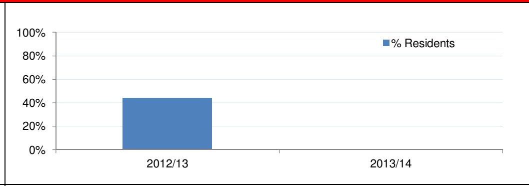
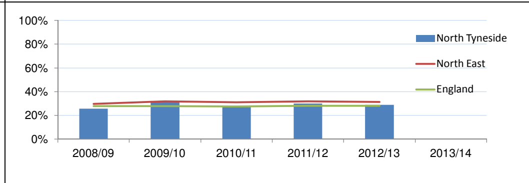
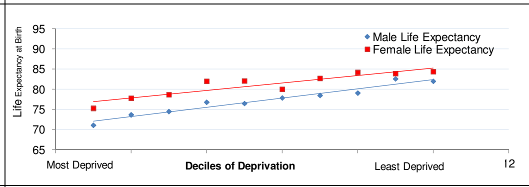
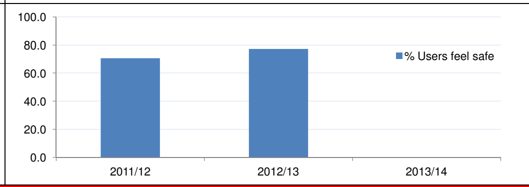
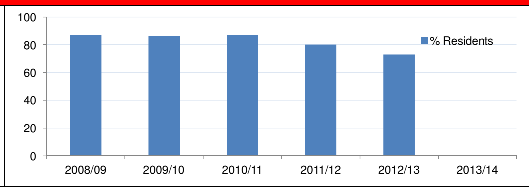
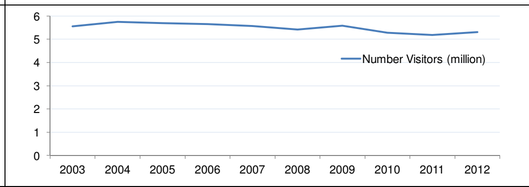
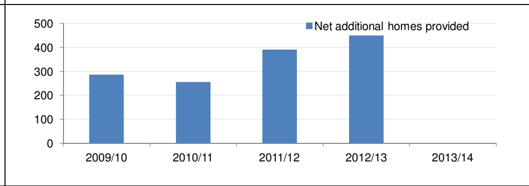
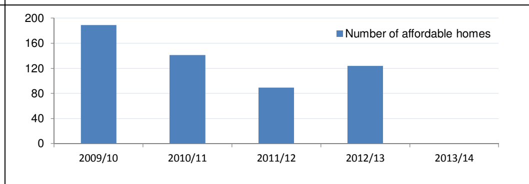
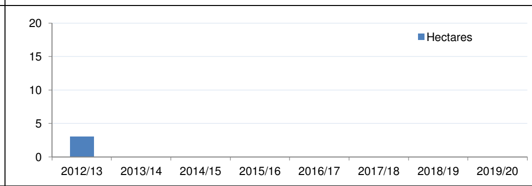
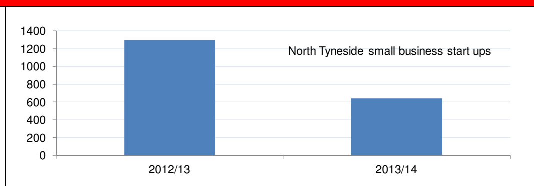
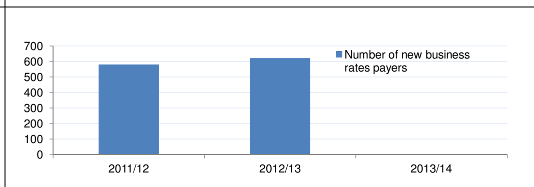
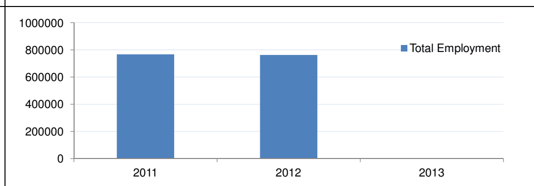
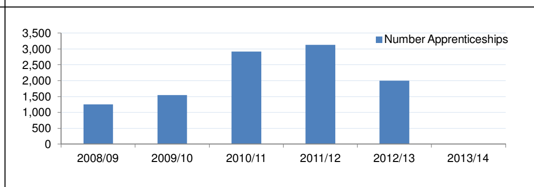
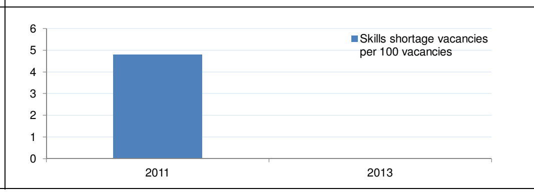
Our North Tyneside Performance report

Success Measure	Indicator	Is it getting better?	Trend	Comment on performance
Our People				
1. More people feel that they can influence local decisions.	% residents feel the council acts on the concerns of its local residents a great/fair amount (Bigger is Better)	N/A new question for 2012		**2013/14 data will be available in January 2014.** Fewer people believe the Council acts on concerns of local residents than those who do not (44% vs. 56%). This sentiment is broadly in line with the councils' consortium average (see notes). This is worst amongst residents from the NW area as only 39% feel the council acts on their concerns.
2. The gap in educational attainment across the borough has been reduced.	Attainment gap between Free School Meals and /non-FSM at Key Stage 4 (Smaller is Better)	▲		**2013 data should be available in Dec 2013.** Overall performance at GCSE improved by 3.4%, the gap between those eligible for FSM and the rest improved by just over 1% (Improving trend). Both cohorts saw an improvement but those eligible for FSM improved more than the rest. Schools are being targeted as part of the support and challenge programme to ensure FSM pupils make the same or better rate of progress as non FSM pupils. Schools that are achieving particularly well in this area are providing support to their colleagues.
3. The difference in life expectancy between residents within the borough has been reduced.	Slope index of inequality (SII) for life expectancy at birth (2006-2010) (Smaller is Better)	▲		**Updated with PHOF data at November 2013** This measures the gap in Life Expectancy at birth between the worst off and the best off within the Borough. Although Life Expectancy in the Borough as a whole has risen slowly over the last 10 years, the gap within the Borough has remained virtually unchanged. The gap for men has remained consistently higher than the gap for women, currently 10.1 years for men and 9.3 years for women (2009-11 data). These values are higher than for England which are 9.7 and 7.2 years respectively.
4. More people who use our care services feel safe.	The proportion of people who use care services who feel safe (Bigger is Better)	▲		**2013/14 data will be available July 2014**. Performance has increased by 6.6%, making North Tyneside the top performing authority in the North East by 5 percentage points. The service has delivered numerous projects and actions to support this increase in feelings of safety, including: holding conferences and promotional events to raise awareness of adult safeguarding internally and in partner agencies; working with provider agencies to improve the quality of services being delivered and improving our practice and procedures based on learnings from local and national serious case reviews. The service also fully involves vulnerable adults and their families in the safeguarding process to increase confidence and improve outcomes.
Our Place				
5. More people are happier living in North Tyneside and more tourists visit the borough.	% residents satisfied with their local area as a place to live (Bigger is Better)	▼		**2013/14 data will be available in January 2014.** Broadly speaking, the majority of North Tyneside residents are satisfied with their local area (73%), though this represents a seven percentage point fall since the 2011 Residents' Survey. This may be in part due to the fact that, while most residents believe their local area has not changed in the past 12 months, more believe it has worsened (23%) than believe it has improved (11%). The current economic climate appears to have a role in influencing perceptions of the local area and community life.
	Number of visitors to North Tyneside (Bigger is Better)	▲		**2013 data will be available late October/early November 2014.** North Tyneside is a coastal area and broadly speaking over the last 10 years the number of day visitors to the area has remained consistent, but on the other hand the value of tourism has increased steadily over the last 10 years from £205m in 2003 to £268m in 2012. This is largely due to significant investment in parts of the borough such as the regeneration of Tynemouth, better events that encourage more spend and also an improved approach by businesses to attract and support tourism in the area. North Tyneside was the only local authority to increase the number of day visitors in 2012.
6. There have been more new homes built, including more affordable homes.	Net additional homes provided (Bigger is Better)	▲		**2013/14 data will be available end May 2014.** The level of house building in North Tyneside is a key indicator of the strength of the local economy and ultimately of the attractiveness of North Tyneside as a place to live. Recent trends have been encouraging with housing delivery steadily increasing from the low point of the market seen in 2010/11. The 450 net additional homes provided in 2012/13 represents the highest total since 2007/08. In the first quarter of 2013/14 there were 121 gross completions, up from 107 for the same quarter in the previous year (NB figures are updated at the end of the year to include losses to stock in order to give the 'net additional homes provided').
	Number of affordable homes delivered (gross) (Bigger is Better)	▲		**2013/14 data will be available end May 2014.** Affordable homes are delivered either directly by the Council or through partners, (Registered Providers, private developers or private landlords). The Council acts in an enabling role in terms of delivery by partners. Delivery can be affected by a number of factors including housing market conditions. 28 affordable homes were delivered in the first 2 quarters 2013/14, including 12 Council homes, the first to be built in over 20 years.
7. Key regeneration projects will be delivered, for example Wallsend town centre, Spanish City Island and the former Swan Hunter site.	Swan Hunter Enterprise Zone area in utilization	N/A		**2013/14 data will be available end of April 2014.** The Council has appointed Kier Property to build units working with known end users as well as new interest. The Council has also secured over £13m of grant funding for the site for essential infrastructure works which need to be well underway before construction of further buildings can commence for new occupiers moving onto the site. These infrastructure works have started and will be completed by the first quarter of 2015.
Our Economy				
8. There has been an increase in existing and new businesses and inward investment.	Number of small business start ups (Bigger is Better)	N/A as 2013/14 data for partial year only		**Full 2013/14 data will be available near the end of April 2014.** Data shown for 2013/14 is for the first two quarters of the year. In the first two quarters of 2013/14 there were 640 small business start ups in North Tyneside, compared to 656 in the first two quarters of 2012/13.
	Number of new business rates payers in North Tyneside (Bigger is Better)	▲		**2013/14 data will be available near the end of April 2014.** Data is actual new business rates payers in North Tyneside.
9. More jobs have been created, including apprenticeships.	Number jobs created (Bigger is Better)	▼		**2013 data expected in September 2014.** Data is estimated total employment in the North East Local Enterprise Partnership area.
	Number of apprenticeships started (Bigger is Better)	▼		**2012/13 data is provisional (YTD Aug-Apr)** The general trend is a reduction in 16-18 year olds gaining apprenticeships due to less being created and more 16-18 year olds choosing further or statutory education.
10. Local employers find it easier to recruit the skilled workforce that they need from the local area.	Skills shortage vacancies per 100 vacancies (Smaller is Better)	N/A as 2013 data not yet available		**2013 data expected to be available in early 2014**