

**TITLE OF REPORT:**           **Making Gateshead a Place Where Everyone Thrives -  
Year End Assessment of Performance and Delivery  
2018/19**

**REPORT OF:**                 **Sheena Ramsey, Chief Executive**

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**Purpose of the Report**

1. Cabinet is requested to approve Making Gateshead a Place Where Everyone Thrives - Year End Assessment of Performance and Delivery report for 2018/19.

**Background**

- 1.1 This report relates to how well the Council is achieving against the strategic approach of Making Gateshead a Place Where Everyone Thrives and the Council Pledges:

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

- 1.2 Progress and achievements of strategic indicators, in line with the Overview and Scrutiny Committee's remits are provided along with areas of future focus.

**Performance Reporting**

2. The year end 2018/19 performance reports were reported to individual Overview and Scrutiny Committees during June 2019.

3. Each Overview and Scrutiny Committee has considered their year-end 2018/19 performance and the progress made in relation to the strategic outcome indicators applicable to it, where information is available. The reports included the following:

- i. An overview of the analysis of performance identifying key achievements and areas for improvement; and
- ii. An outline of the year end performance against the agreed 2020 targets for the strategic outcome indicators;

4. Presented to Cabinet are:

- a summary document which includes an overview of performance and delivery in support of the Council's Thrive Agenda and some of the achievements and areas for improvement for each Overview and Scrutiny Community Committee (See Appendix 2);
- a summary performance table of all Strategic Outcome Indicators (See Appendix 3); and
- the minutes of the decisions at these meetings (See Appendix 4).

5. Full versions of the reports considered by each Overview and Scrutiny Committee can be found on the Council's [website](#).

**Recommendations**

6. It is recommended that Cabinet:
  - (i) Approves the recommendations of all the Council's Overview and Scrutiny Committees in relation to the 2018/19 year-end performance report (Appendix 4); and
  - (ii) Considers whether the activities undertaken during April 2018 to March 2019 are supporting delivery of the Thrive agenda.

For the following reason:

To ensure performance and focus supports the delivery against the strategic approach of Making Gateshead a Place Where Everyone Thrives.

### Policy Context

1. Making Gateshead a Place Where Everyone Thrives – Year-End Assessment of Delivery and Performance 2018/19 report illustrates how the Council has delivered against the strategic approach of Making Gateshead a Place Where Everyone Thrives and the Council Pledges:

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

### Background

2. The Council's performance in relation to the delivery of the Thrive Agenda is reported on a six-monthly basis and is an integral part of the Council's Performance Management Framework.

### Consultation

3. There are four year-end reports in total considered by the appropriate Overview and Scrutiny Committee during June 2019. The minute extracts and comments made by the committees are included at Appendix 4.
4. The Deputy Leader have been consulted in preparing this composite report.

### Alternative Options

5. There are no alternative options to this report, as the recommendation supports the Council's general duty to secure continuous improvement in the way functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

### Implications of Recommended Option

#### 6. Resources

- a) **Financial Implications** – There are no financial implications arising directly from this report.
- b) **Human Resource Implications** – There are no human resource implications arising directly from this report.
- c) **Property Implications** – There are no property implications arising directly from this report.

7. **Risk Management Implications** – There are no risk management implications arising directly from this report.

8. **Equality and Diversity Implications** – There are no direct equality and diversity implications arising from this report.

9. **Crime and Disorder Implications** – There are no direct crime and disorder implications arising as a result of this report.

10. **Health Implications** – There are no direct health implications arising as a result of this report.
11. **Sustainability Implications** - There are no direct sustainability implications arising as a result of this report.
12. **Human Rights Implications** - There are no direct human rights implications arising as a result of this report.
13. **Ward implications** - There are no direct area or ward implications arising as a result of this report.

#### **Background Information**

14. Five-Year Target Setting 2015/16-2019/20 report agreed by Cabinet on 14 July 2015.
15. Making Gateshead a Place Where Everyone Thrives report agreed by Cabinet 20 March 2018.

## MAKING GATESHEAD A PLACE WHERE EVERYONE THRIVES – YEAR-END ASSESSMENT OF PERFORMANCE AND DELIVERY 2018/19

### Composite Report

#### Introduction

16. The composite report reflects the key issues and activities undertaken in relation to the year-end assessment of performance and delivery 2018/19.
17. During June 2019, the Council's four Overview and Scrutiny Committees considered the year-end assessment of performance and delivery against the strategic approach of Making Gateshead a Place Where Everyone Thrives. This summary report is based on these four Overview and Scrutiny Committee reports.

#### Overall Year End 2018/19 Performance Overview

18. The performance year end 2018/19 information available at this time for the strategic indicator set shows:

Improved performance	Stayed the same	Performance declining	No update/ comparison data available
45	2	35	23

#### Summary of Achievements and Areas for Improvement

19. The four performance reports from each OSC give an overview of performance for the year-end period and highlight achievements and areas for improvement. Some areas to note for each OSC remit are included below:

#### Corporate Resources OSC

20. The performance information available for the strategic outcome indicators for year end 2018/19 for this OSC, show the following for 10 of the 15 strategic outcome indicators where data is available:

Improved performance	Stayed the same	Performance declining	Baseline year/ comparison data available
8	0	2	4

21. The areas where performance is declining % of *Council Tax collected that was due to be paid* and *Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship* are being addressed.
22. For the year 2018/19, Council Tax collection of 95.7% was marginally below the previous year's performance of 95.9%. Performance has been impacted on by the roll out of Universal Credit (UC), which has increased customer demands on Revenues, and resulted in UC claimants not fully maximising council tax support and, delays in payments to UC claimants from DWP, has reduced disposable income to claimants affecting council tax collection rates. To assist customers, staff are encouraged to make realistic, flexible and affordable payment arrangements and the use of technology continues to be reviewed to improve collection rates.

23. In relation to apprenticeships in 2017/18, there were 4 care leavers in a Council apprenticeship and one with The Gateshead Housing Company. This number has reduced to 2 (1 left after 3 months for personal reasons therefore did not complete their apprenticeship; 1 completed in-year and has secured further employment with the Council; and 2 are due to complete their apprenticeship). Of those, 1 has secured further employment with the Council. The other apprentice left after securing a new job.
24. The Council is now looking to recruit a further 2 LAC apprenticeships - to the Office of the Chief Executive and Care Wellbeing and Learning directorate. Additionally, an Apprenticeship Co-ordinator is being recruited with a key part of their role to explore apprenticeships for LAC and care leavers.
25. There is no data available for four strategic outcome indicators, as they are a new indicator or an indicator measuring a new service offered and where data is not yet available. A baseline will be set during 2019/20 for:
- £ increase in new Services to Schools business generated.
  - Percentage increase in online transactions;
    - Fly-tipping reports;
    - Registrars appointments; and
    - Adult social care forms.
26. There have been many achievements and some to note include:
- Significant progress has been made in regard of a more Digital Gateshead. Since the new version of [www.gateshead.gov.uk](http://www.gateshead.gov.uk) was launched in May 2018, the data recorded for page views is no longer comparable to previous years. However, since the site was relaunched it has received over 4 million-page views, of which 53% were via a SmartPhone, 12% on a tablet and 35% on a computer, which demonstrates the importance of delivering websites that function seamlessly on mobile devices. We now have access to improved demographic data for the website, for instance 27% of the website's audience are aged between 25-34 with over 10% of the audience aged over 65. Statistics show that 55.3% of the people accessing our site are female. Due to the improvements that have been made to online payments we have again seen a significant rise in card payments on the website. In the last 12 months the website has processed £17.5m in income which is a 22% increase compared to the previous year.
  - The 2018 Employee Survey, following on from which service directors have been analysing the results and developing actions plans where appropriate. A further employee survey is scheduled for the 2019/20 period which will begin to shape data sets on whether the measures undertaken are beginning to have a positive impact. Significantly there was a 9% increase to 73% from staff who felt the Council was a good place to work.
  - As well as the 2019/20 Budget Consultation, there were a further 16 public consultations completed attracting 6,253 responses. A survey about the current and future use of Gateshead Town Centre attracted the largest single response (3,204). A further 8 consultations were completed with specifically targeted groups of service users/customers, attracting 601 responses, and 21 local traffic schemes were consulted on, attracting 179 responses.
  - The 2018-19 year-end performance for the strategic indicator reporting on the number of days staff sickness absence per FTE (excluding school staff) has been

recorded as 11.4, which is an improvement on the previous year's figure of 12.75 days.

27. The areas of focus over the coming year are:

- Mitigating the local impacts of EU Exit and ensuring the Council is prepared for all eventualities strengthening resilience and develop any necessary contingency plans.
- Developing greater coordination of emergency responses to incidents and issues.
- Facilitating the seventh Gateshead Volunteers' Month in June, which has grown each year and in the past seen hundreds of people take up volunteering opportunities, attend events and get involved with scores of local organisations.
- Undertaking work to continue to improve the delivery of services to schools including introducing new technology and an online ordering system which has been well received by schools both in Gateshead and beyond, as they can now purchase services, book training and access on-line resources through this new system.
- Improve the offer for apprenticeships including opportunities for looked after children.

Families OSC

28. The performance information available for the strategic outcome indicators for year end 2018/19 for this OSC shows comparative information for 30 of the 31 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
19	0	11	1

29. The performance of eleven indicators deteriorated in comparison to last year. Additional information on the performance is included in the performance tables for each indicator contained in Appendix 3.

- Increase the % of Gateshead schools rated Outstanding.
- Maximise the % of children offered a place at their preferred primary school.
- Maximise the % of children offered a place at their preferred secondary school.
- Raise progress 8 – scores of pupils at the end of KS4.
- Reduce the gap between Attainment 8 and Progress 8 scores of disadvantaged pupils and their non-disadvantaged peers at KS4.
- Raise the Progress 8 scores of vulnerable children - children on Free School Meals.
- Raise the Progress 8 scores of vulnerable children –
  - children with Special Educational Needs (SEN); and
  - Statement Care Plan).
- Percentage of mothers smoking at the time of delivery (rate of smoking at time of delivery).
- Reduce Excess weight 4-5-year olds - excess weight = obese/overweight.
- Reduce the % of children in low income families (children in poverty).

30. There have been many achievements and some to note include:

- The Complex Child in Need and Wrap-around Service has embedded a model of practice for safeguarding teenagers, that works consistently with young people

and families using a strength based relational model. They identify what is important to them and how best to support them to stabilise family relations that place teenagers at risk of significant harm.

- A service restructure within Assessment & Intervention now reduces the changes in Social Worker for children and families and promotes the continuation of relational Social Work.
- Officers are working with the nominated DfE provider (Contact) to relaunch our Parent Carer Forum, aiming to ensure that parents/carers are able to have strategic input and that their voice is heard in any new developments. We are also in the process of procuring the Independent Advice and Guidance Service to enable a new contract to be in place by September 2019.
- The Autism Information Hub has outgrown its current space at Gateshead Central; Library and is moving to the Elgin Children's Centre. The Hub offers resources about autism and a monthly face-to-face information and signposting service to people with autism, their families/carers and practitioners.
- Low Incidence Needs Team (LINT) specialist teaching assistants have completed Multi-sensory Impaired (MSI) Intervener Training in order that Children & Young People with hearing and vision impairment can be supported appropriately in schools and have equal access to the curriculum. Staff have completed an Emotional Literacy Support Assistant (ELSA) course so that they are better able to understand the emotional needs of our young people.
- There has been a safe reduction in the numbers of children subject to Child Protection Plans and becoming Looked After. Families are being empowered using an improved Child in Need offer to promote positive outcomes for children and their families.
- An Out of Court Disposal Panel has been established which works with partners, including Northumbria Police, to agree outcomes for young people pre-court.

31. Some of the areas in which the Council will focus on in the near future include:

- Establishing closer working relationships with Adult Mental Health Services and focusing on how they work together with parents who need specialist services. Services are also seeking to establish closer working relations with community policing and community safety, parks recreations and transport, with the aim of developing the contextual safeguarding framework in Gateshead.
- Introduction of an adult (parent / carer) version of 'Tell Us What You Think!' to provide an on-line platform for collecting and analysing family feedback to inform service improvement following support from Early Help.
- Refreshing and updating the "Core Standards" document which is the practice and standards document for qualified social work staff, early help workers & staff working directly with children, young people and their families.
- Officers are now using formalised assessment tools to understand the social and emotional needs of children and young people when working with them, followed by provision of resource boxes to schools for pupils with English as an additional language in September and posters with strategies for pupils with dyslexia in June.
- Align further the Team Around the School (TAS) model with the new CCG funded Trailblazers linking mental health professionals to Gateshead schools.
- A Reducing Parental Conflict Programme will introduce four new pathways of provision to the Borough, including Incredible Years (Advanced), Parents Plus, Family Check Up and Mentalization Based Therapy. Programmes will 'go live' between May and September 2019 and run up until March 2021.

Care, Health and Wellbeing OSC

32. The performance information available for the strategic outcome indicators for year end 2018/19 for this OSC shows the following for the 19 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
7	1	10	1

33. The ten indicators where performance declined compared to year-end 2016/17 are set out below. Additional information on the performance is included in the performance tables for each indicator contained in Appendix 3.

- Decrease the percentage of people dissatisfied with life.
- Prevention of ill health: % of mothers smoking at time of delivery.
- Reduce Excess weight 4-5-year olds - excess weight = obese / overweight.
- Stabilise the Rate of Hospital Admissions per 100,000 for Alcohol Related Harm (Narrow).
- Gap in the employment rate between those with a learning disability and the overall employment rate.
- Gap in the employment rate for those in contact with secondary mental health services and the overall employment rate.
- Healthy Life Expectancy at Birth (Female).
- Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Male).
- Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Female).
- Support for Carers in BME Communities.

34. A new indicator will be monitored from 2019/20 that measures the *increase in the number of people accessing the Supporting Independence Service*, helping people to stay in their own homes for longer. These changes will be incorporated into the first report of the 2019/20 cycle.

35. There have been many achievements and some to note include:

- The Adult Social Care Provider service alongside health community services colleagues, are providing care closer to home to older people with frailty and multiple, complex conditions in the community.
- Work has been completed in developing and launching Adult Social Care on-line forms for general enquiries, request for assessment or review and safeguarding concerns, giving more accessibility to clients and professionals. This has had a positive impact within Adult Social Care Direct and resulted in no e-mail backlogs and telephone calls answered in a shorter time.
- A service user who attends the Phoenix Centre became a Double World Champion when representing Great Britain in swimming at the 2019 Special Olympics World Championships in Abu Dhabi, U.A.E.
- We have continued development of Making Every Contact Count (MECC) within three Council departments; Libraries, The Gateshead Housing Company and Domiciliary Care. These departments were targeted due to the amount of daily face-to-face contact that staff have with clients in our target groups.
- Through the MECC approach in Gateshead, Very Brief Advice (VBA) on Smoking training has been delivered to staff and volunteers from the Voluntary and

Community Sector organisations currently signed up to MECC. The training has also been delivered to over 100 housing staff from The Gateshead Housing Company and staff from Gateshead Libraries and the Queen Elizabeth Hospital. This delivery of VBA training is ongoing as the roll out of MECC continues. The training focusses on the skills, knowledge and confidence to deliver brief interventions on stopping smoking and accessing the Stop Smoking Service, e-cigarettes and second-hand smoke.

36. Some of the areas in which the Council will focus on in the near future include:

- The Dynamic Purchasing System will be offered to the market with new lots covering Adults Mental Health and Physical Disability, the Children's lots will be enhanced with specialist Supported Accommodation and a wider lot will be added for Innovation to encourage providers to approach the Council on potential accommodation developments.
- We will commence the 'Hospital to Home Scheme' whereby the PRIME domiciliary care service will transport service users from acute wards and integrate them back into their own home.
- It has been identified that the current process for application, assessment and allocation of placements to all Extra Care establishments requires improvement. The process will be mapped via a Walk the Wall approach to identify the issues and gaps and to streamline the future process. The new process should be in place by end October 2019
- We will work with the Community Transformation Service in developing locality working which is multidisciplinary. Whilst we are not fully working as a Multi-Disciplinary Team we do have direct contact with the locality nurses. The role of social care is to offer advice, information and support. Enabling people to remain at home with the right support at the right time. This work will be ongoing in its development.
- Training service users from the three Personal Independence centres (PICs) plus Blaydon Resource Centre in weekly sports, and then compete in the quarterly 'Gateshead Active Games'.
- Develop a Communications Action Plan to facilitate partners of the Gateshead Mental Health and Wellbeing Partnerships involvement in promotion of Every Life Matters, Public Health England's One you campaign on Suicide Prevention.
- Develop the "a Time to Change" network across Gateshead with a review of Gateshead Councils Time to Change Pledge and Action Plan.
- Develop a Mental Health First Aid (MHFA) network across Gateshead and the delivery of a number of MHFA training courses in the community.

Communities and Place OSC

37. The performance information available for the strategic outcome indicators for year end 2018/19 for this OSC shows the following for the 41 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
11	1	12	17

38. The data for the 17 indicators is unavailable at this reporting stage but the latest data available is included in the performance tables set out in Appendix 3. Data release schedules over the next six months will mean the more recent data will be reported at the six-month stage to Communities and Place OSC and then to Cabinet.

39. Of the remaining 24 indicators the following 12 indicators declined in performance:
- Economic activity rate - % of all people aged 16-64.
  - The number of jobs in Gateshead.
  - The % of people living in the Borough aged 16-64 who identify themselves as not having a qualification equivalent to a least an NVQ Level 1 or any other formal qualification.
  - The % of people living in the Borough aged 16-64 who identify themselves having a qualification equivalent to at least an NVQ Level 3.
  - People Killed or Seriously Injured (KSI) in road traffic collisions – percentage change over the base year.
  - Children Killed or Seriously Injured (KSI) in road traffic collisions – percentage change over the base year.
  - Percentage of household waste sent for reuse, recycling and composting.
  - The number of library visits per 1,000 population.
  - The total number of clients engaged as a % of the total number of referrals received by the IDVA service.
  - The total number of recorded crimes in Gateshead.
  - 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 ASB and crime issues that matter in the area.
  - The proportion of respondents to the question ‘How safe do you feel living in your neighbourhood?’
40. There have been many achievements and some to note include:
- Gateshead Libraries are developing targeted activities to support residents most in need of support. 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
  - Improvements for air quality and reduce pollution from motor vehicles. Consultation on possible options for achieving compliance with air quality limits commenced early in March and closed in May 2019.
  - 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 was been shortlisted for the “Best Social Housing Initiative” in the MJ Awards 2019.
  - A Strategic Hate Crime Supporting Victims task and finish group has been established. The group reviews referrals made to VictimsFirst Northumbria and is tasked with looking at initiatives designed to increase the uptake of support services in Gateshead.
  - LearningSkills have received a record number of enrolments from 12,032 last year to 12,204 this year. The service continues 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 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%.

- 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.
- To help improve the local environment and communities to reduce nuisance from littering, graffiti and dog fouling, the Environmental Protection team is now operating across Gateshead.
- The Land of Oak and Iron Heritage centre opened in September 2018, since then more than 26,000 people have visited the centre with 100,000 expected in the first 12 months.
- Success rates for Gateshead 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%.
- 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).
- 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.

41. Some of the areas in which the Council will improve and focus on include:

- The issue of youth disorder is increasingly challenging. it is often cited as an issue by resident's, 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.
- "A Sustainable Future for Chopwell" project which aims to deliver energy improvements to 800 homes. The outline application has been approved and if a full application is approved it is hoped that works will commence late 2019/20.
- £2.6m ERDF funding 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 will be launched in April 2018 and will support 42 business.
- The second phase of the Government's Transforming Cities Fund for improvements to cycle and walking infrastructure to connect people to employment is in preparation and will be submitted in June.
- Continue working on improving air quality and reduce pollution from motor vehicles, working in tandem with Newcastle and North Tyneside Councils.

**PERFORMANCE AT A GLANCE****Corporate Resources OSC**

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2018/19	Direction of Travel	Comments and Actions
% of Council Tax collected that was due to be paid	Invest in our economy	J Jopling	96.6%	95.7%		<ul style="list-style-type: none"> <li>For the year 2018/19, council tax collection of 95.7% is slightly below the previous year's performance of 95.9%. Performance has been impacted on by the roll out of Universal Credit, which has increased customer demands on Revenues, resulted in UC claimants not fully maximising council tax support and, delays in payments to UC claimants from DWP, has reduced disposable income to claimants affecting council tax collection rates.</li> <li>To assist customers, staff are encouraged to make realistic, flexible and affordable payment arrangements and the use of technology continues to be reviewed to improve collection rates.</li> </ul>
% of Business Rates collected	Invest in our economy	J Jopling	97%	98%		For the year 2018/19 business rates collection of 98% was slightly below the previous year's performance of 98.6% but above the in-year collection target of 97.4%. Collection and recovery processes are continually reviewed to further improve collection and address rates avoidance.
% of undisputed invoices paid on time	Invest in our economy	J Jopling	95%	87.7%		For the year 2018/19 there has been a significant improvement from the previous year's performance of 78.9% which has largely been achieved from the further roll out of purchase cards and the review of business processes to allow speedier payment of invoices.
Speed of housing benefits claims (processing) – average time to process new claims & changes in circumstances	People and families	J Jopling	7.5 days	6.2 days		Performance for 2018/19 again shows further improvement compared to previous year's performance of 7.7 days. Following Universal Credit full service roll out, the volume of new claims has reduced allowing for quicker processing times. IT improvements have also been introduced to allow further automation of changes of circumstances and customer self-service.
Employee engagement e.g. a good place to work	Work together	M Jobling/ J Barclay	70%	73%		The 2018 staff survey saw an increase in council employees feeling Gateshead is a good place to work from 64% in 2016's survey to 73% this year and surpassing the target for 2020.

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2018/19	Direction of Travel	Comments and Actions
Staff sickness (excluding school staff) per FTE	Work together	J Barclay	8.0 days	11.4 days		<p>The average sickness days per FTE for the period 2017-18 was 12.75 meaning a reduction has been seen for 2018-19.</p> <p>Corporate Management Team previously received a report focussing on how sickness is managed. A review of the management of sickness absence was initiated across Care Wellbeing and Learning. This review included consideration of how individual managers are being held to account for management of absence within their own teams. As a result:</p> <ul style="list-style-type: none"> <li>• HR will continue to provide performance dashboards and detailed data to services and provide advice/support, so managers can take appropriate action.</li> <li>• The review of the Council's Sickness Policy &amp; Procedure will be progressed with suggestions for improvements being discussed with Trade Union partners.</li> <li>• As part of the North East Better Health at Work Award the task and finish groups established continue to develop and take forward wellbeing initiatives around priority areas identified by employees.</li> <li>• Strategic Directors &amp; Service Directors will continue to monitor and address absence.</li> </ul>
Improve Superfast Broadband connectivity-increase coverage in Gateshead to 98.9%	Invest in our economy	R Sheehan	98.9%	97.5%		<p>The direction of travel continues to remain positive with a further increase in coverage of over 1% made during the year. Superfast broadband is now available to 97.5% of premises in Gateshead which compares favourably against the UK average figure of 96%.</p> <p>Progress is good however, it seems unlikely that the stretch target of 98.9% will be reached when the current phase of the project ends in June 2019 as stated in the indicator. However, each new project phase is about to commence to increase superfast broadband coverage further in Gateshead and it is therefore proposed to retain the indicator but to amend the wording to remove the fixed timescale, so that it becomes "Increase the coverage of superfast broadband connectivity."</p>

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2018/19	Direction of Travel	Comments and Actions
Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship	People and families	Janice Barclay/ Elaine Devaney	Year on year increase	2		<p>In the year 2017/18 there were 4 Care Leavers in a council apprenticeship. This number has reduced to 2. (1 left after 3 months for personal reasons therefore did not complete their apprenticeship; 1 completed in-year and has secured further employment with the Council; and 2 are due to complete their apprenticeship and of those, 1 has secured further employment with the Council. The other apprentice is leaving to pursue a different career path).</p> <p>The Council is looking to recruit a further 2 LAC apprenticeships to the Office of the Chief Executive and Care Wellbeing &amp; Learning directorate. Additionally, there is an intention to recruit an Apprenticeship Co-ordinator. Part of their role will be to explore apprenticeships for LAC and care leavers.</p>
Amount of traded income achieved	Invest in our economy	Lindsay Murray	New	Baseline year	Not available	As reported at the six-month stage, trading and income generation activities will be included within the 2019/20 reporting cycle with a baseline set.
£ increase in new Services to Schools business generated	Invest in our economy	Lindsay Murray	New	Baseline year	Not available	As reported at the six-month stage, trading and income generation activities will be included within the 2019/20 reporting cycle with a baseline set.
Percentage increase in online transactions: a) Online payments	Supporting our communities	Marisa Jobling	New	18.2%		In 2018-19, we received £18.48m in income from online payments which is a 18.7% increase from the previous year. We expect this figure to rise substantially as we continue to increase the number of payments that can be made on our websites at a rate of 5-10% per annum.
Percentage increase in online transactions: b) Fly-tipping reports				Baseline year		5,003 fly tips reported by the public in 2018/19, 57.4% reported online and 42.65% recorded over the telephone.
Percentage increase in online transactions c) Garden Waste subscriptions				3.86%		16,275 garden waste subscriptions paid for online in 2018/19, compared to 15,793 in 2017/18.

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2018/19	Direction of Travel	Comments and Actions
Percentage increase in online transactions d) Registrars appointments	Supporting our communities	Marisa Jobling	New	Baseline year		Online Registrars birth and death appointments were launched on 13 March 2019. Up until 26 April 2019, out of 479 appointments 48% were online and 52% over the telephone. As the service continues to be promoted we anticipate the online figure to increase.
Percentage increase in online transactions e) Adult social care forms				Baseline year		Since the Adult Social Care online forms were launched in November 2018 we have received 1,891 online contacts and enquiries made up of 546 initial care assessments; 450 care and support reviews, 544 adult safeguarding reports and 351 general enquiries.

## FAMILIES OSC

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
<b>PF1</b> - Increase the % of Gateshead schools rated Outstanding	People and families	Steve Horne	40%	35.4%	<b>Declined</b>	A small number of our previously outstanding schools have recently been downgraded. Nationally, 77% of schools in this position are downgraded.
<b>PF2</b> - Maximise the % of children offered a place at their preferred primary school	People and families	Steve Horne	97%	92%	<b>Declined</b>	Despite the continued and projected rise in pupil numbers, due to the creation of school places in high areas of need as a result of extensive new house building programmes, our preference match has remained constant at around 92% first preference. There will need to be careful monitoring of the impact large-scale housing development in the west of the borough will have, however, discussions are already being had to deal with this potential impact.
<b>PF3</b> - Maximise the % of children offered a place at their preferred secondary school	People and families	Steve Horne	95%	87%	<b>Declined</b>	First preference match has reduced to 87% and for the first time ever we had 1% of applicants who did not receive an offer of a school place on secondary national offer day due to the shortage of school places. To help with this situation our secondary schools offered an additional 104 places and following intervention from the Department of Education a further 37 places have been offered. The majority of schools are now physically unable to continue to go over their admission limits to accommodate in year transfer requests.
<b>PF4</b> - Educational Attainment: Increase the % of children achieving a good level of development at age 5	People and families	Steve Horne	Awaiting Govt guidance on future of this indicator	70.1%	<b>Improved</b>	Performance remains just below the national average of 71.5%
<b>PF5</b> - Reading - Increase the % of children attaining expected standard at the end of KS1	People and families	Steve Horne	90%	78%	<b>Improved</b>	This measure has risen consistently over recent years and is now above the national average of 75%.
<b>PF6</b> - Writing - Increase the % of children attaining expected standard at the end of KS1	People and families	Steve Horne	84%	72%	<b>Improved</b>	This measure has risen consistently over recent years and is now above the national average of 70%.

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<b>PF7 - Maths - Increase the % of children attaining expected standard at the end of KS1</b>	People and families	Steve Horne	90%	77%	Improved	This measure has risen consistently over recent years and is now above the national average of 76%.
<b>PF8 - Increase the % of children attaining the "expected standard" at the end of KS2</b>	People and families	Steve Horne	85%	71%	Improved	This is the percentage of children attaining the expected standard in all of Reading and Writing and Maths at the end of KS2. This year's figure is again above the national average of 65% and ranks 16th out of 152 LAs.
<b>PF9 - Raise Attainment 8 – scores of pupils at the end of KS4</b>	People and families	Steve Horne	50	46.2	Not Comparable	This score is above the England average of 44.5 and in line with the state-funded school average of 46.6. Scores are not directly comparable with last year, as a new way of grading was introduced in a large number of subjects.
<b>PF10 - Raise progress 8 – scores of pupils at the end of KS4</b>	People and families	Steve Horne	-0.03	-0.25	Declined	This score has fallen since last year and is below the national average of -0.03.
<b>TI1 - Attainment Gap:</b> Reduce the gap between Attainment 8 and Progress 8 scores of disadvantaged pupils and their non-disadvantaged peers at KS4.	Tackle inequality	Steve Horne	To be reviewed following 1st publication of data	-15.2	Declined	This gap has increased slightly. This is due in part to the new scoring system at GCSE which awards fewer points to the lower grades (previously C, D, E, F, G, scoring 5 to 1 point and now 4 to 1 point).
<b>TI2 - Progress 8 Gap:</b> Reduce the gap between Attainment 8 and Progress 8 scores of disadvantaged pupils and their non-disadvantaged peers at KS4	Tackle inequality	Steve Horne	To be reviewed following 1st publication of data	-0.66	Improved	<ul style="list-style-type: none"> <li>This gap has closed slightly</li> </ul>
<b>TI3 - Attainment of vulnerable children.</b> Raise progress 8 scores of Looked after Children at the end of KS4	Tackle inequality	Steve Horne	0	-1.36 (Summer 2018 Outcomes)	Improved	<ul style="list-style-type: none"> <li>This score is very similar to last years but has shown a slight improvement.</li> </ul>

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
<b>TI4</b> - Raise the Progress 8 scores of vulnerable children - children on Free School Meals	Tackle inequality	Steve Horne	0	-0.87 (Summer 2018 Outcomes)	<b>Declined</b>	This score has fallen by the equivalent of one tenth of a GCSE grade.
<b>TI5</b> - Raise the Progress 8 scores of vulnerable children - children with Special Educational Needs (SEN)	Tackle inequality	Steve Horne	0	-0.55 <b>(SEN)</b> (Summer 2018 Outcomes)  -1.56 <b>(Statement or Care plan)</b> (Summer 2018 Outcomes)	<b>Declined</b>  <b>Declined</b>	<b>SEN:</b> These scores have both fallen by the equivalent of a third of a GCSE grade  <b>Statement or Care Plan:</b> These scores have both fallen by the equivalent of a third of a GCSE grade
<b>TI6</b> - Reduce NEET rate (% not in education, training or employment as a proportion of 16-18-year olds)	Tackle inequality	Val Hall	4.8%	NEET 4.6% Not Known 0.4% Overall 4.9%	<b>Improved</b>	The Not Known numbers have reduced very considerably – down from 7.3% of the cohort to just 0.4% of the cohort. As result, the overall NEET and Not Known percentage has decreased from 11.7% to 4.9% which is very close to the tracker target for 2020.
<b>PF11</b> - The number of eligible 2-year olds accessing their free early learning place)	People and families	Val Hall	To be agreed	87% (833 Children) (March 2019)	<b>Improved</b>	The current performance figure is for the period March 2019. The annual comparison data is published during summer 2019, which will reflect take-up in January 2019. The latest reports regional take-up as 84%, and national as 72%.
<b>TI7</b> - Work with families– National Troubled Families Programme - Number of families engaged by Families Gateshead	Tackle inequality	Val Hall	1,930 families	1,977 Families	<b>Improved</b>	We are in the last year of Phase 2 of the 5-year Troubled Families Programme and Early Help holds the highest number of families identified under the programme. We have 38 families still open to services and in receipt of a package of support from Phase 1 of the Programme. There are 337 families suspended due to non-engagement and 53 are suspended as no assessment has been completed due to non-compliance. There are 654 families who have re-entered the programme, of those 431 are re-entry monitoring families and 223 are re-entry claimed families.  Payment by Results (PbR) is 1,018 families claimed against a target of 1930, 53% of overall target claimed. The trajectory of claims position is 75 per month up until September and then 25 claims per month up to March 2020.

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<b>WT1</b> - Support for young carers	Working together	Val Hall	85	<b>127 Referrals</b> (01 Apr 18 – 31 Mar 19)	<b>Improved</b>	With the contract ending on 30/04/2019 there have also been 8 Referrals between 01 April 19 - 30 April 19.
<b>WT2</b> – 1 <sup>st</sup> time entrants into youth justice system aged 10-17 (12-month lag PNC Rate per 100k of Population 10-17 yr. olds Rolling 12 Month)	Working together	Val Hall	398 per 100k (70 FTE)	<b>362 per 100k</b> (62 FTE) (Oct 17 – Sep 18)	<b>Improved</b>	YJB published data obtained through PNC for 12 months ( <b>Oct 2017 to Sep 2018</b> ) reports 62 FTE's which is a rate of 362 (per 100,000 of 10-17 population). This is a -23.1% decrease year-on-year. This is lower than the Northumbria PCC area average for this period (398), but higher than the National average (250).
<b>WT3</b> - Custody – Use of custody rate per 1000 of 10-17 years population	Working together	Val Hall	Maintain low number of young people	<b>0.06 per 1k</b> (1 custodial sentence) (Jan 18 – Dec 18)	<b>Improved</b>	The latest YJB published data for <b>Jan 18 to Dec 18</b> shows the 12-month rate of Custody for Gateshead at 0.06, this represents only 1 custodial sentence in the 12-month period. This is below the Northumbria PCC regional average for this period (0.19), and below the National average (0.32).
<b>T18</b> - % of mothers smoking at the time of delivery (Rate of smoking at time of delivery)	Tackle inequality	Alice Wiseman	9.9%	<b>15.1%</b> (2017/18)	<b>Declined</b>	<p>This is the second increase in the % of mothers smoking at time of delivery in the last two years from its previous lowest point in 2015/16.</p> <p>Gateshead is significantly higher than the England rate (10.8%) but has the 4th lowest rate of the 12 North East LA's and the 4th lowest rate of its 16 comparable CIPFA LA's. When compared to the 152 English UTLA's Gateshead has the 31st highest rate in England.</p> <p>Q3 data for 2018/19 shows an improvement against Q3 data for 2017/18 (Q3 17/18 – 15.7%, Q3 18/19 – 11.9%). However, it should be noted that the Q3 is aggregated at Newcastle Gateshead CCG level and is not reliably Gateshead level data.</p>
<b>T19</b> - Reduce Excess weight 4-5-year olds - excess weight = obese /overweight	Tackle inequality	Alice Wiseman	18.1%	<b>22.5%</b> (2017/18)	<b>Declined</b>	First increase for 4-5-year olds in last 4 years of data. Gateshead is still significantly better than the North East (25.0%) and in line with the England average of 22.4% and had the 4 <sup>th</sup> lowest prevalence of excess weight amongst the 16 CIPFA (nearest neighbour) LA's and the lowest prevalence of the 12 North East LA's. Nationally Gateshead had the 77 <sup>th</sup> highest prevalence of excess weight of the 150 published English upper tier local authorities.

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<b>TI10</b> - Reduce excess weight 10-11 yr. olds (excess weight =Obese/overweight)	Tackle inequality	Alice Wiseman	25%	<b>36.8%</b> (2017/18)		<b>Improved</b>	Excess weight for 10-11-year olds has decreased for the first time in 2 years of data. Gateshead is still significantly worse than the England average of 34.3% and better than the North East (37.5%) and had the 8 <sup>th</sup> highest prevalence of excess weight amongst the 16 CIPFA (nearest neighbour) LA's, and the 4 <sup>th</sup> lowest of the 12 North East LA's. Nationally Gateshead had the 55 <sup>th</sup> highest prevalence of excess weight of the 150 published English upper tier local authorities.
<b>WT4</b> - Hospital admissions for self-harm rate per100,000 (aged 10-24 years)	Working together	Alice Wiseman	Reduce	To Reduce	<b>386.1 per 100k</b> (2017/18)	<b>Improved</b>	This is Gateshead's lowest rate per 100,000 since the data was first published in 2011/12 and is lower than the North East (458.0) and the England values (421.2). Gateshead is still on course to meet the stated 5-year (19/20) target of reducing the rate per 100,000  Gateshead has the 5 <sup>th</sup> lowest rate of the 12 North East LA's, the 5 <sup>th</sup> lowest rate of its 16 comparable CIPFA neighbours and the 3 <sup>rd</sup> lowest rate of its 10 comparable Children's services statistical neighbours. Compared to the other 152 English UTLA's Gateshead has the 90 <sup>th</sup> highest rate in England
<b>TI11</b> - Reduce the % of children in low income families (children in poverty)	Tackle inequality	Alice Wiseman	19.0%	<b>20.5%</b> (2016)		<b>Declined</b>	This is Gateshead highest % of children in low income families since 2013 and is significantly worse than both the England (17.0%) and the North East rate (22.2%). Gateshead has the 4 <sup>th</sup> lowest rate of the 12 North East LA's and the 8 <sup>th</sup> highest of its 16 comparable CIPFA LA's and the 50 <sup>th</sup> highest rate of the 152 UTLA's in England.
<b>WT5</b> - Numbers of children subject to a child protection plan	Working Together	Elaine Devaney	54 per 10k	<b>65.8 per 10k</b> (March 2019)		<b>Improved</b>	At the end of March 2019, there were 262 children on child protection plans (65.8 per 10,000). This represents a 10% decrease from the figure reported in March 2018, and whilst the rate remains higher than the England (45.3) and Statistical Neighbour (57.5) 2018 rates, it is in line with the 2018 North East rate (65.7).
<b>WT6</b> - Ensure young people leaving care and homeless are supported to have a safe place to live, appropriate and sustainable accommodation.	Working Together	Elaine Devaney	100%	100 %	<b>98%</b> (March 19 Provisional)	<b>Improved</b>	Data is provisional for March 2019 until submitted and validated through statutory returns process. So, may be subject to small changes. As at 31 <sup>st</sup> March 2019, we were in touch with 122 care leavers of which 2 were in unsuitable accommodation, both were in custody.

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance		Direction of Travel	Comments and Actions
<b>WT7</b> - Ensure young people leaving care are supported to be in education, employment, apprenticeships and training.	Working Together	Elaine Devaney	71%	71%	<b>61%</b> (Mar 19 Provisional)	<b>Improved</b>	Data is provisional for March 2019, until submitted and validated through statutory returns process. So, may be subject to small changes. 75 of our care leavers have been identified in some form of EET, which at 61% is higher than the 2017/18 England Average of 60.2% and higher than the North East average of 58.1%.
<b>TI12</b> - Equality Target: Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship.	Tackle Inequality	Elaine Devaney	-	<b>5 Apprenticeships</b>		<b>Improved</b>	3 completed their apprenticeships and 2 have gone on to further employment in the authority

## Communities and Place OSC

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>EI01</b> - The number of people of working age in Gateshead aged 16-64	Economic Investment	Anneliese Hutchinson	127,799	127900 (2017/18)	<b>Declined</b>	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.
<b>EI02</b> - Increase overall housing supply	Economic Investment	Anneliese Hutchinson	96,167	93519 (2017/18)	<b>Improved</b>	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.
<b>EI03</b> - 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)	<b>Improved</b>	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.
<b>EI04</b> - 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)	<b>Improved</b>	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 borough 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. Gateshead suffers from significant viability issues due to the amount of previous industrial land and land mining usage.

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>EI05</b> - 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. The overall annual business birth figure of 1,035 exceeds pre-recession levels. However, there were also 745 business deaths in the period. 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"> <li>• Providing significant investment through the Capital Programme.</li> <li>• Ensuring a range of high-quality economic locations are available and attractive to the market including Gateshead Quays, Baltic Business Quarter and Follingsby Park.</li> <li>• Strengthening and clustering economic assets and promoting growth sectors.</li> <li>• Supporting entrepreneurship through delivery services and the supply of a range and choice of premises.</li> <li>• Diversifying and expanding the rural economy by supporting local businesses and growth in leisure, culture and tourism.</li> </ul> <p>[1] Business Register and Employment Survey, ONS 2017 (NOMIS website) [2] Business Demography, ONS, 2017</p>
<b>EI06</b> - 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"> <li>• Employment rates both nationally and locally continue at or around record highs and have been above target in all four quarters.</li> <li>• 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%.</li> <li>• 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.</li> </ul>

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>EI07</b> - Economic Activity Rate - Percentage of all people aged 16-64	Economic Investment	Andrew Marshall	80%	77.00%	<b>Declined</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Gateshead stands roughly half way between the North East average (74.8%) and the GB rate of 78.5%.</li> </ul>
<b>EI08</b> - 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	<b>Improved</b>	<ul style="list-style-type: none"> <li>Continued austerity measures have seen pressure remain on this indicator.</li> <li>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.</li> <li>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.</li> </ul> <p>The measure is though subject to wide fluctuation due to being obtained via a survey of a relatively small number of residents.</p>
<b>EI09</b> - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	Economic Investment	Andrew Marshall	37.80%	38.10%	<b>Improved</b>	<p>Following a dip at the end of the last year, this indicator slowly recovered and is now again exceeding its target.</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>Going forward uncertainty over Brexit and its implications could lead to at least some short to mid-term instability.</p>

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
E110 - The number of jobs in Gateshead	Economic Investment	Andrew Marshall	102,000	93,000	<b>Declined</b>	<p>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.</p> <p>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.</p> <p>•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.</p> <p>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.</p> <p>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.</p>

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>EI11</b> - The percentage of Gateshead Residents aged 16-64 in Self Employment	Economic Investment	Andrew Marshall	7.0	6.1 (2017/18)	<b>Declined</b>	<p>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.</p> <p>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.</p>
<b>EI12</b> - Gross weekly pay of jobs in Gateshead	Economic Investment	Andrew Marshall	520	£477.60	<b>Improved</b>	<p>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).</p> <p>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.</p> <p>Activity moving forward will continue to focus on increasing the number and quality of jobs in Gateshead. [1] Median Gross Weekly Pay of Full Time Workers, Annual Survey of Hours and Earnings, ONS (NOMIS website)</p>

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>E113</b> - 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%	<b>Declined</b>	<ul style="list-style-type: none"> <li>•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.</li> <li>•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%.</li> <li>• 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.</li> <li>•It is hoped that as this indicator is derived from an annual survey that it is only the sample that is behind this.</li> <li>• 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).</li> <li>•The borough lags even further behind the still improving GB average (7.7%).</li> </ul>
<b>E114</b> - 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%	<b>Declined</b>	<ul style="list-style-type: none"> <li>•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.</li> <li>•Upon investigation there is no significant reason for this outturn other than demographical 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.</li> <li>• 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.</li> <li>•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%.</li> <li>•The borough now lag's further behind the continually improving GB average of 57.2%</li> </ul>

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>EI15</b> - The number of visitors to Gateshead	Economic Investment	Lindsay Murray	tbc	1,889,952* (Provisional)	Improved	<p>Please note this figure is provisional, we are missing 4 months visitor data from SAGE Gateshead.</p> <p>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 25,204 visitors in 2018 from 29,192 in 2017.</p> <p>Noticeable increase in Visitors reported were at Gateshead Leisure Centre, visitors increased from 426,589 in 2017 to 546,479 in 2018 and for Gateshead International Stadium increase from 124,223 to 175,452.</p>
<b>EI16</b> - Accessibility to Public Transport A) Access to main centres (daytime)	Tackling Inequality	Anneliese Hutchinson	57%	57.2% (2017/18)	Improved	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.
<b>EI17</b> - Accessibility to Public Transport B) Access to main centres (evening)	Tackling Inequality	Anneliese Hutchinson	52%	52.8%(2017/18)	Improved	There is a small decreased 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
<b>EI18</b> - Accessibility to Public Transport C) Access to key employment (daytime)	Tackling Inequality	Anneliese Hutchinson	62%	59.1% (2017/18)	Declined	
<b>EI19</b> - 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	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>PF01</b> - The percentage of homes in the highest energy efficiency bands (SAP>65)	People and Families	Peter Udall	60%	56.53% (Six Monthly 18/19)	<b>No Change</b>	<ul style="list-style-type: none"> <li>•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:-</li> <li>• Connecting to the District Energy scheme</li> <li>• Installing a communal borehole ground source heat pump system</li> <li>• Installing a communal combined heat and power (CHP) system</li> <li>• Upgrades to the electricity supply network, where required, to accommodate the new heat and/or power plant</li> <li>• Full Window and Roof Replacement Scheme</li> </ul> <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>
<b>PF02</b> - People Killed or Seriously Injured (KSI) in road traffic collisions - percentage change over base year	People and Families	Anneliese Hutchinson	24%	25.21%	<b>Declined</b>	<ul style="list-style-type: none"> <li>•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.</li> <li>•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.</li> <li>•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.</li> </ul>

						Due to the calculation of this indicator, these changes are still influencing the results.
Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2018/19 (unless stated)	Direction of Travel	Comments and Actions
<b>PF03</b> - Children killed or seriously injured (KSI) in road traffic collisions - percentage change over base year	People and Families	Anneliese Hutchinson	44%	30.85%	<b>Declined</b>	<p>•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.</p> <p>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.</p>
<b>PF04</b> - Number of households accepted as homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	63 (Six Monthly 18/19)	<b>N/A</b>	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

<b>PF05</b> - Number of households prevented from becoming homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	316 (Six Monthly 18/19)	<b>N/A</b>	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.
<b>Indicator</b>	<b>Thrive Pledge</b>	<b>Service Director</b>	<b>Target 2020</b>	<b>Most Recent Performance 2018/19 (unless stated)</b>	<b>Direction of Travel</b>	<b>Comments and Actions</b>
<b>SC01</b> - Percentage of household waste sent for reuse, recycling and composting	Supporting Communities	Colin Huntington	50%	31.10%	<b>Declined</b>	<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. 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.</p> <p>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</p>

					<p>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.</p> <p>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> <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>
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<b>SC02</b> - The number of library visitors per 1000 population.	Supporting Communities	Lindsay Murray	5,100	4,534	<b>Declined</b>	<p>The use of libraries nationally has decreased but in Gateshead the level of library usage remains good at 915,823 visitors (4,534 per 1K 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 statistical neighbours and in the top 20% of authorities nationally. So, there is a downward trend, performance in Gateshead remains nationally at a very high level.</p> <p>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 rhyme times 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 libraries day to day Dunston, Felling, Low Fell, Rowlands Gill, Ryton, Whickham &amp; Winlaton. Analysis shows that on transfer 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.</p>
<b>Indicator</b>	<b>Thrive Pledge</b>	<b>Service Director</b>	<b>Target 2020</b>	<b>Most Recent Performance 2018/19 (unless stated)</b>	<b>Direction of Travel</b>	<b>Comments and Actions</b>
<b>T101</b> - 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)	<b>No Change</b>	There is no data for this indicator for 2018-19 as the relevant questions were not asked in the 2018 survey

<b>T102-</b> Percentage of people who believe communities get on well together in their local area	Tackling Inequality	Ian Stevenson	60%	91%	No Change	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.
<b>T103-</b> The percentage of people surveyed which are involved in formal volunteering	Tackling Inequality	Ian Stevenson	30%	28.00%	Improved	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.
<b>T104-</b> The number of voluntary and community sector organisations supported by the Council and its partners	Tackling Inequality	Ian Stevenson	131	174	Improved	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
<b>T105 -</b> 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	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
<b>Indicator</b>	<b>Thrive Pledge</b>	<b>Service Director Lead</b>	<b>Target 2020</b>	<b>Most Recent Performance 2018/19 (unless stated)</b>	<b>Direction of Travel</b>	<b>Comments and Actions</b>

<p><b>T106</b> - The total number of clients engaged as a percentage of the total number of referrals received by the Independent Domestic Violence Advocacy Service</p>	<p>Tackling Inequality</p>	<p>Anneliese Hutchinson</p>	<p>No Targets Set Maintain 59%</p>	<p>57</p>	<p><b>Declined</b></p>	<p>he 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.</p> <p>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.</p> <p>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).</p>
<p><b>T107</b> - The total number of reported crimes in Gateshead</p>	<p>Tackling Inequality</p>	<p>Anneliese Hutchinson</p>	<p>None Set</p>	<p>21,403</p>	<p><b>Declined</b></p>	<p>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.</p> <p>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.</p>
<p><b>Indicator</b></p>	<p><b>Thrive Pledge</b></p>	<p><b>Service Director Lead</b></p>	<p><b>Target 2020</b></p>	<p><b>Most Recent Performance 2018/19 (unless stated)</b></p>	<p><b>Direction of Travel</b></p>	<p><b>Comments and Actions</b></p>

<b>T108</b> - The total number of ASB incidents in Gateshead reported to Northumbria Police	Tackling Inequality	Anneliese Hutchinson	None Set	6,135	<b>Improved</b>	<p>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 reported to Northumbria Police in 2018/19 when compared to 2017/18. Although performance has improved, there are still areas that are vulnerable to incidents of ASB. Which is also an area of concern for many residents and so the Community Safety Board has proposed that tackling ASB remains a priority for partners to address in 2019/20.</p> <p>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 cllr surgeries.</p>
<b>T109</b> - 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%	<b>Declined</b>	<p>The target for this indicator is to maintain the figure of 72% achieved in 2015/16. In total, 58.8% 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.</p> <p>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.</p>
<b>Indicator</b>	<b>Thrive Pledge</b>	<b>Service Director Lead</b>	<b>Target 2020</b>	<b>Most Recent Performance 2018/19 (unless stated)</b>	<b>Direction of Travel</b>	<b>Comments and Actions</b>

<b>T110</b> - 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%	<b>Declined</b>	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 and is on par with the Northumbria average for this measure
<b>T111</b> - Number of Gateshead residents who are physically active	Tackling Inequality	Lindsay Murray	tbc	60.60%	<b>Improved</b>	Data based on the last <i>Sport England Active Lives Survey</i> , indicates that 60.6% of the Gateshead adult population was physically active compared to 58.8% in the previous year.
<b>T112</b> - Number of Gateshead residents who are inactive	Tackling Inequality	Lindsay Murray	tbc	25.70%	<b>Improved</b>	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.
<b>WT01</b> - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	Working Together	Peter Udall	50%	38.4% Reduction (2017/18)	<b>Improved</b>	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%.
<b>WT02</b> - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	Working Together	Peter Udall	50%	40.2% Reduction (2017/18)	<b>Improved</b>	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.
<b>Indicator</b>	<b>Thrive Pledge</b>	<b>Service Director Lead</b>	<b>Target 2020</b>	<b>Most Recent Performance 2018/19 (unless stated)</b>	<b>Direction of Travel</b>	<b>Comments and Actions</b>

<p><b>WT03</b> - The percentage of renewable energy generated locally, within Gateshead, against total amount of energy used within Gateshead</p>	<p>Working Together</p>	<p>Peter Udall</p>	<p>16.80%</p>	<p>2.1% (Six Months 2018/19)</p>	<p><b>No Change</b></p>	<p>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.</p> <p>Gateshead is producing 10.6% of its electricity from renewable sources (landfill gas generators and solar panel installations) with 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.</p>
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### Care, Health and Wellbeing OSC

Indicator	Thrive Pledge	Service Director	Target 2020 18/19	Most Recent Performance	Direction of Travel	Comments and Actions
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Indicator	Thrive Pledge	Service Director	Target		Most Recent Performance	Direction of Travel	Comments and Actions
			2020	18/19			
<b>TI11</b> – Decrease the Percentage of People who are Dissatisfied with Life	Tackle inequality	Alice Wiseman	4.8%	-	<b>5.4%</b> (2017/18)	<b>Declined</b>	<p>This is the second period in a row to show an increase in the % of people with a low satisfaction score. Gateshead is higher but not significantly higher than both the England (4.4%) and the North East (5.0%) rates and has the 4th highest low satisfaction score of the 12 North East LA's and the 6th highest of the 16 comparable CIPFA LA's. Gateshead's rate is the 28th highest of the 152 English UTLA's, however there were only 93 published LA's due to suppression or insufficient sample size.</p> <p>It is important to remember that this is just an estimate based on a sample of the population. It is a big step to infer that the % of people reporting a certain level of well-being is true for all people living in that area. There are a number of factors (not just the place) that influence personal well-being, for example; health, relationships and employment situation.</p>
<b>TI8</b> – Prevention of ill health: % of mothers smoking at time of delivery	Tackle inequality	Alice Wiseman	9.9%	-	<b>15.1%</b> (2017/18)	<b>Declined</b>	<p>This is the second increase in the % of mothers smoking at time of delivery in the last two years from its previous lowest point in 2015/16. Gateshead is significantly higher than the England rate (10.8%) but we are lower though not significantly lower than the North East rate (16.3%). Despite this increase Gateshead has the 4<sup>th</sup> lowest rate of the 12 North East LA's and the 4<sup>th</sup> lowest rate of its 16 comparable CIPFA LA's. However, when compared to the 152 English UTLA's Gateshead has the 31<sup>st</sup> Highest rate in the England.</p>
<b>TI9</b> - Reduce Excess weight 4-5-year olds - excess weight =obese/overweight	Tackle inequality	Alice Wiseman	18.1%	-	<b>22.5%</b> (2017/18)	<b>Declined</b>	<p>This is the first increase in excess weight for 4-5-year olds in the last 4 years of data. Despite this increase, Gateshead is still significantly better than the North East (25.0%) and is worse but not significantly worse than the England average of 22.4%</p> <p>Gateshead had the 4th lowest prevalence of excess weight amongst the 16 CIPFA (nearest neighbour) LA's. We have the lowest prevalence of Excess weight in 4-5-year olds of all 12 of the North East LA's. Nationally Gateshead had the 77<sup>th</sup> highest prevalence of excess weight of the 150 published English upper tier local authorities.</p>

Indicator	Thrive Pledge	Service Director	Target		Most Recent Performance	Direction of Travel	Comments and Actions
			2020	18/19			
<b>TI10</b> - Reduce excess weight 10-11 yr. olds (excess weight =Obese/overweight)	Tackle inequality	Alice Wiseman	25%	-	<b>36.8%</b> (2017/18)	<b>Improved</b>	Excess weight for 10-11-year olds has decreased for the first time in 2 years. Despite the decrease Gateshead is still significantly worse than the England average of 34.3% and is better but not significantly better than the North East (37.5%).  Gateshead had the 8 <sup>th</sup> highest prevalence of excess weight amongst the 16 CIPFA (nearest neighbour) LA's, and the 4 <sup>th</sup> lowest of the 12 North East LA's and nationally Gateshead had the 55 <sup>th</sup> highest prevalence of excess weight of the 150 published English upper tier local authorities.
<b>WT8</b> – Stabilise the Rate of Hospital Admissions per 100,000 for Alcohol Related Harm (Narrow)	Working Together	Alice Wiseman	789 per 100,000	-	<b>1003 per 100,000</b> (2017/18)	<b>Declined</b>	This is only the 2 <sup>nd</sup> time in 10 periods of data that Gateshead has been higher than 1000 per 100,000 and seen more than 2000 admissions. Gateshead is significantly higher than both the North East (862 per 100,000) and the England average (632 per 100,000). It is unlikely at this stage unless there are some significant reductions that Gateshead will reach its 5-year target. Gateshead has the 2 <sup>nd</sup> highest rate for this indicator in the North East, the highest of its 16 comparable CIPFA LA's, and is the 3 <sup>rd</sup> highest of the 152 English UTLA's.
<b>TI12</b> – Gap in the employment rate between those with a learning disability and the overall employment rate	Tacking Inequality	Alice Wiseman	58.6% points	-	<b>63 %points</b> (2017/18)	<b>Declined</b>	Despite the increase on the previous period Gateshead is still significantly lower than the England rate (69.2 % points) and is lower but not significantly lower than the North East rate (65.1 % points). It has the 4 <sup>th</sup> lowest rate of the 16 comparable CIPFA LA's and the 5 <sup>th</sup> lowest of the 12 North East LA's and the 30 <sup>th</sup> lowest % point gap of the 152 upper tier English LA's.
<b>WT4:</b> Hospital admissions for self-harm rate per100,000 (aged 10-24 years)	Working Together	Alice Wiseman	Reduce	Reduce	<b>386.1 per 100,000</b> (2017/18)	<b>Improved</b>	This is Gateshead's lowest rate per 100,000 since the data was first published in 2011/12 and significantly lower than the North East (458.0) and lower but not significantly lower than the England value (421.2). As a result of the decrease Gateshead is still on course to meet the stated 5-year (19/20) target of reducing the rate per 100,000 (no specific target was set). This is the first time that Gateshead has been lower than both the North East and England rates in the same period and is the 5 <sup>th</sup> lowest rate of the 12 North East LA's and the 5 <sup>th</sup> lowest rate of its 16 comparable CIPFA neighbours. Compared to the other 152 English UTLA's , Gateshead has the 90 <sup>th</sup> highest rate in England.

Indicator	Thrive Pledge	Service Director	Target		Most Recent Performance	Direction of Travel	Comments and Actions
			2020	18/19			
<b>T113</b> – Gap in the employment rate for those in contact with secondary mental health services and the overall employment rate	Tacking Inequality	Alice Wiseman	59.4% points	-	<b>68.8 %</b> points (2017/18)	<b>Declined</b>	Gateshead is higher but not significantly higher than the England rate (68.2 % points). However, we are significantly higher than the North East rate (62.0 % points). Gateshead has the highest of the 12 North East LA' and the 4th highest of the 16 comparable CIPFA LA's and the 52nd highest % point gap of the 152 upper tier English LA's.
<b>T114</b> – Excess under 75 mortality rates in adults with serious mental illness ( <i>indirectly standardised ratio</i> )	Tackle inequality	Alice Wiseman	351.8	-	<b>397.3</b> (2014/15)	<b>No Change</b>	No change on previous year report. Next update to this indicator is currently unknown
<b>T115:</b> Reduce Mortality from Causes Considered Preventable	Tackle inequality	Alice Wiseman	182.7 per 100,000	-	<b>236.8 per</b> 100,000 (2015-17)	<b>Improved</b>	Even with the improvement on the previous periods Gateshead is now significantly worse than the North East rate of 223.4 per 100,000 and the England rate of 181.5 per 100,000 with the 4th highest rate of preventable mortality of the 12 North East LA's and compared to its 16 CIPFA neighbours it has the 3rd highest. When compared against the 151 published English UTLA's, Gateshead has the 17th highest rate (5 of the 20 highest rates in England are from the North East and 4 of the 20 highest are part of Gateshead's CIPFA grouping).
<b>T116</b> - Healthy Life Expectancy at Birth (Male)	Tackle inequality	Alice Wiseman	63.7 years	-	<b>59.6 Years</b> (2015-17)	<b>Improved</b>	This is the 2nd period in a row to show an increase in Male Health life expectancy. Gateshead is higher but not significantly higher than the North East (59.5 years), but we are still significantly lower than the England value (63.4 years). This is the first time in the published data that Gateshead Male HLE has been higher than the North East average and is the 7th highest comparable CIPFA HLE and the 4th highest in the North East. We do however have the 31st lowest HLE of the 150 calculated English UTLA's. This is an improvement on the previous period where we were the 27 <sup>th</sup> .
<b>T117</b> - Healthy Life Expectancy at Birth (Female)	Tackle inequality	Alice Wiseman	64.0 years	-	<b>59.1 years</b> (2015-17)	<b>Declined</b>	This period has shown the highest recorded decrease in female HLE since the published data became available and is now the 2nd lowest recorded HLE for females in Gateshead since the data became published (2009-11). It is lower than the North East (60.4 years) and significantly lower than the England value (63.8 years). Gateshead has the 7th lowest comparable CIPFA HLE and the 5th lowest in the North East and the 26th lowest HLE of the 150 calculated English UTLA's.

Indicator	Thrive Pledge	Service Director	Target		Most Recent Performance	Direction of Travel	Comments and Actions
			2020	18/19			
<b>TI18</b> – Gap in Life Expectancy at Birth between each LA and England as a whole (Male)	Tackle inequality	Alice Wiseman	-1.2 years	-	<b>-2.0 years</b> (2015-17)	<b>No Change</b>	Performance has remained the same after the current update compared to previous end of year report
<b>TI19</b> – Gap in Life Expectancy at Birth between each LA and England as a whole (Female)	Tackle inequality	Alice Wiseman	-1.2 years	-	<b>-1.7 years</b> (2015-17)	<b>Improved</b>	Gateshead is higher but not significantly higher than the North East gap (-1.5 years) but we are significantly higher than the England benchmark of 0.0 years and the 6th lowest gap of the 12 North East LA's and the 7th highest Gap of the 16 comparable CIPFA LA's. Of the 150 published English upper tier LA's Gateshead had the 25th Healthy Life Expectancy.
<b>TI20</b> – Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Male)	Tackle inequality	Alice Wiseman	8.2 years	-	<b>10.8 years</b> (2015-17)	<b>Declined</b>	Gap in inequalities in life expectancy for males has increased on the previous end of year report. This is the 5th increase in the 6 periods of published data and the highest published Inequality in Life Expectancy at birth for men. We are in the second highest deprivation quintile in England for this indicator and the 4th lowest Inequality in Life Expectancy of the 12 North East LA's and 8th lowest of its comparable CIPFA LA's.
<b>TI21</b> – Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Female)	Tackle inequality	Alice Wiseman	7.3 years	-	<b>9.0 years</b> (2015-17)	<b>Declined</b>	Gap in Inequalities in Life Expectancy for females has increased on the previous end of year report - the 5th increase in the 6 periods of published data. This is our highest published Inequality in Life Expectancy at birth for females, placing us in the worst deprivation quintile in England for this indicator. Gateshead has the 6th highest Inequality in Life Expectancy of the 12 North East LA's and 4th highest of its comparable CIPFA LA's.
<b>WT10</b> - Delayed Transfers of care from hospital, average days per day, per 100,000 population	Working Together	Steph Downey	-	4.0 per 100,000	<b>6.58 per 100,000</b> (Apr 18 – Mar 19)	<b>Improved</b>	The performance data for 17/18 was not available at the time so we are comparing performance to the now published rate of 6.59 per 100,000. We have exceeded the target of 4.0 per 100,000, however, we were always aware that this would be an immensely challenging target to reach and we remain lower than the England rate for March 19 of 10.24 per 100,000 and lower than the calculated average of the 16 comparable CIPFA LA's (8.90 per 100,000). We are higher than the North East rate of 5.32 per 100,000 and have the 8th lowest rate of the 16 comparable CIPFA LA's. The primary areas for delays are "Care Package in Own Home" and "Patient/Family Choice".

Indicator	Thrive Pledge	Service Director	Target		Most Recent Performance	Direction of Travel	Comments and Actions
			2020	18/19			
<b>PF11</b> – Helping Older People to live independently – the proportion of older people 65+ still at home 91 days after hospital discharge to a reablement service	People & Families	Steph Downey	87.5%	87.5%	<b>86.1%</b> (Oct - Dec discharges)	<b>Improved</b>	<p>The ASCOF definition monitors the indicator for only Oct, Nov and Dec discharges.</p> <p>Performance shows that 155 out of 180 people remained at home giving a result of 85.9%, which is currently lower than the 87.5% target but an improvement on the previous period.</p>
<b>LW14(b)</b> – Support for Carers in BME Communities	Strategic	2020 Tracker	2.0%	2.0%	<b>0.9%</b>	<b>Declined</b>	<ul style="list-style-type: none"> <li>• 13 BME Carers out of a total 1464 carers have had an assessment, review or been in receipt of a carer related service during the period of April to March 2018/19</li> <li>• There has a slight change compared to the same time last year (Apr to Mar 2017/18) where the proportion of BME carers was 1.1% (14 out of 1230).</li> </ul>

## OVERVIEW AND SCRUTINY COMMITTEE MINUTES

During June 2019, the four Council Overview and Scrutiny Committees discussed the review of performance in reports appropriate to the remit of their committees. The key points from the discussions are listed below:

### Corporate Resources Overview and Scrutiny Committee 17 June 2019 – Minutes

#### YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2018/19

The Committee were provided with a report which provides the year end assessment of performance and delivery for the period 1 October 2018 to 31 March 2019 in relation to the Council's Thrive agenda.

The information contained with the report provides information to how well the Council is achieving against the strategic approach, Making Gateshead a Place where everyone Thrives. The report has been structured to show how the five pledges are at the front and centre of everything the Council does.

The following areas of performance were highlighted as areas of achievement, challenge and actions:

- Performance relating to the speed of processing housing benefit claims 6.2 days, compared to the previous year's performance of 7.5 days. This has primarily been due to the volume of new claims reducing following the full service roll out of Universal Credit and improvements in the use of IT.
- In order to support the Council's role as corporate parents to children and young people who are looked after, the Council has a strategic indicator to achieve a year on year increase in the number of young people leaving care who are supported to have an opportunity in the Council for an apprenticeship. The year-end figure for 2018/19 has reduced from 4 apprenticeships to 2. (In addition, there is one apprentice – LAC in the Housing Company) There is the intention to recruit a further 2 LAC apprentices to be based in the Office of the Chief Executive and Care, Wellbeing and Learning directorates. Additionally, the process of recruiting an Apprenticeship Co-ordinator is underway and part of their role will be to explore apprenticeships for LAC and care leavers.
- Performance relating to council tax collection is slightly down at 95.7% compared to the previous year of 95.9%.
- For 2018/19 the indicator relating to business rates collection achieved 98%, which is 1% above the 2020 target, however this is slightly down on the previous year's performance which ended at 98.6%.
- There has been significant improvement in the Council's performance regarding the percentage of undisputed invoices paid on time, up from 78.9% in 2017/18 to 87.7%.
- The direction of travel continues to be positive in improving Superfast Broadband connectivity, which now stands at 97.5% (up more than 1% from the previous year).

Two new strategic indicators relating to Trading, will establish a baseline year in respect of:

- The amount of traded income achieved.
- £ increase in new Services to Schools business generated.

Committee will be aware that due to the Council's own budgetary pressures the Council Tax payable by householders has been increasing over recent years. This has led to some residents finding it more challenging to pay their council tax as well as other household bills.

- Performance around Council Tax collection has also been impacted on by the rollout of Universal Credit (UC), which has resulted in UC claimants not fully maximising support while delays in payments to UC claimants from DWP has reduced disposable income to claimants and affected collection rates. Within the borough there are just under 10,000 households claiming UC. Some of those households are experiencing periods of time when they have little or no income due to the way that UC is assessed and paid.
- Promotion of help and advice to residents is offered via council correspondence. Some residents are also unaware of the need to claim Council Tax Support in addition to UC. This is an ongoing area of work to maximise the take-up of Council Tax Support.

What we've been doing:

- To support and assist our customers to pay their Council Tax, employees are encouraged to work with customers, always show empathy and understanding and arrange payment schedules with residents that are affordable. Although challenges remain, customer satisfaction is high with continued receipt of positive feedback from residents who have received and appreciated how we have been able to support them. In the future, the use of new technology will help improve our performance and service to our residents with the introduction of online forms and SMS texting will improve how we communicate with residents.

There were several queries raised with regards to the issue of apprenticeships, for example, the length of apprenticeship offered, the types of apprenticeship, how the take up of apprenticeships for Looked After Children was so low.

It was noted that there are a number of barriers, including lack of providers, provisions and conditions attached to the apprenticeship levy.

It was noted that some funding has been secured to appoint a person to co-ordinate apprenticeships and to look to work with partners to assist in securing providers and to recruit employees onto apprenticeships in order to make the most of the Levy.

It was suggested that a more detailed report be brought back to the Committee at a future date to give a clear picture of the position with regards to apprenticeships. It was suggested that the Council make use of the Northumbria University Business Clinic to assist the co-ordinator.

It was requested that an update on the Anti-Poverty Strategy also be brought to a future meeting.

It was also suggested that something be brought to the Committee on how we incorporate Health and Wellbeing in all of the policies we adopt within the Council. The Committee were advised of a Members Seminar on 19 June on the subject of public sector reform.

- RESOLVED -
- (i) That the Committee agreed that the activities undertaken are supporting the delivery of the Thrive agenda.
  - (ii) The areas highlighted for further scrutiny be brought to a future meeting.
  - (iii) That it be agreed that the four out of six budget proposals no longer require monitoring as the Committee is satisfied that there has been no disproportionate equality impact following implementation.
  - (iv) That a composite report will be presented to Cabinet at its meeting on 16 July 2019.

**Families Overview and Scrutiny Committee  
20 June 2019 – Minutes**

**YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2018/19**

Committee received a report on the year-end assessment of performance and delivery for the period 1 October 2018 to 31 March 2019 in relation to the Council's Thrive agenda.

For children and families 31 overarching strategic indicators have been identified to measure performance in respect of the Thrive agenda, 19 of which have improved (58%). The indicators fall under the following three thrive pledges;

- Put people and families at the heart of everything we do
- Tackle inequality so people have a fair chance
- Work together and fight for a better future for Gateshead

In terms of the 'putting people and families at the heart of everything we do' pledge it was reported that Complex Child in Need and Wrap around service has now embedded a model for safeguarding teenagers. This is showing positive signs of how the service is working with these young people. Another achievement is that the service restructure within Assessment and Intervention has reduced the number of potential changes in Social Workers. All three actions identified in the last report have all progressed as anticipated.

Actions for the next six months in relation to this pledge include the development of forums within Children and Families Service to gain views of families and using online tools to gather feedback for service improvement within Early Help.

Under the 'tackle inequality so people have a fair chance' pledge improvements have been made for six of the indicators but declined for seven. It was noted that reporting and oversight of children's issues through the Health and Wellbeing Board has improved. Public Health has been working on tackling smoking in pregnancy through a task and finish group. Training has also been undertaken to schools to ensure children and young people with hearing and vision impairment can be supported to have equal access to the curriculum. It was reported that the development of the audit process within Children and Families and Early Help and the writing of plans will continue to be developed following the feedback from the last Ofsted inspection. In terms of work over the next six months

this will focus on the updating of core practice standards for Social Work and Early Help staff to build consistency of practice for families.

In relation to the 'work together to fight for a better future for Gateshead' improvements have been made for all seven indicators. Following service restructures and reviews this has resulted in empowering families through an improved Child in Need offer. There has also been a safe reduction in the number of children who are looked after and subject to a Child Protection Plan. It was acknowledged that there is still more to do regarding the development of the Domestic Abuse Service, however the service has received favourable feedback at the last Ofsted inspection. In relation to the actions for the next six months it is proposed that the service builds on the work from the Team Around the School model, linking mental health professionals to schools. Work will also be undertaken with Adult Mental Health Services to see how work with parents who need specialist services can be improved. There will also be the development of the Reducing Parental Conflict programme.

Further information was requested with regards to the decline in the Progress 8 scores of vulnerable children. It was agreed that further information would be sought on this and reported back.

Committee was concerned at the decline in the number of children being offered a place at their preferred primary school, which is often due to outside decisions around house building. In particular the impact on poverty when people do not obtain a place at their local school. It was agreed that this question would be raised with the service and reported back.

It was questioned whether there are any cost implications in relation to the reduction of LAC. It was explained that these families will still be receiving services, albeit not in the Child Protection framework, therefore resources are being used differently at the edge of care. A report on the edge of care work is due back to Committee in the Autumn.

It was questioned what is happening now the Young Carers Contract has ceased. It was confirmed that support is still available through Gateshead Carers and Crossroad Carers.

Committee was concerned about the level of smoking in expectant mothers. It was reported that a lot of work is ongoing with early help teams and the maternity service. Task and Finish Groups are looking at what support can be provided to expectant mothers. There is also close working with maternity services to train smoking cessation nurses and a number of early years practitioners have been trained. It was noted that there has been a reduction in the figures, but this is not necessarily a trend. Committee requested that a further report on smoking in expectant mothers be brought back to a future meeting, looking also at whether there is any correlation with low birth weight.

The decline in the reduction of excess weight in 4-5-year olds was raised as a concern. It was acknowledged that the 22% increase equates to 11 children and that work is in progress by the lead 0-19 service around breastfeeding and healthy weight and nutrition.

Committee requested that further information be brought back to the next meeting around the declined educational indicators, when there is an officer from education in attendance.

RESOLVED - (i) Committee was satisfied that the activities undertaken

during October 2018 to March 2019 are achieving the desired outcomes, in making Gateshead a place where everyone thrives.

- (ii) The areas noted above were identified by Committee as requiring more detail and further scrutiny.
- (iii) Committee noted that Cabinet will consider a composite performance report at their meeting on 16 July 2019.

**Communities and Place Overview and Scrutiny Committee  
24 June 2019 - Minutes**

**YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2018/19**

The Committee received a report that provided the year end assessment of performance for 2018/19

RESOLVED -

- (i) That the information be noted
- (ii) The Committee agreed that the activities undertaken during October 2018 to March 2019 are achieving the desired outcomes, in making Gateshead a place where everyone thrives
- (iii) Noted that Cabinet will consider a composite performance report at their meeting on 16 July 2019.

**Care, Health and Wellbeing Overview and Scrutiny Committee  
25 June 2019 – Minutes**

**YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2018/19**

The Committee received a report that provided the year end assessment of performance for 2018/19

RESOLVED -

- (i) That the information be noted.
- (ii) The Committee agreed that the activities undertaken during October 2018 to March 2019 are achieving the desired outcomes, in making Gateshead a place where everyone thrives.
- (iii) Noted that Cabinet will consider a composite performance report at their meeting on 16 July 2019.