

# South Tyneside Annual Report

2017/18



...an outstanding place to live, invest and bring up families



**South Tyneside Council**

**HELLO TOMORROW  
CHANGE IS HAPPENING**



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# Foreword

With vision, underpinned by innovation and investment, we have made excellent progress towards making South Tyneside into an outstanding place to live, invest and bring up families.

In recent years, we have had to tackle significant financial and service demand pressures. Compared to 2010, the Council now has 54% less government grant to spend on supporting South Tyneside residents. Recent Institute of Fiscal Studies research illuminates the significant impact austerity has had on the borough relative to other areas of the country, ranking South Tyneside as among the 3 hardest-hit local authorities in the country.

Nonetheless, we were proactive and innovative in our responses to funding reductions; the Council has become lean, adaptable and creative, and, importantly, has not allowed these pressures to slow our ambitions. 2017-18 has been another year of impressive delivery of our priorities.

We have continued to strengthen our support for residents and service users. 94% of South Tyneside primary schools and 77% of South

Tyneside secondary school pupils are learning in schools rated as either 'good' or 'outstanding' by Ofsted. Children's Services Ofsted result places us in the top 25% of 161 local authorities. We are working ever-closer with volunteers, communities and third sector groups to strengthen services. Our remodelling of adult social care is supporting increased independence, thus reducing, delaying and preventing demand for services.

We have continued to work to strengthen the economy and create opportunities for people to thrive with investments across the borough, from town centre physical improvements like the South Shields Transport Interchange, to the continued delivery of a spectacular, reputation-raising events programme. We are creating jobs and the conditions for business confidence: the South Tyneside employment rate has improved by 7.5% since 2010 and business births have grown by 122% in the same period. We are also creating the strategic infrastructure necessary to ensure that this growth is sustainable, including the International Advanced Manufacturing Park, which will create

over 5000 jobs and draw £400m in private investment to the area, and Holborn, which has the potential to support a further 1700 jobs.

We are investing in homes and neighbourhoods. 2341 new houses have been built in the borough since 2010 and South Tyneside Ventures Trust is surpassing expectations in delivering a supply of high-quality, affordable homes. We continue to work with partners to tackle crime and anti-social behaviour and to shape and strengthen neighbourhoods, including with investment into a new community facility in Jarrow.

Our successes are externally validated. The recent intense period of inspections and reviews across various service areas provided a welcome opportunity for scrutiny of our approach - and it was reassuring to receive overwhelming positive feedback from a range of objective experts. The Local Government Association Corporate Peer Challenge reviewers observed that South Tyneside was a "high performing" Council, and that our programme of regeneration was "leading the way" and "transforming services and outcomes". Ofsted inspectors recognised that 'pace of change has been impressive'.

Initial feedback from the Care Quality Commission Thematic Review of Mental Health Services for Children and Young People commended 'outstanding mental health support' for children and young people. Research by Royal Society for the Encouragement of Arts, Manufacturing and Commerce (RSA) in 2017 invited South Tyneside to act as a case study to showcase in innovation in public sector partnerships.

2017-18 has been another year of progress and success, made possible through resilience, creativity and tenacity. Whilst 2018/19 brings further financial challenge, reflecting on recent achievements, it is clear to see that real, meaningful change is happening in South Tyneside.



**Councillor Iain Malcolm**  
Leader of the Council



**Martin Swales**  
Chief Executive



Phase One of South Shields 365 complete, with Phase Two well underway



£156m efficiency savings identified



£332m invested to improve over 17,500 homes to exceed Decent Homes standards



13% increase in self-employment rate

# 2017-18 Highlights

## A remarkable year

### April 2017

Community Safety Partnership reports success in reducing crimes



### May 2017

Fostering Fortnight campaign reaches prospective families



### June 2017

Best Start in Life strategy and campaign launched



### July 2017

Lindisfarne road investment and improvement works completed



### August 2017

South Tyneside Festival draws thousands to foreshore



### September 2017

Jarrow leisure facility investment works get underway



### October 2017

Henry Boot Developments appointed as IAMP development partner



### November 2017

Children's Services rated 'Good' by Ofsted inspectors with outstanding features



### December 2018

Residents welcome another successful Christmas Events programme



### January 2018

Junction investment get underway at The Arches



### February 2018

£2.4m funding secured for North Marine Park restorations and improvements



### March 2018

Construction gets underway on the South Shields Transport Interchange



## 8 Year Story

2017-2018 marks an eight year milestone in delivering our ambitious 'Shaping Our Future' programme.

four



14% increase in annual visitors



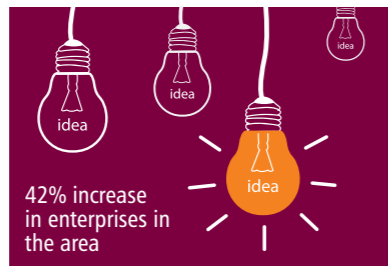
45% increase in the proportion of local Primary and Secondary schools rated 'Good' or 'Outstanding' by Ofsted



6.6% improvement in employment rate, meaning approx. 5,900 more people in employment



£898m total capital investments made



42% increase in enterprises in the area



Over £200m investment in schools



3315 new businesses have started up



2341 new houses built



17.8% increase in GVA (from £1.8bn to £2.1bn in 2017)

five



## Leadership and Strategy

Through strong strategic leadership, South Tyneside Council is delivering major improvements across the board, improving outcomes and creating opportunities, locally, regionally and nationally.

The Council plays an important role in strategically shaping South Tyneside's environment to create connected communities and a thriving economy; this year has seen continued progress in our strategic plans. We are leading the development of industrial facilities which meet the needs of major employers in high-value sectors, including the **International Advanced Manufacturing Park** and the **Holborn Riverside development**. Complimenting this, we are coordinating education and training to ensure a sufficiently skilled local workforce. Together with partners, the Council is creating the conditions necessary for business growth and inward investment, and securing future employment opportunities for local people. In the town centres too, strategic leadership of place is transforming communities and enabling our commercial centres to achieve their economic potential. Following on from the success of Phase 1 of the transformational South Shields 365

masterplan, this last year has seen **considerable progress on Phase 2, the delivery of a modern Transport Interchange**, which will expand access and create a quality sense of arrival to the area, further elevating South Shields' appeal as a visitor and shopping destination. Following foreshore investments, seafront businesses are growing and investing. In Hebburn, regeneration has buoyed the town and **prompted new retail growth and private investment**, paving the way for similar revitalisation of Jarrow town centre through **significant investment in the new Jarrow leisure facility**, which will serve as a state-of-the-art focal point for the community. Across the borough, Community Area Forum funded initiatives targeted towards local priorities are ensuring high-quality places capable of supporting thriving communities.

We are also continuing to deliver the local infrastructure necessary to support and sustain industry, **securing improvements to the critical A19 economic artery at Testos and Downhill Lane**, and delivering schemes at **Lindisfarne and the Arches** which are improving traffic flow

in and out of the Port and commercial centres of the borough. South Tyneside is the lead authority for the LA7 Group which holds 51% shares in Newcastle International Airport, and in this role works to greatly increase capacity which fuels and facilitates trade throughout the region, contributing over £1.16bn to the regional economy each year and supporting over 15,000 jobs. Newcastle Airport this year welcomed over **5m passengers**, the highest number seen in a decade, and was awarded **'Airport of the Year'** at the North of England Transport Awards and voted **'Britain's Best Airport'** in Cheapflights.co.uk 2017 rankings.

South Tyneside also takes a lead role in steering and invigorating the local and wider North East economy, through working closely with local public and private sector partners, with Council Members and Senior Officers leading on the North East Combined Authority's Economic Development and Regeneration Advisory Board and taking a lead role in the Department of International Trade's Northern Powerhouse Trade and Investment service.

The Council also this year led the way for the North East region (and set an example for others across the country) in proactively responding to the UK leaving the EU by holding a commission to understand the needs of local stakeholders, inviting public, private and third sector organisations to themed discussions aimed at facilitating connections, identifying opportunities and understanding needs, with the findings being submitted to government so that they could inform EU exit negotiations.

This year, the Council further expanded its responsibilities in the administration of the Tyne and Wear Pension Fund, establishing a shared administration partnership for the Local Government Pensions Scheme with Northumberland County Council.



## Resources and Innovation

The Council has faced considerable financial pressures in recent years. The Council has had to deliver **£145m of efficiencies in the past 8 years**, and has a **further £11m to find in 2018/19**. Further funding reductions are expected in future years, with the Council's net revenue budget projected to be **37% less in cash terms in 2019/20 compared to 2010/11**. Despite these challenges the Council is delivering high quality services to residents. The Autumn 2017 LGA Corporate Peer Challenge observed that **"the Council is making every pound count and is making a very challenging financial position work for itself. It is evidently demonstrating that it is"**.

The Council has not shied away from tough decisions, responding to pressures by becoming lean, efficient and shaped to deliver. There are 33% fewer council staff overall now compared to 2010, and the number of **operational buildings has been reduced from 20 to 4**. By rationalising the Council's property portfolio, the Council has been able to invest in its most valuable assets, including

South Shields Town Hall, which now accommodates the majority of office staff.

This year saw a **large-scale Community Asset Transfer programme** which ensured the future protection of community facilities from continuing local government budget cuts. By placing the formerly Council-operated Community Associations in the hands of community groups, the Council has helped ensure the sustainability of the facilities. Following a significant community consultation, work is also underway to transfer four small branch libraries into the hands of local people.

Forward-thinking investments in energy efficient technology are already delivering savings, with a **16% reduction in energy spend on Council buildings in the last year**. The Council is also delivering on its green commitments, with a **15% reduction in carbon emissions over the last year, equating to £45,000 savings**. By engaging staff to play a part to switch off equipment during high electricity charge periods, the Council was able to **save £18,000** in the last year.

Increasing digitisation is another way in which the Council has been able to manage demand, including with introduction of the new entirely-online green waste renewals service. The new and improved Council website has been recognised as one of the best in the country, winning awards for the **'Best Metropolitan Council Website' and 'Best Responsive Website'** at the SOCITM Better Connected 2017 awards.

The Council has also responded to financial challenges by leveraging assets in new ways to generate additional income and **becoming more innovative and commercial**. By marketing and selling services to public and private sector partners, we have secured a range of new contracts for building management, cleaning services and other services.

The Council is ensuring that money it spends goes back into the local economy wherever possible, achieving our target of **over 50% of contracted expenditure spent with local suppliers this year** and incorporating social value considerations covering economic, environmental and community benefits into all relevant contracts.

The procurement service was shortlisted for finalist status at the GO Awards in Procurement for innovation solution of the year for the supplier incentive programme, which now has 166 suppliers

signed up benefiting from early payments and e-voicing technologies and is forecast to deliver £200,000 savings in 2017/18 and £1m over the programme lifetime.

The Council's success in delivering through innovative partnerships includes the South of Tyne Waste Partnership, which was this year **recognised as sector leading by the Royal Society for the encouragement of Arts, Manufacturing and Commerce in their 'Transforming Together' research**.

The Council's 10-year strategic partnership with BT came to an end this year. During this period, the partnership delivered 611 new local jobs, as well as **significant procurement savings and other performance improvements** across back office services.

With the development of our Anti-Slavery and Human Trafficking transparency statement, we have reviewed and strengthened our business and supply lines. We have also strengthened our support offer for armed forces personnel and continued to work closely with partners to celebrate, support and promote employment of veterans and reservists.



# Housing and Transport

South Tyneside Council works closely with South Tyneside Homes to deliver a **supply of high-quality, borough-wide housing matched to the various needs of our areas and residents, with 2341 new homes built in the borough since 2010.**

South Tyneside Housing Ventures Trust is a highly effective vehicle for meeting demand for homes for social and affordable rent; **over 300 affordable homes have been built or acquired so far** and the Trust is **currently on track to surpass its original goal of delivering '400 new homes within 5 years' a year ahead of schedule,** with new schemes underway at the Lakes Estate, Salcombe Avenue and Wark Crescent in Jarrow and Edhill in South Shields.

The Council and its housing partners have worked hard to deliver a range of types of housing, suitable to the needs of different residents, including in-demand riverfront properties at the Trinity South development, which was **shortlisted in both**

**the Regeneration and Housing categories of the RICS North East Awards 2017.** The Council is also delivering **accessible, modern housing for older people and those with disabilities,** recognising the strategic significance of housing in supporting reductions in demand for health and social care services. These include the **newly opened state-of-the-art £6m River Drive** 50-unit modern apartment block, as well as modern apartment facilitates under development at Edhill and on the site of the former Croftside House sheltered housing scheme.

Following the formal completion of the **£332m Decent Homes** improvement works, works on the remaining properties and renewal schemes have continued, in an effort to ensure residents across South Tyneside live in high quality accommodation. Following changed perceptions of high-rise safety in the wake of the Grenfell Tower tragedy, the Council also agreed **£1.4m investment in sprinkler systems** in all four of the borough's tower blocks to ease any potential concerns.

South Tyneside Homes has continued to improved performance this year, **including an 8% decrease in void rent loss, increased rent collection and improved tenancy sustainment,** with the **Welfare Team supporting customers to access over £3m in owed benefits and income.** Recent BBC research praised a **25% reduction in the number of empty homes in South Tyneside since 2010,** an achievement in large part due to efforts to acquire and refurbish local empty homes and bring them back into use for affordable rent. Funding has also been secured to work with Sunderland Council to engage with and provide targeted help and support to people temporarily without a home who might otherwise face sleeping rough.

The Council has this year continued to secure and deliver further transport infrastructure improvements across South Tyneside. **The Lindisfarne and John Reid Road improvements scheme was completed in August 2017 on time and on budget,** delivering improvements for commuters and local people and eased traffic flows. Improvement works are also now underway at The Arches Junction. Funding has also been secured in principle for junction improvements at Pilgrimsway

Jarrow on the A185, and the Council has secured £3.5m from the National Productivity Investment Fund to further increase capacity at Hebburn's Mill Lane roundabout on the A194 and along the A19 between Lindisfarne and the southern portal of the Tyne Tunnel. In partnership with Highways England, a **multi-billion pound investment plan for Testos and Downhill Lane junctions** on the A19 economic corridor, which is closely linked to the development of the IAMP, is expected to commence in early 2019.

The Council works ambitiously with partners to ensure the borough is accessible. **Work is underway on the South Shields Transport Interchange,** which will significantly improve accessibility in South Shields town centre. South Tyneside is also expected to benefit in the future following the announcement of £337m allocation for metro replacement investment for the wider Tyne and Wear metro system, with the funding expected to support investment in line extensions and stations.



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## Performance, Culture and Leisure

South Tyneside continues to strengthen its reputation as a high quality culture and visitor destination. **Visitor numbers, which have increased by 14% since 2010**, continued to grow in the last year, with a **total of 5.97 million annual visitors**

One significant visitor draw is new, iconic library and cultural centre The Word, The National Centre for the Written Word, which has, in its first year alone, **hosted over 300 events, 200 FabLab workshops and over 4000 OpenZone led sessions**, attracting **almost 400,000 visitors** as well as significant external recognition, **winning 18 top national and international architecture accolades**. As well as an effective visitor attraction, the Word has proven itself an engaging library which is well used by residents and community groups and has supported a **197% increase in new memberships**.

The exciting programme of Council-run events stretching across the year was another reason for record-breaking visitor numbers, as well as a cherished part of Summer entertainment for local residents. The 42 events making up the spectacular **South Tyneside Festival attracted a combined 111,000 people this year**, generating nation-wide media coverage for the borough valued at over £2.1m and supporting an **estimated £2.5m boost to the local economy** as visitors spent money in local shops, restaurants and attractions. The popular Sunday Concerts, boasting international stars including Sister Sledge, Busted and Louisa Johnson, were once again provided **free for all to enjoy**, yet 22% of attendees purchased newly introduced priority access tickets to guarantee early entry – an initiative which prompted a **16% increase in concession income**. Beyond this flagship summer festival, a wide range of popular, high-quality events stretching across the calendar, from fireworks displays, bank holiday food festivals, and new and improved town centre markets, to

the Winter Events programme, with the celebrated camel parade, Christmas fayres and neighbourhood light switch-ons, help to enhance the area, making it a great place to live.

South Tyneside is also strengthening and investing in cultural assets. This year saw the historic **Whitburn Windmill refurbished and preserved** for future generations to enjoy, while work has also recently started on the **restoration of St Hilda's Pithead**, with £812,000 HLF funding secured to transform the historic site into business start-up accommodation and co-located space to display mining memorabilia, paying tribute to the Borough's mining past. A £71,800 HLF grant is also supporting **the redevelopment of Arbeia**. Plans are in place to improve the quality of the visitor experience, with new signposted trails linking the site to the Foreshore and the Word, a new wildflower meadow to replicate the traditional landscape, a Roman market festival event, and improvements to the display of Roman remains.

A number of community projects have also supported engagement with the borough's history. Libraries staff and local volunteers have developed and launched the **South Tyneside Remembers website** to serve as a heritage tool and lasting memorial to all those local individuals who served

during WWI. The Council, partnering with North Tyneside, has **secured HLF funding to support schools, residents and community groups to explore the post-WWI histories of their local communities** and develop artworks which will be exhibited and performed in local venues in the run up to the centenary commemoration of the end of World War One in November 2018.

Recognising the value local residents place in their library services, this year, the Council has taken significant steps to protect libraries from future budget pressures by consulting with communities and volunteer groups and drawing up **reconfiguration plans** which will see 4 branch libraries taken over by community volunteers and four multi-purpose 'hub' libraries strengthened and further invested in by the Council.

Following extensive customer care training for key staff, use of our leisure facilities has continued to grow throughout 2017, with **leisure membership reaching an all-time high** of 5823 direct debit customers and 22,712 discount card holders.



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## Regeneration and Economy

This year's LGA Corporate Peer Challenge, which had a focus on Economic Regeneration, commended the ambition and scale of regeneration initiatives, commenting that 'in terms of service transformations and achieving real benefits for local communities, **the Council is leading the way for the sector with regeneration projects** such as The Word, Haven Court, Haven Point, Jarrow Hub and Hebburn Central'.

Regeneration is changing the face of our towns and neighbourhoods. In Jarrow, work has begun on the leisure facility which aims to replicate the success of Hebburn Central with the delivery of a multi-purpose centre which will serve as a focus for the Jarrow community. This year has also seen **continued progress on Phase 2 of the South Shields 365 masterplan**, with work starting on the **Transport Interchange**, which will improve accessibility and introduce a new landmark building which will house both the Metro and the bus concourse.

This year has seen a number of significant milestones, including **relocation of the Post Office, demolition of Keppel Street buildings and the opening of the relocated £4m Royal Mail Delivery Office.**

Significant progress is also underway on the International Advanced Manufacturing Park, with the recent **appointment of a development partner, Henry Boot Developments**, which will be responsible for the physical building of the site and the delivery of associated infrastructure works. November also saw the **adoption of the IAMP Area Action Plan**, which forms a statutory part of the new Local Plan which sets out how South Tyneside will develop and grow over the next 15-20 years and forms the basis for assessment of all planning applications and other development proposals. Subject to planning permission, work is scheduled to start on the IAMP site, which is expected to support over 5000 new jobs and draw £400 million in private investment, by Summer 2018, with the first businesses opening as early as summer 2019.

**Further investment is also underway at thriving Monkton Business Park**, where construction of three industrial units will create 55,000 sq ft and accommodate around 100 new jobs.. Work also continues on the development of plans for the enterprise zone at **Holborn Riverside development, which is expected to support an additional 1700 jobs.**

The Council is working hard to support people and businesses to reach their potential, including with initiatives like the **Tech Challenge**, which engaged borough-wide companies to pitch ideas in response to business challenges. The Council has also partnered with local digital firm Howell Technology Group to launch a new digital club, held at One Trinity Green, aimed at bringing together and supporting the local digital entrepreneur community.

This translates to better opportunities and outcomes for residents. **South Tyneside's employment rate has improved by 7.5% since 2010, meaning approximately 5,600 more**

**local people in employment now compared to 2010.** There are **45% fewer benefits claimants** now than in 2013, when comparable records started.

South Tyneside residents are becoming increasingly confident in launching new businesses. There has been a **13% increase in the self-employment rate since 2010, meaning approximately 1100 more people self-employed.** This is paired with **3315 businesses born in the borough between 2010 and 2016.** Notably, the **number of new businesses started up annually is increasing with each year, with more than twice the businesses born in 2016 compared to 2010, an increase of 122%.**

The Council is providing the conditions for business to thrive in South Tyneside. The South Tyneside **GVA has increased by £300m since the launch of the vision in 2010, rising from £1.8bn to £2.1bn in 2017.**





## Area Management and Community Safety

South Tyneside Council works hard to protect residents and manage coast and flooding risks. The Council this year produced the **five-year Flood and Coastal Risk Management Strategy 2017-2022**, setting out a new approach to flood risk management which will see improved communications and close working partnership to protect the public and economy from immediate and future risks. 2017 saw **homes in Reay Crescent, Boldon protected from future flooding**. Around 100 households and commercial properties will also benefit from the **Monkton Flood Alleviation Scheme** which has been developed to manage surface water, improve drainage and reduce the risk of flooding across Monkton and Hebburn South areas.

The Council works hard to maintain safe and pleasant beaches and green spaces. Sandhaven beach this year celebrated ten years of being **awarded Blue Flag** status and the **Keep Britain Tidy Seaside Award** for quality, cleanliness and good management.

South Tyneside's beaches have again scored well on bathing water standards, with South Shields beach water rated 'excellent' and Marsden water rated 'good'. South Marine Park won the prestigious **Green Flag award for the 10th consecutive year** (one of 1686 parks and green spaces in the UK to receive the mark of quality for a park of green space by environmental charity Keep Britain Tidy. For the second time, **West Park in Jarrow has also received a Green Flag**. The Council has also recently secured £2.5m of Heritage Lottery Funding to deliver a programme of **improvements to North Marine Park**, including restoration of original features, new features such as a play area and cafe, and improved links with the foreshore.

**Less than 0.6% of household waste now ends up in landfill from a high of 66%**. South Tyneside's role in bringing together the South of Tyne Waste Partnership, the innovative partnership behind this dramatic reduction, was also recognised this year in RSA research into public sector partnership innovations.

The Council has worked hard to maintain basic waste services while offering special options for those with additional waste needs: over 11,000 residents subscribed to the new garden waste service.

The work of the council and partners around domestic and sexual violence, including **development and distribution of advice handbooks**, are having an impact in raising awareness and increasing the confidence of victims, leading to improved outcomes.

Over 3000 people have been trained to identify those at risk of child sexual exploitation and where to signpost those identified as at risk. The **'Chelsea's Choice' and 'Mr Shapeshifter' plays** have toured schools to educate and empower children to protect themselves.

The Council has partnered with local agencies to tackle and **raise awareness of 'mate crime'** against vulnerable people with learning difficulties, organising a conference to explore how agencies can better collaborate, producing new films and web resources, and launching a **social media campaign, '#WhoRya**, attracting local and national recognition, including endorsement from the Attorney General.

The Council also undertook work on the **Keep It Out Campaign**, which raises awareness of the dangers of foreign tobacco.

This year has seen neighbourhood officers provided with body cameras and trained to issue Fixed Penalty Notices, measures which are helping to deter unwanted behaviours such as failure to pick up after dogs. The **integrated Area Management team** has also seen several successful fly-tipping prosecutions. New raised dome-shaped paving slabs installed in Horsley Hill square to deter young people from congregating in groups has contributed to a **'significant reduction' in complaints to the police of anti-social behaviour in that area**. The 2017-2021 Making Communities Safer report notes a 15% reduction in anti-social-behaviour calls to the police, a 33% reduction in alcohol related ASB and a 19% reduction in youth related ASB. The Victim Support Volunteer Network has also seen a **50% increase in the number of people supported by volunteers** compared to the first year of operation.



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## Children, Young People and Families

The impact of sustained effort to strengthen the quality of services for vulnerable children and families was made clear with Autumn's Ofsted Inspection of South Tyneside's Children's Services and Local Safeguarding Children Board, which praised the Council for **'good' services provided to families and young people and 'outstanding' adoption services**. Inspectors commended staff and managers and commented that **'the pace of change has been impressive'**. This outcome places South Tyneside in the **top 25% of authorities nationwide**.

South Tyneside Council is committed to ensuring all children and young people gain **the best start in life**. The Children and Families' Plan was refreshed this year, and focuses partnership efforts and resources on 6 'obsessions' which are particularly important to the local population. Alongside this strategy, the Council launched the Best Start in Life campaign, which brings a number of services and strategies under a single umbrella, reinforcing our collective vision of promoting the welfare and life chances of children and young people.

**South Tyneside Homes has already signed up as the first Best Start in Life Ambassador**, and the campaign aims to involve more local organisations in the future.

This year has seen the **roll out of the Families First service**, which provides outreach and in-reach services to families, supporting families to stay together safely and reducing the need for children and young people to be taken into care. A former South Shields children's home has been transformed into the operation hub of the new service, offering short term residential bedrooms as well as multi-use spaces conducive to working with vulnerable families.

At the same time as the Families First transformation, the second children's home has been refurbished, with an October 2017 Ofsted inspection classifying the enhanced provision as **'Good with outstanding qualities'**. Work is also now underway to convert an unused part of the site into new transitional supported housing for care leavers.

The Council takes its Corporate Parenting role very seriously, and has this year harnessed opportunities across the wider Council network to strengthen the Council's offer of **support to looked after children and care leavers**, including through an initiative known as the **MAGIC Offer**, which allows all looked after children and care leavers and a nominated accompanying friend or carer to access Council leisure facilities free of charge. The Council has also developed and implemented a number of measures to support young people leaving the care system including a **policy to exempt former looked after children from paying Council Tax** up to the age of 25, to support their transition towards adulthood. Care leavers are given additional support to access apprenticeships. Proposals to offer subsidised public transport are also currently being explored.

Education continues to be a clear strength for South Tyneside. The Social Mobility Commission's recent State of the Nation report commended South Tyneside for **ranking highest in the North East and 29th in the country for social mobility in schools**. South Tyneside is ranked in the **top**

**25% of local authorities for primary schools, with 97% of all primary school pupils learning in schools ranked 'good' or 'outstanding' by Ofsted. 77% of secondary school pupils are also learning in 'good' or 'outstanding' rated schools, and the recent Ofsted inspection of the Council's employment and skills service awarded a rating of 'good'**, noting that 'the service contributes effectively to the employment and skills needs of residents of South Tyneside and employers in the North East'.

**100% of South Tyneside's special schools are ranked 'good' or 'Outstanding' by Ofsted**. A new strategy, **'Stronger Together'** has recently been developed to enhance the support offered to children and young people with special educational needs or disabilities. Developed in consultation with the parent/carer forum, schools and other partners, this new strategy will strive to offer children with special educational needs a supported place in a mainstream setting wherever possible.



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## Independence and Wellbeing

In the face of increasing demands on services coupled with decreasing funding from central government, South Tyneside Council is working hard to improve outcomes and ensure residents receive high-quality services matched to their needs.

The newly developed **Promoting Your Independence Adult Social Care model and strategy** sets out a plan to achieve sustainable and effective adult social care services which focus on providing the right support to maximise independence and reduce, prevent and delay the need for ongoing dependence. The model, which is the result of a consultation exercise which saw 80% of residents back the idea to encourage people to stay well and independent in their community, maximises integrated support by harnessing individual's personal connections and assets and connecting them with local groups and communities.

The **Let's Talk team, launched in November 2018**, is an integral aspect of the model. The team, made up of adult social care advisors from across the Council, aims to provide responsive, timely information in response to adult social care enquiries in order to match individuals with the right support. The model is built around conversations focused on a person's strengths and what they want to achieve to help them remain independent, and includes, where needed, face to face discussions offered at community bases. By helping people to connect with a range of resources, the aim is to help people achieve the things which matter to them.

Other improvements across adult services include the new, **remodelled 'Help to Live at Home'** programme, which seeks to ensure support is outcome focused, proportionate to need, and promotes independence and wellbeing.

The Council works to integrate closely with public and third sector partners to ensure residents receive comprehensive, coordinated services.

Our £9m innovative integrated health and social care facility Haven Court this year won **'Best Inclusive Building'** in the Local Authority Building Control Northern Building Excellence Awards 2017 for its innovative designs which support patients with dementia find their way around.

Four years on from the development of the previous strategy, the Health and Wellbeing Board this year took stock of outcomes and progress, producing the new **Our Health and Wellbeing Strategy for 2017-2021**.

The Council and partners continue to deliver improvements across a range of health outcomes. South Tyneside's **stop smoking services** continue to perform within the top 10 in the country against the national 4 week quits key performance indicator, and overall smoking rates have reduced

considerably in the last decade, from 32% in 2007 to 18.5% in 2017. Early deaths from cardiovascular disease have halved since 2003, **saving over 100 lives per year**. South Tyneside residents still struggle with particular health challenges, but the Health and Wellbeing Board works hard to promote improvement by identifying and implementing innovative strategic solutions. For example, supplementary planning documents governing planning applications for hot and fast food outlets have been developed in order to tackle unhealthy lifestyle and obesity.

The Autumn 2017 **Care Quality Commission Thematic Review** also commended the Council for strong mental health support for children and young people in its initial feedback.

# Voluntary Sector Partnerships and Cooperatives



In a context of increasing budget pressures and demands on services, collaborating with the community and third sector partners is increasingly critical to being able to continue to deliver high quality services. The Council values and relies upon the expertise of the third sector, and this year made a public commitment to operate as a **'Cooperative Council'**.

**We continue to leverage the expertise of third sector partners on a wide range of initiatives**, from working with Age UK and Healthnet on public health initiatives, to facilitating volunteers to run a drop-in service for armed forces personnel, to transferring the management of the South Shields marketplace to Groundwork South Tyneside and Newcastle to strengthen the marketplace's visitor appeal.

With a growing older population, residents tell us they want to remain independent as long as possible. **Closer collaboration with the third sector and community groups is central to the new Promoting Your Independence approach** to adult social care and to the Let's Talk service, which is focused around supporting individuals to identify and access personal and community sources of support. By redeveloping the local service directory, the Council is working to improve signposting across public and third sector services and help match those with needs to existing community resources.

Working alongside the Improving Communities Board and the new 'Inspire South Tyneside' third sector umbrella organisation, the Council is working to engage more residents to play a role in furthering their community, with the **development of a Community Pride Strategy**. The Council already works with a range of volunteer groups, including over 20 'Friends of' volunteer groups who help look after our parks and open spaces, and has had recent success working with Groundwork to engage over 160 corporate volunteers to spruce up Jarrow.

This year also saw the Council undertake a significant programme of **community asset transfer**, placing 12 formerly Council-operated Community Associations into the hands of their local communities by supporting volunteers to form Community Interest Groups and to develop business plans and access new sources of funding, in order to ensure long term sustainability of these valued community resources. The community asset transfer model, which has been used successfully in recent years with **South Tyneside Gymnastics Centre, Marsden Road Community Association and Mortimer Community Centre**, serves to protect facilities from future funding reductions and to empower communities, providing them with new opportunities for income generation and equipping volunteers with new business skills.

Following a substantial community consultation, the Council is using a similar model as a solution to **keep smaller community libraries open** by working with voluntary groups who have put themselves forward to take over the running of Boldon Lane, Primrose, East Boldon and Whitburn libraries. As a result, libraries have collectively extended opening hours across South Tyneside.



## HELLO TOMORROW CHANGE IS HAPPENING

The Council has delivered £145m of efficiencies over the past 8 years, and has a further £11m to find in 2018/19, with more expected in the years to come. The Medium Term Financial Plan sets out plans to deliver these savings by achieving greater value for money on contracts, increasing income generation through new and existing services, and working more in partnership with the community and voluntary sector to deliver services. Former BT staff will reintegrate with the council in Autumn 2018, ensuring strategic services continue to offer efficient and effective support to front-line services.

Despite these pressures, the Council is shaping a future for South Tyneside that is bright. In the next year, the South Shields Transport Interchange will take shape, enhancing the town centre and supporting new employment opportunities like the upcoming £8.4m Nexus Skills Centre.

Plans are also already underway to further strengthen the Word with the development of 'The Round', a new multi-use 150-person-capacity events space situated on the top floor of the iconic building.

Phase 3 of South Shields 365, which will deliver a new town centre cinema, retail area and restaurant space, is expected to begin in late 2019. Across South Tyneside, improvements are planned: the new Jarrow Leisure facility is expected to open in late 2018, while in Hebburn, plans are in place for a new primary school which will support the thriving community.

The International Advanced Manufacturing Park will soon be supporting new jobs, with work scheduled to start on site by Summer 2018 and the first businesses opening as early as summer 2019. Associated strategic highways investments at Testo's and Downhill junctions are expected to start in Autumn 2019.

Change is happening. Despite ongoing pressures, South Tyneside is proving itself agile, efficient and shaped to deliver. The Council is focusing resources, delivering the opportunities for residents to thrive, and delivering on its promise to make South Tyneside an outstanding place to live, invest and bring up families.

**For more information about South Tyneside Council:**



**[www.southtyneside.gov.uk](http://www.southtyneside.gov.uk)**



**0191 424 7385**

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