.

(Reason for decision – It achieves the best financial benefit to the Authority from the sale of the Annitsford Farm sites A and B in accordance with Cabinet approval.)

CAB72/08/16 Date and Time of Next Meeting

Monday 14 November 2016 at 4.00pm.

Minutes published on 20 October 2016.

The decisions contained within these Minutes may be implemented (unless called in by 3 Non-Executive Members for consideration by the Overview, Scrutiny and Policy Development Committee) immediately following the expiry of the call-in period; i.e. 5.00pm on 27 October 2016.