

TITLE OF REPORT: **Making Gateshead a Place Where Everyone Thrives – Six-Month Assessment of Performance and Delivery 2019/20**

REPORT OF: **Darren Collins, Strategic Director, Resources & Digital**

Purpose of the Report

1. Cabinet is requested to approve the six-month assessment of performance and delivery report for 2019/20 in respect of the Council's Thrive agenda.

Background

2. 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.
3. Progress and achievements of strategic indicators, in line with the Overview and Scrutiny Committees' remits are provided along with areas of future focus.

Performance Reporting

4. This composite report provides an overview of progress made in delivering the Council's Thrive agenda for the period 1 April 2019 to 30 September 2019. The six-month performance reports for this period were reported to Overview and Scrutiny Committees (OSCs) in November and December 2019.
5. Each OSC has considered the performance and the progress made in relation to their remit, and includes the following:
 - i. An overview of key achievements and areas for improvement.
 - ii. An outline of the six-month performance and/or direction of travel for the strategic indicators.
6. 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 OSC (See Appendix 2);
 - a summary performance table of all Strategic Outcome Indicators with a new reference number system (See Appendix 3); and
 - the minutes from the OSC meetings (See Appendix 4).

7. Full versions of the reports considered by each OSC can be found on the Council's website.

Linking Performance and Budget Priorities and Resource allocation

8. The existing performance management framework pre-dates the Council's strategic approach Making Gateshead a Place Where Everyone Thrives. It is now timely to review the existing performance framework to take account of Thrive and the agreed Council priorities of:
 - Climate Change
 - Economy
 - Health & Housing
 - Poverty & Inequality
 - Transport
9. An effective performance management framework will help to articulate clearly agreed priorities and outcomes and help prioritise resource allocation. This will highlight areas where we are doing well but also where more resource may be required. It will also identify areas where a reduction in unnecessary spend is possible enabling the targeting of resources elsewhere.

Recommendations

10. It is recommended that Cabinet:
 - (i) approves the recommendations of all the Council's Overview and Scrutiny Committees in their consideration of the 2019/20 six-month performance reports (Appendix 4);
 - (ii) considers whether the Council has met its performance objectives and is addressing the outcomes in delivering the Council's Thrive agenda; and
 - (iii) notes that the performance management framework is being reviewed to ensure corporate performance both informs and guides the effective alignment of available resource to support delivery of the strategic Thrive Agenda and Council priorities.

For the following reason:

- To ensure performance supports the delivery and achievements of Making Gateshead a Place Where Everyone Thrives.

CONTACT: Lindsay Murray, Service Director, Commercialisation & Improvement, Ext. 2794

Policy Context

1. The six-month assessment report for the delivery and performance during 2019/2020 illustrates how the Council is achieving against its strategic approach of Making Gateshead a Place Where Everyone Thrives, for the period 1 April 2019 to 30 September 2019.

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 current performance management framework.

Consultation

3. There are four six-month reports considered by the appropriate Overview and Scrutiny Committee during November and December 2019. The minute extracts and comments made by the committees are included at Appendix 4.
4. The Deputy Leader has been consulted in the preparation of this report.

Alternative Options

5. There are no alternative options regarding the 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** – The Strategic Director, Resources and Digital confirms that 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 crime and disorder implications arising directly from this report.

10. **Health Implications** – There are no health implications arising directly from this report.

11. **Sustainability Implications** - There are no direct sustainability implications arising directly from this report.

12. **Human Rights Implications** - There are no direct human rights implications arising directly from this report.

13. **Area and Ward implications** - There are no direct area and ward implications arising directly from 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 SIX MONTH ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/20

Composite Report

Introduction

1. The composite report reflects the key issues in relation to the six-month assessment of delivery and performance for the period 1 April 2019 to 30 September 2019, which has been considered by the Overview and Scrutiny Committees at their meetings in November and December 2019.

Overall Year End 2018/19 Performance Overview

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

Improved performance	Stayed the same	Performance declining	New/ No update available
41	7	29	16

Summary of Achievements and Areas for Improvement

3. Each performance report from the OSCs provides an overview of performance for the six-month period and highlight achievements and areas for improvement. Some areas to note for each OSC include:

Corporate Resources OSC

4. Of the 15 indicators, 12 are reportable at 6-months with 10 indicators showing improved performance and 1 where performance is down and one unchanged. There is an indicator on the employee survey which is not reporting in 2019, as a survey has not been undertaken. It was proposed that an indicator on the increase in traded services be withdrawn. This is because the indicator is broad and duplicates data, particularly the information already reported in the Services to Schools indicator.

Achievements to note include:

- performance relating to the speed of processing housing benefit claims has shown further improvement at 8.3 days, compared to 9 days for the same period last year;
- between April and September 2019, 118 people attended a variety of courses on equality and diversity, including sessions directly aimed at foster carers and open access courses for staff and workers from partner organisations. The themes of the courses ranged from autism acceptance to Mate/Hate crime to raising awareness.
- the [Statement of Accounts](#) was finalised in accordance with the earlier statutory deadlines of draft accounts by 31 May 2019 and audited by 31 July 2019;
- despite the amount of Council Tax to be collected in 2019-20 increasing by £5.5 million compared to 2018/19, collection performance has improved as a result of changes made to how Council Tax is collected. These changes include helping customers to pay their current charge first, so avoiding additional costs; ensuring arrangements are affordable and sustainable; being empathetic; acknowledging individual circumstances; giving extra time and flexibility when a customer requires this; providing financial advice and signposting customers to this when it is needed. In addition, the ongoing review and improvement our processes have contributed to this improvement.

- 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% for the sixth-month period 2019/20.

Key areas of focus over the next six months include:

- reviewing the corporate performance management framework to better align performance with resource.
- a focus on mitigating the local impacts of EU Exit and ensuring the Council is prepared for all eventualities strengthening resilience and develop any necessary contingency plans.
- as demand grows for online services, we will continue to provide a joined-up experience across all channels by making greater use of the GOSS digital platform for handling customer contact in a consistent way for all our customers.
- through the continued increase in digital options, Gateshead residents will be able to book the majority of registrar's appointments online including notice of marriage, notice of civil partnership, conversions from partnership to marriage and corrections to certificates. In addition, SMS notifications will be introduced to remind people about their appointment bookings. As the services continues to be promoted, we expect online access to increase to over 60% in 2020.

Families OSC

5. Of the 32 indicators with updated performance for this report, 15 have positive performance trends whilst 13 are declining compared to the same point last year with 1 indicating no change. A further indicator is new for this period and two indicators do not have data released for this period.

Achievements to note include:

- Gateshead received its short inspection under the Ofsted ILACs (Inspection of Children's Services) Framework in April/May 2019. The inspectors judged the service under 4 main areas as follows:
 1. The impact of leaders on social work practice with children and families - Good;
 2. The experiences and progress of children who need help and protection - Good;
 3. The experiences and progress of children in care and care leavers - Good; and
 4. Overall effectiveness – Good.
- The number of eligible 2-year olds accessing their free early learning place has also increased, with Gateshead having the 15th highest take up of the 152 LA's in England.
- There are more families engaging in the Troubled Families Programme (2,301). We are currently entering the last 6 months of phase 2, of the 5-year programme, and have achieved 75% of the overall target of 1930 for Payment by results (1,439).
- Early Help has embedded the new ADHD pre-diagnosis pathway, 'Families First', for parents/carers of children undergoing the ADHD assessment process.
- In partnership with the Community Rehabilitation Company (CRC), we have developed a process to provide a range of structured, focused and personalised interventions for men and women who have been identified as perpetrators of domestic abuse. We have adopted a model of change approach to stimulate responsibility, ownership and agency within perpetrators to reduce, manage and cease abusive behaviours.
- In partnership with Northumbria Police and Gateshead schools and colleges, we have implemented Operation Endeavour. This aims to support children and young people who go missing from home by informing a nominated Key Adult in schools and colleges of any missing episodes to raise awareness of issues that may be having an impact on a child or young person. Children who go missing from home are at risk of significant harm

and they may be vulnerable to sexual exploitation, violent crime, gang exploitation, or to drug and alcohol misuse

Some of the key areas of focus in the next six months include:

- Developing links with community voluntary groups in collaboration with the Councils 'Prevention Through Support' initiative.
- Increasing the apprenticeship offer across the Council for Care Leavers.
- A partnership review of Multi-Agency Risk Assessment Conference (MARAC) processes will be undertaken to safeguard victims of domestic abuse and their families, manage perpetrators' behaviour, safeguard professionals and make links with all other safeguarding processes. xxi. We will explore working relations with Council partners in community safety, parks recreations and transport, with the aim of developing a contextual safeguarding framework in Gateshead to safeguard our teenagers.
- The Domestic Abuse Team will work in partnership with the Police & Crime Commissioner and Violence Reduction Unit to pilot a daytime extension (Currently operates weekend evenings) to the Domestic Violence Car so that experienced domestic abuse support workers respond with police to 999 calls maximising speedy support to victims.
- Looking to implement a Trauma Recovery Model into working practices across the Domestic Abuse Team and Youth Justice Service. The Trauma Recovery Model is a road map to help professionals care for and guide troubled people towards recovery. It's a composite model combining theories of child development, attachment and neuroscience with hands on practitioner skills.

Care, Health and Wellbeing OSC

6. Of the 20 indicators for this report, 5 have positive performance trends whilst 11 are declining compared to the same point last year with 2 measures indicating no change. A further indicator is new for this period and one where there is no current update available.

Some achievements to note include:

- Launching our Registered Managers programme to all adult social care provider managers / seniors which will be delivered by the North East Leadership Alliance. This commenced on the 19th September 2019 with 5 modules covering the themes of (i) Managing Self (ii) Leading Teams (iii) Mentoring Employees (iv) Managing Quality (v) Service Improvement.
- Working with the Queen Elizabeth Hospital Trust in reducing delays in hospital discharges through the implementation of a discharge to assess protocol which is looking at discharging people from front of house (Accident & Emergency) to home and being followed up within 2 hours. This is intended to prevent unnecessary admissions.
- There have been discussions around the procedures for patients who have been in hospital over 7 days, and also work around the discharge to assess into Intermediate care beds process.
- We have taken part and led in the regional approach across ADASS and DCS to raise awareness and profile of the upcoming Liberty Protection Safeguards process which will be taking over from the Deprivation of Liberty Safeguards (DoLS) process. The LPS is currently expected to go live in October 2020.
- The third phase of Making Every Contact Count (MECC) baseline training, looking at targeted communities has now been completed. These communities were chosen due to not being represented in the Voluntary & Community Sector organisations who accessed funding in Phase 1 and being a priority group in the Gateshead Joint Strategic Needs Assessment (JSNA). They included; Veterans groups, Jewish Community, LGBT+ and Grandparents Plus. This work has progressed, and each organisation has completed the

actions as agreed at the outset of their involvement and continue to adopt a MECC approach to their work.

Some of the key areas of focus in the next six months include:

- Take forward a new development (subject to planning and consultation) for accommodation for people with learning disability or autism as part of a larger development in Wrekenton.
- The remainder of the Adult Social Care web pages will be redesigned and developed to provide a better solution for our customers. This will be designed using empirical usage data and should make navigation to the most popular web pages easier. Content will also be adapted to providing better signposting to other sources of information and consultation with public focus groups will help shape the future content and style of the Adult Social Care webpages.
- To develop further the Multi Agency Adult Referral Team (MAART) with an additional post. This will link in with thrive, specifically with the homelessness prototype and ensuring that a service is offered to the most vulnerable with no assessed social care needs.
- Support the North East Region to embed the change in the law across its assessment functions in adults, children's and commissioning ensuring that key stakeholders and responsible bodies are fully briefed in the legislative requirements.
- Commence work on a Digital/Assistive Technology Strategy and Action Plan.
- To finalise the Health & Wellbeing Strategy, incorporating feedback from stakeholders and latest guidance from Sir Michael Marmot, consistent with Gateshead being a Marmot Place.

Communities and Place OSC

7. Of the 26 indicators there are 18 with updated performance for this report. There are 11 indicators that have positive performance trends whilst 4 are declining and 3 measures indicating no change. A further indicator is new for this period and one where there is no current update available.

There have been many achievements and some to note include:

- A new Prevent referral process has been agreed with both Adults' and Children's Services.
- Three Public Space Protection Orders, which aim to reduce anti-social behaviour across the Borough, have been agreed by Cabinet. It is now a criminal offence to:
 - allow dogs to foul and not put them on leads when requested anywhere in Gateshead;
 - attend car rallies at Mill Road car park; and
 - drop-off and pick-up pupils of Dunston Hill Primary School and Kingsmeadow School within a designated area.
- The 2019 Counter Terrorism Local Profile shows that Gateshead has the second lowest number of Prevent referrals across the Northumbria area. This is of some concern and demonstrates the need for frontline employees to access WRAP (Workshop to Raise Awareness of Prevent) training.
- A new Hate Crime strategy for Gateshead has been developed. The strategy is a three-year strategy and will see the Hate Crime and Tension Monitoring group focus on three new priorities. These are:
 - increasing awareness and reporting of hate crime;
 - increasing the uptake of referrals to victim support services; and
 - hate crime education.

- A Victim Action group has been established, specifically for victims of hate crime. The purpose of this group is to build an understanding of the issues and barriers associated with accessing support after an incident has taken place.

Some of the key areas of focus over the next six months include:

- a drugs profile for Gateshead and Newcastle is to be developed identifying trends and patterns in terms of use, distribution methods and availability;
- the future role and remit of the Community Safety Board and how partners link with the newly created Violence Reduction Unit is to be considered; and
- continued investment in the Gateshead District Energy Scheme, with new connections to RIGA office, providing income to the Council, and cost savings to businesses. RIGA is the new 5000m² office being built by the Council on Baltic Business Quarter, due to open in 2020.

Indicator	Thrive Pledge	Service Director Lead	Year-end Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
IE01 % of Council Tax collected that was due to be paid	Invest in our Economy	Marisa Jobling	96.6%	53.7%		For the 6-month period 2019/20 collection rate was 53.7%. This is up on the same period last year when the rate was 53.3%. Despite the amount of council tax to be collected in 2019-20 increasing by £5.5 million compared to 2018-19, collection performance has improved as a result of changes we have made to how we collect Council Tax. These include but are not limited to helping customers to pay their current charge first - which avoids additional costs; ensuring arrangements are affordable and sustainable; being empathetic; acknowledging individual circumstances; giving extra time and flexibility when a customer needs this; providing financial advice and signposting customers when it is needed. The ongoing review and improvement our processes have contributed to this improvement.
IE02 % of Business Rates collected	Invest in our Economy	John Jopling	97%	56.2%		For the 6-month period 2019/20 the collection rate is 56.2%. This is up from the same period last year when the figure was 55.6%. Business rates collection performance has improved due to a combination of a reduction of business rates to be collected, due to changes to some of the business rates relief schemes - currently £453k less is due to collect in 2019-20); and the ongoing improvements of our billing and recovery processes.
IE03 % of undisputed invoices paid on time	Invest in our Economy	John Jopling	95%	87.2%		The year-end figure for 2018/19 was 87.7%. This is an improvement on the previous year's figure of 78.9%. The first half of 2019/20 has seen continued improvement from the previous year's performance of 85%. This has largely been achieved by the increased use of purchase cards and the ongoing review of business processes to allow speedier payment of invoices.
IE04 Improve Superfast Broadband connectivity in Gateshead	Invest in our Economy	Roy Sheehan	To increase	97.64%		The direction of travel continues to remain positive with a further increase in coverage made during the year. Superfast broadband is now available to 97.64% of premises in Gateshead which compares favourably against the UK average figure of 96.32%.
IE05 £ increase in new Services to Schools business generated	Invest in Our Economy	Lindsay Murray	To increase	Baseline year	Not available	The 2018/19 Services to Schools figure will be used to establish a baseline for reporting at the year-end 2019/20.
IE05B Amount of traded income achieved	Invest in Our Economy	Lindsay Murray	To increase	Proposal to withdraw	Not available	It is proposed that this indicator be withdrawn. This is because the indicator is very broad and would duplicate data already reported in the Services to Schools indicator.

Indicator	Thrive Pledge	Service Director Lead	Year-end Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
PF01 Speed of housing benefits claims (processing) – average time to process new claims & changes in circumstances	People and Families	Marisa Jobling	7.5 days	8.3 days		Performance for 2019/20 at the 6-month stage shows an improvement to 8.3 from 9 days achieved in the same period last year. Following the full service roll out of Universal Credit, the volume of new claims has reduced, allowing for quicker processing times. IT improvements have been introduced to allow further automation of changes of circumstances and customer self-service.
PF02 Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship	People and Families	Janice Barclay	Year on year increase	2		<ul style="list-style-type: none"> The Education Annual Report in January 2020 will include a focus on employment, training and apprenticeships where the issue of care leavers apprenticeships will be picked up. Corporate Resources OSC reviewed a report on 14th October 2019 on Apprenticeships. Apprenticeship Co-ordinator has been appointed on a 2-year contract. Part of their role will be to explore apprenticeships for LAC and care leavers.
WT01 Employee engagement e.g. a good place to work	Work Together	Janice Barclay	70%	73% (2018/19)	No survey in 2019	<ul style="list-style-type: none"> 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. There has not been a staff survey for 2019, so there is no further update to this figure. Service managers, however, have all devised service action plans to try and address the concerns raised within their service areas.
WT02 Staff sickness (excluding school staff) per FTE	Work Together	Janice Barclay	8.0 days	11.67 days		<ul style="list-style-type: none"> The recent 6-month performance for April-September 2019, shows a marginal increase for sickness to 11.67 days from 11.4 days at 2018/19 year-end. The 6-month figure for 2018/19 was 9 days, so the current figure is an increase. The Sickness Absence Management Policy will be presented to trade unions for consultation. It is hoped that they will react positively to the policy updates, so it can be implemented quickly. The Health & Wellbeing groups continue to promote health & wellbeing initiatives; Leadership Team has been updated on wellbeing initiatives and appraised of the help and support available for managers and staff. Service Directors & Service Managers use the HR Dashboard information to ensure sickness is tackled in a timely manner.

Indicator	Thrive Pledge	Service Director Lead	Year-end Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
SC01 Percentage increase in online transactions: <i>Online payments</i>	Supporting Our Communities	Marisa Jobling	To increase	10.12%		<ul style="list-style-type: none"> Between April 2018-September 2018, there were £9,175,317.25 paid online from 84,003 transactions. The satisfaction rating was 4.1 out of 5. Between April 2019-September 2019 transactions online increased significantly to £10,489,810 paid online from 92,057 transactions. This is a 14.33% increase in income and 10.12% increase in transactions. The satisfaction rating has also increased to 4.6 out of 5. This amounted to a 14.1% increase in income paid online.
SC02 Percentage increase in online transactions: <i>Fly-tipping reports</i>	Supporting Our Communities	Marisa Jobling	To increase	+6% (to 63.4%)		<ul style="list-style-type: none"> Between April-September 2018 there were 2,886 incidents of fly-tipping reported. Of these, 57.4% were made online and 42.7% by other means. The satisfaction figure was 3.54 out of 5. Between April-September 2019, 2,858 incidents were reported. The number made online rose to 63.4% and increase of 6%. The satisfaction rating also increased to 3.79 out of 5.
SC03 Percentage increase in online transactions: <i>Garden Waste subscriptions</i>	Supporting Our Communities	Marisa Jobling	To increase	+1.15%		In total 66.38% (16,303) of garden waste subscriptions were paid for online in 2019. This is compared to 65.23% (16,275) in 2018. The garden waste payment system will be delivered via the digital platform for customers paying online or over the phone for 2020 subscriptions. Customers will, in future, be able to subscribe to receive notifications regarding the service.
SC04 Percentage increase in online transactions: <i>Registrars appointments</i>	Supporting Our Communities	Marisa Jobling	To increase	55% (of appointments made online)		Online Registrars birth and death appointments were launched on 13 March 2019. In the first six-months of 2019-20, 2,132 birth and death appointments were made with 55% made online. The remaining 45% of bookings were made over the phone or face-to-face via Customer Services and Registrars. This means a reduction of 1,172 phone calls to the Council.
SC05 Percentage increase in online transactions: <i>Adult Social Care forms</i>	Supporting Our Communities	Marisa Jobling	To increase	2,007		<p>Since the Adult Social Care online forms were launched in November 2018. In the period April to September 2019, 2,007 forms were submitted. The breakdown of the forms received were:</p> <ul style="list-style-type: none"> 892 social care assessments; 634 social care enquiries; and 475 social care reviews.

FAMILIES OSC (Performance is measured against the position at same time last year - April 18 to September 18)

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
PF03 - Increase the % of Gateshead schools rated Outstanding	People and Families	Steve Horne	40%	34%		<ul style="list-style-type: none"> This figure has fallen slightly. Some schools which were 'Outstanding' have been inspected and downgraded. This is due in part to the fact that they were graded 'Outstanding' under an old framework, and the standard has changed considerably.
PF04 - Maximise the % of children offered a place at their preferred primary school	People and Families	Steve Horne	97%	92%		<ul style="list-style-type: none"> 87% of applications were submitted online. 92% of applications were allocated first preference against a national figure of 90.6%. 98% of applications were allocated one of their top 3 preferences against a national figure of 97.5%.
PF05 - Maximise the % of children offered a place at their preferred secondary school	People and Families	Steve Horne	95%	87%		<ul style="list-style-type: none"> 89.8% of applications were submitted online. 87% of applications were allocated their first preference against a national figure of 80.9%. 98% of applications were allocated one of their top 3 preferences against a national figure of 93%.
PF06 - Educational Attainment: Increase the % of children achieving a good level of development at age 5	People and Families	Steve Horne	Awaiting Government guidance on future of this indicator	73.4%		This figure is provisional at this stage but shows a rise since last year. It is above the provisional national figure of 71.8% and the provisional regional figure - also 71.8%
PF07 - Reading - Increase the % of children attaining expected standard at the end of KS1	People and Families	Steve Horne	90%	75%		<ul style="list-style-type: none"> This figure has fallen slightly. Gateshead's outcome is equal to the National average and is ranked 66th out of 151 LAs. Figures for statistical neighbours range from 78% to 72%, and for regional neighbours from 78% to 70%.
PF08 - Writing - Increase the % of children attaining expected standard at the end of KS1	People and Families	Steve Horne	84%	70%		<ul style="list-style-type: none"> This figure has fallen slightly. Gateshead's outcome is above the National average of 69% (which has also fallen since last year) and is ranked 59th out of 151 LAs. Figures for statistical neighbours range from 72% to 66%, and for regional neighbours from 74% to 66%.
PF09 - Maths - Increase the % of children attaining expected standard at the end of KS1	People and Families	Steve Horne	90%	75%		<ul style="list-style-type: none"> This figure has fallen slightly. Gateshead's outcome is 1% lower than the National average and is ranked 79th out of 151 LAs. Figures for statistical neighbours range from 78% to 71%, and for regional neighbours from 79% to 71%.
PF10 - Increase the % of children attaining the "expected standard"	People and Families	Steve Horne	85%	67%		This figure has fallen slightly since last year. It is still above the National average and is ranked 41st amongst 152 LAs. It is top amongst statistical neighbours and 4th amongst regional neighbours.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
at the end of KS2						
PF11 - Raise Attainment 8 – scores of pupils at the end of KS4	People and Families	Steve Horne	50	46.8		This information is unofficial and provisional. It is based on LAs pooling their checking data and does not include the outcomes of marking reviews or other appeals by schools. Gateshead's figure was slightly lower than the national figure last year. However, it has risen more than the national figure this year, which is 46.6, and now exceeds it.
PF12 - Raise progress 8 – scores of pupils at the end of KS4	People and Families	Steve Horne	-0.03	-0.17		This has risen since last year. It is still below zero, despite Attainment 8 being higher than the national figure, because starting points from the end of KS2 were high.
TI01 - Attainment Gap: 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		The provisional and unofficial figure for Gateshead's disadvantaged young people is 37.6 compared to that for their non-disadvantaged peers of 50.8. It is higher than the figure for the NE Region of 34.8, and the National figure of 36.5
TI02 - Progress 8 Gap: 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	-0.61		This information is from a very early release and is unofficial and provisional and may well change when updates are produced. The figure for Gateshead's disadvantaged young people is -0.63 when compared to non-disadvantaged peers. It is slightly higher (by 0.07) than the figure for the NE Region and 0.17 below the national figure.
TI03 - Attainment of vulnerable children. Raise progress 8 scores of LAC at the end of KS4	Tackle inequality	Steve Horne	0	-1.28 (Provisional)		This information is from a very early release and is unofficial and provisional and may well change when updates are produced. The figure for Gateshead's Looked After young people is slightly better than last years. It is very similar to the average for the NE Region and 0.17 lower than the national figure.
TI04 - Raise the Progress 8 scores of vulnerable children - on Free School Meals	Tackle inequality	Steve Horne	0	N/A	Not Known	This figure is not known at present as it has not been collated. Rather, the national indicator of FSMever6 (in receipt of free school meals at any time in the last 6 years) has been prepared.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI05 - Raise the Progress 8 scores of vulnerable children - children with Special Educational Needs (SEN)	Tackle Inequality	Steve Horne	0	-0.07 (SEN) (Summer 2019 Outcomes)		SEN: This information is from a very early release and is unofficial and provisional and may well change when updates are produced. The figure for the group of Gateshead's young people on SEN Support is very close to the national figure for all children and better than the national figure for young people on SEN Support (-0.42). Statement or Care Plan: At -1.69 the figure for Gateshead's young people with an Education Health Care Plan is lower than last year's and is lower than the national equivalent of -1.17.
				-1.69 (Statement or Care plan) (Summer 2019 Outcomes)		
TI06 - Reduce NEET rate (% not in education, training or employment as a proportion of 16-18-year olds)	Tackle Inequality	Val Hall	4.8%	NEET 4.4% Not Known 4.3% Overall 8.7%		<ul style="list-style-type: none"> The annual scorecard period is December, January & February as the key performance period post the completion of the activity survey. The data is the latest KPI data set at the end of August and is not a sixth month average. As academic placements expire in August each year - and are nationally reset to unknown in August and September - this measure is significantly compromised and impacted upon for this period. However, Gateshead is lower than the North East average and is one of 5 north east LA's that is not more than 50% above the England average. The monthly KPI data for Mar-July remained at NEET 4.6% Not Known 0.4% overall 5.0% (18/19 NCCIS monthly data sets).
PF13 - The number of eligible 2-year olds accessing their free early learning place)	People and Families	Val Hall	To be agreed	85.9% (No Child Count) (September 2019)		<ul style="list-style-type: none"> The take up of the 2-year-old free entitlement in Gateshead has remained static whilst both at a national and regional level this has dropped, according to the Statistical 1st Release July 2019 (based on January 2019 take -up). Gateshead = 15th highest take-up rate of all 152 local authorities, placing Gateshead in the top 10%. In the Summer term, 2019, take up was 85.9% (783 children out of 911 children on the January 2019 DWP list).
TI07 - Work with families– National Troubled Families Programme - Number of families engaged by Families Gateshead	Tackle Inequality	Val Hall	1930 families	2301 Families		<ul style="list-style-type: none"> 2301 families attached to the Families Gateshead as of 30th September 2019 Payment by Results: 1,439 successful claims as of 30th September 2019. Target is 1930 successful claims by 31st March 2020.
WT03 - Support for young carers	Working Together	Val Hall	85	54 Referrals (Apr 19 – Sep 19)		<ul style="list-style-type: none"> The number of referrals is similar to last year. The figures are always lower this time of year due to schools being busy with exams and then the school holidays. Self-referrals also drop at this time as families are busy during the holidays.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
WT04 - First Time Entrants into youth justice system aged 10-17 (12-month lag PNC Rate per 100,000 of Population 10-17 yr. olds Rolling 12 Month)	Working Together	Val Hall	398 per 100k (70 FTE)	76 per 100k (13 FTE) (April 19 – Sep 19)		<ul style="list-style-type: none"> While compared to the previous 6-month report performance has declined, the picture is more positive around performance recently. There has been a total of 9 FTE (First Time Entrants) during the latest period (Jan 2019 to Mar 2019). This is calculated as a rate of 53 as the Youth Justice Board (YJB) represents this target (per 100,000 of the 10-17 population) There has been a 44% decrease when compared to the previous quarter, in which there were 16 FTEs reported. This was a 10% reduction from the same period this time last year in which there were 10 FTEs reported. YJB published data obtained through PNC for 12 months (Apr 2018 to Mar 2019) reports 51 FTEs which is a rate of 298 (per 100,000 of 10-17 population). This is a 36.5% decrease year-on-year. This is lower than the Northumbria PCC area average for this period (332), but higher than the National average (222). FTE data obtained through the Gateshead YOTs Case Management System also reports 51 FTEs for the same period.
WT05 - Custody – Use of custody rate per 1000 of 10-17 years population	Working Together	Val Hall	Maintain low number	0.00 per 1k (no custodial sentences) (April 19 – Sep 19)		<ul style="list-style-type: none"> There has been no custodial sentences during this period (April to June 2019). The latest YJB published data for July 18 to June 19 shows the 12-month rate of Custody for Gateshead at 0.12, this represents 2 custodial sentences in the 12-month period. This is level with the Northumbria regional average for this period (0.12) but below the National average (0.27).
TI08 - % of mothers smoking at the time of delivery (Rate of smoking at time of delivery)	Tackling Inequality	Alice Wiseman	9.9%	15.1% (2017/18)		<ul style="list-style-type: none"> Indicator update is due for December 2019. 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%). Gateshead 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 the England.
TI09 - Reduce Excess weight 4-5-year olds - excess weight =obese/overweight	Tackling Inequality	Alice Wiseman	18.1%	25.3% (2018/19)		<ul style="list-style-type: none"> Gateshead is now significantly higher than the England rate of 22.6% for the first time since 2013/14 and we are higher but not significantly higher than the North East rate (24.3%) for the first time since 2013/14. This is Gateshead's highest prevalence of excess weight at 4-5-year olds since 2009/10 and our joint 2nd highest in the published 12 years of data. The increase for 2018/19 is the highest % point and the highest overall % increase since 2013/14 When compared to the national picture Gateshead has the 23rd highest level of excess weight amongst reception age children out of the 150 English LA's with

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
						a recorded level.
TI10 - Reduce excess weight 10-11-year olds (excess weight = obese/overweight)	Tackling Inequality	Alice Wiseman	25%	37.8% (2018/19)		<ul style="list-style-type: none"> Gateshead is higher but not significantly higher than the North East rate of 37.5% and is still considered significantly higher than the England rate of 34.3%. As a result of this latest increase Gateshead has now seen its excess weight levels decrease by only 1.3% since 2007/08 (38.3%). This is despite an almost continually decrease in the levels up to 2014/15. When looking at the national picture Gateshead has the 42nd highest level of excess weight amongst year 6 age children out of the 150 English LA's with a recorded level change on the previous 6-month report
WT06 - Hospital admissions for self-harm rate per 100,000 (aged 10-24 years)	Working Together	Alice Wiseman	Reduce	386.1 per 100,000 (2017/18)		<ul style="list-style-type: none"> Indicator update is due in March 2020. 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 value (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 5th lowest rate of the 12 North East LA's, the 5th lowest rate of its 16 comparable CIPFA neighbours and the 3rd lowest rate of its 10 comparable Children's services statistical neighbours. Compared to the other 152 English UTLA's Gateshead has the 90th highest rate in England.
TI11 - Reduce the % of children in low income families (children in poverty)	Tackle Inequality	Alice Wiseman	19.0%	20.5% (2016)		<ul style="list-style-type: none"> This is Gateshead highest % of children in low income families since 2013 Gateshead is significantly worse than both the England (17.0%) and the North East rate (22.2%) Gateshead has the 4th lowest rate of the 12 North East LA's and the 8th highest of its 16 comparable CIPFA LA's We have the 50th highest rate of the 152 UTLA's in England
WT07 - Numbers of children subject to a child protection plan	Working Together	Dep. Strategic Director Children's Social Care	54 per 10k	60.6 per 10k (September 2019)		<ul style="list-style-type: none"> At the end of September 2019, there were 240 children on child protection plans (60.6 per 10,000). This represents a 26.6% decrease from the figure reported in September 2018, and whilst the rate remains higher than the England (45.3) and Statistical Neighbour (57.5) rates, it is in line with the North East rate (65.7).

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
WT08 - Ensure young people leaving care and homeless are supported to have a safe place to live, appropriate and sustainable accommodation	Working Together	Dep. Strategic Director Children's Social Care	100%	99% (September 19 Provisional)		<ul style="list-style-type: none"> Data is provisional for September 2019 until submitted and validated through statutory returns processes. So, may be subject to small changes. As at September 2019 1 care leaver has been identified as being in unsuitable accommodation (in custody). This is an improvement from March 19 when there were 2 care leavers in unsuitable accommodation.
WT09 - Ensure young people leaving care are supported to be in education, employment, apprenticeships and training	Working Together	Dep. Strategic Director Children's Social Care	71%	58% (September 19 Provisional)		Data is provisional for March 2019 until submitted and validated through statutory returns processes. So, may be subject to small changes. There are 133 care leavers on our caseloads and 77 have been identified as being in some form of EET (58%). If looking at just those that we are in touch with (113), the overall percentage would increase to 68%.
TI12 - Equality Target: Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship	Tackle Inequality	Dep. Strategic Director Children's Social Care	To increase	2 Apprenticeships	No update	This indicator is reported on at year-end.
TI44 - Measure the percentage uptake of free school meals at primary level	Tackle Inequality	Lindsay Murray	To increase	81.67% Average uptake (Apr 19 – Sep 19)	No update	This is a brand-new indicator for this 6-month report. Uptake is usually slightly lower than average at the start of each academic year as pupils are unfamiliar with the new menu and reception intake pupils are new to school meals entirely. We would expect this to pick up again by October / November.

CARE, HEALTH & WELLBEING OSC (Performance is measured against the position at the previous 6-month report (April 18 – September 18))

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI08 – Prevention of ill health: % of mothers smoking at time of delivery	Tackle Inequality	Alice Wiseman	9.9%	15.1% (2017/18)		<ul style="list-style-type: none"> 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 4th lowest rate of the 12 North East LA's and the 4th lowest rate of its 16 comparable CIPFA LA's. However, when compared to the 152 English UTLA's Gateshead has the 31st Highest rate in the England. Next update for this should be December 2019.
TI30 – Decrease the Percentage of People who are Dissatisfied with Life	Tackle Inequality	Alice Wiseman	4.8%	7.2% (2018/18)		<p>This is the third increase in a row. We are higher than the North East (5.4%) and significantly higher than England (4.3%). It's the highest rate in the North East, 2nd highest CIPFA rate and 5th highest of the 88 published LA's in England.</p>
TI31 - Reduce Excess weight 4-5-year olds - excess weight =Obese /Overweight	Tackle Inequality	Alice Wiseman	18.1%	25.3% (2018/19)		<ul style="list-style-type: none"> Gateshead is now significantly higher than the England rate of 22.6% for the first time since 2013/14 and we are higher but not significantly higher than the North East rate (24.3%) for the first time since 2013/14. This is Gateshead's highest prevalence of excess weight at 4-5-year olds since 2009/10 and our joint 2nd highest in the published 12 years of data. The increase for 2018/19 is the highest % point and the highest overall percentage increase since 2013/14. When compared to the national picture Gateshead has the 23rd highest level of excess weight amongst reception age children out of the 150 English LA's with a recorded level.
TI32 - Reduce excess weight 10-11-year olds (excess weight = Obese/Overweight)	Tackle Inequality	Alice Wiseman	25%	37.8% (2018/19)		<ul style="list-style-type: none"> Gateshead is higher but not significantly higher than the North East rate of 37.5% and is still considered significantly higher than the England rate of 34.3%. As a result of this latest increase Gateshead has now seen its Excess weight levels decrease by only 1.3% since 2007/08 (38.3%) this is despite an almost continually decrease in the levels up to 2014/15. When looking at the national picture Gateshead has the 42nd highest level of excess weight amongst year 6 age children out of the 150 English LA's with a recorded level.

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
WT13 – Stabilise the Rate of Hospital Admissions per 100,000 for Alcohol Related Harm (Narrow)	Working Together	Alice Wiseman	789 per 100,000	1003 per 100,000 (2017/18)		<ul style="list-style-type: none"> This is only the 2nd 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 2nd highest rate for this indicator in the North East, the highest of its 16 comparable CIPFA LA's, and is the 3rd highest of the 152 English UTLA's.
TI33 – Gap in the employment rate between those with a learning disability and the overall employment rate	Tackle Inequality	Alice Wiseman	58.6% points	63.0 %points (2017/18)		<ul style="list-style-type: none"> 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). Gateshead has the 4th lowest rate of the 16 comparable CIPFA LA's and the 5th lowest of the 12 North East LA's. Gateshead has the 30th lowest % point gap of the 152 upper tier English LA's. Update is due Feb 2020 for this indicator.
WT14: Hospital admissions for self-harm rate per 100,000 (aged 10-24 years)	Working Together	Alice Wiseman	Reduce	386.1 per 100,000 (2017/18)		<ul style="list-style-type: none"> This is Gateshead's lowest rate per 100,000 since the data was first published in 2011/12. Gateshead is significantly lower than the North East (458.0) and is 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 Gateshead has the 5th lowest rate of the 12 North East LA's, the 5th lowest rate of its 16 comparable CIPFA neighbours. Compared to the other 152 English UTLA's Gateshead has the 90th highest rate in England. Update for this indicator is due March 2020.
TI34 – Gap in the employment rate for those in contact with secondary mental health services and the overall employment rate	Tackle Inequality	Alice Wiseman	59.4% points	68.8 %points (2017/18)		<ul style="list-style-type: none"> 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 has the 52nd highest % point gap of the 152 upper tier English LA's.

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI35 – Excess under 75 mortality rate in adults with serious mental illness (<i>indirectly standardised ratio</i>)	Tackle Inequality	Alice Wiseman	351.8	397.3 (2014/15)	No Update	No change on previous year report. As a result of the government consultation on the Public Health outcomes frameworks indicators this indicator will be replaced by a new version “ <i>Premature mortality rate for people with mental health problems</i> ”. Update to this indicator is slated for November 2019.
TI36: Reduce Mortality - Causes Considered Preventable	Tackle Inequality	Alice Wiseman	182.7 per 100,000	236.8 per 100,000 (2015-17)		No change on the performance compared to the previous 6-month report. A data update will be available from late 2019.
TI37 - Healthy Life Expectancy at Birth (Male)	Tackle Inequality	Alice Wiseman	63.7 years	59.6 Years (2015-17)		<ul style="list-style-type: none"> 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. Gateshead has 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 27th lowest. Update to indicator is due Nov/Dec 2019.
TI38 - Healthy Life Expectancy at Birth (Female)	Tackle Inequality	Alice Wiseman	64.0 years	59.1 years (2015-17)		<ul style="list-style-type: none"> This period has shown the highest recorded decrease in female HLE since the published data became available. This is now the 2nd lowest recorded HLE for females in Gateshead since the data became published (2009-11). Gateshead is lower but not significantly lower than the North East (60.4 years), but we are 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. We have the 26th lowest HLE of the 150 calculated English UTLA's. Update to Indicator is due Nov/Dec 2019.
TI39 – Gap in Life Expectancy at Birth between each local authority and England as a whole (Male)	Tackle Inequality	Alice Wiseman	-1.2 years	-2.0 years (2015-17)		Performance has remained the same after the current update compared to previous 6-month report.
TI40 – Gap in Life Expectancy at Birth between each local authority & England as a whole (Female)	Tackle Inequality	Alice Wiseman	-1.2 years	-1.7 years (2015-17)		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 zero years. Gateshead has 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 = the 25th highest gap in life expectancy.

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI41 – Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Male)	Tackle Inequality	Alice Wiseman	8.2 years	10.8 years (2015-17)		<ul style="list-style-type: none"> • 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. This is Gateshead's highest published Inequality in life expectancy at birth for men • Gateshead is 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. A new update for this indicator will be due Feb 2020
TI42 – Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Female)	Tackle Inequality	Alice Wiseman	7.3 years	9.0 years (2015-17)		<ul style="list-style-type: none"> • Gap in inequalities in life expectancy for females has increased on the previous end of year report. This is the 5th increase in the 6 periods of published data. This is Gateshead's highest published Inequality in life expectancy at birth for females. • Gateshead is in the worst deprivation quintile in England for this indicator and has the 6th highest Inequality in life expectancy of the 12 North East LA's and 4th highest of its comparable CIPFA LA's. A new update for this indicator will be due Feb 2020.
TI43 – Support for Carers in BME Communities	Tackle Inequality	Steph Downey	2.0%	0.5% (6/1138) (Apr – Sep 19)		6 BME carers out of a total of 1138 carers have had an assessment, review or been in receipt of a carer related service during the period of April to September 19. The numerator has increased compared to 2018/19 due to better recording of carer outcomes, however the number of carers supported from BME communities has remained static (compared to same period last year).
WT15 - Delayed Transfers of care from hospital, average days per day, per 100,000 population	Working Together	Steph Downey	4.0 per 100,000	5.93 per 100,000 (Aug 19)		The performance data for September 19 isn't available due to the time lag in the data report from NHS Digital so we are comparing the performance for this report to the August 18 level. We are currently exceeding the target of 4.0 per 100,000, but because of the way this was set by NHS Digital we were always aware that this would be an immensely challenging target to reach. However, we have seen significant improvements in the rate compared to the same period last year. We are lower than the England rate for August 2019 of 10.89 per 100,000 and lower than the calculated average of the 16 comparable CIPFA LA's (8.83 per 100,000). We are, however, higher than the North East rate of 5.71 per 100,000. The primary areas for delays are "Care Package in Own Home" and "Further Non-Acute Care".
SC06 – Helping Older People to live independently – the proportion of people 65+ still at home 91 days after hospital discharge to a reablement service	Supporting Our Communities	Steph Downey	87.5%	90.2% (Jan 19 – May 19)		<ul style="list-style-type: none"> • The ASCOF definition monitors the indicator for only Oct, Nov and Dec discharges. However, for this purpose the months reported are Jan to May discharges. 397 out of 440 people remained at home giving a result of 90.2% which is higher than the 2018/19 year-end figure of 84%, but lower than the 92.4% at the same time last year. • Gateshead is better than the 2017-18 end of year figure for North East (83.9%), England (82.9%) and the CIPFA average (80.1%).

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
SC07 – Measure the increase in the number of people accessing the Supporting Independence Service, helping people to stay in their own homes for longer	Supporting Our Communities	Lindsay Murray		2170.25 Hours (497 customers - September 2019)	New	This indicator is brand new for this iteration of the report - there is currently no comparable data.

Communities and Place OSC (Performance trends are measured against the year-end position, unless stated)

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
IE06 - The number of people of working age in Gateshead aged 16-64	Economic Investment	Anneliese Hutchinson	127,799	128,000 (year-end)		Latest 2016-based subnational population projections published by ONS anticipate that the size of Gateshead's working age population will decline in absolute terms, and as a proportion of the total population. The actual figures however show that the working age population for Gateshead has marginally increased from 127,900 in 2018/19 to 128,000 which is good news for the Borough.
IE07 - Increase overall housing supply	Economic Investment	Peter Udall	96,167	93,861 (year-end)		The net number of homes liable for Council tax within the Borough (EI02) has grown by 0.37% (342 homes) since last year (93,519).
IE08 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	Economic Investment	Peter Udall	1.19%	1.43% (year-end)		Based upon Council Tax data covering properties liable for Council Tax the number of long-term empty homes has decreased from last year by 11 units. The target reduction was 103. The ability to drive down the number of long-term empty properties is affected by continuing budget cuts and pressures on services, the figures also reflect the fact that a number of Council properties are being held vacant to facilitate area regeneration works.
IE09 - The number of new affordable properties that are completed and liable for Council Tax in a year	Economic Investment	Peter Udall	294	60 (year-end)		The number of affordable units completed is likely to have been reduced due to the effect of the annual 1% reduction in social rents which was imposed by the Government in 2016. This has influenced the viability of schemes and resulted in a reduction in completions. However, we have seen a renewed interest by Registered providers wishing to deliver affordable housing in the borough and the Council has undertaken to deliver new affordable housing directly, therefore we expect the position to improve in 2019-20.
IE11 - The number of people economically active and in employment expressed as a % of all people aged 16-64	Economic Investment	Andrew Marshall	73.2%	74.20%		Employment rates both nationally and locally continue at or around record highs. Gateshead continues to compare well with/out-perform the wider N.E region (71.1%) by some way but still lags the GB rate which stands at 75.4%. This is an indication of continued strong job growth in the South East and London particularly rather than any other factor. Maintaining current levels of performance may be challenging due at least to the immediate and shorter-term uncertainties and implications of Brexit. Currently on target to meet/exceed target at end of year.

Communities and Place OSC (Performance trends are measured against the year-end position, unless stated)

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
IE12 - Economic Activity Rate - Percentage of all people aged 16-64	Economic Investment	Andrew Marshall	80%	78.40%		High employment rates and major changes in the welfare system due to the increased numbers of people moving onto Universal Credit from formerly inactive benefits via what is called 'natural migration' are reducing the number of people classed as economically inactive and continuing to fuel a comparatively high Economic Activity Rate. Gateshead remains consistently some way ahead of the North East average (75.5%) and only marginally behind the GB rate of 78.7%. Currently under a stretching target. we would expect to remain in a similar position come the end of reporting year.
IE14 - Residents in occupations requiring higher skill levels - SOC Groups 1-3	Economic Investment	Andrew Marshall	37.8%	38.10%		Following a dip in the number of residents employed in occupations requiring higher skill levels (EI09) over the last two years numbers are now slowly recovering thanks to increased employment and overall higher economic activity rates. Gateshead still lags both the N.E average (40.1%) and is some way off the GB figure (46.8%) but this indicator is quite volatile as it is survey based so relatively large changes can occur over short timescales. Going forward uncertainty over Brexit and its implications could lead to at least some short-term instability. There is currently an expectation to meet/exceed the target at the end of the reporting year.
IE16 - The percentage of Gateshead residents aged 16-64 in Self Employment	Economic Investment	Andrew Marshall	7.0	6.9 (year-end)		The % of residents self-employed has increased from 6.7% to 6.9%. A total of 9,400 Gateshead residents are classed as self-employed, 400 additional from the previous report. A contributing factor for the growth in self-employment could feasibly be as a result of increased levels of activities boosting entrepreneurship in Gateshead, including hosting and running national and local events, training schemes and networking sessions. Several bids are underway to attract investment into Gateshead to boost self-employment. If successful, this will create a series of interventions to boost entrepreneurship and create an enabling environment for businesses and start-ups. Schemes include the development of a business grant programme.
TI13 - Accessibility to Public Transport: A) Access to main centres (daytime)	Tackling Inequality	Anneliese Hutchinson	57%	57.8 (year-end)		In general change has been small but positive and results are close to target showing relatively consistent performance. There continues to be an improved change to access to employment in the evening compared to the target. Although this is slightly less than last year it is not by a significant amount. The reason is unknown and is likely to be due to changes to the timetable.

Communities and Place OSC (Performance trends are measured against the year-end position, unless stated)

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI14 - Accessibility to Public Transport <i>B) Access to main centres (evening)</i>	Tackling Inequality	Anneliese Hutchinson	52%	52.6% (year-end)		In general change has been small but positive and results are close to target showing relatively consistent performance. There continues to be an improved change to access to employment in the evening compared to the target. Although this is slightly less than last year it is not by a significant amount. The reason is unknown and is likely to be due to changes to the timetable.
TI15 - Accessibility to Public Transport <i>C) Access to key employment (daytime)</i>	Tackling Inequality	Anneliese Hutchinson	62%	60.7% (year-end)		
TI16 - Accessibility to Public Transport <i>D) Access to key employment (evening)</i>	Tackling Inequality	Anneliese Hutchinson	41%	44% (year-end)		
PF14 - The percentage of homes in the highest energy efficiency bands (SAP>65)	People and Families	Peter Udall	60%	56.53%		Whilst works to improve home energy efficiency continued in 2018/19, notably with 600 homes receiving new heating systems under the Gateshead HEIGHTs programme, data has yet to be processed to update the indicator, as this was received after year end.
PF17 - Number of households accepted as homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	514	N/A	From 2018/19 a new approach to recording homelessness has been in place. The six-month data provided within this OSC report is consistent with the 2018/19 reporting, however, work has been underway within the last 6 months to review the data collected to help develop new strategic homelessness indicators for the Council including the setting of targets for 20/21. These new local strategic indicators will include a focus on: <ul style="list-style-type: none"> • Rough sleeping • Homeless assessments • Homeless prevention success It is anticipated that the new indicators will be in place by the end of this financial year.
PF18 - Number of households prevented from becoming homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	231	N/A	
PF19 - Percentage of homes free from Category 1 hazards under the Housing Health & Rating System	People and Families	Debbie Cassidy	Baseline as at April 2018 - 92%	92.84	New indicator	There has been a 0.84% improvement in the percentage of homes in Gateshead free from Category1 hazards under the Housing Health and Safety Rating System from April 2018 to date.

Communities and Place OSC (Performance trends are measured against the year-end position, unless stated)

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
SC08 - Percentage of household waste sent for reuse, recycling and composting	Supporting Communities	Marc Morley	50%	34%		<ul style="list-style-type: none"> • There has been a very small increase in the total tonnage of waste, either recycled, composted and reused. However, the amount of waste overall has also increased, primarily residual waste. The main area of growth in recycling has come from green waste collections. Other services have been stable. The lack of significant capital and revenue investment to implement weekly food waste collection means significant increases are unlikely. • 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.
TI21 - The total No. of hate-related incidents reported to the ARCH Hate Crime Reporting System	Tackling Inequality	Anneliese Hutchinson	452	264		So far in 2019/20, 264 hate-related incidents (TI05) have been reported to either the Council's online hate crime reporting system or to Northumbria Police. As in previous years, race-related incidents account for the highest number of incidents reported. Trends and tensions continue to be monitored by partners, and work is ongoing to increase the number of reports from others affected by hate crime, particularly those affected by transgender and disability hate. If reporting levels continue in the next six months as they have done so far this year, we expect to exceed our target of 452 hate-related incidents.
TI22 - The total number of clients engaged as a percentage of the total number of referrals received by the IDVA Service	Tackling Inequality	Val Hall	No Targets Set Maintain 59%	45%		In the first six months of 2019/20, 436 domestic abuse cases were closed by the Domestic Abuse team. Of those, 196 were closed with a reduced risk to the victim. This represents 45% of all cases closed and is the reason given for closure in the majority of cases.
TI23 - The total number of reported crimes in Gateshead	Tackling Inequality	Anneliese Hutchinson	None Set	4,651		Violent & serious recorded crime in Gateshead has been increasing for a number of years. In particular, violent and serious acquisitive crime have experienced significant increases. To the end of September 2019, there were 4,651 crimes of this nature recorded in Gateshead. Most of the violent crimes recorded were classed as violent without injury, i.e. lower-level public order or harassment offences

Communities and Place OSC (Performance trends are measured against the year-end position, unless stated)

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI24 - Recorded crime rates	Tackling Inequality	Anneliese Hutchinson	To reduce (baseline figure is 125.5 for 12 months to Mar 19)	57%	New	Recording crime rates is a new indicator (TI23b) and aims to measure how effective partners are at reducing the gap between those wards with the highest crime rate and those wards with the lowest crime rate. In the first six months of 2019/20 the difference in the rate of crime between the best and worst performing wards was 57.3 crimes per 1,000 residents. If we continue to report similar figures for the remainder of 2019/20 then the target of being below 125.5 crimes per 1,000 residents will be achieved.
TI25 - The total number of ASB incidents in Gateshead reported to Northumbria Police	Tackling Inequality	Anneliese Hutchinson	None Set	Police: 3,321 Private Sector Housing: 668 TGHC: 850		Looking solely at police data, figures show that reports of anti-social behaviour (ASB) have remained steady in the first six months of 2019/20. However, with 668 service requests made with Private Sector Housing and 850 reports to the Neighbourhood Relations Team, it IS clear ASB remains a concern for Gateshead residents with reports to the respective housing services increasing.
TI26 - People who agree Police and Council work together	Tackling Inequality	Anneliese Hutchinson	To be the best performing authority across the 6 authority areas in Northumbria	54%		Data is only available up to the end of June 2019, but according to the most recent data, performance has declined. A total of 54% of residents surveyed agree that the police and council work together to deal with the ASB and crime issues (TI09) that matter compared to 67% in the previous year. Gateshead is now the worst performing local authority for this measure. Whilst the figure is disappointing, we know that partnership working in Gateshead is very strong; however, a more joined up approach to promoting the Community Safety Partnership to the public is needed.
WT10 - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	Working Together	Peter Udall	50%	52.2% Reduction (year-end)		Actual greenhouse gas emissions from Gateshead Council operations are 13.2% lower than last year, and 52.2% lower than in 2007/8. Accounting for variability in annual temperatures, weather-corrected emissions also fell 12.4% on last year and are now 53.2% down on 2007/8.
WT11 - The CO2 reduction from Local Authority Operations. Part B) reports Weather Corrected Figure	Working Together	Peter Udall	50%	53.2% Reduction (year-end)		

Communities and Place OSC *(Performance trends are measured against the year-end position, unless stated)*

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
WT12 - The percentage of renewable energy generated locally, within Gateshead, against total amount of energy used within the Gateshead	Working Together	Peter Udall	16.80%	2.1%		There has been no significant change over the past year. In Gateshead, about 90% of the installed renewable energy capacity is attributed to landfill gas electricity generators, with the remainder comprised of smaller scale, building specific renewable energy systems.

OVERVIEW AND SCRUTINY COMMITTEE MINUTES

During November and December 2019, the Overview and Scrutiny Committees discussed their review of performance appropriate to the remit of their committees. The relevant extracts from the minutes of those discussions are provided below:

Corporate Resources Overview and Scrutiny Committee: 2 December 2019

The Committee received a report providing the six-month assessment of performance and delivery for the period 1 April 2019 to 30 September 2019 in relation to the Council's Thrive Agenda.

The Committee were advised that it is proposed that a full review is undertaken of the performance assessment and for the OSC to consider measuring priorities which are relevant, timely and which will allow the OSC to scrutinise areas which are under-performing.

With regards to performance over the last six months of the 15 targets which have been measured, 10 have improved, 4 have no data and 1 is below the target.

The following areas were highlighted to the Committee.

- Services for Schools – currently the council sells over 50 services to 60 schools, but the costs are increasing, last year the income was approximately £13m and this year it has rose to £13.5m. The pay award is increasing the costs but it is difficult to pass on the costs to schools and we are finding that we are losing building cleaning and catering contracts.
- Volunteering – Gateshead recently held the World Transplant Games with participants from over 70 different countries. The volunteer programme, Team 19, was brilliant with over 900 volunteers taking part in the games.
- Sickness – this is an area which is currently below target, the target is 8 day and current sickness levels are 11.67 days. There are some things which can be done, including making sure managers are following processes and policy.

It was noted that the performance management framework needs to be more focussed so that Councillors can see where resources need to be focussed.

- RESOLVED -
- (i) That Committee was satisfied the activities undertaken during April to September 2019 are supporting delivery of the Thrive agenda.
 - (ii) That Cabinet will consider a composite performance report at its meeting on 21st January 2020.

Families Overview and Scrutiny Committee: 28 November 2019

The Committee received a report and presentation on the six-month update of performance and delivery for the period 1 April 2019 to 30 September 2019 in relation to the Council's Thrive agenda for the indicators and activity linked to children and young people.

It was reported that there are 32 strategic indicators for children and families which fall under all five Thrive Pledges.

Two strategic indicators fall under the 'putting people and families at the heart of everything we do' pledge, both of which have been achieved. These are around the number of eligible two-year olds accessing their free learning place and the number of families engaging in the Troubled Families Programme.

In terms of the pledge to 'tackle inequality so people have a fair chance' there are 18 strategic indicators which fall under this pledge. For 8 of these indicators there has been improvement in performance, 8 have declined, one is a new indicator and for one there has been no update as of yet. It was noted that there is no data currently for the Progress 8 scores for children receiving free school meals as this data has not been collated. Also, data has started to be collected for free school meals at primary level, which will be a new indicator. It was reported that Gateshead remains top of the region in terms of GCSE results.

Four strategic indicators fall under the 'work together and fight for a better future for Gateshead' pledge, one has improved, two declined and one is showing no change. Performance declined in relation to the number of first-time entrants to the youth justice system, however, improvements have been made in the number of hospital admissions for self-harm and also the proportion of mothers smoking at the time of delivery.

In relation to the pledge to 'invest in our economy', four strategic indicators have been identified, three of which have seen improvement and one cannot be compared, as there has not previously been six-month data collected. Under the 'supporting our communities' pledge four indicators have been identified, three of which have declined, including excess weight in 4-5-year olds and 10-11-year olds and also the proportion of children in low income families.

The issue of permanent exclusions was raised. It was noted that there was previously an increase in exclusions and a conference was held to look at why. Work is ongoing to broaden provision so that there are more fitting routes for all young people. The rate of exclusions is falling, and officers continue to challenge secondary schools. Multi-disciplinary panels are held to look at the needs of individual young people and alternative provision. This has been found to be more successful than referring to the Pupil Referral Unit (PRU), as it does not offer a lot of alternative provision. It was questioned as to the relationship between Multi Academy Trusts (MAT) and the local authority in terms of exclusions. It was confirmed that the relationships are very positive at present.

It was questioned whether lost days at school is used as an indicator. It was confirmed that this information is available but was not contained within the report. It was also noted that approval has been received for that appointment of an officer to work with school phobic children and young people. The question of home education was also raised and it was noted that a multi-agency group is in place for electively home educated children. A number of families have been identified that a school order would be enforced against if there is no evidence of school educating taking place. There are robust processes to track and monitor these young people and children's services inspections look at electively home educated children.

It was suggested that seasonal differences be looked at in terms of school attendance. It was also questioned as to the plans for a new facility in Gateshead for young people on the edge of homelessness, it was agreed that further information would be brought back to Committee on this point.

It was noted that action plans are in place behind each area for improvement identified by the inspection.

- RESOLVED -
- (i) That Committee was satisfied the activities undertaken during April to September 2019 are supporting delivery of the Thrive agenda.
 - (ii) That Cabinet will consider a composite performance report at its meeting on 21st January 2020.

Communities and Place Overview and Scrutiny Committee: 9 December 2019

The Committee received a report providing a six-month assessment of performance and delivery for the period 1 April 2019 to 30 September 2019 in relation to the Council's Thrive agenda.

From the report it was noted that the six-month assessment of performance for 2019-20 focussed on the achievements, actions and areas for improvement during the reporting period.

A summary of the strategic indicators linked to Thrive was provided from the report, these included:

- Putting people and families at the heart of everything we do
- Tackling inequality so people have a fair chance
- Supporting communities to support themselves and each other
- Investing in our economy to provide sustainable opportunities for employment, innovation and growth throughout the borough
- Working together and fighting for a better future for Gateshead

The Committee noted for each indicator the most recent performance and the targeted performance for 2020. It was stated that some indicator targets for 2020 have not been set as the figures for each cannot be anticipated; these included the number of households being accepted as homeless and the total number of reported crimes in Gateshead.

Appended to the report was an update on actions from the previous report brought to Committee for information.

- RESOLVED -
- (i) That the Committee considered that the activities undertaken during April 2019 – September 2019 supported the delivery of the Thrive agenda.
 - (ii) That the Committee noted that Cabinet will consider a composite performance report at their meeting in January 2020.

Care, Health and Wellbeing Overview and Scrutiny Committee: 10 December 2019

The Committee received the six-month update of performance and delivery for the period 1 April 2019 to 30 September 2019 in relation to the Council's Thrive agenda for the indicators and activity linked to Care, Health and Wellbeing delivered and overseen by Adult Social Care and Public Health services within the Care, Wellbeing and Learning Group.

- RESOLVED
- (i) That the information be noted.
 - (ii) That the OSC agreed that the activities undertaken during April – September 2019 were supporting delivering the Thrive agenda.

- (iii) The OSC noted that Cabinet will consider a composite performance report at the meeting on 21 January 2020.