Meeting of Cabinet
The press and public are welcome to attend

Monday 16 July 2018
Civic Centre
Membership of Cabinet
Leader of Council  Councillor Nick Forbes
Deputy Leader of Council and Housing  Councillor Joyce McCarty
Transport and Air Quality  Councillor Arlene Ainsley
Employment  Councillor Ged Bell
Education and Skills  Councillor Nora Casey
Resources  Councillor Veronica Dunn
Environment  Councillor Nick Kemp
Health and Social Care  Councillor Karen Kilgour
Culture, Sport and Public Health  Councillor Kim McGuinness
Communities  Councillor Habib Rahman

General information on Cabinet papers
The Cabinet discusses and takes decisions on the most significant issues facing the City Council. These include issues about the direction of the Council, its policies, as well as city wide decisions and those which affect more than one Council service.
Cabinet papers are a short summary of the information necessary for Cabinet Members to take decisions. When council members and officers present this information for a decision, they must have considered – as far as possible – the social, economic and environmental consequences of every recommendation, and the implications for different communities. Authors are legally required to set out any legal and financial requirements of the equalities Act (2010) to assess the different impact of decisions on gender, disability and sexual orientation.

A copy of the agenda and reports is available on the council's website at http://www.newcastle.gov.uk/yourcouncil/councillors/meetings-agendas-and-minutes

If you don’t have access to the internet at home staff will be happy to help you get online at our contact centres and libraries. Hard copies of committee papers are available to inspect at the Civic Centre. There is no charge made to inspect the papers, but a charge may be made for copying and postage. If you wish to look at a lot of papers or papers more than a few months old please contact Democratic Services, phone 0191 211 6156.

You may not be allowed to see some reports because they contain confidential information. These items are clearly marked on the agenda.

Cabinet meetings are normally open to the public, but sometimes Cabinet may have to discuss an item in private. If this happens you will be asked to leave. Any private items are normally left until last. If you would like to attend a meeting please report to the main reception at the Civic Centre on Ceremonial Way where you will be directed to the meeting room.

Cabinet decisions are effective six working days after the meeting has taken place, unless they are ‘called-in’ for scrutiny by the relevant scrutiny committee, in which case the matter is normally resolved within the monthly cycle of meetings.

Further information on this can be obtained from 0191 211 6156
Monday 16 July 2018 at 5.30 pm

Meeting to be held in a Committee Room, Civic Centre, Newcastle upon Tyne, NE1 8QH

<table>
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<tr>
<th>Membership Councillors:</th>
<th>N Forbes, J McCarty, A Ainsley, G Bell, N Casey, V Dunn, N Kemp, K Kilgour, K McGuinness and H Rahman</th>
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<td>Opposition Observers Councillors:</td>
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**AGENDA**

1. **Apologies for Absence**

2. **Declarations of Interest**
   
   Please remember to declare any personal interest where appropriate both verbally and by recording it on the relevant form (to be handed to the Democratic Services Officer). Please also remember to leave the meeting where any personal interest requires this.

**Business Items**

3. **Council Delivery Plan 2018-19**

4. **Housing Statement Refresh and Private Sector Housing Plan Update**

5. **Domestic Violence and Abuse - Housing Policy and Service Development**

6. **Newcastle Smart City - Click Here**

**Other Business**

7. **Delegated Decisions Schedule**

8. **Minutes of previous meeting held on 18 June 2018**
9. **Exclusion of Press and Public**

Under section 100A and Schedule 12A Local Government Act 1972 because exempt information is likely to be disclosed and the public interest test against disclosure is satisfied.

**Confidential Items**

10. **Confidential Minutes of the meeting held on 18 June 2018** 117 - 120

11. **Confidential Delegated Decisions** 121 - 128

**Business Items**

12. **Tynexe Loan Facility** 129 - 134

**Procurement Items**

13. **Provision of Carer Support Services** 135 - 146
16 July 2018

Council Delivery Plan 2018-19

Name of Cabinet Member: Councillor Joyce McCarty

Director presenting report: Helen Dickinson, Assistant Chief Executive

Report Author: Kirsty Wilkinson, Business Management Partner

Confidential /Not for publication: No

Non-Key Decision

Report summary:

This report accompanies the Council Delivery Plan 2018-19. This sets out our vision for Newcastle, our priorities and our challenges. It details our ambitions for the city under our five priority themes, what this means for the city, how we’ll measure progress and highlights some of our recent key achievements. The Plan will be the basis for quarterly performance reporting to Cabinet, including financial performance. The content of this plan will also be available as a suite of webpages.

Summary of decision being asked:

Cabinet is asked to endorse the Council Delivery Plan 2018-19 as the basis for delivery and performance management for the year ahead.

Cabinet are also asked to recommend the Council Delivery Plan 2018-19 to City Council as per Article 4 of the Newcastle Charter.
1. **What is this report about?**

1.1 This report accompanies the Council Delivery Plan 2018-19. This sets out our vision for Newcastle, our priorities and our challenges. It details our ambitions for the city under our five priority themes, what this means for the city, how we’ll measure progress and highlights some of our recent key achievements. The Plan will be the basis for quarterly performance reporting to Cabinet, including financial performance.

2. **What decision are being asked for?**

2.1 Cabinet is asked to:
- Endorse the Council Delivery Plan 2018-19 as the basis for delivery and performance management for the year ahead; and
- Recommend the Council Delivery Plan 2018-19 to City Council as per Article 4 of the Newcastle Charter.

3. **Why is the proposal being put forward?**

3.1 The Council Delivery Plan 2018-19 sets out our vision for Newcastle, our priorities and our challenges. It details our ambitions under each of our five priority themes, what this means for the city, how we’ll measure progress and it highlights some of our recent key achievements.

3.2 It has been developed to reflect the policy and budget decisions made by City Council on 7 March 2018 when approving ‘Newcastle 2020: Investing in a fairer future – One year on’ and to reflect the new priority themes set out by the administration following the May elections. This approach ensures the Council Delivery Plan 2018-19 reflects feedback received from residents, partners and our scrutiny committees through consultation undertaken on our budget plans between November 2017 and January 2018.

3.3 The content on the plan will also be published as a suite of webpages which will be used to communicate what we are doing and how we’re progressing. This will ensure information is accessible to all stakeholders.

4. **What impact will this proposal have?**

4.1 The Council Delivery Plan 2018-19 sets out clearly and concisely our priorities for the city, what we’ll do to work towards them, how we’ll work with others and how we’ll monitor progress. It also sets out the challenges we face and the statutory framework within which we work.

5. **How will success be measured?**

5.1 The indicators listed in the Council Delivery Plan 2018-19 will inform quarterly performance reports to Cabinet. We will present performance information in
the clearest possible way, showing the latest position in trends and how we compare to others. It will also provide the basis for employee objective setting, review and personal development through our ‘My Conversation’ process. Our programme of Policy Cabinets on the priority themes will continue to test progress and gather views.

6. **What is the timetable for implementation?**

6.1 We have effectively been implementing the 2018-19 Council Delivery Plan since ‘Newcastle 2020: Investing in a fairer future – One year on’ was agreed at City Council in March 2018. However, we are seeking endorsement from Cabinet and City Council before we start to report on performance. The Council Performance report for the first quarter of 2018-19 will be presented to Cabinet in September 2018.

7. **What are the legal implications?**

7.1 There are no legal implications.

8. **What are the resource implications?**

8.1 Resource implications for 2018-19 were set out in ‘Newcastle 2020: Investing in a fairer future – One year on’.

9. **What are the procurement implications?**

9.1 There are no procurement implications.

10. **What are the key risks and how are they being addressed?**

10.1 Key risks relating to our continuing financial challenges were set out in ‘Newcastle 2020: Investing in a fairer future – One year on’.

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**Report Author:** Kirsty Wilkinson

**Job Title:** Business Management Partner

**Contact (Tel/Email):** 0191 211 6922 / kirsty.wilkinson@newcastle.gov.uk

**Appendices**

1. 2018-19 Council Delivery Plan

**Background papers**

Background papers include previous Council Performance reports to Cabinet and ‘Newcastle 2020: Investing in a fairer future – One year on’ as endorsed by Cabinet in February 2018 and agreed at City Council in March 2018.
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Council Delivery Plan 2018-19

Our Great City
Our Newcastle is a great city, one that never stands still.

Our city is growing, with 21,000 new homes and 14,000 new jobs expected by 2030. In fact, we're one of the fastest growing cities in the UK. Newcastle, and the surrounding region, is projected to have a population of almost 2.75 million by 2030.

Despite the global economic challenges, we’ve got bold plans and we’ve already started to deliver them.

We’ve got a plan to make our city centre better than ever. New business districts, enhancing our retail offer, new jobs, new homes and new connections.

Almost £400 million has been invested in our city centre Accelerated Development Zones by public and private sectors – in building, homes, public spaces, transport and infrastructure fit for a modern, smart economy.

We have a housing offer that is diverse, competitive and enticing – with a range of sizes, designs and prices to meet the demands and inspirations of existing residents as we all attracting those thinking of moving to the city. The net number of new homes delivered in 2017-18 was 1,100 – that’s the highest for more than three decades in Newcastle.

We’ve crafted a devolution deal for our city and now we’re focussed on fresh investment, new skills and brighter opportunities. Ultimately, devolution means a transfer of powers from Whitehall to the North of Tyne, with an investment fund of £20 million a year for 30 years.

Perhaps the biggest opportunity in devolution is for us to focus on people, education and skills. People are fundamental to our city’s future and we will use devolution to invest in their education and skills to drive productivity.

As with other cities, we know that there are still too many people finding it hard to get by. Too many who have yet to see the quality of life improve. We’re working hard to improve that. If we work to stamp out poverty and tear down the barriers that are holding our people back, we know we will all feel the benefit.

Newcastle is a friendly city, renowned for its welcoming, warm Geordie spirit. We were officially recognised as a City of Sanctuary in 2014 and we are proud of our reputation as a friendly city that welcomes people fleeing persecution. This welcoming spirit was also one of the reasons why we were listed as the number one place to visit in 2018 by the Rough Guide.

This is our vision for the city and this document sets out how we will work towards this in 2018-19.

For our city, the mark of our future success is not the riches of a few, but the better future of the many.

This is our Newcastle.
What makes Newcastle unique?

- **We are a growing city:** There are approximately 293,700 people living in Newcastle, up from 289,800 in 2014. This is forecast to grow to be as much as 327,000 by 2039. There are 10,750 businesses based in Newcastle, up from 6,680 in 2014.

- **We are a young city:** 59,700 people (20.3% of the population) are aged 15-24 years old – this unusually high proportion reflects the number of students living in the city. 42,300 (14.4% of the population) are aged 65 and over. Nearly 50,000 students are enrolled at our two universities.

- **We are a diverse city:** 13.4% were born outside of the UK and 5.9% of households have no people who have English as their main language. We are a City of Sanctuary, welcoming people who have sought sanctuary for many years.

- **We are a city with mixed wellbeing:** 79.6% of people report their health to the very good or good. 18.7% have a long-term health problem or disability that limits their day-to-day life to some degree.

- **We are a city with areas of significant deprivation:** Newcastle’s people currently live in the 53rd (out of 326) most deprived local authority area in the country, an improvement from 40th in 2010. While 23% of people in Newcastle live in the 10% most deprived areas nationally, around 12% live in the 10% least deprived areas nationally. 57% of 0-4 year olds and 55% of 5-14 year olds live in the 30% most deprived areas in England. There are 56,619 children and young people, over 2,500 children are supported by Children’s Social Care and 9,283 (23.2%) are eligible for Free School Meals.

- **We are a city with mixed qualification levels:** 35.4% of young people achieved ‘good’ GCSE’s (grades 5-9) in 2017, below the England average of 42.6%. 9% of people aged 16-64 in Newcastle have no qualifications, this compares with 9.6% in the North East and 7.7% for Great Britain.

- **We are a city where unemployment has reduced significantly but it remains too high:** The unemployment rate has fallen to 6.9%, down from double-digit levels three years ago. However, this still means 10,100 residents are unemployed, and the rate in Newcastle remains significantly above the national average of 4.8%. Employment levels differ between age groups; 36.4% of people aged 16-24 are employed, 75.7% of people aged 25-49 are employed, 43.3% of people aged 50 and over are employed. 6.8% of young people are not in education, employment or training, lower than the England average of 7.1%. 18.4% jobs are not paid the National Living Wage, down from 21.1% in 2016. The average weekly wage of people who live in Newcastle has increased from £484.00 in 2014 to £535.50 in 2017 but remains lower than the UK average of £552.70.

- **We are a city with a variety of housing options:** There are over 131,000 occupied households in Newcastle. There are a higher proportion of flats and a lower proportion of detached properties compared to England and Wales. Approximately nearly 50,000 of these households own their own property, over 6,000 rent from a housing association and over 19,000 rent from a private landlord. Our arm’s length management organisation, Your Homes Newcastle (YHN), manages nearly 26,000 homes.

- **We are a green city:** There are 3,700 streets covering 12 million square metres, 1,000km of roads and 2,000km of pavements. 55% of the city is green space and 89% of people live within 300m of public green space. 57.9% of residents use a park or green space once a month. 76% of residents are satisfied with their local area.
Our priorities for Newcastle

We are ambitious for our city and its residents. We want Newcastle to be a fair, prosperous, outward-facing, innovative and vibrant city. We are guided by fairness, inclusion and social justice.

In these tough times, we have sought to achieve two things – to protect the most vulnerable in our city from the worst effects of Government cuts and to invest in our city to build confidence in the future.

We are working hard to make Newcastle a great place to live, work and visit, despite the challenges we face. This plan sets out what we want to achieve in the coming year, structured around five key themed priorities:

- **Employment**: creating more and better jobs.
- **Education and Skills**: the best learning opportunities for all.
- **Environment**: a clean, green and safe Newcastle.
- **Health and Social Care**: a healthy, caring city.
- **Housing**: building more and better homes.

This won’t just involve us. We will work with and alongside partners across the public, private and voluntary sectors as well as residents from across the city. We will continue to hold Policy Cabinet meetings on each of the five key themed priorities, providing an update on what we’re doing, the key challenges for the city and hearing views from partners and residents.
The context we are delivering in

Local government is undergoing a profound change. We will be directly responsible for fewer services. Instead we will act as champion for the city, bringing together partners to access new resources to deliver jointly and championing the city at national and international levels.

Our financial challenges

Newcastle has faced cuts that are unfair and disproportionate, more than twice the national average since 2010. Between then and 2017, a combination of Government grant cuts and unfunded cost pressures have seen a cumulative £254 million cut from our budget. We have done well to manage these cuts so far but people have felt the impact on the services we deliver.

Demand for our services continues to rise. The number of vulnerable adults (for example frail elderly people or those with learning disabilities) and vulnerable children (for example, those at risk of domestic violence, harm or neglect) are all increasing. This is alongside other cost pressures such as the £17 million cost of implementing the Living Wage.

These unfunded cost pressures will see the gap in our funding increase to £283 million by 2020.

Government intends to abolish the core grant to councils completely. From 2020 onwards, we will be almost entirely reliant on Council Tax and retained business rates to fund our services. This is in the context of the Government’s welfare reforms which are estimated to reduce working age benefits in Newcastle by £129 million by the end of 2022-23.
## Our statutory duties
Local authorities are legally bound to deliver or commission a vast range of services and functions which are set out in numerous Acts of Parliament. We must continue to deliver these despite our financial challenges.

We have over 2,000 duties. Key legal responsibilities are listed below in terms of people, place and resources (how we structure our services):

### People
- Improving the wellbeing of under 5-year olds, providing integrated early-years service. Assessing the provision of child care and advice and training to providers.
- Safeguarding and protecting of children including promoting welfare, looking after the most vulnerable, fostering and adoption, providing short breaks to assist carers of disabled children.
- Ensuring there is sufficient education provision available including that for pupils with special educational needs, admissions, pupil referral units, school meals, school transport for those eligible.
- Keeping in touch with care leavers and providing financial assistance and advocacy services.
- Making sure that people who live in their area receive services that prevent their care needs from becoming more serious, or delay the impact of their needs, can get the information and advice they need to make good decisions about care and support and have a range of provision of high quality, appropriate services to choose from.
- Responsible for improving the health of their local population and for public health services including most sexual health services and services aimed at reducing drug and alcohol misuse.
- Preventing and relieving all residents' risk of homelessness.

### Place
- Housing, including periodically reviewing needs and how we manage the Housing Revenue Account.
- Establishing a Community Safety Partnership and developing a community safety strategy.
- Environmental and regulatory, including trading standards, inspection and enforcement, product safety, environmental protection.
- Preservation and access to monuments and listed buildings.
- Licensing, including granting permits, maintaining registers, covering thing such as gambling, alcohol, food safety and hackney carriages.
- Biodiversity, including protection of wildlife and pest control.
- Highways, including the providing and repairing rights of ways, maintaining highways and ensuring works are carried out safety.
- Preparing a Local Transport Plan and ensuring road safety, proving traffic management and managing parking.
- Collecting and disposing of waste.
- Registration of births, deaths and marriages and licensing premises and venues.
- Providing a comprehensive and efficient library service.

### Resources
- Producing annual accounts and setting a balanced budget.
- Awarding housing benefit to eligible residents and collecting council tax and business rates.
- How we recruit and employ our staff.
- How we commission and procure supplies and services.
- Responding to Freedom of Information requests.
Delivering our priorities

**Employment:** creating more and better jobs.

Being in good quality employment isn’t just good for you financially; it represents security, dignity, self-respect and hope for the future. We want Newcastle to be a city where everyone, regardless of background or circumstances, has a choice of good quality, fairly paid job opportunities.

We continue to drive growth in all that we do, both to create jobs and help fund our ambitions for the city. This is more important as we move to raising more of the money we spend through retaining business rate income. Every new business we attract to the city will not only bring jobs, they will also help fund our ambitions for the city.

We are working to ensure all our residents can contribute to and benefit from economic growth. The number of our residents in work is near record levels, however we recognise there is more to be done to help all residents achieve their full potential.

Our extensive capital infrastructure programme will continue to drive growth; attracting new businesses and investment into the city, ensuring Newcastle is prepared for environmental change and working with partners to create the conditions for more and better jobs.

Our ambitions are:
- A city with more and better jobs
- A city which helps people to find work
- A city with a modern sustainable transport system

What are we doing to achieve this priority during 2018-19?
- Our ongoing Re-Newcastle programme of capital investment in regeneration and transport is building the infrastructure needed to attract new jobs and businesses to the city. The £13.5 million project at Killingworth Road will improve bus reliability, reduce congestion, improve air quality and make it easier and safer for people on bikes and on foot. Improving existing and creating additional junctions will support housing developments in the outer west of the city.
- Continuing to invest in the development of the city. The construction of the Laboratories Building on the Newcastle Helix site (formerly called Science Central) is expected to lead to at least 270 jobs in the city’s thriving life sciences sector. New manufacturing sites on the North Bank of the Tyne will maintain our leading position in offshore engineering. Transforming the city centre will also create an attractive, welcoming environment in which our retail and visitor economy can continue to flourish.
- Supporting the rapid growth of the tech, creative and digital sector in the city which is now worth more than £1 billion, accounting for over 44,000 employees and earning the fourth highest average salaries in the country. Exciting plans for the sector include the North-East Futures University Technology College, set to open in 2018 and the National Innovation Centre for Data opening in 2019.
- Working in partnership with Jobcentre Plus, Your Homes Newcastle and Crisis to support work coaches to identify and respond appropriately to residents’ risk of homelessness, helping to stabilise lives to improve residents’ readiness for employment.
- Maintaining our world-class events programme and ensure the city maximises the opportunity of hosting the Great Exhibition of the North with Gateshead in this summer. A major business summit, sponsored by the Northern Powerhouse, will take place between 4-6 July.
How will we measure our progress?

- Proportion of people in managerial, professional or technical jobs compared to NE
- Average weekly wage compared to UK
- Number of businesses
- Proportion of residents aged 16-64 claiming out of work benefits compared to NE / GB
- Number of people killed or seriously injured in road accidents
- Amount of annualised benefit gained

Some of our achievements in 2017-18:

- Work is continuing at Newcastle Helix with the Urban Science Building opening in September 2017 and five more buildings being constructed. The 24-acre site is set to create world class education and research facilities, 500,000 sq. ft. of office space which will create 4,000 jobs, and 450 new homes.
- We secured 12 new investment projects and nine business expansions. In total, 565 new jobs have been created and 438 safeguarded through our support for Invest Newcastle.
- We secured a 25-year lease for part of the Civic Centre with HM Courts and Tribunal Service which will provide a significant income stream for future years.
- Newcastle Futures, jointly funded with Job Centre Plus worked with 565 unemployed residents, 215 of whom secured employment placements.
- We secured £2.5 million of European funding to deliver The North of Tyne Community Led Local Development strategy. The funding programme will contribute to increased employment, develop businesses and improve opportunities to enhance local life.
- The Skills Hub, delivered in partnership with six core partners supported 165 people into work and training alongside delivering a programme of events and workshops to include jobs fairs, jobs clubs and sector based activities.
- 54 tenants successfully completing YHN’s employability programme, progressing to further education, training or employment. YHN has also been commissioned as a specialist delivery partner in the ‘Wise Steps’ programme, funding through the European Social Fund, to support those people with the most significant barriers to gaining employment.
- In October 2016, YHN launched a new learning Hive at Newbiggin Hall, in partnership with Northern Learning Trust, to provide a range of training courses and jobs clubs to support people back in to work.
- Streets for People has been launched in Jesmond, Heaton, Ouseburn, Fenham and Arthurs Hill. This £3 million project aims to encourage people to make more local journeys by foot or on bike by re-designing local streets.
- Newcastle and Gateshead were successful in bidding to host the Great Exhibition of the North which will run from 22 June to 8 September, delivering a wide range family-friendly and cultural activities.
- Business and Intellectual Property Centre Newcastle, located at the City Library, supports new and existing businesses to grow. Over 2,000 one-to-one enquiries have been dealt with and over 1,500 people have attended events on business and IP topics.
- The Newcastle Advice Compact helped 19,069 residents to secure £30,000,543 in the benefits that they were entitled to.
**Education and Skills: the best learning opportunities for all.**

We want Newcastle to be recognised as a great place to be born, grow up, raise a family and develop a career. Having the best start in life sets us up for better learning, improved opportunities for life and better career prospects.

Working in partnership with schools enables us to raise standards and educational attainment. We are aiming to tackle long-term educational challenges of attendance, improving attainment in our secondary schools and enabling more young people to access higher education.

Working with partners to offer help services to families who need them, ensures we are protecting the most vulnerable in our city. Intervening early to tackle problems before they escalate is a key component of our approach.

**Ambitions**
- A city that gives the young people the best start in life
- A city which shields the most vulnerable from harm

**What are we doing to achieve this priority during 2018-19?**
- Embedding a new school-led model of educational improvement and further developing the Newcastle Promise Board to fulfil the Newcastle Promise.
- Improving the support provided to schools for the most vulnerable pupils to reduce the number of fixed term and permanent exclusions they receive, raise their attendance and improve their educational outcomes.
- Implementing the outcomes of the High Needs Review, including increasing the proportion of pupils with special educational needs that are educated, with appropriate support, in mainstream schools.
- Continuing our programme of investment to create additional good quality school places where they are needed, supporting the city’s ambitious plans for housing growth.
- Continuing our work with education providers and businesses to ensure that all young people can access good quality education, employment or training.
- Introducing our “Build a Future” fostering programme, designed to build supportive placements for children and young people with more challenging needs so that they can live in a home environment closer to Newcastle. This will sit alongside our “Foster a Future” programme to create more places for children and young people who need to be looked after.
- Further developing the Newcastle Multi-Agency Safeguarding Hub in partnership with Northumbria Police.
- Reviewing our offer to care leavers in line with new legislative requirements, to keep in touch with and provide support for care leavers until they are 25.
- Continuing to raise the profile of our Corporate Parenting responsibilities.
- Continuing to strengthen the interface between early help services and statutory intervention.
- Embedding the work commenced by the Newcastle Safeguarding Children Board to ensure that thresholds for children’s social care are well understood across all partner agencies.
- Working with UNICEF to progress the work towards becoming a Child Friendly City.
- Introducing MoMo (Mind of My Own), a new on-line app for seeking the views of all children and young people involved with Children’s Social Care.
- Increasing the focus on the Troubled Families programme to maximise outcomes for families and our payment by results funding.
- Continuing to deliver multi-agency whole-family approach through our Community Family Hub model, working together with adult social care to support parents with complex needs.
How will we measure our progress?

- Newcastle Education Annual Report
- Proportion of young people not in employment, education or training / activity unknown compared to England
- The proportion of children reaching a good level of development In the Early Years Foundation Stage (EYFSP)
- Proportion of young people achieving good qualifications compared to England
- Overall access to integrated early childhood services and Ofsted judgement
- Proportion of schools judged to be 'good' or 'outstanding' compared to statistical neighbours
- Rate of child and young people on child protection plans compared to statistical neighbours and England average
- Rate of children and young people living in care compared to statistical neighbours and England average
- Total number of children supported on Education, Health and Care Plans (EHCP)
- Total number / rate of Children in Need (CiN) living in Newcastle
- Proportion of children living in Newcastle on repeat Child Protection plans

Some of our achievements in 2017-18

- Outcomes for primary pupils in the Early Years Foundation Stage, Year 1 Phonics, Key Stage 1 and Key Stage 2 remain strong. In some subjects, our performance is amongst the best nationally. We have also narrowed the gap between the lowest attaining pupils and the rest from 28.2% in 2015-16 to 27.6% in 2016-17.
- The proportion of pre-school settings and childminders judged by OFSTED to be good and outstanding is very high at around 95% and 100% of children eligible to take up the 2-year-old offer (1,331) are benefiting from it.
- The proportion of good and outstanding primary and first schools is around 86%.
- The very high quality of our special schools has, again, been reflected in the OFSTED judgements made following inspection with 100% judged to be good or outstanding.
- The Newcastle Virtual School for looked after children was praised by OFSTED for its leadership and management and the excellent work it carried out on improving attendance and raising standards for looked after children.
- The number of children benefiting from early intervention through an early help plan increased to from 1,159 in 2016-17 to 1,182 in 2017-18 with 64% closing with a positive outcome.
- Early help pathway revised to ensure one single route into early help, supported by three locality teams via the Community Family Hub model.
- We received funding from the Department for Work and Pensions to continue our work to reduce inter-parental conflict; Newcastle is increasingly recognised as a national leader at this.
- Community Family Hub achieved the UNICEF baby friendly Stage 3, alongside health visiting.
- Our short break home at Bedeburn was judged outstanding by OFSTED in March 2018 and our long-term home at Airey Terrace was judged outstanding by Ofsted in January 2018.
- Implemented the action plan arising from the OFSTED Single Inspection for children in need of help and protection, children looked after and care leavers. OFSTED judged adoption performance, experience and progress of care leavers and leadership, management and governance as good.
- Newcastle’s Serious Case Review was published in February 2018, following which we have embarked on a series of staff briefings to highlight recommendations and embed learning.
- The care leavers “Moving In” project was nominated for a Children and Young People Now award in December 2017.
- The Newcastle Sexual Exploitation Hub, a partnership with Northumbria Police, won a Children and Young People Now Award for the initiative that has made the biggest contribution to prevent and protect children and young people from abuse and neglect through exceptional team work and multi-agency working.
Environment: a clean, green and safe Newcastle.

We believe that everyone deserves to live in a clean, pleasant neighbourhood, that everyone should feel safe in their community and that we should respect future generations by protecting the environment.

Currently, Newcastle produces too much waste. It costs in the region of £14 million a year to collect and dispose of the city’s refuse. Taking a radical approach to waste management will be critical to ensuring the city operates within sustainable environmental and financial limits. We are continuing to explore how people can be encouraged to reduce, recycle and reuse waste, responding to the recommendations of the Newcastle Waste Commission.

Access to arts, culture, leisure and green spaces is integral to our quality of life. Increasingly, these factors define the attractiveness of a city to investors, businesses, residents and visitors. A shared passion for culture and leisure, openness to innovation, and cooperative spirit has enabled us to secure a viable future for many of the city’s communal assets.

Ambitions
- A well-kept city
- A city with cultural vibrancy

What are we doing to achieve this priority during 2018-19?
- Responding to concerns raised by residents about street cleaning and levels of litter, including through a spring clean-up and the development of a new Waste Strategy.
- Responding to the six recommendations from the Newcastle Waste Commission:
  - a voluntary ban on single use plastics in the city
  - a voluntary ban on drinking straws in pubs, clubs and restaurants
  - setting an ambitious target to be a zero-food waste city
  - a re-use mall where unwanted items can be bought, sold and swapped
  - exploring alternatives to the council sending waste to Sweden
  - setting up a city-wide partnership for groups to share ideas and good practice
- Responding to resident concerns about street cleaning and levels of litter by carrying out a spring clean-up, focussing on sweeping and fly-tipping, litter picking, dog fouling, graffiti removal and shrub maintenance.
- Developing plans to improve recycling rates and reduce the amount of non-recyclable material from contaminating recycled waste.
- Continuing to make Newcastle a greener city through the development a new air quality plan and supporting walking and cycling. We are working jointly with Gateshead and North Tyneside on a study to produce a preferred option to improve air quality in the shortest time possible (also a key health issue).
- Establishing a new charitable trust model to maintain and develop Newcastle’s parks and allotments for future generations.
- Retaining our stake in Tyne and Wear Museum and Archives but with a reduced financial contribution. TWAM will continue to deliver an ambitious programme of exhibitions and events at our museums while also generating income through sales of merchandise, hiring our space and fundraising activities.
- Supporting the delivery of the Great Exhibition of the North and ensure that our residents are able to access the range of events and benefit from the legacy of hosting the national event.
- Using our Great North City Fund to attract new cultural and sporting events of international significance to supplement our existing tourism offer and bring lasting social and economic benefits to the city.
- Exploring different, innovative ways to hear the views of residents.
How will we measure our progress?
- Proportion of residents who cycle at least once per month compared to NE
- Level of recorded crime compared to English Core Cities
- Progress against local operational service standards
- Number of in-person visits to museums
- Number of enforcement actions relating to fly-tipping and waste offences
- Safe Newcastle Plan and annual report

Some of our achievements in 2017-18
- The Public Space Protection Order was implemented, helping us to regulate face-to-face charity collections in the city centre and tackle issues connected with begging.
- For the fourth consecutive year we carried out the second highest number of prosecutions for waste crime nationally, highest in the North-East and amongst core cities. We undertook 91% of waste crime prosecutions in Tyne and Wear and 12% of those in England.
- We launched the Waste Commission to review how the management of waste in the city can be improved. The ‘No Time to Waste’ report was published in February 2018, setting out Newcastle could become a world leader in waste reduction has been unveiled.
- We removed over 2,000 small litterbins and replaced them with around 900 large capacity litterbins increasing the city’s litterbin capacity by 18%.
- We launched the Local Operational Service Standards, which set out the operational response times to neighbourhood issues in line with the resources available. We also launched online forms to allow citizens to report neighbourhood issues via our website.
- Northumbria Police have been working with partners increase confidence to report crimes to the police. These changes have contributed to an overall increase in recorded crime in Newcastle. A very high proportion of respondents to the 2017 Residents’ Survey reported that they feel safe outside in their local area (87%) and in the city centre (81%).
- Footfall at the Discovery Museum grew by 17% with a varied programme, including the opening of ‘Charge!’, the story of England’s Northern Cavalry, Discovery Days holiday programme, popular Play + Invent space, Uniformed Group Badge Day and BBC Children in Need. The same number of people visited the Laing Art Gallery as the year before; the new exhibition Paul Nash from Tate, and the major Bomberg exhibition, plus talks, tours and workshops, encouraged continued in visitor interest.
- The NewcastleGateshead Initiative secured £5 million to host the Great Exhibition of the North. The 80-day Exhibition will take place from 22 June to 9 September celebrating art and culture, design and innovation from across the North. The programme for the Exhibition includes A Great Northern Soundtrack hosted by Lauren Laverne, the return of Stephenson’s Rocket and a new solo exhibition from Turner Prize winner Lubaina Himid. People will also get the chance to see the best in Northern creativity from pop art pioneer Richard Hamilton, renowned sculptor Anthony Gormley and live music performances.
- Cabinet approved the creation of a charitable trust to look after Newcastle’s parks. The Board of Trustees is being appointed to and we are working with a recruitment agency to recruit the Chair of the Board and a Chief Executive. We continue to work with the National Trust and other partners to ensure that the smooth transition to the Parks Trust by early 2019.
- An expression of interest we submitted in partnership with Northumberland FA and Newcastle United Foundation has been accepted, enabling us to progress to the next stage of the Parklife programme. This is a nationwide project driven by the FA, the Premier League and Sport England aimed at improving football facilities. Two specialist hubs with artificial grass pitches will be developed in Newcastle; the proposed locations are Blakelaw Park and Bullocksteads in Kingston Park.
Health and Social Care: a healthy, caring city.

We want to make sure that people are able to live healthy, fulfilling lives, and to have the right health and care support when they need it. Newcastle’s population has a growing proportion of older people, more people who have complex needs and greater numbers of people with recognised learning and physical disabilities.

Channelling Newcastle’s warm and generous spirit into how we ensure support, opportunity and care all who need it across the life course is important. We are committed to helping people live well and independently in their own homes, maintaining contact with family and friends, and being part of their communities.

We will use our powers to promote health across the city. We will continue to integrate public health improvement in to our decisions across the whole range of our city-wide activities.

Ambitions
- A city with healthy and thriving communities
- A city where people can live their lives and age well
- A city that protects the vulnerable and responds to their needs

What are we doing to achieve this priority during 2018-19?
- Having a greater focus on improving mental health, both through specific initiatives and by supporting health in all polices.
- Taking new approaches to drug and alcohol treatment and prevention, recognising their complexity and impact not only for users but for their families and communities.
- Having a new impetus to improved sexual health.
- Further developing population approaches that impact across physical, mental and social health, for example, through food policy, transport and clear air, environment and infrastructure.
- Collaborating more with the NHS for prevention and health improvement.
- Reshaping our services that support people to return to independence by working with health to review intermediate care services and by introducing a night time support service provided by our well regarded Reablement service.
- Continuing to invest in our ‘front door’, moving our focus more explicitly to digital prevention and the use of technology to provide information, advice and signposting services:
  - Developing our digital offer which includes statutory advice on our website and advice on equipment and adaptations on our My Equipment Newcastle Website.
  - We have recently brought the Information Now (a website commissioned by Newcastle City Council with advice and information aimed at over 55’s) staff in house and plan to form a small team which will work on our digital and prevention offer.
  - We are testing the use of a virtual social care information assistant on our website. This will answer simple queries and signpost people to relevant digital information on things like gardening, housework and equipment. We do not want to replace existing staff with this approach, and there will always be the option for people to speak to someone, but it means that staff have more time to deal with more complex cases and issues
- Delivering on our housing with support programme, opening schemes throughout 2018-19 aimed at people with complex needs arising from their learning disability, autism, mental health issues or a combination of these.
- Testing new ways of working by creating social work capacity to support people with mental health issues who present to A&E, managing the vital interface between social care and health in the city’s hospitals, and freeing up social work time by creating a ‘brokerage’ team to take up the often-complex task of procuring care and support packages for people eligible for support.
How will we measure our progress?
- Assessment against the Public Health Outcomes Framework
- Benchmarking of public health service quality through sector led improvement
- Annual Public Health Report
- Adult Social Care Local Account
- Number of adults aged 65 and over admitted permanently to council-funded residential or nursing care
- Quality of life experienced by adults using council-funded social care
- Proportion of adults using council-funded social care who feel in control over daily life

Some of our achievements in 2017-18
- We achieved UNICEF Baby Friendly Initiative accreditation, with breastfeeding maintenance at 6-8 weeks above the national average.
- Progress in child health as assessed by the biannual Health Related Behaviour Survey of school students.
- Successful progress with Newcastle Can, a new way to tackle health and obesity. With TV chef and campaigner Hugh Fearnley-Whittingstall at the helm, the experiment aims to encourage communities throughout the city to work together to get healthier and fitter and to lose 100,000lbs in weight.
- We saw another increase in the number of people requesting social care support, but we were able to signpost almost 40% of those to prevention services, information and advice which we have supported in the communities. The total number of people who receive support remained the same. Of all the people who were provided with a reablement service, designed to help people regain their independence, only 21% needed ongoing support.
- A continued fall in teenage conceptions.
- We continued with our ambitious programme of providing good quality housing with support for adults with more complex needs, opening two Extra Care schemes that focus on people with dementia or other cognitive conditions and two Supported Living schemes for people with a learning disability, autism, or both.
- Embedded an innovative approach to reviewing care and support packages to ensure we maximise both outcomes for the individual and efficiency, across a range of adults with complex needs.
- Created innovative new services, including a home from hospital service to allow a more focussed Reablement service, and ‘time to think’ flats that allow people to test out the idea of living in Extra Care.


**Housing: building more and better homes.**

We believe that everyone deserves to live in a decent home, have good quality community facilities in their local neighbourhoods and be supported if they have particular housing needs.

Having a home in a safe, attractive neighbourhood is fundamental to residents and the future of our great city. We are committed to ensuring there is sufficient quantity, choice and variety of housing for local people. We are building more new homes for families and highly skilled workers who want to live in Newcastle, delivering much needed affordable new housing and making more specialist properties available so that older, vulnerable or disabled people can continue living independently in the local community with family and friends nearby.

**Ambitions:**
- A city with more and better homes

**What are we doing to achieve this priority during 2018-19?**
- Delivering 1,000 new homes, which must include 150 affordable homes per year, meeting our Development Plan target.
- Beginning work on the new neighbourhood centre at Scotswood, including an assisted living scheme for older households who need care and support to remain independent.
- Producing a housing masterplan with our partners to create a new urban community on Newcastle Helix with high spec properties for rent and sale in the heart of the city.
- Three large mixed tenure developments with our developer and registered housing provider will be put through our Housing Delivery Framework, with building work on all three sites starting before 2020.
- Unlocking further large brownfield sites in private ownership across the city, in partnership with the Homes and Communities Agency, using a combination of funding and a range of development approaches.
- Continuing to review existing services to improve quality, driving through efficiencies and improve customer experience. This includes looking at how we prevent and mitigate housing related anti-social behaviour and provider adaptions for people with disability needs across both council and private sector tenure.
- Using the government's Homelessness Prevention Programme funding and our status as one of only three national 'early adopter' Homelessness Prevention Trailblazer areas to focus on the prevention of homelessness at an earlier stage by working with a wider group of residents at risk to help them before they reach crisis point.
- Establishing a Homeless Commission to end rough sleeping in Newcastle by 2022

**How will we measure our progress?**
- Number of new homes built
- Number of preventions of homelessness

**Some of our achievements in 2017-18**
- We adopted a new Specialist Housing Delivery Plan in November 2017. This sets out actions on housing for those with a specialist housing need, and complements the existing and recently adopted Housing Statement (2017-19) and the Private Sector Housing Delivery Plan.
- In the past year 1,100 new homes were delivered across the city, the highest number for more than three decades. The council directly contributed to two-thirds of these and 447 of these new homes were affordable. In addition, 528 empty properties were turned into homes.
• Three new developments comprising of a total of 189 units for older people have been handed over to YHN to manage.
• Prevented 4,876 cases of homelessness.
• Established a Homelessness Prevention Trailblazer multidisciplinary team made up of staff from the council, YHN, Jobcentre Plus and Karbon Homes co-located in Shelter, with the aim of identifying residents at risk of homelessness and proactively providing them with preventative advice and support to reduce that risk.
• The Newcastle Advice Compact supported 6,454 residents to deal with unmanageable debt.
Enabling delivery

We are a strong council with clear values and with a clear plan for the future, building on the work we've done over the last six years to address our continuing budget challenge.

We are a co-operative council, financially responsible, efficient, customer-focused, creative and collaborative in all that we do.

Being a fit for purpose council underpins all our work, enabling the delivery of the five priority themes.

Ambitions
- A city with effective public services
- A council that delivers in a co-operative way

What are we doing to enable delivery of our priorities 2018-19?
- Putting our assets to work for the city, achieving a good return on our property and shareholdings portfolio and developing criteria to guide our future approach to acquisitions and disposals.
- Continuing to refurbish the Civic Centre, providing modern and fit for purpose office accommodation for our staff and increasing income through renting space to others.
- Continuing to use tools available to us, such as Office 365, to enable increased collaborative and agile working across our workforce, and transformation of working practices.
- Developing new income generation opportunities such as Castle Nurseries, promoting the council-run nursery provision to families seeking competitive and high quality early years care.
- Working with Northumberland County Council to establish shared transactional services.
- Continuing to develop our digital offer, including innovative remote monitoring approaches to give older adults confidence in remaining in their own homes, and an online portal to reduce costs and increase security in provision of payslips to council staff.
- Delivering our services within a balanced budget, meeting the continued financial challenges.

How will we measure our progress?
- Resident satisfaction with the council
- Number of people who visit our website
- Twitter followers and Facebook likes
- Key statistics on voluntary and community sector
- Position against agreed budget
- Proportion of Council Tax and business rates collected compared to the North East Core Cities
- Number of days lost through sick leave and proportion staff with no sick leave
- Satisfaction surveys – including Adult Social Care

Some of our achievements in 2017-18
- In-year collection of Council Tax and Business remained the same as in the previous year at 96.9% and 99.1% respectively and remain amongst the highest when compared to Core Cities and other North East councils.
- Our approach to social media and increasing the video content used to communicate with residents has seen the number of ‘likes’ on our Facebook page increase from 7,500 in March 2016 to 25,533 in March 2018 and our followers on Twitter increase from 31,700 to 38,964 in the same period.
- Our communications team has again seen success at the Chartered Institute of Public Relations North East PRide awards. The team won Gold awards, in the Community Relations
category for our ‘Safer Partying’ campaign and in the Best Use of Digital category for our ‘A digital blueprint for local democracy’ for the People’s Budget. A Silver award was achieved in the Public Sector Campaign category, also for the ‘Safer Partying’ campaign and the team were finalists in the Low Budget Campaign for their work on ‘Supporting Ouseburn Farm’.

- We were required to achieve savings of £33.0 million to balance our budget due to Government cuts and the unfunded cost pressures. At the end of the year, net expenditure on services was £227.2 million, compared with the net budget of £227.5 million. Within this overall position, Local Services, Transport and Children’s Social Care had overspent on their net budgets. This was off-set by underspends in Facilities Services and Civic Management and corporate items. We also spent £127.1 million on a range of General Fund and Housing Revenue Account capital projects.

- Continued to deliver on our Social Value Commitment, spending more locally and recognising the positive local economic impact of this. 45.3% of our Commissioning and Procurement influenceable expenditure is with providers based within Newcastle and 66.8% with suppliers across the North East.

- We created a City Centre Library and Community Hub providing information, advice and council services in one place by relocating the Customer Service Centre, YHN’s Housing Options Centre and Citizens Advice Newcastle into a remodelled City Library.

- In January 2018, Cabinet approved the business case to develop shared transactional services with Northumberland County Council. This includes council tax, business rates, staff payroll and revenues and benefits.

- The average time for processing new housing benefit claims and making changes to existing housing benefit claims was 21.5 days and 6.5 days respectively, well below targets set by the Department for Work and Pensions.

- We introduced a new banded approach to administering Council Tax support, which will speed up the processing of claims.

- The three North of Tyne authorities are nearing completion of the formal process to establish a new Mayoral Combined Authority for Newcastle, Northumberland and North Tyneside. Following agreement by the North East Combined Authority (NECA) Leadership Board to amend the geographical boundaries to remove the three authorities from its existing area, the next formal stage is to lay the legislative Order for the new North of Tyne authority before Parliament.

- We have been placed 9th in the Stonewall Workplace Equality Index 2018 which is a leap of 29 places from last year and have also been ranked as the top-rated local authority. The free to enter index looks at how employers support their LGBT staff in the workplace and ranks the best top 100.

- We increased the Living Wage for our employees from £8.25 per hour to £8.45 per hour. The Newcastle Living Wage now benefits 1,150 staff on the lowest paid grades, including cleaners, kitchen assistants, gardeners and supervisory assistants in schools.
Great staff doing great things

Every person who works for the council makes an important contribution to delivering our vision. Our staff continue to provide high quality services, and make a real difference to Newcastle, and they continue to show remarkable resilience, playing an important role in helping the council to innovate and change in the face of financial challenges. They demonstrate this commitment despite it being a difficult time for staff, with many facing uncertainty about their future, and others experiencing considerable change and new responsibilities.

They are great staff, doing great things for a great city.

We’ve seen a continual increase in employees’ satisfaction and confidence with the council as a fair employer, evidenced through our recent staff surveys, and we continue to build on our good practice.

We are committed to having an engaged workforce; ensuring that all employees have a voice and can get involved and shape the future of our services and how we deliver them. Our most recent staff survey showed significant improvement in all areas, and introduced an employee engagement score for the first time. Of particular note was the much-improved response rate, with 53% of staff participating.

Our new organisational values of Proud, Fair and Ambitious ensure we have a strong focus for our transformation journey to 2020. The embedding of these values and the behaviours which demonstrate them will ensure that equal weight is given to how we do things as well as being clear about what we do. To support the embedding of the values, we have recruited a group of Values Champions who will be actively involved in helping shape and promote our values and behaviours in the coming months.

We continue to build on our established Newcastle Manager Programme to equip all managers with the skills and competencies necessary to lead staff effectively. A package of support and opportunities are available to make sure that all managers have a common understanding of their role, and have access to develop the core skills and competencies they need to ensure their teams are highly engaged and perform effectively.

Everyone should understand how the work they do contributes to the success of the city and the council. This plan provides a basis for employee objective setting, review and personal development through our ‘My Conversation’ process.
Our approach – Co-operation in action

Despite the huge reductions in our capacity, we have grown in our confidence and ability to galvanise and lead the whole city. We are leading the way in showing how council services can be transformed. We are a progressive organisation – willing to try new ways of doing things and providing a test best for new ideas and innovation.

Day by day we are doing things differently, with ten big ideas at the heart of our approach:

<table>
<thead>
<tr>
<th><strong>Cooperation</strong></th>
<th>– we increasingly share knowledge, capacity and resources with our partners to tackle the big issues facing the city.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Devolution</strong></td>
<td>– we are making the case to government for more decisions about Newcastle and the North East, to be made in Newcastle and the North East.</td>
</tr>
<tr>
<td><strong>Re-Newcastle</strong></td>
<td>– by investing sensibly in the future, we help our economy to grow. Creating new businesses gets more people into good jobs, and generates more business rates to reinvest to help the city flourish.</td>
</tr>
<tr>
<td><strong>Digital by choice</strong></td>
<td>– we will make many more of our services available online, and make them so easy to use that this will become the way that most people will want to deal with the council.</td>
</tr>
<tr>
<td><strong>Helping people to help themselves</strong></td>
<td>– we work closely with community groups to help them take greater control of their neighbourhood, and the services that really matter to them.</td>
</tr>
<tr>
<td><strong>Helping people to do the right thing</strong></td>
<td>– sometimes big demands are placed on council services because people behave irresponsibly – like dropping litter. We will help people to make better choices.</td>
</tr>
<tr>
<td><strong>Being profitable</strong></td>
<td>– many of the services the council provides are high quality and very efficient. They can compete for contracts on a level playing field with other businesses, and have shown they can operate profitably.</td>
</tr>
<tr>
<td><strong>Helping early on</strong></td>
<td>– by helping people to sort out problems before they get too serious, we can help avoid complex problems which can have a bad effect on people lives, and cost a lot to put right.</td>
</tr>
</tbody>
</table>
Targeting our help – there are some services we once provided to everyone, but because of budget cuts, we can now only provide them to the people who really depend on them to get by.

Reviewing the things we own – as the council gets smaller, there are many buildings and assets we no longer need. It is costly to keep them, so we are trying to pass them over to people who can make good use of them.

Our services

We provide and commission a vast array of services from collecting bins, looking after our most vulnerable children, supporting people back into work, processing benefits and collecting Council Tax.

Our services are delivered by our great staff working in:

- **People Directorate** – The People directorate brings together adult and children's social care, education, active inclusion, early help and leads on our commissioning and procurement with focus on tackling inequalities and supporting vulnerable people through all stages of their lives. There is a greater focus on prevention across the whole life course and integration with health.

- **Place Directorate** – The Place directorate focuses on commercial and housing development, transport strategy and planning, development management, best use of our own property and assets, delivery of our £450m capital programme and economic development. It ensures that there is clear accountability for how we all work together to Newcastle a working city.

- **Resources Directorate** – The Resources directorate includes the services which enable and support the whole council including HR, IT, finance (including revenues and benefits), legal services, audit and insurance and business management. These support services help to ensure we are a fit for purpose council whilst remaining a large employer of choice.

- **Operations and Regulatory Services Directorate** – The Operations division brings together the highly visible services to our people, communities and businesses including street services (refuse collection, cleansing and grounds maintenance), parking services, waste contracts, building maintenance and commercial works, civic management and facility services, markets and community hubs and library services and regulatory services. There is a focus on maintaining decent neighbourhoods.

- **Assistant Chief Executive Division** – The Assistant Chief Executive’s division provides cross-cutting support for the organisation, including managing the democratic process and supporting council decision-making; engaging and communicating with residents and partners on the council’s activity and services; policy development; and using arts and culture to promote council objectives.

- **Public Health** – The Public health department leads on improving the health and wellbeing of the city’s population and tackling inequalities. This is achieved through improving the conditions in which people are born, grow up, live their lives and grow old. We do this through a health in all policies approach, working in partnership across areas such as transport, housing, leisure, workplace, community and health service settings. We commission a range of activities including school nursing, health visiting, tobacco control, drugs and alcohol and sexual health services.
Equality and diversity

A cumulative impact assessment is carried out every year as part of our budget and planning process. This considers the emerging cumulative impacts of our budget proposals and how these will affect our residents, preventing any unfair discrimination against people with protected characteristics. It identifies contextual issues that could emphasise the impact on those groups because of changes resulting from Government decisions, or wider economic, social and environmental conditions. The Newcastle Future Needs Assessment is the key evidence base for this.

The key areas of inequality emerging from the 2018-19 cumulative impact assessment include:

- Poverty and economic opportunities for vulnerable groups;
- Educational attainment for vulnerable children; and
- Hate crime and community cohesion.

We will continue to champion equality and diversity amongst our own workforce, building in our success as the highest ranked local authority in the Stonewall annual index of inclusion for LGBT staff. This year we will continue to focus on ensuring all our staff can be themselves at work and are fully engaged, measuring progress through our regular staff surveys.
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16 July 2018

Housing Statement Refresh & Private Sector Housing Plan Update

Name of Cabinet Member: Councillor Joyce McCarty

Director presenting this report: Tom Warburton, Director of Place

Report author: Mark Ellis, Senior Housing Policy Practitioner

Confidential/Not for publication: No

Non-Key Decision

Report summary

The report outlines updates to the Housing Statement (2017-2020) approved in January 2017 and the Private Sector Housing Plan approved in July 2016. Both of these documents now require an update to take account of:

- completed and newly arising actions;
- updates on ongoing actions; and
- the revised work programme across the key themes in light of new and emerging policy, new and emerging government legislation, and new funding stream secured.

Summary of decisions being asked

Cabinet is asked to:

1. Note the progress being made against the actions presented in the approved Housing Statement (January 2017) and the Private Sector Housing Plan (July 2016).
2. Approve a new set of actions and activity for 2018/19 as presented in the updates to Housing Statement and the Private Sector Housing Plan.
1. **What is this report about?**

1.1 We believe that everyone deserves to live in a decent home, have good quality community facilities in their local neighbourhood and be supported if they have particular housing needs.

1.2 The report presents two documents that have previously been approved by Cabinet that set out how we will deliver on our housing ambitions, and which now require an update.

1.3 The Housing Statement is the overarching housing document for the City, and was first approved by Cabinet in January 2017. It presents issues and actions related to all housing regardless of tenure across the City and what is needed to ensure a balanced housing offer.

1.4 The Private Sector Housing Plan was first approved by Cabinet in July 2016. This document presents the issues and provides the actions needed to ensure a private sector housing offer in the City.

1.5 Both the Overarching Housing Statement and the Private Sector Housing Plan are part of a suite of housing related documents previously approved by Cabinet that ensure a coordinated approach to an appropriate housing offer across the City.

1.6 Both updated plans are appended to this report.

2. **What decisions are being asked for?**

2.1 Cabinet is asked to:

- Note the progress made against the actions presented in the approved Housing Statement (January 2017) and the Private Sector Housing Plan (July 2016).
- Approve a new set of actions and activity for 2018/19 presented in the updates to Housing Statement and the Private Sector Housing Plan.

3. **Why is this proposal being put forward?**

3.1 Both the Housing Statement and Private Sector Housing Plan are a statement of our intention to intervene and influence the housing market.

3.2 Both documents will be used to support:

- policy development;
- partnership working;
- service delivery;
- bidding for new investment;
- direction of future research; and
- lobbying of government and regional bodies.
4. **What impact will these proposals have?**

4.1 Both documents will give confidence to government bodies, the North of Tyne emerging Combined Authority, and partners such as developers and registered providers that we are delivering on our priorities.

4.2 Actions set out aim to improve the physical and management standards of private sector housing, deliver adaptations to those that need them, deliver an ambitious new build programme, as well as creating skills and employment opportunities via our programmes and activities. In doing this they will assist the city to deliver against its priorities.

4.3 Actions contained in the updated documents will provide positive impacts to the equality of housing for communities in Newcastle via:

- support and regulation within the private rented sector to improve management standards, physical standards and protect vulnerable tenants;
- Care & Repair Newcastle service improves the sustainability and liveability for those requiring an adaptation to remain living independently in a home of their choice;
- An ambitious new build programme to deliver the new homes our city needs, including the need for affordable, open market and specialist housing;
- Work with YHN to ensure they are a landlord of choice, and that vulnerable tenants receive the support they need.

5. **How will success be measured?**

5.1 Both documents contain actions and activity that have been developed in consultation with relevant internal and external partners.

5.2 These actions will be monitored and reported to relevant programme boards, as well as the council dashboard which reports into Cabinet.

6. **What is the timetable for implementation?**

6.1 The Housing Statement and the Private Sector Housing Plan both contain activity across all tenures to be delivered over the 2018/19 financial year to ensure a housing offer that meets the needs of current and future residents.

6.2 Both documents will be brought back to a later Cabinet meeting to report and update on activity and actions, and to approve further and future activity.
7. What are the legal implications?

7.1 Both updated reports pick up new legislation and regulatory powers introduced since the adoption of the original plans.

7.2 The Assistant Director Legal Services has had sight of this report and considers that there are no obvious legal implications.

8. What are the resource implications?

8.1 It is currently envisaged that all proposals outlined in the recommendations of this report will be met from revenue and capital resources that have previously been approved by Cabinet, including those allocated to the Future Homes Fund within the Fairer Housing Unit.

8.2 Should any of the actions contained in both documents result in a proposal requiring further investment, this will be subject to individual business cases and further reporting to Cabinet or relevant approval structure. The specific financial implications of each proposal will be addressed through this process.

9. What are the procurement implications?

9.1 The Assistant Director Inclusion, Commissioning and Procurement’s representative has been consulted and confirms there are no procurement implications as a direct result of this report.

10. What are the key risks and how are they being addressed?

10.1 Managing the risk to the delivery of our new build activity and capital programme decisions is set out in the report to Cabinet in April 2018.

10.2 Risk relating to services delivered by YHN on behalf of the Council are managed through the existing governance framework set out in the 10-year management agreement, and quarterly meetings chaired by the Director of Resources to consider YHN financial and non-financial performance.

10.3 Any risk associated with the continued or emerging proposals on the extended use of selective licensing in the private rented sector will be brought back to Cabinet for decision.

10.4 The priorities and actions outlined in Appendices 1 and 2 will ensure efforts are focussed on mitigating risks and maximising opportunities that aim to have a positive outcome for residents and communities in Newcastle.

10.5 There are no risks to health and safety of staff or residents from the proposals being put forward.
Appendices

Appendix 1: Housing Statement Refresh 2018
Appendix 2: Private Sector Housing Plan Update 2018

Background papers:

- Housing Statement (January 2017)
  www.newcastle.gov.uk/housing/housing-policy-plans-and-performance/housing-statement

- Private Sector Housing Plan (2016-2019)
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Housing Statement Refresh

July 2018
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**Appendix One**: Overview of key housing achievements presented to full council, March 2018

**Appendix Two**: Newcastle lobbying of Government

**Appendix Three**: Glossary of Terms
**Newcastle City Council Housing Statement Refresh – June 2018**

1. **Our ambition**

In Newcastle we are working to create a city that is a ‘Great Place to Live’. By this we mean a city with desirable neighbourhoods that offer a range of affordable and quality homes that meet people’s needs, along with a strong sense of local identity and attractive well-used and popular public spaces and facilities.

These neighbourhoods will be accessible and well connected, with the overall positive affect of enabling all our communities to enjoy a high quality of health and well-being in a home of their choice for as long as they choose.

2. **Background**

Newcastle City Council’s approved Housing Statement (2017-2020) approved in January 2017) has 4 strategic priorities:

   a. Make best use of the City’s existing housing stock
   b. Delivering new homes to create greater choice
   c. Provide advice, support and information to vulnerable people
   d. Sustainable Economy and Sustainable Communities

The existing approved Housing Statement has been reviewed, resulting in new actions and commitments. This is due to the progress made against actions, newly arising actions, and changing national housing policy and funding streams.

*Section 6* of this update provides detail on the progress made against each of the strategic priorities.

3. **Links to other documents:**

The Housing Statement is the overarching document for housing in the City. It brings into one place our strategic housing aims and ambitions, the housing related challenges we face, and the actions we will take to meet those challenges.

Flowing from the Housing Statement are other documents that add more detail to their subject matter:

**Gateshead Newcastle Core Strategy and Urban Core Plan.** The adopted core strategy and urban plan sets a target in Newcastle of 19,000 gross new homes, or 1,000 new homes per annum (2010-2030). To ensure we deliver on the affordable housing requirement, *Policy CS11* of our adopted Core Strategy and Urban Core Plan (2010 – 2030) states a requirement for 15% affordable units on sites of 15 or more. Of the number of affordable houses our evidence base tells us that, 65% should be for rent and 35% for intermediate tenure (discount purchase) - with the size requirement for affordable housing being for smaller units.
Specialist Housing Delivery Plan (approved November 2017). This document shows how we will work in partnership to deliver suitable housing options, either through new build or via suitable adaptations and/or information and advice targeted at the following groups:

- Older People
- People with a learning disability and /or Autism
- People with a mental health condition
- People with a physical disability

The Specialist Housing Delivery Plan can be found via the following web-link:

www.newcastle.gov.uk/sites/default/files/wwwfileroot/housing/final_shdp_nov_-17.pdf

Your Homes Newcastle (YHN) Business Strategy/ Delivery Plan. The Your Homes Newcastle (YHN) Delivery Plan 2017-2018 supports the Business Strategy 2016-2020 by turning it into actions for the year. It is developed jointly with YHN and the City Council to ensure that it is aligned with the priorities as set out in the NCC Corporate Plan. Together with the strategic targets, it provides assurance that YHN are delivering housing services in accordance with the Management Agreement they have in place with the city council.

YHN’s new Business Strategy 2018 – 2022 was agreed by YHN Board in June 2018. It will be supported by the YHN Delivery Plan 2018-2019 which YHN and NCC will develop and agree jointly

Link to YHN strategies: www.yhn.org.uk/who-we-are/publication-scheme/strategies/

Private Sector Housing Plan (approved July 2016, refreshed July 2018) aims to ensure that residents, whether owner occupiers or privately renting tenants, are living in homes which are decent and suitable for their needs. The plan runs until 2019 and is split into 4 themes:

- Supporting owner occupiers
- Supporting the private rented sector
- Tackling privately owned empty properties
- Better alignment of housing and health services

The Private Sector Housing Plan can be found at: www.newcastle.gov.uk/housing/housing-policy-plans-and-performance/private-sector-housing-plan

2018/19 HRA Capital Investment Programme Profile (presented to Cabinet April 2018). The HRA Capital Investment Programme continues to deliver large scale investment maintaining decency standards, providing environmental improvements, investing in existing stock through remodelling works and delivering new build properties across the city. The end of year position for 2017/18 was submitted to cabinet as part of the financial quarterly performance reported to Cabinet in March 2018. This will provide almost £47.8 million of investment in HRA assets (council housing) across the city.

While continuing to deliver the HRA Capital programme over the period 2016-21, it is scheduled that we produce a HRA 10-year Asset Plan with YHN. The plan will guide investment in current stock, investment in new stock, future use of land within the HRA and non-residential assets, to ensure that HRA assets continue to be viable assets that meet the housing needs of residents across the city.
4. Key Facts about Housing in Newcastle

Overview of housing in Newcastle:

Newcastle is one of the Core Cities of England and is part of a wider housing market area which extends to include North Tyneside, Gateshead and parts of South Northumberland.

There are around 124,000 units of housing in the city, with approximately 4,000 (non-council) of these empty at any one time. Newcastle has a wide-ranging housing offer, and is home to:

- a large amount of social housing at 27%, compared with the English average of 17.7%.
- a significant amount of private rented accommodation at 19.1% compared with our near neighbours, and slightly more than the English average of 16.8%.
- a lower than average owner-occupied sector at 49.5% compared to the North-East average of 57.6% and the English average of just over 63%

In order to meet the needs of existing, future and prospective residents, both in the short, medium and long term, the city requires:

- a different social housing offer – to keep pace with changing economic and population needs;
- more homes that are accessible and attractive to older people and those with long term disabilities (all tenures);
- a range of tenures and products to attract and retain economically active households (private rented; market sale; shared ownership; affordable rent; social rent);
- a specialist housing with care offer as an alternative to institutional care;
- moving from a hostel to a Housing First approach to respond to residents experiencing homelessness and Severe and multiple disadvantage;
- integrated support and advice services to prevent homelessness.

Housing need:

Accounting for homelessness, overcrowding and suppressed household formation, our recently completed Strategic Housing Market Assessment (SHMA) in 2017 shows a need for 1,102 new homes per annum (up to 2030). This requirement is made up of:

- 706 open market homes for sale
- 396 affordable homes, or 35% of all new homes delivered

Due to viability and land availability, our joint Core Strategy and Urban Core Plan with Gateshead (Local Plan) sets a target in Newcastle of 19,000 gross new homes (excluding purpose built student) (2010-2030), or 950 new homes per annum, of which 150 (15%) are affordable (up to 2030).
Private sector rents in Newcastle

Regional differences in rising rents
Cost of private rents by region, 2007-2017

The graph above shows how private rents in the North East are the lowest among all the other regions of England, with a slight decrease in rent levels over the ten years 2007 to 2017.

If we look at private (mean) average rents for Newcastle in 2017 against the North-East average, then this shows an average private sector rent in Newcastle of £677\(^1\) against the North-East average of £529. This figure, however, for Newcastle is skewed by the diverse private sector offer in the city, including high-end quay side apartments and the student rental market. Private sector rent levels more in keeping with the North-East average can still be found in certain quarters of the city, allowing for an affordable housing offer in the private rented sector for those who need it.

Older people:

Newcastle’s population is ageing, and currently there is insufficient accommodation to meet this growth as well as the expected diverse range of need:

- Compared with 2015 figures, the older population (65+) in Newcastle is predicted to increase 34% by 2030, and will make up 47% of all population growth.
- The number of people aged 70+ is forecast to increase by 4,000 to 33,000, contributing to an increasing need for level access and supported housing.

\(^1\) Source: VOA administrative database as at 30\(^{th}\) September 2017
• It is estimated that, among people aged 65 or over in Newcastle, 3,127 have dementia, which corresponds to a diagnosis rate of approximately 54%, which is above the England average of 45%

The Council is committed to making Newcastle a great place to grow old and a city in which a healthy later life is enjoyed by everyone. We are clear that we no longer wish to support any further development of residential care for older people in the City. To respond to this we will increase the number of assisted living and independent living schemes that meet the requirements of older people in terms of design and location.

Our Specialist Housing Delivery Plan (2017-2021) sets a target (up to April 2021) for the construction of over 582 homes for older people, including level access units. All of these will be either wheelchair accessible to allow immediate use for a wheelchair user; or will have sufficient space and design standards to be wheelchair adaptable, should the need arise in the future.

**Specialist needs:**

Profile of people living in Newcastle with special needs (Source: PANSI 2017):

- 4,655 Adults with a learning disability
- 33,740 Working age adults suffering mental ill-health
- 3,834 Working age adults with a serious physical disability
- 13,760 Working age adults with a moderate physical disability
- 42,800 Older people 65+

(Note: some people may overlap into more than one needs group. For this reason, an overall total cannot be given)

Supported and specialist housing is vital to some of our city’s most vulnerable people. It helps many people to lead independent lives or turn their lives around. It is also an investment which brings savings to other parts of the public sector, such as health and social care and underpins a range of policy objectives.

**Homelessness & rough sleeping**

The National Audit Office report on Homelessness (2017) shows nationally, homelessness costs the public sector more than £1bn a year, with £845m spent on temporary accommodation. Nationally, the number of households in temporary accommodation has risen by 60% since March 2011 to 77,240 households - with an overall reduction of -21% in spending on housing services and 59% fall in Supporting People funding since 2010.

The Homelessness England Monitor 2018 shows that rough sleeping in England increased by 169% since 2010, and homelessness due to loss of a private rented tenancy by 400%.

Newcastle, like the national picture, has seen a rise in the number of people seeking advice to prevent homelessness – standing at 4,876 cases, up 17% on the previous year. The main causes of homelessness and potential homelessness are: loss of private rented accommodation, being asked to leave by family and friends, and relationship break down.
The September 2017 report by the National Audit Office (NAO) makes a direct link between welfare reform policies, such as the capping of Local Housing Allowance, the Bedroom Tax and Universal Credit, with an increase in potential and actual homelessness and people seeking advice\(^2\). Indeed, the implementation of welfare reforms in Newcastle from 2010-11 to 2022-23, shows there will be an estimated £129m of annual cuts to income arising from working age benefits by the end of 2022-23 (Cabinet April 2018), impacting negatively on people’s ability to afford living and housing costs, and seeking advice and financial assistance from the council and partner agencies.

**Students**

Newcastle, along with other university cities nationally, has seen a rapid growth in the number of students in the last 17 years, leading to a subsequent increase in demand for shared accommodation. The two universities alone currently host around 47,000 full-time students. The increased number of full time students studying in Newcastle is consistent with the overall rise nationally\(^3\).

The positive impact students make to the local economy and the fabric of our city cannot be underestimated. Our higher and further education institutions are major employers, both directly and through supply chains, with research activity adding further economic benefits.

An independent assessment (February 2017) of the contribution made just by Newcastle University to the city of Newcastle and the wider UK, shows that the Russell Group institution adds £1.1 billion to the economy\(^4\). When we factor in both Northumbria University and Newcastle College, this figure will undoubtedly be significantly higher.

This rise in the number of full time students coming to Newcastle to study led to a growth in private renting from 2001 onwards, especially in the areas of Jesmond (Sandyford), South Gosforth and Heaton. Indeed, Newcastle is ranked as number one in the UK of multi-person households (shared houses) containing full time students per head of population.

To keep pace with demand Newcastle witnessed a rapid expansion in the number of purpose built student bed spaces to cater for this sector:

| Total new purpose-built bed spaces 2004 to 2017 | 12,621 |
| Total potential of future purpose-built bed spaces as at April 2018 (under construction, under consideration, with planning consent, pre-application) | 8,789 |

5. The changing policy environment

Since January 2017 there have been a number of Acts and Parliamentary Bills introduced related to housing policy and funding:

**Homelessness:**

- **The Homelessness Reduction Act.** From April 2018 the Act places duties on local authorities to intervene at earlier stages to prevent or relieve all homelessness in their areas. It also requires housing authorities to provide homelessness services to all those affected, not just those who have a ‘priority need’. These include: an enhanced prevention duty that household threatened with homelessness can seek advice and help from the local authority – extending assistance from 28 days to 56 days, and a new duty for those who are already homeless (Newcastle has voluntarily opted to increase this duty to 100 days).

The extension in the duty to assist placed on local authorities aims to encourage housing authorities to act quickly and proactively, and should allow housing authorities more time to do prevention work.

*Newcastle’s response to the Homelessness Reduction Act 2017* has been to build on our Active Inclusion Newcastle partnership approach. This approach seeks to make it everyone’s business to prevent homelessness at the earliest opportunity by the early identification and response to the risk of homelessness.

**Domestic Abuse**

- **Secure Tenancies (Victims of Domestic Abuse) Act 2018.** This act received Royal Assent on the 10th of May. The Act will ensure that when provisions in the *Housing and Planning Act 2016* are brought into force (requiring local authorities in England to offer only fixed-term tenancies), this change will not apply to certain victims of domestic abuse. The Bill addresses a concern raised during the 2016 Act’s progress through Parliament that victims of domestic abuse would be less likely to leave their homes if doing so would result in an offer of a tenancy with reduced security of tenure.

**The private rented sector**

A number of Bills, and Orders have been introduced:

- Rent Repayment Orders
- Banning Orders
- Restriction on Letting Agent fees
- Changes to mandatory HMO licensing,
- Homes (Fitness for Human Habitation and Liability for Housing Standards) Bill.
- Longer residential tenancies
- Energy Act 2011
- Mandatory five yearly electrical checks.
- Mandatory’ training for estate agents.

For more detail on these please refer to the updated Newcastle Private Sector Housing Plan
Welfare reform

- **Support for Mortgage Interest (SMI) – (9th April).** People on certain benefits can get help towards the interest on their mortgage through Support for Mortgage Interest (SMI). From 6 April this has been replaced with an interest-bearing loan that is only repayable after the property is sold, if there is enough equity after the mortgage is paid off. The loan is optional and claimants who accept the loan will see no change in SMI payments.

- **Universal Credit work allowances.** The amount which families with children and disabled people can earn before their Universal Credit is gradually reduced (work allowances taper) has been increased from 65% to 63%, meaning workers will lose 63p (2p less) for every pound they earn above their work allowance. The work allowance is set at £198 a month - or £409 a month if you don't receive help with housing costs - meaning it amounts to either £2,376 or £4,908 a year.

- **Housing costs and Universal Credit.** People in receipt of Housing Benefit will receive an extra 2 weeks’ support with their rent when they move onto Universal Credit. In addition, new Universal Credit claimants will be able to claim Housing Benefit for support with their temporary accommodation costs. This will enable local councils to recoup more money they spend on temporary accommodation directly from DWP.


Specialist housing

In November 2017 the Government announced plans to change the way supported housing is funded from April 2019. The Government’s policy and funding proposals contain the following, which are awaiting conclusion following consultation:

- **Sheltered and extra care housing** via a ‘Sheltered Rent’. This proposes an overall cap on the amount that providers can charge in gross eligible rent (rent inclusive of eligible service charges) on each unit of sheltered or extra care provision

- **Short-term supported housing:** Funding for this provision will be removed from the welfare system entirely, with housing costs to be met wholly through a ring-fenced DCLG grant to local authorities

- **Long-term supported housing:** Local Housing Allowance rates will no longer be applied, 100% of housing costs (rent inclusive of eligible service charges) will continue to be funded as at present through the welfare system (subject to the application of the existing housing benefit/Universal Credit rules)
Affordable housing

- The current definition of affordable housing is found in the National Planning Policy Framework (Annex 2: NPPF, 2012) and incorporates social rented housing, housing let at affordable rents and low-cost / discounted home ownership (in perpetuity) products.
- The Housing and Planning Act 2016 (s159) amends the definition of affordable housing in regard to planning obligations, and brings with it a new definition. The new definition removes reference to Social Rent and extends the definition of Affordable Rent to include privately managed Build to Rent units marketed at an affordable rent. It also includes Starter Homes, and Discounted Market Sales housing.
- National planning policy (National Planning Policy Framework) sets criteria that starter homes are to make up 10% of affordable housing delivery (unless this would exceed the level of affordable housing required in the area). These homes will be available at a minimum 20% discount on market value to first-time buyers under the age of 40, with a household income eligibility cap of £80,000 (£90,000 for London) on starter homes. This minimum 20% discount is not in perpetuity – with the home reverting to full sale price after 5 years of the original purchase (though this position is yet to be set out in regulation and changes may extend this to 7 years).

Social Housing

- Following the Grenfell Fire, in June 2017, social housing has increasingly come under the spotlight nationally. In September 2017, the Government announced its intention to publish a Social Housing Green Paper, promising a ‘wide-ranging, top-to-bottom review of the issues facing the sector’. The publication date of the Green Paper is expected to be late July 2018.

Updates will be provided when the above bills, and subsequent legislation, are consulted upon or when they receive Royal Assent.
6. Delivering against our strategic priorities

The past year has been a busy one for housing practitioners. Some recent key achievements over 2017/2018 against the strategic priorities agreed in the Housing Statement 2017 are given below.

Our strategic approach and list of awards and successes saw Newcastle recognised as the ‘Local Authority of the Year’ at the Northern Housing Awards in May 2018:

a. Make best use of the City’s existing housing stock

Bringing empty private sector homes back into use:

- Through a system of grants and loans and working with property owners, 528 empty private sector homes were brought back into use, including 22 with high capital costs;
- Our empty homes activity levered in investment from owner occupiers:
  - In 2017/18 – 58 properties assisted with £213k of funding levering in £0.8m of private investment
- In 2017/18 – 800 property owners were contacted and offered assistance to bring their empty properties back into use
- We were given national recognition via the BBC’s Inside Out for the work carried out to bring long-term empty properties in Lesbury Street, Lemington back into use via a series of grants to assist with refurbishment.

Raising standards in the private rented sector / working with landlords:

- To raise standards in the private rented sector 169 landlords / agents and 856 private sector properties were accredited;
- 20 landlords / agents placed on the interventions list, with a further 18 given a formal warning to improve standards;
- Quarterly private landlord training sessions, with 20 to 30 landlords attending each one;
- Annual landlords event held at Kingston Park with 150 in attendance;
- Tailored landlords training and advice given to 151 landlords;
- New website developed and launched in December 2017 to give tenants (including students) information on their rights as private renters.

Energy efficiency measures undertaken:

- 292 measures of cavity wall and loft insulation through Warm Up North
- Installed 53 central heating systems in the Byker Selective Licensing area
- Via the DECC Central Heating Fund, the installation of 89 new central heating systems, including new connections, carried out;
- YHN completed 514 boiler replacements
- Smart Systems pilot funding secured to deliver smart heating controls to 55 pilot properties
- Raised awareness among private sector landlords to requirements under the Energy Act 2013 for the fitting of smoke and carbon monoxide detectors
The Newcastle Energy Switch launched February 2018 to help residents find a better deal on the energy costs and supporting the reduction in fuel poor households;
YHN have formed an innovative partnership with Q-Bot to insulate properties with suspended floors with minimal disruption. The under-floor insulation provided by Q-Bot’s robots makes homes of this type more energy efficient, meaning warmer and more comfortable homes, with smaller energy bill and improved SAP ratings.

Review the demand and turnover of council housing:

An annual review of social housing allocations has been undertaken. This showed that we continue to offer an equitable and quality social housing offer to those that need it.
b. Delivering new homes to create greater choice

The Council and its partners, in both the public and private sectors are working together to increase housing quality, quantity and choice, in order to meet the needs and aspirations of the city’s existing and future population, and to support economic growth. Our partners include Your Homes Newcastle, Registered Providers, Ministry of Housing, Communities and Local Government, Homes England, housing developers, land agents, Joint Venture partners and small to medium sized (SME) contractors and builders.

• The net number of new homes delivered in 2017/18 was 950 (1,150 gross), with the Council directly contributing to almost two-thirds, of these (through land or grant);
• This included 226 homes at Newcastle Great Park and 79 in Scotswood (key strategic housing sites for the City);
• By the end of the year planning permissions had been granted for over 3,000 new homes in the urban and village growth areas and five sites were under construction
• Over the year 447 affordable homes were built, (far exceeding our Local Plan of 150 per annum), comprising:
  o 188 general needs affordable
  o 167 for older persons / accessible
  o 30 specialist affordable
  o 62 units from remodelling existing sheltered5
• In 2017 the Council was awarded a substantial grant allocation from Homes England following a challenging and competitive bidding process. Our ‘Shared Ownership and Affordable Homes Programme 2016-21 (SOAHP) is the largest municipal allocation in the region, and will deliver 449 new affordable and specialist homes;
• We were successful in procuring a development and finance partner to our Annuity Leaseback Model (ALBM) over two phases:
  o Phase 1 will deliver 148 units of older persons accommodation, including assisted living and dementia care. Start on site is planned for late 2018, with occupancy from late 2019;
  o Phase 2 is for a total of 224 units, which will include a mix of Community Cluster and Enhanced Concierge Plus facilities for people with learning disabilities, as well as apartments and Tyneside flats for people over 55 – planned start on site is 2019
• Working with Homes England and our North of Tyne Devolution partners we were successful in securing provisional funding from the Government’s Housing Infrastructure Fund (HIF) for 3 large development sites:
  o Science Central – 398 new homes
  o Outer West – Potential for 4,000 new homes
  o Ouseburn Mouth – 221 new homes

This funding will assist us in future years to maintain our pace of delivering the new homes needed, including specialist housing and the continuum of Extra Care. Overall our work with the North of Tyne and Homes England will support our housing growth ambitions to cater for the projected growth in Newcastle’s economy, which is expected to grow by 14.5% in the next 10 years6, one of the highest rates in the North.

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5 In total 259 specialist / supported homes were built during the 2017 / 18 financial year. The development of our specialist housing programme supports us to meet our Care Act duties. For older people, extra care housing represents a real alternative to residential care, supporting people to remain independent in their own communities for as long as possible.

6 The UK Powerhouse report by law firm Irwin Mitchell and the Centre for Business & Economic Research predicted Newcastle’s economy growing by 14.5% in the next decade, second only to Manchester among the major cities in the North.
c. Provide advice, support and information to vulnerable people

Helping people to remain independent at home:

- As well as the 259 new specialist / supported housing built (as noted above) we continue to offer adaptations through our Home Improvement Agency, Care & Repair Newcastle (CARN) of up to £30,000 to help people to remain living independently in their home for as long as they are able, regardless of age. During the period April 2017 to March 2018, CARN carried out 475 home adaptations, with around 200 of these being major adaptations: stair-lifts, walk in showers and ceiling hoists;
- Our Home Improvement Agency, Care & Repair Newcastle (CARN), has now achieved a National HIA Quality Mark accreditation7;
- Funding was secured for Tyne & Wear Fire Service to incorporate falls prevention measures to home visits. During the year 1,500 visits were undertaken to offer advice.

Providing additional choice:

- We have received recognition by the Housing Learning and Information Network (LIN) for our partnership approach in delivering housing suitable for older people and those suffering dementia;
- YHN opened the flagship older person’s development, Treetop Village in Walker. The development meets the lifetime homes concept and HAPPI values (Housing for ageing population – panel for innovation), and won CIH North East award for “outstanding development of the year” 2017;
- Cabinet approved a new Specialist Housing Delivery Plan in November 2017. This document sets out actions on housing for those with a specialist housing need, and complements the approved Housing Statement (2017- 2019) and the Private Sector Housing Delivery Plan.

Those who do require care and support services will have a positive experience and improved quality of life:

- 76% of respondents to the Adult Social Care User Survey in 2017/18 reported having control over their daily life (ASCOF 1B)
- 68% of respondents to the Adult Social Care User Survey in 2017/18 reported being satisfied with care and support services (ASCOF 3A)
- 44.8% of carer respondents to the Carers Survey in 2016/17/18 reported they are satisfied with care and support services (ASCOF 3B)
- In 2017/18, 79.1% of adults with learning difficulties aged 18-64 live in settled accommodation (in their own home or with families) (ASCOF 1G)

7 Care & Repair Contact details: Telephone: 0191 211 5836; Website: careandrepairnewcastle.co.uk; Email: careandrepairnewcastle@newcastle.gov.uk; Cost: Free (subject to conditions)
Vulnerable people are safeguarded and are safe and secure:

- In April and May 2017, Ofsted completed an inspection of Children’s services in Newcastle. The report praised good partnership working between statutory and voluntary sectors to support and safeguard young people that present as homeless and was very complimentary about the young people’s services provided by YHN;
- Newcastle received national recognition for our response to combating Modern Day Slavery;
- Through YHN we assisted 66 refugee household during 2017/18, aligning to the Newcastle as a ‘City of Sanctuary’.
- We have undertaken a review of the first twelve months of the newly purpose build Newcastle’s Domestic Violence refuge (NIDAS). The review concluded that the unit has provided opportunities to reform and develop integrating services in a more connected approach with a greater emphasis on protecting individuals /families in a safe living modern space, whilst preparing to move on with their live.
- The Council regularly runs surveys to find out what people think about the social care and support they receive. The proportion of respondents to the Adult Social Care User Survey for 2017/18 showed:
  - 73% of respondents reported feeling safe and secure (ASCOF 4A)
  - 83% of respondents reported that services made them feel safe and secure (ASCOF 4B)

Our Adult Social Care Services will reduce and delay the need for people to require care and support services:

- Proportion of adults aged 65 and over who are still living at home after being discharged from hospital into intermediate care / reablement service/s (ASCOF 2B) – 80% (2017/18)
- Proportion of people completing reablement with no ongoing care needs / support at a lower level (ASCOF 2D) – 73.2% (2017/18 YE)
- Total number / rate of adults admitted on a permanent basis to residential / nursing care (broken down by age 18-64 and 65+) (ASCOF 2A):
  - 18-64 age group - 13 permanent admissions (6.6 per 100,00 pop)
  - 65+ age group – 346 permanent admissions (826.5 per 100,000 pop)

Improving access to decent housing and preventing homelessness:

- In 2017/18 there was a 10% fall in individuals rough sleeping, compared to 2016/17;
- During the year 4,876 cases of potential homelessness have been prevented – up 17% on the previous year. Main causes: loss of private rented accommodation, being asked to leave by family and friends, relationship break down, impact of changes to welfare;
- Newcastle City Council successfully led a collaborative bid (with Gateshead Council and Newcastle Gateshead Clinical Commissioning group) which secured up to £1.54m outcomes funding from MHCLG for a social impact bond to work with entrenched rough sleepers and those locked into a cycle of homelessness. The new service started working with clients in January 2018 to enhance a range of other homeless prevention services;
To assist with access to suitable and decent housing 13 residents were awarded access to the Rent Deposit Scheme (RDS), with a further 575 given advice, including face-to-face advice.

Implementing Universal Credit (UC):

- YHN is a Trusted Partner landlord and this arrangement ensures we are at the forefront of UC developments;
- Our approach to Universal Credit (UC) roll-out saw YHN provide evidence on the impact of Universal Credit on our tenants and organisation at the Select Committee in September 2017 and the National Audit Office in February 2018;
- YHN were one of the first landlords to test and provide feedback on the UC landlord portal which has streamlined the rent verification and APA application process;
- The decision to co-locate YHN staff in local jobcentre offices to develop partnership working and support our customers has influenced other housing providers nationally who are now taking this approach as UC is rolled out in their area.

Researching needs of specific groups:

- Armed Forces Community Research to understand the size and the housing, health and support needs of the Armed Forces community in Newcastle. Initial research was carried out to profile the potential size of the armed forces community in the city. Based on gaps in knowledge, a research brief was produced for an Armed Forces Community Health and Housing Assessment, to be undertaken in mid-2018, with a report on findings late Autumn.
- LGBT Community Research to provide a better understanding of the LGBT community in Newcastle and use the research as a launchpad for considered future LGBT research and consultation. Initial research was carried out to provide an up-to-date assessment of the size of the LGBT community in the city. This initial research was included in the annual Stonewall submission. In addition work has begun on understanding the issues the LGBT community can face in relation to housing, and housing services.
- Review of the housing needs of people with a learning disability, and or autism: During 2017 the Fairer Housing Unit (FHU) undertook a Learning Disabilities, and or autism Housing Needs Assessment to be better understand the existing and future accommodation and support need for those with learning disabilities, and or autism in the city. Working with Wellbeing, Care and Learning the assessment has been completed. The FHU has created a cross directorate online resource of the assessment and supporting evidence which will be annually updated – early 2019.

Improving information:

- After consulting with the Elders’ Council in late 2017 it was affirmed that a gap existed in how some older people without access to the internet access information about housing and related services. Following this we will launch the Housing Options for Older People (HOOP) in July 2018 – a service that allows IT and non-IT literate residents to access information about housing options open to them.
d. Sustainable Economy and Sustainable Communities

- 989 individuals supported into employment through Active Inclusion Newcastle;
- During 2017-18 the Newcastle Advice Compact supported 19,069 residents to access £30,000,543 in benefits they were entitled to.
- In 2016 we were awarded by DCLG Homelessness Prevention Trailblazer status. This is progressing well, especially regarding the building of multidisciplinary teams to prevent homelessness;
- Overall customer satisfaction with the service delivered by YHN was 83%, ensuring tenants our happy with their home and home environment;
- 3 tenant scrutiny exercise were carried out on Housing Revenue Account resourced services to meet the social housing regulatory standards set by Homes England, and to ensure constant service improvement. Services scrutinised were:
  - Management of low level neighbourhood nuisance
  - Customer enquiry centres and how performance information is used to improve the service
  - YHN’s response and implementation of Universal Credit

Findings on the service areas scrutinised can be found at: www.sift-newcastle.org/ or by contacting Gwen Smith gwen.smith@newcastle.gov.uk

- Implemented selective licencing in neighbourhoods of high levels of problematic private renting:
  - 319 properties licenced in Greater High Cross
  - 449 properties licenced in Byker

- Secure by Design Principles incorporated into estate remodelling of Blakelaw 165 Estate and the New Mills Environmental Improvement Scheme;

- Safe Newcastle Review of partnership anti-social behaviour (ASB) policies and procedures (April 2018) found that overall, Newcastle is delivering ASB services admirably within the context of the resources available, and customer satisfaction, where measured, is high. Despite this, a review into partnership working was undertaken; with findings showing that tackling ASB in Newcastle suffers from a lack of engagement of key partners and an absence of overall strategic agreement codified in partnership-wide policies and procedures. To counter this, a number of recommendations where drawn up to be implemented over 2018/19.

- We continue to be part of the North-East Community Led Housing Network, looking to support locally based organisations to deliver housing and wider social benefits in their communities.

- We are maintaining the Newcastle Self and Custom Build Register, which contained 66 individual applicants and 4 groups at the end of 2017/18.
7. Measuring success for 2018-19

Over the 2018 / 2019 financial year we will work collaboratively to ensure a number of key actions are delivered:

a. Make best use of the City’s existing housing stock:

- Carry out research on council owned housing stock to provide a robust and credible assessment of the local housing market to be used as an evidence base to inform policy, investment strategies and development plans. Research will include primary and secondary research techniques;
- Bring at least 400 empty private sector homes back into use, including a number of properties requiring high capital costs;
- Continue to deliver financial assistance to private properties empty for more than 12 months;
- Continue to market support available to private sector landlords through targeted mailing, media campaigns and training and information events;
- Investigate the requirement for future selective licensing schemes in certain areas of the city;
- Implement the Changes to mandatory HMO licensing. Expanding licensing to cover large HMOs, (excluding purpose built flats). It is estimated that an additional 1,000 properties in Newcastle will require to be licensed under the new proposals;
- Identify and complete installation of smart heating controls to 55 pilot properties under the Energy Path Pilot, and begin monitoring
- Via the Warms Homes Fund install gas heating to 100 homes with electric or solid fuel heating;
- Via the Warm Homes Fund provide energy advice to at least 200 private households
- Undertake the Annual Review of social housing allocations and lettings to ensure an equitable and quality housing offer for those that need it;
- Post-Occupancy Monitoring and Evaluation (POME): To evaluate the performance of new homes, related to the living environment, that have been commissioned by the Fairer Housing Unit to understand whether the performance of the home meets the standard that was specified in procurement, and to provide information that can be used over the long term to understand ‘procuring for performance.’

b. Delivering new homes to create greater choice:

- Using our land, assets and grant funding regimes, we will work with a range house builders, registered providers and Homes England to deliver 1,000 (net) new homes, including:
  - around 350 on key sites at Scotswood, Newcastle Great Park and the neighbourhood and village growth areas.
  - around 300 affordable homes, of which 200 will be as a direct result of council activity (land or grant),
  - 200 Specialist housing units suitable for older people and those requiring level access housing,
  - 4 specialist units catering for those with a learning disability / and or autism.
The development of our specialist housing programme will help ensure people have access to the right housing options to enable them to safely remain within their own communities.

We will continue to progress the two phases of the innovative Annuity Leaseback Model (ALBM) – 148 units of older persons accommodation in Phase 1, including assisted living and dementia care starting on site late 2018 for occupancy from late 2019, and 224 units in Phase 2, including a mix of Community Cluster and Enhanced Concierge Plus facilities for people with learning disabilities, as well as apartments and Tyneside flats for people over 55 – planned start on site is 2019.

We will comply with the new Housing Delivery Test, (the annual measurement of housing delivery performance in a plan-making authority area), as part of the government’s revision to the National Planning Policy Framework;

We will work with our North of Tyne Devolution partners (North Tyneside & Northumberland) and Homes England to review our pipeline of housing sites, calculating sites needing gap funding to ensure we maintain our pace of housing delivery;

We will work with our North of Tyne Devolution partners (North Tyneside & Northumberland) and Homes England to launch the North of Tyne Housing and Land Board, a multi sector board drawn from a range of housing professionals, both private and public, to advise on housing delivery and innovation.

c. Provide advice, support and information to vulnerable people:

- Launch the Housing Options for Older People (HOOP) service to give a range of support and advice for older people on housing options available, including those without access to the internet. This will be a telephone as well as web based service;
- Through the nationally accredited Care & Repair Newcastle (CARN) service, provide at least 300 Disabled Facility Grants (DFGs), including a number to cater for complex needs, to assist people to remain living independently in a home of their choice;
- Undertake a review of the Disability Service to ensure policies and standards reflect customer experience and promote a ‘right first-time’ approach to advice and support in relation to disabled housing across all tenures;
- The development of our specialist housing programme will help ensure that people have access to the right housing options to enable them to safely remain within their own communities.

- Have plans in place to implement the new funding arrangements for supported housing to come into place in April 2019, including:
  - Continue to work collaboratively across the Council, YHN, and with stakeholders to ensure we are prepared for the funding changes once they are announced, establishing governance structures,
  - Take part as a Ministry of Housing, Communities & Local Government (MHCLG) pilot area - if chosen,
  - Work with providers to ensure that they know what the new funding arrangements will mean for them, and ensure that tenants are appropriately informed and supported throughout.

- Continue to provide access to suitable decent housing via face-to-face advice to private sector tenants, access to the Rent Deposit Scheme for those that need it;
- Resilience Planning:
  - Work with Newcastle Universities to develop a protocol to support students in the event student accommodation becomes uninhabitable.
  - Review of the existing Housing in Emergency Concept of Operations document to ensure it remains relevant and up to date.

- Armed Forces Community Research to understand the size and the housing, health and support needs of the Armed Forces community in Newcastle. Health and Housing Assessment be undertaken in mid-2018, with a report on findings late Autumn;

- Review of the housing needs of people with a learning disability, and or autism: Maintain our understanding of the existing and future accommodation and support need for those with learning disabilities, and or autism in the city. Working with Wellbeing, Care and Learning update that online resource of the assessment and supporting evidence – early 2019.

- Prevention of homelessness:
  - Establish the Newcastle Homeless Commission;
  - In line with the requirements under the Homelessness Reduction Act increase the prevention of homelessness;
  - Maintain no use of B&B type accommodation for homeless individuals or families;
  - Additional access to 200 private rented tenancies to prepare for any uplift in homelessness prevention as part of the Homeless Reduction Act.
  - Continue to assist people to access the benefits they are entitled to.

- Those who do require care and support services will have a positive experience and improved quality of life. To facilitate this will continue to monitor all completed supported housing scheme through the Specialist Housing Programme Board to ensure quality assurance and lessons learnt, which will enable us to continuously deliver a quality supported housing programme.

- In the next 12 Months we will undertake reviews of new schemes located in:
  - Dinnington
  - Throckley
  - Walker
  - Scotswood and Benwell
  - Kenton

- Undertake a review of the allocations, lettings and marketing processes for extra care and specialist accommodation to provide an efficient, effective customer orientated service, taking into account the nature of the client groups, and ensure that the housing provider (or their managing agent) is fulfilling their obligations.
d. Sustainable Economy and Sustainable Communities:

- We will continue to work with the universities and college to:
  - understand the student housing need in the city,
  - plan for the forecasted full-time student growth, and
  - to bring about a balanced housing offer, including for students living and learning in Newcastle

- New legislation setting out national rogue landlords list and banning orders came into effect April 2018. Our current interventions list will be reviewed and new the procedures adopted;

- YHN to review their method of collecting customer satisfaction during 2018/19 to ensure it remains relevant, ensuring tenants our happy with their home and home environment;

- 85% of people on the YHN employability programme move onto education, employment or training;

- Undertake 3 tenant scrutiny exercises on Housing Revenue Account resourced services to ensure constant service improvement.

- Implement recommendation of the Multi-agency Safer Newcastle Review:
  - Strategy and governance - Produce an over-arching set of partnership-wide strategic principles for ASB, articulate these in a policy document and clarify and relaunch the partnership governance.
  - Policies and Procedures - Produce and agree a full suite of policies and procedures for the partnership.
  - Communications, Engagement and Training - Build on the progress made through this review, and foster better partnership relationships.
  - New ways of working - Investigate and develop new ways of working, alongside the development of selective licensing proposals.

- We will continue to be part of the North-East Community Led Housing Network, looking to support locally based organisations to deliver housing and social benefits in their communities.

- We will help to shape the Community Led Housing Strategy for the North East, and work with the proposed Hub to support the development of new and emerging groups

- We will continue to maintain the Newcastle Self and Custom Build Register, and respond to applications through our planning, housing, property and regeneration functions
Appendix One

Overview of key housing achievements presented to full council, March 2018

Newcastle City Council has much to be proud of in its housing policies and programmes in recent years. This is recognised by independent organisations such as the Resolution Foundation and Shelter.

The City Council further recognises recent successes including:

- 25,000 council homes managed by YHN with high rate satisfaction rate amongst tenants of the services offered;
- Plans in place to deliver 21,000 new homes by 2030 including affordable homes for sale and for rent;
- In 2017 (calendar year) approximately 1300 new homes were built across the city the highest number for three decades;
- Specialist housing for rent is a priority to house older people, those with learning disabilities and others who need specialist or assisted living homes which last year resulted in 500 homes being built;
- The high quality supported accommodation for women and children who have suffered domestic violence as well as for those who have become homeless;
- National recognition for our work on homelessness, and working in active partnership with Housing Associations, housebuilders and other providers of housing accommodation;
- Tackling the issue of empty homes that can blight neighbourhoods resulting in 400 empty properties being brought back into use;
- Providing tenants with advice about their rights, supporting effective landlords whilst tackling bad and rogue landlords through services;
- City Council recognises that there is a need for more affordable and quality housing across all sectors to meet people's needs, create communities and to support a thriving local economy.

7th March 2018
Newcastle Lobbying of Government

At the meeting of full council in March 2018 the City Council endorsed calls on government to:

1. Dropping the ‘forced sales’ policy to pay the government a levy (Housing and Planning Act 2016) and to avoid further reduction of our public housing stock

2. Rescinding the ‘bedroom tax’ (under-occupancy charge) which is causing financial pressures on tenants, forcing some to move and putting extreme pressure on the availability of one and two bed properties.

3. Giving private tenants new rights regarding security of tenure, rent increases and making homes fit for human habitation

4. Amending contracts to private housing providers for asylum seeker families so that no child should live in Housing of Multiple Occupation

5. Supporting applications to extend ‘selective licencing’ schemes according to assessment of needs in local areas to advise landlords, protect tenants and prevent the blighting of neighbourhoods

6. Abolishing the ‘borrowing cap’ so that councils can build more affordable homes

7. Allowing Councils to retain more of the receipts from council house sales to enable reinvestment into public housing

8. Facilitating ‘social rents’ rather than so called ‘affordable rents’ which for many are too high or require high housing benefit subsidy

9. Extending restrictions to the ‘right to buy’ to avoid erosion of the public housing stock, and

10. Reviewing the impact of welfare reform on people’s ability to access and sustain a decent home and to prevent homelessness.

Council resolved to write to the Prime Minister, Chancellor of the Exchequer and Secretary of State for Housing, Communities and Local Government to seek a Government response to the issues set out in this motion.
### Glossary of Terms

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<td>Housing Options for Older people</td>
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<td>HRA</td>
<td>Housing Revenue Account</td>
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Newcastle Upon Tyne

Private Sector Housing Plan Refresh

July 2018
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Newcastle City Council Private Housing Sector Plan
Refresh – June 2018

1 Background

The Private Sector Housing Plan was approved at Cabinet in July 2016. It aims to ensure that residents whether owner occupiers or privately renting tenants, are living in properties which are decent and suitable for their needs and that homes do not impact negatively on the lives, health and wellbeing of residents or the fabric of neighbourhoods.

The plan runs until 2019 and is split into 4 themes:

a. Supporting owner occupiers,
b. Supporting the private rented,
c. Tackling private owned empty properties and
d. Better alignment of health & housing services.

Each theme sets out the key aims, the Newcastle context and areas to focus action on. This is backed up with an action plan listing the key activities to be delivered over the period of the Plan.

This update provides a summary of the activities undertaken over the last two years, and a plan for the next 12 months. The current Plan ends in 2019 and over the coming months a fundamental review will be undertaken and a new plan will be developed for 2019-2021.

2 National Housing Policy update

Over the last year new national regulations and enforcement powers have been developed which will increase the options available to the Council to maintain and improve standards in the private rented sector:

- **Rent Repayment orders** – From April 2017 landlords have been required to repay any rent they have received on a property, if they have been found to have breached standards.
- **Banning Orders**, April 2018. Local Housing Authorities will maintain a rogue landlords list and have the option to apply for a Banning Order for Landlords convicted of a banning order offence, including consistently breaching management and property standards.
- **Restriction on Letting Agent fees**. This will cap upfront administration costs charged by letting agents and introduces a cap holding deposits at no more than one week’s rent and security deposits at no more than 6 weeks’ rent. Those who breach these new rules will be liable for a £5,000 fine for a first time offence, and imprisonment for repeat offending. No implementation date has yet been given when this will come into force.
Changes to mandatory HMO licensing, October 2018. Extends licensing to cover all large HMOs, exclude purpose built flats, clarify the minimum bedroom sizes and introduce new licensing conditions for license holders to comply with. It is estimated that an additional 1,000 properties in Newcastle will require to be licensed under the new proposals.

Homes (Fitness for Human Habitation and Liability for Housing Standards) Bill. A private members bill which aims to improve the living standards of 3m households occupying sub-standard privately rented housing. This will put an obligation on landlords to keep their property in good condition, and give tenants the right to take legal action where their landlord fails to do so. The Government is in support of the Bill and is likely to progress to becoming legislation.

Longer residential tenancies. Government is seeking to encourage the Private Rented Sector offer longer tenancies than the usual 6 months. There are no details on how this will be achieved.

Energy Act 2011 minimum energy rating for private rented properties, April 2018. Private rented properties with an energy rating of F or G will not be able to be let without first applying for an exemption. The current version will have limited impact and it is expected to be revised later this year to introduce maximum spend. In Newcastle there are approximately 600 private rented properties with F & G rating.

Mandatory five yearly electrical checks. Consultation currently underway on introducing for 5 year electrical checks for all private rented properties.

The Homelessness Reduction Act. April 2018, Places duties on local authorities to intervene at earlier stages to prevent homelessness in their areas. It also requires housing authorities to provide homelessness services to all those affected, not just those who have a ‘priority need’. These include: enhanced prevention duty extending the period a household is threatened with homelessness from 28 days to 56 days and a new duty for those who are already homeless.

These changes and proposed changes are welcome as they expand the options available for council’s to deal with problem properties, and these increase the protection for tenants. The majority of these changes continue to rely on tenants having the knowledge and empowerment to report problems and the Council having sufficient resources to investigate and take action.

The fundamentals of the private rented market will remain the same, with the professional landlords adhering to the new legislations, the part time landlords applying them piecemeal and poor landlords ignoring them. There is good communication and coordination across Newcastle department, to deliver these new interventions. But the new powers along with existing ones have be developed without considering the linkages and this reduces the options to coordinated effectively and enforcement actions continues to be spread across a number of different departments.
Over the next 12 months it is likely that we will see changes to Building Standards, including both construction and maintenance and management standards as part of the Grenfell inquiry. Newcastle has seen a significant growth of private rented blocks of flats which may be directly affected by any future changes and may also affect smaller properties with regards to fire protection. The team will continue to monitor progress of the inquiry and assess the impact of emerging new policy/legislation on Newcastle.

3 Local Housing Policy Update

The Council Housing Statement was published in January 2017 which is the Council’s key housing strategic document and the Private Sector plan sits under this overarching document. The Housing Statement sets out a vision of creating a city that is a ‘Great Place to Live’. Which means a city with desirable neighbourhoods that offer a range of affordable and quality homes that meet people’s needs, along with a strong sense of local identity and attractive well-used and popular public spaces and facilities. These neighbourhoods will also be accessible and well connected, with an overall effect of enabling all our communities to enjoy a high quality of life. Building on this vision the Council meeting in March 2018 set out 10 calls on government related to housing, of which five have a direct impact on private housing.

- Giving private tenants new rights regarding security of tenure, rent increases and making homes fit for human habitation.
- Amending contracts to private housing providers for asylum seeker families so that no child should live in Housing of Multiple Occupation.
- Supporting applications to extend ‘selective licencing’ schemes according to assessment of needs in local areas to advise landlords, protect tenants and prevent the blighting of neighbourhood.
- Facilitating ‘social rents’ rather than so called ‘affordable rents’ which for many are too high or require high housing benefit subsidy.
- Reviewing the impact of welfare reform on people’s ability to access and sustain a decent home and to prevent homelessness.

The existing Private Sector Plan is in line with these five calls and is working towards improving the housing offer, access and management of homes in the private sector. Over the remaining 12 months of the plan we will continue to focus delivery on these aspects, and will seek to develop a new plan that will take into account the changing private sector market.
Future Government policy and legislation will be influenced by the above Select Committee which undertook a wide ranging inquiry into the private rented sector. The following section outlines the key issues and recommendations of the Committee which were reported to the Government in April 2018.

There is a clear power imbalance in parts of the sector, with tenants often unwilling to complain to landlords about the conditions in their homes for fear of retaliation. Consumer rights are meaningless without the ability to use them in practice. As such:

- Tenants need further protections from retaliatory eviction, rent increases and harassment so they are fully empowered to pursue complaints about repairs and maintenance in their homes.
- A specialist housing court would provide a more accessible route to redress for tenants and we urge the Government to publish more detailed proposals.

The legislative framework, through which local authorities derive their powers to intervene in the sector, is outdated and too complex. A new approach is required, to bring more clarity for tenants, landlords and local authorities.

- The Law Commission should undertake a review of private rented sector legislation.
- The Housing Health and Safety Rating System (HHSRS) should be replaced with a more straightforward set of quality standards.

While prosecution statistics may not reflect the informal enforcement work undertaken by many local authorities, it is nevertheless striking that six out of 10 councils had not prosecuted a single landlord in 2016. While the Government has introduced a range of legislation in recent years to strengthen protections for tenants and new powers for local authorities – including civil penalties and banning orders for criminal landlords – these powers are meaningless if local authorities do not, or cannot, enforce them in practice. As a result enforcement by local authorities which has been far too low and inconsistent. This can be addressed through the following recommendations:

- A new fund should be established to support local authorities with this work, especially those that prioritise informal approaches to enforcement.
- A national benchmarking scheme should be introduced to support local authorities with enforcement.
- Councils should publish their private rented sector enforcement strategies online.
Local authorities should be able to levy more substantial fines, which might stand a chance of breaking the business models of the worst offenders.

Councils should have power to confiscate properties from landlords committing the most serious offences and whose business models rely on the exploitation of vulnerable tenants.

Decisions to implement selective licensing schemes should be made locally, where there is greater understanding of local needs and politicians are directly accountable to the electorate for their decisions.

However, the Secretary of State should retain a power to require local authorities to reconsider a decision to implement a licensing scheme that does not meet the strict criteria already set out by the Government.

There has been no official response to this report but minister’s comments during the committee stated that they were addressing the imbalance of tenant/landlords with the consultation on a new ombudsman and supporting the fitness for habitation bill. Changes in legislation would be too complex and raise uncertainty in the market and local authorities have the resources to deliver changes through the current and future legislation.

5 Private Sector Housing Plan

The plan was developed and implemented during a period of considerable change in resources for local authorities across the country. Departments across the Council are adapting services and delivering services in different ways to meet needs of the city.

This plan has been successful at delivering genuine support and improvement to both individual and neighbourhoods within the confines of the current budget restrictions. As set out above there have been significant changes in regulation in the private rented sector in the last two years that can support the continued improvement in the housing offer in the city.

The current plan focuses on a coordinated approach made up of a mixture of mainstream activities and time limited projects which are run separately and coordinated through the Private Sector Housing Board. The result of the plan is addressing the needs of individuals who access the relevant services and this represents less than 10% of the private housing market.

The plan is split into 4 key themes with the biggest changes occurring in the Private rented theme with Owner Occupiers, Empty Homes and Health and Housing actions continuing to be relevant today.
The private rented sector continues to be an area where there a large majority of the vulnerable and least empowered residents live and it is clear from the changes above that there still issues to be addressed. Newcastle has a strong history of working in the private rented sector with the long established Private Rented Services providing guidance to both tenants and landlords and small scale licensing.

The fundamentals still remain that are many tenants and landlords who do not understand their responsibilities or know their rights, which results in vulnerable tenants living in poor conditions affecting their health and wellbeing. There are also tenants who are causing ASB which are negatively impacting on the surrounding neighbourhood and in some cases the law abiding landlord.

Tenants and landlords are unwilling to report issues to the Council through the fear of eviction an acceptance of their circumstances and lack of confidence that things will change if reported.

To deliver sustained change in the private rented sector requires a coordinated approach which sets down consistent property and management standards that are easy to understand and can be promoted to both landlord and tenants. Where homes do not meet these standards, there is a clear simple system in place to report these and there is the resources and power to implement.

Licensing of private rented properties provides an opportunity to deliver a consistent approach, currently we have two small area based schemes and large shared housing (HMO) covering 2,500 properties which will be expanded to 3,500 with the changes to HMO licensing. This is only 15% of the market and will not make a substantial impact on the city with improvement restricted to individual properties and small neighbourhoods.

Larger scale licensing covering neighbourhoods with high levels of private rented is currently being considered which would help address and deliver on the issues outlined above. The review is considering the options on scale, delivery methods, financial model and outcomes and will bring a report to Cabinet on the findings in the Autumn.

The overall objective of large scale licensing will be provide tenants with a greater choice of safe, good quality and well managed accommodation. Which will lead to better community and cross tenure relations, reduce anti-social behaviour and help to stabilise and improve local neighbourhoods. This will be achieved by establishing clear minimum physical and management standards which can be controlled through the licensing framework. Supported by proactive enforcement action taken against both unlicensed properties and properties breaching the licensing conditions with a ‘light touch’ for good professional landlords who are operating effectively.

In addition to considering expansion of licensing the Private Sector Action Plan continues to deliver improvements and support across the four themes. The following section summaries progress made in the first two years of the plan and highlights works currently ongoing.
6 Action Plan outcomes

The following section sets progress made across each theme highlighting key activities and outcomes.

A. Supporting Owner Occupiers

Newcastle continues to have a lower than average owner occupier sector at 49.5% compared to the Tyne & Wear average of 57.6% and the England average of 63.4%. The housing stock is older with a higher proportion of pre-1945 properties and fewer new build properties. As with the rest of the country there is an ageing population which requires housing that meets their health and income needs. Low income levels also continue to be an issue with owners struggling to afford to maintain their homes.

The current plan focuses on supporting owner occupiers to remain in their own homes through ensuring that there are services available to help support adapting and maintaining their homes.

Over the last two years we have set up a home improvement agency called Care and Repair Newcastle which brings together the existing services to increase coordination and provide the opportunity to access additional funding.

Care and Repair Newcastle was launched in November 2016 and the services delivered have successfully installed disabled adaptions in 674 properties, 10 loans to help low income owners maintain their homes. The team have secured additional funding to undertake gas safety checks and over the last 12 months with 27 homes having their gas boilers serviced.

Over the next 12 months Care & Repair Newcastle will continue to develop their website, to offer more advice to help owner occupiers to maintain their homes, such as information leaflets on selecting builders, sign posting to support services and developing new services. The team has also partnered with Northumbria University on research projects related to better understanding of how clients benefit from adaptions to their homes. A review of disability housing services across the Council will also be under taken to enhance the options available to residents in the city.

Key outcomes in first two years of the plan;

- Establishing Care & Repair Newcastle
- 674 - properties adapted, Disabled Facilities Grants
- 10 - properties received improvement loans
- 27 - homes accessed gas safety checks

Key objective next 12 months;

- Develop Care & Repair Newcastle services
B. Supporting the Private Rented Sector

The private rented housing sector in Newcastle along with the rest of the country has seen significant growth with the estimated number of private properties rising from 14,400 in 2001 to 22,000 in 2011 (19.1% of our total housing stock) and there could now be over 24,000 private rented properties. This growth has been driven by the buy to let market, affordability issues and an increase in student numbers. The private rented sector plays a key role in the Newcastle housing market, providing a full spectrum of rental levels and locations and is a viable and desirable option for many residents.

In Newcastle and nationally the conditions of private rented properties are poorer than the social or owner occupied sectors. Poor housing conditions are concentrated in the low rental income level, where tenants are more likely to be vulnerable and less likely to complain and where landlords’ income levels are lower and management standards are more likely to be an issue.

Management standards are variable across the private rented sector with the majority of landlords owning between 1-3 properties and managing them on a part time basis. As a result these are often not adequately managing their properties and there is a core of private landlords who are actively taking advantage of vulnerable tenants.

Tenants are often unaware of their right’s and the minimum standards they should expect from their accommodation, they are often afraid of eviction if they complain. Access to decent private rented accommodation may be a barrier to some due to upfront costs such as a rent deposit or rent guarantee. These tenants often end up in the worst accommodation, with little access to assistance to improve their circumstances.

Welfare reform continues to impact on each tenant’s financial circumstances and increase the likelihood of rent arrears and thus limiting their access to accommodation.

Newcastle along with other university cities has seen changing demand for student accommodation as new purpose built student accommodation is built and competes with existing traditional shared student housing. This has impacted on existing neighbourhoods, with new and traditional student neighbourhoods seeing changes in the number of students living in the areas. This will have both a positive and a negative impact on the neighbourhood as they transition to new balance between students and other residents.

Over the last two years, the action plan has been focused upon supporting vulnerable and low incomes residents to access and maintain their tenancies and improving their housing conditions.
The Private Rented Service team continues to deliver a range of services to both landlords and tenants. The team helped secure accommodation for 123 low income tenants via the rent deposits guarantees scheme, advertised and found tenants for 242 property through the to let services and provided advice to almost 1,000 tenants and landlords.

Improving property and management standards are undertaken through voluntary schemes such as accreditation of 856 properties and hosting training, forums and conferences for over 300 landlords/agents. The Public Protection & Management Team deliver the licensing and enforcement actions to improve the management and conditions of properties, licensing almost 2,500 properties in the city and investigating over 1,800 housing complaint each year.

Newcastle is a city of sanctuary and as part of the proactive work to continue to meet these principles taking action regarding overcrowding. It is accepted practice for asylum housing providers to accommodate unrelated individuals in one property as a House in Multiple Occupation (HMO). This normally occurs with one person / couple / household occupying one bedroom, with access to shared amenities e.g. bathroom, kitchen and living room. Despite having a policy prohibiting the use of shared rooms for unrelated adults we have found some providers ignoring this and have taken enforcement action in response.

Work has also taken place looking at the student housing market and the impact of the rapid increase in purpose built student blocks in the city centre. As a result, new planning guidance was introduced in January 2017 widening the assessment criteria for new applications to include sustainability, concentration and adaptability considerations.

The private rented sector continues to have poorer housing standards and higher levels of complaints than owner occupies and the social sector. The proactive work undertaken by the Council and other housing organisations such as Shelter has positive impacts on individual tenants but struggle to make wider sustained improvements. This is mainly due to the high turnover of tenants and landlords resulting in positive physical improvements, changes in behaviour of tenants and management practices which are often diluted and short term.

The Government have introduced a range of new enforcement powers and regulation including Banning Orders for rogue landlords, extending Houses in Multiple Occupation licensing, minimum energy efficiency ratings and in the next 12 months a ban on letting agents fees. These new powers are welcome but still rely upon tenants reporting the problems, which is reactive and resource intensive.

The current small licensing schemes in the city have been running for over five years and are achieving long term improvements in the private rented sector by setting clear physical and management standards which both landlords and tenants understand. They are proactively managed through compliance inspections and there has been an increase reporting of issues by tenants, as awareness of the licensing minimum standards increases across the city.
There are concerns regarding property conditions, levels of anti-social behaviour and management standards in private rented stock outside of current licensing areas. Work is underway collecting and evaluating evidence to determine the options and feasibility of introducing a larger scale selective and/or additional licensing scheme within the city. Should a future scheme be introduced it will be imperative that it is self-financing and operated in a smart and efficient manner. Introducing wide scale licensing would provide the framework, delivery and resources to achieve genuine improvements in private rented properties, raising standards and protecting vulnerable tenants across the city. A update report with recommendations for approval will be brought to cabinet later this year.

The Council currently licenses just over 2,400 properties under mandatory licensing for large shared housing and two small area based licensing schemes in Byker and South Benwell.

Key outcomes in first two years of the plan.

- 123 - secured accommodation for low income households
- 994 - advice and support provide to landlords/tenants
- 856 - properties accredited
- 2,500 - properties licensed across the city
- 3,600 - housing complaints processed

Key objective next 12 months;

- Assess the options to expand licensing of private rented properties.

C. Empty Homes

Most empty properties are only empty in the short term with problems only arising when a house is empty for a longer period. In addition to being a waste of a vital housing resource, these homes often attract vandalism and anti-social behaviour, and can have a negative impact on the neighbourhood. Empty homes can rapidly spoil the built up environment, creating local eyesores that seriously affect the value of neighbouring properties.

At any one time there are around 4,000 vacant non-council properties in Newcastle, which equates to 4.5% of non-Council housing stock. The majority are short term empties are due to changes in tenants, properties up for sale or being renovated. Properties that remain vacant for longer than 6 months are more likely to have a negative impact on the neighbourhood and are likely to remain empty for a considerable length of time. There are estimated to be 1,500 properties empty for greater than 6 months which is 1.7% of the non-council properties in Newcastle.
The Empty Homes Team has been working with owners of empty properties since 2012 working to identify empty properties, proactively contacting owners of 2,000 empty properties to establish the reasons why the property is empty and working with the owner to support them and bring the property back in to use. The team works closely with the various enforcement teams to coordinate action where the owner is refusing to engage with the Empty Homes Team.

Over the last 2 years the team have helped bring back 1,138 empty properties into use with 71 properties being vacant for over 10 years and 693 empty for over a year.

One of the key incentives the team provides is grants and loans towards the cost of renovation, which helps the team begin conversation with the owners. In the last two years, 110 properties received assistance worth £472,000 which drew in £2 million of owner investment.

Enforcement action is also a key activity and the Empty Homes Team coordinate with Planning, Building Control and Environmental Health teams. Enforced sale process has been developed which allows the Council to sell a property where there is outstanding enforcement debt. So far the teams have successfully sold 4 empty properties with the new owner having renovated and found people to occupy them.

In the next 12 months the plan will continue to deliver the existing successful programme and will continue to review the national best practice and funding options to develop the programme further.

Key outcomes in first two years of the plan.

- 1,138 - homes brought back into use
- 110 - properties received financial assistance
- £2m - investment by owners

Key objective next 12 months

- Continue to bring 400 long term empty homes back into use through Council actions

D. Health & Housing

Poor housing has a significant effect on health as most residents spend longer in their own home than anywhere else. Living in poor housing conditions where the occupier is subject to damp, cold, noise, accidents, insecurity, overcrowding and or fires all have clear adverse impacts on health. The effects are intensified for vulnerable groups such as young children, elderly, disabled and people suffering from long term illnesses.
The Building Research Establishment model estimates that in Newcastle there are 8,666 category 1 hazards in the private housing stock which have the potential to impact on the health of occupants. It is estimated the cost to the NHS of treating accidents and ill-health caused by these hazards during the next ten years is £10 million. If the wider costs to society are considered, the total costs are estimated at £25 million.

Newcastle has a long history of being at the forefront of energy efficiency and fuel poverty activities and this has continued with a range of innovative projects underway supported by external funding. These include smart heating systems being installed in 55 properties, development of a long term energy strategy funded as part of a wider EU project. Along with more traditional measures, 53 new central heating systems were installed in Byker area and Warm Up North installed a range of insulation and heating systems in 292 homes in the last two years.

New funding has also been secured from the Warm Homes Fund to install gas central heating systems in 80 homes that have electric or solid fuel heating systems, over the next 12 months.

Reducing fuel bills can significantly help low income households to heat their homes adequately and afford other essential items. Newcastle has offered a collective switching scheme which has now closed and web based Energy Switch Services has now been launched in February 2018 to help switch utilities companies and reduce energy costs.

Undertaking minor works to a property can make a significant difference to fall preventions and a new partnership between Public Health and the Fire Brigade has expanded the help available when the Fire Brigade undertake home safety visits. They have undertaken over 900 visits, provided items to reduce the risks of falls and referred 46 residents to the falls prevention team.

Under the Energy Act 2011 new minimum energy ratings for private rented have been introduced and the Private Rented Team have undertaken awareness raising with landlords. It is expected that these will be revised later in the year to tighten the requirements providing the opportunity to drive energy improvement in some of the worst properties in the city.

Over the next 12 months we will continue developing signposting for support services with Public Health Team, Wellbeing and Care and other health related services.

Key outcomes in first two years of the plan.

- 300 - homes received energy efficiency measures
- 900 - homes received home safety visits
- New web bases fuel switching service launched
Key objective next 12 months

- Delivery further energy efficiency schemes
- Develop targeted initiatives with health partners

7. Summary

Improving housing in the private sector is a mixture of addressing the physical as well as the social elements and the private housing plan brings together partners to coordinate actions and to identify issues and gaps in support. Over the last 2 years the plan has helped establish Care & Repair Newcastle, deliver targeted projects and coordinate main stream activities. The Action Plan’s activities have directly help improve the living condition in almost 6,000 properties and provided advice and support to almost 5,000 residents.

Over the last two years the theme that has seen the greatest change in both legislation and local market is the private rented sector. The rapid growth in purpose built accommodation is increasing the choice of accommodation available in the city and is raising standards within the existing private rented stock that they are directly competing against for tenants. However the new build is not addressing the issues related low income private rented properties, where housing conditions and management are of greatest concern. There are also potential issues of reduced demand for student properties in the older private rented properties and how these neighbourhoods adapt to lower demand.

The continued implementation of welfare reform continues to impact the lower income households with increased debt, issues of affordability and access to good quality private rented properties. As a result some of the most vulnerable residents are living in poor properties with limited options to improve their housing circumstance due to fear of eviction and lack a of understanding of their rights.

The changes and introduction of new legislation is welcomed and increases our the powers to address individual issues with the private rented sector, but continues to be reactive and relies on tenants reporting problems. It is resource intensive and it remains difficult to take an offender through the full prosecution route.

Investigations are underway to consider extending private sector licensing to a wider area of the city which will set minimum property and management standards. By providing the framework, delivery and resources to achieve a genuine improvement in private rented properties, there will be a raising of standards and better protection of vulnerable tenants across the city. A update report with recommendations for approval will be brought to cabinet later this year.

The plan will continue to deliver across the other three themes, seeking to coordinate activities and seeking additional funding to improve the lives of vulnerable residents living in the private sector.
The Private Sector Plan runs until March 2019 when there will be a review, followed by a new plan to replace the previous version.
16 July 2018

Domestic Violence and Abuse – Housing Policy and Service Development

Name of Cabinet Member: Councillor Joyce McCarty
Director presenting report: Tom Warburton, Director of Place
Report Author: Amanda Senior, Head of Fairer Housing

Confidential /Not for publication: No  Non-Key Decision

Report summary:

This report sets out the important role of the social housing sector to identify and respond to Domestic Violence and Abuse. Specific reference is made to the joint approach that the Council (as landlord) and Your Homes Newcastle (our managing agent) will adopt with regard to housing policy and service provision to identify and prevent Domestic Violence and Abuse. The report also includes an update on the outcomes of the purpose-built Refuge service commissioned by the Council in 2016.

Summary of decision being asked:

Cabinet is asked to:
1. Note the joint work plan for the Council and Your Homes Newcastle to secure accreditation through the Domestic Abuse Housing Alliance (DAHA standard) and work with other housing providers to extend this across all social housing provision in the city.
2. Approve that the Council, as a landlord, pledge to commit to the Institute of Housing “Make a Stand” campaign which commits us to actively promoting local and national services which prevent and tackle domestic abuse.
1. **What is this report about?**

1.1 The purpose of the report is to set out how social housing providers can contribute to meeting the requirements of the victims/survivors of domestic violence and abuse in Newcastle through adoption of national housing sector accreditation standards.

2. **What decision are being asked for?**

2.1 Cabinet are asked to:

1. Note the joint work plan for the Council and Your Homes Newcastle to secure accreditation through the Domestic Abuse Housing Alliance (DAHA standard) and work with other housing providers to extend this across all social housing provision in the City.

2. Approve that the Council, as a landlord, pledge to commit to the Chartered Institute of Housing’s “Make a Stand” campaign which commits us to actively promoting local and national services which prevent and tackle domestic abuse.

3. **Why is the proposal being put forward?**

3.1 The Council takes the issue of domestic violence and abuse very seriously. The proposal will contribute to the Council’s policy priority themes of housing and health by delivering effective housing services, reducing harm, providing support to victims and their families, and aiming to break the cycle of domestic violence and abuse. A Domestic Abuse Bill was launched in March 2018 to improve support for victims, decrease the incidence of domestic violence, and reduce the financial and emotional costs.

3.2 The Domestic Abuse Housing Alliance (DAHA) was set up to improve the housing sector’s response to domestic violence and abuse through a consistent set of standards. Their accreditation scheme is a benchmark recognised by the sector’s professional body, the Chartered Institute of Housing (CIH), and the Government’s VAWG\(^1\) Strategy. The standards, which are summarised in Appendix 1, aim to ensure that an effective response to domestic violence and abuse is firmly embedded, that customers receive appropriate support and effective perpetrator management, to include prevention. Accreditation lasts for 3 years.

3.3 The Council, in partnership with Gateshead, North Tyneside, South Tyneside Council and Northumberland Councils were successful in a bid to the Ministry of Housing, Communities and Local Government (MHCLG) for additional funding from their Domestic Violence Fund 2016/18, to be used for DAHA accreditation. This will fund the accreditation of Your Homes Newcastle (YHN), at a cost of £3k plus VAT, which will be met from the MHCLG funding.

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\(^1\) Violence Against Women and Girls.
A steering group with the partner authorities and YHN has been set up which should help to achieve efficiencies through the sharing of ideas and practice. Gentoo Housing group, one of the founding organisations of DAHA, are also prepared to offer advice free of charge.

3.4 To recognise the role the housing sector has in supporting people who experience domestic abuse, The CIH launched the ‘Make a Stand’ campaign in June 2018, in partnership with DAHA and Women’s Aid and asks organisations to pledge their support. YHN have already pledged and we propose that the Council’s also make the pledge. We will be required to communicate this pledge and achieve four commitments, set out in Appendix 2. We do not anticipate any significant additional resources as we already meet most of these.

3.5 In 2014/15 we carried out extensive research on domestic violence services to understand their impact on service users and how service provision and accommodation could be improved to best meet their needs. This informed our commissioning intentions and the development of a new purpose-built refuge for women and their children by Leazes Homes. The refuge was funded through a combination of capital investment by the Council and grant from the Homes England. The refuge provides 14 self-contained apartments, with communal and staff facilities. Following a competitive procurement exercise, we commissioned Thirteen Care and Support, in partnership with Changing Lives, to provide the Newcastle Integrated Domestic Abuse Service (NIDAS) from a base at the refuge. NIDAS will continue to work in partnership with YHN and other housing providers so that residents, when ready, can move-on to more independent living arrangements. Resident feedback on the development is set out in Appendix 3.

3.6 During 2017/18 we made a competitive bid through a Northumbria Consortia to the Department of Communities and Local Government. The funding was used to support victims with complex needs with the aim of addressing barriers to safe accommodation, and for additional frontline services which were delivered in Newcastle through third sector partners.

3.7 We will make Registered Housing Providers aware of services in Newcastle to support their tenants and perpetrator programmes, and promote DAHA accreditation.

4. What impact will this proposal have?

4.1 The ‘Make a Stand’ pledge and DAHA accreditation demonstrates that the Council and YHN take the issue of domestic violence and abuse very seriously and are committed to continuous learning and improvement. It will facilitate the sharing of our good practice.

4.2 Through DAHA accreditation, Council Tenants who are the victims of domestic violence and abuse are aware they can disclose and are supported effectively to manage risk and make a positive change in their lives.

4.3 In Newcastle, there are several cross cutting issues around the prevention of homelessness and the provision of support services. Working in partnership
to reduce homelessness as well as the provision of supported accommodation to vulnerable people support a VAWG Strategy, given the links between homelessness and experiences of domestic violence and/or abuse in childhood.

4.4 Housing providers are well placed to contribute to reducing harm by identifying actual/potential abuse as early as possible, providing and facilitating access to advice and support, and working in a multi-agency context. Domestic violence impacts on physical and mental health, and financial issues such as debt levels and non-payment of household bills. Research into the outcomes of support services for children found significantly fewer emotional and behavioural difficulties.²

4.5 There is a financial case for housing providers responding effectively to domestic violence and abuse due to costs arising from property damage, rent arrears, dealing with anti-social behaviour, re-letting properties and evictions.

5. **How will success be measured?**

5.1 DAHA accreditation and the ‘Make a Stand’ commitment will be achieved.

6. **What is the timetable for implementation?**

6.1 An internal steering group with YHN has been set up to review how they meet the DAHA standards and to carry out a gap analysis. YHN will be required to implement any changes prior to accreditation and to collate an evidence file in preparation for the assessment. It is anticipated that accreditation will be sought in Spring 2019.

6.2 The pledge to ‘Make a Stand’ will be made in July, with a communications plan in place by September 2018. We are required to meet the four commitments by September 2019 which will be progressed through an existing group made up of staff from the Fairer Housing Unit, Safe Newcastle Unit and Commissioner for Inclusion Adults.

6.3 The feedback from residents will be shared with the Commissioner for Inclusion, Leazes Homes and NIDAS. An action plan for change will be developed in response to their feedback.

7. **What are the legal implications?**

7.1 “The Assistant Director of Legal Services has had sight of the report and has nothing further to add.”

8. **What are the resource implications?**

8.1 The representative of the Director of Resources has reviewed the report and their comments are included in the report.

9. **What are the procurement implications?**
   
9.1 The Assistant Director Inclusion, Commissioning and Procurement’s representative has been consulted and confirms there are no procurement implications as a direct result of this report. However, if approved, the “Make a Stand” requirements will be embedded into the Councils commissioning and procurement processes for consideration on all future commissioning and procurement exercises.

10. **What are the key risks and how are they being addressed?**
   
10.1 The risk of failure to achieve accreditation will be mitigated by following the DAHA toolkit which provides guidance and good practice documents.

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**Report Author:** Amanda Senior  
**Job Title:** Head of Fairer Housing  
**Contact (Tel/Email):** 0191 277 7862 amanda.senior@newcastle.gov.uk

**Appendices**

Appendix 1: Summary of DAHA Standards  
Appendix 2: ‘Make a Stand’ Commitments  
Appendix 3: Feedback on Newcastle’s Refuge

**Background papers**

None
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Appendix 1: Summary of The DAHA Standards

Policies and Procedures

Including:
- Review existing domestic abuse and safeguarding policies and procedures
- Create and implement a stand-alone Domestic Abuse Policy and procedure

Case Management

Including:
- Effective case management system that records identified Domestic Abuse cases, including reporting levels, completion of DASH and MARAC referrals
- Evidence that referral pathways are in place with other agencies
- Gather and use customer feedback to improve services

Risk Management

Including:
- Use of DASH risk identification checklist and MARAC referrals
- Staff support customers to disclose
- Guarantee confidentiality

Equality and diversity

Including:
- Tailored services
- Anyone can experience Domestic Abuse and barriers to disclosure
- Referrals to specialist agencies
### Staff Training

Including:
- Mandatory Domestic Abuse training for all customer facing staff
- Included in Inductions

### Partnerships

Including:
- Link into Local Authority strategies
- Active involvement in local partnerships
- Signpost customers to local agencies, support available and helplines

### Perpetrator Management

Including:
- Legal action taken where appropriate
- Referrals into perpetrator management programmes
- Engage in prevention work

### Publicity and awareness

Including:
- Domestic Abuse Policy publicly displayed
- Use various methods, such as websites, newsletters and factsheets
- Participate in awareness raising events
Appendix 2: ‘Make a Stand’ Commitments

1. Put in place and embed a policy to support residents who are affected by domestic violence.

2. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff.

3. Put in place a HR policy or amend an existing policy, to support members of staff who may be experiencing domestic abuse.

4. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse.
Appendix 3: Feedback on Newcastle’s Refuge

Report summary

In March 2018 the Fairer Housing Unit carried out a review of the new purpose-built refuge scheme which was developed by Leazes Homes and completed in December 2016. The review sets out the views of residents on the building and how it has contributed to their wellbeing. All specialist housing schemes are reviewed in this way. The scheme will be referred to as the ‘Refuge’ throughout this report for reasons of anonymity.

Purpose of the review

The Council provides capital investment to help fund the development of affordable housing which meets our housing need priorities. Following a competitive tendering exercise carried out by the Fairer Housing Unit, the ‘Housing Partnership Framework’ was set up in 2013 to work with Registered Housing Providers who were interested in developing with the Council. The framework is divided into four lots:

1. Affordable Rent
2. Affordable Sale
3. Older person’s housing
4. Supported housing

Most schemes developed through lots 3 and 4, such as Assisted Living housing for older people and supported housing for people with learning disabilities, are specialist. The Fairer Housing Unit carries out a review once these schemes have been open for 12 months to evaluate if the design has been successful and to use the findings to improve future schemes.

Background

A needs assessment was completed in 2013/14 to gain a client focussed perspective of current accommodation and outreach services for women and children experiencing domestic violence and abuse. An options appraisal was carried out based on the findings of this research, which resulted in the development of a new purpose-built scheme and the commissioning of the Newcastle Integrated Domestic Abuse Service (NIDAS).

Leazes Homes secured funding from Homes England and the Council for the development of a self-contained supported housing scheme for women and children.

NIDAS is delivered by Thirteen Group, in partnership with Changing Lives. It provides specialist support to the refuge residents and their children, outreach support and, Independent Domestic Violence Advisors and Independent Sexual Violence Advisors for people at high risk of harm.

The Refuge was opened and the NIDAS commenced in December 2016.
The accommodation

The Refuge offers 14 self-contained apartments consisting of 1, 2 and 3 bedrooms. The apartments are wheelchair accessible and offer private space for families. The communal facilities provide internal and external space to socialise, storage areas and a laundry room. There is a separate playroom for younger children and room for teens, and play facilities in the communal garden. The Refuge is located within a mixed tenure development close to shops and transport links.

Methodology

Participation in focus groups and a questionnaire was voluntary. Social activities were organised to get the views of children.

Key findings

The feedback was generally positive and participants felt the Refuge had helped to improve their lives and had a positive impact on children.

Overall rating of the building

We asked the people who completed the questionnaire to rate the new building with a star rating. The pie chart above shows that out of the 11 people who completed the questionnaires 7 people gave the building 5 Stars, 4 people gave 4 Stars and 1 person gave 3 Stars.

The apartments

Participants felt that the apartments are light, spacious, modern and child-friendly. However, additional wardrobe space and spare beds would be useful for larger families. They also liked having access to individual private kitchens in each flat.
The chart above shows the rating given by participants for each aspect of the apartments. The left axis is the number of residents.

Communal facilities

Overall, the feedback was positive. The communal lounge provides flexible space for a multitude of activities and the communal kitchen is used to cook together. They don’t mind sharing the laundry and felt that it is more affordable than the local laundrette. They also liked the external garden area and felt it was secure, despite reporting that it isn’t well-used.

Participants had mixed feelings about the buggy store with some preferring to store buggies in their apartments. However, they struggled to get these upstairs as there is no lift. To avoid the need to replace furniture the storage areas should be of sufficient size for bulky items.

The building has limited Wi-Fi which all participants highlighted as an issue. The resource enables them to access information, use mobile devices for films and games, and for children to do their homework. Some reported that they pay a Netflix subscription but cannot access this.
The chart above shows the rating given by participants for the communal facilities. The left axis is the number of residents.

Residents (including the children) provided a lot of information regarding the community facilities and areas of the building available which included:

**Feedback from children:**

“My favourite thing is activities"

“I love this building because people are nice in this building”

**What the focus group said about the Communal Kitchen and Lounge**

Having communal areas does give you (when you’re ready to) time to get to know people, families, staff team and services

The lounge and kitchen is becoming a point of contact and provides them with a place to meet and do joint activities.

**Location**

Everyone agreed that the Refuge is in a good location away from main roads. Transport links and health facilities are accessible, and there is a supermarket within walking distance.
Health and wellbeing

Participants clearly felt that high quality purpose-built facilities with access to onsite support have contributed to their wellbeing, and recurring themes were combating social isolation and supporting the recovery process. Participants felt that it encouraged them to use the communal facilities, while having private space for their family. With a staff office onsite, information and advice is easier to access. They also feel safer.

“For the first time in ages I feel really safe and can finally sleep through the night in peace!”

“This has provided me with comfort, at a time when everything was a mess and awful. It was good to have a clean and nice place to come into at a stressful time.”

Case story

One women told of how she had become increasingly isolated over time. She told us that without the support she had experienced from the refuge staff and the excellent standard of accommodation she would not have been able to bring her four children with her and would not have left her family home. Her growing lack of confidence would have prevented her leaving the relationship.

She expressed deep gratitude in being able to stay in a clean and modern apartment that enables her to be with all her children in a safe place where there is lots of support. This helps her to overcome the many issues and needs she feels she currently has. Previously she felt like she has been “passed from pillar to post” and received masses of conflicting information in relation to how and where to go if she left her home.

Staying at the refuge has enabled her to feel better mentally and for the first time in ages she said she is sleeping at a night and not feeling like she is walking on “egg shells” all the time.

Her main aspiration is to keep her children safe with her, move to more suitable housing and receive help to navigate her way through this difficult process.
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Newcastle has a long history of innovation, and we recognise the huge opportunity that digital technology presents not just to Newcastle City Council but to everyone within the City – residents of all ages, businesses and visitors. This report presents to Cabinet for approval a clear ‘digital’ narrative for Newcastle (Appendix A - Newcastle – Click Here) and also sets out a means by which Newcastle Council intends to drive forward the realisation of these big ambitions with the support of an external partner.

Summary of decision being asked:

Cabinet is asked to:

- Endorse Newcastle’s ambitions as a technologically innovative and “smart” City. Set out in Appendix A, “Newcastle – Click Here” (draft) reflects both our current strengths and globally recognised assets, in addition to our ambitions for the future, not just for the Council but for the wider City.
- Endorse the ‘tech partner’ approach and allow formal consultation with the Market to commence Autumn 2018.
1. **What is this report about?**

1.1 Newcastle is a city that faces forward, embracing change. Our passion for a digital revolution is driven by all we know it can deliver –

- Technologies that make life more liveable
- Sensors to keep a check on our City’s environment
- Better transport and more responsive local services
- Creating an environment where the city empowers digital and tech businesses, and where businesses drive positive change in the city

Used well, new technologies can bring people and communities closer together, and can catalyse the growth of tech and digital businesses in the city, further crystallising our position as a leading tech hub. That’s why we want to be leaders in this and become a truly digital ‘smart’ city.

1.2 This report presents to Cabinet for approval a clear ‘digital’ narrative for Newcastle (Appendix A - Newcastle – Click Here) and also a means by which Newcastle Council intends to drive forward the realisation of these big ambitions.

2. **What decision are being asked for?**

2.1 Cabinet is asked to endorse Newcastle’s aspirations and ambitions as a technologically innovative and “smart” City as detailed in this report and set out in Appendix A.

2.2 Cabinet is asked to endorse the ‘tech partner’ approach and allow formal consultation with the Market to commence Autumn 2018. This will enable the Council to develop a Commissioning Model that will provide financial resource and technological expertise for the development and deployment of financially compelling business cases which utilise innovative technology to reform public service delivery.

3. **Why is the proposal being put forward?**

3.1 Growth of the tech and digital sector in Newcastle and broader area is a clear policy priority for Cabinet. Digital provides increasing opportunities in employment and skills development for people within the City and those looking to invest or relocate. By adopting a ‘playground to PhD – and beyond’ approach, underpinned by the opening of the NE Futures University Technical College in September, we are broadening opportunities for everyone to benefit from digital, not just those at the cutting edge of innovation. We recently celebrated the 500th learner to complete the ‘online basics’ programme at City Library. And while overall progress is good, with the latest Tech Nation 2018 research again confirming our “steady upward trajectory” in business growth and tech collaboration, we recognise the desire of key stakeholders within the
Alongside this, within the City Council, we’ve invested in ‘digital’ to support transformation of services, improvement of the customer experience and delivery of challenging budget reductions. We have recently been highlighted nationally by UK Authority e-zine as demonstrating “ambitious thinking” in how we’re beginning to use more innovative technology such as Automated Intelligence and Machine Learning to deliver services in a way which is at the cutting edge of Local Authority digital delivery. We recognise that there is a lot more to do, but have big ambitions for 2018/19.

From a Smart Cities perspective, Newcastle was named as a HuaWei Smart City ‘contender’ in 2017 and we’re keen to improve on this. As part of the Great Exhibition of the North we’re building on our history of tech and innovation as home to Cisco’s Smart Street demonstrator which is showcasing the value of connecting different data to provide insight into solving city management challenges such as mobility, high quality environment and safety. We’re also undertaking a number of smaller smart pilots within the Council including in public bins and housing.

All of the above demonstrate positive incremental improvements. But given the high quality backbone infrastructure and assets already in place (and those being sought including 5G), we recognise that there are even greater opportunities for the City and the Council which are not being exploited, and where a step change in approach can deliver bigger benefits for all. This has also been highlighted in recent research by Urban Foresight commissioned by Newcastle City Futures, who stated that Smart City activity could be worth £200million to Newcastle’s economy by 2020; an economy which already supports 25,000 digital and tech jobs.

The procurement of a ‘tech partner’ will be a significant part of this step change. While formal legal structures are not fully developed at this point, we will seek a partner(s) who is able to both develop, deploy and fund deployment of smart technology in the delivery of public services. The partner would work collaboratively with internal staff to develop achievable business cases which apply world class tech innovation skills and expertise to the delivery of public services – both to improve operational efficiency and customer/community outcomes. Business cases would be subject to an agreed governance and approval process which will recognise the varying level of risk or sensitivity of different service areas. If approved, the ‘tech partner’ would also provide the financial capital to deploy the technology.

Without a clear direction of travel, supported by external technological expertise and financial backing, Newcastle risks stagnating in our digital progress, losing ground on other Cities both within the UK and internationally and therefore not maximising on opportunities for economic growth, but also the ability to use technology to deliver significant financial savings for the Council, and improve the lives of residents. This could be a defining moment for the council to take a lead. Without action we may also lose the confidence of the business community who are keen for a more disruptive approach.
4. What impact will this proposal have?

4.1 In relation to the agreed digital narrative, we believe that the impact will be positive reinforcement by the digital sector and stakeholders in the City and a more cohesive and joined up marketing strategy. The ‘Newcastle – Click Here’ draft narrative reflects both our current strengths and globally recognised assets, in addition to our ambitions for the future. The narrative will be used not only promote the City and the broader area from a marketing perspective, but will also provide a cohesive approach which unites different stakeholders across the tech and digital sector to work collaboratively for maximum return.

4.2 In relation to the ‘tech partner’ the potential impacts are wide ranging, including the innovative use of technology to supporting the vulnerable in their homes at reduced cost, to designing services in a way which reduces digital inclusion barriers, to making the City a greener, cleaner environment to live. The procurement of the ‘tech partner’ will draw out more clearly the use cases which offer the Council the highest return, in both social and financial terms, and which support our digital vision to improve the customer experience, reduce costs and support growth. A partner will also help us to promote the city as pioneers of new technology as well as embracing current solutions. This in turn will add value to our proposition to attract inward investment, empower entrepreneurship and drive needed talent into the city.

5. How will success be measured?

5.1 It is clear that there is no one single measure of success, and as set out throughout the report, we expect wide ranging positive outcomes, including; environmental improvements, economic growth, more efficient public services, education, skills and employment and supporting inclusive communities. Each business case provided by the ‘tech partner’ will set out the success measurements, and will be subject to review within a clear political governance framework.

6. What is the timetable for implementation?

6.1 Due to the innovative and complex nature of contracting a potential ‘tech partner’, we are currently engaging pre-procurement external legal support to the project. Building on our market engagement events in December 2017 we continue to seek pre-procurement feedback from the supplier market on the form and structure of this procurement. We anticipate a prior information notice (PIN) to be published following further legal clarification in summer 2018, and formal market engagement launched Autumn 2018. This also provides opportunity to reflect any learning from the Great Exhibition of the North Smart Street demonstrator.

7. What are the legal implications?

7.1 There are no direct legal implications arising out of this report. Any future procurement would be undertaken in line with relevant procedures and subject to further decision making in due course.
8. **What are the resource implications?**

8.1 The representative of the Director of Resources has been consulted and has no further comments to add.

9. **What are the procurement implications?**

9.1 The procurement of a ‘tech partner’ would be a significant undertaking given the potential value of the end contract. A commissioning project request form has been submitted to the Commissioning and Procurement Team who have logged it within the commissioning system and have been party throughout the commissioning phase.

9.2 The exact structure of the solution will be determined following further development with the Market during the market engagement period due to commence Autumn 2018. A further report will be presented to Cabinet seeking approval for the final Commissioning Model and the closure of the commissioning phase to allow us to move into the formal procurement exercise.

9.3 Given the complexity and the need to allow the market to present innovative solutions, the procurement route to market will most likely be via a European competitive dialogue process.

10. **What are the key risks and how are they being addressed?**

10.1 There is a risk that we will be unsuccessful in appointing a ‘tech partner’ due to the complex nature of the procurement required. We are mitigating this risk by working with external legal capacity with additional experience in this field.

10.2 There is a risk that the digital narrative is not shared by partners within the City and all North of Tyne Local Authorities. We are mitigating this by working collaboratively with the digital and tech sector and as part of the North of Tyne Devolution digital workstream.

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**Report Author:** Jenny Nelson  
**Job Title:** Senior Specialist, Digital  
**Contact (Tel/Email):** 0191 211 6260 jenny.nelson@newcastle.gov.uk

**Appendices**  
- “Newcastle – Click Here” draft document

**Background papers**  
None
Newcastle.
Click here.

Consultation Draft
Newcastle. Digital by design. We have the can-do, the know-how, and the get up and go to transform our city. It's something that's been building for years.

Entrepreneurs, innovators, start-ups and global players. Moving to our city, creating a digital scene to rival all. Now is the time to tell the world.

Turn the page, discover the future.
Newcastle.  
Click here.

Newcastle is a city that faces forward, embracing change. It’s powered by people, and inspired by fresh ideas.  

For us, technology is all about possibilities. It’s about reaching higher, every time. Our passion for a digital revolution is driven by all we know it can deliver.  

Technologies that make life more liveable. Web-connected sensors, to keep a check on our city’s environment. Cleaner air, better transport, more responsive local services. Helping us to be an age-friendly city. And also giving connectivity and opportunity to young people just starting out.  

Data that’s there to empower us, to sharpen our choices and to brighten our world. It will never define us, but it will shape our future. More democracy, and accountability.  

We can be in touch with each other, and with the city that we love. Used well, new technologies can bring people and communities closer together. And they can drive the ambition of a new generation of entrepreneurs.  

That’s why we want to be leaders in this. To ensure that our brave new world of data and innovation puts people first.  

We plan to crack the code on becoming a truly digital city. To be smarter, fairer, faster and more productive. A natural place for digital businesses to be born, locate and flourish.  

And then we want to use what we’ve learnt to shape new ventures, and new connections. The future belongs to those who invent it.  

This is our Newcastle.
Connections. They’re the key. And when it comes to digital connectivity, Newcastle is at the fore. It starts on the streets. And travels under the seas.

Whether to work, play, discover, pay, free public wifi across Newcastle city centre gives everyone the chance to connect. At the other end of the scale, Stellium, operating the UK’s largest purpose-built data centre, deals with data; lots of it. And, in the digital world where the Internet of Everything is also the Internet of Everywhere, it allows that data to come from, and go to, wherever required. From the 40km metro area fibre network, linking Newcastle to national and international networks, Stellium brings vast digital infrastructure to the North East.

And then there’s the planned North Sea Connect project. A high capacity fibre cable to Denmark that, together with existing subsea networks to North America and Northern Europe, puts the city firmly on the global digital infrastructure map. But that’s not all. A further link to Norway, extensions to the metro fibre loop and a bid for 5G, are all real – and achievable – ambitions.

Newcastle is fast becoming the prime digital destination.
A city digital by design.
From playground to PhD and beyond

Skills, higher education, R&D

Newcastle. A digital city. And that means for all.

From playground to PhD. Newcastle’s education and skills sector is equipping people with digital skills for the future.

In the here and now, we’re focused on attracting the best talent to create a hot bed of skills to make this digital future a reality. But what of the entrepreneurs, employers and employees of tomorrow?

Opening in 2018, the North East Futures University Technical College is helping to provide the answer. With health sciences and digital technology as standout specialisms, it offers incredible opportunities for 14-19-year-olds. Bringing learning to life, preparing students for work. And it’s all backed by impressive partners including Sage, Ubisoft, NHS and Accenture.

Newcastle nurtures talent.

There are 50,000 STEM students studying in our region’s universities every year. Computer Science, Marine Technology, Civil Engineering, Games Development, Bioprocessing. Newcastle University tops the league for the impact of its research in computing science.

And Tech for Life is busy delivering innovative programmes to improve diversity and skills in the digital economy.

The potential is here and it’s critical to success.

At Newcastle Helix, the National Innovation Centre for Data will bring together industry, academics and the public sector to unleash the huge potential of data and how it can benefit our wider economy and society. Newcastle has an eye on the future. We’re shaping it here in the present.
Newcastle. A city with a long history of pioneers. And the latest chapter is being written by start-ups. Space, skills, support and syndicates. By removing the barriers to growth, encouraging entrepreneurs and embracing the established, we're creating the perfect environment for success.

Start-ups transform places. Digital and technology start-ups are transforming Newcastle. Creating a place where innovation, skills, and passion are creating a true digital hub. And it's not on the city limits, out on a limb. It's in the heart of the city. Its influence is spreading, and its success is growing. By 2020 it's estimated that the north east's digital and IT cluster will be a £2.5 billion industry.

We were the home of Ignite – one of Europe's first and most successful pre-seed accelerator programmes. Building on this today are Digital Union, Dynamo and Newcastle Tech Trust. Between them, they’re proactive, empowering, supportive and determined. Committed to the sector and those that operate within it.

Alongside the new, the diverse landscape of global players. Changing the face of the public sector and pioneering gaming, cyber, med-tech and software. Those that bring the experience, development and investment. This is the place that Sage calls home. With solutions to manage everything from money to people, this FTSE 100 software firm was born and settled right here in Newcastle.

We're building on strong foundations, but we need to continue and strengthen this sector further still; and that means attracting and retaining the talent and business that can make it all possible.

A city of digital generations. Each benefiting from the other.

Newcastle City Council is transforming service delivery – and it’s all underpinned by digital. Making it easier for everyone to get online, access services and find what they need.

And to make sure everyone can access these digital services, we’re creating Digital Citizens. A focus on entry level digital literacy. Taster sessions, basic computer skills, we’re even training the trainers. Access for all. A transformed digital landscape.

No computer? No problem. SMS and Messenger are part of the mix. It’s all about considering the technology that we already use in our day-to-day lives, to meet our users needs.

Fancy a chat? We’ve developed the artificial intelligence for a chatbot to guide people through social care needs. It uses the language that people use in normal conversation, the everyday language of Newcastle. Removing frustration, our focus is on solutions.

But we know we can go much further, to both improve user experiences and deliver efficient services – and we’re going to bring in support from a tech partner to help us to do this.


As the second fastest growing digital sector outside London, we have all the foundations in place.

Free public wifi coverage. State-of-the-art data centres. Fibre links to the heart of the city and out to Denmark, North America and onwards. There's so much data passing through Newcastle. And we have the knowledge, skills, and resources to harness it.

Home of the Great Exhibition of the North 2018. A spectacular celebration of our pioneering spirit, inventors, artists and designers.

Where better to shine the spotlight of innovation? All eyes will once again be on Newcastle. Specifically on the world’s first electrically lit street, illuminated by Joseph Swan's incandescent bulb back in 1880. A project led by Cisco will transform it into a new smart street, enabled with digital technology for intelligent lighting, smart parking and waste management. A demonstration of the possibilities of smart technologies.

And with the £3.5 million invested in sensors and open data by Urban Observatory at Newcastle University, we have the largest set of publicly available real time urban data in the UK.

After the festivity, a legacy. The infrastructure, ability and passion to deliver digital skills to all. A digital citizen in their home, a STEM student at school, a researcher at university. Digital as standard.

And our digital story is one we need to share far and wide. The public, private and voluntary sectors joining together, strength in numbers, a louder voice.

It's the future. Once again, we're inventing it in Newcastle.
Bright sparks and big ideas.
Delegated Decisions – Non Confidential

Report Summary:
Cabinet Members and Officers of the Council are empowered under the Council's constitution to make certain decisions. The report, presented for information, summaries the non-confidential decisions made and published under delegated authority during the period outlined.

Non Confidential Decisions taken through Delegated Authority from: 16 May 2018 to 12 June 2018

<table>
<thead>
<tr>
<th>No.</th>
<th>Title and Brief Description of Decision</th>
<th>Type of Decision</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Traffic Regulation Order: Proposed Waiting Restrictions: Noble Street</td>
<td>Officer</td>
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</table>

Authorise the making of a Traffic Regulation Order to introduce a no waiting at any time restriction on a section of Noble Street and Sanderson Street

<table>
<thead>
<tr>
<th>Decision Maker:</th>
<th>Service Manager Technical Consultancy, Peter Chamley</th>
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</thead>
<tbody>
<tr>
<td>Cost/Budget:</td>
<td>The £3000 cost of the Order and the works will be met from LTP 17/18 Traffic Schemes</td>
</tr>
<tr>
<td>Published:</td>
<td>17.05.18</td>
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<tr>
<td>Decision Made:</td>
<td>17.05.18</td>
</tr>
<tr>
<td>Effective from:</td>
<td>17.05.18</td>
</tr>
<tr>
<td>Ward(s) Affected:</td>
<td>Elswick</td>
</tr>
<tr>
<td>Those Consulted:</td>
<td>Ward Members. Cabinet Member Transport and Air Quality, Cllr Arlene Ainsley</td>
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<tr>
<td>No.</td>
<td>Title and Brief Description of Decision</td>
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<td>----------------------------------------</td>
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<tr>
<td>2.</td>
<td><strong>Traffic Regulation Order: Proposed Waiting Restrictions: Osborne Road</strong></td>
</tr>
<tr>
<td></td>
<td>Authorise the advertising and making of a Traffic Regulation Order to introduce a no waiting at any time restriction on a section of Osborne Road.</td>
</tr>
<tr>
<td></td>
<td><strong>Decision Maker:</strong> Service Manager Technical Consultancy, Peter Chamley</td>
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<tr>
<td></td>
<td><strong>Cost/Budget:</strong> The £4000 cost will be met from the LTP 17/18</td>
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<tr>
<td></td>
<td><strong>Ward(s) Affected:</strong> North Jesmond</td>
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<tr>
<td></td>
<td><strong>Those Consulted:</strong> Ward Members. Cabinet Member Transport and Air Quality, Cllr Arlene Ainsley</td>
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<td></td>
<td><strong>Other Comment(s):</strong></td>
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</table>

| 3.  | **Proposed Car Club Parking Bay: Brentwood Avenue, Jesmond** | Officer Non Key |
|     | Authorise the advertising and making of a Traffic Regulation Order to introduce a Car Club parking bay on Brentwood Avenue, Jesmond. |               |
|     | **Decision Maker:** Service Manager Technical Consultancy, Peter Chamley | **Published:** 22.05.18 |
|     | **Cost/Budget:** The £3000 cost of the Order and the works will be met from the Sustainable Travel budget head of the Local Transport Plan | **Decision Made:** 22.05.18 |
|     | **Ward(s) Affected:** North Jesmond | **Effective from:** 22.05.18 |
|     | **Those Consulted:** Ward Members. Cabinet Member Transport and Air Quality, Cllr Arlene Ainsley |               |
|     | **Other Comment(s):** |               |

| 4.  | **Weekend restrictions on Blackett Street** | Cabinet Member Non Key |
|     | Approve the principle of preventing access through Blackett Street by all vehicles and control access in and out of Blackett Street for deliveries and access to private parking on a temporary basis. This is to facilitate a series of weekend events that will take place on and around Blackett Street during the Great Exhibition of the North. |               |
|     | **Decision Maker:** Cabinet Member for Transport and Air Quality, Cllr Arlene Ainsley | **Published:** 24.05.18 |
|     | **Cost/Budget:** £378,830 | **Decision Made:** 24.05.18 |
|     | **Ward(s) Affected:** Monument | **Effective from:** 01.06.18 |
### Title and Brief Description of Decision

<table>
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<tr>
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<tbody>
<tr>
<td>5.</td>
<td>The Removal of the Property Charge title number TY88802</td>
<td>Officer Non Key</td>
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<tr>
<td></td>
<td>To agree to remove the registered charge from the title of the Property as requested and release the Company from the provisions of the loan agreement and legal charge dated 12 September 2018. To request the fees associated with this early call are sought from North East Plant Sales Ltd (“the Company”). The Company have indicated that they are very happy to pay these fees.</td>
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<tr>
<td></td>
<td><strong>Decision Maker:</strong> Economic Development Principal Advisor, Rob Hamilton</td>
<td><strong>Published:</strong> 24.05.18</td>
</tr>
<tr>
<td></td>
<td><strong>Cost/Budget:</strong> Please see report for full details</td>
<td><strong>Decision Made:</strong> 24.05.18</td>
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<tr>
<td></td>
<td><strong>Ward(s) Affected:</strong> Callerton and Throckley</td>
<td><strong>Effective from:</strong> 24.05.18</td>
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<td></td>
<td><strong>Those Consulted:</strong> Internal Officers</td>
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<td></td>
<td><strong>Other Comment(s):</strong></td>
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<tr>
<td>6.</td>
<td>Proposed Temporary Road Closure - Times Square World Cup 2018</td>
<td>Officer Non Key</td>
</tr>
<tr>
<td></td>
<td>Authorise the making of a Temporary Traffic Regulation Order to close Scotswood Road (Times Square) to facilitate the holding of a World Cup event.</td>
<td></td>
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<tr>
<td></td>
<td><strong>Decision Maker:</strong> Service Manager Technical Consultancy, Peter Chamley</td>
<td><strong>Published:</strong> 30.05.18</td>
</tr>
<tr>
<td></td>
<td><strong>Cost/Budget:</strong> The £1600 cost of the Order will be met by the event organiser</td>
<td><strong>Decision Made:</strong> 30.05.18</td>
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<tr>
<td></td>
<td><strong>Ward(s) Affected:</strong> Monument</td>
<td><strong>Effective from:</strong> 30.05.18</td>
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<tr>
<td></td>
<td><strong>Those Consulted:</strong> Ward Members. Cabinet Member for Transport and Air Quality, Cllr Arlene Ainsley</td>
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<td></td>
<td><strong>Other Comment(s):</strong> Ward Members. Cabinet Member for Transport and Air Quality, Cllr Arlene Ainsley</td>
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<td>7.</td>
<td>Proposed Temporary Road Closure for Great Exhibition of the North 2018</td>
<td>Officer Non Key</td>
</tr>
</tbody>
</table>

Authorise the making of a Temporary Traffic Regulation Order to close various roads around the Quayside, Newcastle to facilitate an event associated with the Great Exhibition of the North 2018.

| Decision Maker: | Service Manager Technical Consultancy, Peter Chamley | Published: | 31.05.18 |
| Cost/Budget:     | The £1600 cost of the Order will be met by the event organiser | Decision Made: | 31.05.18 |
| Ward(s) Affected: | Monument and Ouseburn | Effective from: | 31.05.18 |
| Those Consulted: | Ward Members. Cabinet Member for Transport and Air Quality, Cllr Arlene Ainsley |
| Other Comment(s): |

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<tr>
<td>8.</td>
<td>Enterprise Zone Business Rate Growth Income Pooling Agreement</td>
<td>Officer Non Key</td>
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</tbody>
</table>

Agreed that the Council enter into the overarching Enterprise Zone Pooled Business Rate Growth Income (BRGI) Agreement with the North East LEP and its accountable body NECA; and agreed to replace the existing round 1 funding agreement with new agreements consistent with the new overarching BRGI agreement

| Decision Maker: | Director of Resources, Tony Kirkham | Published: | 31.05.18 |
| Cost/Budget:     | No direct implications | Decision Made: | 31.05.18 |
| Ward(s) Affected: | All | Effective from: | 31.05.18 |
| Those Consulted: | Cabinet member for Resources, Cllr Veronica Dunn |
| Other Comment(s): |

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<thead>
<tr>
<th>No.</th>
<th>Title and Brief Description of Decision</th>
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<tr>
<td>9.</td>
<td>Review of Fees and Charges 2018/19</td>
<td>Officer Non Key</td>
</tr>
</tbody>
</table>

To approve the revised fees and charges as set out in the Schedule attached to the delegated decision report following consultation with the appropriate lead portfolio holder and agree implementation.

<p>| Decision Maker: | Assistant Director Regulation and Development, Stephen Savage | Published: | 04.06.18 |
| Cost/Budget:     | NA | Decision Made: | 04.06.18 |
| Ward(s) Affected: | All | Effective from: | 04.06.18 |</p>
<table>
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<tr>
<th>No.</th>
<th>Title and Brief Description of Decision</th>
<th>Type of Decision</th>
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<tbody>
<tr>
<td>10.</td>
<td>Enterprise Zone Development Fund Grant Funding Agreement relating to Newcastle Airport Business Park Transport Studies</td>
<td>Officer Non Key</td>
</tr>
<tr>
<td></td>
<td>To approve entry into a Funding Agreement with the Durham, Gateshead, Newcastle upon Tyne, North Tyneside, Northumberland, South Tyneside and Sunderland Combined Authority for up to £20,986.88 of Local Growth Funds to deliver the ‘Newcastle Airport Business Park Transport Studies’ project, which forms part of the wider Newcastle Airport Business Park Enterprise Zone development programme.</td>
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<tr>
<td></td>
<td>Decision Maker: Director of Place, Tom Warburton</td>
<td>Published: 06.06.18</td>
</tr>
<tr>
<td></td>
<td>Cost/Budget: £20,986.88</td>
<td>Decision Made: 06.06.18</td>
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<td></td>
<td>Ward(s) Affected: All Wards</td>
<td>Effective from: 06.06.18</td>
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<tr>
<td></td>
<td>Those Consulted: Cabinet member for Employment, Cllr Ged Bell</td>
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<td>Other Comment(s):</td>
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<tbody>
<tr>
<td>11.</td>
<td>Redevelopment of Fenham library, Health and Wellbeing Hub (drugs and alcohol)</td>
<td>Officer Non Key</td>
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<tr>
<td></td>
<td>Approval to redevelop Fenham Library, a listed council owned building, into a health and wellbeing hub using a capital grant awarded by Public Health England.</td>
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<tr>
<td></td>
<td>Decision Maker: Director of Public Health, Eugene Milne</td>
<td>Published: 07.06.18</td>
</tr>
<tr>
<td></td>
<td>Cost/Budget: £338,044 from Public Health Capital Grant</td>
<td>Decision Made: 07.06.18</td>
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<tr>
<td></td>
<td>Ward(s) Affected: West Fenham, Wingrove</td>
<td>Effective from: 07.06.18</td>
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<tr>
<td></td>
<td>Those Consulted: Cabinet member for Sport, Culture and Public Health; Fenham Hall Drive GP Surgery; Ward members</td>
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<td></td>
<td>Other Comment(s):</td>
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<tr>
<td>No.</td>
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<tr>
<td>12.</td>
<td>Proposed Experimental Traffic Regulation Orders: Newgate Street</td>
<td>Officer</td>
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</table>

Authorise the making of Experimental Traffic Regulation Orders to introduce new bus only restrictions on Newgate Street that would limit the permitted vehicles to Buses and Pedal Cycles only.

- **Decision Maker:** Service Manager Technical Consultancy, Peter Chamley
- **Published:** 11.06.18
- **Cost/Budget:** The £1600 cost for advertising the Orders will be met from Section 106 contributions, which are already held by the Council.
- **Decision Made:** 11.06.18
- **Ward(s) Affected:** Monument
- **Effective from:** 11.06.18
- **Those Consulted:** Ward Members. Cabinet Member for Transport and Air Quality, Cllr Arlene Ainsley
- **Other Comment(s):**
DRAFT MINUTES TO BE APPROVED

Cabinet
18 June 2018
(5.30 - 6.05 pm)

Present:
Councillor: N Forbes (In the Chair)
Councillors: J McCarty, A Ainsley, G Bell, N Casey, V Dunn, K Kilgour, and H Rahman
Also Present:
Councillors A Lower and N Cott
Opposition
Observers: T Kirkham - Director of Resources
M Nicholson - Assistant Director Financial Services
H Dickinson - Assistant Chief Executive
J Softly - Assistant Director Legal Services
R Baillie - Assistant Director Inclusion, Commissioning and Procurement
K Simmons - Assistant Director Children’s Services
J Brown - LAC Placement Sufficiency and Planning Lead
A Pearson - Policy & Communication Business Partner
C Patterson - Democratic Services Officer
J Ritchie - Finance and Commercial Director, YHN

The Chair opened the meeting welcoming Councillor Habib Rahman, the new Cabinet member for Communities and Councillor Nick Cott, the new Opposition observer.

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors N Kemp and K McGuinness

2 DECLARATIONS OF INTEREST

None
COUNCIL PERFORMANCE

Submitted: Report by Assistant Chief Executive (previously circulated and a copy attached to official minutes), which outlined council performance up to the end of 2017-18 financial year presented as a Council Dashboard. It reported on performance, finance and risk and was accompanied by a summary of the financial position and strategic risks and opportunities.

The Director of Resources and Assistant Director Financial Services were thanked by an Opposition member for answering questions outside of the meeting, which were raised by Scrutiny.

RESOLVED – That Cabinet considered the city’s and council’s performance in working towards the ambitions within the 2017-18 Council Plan, including the specific issues highlighted by officers in paragraph 4.3 of the report and noted and approved the revenue and capital outturn position set out in Appendix 2, as follows:

- Noted the revenue and capital outturn position as set out in paragraphs 1.7 to 1.18 and in paragraphs 1.27 and 1.28.
- Approved the reserve movements set out in paragraphs 1.25 and 1.26.
- Noted the Collection Fund outturn position as set out in paragraphs 1.23 and 1.24.
- Approved the proposed write offs set out in paragraph 1.29.
- Approved the revised capital programme totals set out in paragraph 1.30.
- Noted the draft treasury management position and prudential indicators set out in paragraphs 1.31 and 1.33.

DELIVERING BETTER OUTCOMES FOR LOOKED AFTER CHILDREN

Submitted: Joint report by Director of People and Director of Place (previously circulated and copy attached to official minutes), which set out proposals to improve outcomes for an increasing number of children and young people who were looked after by the Local Authority, through the design and mix placements. Cabinet was advised that the proposals would better meet their needs and enable them to fulfil their potential and would provide a service that ensured the children and young people could stay closer to home with support that they needed, whilst enabling the Council to meet its financial challenges.

The Cabinet member for Education and Skills, along with the Assistant Director Children’s Services answered questions raised by an Opposition member on the proposals, referencing the work done and the success of early help and prevention measures; the targeting of more complex independent placements in addition to other placements required and the valuable support received from the voluntary sector. The Assistant Director Inclusion, Commissioning and Procurement provided further information on the national, local and regional factors effecting the ongoing demand and delivery of services for local authorities.

The Leader of the Council referred to the impact of the Welfare Reform and the roll out of Universal Credit which was creating substantial pressure on families, referring to how the proposals were the starting point for delivering better outcomes that met the needs of the young people.
RESOLVED – That Cabinet:

i. Noted and endorsed the proposal to increase in house provision both fostering and residential, subject to individual business cases, which would come forward as sites were identified and funding arrangements were in place.

ii. Agreed that future decisions on individual schemes were delegated to the Director for People, in consultation with the Cabinet member for Education and Skills and the Cabinet member for Housing, with the exception of any procurement decisions required for individual schemes identified. The decision to award and enter into a contract would be in line with the Council’s Procurement Procedure Rules.

5 DELEGATED DECISIONS SCHEDULE

The Cabinet member for Transport and Air Quality updated an Opposition member on the reasons for the continued temporary road closure of Killingworth Road and Salters Bridge (ref: Item 8 on the schedule), explaining that it was anticipated that the road would reopen early next year.

RESOLVED – That the schedule of non-confidential delegated decisions for the period 14 March to 15 May 2018 (previously circulated and a copy attached to official minutes), be received for information.

6 MINUTES OF PREVIOUS MEETING HELD ON 16 APRIL 2018

RESOLVED – That the Minutes of the previous meeting held on 16 April 2018 be agreed as a correct record and be signed by the Chair.

7 NOTES OF THE POLICY CABINET MEETING HELD ON 28 MARCH 2018

RESOLVED – That the notes of the Policy Cabinet held on 28 March 2018 were received for information.

8 EXCLUSION OF PRESS AND PUBLIC

RESOLVED – That the press and public be excluded from the remainder of the meeting and during consideration of the confidential minutes of the previous meeting and the following items of business in accordance with the paragraphs scheduled in the Local Government Act, as indicated:

<table>
<thead>
<tr>
<th>Agenda Item</th>
<th>Subject</th>
<th>Schedule 12A paragraph</th>
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</thead>
<tbody>
<tr>
<td>10.</td>
<td>Confidential Delegated Decisions</td>
<td>3</td>
</tr>
<tr>
<td>11.</td>
<td>Regionalising Adoption Proposal (Adopt NE)</td>
<td>3</td>
</tr>
<tr>
<td>13.</td>
<td>Voluntary and Community Sector Infrastructure Support</td>
<td>3</td>
</tr>
<tr>
<td>14.</td>
<td>NEPO – Janitorial and Facilities Supplies</td>
<td>3</td>
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