

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

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

Purpose of the Report

1. Cabinet is requested to approve Making Gateshead a Place Where Everyone Thrives - Year End Assessment of Performance and Delivery report for 2019/20.

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 Committee's remits are provided along with areas of future focus.

Performance Reporting

4. The year-end 2019/20 performance reports were reported to the Council's four Overview and Scrutiny Committee's during September 2020.
5. Each Overview and Scrutiny Committee has considered their year-end 2019/20 performance and the progress made in relation to the strategic outcome indicators applicable to it, where information is available. The reports included the following:
 - i. An overview of the analysis of performance identifying key achievements and areas for improvement, including where available an assessment of the impact of COVID-19; and
 - ii. An outline of the year end performance against the agreed 2020 targets for the strategic outcome indicators;
6. The Council's current performance framework has been in place for several years and has evolved over time. The current framework was designed before Cabinet approved the Council's Thrive policy and the 5 new Council priorities. In addition, the impacts of COVID-19 and what this means for the future shape and role of the

Council and the services it provides, will inevitably result in a different approach to performance management being required. It is clear a new approach is needed although some elements of the existing Performance Management Framework (PMF) that work and are valued, should be retained.

7. A process of review of the PMF has begun, to shape a revised framework that better informs and makes use of knowledge to reflect the needs of the Council to drive improvement, identifies efficiencies and shape services going forward.
8. Presented to Cabinet and to complete the cycle of the current performance framework are:
 - a summary document which includes an overview of performance and delivery in support of the Council's Thrive Agenda and some of the key achievements and areas for improvement for each Overview and Scrutiny Community Committee (See Appendix 2);
 - a summary performance table of all Strategic Outcome Indicators (See Appendix 3); and
 - the minutes of the Overview and Scrutiny Committee meetings which considered these performance reports in September 2020 are at Appendix 4.
9. Full versions of the reports considered by each Overview and Scrutiny Committee can be found on the Council's website [here](#).

Recommendations

10. It is recommended that Cabinet:
 - (i) Approves the recommendations of all the Council's Overview and Scrutiny Committees in relation to the 2019/20 year-end performance report (Appendix 4); and
 - (ii) Approves that the activities undertaken during April 2019 to March 2020 are supporting delivery of the Council's Thrive agenda.

For the following reason:

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

CONTACT: Lindsay Murray, extension 2794

Policy Context

1. Making Gateshead a Place Where Everyone Thrives – Year-End Assessment of Delivery and Performance 2019/20 report illustrates how the Council has delivered against the strategic approach of Making Gateshead a Place Where Everyone Thrives and the Council Pledges:

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

Background

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

Consultation

3. There were four year-end reports in total considered by the appropriate Overview and Scrutiny Committee during September 2020. The minute extracts and comments made by the committees are included at Appendix 4.
4. The Deputy Leader has been consulted in preparing this composite report.

Alternative Options

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

Implications of Recommended Option

6. Resources

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms there are no financial implications arising directly from this report.
- b) **Human Resource Implications** – There are no human resource implications arising directly from this report.
- c) **Property Implications** – There are no property implications arising directly from this report.

7. **Risk Management Implications** – There are no risk management implications arising directly from this report.
8. **Equality and Diversity Implications** – There are no direct equality and diversity implications arising from this report.
9. **Crime and Disorder Implications** – There are no direct crime and disorder implications arising as a result of this report.

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

Background Information

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

MAKING GATESHEAD A PLACE WHERE EVERYONE THRIVES – YEAR-END ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/20

Composite Report

Introduction

16. The composite report reflects the key issues and activities undertaken in relation to the year-end assessment of performance and delivery 2019/20.
17. During September 2020, the Council's four Overview and Scrutiny Committees considered the year-end assessment of performance and delivery against the strategic approach of Making Gateshead a Place Where Everyone Thrives. This summary report is based on these four Overview and Scrutiny Committee reports.

Overall Year End 2019/20 Performance Overview

18. The performance year end 2019/20 information available at this time for the strategic indicator set shows:

Improved performance	Stayed the same	Performance declining	No update/ comparison data available/new or removed
50	3	34	22

Summary of Achievements and Areas for Improvement

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

Corporate Resources OSC

20. The performance information available for the strategic outcome indicators for year-end 2019/20 for this OSC, show the following for 12 of the 14 strategic outcome indicators where data is available:

Improved performance	Stayed the same	Performance declining	Baseline year/ comparison data available
9	1	2	2

21. The areas where performance is declining is in staff sickness (excluding schools) and *% of Business Rates Collected*.
22. Sickness rose slightly by 0.5% over the year 2019/20. For the year 2019/20 business rates collection of 97.5% was slightly below the previous year's performance of 98%. The COVID-19 period has impacted on this figure as some payments due in late March 2020 were not able to be made.
23. For the year 2019/20, council tax collection of 95.9% is slightly up on the previous year's performance of 95.7% with an additional £5.5m of Council tax collected. Universal Credit continues to have a negative impact on collection although the Council ensures empathetic support is provided to reflect individual circumstances.

24. There have been many achievements and some to note include:
- Officers have worked to mitigate the impact of COVID-19, which has affected the lives and livelihoods of all those in Gateshead. The Council has worked hard to ensure that plans were in place and implemented to support residents, particularly the most vulnerable.
 - Between 23 March and 26 June 2020, the benefits team took over 10,200 calls from benefit claimants. The COVID-19 pandemic has had a significant impact on people's personal financial circumstances. Whilst this has had some impact on the number of Housing Benefit applications and changes in circumstances, the main impact has been the increase in claimants moving to Universal Credit (99 claimants moving in March 2020 compared to an average of 70 a month in the preceding five months) and the increase in applications and changes relating to Council Tax Support. In March 2020, 2,370 applications for Council Tax Support were received, compared to 556 in February 2020.
 - As a result, the Council is facing significant challenge in terms of ensuring these applications are processed and applicants receive their benefits in a timely manner to avoid any further financial hardship. The Hardship Fund announced by the Ministry of Housing Communities & Local Government will be delivered to over 13,100 Council Tax accounts.
 - Housing Benefit employees are working from home and have direct contact with customers by telephone and email. This has allowed us to ensure our service delivery has continued in full including achieving improvements in performance compared to last year (8.66 days in May 2020 compared to 10.63 days in May 2019) in processing claims.
 - The Benefits Team continue to seek performance improvement by implementing further software changes and working with DWP to identify more efficient ways of sharing data, such as HMRC earnings and household data matches. The team has continued to build capacity in terms of welfare advice and provision by training more officers in this area and taking a holistic view of a person's circumstances. The calls in relation to benefits have also enabled employees to talk to customers and enquire about overall welfare and working with others around more complex cases.
 - The Council will continue to support the Borough's Housing Benefit, Council Tax Support and Universal Credit claimants by working with others such as DWP, Citizen's Advice Gateshead, local food banks and the community hubs.
 - During this period of COVID-19 the provision of digital services has come to the fore during this time as it has often become the primary method in which to contact and transact with the Council. The closure of the Civic Centre and other council and housing company offices resulted in a reduction in cash payments, but an increase in online payments e.g. there has been a 17.9% increase in internet payments, to the value of £6.2m in the first quarter of 2020/21 compared to the previous year.
 - Throughout the year the Council has continued to develop its co-ordinated and increasingly customer focused approach to schools. Positive discussions have been held with schools and these have been used to shape the offer to meet school needs. This resulted in just under 200 different packages being available to schools. The quality of services continues to be high, for example, the catering

service was singled out for the fourth year running by APSE as the UK's top performing school meals provider.

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

- Future planning for both COVID-19 and other potential pandemic outbreaks.
- Reviewing and adapting the current emergency plans, protocols and procedures in line with national guidance to ensure practices of working safely during COVID-19 whilst continuing to work with partner organisations embracing new ways of working and use of virtual technology.
- Monitoring the potential impacts of the UK's exit from the EU working with colleagues across the Council to consider any relevant implications for Gateshead and assessing the Council's readiness as the transition period evolves.

Families OSC

26. The performance information available for the strategic outcome indicators for year-end 2019/20 for this OSC shows comparative information for 30 of the 31 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
15	1	13	3

27. The performance of 13 indicators deteriorated in comparison to last year. Additional information on the performance is included in the performance tables for each indicator contained in Appendix 3:

- Increase the % of Gateshead schools rated Outstanding.
- Maximise the % of children offered a place at their preferred secondary school.
- Reading-increase the % of children attaining expected standard at the end of KS1.
- Writing-increase the % of children attaining expected standard at the end of KS1.
- Maths-increase the % of children attaining expected standard at the end of KS1.
- Increase the % of children attaining expected standard at the end of KS2.
- Attainment of vulnerable children-raise Progress 8 scores of Looked After Children (LAC) and those pupils with a Statement or Care Plan at the end of KS4.
- Reduce the NEET rate as a proportion of 16-18-year olds (Not in employment education or training)
- Use of custody rate per 1,000 population aged 10-17 years
- Reduce Excess weight 4-5-year olds-excess weight = obese/overweight.
- Reduce Excess weight 10-11-year olds-excess weight = obese/overweight.
- Number of children subject to a child protection plan.
- Reduce the % of children in low income families (children in poverty).

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

- Strengthen the Voice of the Child - The SEND Involvement Worker has interviewed some SEND pupils to gain their views and aspirations, attended

meetings with Councils at Grove House and Eslington School, attended market place events at Gateshead Leisure and the Elgin Centre, worked with Furrowfield students to look at the local offer, supported the implementation of Hear by Right.

- Achieved 100% of the Gateshead Families Initiative target, recording claims for 1,930 families after demonstrating progress against our Gateshead Families Initiative Outcomes Plan. A total of 2,706 families were engaged with the programme between 2016-20.
- Early Year and Childcare Service (EYCS) - Take-up of 2-year funded places at 91% of those eligible (March 2020). Last reported national take-up level 68%.
- Implemented a widespread domestic abuse awareness raising campaign across Gateshead and via social media platforms.
- Achieved an Outstanding Ofsted rating for Grove House.

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

- Strengthen the Voice of Parent/ Carers - further support the work of Gateshead Parent Carer Forum and ensure that they are included in all areas of strategic development for SEND children and young people to ensure co-production. This will include a review of the Gateshead Local Offer website information.
- The Gateshead Families Initiative has been extended into 2020/21 with a claims target of 323 families (to achieve positive outcomes).
- EYCS - Support parents/ carers to have the confidence to use childcare provision (post COVID-19), both to allow them to work/ access training and to improve outcomes for children.
- Information, Advice and Guidance (IAG) - Further consider and develop the potential for online platforms and mechanisms to engage with clients and partners on their terms and possibly more accessible means.
- Generate plan to implement the *Safe and Together* approach to domestic abuse across the workforce.
- Implement a process for Respect Young People Programme (RYPP) Coordination across children's services to address child to parent/carer violence and abuse.
- Implement the AIM 3 (Assessment, Intervention, Moving-on) model across children's services for assessment and intervention with children who display sexually harmful behaviour.
- Open an additional 3 bedded children's home.
- Take forward discussions to develop a children's mental health hub in collaboration with partners focussing on trauma informed practice and systemic interventions.
- Continue the detailed evaluation of the new approach to practice within A&I including feedback from families and partners, currently on hold due to the COVID-19 situation.
- Implement a Behaviour Change Framework to work directly with those displaying abusive behaviours and provide bespoke interventions to break the cycle of domestic abuse (DA) providing bespoke, holistic and triangulated services to victims of DA, children affected by DA and perpetrators of DA.

- Expand the Family Group Conferencing Service and develop practice around prevention and reunification of families.
- Generate additional capacity in the Supporting Children & Families Team to offer intensive family support interventions to promote LAC prevention and reunification.
- Promote further educational and social opportunities for children with a disability.
- A strategic piece of work is being undertaken to map out children’s services across the system. Next steps following a walk the wall to determine next steps to promote systems working to better meet the needs of children and their families.

Care, Health and Wellbeing OSC

30. The performance information available for the strategic outcome indicators for year-end 2019/20 for this OSC shows the following for the 20 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
6	0	12	2

31. The twelve indicators where performance declined compared to year-end 2018/19 are set out below. Additional information on the performance is included in the performance tables for each indicator contained in Appendix 3:

- Decrease the percentage of people dissatisfied with life.
- Reduce Excess weight 4-5-year olds - excess weight = obese / overweight.
- Reduce Excess weight in 10-11-year olds – excess weight = obese / overweight
- Stabilise the Rate of Hospital Admissions per 100,000 for Alcohol Related Harm (Narrow).
- Gap in the employment rate for those in contact with secondary mental health services and the overall employment rate.
- Healthy Life Expectancy at Birth (Female).
- Gap in Life expectancy at Birth between each local authority and England as a whole (Male & Female)
- Health Inequalities - Reduce the inequalities in Life Expectancy across Gateshead (Male & Female).
- Delayed transfer of care from hospital average days per 100,000 population
- Support for Carers in BME Communities.

32. The rate of preventable mortality has increased compared to the previous year’s rate. Gateshead remains significantly worse than both England and North East averages and has the 15th highest rate in England. This is now the second increase in preventable mortality in the last 3 periods and is one of only three increases since the 2001-03 period.

33. The data collection for the Delayed transfers of care was stood down in March by NHS digital and is currently not being collected due to the COVID-19 pressures. The performance at the last collection in February 2020, has declined on the previous year

with 7.88 per 100,000 population for the period. We have been working towards a very challenging nationally set target, and whilst we have not achieved it as this stage we compare favourably to national and comparator local authority averages.

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

- The Care Call service's charging policy has been reviewed. The contract surrounding the Care Call equipment within a service user's property will now end when Care Call are advised that a service user has passed away, with any charges ceasing at that point.
- All service users being assessed in need of the PRIME service will be issued with a standard letter to explain the outcome of the assessment and the number of hours that will be provided by the PRIME Service. The letter will also set out the circumstances when additional charges may be applied should the PRIME service need to be extended.
- Completion of new build apartments for people with a learning disability. Swanway has provided a new offer of independent living in single person apartments and was a joint project with Home Group.
- Work by the Making Every Contact Count (MECC) team to ensure the sustainability of the approach locally has included working with voluntary and community sector organisations to support them to be able to work with the families and people using their services.
- As part of the response to COVID-19 the Council have established community hubs to support vulnerable families and children across the Borough. Although not specifically a mental health intervention, this service has offered support and advice, signposting to services who can help address need, including supporting mental health. As part of funding received through NHS Modernisation funds through NHS England, Gateshead and partners at Tyne & Wear level, as well as across the integrated care system geography, have developed a leaflet which has been distributed to all households in the North East identifying how to look after their mental health during a pandemic and lockdown.

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

- The Council is currently developing a new online complaints system for statutory complaints about adults and children's social care. Once implemented, the system will allow the public to submit complaints online, it will also provide complainants with the opportunity to monitor and track the progress of their complaint through to its conclusion.
- Work will be done to plan for supporting people's mental health once the COVID-19 pandemic starts to be brought under control and restrictions are lifted on a range of activities.
- Continue to explore the way in which Achieving Change Together (ACT) team can increase individuals with learning difficulties and to thrive in their communities but increasing staffing and the remit within the team. Working closely with adult social care to embed strength-based practice to encourage independent living.
- Contribute to ongoing review of inequalities because of COVID-19, detailing impacts and mitigations relevant to the SRH system.

- To plan the roll out of the second year of provision of flu vaccinations from the substance misuse service for those who meet the criteria for the free vaccine, but may otherwise not access the scheme through their GP, and investigate whether this can be further rolled out to those who are accessing the homeless hub.
- As part of regional healthy weight group work, an impact assessment will be conducted to find out the implication of the changes to planning regulations for pubs and restaurants as part of COVID-19 to provide takeaways. The work will be carried out at a local level and will inform the area in terms of impact of the temporary regulations on the healthy weight agenda.
- As part of the system approach to 'healthy weight,' consultations will be carried out with partners and key groups to look at the impact of healthy weight on key communities in Gateshead.
- Explore and map the way in which we support those with mental health needs in our community, linking in with all services supporting and providing to promote good mental health, increase opportunities for recovery across community, individuals and groups by ensuring all pathways are clear and accessible with clear direction.
- To identify opportunities for closer partnership working, using the learning from innovative ways of working developed through the COVID-19 pandemic, to engage and provide services for those who find engaging with services in traditional ways difficult, ensuring that everyone has equal access to support and treatment for substance misuse.
- Review how the Health and Wellbeing Board can best drive and support the implementation of the new strategy, including its areas of focus, membership etc.

Communities and Place OSC

36. The performance information available for the strategic outcome indicators for year-end 2019/20 for this OSC shows the following for the 43 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
20	1	7	15

37. Of the 28 indicators with available data the following 7 indicators declined in performance:

- Children Killed or Seriously Injured (KSI) in road traffic collisions - measures the reduction from a rolling 3-year average baseline (meaning the higher the figure the greater reduction).
- The number of Gateshead residents who are physically inactive.
- The number of library visitors in Gateshead per 1,000 population.
- The number of new affordable properties that are completed and liable for Council Tax in a year.
- Gross Average Weekly Pay (residents).
- The % of people living in the Borough aged 16-64 who identify themselves as not having a qualification equivalent to a least an NVQ Level 1 or any other formal qualification.

- The % of people living in the Borough aged 16-64 who identify themselves having a qualification equivalent to at least an NVQ Level 3.

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

- 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 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.
- During 2019/20 launched the Business Resilience Fund, a £120,000 European Regional Development Fund (ERDF) funded programme to provide grants to 40 SMEs to support business expansion, diversification, new ways of working and increase business resilience. Secured outline approval and submitted full business case for £4.67m ERDF to deliver an SME grant programme for businesses located in Gateshead, South Tyneside and Sunderland to create 252 jobs. The Council has continued to raise the profile of Gateshead as an investment location, coordinate responses to mobile investment enquiries and support local businesses expand.
- 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 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 moved to an online platform during the COVID-19 lockdown.

39. Some of the areas in which services will focus on include:

- Figures show that reports of anti-social behaviour have fallen - 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 anticipate further increases in the 2020/21 financial year, as the impact of the Coronavirus and people being at home for longer, takes effect. 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.

- Continue working on improving air quality and reduce pollution from motor vehicles, working in tandem with both Newcastle and North Tyneside Councils.
- 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.

PERFORMANCE AT A GLANCE**Corporate Resources OSC**

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2019/20	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%	95.9%		For the year 2019/20, council tax collection of 95.9% is slightly up on the previous year's performance of 95.7% with an additional £5.5m of Council tax collected. Universal Credit continues to have a negative impact on collection although the Council ensures empathetic support is provided to reflect individual circumstances.
IE02 - % of Business Rates collected	Invest in our Economy	Marisa Jobling	97%	97.5%		For the year 2019/20 business rates collection of 97.5% was slightly below the previous year's performance of 98%. The COVID-19 period has impacted on this figure as some payments due in late March 2020 were not able to be made.
IE03 - % of undisputed invoices paid on time	Invest in our Economy	John Shiel	95%	87.7%		For the year 2019/20 there has been a significant improvement from the previous year's performance of 78.9% which has largely been achieved from the further roll out of purchase cards and the review of business processes to allow speedier payment of invoices.
WT01 - Employee engagement e.g. a good place to work	Work Together	Janice Barclay	70%	73%	No new data	The 2018 staff survey saw an increase in council employees feeling Gateshead is a good place to work from 64% in the 2016 survey to 73% in 2018 - surpassing the target for 2020. Following a senior management review in 2019/20 further consultation activity will occur once new working arrangements have been fully established.
WT02 - Staff sickness (excluding school staff) per FTE	Work together	Janice Barclay	8.0 days	11.9 days		The average sickness days per FTE for the period 2019-20 was 11.9, a slight increase from 11.4 in 2018-19. HR will continue to provide performance dashboards and detailed data to services and provide advice/support, so managers can take appropriate action. The Council will strive to become 'ambassador' status under the North East Better Health at Work Award. Implement the action plan in relation to the 'Time to Change Pledge' to reduce the stigma around mental health issues and enable employees to access appropriate support, hopefully before they feel a need to take sick leave, will continue. Managing the menopause is a new theme where the Council is working in partnership with Unison to develop support, information and advice for women who suffer from menopausal symptoms, and for managers and other staff (male and female) with a view to mainstreaming this topic. As anxiety, stress and depression is one of the key reasons for long term sickness in the Council. focus has been given to campaigns, information and activities around these issues. Examples include

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2019/20	Direction of Travel	Comments and Actions
						displaying posters, providing information for further support through employee bulletins and supporting stress awareness week by creating opportunities for one to one or group discussions. A relaxation breathing video was also created and focus groups have also taken place to assess training needs to support employees with mental health issues.
IE04 - Improve Superfast Broadband connectivity-increase coverage in Gateshead to 98.9%	Invest in Our Economy	Roy Sheehan	98.9%	97.7%		The direction of travel continues to remain positive with a further increase during the year. The number of premises able to obtain fibre optic based superfast broadband is now available to 97.7% of premises in Gateshead which compares favourably against the UK average figure of 96.4%.
PF01 - Speed of housing benefits claims (processing) – average time to process new claims & changes in circumstances	People and Families	Marisa Jobling	6.2 days	3.12 days		Performance for 2019/20 again shows further improvement compared to previous year's performance of 6.2 days. Following a reduction in Universal Credit caseload and prioritising Housing benefit claims. IT improvements have also 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		2019/2020 – During the 19/20 financial year, there were 2 care leaver apprentices on programmes. One apprentice completed their apprenticeship in Dec 2019 and secured further employment within the Council and has subsequently secured a further promotion to a higher position. The other apprentice is still on programme, due to complete in Summer 2020. The Apprenticeship Co-ordinator is continuing to explore apprenticeships for LAC and care leavers and ensure that the relevant support is in place to ensure these apprenticeships are successful. The Council has developed an Apprenticeship Strategy and underpinning Delivery Plan. One of the keys aims of the strategy and delivery plan is that the Council, acting in its capacity as corporate parent, will ensure that young people leaving care are supported to have access to Apprenticeships, but can also sustain, succeed and progress into further employment. The application process for apprentices is under review to make it easier for young people such as LAC and care leavers to access and apply for Council apprenticeships.
IE05 - £ increase in new Services to Schools business generated	Invest in Our Economy	Lindsay Murray	New	£12.6M Baseline year	Not available	Year 2019/20 is the baseline year.

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most recent performance Year End 2019/20	Direction of Travel	Comments and Actions
SC01 - Percentage increase in online transactions: a) Online payments	Supporting Our Communities	Marisa Jobling	+18%	+15%		In 2018-19, we received £18.48m in income from online payments which is a 18.7% increase from the previous year. This figure rose to £21.26m in 2019/20. We expect this figure to rise substantially as we continue to increase the number of payments that can be made on our websites.
SC02 - Percentage increase in online transactions: b) Fly-tipping reports			57.4%	+7.8% (65.2%)		5,003 fly tips reported by the public in 2018/19, 57.4% reported online and 42.65% recorded over the telephone. The 2019/20 data reveals 5,145 fly tips were reported by the public with more people reporting online at 65.2% and 34.8% recorded over the telephone.
SC03 - Percentage increase in online transactions: c) Garden Waste subscriptions			+3.86%	+5.12%3.86%	17,710 (71.5%) subscriptions were made using the new Digital Platform compared to 16,275 (66.38%) garden waste subscriptions paid for online in 2018/19 and 15,793 in 2017/18.	
SC04 - Percentage increase in online transactions: d) Registrars appointments			Baseline year	56.44%		Online Registrars birth and death appointments were launched on 13 March 2019 using the new Digital Platform, therefore, 2019/20 is the first full baseline year. During this period 4,403 birth and death registration appointments were made with 56.44% made online and 43.65% made using the telephone (70.46% for births and 44.43% for death registrations).
SC05 - Percentage increase in online transactions: e) Adult social care forms			Baseline year	4,264 online contact forms		Since the Adult Social Care online forms were launched in November 2018, making 2019/20 a baseline year for full data recording. Of the 4,265 online forms 41.22% were social care assessments; 27.1% were social care reviews; 27.06% were social care enquiries and 4.61% were submitted by practitioners.

FAMILIES OSC

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI45 - Increase the % of Gateshead schools rated Outstanding	Tackle Inequality	Steve Horne	40%	32%		This figure has dropped. The change of OFSTED framework has meant that many outstanding schools nationally are downgraded when they are re-inspected. There have been few inspections in Gateshead this year. There were 4 primary schools of which 2 remained Good. One still Requires Improvement and one has fallen from Outstanding to Good.
TI46 - Maximise the % of children offered a place at their preferred primary school	Tackle Inequality	Steve Horne	97%	97%		
TI47 - Maximise the % of children offered a place at their preferred secondary school	Tackle Inequality	Steve Horne	95%	86%		The figure relates to the 20/21 academic year. The lack of secondary school places in Gateshead following the closure of Thomas Hepburn by the DfE is well documented.
TI48 - Educational Attainment: Increase the % of children achieving a good level of development at age 5	Tackle Inequality	Steve Horne	Awaiting Govt guidance on future of this indicator	73.4%		This is an increase of 3.3% over the last year and is the third highest figure amongst the 12 North East local authorities.
TI49 - Reading - Increase the % of children attaining expected standard at the end of KS1	Tackle Inequality	Steve Horne	90%	75%		This measure has risen consistently over recent years and is now above the national average of 75%.
TI50 - Writing - Increase the % of children attaining expected standard at the end of KS1	Tackle Inequality	Steve Horne	84%	70%		Provisional figures have not been updated. This is common DfE practice when changes would be small. This year's figure is down 3% placing Gateshead 6 th equal amongst the 12 North East councils.
TI51 - Maths - Increase the % of children attaining expected standard at the end of KS1	Tackle Inequality	Steve Horne	90%	75%		Provisional figures have not been updated. This is common DfE practice when changes would be small. This year's figure is down 3% placing Gateshead 9 th equal amongst the 12 North East councils.

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
TI52 - Increase the % of children attaining the “expected standard” at the end of KS2	Tackle Inequality	Steve Horne	85%	68%		This figure is 3% lower than the previous year but is 3% higher than the national average and is equal 3 rd when compared with the 12 North East councils.
TI153 - Raise Attainment 8 – scores of pupils at the end of KS4	Tackle Inequality	Steve Horne	50	46.9		This score is above the national state school figure of England of 46.7. It is up by 0.7 on last year’s figure following revision by the DfE.
TI20 - Raise progress 8 – scores of pupils at the end of KS4	Tackle Inequality	Steve Horne	-0.03	-0.17		This score is an improvement of 0.08 on last year’s figure.
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	-14.0		This gap has reduced since last year. It is slightly greater than the national gap of -13.6 however, Gateshead’s disadvantaged students attained on average 37.4 compared to the national state school average of 36.7. The national average for disadvantaged students in all schools in England is 35.4 .
TI02 - Progress 8 Gap: Reduce the gap between Attainment 8 and Progress 8 scores of disadvantaged pupils & their non-disadvantaged peers at KS4	Tackle Inequality	Steve Horne	To be reviewed following 1st publication of data	-0.6		This gap has closed slightly by 0.06. The average progress score of disadvantaged pupils in Gateshead is lower than those of disadvantaged students nationally, despite average outcomes being higher.
TI03 - Attainment of vulnerable children. Raise progress 8 scores of Looked after Children at the end of KS4	Tackle Inequality	Steve Horne	0	-1.5		This score is 0.14 lower than last year. However, as the cohort considered was 36 students, it is prone to variance. The average Attainment 8 score for this group was 19.3 which is higher than the national figure of 17.9. The national progress score is -1.47.
TI04 - Raise the Progress 8 scores of vulnerable children - children on Free School Meals	Tackle Inequality	Steve Horne	0	-0.73 (Summer 2019 Outcomes)		This score has risen from last year. It is lower than the national average for this group of students (-0.63) but the Attainment 8 score is higher than the national equivalent (35.2 cf 33.70).

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	-0.09 (SEN) (Summer 2019 Outcomes) -1.69 (Statement or Care plan) (Summer 2019 Outcomes)	 	SEN: Yung people with SEN support made much better progress than the year before and performed relatively well when compared with their peer nationally. Attainment 8 scores averaged at 37.4 cf 30.4 and the progress scores for this group. Statement or Care Plan: Outcomes for the 91 young people with an EHCP were not as good as their peers nationally. The Progress 8 score of -1.69 is 0.13 lower than last year and both Attainment 8 and Progress 8 score for this group were lower than those for the national group.
TI06 - Reduce NEET rate (% not in education, training or employment as a proportion of 16-18-year olds)	Tackle Inequality	Andrea Houlahan	4.8%	NEET 4.8% Not Known 0.2% Overall 5%		The not known data for August 2019 was within the context of recent school leavers yet to enrol and engage in new Education, Employment and Training (EET) outcomes. The 2019 activity survey Sept-Dec tracked these individuals down, recorded their outcomes and where required supported their access and engagement into EET outcomes. The 2019 activity survey cohort of year 12 & 13 (16-18 years) was approximately 200 persons less than the previous year. Making impacting upon statistics more challenging in relation to converting individuals into positive outcomes. Gateshead is within Quintile 3 which is the middle 20% of performing authorities with 1 being the top performing.
PF13 - The number of eligible 2-year olds accessing their free early learning place)	People and Families	Andrea Houlahan	To be agreed	91% (760 Children) (March 2020)		The number of 2-year olds eligible for a funded place has continued to fall over the course of this year. This is due to a falling birth rate, and to fewer families meeting the eligibility criteria (non-working/ low income households). It is anticipated that this number will increase in 2020/21 as a result of COVID-19, with more families experiencing economic hardship. There is a concern that some childcare providers may cease to operate, due to sustainability as demand for childcare is currently significantly lower than usual & even if demand increases, restrictions on the number of children they can safely care for will reduce their income.
PF20 - Work with families– National Troubled Families Programme - Number of	People and Families	Andrea Houlahan	1,930 families	1,930 Families achieved positive outcomes. Total of 2,706 families		Full programme target achieved with successful outcomes for 1,930 families in 2016-20 - 100% of target against a national average of 86%. A total of 2,706 families engaged with the programme during this period. Gateshead will

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance	Direction of Travel	Comments and Actions
families engaged by Families Gateshead				engaged.		demonstrate/ present evidence to show positive outcomes for a new target of 323 families during 2020-21.
IE17 - Support for young carers	Invest in Our Economy	Andrea Houlahan	85	105 Referrals (01 Oct 2019 – 31 Mar 20)		
WT04 - 1 st time entrants into youth justice system aged 10-17 (12-month lag PNC Rate per 100k of Population 10-17 yr. olds. Rolling 12 Month)	Working Together	Andrea Houlahan	398 per 100k (70 FTE)	235 per 100k (40 FTE) (Apr19 – Sep 20)		There were 40 First Time Entrants (FTEs) during the period April 2019 to March 2020. The latest YJB published data for the periods January 2019 - December 2019 and April 2019 - March 2020 are not included in the most recent publication (May 2020). This is due to the Ministry of Justice prioritising data needed during the COVID-19 pandemic.
WT05 - Custody – Use of custody rate per 1000 of 10-17 years population	Working Together	Andrea Houlahan	Maintain low number of young people	0.18 per 1k (3 custodial sentence) (Apr 19 – Mar 20)		There were 3 custodial sentences during the period April 2019 to March 2020. The latest YJB published data for April 19 to March 2020 shows the 12-month rate of Custody for Gateshead at 0.18, this confirms the 3 custodial sentences in the 12-month period. This is level with the Northumbria PCC regional average for this period (0.18) but below the National average (0.23).
WT06 - % of mothers smoking at time of delivery (Rate of smoking@ time of delivery)	Working Together	Alice Wiseman	9.9%	13.4% (2018/19)		Performance has improved on the previous end of year report. Despite this Gateshead is significantly higher than the England rate (10.6%). However, we are significantly lower than the North East rate (15.7%). Gateshead has the 2nd lowest rate of the 12 North East LA's and the 2nd lowest rate of its 16 comparable CIPFA LA's.
SC08 - Reduce the % of children in low income families (children in poverty)	Support Our Communities	Alice Wiseman	19.0%	Indicator Removed		As a result of the government consultation on the Public Health outcomes framework tool, this indicator will be replaced by a new version. The outcome of this is that the data source is no longer available in a reliable format to be used. Currently there is no timeframe for the replacement definition and data.
SC09 - Reduce Excess weight 4-5-year olds - excess weight = obese /overweight	Support Our Communities	Alice Wiseman	18.1%	25.3% (2018/19)		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 NE 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 & joint 2nd highest in the 12 years of data. The increase for 2018/19 is the highest % point & the highest overall % increase since 2013/14. When compared to the national

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance		Direction of Travel	Comments and Actions
							picture, Gateshead has the 23rd highest level of excess weight amongst reception age children of the 150 English LA's with a recorded level.
SC10 - Reduce excess weight 10-11 yr. olds (excess weight =Obese/overweight)	Support our Communities	Alice Wiseman	25%	37.8% (2018/19)			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 42 nd highest level of excess weight amongst year 6 age children out of the 150 English LA's with a recorded level.
WT14 - Hospital admissions for self-harm rate per100,000 (aged 10-24 years)	Working together	Alice Wiseman	Reduce	380.8 per 100k (2018/19)			This is Gateshead's lowest rate per 100,000 since the data was first published in 2011/12 by a significant margin. Gateshead is significantly lower than the North East (536.5) and is lower but not significantly lower than the England value (444.0). As a result of the decrease Gateshead has met the stated 5-year (19/20) target of reducing the rate per 100,000 (no specific target was set). Gateshead has the 2nd lowest rate of the 12 North East LA's, the 3rd lowest rate of its 16 comparable CIPFA neighbours. Compared to the other 152 English UTLA's Gateshead has the 89th highest rate in England
TI54 - Numbers of children subject to a child protection plan	Tackle Inequality	Andrea Houlahan	54 per 10k	69.2 per 10k (March 2020)			At the end of March 2019, there were 262 children on child protection plans (65.8 per 10,000). This represents a 10% decrease from the figure reported in March 2018, and whilst the rate remains higher than the England (45.3) and Statistical Neighbour (57.5) 2018 rates, it is in line with the 2018 North East rate (65.7).
IE18 - Ensure young people leaving care and homeless are supported to have a safe place to live, appropriate and sustainable accomm.	Invest in Our Economy	Andrea Houlahan	100%	100%	98% (March 20 Provisional)		There are currently 115 care leavers open to the leaving care team. Two young people have been identified as being in unsuitable accommodation (both in custody).
IE19 - Ensure young people leaving care are supported to be in	Invest in Our Economy	Andrea Houlahan	71%	71%	62% (Mar 19 Provisional)		71 care leavers have been identified as being in some form of EET, which at 61.7% is in line with the 2017/18 England average of 60.2%, higher than the North East average of

Indicator	Thrive pledge	Service Director Lead	Target 2020	Most Recent Performance		Direction of Travel	Comments and Actions
education, employment, apprenticeships & training.							58.1% and slightly lower than the statistical neighbour average of 62.2%.
IE20 - Equality Target: Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship.	Invest in Our Economy	Andrea Houlahan	-	1 Apprenticeship		Not Applicable	
T144 - Measure The uptake of free school meals at primary level	Tackle Inequality	Sandra Watson		81.4% Average uptake		New	Uptake in March was impacted by COVID-19 as most pupils were absent for the final week, which has brought our uptake down significantly - this is not a true reflection of the operation under normal circumstances.

Communities and Place OSC

Indicator	Thrive Pledge	Service Director	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
EI06 - The number of people of working age in Gateshead aged 16-64	Economic Investment	Anneliese Hutchinson	127,799	128,000		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 - Increase overall housing supply	Economic Investment	Anneliese Hutchinson	96,167	93,913 (2017/18)		The overall housing supply has increased by 2,254 since 2017-18 year-end.
EI08 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	Economic Investment	Anneliese Hutchinson	1.19%	1.3%		The figure for this indicator has reduced from 1.45% at 2017-18 year-end showing an improved position.
EI09 - The number of new affordable properties completed and liable for Council Tax in a year	Economic Investment	Anneliese Hutchinson	294	60 (2018/19)		The number of new affordable properties completed was 60 compared to 64 in the previous year.
EI10 - The number of enterprises in Gateshead	Economic Investment	Andrew Marshall	5,350	5,270 (5,185 in 2018/19)		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 - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	Economic Investment	Andrew Marshall	73.20%	75.45%		During the period Employment Rates both nationally and locally have seen more people in work and have continued around record highs and been above target in all 4 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 (75.5%). This performance reflects the Boroughs diverse & resilient employment base. Whilst longer-term economic forecasts remain good, current levels of performance will dip in 20/21 due to the impact of the pandemic shorter-term uncertainties and implications of Brexit.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
EI12 - Economic Activity Rate - Percentage of all people aged 16-64	Economic Investment	Andrew Marshall	80%	79.00%		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 high so even despite these factors the end of year out-turn is slightly below. Gateshead exceeds the North East average (75.7%) mainly as some other areas were later in adopting Universal Credit than us, and even the GB rate of 78.9%.
EI13a - This indicator will measure the increase to the working population's average weekly income, therefore highlighting any increase or decrease to earning household income levels	Economic Investment	Andrew Marshall	£533.30	£498.70 (£507.90 2018/19)		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). The national rate (£587.00) which is fuelled by higher starting points and wage 11 inflation in the South East is considerably higher still. The measure is subject to wide fluctuation due to a survey of a relatively small number of residents.
EI13b - Gross weekly pay of jobs in Gateshead	Economic Investment	Andrew Marshall	£520	£498.70 (£477.60 2018/19)		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).

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
EI14a - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	Economic Investment	Andrew Marshall	37.80%	38.78%		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 – Proportion of residents with no qualifications (age 16 - 64)	Economic Investment	Andrew Marshall	8%	10.7 (10.3% - 2018/19)		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 – Proportion of residents qualified to NVQ Level 3 or above	Economic Investment	Andrew Marshall	57%	49.22% (49.8% in 2018/19)		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 - The number of jobs in Gateshead	Economic Investment	Andrew Marshall	102,000	95,000 (93,000 in 2018/19)		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.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
EI16 - The percentage of Gateshead Residents aged 16-64 in Self Employment	Economic Investment	Andrew Marshall	7.0%	7.2%		<p>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.</p> <p>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.</p> <p>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 12 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.</p>
EI21 – Increase the number of visitors to Gateshead	Economic Investment	Andrew Marshall	Increase	1,889,952 in 2018/19	Data not available for full year	<p>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 visitors.</p>

T113 - Accessibility to Public Transport A) Access to main centres (daytime)	Tackling Inequality	Anneliese Hutchinson	57%	57.2% (2017/18)	Data not available for full year	
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
T114 - Accessibility to Public Transport B) Access to main centres (evening)	Tackling Inequality	Anneliese Hutchinson	52%	52.8%(2017/18)	Data not available for full year	
T115 - Accessibility to Public Transport C) Access to key employment (daytime)	Tackling Inequality	Anneliese Hutchinson	62%	59.1% (2017/18)	Data not available for full year	
T116 - Accessibility to Public Transport D) Access to key employment (evening)	Tackling Inequality	Anneliese Hutchinson	41%	44.7% (2017/18)	Data not available for full year	
PF14 - The percentage of homes in the highest energy efficiency bands (SAP>65)	People and Families	Peter Udall	60%	56.53% (Six Monthly 19/20)	Data not available for full year	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.

<p>PF17 - Number of households accepted as homeless</p>	<p>People and Families</p>	<p>Peter Udall / Catherine Hattam TGHC</p>	<p>None Set</p>	<p>63</p>		<p>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:</p> <ul style="list-style-type: none"> • Rough Sleeping • Homelessness Assessments. • Temporary and Supported Accommodation <p>It is anticipated that the revised homelessness indicators will be agreed and final.</p>
<p>PF18 - Number of households prevented from becoming homeless</p>	<p>People and Families</p>	<p>Peter Udall / Catherine Hattam TGHC</p>	<p>None Set</p>	<p>1,074</p>		<p>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 has a duty to assess and assist all eligible households at the prevention stage, rather than when the applicant is homeless. So, all households, whether in priority need or not, can access assistance regarding both the prevention of and the resolution of homelessness. The Act requires a clear focus on prevention & early actions; strong referrals routes & joint working with other statutory agencies & all clients 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.</p>

<p>PF19 - Percentage of homes free from category 1 hazards under the Housing Health and Rating System</p>	<p>People and Families</p>	<p>Peter Udall</p>	<p>Baseline as at April 2018 – 92%</p>	<p>92.79%</p>		<p>There has been a 0.79% improvement in the percentage of homes in Gateshead free from Category 1 Hazards under the Housing Health & 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:</p> <ul style="list-style-type: none"> • 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 Cat 1 Hazards has reduced. The requirement for formal enforcement action following the identification of Cat 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.
<p>Indicator</p>	<p>Thrive Pledge</p>	<p>Service Director Lead</p>	<p>Target 2020</p>	<p>Most Recent Performance 2019/20 (unless stated)</p>	<p>Direction of Travel</p>	<p>Comments and Actions</p>
<p>PF21 - People Killed or Seriously Injured (KSI) in road traffic collisions - % change over base year</p>	<p>People and Families</p>	<p>Anneliese Hutchinson</p>	<p>24%</p>	<p>24.39%</p>		<p>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.</p>
<p>PF22 - Children Killed or Seriously Injured (KSI) in road traffic collisions - % change over base year</p>	<p>People and Families</p>	<p>Anneliese Hutchinson</p>	<p>44%</p>	<p>33.96%</p>		<p>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.</p>

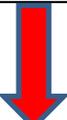
SC11 - Percentage of household waste sent for reuse, recycling and composting	Supporting Communities	Marc Morley	45%	32%		Whilst the estimated 32% recycling rate is marginally higher than the previous year, the effects of the changes caused by the COVID-19 disruption may alter this figure up or down 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 number of library visitors per 1000 population.	Supporting Communities	Alice Wiseman	5,100	4,502 (4,534 in 2018/19)		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 – The number of individuals attending events in the Borough	Supporting Communities	Lindsay Murray	Baseline year	279,444	Baseline year	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 – The number of visits to Leisure Centres in the Borough	Supporting Communities	Alice Wiseman	Baseline year	1,720	Baseline year	Performance is lower than the figures recorded last year (internally), there were 124,370 lower visits in 2019/20 than 2018/19.
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
Ti21 - The total number of hate - related incidents reported hate crime reporting system	Tackling Inequality	Gerald Tompkins	452	545		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 - The number of domestic abuse cases closed	Tackling Inequality	Gerald Tompkins	Baseline year	49%	Baseline year	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 - The total number of reported crimes in Gateshead	Tackling Inequality	Gerald Tompkins	None Set	9,336		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 - Reduce the difference in the rate of crime between the best and the worst performing wards	Tackling Inequality	Gerald Tompkins	To reduce (baseline figure is 125.5 for 12 months to Mar 2019)	108.7	No comparison data available – change in wording	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 7 the wards that result in higher levels of crime in some areas and how these can best be addressed.
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
TI25 - The total number of ASB incidents in Gateshead reported to Northumbria Police	Tackling Inequality	Gerald Tompkins	To reduce	6,123		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.

T126 - People who agree Police and Council are dealing with ASB and crime issues that matter in their area	Tackling Inequality	Gerald Tompkins	To be the best performing local authority in Northumbria policing area	56% (6 TH) (54% in 2018/19)		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.
T155 - Percentage of people who feel they can influence decisions in their locality. People feel engaged and consulted.	Tackling Inequality	Ian Stevenson	33%	33% (17/18)	No data available	There is no data for this indicator for 2019/20 as the relevant questions were not asked in the 2018 survey
T156 - Percentage of people who believe communities get on well together in their local area	Tackling Inequality	Ian Stevenson	60%	91% (17/18)	No data available	Residents were asked within the 2018 Residents Survey if they think that people in their local area usually get on well together, and 91% said yes (always or most of the time). This figure is the same as found in the 2016 survey.
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
T157 - The percentage of people surveyed which are involved in formal volunteering	Tackling Inequality	Ian Stevenson	30%	28.00% (17/18)	No data available	Overall, levels of regular volunteering are slightly higher than in 2016. 60% of volunteering by survey respondents takes place within Gateshead, though this has dropped by 11 percentage points since 2016. However, those volunteering elsewhere in Gateshead has increased by 8 percentage points to 18%. A further 22% volunteer outside of Gateshead. Young people are the least likely to volunteer in their local area and the most likely to volunteer outside of Gateshead.

T158 - The number of voluntary and community sector organisations supported by the Council and its partners	Tackling Inequality	Ian Stevenson	131	174	No data available	Looking at how many organisations receive funding through the Thrive Fund is a useful way of illustrating how the Council provides practical support to VCS organisations, as opposed to the contractual relationship the Council has with a smaller number of larger organisations from the sector that are commissioned to deliver services. During 2019/20 a larger number of small community groups received Local Community Fund support than the previous year.
T159 – The number of Gateshead residents who are physically inactive	Tackling Inequality	Alice Wiseman	Np target set	32.5% (25.7% in 2018/19)		
WT10 - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	Working Together	Peter Udall	50%	52.2% Reduction (2018/19)		No further data is currently available
WT11 - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	Working Together	Peter Udall	50%	23.2% Reduction (2018/19)		
WT12 - The % of renewable energy generated locally, within Gateshead, against total amount of energy used within Gateshead	Working Together	Peter Udall	16.80%	2.1% (Six Months)	No data is currently available	

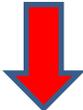
Care, Health and Wellbeing OSC

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
T130 - Decrease the Percentage of People who are Dissatisfied with Life	Tackle inequality	Alice Wiseman	4.8%	7.2% (2018/19)		This is the third increase in a row. We are higher than the North East (5.4%) and significantly higher than England (4.3%). Highest rate in the NE, 2nd highest CIPFA rate. 5th highest of the 88 published LA's in England.

WT16 - Prevention of ill health: % of mothers smoking at time of delivery	Working Together	Alice Wiseman	9.9%	13.4% (2018/19)		Performance has improved on the previous end of year report. Despite this Gateshead is significantly higher than the England rate (10.6%). We are significantly lower than the North East rate (15.7%). Gateshead has the 2nd lowest rate of the 12 NE LA's and the 2nd lowest rate of its 16 comparable CIPFA LA's.
SC09 - Reduce Excess weight 4-5-year olds - excess weight = obese/ overweight	Support Our Communities	Alice Wiseman	18.1%	25.3% (2018/19)		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 18/19 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.
SC10 - Reduce excess weight 10-11 yr. olds (excess weight = obese/ overweight)	Tackle inequality	Alice Wiseman	25%	37.8% (2018/19)		Gateshead is higher but not significantly higher than the NE 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%) despite an almost continually decrease in the levels up to 2014/15. Nationally, 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.
WT13 - Stabilise the Rate of Hospital Admissions per 100,000 for Alcohol Related Harm (Narrow)	Working Together	Alice Wiseman	789 per 100,000	1,045 per 100,000 (2018/19)		This is now the 3rd time in 10 periods of data that Gateshead has been higher than 1,000 per 100,000 and seen more than 2000 admissions. Gateshead is significantly higher than both the North East (908 per 100,000) and the England average (664 per 100,000). Unless there are significant reductions, Gateshead will not reach its 5-year target. Gateshead has the 2nd highest rate for this indicator in the NE, the 2nd highest of its 16 comparable CIPFA LA's, and is the 3rd highest of the 152 English UTLA's. There is no indication that this rate is showing any signs of decreasing.
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
WT14 - Hospital admissions for self-harm rate per 100,000 (aged 10-24 years)	Working Together	Alice Wiseman	Reduce	380.8 per 100,000 (2018/19)		This is Gateshead's lowest rate per 100,000 since the data was first published in 2011/12 by a significant margin. Gateshead is significantly lower than the North East (536.5) and is lower but not significantly lower than the England value (444.0). As a result of the decrease Gateshead has met the stated 5-year

						(19/20) target of reducing the rate per 100,000 (no specific target was set). Gateshead has the 2nd lowest rate of the 12 North East LA's, the 3rd lowest rate of its 16 comparable CIPFA neighbours. Compared to the other 152 English UTLA's Gateshead has the 89th highest rate in England.
TI33 - Gap in the employment rate between those with a learning disability and the overall employment rate	Tacking Inequality	Alice Wiseman	58.6% points	62.8% points (2018/19)		Following the improvement on the previous period Gateshead is still significantly lower than the England rate (69.7 % points) and is lower but not significantly lower than the North East rate (65.9 % points). Compared to the North East and England rates Gateshead has a positive direction of travel. Gateshead has the 3rd lowest % point gap of the 16 comparable CIPFA LA's and the 4th lowest of the 12 North East LA's. Gateshead has the 24th lowest % point gap of the 152 upper tier English LA's.
TI34 - Gap in the employment rate for those in contact with secondary mental health services and the overall employment rate	Tacking Inequality	Alice Wiseman	59.4% points	68.2 % points (2018/19)		Despite the reduction in the % point gap Gateshead is still higher but not significantly higher than the England rate (67.6 % points). We are however significantly higher than the North East rate (62.1 % points). This is only the 2nd decrease in this rate in the 7 available periods of data. Gateshead has the highest of the 12 North East LA' and the 4th highest of the 16 comparable CIPFA LA's. Gateshead has the 57th highest % point gap of the 152 upper tier English LA's.
TI35 - Excess under 75 mortality rates in adults with serious mental illness (<i>indirectly standardised ratio</i>)	Tackle inequality	Alice Wiseman	351.8	Indicator removed		As a result of the government consultation on the Public Health outcomes frameworks indicators this indicator will be replaced by a new version "Premature mortality rate for people with mental health problems". Currently there is no timeframe for the replacement definition and data.
TI36: Reduce Mortality from Causes Considered Preventable	Tackle inequality	Alice Wiseman	182.7 per 100,000	243.2 per 100,000 (2015-17)		The rate of preventable mortality has increase on the previous period. Gateshead is significantly higher than the NE (223.9) and the England rate (108.8). Gateshead has the 3rd highest rate in the NE, the 3rd highest of its comparable CIPFA grouping and the 15th highest of the 152 upper tier English LA's. Based on current performance Gateshead is unlikely to meet its 5-year target.
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions
TI37 - Healthy Life Expectancy at Birth (Male)	Tackle inequality	Alice Wiseman	63.7 years	60.8 Years (2016-18)		This is the now the 3rd period in a row to show an increase in Male Health life expectancy. This is Gateshead's highest recorded male life expectancy. Gateshead is higher but not significantly higher than the NE (59.4 years), but we are still significantly lower than the England value (63.4 years).

						Gateshead has the 5th highest comparable CIPFA HLE and the 2nd highest in the NE. We do however have the 49th lowest HLE of the 150 calculated English UTLA's. This is an improvement on the previous period where we were the 31st lowest.
TI38 - Healthy Life Expectancy at Birth (Female)	Tackle inequality	Alice Wiseman	64.0 years	57.7 years (2016-18)		This period is the 2nd in a row to show a decrease in Female health life expectancy. This is the 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 (59.7 years), but we are significantly lower than the England value (63.9 years). Gateshead has the 5th lowest comparable CIPFA HLE and the 3rd lowest in the North East. We have one of the 15 lowest HLE of the 150 calculated English UTLA's for females in Gateshead.
TI39 - Gap in Life Expectancy at Birth between each LA and England as a whole (Male)	Tackle inequality	Alice Wiseman	-1.2 years	-2.1 years (2016-18)		There is no longer published data for this indicator as it was removed from the PHOF. All data reported here is calculated by Gateshead PM&I MIRO. Performance has declined compared to the previous end of year report. Gateshead has a higher gap in life expectancy at birth than the NE average.
TI40 - Gap in Life Expectancy at Birth between each LA and England as a whole (Female)	Tackle inequality	Alice Wiseman	-1.2 years	-1.8 years (2016-18)		There is no longer any published data for this indicator as it was removed from the PHOF. All data reported is calculated by Gateshead PM&I MIRO. Performance has declined compared to the previous EoY report. Gateshead has a higher gap in life expectancy at birth than the NE average.
TI41 - Health Inequalities - Reduce the inequalities in Life Expectancy across Gateshead (Male)	Tackle inequality	Alice Wiseman	8.2 years	10.6 years (2016-18)		Gap in inequalities in life expectancy for males has increased on the previous end of year report. This is the 5th increase in the 7 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. Gateshead has the 4th lowest Inequality in life expectancy of the 12 North East LA's and 8th lowest of its comparable CIPFA LA's.
Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 (unless stated)	Direction of Travel	Comments and Actions

TI42 - Health Inequalities - Reduce the inequalities in Life Expectancy across Gateshead (Female)	Tackle Inequality	Alice Wiseman	7.3 years	9.3 years (2016-18)		Gap in inequalities in life expectancy for females has increased on the previous end of year report. This is the 6th increase in the 7 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 NE LA's and 4th highest of its comparable CIPFA LA's
TI43 - Support for Carers in BME Communities	Tackle Inequality	Steph Downey	2.0%	0.8% 13/1,676		13 BAME carers out of a total of 1,676 carers have had an assessment, review or been in receipt of a carer related service during the period of April to March 20. The numerator has increased compared to 2018/19 due to better recording of carer outcomes, however the number of carers supported from BAME communities has remained static (compared to 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	7.88 per 100,000 (February 2020)		The performance data for March 2020 isn't available due NHS Digital suspending collection of the data set due to COVID-19 the previous February 2019 level has been used for comparison rather than the EoY March position. We are currently exceeding the target of 4.0 per 100,000, but due to the way this was set by NHS Digital we were always aware that this would be an immensely challenging target to reach. However, what it is important to note for this indicator is the strides that have been made to improve this over the last few years. As of Feb 2017 Gateshead, was at 10.32 per 100,000 so significant changes to the way DTOC is tackled have enabled the improvement. We are lower than the England rate for February 2020 of 12.71 per 100,000 & lower than the calculated average of the 16 comparable CIPFA LA's (11.73 per 100,000). We are higher than the NE rate of 5.35 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 older people 65+ still at home 91 days after hospital discharge to a reablement service	Supporting Our Communities	Steph Downey	87.5%	88.0% (Jan 2019 – December 2019 discharges)		The ASCOF definition monitors the indicator for only Oct, Nov and Dec discharges. However, for this purpose the months reported are January to December. 932 out of 1059 people remained at home giving a result of 88.0% which is higher than the 2018/19 year-end figure of 84%. We are better than the 2018-19 end of year NE (83.9%), England (82.4%) & the CIPFA average (78.3%).

SC07 - Measure the increase in the number of people accessing the Supporting Independence Service, helping people to stay in their homes for longer	Supporting Our Communities	Lindsay Murray	New	2,066.25 hours (March 2020)	Baseline year	This indicator is brand new for this iteration of the report there is currently no comparable data.
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OVERVIEW AND SCRUTINY COMMITTEE MINUTES

During September 2020, the four Council Overview and Scrutiny Committees discussed the review of performance in reports appropriate to the remit of their committees. The key points from the discussions are listed below:

**Corporate Resources Overview and Scrutiny Committee
7 September 2020 – Minutes****YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/20**

The Committee were presented with a report to provide the end of year update of performance and delivery for the period ending 31 March 2020 in relation to the Council's Thrive agenda for the indicators and activity linked to Corporate Resources. It also provides a high-level overview of the impact of the COVID-19 pandemic on performance.

The Corporate Resources Overview and Scrutiny Committee receives performance data relating to 14 strategic indicators. Of the 14 indicators, 9 indicators show improved performance, 2 show a slight reduction in performance, and there is 1 with no change.

There is no new data in relation to the staff survey through further staff consultation will take place once the new working arrangements have been fully established. With regards to Services to Schools, 2019 – 2020 is the baseline year.

The business rates indicator is slightly down It was in line to meet its target however, due to COVID-19 some payments were unable to be paid. Sickness figures have seen a slight increase to 11.9 from 11.4 and sickness levels continue to be monitored. All 5 digital indicators have shown improvement and are expected to continue to improve. There have been some challenges, Cabinet has received 2 reports on the key impacts of COVID-19. To support the Gateshead community during the pandemic, community hubs were established in March 2020, the digital platform was used to develop a case management solution which supported customer contact. In addition, a hotline telephone number was provided for those residents who required emergency support.

As at 1 July 2020, over 4,200 Gateshead residents were supported via these contact channels. There has been a huge increase in demand for services and the Council has been working hard to support residents, taking over 10,000 benefits calls and 14,000 council tax calls. From April 2020 the Council had responsibility for issuing Government payments from the Small Business Grant Fund (£10,000) and Retail Hospitality and Leisure Grant Fund (£25,000). As at 30 June 2020, 3156 grants were issued to businesses for a total value of £36,975 million. The Council is also using this contact with Business Rate payers to signpost them to additional support.

From June 2020, the Council is supporting businesses that were not eligible for the Small Business Grant via the COVID 19 Business Support Grants: Local Authority Grant Fund. Up to 1 July 2020, 110 payments have been issued for a value of £570,000.

The Council's approach to debt recovery was paused as a result of the pandemic, however, from the beginning of July this was to be restarted providing a supportive approach that encourages contact, offers advice and guidance and signposts to any

specific support people and businesses may need.

It was queried how the Council is dealing with employees who are working from home and maybe stressed and feeling isolated. It was noted that managers have been asked to be mindful of the needs of employees.

It was noted that we need to be mindful of a longer-term impact as a result of the lock down, such as more claiming universal credit and using foodbanks. It is possible that it might take a couple of years for the fallout to be known.

It was noted that the economic impact for the Council would need to be understood with people losing jobs and the impact on businesses.

It was noted that as Councillors it is important that some meeting should continue via Teams and looking at longer term arrangements given the much higher numbers in attendance.

RESOLVED –

- (i) that the Committee considered that the activities delivered during October to March 2020 are supporting delivery of the Thrive agenda.
- (ii) that no areas were identified that it was felt required further scrutiny.
- (iii) (iii) that it be noted that Cabinet will consider a composite performance report at its meeting on 20 October 2020.

Families Overview and Scrutiny Committee 10 September 2019 – Minutes

YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/20

The end of year performance update was reported to Committee which provided 2019/20 data up until the end of March. It was noted that due to COVID-19 this report was delayed and therefore does not reflect the full impact of the pandemic.

It was noted that the current strategic indicators are in the process of being reviewed and a new performance framework adopted for the Council.

Overall, there are 28 indicators, 15 of which have improved which are mainly in People and Families and Working Together. Tackling inequality remains a challenge, although that area does have the biggest number of indicators.

In terms of the People and Families theme, performance has improved in both indicators. The percentage of eligible two-year olds accessing their free early learning place has increased and the Gateshead Families initiative target has been achieved with successful outcomes for 1930 families between 2016 and 2020. It was noted that the take-up of two-year old places is at 91% of those eligible, compared to 68% nationally, as last reported. It was also reported that Grove House achieved an Outstanding Ofsted rating.

In relation to the Tackling Inequality outcome, the indicators are linked to education attainment where there have been mixed improvements in relation to KS2 and KS4. In terms of achievements in this area, a successful Christmas hamper campaign was launched which ensured all vulnerable families had everything they needed to provide a Christmas dinner, in addition, a Christmas gift campaign was also launched. A collaborative initiative with Gateshead Leisure Service and Adult Learning and Skills was delivered to incentivise and engage young people not in education, employment or training into healthy activity and accessing the world of training and employment.

It was questioned whether the decline in excess weight in 4-11-year olds is looking like it will continue and what strategies are in place to readdress this. It was confirmed that currently there is nothing which will show the direction that this indicator is going as some schools took measurements before COVID-19, therefore there will not be a full Gateshead picture. It was agreed that officers would speak to colleagues in Public Health to get a better understanding of the direction of travel in relation to excess weight data.

It was recognised that it is expected there will be more demand for initiatives such as Christmas hampers this year and therefore what plans are in place to address this demand. It was noted that last year hubs did a lot of the deliveries, officers will look at what plans may be in this year and feedback to the Committee.

It was questioned whether the indicators would change once the new reporting format is in place. It was noted that the corporate performance framework is currently being reviewed and that the indicators will not be the same in the future. The current indicators reflected the Vision 2020 plan which were right at the time but going forward there will be a different set of indicators linked the Council priorities. It is expected that the new indicators will be more meaningful and provide more up to date data. Committee felt that some of the current data should be kept under review in particular the tackling inequality data. It was confirmed that all the data would continue to be tracked but would not necessarily be reported on, although it may be necessary to do some bespoke education indicator reports in the future. It was also noted that the new framework will better reflect priorities and how these have changed as a result of COVID-19. It was confirmed that Councillors will be engaged in the development of the framework.

Committee raised concerns that the indicator in relation to the percentage of children in low income families has been removed. It was confirmed that this was originally based on government data (tax credits) which government said was not fit for purpose and were reviewing it, however, currently there is no replacement. Committee agreed this was key and should be included in future reports and questioned whether something locally could be looked at instead of waiting for a government indicator to be developed. It was noted that this has been looked at locally but that there is not a straightforward way of calculating this, generally there is not a lot of data that can be pulled together locally which would produce a meaningful indicator. The data relating to children in poverty is derived from national data sets, which is not held locally, therefore it would not be possible to replicate this indicator. It was agreed that this should be looked at as part of the performance framework review to see what could be produced locally, albeit a breakdown to show part of the picture rather than an amalgamation of data sets.

RESOLVED –

- (i) That Committee was satisfied the activities undertaken during October to March 2020 supported delivery of the Thrive agenda.

- (ii) That the areas identified by Committee during its discussion be included in future performance reporting.
- (iii) That the Cabinet will consider a composite performance report at their meeting on 20 October 2020.

**Communities and Place Overview and Scrutiny Committee
14 September 2020 - Minutes**

YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/20

The Committee received a report providing 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.

The Committee were also advised that the report focusses on the achievements and actions undertaken during the reporting period, it was also noted that areas for improvement were also detailed within the report.

From the report, the Committee were provided with an overview of the six strategic indicators linked to the Thrive Agenda, these were:

- Putting people and families at the heart of everything we do.
- Tackling inequality so people have a fair chance
- Investment into our local economy to provide sustainable opportunities for employment, innovation and growth across the borough
- Working together and fighting for a better future for Gateshead

The Committee were then provided with an update regarding COVID-19. It was noted that the Council had established eight shielding hubs to provide emergency support to help residents. It was also highlighted from the report that the hubs had been managed by the Council's Neighbourhood Management and Volunteering Team with support from other Council services such as Libraries, Sports and Leisure and Parking/Environmental Enforcement.

It was reported that [at the time of writing the report] that 4,700 requests for help from individual households had been received, 52% of which were for emergency food parcels. It was also noted that the wards with the highest demand included High Fell, Felling, Lamesley, Deckham and Bridges.

From the report, the Committee were also provided with an overview of the Holiday Activities and Food Programme which supported in the delivery of 1,400 activity packs distributed to children and families via schools, community groups and the Council's Early Help team.

A question was asked as to whether statistics relating to residents with caring responsibilities were kept ensuring that those people are supported. It was advised that information relating to social care and support for carers would be presented at the Families OSC. It was also highlighted that the Families OSC also oversee similar indicators relating to vulnerability and disabilities.

It was queried why Gateshead Council's Community Safety Board appear to be underperforming in comparison to neighbouring authorities' Boards. The Committee also requested more narrative in relation to the Community Safety Board's performance. The Committee were advised that the Community Safety Board are working hard to tackle the public's perceptions of ASB and rolling out bespoke services for wards such as Dunston and Teams. The Committee were further advised that there has been a large increase in the reporting of ASB during the pandemic and these reports will be analysed.

The Committee requested additional information relating to affordable properties as detailed within performance indicator EI09 in the report. The Committee were advised that a more substantive explanation on this matter would be provided in writing following the meeting.

It was queried whether the Committee would be able to receive a broader update on the Council's response to the pandemic. It was noted that this could be in the form of a regular update or an annual one. It was highlighted that Council services are under increased pressure for reasons such as staff being redeployed or working from home. The Committee requested the opportunity to scrutinise how the Council has responded to changes in legislation over the course of the pandemic.

RESOLVED:

- (i) The Committee considered that the activities undertaken during April 2019-March 2020 were supporting delivery of the Thrive Agenda.
- (ii) The Committee requested additional updates in relation to the performance of the Community Safety Board, Affordable Housing and the Council's response as a whole to the pandemic.
- (iii) The Committee noted the contents of the report.

**Care, Health and Wellbeing Overview and Scrutiny Committee
8 September 2020 – Minutes**

YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/20

The OSC received the end of year update of performance and delivery 2019/20 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 Council. The report sets out the performance overview linked to 20 strategic outcomes identified as providing a high-level picture of the strategic priorities for the Council and its partners in care, health and wellbeing. All 20 indicators were appended to the main report with performance data provided where this was available at the end of the period. There was also an update provided on the key activities and achievements over the last 6 months, with key activities identified in each service area for the upcoming 6-month period. 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. The current strategic indicators are in the process of being reviewed and a new performance framework adopted for the Council. Therefore, it is anticipated this will be the last report of this format linked to these indicators.

RESOLVED –

- ii) The Committee agreed that the activities undertaken during October 2019 to March 2020 were supporting delivery of the Thrive Agenda.
- iii) The Committee requested further information on the council's current work on air quality emissions, austerity measures and work to tackle obesity and an update on sampling work carried out by the drug & alcohol services.
- iv) The Committee noted that Cabinet will consider a composite performance report at their meeting on 20 October 2020.