

South Tyneside Annual Report

2016/17



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



South Tyneside Council

**HELLO TOMORROW
CHANGE IS HAPPENING**



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Foreword

2016-2017 has been a year of continued achievement and steadfast forward progress towards our vision of ensuring that South Tyneside is an outstanding place to live, invest and bring up families. Seven years into our Shaping Our Future journey, our ambitions and efforts are coming to fruition: with the delivery of cornerstone regeneration projects including The Word, the National Centre for the Written Word and Hebburn Central, we are imbuing our towns and communities with assets which will enable them to thrive.

We have faced significant challenges. Continued reductions to our core government funding have necessitated difficult decisions and required us to identify different avenues for delivering services. Recent research published by the Institute of Fiscal Studies shows that South Tyneside is the third worst hit local authority in the country in terms of funding reductions since 2010.

But we are both resilient and innovative, and we have worked hard to minimise the impact of funding reductions on our residents. In response

to considerable pressures, we have purposefully structured and streamlined our workforce and assets to ensure that we are adaptable, open to innovation and primed to maximise all opportunities. As a result, we are developing new ways to better manage demand and fully leverage our assets. We are equipping our communities with resources by initiating a significant community asset transfer programme. We are strengthening our business, public and third sector partnerships, recognising and benefiting from our partners' shared objectives and expertise. We are ensuring that our facilities are energy efficient, multi-purpose and structured to deliver maximum value for money.

We remain fiercely ambitious for the people of South Tyneside. We have not let external pressures dampen our drive for growth and regeneration. Instead, we have continued to work tirelessly to deliver economic growth and facilitate new employment opportunities, investing £690m in capital investments since 2010. What's more, we are beginning to see the fruits of our labours. With the completion of Phase One of the South Shields 365

masterplan, and the opening of iconic new library and visitor attraction The Word, The National Centre for the Written Word, together with improvements to the Foreshore, we are seeing more visitors to the area, bringing tangible economic advantages. The emergence of new private business initiatives across South Tyneside, from the Colman's Seafood Temple on the foreshore to the planned construction of a new supermarket in Hebburn, is evidence of increasing economic optimism. Progress with the International Advanced Manufacturing Park continues and the fact that the government recently promised £42.2m of the region's £49.7m Local Growth Funding towards the project reflects national recognition of our plan and confidence in its delivery.

We are seeing continuing success and improvement across our services and outcomes. We are in the top 10% of local authorities for primary and secondary school Ofsted performance. Our new Haven Court Integrated Care Services Facility is providing an invaluable resource for many families with loved ones with complex health needs.

We are delivering high-quality affordable homes and maintaining and enhancing award-winning parks and beaches. We are redesigning our offer of support to children and families to ensure the Best Start in Life by providing the right response in the right way at the right time. We are delivering an outstanding place to live, invest and bring up families

Reflecting on the achievements of 2016-2017, it is clear to see that we have reached a point in our Shaping Our Future journey where we are making the difference that we set out to make. Change is Happening in South Tyneside, and we have reason to be excited and optimistic about our future.



Councillor Iain Malcolm
Leader of the Council



Martin Swales
Chief Executive

2,080 new homes have been built in the borough since 2010/11



South Tyneside is home to both the Times Educational Supplement School of the Year, Boldon Nursery School, and Higher Education Provider of the Year, South Tyneside College

South Tyneside Housing Ventures Trust has so far built and acquired 209 new homes for affordable and social rent, with 158 more under development



Over 17,000 homes in South Tyneside have been brought up to Decent Homes standards since 2010



2016-17 Highlights

A remarkable year

April 2016

South Tyneside forges international business links by welcoming Taiwanese ambassador Dr Liu Chih-Kung and hosting a tour of strategic sites



May 2016



The Council, Groundwork and Tyne and Wear Archives and Museums negotiate to secure the future of former Bede's World heritage attraction

June 2016

Boldon Outdoor Nursery named Times Educational Supplement's School of the Year 2016



July 2016

South Tyneside Sunday Concerts enjoyed by 93,000 attendees



August 2016

Haven Court, the new Integrated Care Services Hub, opened



September 2016

Council launches Ex-Service Personnel and Reservists Employment Project and recognised for military-friendly efforts with MoD Silver Service accolade



October 2016

The Word, the National Centre for the Written Word, opened



November 2016

South Tyneside Council shortlisted in LGC Council of the Year Awards



December 2016

Decent Homes scheme reaches completion, after improving over 17,000 South Tyneside homes



January 2017

The International Advanced Manufacturing Park, which recently secured £42.2m regional Local Growth funding, will attract £295m in private investment and create 5200 high skill jobs



February 2017

South Tyneside College won the Times Educational Supplement's Award for Further Education Provider of the Year



March 2017

External funding secured for a South Tyneside-Sunderland partnership approach to tackling homelessness



7 Year Story

2016-2017 marks a seven year milestone in delivering our ambitious 'Shaping Our Future' programme.

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1 in 5 South Tyneside residents is now a smoker, reduced from 1 in 4 in the last 4 years



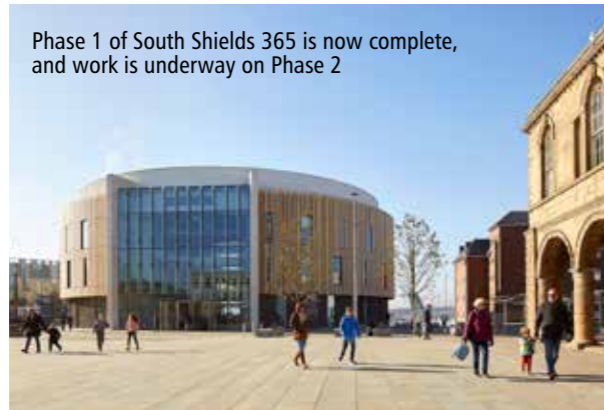
Haven Court, South Tyneside's new Integrated Care Services Hub located in the grounds of South Tyneside District Hospital, opened in August 2016



Visitor numbers to South Tyneside are rising, with nearly a million more annual visitors recorded now compared to 2010



Phase 1 of South Shields 365 is now complete, and work is underway on Phase 2



Over £200m has been invested in new and refurbished schools since 2010, with South Tyneside now ranked in the top 10% of local authorities for primary and secondary school Ofsted performance



£690m in capital investments have been made since 2010, delivering award-winning facilities including The Word, Hebburn Central, Haven Point and Haven Court



Employment prospects in the borough are growing, with the employment rate now 6.8% higher than it was in 2010 and approximately 5,900 more borough residents in work



The Fellgate Flood Alleviation Project received national recognition, winning and being shortlisted for a number of prestigious awards

South Tyneside is ranked in the Top 100 UK Environments for Business in the Legatum Institute report based on the 2016 UK Prosperity Index



The best start in life

The South Tyneside Partnership endorsed our strategy to ensure our children and young people get 'the best start in life'. By redesigning and integrating services, the best placed agency provides the right tier of support to help families make positive changes



The International Advanced Manufacturing Park, which recently secured £42m from the Government's Industrial Strategy Fund, will attract £295m in private investment and create 5200 high-skill local jobs



Leadership and Strategy

South Tyneside Council strategically drives forward growth and improvement on a number of fronts, delivering improvements and opportunities locally, regionally and nationally.

Council leadership is transforming the borough, making it an attractive place for residents, employers and visitors. **Phase 1 of the South Shields 365 Masterplan was completed this year** with the opening of The Word, the National Centre for the Written Word. This phase, which has seen vast improvements across the foreshore, riverside and town centre, has modernised and reinvigorated the area, and **Phase 2, now underway, will further strengthen South Shields with the delivery of a Transport Interchange** bringing increased accessibility. Regeneration continues across South Tyneside with measurable change happening in Hebburn as residents enjoy the impact of our investment. Plans for **further investment in Jarrow Town Centre** have now also been agreed, with a clear

delivery plan in place. Borough-wide investment continues in resident priorities including **roads and footpaths** and the **retention of Community Area Forum targeted funding streams**.

Councillors and officers work closely with colleagues at the North East Local Economic Partnership to promote economic growth for the wider North East. This work has driven the **industrial strategy and strategic economic plans** both locally and regionally and securing and developing two **Enterprise Zones, at Holborn Riverside and at the International Advanced Manufacturing Park**, which will collectively support over 6,400 jobs. In partnership with Sunderland Council and private sector partners including Nissan, South Tyneside is currently driving forward progress on the IAMP project, planning infrastructure, facilities and joined-up skills planning to ensure that the plant will be at the forefront of national economic growth.

South Tyneside plays an important role in promoting economic growth across the wider North East region. The Leader of South Tyneside Council chairs the North East Combined Authority's **Economic Development and Regeneration Advisory Group**, which brings together local authorities and private sector partners to promote regional growth through regional economic planning. The Council has also worked to secure Local Growth Funding to facilitate **regionally-significant infrastructure improvements**, including the £100m improvements at Testo's roundabout.

The Council is the **Lead Authority for the LA7 group of North East Councils which are the majority 51% shareholders in Newcastle International Airport**. Under this leadership, the Airport has gone from strength to strength this year, with **4.8m passengers passing through the airport in 2016, a 6% increase on 2015**.

The Airport is one of only 3 airports around the world boasting an on-time flight performance of over 90%, and this year was named Most Punctual Airport in the World by OAG's 2016 Punctuality League and voted **Best Airport in the country for All-Round Travel Experience** in research undertaken by Mirror Travel and cheapflights.co.uk.

South Tyneside also administers the **£6.8bn Tyne and Wear Pensions Fund** on behalf of a wide number of employers across the region.



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Performance, Culture and Leisure

South Tyneside is attracting more and more visitors, with a record breaking **5.96m tourists** visiting and spending in the borough last year. Visitor numbers and the economic benefits they bring are increasing year on year, with **nearly a million more annual visitors now compared to 2010**.

Our newest tourist attraction, **The Word, The National Centre for the Written Word**, has helped to put South Tyneside firmly on the map, attracting 174,000 visitors in its first 5 months alone. Boasting state-of-the-art digital equipment, intriguing exhibits (including the immensely popular **Ridley Scott exhibition**) and a varied programme of workshop and events, on top of traditional library facilities, the iconic £16m facility gives visitors from far and wide a reason to make South Tyneside their destination of choice. It has already claimed a host of recognitions, including winning a Living North Award for Best Regeneration or Restoration, Mixology North 16's 'Public Sector Interiors Project of the Year' and the Royal Institute

of Chartered Surveyor's North East Awards' 'Project of the Year', as well as being ranked in the International Federation of Library Association and Institution's global list of '1001 Libraries to See Before You Die', and making it to the shortlist of 6 libraries in the running for 'Library of the Year' in the British Book Awards.

The spectacular **South Tyneside Summer Festival** attracted over 140,000 visitors who spent an estimated £1.7m with local businesses, a 15% increase on last year. The festival this year included the Maritime Mayhem themed **parade**, four **Sunday Concerts**, live music in the Amphitheatre, children's entertainment, **Proms in the Park** and **Harton Quays Craft Fair**, complementing borough-wide community events including **Jarrow Festival**, **Whitburn Festival** and **Hebburn Festival**.

Christmas Wonderland events were similarly successful, with more than 8,000 attendees at the Opening Parade, 5,000 attendees at the Christmas

lights switch on and over 5,000 shoppers visiting stalls at the Christmas Fair. The popular offerings drove up footfall across South Shields Town Centre and Ocean Road restaurants.

The beauty of the borough was also showcased in national athletic events this year, including the Great North Run and **three national sailing events** hosted at the South Tyneside Sailing Club.

The borough's leisure offer has enjoyed continued success, with **more than a million admissions across all leisure facilities in 2016-2017**. Leisure membership has grown by a massive **1213% in the last 5 years**. The leisure offer is an important element in supporting residents, young and old, to stay fit and healthy. 20,000 people attended Sports Development school holiday programmes this year, and free weekly after school clubs have attracted over 10,000 admissions. Following on the success of Haven Point and Hebburn Central, **plans are now underway to install improved, integrated facilities at Jarrow Hub**.

This year saw the borough shoot up in the Royal Society of Art's rankings of councils by arts and cultural presence. Notable cultural and heritage events this year have included the **80th anniversary of the Jarrow Crusade**, a rousing and locally-significant occasion which was marked with an educational program, parade and family fun day. 2016 also saw **The South Shields Volunteer Life Brigade** celebrate the **150th anniversary of its founding** with a series of commemorative events.

South Tyneside's library offer has been buoyed by the opening of the Word. Data shows that in its five months of operating numbers of **new readers joining the library at The Word have increased by 1000%**, with **teenage library users up by 750%**. Libraries across the borough have also been made more accessible with the development of a new library app, while patrons have benefited from the **installation of WIFI** at Cleadon Park, Jarrow and Hebburn libraries.



Resources and Innovation

The Council has achieved continuing success, despite a challenging financial climate, because it is lean and efficient, focused on a clear vision and strategy, and structured to identify and maximise opportunities. We have seen an **almost 50% reduction in core Government** funding, and funding continues to reduce; in 2017-2018 we will receive almost 10% less than in 2016-2017. However, we are continuing to respond positively and proactively: since 2010 we have become **£145m more efficient** and we have plans in place to further reduce costs, manage demand, generate new income streams and maximise our use of resources.

We have made **£690m in capital investment** since 2010, and we use our resources creatively and strategically, to ensure maximum value for money. With The Word, Hebburn Central, and the planned redeveloped Jarrow Hub, we are establishing **multi-purpose facilities** which host traditional services, but also serve to **strengthen local communities and economies**.

We are investing in the right facilities, relocating adult day services to accommodation that better suits the needs of service users and refurbishing our children's homes. We are in the midst of a **large scale community** asset transfer programme, equipping and supporting local communities to manage and future-proof community assets. From the delivery of Haven Court which works seamlessly with the South Tyneside District Hospital, to the Testo's roundabout improvements which will complement the IAMP development, **we work with partners in a joined up way** to ensure that any local investment brings maximum benefit to our residents.

Through our **property rationalisation scheme** we are reducing our number of buildings, and ensuring that those we retain are high quality and used efficiently. **South Shields Town Hall has been renovated and redesigned** to host more staff, with the new, high-quality working environment promoting flexible working, improving cross-team communication and supporting reduced

building maintenance costs. We are also investing in renewable energy, with **energy-efficient LED street lighting** and the **installation of photovoltaic cells on roofs of core council buildings**, allowing energy cost savings as well as a revenue stream from feed-in tariffs. Through the asset rationalisation scheme we have **since 2010 already released £44.5m in capital and revenue**, with £30m more projected by 2020.

We are increasingly finding ways to **commercialise and generate additional income** from existing and new services. From increased traded services including with other public sector organisations, to the commissioning of wind turbines and the development of a commercial property development company, we are finding ways to make our services flexible and sustainable.

We also continue to work in partnership with BT to invest in our digital and IT capacity and to develop a stable and responsive ICT infrastructure which will support the delivery of transformative **'digital by design'** services.

Our resourcefulness and innovations do not go unnoticed by others. This year saw us shortlisted for **Council of the Year in the LGC Awards**. Recognising our integration and partnership work, the Royal Society of Arts, Manufacturers and Commerce (RSA) **recently asked us to participate in their research on innovation in public partnerships**. South Tyneside initiatives were recognised 9 times in the **LGA Labour Groups' recently published list of 100 top innovations in local government**.



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Regeneration and Economy

Business is booming in South Tyneside. There has been a **33% increase in the number of enterprises operating within the borough compared to 2010. More than 2670 new businesses have started up** in the borough since 2010 and the rate of business births is steadily increasing, with almost twice the number of businesses born in 2015 compared to 2010. Employment prospects in the borough are growing, with the **employment rate 6.8% higher than it was in 2010**, and approximately 5,900 more borough residents in work. **The number of jobseeker's allowance claimants has dropped by more than 2,600 in the last year**, and the borough has a **lower proportion of workless households** than regional neighbours Newcastle or Sunderland..

Since 2010, the Council has invested **£690m** into regeneration, with a further **£350m** planned by 2020. Regeneration efforts are supporting businesses across the borough and acting as a catalyst for private sector investment.

South Tyneside was ranked in the **Top 50 UK Environments for Business** in the Legatum Institute report based on the 2016 UK Prosperity Index. Newly opened **£16m library and tourist attraction The Word, the National Centre for the Written Word** is already helping drive up footfall in South Shields Town Centre. Foreshore-based businesses are benefitting from the recently completed **£2m** seafront improvement works which have enhanced the public realm and increased the accessibility and interconnectivity of coastal attractions. **£13m state-of-the-art community facility Hebburn Central** has kick-started growth, with Aldi set to start construction on a new supermarket in the town, while plans are underway to redevelop Jarrow Hub to similarly invest in communities and attract further footfall in Jarrow. A clear upturn in private initiatives, such as seafront investment by Colmans, points to **increasing business optimism** supported by this regenerated environment, whilst Nexus's investment in their Rail Skills Centre in South Shields reflects further confidence in the area.

The **International Advanced Manufacturing Park** is progressing on track and is the biggest economic footprint in the region, with **£42.2m of the North East region's £49.7m allocation pledged to the project**. The **Memorandum of Understanding** negotiated last year between universities, colleges and employers will ensure a skilled local workforce will be ready to step into emerging jobs. The park is expected to attract over **£295m in private investment and create an initial 5200 new jobs**, further strengthening our world-renowned manufacturing and automotive sector. The Council is also seeking a partner to develop the **£200m Enterprise Zone Holborn site** and create further job opportunities, with a procurement exercise launched in December and site investigations now underway to support a ground preparation strategy.

More and more premises are benefiting from **superfast broadband coverage, which is being rolled out through the Digital Durham Programme**, with 99% coverage expected by

2018 and thousands of premises in Cleadon already enjoying these improvements. The Council is also working hard to connect and empower businesses and entrepreneurs in the technology and digital sectors, through initiatives including hosting inspirational **Tech Talks** and launching the **Tech Challenge 2017**, a Dragon's Den style competition which encourages tech-innovators to showcase their skills and deliver solutions for the manufacturing industry.





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Housing and Transport

South Tyneside Council and partners South Tyneside Homes work hard to ensure that borough residents have access to a range of good quality housing options which meet their needs.

2080 new homes have been built in the borough since 2010/11, including **480** within the last 12 months, reflecting a clear **increase in the rate of housebuilding**.

Housebuilding plays an important role in regeneration and economic growth and the **Trinity South** development has completely transformed the outdated southern end of Frederick Street. The 223-home scheme is one of developer Keepmoat's **bestselling sites in the region and has been shortlisted in both the Regeneration and Housing categories in the Royal Institute of Chartered Surveyors North East Awards**. Across the borough, housing regeneration is playing an important role in enhancing communities: progress is being made to redevelop outdated parts of Hebburn, while the site of the former Farding Square flats in Marsden is now being prepared for sale and is expected to be used for family housing.

The Council strives to ensure that the borough's housing offer meets the desires and needs of local people. South Tyneside Housing Ventures Trust has been an invaluable vehicle for meeting housing demands, **building and acquiring 209 homes for affordable and social rent**, with 158 more homes under development. The Trust's 26-Property Development in Stanley Street, Jarrow, was shortlisted for a **2016 Local Authority Building Control 'Best Social Or Affordable New Housing' Award**. The Trust also recently secured £1m from the Homes and Communities Agency to develop a new 30-unit supported living complex at the site of the former Croftside House.

South Tyneside Homes has had another successful year. The **Decent Homes** programme, which saw a **£334m investment and a total of over 17,000 improved beyond Decent Homes standards**, was completed December 2016, with a mop-up programme continuing into 2017. **4000 homes were completed in the last year**, including 2270 new kitchens, 2086 new bathrooms and 2909 new heating systems.

Re-let times are shortening and percentages of rent lost through houses becoming vacant are decreasing. Eviction numbers have reduced by a third thanks to supportive initiatives including introductory tenancies and welfare and debt support services.

Transport investment in the South Tyneside area continues. The £7.56m work being undertaken at **Lindisfarne Roundabout** is on track to be complete in summer 2017 and will increase capacity and reduce congestion. Subject to consultation and securing Local Growth Funding, work aimed at reducing congestion will also be begun in Autumn 2017 at **The Arches/A185 Roundabout**.

Consultations have now been completed on the £100m major highways improvements schemes due to start at **Testos and Downhill Lane junctions** in 2019/20, and the Council is working closely with Highways England to ensure that the scheduled improvements complement plans for the International Advanced Manufacturing Park.





Area Management and Community Safety

The Council has continued to strengthen the borough's coastal and flood defences over the last year. Recent projects have included work on a flood alleviation tank and drainage network improvements undertaken alongside the Lindisfarne Roundabout improvement scheme; property level protection installed to protect at-risk properties in Newlands Court, South Shields; and the installation of a new Beach Access Ramp and coastal protection at Sandhaven Beach to replace one destroyed in a storm. The Council has developed a **new strategy to tackle flooding and coastal erosion over the next 5 years** including improved communications and closer working relationships with other organisations to protect the public from immediate and future risks.

We continue to protect and enhance our seafront. The Council has received **classifications of excellent and good respectively for its two designated bathing waters**, Sandhaven Beach and Marsden Beach. Sandhaven beach in South

Shields has yet again been awarded **Blue Flag status** and **the Seaside Award** which are marks of quality given only to the best beaches in the world, with high quality facilities and high stands of cleanliness and safety.

Our park offer to residents and visitors is strong. For the eighth year in a row, South Marine Park, and, for the first time, West Park in Jarrow, have each been awarded **the prestigious Green Flag Award** by environmental charity Keep Britain Tidy. Initial support and £194,000 funding has also been secured for a £2.45m Heritage Lottery grant which, if successful, will support the reinvigoration of North Marine Park, through renovation of the park's original Victorian features and installation of a destination play area, café and other improvements. We have also made a visitor attraction and nature reserve out of an innovative conservation scheme at Cleadon Hills, which sees the popular grazing Exmoor ponies returning as an effective grass management tactic.

We are committed to keeping our environment clean and green. Thanks to our Strategic Waste Partnership, **just 0.6% of all the municipal and household waste collected in South Tyneside currently goes into landfill**, reduced from 66% in 2010. Our Integrated Area Management Team works hard to keep local areas pleasant and litter-free, and is supported in this task by schemes such as Report It, which calls on residents to help us address issues like littering, dog fouling and fly tipping. Our popular Area Walkabouts bring communities together to identify and tackle environmental issues. During the year a committee of Elected Members completed an **in-depth Commission to investigate how littering and fly tipping can be better tackled** across the borough and we are now implementing these recommendations.

We also work with partners to keep neighbourhoods safe. **Various targeted adjustments have been made to speed limits, road crossings and CCTV** over the course of the year to allow us to better meet the needs of

local communities. We have been commended by the British Parking Association for **10 years of adherence to car park safety**, including providing good lighting and access, effective surveillance, cleanliness and good management.

Since the same period last year, we have seen a 11% fall in anti-social behaviour, including a **6% fall in youth-related anti-social behaviours**, including a 24% fall in youth-related anti-social behaviour, as well as a 7% drop in deliberate fires. Working with partners, we have led and supported a range of initiatives which have helped us to work with both victims and perpetrators of crime and anti-social behaviour, often by innovatively drawing upon community resources. Initiatives such as **Operation Encompass** and the **production and distribution of domestic violence handbooks** have helped us identify and work collaboratively to support victims of crimes. Awareness raising work with more than 2200 night time economy workers including taxi drivers has helped us better identify children at risk of sexual exploitation.



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Children, Young People and Families

We have made it a key priority to ensure children and young people in South Tyneside receive world class care and education. South Tyneside is now ranked in the **top 10%** of best performing local authorities for primary and secondary school pupil Ofsted performance, with **94%** of primary school children and **92%** of secondary school children learning in schools graded 'good' or 'outstanding' (improved from 59% and 51% respectively 2010), as well as 100% of Special Schools. South Tyneside is home to the **Times Educational Supplement's Overall School of the Year and Early Years School of the Year**, Boldon Outdoor Nursery, and the **Time's Educational Supplement's Further Education Provider of the Year**, South Tyneside College.

The borough's early years offer remains strong, with **100% of nurseries and non-domestic childcare rated 'good' or 'outstanding'** by Ofsted. Take-up of aged two years funded early education is

at 91% of those eligible, the **best performance in the country**, meaning that more families are accessing the support they need to make sure their youngsters go far. The Basket of Opportunity Early Years model, developed in South Tyneside, **speeds up language and social development by 12 months** and is now the **region-leading model, recognised and implemented nationally and across the globe.**

South Tyneside's **'Outstanding' Adoption Service**, rated one of the best country, saw the rate of **children placed into an adoptive home** double in the summer 2016 compared to the same period last year.

We have incorporated feedback from last year's **Joint Targeted Area Inspection** into the development of the multi-agency **Best Start in Life** strategy, which orients all services towards providing children and families with the right type and tier of support at the right time.

We have sharpened our focus on gatekeeping processes at point of entry into care. The front door service has been remodelled into an **'Integrated Safeguarding Intervention Team' (ISIT)**, which better ensures that children are getting the right services at the right times by the best placed agency leading multi-agency support.

An **Edge of Care service** is being implemented, with the aim of supporting children to remain living safely within their families where it is safe to do so. We are remodelling our residential provision to provide short breaks and outreach for adolescents and to create a comprehensive, integrated service for young people with more complex needs through a dedicated, integrated team ensuring that all needs are met.

We strive to ensure that our vulnerable young people are getting the support they need to thrive. **Education results for Looked After Children far exceed the national average**, and we consistently have a **higher proportion of young care leavers in employment, education or training** than the national average or our regional or statistical neighbours.

We are safely and steadily **reducing the number of Looked After Children. Performance measures have shown steady improvement**, including **low numbers of repeat referrals into the care system**, meaning that these changes are making a difference to the quality of the services we are providing our children.



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Independence and Wellbeing

In the face of an aging population, high social care demands and a number of entrenched public health challenges, the Council works hard to ensure appropriate care is provided to vulnerable residents and to drive forward improvements in health outcomes.

The Council's state-of-the-art innovative **Haven Court Integrated Care and Support Facility** opened in August 2016 and is proving an invaluable asset in the delivery of joined-up high quality care and advice to residents with dementia and their families. Situated in the grounds of South Tyneside District Hospital, the facility means that older people who might otherwise be in hospital are cared for in an appropriate, welcoming and comfortable setting where their health and social needs can be met in a holistic way. Haven Court was named **Best Inclusive Building** at this year's Local Authority Building Control Awards.

Our whole system change demand management strategy focuses on supporting residents' independence and striving to **further reduce early permanent admissions to residential and nursing care.**

In implementing the Adult Social Care Strategy, we have focused on ensuring residents have access to **the right support at the right time and in the right place.** Our assessments consider the strengths of the individual, helping to connect with their community and support them to remain at home for as long as possible. Reablement services support residents on discharge from hospital and staff within the Integrated Discharge Team work to **facilitate safe and timely discharges** back to a resident's place of residence without unnecessary delay. Sound oversight of decision making and improved panel processes and case audit work help to ensure accurate evidence-based assessments and improved support planning processes.

Adult Social Care continues to implement its new target operating model which is focused around a new **single point of access.** This ensures residents have access to **quality information and advice,** supporting them to help themselves where possible and ensuring that for those that do require assistance, it is targeted on agreed outcomes. A focus on **early help and prevention** is critical and we are continuing to develop stronger links with local communities, ensuring residents are part of this.

Our commitment to delivering high quality integrated services continues and staff are working to build upon the success of the **Community Integrated Teams** by looking at further opportunities for integrated ways of working. Within Learning Disability and Mental Health Services we are also identifying opportunities where staff can work more effectively together to ensure support and interventions are targeted and supportive of maximising independence and wellbeing.

A range of programmes, including the **Change 4 Life** health and wellbeing programme and **A Better U** preventative health campaign, continue to support steady improvements in health and wellbeing across the borough.

Deaths from preventable heart disease in South Tyneside have seen continued decline, reduced by 52.1% over the last 15 years, reflecting sustained improvements in health and living conditions. **Smoking prevalence rates in the borough are decreasing,** now at 17.4% compared to 25% in 2010. We are seeing **success in working to reduce rates of smoking during pregnancy.**

A new substance abuse model is under development. External funding of **£376,000 has been jointly secured by South Tyneside and Sunderland Councils to provide targeted help and support,** delivered through Changing Lives, to people in the area who are temporarily without a home and who may face having to sleep rough.

The Council won the **Bronze North East Better Health at Work Award** for efforts to support staff health through initiatives including a staff flu vaccination scheme, NHS health check for employees aged 40-74, staff weight loss club and a range of health campaigns. With a **third of Council staff now trained to advocate health opportunities to the public** through the Every Contact a Health Contact programme, it is a priority that all staff members are supported to look after themselves as well as others.

Voluntary Sector Partnerships and Cooperatives

Collaboration with volunteers and third sector groups is integral to the success of many of South Tyneside Council's services and initiatives. We operate as a co-operative council, supporting social empowerment as well as delivering services.

We recognise the vital community role played by volunteers and community groups, and we strive to support their success. This year we invested in an **online community funding information platform**, to raise awareness and support for local groups to bid for funding sources, maximising money available for programmes and projects across the borough.

Partners play an important role in future-proofing community assets. This year, the Council worked with local environmental charity Groundwork South Tyneside and Newcastle to facilitate the charity's takeover of the recently closed, heritage attraction Bede's World, enabling its reopening as Jarrow Hall.

Community interest companies (CICs) are now being set up to take over the running of community associations as part of the Council's sizable **community asset transfer programme**. These transfers will place important community facilities in the hands of community members who use them, and ensure that the facilities are made financially viable and sustainable. South Tyneside already has a strong record in using this model. A community interest company formed at South Tyneside Gymnastics Centre provides activities for 500 regular users and has overseen investment in the building and expansion of activities. Similarly, Mortimer Community Network CIC took over Mortimer Community Centre last year and has since created ten new jobs and made a range of improvements to the facility, including renovating the childcare room and creating a café and new entrance. By working with community associations to take on the same approach, the Council will support them to become sustainable.

The Council leverages the skills and expertise of a range of organisations to ensure high quality services for our residents. Groundwork will also this year take over the management of the recently-refurbished South Tyneside Marketplace, **organising a new range of special food, farmer and craft markets and themed events** to complement the existing traditional market offer and drive up footfall in the town centre.

Third sector partners are essential to the success of a range of council-commissioned services, from providing employment support to delivery of substance misuse prevention activities.

Community volunteers are a key element in the delivery of a number of non-statutory services which are valuable to residents. Volunteers with the Friends of North and South Marine Park and West Park, South Shields and West Park, Jarrow play an important role in maintaining and enhancing our seafront parks. Their commitment has been pivotal to **securing initial support for a Heritage Lottery funding bid to refurbish North Marine Park**. Volunteers have also been integral to the success of an Anti-Social Behaviour Victim Support squad set up last year. Community volunteers are also key to helping the Council keep local neighbourhoods clean and safe; residents supported by the Handy Estates Team have this year participated in more than 80 community walk-about, as well as in events like the Great British Spring Clean.



HELLO TOMORROW CHANGE IS HAPPENING

We are set to receive almost 10% less core government funding in 2017-18 compared to this year but have plans in place to respond to these continuing pressures. Our Medium Term Financial Plan sets out our plans to redirect resources and remodel services to deliver a further £19.3m in efficiencies savings in the next year.

In spite of these continuing financial pressures, we have reason to be optimistic about the future. We have set in motion a range of projects which will create economic growth and improve outcomes for our residents in coming years. We are on track to deliver thousands of new jobs and attract significant inward investment through projects like the International Advanced Manufacturing Park and Holborn Riverside Development. Major planned multi-million investments like the Transport Interchange and redevelopment of the Jarrow Hub will further strengthen our town centres, while the North Marine Park revitalisation will strengthen our foreshore offer. Innovative vehicles like Housing Ventures Trust and a new commercial property

development company will equip us to deliver our ambition of meeting the long-term housing needs of the borough. There are clear signs that our efforts so far are beginning to pay dividends, as we see private and public sector organisations, from Colman's to Nexus, decide to invest in our borough.

We are only a few years into our ambitious Shaping Our Future journey, but Change is Happening. The sustained achievements across services and across the borough this year have made it abundantly clear that we are on the right path and the future is bright. With continuing effort, imagination and adherence to this vision, we can ensure that South Tyneside is an outstanding place to live, invest and bring up families.

For more information about South Tyneside Council:



www.southtyneside.gov.uk



0191 424 7385

If you know someone who needs this information in a different format, for example large print, Braille or a different language, please call Marketing and Communications on 0191 424 7385.