

widening
horizons



North Tyneside Council

Senior Leadership's Team Progress Report

For the Quarter to 30 June 2012.

www.northtyneside.gov.uk

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1. Chief Executive's foreword

This report sets out North Tyneside's ambitions, and highlights key achievements towards them in the quarter to 30 June 2012. Detailed assessments of progress against key priorities are produced separately and will be available on the internet before the end of September.

Key achievements in the Quarter

- Regeneration- 1,000 new jobs were announced by engineering firm Offshore Group
- Quality of Life- The Tyne and Wear Homes online Choice Based Lettings Scheme went live.
- Best start in Life- Killingworth Children's Centre and George Stephenson High School were judged "Outstanding" by Ofsted.
- Sense of Place - Every beach in North Tyneside was awarded a Blue Flag.

Challenges

Like many other Councils, we are facing significant financial challenges. The Council has to save £47.00m over a four year period which started in 2011. In 2011-12 we saved £16.00m and this year (2012/13) our revenue budget of £170.00m includes planned savings of £16.00m. Our priority is to retain the quality of services delivered to our residents, to protect jobs and to remain a strong and accountable organisation.

Residents and the Council have faced an additional and unexpected challenge in the first quarter of 2012/13 as a result of significant flooding in the Borough. Residents in several streets had to be evacuated from their homes, and many others suffered flooding. The Council implemented its emergency plans and focussed on those most affected and most vulnerable. All of the council's cleansing teams were diverted to the clean up operation; our call centre was extended to offer advice on clean up and repairs and to help them access help from other agencies. Council staff visited every building affected by the flooding- including schools, libraries and leisure centres - to assess the damage and begin work to get them re-opened to the public as soon as possible.

2. Regeneration and Economic Growth

Our Ambitions

North Tyneside is business friendly. We want to attract and support more business and to help create sustainable employment. We want the Borough to be well connected, to promote healthy means of travel and to minimise congestion. The North Bank of the Tyne is an area of global significance in renewable and marine industries and we are looking to maximise the opportunities this presents.

We want our neighbourhoods to be safe and to offer a range of housing and facilities which fulfils demands and the aspiration of our residents.

And we want our town centres to be renewed, easily accessible and to provide a range of shops and services.

Achievements in the year to date

Economic Growth

- 1,000 new jobs were announced by engineering firm Offshore Group Newcastle after it was awarded a £640,000 government grant to research and build foundations for offshore wind turbines at its Hadrian Yard in Wallsend.
- By the end of June the number of Jobseeker's Allowance claimants fell to 6,412, the lowest in Tyne and Wear.

Inward Investment

- In May it was announced that John Spence Community High School, Longbenton Community College, Marden High School and Whitehouse Primary School will be re-built or improved under the Department for Education's Priority School Building Programme.
- £4.9m of funding was secured from the Local Sustainable Transport Fund (LSTF) for a suite of projects across Tyne & Wear to promote sustainable and active travel to young people and their families.

North Bank

- The Enterprise Zone status for Swan Hunter and Port of Tyne North Estate went live from 1st April.
- The procurement process started for a development partner to help maximise the potential of the Low Carbon Enterprise Zone at the former Swan Hunter shipyard site. It is a potential £30m - £50m package.

Infrastructure

- In May the Department of Transport named improvements at Silverlink junction as one of six schemes to be progressed nationally over the next three years. This work is key to reducing congestion and to the future economic growth of the North East.
- Tynemouth Station refurbishment was completed ahead of the Royal opening in July
- A preferred partner for Spanish City Island – Robertsons – has been appointed to develop the Spanish City Dome building and adjacent sites for a family activity centre and other mixed use.

SME development

- Delivery plan agreed for the Business Forum and sector groups under development.

Town Centres

- During April we completed the relocation of the Wallsend Customer Services Centre into the Forum which was well received with an increase in footfall. The new 'boulevard' opened between there and the Metro Station.
- In June, Cabinet approved a £3.1million transformation of North Tyneside Council's Central Library into North Shields Customer First Centre. It will feature state-of-the-art library facilities and a range of council services all under one roof, supporting footfall and activity in North Shields Town Centre and contributing to the regeneration of Northumberland Square.

- The Council was awarded £100k from the government's High Street Innovation Fund to continue our work to revitalise town centres.

Housing Strategy

- The Homes & Communities Agency designated the River Tyne North Bank as the highest regional priority status for future funding.
- A partnership with Isos Housing led to £240k being awarded by the Homes & Communities agency to bring back into use 15 private sector empty homes over the next three years.
- Ten new affordable homes were completed on a site north of Amberley School, Killingworth; and work started on 33 affordable homes at Coronation Street, Wallsend.

Challenges –

The challenges we are addressing in order to fulfil the regeneration and economic growth ambitions for North Tyneside include:

- Self employment rate in North Tyneside (5.8%) and the North East (6.3%) is significantly below the UK (9.4%); the closure of the National Business Link which means that local authorities have less funding available to provide business support;
- The need to reduce a backlog of approximately £18million of repairs to the highway network;
- The need to plan for a scheme to replace Central Promenade in Whitley Bay which is nearing the end of its serviceable life;
- Tackling long-term private sector empty homes.

3. Quality of Life

Our ambition

The Council aims to reduce inequalities in the quality of life experienced by residents. We seek to promote independence, healthy living and the ability to play a full part in the community for all our residents. We will do this by supporting and protecting vulnerable children and families and through the personalisation of adult social care. The Council is working towards mitigating the impact of climate change and continues to reduce its CO² emissions both as an organisation and in conjunction with our partners through the North Tyneside Strategic Partnership. The Council's carbon emissions footprint was reduced by 7.28% between 2010/11 and 2011/12.

Achievements in the year to date

Welfare Reform

North Tyneside Council has a cross-directorate team looking how we will implement proposed Welfare Reforms to minimise the impact on people in need. During this quarter, the team has:

- developed a Communication Plan for residents and colleagues;
- identified families in social housing who will be affected by new under-occupancy rules for housing benefit;
- developed options for a localised social fund (LSF) to replace Crisis Loans and Community Care Grants; and for Localised Council Tax Support (LCTS);
- appointed a Welfare Benefit Co-ordinator .

Adults Personalisation and Independence

- During this quarter, the Council published The Local Account for Adult Social Care (2012) which shows that 76% of customers felt that they were positively involved in their assessment and support planning for a Personal Budget and a further 79% felt their views had been fully taken into account during this

process; 75% of eligible customers are currently using a Personal Budget to receive their care.

- In April the Cabinet received a report from the cross party Adult Social Care, Health & Wellbeing Scrutiny Committee reporting on its review of the Personalisation Process in Adult Social Care; and in June the Cabinet agreed to accept several of the report's recommendations.
- An adult personalisation and independence pilot is being developed to introduce individual service funds (ISFs) within the Extra Care Schemes.
- In June, the council launched 'SIGN North Tyneside', the boroughs first Signposting Information and Guidance Network. In partnership with independent providers, the network offers information and guidance on social care and wellbeing services for adults.

Health and Wellbeing

- We are working with partners to support young people with drug and alcohol problems and to direct them into positive activities
- We are working with key partners to review school health improvement provision
- We are currently reviewing services to reduce childhood obesity

Housing (tenant services)

- The Tyne and Wear Homes online Choice Based Lettings Scheme went live.
- Continued to develop an effective response to mitigate the impact of welfare reform changes on the council's tenants including identifying tenants most likely to be adversely affected, appointing Welfare Benefit Co-ordinators and holding a Registered Social Landlord good practice and networking event.

CO²

- We have continued with the installation of smart meters in Council buildings, carbon budgets for utilities in buildings with the highest consumption and investment in energy efficiency technology and the decommissioning of buildings continued.
- The Solar project was completed with 1503 installations in total completed, reducing CO2 emissions, saving tenants money and creating income for the Council.
- We completed planning for the 'Watch Your Step' public campaign, which was launched in July aiming to reduce the environmental and financial cost of energy use by Council staff, by encouraging better choices

Public Protection

- In April, an Inspection by the Food Standards Agency praised North Tyneside Council for ensuring that food businesses are controlling the risk of cross-contamination from E.Coli.
- In May, the Council began consultation with a view to updating its Statement of Licensing Policy (Gambling) which came into force in January 2010.

Challenges

The main challenges we are seeking to address in order to fulfil North Tyneside's ambitions for improving quality of life centre around

- North Tyneside's teenage pregnancy rate, which continues to exceed the national average.
- Alcohol related hospital admissions remain significantly higher than the national average.

- Implementing welfare reforms and managing wider reductions in resources whilst facing increases in demand from an ageing and growing population, resulting in rising demand on Adult Social Care Services.
- Significant inequalities in health exist in the life expectancy and health and wellbeing of people living in the most deprived areas of the borough.

4. Best start in life

Our ambition

The 'Best Start in Life' theme aims to ensure that our youngest children are ready for school when they enrol; provide age appropriate and affordable activities for people aged 8-19 and equip our children and young people with the education and skills they will need to prosper in their adult life, with an increasingly competitive and global jobs market. We also aim to reduce youth offending rates.

Achievements in the year to date

Education and Development

- In April, the North Tyneside Learning Trust was given government backing as an appropriate sponsor of academies. The Trust will sponsor its first school from September 2012, when Moor Edge Primary School in Killingworth moves to academy status.
- In May, Killingworth Children's Centre received an 'Outstanding' judgement from Ofsted for its provision of activities aimed at helping families improve their lives.
- Also in May, George Stephenson High School, Killingworth was judged to be 'Outstanding' in all areas making it the first secondary school in the North East to achieve such an accolade since the new Ofsted regime was introduced in January 2012.
- North Tyneside Council's Adult Learning Alliance and Tyne Metropolitan College will offer a more part-time courses and better value for learners in the borough. Delivery of the new joint prospectus to every household in North Tyneside began in June.

Youth Provision

- In June, North Tyneside's Participation and Engagement Team were awarded a 'Youth on Board Award for Innovation' by the British Youth Council, to recognise the support they offer to North Tyneside's Young Mayor, Young Cabinet and to other youth forums.

- Planning was completed for the second annual open-air music festival for 11 to 19 year olds which will take place in of the historic Segedunum Roman Fort and Baths, Wallsend during July.
- Work has continued during the quarter to develop our Youth Strategy, which will be presented to Cabinet in September 2012. The 'youth hub' is intended for each of the Borough's four localities.

Early Intervention and Prevention

- During this quarter, five Task and Finish Groups have been established by the North Tyneside Disabilities and Additional Needs Service (DANS) Board. The Task Groups will support the development of integrated plans to cover ages 0-25 for children and young people with disabilities and additional needs, in-line with the Special Educational Needs and Disabilities Green Paper.

Youth Employment

- In May, the Youth and Connexions Service in partnership with the Adult Learning Alliance in North Tyneside was awarded a contract by the National Careers Service. This will deliver Careers Information, Advice & Guidance advice across the age spectrum.
- Funding has been secured to develop and deliver a post-16 curriculum model around self-employment and enterprising behaviour.

Decreasing Youth Offending

- Provisional figures released during the quarter indicate that the number of first time entrants to the youth justice system (10-17 year olds) has reduced from an equivalent of 561 per 100,000 in the year to 2010/11 to an equivalent of

505 in 2011/12. There are also indications that young people receiving a conviction in court who are sentenced to custody has also reduced from 3% to 2% in the same period.

Helping vulnerable children and families

- The 2012 Ofsted inspection of safeguarding and looked children's services rated North Tyneside as 'good' overall with 'outstanding' features. This puts North Tyneside amongst the top 10 performing areas nationally.
- A new weekly C-Card session for young people up to 24 years of age was launched in April, which promotes sexual health and screening.
- In June, North Tyneside adopted the Armed Forces Covenant. The Cabinet is seeking to establish a Community Services Partnership to access further funds to improve support to serving personnel, their families and veterans and particularly the injured or bereaved.
- Preparation for the delivery of the Troubled Families Programme is progressing to schedule.

Challenges

The challenges we are addressing in order to ensure the best start in life for residents of North Tyneside include:

- The number of children in need of protection and becoming subject to care proceedings continues to rise, the reconfiguration of early help services will be a major priority over the next 6 months.
- Increasing numbers of children with complex disabilities and additional needs continue to present pressures as a result of more pre-term babies surviving with significant conditions, and the development of an integrated 0 – 25 disability and additional needs service will strengthen support for children and families in these circumstances.
- There is continuing pressure in relation to young people not in education, training or employment which will require new approaches to developing education to employment pathways.

5. Sense of Place

Our ambition

North Tyneside aims to play a full role in the renaissance of the north east as a prosperous and distinctive region.

We are continuing to enhance our coastal strip, and are making progress with plans for the regeneration of the Spanish City Island. We have a rich and vibrant programme of cultural activities for the year, which builds on the Borough's heritage and which embraces the Golden Jubilee and the 2012 Olympics.

We want the local environment and our open spaces to be clean, green and attractive for all who use them, and we are delivering a programme of improvements to our public parks.

North Tyneside is a place where our residents tell us they feel safe, and we are continuing to build on success in reducing crime within the Borough

Achievements in the year to date

Coastal development

- In May, every beach in North Tyneside was awarded a Blue Flag, the international award for quality. All four beaches have also earned Quality Coast Awards, which commend beaches that are clean and where visitors can enjoy a range of activities.
- Improvement works have been completed around Cullercoats Bay, including new play site, stair repairs, new parking and traffic calming at Grand Parade and new beach showers at Long Sands South.

Street scene

- North Tyneside Council's Big Spring Clean Campaign ran until 25th May and delivered 17 community clean ups.
- The amount of garden waste collected by the council has increased by 22 per cent compared to this time last year. 875 tonnes equivalent to 146 elephants was collected during the first two weekends of collections this year. This compares to 682 tonnes for the same period in 2011.
- During this quarter, the Council has created 70 new allotment plots in North Shields, Howdon and Wallsend, taking the number of allotments in the Borough to almost 2,000.

Culture parks and heritage

- Successful £2.2m Stage 2 Heritage Lottery Fund Bid for Northumberland Park, to reinstate and restore lost features such as the fountain, research the park's medieval history and protect the remains of St. Leonard's Hospital as well as creating essential new visitor facilities.
- As part of the Council's 'Year of the Games' initiative during this quarter, we have held the North Tyneside Sports Awards, welcomed the Olympic Torch Relay, held our 8th annual North Tyneside 10k road race, with a record number of entrants, and held a second Disability Athletics Participation day

Crime and disorder

- Crime and anti-social behaviour has fallen in 2011/12. All key measures show a decrease compared with this time last year, with recorded crime falling 7% and anti-social behaviour falling 14%

Challenges

The challenges we are addressing include:

- The weather has this year provided one of our greatest challenges. Saturated ground conditions resulted in around 20 days of cutting being lost, with only six cuts taking place this quarter compared to 8 cuts the same time last year.

6. 21st Century Council

Our ambition

The Council will put residents at the centre of the services it delivers.

We will encourage residents to fully participate in democratic processes by maximising registration to vote and encouraging high voter turnout at all elections.

We must respond to, and help to shape, the environment that we operate in. We are doing this through the development of partnerships with other organisations and by exploring ways in which we can improve the Council's income through trading our services. We are reshaping the centre of the organisation to improve services to customers and to fulfil our ambition of being an employer of choice.

We will make decisions and develop policy based on the most up to date and accurate intelligence; and will fulfil our democratic and governance responsibilities effectively.

Achievements in the year to date

Enabling Democracy

- Following the May 2012 local elections, a new member was appointed to Cabinet, which, in addition to the Elected Mayor, comprises of six members. At the Annual Council Meeting in May, Councillor Frank Lott was been appointed as Chair of North Tyneside Council for 12 months, and Councillor Janet Hunter as the Deputy Chairman.
- The Council's Young Mayor, Jade Hope, has been appointed to sit on the national Youth Select Committee, a new body which mirrors the Parliamentary Select Committee Structure.
- In accordance with the Localism Act 2011, the Council has adopted a regional Member and Co-opted Member Code of Conduct, and also agreed new local arrangements for handling complaints against Members. The Council has set up a new Governance Committee which held its first meeting on 19 July and

has also appointed an Independent Person to act as a consultee in relation to any complaints received.

- The Council has adopted a Member allowance scheme for the year 2012/13 and is preparing for a full review of the scheme in the forthcoming months. The Council has embarked and a review of the Constitution and associated documents with the Constitution Task Group.

Traded Services

- The Council is in the process of creating a Trading Company. Local Authorities cannot make a profit from discretionary services that they provide, only recover costs; the Trading Company will allow us to begin new trading activities through this company with public and private sector organisations in and out of North Tyneside to generate a profit for a public purpose.

Change, Efficiency & improvement programme

- We have progressed the selection of partner organisations to deliver the Business and Technical packages; and narrowed down to two prospective partners for each package.
- The process of re-shaping the centre of the organisation has begun. The focus will be on our core democratic and governance functions and creating professional Centres of Excellence to complement and help to promote continuous improvement in our front line services.

Demographics & future proofing

- The first release of census data is expected in Quarter 2, and updated population projections in Quarter 3.

Excellent intelligence

- The 2012 Residents Survey was launched in conjunction with 6 other North East local authorities. The survey will help us continue to understand

residents' priorities and their levels of satisfaction; and the results will enable us to focus on doing best what matters most to the residents of North Tyneside.

Customer First

- The Council's Customer Service Standards were launched corporately in April.

Council activity 2012 – 2013

We want North Tyneside to be a place of opportunity, prosperity and vibrancy. A place where people are happy, healthy, safe, able to participate in a flourishing economy and achieve their full potential.





Our priorities to meet the vision are to:

1. Regeneration	2. Quality of life	3. Best start in life	4. Sense of place	5. 21 st century council
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Our priorities are met by the achievement of the long term outcomes:

• Economic Growth		• Welfare Reform	In draft	• Education and Development		• Coastal Development		• Structure and shape and form of organisation	In draft
• Inward Investment		• Adults personalisation and independence		• Youth Provision		• Street Scene		• Enabling Democracy	In draft
• North Bank		• Health and Wellbeing		• Early intervention and Prevention		• Community Engagement	Under Development	• Traded Services	In draft
• Infrastructure		• Housing (tenant services)		• Youth Employment		• Culture, parks and heritage		• Budget saving • Year 2-4 CEIP	In draft
• SME Development		• CO2		• Decreasing youth offending		• Crime and disorder		• Demographics and future proofing	Under Development
• Town Centres		• Public protection		• Helping Vulnerable Children, Families				• Excellent intelligence	No status
• Housing Strategy								• Customer First	

Key to traffic light symbols

	On track -expected to remain so
	Off track -action being taken
	Off track -remedial action required
	No status -reason in box