

TITLE OF REPORT: Making Gateshead a Place Where Everyone Thrives – six-month assessment of performance and delivery 2019/2020

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SUMMARY

This report provides the six-month assessment of performance and delivery for the period 1 April 2019 to 30 September 2019 in relation to the Council's Thrive agenda.

Background

1. The report forms part of the Council's performance management framework and gives an overview of progress for the priorities appropriate to the remit of the Communities and Place Overview and Scrutiny Committee (OSC) and the Community Safety Sub OSC.
2. The Council's new strategic approach Making Gateshead a Place Where Everyone Thrives, was approved by Cabinet in March 2018 to ensure the Council continues to get the best outcomes for local people and remains a viable and sustainable organisation into the future.
3. As part of the Council's performance management framework, five-year targets were replaced with a single 2020 target with strategic indicators identified as either target or tracker indicators. These targets were approved by Cabinet on 12 July 2016.

Delivery and Performance

4. The six-month assessment of performance for 2019-20 focuses on the achievements and actions undertaken during the period 1 April 2019 – 30 September 2019. Areas for future improvement are also identified.
5. The strategic indicators aligned to both committees have been reviewed to ensure they are appropriate in measuring performance in respect of the Thrive agenda.

Recommendation

6. It is recommended that the Communities and Place OSC:
 - (i) consider whether the activities undertaken during April 2019-September 2019 are supporting delivery of the Thrive agenda;
 - (ii) any areas they feel they require more detail or require further scrutiny; and
 - (iii) note that Cabinet will consider a composite performance report at their meeting on 21 January 2020.

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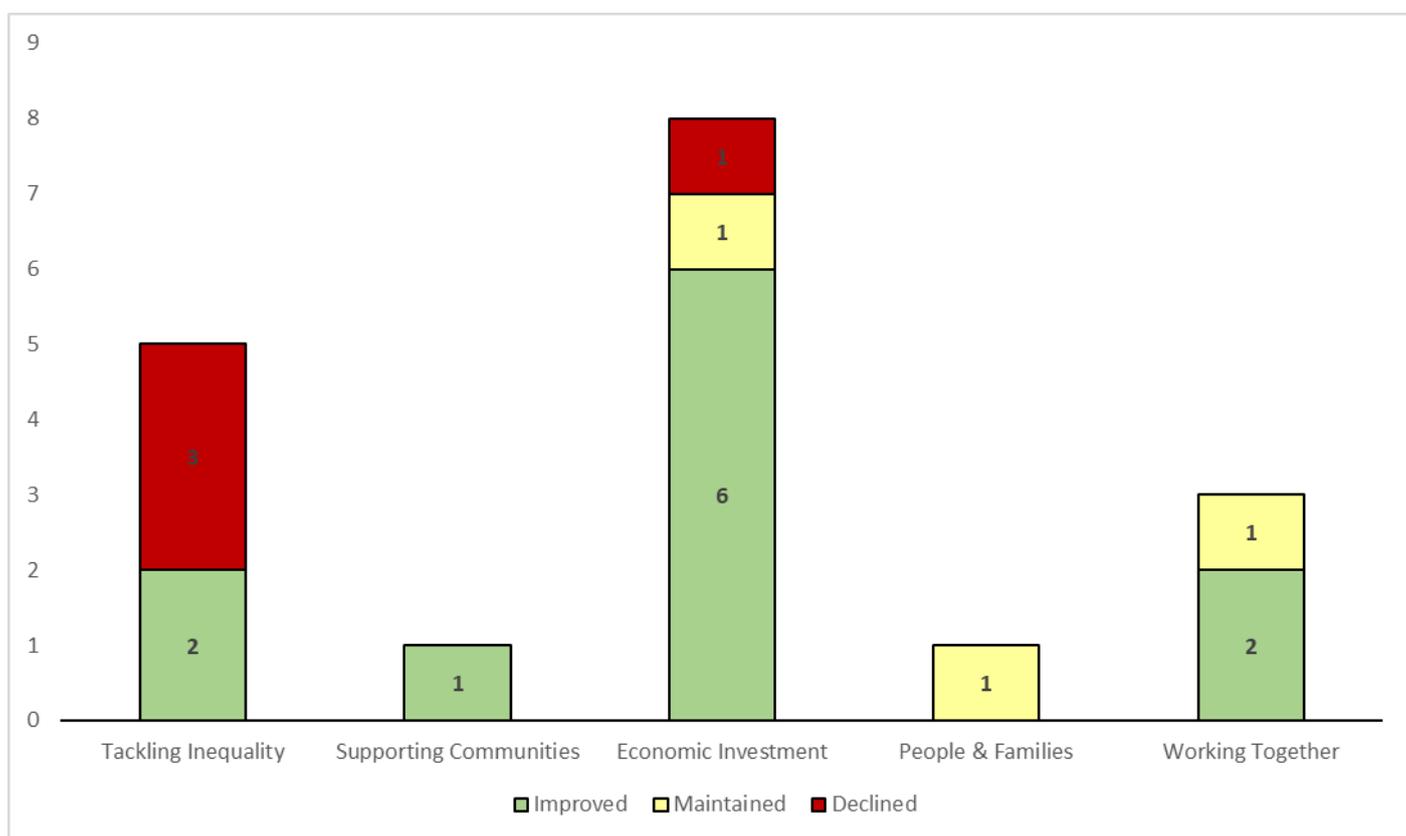
Section A

Performance Overview

This report sets out performance for the six-month period April to September 2019 in line with the Council's Performance Management Framework. The report's focus is those 'Strategic Outcome Indicators' (SOIs) that fall within the remit of the OSC Communities and Place and are available to report at this six-monthly period. The SOIs that are not available to report at the six-monthly stage will be reported at year-end 2019/20.

The chart below summarises the overall position and trend in performance compared to the 2018/2019 year end performance data. Overall performance has improved in 11 out of the 18 indicators (61%) where a direction of travel can be reported.

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



Put people and families at the heart of everything we do

We have identified 4 Strategic Indicators linked to the Thrive pledge of *Putting people and families at the heart of everything we do*. These are:

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
PF01 - The percentage of homes in the highest energy efficiency bands (SAP>65)	60%	56.53%
PF04 - Number of households accepted as homeless	None Set	514
PF05 - Number of households prevented from becoming homeless	None Set	231
PF06 - Percentage of homes free from category 1 hazards under the Housing Health and Rating System	Baseline as at April 2018 – 92%	92.84

Performance

- Whilst works to improve home energy efficiency continued in 2018/19, notably with 600 homes receiving new heating systems under the Gateshead HEIGHTs programme, data has yet to be processed to update the indicator, as this was received after year end.
- The Homelessness Reduction Act (HRA) 2017 came into force on 3rd April 2019 and introduced new prevention and relief duties for local authorities with statutory responsibility for homelessness in England. The Council now has a duty to assess and assist all eligible households at the prevention stage rather than when the applicant is homeless. This means that all households, whether they are in priority need or not, will be able to access assistance regarding both the prevention of and the resolution of homelessness. The Act requires a clear focus on prevention and early actions; strong referrals routes and joint working with other statutory agencies and all clients that are assessed are provided with a personal housing plan. It puts the prevention of homelessness on a statutory footing.
- From 2018/19 a new approach to recording homelessness has been in place. The six-month data provided within this OSC report is consistent with the 2018/19 reporting. However, work has been underway within the last 6 months to review the data collected to help develop new strategic homelessness indicators for the Council including the setting of targets for 20/21. These new local strategic indicators will include a focus on:
 - Rough Sleeping.
 - Homeless Assessments.
 - Homeless Prevention Success.

It is anticipated that the new indicators will be in place by the end of this financial year.

- There has been a 0.84% improvement in the percentage of homes in Gateshead free from Category 1 hazards under the Housing Health and Safety Rating System from April 2018 to date.

Achievements, Challenges and Actions

- Funding for Child Pedestrian Training initiative in schools, covering Tyne and Wear and Northumberland, has been secured for a further two years. The Government has also recently confirmed that funding for Bikeability, providing cycle training in schools will continue for at least another year.
- The Council has continued to implement its programme of 20mph zones in residential areas and around schools. Schemes implemented recently include those at Kells Lane, Mount Pleasant and Barlow.
- Formal Preventing Violent Extremism (Workshop to Raise Awareness of Prevent, or WRAP) continues to be offered to staff. Attendance at WRAP sessions remains low despite being regularly promoted. A briefing paper has been shared with the Chief Executive to encourage a tiered approach to training, with the recommendation that WRAP training should be mandatory for frontline employees.
- A new Prevent referral process has been agreed with both Adults' and Children's Services
- Three Public Space Protection Orders, which aim to reduce anti-social behaviour across the Borough, have been agreed by Cabinet. It is now a criminal offence to:
 - Allow dogs to foul and not put them on leads when requested anywhere in Gateshead;
 - Attend car rallies at Mill Road car park;
 - Drop off and pick up pupils of Dunston Hill Primary School and Kingsmeadow School within a designated area.

There is still some work to be done to ensure the new Public Space Protection Orders can be implemented and enforced. All outstanding actions needed to finalise this process will be completed by officers in the coming weeks and months.

- Partners continue to use anti-social behaviour legislation to ensure swift action when dealing with perpetrators and problem premises. In particular, Closure Orders have been served on two retail outlets in Central Gateshead who have been involved in the sale of illegal tobacco.
- Working with Northumbria Community Rehabilitation Company, a new approach to working with perpetrators of domestic abuse has been implemented in Gateshead.
- The Domestic Abuse team is currently engaged in the delivery of the Freedom Programme. This programme is delivered to a cohort of domestic abuse survivors to help them identify patterns of behaviour utilised by perpetrators to control and manipulate.
- Developed a £20m investment for up to 800 homes in Chopwell, to tackle the need identified by homes and families in Chopwell, to reduce fuel bills and to improve housing condition and property values, and halt housing market failure in Chopwell.
- In response to the Homelessness Reduction Act 2017 the Council and Gateshead Housing Company have developed a detailed work programme to direct service activity and develop processes necessary to ensure new and changed responsibilities are satisfied and enable new burden funding is used most effectively. As part of this wide-ranging work, the number of Temporary Accommodation units made available within the Council housing stock for homeless people has been increased from 30 to 64. These units are made available for households that are homeless, threatened with homelessness or rough sleeping, and assessed as having a Critical or Urgent Priority need.
- As part of TGHC's approach to homeless prevention rehousing pathways have been developed for a number of groups such as hospital discharge, domestic abuse, mental health, young people, offenders and ex-offenders. The work around the offender pathway has involved establishing partnership working arrangements with Northumbria Community Rehabilitation Company, National Probation Service, Police and prisons. In September 2019 the team received a NEPAC Ruth Cranfield award for Good Practice in Rehabilitation in recognition of their work with clients and partners.

- In collaboration with other regional partners TGHC were successful in securing funding for a Somewhere Safe To Stay Hub sit up service for rough sleepers for a 12-month pilot. The aim is to reduce the number of reported rough sleepers within Gateshead. The service is provided by Oasis Community Housing as an extension to their existing day service provision.
- In addition to the above TGHC was also successful in a further partnership bid for a Housing First pilot through the Rough Sleeper Initiative funding stream. The funding received enables the provision of 7 self- contained units of accommodation for clients with a history of rough sleeping.
- In conjunction with Gateshead Council and Oasis Community Housing, work on the Homeless Prototype is underway. The Prototype based on Public Service Reform principles is linked to the councils Thrive agenda. Learning and outcomes from the Prototype will inform future service development. The aim of the Homeless Prototype is to work with clients who are rough sleeping or at risk of rough sleeping. The aim is to take a client centred approach and establish what their needs are to enable them to move out of a cycle of rough sleeping, offending patterns, drug and alcohol addiction and mental health problems.
- The 2019 Counter Terrorism Local Profile shows that Gateshead has the second lowest number of Prevent referrals across the Northumbria area. This is of some concern and demonstrates the need for frontline employees to access WRAP training.
- Whilst a Perpetrator Programme for perpetrators of domestic abuse has been available to offenders in Gateshead, the funding is only available until March 2020. Additional funding is to be sought if this programme is to continue.
- Since the last performance report, four further Domestic Homicide Reviews have been commissioned. This is a statutory function of the Community Safety Board, and important lessons are learnt from each review.
- Drug-related deaths reviews show that a large number of deaths in Gateshead involve the long-term use of cocaine. A campaign is to be developed to raise awareness of cocaine use and the effects it can have on the body.

Tackle inequality so people have a fair chance

We have identified 6 Strategic Indicators linked to the Thrive pledge of tackling inequality so people have a fair chance. These are

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
TI05 - The total number of hate - related incidents reported to the ARCH Hate Crime Reporting System	452	264 (year-end)
TI06 – Domestic abuse closed cases	No Targets Set Maintain 59%	45
TI07 - The total number of reported crimes in Gateshead	None Set	4,651
TI08 - The total number of ASB incidents in Gateshead reported to Northumbria Police	None Set	Police: 3,321 Private Sector Housing: 668 The Gateshead Housing Company: 850
TI09 – People who agree Police and Council work together	To be the best performing local authority	54% (6 th)
TI10 – Recorded crime rates	To reduce (baseline figure is 125.5 for 12 months to Mar 19)	57.3%

Performance

- So far in 2019/20, 264 hate-related incidents (TI05) have been reported to either the Council’s online hate crime reporting system or to Northumbria Police. As in previous years, race-related incidents account for the highest number of incidents reported. Trends and tensions continue to be monitored by partners, and work is ongoing to increase the number of reports from others affected by hate crime, particularly those affected by transgender and disability hate.

If reporting levels continue in the next six months as they have done so far this year, we expect to exceed our target of 452 hate-related incidents.

- In the first six months of 2019/20, 436 domestic abuse cases (TI06) were closed by the Domestic Abuse team. Of those, 196 were closed with a reduced risk to the victim.

This represents 45% of all cases closed and is the reason given for closure in the majority of cases.

In a quarter of closed cases (110 cases), support was provided to the client, but the client disengaged from the service and in 22% (95 cases) of cases there was no support provided and the client disengaged from the service.

- Violent & serious recorded crime (TI07) in Gateshead has been increasing for a number of years. In particular, violent and serious acquisitive crime have experienced significant increases. To the end of September 2019, there were 4,651 crimes of this nature recorded in Gateshead. Most of the violent crimes recorded were classed as violent without injury, i.e. lower-level public order or harassment offences
- Although there has been a strategic outcome indicator that measured reported incidents of anti-social behaviour (TI08) in previous years, this indicator has changed and now reports on incidents reported to Northumbria Police, the Council's Private Sector Housing team and The Gateshead Housing Company.

Looking solely at police data, figures show that reports of anti-social behaviour have remained steady in the first six months of 2019/20. However, with 668 service requests made with Private Sector Housing and 850 reports to The Gateshead Housing Company, it would appear that anti-social behaviour remains as much of a concern for Gateshead residents as it always has done, with reports to the respective housing services increasing.

- The target for this indicator (TI09) was changed for 2019/20 and now aims for Gateshead to be the best-performing local authority for this measure across the six local authority areas in the Northumbria area.

Data is only available up to the end of June 2019, but according to the most recent data, performance has declined. A total of 54% of residents surveyed agree that the police and council work together to deal with the ASB and crime issues (TI09) that matter compared to 67% in the previous year. Gateshead is now the worst performing local authority for this measure. The number of people surveyed however is quite low (less than 600) so that might explain why the perceptions are low. Whilst the figure is disappointing, we know that partnership working in Gateshead is very strong; however, a more joined up approach to promoting the Community Safety Partnership to the public is needed.

- Recording crime rates is a new indicator (TI10) and aims to measure how effective partners are at reducing the gap between those wards with the highest crime rate and those wards with the lowest crime rate. Shoplifting offences have been removed from the calculation as this would heavily distort the figures towards those wards with shopping centres (i.e. Bridges, Whickham North, Blaydon, Birtley etc).

In the first six months of 2019/20 the difference in the rate of crime between the best and worst performing wards was 57.3 crimes per 1,000 residents. If we continue to report similar figures for the remainder of 2019/20 then the target of being below 125.5 crimes per 1,000 residents will be achieved.

Achievements, Challenges and Actions

- Coordination of actions on bus services with Nexus and Go Ahead through the East Gateshead Bus Alliance. Work continues to try and agree a similar process for West Gateshead;
- The Council continues to support, via Nexus, socially necessary bus services which would otherwise not be provided by the bus companies.

- TGHC, neighbourhood relations team managed 141 cases of domestic abuse and provided 54 security/sanctuary measures to support victims to remain in their home and feel safer.
- TGHC neighbourhood relations team received a Recognition Award from the Chief Superintendent of Northumbria Police for the work they do to support the management of sexual and violent offenders in Gateshead.
- TGHC are working in partnership with Northumbria University in relation to research on Hoarding behaviours and the development of effective multi-agency responses that address the underlying causes to develop longer term successful outcomes
- TGHC are working with a focus group of tenants to review key themes from a customer satisfaction survey including perceptions of anti-social behaviour and reasons for under reporting. The focus group will identify actions that will help to address these issues.
- TGHC Involvement team have worked with customers on a project to raise awareness of Hate Crime and how to report it. A film has been produced which features customers and officers talking about hate crime and was launched as part of Hate Crime Awareness week. It has been shared with residents and with a wide range of stakeholders including members of the Hate Crime and Tension Monitoring group.
- A new Hate Crime strategy for Gateshead has been developed. The strategy is a three-year strategy and will see the Hate Crime and Tension Monitoring group focus on three new priorities. These are:
 - Increasing awareness and reporting of hate crime
 - Increasing the uptake of referrals to victim support services
 - Hate crime education
- An external, independent organisation has been approached to carry out a multi-agency review of anti-social behaviour services in Gateshead to ensure that victims receive the best possible service.
- The way the Community Safety Partnership responds to drug-related deaths has been reviewed, ensuring deaths are reviewed in a much timelier fashion and actions completed much sooner.
- Completed the Gateshead HEIGHTs project, which provided lower cost heat and now power to up to 620 high rise homes, reducing fuel costs and fuel poverty which cause financial inequality.
- The Council secured external funding (£400k) to improve the third-generation artificial turf pitches at Gateshead International Stadium to provide accessible high-quality facilities for local residents. The Council worked in partnership with the Football Association, Gateshead College and local sports clubs to secure the external funding. The service is working with these partner organisations and others such as Gateshead Football Club and Newcastle United Foundation to develop local community initiatives to engage local communities.
- Drug-related deaths continue to rise in Gateshead. The Substance Misuse Strategy Group is tasked with identifying actions to help reduce the impact of illicit substances in Gateshead. Actions already identified include:
 - Hold a substance misuse and safeguarding workshop
 - Develop stronger links between the Gateshead Recovery Partnership and Northumberland, Tyne and Wear NHS Foundation Trust to improve communication and joint working
 - Develop a cocaine campaign, possible region-wide, to deliver harm reduction messages specifically aimed at cocaine users
- Street begging is becoming more prominent in Gateshead, in particular in the vicinity of the Town Centre. There is a Public Space Protection Order in place in the Town Centre which prohibits begging but, rather than punishing those who are genuinely in need, partners are working together to support those who find themselves homeless and in need of support.

Support our Communities to support themselves and each other

We have identified 1 Strategic Indicator linked to the Thrive pledge of ***support our communities to support themselves and each other***.

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
SC01 - Percentage of household waste sent for reuse, recycling and composting	50%	34%

Performance

- There has been a very small increase in the total tonnage of waste, either recycled, composted and reused. However, the amount of waste overall has also increased, primarily residual waste. The main area of growth in recycling has come from green waste collections. Other services have been stable.
- More generally, there has been further scrutiny introduced throughout the supply chain on the quality of materials collected. This has the added impact of greater scrutiny during collections, when the material is delivered to our contractors and by resource increases in extracting contaminants, whilst the materials are processed. This has resulted in secondary raw material outputs, whilst lower in tonnage terms are of a higher quality. The backdrop of this has led to stagnation in recycling rates nationally, with some Councils seeing actual drops.
- The lack of significant capital and revenue investment to implement weekly food waste collection means significant increases are unlikely.
- Work continues via Behavioural Change Officers to work with residents to improve the recycling rate via targeted action. The team are continuing to work with management companies and housing associations at communal collection points to improve recycling performance from these locations and reduce contamination. Increased use of social media for regular recycling messages and work with partner authorities to get out a consistent message is ongoing.
- The council are currently going through a procurement exercise for the HWRC contract, with a view to increasing recycling through this service. The council are also considering a review of existing kerbside recycling collections, benchmarking against similar authorities and modelling future service provision, in order to increase recycling within this service area.

Achievements, Challenges and Actions

- New Environmental Enforcement Team introduced to tackle local problems such as litter and dog fouling;
- The Council has secured Government funding to develop Local Cycling and Walking Investment Plans (LCWIP's) for the Birtley and Felling areas.
- A Victim Action group has been established, specifically for victims of hate crime. The purpose of this group is to build an understanding of the issues and barriers associated with accessing support after an incident has taken place.

- There are now 30 student Hate Crime Champions at Whickham School acting as a point of contact for students who want advice or information about hate crime. Further sessions are planned with other Gateshead secondary schools and Gateshead College.
- Commenced the Local Energy Assistance Programme, which provides free home visits and energy advice, to empower residents to understand how to improve energy efficiency. So far 100 LEAP visits have been performed. Around 2/3 of these are social housing tenants. In terms of impacts:
 - Energy efficiency measures (LED lightbulbs, radiator reflectors, TV standby plugs and more): 1191 installed, delivering a total estimated ten-year bill saving of £128,000
 - Energy saving advice: total estimated ten-year bill saving of £16,000
 - 2 visits resulted in on for fully funded emergency boiler replacements
 - 22 visits resulted in onward referrals to an income maximisation service (the charity IncomeMax) – additional income secured to be confirmed
 - 10 hazards identified and referred back to the Council / private sector housing teams; 20 referrals made to fire service Safe and Well visits
 - We have a case study of one individual, who has Asperger's Syndrome and other mental health issues, who had been informed by their energy supplier that they were in £8k worth of electricity debt. During the LEAP visit, the energy assessor spoke to the supplier and provided accurate meter readings, and as a result was able to get the majority of this debt written off, reducing it to £500.

Groundwork North East and Cumbria are taking on a second energy assessor this month, so the number of visits per month (currently 20-30) has the potential to double.
- Launched the ECHO scheme to provide free emergency boiler replacements for fuel poor households.

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

We have identified 12 Strategic Indicators linked to the Thrive pledge of *invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough*.

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
EI01 - The number of people of working age in Gateshead aged 16-64	127,799	128,000 (year-end)
EI02 - Increase overall housing supply	96,167	93,861 (year-end))
EI03 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	1.19%	1.43% (year-end)
EI04 - The number of new affordable properties that are completed and liable for Council Tax in a year	294	60 (year-end)
EI06 - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	73.20%	74.2%
EI07 - Economic Activity Rate - Percentage of all people aged 16-64	80%	78.4%
EI09 - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	37.80%	38.10%
EI11 - The percentage of Gateshead Residents aged 16-64 in Self Employment	7.0	6.9%
EI16 – Access to main centres (daytime)	57%	57.8% (year-end)
EI17 – Access to main centres (evening)	52%	52.6% (year-end)
EI18 – Access to key employment (daytime)	62%	60.7% (year-end)
EI19 – Access to key employment (evening)	41%	44% (year-end)

Performance

- Latest 2016-based subnational population projections published by ONS anticipate that the size of Gateshead's working age population (EI01) will decline in absolute terms, and as a proportion of the total population.

However, it should be noted that ONS projections are based on the continuation of past demographic trends: they do not forecast the impacts of policy intervention. In this respect, activities such as supporting new housing development in Gateshead could stop or reverse decline in the number of residents aged 16-64.

The actual figures show that the working age population for Gateshead has marginally increased from 127,900 in 2018/19 to 128,000 which is good news for the Borough.

- The net number of homes liable for Council tax within the Borough (EI02) has grown by 0.37% (342 homes) since last year (93,519).

It should be noted that this indicator reports on the change in the number of homes liable for Council Tax in Gateshead over the reporting year. It is not the same measure as net change in Gateshead's total dwelling stock.

- Based upon Council Tax data covering properties liable for Council Tax the number of long-term empty homes (EI03) has decreased from last year by 11 units. The target reduction was 103. The ability to drive down the number of long-term empty properties is affected by continuing budget cuts and pressures on services, the figures also reflect the fact that a number of Council properties are being held vacant to facilitate area regeneration works.
- The number of affordable units completed (EI04) is likely to have been reduced due to the effect of the annual 1% reduction in social rents which was imposed by the Government in 2016.

This has influenced the viability of schemes and resulted in a reduction in completions. However, we have seen a renewed interest by Registered providers wishing to deliver affordable housing in the borough and the Council has undertaken to deliver new affordable housing directly, therefore we expect the position to improve in 2019-20.

- Employment rates (EI06) both nationally and locally, continue to be around record highs. Gateshead continues to compare well or out-perform the wider N.E region (71.1%) but still lags the GB rate of 75.4%. This is an indication of continued strong job growth in the South East and London particularly rather than any other factor. Maintaining current levels of performance may be challenging due at least to the immediate and shorter-term uncertainties and implications of Brexit. The indicator is currently on target to meet/exceed the 2020 target by 2019/20 year end.
- High employment rates and major changes in the welfare system due to the increased numbers of people moving onto Universal Credit from formerly inactive benefits via 'natural migration' are reducing the number of people classed as economically inactive and continuing to fuel a comparatively high Economic Activity Rate (EI07). Gateshead at 78.4% remains consistently ahead of the North East average of 75.5% and only marginally behind the GB rate of 78.7%. Currently this indicator is marginally under a stretch target. It is expected to remain in a similar position by the 2019/20 year end.

- Following a dip in the number of residents employed in occupations requiring higher skill levels (E109) over the last two years numbers are now slowly recovering thanks to increased employment and overall higher economic activity rates. Gateshead still lags both the N.E average (40.1%) and is some way off the GB figure (46.8%) but this indicator is quite volatile as it is survey based so relatively large changes can occur over short timescales. Going forward uncertainty over Brexit and its implications could lead to at least some short-term instability. Would currently expect to meet /exceed target at the end of the reporting year.
- The % of residents self-employed (E111) has increased from 6.7% to 6.9%. A total of 9,400 Gateshead residents are classed as self-employed, 400 additional from the previous report.

It is difficult to accurately report the exact number of residents who are self-employed as it relies on data taken from NOMIS official labour market statistics with the ONS Annual Population Survey the data source. The Annual Population Survey is a continuous household survey, covering the UK, with the aim of providing estimates between censuses of main social and labour market variables at a local area level.

A contributing factor for the growth in self-employment could feasibly be as a result of increased levels of activities boosting entrepreneurship in Gateshead, including hosting and running national and local events, training schemes and networking sessions.

Several bids are underway to attract investment into Gateshead to boost self-employment. If successful, this will create a series of interventions to boost entrepreneurship and create an enabling environment for businesses and start-ups. Schemes include the development of a business grant programme.

- The change in performance relating to access to main centres and key employment (E116 - E119) has been small but positive and results are showing relatively consistent performance. There continues to be an improved change to access to employment in the evening compared to the target. Although this is slightly less than last year it is not by a significant amount. The reason is unknown but is likely to be due to changes to timetables by the operator.

Achievements, Challenges and Actions

- Continued investment in maintenance and small-scale improvements to Gateshead's transport network. In 2019/20 nearly £12 million was invested, of which more than £9 million was strategic maintenance and £2¾ million improvement schemes. With a focus on investment in sustainable travel modes this will support economic growth while minimising its adverse impacts.
- The signing of the Agreement for Lease for Gateshead Quays with ASM Global was signed on the 18th September 2019. This document legally locks in ASM Global the operator of Newcastle arena, to move and expand their business on Gateshead Quays with a larger purpose-built entertainment area and regional conference and exhibition centre.
- Outline application approved for £120,000 European Regional Development Fund (ERDF) funding to provide grants to 40 SMEs to induce business expansion, creating 30 new jobs.
- Outline application submitted for £4.67m ERDF to deliver an SME grant programme for businesses located in Gateshead, South Tyneside and Sunderland to create 252 jobs.
- Expression of interest submitted in partnership with North East Business Innovation Centre for ERDF funding to extend Digital Innovation Partnership project to improve SME competitiveness and productivity through digital technologies.

- Supported 6 businesses to implement successful investment projects and 30 new start-ups; creating 108 new jobs and safeguarding 191 jobs in Gateshead. This included 3 inward investment projects.
- It is anticipated that if successful the outline application for both the above 2 projects will be approved either immediately before or immediately after the turn of the year and the ERDF managing authority, MHCLG will then invite the development and submission of a full application. It is not anticipated that Brexit will impact on these timelines.
- 20 businesses assisted with specialist support and guidance including: 9 Gateshead businesses assisted with advice and funding to achieve reductions in energy costs and greenhouse gas emissions.
- Introduced a weekly bulletin for businesses to raise awareness of Brexit risks, support available and to encourage preparedness.
- Council-led proposition for a National Innovation Centre for Immersive prioritised as a 'place to Innovate' by North East Local Enterprise Partnership.
- Ignite, a 12-week accelerator programme for tech start-ups, formerly operated from Newcastle, launched supporting 25 early stage tech businesses.
- Supported XRTGO, Europe's largest mixed reality only conference, attracting 150 from across Europe to BALTIC; Hosted the inaugural NOVA Conference attracting 135 decision makers from the UK games industry.
- Launched Gateshead Works service - an ethical recruitment service – supporting 241 jobseekers securing 22 interviews and helping 7 people access employment.
- The Work Inspiration Gateshead programme provided 374 students from Kingsmeadow School and Emmanuel College 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.
- Secured the commitment of 23 primary schools from across the borough to establish a new Code Club. Code Club is the common term for voluntary after-school club initiatives that provide opportunities for children to develop coding skills. Teachers, volunteer programmers and software developers give their time to run sessions, passing on their programming skills and mentoring the students supporting them to create their own computer games, animations and websites and learn how to use technology creatively.
- Continued to invest in the Gateshead District Energy Scheme, with new connections to RIGA office, providing income to the Council, and cost savings to businesses. RIGA is the new 5000m2 office being built by the Council on Baltic Business Quarter, due to open next year.
- The Council successfully delivered a summer of major events including; new Try on the Tyne event (Duathlon) on the quayside, World Transplant Games, Great North Run weekend, and stage 4 of the Tour of Britain.
- The Council also played a key role in the community engagement programme of the hosting of the European Rugby Union finals weekend in May with an event village being held on Baltic Square.
- Secure ERDF funding to improve access to finance for SMEs and innovation support.
- Development of proposition and preparation of evidenced based business case to lever external funding to support National Innovation Centre for Immersive project.
- Continue to raise the profile of Gateshead as a sustainable and competitive business investment location and key UK destination for tech sector investment.
- In the future, digital skills will be increasingly important for work. Develop programme to ensure that all children have access to coding opportunities to address the digital skills gap.
- Promote supply chain opportunities to local businesses arising from the Council's investment.
- Improve intelligence around economic impact of Brexit and promote support for businesses to prepare for UK leaving EU.

- Since January 19, the Council's learningSkills team have supported 143 young people to gain employment as an apprentice with Gateshead businesses, 93 of which are Gateshead residents. 131 Gateshead employees have undertaken an apprenticeship to help upskill within their current job roles.
- Since January 655 young people aged 16-24 have attended learningSkills weekly assessment centre, been provided with IAG from level 4-6 qualified IAG staff and signposted and supported to apply for apprenticeship vacancies and access further education.
- learningSkills has supported young people who aren't apprenticeship ready due to low GCSE results, into traineeships. 100% secured placements with employers and 43% have progressed into employment. 114 young people have been supported into programmes of study in construction, customer service, retail, digital skills and business admin. The majority of the young people are battling: Drug, alcohol and substance misuse, offending behaviour, mental health, housing, family and financial issues
- In the last academic year learningSkills have worked with over 350 employers to source employment opportunities for apprentices and have been supported to upskill their workforce across Tyne & Wear (176 are Gateshead employers).
- learningSkills has successfully secured £1 million community grants funding, £200k of which will support Gateshead residents furthest from the labour market (and with multiple barriers) towards work to develop employability skills.
- Supporting the thrive agenda, learningSkills helped over 400 residents who were all claiming JSA or Universal Credit to gain the skills to find work. All were at least second generation unemployed or had spent at least 3 years out of work. All learners were assessed for their literacy, numeracy and digital skills and these were developed throughout the programme, so they were better able to function both in work and in their personal lives. in addition, all received financial awareness training to help the manage their benefits and wages.

Work together and fight for a better future for Gateshead

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

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
WT01 - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	50%	52.2% Reduction (year-end)
WT02 - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	50%	53.2% Reduction (year-end)
WT03 - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	16.80%	2.1%

Performance

- Actual greenhouse gas emissions from Gateshead Council operations (WT01&2) are 13.2% lower than last year, and 52.2% lower than in 2007/8.

Accounting for variability in annual temperatures, weather-corrected emissions also fell 12.4% on last year and are now 53.2% down on 2007/8.

- Breaking this down into the main areas of energy and fuel use, we can see where progress is being made, as follows:
 - Gas consumption in buildings decreased by 20.7%
 - Electricity consumption in buildings fell by 2.03%
 - Streetlights electricity use fell by a further 7.8% as the effect of further energy efficiency lighting replacement took effect.
 - Business travel has dropped by 13.2% since 2007/08.
 - Fleet transport dropped by another 12.8%
 - Landfill gas emissions have dropped by a further 0.8% and now stand at 98% less than the benchmark year of 2007/08.
- There has been no significant change over the past year. In Gateshead, approximately 90% of the installed renewable energy capacity is attributed to landfill gas electricity generators, with the remainder comprised of smaller scale, building specific renewable energy systems.

Splitting the technologies between renewable electricity and heat show that for electricity, Gateshead is still producing 10.6% (55711.97 MWh) of its electricity from renewable sources, (largely due to landfill gas generators and solar panel installation), but only 0.07% (1612.8 MWh) of heat from renewable sources. While the Gateshead District Energy Scheme now provides significant heat to customers in Gateshead Town Centre,

improvements in UK grid electricity mean that heat and power supplied from the District Energy Scheme is on a par with grid carbon coefficients

Achievements, Challenges and Actions

- The maintenance of the local road network in Gateshead is the single most valuable asset managed by the Council. It is used by most people and businesses on a daily basis. It comprises;
 - Work with and through partner bodies (Joint Transport Committee, Transport for the North, Highways England, Network Rail) to maintain and improve Gateshead's transport network;
 - Joint working with Newcastle and North Tyneside Councils has progressed in developing proposals to alleviate traffic related air quality problems in central Tyneside;
 - Joint road safety campaigns have been carried out with other Tyne and Wear local authorities and Northumberland Council, funded through the Northumbria Safer Roads Initiative.
- Safervision training has been commissioned to deliver bespoke Prevent Awareness sessions to designated safeguarding leads, deputy head teachers and school governors in schools across Gateshead. In total, 40 designated safeguarding leads and 16 school governors have attended the sessions.
- The Police and Crime Commissioner for Northumbria has awarded the Council £10k for a youth outreach project. NE Youth, a third sector organisation, has been commissioned to provide outreach work in east Gateshead for the next 12 months.
- Operation Salvator took place earlier this year. This was the biggest drugs operation carried out in Gateshead and led to a number of arrests. As well as the seizure of drugs, cash, weapons and mobile phones were confiscated. In addition, those affected by the removal of their drug supply were offered support through the Gateshead Recovery Partnership, an area that is often overlooked in operations of this nature.
- A drugs profile for Gateshead and Newcastle is to be developed. This will identify trends and patterns in terms of use, distribution methods and availability.
- The role and remit of the Community Safety Board and how partners link with the newly-created Violence Reduction Unit is to be considered.

Section B: Update on actions from previous report

Action	Thrive Pledge	Service Area	Update
<p>The Gateshead Regeneration Partnership (GRP) will provide local employment and supply chain opportunities for Gateshead businesses. In early 2019 GRP construction begins on three housing sites at Kelvin Grove, Rowlands Gill and Whitehills Drive which make best use of previously vacant land and supports, employment and local community development.</p>	<p>Economic Investment</p>	<p>Economic Development</p>	<p>Planning permission has been approved for 114 homes across the three sites. Homes England funding of £650k has also been allocated for the sites. The Council has approved £1.7m from the Capital Programme to overcome the viability gap for the Rowlands Gill and Windy Nook sites. On Kelvin Grove, construction started in June 2019. Construction of Rowlands Gill started in October 2019. Construction at Windy Nook will begin in January 2020. GRP have begun design and feasibility work on the Freight Depot, Hyde Park and Whitley Court sites.</p>
<p>Delivery of new facilities and improved public spaces at Baltic Quarter for businesses and visitors will help to create a vibrant business destination and facilities will include a new café, new seating on the Boulevard and improved signage. The new facilities will encourage residents and employees into the area, improve local spending and promote the Gateshead area as a place to work and visit</p>	<p>Economic Investment</p>	<p>Economic Development</p>	<p>Food and Beverage unit to be completed Nov 19. Opening is planned for Jan 2020. BQ signage has been designed (to include planting) and a contractor appointed. This is expected to be in place by Q1 2020. Secure cycle parking increased as part of the RIGA build to service the wider Baltic Quarter. Businesses on the quarter remain interested in exercise equipment - options to be explored.</p>
<p>The Council aim to improve the business environment to develop the capacity and accelerate the growth of key employment sectors. These include digital technology, advanced manufacturing, health and retail to support business expansion and retention, increasing the number and quality of jobs available to residents. Activities will include supporting business expansion and retention through account management, working with employer organisations, cluster and supply chain development</p>	<p>Economic Investment</p>	<p>Economic Development</p>	<p>During 2019/20 an outline application for £120,000 European Regional Development Fund (ERDF) funding was approved. A full business case is under development. Subject to approval, the project will provide grants to 40 SMEs to induce business investment and expansion, creating 30 new jobs. An outline application was submitted to ERDF, seeking £4.67m to deliver an SME grant funding programme to support businesses located in Gateshead, South Tyneside and Sunderland expand their operation and support inward investment activities. The funds will lead to the creation of 252 new jobs and leverage £10.5m of private sector investment. The Council has continued to raise the profile of Gateshead as an investment location, coordinate responses to mobile investment enquiries and support local businesses to expand. During the first six months 2019/20 supported 6 businesses to implement successful investment projects and 30 new start-ups; creating 108 new jobs and safeguarding 191 jobs in Gateshead. This included 3 inward investment projects.</p>
<p>The Council will explore opportunities to secure wider social and economic benefits for growth in the tech sector including a fairer share and distribution of wealth, and greater stability for freelance and contract employees by supporting the development of a Tech co-operative, business owned and democratically controlled by its workers, or similar model. An ERDF grant application was made for £8m of funding, to support a £16m scheme to deliver sustainable energy and transport improvements to Chopwell. Unfortunately, the application was not successful however, the project scope is being reviewed and revised, and other funding sources explored</p>	<p>Economic Investment</p>	<p>Council Housing, Design and Technical Services</p>	<p>During 2019/20 secured commitment from Ignite to run a 12-week pre-accelerator programme for immersive tech start-ups from PROTO. The programme, formerly operated from Newcastle, launched in September with 25 pre-revenue and early stage tech businesses being supported with idea development, start-ups and business growth. Piloted a 5-day full time programme for 12 people not in employment, education or training (NEET) to learn more about careers and business opportunities in tech/digital in Gateshead. Through the programme, residents attended workshops, group discussions, one-to-one's with industry professionals and undertook research tasks in order to better understand the sector and the career opportunities available.</p>
<p>In respect of the Gateshead Quays development, the key action over the next 6 months is to secure Agreement to Lease with the key tenant ASM Global (formerly SMG Europe) who will operate the new arena and conference centre</p>	<p>Economic Investment</p>	<p>Economic Development</p>	<p>The Agreement for lease with ASM Global was agreed by all parties on the 18th September 2019. Marketing of the two hotels has concluded and was submitted to Cabinet on the 19th November 2019. A Development Framework has been created to comprehensively plan the future development of Gateshead Quays including off-site infrastructure, this has been subject to public consultation and the final version was submitted to Cabinet on the 19th November 2019, and full Council on the 21st November 2019. A planning application is due to be submitted early in 2020.</p>

Action	Thrive Pledge	Service Area	Update
<p>Improve the promotion of Gateshead and support its ambition to be recognised as a business investment location and the number one destination for companies developing cutting edge technology, software, and content through a digital marketing campaign and building on the success of PROTO. A company has been commissioned to deliver the campaign which will start imminently</p>	Economic Investment	Economic Development	<p>During 2019/20 the Council has continued to influence local and national partners ensuring Gateshead's unique assets and market opportunities position the borough as a leading destination for Foreign Direct Investment. Two Department for International Trade (DIT) propositions (gaming and immersive technology) featured PROTO which was also central to a regional High Potential Opportunities Proposition for Immersive Technologies. Commitment was secured from DIT to invest additional resources to deliver lead generation activities to support the HPO, expected to lead to an increase in inward investment and highly skilled jobs to the borough.</p>
<p>Civil bus lane enforcement was expected in late 2018 with three cameras at Gateshead High Street, the A184 (West Central Route, behind the bus station) and the A184 Felling Bypass (westbound). It is anticipated that lane enforcement will lead to a reduction in road traffic and pedestrian accidents. The outcome of improved road enforcement will be known at the end of 2018/19 and continue on into 2019/20</p>	Supporting Communities	Development, Transport & Public Protection	<p>The first phase of Bus Lane Enforcement has now been introduced at 3 locations - A694, A184 felling By-pass and the West Central Route. Extension to a second phase of sites is now in preparation.</p>
<p>A new housing development is under way through the Trading Company, with 22 apartments for sale being developed at the former Derwentside Sheltered Scheme in Swalwell, with completion expected late 2018. Construction activity also commenced on the former Lyndhurst Site in Beacon Lough. The development will see 36 new family homes being built with completion expected in summer 2019. Both of these developments are being progressed under the trading name Beacon Living</p>	People and Families	Council Housing, Design and Technical Services	<p>Derwentside Mews is now complete and has been handed over. 5 sales are complete and a further 7 are currently in the pipeline. The former Lyndhurst site is being developed as Valley View. Handover is imminent. There has been keen interest in the development from potential buyers. Keelman are set to acquire 6 affordable homes, 2 further homes are under contract and another 9 homes are reserved.</p>
<p>Council Housing is progressing with work to develop a core and cluster scheme of 14 supported living homes in Winlaton. The development will see a mix of bungalows and apartments, supported by an onsite concierge providing support for clients with Learning Disabilities. The development attracted external grant funding of over £0.5m from Homes England and completion is forecast to be early summer 2019</p>	People and Families	Council Housing, Design and Technical Services	<p>Two of the supported living sites have now been completed, with the third and final site due for completion in November 2019.</p>
<p>The housing growth site at Clasper Village has been cleared and is ready for development of 191 homes plus a supermarket store to improve access to services for local residents. A planning application will be submitted in early 2019. This site recently attracted an offer of external funding offer to support remediation works on the site</p>	People and Families	Council Housing, Design and Technical Services	<p>The planning application has now been approved for the development of 191 (including 15% affordable) homes. External Homes England Grant of £1.8m has been secured to support site remediation works, with construction expected to start imminently.</p>
<p>A planning application for the housing growth site at Bleach Green in Blaydon will be submitted in January 2019 by Keepmoat Homes, for 183 homes. Funding from Homes England will help provide 15% affordable homes for the area with work starting on site in March 2019 and supporting local first-time buyers into home ownership</p>	People and Families	Economic Development	<p>Planning approval granted 6.12.18 for 183 homes and demolition of 4 homes, including 15% affordable provision (27 homes). Construction commenced on site June 2019, with the first homes due to complete at the beginning of 2020.</p>

Action	Thrive Pledge	Service Area	Update
<p>The Council will market land in the Baltic Business Quarter in early 2019. Expressions of interest will be requested from developers for schemes containing a mix of housing and employment developments. Mixed use developments increase population density, encourage more affordable housing (smaller units), allows for the creation of plazas, reduce distance between housing and employment, encourage walking and cycling, reduce road congestion and encourage retail opportunities. All of these elements will support the Gateshead area into future sustainability</p>	Economic Investment	Economic Development	<p>The bid process is in response to the expressions of interest registered through www.balticquarter.com and after the development opportunity was officially launch in MIPIM by the Chief Executive. The current marketing timescale is as follows:</p> <p>Issue of Bid Document - 16th September 2019</p> <p>Deadline for submission of Bid Document Stage 1 - 28th October 2019</p> <p>Assessment of Bid Document - 18th November 2019</p> <p>Clarification Period - 2nd December 2019</p> <p>Short listing of parties for financial bids Stage 2 - 16th December 2019</p> <p>Deadline for submission of Bid Document Stage 2 - 3rd January 2020</p> <p>Invitation to Interview of Shortlisted Parties 17th February - 2020</p> <p>Selection of Preferred Party(s) - 2nd March 2020</p> <p>Following a deadline of the 28th October for Stage One bids a meeting has been arranged between BNP Paribas and Council officers to review all responses and to establish if any further clarification is required so all submissions are at a similar position as each other. This will enable us to clarify with parties any points/proposals prior to the formal review meeting.</p>
<p>Local Energy Advice Programme (LEAP) - the Council will support the LEAP programme, which provides free home visits, and advice to vulnerable residents, to improve energy efficiency and reduce fuel poverty. The scheme also signposts to the ECCO scheme, to provide emergency central heating works to the most vulnerable private households, where systems are not working.</p>	Tackle Inequality	Council Housing, Design and Technical Services	<p>The LEAP and ECCO schemes were launched in June 2019, with over 50 Stakeholders trained in making referrals to LEAP and ECCO. Agility Eco, supported by Groundwork NE, have dedicated a member of staff for home visits to referrals</p>
<p>A Sustainable Future for Chopwell - The Council is developing a £20m investment scheme, to improve energy efficiency of homes in Chopwell, and to install low carbon, low cost heating systems to up to 800 homes, which aims to also tackle housing market failure in the area.</p>	People and Families	Council Housing, Design and Technical Services	<p>In April 2019, the Council received approval for their outline bid, and in July 2019, the Council submitted a full bid, seeking up to £6m of ERDF towards the £20m scheme. In addition, the Council committed to progressing a pilot scheme, to install solid wall insulation, heat pumps and solar panels to 6 Council homes, which will inform the wider scheme. The pilot scheme is ongoing and has been announced to those residents. When the pilot is completed by Spring 2020, we will have announced our intentions for the wider scheme. This still relies on grant funding coming through.</p>
<p>Gateshead HEIGHTS - the Gateshead HEIGHTS project has installed energy efficiency measures and new, lower cost, lower carbon heating systems to 620 high rise homes across 7 tower blocks in Gateshead.</p>	Tackle Inequality	Council Housing, Design and Technical Services	<p>Whilst the main HEIGHTS scheme was completed in February 2019 providing heat to 620 homes, in September 2019, the Council also become an electricity supplier to customers in Barford and Stretford Courts, which now receive low carbon, low cost electricity from one of the new energy centres installed.</p>
<p>Gateshead District Energy Scheme. The scheme provides low carbon, low cost heat and power to homes, public and commercial buildings in Gateshead Town Centre, from Gateshead Energy Centre.</p>	Economic Investment	Council Housing, Design and Technical Services	<p>In June 2019, work commenced on connecting the new RIGA office building to the network, which should be on line by Winter 19/20. Furthermore, the Council signed an Agreement to Lease with SMG, the operator of the new Quays arena and conference centre, which includes commitment to taking heat and power from the district energy scheme.</p>

Action	Thrive Pledge	Service Area	Update
Secure major events as part of a sporting and cultural event programme designed to put Gateshead on the global map, improving the economy and engaging local people in world class events.	Economic Investment	Go Gateshead Sport & Leisure	Contract discussions underway with a view to secure a 3 year programme of World Class Athletics from 2021-24. The contract is still being drawn up. Committee will be updated once agreed.
Secure investment into the Gateshead International Stadium to improve the commercial performance of the facility, attract international events and engage local communities.	Economic Investment/Tackle Inequality	Go Gateshead Sport & Leisure	£600k (£400k external funding) invested into the GIS for the redevelopment of third generation artificial pitches which are now operational. Refurbishment of the Gym facilities underway which is being designed to attract the wider community in physical activity. Anticipated completion in January 2020. Feasibility work underway to consider stadium improvements to support the delivery of International Athletics events.
Devise a delivery plan to enable local communities to self manage local sporting facilities (playing pitches and bowling greens) to improve the sustainability of the sport, with the aim of developing local community hubs.	Supporting Communities	Go Gateshead Sport & Leisure	A cross council project team is in place aiming to devise a delivery plan by November 2019 to then be implemented by March 2021. The phased delivery plan is in place and phase 1 is complete – this included the asset transfer of Pelaw Marley Hill bowling facilities. Phase 2 is on track for implementation by March 2020 and include the closure or reduced maintenance of sites that are currently unused, asset transfer of the bowling green at Ryton and consolidation of bowling activity in the West to the Ryton green. Feasibility work is also underway for phase 3 which is to be implemented by March 2021.
Deliver capital improvements to Blaydon Leisure Centre including the development of external sports facilities (Track and 3G pitch) to improve access to sport and physical activity for local residents.	People and Families	Go Gateshead Sport & Leisure	The new full sized FIFA quality 3G football pitch and new IAAF 6 lane training athletics track, long and triple jump and shot putt facilities were handed over and operational as of 24th October, the facility also benefits from new drainage and floodlighting.

Section C: Performance Overview

(Performance trends are measured against the year end position, unless stated)

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 six- monthly (unless stated)	Direction of Travel	Comments and Actions
EI01 - The number of people of working age in Gateshead aged 16-64	Economic Investment	Anneliese Hutchinson	127,799	128,000 (year-end)	Improved	Latest 2016-based subnational population projections published by ONS anticipate that the size of Gateshead's working age population will decline in absolute terms, and as a proportion of the total population. The actual figures however show that the working age population for Gateshead has marginally increased from 127,900 in 2018/19 to 128,000 which is good news for the Borough.
EI02 - Increase overall housing supply	Economic Investment	Anneliese Hutchinson	96,167	93,861 (year-end)	Improved	The net number of homes liable for Council tax within the Borough (EI02) has grown by 0.37% (342 homes) since last year (93,519).
EI03 - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	Economic Investment	Anneliese Hutchinson	1.19%	1.43% (year-end)	Improved	Based upon Council Tax data covering properties liable for Council Tax the number of long-term empty homes has decreased from last year by 11 units. The target reduction was 103. The ability to drive down the number of long-term empty properties is affected by continuing budget cuts and pressures on services, the figures also reflect the fact that a number of Council properties are being held vacant to facilitate area regeneration works.
EI04 - The number of new affordable properties that are completed and liable for Council Tax in a year	Economic Investment	Anneliese Hutchinson	294	60 (year-end)	Performance has Declined	The number of affordable units completed is likely to have been reduced due to the effect of the annual 1% reduction in social rents which was imposed by the Government in 2016. This has influenced the viability of schemes and resulted in a reduction in completions. However, we have seen a renewed interest by Registered providers wishing to deliver affordable housing in the borough and the Council has undertaken to deliver new affordable housing directly, therefore we expect the position to improve in 2019-20.
EI06 - 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%	74.20%	Improved	Employment rates both nationally and locally continue at or around record highs. Gateshead continues to compare well with/out-perform the wider N.E region (71.1%) by some way but still lags the GB rate which stands at 75.4%. This is an indication of continued strong job growth in the South East and London particularly rather than any other factor. Maintaining current levels of performance may be challenging due at least to the immediate and shorter-term uncertainties and implications of Brexit. Currently on target to meet/exceed target at end of year.
EI07 - Economic Activity Rate - Percentage of all people aged 16-64	Economic Investment	Andrew Marshall	80%	78.40%	Improved	High employment rates and major changes in the welfare system due to the increased numbers of people moving onto Universal Credit from formerly inactive benefits via what is called 'natural migration' are reducing the number of people classed as economically inactive and continuing to fuel a comparatively high Economic Activity Rate. Gateshead remains consistently some way ahead of the North East average (75.5%) and only marginally behind the GB rate of 78.7%. Currently under target which is very stretching and would expect to remain in a similar position come the end of reporting year.
EI09 - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	Economic Investment	Andrew Marshall	37.80%	38.10%	No Change	Following a dip in the number of residents employed in occupations requiring higher skill levels (EI09) over the last two years numbers are now slowly recovering thanks to increased employment and overall higher economic activity rates. Gateshead still lags both the N.E average (40.1%) and is some way off the GB figure (46.8%) but this indicator is quite volatile as it is survey based so relatively large changes can occur over short timescales. Going forward uncertainty over Brexit and its implications could lead to at least some short-term instability. Would currently expect to meet /exceed target at the end of the reporting year.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 six-monthly (unless stated)	Direction of Travel	Comments and Actions
<p>EI11 - The percentage of Gateshead Residents aged 16-64 in Self Employment</p>	Economic Investment	Andrew Marshall	7.0	6.9 (year-end)	Improved	The % of residents self-employed has increased from 6.7% to 6.9%. A total of 9,400 Gateshead residents are classed as self-employed, 400 additional from the previous report. A contributing factor for the growth in self-employment could feasibly be as a result of increased levels of activities boosting entrepreneurship in Gateshead, including hosting and running national and local events, training schemes and networking sessions. Several bids are underway to attract investment into Gateshead to boost self-employment. If successful, this will create a series of interventions to boost entrepreneurship and create an enabling environment for businesses and start-ups. Schemes include the development of a business grant programme.
<p>EI16 - Accessibility to Public Transport A) Access to main centres (daytime)</p>	Tackling Inequality	Anneliese Hutchinson	57%	57.8 (year-end)	Improved	In general change has been small but positive and results are close to target showing relatively consistent performance. There continues to be an improved change to access to employment in the evening compared to the target. Although this is slightly less than last year it is not by a significant amount. The reason is unknown and is likely to be due to change so timetable by the operator.
<p>EI17 - Accessibility to Public Transport B) Access to main centres (evening)</p>	Tackling Inequality	Anneliese Hutchinson	52%	52.6 (year-end)	Performance has Declined	
<p>EI18 - Accessibility to Public Transport C) Access to key employment (daytime)</p>	Tackling Inequality	Anneliese Hutchinson	62%	60.7 (year-end)	Improved	
<p>EI19 - Accessibility to Public Transport D) Access to key employment (evening)</p>	Tackling Inequality	Anneliese Hutchinson	41%	44 (year-end)	Performance has Declined	
<p>PF01 - The percentage of homes in the highest energy efficiency bands (SAP>65)</p>	People and Families	Peter Udall	60%	56.53%	No Change	Whilst works to improve home energy efficiency continued in 2018/19, notably with 600 homes receiving new heating systems under the Gateshead HEIGHTS programme, data has yet to be processed to update the indicator, as this was received after year end.
<p>PF04 - Number of households accepted as homeless</p>	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	514	N/A	From 2018/19 a new approach to recording homelessness has been in place. The six-month data provided within this OSC report is consistent with the 2018/19 reporting, however, work has been underway within the last 6 months to review the data collected to help develop new strategic homelessness indicators for the Council including the setting of targets for 20/21. These new local strategic indicators will include a focus on:
<p>PF05 - Number of households prevented from becoming homeless</p>	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	231	N/A	<ul style="list-style-type: none"> - Rough sleeping - Homeless assessments - Homeless prevention success It is anticipated that the new indicators will be in place by the end of this financial year.
<p>PF06 - Percentage of homes free from category 1 hazards under the Housing Health and Rating System</p>	People and Families	Debbie Cassidy	Baseline as at April 2018 - 92%	92.84	New indicator	There has been a 0.84% improvement in the percentage of homes in Gateshead free from Category 1 hazards under the Housing Health and Safety Rating System from April 2018 to date.
<p>SC01 - Percentage of household waste sent for reuse, recycling and composting</p>	Supporting Communities	Colin Huntington	50%	34.00%	Improved	There has been a very small increase in the total tonnage of waste, either recycled, composted and reused. However, the amount of waste overall has also increased, primarily residual waste. The main area of growth in recycling has come from green waste collections. Other services have been stable. The lack of significant capital and revenue investment to implement weekly food waste collection means significant increases are unlikely. Work continues via Behavioural Change Officers to work with residents to improve the recycling rate via targeted action. The team are continuing to work with management companies and housing associations at communal collection points to improve recycling performance from these locations and reduce contamination. Increased use of social media for regular recycling messages and work with partner authorities to get out a consistent message is ongoing.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 six-monthly (unless stated)	Direction of Travel	Comments and Actions
TI05 - The total number of hate - related incidents reported to the ARCH Hate Crime Reporting System	Tackling Inequality	Anneliese Hutchinson	452	264	Improved	So far in 2019/20, 264 hate-related incidents (TI05) have been reported to either the Council's online hate crime reporting system or to Northumbria Police. As in previous years, race-related incidents account for the highest number of incidents reported. Trends and tensions continue to be monitored by partners, and work is ongoing to increase the number of reports from others affected by hate crime, particularly those affected by transgender and disability hate. If reporting levels continue in the next six months as they have done so far this year, we expect to exceed our target of 452 hate-related incidents.
TI06 - The total number of clients engaged as a percentage of the total number of referrals received by the Independent Domestic Violence Advocacy Service	Tackling Inequality	Anneliese Hutchinson	No Targets Set Maintain 59%	45%	Performance has Declined	In the first six months of 2019/20, 436 domestic abuse cases were closed by the Domestic Abuse team. Of those, 196 were closed with a reduced risk to the victim. This represents 45% of all cases closed and is the reason given for closure in the majority of cases.
TI07 - The total number of reported crimes in Gateshead	Tackling Inequality	Anneliese Hutchinson	None Set	4,651	Performance has Declined	Violent & serious recorded crime in Gateshead has been increasing for a number of years. In particular, violent and serious acquisitive crime have experienced significant increases. To the end of September 2019, there were 4,651 crimes of this nature recorded in Gateshead. Most of the violent crimes recorded were classed as violent without injury, i.e. lower-level public order or harassment offences
TI08 - The total number of ASB incidents in Gateshead reported to Northumbria Police	Tackling Inequality	Anneliese Hutchinson	None Set	Police: 3,321 Private Sector Housing: 668 TGHC: 850	Improved	Looking solely at police data, figures show that reports of anti-social behaviour have remained steady in the first six months of 2019/20. However, with 668 service requests made with Private Sector Housing and 850 reports to the Neighbourhood Relations Team, it would appear that anti-social behaviour remains as much of a concern for Gateshead residents as it always has done, with reports to the respective housing services increasing.
TI09 - People who agree Police and Council work together	Tackling Inequality	Anneliese Hutchinson	To be the best performing authority across the six local authority areas in the Northumbria area	54%	Performance has Declined	Data is only available up to the end of June 2019, but according to the most recent data, performance has declined. A total of 54% of residents surveyed agree that the police and council work together to deal with the ASB and crime issues (TI09) that matter compared to 67% in the previous year. Gateshead is now the worst performing local authority for this measure. Whilst the figure is disappointing, we know that partnership working in Gateshead is very strong; however, a more joined up approach to promoting the Community Safety Partnership to the public is needed.
TI10 - Recoded crime rates	Tackling Inequality	Anneliese Hutchinson	To reduce (baseline figure is 125.5 for 12 months to Mar 19)	57%	New	Recording crime rates is a new indicator (TI10) and aims to measure how effective partners are at reducing the gap between those wards with the highest crime rate and those wards with the lowest crime rate. In the first six months of 2019/20 the difference in the rate of crime between the best and worst performing wards was 57.3 crimes per 1,000 residents. If we continue to report similar figures for the remainder of 2019/20 then the target of being below 125.5 crimes per 1,000 residents will be achieved.
WT01 - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	Working Together	Peter Udall	50%	52.2% Reduction (year-end)	Improved	Actual greenhouse gas emissions from Gateshead Council operations are 13.2% lower than last year, and 52.2% lower than in 2007/8. Accounting for variability in annual temperatures, weather-corrected emissions also fell 12.4% on last year and are now 53.2% down on 2007/8.
WT02 - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	Working Together	Peter Udall	50%	53.2% Reduction (year-end)	Improved	
WT03 - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	Working Together	Peter Udall	16.80%	2.1%	No Change	There has been no significant change over the past year. In Gateshead, about 90% of the installed renewable energy capacity is attributed to landfill gas electricity generators, with the remainder comprised of smaller scale, building specific renewable energy systems.