

Meeting: Overview, Scrutiny and Policy Development Committee

Date: 17 June 2019

Title: Our North Tyneside Performance Report

Author: Jacqueline Laughton Tel: (0191) 6437524

Service: Corporate Strategy

Wards affected: All

1. Purpose of Report

1.1 To update the Committee on the progress that has been made in delivering the aims and objectives of the Our North Tyneside plan.

2. Recommendations

2.1 It is recommended that the Committee note the progress that has been made against the Our North Tyneside plan.

3. Information:

3.1 The Our North Tyneside plan sets out the high level ambitions for the borough via three themes; Our People, Our Place and Our Economy.

3.2 The plan also provides the strategic policy framework for the Authority, which means that other key plans and strategies, such as the Local Plan, the Ambition for North Tyneside and the Customer Service programme are all aligned to the plan. For example the Customer Service programme that Cabinet agreed in May 2019 is focused on delivering the Our North Tyneside objective; 'Our People will be listened to so that their experience helps the Council work better for residents'.

3.3 The Our North Tyneside plan also supports the Authority's work with external partners, for example the work of the North of Tyne Combined Authority supports a number of objectives and the recently refreshed Safer North Tyneside Partnership plan directly contributes to the objectives; 'Our People will be cared for, protected and supported' and 'Our places will provide a clean, green, healthy, attractive and safe and sustainable environment'.

3.4 Within the Authority, service planning is aligned to the delivery of the Our North Tyneside plan. Performance is managed against these objectives at a strategic and operational level on a regular basis. For example performance reporting takes place within the Authority on a quarterly, monthly, weekly and even daily basis.

3.5 Based on an analysis of the outcome measures in the plan and internal reporting the rest of this report provide the Committee with an update on the progress that the Authority is currently making to deliver the Our North Tyneside plan.

4 **Our North Tyneside performance update:**

Our People

4.1 Based on an analysis of the latest data, North Tyneside has strong performance with

- An increase in the percentage of young people who are 'ready for school'.

73% reached a Good Level of Development at the Foundation Stage, which is in line with the national figure of 72%. Since 2013, North Tyneside has improved by 25% points compared to a national improvement of 20% points.

- More young people being 'ready for work'.

67.9% of pupils have reached the Expected Level in Reading, Writing and Maths in North Tyneside at Key Stage 2 (age 11). This is an improvement from 2017 and remains higher than the provisional national average.

At Key Stage 4 (GCSE) North Tyneside's overall performance in English and Maths 4+ remains in line with last year (65% compared to last year's national of 64%). Performance for disadvantaged pupils has improved and is now in line with latest national average.

2.9% of 16 and 17 year olds are Not in Education, Employment or Training, which has improved from 2013/14 when it was 4.1%. This performance is better than the national rate (2.8%) for the first time since 2012 and only the second time ever.

This performance is supported by the high number of North Tyneside primary and secondary schools that are rated as Good or Outstanding by Ofsted. Around 8 in 10 young people attend a school that is ranked as Good or Outstanding.

- People being cared for and supported, especially if they become homeless.

Only 52 people were accepted as homeless in 2018/19, which is down from 179 the previous year. This significant improvement is due to the changes that were introduced at the start of the year, which ensured a greater focus on prevention and triage work in order to prevent an individual becoming homeless.

There continues to be strong performance in supporting people through both adult and children's social care. For example 9 in 10 user of Adult Social Care report that they are satisfied with the service that they received.

4.2. The belief from residents that the council acts on the concerns of local residents (46%) and that the council provides good value for money (39%) is similar to the satisfaction levels that were seen at the start of the plan in 2013 (44% and 38% respectively)

While it is known that local performance is relatively strong compared to comparator councils, it is important to recognise that North Tyneside is facing the same issues as other Authorities. A key driver for local satisfaction is residents' views on visible services. Analysis from the Institute for Government indicates that funding, across the country, for neighbourhood services has reduced between 20-40%.

This, in part, has contributed to results from the latest version of the LGA ran national survey has reported the lowest level of satisfaction for value for money since the start of the survey in 2013. North Tyneside Council has reduced the budget by £120m since 2010.

The new Customer Service strategy, which Cabinet agreed in May 2019, is focused on improving satisfaction in these key areas.

Our Places

4.3. The Our North Tyneside Plan sets out that our places will be great places to live, and attract others to visit or work here. In addition they will offer a good choice of housing, provide a clean, green and safe environment as well as having an effective transport and physical infrastructure.

4.4. Based on an analysis of the latest data, North Tyneside has strong performance with

- People being happy to live in North Tyneside.

79% of people are satisfied with their local area as a place to live. This is above compactor councils (which are reporting between 66% and 74%) and is in line with last year and the national LGA survey.

- Delivering a clean, green, healthy, attractive, safe and sustainable environment.

There was less than 1k tonne per household collected last year, due to a number of changes, including at the Household Waste and Recycling Centre. The amount of waste collected from households and operations has now at its lowest level. The proportion of household reuse, recycling and composting has shown improvement since the introduction of alternate weekly collections.

The Authority's carbon footprint has reduced by 45% since the base line year of 2010/11 and is on course to achieve the target of a 50% reduction by 2027.

- Delivery of the council's Affordable Homes Programme is on track to deliver 3,000 affordable homes across the borough between 2014/15 and 2023/24.

250 Affordable homes were completed during 2018/19.

- Promotion of parks, beaches, festivals and seasonal activities

Three beaches in North Tyneside are among a group of only 52 beaches in the country to win both a Blue Flag and Seaside Award. Half of the Blue Flag awards given to North East beaches were presented in respect of North Tyneside beaches. Six of the warden managed parks in North Tyneside have retained their Green Flag Awards.

Our events and festivals programme continues to attract visitors year-round. Over 180,000 visitors attended events in the past year

4.5. While North Tyneside continues to be a safe place to live, there has been a reduction in the percentage of people who feel safe after dark. The Committee will be aware of the development of the new Safer North Tyneside Strategy and the associated work plan to deliver the strategy.

This includes the development of an Anti Social Behaviour toolkit, alongside new Environmental Wardens and the introduced of a CCTV vehicle that targets hotspot

areas. In addition, diversionary activities through our Sport and Leisure service are being delivered.

Our Economy

4.6. Based on an analysis of the latest data, North Tyneside has strong performance with

- An increase in jobs in the borough.

There are 85,000 jobs, which is an increase of around 15,000 since 2013. Over the past few years the borough has been very successful in attracting inward investment to create new jobs and through the creation of new businesses.

- Supporting new businesses

93.9% of North Tyneside businesses are still in operation after one year, which is higher than the North East (92.4%) and England (91.6%) levels. This relates to businesses that were created in 2016.

Over a longer time period, for those businesses created in 2012, North Tyneside also performs strongly

	North Tyneside	North East	England
After 2 years	76.1%	75.6%	73.8%
After 3 years	59.8%	59.8%	59.2%
After 4 years	48.7%	48.7%	50.3%
After 5 years	43.6%	43.6%	43.1%

The data suggests the pay of those working in North Tyneside has increased since 2012 and by a similar level to the North East average. Pay in North Tyneside remains below the UK average but the gap may have decreased slightly since 2012.

4.7. Ensuring that young people in North Tyneside have the right high level skills to progress and succeed in the jobs market is key to the success of the local economy.

In terms of skills gaps, the availability of reliable data continues to be difficult at a Local Authority level and the main indicator continues to be the UK Employer Skills Survey, which was published in July 2018. It does show that there has been an increase in the skills shortage vacancies in North Tyneside, which has been driven by an increase in 'non-market services' e.g. public administration, defence, education and health work

In a national study, North Tyneside is ranked 70th out of 150 for Apprenticeship starts as a proportion of 16-24s in a local area. In addition 91% of young people progress onto a positive destination after Key Stage 5. This has been increasing year on year over the past few years and continues to be higher than the national rate. While the rate of apprenticeship starts by population has decreased from last year, in part due to national changes, North Tyneside remains in the top quintile performance band. There has, however, been an increase in the rate of higher (level 4) apprenticeship starts across all age ranges (+50 starts from last year).