

Our North Tyneside

2013-14 Action plan

Over the last year I have visited community groups across North Tyneside and spoke to people from Whitley Bay to Wallsend and from Camperdown to Cullercoats. I did it because I wanted to listen to our residents concerns.

They told me that they felt that they were not being listened to. They wanted to know that the council and its partners would put them first and would be there to support them.

I am grateful to everyone who talked to me then and to those people who have continued the conversation during the development of this plan.

I've listened to what you have told me and this plan is my challenge to the council and its partners to deliver for you.

This plan covers the big things that need to change and be improved. Alongside this plan we will continue to deliver high quality, value for money services, such as refuse collection and roads and pavements.

Cuts in government funding over the next four years will mean that we need to prioritise what we will do. This plan will help us to do that.

However I know that there is a lot that we can do and that together we can build a better North Tyneside.

1. Our People will	<p>A. Be listened to by services that respond better and faster to their needs.</p> <p>B. Be supported to achieve their full potential, especially our children and young people.</p> <p>C. Be supported to live healthier and longer lives.</p> <p>D. Be cared for and kept safe if they become vulnerable</p>		
Success measures	<ul style="list-style-type: none"> • More people feel that they can influence local decisions. • The gap in educational attainment across the borough has been reduced. • The gap in healthy life expectancy of residents of the borough has been reduced. • More people who use our services feel safe. 		
Ref.	Actions	Cabinet Member Portfolio	Service Area / Partner
A.	We will improve community engagement through introducing ward level engagement and the Elected Mayor's listening events.	Community Engagement	Strategic Services
A.	We will promote active community engagement and access to our parks, open spaces and playsites.	Leisure, Culture and Tourism	Cultural Services

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A.	We will respond to issues identified in the Safer Community Survey to tackle issues of concern.	Community Engagement	Safer North Tyneside Partnership.
B.	We will ensure all children who need help to progress well through the Key Stages at school are provided with additional support	Children, Young People and Learning	Children, Young People and Learning
B.	We will expand the successful model used to improve educational outcomes for Looked After Children to include other vulnerable learners.	Children, Young People and Learning	Children, Young People and Learning

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B.	We will launch a new “single front door” for a referral assessment and planning for children, young people and families in the borough who have any additional needs.	Children, Young People and Learning	Children, Young People and Learning
B.	We will launch a new supporting families programme centred around Family Partners which will ensure that early help is given to all families with additional needs.	Children, Young People and Learning	Children, Young People and Learning
B.	The Young Firefighters Association, which targets 11-17 year olds, will provide training and development opportunities through Fire Service related activities.	Community Engagement	Fire and Rescue Service

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C.	We will develop our sports, cultural and customer facilities to promote better health, well being and to reduce social exclusion.	Leisure, Culture and Tourism	Cultural Services
C.	We will develop Community Health Champions who are local people trained to promote health issues in their communities	Adult Social Care	Public Health
C.	We will introduce new Health Improvement Services to support people to become more physically active and provide better access to healthy food in order to prevent ill health.	Adult Social Care	Public Health

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C.	We will introduce new Drug and Alcohol Services to help prevent hazardous drinking, drug use and support recovery.	Adult Social Care	Public Health
C.	We will introduce a targeted Stop Smoking Service that is more accessible to pregnant women and other vulnerable groups.	Adult Social Care	Public Health
C.	We will introduce a Housing Improvement Scheme as a pilot to improve energy efficiency, safety and health.	Adult Social Care	Public Health

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C.	We will ensure there is an appropriate level of support within our sheltered housing and working in partnership with Northumbria University we will develop appropriate strategies to promote the health and well-being of all the residents who live there.	Housing and Environment	North Tyneside Homes
C.	We will deliver a programme of road safety education and support for active travel, including cycling training	Economic Development	Business and Economic Development
C.	We will improve accessibility in the borough and support accessibility by walking and cycling	Economic Development	Business and Economic Development

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D.	We will take action to support people adversely affected by the welfare reform changes.	Elected Mayor	Elected Mayor's Welfare Reform Task Group
D.	We will work with partners to identify the most vulnerable and protect them from becoming victims of crime.	Community Engagement	Safer North Tyneside Partnership
D.	We will strengthen joined up working between health and social care services to aid recovery and provide ongoing support to reduce the need for acute services.	Adult Social Care	Adult Social Care

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D.	We will work with providers to increase the range of social care services that offer real choice and are fairly priced and affordable for those who wish to use a personal budget.	Adult Social Care	Adult Social Care
D.	We will implement a new model of service delivery for independent supported living ensuring quality of care for those with a learning disability.	Adult Social Care	Adult Social Care
D.	We will deliver the new extra care scheme in Weetslade.	Adult Social Care	Adult Social Care
D.	We will work with a wide range of partners to create a dementia friendly borough.	Adult Social Care	Adult Social Care

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<p>D.</p>	<p>We will build community resilience to respond to flooding including introducing a network of community flood wardens.</p>	<p>Housing and Environment / Community Engagement</p>	<p>North Tyneside Surface Water and Drainage Partnership</p>
<p>2. Our places</p>	<p>A. Be places that people like living in and will attract others to either visit or live.</p> <p>B. Have more quality affordable homes.</p> <p>C. Work with residents, communities and businesses to regenerate the borough.</p>		

Success measures	<ul style="list-style-type: none"> • More people live in North Tyneside and more tourists visit the borough. • There have been more new homes built, including more affordable homes. • Key regeneration projects will be delivered 		
Ref.	Actions	Cabinet Member Portfolio	Service Area / Partner
A.	We will introduce “clean up teams” to effectively co-ordinate and target the activity of our environment and housing teams to ensure our streets and neighbourhoods are clean, tidy and safe.	Housing and Environment	Environmental Services /NT Homes
A.	We will carry out a programme of road and pavement repairs	Housing and Environment	Council /Capita Symonds
A.	We will work with partners to reduce crime, reduce reoffending and antisocial behaviour through a new Safer North Tyneside Strategy.	Community Engagement	Safer North Tyneside Partnership
A.	Working with partners we will implement a programme of engineering schemes to reduce the risk of future flooding	Housing and Environment	North Tyneside Surface Water and Drainage Partnership
A.	We will reduce the carbon footprint of our operations and will work with partners to reduce the Boroughs carbon footprint	Sustainable Development	Environmental Services
A.	We will invest in high quality infrastructure across the borough to provide excellent recreational facilities for residents and visitors.	Economic Development / Leisure, Culture and Tourism	Business and Economic Development / Cultural Services
B.	We will develop an effective strategy to ensure that there is sufficient good quality housing across North Tyneside to meet the identified need.	Housing and Environment	Business and Economic Development / North Tyneside Homes

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B.	We will commence delivery of the Quality Homes for Older People Project to transform our sheltered housing	Housing and Environment	North Tyneside Homes
B.	We will establish a long term plan for the development of affordable homes including the construction of over 50 new council homes by March 2015.	Housing and Environment	North Tyneside Homes
B.	We will deliver a new household energy efficiency partnership with Warm Zone	Sustainable Development	Environmental Services
C.	We will work with the preferred developer and residents to develop the Spanish City Island	Economic Development	Business and Economic Development

3. Our Economy	<p>A. Grow by building on our strengths, including existing world class companies in marine technology and engineering.</p> <p>B. Have the right conditions to support investment and create new jobs, especially apprenticeships.</p> <p>C. Have local people that have the skills that businesses need.</p>		
Success measures	<ul style="list-style-type: none"> • There has been an increase in existing and new businesses and inward investment. • More jobs have been created, including quality apprenticeships. • Local employers find it easier to recruit the skilled workforce that they need from the local area. 		
Ref.	Actions	Cabinet Member Portfolio	Service Area / Partner
A.	We will start infrastructure improvements on the former Swan Hunter site.	Economic Development	Business and Economic Development
A.	We will work with the North East Local Enterprise Partnership, UK Trade and Industry (UKTI) and private sector property developers to promote North Tyneside as a destination for economic development.	Economic Development	Business and Economic Development / NELEP
B.	We will ensure that our full-time vocational courses contain activities and experiences which allow our students to develop entrepreneurial and enterprise skills alongside their primary qualifications.	Children, Young People and Learning	Tyne Met College

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B.	We will, where practicable, expand the number of pre-Apprenticeship courses on offer to provide young people and adults who lack the skills to directly participate on an Apprenticeship Framework.	Children, Young People and Learning	Tyne Met College
B.	We will promote the heritage and culture of North Tyneside as a key aspect of economic regeneration.	Leisure, Culture and Tourism	Cultural Services
B.	We will deliver an effective programme of business start up support for new businesses.	Economic Development	Business and Enterprise Team
C.	We will establish Science, Technology, Engineering and Mathematics (STEM) training facilities to support both the skills needs of employers and the aspirations of local young people.	Children, Young People and Learning	Tyne Met College

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C.	We will launch a new borough wide programme across schools and major employers to provide better work experience opportunities, improved access to apprenticeships and strengthened information, advice and guidance on careers.	Children, Young People and Learning	Children, Young People and Learning
C.	We will open a construction and building services skills training facility in the borough to support the needs of young people and adults wishing to enter these key trades.	Children, Young People and Learning	Tyne Met College

4. Our Partners		<p>A. The Police, Fire and Rescue Service and NHS.</p> <p>B. School and colleges, where our children and young people will receive the skills they need for the future.</p> <p>C. Businesses and manufacturers who will be assisted to develop and expand.</p> <p>D. The voluntary sector, which provides support and opportunities for thousands across the borough.</p>	
Ref.	Actions	Cabinet Member Portfolio	Service Area / Partner
A.	We will tackle crime and anti-social behaviour to ensure our place remains the safest metropolitan borough in the country	Community Engagement	Safer North Tyneside Partnership
B.	We will establish an Innovation and Knowledge Exchange Hub to support the development of businesses in North Tyneside and beyond.	Children, Young People and Learning	Tyne Met College
C.	We will work with the Business Forum to work with and engage local businesses.	Economic Development	Business and Economic Development
C.	We will work with local tourism businesses to improve the marketing of the Borough as a visitor destination.	Leisure, Culture and Tourism	Cultural Services
D.	We will support and build capacity in the voluntary and community sector	Community Engagement	Strategic Services
D.	We will work with the voluntary sector to promote wider community involvement in sports and cultural activities.	Leisure, Culture and Tourism	Cultural Services