

Our North Tyneside:

Corporate Level Performance Management

Performance report
Latest data to end of January 2015
(Unless otherwise stated)

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Our People																																					
1. More people feel that they can influence local decisions.	% residents feel the council acts on their concerns. (Postal Survey) (Bigger is Better)	▲	<table border="1"> <caption>% Residents</caption> <thead> <tr> <th>Year</th> <th>% Residents</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>44%</td> </tr> <tr> <td>2013/14</td> <td>47%</td> </tr> <tr> <td>2014/15</td> <td>50%</td> </tr> </tbody> </table>	Year	% Residents	2012/13	44%	2013/14	47%	2014/15	50%	<p>New data (2014 Residents Survey)</p> <p>People believing that the Council acts on their concerns is a key part of the Our North Tyneside plan. More people feel this is correct in 2014 compared to 2013 and 2012 (50% compared to 47% and 44% respectively).</p> <p>Since the last Our North Tyneside Report, we have engaged with over 20,000 residents at events including Mayor's Listening Events and the annual State of the Area event. Also included have been a survey to all council tenants with the STAR Survey and the Make Your Mark Ballot conducted by the Children & Young People Team.</p>																									
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2. The gap in educational attainment across the borough has been reduced.	(%) Achievement gap between disadvantaged pupils and their peers achieving at Key Stage 4 (5 GCSEs A*-C inc Eng and Maths) (Smaller is Better)	▲	<table border="1"> <caption>Achievement Gap (%)</caption> <thead> <tr> <th>Year</th> <th>North Tyneside (%)</th> <th>England (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>29%</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>25%</td> <td>27%</td> </tr> <tr> <td>2013/14</td> <td>27%</td> <td>27%</td> </tr> </tbody> </table>	Year	North Tyneside (%)	England (%)	2011/12	29%	-	2012/13	25%	27%	2013/14	27%	27%	<p>New data</p> <p>This measures the attainment gap associated with economic disadvantage for key stage 4. The DfE definition for disadvantaged pupils covers Free School Meal 6 and children looked after. This is a decline from last year's performance although still better than the national gap. Both the national and LA gap have widened since last year. Disadvantaged pupils' performance has declined at greater rate than other pupils in the last year.</p> <p>Performance in 2013/14 is still improvement from the 2011/12 baseline, however we want to reverse this decline.</p> <p>Schools are now being targeted as part of the support and challenge programme to ensure Free School Meals pupils make the same or better rate of progress as non Free School Meals pupils. Schools that are achieving particularly well in this area are providing support to their colleagues</p>																					
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3. The difference in life expectancy between residents within the borough has been reduced.	CVD (Cardiovascular Disease) Health Checks per Eligible Population. (%) (Bigger is Better)	▼	<table border="1"> <caption>Completed CVD Health Checks at Quarter 3 2014/15</caption> <thead> <tr> <th>Quintile</th> <th>Q3 2013/14 (%)</th> <th>Q3 2014/15 (%)</th> </tr> </thead> <tbody> <tr> <td>Quintile 1 (Least deprived)</td> <td>~7%</td> <td>~5%</td> </tr> <tr> <td>Quintile 2</td> <td>~7%</td> <td>~9%</td> </tr> <tr> <td>Quintile 3</td> <td>~7%</td> <td>~8%</td> </tr> <tr> <td>Quintile 4</td> <td>~4%</td> <td>~2%</td> </tr> <tr> <td>Quintile 5 (Most deprived)</td> <td>~5%</td> <td>~4%</td> </tr> </tbody> </table>	Quintile	Q3 2013/14 (%)	Q3 2014/15 (%)	Quintile 1 (Least deprived)	~7%	~5%	Quintile 2	~7%	~9%	Quintile 3	~7%	~8%	Quintile 4	~4%	~2%	Quintile 5 (Most deprived)	~5%	~4%	<p>New data</p> <p>This programme is currently commissioned from General Practices and is aimed at reducing risk factors in those most at risk of developing CVD. CVD is one of the major causes of premature mortality and one of the main contributors to the life expectancy gap. Closing that gap will require disproportionate activity in our most deprived communities. The data presented here suggests that currently there is more activity in the 3 least deprived quintiles and the least activity in quintile 4. Additional and disproportionate activity needs to take place in those practices in the more deprived communities. The Public Health team is in the process of establishing a team of public health nurses who will work into these more deprived communities, supplementing work done by the local general practices.</p>															
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Smoking Prevalence, (%) (Integrated Household Survey) (Smaller is Better)	▲	<table border="1"> <caption>Smoking Prevalence (%)</caption> <thead> <tr> <th>Region</th> <th>Year</th> <th>Smoking Prevalence - all (%)</th> <th>Smoking prevalence - routine & manual (%)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">England</td> <td>2011</td> <td>~20</td> <td>~30</td> </tr> <tr> <td>2012</td> <td>~20</td> <td>~30</td> </tr> <tr> <td>2013</td> <td>~18</td> <td>~28</td> </tr> <tr> <td rowspan="3">North East</td> <td>2011</td> <td>~22</td> <td>~30</td> </tr> <tr> <td>2012</td> <td>~22</td> <td>~30</td> </tr> <tr> <td>2013</td> <td>~22</td> <td>~28</td> </tr> <tr> <td rowspan="3">North Tyneside</td> <td>2011</td> <td>~22</td> <td>~35</td> </tr> <tr> <td>2012</td> <td>~22</td> <td>~35</td> </tr> <tr> <td>2013</td> <td>~20</td> <td>~28</td> </tr> </tbody> </table>	Region	Year	Smoking Prevalence - all (%)	Smoking prevalence - routine & manual (%)	England	2011	~20	~30	2012	~20	~30	2013	~18	~28	North East	2011	~22	~30	2012	~22	~30	2013	~22	~28	North Tyneside	2011	~22	~35	2012	~22	~35	2013	~20	~28	<p>New data (2014 data expected October 2015)</p> <p>Smoking is a major contributor to premature mortality and the life expectancy gap within the borough. The baseline data shows that smoking prevalence is considerably higher in routine and manual workers generally and that problem has been worse in North Tyneside compared to either England or the North East as a whole. Disproportionate activity is required to make progress on closing the health inequality gap.</p> <p>The smoking cessation service has been re-designed from April 1st 2014 to realign provision into the most deprived communities. A borough-wide marketing campaign has taken place and has focussed on the most deprived communities. The multiagency Smoke Free Alliance is working collaboratively to address smoking issues including an emphasis upon reducing smoking in the most deprived communities of the borough and among more vulnerable groups. Work is ongoing across a number of agencies to train front line staff to provide brief interventions around smoking. The latest data for 2013 shows some good progress in North Tyneside with a decreasing trend.</p>
Region	Year	Smoking Prevalence - all (%)	Smoking prevalence - routine & manual (%)																																		
England	2011	~20	~30																																		
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Success Measure	Indicator	Trend - Is it getting better?	Trend	Comment on performance																								
3.(cont.) The difference in life expectancy between residents within the borough has been reduced.	Alcohol related admissions to hospital (NI39) (Smaller is Better)	▲	<p>Hospital Episodes with Alcohol - Related conditions (Narrow), persons, All Ages, DSR per 100,000 population</p> <table border="1"> <caption>Estimated data for Hospital Episodes with Alcohol - Related conditions</caption> <thead> <tr> <th>Year</th> <th>North Tyneside</th> <th>North East</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>950</td> <td>850</td> <td>650</td> </tr> <tr> <td>2010/11</td> <td>1000</td> <td>880</td> <td>680</td> </tr> <tr> <td>2011/12</td> <td>1000</td> <td>900</td> <td>680</td> </tr> <tr> <td>2012/13</td> <td>950</td> <td>850</td> <td>650</td> </tr> <tr> <td>2013/14...</td> <td>900</td> <td>820</td> <td>620</td> </tr> </tbody> </table>	Year	North Tyneside	North East	England	2009/10	950	850	650	2010/11	1000	880	680	2011/12	1000	900	680	2012/13	950	850	650	2013/14...	900	820	620	<p>No new data (2014-15 data expected May 2015) Alcohol consumption is a contributing factor to a significant number of hospital admissions every year and deaths from a diverse range of conditions including liver disease. Alcohol-related admissions can be reduced through local interventions to reduce alcohol misuse and harm. The borough has been a national outlier on this measure for some time but has recently seen a reduction in admissions.</p> <p>The data trend presented here identifies progress in reducing these admissions and at a faster rate than both England and the Region. A new drug and alcohol treatment service has been re-commissioned within the borough and commenced on 1st April 2014; work is ongoing to ensure this service supports clients to overcome and sustain their recovery from dependence. In addition a service to support people who are during harmfully and hazardously is in place. Work is underway across a number of agencies to train front line staff to provide brief interventions around alcohol.</p>
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4. More people who use our care services feel safe.	The proportion of people who use care services who feel safe (Bigger is Better)	▲	<p>% Users feel safe</p> <table border="1"> <caption>Estimated data for % Users feel safe</caption> <thead> <tr> <th>Year</th> <th>% Users feel safe</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>70</td> </tr> <tr> <td>2012/13</td> <td>78</td> </tr> <tr> <td>2013/14</td> <td>74</td> </tr> </tbody> </table>	Year	% Users feel safe	2011/12	70	2012/13	78	2013/14	74	<p>No new data (update for 2014/15 will be available in Autumn 2015) This is a key aim for the council and is integral to the effective provision of care and support. Our client survey result of 74% represents a slight decrease on last year. In spite of this the proportion of people who use adult social care services who feel safe in North Tyneside is significantly higher than the national average of 66% and places North Tyneside in the top ten councils nationally and the second highest performing in the North East. The survey results also showed that adult social care services are having an even greater positive impact on making clients feel safe and secure than they did last year. 86.44% of people who use services in 2013/14 said that the services they receive have made them feel safe and secure, up from 81.07% last year.</p> <p>To support this high level of performance the service have delivered numerous projects such as: a successful SAFE week to promote adult safeguarding and raise awareness; working with care providers to improve the quality of their services; and working in partnership with the Police, Fire and Probation and other council services to increase community safety. The service also continues to fully involve vulnerable clients in the safeguarding process to improve their outcomes and help them feel safe, secure and confident.</p>																
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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 (Postal Survey) (Bigger is Better)	▼	<table border="1"> <caption>% Residents</caption> <thead> <tr> <th>Year</th> <th>% Residents</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>88</td> </tr> <tr> <td>2011/12</td> <td>80</td> </tr> <tr> <td>2012/13</td> <td>73</td> </tr> <tr> <td>2013/14</td> <td>77</td> </tr> <tr> <td>2014/15</td> <td>76</td> </tr> </tbody> </table>	Year	% Residents	2008/09	88	2011/12	80	2012/13	73	2013/14	77	2014/15	76	<p>New data (2014 Residents Survey) Residents satisfaction with North Tyneside as a place is a key measure for whether we are creating a place that people want to live in.</p> <p>The majority of North Tyneside residents are satisfied with their local area (76%). This remains consistent with 2013 where 77% of residents were satisfied.</p> <p>We expect to improve the satisfaction levels by improving the local economy, for example through the regeneration plans in Whitley Bay and Wallsend. We will also address the other issues that contribute to this measure, including how well the Council is seen delivering Value for Money services.</p>									
	Year	% Residents																							
2008/09	88																								
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Year	Number Visitors (million)																								
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6. There have been more new homes built, including more affordable homes.	Net additional homes provided (Bigger is Better)	▲	<table border="1"> <caption>Net additional homes provided</caption> <thead> <tr> <th>Year</th> <th>Net additional homes provided</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>280</td> </tr> <tr> <td>2010/11</td> <td>250</td> </tr> <tr> <td>2011/12</td> <td>390</td> </tr> <tr> <td>2012/13</td> <td>450</td> </tr> <tr> <td>2013/14</td> <td>379</td> </tr> </tbody> </table>	Year	Net additional homes provided	2009/10	280	2010/11	250	2011/12	390	2012/13	450	2013/14	379	<p>No new data - Comment updated</p> <p>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.</p> <p>Recent trends have been encouraging with housing delivery broadly increasing from the low point of the market seen in 2010/11. However the 379 net additional homes provided in 2013/14 represented a slight decrease on the 2012/13 total. Over the first nine months of 2014/15 there have been 413 gross completions, a significant increase from the 293 seen over the same timeframe in the previous year (NB figures are updated at the end of the financial year to include losses to stock in order to give the 'net additional homes provided').</p> <p>The Council expects to deliver an additional 16,632 new homes over the Local Plan period between 2011 and 2032.</p>									
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Number of affordable homes delivered (gross) (Bigger is Better)	▼	<table border="1"> <caption>Number of affordable homes</caption> <thead> <tr> <th>Year</th> <th>Number of affordable homes</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>180</td> </tr> <tr> <td>2010/11</td> <td>140</td> </tr> <tr> <td>2011/12</td> <td>90</td> </tr> <tr> <td>2012/13</td> <td>120</td> </tr> <tr> <td>2013/14</td> <td>100</td> </tr> </tbody> </table>	Year	Number of affordable homes	2009/10	180	2010/11	140	2011/12	90	2012/13	120	2013/14	100	<p>No new data - Comment updated</p> <p>Affordable homes are delivered either directly by the Council or through partnership working with registered housing providers and private developers (house builders) with the Council acting in an 'enabling' role. Delivery can be affected by a number of factors, for example market conditions, government and banking policies and construction delays, (e.g. through bad weather or shortage of labour and materials).</p> <p>Numbers are expected to increase in future years following the adoption of Cabinet's plan, (in October 2013), to deliver 3,000 new affordable homes in the Borough over the following 10 years, (i.e. to 2023). The forecast for 2014/15 is 276 new affordable homes. This figure was projected to be 303 but there has been a slight delay in the North Tyneside Living programme that has meant 27 affordable sheltered homes estimated to be completed in March 2015 will now be completed in the first quarter of 2015/16.</p>										
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7. Key regeneration projects will be delivered, for example Wallsend town centre, Spanish City Island and the former Swan Hunter site.	Swans Infrastructure Project - redevelopment of former shipyard to create new advanced manufacturing site	▲	New information	Off-site highways improvements are now complete with the commissioning of new traffic signals. Construction work is now underway on site in relation to new roads, new drainage, new electricity and quay edge repairs. Tenders for dredging the riverside berths are due back on 31st Jan. Work is progressing on the refurbishment of the office block which will become Swans Centre for Innovation and new tenants have already signed-up, in principle, to the new accommodation. Work has commenced on a detailed design for the infilling of the wet berth.
	Coast Infrastructure Project - high quality improvements and new facilities for residents and visitors	▲	New information	Public consultation on a proposed Masterplan of improvements to Whitley Bay sea front, including the Northern Promenade, started in December and has demonstrated general support for the Council's proposals. The Council has been successful in securing £2m from the Coastal Communities Fund towards the restoration of The Dome and a Heritage Lottery Fund bid for £3.6m has been submitted in draft form for their assessment. Construction work is progressing on the new café on Longsands North and is on target for completion by Easter 2015. Restoration of the Tynemouth Volunteer Life Brigade (TVLB) was completed on time for its 150th anniversary and was reopened officially by the Countess of Wessex. The old Low Light was partially opened as a new heritage centre in September 2014.

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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)	▼	<p>North Tyneside small business start ups</p> <table border="1"> <tr><th>Year</th><th>Start ups</th></tr> <tr><td>2012/13</td><td>1,296</td></tr> <tr><td>2013/14</td><td>1,173</td></tr> </table>	Year	Start ups	2012/13	1,296	2013/14	1,173	<p>No new data (2014/15 data available April 2015)</p> <p>North Tyneside Council's Business Factory project has been given a prestigious Highly Commended Award by the Department of Business Innovation and Skills and Young Chamber for the Promotion of Entrepreneurial Skills.</p> <p>In 2013/14 the Bank Data shows there were 1,173 small business start ups in North Tyneside, compared to 1,296 in 2012/13.</p> <p>North Tyneside Council directly supported 423 business start-ups in 2013/14 via the Business Factory which shows a significant increase in performance from 300 supported in the previous, high-performing year.</p>	
	Year	Start ups									
2012/13	1,296										
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Number of business rates payers in North Tyneside (Bigger is Better)	▲	<p>Number of business rates payers</p> <table border="1"> <tr><th>Year</th><th>Number of payers</th></tr> <tr><td>2011/12</td><td>4,500</td></tr> <tr><td>2012/13</td><td>4,500</td></tr> <tr><td>2013/14</td><td>4,601</td></tr> </table>	Year	Number of payers	2011/12	4,500	2012/13	4,500	2013/14	4,601	<p>No new data (2014/15 data available April 2015)</p> <p>The plan describes the need to increase the number of businesses operating in the borough. This measure records the data of actual business rates payers in North Tyneside, which for 2013/14 has seen a slight increase to 4601.</p> <p>The borough has shown continued success in attracting inward investment and this year to date has confirmed new facilities and expansions from Utilitywise, Hewlett Packard, G4S, Cofely, Accenture and Perfect Image which have generated over 2,000 jobs in North Tyneside.</p> <p>Indigo Park has been brought to market as a key site for manufacturing or distribution and the Swans site is being redeveloped for the needs of the offshore industry.</p>
Year	Number of payers										
2011/12	4,500										
2012/13	4,500										
2013/14	4,601										

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	Jobseeker's Allowance (JSA) claimants (Smaller is Better)	▲	<table border="1"> <caption>North Tyneside JSA Claimants</caption> <thead> <tr> <th>Month</th> <th>Number of Claimants</th> </tr> </thead> <tbody> <tr> <td>December 2010</td> <td>5,800</td> </tr> <tr> <td>December 2011</td> <td>6,200</td> </tr> <tr> <td>December 2012</td> <td>6,200</td> </tr> <tr> <td>December 2013</td> <td>4,800</td> </tr> <tr> <td>December 2014</td> <td>3,274</td> </tr> </tbody> </table>	Month	Number of Claimants	December 2010	5,800	December 2011	6,200	December 2012	6,200	December 2013	4,800	December 2014	3,274	<p>New data The Council and partners are committed to supporting people back into work.</p> <p>The number of JSA claimants in North Tyneside fell by 1,357 between December 2013 and December 2014, to 3,274. North Tyneside's JSA claimant rate (for residents aged 16-64) fell by 1.1% over this period, to 2.5%. This was lower than the rates for Tyne and Wear (3.0%) and the North East (3.0%) but higher than that for Great Britain (1.9%).</p> <p>North Tyneside's claimant rate is now (December 2014) slightly below the level of 2.6% seen in December 2007 (although there were slightly fewer claimants then – 3,261).</p> <p>The claimant rate at this time of year has not been at 2.5% since December 1992.</p>		
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December 2013	4,800																	
December 2014	3,274																	
9. More jobs have been created, including apprenticeships.	Number of apprenticeships started (Bigger is Better)	▲	<table border="1"> <caption>Number of Apprenticeships</caption> <thead> <tr> <th>Year</th> <th>Number of Apprenticeships</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>1,250</td> </tr> <tr> <td>2009/10</td> <td>1,550</td> </tr> <tr> <td>2010/11</td> <td>2,900</td> </tr> <tr> <td>2011/12</td> <td>3,100</td> </tr> <tr> <td>2012/13</td> <td>2,850</td> </tr> <tr> <td>2013/14</td> <td>2,350</td> </tr> </tbody> </table>	Year	Number of Apprenticeships	2008/09	1,250	2009/10	1,550	2010/11	2,900	2011/12	3,100	2012/13	2,850	2013/14	2,350	<p>New data There has been a national fall in the number of apprenticeships started across all age groups due to a number of factors. This includes fewer employers committing to creating the apprenticeship opportunities, fewer young applicants opting to undertake those created so vacancies remain-many are opting to stay in full time education at 16 and a reduced opportunity to convert existing jobs into apprenticeships- this was a national priority in previous years primarily for post 25 year olds.</p> <p>Since early 2014, North Tyneside Council has worked with a range of service areas to develop a number of apprenticeships, with a view to creating 50 new apprenticeships by April 2015. It's recognised that there is a need to grow our own apprenticeship opportunities, for our young people, in order to :-</p> <ul style="list-style-type: none"> • Provide a work related pathway for those who choose not to stay on in full time education. • Develop the skills and knowledge of our future workforce. • Work towards narrowing skills gaps • Produce young people who are employable. <p>To date 48 "new" apprentices have started in the following vocational areas – business admin, customer service, service engineering, horticulture, building technician, marketing, digital media, Sports and Leisure, Care Work and Classroom Support. These apprentices will be with us for a minimum of 18 months.</p>
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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)	▼	<table border="1"> <caption>Skills shortage vacancies per 100 vacancies</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>5.6%</td> </tr> <tr> <td>2013</td> <td>15.5%</td> </tr> </tbody> </table>	Year	Percentage	2011	5.6%	2013	15.5%	<p>No new data (surveyed every 2 years - 2015 data expected September 2016) In 2011 there were 129 skills shortage vacancies out of a total of 2,304 vacancies. In 2013 there were 274 skills shortage vacancies out of a total of 1,803 vacancies. NB 2011 figure has been changed to 5.6% (from 4.8% previously reported) as 2011 data has been reweighted to make it comparable with 2013 data.</p> <p>Alongside supporting local businesses to create jobs the plan aims to support local people to have the right skills to access them. This measure highlights the gap that is recorded from local employers. The aim is to reduce the gap that local employers have recorded.</p>								
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