

South Tyneside - Shaping our Future

Annual Report
2015/16



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



South Tyneside Council



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Foreword

During 2015-16, we made considerable progress toward realising our vision to become an outstanding place to live, invest and bring up families, from the opening of Hebburn Central, to the start of work on the pioneering Haven Court, Integrated Care Services facility and The Word, National Centre for the Written Word. We've also undertaken essential planning to move forward the creation of the International Advanced Manufacturing Park. Collectively, we have achieved much in a short space of time.

As in previous years, progress has been made in a challenging context, with continued core government funding reductions and an increased demand for social care services, particularly as our population ages. As a council committed to protecting the most vulnerable in our communities, our challenge is immense - as is our ambition.

Underpinning our continued success is dedication, resilience and innovation. We are developing new, better ways of working, we are continually making our services leaner and more efficient, and we are leading the way with our ambitions in health and social care integration. We are forging and strengthening partnerships with other public sector bodies, businesses and community organisations, leveraging collective skills and assets to drive forward initiatives to benefit the residents of South Tyneside. With schemes like our pioneering integrated community teams, we are implementing ground-breaking innovations and initiatives.

We steadfastly refuse to let our challenges impede our ambition for South Tyneside. We have continued to invest in the Borough, working tirelessly to equip residents and businesses with the assets and opportunities they need to thrive. By reinvigorating town centres, securing major infrastructure improvements, delivering affordable housing, supporting people to access skills and jobs, and building facilities which will make the Borough an attractive place for investment, we have already come a long way toward achieving our vision.

This Annual Report looks back on 2015-2016, and the years before, with satisfaction and pride in the delivery of the significant objectives we set for ourselves. We look forward to the years ahead with excitement and optimism, with the knowledge that we have the vision, the strategy and the people to deliver further improvements to South Tyneside for the benefit of all our communities.



Councillor Iain Malcolm
Leader of the Council



Martin Swales
Chief Executive

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Hebburn town centre has been invigorated by the opening of state of the art library, gym and community service facility Hebburn Hub

The 2015 Summer Concerts featured stars including Atomic Kitten, Sive, Billy Ocean, Sophie Ellis-Bextor and the Feeling



Work has started on the state of the art Haven Court Integrated Care Services Hub which will bring health and social care services for dementia patients under one roof



The multi-award-winning Fellgate flood prevention scheme is one of several flood prevention projects in the Borough which have helped reduce residents' risk of flood damage



Students in South Tyneside this year received the best A Levels results in borough's history

2015-16 Highlights A remarkable year

April 2015

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



May 2015



Inaugural non-stop USA flight launches from Newcastle International Airport

June 2015

Multi-million pound Hebburn Central community facility opens to the public



July 2015



Summer Festival and Sunday Concert series brings record-breaking numbers of visitors to the Borough

6 Year Story

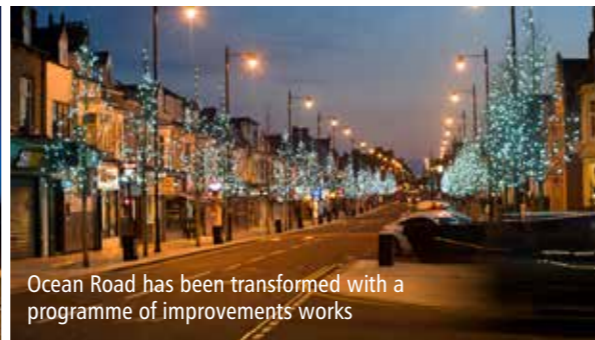
2015-2016 marks a six year milestone in delivering our ambitious 'Shaping Our Future' programme.

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Littlehaven Promenade and Seawall has continued to win yet more national accolades and recognition



Ocean Road has been transformed with a programme of improvements works

August 2015

Ocean Road regeneration scheme is completed



September 2015



International Advanced Manufacturing Park is recognised by the government as a scheme of 'national significance'

October 2015

Littlehaven Promenade receives national award for Best Urban Regeneration Project



November 2015



Second Enterprise Zone for the North East is announced to include South Shields Holborn Riverside Development site

495 new homes were completed in South Tyneside in 2015, the highest number of house completions in a year that the Borough has seen for 25 years



Plans are in progress for the construction of a new South Shields Transport Interchange, the next phase of the South Shields 365 regeneration vision



The International Advanced Manufacturing Park was recognised by Central Government as 'nationally significant'

December 2015

Public consultations begin on site selection for the International Advanced Manufacturing Park



January 2016



Topping out ceremony celebrates the completion of the external structure of The Word, National Centre for the Written Word

Construction has commenced at The Word, National Centre for the Written Word



South Shields Market Place has seen a programme of improvements, strengthening the town centre's visitor appeal



Holborn Riverside and the IAMP both secured special Enterprise Zone status

February 2016

New Hate Crime reporting phone line is launched



March 2016



Employment Project launched to support Ex-Service Personnel and Reservists

Leadership and Strategy

South Tyneside Council has continued to provide strategic leadership on a number of significant, planned projects to deliver a strategy that brings results for the Borough.

On a regional level, South Tyneside Council has worked closely with the North East Combined Authority (NECA) and neighbouring councils to make the most of regional opportunities, including securing **major investment into the Tyne and Wear Metro system**. The Council continues to work hard to champion the needs of the people of the Borough in the context of the **Tyne and Wear devolution proposal**, engaging in lengthy negotiations with central government to secure the best possible deal and ensure that new regional responsibilities and opportunities are accompanied with appropriate powers and funding.



South Tyneside Council has also worked closely with the North East Local Economic Partnership, securing **Enterprise Zone status for two key business sites in South Tyneside, the Holborn riverside development and the International Advanced Manufacturing Park**.

Progress in the borough wide regeneration master plan of the Borough continues at pace. The Council has made **£522million of capital investment over 2010-2015**. An overall net capital and revenue benefit of £100million

has afforded investment in recent projects such as Haven Point and Hebburn Central. The **South Shields 365 regeneration master plan** has continued to progress at a rapid rate in the past year, with the delivery of the **redevelopment of Ocean Road, improvements in the Market Place** and the **construction of a major new cultural attraction The Word, National Centre for the Written Word**.

The Council's leadership continues to demonstrate a positive impact on the wider area. South Tyneside Council, as the Lead Authority for Newcastle International Airport, and the Leader of the Council, as lead for the airport's majority local authority shareholder group, played a critical role in securing the launch of the Airport's **first direct transatlantic service to New York** in May 2015. The service is exciting for travellers and pivotal in helping nurture new business connections between the North East and the North American market. With this new US service, airport stakeholders hope to emulate the success of the direct Dubai service, which has had a major impact on regional exports. £310million of exports are now flown out of Newcastle, up from just £20million before the service launched in 2007. Following the success of the initial trial New York service in 2015, flights recommenced in May 2016. The Airport's continuing success has also been recognised in its selection, for the third year running, as **'Best Large Airport in the UK'** by 'Which? Magazine'.



Performance, Culture and Leisure

The South Tyneside tourism offer continues to draw people from far and wide to the Borough, with a record breaking **5.8 million** visitors in 2015.

South Tyneside Summer Festival was responsible for attracting more than 130,000 visitors this year, boosting the local economy by an estimated £1.4million. The Festival's programme of **Sunday Concerts** reached new heights, bringing in a combined 77,500 visitors during July alone, almost double the number of 2014 attendees. The Summer Festival was voted as a **runner-up for Best Regional Event in the Chronicle's People's Choice Awards**.

The 2015 **Christmas Wonderland**, the third iteration of the annual seasonal programme of events, was also a success with **over 17,000 people** enjoying the parade and Christmas markets.

Reflecting the success of these events, South Shields was recently recognised by Pegasus Marine Finance as **one of the UK's top 50 tourist destinations**.

The newly opened state-of-the-art **Hebburn Central** is the newest addition to South Tyneside's leisure offer. The leisure complex offers a gym, swimming pool and sauna, multi-games hall, and fitness classes, together with a library and cafeteria. The facility received national recognition when it was awarded the **Civic Trust Special Award for Community Impact and Engagement**.

Haven Point leisure centre was awarded the **2015 Royal Institute for British Architects North East Project Architect of the Year Award** and praised by judges for its cost-effective, community-enhancing design. Residents have embraced these new state-of-the-art leisure facilities, with **leisure memberships across the borough increasing tenfold to over 5400 since 2010**.

During the year, libraries in South Tyneside brought local volunteers together to work on a **commemorative project marking the centenary of World War One** by collecting local stories and creating a website dedicated to servicemen and women.

Construction of our new library and cultural attraction **The Word, National Centre for the Written Word**, was started during the year, with a topping off ceremony in January 2016. The Word will house traditional library facilities, and also offer visitors exhibits and the opportunity to get hands on with state-of-the-art digital equipment. The Word will act as a home for North East writing talent, hosting writing workshops and a series of writers in residence. Preparations are underway for a grand opening in Autumn 2016.

Resources and Innovation



The Council has become vastly leaner and more efficient since 2010 and continues to respond to central government funding reductions with efficient and innovative solutions. The council has made **£126 million** of efficiencies savings so far since 2010 and with strict budget management controls and careful planning, expects to be able to deliver **£15.5million** more in efficiencies in 2016/2017.

While finding ways to make residents' money go further, the Council has also worked hard to ensure, as far as possible, council spend goes back into the local community. By working with local partners, the Council's procurement team has this year ensured that **£131million, more than 50% of the Council's total expenditure, was spent with South Tyneside-based organisations**. The success of the Corporate Procurement Service also received external recognition when, for the second year running, it was

selected as a **finalist for Team of the Year at the National 'Go' Government Opportunities Awards**.

Investing in the right technology has helped the Council to maximise resources. Thanks to the digitisation of certain council services, **52% more people are using digital channels** to access services than did in 2010, a change which has made services simpler for residents and has generated savings of £2million. Investment in the Liquid Logic case management and recording system has helped deliver front line social work improvements, while investment in hardware has enabled supported agile working for staff.

The Council has also undertaken a number of key energy saving initiatives which will help to deliver long term savings. By **incorporating LED technology and management systems into local street lighting, energy costs have been reduced by £300,000**.

South Tyneside was identified as a case study in innovation in April 2016 by a Society of Local Authority Chief Executives report looking at leadership around innovation. The report praised the Council's collaborative approach to problem solving and discussed South Tyneside's innovations around housing, promoting healthy living, integrating Health and Social Care, and improving educational standards. The Council's Fleet Management also received recent external recognition for their innovation when they were selected as a finalist in the Association of Public Excellence awards. The team's impressive programme of changes, new equipment and procedures, a new maintenance regime and more efficient use of vehicles have made the service more effective and efficient, saving 26,000 litres of diesel, vastly reducing CO2 emissions and generating savings of more than £400,000 a year.

Regeneration and Economy

Employment prospects in South Tyneside have continued to improve in recent years, with the **employment rate in the borough now at its highest rate in 10 years**. The Borough has a **higher proportion of economically active residents than the wider North East**, and unemployment rates are reducing, with **33% fewer jobseekers allowance claims compared to 2010**.

This year, the Council has **delivered support to over 3,000 learners** through apprenticeships and learning schemes. **Since 2010, 12,430 apprenticeships have been created in South Tyneside**, helping ensure the Borough's young people are equipped with appropriate skills and experiences that enable them to thrive as they embark on their preferred careers.

South Tyneside Council works hard to make South Tyneside an attractive home for businesses and the creation of world class industrial facilities has been an important component of this effort. In November 2016, two major new industrial sites in development in South Tyneside, the **Holborn Riverside Development and the International Advanced Manufacturing Park (IAMP)**, secured Enterprise Zone status, which brings special financial incentives and streamlined planning regulations and is an important part of enabling these sites to attract significant private investment and create thousands of new jobs. This last year also saw significant progress on the IAMP through public consultations and the major milestone of official Government recognition of the project as being of **'national significance'**.

As well as promoting South Tyneside as an attractive location for inward investment, the Council has also worked hard to support local entrepreneurs, enabling a **20% increase since 2010 in the number of people who are self-employed in the Borough**. The council was this year involved in a drive to support small and medium sized businesses or social enterprises 'Go Digital' with funded connection vouchers, and has contributed to a programme which will see **99% of South Tyneside's 73,371 premises connected to superfast broadband** by the end of 2016.

Also central to creating jobs and boosting the local economy is the regeneration of the Borough's town centres. **Hebburn Central**, the state of the art library, gym and community services facility completed in summer 2015, has already kick-started investment in Hebburn town centre. The planned redevelopment of Jarrow's community facility as a mixed use resource will similarly reinvigorate the town's commercial heart, while strengthening residents' access to an even wider range of services. In the last year, the **South Shields 365** plan has delivered a programme of **improvements to the Marketplace and Ocean Road**, helping to make key commercial areas more attractive to visitors. The council has also now received planning permission necessary for it to go ahead with work on Phase 2 of South Shields 365, a new and improved **Transport Interchange**. The South Shields Connectivity Scheme at the Foreshore is also delivering further improvements to the seafront, and **Littlehaven Promenade and Seawall** has continued to rack up a great number of prestigious awards, cementing its status as one of the most successful seaside regeneration projects in the country.



Housing and Transport

South Tyneside Council and South Tyneside Homes are working hard to ensure that residents have access to decent, affordable housing. **495 new homes were completed in South Tyneside in the last year, the highest number of house completions in a year that the Borough has seen for 25 years.** Even more new homes are set to be delivered in the coming years, with South Tyneside Housing Ventures Trust, launched in 2014, on track to deliver its promise of **400 new homes, including affordable homes, in its first 5 years.** Affordable housing is under construction across the Borough, from the nearly-completed social housing and shared ownership portion of the 42 house Whitburn Rifle Range development, to the 11 new affordable family homes in Boldon Colliery. South Tyneside was recently ranked **5th in the country** by the Local Government Chronicle for its record in the delivery of affordable homes.



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The Council is not just providing more homes, but building homes that are specifically designed to meet the needs of residents. Developments like the **new 47 unit home complex at North Street in Jarrow** provide affordable properties for tenants over the age of 55. The **West Way** project in South Shields has also provided **33 new homes** this year, including houses, bungalows and apartments suitable for residents who are over 55 or households with a person who has a disability. In a context of increasing demands around adult health and social care, the construction of more and better accessible housing will be an important part of reducing service demand by enabling residents to maintain independence.

The Council has also continued to invest in existing housing, with £243million since 2010 and a programme of work which will ensure that **all council houses will meet or go beyond the Decent Homes standard by December 2016.** So far, the project has seen 9,392 of Council homes benefit from new kitchens, 10,323 from new bathrooms, and 9,711 from new heating systems.

South Tyneside Homes was **shortlisted for 'Best Housing Initiative' at the 2016 Local Government Chronicle Awards** for its work on a programme of improvements completed this year across **Housing Plus Schemes.** The improvements at the supported living housing complexes have included the construction of 18 state-of-the-art conservatories, the creation of 4 sensory rooms and the installation of new digital facilities.

South Tyneside Council and South Tyneside Homes continue to deliver a sustainable cost-effective service to residents. The integration of housing management, street cleaning and grounds maintenance has enabled **savings of £1.3million a year.**

Several major transport projects have also progressed this year, improving connectivity within South Tyneside and to the wider region, providing the infrastructure necessary to support a growing economy. £11million was secured in inward investment to fund **Lindisfarne Roundabout and The Arches improvements,** whilst in the coming years Highways England will invest £120million to comprehensively re-design the **Testos Roundabout and Downhill Lane junctions of the A19.**

Area Management and Community Safety

Throughout the year progress has been made on improving the Borough's flood defences. The **Fellgate sustainable drainage system,** completed in January 2016, has won a number of national awards. Other major flood prevention efforts include **Riverside and Newlands Court property level protection works** and a major project in **Hebburn South and Monkton** which will alleviate future flooding risks in response to the area being affected by extreme weather events in the past.

Our seafront beaches and parks have again received external recognition, confirming them as high-quality destinations. Sandhaven beach again retained its **Blue Flag status** and **Keep Britain Tidy Seaside award,** while South Marine Park won another **Green Flag award.** **Littlehaven Promenade and Seawall** has added yet more external recognition, reinforcing further the continuing impact and success of the project.

The Borough has seen steady improvements in waste management in recent years. Thanks to the Strategic Waste Partnership, **less than 1% of household waste now ends up in landfill, compared to 66% in 2010.**

The Housing and Area Management team, launched in 2014, has gone from strength to strength in the recent year, working closely with residents and partners including police and fire service. The **Report It!** initiative has been an important tool in discouraging behaviours such as fly tipping, graffiti and dog fouling and has helped the council and community work together to keep neighbourhoods clean. The efforts of the team are reflected in an **anti-social behaviour reduction of 17% over the last year.** Communities evidently feel the impact of these improvements, with **complaints to the Council down by 40% since 2010** and **98% of residents reporting feeling safe in their neighbourhoods.**

Children, Young People and Families

The Borough's schools and services for children and young people have seen continued success and improvements over the last year. In August 2015, local **A-Level students achieved the highest results in the Borough's history**, while **GCSE students are consistently achieving more A*-C grades than the national average**.



South Tyneside schools have continued to receive strong Ofsted ratings, with **93% of Borough primary schools now rated 'Good' or 'Outstanding'**, together with **89% of secondary schools and 100% of special schools**. South Tyneside ranks in the **Top 20 authorities nationally in terms of Ofsted performance for primary school and secondary schools**.

The new **Career College North East**, opened in partnership between St Wilfrid's RC and South Tyneside College, is the first of its kind in the country, providing students with an innovative mix of academic studies and practical training in advanced manufacturing, engineering and computer science. Not only will the Career College give direct and significant advantages to young people looking to go into high-paid careers, but it will deliver a workforce equipped with exactly the skills needed by local employers, helping drive economic growth. **Epinay Business and Enterprise School also announced this year that it will develop a new sixth form** which will provide tailored post-16 training, qualifications and job-readiness to 24 students with learning difficulties to support their transition into adult life.

Thurston Outdoor Education Centre recently benefited from a **£325,000 scheme of energy efficiency improvements**, including the installation of solar panels, a ground heat source pump and other energy saving technologies. These improvements will help ensure the cherished educational resource has a financially sustainable future.

The Borough's Early Education Offer, last year identified by the Department for Education as one of 12 national case studies and examples of good practice, continues to be top quality, with **100% of nurseries and non-domestic childcare ranked as 'Good' or 'Outstanding'**. South Tyneside has consistently outperformed all other local authorities nationally for the take-up of the funded early education offer for two year olds and is **ranked first in the country with a 91% take-up**. This supports our most vulnerable children and provides childcare to enable parents to get back into work. The Council's 'Basket of Opportunities' programme, an innovative approach to child development, was also **shortlisted for a national award** in the 2015 Children and Young People Now awards.

During the past year, the Council oversaw a safe and gradual reduction in the number of children in care. In February 2016, South Tyneside was the first area in the country to undergo a Joint Targeted Area Inspection into multi-agency services supporting vulnerable children and young people. The inspection provided a narrative on performance and support for future strong partnership working. Inspectors commended awareness raising and community engagement initiatives which have significantly increased the council and its partners' capacity to identify and support at-risk children.

Adult Social Care and Support Services



Over the past year, a **fundamental restructure** of the way adult social care services are delivered in South Tyneside has **improved efficiency and effectiveness** and enabled increasingly integrated, high quality and efficient services. The development of a **new safeguarding Single Point of Contact** model has supported effective management of increasing demand in relation to safeguarding, and improvements have been achieved in the consistency and effectiveness of the initial triage, advice and referral process. Investment in a new **integrated health and social care digital records portal** has helped support improvements in both self-care and multi-agency collaboration.

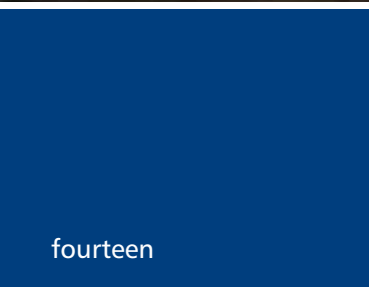


Community Integrated Care teams have been an important component in progressing the joined-up efforts of the Council and its partners to deliver outstanding holistic care. These new teams, initially piloted in Hebburn and Jarrow, to be rolled out across the borough, bring together nurses, social workers and occupational therapists

to ensure that varied patients' needs are properly recognised and treated. The programme recently received national recognition when it was **selected as a finalist for a Health Service Journal award in Improved Partnerships between Health and Local Government**.

In the context of an ageing population in the Borough, with an expected 50% rise in the cases of dementia and a 138% increase among those aged over 90 by 2030, effective, appropriate and comprehensive adult social care is a key priority for the South Tyneside community. Work started this year on the **state-of-the-art Haven Court Integrated Care Services Hub** which will be an important tool for facilitating effective cross-service partnership working around residents' needs. Haven Court will enable health and social care services to work closely together to provide all-round care for service-users. It will offer 80 beds for residential, short stay and reablement purposes, catering to older people, especially those with dementia, who have an assortment of varying health and social care needs.

The council and partners are also working towards **closer integration of learning disabilities** services. The Council and the Clinical Commissioning Group have agreed a **pooled budget of £21million** which the council will manage and will support the development of further staffing integration across services.



Public Health and Wellbeing

In the last year South Tyneside has seen a **6.2% reduction to public health funding**, while at the same time it has taken on **new responsibilities for the commissioning of 0-5 year old health services**. The Council has responded to these new pressures with a continued focus on viewing communities as assets and enabling residents to take control of their own health.

The **“A Better U” initiative**, launched alongside local health and voluntary organisations, has prioritised self-care through a series of workshops and events aimed at arming residents with strategies which will help them to prevent future health complications. As part of this focus on self-care, members of staff across the Borough have received skills training to encourage and support self-care.

The similarly proactive **Change4Life programme**, implemented last year, has been an important component of fostering a culture of responsible self-care. The integrated lifestyle programme offers advice and information about diet, fitness and lifestyle which educates residents on how to take the reins of their own health and fitness levels.

Further integration is at the heart of the Council’s public health improvement strategy, with **Integrated Community Teams** and the new **Integrated Care Hub** helping to ensure close links between health and adult social care.

The council has also worked with partners to continue with, and expand upon, a number of key programmes which are supporting health and wellbeing across the Borough’s population. Having taken on recent responsibility for supporting vaccinations, the Council worked with schools and the NHS to ensure that **100% of schools took part in the child flu vaccination programme this year**. Work has also been ongoing to support people to stop smoking which has contributed to a 4 year reduction in numbers of people who smoke in South Tyneside from 1 in 4 people to 1 in 5. This year the **People Select Committee Scrutiny Commission on Smoking has made further recommendations** for progress, including South Tyneside Hospital becoming a smoke-free building. Work around reducing obesity, particularly childhood obesity, has also progressed. The production of an **evidence report on Hot Food Takeaways and Obesity in South Tyneside** has been integral to justifying spatial planning policies which will promote better health. Other public health initiatives with health partners include the **Healthy Schools programme, a breastfeeding peer support programme, and a falls prevention training programme**, all of which are helping to promote better health outcomes for children, families and adults across the borough.

Having already undergone a 45% reduction in core government funding since 2010, the Council is expected to make **£15.5million further efficiencies savings in 2016/2017**. The Council will continue to respond to these pressures with creativity and determination, continuing to deliver innovative solutions and maximise the effectiveness of services.

South Tyneside Council remains ambitious for its services and its residents, and will continue to work to support children and adults. Ever closer integration with partner services will continue to drive improvements in health and social care in the Borough, and an asset-based approach will help unlock potential for communities to promote their own health and wellbeing. To reflect our renewed operating model, we are amending Cabinet portfolios, bringing together Public Health and Adult Social Care to better facilitate integrated health and social care services, and establishing a new Voluntary Sector and Cooperatives portfolio which will support inclusion and wellbeing by strengthening third sector partnerships.

Across the borough, this year’s successes and milestones are clear. The coming months will see ongoing developments, with the completion and opening of major new facilities **Haven Court Integrated Care Services facility** and **The Word, National Centre for the Written Word**.

In the years ahead, work will drive forward on **The International Advanced Manufacturing Park** and **Holborn Riverside development**, bringing jobs and opportunities for residents, and making the Borough a magnet for international investment. Significant infrastructure improvements at **Lindisfarne, The Arches and Testos roundabouts** will further support economic growth.

Together we will continue to develop the Borough to be an outstanding place to live, invest and bring up families.

For more information about South Tyneside Council:



www.southtyneside.gov.uk



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