



Reference: RFI 1710056

**Request:**

Please handle the following as a request under the Freedom of Information Act.

I wish to know

For the financial years 2014-15, 2015-16 and 2016-17 (and giving individual figures for each year), please tell me how much of council funds was paid to outside agencies or private sector contractors for the provision of any council services - to put this another way, what was the total value of services commissioned by the council, and therefore not provided by the council's own employees?

| 2014-15<br>£000's | 2015-16<br>£000's | 2016-17<br>£000's |
|-------------------|-------------------|-------------------|
| 137,328           | 143,032           | 165,660           |

How much was spent, or what was the total cost to the council or services provided in-house (not by an external contractor) for each financial year.

| 2014-15<br>£000's | 2015-16<br>£000's | 2016-17<br>£000's |
|-------------------|-------------------|-------------------|
| 345,737           | 358,159           | 354,406           |

The figures above relate to costs associated with services provided in-house which include employee costs, premises, supplies & services and other technical accounting adjustments that are required when compiling the accounts of the Authority. The figures have been arrived from taking the Gross Cost of Services as per the Authority's published accounts for each year less the identified third party costs in the table above.

What was the council's full budget for each financial year?

Please see attached links to council website.

2016-17

<http://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/2016-17%20Revenue%20Control%20Budget.pdf>

2015-16

<http://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Revenue%20Control%20Budget%202015-16.pdf>

2014-15

<http://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Revenue%20Control%20Budget%202014-15.pdf>

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North Tyneside Council

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For the year 2016-17 only, please provide a list of all external contractors for the provision of council services and how much was paid to, or invoiced to each.

Please see attached link to council website.

<http://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Contracts%20to%20Publish%205%20sep%2017.pdf>

Does the council have a policy to refer to service users as customers, clients, residents, taxpayers, or otherwise, in its documentation and web material? Please specify which.

The council has a style guide that is used to ensure all of our written material is clear and consistent. We use "residents" to refer to people who live in the borough. As a rule, we use "customers" to refer to people who pay for/to use our services (i.e. leisure centre customers) and "service users" to refer to people who receive social care services from the council. Other terms used will depend on the circumstances and purpose of the written communication. For instance, we might refer to "taxpayers" in a leaflet about council tax.

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