

TITLE OF REPORT: Making Gateshead a Place Where Everyone Thrives – Year End Assessment of Performance and Delivery 2019/2020

REPORT OF: Colin Huntington, Strategic Director, Housing, Environment & Healthy Communities

SUMMARY

This report provides the year end assessment of performance and delivery for the period 1 April 2019 to 31 March 2020 in relation to the Council's Thrive agenda.

Background

1. The report forms part of the Council's performance management framework and gives an overview of progress for the priorities appropriate to the remit of the Communities and Place Overview and Scrutiny Committee (OSC) and the Community Safety Sub OSC.
2. The Council's new strategic approach Making Gateshead a Place Where Everyone Thrives, was approved by Cabinet in March 2018 to ensure the Council continues to get the best outcomes for local people and remains a viable and sustainable organisation into the future.

Delivery and Performance

3. The year-end assessment of performance for 2019-20 focuses on the achievements and actions undertaken during the period 1 April 2019 – 31 March 2020. Areas for future improvement are also identified.
4. The strategic indicators aligned to both committees have been reviewed to ensure they are appropriate in measuring performance in respect of the Thrive agenda.
5. While the report follows the standard framework for the Year End 2019/20 performance, it also identifies the impact of the Covid-19 pandemic on performance as well as potential future implications.

Recommendation

6. It is recommended that the Communities and Place OSC:
 - (i) consider whether the activities undertaken during April 2019-March 2020 are supporting delivery of the Thrive Agenda;
 - (ii) any areas they feel they require more detail or require further scrutiny; and
 - (iii) note that Cabinet will consider a composite performance report at their meeting on 20 October 2020.

Contact: Christine Stephenson

Ext: 2562

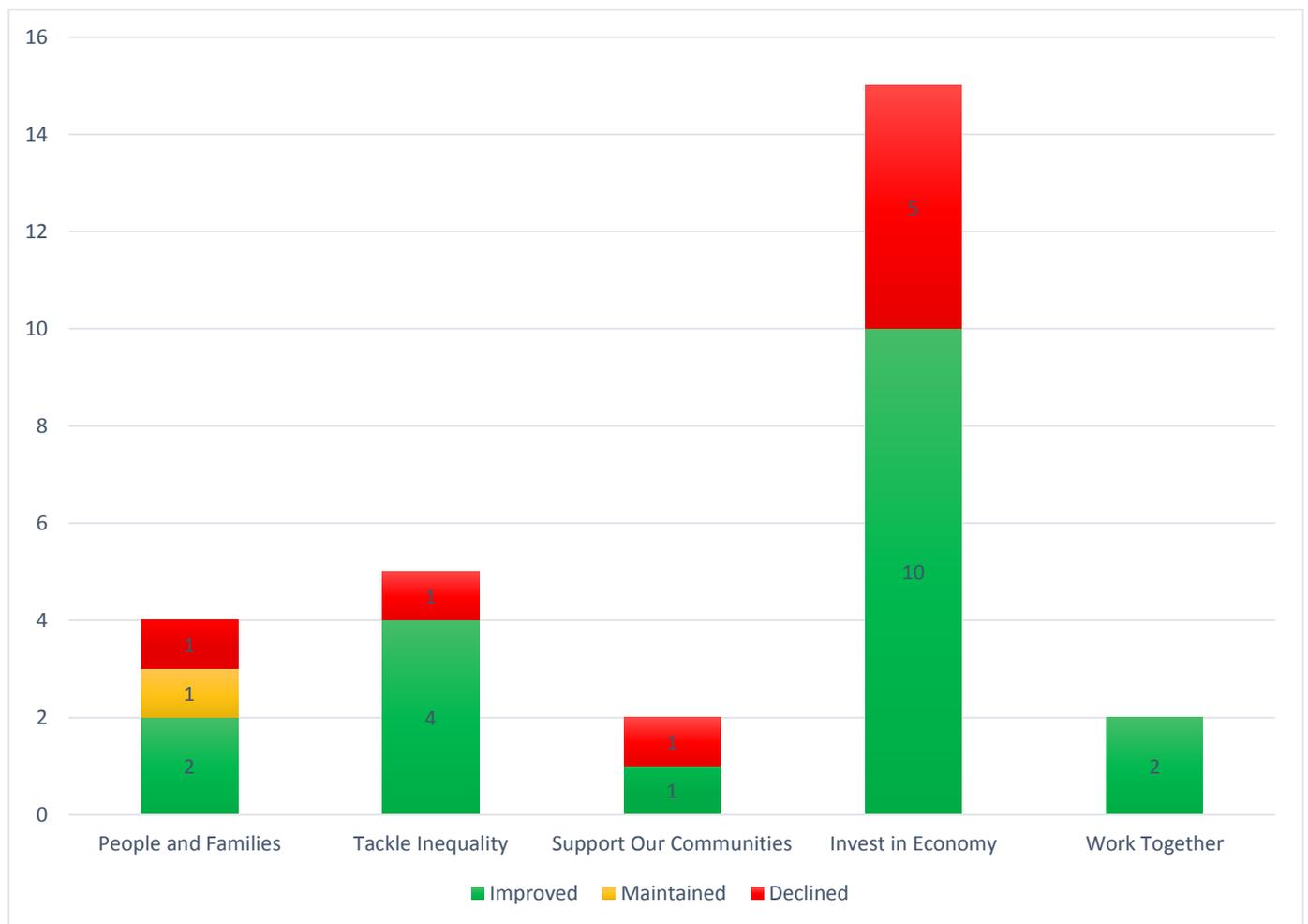
Section A

Performance Overview

This report sets out year-end performance for the period April 2019 to March 2020 in line with the Council's Performance Management Framework. The report's focus is those 'Strategic Outcome Indicators' (SOIs) that fall within the remit of the OSC Communities and Place. However, given the exceptional circumstances due to the pandemic, reference will be made to the impact of Covid-19.

From the 43 Strategic Outcome Indicators, there are 28 which have a 2019/20 year-end reporting position available to report. Of the remaining 15, 11 are unable to be reported due to delays in the reporting data and will be reported at the six-month interval 2020/21. The remaining 4 are new or changed indicators so there is no comparable data from previous years. However, the latest available data is presented in section C for 2 of these indicators.

Of the 28 indicators, 19 show improved performance, 8 show a decrease in performance and 1 shows no change. For a further 4 indicators 2019/20 is the baseline year.



Put people and families at the heart of everything we do

We have identified 6 Strategic Indicators linked to the Thrive pledge of *Putting people and families at the heart of everything we do*. These are:

Indicator	Target 2020	Most Recent Performance 2019/20 – year-end (unless stated)	Direction of Travel
PF14 - The percentage of homes in the highest energy efficiency bands (SAP>65)	60%	56.53% (6-month reporting delay new data available Oct 20)	Year-end data unavailable
PF17 - Number of households accepted as homeless	None Set	63	No change
PF18 - Number of households prevented from becoming homeless	None Set	1,074	
PF19 - Percentage of homes free from category 1 hazards under the Housing Health and Rating System	Baseline as at April 2018 – 92%	92.79%	
PF21 – People killed or seriously injured in road traffic collisions measures the reduction from 3 year rolling average as % meaning the higher the figure the greater the reduction)	24%	24.39%	
PF22 – Children killed or seriously injured in road traffic collisions measures the reduction from 3 year rolling average as % meaning the higher the figure the greater the reduction)	44%	33.96%	

Performance

- **PF14** - While works to improve home energy efficiency continued in 2019/20, data has yet to be processed to update the indicator, due to a reporting lag of 6 months.
- **PF17** - Alongside legislative changes, a new national approach to recording homelessness was introduced, which required us to make changes to how we record homelessness data. Although the six-month data provided within this OSC report continues to be consistent with previous years reporting, work has been undertaken to draft revised indicators for homelessness, to help us better reflect the recent legislative and data changes. The new indicators will include a focus on:
 - Rough Sleeping
 - Homelessness Assessments.
 - Temporary and Supported Accommodation

It is anticipated that the revised homelessness indicators will be agreed and finalised in July 2020 and will inform the Council's new Performance Management Framework.

- **PF18** - The Homelessness Reduction Act came into force on 3rd April 2019 and introduced new prevention and relief duties for local authorities with statutory responsibility for homelessness in England. The Council now has a duty to assess and assist all eligible households at the prevention stage, rather than when the applicant is homeless. This means that all households, whether they are in priority need or not, are able to access assistance regarding both the prevention of and the resolution of homelessness. The Act requires a clear focus on prevention and early actions; strong referrals routes and joint working with other statutory agencies and all clients that are assessed are provided with a personal housing plan.

Throughout the period Housing Options has continued to accommodate all rough sleepers and those at risk of rough sleeping into emergency accommodation. The service has also accommodated 190 households on a permanent basis in council accommodation throughout this period.

- **PF19** - There has been a 0.79% improvement in the percentage of homes in Gateshead free from Category 1 hazards under the Housing Health and Safety Rating System from April 2018 to 31 March 2020. This includes a data correction from the 6-month figure for 2019/20, which was a projection based on the 2018/19 figure. The reduction in number of properties where Cat 1 Hazards have been removed, from that achieved in 2018/19, can be linked to:
 - a pausing of the Falls Prevention Scheme;
 - a decrease in service requests relating to fire hazard between the two years, potentially explained by the work to address hoarding; and
 - requests for help received by Housing Standards officers increased between 2018/2019 and 2019/2020, however, the proportion of service requests linked to Category 1 hazards has reduced. The requirement for formal enforcement action following the identification of Category 1 Hazards, however, has increased slightly, with non-compliance leading to financial penalties for landlords failing to fulfil their obligations (the Private Sector Housing Team continue to encourage tenants to ask for help when the standard of their home is poor). Outside of the Selective Landlord Licensing areas targeting (which would identify and target inspection towards the properties likely to be in poorest condition) is sporadic, governed by residents other priorities, such as support to tackle rat infestations and other neighbour related property issues such as nuisance and leaks between properties.
- **PF21** - 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. Results are better than 2018/19 performance and are on target.
- **PF22** - 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, there is a small decline in performance compared to 2018/19 performance. This data is based on a rolling three-year average.

Tackle inequality so people have a fair chance

We have identified 15 Strategic Indicators linked to the Thrive pledge of tackling inequality, so people have a fair chance. These are:

Indicator	Target 2020	Most Recent Performance 2019/20	Direction of Travel
TI13 – Access to main centres (daytime)	57%	No data available	
TI14 – Access to main centres (evening)	52%	No data available	
TI15 – Access to key employment (daytime)	62%	No data available	
TI16 – Access to key employment (evening)	41%	No data available	
TI21 - The total number of reports to our hate crime recording system	452	545	
TI22 – Domestic abuse closed cases	2019-20	49%	Baseline year
TI23 - The total number of reported crimes in Gateshead	None Set	9,336	
TI24 – Reduce the difference in the rate of crime between the best and the worst performing wards	To reduce (baseline figure is 125.5 for 12 months to Mar 19)	108.7	Change in wording therefore no direct comparative to 18/19
TI25 - The total number of ASB incidents in Gateshead reported to Northumbria Police	None Set - to reduce	6,123	
TI26 – People who agree Police and Council are dealing with ASB and crime issues that matter in their area	To be the best performing local authority in Northumbria policing area	56% (6 th) (54% in 2018/19)	
TI55 - Percentage of people who feel they can influence decisions in their locality. People feel engaged and consulted.	33%	Data unavailable	

TI56 - Percentage of people who believe communities get on well together in their local area	60%	Data unavailable	
TI57 - The percentage of people surveyed which are involved in formal volunteering	30%	Data unavailable	
TI58 - The number of voluntary and community sector organisations supported by the Council and its partners	131	Data unavailable	
TI59 – Number of Gateshead residents who are physically inactive	No target set	32.5% (25.7% 2018/19)	

Performance

- **TI21** - As at the end of March 2020, 545 hate crimes were reported to either the Council's online hate crime reporting system or to Northumbria Police. This means the target of 452 has been achieved. Race-related incidents still account for the highest proportion of Hate incidents reported, but less so than in previous years.

We are seeing an increase in offensive graffiti being reported. Numbers are still low but increasing compared to previous years and graffiti is appearing in areas that wouldn't normally be associated with hate crime. This is removed as soon as possible following the initial report.

- **TI22** - In 2019/20, 635 cases were closed by the Domestic Abuse team. Of those, 311 were closed with a reduced risk to the victim. This represents 49% of all cases closed and is the reason given for closure in most cases. The figure of 49% will be used as the benchmark figure going forward. Of the 51% of cases closed where the risk has not reduced, it is thought that in the majority of cases, this is when clients have disengaged from the service before the risk has reduced enough for the domestic abuse team to close the case. In some cases there has been limited to no change in the level of risk at the time of closure so that hasn't been counted in the 49%.
- **TI23** - After years of increases, recorded crime in Gateshead is starting to fall. This is also influencing violent and serious acquisitive crime, which has fallen by 13% in the last 12 months (a total of 9,336 crimes recorded during the period). Better joined up working with partners to address the behaviour of some of the most prolific offenders is believed to have helped bring this number down, and it is hoped that through the Violence Reduction Unit's Response Strategy which is due to be published, violent and serious acquisitive crime in Gateshead will fall further in the months to come.
- **TI24** – The aim is to reduce the rate of crime between the best performing and worst affected wards. There are clearly marked differences in the make-up of each of Gateshead's 22 wards so the challenge for partners is to understand the nuances in each of

the wards that result in higher levels of crime in some areas and how these can best be addressed.

- **TI25** - Looking solely at police data, figures show that reports of anti-social behaviour have fallen once again this year, down 5%. However, with 1,159 service requests made with Private Sector Housing (an increase of 10%) and 1,510 reports to the Neighbourhood Relations Team (an increase of 7%), it would appear that anti-social behaviour remains a concern for Gateshead residents, with reports to the respective housing services increasing. We are expecting further increases in the 2020/21 financial year, as the impact of the Coronavirus and people being at home for longer, takes effect.
- **TI26** - A total of 56% of residents surveyed agree that the police and council work together to deal with the ASB and crime issues that matter compared to 54% in the previous year. Although this is a small but positive rise, Gateshead is still 6th amongst the Northumbria policing area councils and Gateshead continues to be the worst performing for this measure. Other Community Safety Partnerships work in a similar way to Gateshead, so there is no definite answer as to why Gateshead performs so poorly compared to other areas. However, an action plan is to be drafted for the Community Safety Board in the next 12 months which will include elements of communication with residents and promotion of the work of the Community Safety Board.

Support our Communities to support themselves and each other

We have identified 4 Strategic Indicator linked to the Thrive pledge of *support our communities to support themselves and each other*.

Indicator	Target 2020	Most Recent Performance 2019/20 – Year End (unless stated)	Direction of Travel
SC11 - Percentage of household waste sent for reuse, recycling and composting	45%	32%	
SC12 – The number of Library visitors per 1000 population	5,100	4,502 (4,534 2018/19)	
SC13 – The number of individuals attending events in the Borough	Collecting baseline	279,444	Baseline year
SC14 – The number of visits to Leisure Centres in the Borough	Collecting baseline	1,720,664	Baseline year

Performance

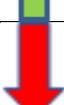
- **SC11** - Whilst the estimated 32% recycling rate is marginally higher than the previous year, the effects of the changes caused by the Covid-19 disruption may alter this figure up or down slightly.

Increase in tonnages of general waste collected along with the fall in paper and garden waste collected has been offset by an increase in comingled tonnages which has resulted in the slight increase.

- **SC12** - The use of libraries nationally has decreased, however in Gateshead the level of library usage remains good at 909,404 visitors (4,502 per 1,000 population) in the year 2019-20. This is a slight decrease of 6,419 in the total number of visits compared to 2018-19.
- **SC13** - This indicator on attendees to events in Gateshead is in its first year of reporting and shows that from 169 events held across the Borough, 279,444 individuals attended. These events ranged from community fairs through to major international events such as Tour of Britain and World Transplant Games.
- **SC14** - Performance is lower than the figures recorded last year (internally), there were 124,370 lower visits in 2019/20 than 2018/19.

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

We have identified 15 Strategic Indicators linked to the Thrive pledge of *invest in our economy to provide sustainable opportunities for employment, innovation and growth across the Borough.*

Indicator	Target 2020	Most Recent Performance 2019/20 – Year End (unless stated)	Direction of Travel
EI06 - The number of people of working age in Gateshead aged 16-64	127,799	128,000 (year-end)	
EI07 - Increase overall housing supply	96,167	93,913 (2018/19)	
EI08 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	1.19%	1.3%	
EI09 - The number of new affordable properties that are completed and liable for Council Tax in a year	294	60 (2018/19)	
EI10 – The number of enterprises in Gateshead	5,350	5,270 (5185 – 2018/19)	
EI11 - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	73.20%	75.45% (73.4% in 2018/19)	
EI12 - Economic Activity Rate - Percentage of all people aged 16-64	80%	79% (77% - 2018/19)	
EI13a – Gross Average Weekly Pay (residents)	£533.30	£498.70 (£507.90 - 2018/19)	
EI13b – Gross weekly pay of jobs in Gateshead	£520	£498.70 (£477.60 - 2018/19)	
EI14a - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	37.80%	38.78%	
EI14b – Proportion of residents with no qualifications (age 16 - 64)	8%	10.7 (10.3% - 2018/19)	
EI14c – Proportion of residents qualified to NVQ Level 3 or above	57%	49.22% (49.8% in 2018/19)	

EI15 – Number of jobs in Gateshead	102,000	95,000 (93,000 – 2018/19)	
EI16 - The percentage of Gateshead Residents aged 16-64 in Self Employment	7.0%	7.2%	
EI21 – Increase the number of visitors to Gateshead	Increase	(1,889,952 – 2018/19)	Full year data unavailable

Performance

- **EI06** - The number of people of working age in Gateshead aged 16-64 has remained broadly similar between 2017 and 2018 moving from 127,900 to 128,000. Latest 2018 based subnational population projections by ONS anticipate that the size of Gateshead's working age population will decline in absolute terms.
- **EI07** - The overall housing supply has increased by 2,254 since 2017-18 year end.
- **EI08** – The figure for this indicator has reduced from 1.45% at 2017-18 year end showing an improved position.
- **EI109** – The number of new affordable properties completed was 60 compared to 64 in the previous year.
- **EI10** - The number of enterprises has increased year on year since 2013 with the current level at 5,270. Growth is being driven through start-up, scale-up and inward investment activity.
- **EI11** - During the period Employment Rates both nationally and locally have seen more people in work and have continued at or around record highs and been above target in all four quarters. Gateshead continues to compare well with/out-perform the wider North East region (71.2%) but as would be expected still slightly lags the national rate which stands at 75.5%. This performance reflects the Boroughs diverse and resilient employment base. Whilst generally longer-term economic forecasts remain good, current levels of performance will undoubtedly dip in 20/21 due to the impact of the pandemic and then subsequently the immediate and shorter-term uncertainties and implications of Brexit.
- **EI12** - Major changes to the welfare system following the introduction and now steady movement of residents to the more flexible Universal Credit combined with record high employment rates are reducing the number of people classed as economically inactive and fuelling a high Economic Activity Rate. This target is set extremely high so even despite these factors the end of year out-turn is slightly below. Gateshead currently exceeds the North East average by some way (75.7%) mainly as some other authority areas were later in adopting Universal Credit than us, and even the GB rate of 78.9%.
- **EI13a** - Despite record high employment numbers this figure has fallen over the year and illustrates the boroughs resident's lower skills and qualification rates and therefore greater current dependency on the service sector and thus lower paid or National Minimum Wage (NMW) rate jobs. There is a gap to the regional figure (£531.10) which is somewhat closer to the target. The national rate (£587.00) which is fuelled by higher starting points and wage

inflation in the South East is considerably higher still. The measure is subject to wide fluctuation due to being obtained via a survey of a relatively small number of residents.

- **EI13b** - The median gross weekly pay of full-time workers in Gateshead has increased slightly but remains consistently lower than national levels. In 2019 the gap to pay to the Great Britain average was £88.30 lower ⁽¹⁾. Continued austerity measures and wage stagnation have seen further pressure on this indicator. This measure is however subject to wide fluctuation due to being obtained via a survey of a relatively small number of employees. Activity moving forward will continue to focus on 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).

- **EI14a** - Slowly increasing over the reporting year residents employed in occupations requiring higher skills levels has remained just over its target at 38.8%. Gateshead continues to be behind both the NE average (40.8%) and some way off the national figure (47.4%) and these gaps remain constant, however, this indicator is volatile as it is survey based so relatively large changes can occur over short timescales.
- **EI14b** - Gateshead had seen almost continual year-on-year decline in the number of residents with no formal qualifications. This target has now seen increases in the last two years. It is hoped that, as this indicator is derived from an annual survey, that it is only the sample that is behind this. Consequently Gateshead (10.7%) remains behind the NE average of 9.5% and lags further behind the national average (7.8%), which stands just below our local target.
- **EI14c** - Gateshead had seen an almost continual year-on-year increase in those residents with NVQ level 3 over a 13-year period - but has now seen two consecutive annual falls. 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 is one potential factor in this as maybe austerity. Gateshead's performance whilst magnified mirrors the regional situation which has also seen two yearly falls, however nationally this figure continues to improve: Gateshead 49.2%, NE at 51.9% and national average of 57.8%.
- **EI15** - There was a gain in the number of employees in jobs in Gateshead, however this data relates to the period prior to the COVID-19 pandemic
- **EI16** - The Council has supported the growth of self-employment by creating an environment in which businesses can start up, locate, invest and grow. Potential entrepreneurs have been supported to become enterprise ready and ultimately self-employed through a range of programmes including New Enterprise Allowance and Enterprise Support in the North East providing intensive business coaching for start-ups.

A Business Skills and Capabilities Programme has been developed in partnership with Industry Experts to provide key training and guidance for start-ups and newly created businesses covering a range of areas including finance, legal, accountancy, marketing and strategy helping to create sustainable businesses.

Local Women Local Enterprise female start-up rates are lower than male counterparts. In response the Council has in partnership with The Millin Charity, created a women's

enterprise programme addressing barriers into enterprise, delivering key training and advice and network groups across Gateshead.

Start-ups have also been supported in the Gateshead technology community through the Ignite pre-accelerator programme which has been running in PROTO since September 2019 supporting early stage tech companies and founders.

- **EI21** - We have seen an increase in footfall to Gateshead International Stadium this year, contribution to this increase of visitors to Gateshead was because several key events took place in 2019 - the Tour of Britain and World Transplant Games. These two events generated a lot of footfall to the Gateshead Quays area and the International Stadium over the summer months. Data has not been supplied for Sage therefore we are unable to compare performance for this indicator to last year's figures. The figure for 2019-20 excluding the Sage data is 1,598,486.

Work together and fight for a better future for Gateshead

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

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)	Direction of Travel
WT10 - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	50%	52.2% Reduction (18/19 year-end)	
WT11 - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	50%	23.2% Reduction (18/19 year-end)	
WT12 - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	16.80%	2.1% (six month)	

Performance

- **WT10,11,12** - New figures are not yet available for these SOIs. These will be reported at the six-month interval.

Achievements, Challenges and Actions

Put people and families at the heart of everything we do

- **PF22** - Funding for Child Pedestrian Training initiative in schools, covering Tyne & Wear and Northumberland, has been secured to Easter 2021. The Government has also confirmed that funding for Bikeability - providing cycle training in schools will continue for at least another year.

The Council continues to implement its programme of 20mph zones in residential areas and around schools. Schemes currently underway or planned include those at Winlaton, Watermill and Dunston.

Tackle inequality so people have a fair chance

- **TI21** - During Hate Crime Awareness Week 2019 events were held to raise awareness of hate crime and increase reporting. These include:
 - A walk of solidarity at Newcastle Eagles stadium, in partnership with Safe Newcastle and Northumbria Police's Community Engagement Team. This year's event was attended by almost 200 people, including residents, victims of hate crime and various organisations.
 - Partners working closely with Lawnmowers Independent Theatre Company to produce a production on Mate Crime. The group was supported to bid to the Office of the Police & Crime Commissioner's (PCC) Community Fund and, following that success, subsequently developed a production which was piloted during Hate Crime Awareness Week. Feedback from the session was positive and has led to further bookings to show the performance in other organisations.
 - A Bosnian refugee, whose family was affected by the Srebrenica genocide in the early 1990s talking about his personal experience of hate crime at assemblies in Gateshead's secondary schools and Gateshead College.

The Hate Crime Champion scheme, which originated in Gateshead, has now been rolled out across the Northumbria Police Force area. In addition, both the PCC and the hate crime lead based in the Home Office has agreed to part-fund fees so that NCFE (a national educational awarding organisation) will endorse the Hate Crime Champion training and co-brand certificates.

A presentation was given to the NHS England North Region at their safeguarding conference about Hate Crime from a community safety perspective.

- **TI22** - The partners involved in delivering Multi Agency Risk Assessment Conferences to safeguard high risk victims of domestic abuse have committed to implementing a daily conference rather than the current fortnightly model. This will be the first in the North East. By adopting this approach, it will ensure that partners are acting as soon after an incident as is practicable and should further improve: the level of engagement of victims; the opportunities to hold perpetrators to account; and, the responsiveness of partner agencies.
- **TI25** - The Anti-Social Behaviour volunteer service continues to provide support to victims of ASB in Gateshead. This project is funded by the Police and Crime Commissioner (PCC) and has proven to be a useful service for both victims and officers.

Refresher training on the tools and powers within the Anti-Social Behaviour, Crime and Policing Act 2014 has been delivered to partners by a practising barrister. The training offered some insight into the way the Act has been used to good effect elsewhere in the country, what interventions have been successful and when to use each of the interventions available to partners.

Support our communities to support themselves and each other

- **SC11** - The provisional recycling rate for Gateshead (the percentage of household waste sent for reuse, recycling or composting) has increased from 31% in 2018/19 to 32% in 2019/20. This remains an estimated result until it is verified by the Environment Agency through the national Waste Data Flow reporting database. In comparison to last year, quarterly waste levels have generally remained consistent, but the slight improvement can be attributed to higher recycling levels collected during Quarter 2 2019/20, which was due to an additional 300 tonnes of green waste collected by the kerbside service and at the household waste and recycling centres (HWRCs). Furthermore, the HWRC contractor has now been able to source opportunities to enable the recycling of rigid plastic materials and mattresses.

The recycling supply chain continues to closely scrutinise the quality of materials that are collected by the range of recycling services that are available to residents. At the kerbside, the Council's collection crews continue to undertake greater scrutiny during collection rounds and additional Council staff are still located at the contractor's delivery point to extract any contaminants that are found once materials have been emptied by the Council's recycling collection vehicles. The application of such additional resources has improved the quality of the secondary raw material outputs.

The introduction of separate collections to recycle food waste could potentially increase recycling levels in Gateshead by up to 10%. Therefore, the Council awaits the next stages in the national Resources & Waste Strategy consultation exercises with interest, which are expected to clarify further details around the implementation and funding of the government's proposal to legislate the weekly separate collection of food waste from all households in England. However, the lack of significant capital and revenue investment available at the current time to implement such a collection in Gateshead means that until specific details are received regarding the source and levels of funding that will be available for the government's proposal are clarified, significant increases in the Council's recycling performance is unlikely.

The Council's Behavioural Change Officers continued to work with residents throughout 2019/20 to improve recycling understanding and reduce contamination levels. This included targeted work with management companies and housing associations regarding communal recycling collection points. Work also continues to increase recycling communications through social media and ongoing work with partner authorities to ensure timely and consistent messages are delivered.

The Council's HWRC management contract has been developed to incentivise recycling levels for the materials that residents dispose at both Campground and Cowen Road HWRCs. The contract includes financial incentives and deductions based on the recycling reprocessing of the different material streams that are collected, with contractual targets agreed in advance. Therefore, the contractor must pay the Council if a site's overall recycling performance does not meet the contractual target, with the Council paying additional financial payments to the contractor for every percentage point over target. This

approach has encouraged alternative recycling markets to be identified for some materials that are traditionally difficult to process for reuse or recycling, such as carpets. Furthermore, the Council regularly considers all recycling services that are in place for residents. As part of this process, free-of-charge support was recently secured from the national Waste and Resources Action Programme (WRAP) who procured professional support to the Council from two environmental sustainability consultants (Eunomia Consulting and Resources Futures) to evaluate different, alternative, collection models and configurations that are available for kerbside recycling collections. The results will inform the procurement of the next long-term 'blue bin' recycling contract.

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

- **EI10** - Launched the Business Resilience Fund, a £120,000 European Regional Development Fund (ERDF) funded programme to provide grants to 40 Small Medium Enterprise (SMEs) to support business expansion, diversification, new ways of working and increase business resilience. The project will support the creation of 30 new jobs.

Secured outline approval and submitted full business case for £4.51m ERDF to deliver a SME grant programme for businesses located in Gateshead, South Tyneside and Sunderland to create 252 jobs and leverage £10.5m of private sector investment.

- **EI11** - Business Gateshead service supported 73 businesses to implement successful investment projects and 61 new start-ups, creating 715 jobs and safeguarding 301 jobs in Gateshead. This included 22 inward investment projects of which 8 were reinvestment projects by existing overseas owned investors.
- **EI14c** - The Work Inspiration Gateshead programme provided over 700 young people with meaningful engagement with employers and access to people from industry which will help them to make the right transition to further training, education or work. The service has been moved to an online platform during the COVID19 lockdown.
- **EI16** - Secure ERDF funding to extend business support programmes and ensure Gateshead businesses and residents exploring self-employment can access the support they need to survive and grow.

Work Together and fight for a better future for Gateshead

- **WT10/11** - Work on Gateshead's Climate Action Plan has continued to progress during the Covid-19 lockdown. As part of the environmental audit, Capability North East have gathered information on the Council's carbon footprint, supported by council officers.

Phase one of the Climate Action Plan (developing an Environmental Management System for Gateshead using the Investors in the Environment approach) is being drafted including a draft Environmental Policy. Work can then progress on Phase two (implementation).

Part of the wider external communications and information gathering relating to the climate emergency was a borough-wide survey that was carried out between January and May 2020, receiving 942 responses in total. Findings from the survey can be used to inform future engagement with residents and businesses and will support the development of our Climate Emergency Action Plan. Future surveys will allow us to identify changes in attitudes as our work progresses.

Internal and external communication around the climate emergency is going to recommence. This will begin with social media and other online based communication and also involve the collective ideas from our Council Climate Champions. The first renewed communication will be around cycling and walking and also feedback from the survey results.

Additional Updates

- The review into the death of Alice Ruggles has been formally concluded. Several recommendations were made in the review, and those that had a local angle have been acted on. The family of Alice continues to campaign for national change based on the recommendations, particularly in the Armed Forces.
- Formal Preventing Violent Extremism (Workshop to Raise Awareness of Prevent, or WRAP) continues to be offered to staff both internally & externally. This has resulted in an increase in the number of prevent referrals and enquiries received in Gateshead.
- A shorter training package has been produced on preventing violent extremism. This package can be tailored to suit and delivered at team meetings, and in the last 12 months has been delivered to more than 150 individuals.
- The 2019 Counter Terrorism Local Profile identified concerns in that Gateshead had the second lowest number of Prevent referrals across the Northumbria Police Force area. There has been a renewed effort to encourage staff to attend training and, as a result, we have seen an increase in the number of referrals made in the last 12 months. The referrals received have all been appropriate, demonstrating the effectiveness of the training delivered.
- The Knife Angel, a 27ft structure made from 100,000 knives, was brought to Gateshead in February 2020 by the charity, Samantha's Legacy, supported by community safety partners. Throughout the month, more than 1,300 young people took part in sessions aimed at raising awareness of the dangers of carrying a knife and the consequences on individuals, families and the wider community. Some of the young people noted that they had never considered the impact of knife crime on the victim's family before, but hearing Samantha's story changed their views.
- Since October, three further Domestic Homicide Reviews have been commissioned. This is a statutory function of the Community Safety Board, and important lessons are learnt from each review.
- The Domestic Abuse Team has taken over the commissioning of the perpetrator programme which has been delivered through the Community Rehabilitation Company. This pilot approach is now being reviewed to look at what can be learned to further improve provision for those who wish to address their behaviour.
- In Gateshead, the staged approach for dealing with young people involved in anti-social behaviour aims to identify young people early, so that interventions can be effective. One of the challenges for partners in tackling youth-related disorder remains that of identifying young people before they engage in any anti-social behaviour and is an area of focus for the next 12 months.
- Reviews of drug-related deaths show that a large number in Gateshead involve the long-term use of cocaine. A campaign is to be developed to raise awareness of cocaine use and the effects it can have on the body.
- There has been a significant increase in the numbers of individuals who have been sentenced to Drug Rehabilitation Requirement (DRR) and Alcohol Treatment Requirement (ATR) in Gateshead. This provides an opportunity to engage people in substance misuse treatment who are less likely to access services and whose criminal behaviour is linked to their drug and alcohol use.
- A locality review will take place to help partners understand the nature and extent of county lines activity and exploitation of individuals across Gateshead. The review was originally due to take place at the end of April 2020, but due to the Coronavirus pandemic has been postponed with no new date yet identified.

- We need to improve our understanding of the scale of weapon-related crime and the carriage of weapons so that we can respond effectively and proactively target groups and individuals with either prevention or enforcement measures.
- Staff at Northumbria Community Rehabilitation Company (CRC - Probation) are in the process of developing a Rehabilitative Activity Requirement (RAR) on knife crime. The requirement will be delivered by CRC staff on a one-to-one basis to appropriate people on licences or orders as part of interventions designed to influence change and support communities. Offenders with convictions relating to possession of weapons are currently being identified in order to prepare them for the RAR intervention.
- Youth provision across the borough is to be mapped, to help identify any gaps in provision. Given that there is no council provision, there are likely to be significant parts of the borough that have no youth provision.
- In order to help improve our response to identifying and tackling youths involved in disorder; we will soon begin sharing information with secondary schools when a young person has been stopped by police. In sharing this information, it is hoped that partners will be in a better position to support young people who may be vulnerable.
- Following the latest consultation, the re-introduction of the Public Spaces Protection Order for the town centre has been proposed and is now awaiting sign-off from senior officers. The original order was successful, ensuring those who needed support could access it, and prosecutions were only considered for those individuals who persistently breached the order.
- Partners in Gateshead have contributed to PPCs Violent Crime Insight Report. This report is intended to give an understanding of violent crime across the Northumbria area, identify some of the drivers behind violent crime and highlight some harm hotspots for partners to focus their attention. A final draft of the report, with recommendations for partners was submitted to the Home Office at the end of March 2020.
- Through the weekly Operational Planning meeting, partners identify areas of concern for all manner of operational community safety-related issues in Gateshead. This forum is used to discuss responses to youth disorder, plan and co-ordinate partnership activity such as the Bonfire Night period, as well as consulting on the suitability of using particular powers on premises or individuals, for example Closure Orders or Civil Injunctions. This meeting has been identified as a success across Northumbria, with other areas keen to replicate the set up in Gateshead for their respective localities.
- Tyne & Wear Fire and Rescue Service launched Firestoppers in July 2019. This anonymous reporting line can be used by members of the public to report information about deliberate fires in an area, including information on people setting fires. Tyne & Wear Fire and Rescue Service aim to reduce the number of call outs for deliberate fires, the impact on the service and the detrimental effect the fires have on communities.
- The Violence Reduction Unit (VRU) is developing a response strategy to reduce violence in our communities.
- Recommendations from the VRU Insight Report are to be considered and any changes will be implemented in Gateshead where appropriate.
- A review of how anti-social behaviour is tackled in Gateshead has begun. Initial discussions have taken place with key partners and the review is due to be progressed in the next 12 months.
- An action plan is to be produced for the Community Safety Board outlining specific actions board members will complete in order to tackle the strategic priorities. The action plan will include a communications plan so that residents are better informed of the work partners are undertaking to reduce crime and disorder in Gateshead.
- Preventing Violent Extremism training is now being delivered online and we're looking at options for delivering hate crime and mate crime training.

- There are links between poverty and offending. The Community Safety Partnership will need to monitor patterns in crime and disorder, and identify any emerging themes, which may be different to those previously identified
- Hidden or unreported crimes will be an issue moving forward (for example, we're starting to see an increase in domestic abuse referrals, and this is likely to only increase).
- We might see a change in the nature of community safety risks (e.g. increased risk of exploitation, targeting of vulnerable persons).
- There have not been any particular issues from the Black Lives Matter protests in Gateshead. There were some counter protests, but these were in Newcastle and did not impact on Gateshead. We have worked very closely with colleagues in Northumbria Police so that any issues or concerns can be addressed.
- Several local retailers have been supported to set up a Shopwatch scheme to address concerns regarding acquisitive crime.
- Thrive in Beacon Lough East is a place-based project in East Gateshead. Community Safety partners are embedded in this project and are working with the community and third sector to build community resilience and improve the lives of people living in the area.
- A series of domestic abuse networking sessions have been set up to help encourage women who have experienced domestic abuse to support one another and share their experiences with others.
- The Agreement for lease with ASM Global was agreed by all parties on the 18th September 2019. A Development Framework for Gateshead Quays and surrounding infrastructure was adopted by the Council November 2019. The planning application for Gateshead Quays was submitted April 2020 and is due for determination late summer 2020. Sir Robert McAlpine have been appointed as contractors, with works due to start February 2021.
- The ERDF funded Digital Innovation Partnership was delivered in partnership with North East Business Innovation Centre and Sunderland City Council to improve SME competitiveness and productivity through adoption of digital technologies.
- Council-led proposition for a National Innovation Centre for Immersive prioritised as a 'place to innovate' by North East Local Enterprise Partnership. Funding secured to develop business case for national innovation funding.
- Secured £495,000 local growth funding to establish an Incubation Hub for emerging technology businesses within Northern Design Centre.
- Hosted, Ignite, a 12-week accelerator programme for tech start-ups, supporting 25 early stage tech businesses.
- Establishment of a business support hub, helpline and dedicated webpages for business, employers and the self-employed including.
- Managed 6 business incubation and innovation centres supporting activities to promote entrepreneurship and tech sector growth providing over 120 businesses access to affordable and flexible workspace in a supportive environment, supporting 750 jobs.
- Launched Gateshead Works - an ethical recruitment service for employers obliged or willing to recruit new job entrants locally. Working with partners the service will support both single and large-scale recruitment campaigns and enable the Council to advocate for more stable and meaningful employment
- Engagement with key employers to attract and retain investment and jobs and to promote responsible business and employment practices. Business intelligence will inform recovery plans.
- Increasing business formation rates including social enterprise cooperatives.
- Raise business' awareness of the risks of EU exit and ensure they have access to advice and support to make necessary preparations.
- Supporting readiness of local supply chains, ensuring business opportunities arising from the Council's investment are accessible to local firms.

- Enhance residents' access to employment opportunities arising from major regeneration projects and business investment.
- Driving businesses competitiveness and productivity through the adoption of new digital technologies including attraction of funding for National Innovation Centre for Immersive Technologies.
- The maintenance of the local road network in Gateshead is used by daily. Continuing investment and action include:
 - working with and through partner bodies (Joint Transport Committee, Transport for the North, Highways England, Network Rail) to maintain and improve Gateshead's transport network;
 - joint working with Newcastle and North Tyneside Councils has progressed in developing proposals to alleviate traffic related air quality problems in central Tyneside;
 - joint road safety campaigns have been carried out with other Tyne & Wear local authorities and Northumberland Council and funded through the Northumbria Safer Roads Initiative; and
 - continuing work to introduce measures to support the increased levels of walking and cycling seen following the Coronavirus outbreak.

In 2019/20 nearly £12 million was invested, of which more than £9 million was strategic maintenance and £2¾ million improvement schemes. With a focus on investment in sustainable travel modes this will support economic growth while minimising its adverse impacts.

COVID19 Updates

- The Council established 8 shielding hubs to provide emergency support and help to residents who required support through the pandemic.
- The 8 shielding hubs are located Chopwell Community Centre, Winlaton Community Centre, Dunston Activity Centre, Gateshead Leisure Centre, Elgin Centre, Leam Lane Office, Larkspur Community Room and Birtley Community Partnership.
- These buildings were chosen firstly to provide geographical coverage spread across Gateshead, buildings that are staffed, safe and clean, with internet and telephone services, large enough to be multi-purpose, with good parking and plenty of space to take large scale deliveries. Secondly, trusted data from the NHS, GPs and adult social care re-enforces what we already know, these buildings are in the optimum location to respond to need and deprivation, with secondary sites nearby for additional resilience should it be needed. These buildings are working well for us.
- The hubs are not open to the public they co-ordinate support and responses to requests for help from residents outlined above, link volunteers to groups and residents that need support and maintain the connection between the Council, partners and the community and voluntary sector.
- If a Gateshead resident is in need of help with an emergency food parcel, or anything else for that matter, they can register online at www.gateshead.gov.uk/staysafe
- The web referral is the preferred way to contact hubs as it is more efficient for the customer and for the community hub staff to process. It also ensures the customer goes straight into the case management system specially created to help manage requests for help. The case management system also helps triage the request for help to the appropriate hub and allows the team to track the help given and provide on-going support if that's what they need.
- There is a telephone number to which takes the caller through to the Council's Customer Service Unit.
- Where residents need Council support the hubs can assist with the following: -
 - emergency food parcels
 - help with routine shopping
 - collection of prescriptions
 - support if people want to talk to someone, if they are feeling lonely, in need of reassurance or a bit scared - we have some wonderful volunteers on hand to offer telephone befriending
 - benefits and financial advice
 - employment support
 - other errands and tasks
- For help and advice with money, benefits, employment or housing problems Citizens Advice Gateshead remains open for business and has the capacity to support clients, again a web referral is preferable and likely the least frustrating method of referral for your team and partners, it can be found by visiting www.citizensadvicegateshead.org.uk
- The hubs are managed by the Neighbourhood Management and Volunteering Team with support from a variety of services across the Council but predominantly Libraries and Arts, Sport and Leisure, Social Care, the Public Service Reform Team and Parking / Environmental Enforcement.

- To support the hubs with food parcels a distribution centre was established which supplies food to each hub on a daily basis, parcels are then made up and dispatched for delivery to the doorstep with 24 hours of the request.
- Routine shopping, befriending and prescriptions are serviced through our partnership with Age UK Gateshead who have continued to provide support throughout the pandemic.
- At the time of writing there is:
 - 4,700 requests for help from individual households (this does not include repeat requests for help and support)
 - 52% of these requests for emergency food
 - 21% for routine shopping
 - 9% for help with utility bills
- The wards with the highest demand include:
 - High Fell
 - Felling
 - Lamesley
 - Deckham
 - Bridges
- Cases by Neighbourhood Management Area:
 - South 27%
 - Central 25%
 - East 20%
 - West 16%
 - Inner West 11%
- At their peak in mid-April the hubs were dealing with over 100 cases per day, with 133 being the highest on 15 April. At present cases are averaging at a little under 100 cases per week across the network, but it does fluctuate, particularly towards the end of the month, the analysis indicates that this is a result of some residents running out of money.
- The Council has written to approx. 40,000 residents to check they are okay and do not require any assistance, the distribution lists were compiled using intelligence to determine the most vulnerable alongside those shielding.
- Over 15,000 welfare calls have been made to residents again to make sure they are okay.
- As part of the Holiday Activities and Food Programme, over 1,400 activity packs were distributed to children and families through schools, community groups and the Early Help team. The Coronavirus outbreak has had a huge impact on the use and viability of public transport. Government has provided interim support to ensure the network remains largely in place in the short term, but the need for additional support is likely to be a long-term problem.
- **SC11** - Due to Covid-19, recycling tonnage was impacted by the closure of the two HWRC's, suspension of collections from Bring sites and the suspension of the green waste collection service at its peak time.
- **SC12** - There was a very small drop in visitors to libraries, due to the reduced level of service from late February and through March 2020 as a result of the coronavirus pandemic. Without the impact of COVID-19, the service was anticipating an increase in the total number of attendees at library activities and the overall visitor count, with the expectation of being close to the target set.
- During the lockdown period the library service used its newly opened MakerPlace at the Central Library to produce 7,500 PPE visors. These were distributed to adult social services and over 60 private care homes in Gateshead.
- The uptake of the Library service's e-book and e-audio service increased by over 100%.

- The Library service also created a wide range of online content and activities including rhymetimes, online youth theatre, poetry readings, local history talks, digital and craft activities to do at home and author talks.
- **SC14** - The figures for visits to Leisure facilities are missing 3 weeks of data due to the closure of all leisure facilities on advice of the government in relation to the Coronavirus pandemic. All facilities were closed from 19th March, although attendance figures were declining a few weeks prior to the closure, due to the spread of the virus and people wanting to avoid gatherings. Some events such as Enchanted Parks (about 27,000) and Sculpture Day were not held during 2019 which will also have impacted on the lower figures.
- Evidence suggests, from surveys undertaken, that people will return to gyms and other leisure facilities and activities and demand will be as pre-Covid.
- COVID restrictions will likely impact upon the operational aspect of the leisure buildings with increased booking procedures introduced on previously non bookable activities resulting in reduced capacities.
- In response to the Coronavirus outbreak temporary traffic measures have been planned and are being introduced in several local shopping centres to support the need for social distancing. These measures will be monitored and reviewed as conditions and requirements change
- **EI10** - Moving forward it will be essential to provide support for businesses in the immediate term and to plan for long term economic recovery in response to the significant impact COVID-19 is having on our Economy.
- **EI15** -. Whilst all sectors are affected by the coronavirus outbreak it has had a profound impact on the retail, leisure and hospitality sectors. As the impact of COVID-19 on some of our largest employment sectors evolves it will be essential to track and respond to developments.
- **WT10** - Before the lockdown a participatory climate event was held, and it was intended to engage with other stakeholders in a variety of forums following this event. We recognise many businesses will struggle to cope but think a road to recovery workshop with a green theme may be well received and a start of green jobs network building. A local community group and resident workshop will also be planned. It is hoped these workshops will commence over the summer.
- The Covid-19 crisis is likely to lead to a prolonged economic recession, and the council's economic taskforce is investigating strategies for economic recovery. We believe that any economic recovery must actively tackle opportunities to make progress on the climate emergency. We have been asked by the Centre for Local Economic Strategies (CLES) to work with them and 2 other local authorities on a research project that focuses on the role of community wealth building and climate emergency policy, the first of these forums was in July.
- **PF18** - When lockdown commenced the Housing Options service reduced to seeing emergency homelessness cases only focusing on the governments "everyone in policy". To accommodate households in line with the governments "everyone in" policy the authority block booked 20 bed spaces in a Gateshead Hotel from the 23 March until 26th May 2020.
- **TI25** – There has been an increase in reports of ASB during the pandemic. Reports are coming in from people who are at home a lot during the day now and from areas we wouldn't necessarily have had issues with previously. This could be an issue in the future, both in terms of staffing and being able to deal with the concerns coming in, and in terms of community cohesion.
- **EI12** - The implications of the Covid-19 outbreak have not been reflected in the current statistics relating to the Economic activity Rate, so levels of performance will undoubtedly

dip in 20/21 due to this and then subsequently the immediate and shorter-term uncertainties and implications of Brexit.