

## Overview, Scrutiny & Policy Development Committee

5 September 2016

Present: Councillor S Graham (Chair)  
Councillors J Allan, A Austin, B Burdis, S Cox,  
N Craven, P Earley, Janet Hunter, C Johnson,  
A McMullen, T Mulvenna, J O'Shea, M Rankin  
And J Wallace

School Governor Representatives  
Mrs J Little  
Mrs M Ord

Church Representative  
Rev M Vine

### **OV016/09/16 Apologies**

Apologies for absence were received from Cllrs S Day & Mr O'Hanlon – Church representative

### **OV17/09/16 Substitute Members**

There were no substitute members.

### **OV18/09/16 Declarations of Interest**

Councillor M Rankin declared a personal interest in agenda item 7 Waste Collections Post 2017 Sub-group as he had a professional working relationship with a service provider referred to in the report (Minute OV21/09/16) he did not speak or comment on the item.

### **OV19/09/16 Minutes**

**Resolved** that minute of the meeting held on 5 July 2016 be confirmed;

### **OV20/09/16 Mayors Annual Address**

The Elected Mayor, Norma Redfearn, attended the meeting to present her annual report that informed the Committee of the progress of the Council and her priorities for the year ahead.

The Mayor stated that the past year had seen more of her commitments become a reality and significant progress had been made in delivering a number of projects which would make a real difference to residents.

That she had made a commitment to be a Listening Mayor and to lead a Council that that would put residents and communities first, whilst delivering value for money services that meet local needs.

She stated that she it had been her mission to listen to residents, pick up on the issues they raised and deliver the real improvements for the borough. She continued to listen to residents and along with colleagues to deliver the real changes that residents wanted to see.

### **Listening to Residents**

During 2015/16, a total of 7 'Listens Events' had taken place throughout the borough involving the Cabinet, Ward Councillors and the Mayor.

The Mayor stated that events had also been arranged for her to be in Town Centres on designated Saturday's to give those residents who wouldn't normally contact the Council the opportunity to do so. This would provide an opportunity for anyone to ask questions, offer suggestions or raise concerns.

As in previous years feedback from the engagement events had been positive and had provided the opportunity to discuss issues of real importance to residents.

It was stated that the planned events in 2016/17 would continue to be used to shape services in the future.

### **The Year Ahead - Creating a Brighter Future/Council Plan**

The Mayors aim for the year ahead, was with the support of her Cabinet was to continue to drive forward the plans that were in place and continue to listen to what residents views.

There was a need to continue to tackle the differences across the borough particularly in relation to people's health, skills, qualifications and employment.

The Creating a Brighter Future Programme would help to deliver and build on successes, achievements and priorities by targeting resources and enabling people to participate in a successful borough with a good quality of life and range of opportunities.

The aims of the Creating a Brighter Future Programme were to ensure that children, young people and residents of all ages were:

- ready for school;
- ready for work and life;
- cared for, safeguarded and healthy; and
- that North Tyneside is:
  - a great place to live, work and visit.

### **Ready for School**

In the last year the Council had continued to deliver a diverse range of high quality services for children and young people, their families and carers, with the start of a radical transformation programme to meet the challenges of reducing budgets and increasing demand for services.

This included an extensive review of 0-19 children's services including 0-19 Healthy Child Programme, which involved an independent review of how to best support children in care and how to help more children to remain safely at home with families.

The Council had continued to provide support for the most vulnerable children, young people and families. Working closely with partners on the Local Safeguarding Children's Board (LSCB) to ensure entry into children's services was as smooth as possible.

2015 / 2016 also saw the safe transfer of commissioning responsibilities for children's public health for 0-5 years.

Close partnership work with schools, providing support and challenge to raise standards in education, narrowing the gap in attainment and ensuring all children and young people can achieve their full potential continued.

Children continued to work hard in North Tyneside with the support of parents, teachers and our education facilitators and leaders. This had been demonstrated by raised educational performance and results had continued to improve year-on-year.

There was 92 per cent of schools rated 'good' or 'outstanding' by Ofsted. North Tyneside was ranked 11<sup>th</sup> best local authority in England using this measure and already have the most highly rated Primary School outside of London.

In addition 97% of childcare providers were judged to be good or better in North Tyneside, which was above local and national averages.

This year our young people in North Tyneside had received the best ever A-level results, with the borough's grades again above the national average.

GCSE students who achieved five or more A\*-C grades had exceeded last year's results, at 63 per cent, which was better than the national average.

There had been 33 projects completed during 2015/16 that supported children and young people to learn that included completion of the new build at Forest Hall Primary and Whitehouse Primary Schools.

Plans for 2016/17 would continue the Priority Schools Building Programme and this would include new schools at Longbenton College, John Spence and Marden High Schools at a cost of £30m.

There would also be the delivery arrangements associated with the relocation and new build Backworth Park Primary School.

In addition to the planned work on schools, work would continue to ensure that all children who need help to progress through the Key Stages at school are provided with additional support no matter which school they attend.

The Duke of Edinburgh's Award Scheme continues to do well in North Tyneside, with increased growth through enrolments, completions and new groups with almost all of

the borough's High School and Special Schools being involved as well as a number of Voluntary and Community Groups.

The Junior Civic Award, aimed at children aged 6 has also been a great success with many children completing their Awards.

### **Ready for Working Life**

An apprenticeship is one option available to young people after they leave school. The Council's own apprenticeship programme that was launched 2 years ago ensured young people had the skills and experience to prepare them for employment. Since 2014, 49 young people had been recruited across a range of areas including Business Administration; Customer Service; Play work; Sport and Leisure; Horticulture; and Building Technician.

Each apprentice had been supported by the Council and their learning provider over the 18 month programme working towards a nationally recognised qualification and developed real work skills.

Achievements had been significant of the apprentices who completed their programme, 26 are employed, with 19 employed by North Tyneside Council and 7 employed externally.

To build on the success a further 21 new apprenticeships start in September 2016.

The Get Up and Go Apprenticeship Event this year attracted 700 residents with young people bringing friends and family along with them. This was the highest turn out for this event since it has taken place and demonstrated the success of the programme.

The Working Routes Programme, which is a partnership between Kier, Justice Prince and the Council also continued to support young people with construction and horticulture skills. The programme had been such a success that plans were already in place to support 25 young people in 2016/17 through the programme.

The Council had also been running work experience since September 2014, which had offered placements to over 200 individuals.

In June 2016 a Traineeship in Sport and Leisure was launched and the 10 week summer programme involved placements in each of the Council's leisure centres combined with some foundation learning, with the aim to introduce 8 young people to the industry. It was hoped the pilot would be a springboard for more Council based traineeships in the future.

### **Cared for, Safeguarded and Healthy**

The Mayor informed that during the past year, the Council had implemented the relevant provisions of the Care Act 2014 that included the development of a range of services that provided local people with a personalised response to information and advice.

Care and Connect was launched that offered a tailored range of information, advice and signposting as well as being able to provide assessments and building community resilience.

Social Work Teams implemented new national eligibility criteria that resulted in an increase in the number of carers receiving an assessment of their needs and a focus on wellbeing during assessment.

The Gateway Team was redesigned to deliver proportionate assessments that seek to get people the support they need as quickly as possible. This team received national recognition winning the national Compact Voices award for strong working between statutory and community and voluntary sectors and were finalists for Social Work Team of the Year.

The service had also implemented changes to:

Partnership work that led to more local communities in the borough becoming 'dementia friendly'. There was also seen the launch of a new Carer's Commitment.

Joint work with the NHS had continued as part of the Better Care Fund and the North Tyneside Integration programme and had implemented an integrated hospital admission avoidance and discharge team, CARE Point.

People had been supported back to good health and wellbeing after periods of illness through the reablement service with assistive technology being provided to support people to remain safe at home.

Service modernisation and improvements that enabled people with a learning disability to live more independently in their homes had been made through a new framework agreement with the NHS.

Modern Extra Care provision had been increased for older people and those with learning and physical disabilities.

The Mayor emphasised that these had been achieved even though continued cuts in government funding and increased demands for adult social care.

In a bid to keep neighbourhoods safe, continued community resilience had been built to respond to flooding through the introduction of a network of Community Flood Wardens. This was in addition to the Surface Water and Drainage Partnership that had schemes completed across Earsdon, Shiremoor, Wallsend and Murton Gap to reduce the risk of flooding.

In September 2016, a campaign to clamp down on inconsiderate parking around schools was launched in an attempt to reclaim streets for children and young people to walk and cycle in safety. This 'Be A Smarter Parker' campaign featured a range of initiatives and was aimed at local parents and children to improve safety around school entrances.

## **Great place to Live**

The North Tyneside Local Plan (that sets out the borough's plan for the future) was formally submitted to the Secretary of State on 30 June 2016. An Independent Planning Inspector had been appointed to formally conduct an examination and assess the Plans fit for purpose. The examination would provide the opportunity for invited participants to express their case to the Inspector. The Examination was expected to be held between October and November and with anticipated recommendations to be received in Spring 2017. The Local Plan would then be formally adopted thereafter.

The North Tyneside Living project a scheme for tenants over 60, had seen 4 new Build Projects completed at Phoenix Court, Chapelville, Crummock Court, and at the former Marden House site (Rothly Grange).

There had also been 7 Refurbishment Projects at The Orchard, Tamar Close, Skipsey Court, Emmerson Court, Southgate Court, Rudyerd Court and Ferndene, Cheviot View.

There had been over 500 new Affordable Homes built in the borough; including new homes on the site of former Wallsend Police Station and Alexandra Street temporary accommodation unit, conversion of the former Housing Office on Victoria Terrace, new homes in West Chirton, Shiremoor and Longbenton.

A North Tyneside Trading Company Limited had been set up to help in the process to increase the supply of quality affordable housing in the Borough, using existing resources and Council owned land.

## **Regeneration**

There had been continuing regeneration of Wallsend with a series of major developments.

The Swans Centre for Innovation had opened following nearly £2million of investment and would be home to a wide range of businesses specialising in the renewable energy, marine sectors and was a major part of the council's wider and ongoing £100million project to bring the former Swan Hunter shipyard back to life.

The new infrastructure, including roads and utilities was complete that would help bring manufacturing and jobs to the borough.

In the town centre a new development featuring a supermarket, drive-through restaurant and over 200 car parking spaces was nearing completion and was on course to open in November 2016. This would add to recent completed makeover of the Forum Shopping Centre, the new Customer First Centre and the restoration of Wallsend Parks. Wallsend would also see a new Wetherspoons pub with outdoor seating area, as well as various housing developments.

The Mayor stated that the progress made in Wallsend showed that the town can be a great place to live, work and visit, as well as an appealing location for businesses looking to relocate.

The Mayor stated that everyone wanted to see Whitley Bay as a unique destination that would attract regular visitors, where residents would be proud to live and a location where businesses could thrive. She stated that to achieve this, her plans for the coast involved more than £36 million of new investment.

The Whitley Bay Seafront Master Plan set out the Council's ambitious plans to reinvigorate the area between St Mary's Lighthouse and Cullercoats Bay, with the proposals being a mix of Council and private sector developments.

The Committee was informed that work had been completed on improved access to Watts Slope & toilets, the design work for Northern Promenade, improvements to the Links footpaths, lighting Northern Promenade, beach ramps/steps and phase 1 works to the promenade had commenced.

In addition a lease had been entered into with Robertson for new hotel and restaurant and work had commenced with an estimated completion in time for Spring 2017.

Heritage Lottery Funding (HLF) had been secured for the extensive restoration proposals for the Spanish City Dome. Work commenced in August and expected to be completed Summer 2018.

A planning application had been approved for redevelopment of the High Point Hotel site with works starting in the autumn and planning permission had also been secured for the Avenue site.

In addition to this the Committee was informed that stage 1 grant approval had been secured for St Marys Lighthouse restoration and for an operator for a coastal land train.

### **Great Place to Live & Visit**

To allow residents better places to visit a number of restoration works had been completed at Northumberland Park including landscape works, entranceway, BMX track, bandstand and tearoom. It was reported that over 10,000 visitors attended the Family Opening Event.

The borough had achieved 5 Green flags for its Wallsend Parks, Benton Quarry Park, Marden Quarry Park, Killingworth Lakeside Park and the Rising Country Park. It also achieved 3 Blue Flag awards and 4 Seaside Awards for its beaches.

The Mayor also reported that Tynemouth was named as one of the best places to live in Britain; according to The Sunday Times Best Places to Live guide.

### **Visitors**

The North Tyneside summer events programme designed not only for residents but to attract people into the borough included the Mouth of the Tyne Festival, the Spanish City Plaza and Dome attracted 170,000 visitors. The boroughs parks, beaches and open spaces had also been well used.

The summer events programme had also aided the increased footfall in town centres and brought increased financial benefit to local businesses.

## **A Great Place to Work**

The Mayor informed the Committee that amongst the record number of inward investment successes over the last couple of years, North Tyneside's major business parks Cobalt and Quorum, in particular had experienced unparalleled growth with 14,000 staff now being employed on Cobalt Park which was 96% occupied.

The company Accenture was being supported by Business & Economic Development to expand into an additional 51,000 sq ft office premises on Cobalt Park. Other companies EE, Hewlett Packard, Utilitywise, DNV GL and Perfect Image were also increasing their staffing numbers significantly on Cobalt Park.

There were 5,000 staff now employed on Quorum Business Park which was 65% occupied. Greggs had moved their headquarters to Quorum Business Park in April 2016.

Northumbria Community Rehabilitation Company located their HQ on Quorum Business Park and Sitel moved to Quorum, transferring their existing staff and creating 444 new jobs. Over 1,000 jobs were created through inward investment activities in 2015/16 with over 4,000 jobs created through inward investment and start-up activities in the last 3 years.

Indigo Park development was progressing, the scheme was an 82 acre strategic employment site capable of accommodating in excess of 1.3 million sq ft of new manufacturing and distribution space and it was hoped would generate in excess of 1,500 jobs. The committee was informed that £4.32 million of funding had been secured for infrastructure improvements to enhance the site's accessibility.

A wildlife corridor that would run north to south through the site linking the Weetslade Country Park to Gosforth Park had also been included forming part of the strategic wildlife corridor that would run from Jesmond Dene into Northumberland.

The Business Factory continued to work well and had helped over 1,000 businesses to start up in the last three years. In early 2016 it secured £900,000 of external funding to continue the Business Factory project for a further 3 years and won a national government sponsored Enterprising Britain award.

## **Budget**

The Mayor stated that she and her Cabinet had the challenge of delivering the Councils priorities during a time where public spending was being reduced. In order to manage these financial challenges and meet demand, the Council had embarked on redesigning services and service delivery using a Target Operating Model (TOM).

The delivery of the TOM would see:

- Procurement of a new solution to provide self service capability to residents



- Introduction of a new agile ways of working and an agile approach to redesign and development
- Reduction in office accommodation as teams merge and agile working increases

The Mayor stated that the Council continues to face budget pressures and the year ahead would be more challenging than recent years. The Mayor stated that she and her Cabinet would continue to focus on the work needed to address the pressures the Council would face. Looking ahead she stated that there was a number of underlying pressures that included the Living wage, demand pressures (social care) and delivery of efficiency savings.

She stated that the challenge was to save £47.958m over the next 3 years with the main area of pressure in Health, Education, Care and Safeguarding arising largely from demand led pressures in Adults with a Learning Disability or Mental Health and Looked After Children.

The Mayor reassured the Committee that work was well underway on budget proposals, but stressed that there was a need to understand that it was not going to be easy and some difficult decisions would need to be taken.

The Mayor reiterated that residents had told her that they wanted a Council that listened and this would continue.

She stated that it had not be easy with continued government cuts for the Council and residents, however she would continue to manage the resources carefully and to work with the Council partners to bring in new investment, jobs, continue with its regeneration plans, keep its environment standards high and deliver reliable public services to its residents.

The Mayor praised the good work of officers and Members in helping delivering services to residents.

**Agreed** that the Mayor Annual Address be noted.

### **OV21/09/16 Office Accommodation Review – Update**

The Head of Commissioning & Investment attended the Committee to provide an update to the Agile Working and Office Accommodation Project. The Committee was reminded that the project was a commitment by the Council's partner Capita to deliver property savings for the Authority.

It was stated that the aim of the accommodation review was to have a clear understanding of the assets in the Authority's estate portfolio and to ensure buildings were fit for purpose to deliver improved services.

The Committee was informed of the progress made since the last update in September 2015.

Members raised concerns to the inability to secure a reasonable sub let for the second floor of the Wallsend CFC. It was explained that this was due to a restriction

on the user clause contained within the lease that made it a requirement to gain the landlords consent.

Members stated that, they had been raised at previous meetings of the Committee that possible difficulties may occur to the use/sublet of the second floor, however, at that time the Committee had been reassured that the agreed lease was appropriate. It was asked why the option to sublet was not negotiated at the time of agreeing the lease two years ago.

Head of Commissioning & Investment stated that negotiations had taken place in respect of sub letting the second floor and that information report would be provided to Members.

A Member raised concerns with issues in relation with Irving House, which was described as an empty building and eyesore that had a financial cost to the Authority.

Senior Manager - Strategic Investment & Property explained the work that had taken place with respect to the building and that an updated position would be provided to Members.

A Member asked if information of all assets was available that illustrated the uses/lease terms etc and if this be made available to Members.

Head of Commissioning & Investment stated that information of this nature would be made available to Members.

**Agreed** that (1) the Office Accommodation progress be noted; and (2) a report detailing the information requested be circulated to Members of the Committee.

### **OV21/09/16 Waste Collections Post 2017 Sub-group**

The Committee received a report produced by the Waste Collections Post 217 Sub-group.

As part of the 2015/16 work programme of the Environment Sub-committee it was agreed that a Waste Collections Post 2017 sub-group be set up to carry out a study to investigate the options available in relation to the collection of household waste and recyclables following the cessation of the Weekly Collection Support Scheme.

The report detailed the options investigated and the sub-group made 6 recommendations.

The Committee thought the work undertaken by the sub-group was important and illustrated the need to ensure that all options were considered prior to the decision to what would be the best waste collection solution for North Tyneside.

It was encouraged that the report also illustrated the different solutions that could improve the environment and recycling.

The Committee recognised that the collection of all waste was viewed as a very important service to residents of North Tyneside and understood that looking at

alternative methods would not only provide financial but more importantly environmental benefits

The Committee also suggested that, as part of the consultation proposed in recommendations 1 and 2 of the report, steps be taken to increase residents' awareness of waste minimisation, reuse and recycling and the benefits and implications, both environmental and financial, of the options available.

**Agreed** that the Waste Collection Post 2017 Sub-group report and recommendations listed be referred to Cabinet for consideration: -

**R1.** That to increase levels of recycling in the borough and to reduce the amount of waste sent to landfill the Cabinet be recommended to engage/consult with residents on a proposal to introduce alternate weekly collections of residual waste and recyclables;

**R2.** That Cabinet be requested to increase education and engagement activities around residents awareness of waste minimisation, reuse and recycling;

**R3.** That the Cabinet be requested to produce planning guidance to encourage developers to engage with Officers of the Authority and other relevant agencies to identify sustainable solutions for waste and recycling storage facilities within new developments.

**R4.** That Cabinet be requested to give consideration to the examination of the benefits of the introduction of high capacity refuse storage facilities in high density/high traffic areas of the borough such as the Fish Quay.

**R5.** That Cabinet be requested to lobby the Local Government Minister, the Local Government Association, local Members of Parliament and local Members of the European Parliament to encourage manufacturers to examine how they can reduce the amount of unnecessary packaging on their products and where packaging is required that it should be easily recyclable.

**R6.** That Cabinet be requested to lobby the major manufacturers, supermarkets and chain stores in the borough to examine how they can reduce the amount of packaging and where it is required that it should be easily recyclable

### **OV22/09/16 Cabinet response to Carer's Support and Respite Provision Report**

The Committee received the response from Cabinet to the recommendations submitted by the sub group of the Adult Social Care, Health and Wellbeing Sub-committee in relation to its study of carers' support and respite provision in North Tyneside.

Appended to the report was the action to be taken and timescale for completion of each of the recommendation.

**Agreed** that the recommendation response from Cabinet in relation to the work of the Adult Social Care, Health and Wellbeing Sub-committee on its work on, Carers' support and respite provision in North Tyneside be noted.

### **OV23/09/16 Four Lane Ends – update**

The Committee received a report that provided an update following the completion of the Four Lane Ends and A188 junction improvements scheme.

The scheme encountered a number of delays in the Bid & Design and Construction phases and the report provided explanations to how these were encountered.

The Committee was informed that both the Authority and its partner Capita had carried out a number of reviews to learn lessons from the issues that had arose during the delivery of the scheme, which would benefit future major highways schemes.

### **OV24/09/16 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 Two of Schedule 12A of the Act the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part One of Schedule 12A of the Act.

### **OV25/09/16 Four Lane Ends update**

The Committee was provided information to impact of the final account for the delivery of the Four Lane Ends and 188 junction improvements scheme.

**Agreed** that the report on Four Lane Ends and A188 junction improvements be noted.