

Communities & Place Overview and Scrutiny Committee

Making Gateshead a Place Where Everyone Thrives – Year end assessment of performance and delivery 2018/19

June 2019

Portfolio & Portfolio Members	Economy - Cllr Adams Environment & Transport – Cllr McElroy Housing – Cllr Brain Communities & Volunteering – Cllr Green Culture, Sport & Leisure – Cllr Douglas
OSC Chair:	Councillor Neil Weatherley
Lead Officer:	Colin Huntington, Acting Strategic Director Communities & Environment
Support Officer:	Ian Stevenson, Neighbourhood Management Team Leader. Communities & Environment

Introduction

The report forms part of the Council's performance management framework and gives an overview of progress for the priorities appropriate to the remit of the Communities and Place Overview and Scrutiny Committee (OSC).

“Making Gateshead a place where everyone thrives” is the new council approach aiming to narrow the gap of inequality across Gateshead resulting in more people living longer and leading healthier and happier lives.

We support the residents of Gateshead through the Thrive agenda. Our work spans the 5 Thrive pledges, of:

- 1 *Put people and families at the heart of everything we do*
- 2 *Tackle inequality so people have a fair chance*
- 3 *Support our communities to support themselves and each other*
- 4 *Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough*
- 5 *Work together and fight for a better future for Gateshead*

As part of the Council's performance management framework, five year targets were replaced with a single 2020 target with strategic indicators identified as either target or tracker indicators.

Our current strategic indicators have been reviewed to ensure they continue to be appropriate in measuring performance in respect of the Thrive agenda. New and amended indicators will be introduced in the 2019/20 Performance Reporting Cycle., however officers are still working on reviewing some of the indicators within this portfolio and amendments/introductions will be reported at the Six Monthly interval.

For services covered by the Communities and Place OSC, 41 overarching strategic indicators are currently identified and monitored to support the OSC in understanding its

performance linked to achieving the council aim of narrowing the gap of inequality across Gateshead and supporting its residents to thrive.

This report provides a performance overview linked to our 41 strategic indicators for Communities and Place OSC which currently fall under all of the five Thrive pledges.

Section A provides an overview of performance linked to the indicators identified as falling under each pledge, along with any achievements or challenges. The section summarises if performance has improved or declined since the same period in the previous year.

Section B of the report updates on specific actions identified from the previous report, while Section C provides a performance dashboard with individual performance details for the 41 indicators identified, grouped by the relevant pledge.

Recommendation

Members are asked to receive this report for information and consider:

- (i) whether the activities undertaken during October 2018 to March 2019 are achieving the desired outcomes in making Gateshead a place where everyone thrives,
- (ii) any areas they feel they require more detail about or feel require further scrutiny;
- (iii) note that Cabinet will consider a composite performance report at their meeting in July 2019.

Section A

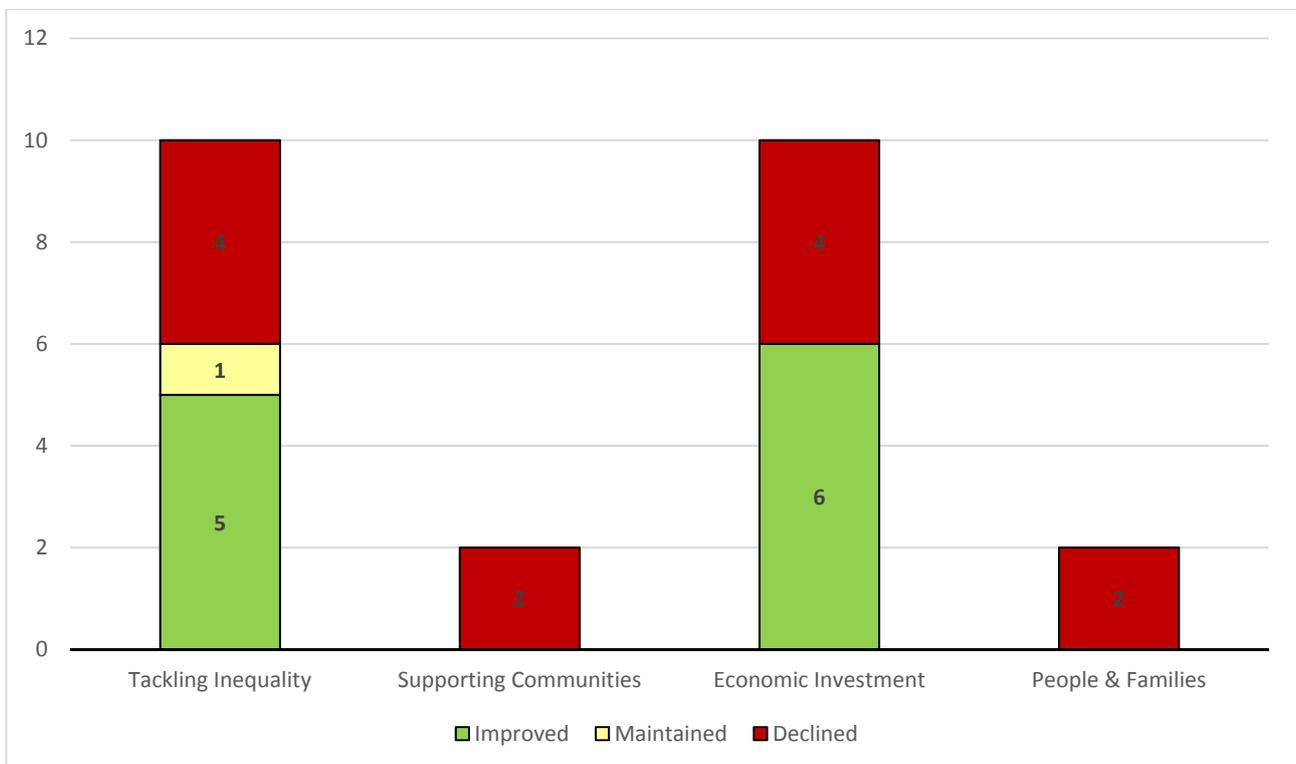
Performance Overview

This report sets out performance for the six-month period October to March 2019 in line with the Council's Performance Management Framework. From the 41 Strategic Indicators which contributes to this OSC Communities and Place, we only have 24 indicators which have a 2018/19 Year End position available to report. The remaining 17 indicators are unable to be reported due to delays in the reporting data and will be reported at the Six-Month interval 2019/20. However the latest available data is presented in Section C for these 17 indicators.

Five year targets were replaced with a single 2020 target with strategic indicators identified as either target or tracker indicators. The majority of the Strategic Indicators which report to this OSC are tracker indicators and don't have yearly targets. Only 5 indicators have yearly targets, unfortunately only 1 Strategic Indicator can be reported against its target at this time, (SC01) Improve the Recycling Rate, further details are reported under the *Support our Communities to support themselves and each other thrive* pledge.

The chart below summarises the overall position and trend in performance compared to the same period last year for the 24 indicators where data is available to report for 2018/19. Overall the performance has improved in 11 out of the 24 indicators (46%) we have an updated position for.

Chart 1: Summary of direction of travel for indicators in section C



Putting people and families at the heart of everything we do

We have identified 5 Strategic Indicators linked to the Thrive pledge of **Putting people and families at the heart of everything we do**. These are:

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
PF01 - The percentage of homes in the highest energy efficiency bands (SAP>65)	60%	56.53% (Six Monthly 18/19)
PF02 - People Killed or Seriously Injured (ksi) in road traffic collisions - percentage change over base year	24%	25.21%
PF03 - Children killed or seriously injured (KSI) in road traffic collisions - percentage change over base year	44%	30.85%
PF04 - Number of households accepted as homeless	None Set	63 (Six Monthly 18/19)
PF05 - Number of households prevented from becoming homeless	None Set	316 (Six Monthly 18/19)

In the latest period we have no year end 2018/19 data available for 3 indicators. The latest data available is presented in the table above.

Performance

- This performance shows that there has been a reduction in the number of people killed or seriously injured (25.21%) on Gateshead's roads from the baseline to the current reporting year. This is a reduction on 2017/18's performance and it is better than the target for 2018/19 (24%)
- This performance shows that there has been a reduction in the number of children (ages 0-15) killed or seriously injured (30.85%) on Gateshead's roads from the baseline to the current reporting year. However, this is worse than 2017/18's performance, and has not met the target set for 2018/19 (44%). This is probably influenced very small numbers of casualties which often causes year on year variation in the results but also the change to the recording method which is set out below.

Homelessness Indicators

- It should be noted that figures for PF04 (Households accepted as homeless = 64) and PF05 (households prevented from becoming homeless =316) have only six monthly 2018/19 data available and prior to April 2018 local authorities provided P1E aggregated data to central government. This return has been replaced by a case level collection called H-CLIC. From the 1st April 2018 Local Authorities (LA) started to collect data in the new H-CLIC format for MHCLG to monitor under the 2017 Homelessness Reduction Act (HRA 2017). The 2017 HRA places new duties on LAs to help prevent or relieve homelessness. This means H CLIC will contain

information on more people who are homeless or at risk of homelessness rather than those who are considered priority need. In response to the above LAs have developed new mechanisms for reporting and recording data. The level of data provided, has increased and as such central government recognise the first year's data would be "experimental" to allow the bedding in of the new legislation, data requirements and definitions.

- The Homeless Service work closely with the Rent and Income Team (RAIT), external agencies and partners to assist clients from reaching crisis point and achieving tenancy retention. Preventing the number of households from becoming homeless lessens the burden on other services within the Company, Council and partners. Moving forward TGHC will continue to work closely with the Council and Central Government to improve data quality and apply learning from the wider housing sector.

Achievements, Challenges and Actions

Gateshead Libraries are developing targeted activities to support residents most in need of support, for example working in partnership with Early Help Service and Children's Centres to identify families who would benefit from support with early speech and language development in children.

"Early Words Together" is a programme which aims to improve the home learning environment for 2, 3- and 4-year olds through targeted engagement with parents and children. The programme focuses on developing parents'/carers' knowledge, boosting their confidence and increasing the fun learning activities they do with their children at home. Over 6 weeks, the programme introduces a range of positive behaviours and techniques to increase parent-child interaction around set themes.

We continue to work jointly with Newcastle and North Tyneside Council on measures to improve air quality and reduce pollution from motor vehicles. Consultation on possible options for achieving compliance with air quality limits commenced early in March and closes in May. It is expected a preferred option for tackling the most immediate problems will be agreed towards the end of this year. Connected to this the Council has been successful in bidding for a further tranche of funding from the Government's Clean Bus Technology Fund, which will see equipment fitted to reduce pollution from buses operating on the X70 and X71 routes through Gateshead.

Works have been completed on the £22m investment works in energy efficiency and new low-carbon heating systems to 620 homes, across 7 high rise blocks, as part of the Gateshead HEIGHTs scheme. The project is delivering up to 20% savings on resident's energy bills, as well as warmer, modern heating systems, and has received excellent feedback from residents. The scheme has been shortlisted for the "Best Social Housing Initiative" in the MJ Awards 2019.

Funding has been received from the Police and Crime Commissioner to continue the Anti-Social Behaviour (ASB) volunteer service. The service has proven successful so far; referrals have been received from both The Gateshead Housing Company and the Private Sector Housing team. Victims of ASB who have used the service have found it incredibly

valuable. The funding will be used to increase the number of volunteers currently signed up to the service.

Further work is to be undertaken to review how anti-social behaviour is dealt with in Gateshead. We have also received funding from the Police and Crime Commissioner for a youth outreach worker to help address concerns regarding youth ASB. A project specification will be drafted and interested parties will be invited to bid to lead the project.

The new domestic abuse service has been launched. The service now accepts referrals at all risk levels (previously only high-risk). This has provided consistency of services and, in some cases, an offer of support that the victim may not have had access to previously.

The review into the murder of Alice Ruggles (Adult D) has been completed. The report was formally launched in March 2019 and a series of recommendations have been made by the Domestic Homicide Review panel which will be implemented at both a local and national level. The Community Safety Board will seek to influence national policy and lobby for change to improve services for victims of stalking and harassment, whilst also working with partners to make changes at a local level, such as sourcing specialist stalking training and developing the domestic abuse champions scheme. It is hoped this will help support victims of domestic abuse in the future and prevent further deaths.

The Prevent strand of the Government's counter terrorism strategy aims to identify and support those individuals who are at risk of radicalisation. Gateshead's Prevent reporting form has now been embedded within existing referral processes, which will strengthen our internal data collection to ensure we are capturing all Prevent referrals made. An external organisation has been commissioned to provide Prevent training for Designated Safeguarding Leads and School Governors to increase understanding and awareness of the threat of radicalisation. We are also increasing front line Council Officers' attendance at formal Preventing Violent Extremism training.

As a result of the large number of drug-related deaths recorded in 2018, Northumbria Police carried out a drugs operation in March 2019 to disrupt the supply of illicit substances in Gateshead. The week of action was the result of several months of planning and intelligence gathering and was the biggest operation of its kind carried out in Gateshead. In total, 34 arrests were made and a number of individuals affected by the activity are being supported by treatment services. The drug-related death process has been reviewed to streamline the process and ensure deaths are reviewed in a timely manner so that any lessons learnt, or trends, can be shared as soon as possible following a death.

Colleagues from Gateshead and Newcastle have joined together to form the Central Drugs Alliance, a forum where practitioners share information on trends relating to drug use, drug dealing and the effects these have on local communities. This forum has helped partners understand the changing nature of drug use in the area.

Tackle inequality so people have a fair chance

We have identified 12 Strategic Indicators linked to the Thrive pledge of ***Tackle inequality, so, people have a fair chance.*** These are

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
EI16 - Accessibility to Public Transport A) Access to main centres (daytime)	57%	57.2% (2017/18)
EI17 - Accessibility to Public Transport B) Access to main centres (evening)	52%	52.8% (2017/18)
EI18 - Accessibility to Public Transport C) Access to key employment (daytime)	62%	59.1% (2017/18)
EI19 - Accessibility to Public Transport D) Access to key employment (evening)	41%	44.7% (2017/18)
TI01 - Percentage of people who feel they can influence decisions in their locality. People feel engaged and consulted.	33%	33% (17/18)
TI02 - Percentage of people who believe communities get on well together in their local area	60%	91%
TI03 - The percentage of people surveyed which are involved in formal volunteering	30%	28.00%
TI04 - The number of voluntary and community sector organisations supported by the Council and its partners	131	174
TI05 - The total number of hate - related incidents reported to the ARCH Hate Crime Reporting System	No Targets Set Maintain 282	382 (April to Oct 18)
TI06 - The total number of clients engaged as a percentage of the total number of referrals received by the Independent Domestic Violence Advocacy Service	No Targets Set Maintain 59%	57
TI07 - The total number of reported crimes in Gateshead	None Set	21403
TI08 - The total number of ASB incidents in Gateshead reported to Northumbria Police	None Set	6,135
TI09 - The proportion of respondents to the question "How much do you agree or disagree with the following statement: The police and local Council are dealing with the anti-social behaviour and crime issues that matter in the area"	No Targets Set Maintain 72%	56%

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
T110 - The proportion of respondents to the question "How safe do you feel living in your neighbourhood"	No Targets Set Maintain 97%	95%
T111 - Number of Gateshead residents who are physically active	tbc	60.60%
T112 - Number of Gateshead residents who are inactive	tbc	25.70%

In the latest period we have 2018/19 data for 6 of these indicators, where we have demonstrated improvements for 3 indicators, 1 has remained the same and performance has declined for 2. The latest data available is presented in the table above.

Performance

- Levels of regular volunteering are slightly higher than in 2016. 60% of volunteering by survey respondents takes place within Gateshead, though this has dropped by 11 percentage points since 2016. However, those volunteering elsewhere in Gateshead has increased by 8 percentage points to 18%. A further 22% volunteer outside of Gateshead.
- Performance of reported crimes in Gateshead has deteriorated when compared to the previous year. There has been a 4% increase in recorded crime in Gateshead in 2018/19 compared to 2017/18. This is lower than the figure reported across the Northumbria Police Force area, where recorded crime increased by 6% in 2018/19. In total there have been 21,404 crimes recorded in the 12 months to March 2019, 863 more than at the same point in 2018.
- End of year figures show there has been a 5.21% reduction in the number of Anti-Social Behaviour incidents in Gateshead reported to Northumbria Police during 2018/19 when compared to 2017/18.
- Although performance has improved, there are still areas that are vulnerable to incidents of ASB. ASB is also an area of concern for many Gateshead residents and so the Community Safety Board has proposed that tackling ASB remains a priority for partners to address in 2019/20.
- There have been 6,135 incidents reported to Northumbria Police during 2018/19 compared to 6,472 during 2017/18. Three quarters of incidents were classed as non-youth ASB, the same proportion as in 2017/18. Despite youth-related ASB accounting for only a quarter of incidents reported, this is an issue often cited by residents as having a significant impact on feelings of safety in their neighbourhoods and frequently raised at residents' meetings and councillor surgeries.

Achievements, Challenges and Actions

Enchanted Parks continues to be a successful event year on year, and for Enchanted Parks 2018, we secured sponsorship to pay for tickets to the event (normally £9/£4.50) for Looked after children and foster families to ensure that all families have access to events in Gateshead.

As part of the Gateshead Live programme, for families and children whose families can't afford the workshop fee we are starting a trial to offer free workshops this is to enable that everyone has access to events/workshops. This will be organised through schools in targeted areas.

The Gateshead Cultural Education Partnership are developing a programme with local schools with low levels of cultural engagement, they will also be working with Gateshead Cultural organisations including Arts and Library activities. The project will also include a family day at the Shipley and Gateshead Central Library in July 2019.

The provision of the public Internet service is now 'free' of charge to ensure there are no barriers for the many users of this service who use it for job seeking and the claiming of benefits. Analysis shows that in the year following the removal of the £3.50 per year charge for this service, that uptake increased by 13%. The service now has a post specifically to work with job seekers and benefit claimants across the borough. This has resulted in basic skills courses being established in a number of Council operated libraries.

Following the decommissioning of the ARCH Hate Crime reporting system, a new reporting system has been launched in Gateshead. The online form makes it easier and quicker to log hate crimes and hate incidents in Gateshead and access additional support, figures will be reported to this OSC at the six monthly interval against the Thrive performance reference T105.

A Strategic Hate Crime Supporting Victims task and finish group has been established. The group reviews referrals made to Victims First Northumbria and is tasked with looking at initiatives designed to increase the uptake of support services in Gateshead.

Hate Crime Awareness Week 2018 took place in October 2018. This began with a Walk Of Solidarity at Gateshead Stadium with members of the community and a number of partner organisations. An 'Experts by Experience' event then took place which saw several local individuals who have experienced hate crime given a platform to share their personal stories to raise awareness, encourage the reporting of hate crime and accessing support. Work is ongoing to recruit additional Safe Reporting Centres to make it easier for victims and witnesses to report hate crime in Gateshead. Also, in secondary schools and academies support is to be offered to roll out the Student Hate Crime Champions scheme. Similar to the workplace champions scheme, nominated students will act as a point of contact for victims.

We became a domestic electricity supplier for the first time, as part of the Gateshead HEIGHTs project – this aim to supply low cost power to 160 homes, helping reduce fuel bills, fuel poverty, and address financial inequality, and the Council is one of the first in the UK to directly supply power to domestic residents over a private wire network.

Gateshead Council and Gateshead Housing Company procured Robin Hood Energy to provide energy contracts to all void Council homes. This will ensure incoming tenants have

a low-cost, ethical energy supplier, with better metering and billing, to further help residents reduce fuel costs, and financial inequality.

A sector based work inspiration programme for young people was launched which included NEETs and Looked After Children (LAC). Working with industry, training providers and schools, the programme will to deliver sector insights and inspiration into future career choices and the many options available to achieving them to up to 700 young people over the duration of the programme.

LearningSkills have received a record number of enrolments from 12,032 last year to 12,204 this year. We are continuing to deliver more learning per head of population than an average Local Authority Learning Service 29 learners/1000 population, an average LA provider 14 learners/1000 population. (Latest data available is 2017/18).

The Go Gateshead service secured over £900,000 in external funding from the Football Foundation, and Sport England to develop new sporting facilities in the Borough at Gateshead International Stadium and Blaydon Leisure Centre. At Gateshead International Stadium two 3G artificial turf pitches will be redeveloped and will be operational by May 2019. Investment in Blaydon will enable the redevelopment of the site to include a new 3G artificial turf pitch and a new 6 lane synthetic athletics track, which is due for completion in September 2019. This investment will significantly increase the number of people accessing physical activity opportunities with over 1000 additional people per week accessing the facilities.

Go Gateshead launched the new online swimming platform 'Oncourse' which is designed to streamline the sign up and income collection process for swimming lessons. The system will also improve the quality of communication and interaction with a new 'parent portal' to provide customers with ease of access to progress reports and lesson availability. Swimming lesson numbers increased by 10% in the first month of implementation in January 2019 and continues to rise.

In January the service reported the outcomes and recommendations of a Health Equity Audit which reported that 82% of GO Gateshead customers live in Gateshead, with 41% of customers living within the top 30% most deprived areas. Key recommendations of the report included; Improving data collection and data quality to understand service usage, and the service to target work with particular communities (geographical and communities of interest) to improve service use. In response to the recommendations Go Gateshead recently launched the 'GO EASY' initiative which is designed to make sport and physical activity more accessible enable the service to improve community engagement and reach. The initiative includes;

1. Education, support and sign posting
2. Provision of free/discounted activities
3. Engage communities of interest and target geographical areas, through workshops/forums
4. Working closely with GP Practices and community groups to encourage local residents and communities to be more physically active.

Support our Communities to support themselves and each other

We have identified 2 Strategic Indicators linked to the Thrive pledge of ***support our communities to support themselves and each other.***

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
SC01 - Percentage of household waste sent for reuse, recycling and composting	50%	31.10%
SC02 - The number of library visitors per 1000 population.	5100	4534

In the latest period we have demonstrated improvements for 0 indicators, performance has declined for 2 indicators. The latest data available is presented in the table above.

Performance

- Performance for recycling has declined this year (2018/19) to 31.10%, this is an estimated figure, until quarter 4 figures are confirmed. There has been a reported national stagnation/decline in recycling rates this year. Overall, Recycling, composting and reuse tonnage for 2018/19 is estimated to fall by 2.7%. This is primarily due to poor yields of green waste capture on the kerbside and HWRC services during the main growing season from April to August and mainly due to a cold snap at the start of the year and then hot and dry weather through early summer. Whilst the tonnage of green waste at the end of the season improved compared to the same period in 2017/18, this wasn't enough to offset the earlier drop.
- The use of libraries nationally has decreased and in Gateshead the level of library usage remains good at 915,823 visitors (4534 per 000 population) but has shown a decrease of 9,202 from 2017/18. Comparative performance data for other library services regionally and nationally shows that in 2017/18 the Gateshead performance for this indicator ranked the service 1st among a group of ten statistically neighbours and in the top 20% of authorities nationally. So, although there is a downward trend, performance in Gateshead remains nationally at a very high level. Comparative data for 2018/19 will not be received until March 2020.

Achievements, Challenges and Actions

A new team of officers is now operating across Gateshead issuing Fixed Penalty Notices for a range of offences including dog fouling, littering, littering from vehicles, fly posting and graffiti. This will help improve the local environment and reduce the nuisance suffered by communities from these offences.

The planning and start of Art Diamonds, a three-year project funded by Arts Council and Baring Foundation was launched in 2018. This project is helping older people to feel more connected and improve their wellbeing through creative activities and workshops in

Gateshead Libraries. The project will continue and look to target those older people who are feeling socially isolated, including working with the Readers at Home Group.

Family, school and public activities took place for Angel20 & Angel21 to celebrate the 20th and 21st anniversary of the Angel of the North. Projects enabled families and school children to engage in activities such as knitted angel adventures, a nature bio blitz, birthday celebrations at the Angel with art workshops, exhibitions and school projects.

Following the world café events that were held early in 2018/19, a group of residents from the Beacon Lough East estate have come together to form a residents' group. Working with a community development officer from a local charity, the residents are working towards improving facilities and opportunities for the community.

The issue of youth disorder is increasingly challenging; it is often cited as an issue by residents but the number of reports are falling. The nature of youth disorder is changing too, and now often involves large groups of young people (sometimes up to 100 youths at a time), substances and weapons.

Ongoing challenges continue to lie in the threat of budget reductions to the effective provision of services to local communities. Basic services such as road maintenance and local bus services are becoming increasingly difficult to sustain in the face of continuing pressures on funding.

Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough

We have identified 19 Strategic Indicators linked to the Thrive pledge of *invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough*.

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
EI01 - The number of people of working age in Gateshead aged 16-64	127,799	127900 (2017/18)
EI02 - Increase overall housing supply	96,167	93519 (2017/18)
EI03 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	1.19%	1.45% (2017/18)
EI04 - The number of new affordable properties that are completed and liable for Council Tax in a year	294	64 (2017/18)
EI05 - The number of enterprises in Gateshead	5350	5,185
EI06 - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	73.20%	73.40%
EI07 - Economic Activity Rate - Percentage of all people aged 16-64	80%	77.00%
EI08 - This indicator will measure the increase to the working population's average weekly income, therefore highlighting any increase or decrease to earning household income levels	£533.30	£507.90
EI09 - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	37.80%	38.10%
EI10 - The number of jobs in Gateshead	102000	93,000
EI11 - The percentage of Gateshead Residents aged 16-64 in Self Employment	7.0	6.1 (2017/18)
EI12 - Gross weekly pay of jobs in Gateshead	520	£477.60
EI13 - The percentage of people living in the borough aged 16-64 who identify themselves as not having a qualification equivalent to at least an NVQ Level 1* or any other formal qualifications	8.00%	10.30%

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
EI14 - The percentage of people living in the borough aged 16-64 who identify themselves having a qualification equivalent to at least an NVQ Level 3	57%	49.80%
EI15 - The number of visitors to Gateshead	tbc	1,889,952* (Provisional)

In the latest period we have 2018/19 figures for 9 of these indicators, we have demonstrated improvements for 6 indicators, performance has declined for 4 indicators. The latest data available is presented in the table above.

Performance

- There continues to be good progress with the number of enterprises increasing year on year since 2013 with the current level at 5,185. Growth is being driven through start-up, scale-up and inward investment activity. The overall annual business birth figure of 1,035 exceeds pre-recession levels. However, there were also 745 business deaths in the period.
- Employment rates both nationally and locally continue at or around record highs and have been above target in all four quarters. Gateshead continues to compare well with/out-perform the wider N.E region (70.8%) but as would be expected still lags the GB rate which stands at 75.1%. Whilst longer term economic forecasts remain good, maintaining current levels of performance may be challenging due to the immediate and shorter-term uncertainties and implications of Brexit.
- The number of employees in jobs in Gateshead had been increasing year on year since 2013 however a decline was recorded between 2015 and 2017 across a number of sectors where economic and political uncertainty has impacted on business confidence.
- Provisional visitor numbers to Gateshead have increased to just under 1.9 million for 2018. Two of our Leisure facilities have shown an increase in footfall within the year, with visitors increasing to 546,479 for Gateshead Leisure Centre.

Achievements, Challenges and Actions

Success rates for our apprenticeships have increased by 15% in the last 6 months, the national average for Apprenticeship success is 68% by the end of January 2019 we were performing at 75%. Although nationally apprenticeship numbers are decreasing, Gateshead has recruited 220 new apprenticeship starts and have enrolled 120 young people in our 16-18 study programmes and traineeships.

There has been a decrease in the percentage of in learners from deprived communities at 75.1%, We are continuing to target those communities with greatest need, however the funding of post 16 learning has reduced our capacity to deliver to small cohorts of learners.

Learningskills are changing the delivery of Community Learning to ensure we attract a greater number of learners from deprived communities. We are also developing provision in the Interchange, as the transport hub for Gateshead it is successful in attracting learners from the most deprived communities.

We have developed specialist provision to ensure we support those with greatest need, including Special educational needs and disability (SEND) learners, Refugees, Alternative Education/ Not in education, employment or training (NEET), Care leavers and looked after children (LAC), Unemployed Parents who have had children removed, people with Mental Health Difficulties, Young People who would not engage with traditional Further Education, Apprenticeships that target young people etc

Number of male learners are staying stubbornly low at 32.9, We are continuing to develop our vocational and Youth offer, our vocational offer attracts over 40% male learners and our Youth offer attracts 56.7%. We also are continuing to deliver our Construction and although we try to challenge the stereotype, construction centre at Pelaw tends to attract a mostly male cohort. We are also trying to break the almost solely female engagement with teaching assistants. We are also reviewing our curriculum to identify courses that would be more attractive to men.

We have tried many mechanisms to engage more with learners in the West of the borough, however our provision in the west has generally small cohort sizes which makes it economic to run, we are investigating with the Economic Development service if there is a way to backfill the funding to allow small cohorts to become economic. We are also developing a roll out of programmes in Chopwell.

The North East Joint Transport Committee was successful in a bid to the Government's Transforming Cities Fund for improvements to cycle and walking infrastructure to connect people to employment. This includes improved links to the expanding employment area at Follingsby, and better connections across the High-Level Bridge from Newcastle. A much larger bid for a second phase of action is in preparation and will be submitted in June.

The Land of Oak and Iron Heritage centre opened in September 2018, since then more than 49,500 people have visited the centre with 100,000 expected in the first 12 months. The heritage centre has provided a central point to promote activities and volunteering opportunities and has provided an opportunity to reinvigorate community groups by attracting new members and volunteers. Employment has been secured for 18 people which is significantly above the number of roles expected. The heritage centre has also been shortlisted for several awards, a RICS award under the tourism category, with the outcome expected in late April 2019 and three Northern LABC Building Excellence awards, with the outcome of these awards expected in Summer 2019.

We have doubled our annual investment in energy efficiency works to its buildings in 2018/19 to £500k, helping to reducing energy costs and continue our reductions in Carbon emissions. To date, we have reduced carbon emissions by 40% since 2017/18 and works completed in 2018/19 will see this reduce further.

We continued to invest in the Gateshead District Energy Scheme, completing extensions of the network to Gateshead Leisure Centre cluster, and to 160 homes in Regent Court, which not only provide extra construction work for the supply chain, but also increased the supply of low-cost, low carbon heat and power to customers in Gateshead.

We have continued to raise the profile of Gateshead as an investment location, coordinate responses to mobile investment enquiries and support local businesses expand. Investment in the Gateshead economy will provide sustainable opportunities for employment and growth, supporting the Thrive Agenda.

During 2018/19 the Service supported 45 businesses to implement successful investment projects and 24 new start-ups; creating 948 Jobs and safeguarding 218 jobs in Gateshead. This included 17 inward investment projects of which 6 were reinvestment projects by existing Foreign Direct Investment (FDI).

Notable projects include:

- Any Van, a London based logistics and van hire operator established premises in Gateshead
- Team Valley based home improvements company My Pay Weekly expanded and relocated to new premises at Portobello Trade Park, Birtley.
- Pride Work Media, an independent radio station, relocated from Newcastle to Stonehills in Pelaw. The project will include the provision of studio space for other media to co-locate and cluster on site.
- Cintel Global Ltd, a London based video production and 3D capture company relocated to PROTO the Emerging Technology Centre in the Baltic Quarter.
- US company, Parker Hannifin Ltd - Bioscience Division (formally Domnick Hunter) expanded their facility in Birtley to create new offices and lab space and support further R&D activities.
- Expansion by Polish video games developer People Can Fly based at the Northern Design Centre who are now recruiting to new programmer positions.
- Media Works, a tech business, expanding within Gateshead, moving from Team Valley and securing 10,000sq ft of space at Metro Riverside.
- Pulsant, formerly Onyx, opened a new technical service centre on Team Valley in February. The project resulted in the creation of up to 150 new jobs.
- Omega Plastics Group relocated two operations from Hartlepool and Northumberland into a single facility at Team Valley, relocating 50 jobs and creating 43 new jobs.

Work has also continued to raise the international profile of Gateshead as a sustainable business investment location. We have hosted visits by international delegations from Shangrao Economic and Technology Zone China, Region Vastra Gotaland, Sweden, Brazil, Ireland, India and Canadian tech firms, presenting Gateshead's inward investment proposition including supply chain development and collaboration opportunities. Discussions ongoing with Region Vastra Gotaland, Sweden regarding opportunities to establish a trade and investment partnership initially centred around a soft-landing programme for Swedish tech businesses to explore UK market opportunities and collaborations.

The Team Valley Consultancy Project was initiated, this project involves working with Newcastle University and UK Land Estate, to look at role of Team Valley and possible interventions to meet to industry need and support achievement of growth forecasts. Project concluded in January 2019. Findings have been shared with UK Land Estates and will inform future strategy and master planning.

Work has been progressing with strengthening links with local schools, colleges and universities through group tours of PROTO, hosting events and workshops for students undertaking research projects in emerging tech and delivery of a digital career pathways inspiration event for years 8 and 10 at Kingsmeadow Community School.

Six business incubation and innovation centres have been supporting activities to promote entrepreneurship and tech sector growth providing over 100 businesses access to affordable and flexible workspace in a supportive environment, supporting 500 jobs. 80% occupancy level achieved and £1.5m income generated.

£2.6m ERDF funding was secured to deliver a £2.6m digital innovation programme in partnership with Sunderland Software City and Digital Catapult to support improvements in businesses competitiveness and productivity through the adoption of new digital technologies. The three-year programme launched in April 2018 and will support 42 business.

We have enhanced residents' access to employment opportunities arising from major regeneration projects and business investment. Application of approach to Community Benefits methodology strengthen including the provision of financial contributions from developers as alternative to employment opportunities. During the period developer commitments of £182k towards recruitment activity along with 4 apprenticeships have been secured. Employment and training requirements have been included in the Heads of Terms agreement for Gateshead Quays redevelopment

£1.4m ERDF funding secured for Business Energy Efficiency Support Programme. Project will support 250 SMEs across the region with advice and funding to achieve reductions in energy costs and emissions and increasing resilience. During the period 9 businesses from Gateshead were supported with an energy audit in the first instance and the opportunity to apply for grant assistance for works that needs to be carried out to improve efficiencies.

We continue to support VRTGO Labs, Europe's largest industry led cluster of businesses operating in the immersive tech sector. The initiative, established by Gateshead Council in 2016, supported 34 businesses during the period, holding 6 events attended by 188 business people and sector professionals. 5 businesses within the cluster were supported to access tender opportunities and 6 collaborations facilitated between cluster members, leading to a £200k contract being secured by one. VRTGO Labs website refreshed and relaunched (www.vrtgolabs.com).

Work together and fight for a better future for Gateshead

We have identified 3 Strategic Indicators linked to the Thrive pledge of *Work together and fight for a better future for Gateshead*, these are

Indicator	Target 2020	Most Recent Performance 2018/19 (unless stated)
WT01 - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	50%	38.4% Reduction (2017/18)
WT02 - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	50%	40.2% Reduction (2017/18)
WT03 - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	16.80%	2.1% (Six Months 2018/19)

In the latest period we have no 2018/19 data available for these indicators. The latest data available is presented in the table above.

Achievements, Challenges and Actions

We have secured funding of £499,200 from the National Lottery Heritage Fund. This funding will be used to transform physical and digital access to the local studies archive held at Gateshead Central Library. The project will include a borough wide community engagement programme to bring the collection to attention of diverse new audiences.

The Library service has initiated a piece of research work to capture in more detail the full value and benefit of library activities. This will supplement the quantitative statistical information that is gathered. This research will seek to evidence the outcomes and impact of the services that are delivered, especially the well-being and learning benefits and an overall contribution to the 'thrive agenda'.

Section B: Update on actions from previous report

Action	Thrive Pledge	Service Area	Update
<p>The Gateshead Regeneration Partnership (GRP) will provide local employment and supply chain opportunities for Gateshead businesses. In early 2019 GRP construction begins on three housing sites at Kelvin Grove, Rowlands Gill and Whitehills Drive which make best use of previously vacant land and supports, employment and local community development.</p>	Economic Investment	Economic Development	<p>Planning permission has been approved for 114 homes across the three sites. Homes England funding of £550k has also been allocated for the sites. Preliminary works began on Kelvin Grove in February 2019, with construction due to start in April 2019. Construction of Rowlands Gill and Windy Nook will begin in May 2019.</p>
<p>Delivery of new facilities and improved public spaces at Baltic Quarter for businesses and visitors will help to create a vibrant business destination and facilities will include a new café, new seating on the Boulevard and improved signage. The new facilities will encourage residents and employees into the area, improve local spending and promote the Gateshead area as a place to work and visit</p>	Economic Investment	Economic Development	<p>New Food and Beverage unit to be delivered. Capital Programme bid for project to deliver signage to BQ and improve the usability and vibrancy of the public realm through the introduction of more seating, cycle parking, planting and exercise equipment.</p>
<p>The Council will explore opportunities to secure wider social and economic benefits for growth in the tech sector including a fairer share and distribution of wealth, and greater stability for freelance and contract employees by supporting the development of a Tech co-operative, business owned and democratically controlled by its workers, or similar model.</p>	Economic Investment	Economic Development	<p>The Council supported the development and launch of Code Operative - a tech co-op based at PROTO: The Emerging Technology Centre. Operating as a service co-op, Code Operative is providing business development, marketing and sales support to its members, providing greater stability for freelancers and contract workers and giving them access to wider economic benefits from growth in the tech sector including a fairer share and distribution of wealth. The Co-op has delivered projects for local charities such as Newcastle and Gateshead Foodbanks and supported the digitalisation of not for profit organisations. Code Operative is also running skills workshops and tutorials for employees in the sector and will be launching a crowdfunding campaign in 2019 to raise funding for the development of apps to address societal challenges.</p>
<p>The Council aim to improve the business environment to develop the capacity and accelerate the growth of key employment sectors. These include digital technology, advanced manufacturing, health and retail to support business expansion and retention, increasing the number and quality of jobs available to residents. Activities will include supporting business expansion and retention through account management, working with employer organisations, cluster and supply chain development</p>	Economic Investment	Economic Development	<p>Delivered a wider programme of targeted interventions and events, working with NELEP, Department of International Trade (DIT), business support agencies and the private sector, to increase performance, competitiveness and resilience across the business community. Continued to raise the profile of Gateshead as an investment location, coordinate responses to mobile investment enquiries and support local businesses to expand through account management and planning for growth. Investment in the Gateshead economy will provide sustainable opportunities for employment and growth, supporting the Thrive Agenda. During 2018/19 the Council supported 45 businesses to implement successful investment projects and 24 new start-ups; creating 948 Jobs and safeguarding 218 jobs in Gateshead. This included 17 inward investment projects of which 6 were reinvestment projects by existing overseas investors. FDI Secured £11.867m funding from North East Local Enterprise Partnership to support the cost of essential enabling infrastructure for the development of Follinsby Max, part of the Enterprise Zone at Follingsby, which will lead to the creation of over 1,500 new jobs in the manufacturing and logistics sectors in Gateshead.</p>

Action	Thrive Pledge	Service Area	Update
A new housing development is under way through the Trading Company, with 22 apartments for sale being developed at the former Derwentside Sheltered Scheme in Swalwell, with completion expected late 2018. Construction activity also commenced on the former Lyndhurst Site in Beacon Lough. The development will see 36 new family homes being built with completion expected in summer 2019. Both of these developments are being progressed under the trading name Beacon Living	People and Families	Council Housing, Design and Technical Services	The scheme is nearing completion with some sales already confirmed. Handover is scheduled for May on the Woodhouse Mews Apartment Conversion (Formerly Derwentside, Swalwell). The former Lyndhurst site is being developed as Valley View with sales already secured and completion of the first units expected in July 2019.
Council Housing is progressing with work to develop a core and cluster scheme of 14 supported living homes in Winlaton. The development will see a mix of bungalows and apartments, supported by an onsite concierge providing support for clients with Learning Disabilities. The development attracted external grant funding of over £0.5m from Homes England and completion is forecast to be early summer 2019	People and Families	Council Housing, Design and Technical Services	Progress on the schemes is continuing with all units expected to have been completed by August. Meetings are taking place with prospective Tenants and their carers ahead of these properties being let.
The housing growth site at Clasper Village has been cleared and is ready for development of 191 homes plus a supermarket store to improve access to services for local residents. A planning application will be submitted in early 2019. This site recently attracted an offer of external funding offer to support remediation works on the site	People and Families	Council Housing, Design and Technical Services	Planning application was submitted in March 2019, External Homes England Grant of £1.8m has been secured to support site remediation works, with construction expected to start in November 2019.
A planning application for the housing growth site at Bleach Green in Blaydon will be submitted in January 2019 by Keepmoat Homes, for 183 homes. Funding from Homes England will help provide 15% affordable homes for the area with work starting on site in March 2019 and supporting local first-time buyers into home ownership	People and Families	Economic Development	Planning approval granted 6.12.18 for 183 homes and demolition of 4 homes. Start on site delayed due to higher than anticipated ground condition final scheme costs. Forecast start on site June 19. Scheme will provide 15% affordable housing, including 6 bungalows
In October 2018, the Council will be supporting a month-long Adult Social Care Recruitment Campaign pilot working with the Department of Health and Social Care to promote careers in social care. The two pilots are based in Tyne and Wear and Gloucestershire and will inform a national campaign in early 2019. There are approximately 250 vacancies in the Gateshead social care sector at any one time. Filling these posts will alleviate the pressure on residents relying on Universal Credits	Tackle Inequality	Economic Development	Following the two pilots in Tyne and Wear and Gloucestershire, the Department of Health and Social Care have now launched a National Recruitment Campaign "Every day is different when you care". The Council will continue to support the campaign locally with the aim of encouraging more people to apply to work in social care. Any individuals who do come forward will be supported through Gateshead Works and matched with employers who are looking to recruit.
The Council will market land in the Baltic Business Quarter in early 2019. Expressions of interest will be requested from developers for schemes containing a mix of housing and employment developments. Mixed use developments increase population density, encourage more affordable housing (smaller units), allows for the creation of plazas, reduce distance between housing and employment, encourage walking and cycling, reduce road congestion and encourage retail opportunities. All of these elements will support the Gateshead area into future sustainability	Economic Investment	Economic Development	Baltic Quarter Land for Sale sites launched at MIPIM 2019 in March by Leader of Council and Chief Executive. Developers invited to register interest. Council appointed BNP Paribas to take forward disposals.

Action	Thrive Pledge	Service Area	Update
An ERDF grant application was made for £8m of funding, to support a £16m scheme to deliver sustainable energy and transport improvements to Chopwell. Unfortunately, the application was not successful however, the project scope is being reviewed and revised, and other funding sources explored	Economic Investment	Council Housing, Design and Technical Services	The Council developed and submitted a revised ERDF funding application for £5.8m in November 2018, to support £20m of energy improvements within a project called "A Sustainable Future for Chopwell", that aims to insulate up to 800 homes, and install ground source heat pumps and solar energy systems to up to 600 homes. The outline application has been approved, and a full application will be developed for submission in 2019/20 which if successful, will see works commence late 2019/20.
In respect of the Gateshead Quays development, the key action over the next 6 months is to secure Agreement to Lease with the key tenant SMG Europe who will operate the new arena and conference centre	Economic Investment	Economic Development	The agreement to lease process with SMG Europe is drafted and is due to complete on time May 2019. Work is ongoing regarding marketing the two hotels for the scheme and submitting a planning application later this year.
Improve the promotion of Gateshead and support its ambition to be recognised as a business investment location and the number one destination for companies developing cutting edge technology, software, and content through a digital marketing campaign and building on the success of PROTO. A company has been commissioned to deliver the campaign which will start imminently	Economic Investment	Economic Development	Over the past decade Gateshead Council has led the way in supporting growth of the digital sector. This has significantly contributed to the North East region's over all creative sector growth which has been the highest outside of London since 2010. (DCMS Sectors Economic Estimates released February 2019: London and the North East were the fastest growing UK regions for DCMS sectors, increasing by 58.0% and 46.1% respectively since 2010. This compares to an increase of 40.3% in London and 21.4% in the North East for total UK economy) Gateshead digital tech sector, including PROTO, featured in BQ Live, The Chronicle, Bdaily, Northern Insight, North East Times and various North East blogs, including Newcastle Tech Trust and Newcastle Start Up Week. The Council has hosted events including Northern Exposure, Digital Manufacturing, BBC Digital Cities, Sphere Network, Thinking Digital, Creative Fuse, NE Times, GX, CIPR, Innovate UK, and Digital Leaders NE as well as tech and games meet ups in PROTO with over 1000 business people accessing opportunities for collaboration, business support/growth, innovation and digitalisation. The PROTO Industry Launch event in November was attended by 104 representatives of the regional tech sector and wider industry presenting use cases directly to industry leaders and industry insight. Dynamo, the North East industry-led cluster for the tech sector, awarded PROTO the Public Sector Project of the Year for 2018. To champion the sector, support further inward investment, entrepreneurship in the sector and promote careers in the tech sector Gathered Council was instrumental in supporting the establishment of the industry lead NOVA Games cluster
Civil bus lane enforcement was expected in late 2018 with three cameras at Gateshead High Street, the A184 (West Central Route, behind the bus station) and the A184 Felling Bypass (westbound). It is anticipated that lane enforcement will lead to a reduction in road traffic and pedestrian accidents. The outcome of improved road enforcement will be known at the end of 2018/19 and continue on into 2019/20	Supporting Communities	Development, Transport & Public Protection	The first phase of Bus Lane Enforcement has now been introduced at 3 locations - A694, A184 felling By-pass and the West Central Route. Extension to a second phase of sites is now in preparation.

Section C: Performance Overview

(Performance trends are measured against the position at same time last year – September 18 to March 19, unless stated)

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
EI01 - The number of people of working age in Gateshead aged 16-64	Economic Investment	Anneliese Hutchinson	127,799	127900 (2017/18)	Performance has Declined	<ul style="list-style-type: none"> Economic activity rates for people aged under 25 have steadily declined, primarily as a consequence of the increased numbers remaining in full time education. Latest 2016 based subnational projections by ONS anticipate that the size of Gateshead's working age population will decline in absolute terms
EI02 - Increase overall housing supply	Economic Investment	Anneliese Hutchinson	96,167	93519 (2017/18)	Improved	<ul style="list-style-type: none"> The net number of homes liable for Council Tax within the Borough has grown by 0.26% (241 homes) since last year (93,278) It should be noted that this indicator reports on the change in the number of homes liable for Council Tax in Gateshead. Delivering against this target will prove challenging due to the high costs of developing land in Gateshead and a weaker housing market.
EI03 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	Economic Investment	Anneliese Hutchinson	1.19%	1.45% (2017/18)	Improved	<ul style="list-style-type: none"> The rate of long term empty properties has decreased from last year and is now on target. This may be a consequence of continued service activity to tackle empty homes, and the imposition of a Council Tax premium on long - term empty homes.
EI04 - The number of new affordable properties that are completed and liable for Council Tax in a year	Economic Investment	Anneliese Hutchinson	294	64 (2017/18)	Improved	<ul style="list-style-type: none"> 93% of new build affordable homes completed during 2017/18 were built on former Council Owned Land. A further 35 homes have been renovated and brought back into use as affordable housing using Homes England Grant. Planning Policy requires 15% affordable housing on developments of 15 or more dwellings subject to viability. <p>Gateshead suffers from significant viability issues due to the amount of previous industrial land and land mining usage.</p>
EI05 - The number of enterprises in Gateshead	Economic Investment	Andrew Marshall	5350	5,185	Improved	<p>There continues to be good progress with the number of enterprises increasing year on year since 2013 with the current level at 5,185 [1]. Growth is being driven through start-up, scale-up and inward investment activity.</p> <p>The overall annual business birth figure of 1,035 exceeds pre-recession levels. However, there were also 745 business deaths in the period.</p> <p>Activity will continue to develop a diverse economy with the aim of delivering increases in the business base. This will be achieved by:-</p> <ul style="list-style-type: none"> Providing significant investment through the Capital Programme. Ensuring a range of high quality economic locations are available and attractive to the market including Gateshead Quays, Baltic Business Quarter and Follingsby Park. Strengthening and clustering economic assets and promoting growth sectors. Supporting entrepreneurship through delivery services and the supply of a range and choice of premises. Diversifying and expanding the rural economy by supporting local businesses and growth in leisure, culture and tourism. <p>[1] Business Register and Employment Survey, ONS 2017 (NOMIS website) [2] Business Demography, ONS, 2017</p>

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
E106 - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	Economic Investment	Andrew Marshall	73.20%	73.40%	Improved	<ul style="list-style-type: none"> • Employment rates both nationally and locally continue at or around record highs and have been above target in all four quarters. • Gateshead continues to compare well with/out-perform the wider N.E region (70.8%) but as would be expected still lags the GB rate which stands at 75.1%. • Whilst longer term economic forecasts remain good, maintaining current levels of performance may be challenging due to the immediate and shorter-term uncertainties and implications of Brexit
E107 - Economic Activity Rate - Percentage of all people aged 16-64	Economic Investment	Andrew Marshall	80%	77.00%	Performance has Declined	<ul style="list-style-type: none"> • Major changes to the welfare system following the introduction of full-service Universal Credit and record high employment rates are reducing the number of people classed as economically inactive and fuelling a comparatively high Economic Activity Rate. • The significant changes are causing the rate to lag behind target but even so it remained steady for the first three quarters and only fell slightly in the last quarter. • Gateshead stands roughly half way between the North East average (74.8%) and the GB rate of 78.5%.
E108 - This indicator will measure the increase to the working population's average weekly income, therefore highlighting any increase or decrease to earning household income levels	Economic Investment	Andrew Marshall	£533.30	£507.90	Improved	<ul style="list-style-type: none"> • Continued austerity measures have seen pressure remain on this indicator. • The Gateshead figure has risen despite this and the rise helped close the gap in the period between Gateshead and the regional figure (£511.60) from £8.40 last year, now down to £3.70. • The gap to the national rate (£571.10) which is fuelled by higher starting points and wage inflation in the South East is considerably higher at £63.20. • The measure is though subject to wide fluctuation due to being obtained via a survey of a relatively small number of residents.
E109 - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	Economic Investment	Andrew Marshall	37.80%	38.10%	Improved	<ul style="list-style-type: none"> • Following a dip at the end of the last year, this indicator slowly recovered and is now again exceeding its target. • Gateshead remains behind both the N.E average (39.5%) and some way off the GB figure (46.1%) but this indicator is quite volatile as it is survey based so relatively large changes can occur over short timescales. • Going forward uncertainty over Brexit and its implications could lead to at least some short to mid-term instability.
E110 - The number of jobs in Gateshead	Economic Investment	Andrew Marshall	102000	93,000	Performance has Declined	<ul style="list-style-type: none"> • The number of employees in jobs in Gateshead had been increasing year on year since 2013 however a decline was recorded between 2015 and 2017. [1] across a number of sectors where economic and political uncertainty has impacted on business confidence. • In terms of employees in jobs, Retail is the largest employment sector in Gateshead at 20.4%. The next largest is Business Administration and Support Services at 14% and Manufacturing at 12.9%. [1]. This diversity in the borough's employer base has served it well during recent downturns ensuring robustness to economic shocks with the area not overly reliant on just a single sector or a small number of particularly large employers. Manufacturing in Gateshead remains strong. • Gateshead has a strong job density figure (number of jobs in an area divided by its resident working age population) of 0.81 which is well above the North East average of 0.73 and not far behind the Great Britain average of 0.86 [2]. This is a direct reflection of the borough's strengths in major employment sites, notably Team Valley and Metrocentre; along with the diversity and strength of the wider employer base. • The split of full to part time employees in Gateshead is 67% to 33% [1]. The strength of local Retail and Health sectors is evident here and especially the flexibility of their working patterns. • In Gateshead and nationally modern working practices are changing with a rise in casual and agency work, zero hours, short hour's contracts, the rise of digital platforms and 'enforced' self-employment affecting many. Therefore whilst the strength of the labour market is built on flexibility there also needs to be a focus on the quality of work as well as the quantity of jobs.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
E11 - The percentage of Gateshead Residents aged 16-64 in Self Employment	Economic Investment	Andrew Marshall	7.0	6.1 (2017/18)	Performance has Declined	<ul style="list-style-type: none"> The Council has supported the growth in self employment by creating an environment in which businesses can start up, locate, invest and grow to stimulate private sector investment. These have included supporting inward investment, self employment and sector development. The percentage of residents self employed has reduced from 7.7% to 6.1%. In the first six months of 2018-19, seven people were supported by the Council to set up a business or to become self employed.
E12- Gross weekly pay of jobs in Gateshead	Economic Investment	Andrew Marshall	520	£477.60	Improved	<ul style="list-style-type: none"> The median gross weekly pay of full time workers in Gateshead has increased slightly but remains consistently lower than national levels. In 2018 the gap to pay to the England average was £93 lower (1). Continued austerity measures and wage stagnation have seen further pressure on this indicator. This measure is however subject to wide fluctuation due to being obtained via a survey of a relatively small number of employees. Activity moving forward will continue to focus on increasing the number and quality of jobs in Gateshead. <p>[1] Median Gross Weekly Pay of Full Time Workers, Annual Survey of Hours and Earnings, ONS (NOMIS website)</p>
E13 - The percentage of people living in the borough aged 16-64 who identify themselves as not having a qualification equivalent to at least an NVQ Level 1* or any other formal qualifications	Economic Investment	Andrew Marshall	8.00%	10.30%	Performance has Declined	<ul style="list-style-type: none"> Gateshead had seen almost continual year on year decline in the number of those residents with no formal qualifications so was approaching the target albeit at a slow rate. This latest annual figure is therefore a setback as the number of residents in this cohort has risen from 10,400 to 13,100 and the percentage rate has gone up by 2%. Other than a demographic shift related to a higher than average fall in the number residents employed in occupations requiring higher level skills possibly due to retirements, people leaving the labour market etc there is no apparent reason for such a jump. It is hoped that as this indicator is derived from an annual survey that it is only the sample that is behind this. Consequently Gateshead (10.3%) which was performing better than the wider regional figures for this indicator has now fallen behind the average (N.E 9.6% of residents with no qualifications). The borough lags even further behind the still improving GB average (7.7%).
E14 - The percentage of people living in the borough aged 16-64 who identify themselves having a qualification equivalent to at least an NVQ Level 3	Economic Investment	Andrew Marshall	57%	49.80%	Performance has Declined	<ul style="list-style-type: none"> Gateshead had seen an almost continual year on year increase in those residents with NVQ level 3 and above over the last 13 years, so this year's figures are a setback. Upon investigation there is no significant reason for this outturn other than demographic change with a fall in the overall number of residents employed in occupations requiring higher skills possibly due to retirements and people leaving the workforce. It is hoped that as this indicator is based on an annual survey it can be explained by this and the sample as a related indicator has shown similar 'abnormal' results. Last year Gateshead performed better than the regional figures in this indicator, but these results have seen it fall back to trailing: Gateshead 49.8%, N.E at 52.1%. The borough now lags further behind the continually improving GB average of 57.2%
E15 - The number of visitors to Gateshead	Economic Investment	Lindsay Murray	tbc	1,889,952* (Provisional)	Improved	<ul style="list-style-type: none"> Please note this figure is provisional, we are missing 4 months visitor data from SAGE Gateshead. Provisional visitor numbers have increased from last year to 1,889,952 from 1,830,572 (2017). The majority of sites have increased visitors except Shipley Art Gallery, they reported a decline to 23,204 visitors in 2018 from 29,192 in 2017. Noticeable increase in Visitors reported were at Gateshead Leisure Centre, visitors increased from 426,389 in 2017 to 546,479 in 2018 and for Gateshead International Stadium increase from 124,223 to 175,452.
E16 - Accessibility to Public Transport A) Access to main centres (daytime)	Tackling Inequality	Anneliese Hutchinson	57%	57.2% (2017/18)	Improved	<ul style="list-style-type: none"> Overall 2017/18 performance has shown a small but positive increase when compared to 2016/17 with three of the four sub indicators meeting the 2019/20 targets set. There is a small decrease in the access to employment during the day from 63% in 2016/17 to 59.1% in 2017/18 and it is considered that this slight change is likely to changes in service operator timetables and the level of reduction does not cause concern
E17 - Accessibility to Public Transport B) Access to main centres (evening)	Tackling Inequality	Anneliese Hutchinson	52%	52.8% (2017/18)	Improved	
E18- Accessibility to Public Transport C) Access to key employment (daytime)	Tackling Inequality	Anneliese Hutchinson	62%	59.1% (2017/18)	Performance has Declined	
E19 - Accessibility to Public Transport D) Access to key employment (evening)	Tackling Inequality	Anneliese Hutchinson	41%	44.7% (2017/18)	Improved	

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
PF01- The percentage of homes in the highest energy efficiency bands (SAP>65)	People and Families	Peter Udall	60%	56.53% (Six Monthly 18/19)	No Change	<ul style="list-style-type: none"> A large-scale project is currently underway comprising 7 high-rise blocks of flats, the Gateshead HEIGHTS project aims to deliver energy efficiency improvements in each block through a variety of measures:- Connecting to the District Energy scheme Installing a communal borehole ground source heat pump system Installing a communal combined heat and power (CHP) system Upgrades to the electricity supply network, where required, to accommodate the new heat and/or power plant Full Window and Roof Replacement Scheme <p>It is anticipated that these improvements will result in reduced residents' energy costs, lower carbon emissions and an increase in the average SAP rating for the 621 properties included in this scheme. The results of these improvements should be reflected in the figures to be reported at year end.</p>
PF02 - People Killed or Seriously Injured (kSI) in road traffic collisions - percentage change over base year	People and Families	Anneliese Hutchinson	24%	25.20%	Performance has Declined	<ul style="list-style-type: none"> This performance shows that there has been a reduction in the number of people killed or seriously injured on Gateshead's roads from the baseline to the current reporting year. This is a reduction on 2017/18's performance and it is better than the target for 2018/19. This reduction is similar to that seen in other parts of the region, and is generally attributed to increasing vehicle safety measures, safer roads and longer term road safety trends influenced by education, enforcement and engineering work. There was a change in the recording system in the first half of 2016 that changed how a serious injury was recorded. Whilst this new system will improve recording accuracy, the Department for Transport estimate that across the country this change has resulted in an artificial annual increase in serious injuries of approximately 15% from 2015 to 2016. Due to the calculation of this indicator, these changes are still influencing the results.
PF03- Children killed or seriously injured (KSI) in road traffic collisions - percentage change over base year	People and Families	Anneliese Hutchinson	44%	30.82%	Performance has Declined	<ul style="list-style-type: none"> This performance shows that there has been a reduction in the number of children (ages 0-15) killed or seriously injured on Gateshead's roads from the baseline to the current reporting year. However, this is worse than 2017/18's performance, and is below the target set for 2018/19. This reduction is similar to that seen in other parts of the region, and is generally attributed to increasing vehicle safety measures, safer roads and longer term road safety trends influenced by education, enforcement and engineering work.
PF04- Number of households accepted as homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	63 (Six Monthly 18/19)	N/A	<ul style="list-style-type: none"> The verified data for quarter 1 & 2 in isolation has been used in this report. Data for quarter 3&4 has been provided to MHCLG and is pending verification. The service has seen 2,322 new households' approach as homeless throughout 2018/19. Household numbers have reduced when compared to previous years due to the change of approach. Previous data would have included a number of repeat households. However, legislation is now interpreted to achieve longer, positive outcomes for all homeless clients. Caseworkers have held cases open assisting with alternative accommodation options either in supported accommodation, private sector properties or council accommodation.
PF05 - Number of households prevented from becoming homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	316 (Six Monthly 18/19)	N/A	

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
SC01 - Percentage of household waste sent for reuse, recycling and composting	Supporting Communities	Colin Huntington	50%	31.10%	Performance has Declined	<p>The capture of material in the blue bin service sees continued pressure downwards on the capture of paper in the inner box and whilst there is some growth in the comingled tonnage, not enough to offset the drop in paper.</p> <ul style="list-style-type: none"> •More generally, there has been further scrutiny introduced throughout the supply chain on the quality of materials collected and this has the added impact of greater scrutiny during collections, when the material is delivered to our contractors and by resource increases in extracting contaminants whilst the materials are processed; resulting in, secondary raw material outputs whilst lower in tonnage terms are of a higher quality. The backdrop of this has led to stagnation in recycling rates nationally, with some Councils seeing actual drops. •A small trial to separate not just paper, but also cardboard from the other materials began in February 2019 and we are awaiting initial data on the potential positive impact this change may have. •Overall, as described above the Qtr 3 period indicated an overall improvement in capture of recyclables from October to December but not enough to reverse the downward pressures in the first half year. •A comparison of the first three quarters of the year indicated a reduction of 844 tonnes of recyclables with a corresponding increase in overall h/hold waste generation of 1115 tonnes. •Of all the main sources of household waste that can't generally be recycled at reasonable and practicable cost, all categories saw growth in tonnage for the first three quarters. We are estimating that waste growth will end the year around 4% higher. •The lack of significant capital and revenue investment to implement weekly food waste collection means significant increases are unlikely. •Increase in tonnages of general waste collected along with the fall in recycling and garden waste collected has resulted in the reduction. A trial has commenced aiming to increase the capture of paper and cardboard by collecting these separately from the remainder of the recycling and data is currently being recorded. <p>Work continues via Behavioural Change Officers to work with residents to improve the recycling rate via targeted action. The team are continuing to work with management companies and housing associations at communal collection points to improve recycling performance from these locations and reduce contamination. Increased use of social media for regular recycling messages and work with partner authorities to get out a consistent message is ongoing.</p>
SC02 - The number of library visitors per 1000 population.	Supporting Communities	Lindsay Murray	5100	4534	Performance has Declined	<ul style="list-style-type: none"> •The use of libraries nationally has decreased and in Gateshead the level of library usage remains good at 915,823 visitors (4534 per 000 population) but has shown a decrease of 9,202 from 2017/18. •Comparative performance data for other library services regionally and nationally shows that in 2017/18 the Gateshead performance for this indicator ranked the service 1st among a group of ten statistically neighbours and in the top 20% of authorities nationally. So, although there is a downward trend, performance in Gateshead remains nationally at a very high level. Comparative data for 2018/19 will not be received until March 2020. •The library service continues to provide a diverse range of activities for all ages. There is especially well-developed programme of activities for children and families. These activities include rhymetimes for toddlers and parents, class visits by local school, digital coding clubs for older children and a programme of author and readers groups for adults. • The total number of attendances at programmed activities, in Council operated libraries, increased from 42,002 to 43,505 in 2018-19 •The Council works closely with the volunteer associations that operate the libraries day to day in the following locations; Dunston, Felling, Low Fell, Rowlands Gill, Ryton, Whickham and Winlaton. Analysis shows that on transfer from Council to volunteer operation the level of business can drop by approximately 30 - 40%. This is a significant contribution to the reduction in overall performance in 2018-19 for this indicator. Volunteer operated libraries do offer a good range of service and develop a range of activities as they become established.
TI01 - Percentage of people who feel they can influence decisions in their locality. People feel engaged and consulted.	Tackling inequality	Ian Stevenson	33%	33% (17/18)	No Change	<ul style="list-style-type: none"> •There is no data for this indicator for 2018-19 as the relevant questions were not asked in the 2018 survey
TI02- Percentage of people who believe communities get on well together in their local area	Tackling inequality	Ian Stevenson	60%	91%	No Change	<ul style="list-style-type: none"> •Residents were asked within the 2018 Residents survey if they think that people in their local area usually get on well together, and 91% said yes (always or most of the time). This figure is the same as found in the 2016 survey.
TI03- The percentage of people surveyed which are involved in formal volunteering	Tackling inequality	Ian Stevenson	30%	28.00%	Improved	<ul style="list-style-type: none"> •Overall, levels of regular volunteering are slightly higher than in 2016. 60% of volunteering by survey respondents takes place within Gateshead, though this has dropped by 11 percentage points since 2016. However, those volunteering elsewhere in Gateshead has increased by 8 percentage points to 18%. A further 22% volunteer outside of Gateshead. Young people are the least likely to volunteer in their local area and the most likely to volunteer outside of Gateshead

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
TI04 - The number of voluntary and community sector organisations supported by the Council and its partners	Tackling Inequality	Ian Stevenson	131	174	Improved	<ul style="list-style-type: none"> Looking at how many organisations receive funding through the Thrive Fund is a useful way of illustrating how the Council provides practical support to VCS organisations, as opposed to the contractual relationship the Council has with a smaller number of larger organisations from the sector that are commissioned to deliver services. During 2018/19 a larger number of small community groups received Local Community Fund support than the previous year
TI05 - The total number of hate - related incidents reported to the ARCH Hate Crime Reporting System	Tackling Inequality	Anneliese Hutchinson	No Targets Set Maintain 282	382 (April to Oct 18)	Improved	<ul style="list-style-type: none"> The ARCH system was decommissioned in October 2018 therefore the way hate crime information is recorded needs to be completely changed. There is unfortunately no data available for 2018/19
TI06 - The total number of clients engaged as a percentage of the total number of referrals received by the Independent Domestic Violence Advocacy Service	Tackling Inequality	Anneliese Hutchinson	No Targets Set Maintain 59%	57	Performance has Declined	<ul style="list-style-type: none"> The target for this indicator was to maintain performance of 59%. The engagement rate for 2018/19 is 57%, slightly less than the figure reported in 2017/18. It must be noted that the domestic abuse service changed part way through the year and the service now works with victims identified as medium and high-risk, when previously the service worked with only high-risk victims. The changes to the remit of the service mean that there has also been an increase in the number of referrals received. There were 1,732 referrals received in 2018/19, compared to 1,353 in the previous 12 months. This represents an increase of 28% (+379 referrals).
TI07 - The total number of reported crimes in Gateshead	Tackling Inequality	Anneliese Hutchinson	None Set	21403	Performance has Declined	<ul style="list-style-type: none"> Although no target has been set for this indicator, performance has deteriorated when compared to the previous year. There has been a 4% increase in recorded crime in Gateshead in 2018/19 compared to 2017/18. This is lower than the figure reported across the Northumbria Police Force area, where recorded crime increased by 6% in 2018/19. In total there have been 21,404 crimes recorded in the 12 months to March 2019, 863 more than at the same point in 2018.
TI08 - The total number of ASB incidents in Gateshead reported to Northumbria Police	Tackling Inequality	Anneliese Hutchinson	None Set	6,135	Improved	<ul style="list-style-type: none"> No target has been set for this indicator, but performance has improved when compared to the previous year. End of year figures show there has been a 5.21% reduction in the number of ASB incidents in Gateshead reported to Northumbria Police during 2018/19 when compared to 2017/18. Although performance has improved, there are still areas that are vulnerable to incidents of ASB. ASB is also an area of concern for many Gateshead residents and so the Community Safety Board has proposed that tackling ASB remains a priority for partners to address in 2019/20. There have been 6,135 incidents reported to Northumbria Police during 2018/19 compared to 6,472 during 2017/18. Three quarters of incidents were classed as non-youth ASB, the same proportion as in 2017/18. Despite youth-related ASB accounting for only a quarter of incidents reported, this is an issue often cited by residents as having a significant impact on feelings of safety in their neighbourhoods and frequently raised at residents' meetings and councillor surgeries.
TI09 - The proportion of respondents to the question "How much do you agree or disagree with the following statement: The police and local Council are dealing with the anti-social behaviour and crime issues that matter in the area"	Tackling Inequality	Anneliese Hutchinson	No Targets Set Maintain 72%	56%	Performance has Declined	<ul style="list-style-type: none"> The target for this indicator is to maintain the figure of 72% achieved in 2015/16. In total, 56% of respondents to the Safer Communities Survey agree that the police and council work together to address crime and ASB issues that matter. Performance has therefore deteriorated. This is disappointing, particularly given partners' efforts to engage with members of the community through the world café events that took place across Gateshead during 2018/19. Variance against the target is -22%. It is not known why confidence in services has deteriorated, but this is a trend experienced across the Northumbria Police force area. The figure for Gateshead is currently the lowest figure recorded in the Northumbria Police force area. Variance in performance is -16%. It is not known why confidence in services has deteriorated, but this is a trend experienced across the Northumbria Police force area. The figure for Gateshead is currently the lowest figure recorded in the Northumbria Police force area

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
TI10 - The proportion of respondents to the question "How safe do you feel living in your neighbourhood"	Tackling Inequality	Anneliese Hutchinson	No Targets Set Maintain 97%	95%	Performance has Declined	<ul style="list-style-type: none"> The target for this indicator is to maintain the figure of 98% achieved in 2015/16. In total, 95% of respondents to the Safer Communities Survey in 2018/19 feel very or fairly safe living in their neighbourhood. Performance has therefore deteriorated slightly. Although performance has deteriorated, the figure of 95% is very positive and is only slightly below the target. Furthermore, it is on par with the Northumbria average for this measure
TI11 - Number of Gateshead residents who are physically active	Tackling Inequality	Lindsay Murray	tbc	60.60%	Improved	<ul style="list-style-type: none"> Data based on the last Sport England Active Lives Survey, which indicates that 60.6% of the Gateshead adult population was physically active compared to 58.8% in the previous year
TI12 - Number of Gateshead residents who are inactive	Tackling Inequality	Lindsay Murray	tbc	25.70%	Improved	<ul style="list-style-type: none"> Data based on the last Sport England Active Lives Survey, which indicates that 25.7% of the Gateshead adult population was physically inactive compared to 28.7% in the previous year. This equates to 42,900 individuals. As the survey data has only been collected over the last 3 years, Sport England recommend that trend analysis should be deferred until further data is collected
WT01- The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	Working Together	Peter Udall	50%	38.4% Reduction (2017/18)	Improved	<ul style="list-style-type: none"> Actual greenhouse gas emissions from Gateshead Council operations are 4.8% lower than last year, and 38.4% lower than in 2007/08. Progress has been made with Gas consumption in buildings decreasing by 0.7% and electricity consumption decreasing by 5.1%.
WT02- The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	Working Together	Peter Udall	50%	40.2% Reduction (2017/18)	Improved	<ul style="list-style-type: none"> Weather corrected emissions have fell 6.1% on last year and are now 40.2% down on 2007/08. Streetlights electricity usage fell by a further 6.7% as the effect of further energy efficiency lighting replacement took effort
WT03 - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	Working Together	Peter Udall	16.80%	2.1% (Six Months 2018/19)	No Change	<ul style="list-style-type: none"> 90% of the installed renewable energy capacity is attributed to landfill gas and electricity generators, with the remainder comprised of smaller scale, building specific renewable energy systems. Gateshead is producing 10.6% of its electricity from renewable sources (landfill gas generators and solar panel installations) 0.07% of heat is generated from renewable sources. This figure will increase when the 10 customers for the District Energy Scheme are accounted for next financial year.