

DYNAMIC SMART CITY

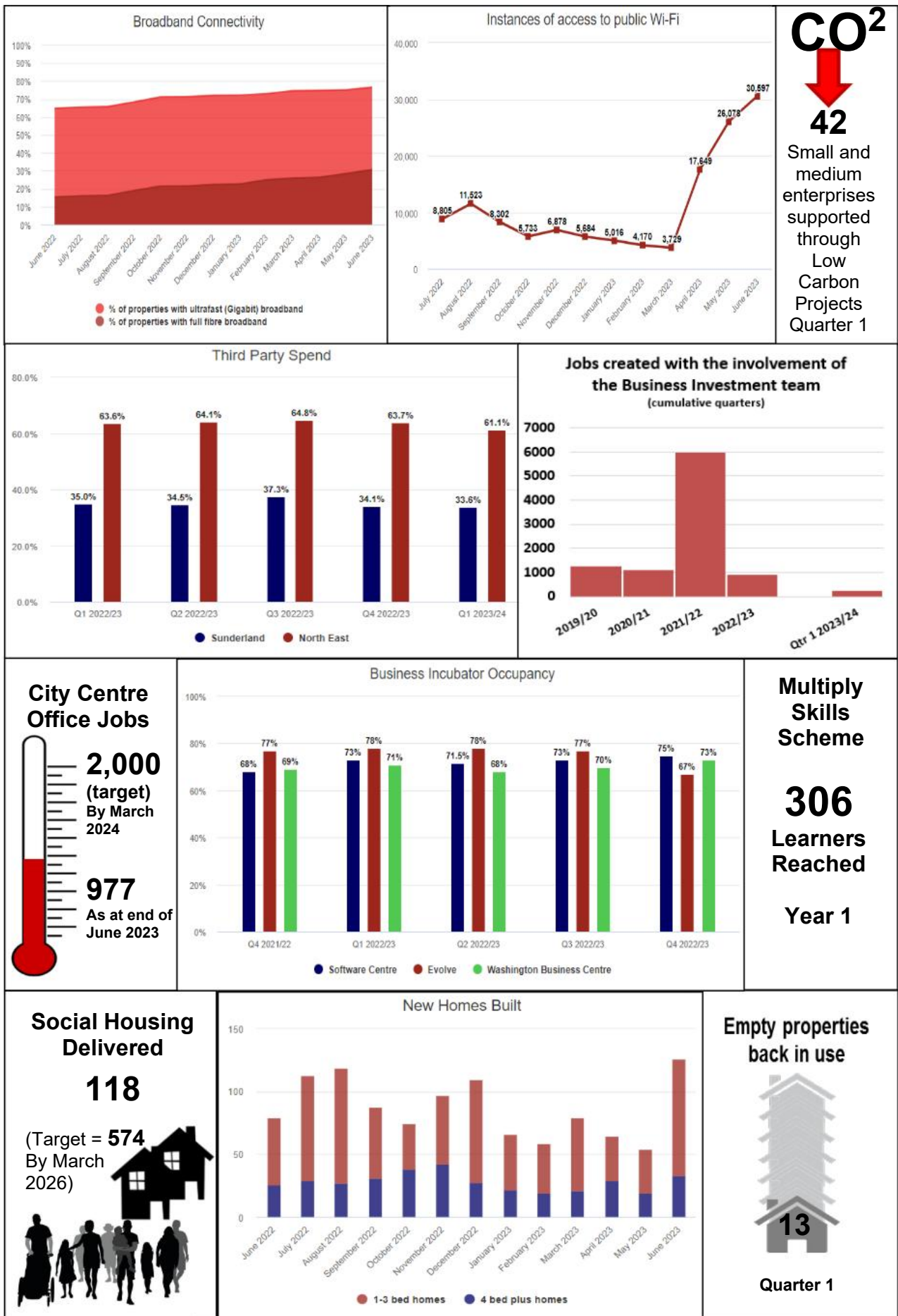
A lower carbon city with greater digital connectivity for all – more and better jobs – more local people with better qualifications and skills – a stronger city centre with more businesses, housing, and cultural opportunities – more and better housing.



CITY CONTEXT

CURRENT DATA (LATEST AVAILABLE)	COMPARATIVE DATA	SUNDERLAND TREND
Broadband - % of properties with Ultrafast June 2023: 76.6%	UK 76.3%	Improving (June 2022: 64.9%)
Full fibre June 2023: 30.7%	UK 52.9%	Improving (June 2022: 15.4%)
CO2 emissions estimates for Sunderland (per capita) 2021: 4 tonnes	NE 4.4, England 3.9	Improving (2017: 4.5 tonnes)
Employment rate Apr 2022 – Mar 2023: 72.3%	NE 70.8%, GB 75.5%	Improving (Apr 2021 – Mar 2022: 68.8%)
Proportion of workers earning below Living Wage Foundation rates 2020/21: 17.4%.	NE 19.6%, GB 17.2%	Improving (2016/17: 21.5%)
Median wage workers 2022: £540.90	NE £575.20 GB £642	Improving (2018: £517.20)
% Population NVQ Level 4 qualification 2021: 24.7%	NE 34.4% GB 43.5%	Declining (2017: 27.3%)
GCSE - % achieving a grade 4-9 in Maths & English 2021/22: 62.3%	NE 65.8%, England 71.7%	N/A (Previous years not comparable due to changes in assessment)
Level 3 (A level & equivalent) attainment by age of 19 in 2021/22: 49.7%	NE 53.9% England 60.7%	N/A (Exams & Teacher Assessed not comparable)
City Centre new homes Qtr. 1 2023/24: 0	N/A	No change (Qtr. 1 2022/23: 0)
People employed in the City Centre 2021: 14,141	N/A	Increasing (2017: 11,373)
Population of the City 2021 Census: 274,200	N/A	N/A (Census figure not comparable with 2020 mid-year estimate of 277,846)
Net Internal Migration 2020: -403	N/A	Declining (2016: -381)
New homes-built Qtr.1 2023/24: 245	N/A	Improving (Qtr.1 2022/23: 231)
Completed affordable homes Qtr.1 2023/24: 29	N/A	Declining (Qtr.1 2022/23: 37)

COUNCIL LED PROGRESS & ACTION



2023/24 Timeline
Launch of the first phase of the Wi-Fi Messaging Platform/City-wide App
Increase in the number and strength of creative and cultural businesses
Increase in economic activity in the Port
Continue to deliver the Community Wealth Building Strategy building on the Community Wealth Charter and Real Living Wage City accreditation
More local people benefitting from a stronger economy
Continued delivery of the Multiply Adult Numeracy Programme
Sunderland Station South Entrance Open
Stables development opens
Sunniside Masterplan produced
Riverside Multi-Storey Car Park Opens
Holmeside Multi-Storey Car Park Opens
Pre-opening programme activity for Culture House begins
Potters Hill Housing Phases 1 & 2 complete

A lower carbon city with greater digital connectivity for all

Our ambition is to lead the way on digital transformation to make Sunderland a Smart City, and through our Smart Cities Strategy we will deliver a range of use cases for smart working and living - with high speed and resilient digital connectivity central to our plans. In 2022/23 there were continued advances in digital infrastructure that will continue further into 2023/24.

At the end of Quarter 1, the proportion of Sunderland properties with ultrafast broadband has increased to 76.6% (from 64.9% at the end of Quarter 1 of 2022/23). There are now an increasing proportion of properties in Sunderland that have even faster and more reliable connectivity through full fibre broadband at 30.7% at the end of June 2023 (up on the 15.4% at the end of June 2022).

In Quarter 1 of 2023/24 Sunderland's smart city infrastructure saw a huge expansion with the number of Wi-Fi access points tripling as the roll out continues. This combined with the season trend experienced with an outdoor wi-fi network (which typically experiences much higher usage during warmer months - especially as Roker seafront has an expansive area of free, superfast wi-fi) resulted in a significant rise in the figures for the Quarter 1 period. At 74,324 instances, access was up by 61,409 on the 12,915 instances in Quarter 4 of 2022/23, and up by 61,265 on the same period in the previous year (at 13,059 for Quarter 1 of 2022/23). Work is progressing on Wi-Fi extension to Riverside Car Park and plans are in place for Wi-Fi expansion to other key development schemes as they progress. Following a discovery period including consultation with residents, businesses, employees and elected members, the first phase of the Messaging Platform/City-wide app is now under technical development.

The Council, along with partners across the city, is committed to playing its part in tackling the global challenge of climate change and to become a carbon neutral city by 2040. Latest published figures showed that progress is being made, with the latest CO2 emissions estimate for Sunderland per capita (tonnes per resident) at 4 for 2021 – reduced from 4.5 in 2017. The Sunderland figure is lower than the North East at 4.4 (England 3.9).

The Council is committed to becoming net zero as an organisation by 2030, across all greenhouse gases, in addition to becoming carbon neutral. Latest (previously reported) data on tonnes of CO2 emissions from LA operations for 2021/22 at 7,405 tonnes, was up slightly from 7,094 in 2020/21 (during which reductions were likely accelerated due to Covid restrictions). Over the longer term, the figure has been significantly reduced, from 22,000 tonnes (recorded in 2017/18). 2022/23 figures are expected to be published in the Low Carbon Annual Report around September.

The Council's Low Carbon Action Plan (first published in January 2021) was updated and published in July 2022. The updated Action Plan identifies a series of over-arching objectives under each of the strategic priorities of: Our Behaviour, Policies and Practices, Built Environment, Renewable Energy Generation and Storage, Low Carbon and Active Transport & Reducing Consumption & Waste. The identified actions are wide ranging and align with the City Plan priorities across Dynamic, Healthy & Vibrant City.

Through our rapid charging station, we continue to support the wider use of electric vehicles in the city. There were 2,191 transactions at electric vehicle rapid charging units in Quarter 1 of 2023/24, up on the 1,872 in Quarter 1 of 2022/23. 2023/24 will see the expansion of the infrastructure to support electric vehicles with new residential community hubs in place by the end of the year.

We have supported increased business take-up of low carbon initiatives through the delivery of the Sunderland City Council and Northeast Low Carbon projects. Through the Sunderland element, which concluded in June 2023, 42 SMEs have been supported in Quarter 1 (taking the total since the beginning of 2021/22 to 131).

We have ensured that young people are engaged in the low carbon and climate change agenda through the Young People's Advisory Group and participation at the shadow Board as well as a range of activities supporting the delivery of the agenda - such as the work supporting Sunderland Climate Friendly Schools. The initiative ensures that participating schools receive support to develop their curriculum, undertake a carbon audit and make climate-friendly changes.

More and better jobs

Our vision in our City Plan is that Sunderland will be a well-connected, international city with opportunities for all. We aim to increase the number of well-paid jobs in the city by promoting growth in key sectors including automotive and advanced manufacturing, financial and customer services, digital and software, as well as increasing professional services in the city centre, and port related activity. The employment rate for Sunderland, at 72.3% (126,900 aged 16+) for April 2022 to March 2023, rose compared the same period in the previous year (at 68.8%) and remains above the North East (70.8%). The rate for Great Britain in the same period was (75.6%).

Through the Sunderland element of the Digital Innovation Project, we have been able to focus on promoting growth in the Tech sector. The project concluded in June 2023 with 102 Sunderland enterprises having received support (314 in total across the wider North East area).

The Port continues to focus on increasing its economic activity, with a turnover of £1.958m and 134,674 tonnage processed in Quarter 1. At the end of Quarter 1, the Port is forecast to generate a net trading profit of £288,000 for 2023/24.

We continue seek to enable more office jobs in the city. At the end of Quarter 1 a property search tool was launched to enable businesses to locate office and commercial workspaces to buy or for rent – including new modern purpose-built spaces such as that on Riverside.

We continue to ensure that our Council activity supports the local economy where possible. In Quarter 4, 61.1% (£66.307m) of all Council third party spend was within the regional economy, and £847,626 of social value was secured through our procurement projects.

More local people with better qualifications and skills

Through the City Plan, the aim is to ensure that residents' skills and qualifications enable them to secure good jobs that match the needs of employers in key sectors thereby reducing the gap in the median wage between Sunderland residents and Sunderland workers.

Previously released provisional data for the median weekly wage showed that the gap between Sunderland residents and Sunderland workers reduced from £29.30 in April 2021 to £4.30 in April 2022. Figures for both (residents and workers) however, remain below the North East and Great Britain with the median weekly wage for residents at £537 (NE £580, GB £642) and for workers at £541 (NE £575, GB £642).

Previously published data showed an increase to 17.4% (in the tax year ending April 2021) in workers living below the Living Wage Foundation rate, when compared with the tax year ending 2020 (at 16.1%). Overall, however, the figure represented an improvement in the long term, with the figure for the tax year ending April 2017 at 21.5%. Local data shows that in Quarter 1 there were 21 accredited real Living Wage employers with headquarters in Sunderland (as well as further employers with a branch in Sunderland) and 8,866 employees employed by Living Wage employers with a HQ in Sunderland.

Through the Community Local Led Development programme (concluded in June 2023) we have focused on tackling barriers for those least able to access employment. At the scheme conclusion 2,131 participants had been supported to move closer to the labour market, 193 potential entrepreneurs were supported to be 'enterprise ready'; and 168 enterprises were supported through the scheme. A final evaluation of the programme has been undertaken.

Previously published data showed that 24.7% of the Sunderland population had a Level 4 qualification in 2021 (compared with the North East at 34.4% and Great Britain at 43.5%). These statistics are sourced through the Annual Population Survey to produce an estimate. For the year of 2022 (the latest expected data release), the sample size has been deemed too small to produce a reliable estimate for Sunderland and therefore figures are not available. Validated GCSE results (published February 2023) for the academic year 2021/22 show that in Sunderland 62.3% of students achieved a grade 4-9 in Maths & English, lower than the North East at 65.8% and England at 71.7%. Validated results for summer 2022 showed Level 3 (A-level and equivalent) attainment by the age of 19 at 49.7%, lower than the North East at 53.9% and England at 60.7%. GCSE and Level-3 results for summer 2022 are not directly comparable with previous results due to changes in the way GCSE examinations were awarded due to Covid.

In April 2023, a first of its kind skills and recruitment fair was hosted by the Council at City Hall. The event aimed to showcase training and job opportunities including apprenticeships, work experience and T-levels within a range of sectors. The event was widely communicated to reach a maximum audience with 39 social media posts reaching 45.1k social media accounts and attracting 471 clicks for further information, 225 likes and 220 shares / retweets. 450 people registered through Eventbrite, with 300 people attending on the day.

The national Multiply scheme, delivered through the UK Shared Prosperity Fund, aims to improve the numeracy skills of adults across the UK, based on the recognition that those with numeracy skills are more likely to be in employment and have higher wages. Sunderland's Year 1 Multiply provision ran from mid-November 2022 to the end of March 2023 and in this time over ten providers were sourced to deliver to learners across the city. In Year 1 the Sunderland Multiply initiative reached 306 learners in need of improving their maths skills, with 94% of learners reporting improved levels of confidence around their maths skills and 92% reporting increased skill around household budgeting and bill management. As a result of accessing Multiply courses 51 people either gained employment or promotion through increasing their knowledge, skills, and confidence around mathematics. This foundation of success will now be built upon for our full Year 2 and 3 delivery strategy.

A stronger city centre with more business, housing, and cultural opportunities

As part of our recovery from the COVID-19 pandemic our aspiration is that Sunderland city centre will drive transformational economic growth with Riverside Sunderland clearly

demonstrating our investment ambition. In the long term there will be more people living and working in the City Centre.

Through Riverside Sunderland we aim to create a vibrant new city centre residential community of 1,000 sustainable new homes, promoting more city centre living (previously published figures showed the City Centre residential population at 3,089 mid 2020). Alongside the delivery of new homes, Expo Sunderland will provide events and experiences to engage visitors in new and sustainable ways of living.

Riverside Sunderland will also comprise of 1 million square feet of modern offices, commercial premises, and other employment space, creating new sites for businesses to grow and with the aim of workspace for 8,000 – 10,000 quality jobs. Previously published figures for 2021 show 14,141 people employed in the city centre, an increase on the figure of 13,348 in 2020. At the end of Quarter 4, 962.5 new city centre office jobs have been created since April 2019.

We continue to progress our plans for a range of physical developments in the city centre - such as Sunderland Station.

More and better housing

Through our City Plan we seek to ensure that Sunderland offers the opportunities that families and individuals need to achieve their ambitions – with a housing offer that reflects the homes that people aspire to live in. This includes larger family homes as well as more affordable homes. This will be achieved through the delivery of key housing sites.

Figures previously published for out-migration showed a slowing from a net of -511 in 2019 to -403 in 2020 (latest available data). Whilst the figure is higher than the five-year long-term trend figure of -381 for 2016, the 2016 figure was the lowest figure reached before figures declined substantially in 2017 (to -748) and then began reducing year on year.

In Quarter 1, there were 288 additional homes in the city (including new and conversions) - of which 164 are in council tax bands C-G. There were 245 homes that were newly built in Quarter 1. There have been 29 completed affordable homes in Quarter 1.

On social housing, the aspiration is to deliver 574 social houses by the end of March 2026. In Quarter 1 there have been 3 social houses delivered, taking the total to 118.

Alongside more homes, we are also committed to ensuring that the housing we have is of quality. 13 empty properties were brought back into use in Quarter 1, and 155 privately rented properties were inspected for hazards.

HEALTHY SMART CITY

Reduce health inequalities enabling more people to live healthier longer lives – equitable opportunities and best life chances for children – high quality support and social care that enables those who need it to live the life they want to live – great transport links with low carbon and active travel opportunities for all – cleaner and more attractive city and neighbourhoods.



CITY CONTEXT

CURRENT DATA (LATEST AVAILABLE) COMPARATIVE DATA

Healthy Life Expectancy at birth 2018-2020 as at 2021/22

Female: 56.9 yrs.

Male: 56.1 yrs.

England 63.9 yrs. NE 59.7 yrs.

England 63.1 yrs. NE 59.1 yrs.

SUNDERLAND TREND

Declining (2014-2016: 59.3 yrs.)

Declining (2014-2016: 58.8 yrs.)

Admission episodes alcohol-related 2021/22: 2,668 (Broad per 100,000)

England 1,734, NE 2,323

N/A
(Not comparable due to change in methodology)

Smoking prevalence 2021: 15.2%

England 13%, NE 14.8%

Improving
(2017: 22.7%)

The proportion of adults living with overweight or obesity 2020/21: 69.1%

England 63.5%, NE 67.7%

Declining
(2016/17: 67.7%)

Prevalence of children living with overweight (Year 6) 2021/22: 45% (incl. obese)

2021/22
England 37.8%, NE 40.9%

Declining
(2017/18: 40.9%)

% Of people that are fairly active / active (Active Lives – Public Health) 2021/22: 75.5%

England 77.7%, NE 75%

Improved
(2017/18: 72%)

Women who smoke at time of delivery Qtr. 4 2022/23: 14.1%

England 8.8% NE 11.9%

Declining
(Qtr. 4 2021/22: 13%)

EYFSP Good level of development 2021/22: 63.7%

England 65.2%, NE 64.1%

Declining
(2017/18: 71.2%)

Cared for children (rate per 10k) Jun 2023: 96

England 70, NE 110
SN 111.8

Improving
(June 2022: 103.9)

CYP subject to a child protection plan (rate per 10k) Jun 2023: 64.8

England 42.1, NE 62.6
SN 59.4

Declining
(June 2022: 57.2)

Rate of Children in Need (per 10k) Jun 2023: 390

England 334.3, NE 470.7
SN 452.9

Improving
(June 2022: 407.8)

Teenage Pregnancy (under 18 conception rate): Qtr. 3 2021/22: 26.4 (rolling year)

England 13.1, NE 19.8

Declining
(Qtr. 3 2020/21: 21.7)

Proportion of people (18+) living independently (without social care services) Qtr. 1 2023/24: 97.2%

N/A

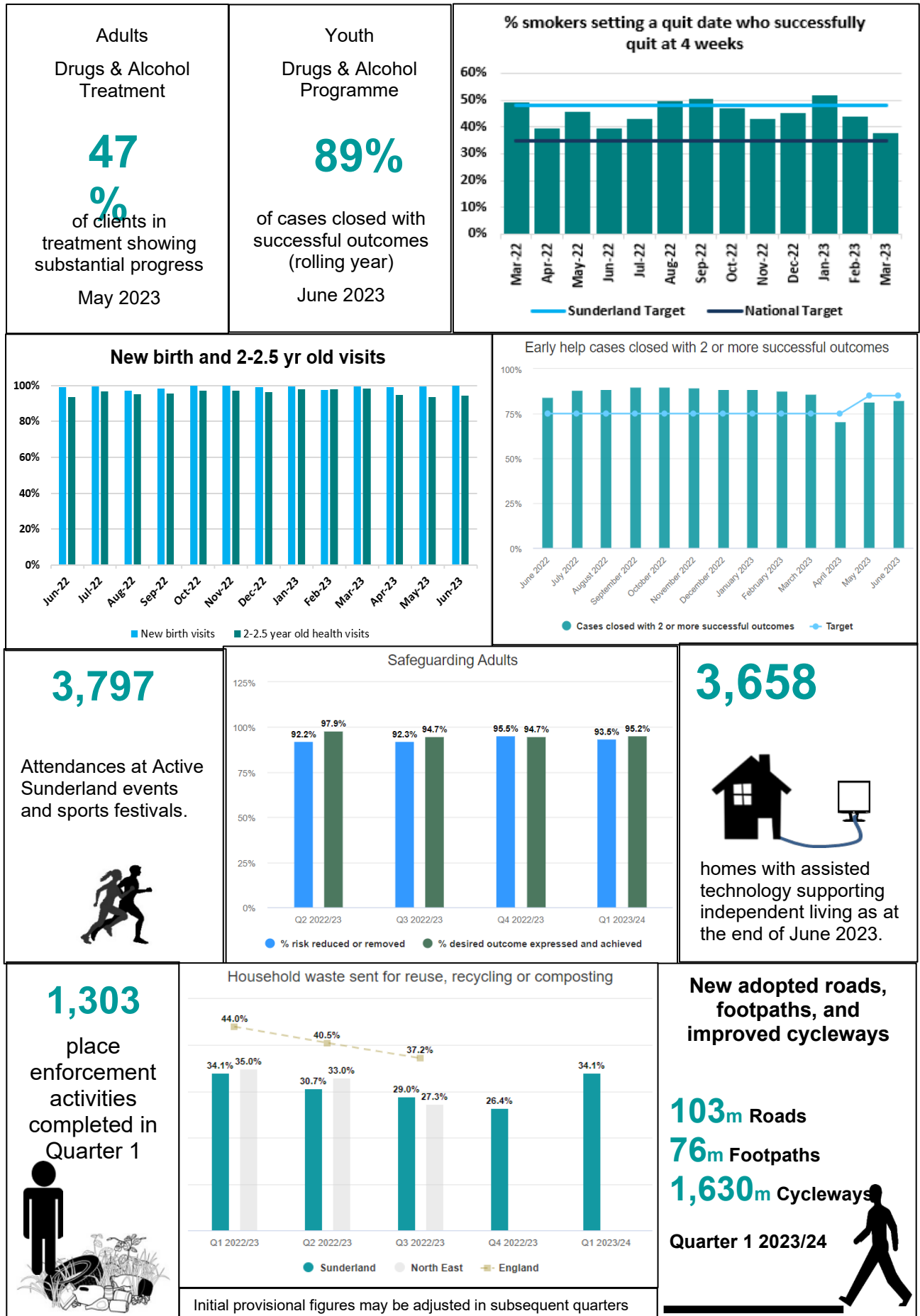
Declining
(Qtr.1 2022/23 98.2%)

Litter - % deposits that fall below an acceptable level Qtr. 1. 2023/24: 15%

N/A

Declining
(Qtr.1 2022/23: 12%)

COUNCIL LED PROGRESS & ACTION



City Plan Timeline 2023/24
Over £1/4m council and Lawn Tennis Association investment in city's tennis courts in parks
Develop five area venues for participation in SWIM BIKE RUN activities
Targeted programmes with new participation opportunities in least active areas
Development of five safe and inclusive area-based sports play zones with investment from the Football Foundation and Sport England
Continue Supplementary Substance Misuse Treatment and Recovery Grant funding
Publish Sunderland City Council Alcohol Strategy: It's Time to Rethink Drink and partner action plan
Publish new Sunderland Smokefree Partnership plan
Develop new Sunderland Workplace Health 3-year strategy and action plan
New Children's Home (Maple Cottage) opening
New Edge of Care Accommodation (Claremont Terrace) opening
Implement a range of Adult Social Care automated telephony apps to support welfare checks, reviews and customer feedback
Partnership working to ensure safe and timely hospital discharge with residents and carers central to discharge planning and receiving quality and timely advice and information
Support the implementation of Dementia and Smart Homes Grants as part of the Disabled Facilities Grant offer
Enhance the Adult Social Care Direct Payment/Personal Budget Offer as a viable alternative to traditional support at home packages
Partnership working to develop and implement a Trusted Assessor model to support Social Care
Bus Rationalisation Route completed
Whitburn Road active travel cycle improvements completed
Electric Vehicle Strategy and Roadmap published
Deliver electric buses and strategic rapid charging facilities
Continue e-Scooter trial

Equitable opportunities and the best life chances for children

We are taking a life course approach to health and wellbeing starting with the early life stages of preconception to early years and adolescence under this commitment. In Quarter 4 (latest available data) the proportion of women smoking at time of delivery was 14.1% (82 smokers of 586 maternities). This is higher than the North-East at 11.9% and England at 8.8%, and higher than the same period in the previous year (at 13%). Quarterly rates may fluctuate significantly based on the number of maternities in the period. The Quarter 4 figure (latest available data) for the percentage of women smoking at the time of delivery in Sunderland is 14.1%, an increase on the same period in the previous year (at 13%). The full-year figure for 2022/23 is 13.7%. This is a reduction on the figure of 14% for the previous full year of 2021/22 and continues the downward trend for Sunderland. Reducing the rates of tobacco dependency in pregnant women is a high priority for the Sunderland Smokefree Partnership and within the Best Start in Life work stream, and partners are working closely together to embed the Treating Tobacco Dependency pathway as part of the NHS Long Term Plan. In relation to alcohol consumption in pregnancy, work has been completed with midwives to ensure that alcohol brief intervention training is embedded within midwifery services.

Latest local (unvalidated) data for Quarter 1 of 2023, indicates that 50% of Sunderland women who gave birth, initiated first milk as breast milk, with 47.7% breastfeeding at discharge. The proportion of infants being breastfed at 6-8 weeks was 27.6% for 2021/22 (Child Health Profile) below England (48.9%) and the North East (35.7%). 2022-23 saw a rise in the continuation of breastfeeding at 6-8 weeks with local data generally remaining above 30%, showing an annual trend of 32.9%. Quarter 1 local data is at 31.1%. There is a range of ongoing work to support Sunderland being a Breastfeeding Friendly City and to increase the rates of breastfeeding, including the UNICEF accreditation journey for Growing Healthy Sunderland, STSFT Maternity and Neonatal as well as the Family Hubs. The Best Start in Life agenda is being furthered by Family Hubs, with a number of priorities including infant feeding, which has enabled additional

funding to enhance the Sunderland offer, with a Family Peer Supporter at each Family Hub and access to a supply of breast pumps. There are breastfeeding support groups, an Infant Feeding Specialist Clinic and training for businesses to become Breast Feeding Friendly.

At the end of Quarter 1, 100% of new birth visits and 94.6% of 2.5-year-old checks have been carried out in timescale. Validated national statistics highlight performance in Sunderland was better than England and the North-East.

Previously published 2021/22 results for the Early Years Foundation Stage Profile (EYFSP) Good Level of Development showed that in Sunderland 63.7% of children achieved a good level of development – lower than the North East (at 64.1%) and England (at 65.2%). In Sunderland and across the North East and England fewer children achieved a Good Level of Development in comparison to the pre pandemic figures. The 2019/2020 and 2020/21 academic years publications were cancelled due to Covid-19. There is ongoing work to support our younger resident's development, for example access to physical literacy training for the Early Years workforce.

Through support to families with children in need, and intervention in families with children subject to a child protection plan, we seek to increase resilience in families to give children the best life chances, and subsequently we monitor how often worries are raised about children that we have already tried to help. The rates of children in need and Cared For children have continued to reduce in Quarter 1 compared with the same period in the previous year. In the same period the rate of children subject to a child protection plan has increased from 57.2 to 64.8 (per 10k). At the end of Quarter 1, 18.3% of referrals to TFC were re-referrals within 12 months (target 23%), a decrease on the same period in the previous year (23%). 14.3% of children subject to a child protection plan had a repeat plan within 2 years (within target of 15%), an increase on the same period in the previous year (at 9.7%). 82.5% of early help cases closed with successful outcomes (target 75%), 8.7% of Cared for Children have experienced 3+ placements within the last 12 months (target 10% or less) and 97.9% of Cared for Children had an up-to-date Personal Education Plan (target 90%). The City Plan Timeline action relating to new edge of care accommodation (located at Claremont Terrance) is complete with all staffing in place and 1 young person accommodated.

The rate of under 18 conceptions (teenage pregnancy rate based on conceptions per 1,000 women aged 15 -17) for Sunderland was 26.4 in Quarter 3 of 2021/22 (latest available data) – up on the same period in the previous year (at 21.7). This is above the England and North-East rates (of 13.1 and 19.8 - for Quarter 3 of 2022/2023). The rise was anticipated from local intelligence following reductions during Covid. The programme in place to support this area of work includes: ongoing offer of the C-Card for young people (from age 13), sexual health advice and support (including pregnancy testing, access to condoms and emergency contraception via the school nursing service), targeted sessions delivered in schools, provision of access to free emergency contraception through pharmacies in Sunderland and via the specialist sexual health service, provision of access to free long acting contraception with further work ongoing to widen choice for point of access, a young person's contraceptive nurse (specialist sexual health service), providing in clinic and outreach services (including emergency access) and an Options Advisor.

Reduced health inequalities enabling more people to live healthier longer lives

Our City Plan recognises the need to ensure that health and wellbeing outcomes are significantly improved, with previously published healthy life expectancy at birth in Sunderland (at 56.1 years for males and 56.9 for females 2018-2020), lower than the North East and England and declining (following the England & North East declining trend). The Healthy City Plan is our Health & Wellbeing Board's joint Health & Wellbeing Strategy through which we will address health inequalities.

Health inequalities are influenced by complex factors known as wider determinants of health such as income, housing, the local environment, education, transport and access to good quality work. These factors interact and lead to poorer life expectancy and longer period in ill-health.

Poorer health outcomes experienced by those who have limited access to health care, experience poorer quality care, and have higher levels of risk i.e., smoking, alcohol misuse, etc.

Within Sunderland, the Reducing Inequalities Delivery Group (subgroup of the Living Well Delivery Board) has a delivery plan focused on the four key priorities of the Health and Wellbeing Board which has been in place since 2021. These are: better understanding of our population, asset-based community development ('residents as participants'), economic activity (skills, aspirations and wealth building) and health in all policies approach.

Alcohol is a complex issue within our society and no single approach will be successful in isolation. Alcohol remains one of the key drivers of health inequalities and one of the key causes of premature death and therefore it requires commitment and contributions from a range of partners across the city.

Hospital admissions for alcohol-related conditions (broad) were at 2,668 (episodes per 100,000) for Sunderland for 2021/22 (North East average 2,323, England 1,734) – an increase on the previous year figure (longer term trend comparison not applicable due to changes in how the statistics have been compiled).

A range of programmes and services are being delivered by the city council and partners, as part of a long term, 'systems wide approach' to reducing the harm caused by substance misuse, these include:

- Our recently published partnership alcohol strategy, *Calling Time: It's time to rethink drink* was launched to coincide with Alcohol awareness week in July. The strategy is supported by an action plan that coordinates the ongoing work to reduce alcohol harms. This includes a focus on prevention and the expansion of the Alcohol Care Team within the trust, the review of the Statement of Licensing Policy, the funding of dedicated posts within the treatment and recovery system and the promotion of alcohol harm awareness raising initiatives and campaigns.
- Additional 3 year funding through the national substance misuse treatment and recovery grant has been invested across the city with the aim of increasing access into treatment by 20% and reducing drug and alcohol related deaths. Projects funded include dedicated roles within the treatment system for parents and carers, those experiencing homelessness, domestic abuse, and those with complex needs. Alongside these posts they are dedicated criminal justice workers based within the local Police service, and a post within the Hospital Trust's Alcohol Care Team. Other projects include the funding of harm reduction initiatives and awareness raising campaigns including the What's the Harm Balance campaign.

A new performance framework came into effect for adult substance misuse treatment services (drugs & alcohol) from April 2023. For the new key performance indicator of *clients in treatment showing substantial progress*, the figure for Sunderland from the latest available data period of May 2023 was 47% (805 clients showing substantial progress, 915 not yet showing substantial progress (excludes new clients)). This was the same as the England figure (also 47%). Sunderland now has a new multi-agency Drug Related Death Inquiry Panel and a local drug alert system set up.

The rate for the three-year period 2018/19-2020/21 for under 18s alcohol admissions per 100,000 was 76 for Sunderland - an improvement on the previous rate of 82.4, (North-East rate 52, England rate of 55.4).

For young people the key performance measure continues to be successful outcomes for closed cases (rolling year). At the end of June 2023 87% of cases were closed with successful outcomes.

Tobacco continues to be the leading cause of preventable illness and premature death in England, and it is estimated that up to half the difference in life expectancy between the most and least affluent populations is associated with smoking. Therefore, although significant

progress has been made in Sunderland over the last ten years, more work is needed to continue to reduce health inequalities and reach Sunderland's ambition for a smokefree city.

The previously published figure for smoking prevalence confirmed a continued reduction in smoking from 22.7% in 2017 to 15.2% in 2021 (there have been some adjustments to figures due to changes in counting rules in the period). In the same period the gap between Sunderland and England has reduced from 7.8 to 2.2 percentage points and the gap with the North-East reduced from 6.5 to 0.4 percentage points. In Quarter 4 of 2022/23 (latest available data) 44% of smokers setting a quit date successfully quit at 4 weeks (159 successful quitters of 362 quit attempts). This combines Specialist Stop Smoking Service (SSSS) and Universal NHS Stop Smoking Services data.

A range of programmes and services are being delivered by the city council and partners, as part of a long term, 'systems wide approach' to supporting the smokefree agenda. These are reflected in the Smokefree Partnership Action Plan which has been refreshed for 2023-2026 covering eight key strands of tobacco control, including building capacity and skills to support smokers to quit; reducing exposure to tobacco smoke; ensuring effective year-round media and comms; and tobacco regulations and enforcement.

Recent activities to support our smokefree agenda include:

- Fresh's regional Smoking Survivors campaign delivered high impact adverts on prime-time television channels across the summer to highlight the impact of smoking on health, which has been promoted locally by the council and wider partners.
- Treating Tobacco Dependency Services have been rolled out by local NHS Trust to support those admitted to hospital working closely with the Sunderland Specialist Stop Smoking Service to ensure smooth pathways into community services, including work to ensure those with mental health conditions who smoke continue to be identified and supported in the community to quit.
- Enhanced pathways for pregnant women and their partners are in development with South Tyneside and Sunderland Foundation Trust, Sunderland Specialist Stop Smoking Service, Health Visiting Service, Family Nurse Partnership and Family Hubs.
- A Swap to Stop pilot is underway with Gentoo to provide a free vape for their tenants to support them to stop smoking and reduce second hand smoke in the home.
- Our new provider, ABL Health, commenced managing the Sunderland Specialist Stop Smoking Service from 1st April 2023. The refreshed service specification includes a Lead Practitioner approach to ensure specialist advice and strengthened leadership across the system in relation to tobacco dependency, as well as an enhanced role for the Sunderland Specialist Stop Smoking Service to mentor the Universal NHS Stop Smoking Service providers within primary care to support with quality assurance and increasing their capacity, leading to better outcomes for patients.
- Trading Standards continue to enforce tobacco regulations and are working closely with key partners to target underage sales of vapes.

Previously published figures for the proportion of adults who are living with overweight or obesity, showed a reduction from 73.5% in 2019/20 to 69.1% in 2020/21 (though figures remained above the Northeast and England). Covid 19 impacted on the delivery of the National Child Measurement Programme at a local level, for the academic year 2020/21 (thus local figures not available). Nationally, in 2020/21 there was a sizeable increase, however, the latest figures show a reduction nationally with a move back towards pre-covid rates. Figures for the most recent period (academic year 2021/22) include local level data. In Sunderland 45% of children in Year 6 were overweight (including obese) - a deterioration from the 36.9% recorded in 2019/20 and the 2016/17 long-term trend figure of 40.9%. Sunderland's prevalence is higher than both the England and North East averages. Prevalence in 2021/22 in the North East was 40.9% and in England 37.8%, with both increased in comparison to the 2016/17 long-term trend figure.

Impacting on healthy weight requires a system wide approach to the physical and food environment and our healthy weight strategy incorporates a range of plans and actions to change the environment. A number of services are also being delivered by the city council and

partners. In 2021 Sunderland secured national funding to deliver a Tier 2 Adult Weight Management Service – commencing August 2021 and funded to December 2022. The programme was evaluated, and local public health funding has been agreed to continue for a further 2 years, targeted at 3 geographical areas each year, where need is greatest (people will be able to access from across the city). Figures for the re-commenced programme will be available from Quarter 2 of 2023/24.

Alongside this, there has been the ongoing delivery of the Change 4 Life Sunderland Offer. In Quarter 1, 113 school sessions were delivered, engaging 3,794 school children. There were 14 Change for Life Sunderland programmes delivered with a 95% successful completion rate. Change 4 Life Sunderland have supported ten educational settings to gain the Bronze Food and Nutrition Charter Mark, which is one of the charter marks that make up the Sunderland Healthy Schools Award, where 16% of educational settings are accredited at Bronze standard, 1% at Gold standard and 3% at Emerald standard, for varied levels of achievement across the five charter marks.

The Omega Healthy Eating and Growing school gardening programme recommenced in the Spring 2023, focusing on how and when to grow vegetables and covering many aspects of gardening along with educational sessions on healthier foods and practical snack making. In Quarter 1, 7 schools were engaged, 14 sessions were delivered and 102 children participated.

Data for 2021/22 previously published by Public Health England, shows that 75.5% of people in Sunderland were active or fairly active – an increase of 1.5 percentage points on the previous 2020/21 figure of 74% and an increase of 3.5 percentage points on the long-term trend comparison period of 2017/18. Sunderland is now better than the North East figure of 75% (England 77.7). There were 563,592 Leisure Centre attendances in Quarter 1, and 3,797 attendances at Active Sunderland participation events and sports festivals. Quarter 1 run weekend saw 1,028 entries in the half marathon 1,736 in the 10k and 449 taking part in the BIG 3k of which 85% were Sunderland residents. Alongside this a new Junior Parkrun was established in Mowbray Park. There were 111,375 visitors through the turnstiles of Football Hubs. A Family Fun Session was delivered at Ford Football Hub in May with over 200 attendees. We are working with Street Games to facilitate new opportunities in targeted areas. This includes working with 12 community organisations to capitalise on funding opportunities to increase physical activity opportunities for young people.

Previously published validated data for the three-year period of 2019-2021, showed the suicide rate for Sunderland reduced to 14.2 per 100,000 (age 10+) from 14.4 (for 2018-2020), though it remained above the England rate of 10.4 and Northeast rate of 13. The Public Mental Health Concordat for Sunderland was endorsed and signed off by the Office for Health Improvement and Disparities in January 2023 - this framework and action plan will support work to improve mental health wellbeing, which will contribute to the suicide prevention agenda. A new programme of suicide prevention training (A Life Worth Living) has been commissioned, with the contract awarded for 4 years from 1st December 2022. This training is available to people who live and work in Sunderland and is provided by Washington Mind. In Quarter 1, there have been 5 courses delivered to adults with 67 participants. There has also been a young person's suicide prevention course delivered to a group of 9 participants who have a role in supporting young people. Alongside this, Sunderland's Suicide Prevention Action plan is currently being refreshed for the period of 2023-2026. The recent announcement of a new national Suicide Prevention Strategy will mean that Sunderland's plan is in line with up-to-date best practice guidance.

The Council continues to support healthy workplaces through the Better Health at Work Awards with introductory meetings with all businesses signed up and additional support offered where needed.

In Quarter 1, we also supported healthy workplaces through the delivery of the Active Sunderland Big Workplace Games. 208 competitors from a range of organisations took place forming 24 teams.

Monthly workplace health newsletters continue to be sent to businesses in Sunderland making them aware of upcoming health campaigns and engagement opportunities. The Sunderland Workplace Health Alliance have delivered two meetings the first making members aware of the newly commissioned Specialist Stop Smoking Service and the second with a focus on mental health and resilience, leading into a wider training offer for engaged businesses. The training offer is made up of a series of resilience sessions which are: Emotional Resilience, Mindful Resilience and Intentional Resilience. These sessions were delivered to 37 individuals who are members of the Alliance. Alongside this, there is also a series of webinars being delivered by the Charlie Waller Trust which include: taking breaks at work, how to cope with the challenges of cost-of-living, how to have conversations about Mental Health at work, how to embed wellbeing in a remote workforce and the art of navigating the holiday season.

High quality support and social care that enables those who need it to live the life they want to live.

The Adult Social Care Strategy 2022-2024 sets out the vision for Adult Social Care in Sunderland and the three key priorities of: supporting people to live independently, supporting people to regain independence and helping people to live with support. 97% of people aged 18+ in the city live independently (without social care services) and we remain committed to ensuring people in the city can enjoy independent lives.

To achieve our vision, and deliver on our priorities, we aim to be a leader on the developing of technology enabled care and deployment of smart technology to work alongside other models of care. With the roll out of the assistive technology in the home offer, 3,685 homes had the technology by the end of March 2023. The Adult Social Care Digital Strategy is currently being developed for publication in early Autumn 2023.

We are committed to partnership working to ensure safe and timely hospital discharge with residents and carers central to discharge planning and receiving quality and timely advice and information. In 2022/23 (latest available data) 78.9% of older people (65 and over) were still at home 91 days after discharge from hospital into rehabilitation services.

Latest available published data on the rate of emergency hospital admissions due to falls in people aged 65+ (per 100,000), showed a decrease from 3,164 in 2020/21, to 2,710 for 2021/22 for Sunderland though figures remain above the North East (at 2,531) and England (at 2,023). Although the Sunderland figure decreased over the last year, the North East and England figures increased in the same period.

76% of people who use services have control over their daily lives based on latest figures for 2021/22 (North East 79.2%, England 76.9%). In the same period 72.5% of people who used services in Sunderland felt safe (North East 73.8%, England 69.2%). In Quarter 1, 93.5% of Adult Safeguarding cases were completed with the risk reduced or removed. In 79.1% of completed cases the individual was asked about the desired outcome and for those where this was expressed in 95.2% of cases the outcome was achieved.

Great transport links with low carbon and active travel opportunities for all

Our emphasis within this City Plan commitment is about ensuring that people can move around the city with ease through improved transport routes - enabling access to key employment sites. Alongside vehicle transport routes, great travel links is also about having the necessary infrastructure to enable active travel. In Quarter 1, there were 103m of adopted roads, 76m of adopted footpaths and 1,630m of new or improved cycleways.

Progress is being made on our commitment to better walking and cycling routes to link communities to riverside and seafront green spaces. Phase I of the Whitburn Road cycle scheme is nearing completion which includes the section between the former tram station to Roker ravine bridge. Following the world triathlon games in July the second phase from Roker

Ravine to Dame Dorothy Street will be complete along with the Dame Dorothy Street to city centre section. This will improve active travel (cycling and walking) along the sea front and improve connectivity to the northern side of the river. It is expected that both schemes will be complete by Summer 2024.

We are encouraging take-up of active, sustainable travel options through a range of schemes including the Better Points App.

757 children have taken part in cycle training and 2,008 school children have taken part in pedestrian training in 2022/23.

Cleaner and more attractive city and neighbourhoods

Our focus here is on promoting environmental responsibility amongst residents to achieve a cleaner and more attractive city.

The percentage of household waste sent for reuse, recycling or composting in Quarter 1 was 34.1% (10,073 tonnes recycled, reused or composted of 29,552 tonnes of total household waste). Comparator figures are shown in the chart.

On June 16th it was World Refill Day a day of global action to prevent plastic pollution and help people live with less waste. The Sunderland refill scheme was launched on Refill Day 2022. The vision for the scheme is a world where everyone can choose to reuse wherever they eat, drink or shop. From a coffee on a commute, to drinking water on the go, or shopping with less packaging – reducing the use of plastic and waste. Alongside continuing to promote our Sunderland Refill scheme, for World Refill Day 2023, a poster competition took place across Sunderland schools with a single use plastic theme. The winning posters were displayed by the beach in Roker aligned with World Refill Day. As at the end of July 2023, there were 112 refill stations in Sunderland.

At the end of Quarter 1, the percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level was 15%, higher than the same period in the previous year (at 12%) but lower than the previous period (at 18.2%) – reflecting seasonal trends. The % of relevant land and highways that is assessed as having levels of dog fouling that fall below an acceptable level was 2% and graffiti was 4.2%. In Quarter 1 service requests within timescale were as follows: litter debris & leaves 99%, graffiti & flyposting 91%, animal fouling 97%, grass cutting 98%, shrubs & hedges 95% and fly tipping 91%. All were within service targets.

We are issuing sanctions where appropriate following enforcement investigations. In Quarter 1, 1,303 enforcement activities had been carried out. The enforcement activities included 179 investigations, 946 warning letters, 8 Community Protection Warnings, 3 Section 47 notices (businesses), 70 Section 46 notices (residents) and 97 other notices / activities. Both section 46 and 47 notices relate to the storage, disposal and presentation of waste under the Environmental Protection Act 1990.

Sunderland is one of six local authorities in the North East joining forces with environment organisations to plant trees across the region as part of the North East Community Forest – improving the natural environment and creating healthier and happier places. The North East Forest initiative aims to plant up to 500 hectares of trees by 2025, with a long-term goal to increase canopy cover across the north east to 30% by 2050 – almost double the current national average. Contributing to this, we set out to deliver 13 hectares of new tree planting in Sunderland in the 2022-23 planting season (exceeded with 21.9 hectares planted). New planting sites will be identified by the end of October 2023 for the 2023/24 season. A Tree management strategy is in place with the award of a 3-year contract ensuring arrangements for inspection regimes, timely identification of hazards, response to complaints and other tree monitoring and management requirements.

VIBRANT SMART CITY

More resilient people – more people feel safe in their homes and neighbourhoods – more residents participating in their communities – more people visiting Sunderland and more residents informing participating in cultural events, programmes, and activities.

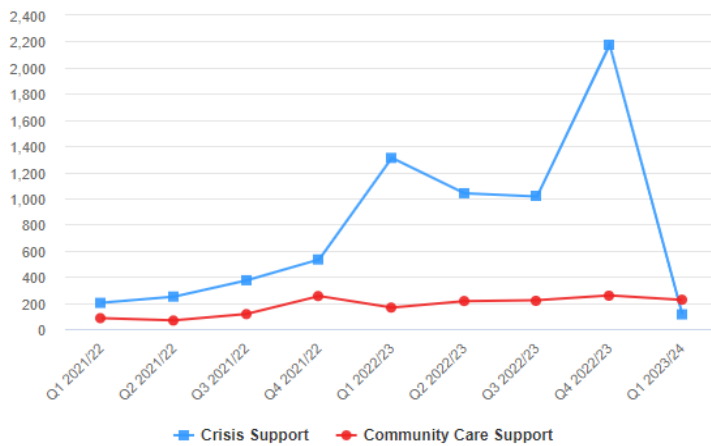


CITY CONTEXT

CURRENT DATA (LATEST AVAILABLE)	COMPARATIVE DATA	SUNDERLAND TREND
Proportion of households considered to be fuel poor 2020/21: 14.6%	England 13.2%, NE 14.4%	Improving (2016/17: 15.3%)
Residents supported by food banks: Qtr.1 2023/24: 6,427	N/A	Declining (Qtr. 1 2022/23: 6,258)
Crime (recorded incidents) Apr – Jun 2023: 7,906	N/A	Declining (Apr – Jun 2022: 7,305)
Residents' feelings of safety (local) Jul 2022 – Jun 2023: 95%	Northumbria Force 95%	No change (2021/22: 95%)
Recorded incidents of Anti-Social Behaviour (ASB) Jun 2023: 119	N/A	Declining (Jun 2023: 109)
Proportion of residents proud to live in Sunderland (Residents Survey) 2022: 43%	N/A	Not available
Number of visitors to the city 2022: 8,512,000	N/A	Declining (2018: 9,180,000)
Overall spend of visitors to the city 2022: £510m	N/A	Improving (2018: £475m)

COUNCIL LED PROGRESS AND ACTION

Local Welfare Provision Awards



24
Events

facilitated by the Council, on
Council land / in council buildings
in Quarter 1 of 2023/24

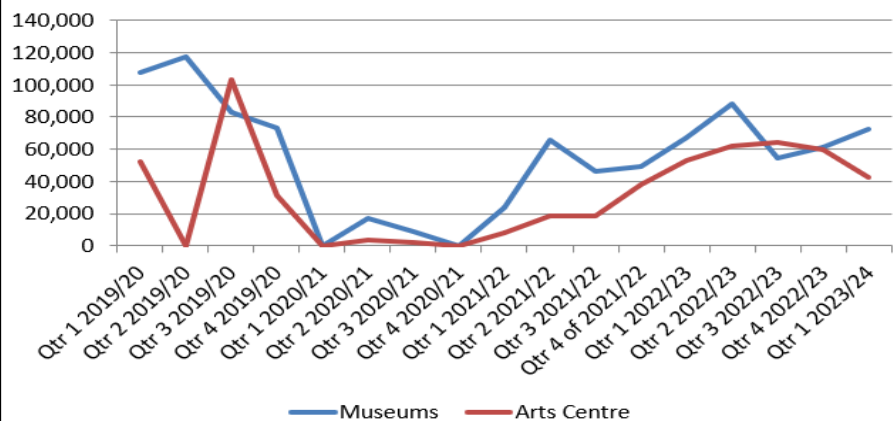
54

Activities delivered
by the Heritage
Partnership

Quarter 1 2023/24

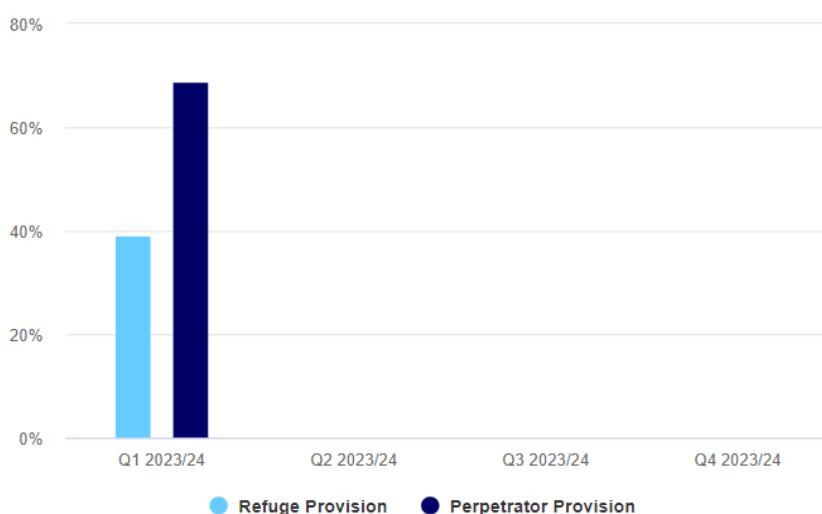


Museum & Arts Centre Visitors



Figures not available for Arts Centre Qtr.2 2019/20. Museum / Arts Centres closed Qtr.1 & Qtr. 4 2020/21 due to COVID-19.

Domestic Abuse Provision



34 retailers in the city
engaged in the **Responsible
Retailers' Scheme**.



8
Test Purchases
carried out

Quarter 1 2023/24

2023/24 Timeline
More resilient families in Sunderland
Maximise Housing Support Grant to vulnerable groups across the city
Develop Fuel Poverty Plan and partnership approach to Cost of Living Crisis support programme
Develop Community Digital and Health Hubs from the Warm Spaces approach
Implement the Housing Strategy and Homelessness and Rough Sleeper Prevention Strategy
Develop the council's first rough sleeper accommodation
Refresh Sunderland's Domestic Abuse and Violence Against Women and Girls Strategy 2023-2026
Tackle anti-social behaviour and perceptions of crime in the City Centre through the SAIL project
Development of multi-cultural and community events across the city
Open Elemore Park café and garden centre and secure investment for wider park developments
Establish the Sunderland VCS Alliance as an independent Community Interest Organisation
World Class music events staged in the city
Sunderland's Heritage collections, archives and buildings enjoyed by residents
New national/international events - Host British leg of the 2023 World Triathlon Championship series
Seaburn Masterplan reviewed

Residents who are more resilient to ongoing challenges including the cost-of-living crisis

We know that our communities have been greatly affected by the COVID-19 pandemic, with hardship continuing for some in the face of challenges presented by the rise in the cost of living. The number of residents supported by food banks has risen continually over the last two years, at 5,817 at the end of 2021/22, rising to 9,893 at the end of 2022/23. In Quarter 1 of 2023/24 there were 6,427 residents supported.

In Quarter 1 there were 112 Crisis Support Awards (Local Welfare Provision) made. In the previous quarter (Quarter 4 of 2022/23) there were 2,175 awards, however, the figures are not comparable as Crisis Support Awards during 2022/23 included awards made under the Council's Household Support Fund. There were 224 Community Care Support Awards made in Quarter 1 (reduced on the 257 made in Quarter 4 of 2022/23, though increased on the 164 awards made in Quarter 1 of 2022/23).

Latest figures for Fuel Poverty are for 2020/21 with 14.6% of households considered to be fuel poor – higher than the England figure (at 13.2%) and North East (at 14.4%). The 2023/4 timeline activity of develop Fuel Poverty Plan and partnership approach to Cost of Living Crisis support programme, has been completed with the Financial Wellbeing Strategy agreed by Cabinet in June 2023. A delivery plan is in place across Council services and with external partners. Household data is being used to enable all services to ensure those who are most vulnerable households are receiving as much support as possible.

There were 67 Warm and Welcoming spaces open in April 2023 and in May and June 2023 there were 59 open, (the sector was given the opportunity to apply for further funds to extend delivery to July 2023, however, some centres chose not to due to staff and/ or volunteer capacity) with 15,138 people accessing them during April to June 2023. Moving forward the Welcoming Space offer is developing into the Sunderland Social Prescribing 'Links for Life' community support offer. The Council continues to work in partnership with the Sunderland VS Alliance to strengthen and grow the capacity of the voluntary sector in Sunderland, alongside City Board partners.

As at the end of June 2023, the average number of days in temporary accommodation for those presenting as homeless was 102 days. The Homelessness Strategy has been approved by Cabinet and the Housing Strategy reviewed with related work completed to develop a supporting action plan to focus on reducing health inequalities. Work has been progressed to develop the council's first rough sleeper accommodation. The Housing Service has identified 3 schemes to

provide accommodation and support for clients who are homeless or have experienced rough sleeping. These will provide 34 units of accommodation with support, for clients with various levels of support needs and at various places on the journey from the street to independent living.

More people feeling safe in their homes and neighbourhoods and businesses benefitting from the city's safe and secure environment

The percentage of residents who felt very or fairly safe was 95% consistent with the same period in the previous year and the Northumbria Police Force average. Crime for April 2023 to June 2023 at 7,906 recorded incidents) has increased when compared with the same period in the previous year (7,305 recorded incidents).

A holistic Domestic Abuse Services model was successfully launched in April 2022 ensuring the council can meet its statutory obligations outlined in the Domestic Abuse Act 2021. The service provides: safe accommodation with specialist onsite support, specialist outreach support for survivors and children, early intervention, perpetrator intervention and support, a sanctuary scheme and a complex needs dispersed accommodation and support service. In Quarter 1 39.1% of refuge referrals were accommodated, 68.6% of eligible domestic abuse perpetrator referrals accessed support services and 1 child accessed treatment / support services.

We are committed to disrupting criminal and anti-social behaviour through intervention and enforcement with 25 intelligence led pro-active disruption activities carried out in relation to licensing. We hope to engage 100% of retailers in the city in our Responsible Retailers Scheme - with a further 7 retailers signing up in Quarter 1. We continue to work to prevent sales of age-restricted products and illicit tobacco / alcohol. Trading standards will carry out a visit following receipt of a complaint and additionally in Quarter 1 we carried out 8 test purchases.

In Quarter 1 1,349 young people have attended a prevention bus session. The bus visits schools and communities across the city and is a partnership effort to help ensure young people have healthy, happy lives and are not left behind. Staff on the bus provide support on topics such as bullying, online safety, mental health, sexual health, drug & alcohol issues and careers advise. A key aim of our prevention activity is to prevent young people entering the criminal justice system. In Quarter 3 of 2022/23 (latest available data), there were 132 first time entrants (per 100,000 population aged 10-17) to the Criminal Justice System, better than the North East figure of 138 and the England figure of 142.

Residents feeling proud of the city and the place where they live with more people active and participating in their communities

This commitment is about residents, including children and young people, being able to engage with and participate in their communities and feeling proud of where they live.

Through our external communications we can increase awareness of the activities and opportunities in Sunderland that enable individuals to engage in their communities. Throughout 2022/23 we have been sharing and celebrating the stories of the people and places that make Sunderland through the *#WeAllMakeSunderland* Civic Pride communication campaign with more planned for 2023/24. We continue to engage people through Sunderland UK social media channels. Our audience continues to grow with 30,235 Facebook and 42,095 Twitter followers as at the end of Quarter 1.

We continue to seek opportunities to support people in Sunderland to contribute to their communities and the city through volunteering. In Quarter 1 this included: 283 people volunteering on place-based activities, over 50 volunteers supporting the 3k Run, Workplace Games and School triathlon, 10 people volunteering as chaperones and other volunteering opportunities.

The City Plan timeline activity of establish the Sunderland VCS Alliance as an independent Community Interest Organisation has been completed with the Alliance securing charitable status in April 2023. Cabinet approved establishment of legal partnership arrangement to now be established between the Council and the independent Alliance (July 2023 cabinet).

More people visiting Sunderland with businesses thriving and more residents participating in cultural events and activities

Prior to 2020, the number of visitors to the city (and associated spend) showed a continued upward trend (visitor numbers increased from 8.24m in 2016 to 9.49m in 2019 and spend from £399m to £500m in the same period). As the Covid-19 pandemic hit the UK in early 2020 however, cultural venues and events were particularly impacted due to the greater challenges of ensuring social distancing and safe delivery. In 2020, visitor numbers reduced to 4.38m and visitor spend to £219m. With Covid continuing to impact across 2021, figures remained low but improved, at 5.73m visitors and £314m visitor spend. Latest available figures, for 2022, show that visitor numbers increased to 8.51m visitors and £510m spend. Following on from the two-year post-covid Tourism Recovery Plan, a new 10-year Tourism Strategy will take forward tourism for Sunderland. Through our City Plan we have committed to delivering new national and international sporting events and staging world class music events to attract visitors and for residents to enjoy. In Quarter 1, huge audiences were attracted to the Stadium of Light for the Beyonce and Pink music festivals with key sporting events planned for Quarter 2.

Sunderland Empire Theatre re-opened its doors on 2nd September 2021, following Covid-19 restrictions with 212,237 visitors in 2021/2022. In 2022/23 there were 320,649 visitors with figures exceeding the two years prior to Covid (with visitor numbers at 266,440 in 2019/2020 and 304,314 in 2018/19). In Quarter 1 of 2023/24 there have been 108,925 visitors (up on the 62,639 visitors in Quarter 1 of 2022//23).

The Museum and Winter Gardens and Washington Arts Centre re-opened mid-way through Quarter 1 of 2021/22 and received 184,979 visitors in the year 2021/22. In 2022/23 there were 270,954 visits and in Quarter 1 of 2023/24 there have been 72,663 (up on the 67,009 visits in Quarter 1 of 2022/23). Following permission to start in March 2023, the development phase (anticipated to cover the period April 2023 to May 2024) for a Delivery Bid for the redevelopment of the Sunderland Museum and Winter Gardens is underway.

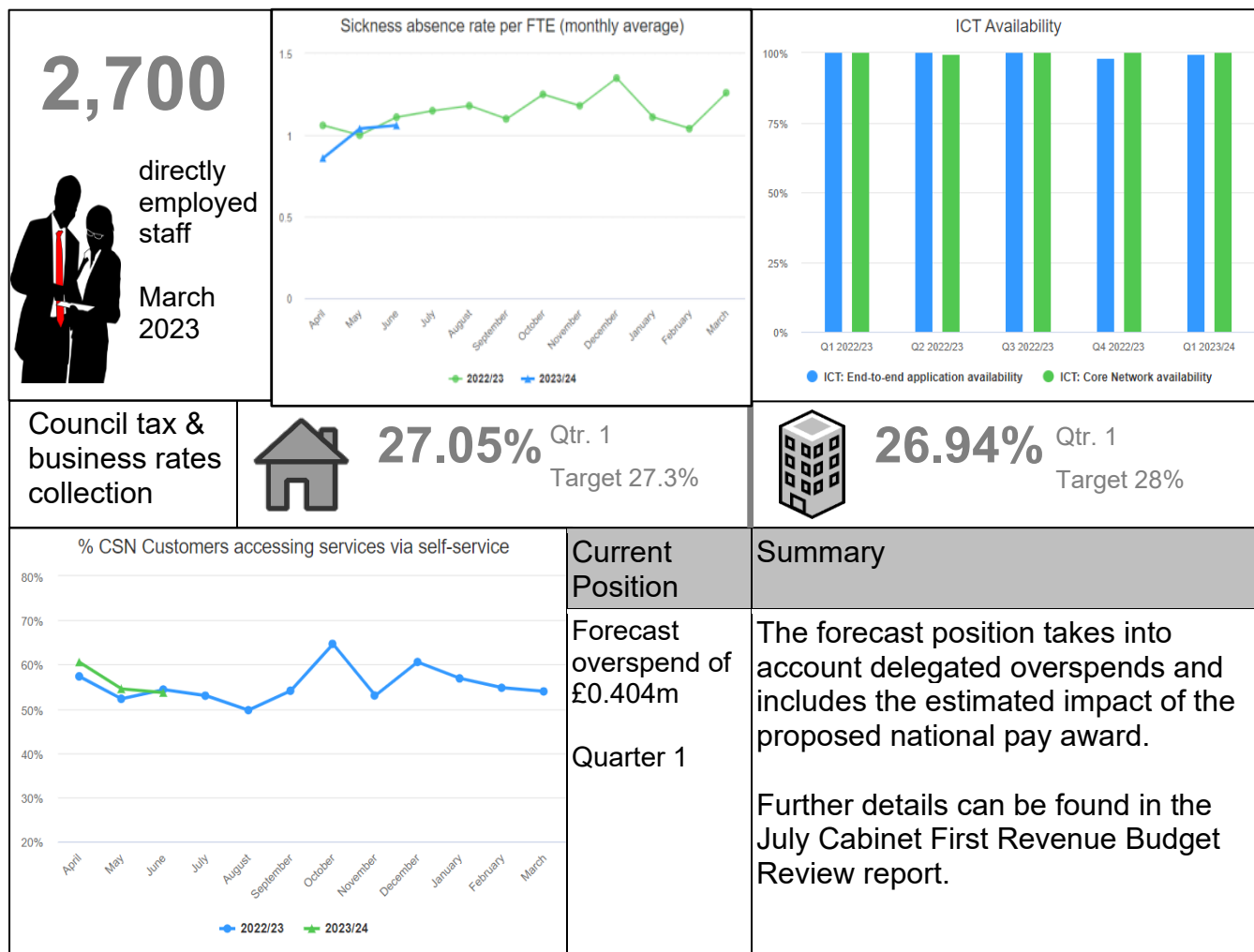
In Quarter 1, 44 organisations engaged in the Heritage Partnership Practitioners Network and 54 activities were delivered by the Heritage Partnership. Quarter 1 saw the delivery of a fortnight of heritage events (20 May- 4 June) through the #LoveSunderlandHeritage event. The fortnight is a festival offering opportunities to explore Sunderland's rich heritage with events including open days, guided walks, talks, workshops, and musical performances.

The National Glass Centre received 35,364 visitors in Quarter 1.

In Quarter 1 there were 46,888 library issues (including physical books, eBooks / e-Audio and e-Magazine), 255 new adult members, 18,517 digital subscriptions and 300 interactions with the Books at Home delivery service.

ORGANISATIONAL HEALTH

Good organisational health – strong financial management – productive and innovative working – a council ready for the future



Good organisational health and strong financial management

We will ensure good organisational health through well planned services (set out through service planning arrangements) that are clearly aligned to our overall vision and ambitions, as set out in our City Plan. We will ensure that this is supported through the delivery of effective corporate functions including those relating to governance, health & safety, effective business processes (such as information management), digital adoption and ICT.

Through strong financial management we will ensure we are in a good and sustainable budget position, maximising external funding and financing opportunities aligned to the City Plan. We have in place efficient income collection arrangements ensuring that the council has access to all the maximum available resource to deliver services.

At the end of Quarter 1, there were 2,695 directly employed staff (22 fewer than in Quarter 1 of 2022/23) with a budget position of a £0.404m overspend.

In previous periods the impact of Covid-19 became evident in Business Rates and Council Tax collection levels. Whilst our targets reflect the high levels of collection we aimed for pre-pandemic, we recognise there are ongoing challenges for our residents and going forward in 2023/24 we seek to achieve a level no lower than within 5% of the target. At the end of Quarter 1, the Business Rates in year collection rate was 26.94% (target 28.0%) and Council Tax in year collection rate was 27.05% (target 27.3%).

In Quarter 1, £5,482,239 has been secured through funding bids for approved projects and programmes supported by the following funding initiatives: £1,365,739 grant for Supplementary Substance Misuse Treatment & Recovery from the Office for Health Improvement and Disparities, £45,000 for the King's Coronation Events Programme (DCMS), £5,000 from the Northumbria Violence Reduction Unit (OPCC) to support the SARA project in Southwick, £3,700,000 grant for Pallion New Road / European Way project (Active Travel Fund Round 3); £64,000 for the new Library Website (LibraryOn), £15,000 grant to support feasibility work for further On-Street Residential Charging Infrastructure (LEVI - Capability Fund), £183,000 Family Hub Trailblazer grant to TfC not previously reported (DfE/DSHC), £88,000 Know Your Neighbourhood grant to support Library Services / Culture House (DCMS), £16,500 grant to support a river environmental project led by Wear Rivers Trust (Northumbria Water).

There were no reports to the Information Commissioner's Office (ICO) by the Council in Quarter 1.

Productive and innovative working and a council ready for the future

As a council we continue to deliver on the organisational changes required to optimise productive and innovative working, and ensure we are a council ready for the future. In pursuit of this we are committed to thinking differently to embrace new ways of working, with our values at the heart of everything we do: *'We innovate, We enable, We respect'*. We want to support our employees to be as healthy and happy as they can be, and therefore able to be their most productive and innovative in delivering services to the communities of Sunderland.

The monthly sickness absence rate per FTE at the end of Quarter 1 is slightly lower than at the end of the same period in the previous year (1.11 June 2022, 1.06 June 2023).

A regional benchmarking exercise is currently being undertaken in relation to sickness absence levels across the seven North East Local Authorities. Once complete (anticipated October 2023) the output (anonymised as appropriate), will be provided for the Committee's attention.

Following the reorganisation of the Council's structures, revised management information is currently being prepared and validated. This will also be provided for the attention of the Committee and arrangements for service managers to attend future meetings of the Committee, to outline how employees are supported to remain at work, can be made.

We continue to promote health and wellbeing for our employees through our three-year Employee Health and Wellbeing Strategy (2022-2025) which is underpinned by an employee needs assessment and annual action plan. In Quarter 1 there were 298 attendances at healthy choice sessions delivered by the Council's Employee Wellness Coordinator, with new depot sessions introduced to support frontline working arrangements. In Quarter 1 we supported our employees to participate, alongside other workplaces, in the Active Sunderland Big Workplace Games. There were also opportunities individuals to get involved as supporting volunteers.

Our annual Stars awards again took place in April 2023. The event promotes, encourages and recognises innovation by our workforce with awards across a number of categories. Over 300 employees gathered in the Council Chamber at City Hall to celebrate.

We continue to develop a new operating model to ensure that the council is as customer focused and effective as it can be. Alongside this, the adoption and enhancement of digital technologies continues, for smart working focused on efficient and effective customer outcomes.

In Quarter 4, 56.4% (57,850) of our Customer Service Network customers accessed services through self-serve – exceeding the target of 46%.