

CABINET AGENDA

Tuesday, 17 July 2018 at 10.00 am in the Blaydon Room - Civic Centre

From the Chief Executive, Sheena Ramsey

Item Business

1 Apologies for absence

2 Minutes (Pages 5 - 12)

Cabinet is asked to approve as a correct record the minutes of the last meeting held on 19 June 2018.

Key Decisions

3 Birtley Crematorium Cremator Replacement (Pages 13 - 18)

Report of the Strategic Director, Communities and Environment

4 Tenders for the Supply of Goods and Services (Pages 19 - 28)

Report of the Strategic Director, Corporate Services and Governance

5 Heritage Lottery Fund (HLF) Capital Funding Proposal for Central Library
(Pages 29 - 36)

Report of the Strategic Director, Corporate Resources

Recommendations to Council

6 Medium Term Financial Strategy 2019/20 - 2023/24 (Pages 37 - 70)

Report of the Strategic Director, Corporate Resources

7 Capital Programme and Prudential Indicators 2018/19 – 1st Quarter Review
(Pages 71 - 88)

Report of the Strategic Director, Corporate Resources

8 Revenue Budget - First Quarter Review 2018/19 (Pages 89 - 96)

Report of the Strategic Director, Corporate Resources

Non Key Decisions

- 9 Consent to the establishment of a Transport Joint Committee** (Pages 97 - 100)
Report of the Chief Executive
- 10 Council Plan - Year End Assessment of Performance and Delivery 2017/18** (Pages 101 - 126)
Report of the Chief Executive
- 11 Revised Catchment Areas in East Gateshead** (Pages 127 - 134)
Report of the Strategic Director, Care, Wellbeing and Learning
- 12 Adult Social Care and Public Health - Annual Report on Services Complaints, Compliments and Representations - April 2017 to March 2018** (Pages 135 - 152)
Report of the Strategic Director, Care, Wellbeing and Learning
- 13 Children and Families Service - Annual Report on Services Complaints, Compliments and Representations - April 2017 to March 2018** (Pages 153 - 168)
Report of the Strategic Director, Care, Wellbeing and Learning
- 14 Nomination of a Local Authority School Governor** (Pages 169 - 172)
Report of the Strategic Director, Care, Wellbeing and Learning
- 15 Work to Address the Harm Caused by Tobacco** (Pages 173 - 192)
Report of the Director of Public Health
- 16 Communities and Place Overview and Scrutiny Committee - Review of Roads and Highways** (Pages 193 - 202)
Report of the Strategic Director, Communities and Environment
- 17 European Structural and Investment Fund 2014-20 Project Proposal** (Pages 203 - 208)
Report of the Strategic Director, Communities and Environment
- 18 Gambling Statement of Principles 2019-2022** (Pages 209 - 258)
Report of the Strategic Director, Communities and Environment

19 Proposed Lease of Land at Derwenthaugh Marina (Pages 259 - 264)

Report of the Strategic Director, Corporate Services and Governance

20 Approval of Schemes, Estimates and Tenders during the Summer Recess (Pages 265 - 268)

Report of the Strategic Director, Communities and Environment

21 Exclusion of the Press and Public

The Cabinet may wish to exclude the press and public from the meeting during consideration of the following item(s) on the grounds indicated:

Item	Paragraph of Schedule 12A to the Local Government Act 1972
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Key Decision

22 Former Council Offices, Prince Consort Road (Pages 269 - 274)

Report of the Strategic Directors, Corporate Services & Governance and Corporate Resources

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GATESHEAD METROPOLITAN BOROUGH COUNCIL

CABINET MEETING

Tuesday, 19 June 2018

PRESENT: Councillor M Gannon in the Chair

Councillors: J Adams, M Brain, C Donovan, A Douglas, M Foy, L Green, G Haley, J McElroy and M McNestry

C13 **MINUTES**

The minutes of the last meeting held on 22 May 2018 were approved as a correct record and signed by the Chair.

C14 **GIBSIDE SCHOOL - NEW BUILD SPECIAL SCHOOL**

Consideration has been given to the scheme and estimate to create a new expanded school on a new site to replace the existing Gibside School.

- RESOLVED -
- (i) That the scheme and estimate be approved.
 - (ii) That the Service Director, Council Housing, Design and Technical Services be authorised to place an order through the SCAPE Major Works Framework within the agreed overall budget limit.

The above decisions have been made for the following reasons:

- (A) To enable the Council to fulfil its statutory duty to ensure a match between the predicted demand for school places and the number of schools and places maintained, and to ensure efficient use of resources.
- (B) To meet the required timescale for delivery of the additional school places.

C15 **TENDER FOR THE SUPPLY OF GOODS AND SERVICES**

Consideration has been given to tenders received for the supply of goods and services.

- RESOLVED -
- That the tender received from Newcastle CVS for Lot 1, Provision of a VCS Infrastructure Support Service in Gateshead for a 36 month period commencing 1 August 2018 be accepted, with an option to extend for a further 2 x 12 month periods.

The above decision has been made following a full evaluation and is considered to

be the most economically advantageous submitted.

C16 GATESHEAD QUAYS - CONSTRUCTION OF A TEMPORARY CAR PARK

Consideration has been given to the construction of a new temporary car park for Gateshead Quays.

RESOLVED - That the construction of a temporary car park in Gateshead Quays be approved.

The above decision has been made to ensure car parking is provided during the Great Exhibition of the North and also for the period of construction of the Gateshead Quays development.

C17 GATESHEAD INNOVATION AND DEVELOPMENT FUND

Consideration has been given to the principles and approach for an investment fund up to £500,000, to be funded through the Voluntary Sector Reserve.

- RESOLVED -
- (i) That the establishment of the Gateshead Innovation and Development Fund be approved.
 - (ii) That the principles and outcomes of the Fund, as set out in the report, be approved.
 - (iii) That the arrangement with the Community Foundation for Tyne and Wear and Northumberland as described in the report be approved.

The above decisions have been made for the following reasons:-

- (A) To provide an innovative strategic investment programme to help establish stronger, impactful organisations at the heart of Gateshead communities and in turn delivering a greater return on investment for the Council.
- (B) Ensure the presence of an effective voluntary and community sector to help build stronger and more resilient communities as set out in 'Making Gateshead a place where everyone thrives.'

C18 REVENUE OUTTURN 2017/18

Consideration has been given to the Council's revenue outturn position for the financial year 2017/18 prior to audit and to recommending to the Council appropriations to and from reserves, consistent with previous decisions, accounting policies, the principles set out in the Medium Term Financial Strategy (MTFS) and requirements of the Accounting Code of Practice.

- RESOLVED -
- (i) That the Council's 2017/18 revenue outturn position as an underspend of £1.268m, subject to audit, be noted.
 - (ii) That the Council be recommended to approve the appropriations to and from reserves outlined in the report.

The above decisions have been made to contribute to sound financial management and the long term financial sustainability of the Council.

C19

CAPITAL PROGRAMME AND PRUDENTIAL INDICATORS 2017/18 – YEAR END OUTTURN

Consideration has been given to:

- a) a breakdown of the 2017/18 capital programme which included capital payments of £74.8m;
- b) an assessment of reasons for the variations from the third quarter review and details of the proposed financing of the capital programme; and
- c) the impact of CIPFA's Prudential Code on the capital programme and the monitoring of performance against the statutory Prudential Indicators.

- RESOLVED -
- (i) That the Council be recommended to approve all variations to the 2017/18 capital programme as detailed in Appendix 2 to the report.
 - (ii) That the Council be recommended to approve the financing of the 2017/18 capital programme.
 - (iii) That it be confirmed to Council that the capital expenditure and capital financing requirement indicators have been revised in line with the revised budget and that none of the approved Prudential Indicators set for 2017/18 have been breached.

The above decisions have been made for the following reasons:

- (A) To ensure the optimum use of the Council's capital resources in 2017/18.
- (B) To monitor actual performance against the approved Prudential Indicators.

C20

TREASURY ANNUAL REPORT 2017/18

Consideration has been given to the Treasury Annual Report for 2017/18.

- RESOLVED -
- That the Council be recommended to approve the Treasury Annual Report for 2017/18.

The above decision has been made to ensure that the Council fully complies with

the requirements of Financial Regulations and good practice as recommended by the Chartered Institute of Public Finance and Accountancy (CIPFA) in its Code of Practice on Treasury Management.

C21

CHILDREN AND YOUNG PEOPLE IN CARE AND CARE LEAVERS STRATEGY 2018-23

Consideration has been given to the Children and Young People in Care and Care Leavers Strategy 2018-23.

RESOLVED - That Council be recommended to approve the Children and Young People in Care and Care Leavers Strategy 2018 – 2023.

The above decision was made for the following reasons:

- (A) To continue to ensure that the needs of looked after children and care leavers are met.
- (B) To ensure we achieve the priorities set out in the strategy.
- (C) To ensure the role of Corporate Parent is embedded across the Council and with partners.
- (D) To ensure the Council fulfils its statutory duties.

C22

REGIONAL ADOPTION AGENCY

Consideration has been given to the creation of a new Regional Adoption Agency to be named “Adopt North East” through combining the adoption services for the local authority areas of Gateshead, Newcastle upon Tyne, North Tyneside, Northumberland and South Tyneside, working in partnership with the Voluntary Adoption Agencies, After Adoption, ARC, Barnardos and Durham Family Welfare.

- RESOLVED -
- (i) That the progress undertaken with respect to the proposal for the adoption services of Gateshead MBC, Newcastle City Council, North Tyneside Council, Northumberland County Council and South Tyneside Council to be combined to create a Regional Adoption Agency to be known as “Adopt North East” be noted.
 - (ii) That it be noted that the preferred business model for “Adopt North East” is a local authority hosted model which will operate through the delegation of the Constituent Councils’ adoption functions to a host local authority pursuant to Sections 9EA and 9EB of the Local

Government Act 2000 and the Local Authorities (Arrangements for the Discharge of Functions) (England) Regulations 2012.

- (iii) That the proposal for North Tyneside Council to act as the Lead and Host Authority for “Adopt North East” and that the new arrangements will commence in early December 2018 be noted.
- (iv) That the draft summary Business Case associated with the delivery of “Adopt North East” and the associated funding proposals be noted.
- (v) That the Authority be authorized to consult jointly with the other participating authorities, on the proposals for “Adopt North East” with the relevant stakeholders as set out in the report.
- (vi) That a further report be submitted to Cabinet in September 2018 seeking final approval of the proposals following the receipt and analysis of the consultation exercise and the finalisation of the Final Business Case and agreement of appropriate Heads of Terms for a legal agreement to be entered into by the Constituent Councils.

The above decisions have been made as this option meets the requirements being place on the Authority by the Government in relation to the regionalisation of adoption services and is the most financially and legally efficient available option.

C23

RESPONSES TO CONSULTATION

Consideration has been given to responses to the Home Office consultation on Transforming the Response to Domestic Abuse and the Integrated Communities Green Paper.

RESOLVED - That the responses as set out in the appendices to the report be endorsed.

The above decisions have been made to enable the Council to contribute responses to the consultations.

C24

SURPLUS DECLARATION AND GRANT OF LEASE - BARLEY MOW VILLAGE HALL, BEDFORD AVENUE, BIRTLEY

Consideration has been given to Barley Mow Village Hall being declared surplus to the Council's requirements and the future proposal for the property after its surplus declaration.

- RESOLVED -
- (i) That Barley Mow Village Hall be declared surplus to the Council's requirements.
 - (ii) That the Strategic Director, Corporate Services and Governance be authorised to grant a 35-year lease at nil consideration to Barley Mow Village Hall CIO pursuant to the Council's Community Transfer policy.

The above decisions have been made for the following reason: -

- (A) To manage resources and rationalise the Council's assets in line with the Corporate Asset Strategy and Management Plan.
- (B) To ensure delivery of the cost savings identified in the Community Centre Review approved by the Cabinet on 26 February 2013 (Minute C224 - 2012/13).

C25

PETITIONS SCHEDULE

Consideration has been given to an update on petitions submitted to the Council and the action taken on them.

- RESOLVED - That the petitions received and the action taken on them be noted.

The above decision has been made to inform Cabinet of the progress of the petitions received.

C26

EXCLUSION OF THE PRESS AND PUBLIC

- RESOLVED - That the press and public be excluded from the meeting during consideration of the remaining business in accordance with paragraph 3 of Schedule 12A to the Local Government Act 1972.

C27

NEW FOOD AND BEVERAGE UNIT IN THE BALTIC QUARTER

Consideration has been given to approval for a scheme and capital budget to provide a food and beverage unit on Council owned land in Baltic Quarter in central Gateshead.

- RESOLVED - (i) That an increase in the Capital Programme

allocation for the project be approved as outlined in the report.

- (ii) That the Strategic Director, Communities and Environment be given delegated authority, in consultation with the Strategic Directors, Corporate Services and Governance and Corporate Resources, to agree a Compensation Event to the existing contracts for works in Baltic Quarter.
- (iii) That the Strategic Director, Corporate Services and Governance, be given delegated authority to agree a lease with the preferred tenant.

The above decisions have been made for the following reasons:

- (A) To stimulate development and investment in one of Gateshead's primary employment areas – Baltic Quarter.
- (B) To provide a food and beverage offer to meet evidenced demand.
- (C) To help attract new and retain existing tenants in Baltic Quarter.
- (D) To give confidence to the market that the Council is committed to creating the right environment in Gateshead in which businesses can grow and prosper.
- (E) To utilise the Council's land and property portfolio to support the Council's policy priorities in accordance with the provisions of the Council's Corporate Asset Strategy and Management Plan 2015 – 2020.

Copies of all reports and appendices referred to in these minutes are available online and in the minute file. Please note access restrictions apply for exempt business as defined by the Access to Information Act.

The decisions referred to in these minutes will come into force and be implemented after the expiry of 3 working days after the publication date of the minutes identified below unless the matters are 'called in'.

Publication date: 21 June 2018

Chair.....

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TITLE OF REPORT: Birtley Crematorium Cremator Replacement

REPORT OF: Paul Dowling, Strategic Director, Development and Enterprise

Purpose of the Report

1. To seek Cabinet approval to replace the cremator at Birtley Crematorium.

Background

2. The Council provides a Bereavement Service for all, currently having ten cemeteries and two crematoria.
3. The cremator at Birtley was installed in 1989 and has now exceed the upper end of expected operations (25 years). Although this cremator has been well maintained, maintenance costs are rising due to the increased difficulties in sourcing available parts and equipment which are obsolete due to the age of the cremator, and the increasing need to replace worn parts. Reliability of the cremator is reducing.
4. Birtley crematorium continues to bring income into the Council.

Proposal

5. It is proposed that Cabinet approves the proposals for the replacement of the cremator and the installation of mercury abatement system equipment at Birtley Crematorium. Approval is also sought to improve staff welfare facilities and building of an extension at Birtley Crematorium to house the mercury abatement equipment if required. The need for the extension will not be confirmed until the procurement process is complete and designs have been submitted by tendering companies.
6. Appendix 1 provides information on Birtley Crematorium and the requirement to replace the cremator with estimated costings.

Recommendations

7. It is recommended that Cabinet:
 - (i) Approves the replacement of the cremator at Birtley Crematorium with one cremator, a mercury abatement system and associated equipment.
 - (ii) Authorises an extension to Birtley Crematorium (if required) to house a mercury abatement system and improved staff welfare facilities.
 - (iii) Notes that subject to the above recommendations being agreed a further report will be submitted following the procurement process and recommending a tender for the necessary works.

For the following reasons:

- To continue to offer a crematorium facility to residents in the South of the Borough.
- To have capacity to increase cremations in the event of a pandemic.

CONTACT: Colin Huntington extension: 7402

Policy Context

1. The proposal in this report is consistent with the Council's Thrive Agenda by putting the service at the heart of the community, ensuring consistency of services offered to residents, best use of resources to deliver value for money services and long-term financial sustainability.

Background

2. Birtley Crematorium opened in 1957. The current cremator was installed in 1989. A cremator's lifespan is around 20-25 years and the cremator at Birtley has now exceeded this having operated for 29 years.
3. The two cremators at Saltwell Crematorium were replaced in 2013 to comply with legislation and a mercury abatement system installed. Supporting cremation equipment was renewed to minimise health and safety risks to staff.
4. Although the cremator at Birtley has been well maintained, maintenance costs are rising due to the increased difficulties in sourcing available parts and equipment which are obsolete due to the age of the cremator, and the increasing need to replace worn parts.
5. In December 2017 an urgent shut-down was required for a period of 3 weeks due to excessive smoke being emitted from the cremator which also created an unacceptable working environment for staff. Coffins had to be transferred to Saltwell Crematorium at short notice for services already booked at Birtley Crematorium with no new bookings taken. Although this was repaired by the contractor, at a cost of £6,000, in March 2018, smoke was again visible from the cremator and an urgent shut-down was implemented, diverting coffins to Saltwell Crematorium for services booked at Birtley. After further repairs the cremator became operational again but smoke became visible again on 4th April 2018. It was decided at this time to close Birtley Crematorium for cremations until a full repair could take place.
6. Work was programmed into Strategic Maintenance to replace a monitor at a cost of £14,000 and to replace gas valves at a cost of £6,000. These were ordered in March 2018, but due to their specialist nature weren't available until mid-late June. The impact of this was that Birtley remained closed for cremations until 18th June 2018. Birtley is now operational but we are closely monitoring the operation of the cremator.
7. The cremator at Birtley requires a fan to operate the system. There are two fans which are alternated every 6 months for even wear. In February 2018, one of these fans failed and a repair requested at a cost of £5,000. As both fans have had even wear it is assumed that the fan currently operating may also require maintenance work in the future at a similar cost.
8. The cremator at Birtley isn't as efficient and uses more gas than the ones at Saltwell Crematorium. It now takes longer to pre-heat the chamber which isn't economical.
9. Without investment, the crematorium will find it increasingly difficult to meet the needs of its environmental permit as the performance of the cremator deteriorates.

10. The cremation process naturally generates 'emissions' and these are subject to regulation. Current legislation requires 50% of all cremations to be 'abated' to remove mercury from the emissions. (Mercury emissions are as a result of amalgam fillings). These emissions are not controlled by the actual cremator, but through abatement equipment which is currently installed at Saltwell Crematorium but not at Birtley.
11. Cremation numbers at both Saltwell and Birtley Crematoria are starting to increase. At Birtley an additional 56 cremations carried out in 2017 (Jan-Dec) compared to the same period in 2016 creating further strain on the ageing cremator. As cremation numbers start to increase, the demand at Saltwell Crematorium will also increase, thus reducing the capacity at Saltwell to take cremations from Birtley if the cremator at Birtley isn't replaced and resulting in long delays for cremation services leading to reputational damage for the Council.
12. Office of National Statistics has projected that mortality rates are expected to fluctuate from 2018 to 2023 then rise yearly from 2024 to 2039.
13. In addition to the rise in the number of cremations in 2017 compared to 2018, burial land at Birtley is expected to be full in the next 15 years (based on current burial rates). Burial land is becoming more difficult to secure. Although burial numbers are reducing yearly, burial land still needs to be provided. £1.580m (2018/2019 – 2022/2023) has been set aside in the Council's Capital Programme to purchase and develop suitable land at Birtley. Investigations to find new burial land in Birtley have to date, proved unsuccessful. If new burial land cannot be found in Birtley it is anticipated that the number of cremations will increase further at Birtley Crematorium.
14. Despite its ageing equipment, Birtley Crematorium provides a service that is highly valued and given the consistent numbers of services each year it is likely to remain a viable and sustainable facility for the foreseeable future.

Possible Options

15. **Option One** – The Council could decide not to replace the cremator once it is no longer serviceable, which would result in the ultimate closure of the crematorium at Birtley. Residents would need to go to Saltwell Crematorium or to crematoria outside the borough such as Durham or Sunderland. The risks associated with continuing to support the existing cremator will see a continued increase in operational costs as the equipment becomes gradually less efficient and requires more attention. Adverse publicity and risk of cancellation or diversion of funerals will be more likely due to delays caused by breakdowns, problems sourcing replacement parts and equipment.
16. In previous years it was suggested that Birtley Crematorium could close as Saltwell Crematorium had the capacity to carry out all cremations. Recent statistics have shown that cremation numbers are increasing. Since November 2017 the amount of spare capacity at Saltwell Crematorium hasn't been sufficient to meet the number of cremations carried out at Birtley. In the first 3 months of 2018 there would have been a need to have 111 service times available at Saltwell to accommodate cremations from Birtley, however only 41 service times were available creating a shortfall of 70. It would have resulted in further delays for families to hold cremation services for their loved ones (possibly of up to 4½ weeks) causing further upset and prolonged

distress, or resulting in them having to go outside of the Borough to have their loved ones cremated.

17. **Option Two** - Replace the cremator with one cremator with a mercury abatement system and supplementary cremation equipment. This may require an extension to be built to house the abatement system and improve staff welfare facilities. The new cremators lifespan will be around 25 years. It is estimated that the capital cost to undertake this would be £2.1m.
18. Although capital investment is required to replace the cremator at Birtley Crematorium, the income yield that the Council would receive will be over the 25-year lifespan of the cremator. The current cost of running the Crematorium and Chapel and the capital financing costs associated with the investment required for the replacement cremator would result in a net income yield of c£2.4m to the Council over a 25-year period (not taking into account any increases in fees or the number of cremations).
19. **Option Three** - Replace with two cremators (if space allows), a mercury abatement system and supplementary cremation equipment, which will allow Gateshead to be self-sufficient for cremations ensuring at least one cremator can accept larger coffins (numbers of these are increasing) with no need for closure when servicing or relining is taking place. The cremators lifespan will be around 25 years. If Saltwell Crematorium was to have operational difficulties, Birtley could be used to carry out cremations rather than relying on neighbouring authorities. Gateshead would also be in an advantageous position to help other authorities experiencing cremation difficulties. Under normal circumstances, numbers of cremations at Birtley are not expected to increase to an extent that two cremators would be required to be in use at the same time. The estimated capital cost for these works is £2.5m.
20. If it is decided to replace the cremator there will be an additional yearly revenue cost for reagent supply and recycling and for servicing of c£15,000 per cremator.
21. If Cabinet approve the replacement of the cremator at Birtley the project will go through a procurement process to ensure that the cremators and abatement plant acquired are best suited to the crematorium. A project team will be established to manage this process.

Consultation

22. Consultation has taken place with the Leader of the Cabinet Members for Communities and Volunteering.

Implications of Recommended Option

23. Resources

- a. **Financial Implications** – The Strategic Director of Corporate Resources confirms that the proposed £2.1m required for the replacement of the cremator can be accommodated within the Capital Programme. Replacement of the cremator would maintain existing income levels assumed in the revenue budget. The additional revenue costs in relation to reagent supply and servicing would be accommodated within existing budgets. The rise in mortality rates as predicted by

ONS could result in additional income to the Council over the life of the new cremator.

b. Human Resources Implications – Nil

c. Property Implications –Extension to building (if required as result of procurement process and submitted designs) to house mercury abatement equipment and staff welfare facilities.

24. **Risk Management Implications** - The risks associated with continuing to support the existing cremator will potentially see a continued increase in operational costs as the equipment becomes gradually less efficient and requires more attention. Adverse publicity and risk of cancellation or diversion of funerals will be more likely due to delays caused by breakdowns, problems sourcing replacement parts and equipment.
25. **Equality and Diversity Implications** - Nil
26. **Crime and Disorder Implications** – Nil
27. **Health Implications** - Nil
28. **Sustainability Implications** – Nil
29. **Human Rights Implications** - Nil
30. **Area and Ward Implications** – Nil



REPORT TO CABINET
17 July 2018

TITLE OF REPORT: Tenders for the Supply of Goods and Services

REPORT OF: Mike Barker, Strategic Director Corporate Services and Governance

Purpose of the Report

1. The purpose of this report is to ask Cabinet to consider the tenders received for:
 - i) Contract for the Provision of a Cash Collection Service
 - ii) Contract for the Provision of Gateshead Recovery Partnership, Integrated Drug & Alcohol Service for Adults
 - iii) Contract for Mobile Voice and Data Services
 - iv) Framework for the Supply, Installation and Maintenance of Bus Lane Enforcement Cameras and Associated Review and Notice Processing Services
2. The background to these contracts is contained in the attached appendices.

Proposal

3. Cabinet is asked to agree and note the recommendations below.

Recommendations

4. It is recommended Cabinet agree:
 - i) That tender received from Sunderland City Council be accepted for the Provision of a Cash Collection Service for a 36 month period commencing 1 October 2018, with an option to extend for a further 12 month period.
 - ii) That tender received from Change Grow Live Services Ltd be accepted for the Provision of Gateshead Recovery Partnership, Integrated Drug & Alcohol Service for Adults for a 48 month period commencing 1 November 2018, with an option to extend for a further 3 x 12 month period.
 - iii) That tender received from Telefonica UK Limited be accepted for the Contract for Mobile Voice and Data Services for an initial period of 60 months with effect from 1 August 2018, with the option to extend for a further 2 x 12 month periods.
 - iv) That tender received from Conduent Parking Enforcement Solutions Ltd be accepted for the Framework for the Supply, Installation and Maintenance of

Bus Lane Enforcement Cameras and Associated Review and Notice Processing Services for a 24 month period with effect from 1 August 2018, with the option to extend for a further 2 x 12 month periods.

For the following reason:

A comprehensive evaluation of the tenders received has been undertaken. The recommended tenders are the most economically advantageous tenders submitted.

CONTACT: Andrea Tickner

Extension: 5995

Contract for the Provision of Cash Collection Service

Policy Context

1. The Contract for the Provision of Cash Collection Service has been organised in accordance with the Council's Contract Procedure Rules.

Background

2. The contract is being arranged on behalf of Corporate Resources – Customer and Financial Services, Trading and Commercialisation – Sport and Leisure and Facilities Management, Catering and Care Wellbeing and Learning.
3. The contract is for a 36 month period commencing 1 October 2018 with an option to extend for a further 12 month period. The Contract covers the secure delivery and collection of cash and cheques and associated documentation from nominated Council premises within the Borough of Gateshead and transfer to the secure depositing facility within agreed timescales. This will include the provision of a change/cash ordering and delivery service to various locations within the Borough.
4. The Contractor will also undertake the processing of car park income on behalf of the Council.
5. The estimated annual value of the contract is £85,000. A Tender was received from Sunderland City Council, Sunderland

A comprehensive evaluation of the tender received has been undertaken against the following criteria:

- Mandatory requirements: Grounds for Exclusion, Modern Slavery Act 2015, Insurance, Environmental Management, Compliance with Equality Legislation, Health and Safety, Technical and Professional Ability.
- Price including a full breakdown of all costs to provide the required services
- Quality requirements including Implementation Plan, Approach and Methods of Working, Technical Resources Available for the Delivery of the Service, Ability to Provide the Required Cash Ordering Service, Ability to Provide the Required Car Park Income Processing Service.

Consultation

6. There has been no external consultation.

Alternative Options

7. The anticipated value of this contract exceeded the threshold requiring competitive tenders to be invited in accordance with the EU Public Procurement Directives; therefore there are no alternative options.

Implications of Recommended Option

8. Resources:

- a) **Financial Implications** – the Strategic Director, Corporate Resources confirms that the cost of the Cash Collection service will be met from existing resources
- b) **Human Resources Implications** – Nil
- c) **Property Implications** - Nil

9. Risk Management Implication – Nil

10. Equality and Diversity Implications – The recommended tenderer meets the legal obligations of the Equality Act 2010.

11. Crime and Disorder Implications – Nil

12. Health Implications - Nil

13. Sustainability Implications – Nil

14. Human Rights Implications - Nil

15. Area and Ward Implications -Nil

Background Information

16. The documents that have been relied on in the preparation of the report include the received tenders.

Provision of Gateshead Recovery Partnership, Integrated Drug & Alcohol Service for Adults

Policy Context

1. The Contract for the Provision of Gateshead Recovery Partnership, Integrated Drug & Alcohol Service for Adults has been organised in accordance with the Council's Contract Procedure Rules

Background

2. The contract is being arranged on behalf of Care, Wellbeing & Learning, Public Health. The contract is for a 48 month period commencing 1 November 2018 with an option to extend for a further 3 x 12 month period.
3. The contract will provide a fully integrated recovery and wellbeing focused drug and alcohol Service for adults and families that has a culture of ambition and belief in recovery, which is promoted among the service workforce. It is envisaged that the Service will maximise improvements to all aspects of Service Users lives through effective pathways, partnership working and the use of mutual aid networks alongside recovery champions to spread the message of hope and that real and sustained recovery is possible. The Service will be referred to as the Gateshead Recovery Partnership (GRP).
4. The annual value of the contract is £2,267,041. Tenders were received from:
Change Grow Live Services Ltd, Brighton
Northumberland, Tyne and Wear NHS Foundation Trust, Gosforth
Turning Point Services Limited, London

Consultation

5. Consultation has taken place with Service Users, providers and stakeholders to understand the needs of Service users in Gateshead and determine the best model for delivering Drug & Alcohol Service for Adults.

Alternative Options

6. The anticipated value of this contract exceeded the threshold requiring competitive tenders to be invited in accordance with the EU Public Procurement Directives; therefore, there are no alternative options

Implications of Recommended Option

7. Resources:

- a) **Financial Implications** – The Strategic Director, Corporate Resources confirms the cost of this service is within the allocated budget 2018/19 and will deliver overall savings of £340,000 of which £130,000 is required in 2018/19.

b) **Human Resources Implications – Nil**

c) **Property Implications -.Nil**

8. **Risk Management Implication – Nil**

9. **Equality and Diversity Implications –** The recommended tenderer meets the legal obligations of the Equality Act 2010.

10. **Crime and Disorder Implications –** Drug and alcohol misuse is a major factor in crime and disorder, and an effective treatment service is crucial in mitigating the impact on victims' lives, as well as in enabling drug treatment orders to be used against those found to be causing significant issues to their community.

11. **Health Implications –** The award of this contract service will ensure that the Council meets its duty to promote and protect the health and wellbeing of those who misuse drugs and/or alcohol.

12. **Sustainability Implications –**

13. **Human Rights Implications - Nil**

14. **Area and Ward Implications -Nil**

Background Information

15. The documents that have been relied on in the preparation of the report include the received tenders.

Policy Context

1. The contract for Mobile Voice and Data Services has been organised in accordance with the Council's Consolidated Procurement Policy.

Background

2. The contract is being arranged on behalf of Corporate Resources, IT Services. The procurement was conducted as a call-off under Lot 6 Mobile Voice and Data Services of the Crown Commercial Services (CCS) RM1045 Network Services Framework and is for an initial period of 60 months with effect from 1 August 2018, with the option to extend for a further 2 x 12 month periods
3. This Contract is to provide the Council with Mobile voice and/or data services, including voice calls, SMS, voicemail services, mobile data connectivity, mobile e-mail services, mobile data applications, value added mobile services and mobile device management.
4. The estimated annual value of the contract is £240,000. Tenders were received from the following companies:

EE Ltd, London
Daisy Communications Ltd, Lancashire
Telefonica UK Ltd, Madrid
Virgin Media Business Ltd, Hook
Vodafone Ltd, Berkshire

5. A comprehensive evaluation of the tenders has been undertaken against the following criteria:
 - Mandatory requirements: Grounds for Exclusion
 - Contract approach including Coverage within the Borough, Transition Plan, Billing, Online Portal Access, Helpdesk Services, Device Recycling Scheme and Exit Strategy.
 - Value for money.

Consultation

6. There has been no external consultation

Alternative Options

7. The anticipated value of this contract exceeded the threshold requiring competitive tenders to be invited in accordance with the EU Public Procurement Directives; therefore, there are no alternative options.

Implications of Recommended Option

8. Resources:

a) Financial Implications – The Strategic Director, Corporate Resources, confirms that there are no additional financial implications arising from this report.

b) Human Resources Implications – Nil

c) Property Implications - Nil

9. Risk Management Implication – Nil

10. Equality and Diversity Implications – The recommended tenderer meets the legal obligations of the Equality Act 2010.

11. Crime and Disorder Implications – Nil

12. Health Implications - Nil

13. Sustainability Implications – Nil

14. Human Rights Implications - Nil

15. Area and Ward Implications -Nil

Policy Context

1. Framework for the Supply, Installation and Maintenance of Bus Lane Enforcement Cameras and Associated Review and Notice Processing Services has been organised in accordance with the Council's Consolidated Procurement Policy.

Background

2. The contract is being arranged on behalf of Communities and Environment. The contract is for a 24 month period with effect from 1 August 2018, with the option to extend for a further 2 x 12 month periods.
3. This framework is for a fully managed service and the lease of all equipment necessary to carry out enforcement of bus lane contraventions, ensuring that the chosen solution is compatible with the Council's existing notice processing system or any successor system used during the duration of the framework.
4. The Contractor will be responsible for the initial review and issuing of all Penalty Charge Notices (PCN) for bus lane contraventions captured under this contract.
5. The Council understands that the Contractor will expect a minimum number of PCNs to be generated for call-off contracts to be commercially viable. The Council estimates the minimum number of valid PCNs per annum generated by each camera to be 5,000 and will guarantee the relevant minimum income to the Contractor based on that figure. This number will be aggregated across all of the cameras deployed (i.e. 15,000 valid PCNs across the 3 proposed initial sites).
6. The cost to the Council is £5.74 per PCN issued leaving an income to the Council of £24.26 per PCN issued. This is based on the assumption that most contraventions will be paid within 21 days.
7. Tenders were received from the following companies:

Conduent Parking Enforcement Solutions Ltd, London
Marston Holdings Limited, Birmingham
ParkingEye Limited, Lancashire
8. A comprehensive evaluation of the tenders has been undertaken against the following criteria:
 - Mandatory requirements: Grounds for Exclusion, Modern Slavery Act 2015, Insurance, Compliance with Equality Legislation, Environmental Management, Health and Safety Low Risk.
 - Contract approach including Previous Experience, Methodology and Sustainability.
 - Value for money.

Consultation

9. There has been no external consultation

Alternative Options

10. The anticipated value of this contract exceeded the threshold requiring competitive tenders to be invited in accordance with the EU Public Procurement Directives; therefore, there are no alternative options.

Implications of Recommended Option

11. Resources:

a) **Financial Implications** – The Strategic Director, Corporate Resources, confirms that income is expected to be generated to offset costs and meet the agreed savings target.

b) **Human Resources Implications** – Nil

c) **Property Implications** - Nil

12. Risk Management Implication – Nil

13. **Equality and Diversity Implications** – The recommended tenderer meets the legal obligations of the Equality Act 2010.

14. **Crime and Disorder Implications** – Nil

15. **Health Implications** - Nil

16. **Sustainability Implications** – Nil

17. **Human Rights Implications** - Nil

18. **Area and Ward Implications** -Nil

TITLE OF REPORT: Heritage Lottery Funding (HLF) Capital Funding Proposal for Central Library

REPORT OF: Darren Collins – Corporate Resources

Purpose of the Report

1. To seek Cabinet approval to secure Heritage Lottery funding to the value of £514,200 and to provide match funding to the value of £29,000 capital funding to support a project that will improve access to the local studies collection at the Central Library.

Background

2. The Council has submitted a successful stage one application to the HLF for funding to improve access to the local studies collection at the Central Library. This collection comprises over 40,000 items including unique and rare newspapers, maps, books, photographs and pamphlets dating from 1640s to the present day.
3. 95% of the collection is currently kept in secure stacks at the Central Library and as a result the public cannot freely browse the collection and it is under used. It is hard to promote the breadth of the collection or the wealth of material in it.
4. The HLF have approved the stage one application and released £47,000 for the Council to develop a second stage application. This phase develops plans for the capital implementation and the community engagement dimensions of the project. There will also be a strand of the project which looks at preservation and digitisation of our most fragile and unique items.
5. The capital project will create a much improved, larger public facility within the Reference section of the Central Library. Around 60% of the collection currently stored in staff areas will become public access, with up to 10,000 books becoming available for the public to browse. Improved study facilities will support easier group and independent research. New interactive terminals will also allow easy access to the unique collection of maps, newspapers and photographs.
6. Digitisation and conservation of the collections will ensure material can increasingly be used online or on our digital interactives to preserve fragile originals. For some larger items (e.g. maps) digitisation work will be outsourced, but an ongoing digitisation programme will also begin inhouse, with up to 20 volunteers contributing to the work and a digitisation area with specialist equipment created.
7. An outreach element and activities programme will promote the collection beyond the Central Library and encourage use of it. A 'Friends of Gateshead Local Studies' group will be formed and members will promote the collection in their localities and support a programme of events and activities promoting Gateshead's heritage. There will be improved use of the local studies archive with schools and community groups. Appendix 1 provides more detail on planned community activities.

HLF Stage 2 application

8. The Council is currently working up a second stage application, capital plans and other associated project information in more detail for submission to the Heritage Lottery Fund in mid-August. For the purposes of this submission HLF require building designs to RIBA stage 3. The Council has contracted Keir through the Scape Framework to deliver this element of the project. In addition, the Council will submit outline plans for the design of digital interactives; an activity plan detailing all activities delivered as part of the project, including those to recruit and retain volunteers; a management and maintenance plan; and briefs so the Council is ready to go out to tender for digitisation work; for the digital interactives and for evaluation of the project.
9. This application will be considered by the Heritage Lottery Fund ahead of a funding announcement in December 2018. Delivery phase of the project would then run for 18 months from January 2019, giving time for a wide programme of events and activities as part of an opening programme and celebration of Gateshead's history.

Recommendations

10. It is recommended that Cabinet approves the submission of the stage 2 application to HLF to secure funding of £514,200 and the provision of £29,000 match funding.

For the following reasons:

- (i) To greatly improve public access to the unique local history archive held at Gateshead Central Library
- (ii) To allow the implementation of a project that will engage a wide range of community organisations and volunteers in the heritage of Gateshead and the resources held within the collection

CONTACT: Lindsay Murray - extension 2794

Policy Context

1. The project set out in the report directly supports Gateshead Council's thrive pledges. The project activities will seek to put the community at the heart of project, and will look at innovative ways of ensuring that residents who need help most benefit most from the project. The project will develop new volunteering opportunities to help people build new skills, especially digital skills. The project will also strongly promote a sense of local identity and belonging for local people.
2. The proposal as set out in this report will also accord with the provisions of the update of the Corporate Asset Strategy and Management Plan 2015 – 2020. In particular, investing in Council assets to maximisation use and provide enhanced benefits service delivery for residents of the borough.

Background

3. Gateshead Central Library had a major transformation in 2011 with a £2 million investment, with match of £500,000 from the Council. This project improved access to the building, created a new children's library, new community meeting spaces and completely renewed the lending library.
4. This work ensured that the library could deliver an enhanced offer to both the local community and Gateshead residents from across the borough.
5. Since the works were undertaken there have been a number of reviews of the Library Service. Whilst the outcome of possible future reviews is unknown it is anticipated that the Central Library will continue to be seen as the main hub for the Service in this location in the medium term. This being on the basis that the Service sees the library building's current site the most appropriate occupying a central location supported by local residents and the wider community and there are currently no competing uses for the site nor a more advantageous location for the building. This view is supported by the decision to relocate of two organisations from Gateshead Old Town to the building as referenced in paragraph 10 below.
6. As advised above the Central Library attracts users from a wide demographic and is used by many local organisations for meetings. Appendix 2 details the range of services delivered from Gateshead Central Library and the organisations that use the library.
7. The reference and local studies section, containing the local studies archive of the Central Library was beyond the scope of these capital works. Improving this part of the building will be an important way of maximising the potential of the Central Library asset.
8. The establishment of PC provision within the reference library has been very successful for the last 15 years. The PCs are heavily used, especially by job seekers. This provision of technology resulted in local history resources becoming unavailable to the public. The HLF capital improvements will sustain very good public technology provision with much improved access, physical and digital, to local heritage resources.

9. The HLF project will have a very strong community engagement dimension. This will include a Gateshead Community History Festival held at venues around the borough culminating in a gala day held at the Central Library, a drama performance based on a local historic unsolved crime, a touring exhibition and an oral history project that will capture memories of areas or streets of Gateshead.
10. Following the sale of Gateshead Old Town Hall two cultural organisations, including GEM Arts, have moved into Gateshead Central Library. These cultural organisations have filled vacant spaces and are assisting with the programming of the Caedmon Hall. The Arts Council, the strategic development agency for libraries, sees this as a very positive way of developing the library as a creative community hub.

Consultation

11. In preparing this report consultation has taken place with the Leader and Cabinet Members for Culture, Leisure, Communities and Volunteering.
12. Phase one of the project has involved consultation with a range of stakeholders, especially heritage and local history organisations across the borough. Beamish and Land of Oak and Iron have been consulted as have existing library customers. Further consultation would continue in delivery phase and a 'Friends of Gateshead Local Studies' will become active in promoting the collections.
13. UNION and GMB have been consulted on the rationale for the use of the SCAPE framework for the construction element of this project.

Alternative Options

14. The alternative would be to not progress with the project and limit the potential of the archival collection as a way of engaging residents in heritage learning activities.

Implications of Recommended Option

15. Resources:

a) **Financial Implications** – The Strategic Director, Corporate Resources confirms that the costs arising from the provision of match funding for the implementation of the project is £29,000 and this can be met from within the capital programme.

b) **Human Resources Implications** – The Strategic Director Corporate Services & Governance confirms that one fixed term post created for the second stage application will be sustained through the implementation of this project.

c) **Property Implications** – Investing in Council assets which are to be retained for service delivery in the medium to long term ensures that buildings continue to be fit for purpose. The proposed investment in the building and its facilities as outlined in this report will greatly improve public access to the unique local history archive held at Gateshead Central Library and as such enable an enhanced service offer to be delivered from the building for the community.

16. **Risk Management Implication** – The HLF have accepted the use of the SCAPE Minor Works Framework based on an assessment of the alternative procurement options as it ensures early involvement of contractor to drive forward the pre-construction process and to identify and deal with all potential cost and other risks.

The Framework contractor, Keir, will also procure the design team and to ensure that they can provide the specialist knowledge. In addition, pre-construction and design development process will develop scheme up to RIBA stage 3 - 4 and submission of planning application at their risk.

17. **Equality and Diversity Implications** – There are no implications arising from this report.
18. **Crime and Disorder Implications** – There are no implications arising from this report.
19. **Health Implications** - There are no direct health implications arising from this report.
20. **Sustainability Implications** – There are no direct sustainability implications resulting from this report.
21. **Human Rights Implications** – There are no implications arising from this report.
22. **Area and Ward Implications** – There are no implications arising from this report

Appendix 2 – Central Library background information – services and community use

1. The Central Library provides accommodation for several boroughwide library services and functions, including the children and young people's team, the digital engagement team and the service's back office and management team. The Central Library complex includes the Caedmon Hall performance space, the Central Library Gallery, two community rooms and a Bewick's cafe.
2. The Central Library serves Saltwell, Bensham and Deckham communities as well as drawing customers from across Gateshead. It is a vibrant place and offers a wide range of services to many different customer groups, and currently has approximately 17,000 active users and approximately 350,000 visits per year.
3. Main lending library – the lending library is the hub of the building offering an extensive collection of books for children and adults, for leisure and education purposes. It issues approximately 217,000 books a year, 32% of the total books issued in the borough. The service uses the library as a venue for a wide range of reading promotions, including reading groups, Library Lates and more intimate author events.
4. Heritage and Local Studies – the Central Library accommodate a valuable local studies collection of books, newspapers, maps and pamphlets. The oldest books in the collection date from 1650. The collection includes items of national importance, including unique publications by Thomas Bewick and First World War propaganda posters.
5. Children library – the Central Library issues 39% of all children's books in the borough. The children's library is exceptional and is perfect for activities with children aged from 0 – 11 years. The library is regularly visited by 13 schools and nurseries. The Friday rhymetime is attended by approximately 120 parents and children each week.
6. Young people – the Central Library has developed as a recognised destination for activities for young people. There are several young people's groups that operate from the library, including the Anime / Manga group that organises a range of events including Anime Attacks. This is a major celebration of Japanese culture. This October the event was hosted across the Central Library and Shipley Art Gallery and attracted an audience of approximately 300 young people.
7. Digital Services – the Central Library provides access to 48 public PCs. This service is heavily used by job seekers, who are often supported to develop basic digital skills. The building also hosts a wide range of digital engagement activities including coding clubs and the annual e-day. E-day allows members of the public to access a wide range of emerging technologies including VR headsets, 3-D printers and robotics.
8. Gift shop – The library gift shop was established in May 2017. Following input from a specialist retail consultant a range of high quality gifts are now stocked to appeal to library customers. Three key ranges are stocked; gifts for children, gifts linked to the heritage of Gateshead, and high-quality design led gifts.
9. Caedmon Hall – this provides an equipped theatre venue with sprung wooden dance floor. The venue can be provided in a number of seating arrangements, with a maximum capacity of 240. The venue is used for a number of cultural celebration events, for example GEM Arts use the Caedmon Hall for their Mini Mela. Seven Stories – The National Centre for the Children's Book – recently held a major

celebration event in the Caedmon Hall for nurseries form across Gateshead. The Caedmon Hall is also used for author events and in recent years has hosted visits from bestselling US authors, Jeffery Deaver and Tess Gerritsen attracting up to 185 people, and regular History Wardrobe presentations which attract 100-150 people.

10. Community facilities – the Central Library is used by a wide range of community organisations, school and nurseries. As a venue it is welcoming and provides excellent facilities. The library is also used by a range of government agencies, for example it is regularly used for speed awareness and drink driving offender courses.

<ul style="list-style-type: none"> • After Adoption • Arthritis Care • Autism Information Hub drop in • Backworth Male Voice Choir • Brahma Kumaris • British Occupational Hygiene Society • Cancer Research UK • Community Integrated Care • Cruse • Deaf Women's Health Organisation • Education Gateshead • Equal Arts • Eve Trew Dance Show • Friends of Rawling Road Surgery • Fulfilling Lives • Gateshead Local History Society • Gateshead Operatics Society • GEM Arts • Homeless Link • Gateshead Jazz Society • Marquisway • MS Society • North East Council on Addictions • Polymyalgia Rheumatica and Giant Cell Arteritis Society 	<ul style="list-style-type: none"> • Sage Choir • Seven Stories • St John's Hearing Aids • Tyne & Wear Care Alliance • Tyneside Women's Health • U3A (University of the third age) • Unison • WinG • Young Carers • Young Women's Outreach Project • Your Voice Counts <p>School and nurseries</p> <ul style="list-style-type: none"> • Bede Primary • Brighton Avenue Primary • Corpus Christi Primary • Kelvin Grove Primary • South Street Primary • St Aidans Primary • St Josephs Primary • Cedars School • Dryden School • Gibside School • Bensham Grove Nursery • Bridges Nursery • Valley Nursery
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17 July 2018**TITLE OF REPORT: Medium Term Financial Strategy 2019/20 – 2023/24****REPORT OF: Darren Collins, Strategic Director, Corporate Resources****Purpose of the Report**

1. To request Cabinet to recommend to Council the approval of the Medium Term Financial Strategy (MTFS) 2019/20 to 2023/24 and the outcome of a review of Council Reserves as set out in this report and appendix.

Background

2. The MTFS is fundamental to effective financial planning within the Council as it sets the financial context for the Council's resource allocation and budget setting ensures that resources are assigned to the Council's priority outcomes.
3. The current MTFS was agreed by Council on 18 July 2017 and was based on government intent to introduce funding reforms of 100% business rate retention taking place in 2020, however, in December 2017 the Government announced its aim to introduce 75% business rates retention in 2020 under existing legislation.
4. Within the 2018/19 settlement the Government provided some details of indicative funding up to 2019/20 which gave a high level indication of revenue support grant funding. However, uncertainty still exists in respect of likely Government funding levels in relation to other grants over that period as well as the instability arising from unknown future funding levels from 2020/21 and the outcome of any future finance reforms.
5. The government intends to implement its Fair Funding Review as of 1 April 2020, for the 2020/21 financial year. This will be done via the local government finance settlement process. The government's intention is to publish a series of technical consultations during mid-2018, followed by broad outlines of the new system in autumn or winter 2018. It is expected that indicative allocations to individual authorities following implementation will then be made available in spring to early summer 2019, followed by final numbers in autumn 2019.
6. This report reviews the principles of the MTFS for Cabinet to consider and make a recommendation to Council. It also updates budget forecast models taking into consideration Government funding for 2018/19, assumptions on funding for 2019/20 to 2023/24 based on estimates and assumptions around service and corporate pressures. The MTFS also includes a review of the reserves policy of the Council, the outcome of which is set out in the following sections of this report.
7. The Council will continue to keep the MTFS under review as a consequence of the high degree of uncertainty surrounding the potential impact of Government policies and funding decisions.

Proposal

8. The proposed MTFFS for 2019/20 to 2023/24 is attached at Appendix 2. This presents a very challenging financial position over the medium term as a result of assumptions concerning future Government funding. The indicative budget forecasts within the MTFFS show an estimated funding gap of £76.689m for the next five years to 2023/24 with an estimated gap of £55.060 for the first three years.
9. To satisfy its legal requirement to balance the budget the Council must make spending plans affordable by matching them to the estimated funding available over that time. The gap between the two amounts is referred to as the “financial gap”. Thus, the financial gap is a combination of the Council’s best estimate of the future budget needed to cover rising cost pressures and demands for services alongside a reduced amount of income. Action is required now to enable the council to legally balance the budget for both next year and in future years.
10. The MTFFS also requires a full review of the Council’s reserves position. The outcome of this exercise forms part of the formal MTFFS document. The review has concluded that no further changes are required at this time.

Recommendations

11. Cabinet is requested to recommend the Council to:
 - (i) approve of the Medium Term Financial Strategy for 2019/20 to 2023/24;
 - (ii) note the review of both general fund and strategic earmarked Council reserves;
 - (i) note that the Strategic Director, Corporate Resources, following consultation with the Chief Executive, will continue to produce and monitor on an annual basis, a rolling programme of five-year budget forecasts taking account of the key issues facing the Council; and
 - (ii) note that the Strategic Director, Corporate Resources, following consultation with the Chief Executive will continue to keep under review and update the MTFFS as appropriate to respond to Government policy and funding announcements.

For the following reasons:-

- i) To contribute to the good financial management practice of the Council;
- ii) To assist the financial sustainability of the Council over the medium to long term.

Policy Context

1. The Medium Term Financial Strategy (MTFS) includes financial projections analysis and context that supports the Council's new policy approach 'Making Gateshead a Place Where Everyone Thrives'. The Council recognises there are huge financial pressures on not just Council resources, but those of partners, local businesses and residents. To deliver on the new policy approach over the next five years, the Council will need to be resolute in its determination to make Gateshead a place where everyone thrives. This means the Council's decision-making including resource allocation through the budget will be policy and priority led and driven.
2. In order to strengthen the Council's financial position to deliver on the new policy approach, there needs to be consideration of other ways to generate income to achieve self-sufficiency including changes in local taxation, fees and charges and trading activities as well as prioritising and supporting economic growth within the borough. The Council will also seek to address and manage the huge pressures created by increasing demand for Council services along with the identification of efficiencies and savings.
3. The MTFS provides the financial planning framework for supporting the allocation of available resources to deliver strategic plans. It also supports a sustainable Gateshead through the best use of available resources to deliver services and long term financial sustainability for the Council. This strategic financial approach is built around the four MTFS themes of economic growth, income generation, management of demand and efficiencies / savings.

Background

4. The MTFS 2018/19 to 2022/23 containing budget estimates and assumptions was agreed at cabinet 18 July 2017. The MTFS was prepared with some indicative funding forecasts from central government via the multi-year settlement up to 2019/20 and showed an estimated funding gap of £88m for the period 2018 to 2023.
5. The principle of a multi-year settlement was welcome however many of the future year's figures included in the Government's original settlement have still been subject to change. Furthermore, while the Local Government Finance Settlement is the primary source of grant income to local authorities, there are other, significant sources of grant funding dependent on government decisions such as existing Better Care Funding, Education Services Grant and Public Health. These other grants represent material amounts of funding to the Council and there is no mention of these in the government's future analysis and without these the council has had an incomplete set of information with which to plan its future finances effectively.
6. A refresh of assumptions alongside more recent Government announcements has been undertaken to inform future financial planning.
7. The current MTFS has been reviewed and updated. The MTFS 2019/20 to 2023/24 document is attached at Appendix 2 and outlines a strategy to deal with a funding gap of £55.060m for the three year period. The overall five-year funding gap over the life of the MTFS is estimated at £76.689m.

8. The likely continuing requirement and scale of budget savings, over and above the £157m already taken from budgets since 2010, represents an increasing challenge for the council.
9. Medium term financial planning remains extremely difficult due to external economic factors the financial impacts of which are impossible to predict accurately, coupled with the timing of a new finance system that is still in the design process. There is great uncertainty in relation to the level of funding beyond 2020 due to the changes in the Local Government finance system resulting in greater risks in relation to the localisation of business rates and the local council tax scheme. The unknown impacts alongside the level of risk to finances mean that these forecasts will need to be closely monitored and potentially refreshed more frequently than usual as consequences become clear. Staying the same is not an option. The council is required to change to deliver its priority outcomes within the limited funding available.
10. The funding estimated to be received from government and from council tax and business rate payers over the next five years is not sufficient to cover current level of spend plus new budget pressures. Local authorities are legally obliged to set a balanced budget each year and to ensure they have sufficient reserves to cover any unexpected events. Therefore, to legally balance the budget the council must make spending plans affordable by matching it to the estimated funding available over that time
11. The Council response to the challenging financial context is to achieve a sustainable funding position with a focus on four inter-related areas: economic growth, income generation, managing demand, and finding cost savings and efficiency by:

Maximising Economic Growth - Doing all we can to support economic growth and revenue generation through increased council tax and business rates. Success in this area will enable the council to support the most vulnerable and those at risk of becoming vulnerable both directly and through reinvestment of resources into activities which provide protection and support.

Driving **Income Generation** such as increasing the rate or scope of fees and charges or increased trading activities to provide employment and generate resources for council priorities.

Focusing on **Managing Demand** (particularly in social care) with a targeted approach, emphasising early intervention and prevention.

Continuing to **Drive efficiencies & Savings** through changes to the way the council works, for example, through exploiting new technology, consolidation of buildings and services and reducing complex processes.
12. The council will ensure that reducing resources are used to maximum effect, and allow the council to continue to deliver new and better ways of working and invest to improve the efficiency of services provided. It is evident however the continuing reductions in funding and increases in demand will have an inevitable impact on both the nature and scope of services that the council is able to deliver. The council will aim to manage the process of change to its services effectively.
13. The council will continue to have significant revenue and capital budgets to deliver services consistent with the delivery of priority outcomes of "Making Gateshead a Place where Everyone Thrives". The council will retain its vision for the future of the Borough through promoting development and economic growth and this will assist in maintaining the medium term financial sustainability of the council.

Consultation and Equalities Impact

14. The MTFs sets a financial context for budget consultation. The Council's budget planning framework is supported by the development of Equality Impact Assessments (EIAs) for any budget proposals, identifying possible disproportionate impact in relation to the protected characteristics as described within the Equality Act 2010. The EIAs will also identify potential mitigation where applicable.
15. The Council maintains its strong commitment to equality, believing that all groups and individuals within the community and its workforce have equal opportunity to benefit from the services and employment it provides. EIAs help the Council to arrive at informed decisions and to make the best judgements about how to target resources.
16. The Leader of the Council has been consulted on this report.

Alternative Options

17. There are no alternative options.

Implications of Recommended Option

18. Resources

- a. **Financial Implications** - the Strategic Director, Corporate Resources confirms that financial implications are as contained within the MTFs document.
 - b. **Human Resource Implications** – The need to support Council employees as much as possible through changes arising from the MTFs principles set out in this report is recognised. Any direct implications will form part of the budget planning framework and identification of budget proposals.
 - c. **Property Implications** – No direct property implications. Any direct implications will form part of the budget planning framework and identification of budget proposals.
19. **Risk Management Implication** – The MTFs risk implications are contained within the MTFs document. Risks arising from the direct impacts of this strategy will form part of the Council's approach to the budget planning framework.
 20. **Equality and Diversity Implications** – An equality impact framework has been developed to assess budget proposals.
 21. **Crime and Disorder Implications** – No direct crime and disorder implications. Direct implications arising from the impacts of this strategy will form part of the Council's approach to the budget planning framework and consultation process.
 22. **Health Implications** – No direct health implications. Direct implications arising from the impacts of this strategy will form part of the Council's approach to the budget planning framework and consultation process.
 23. **Sustainability Implications** – The MTFs provides a framework with the express objective of achieving a sustainable financial position over the medium term.
 24. **Human Rights Implications** – No direct human rights implications.
 25. **Area and Ward Implications** – All areas of the Borough are covered by the principles set out in this strategy

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2019/20 – 2023/24

Medium Term Financial Strategy

Contents

1	Executive Summary.....	2
2	Introduction.....	5
3	Financial Context.....	7
4	Local Policy Context.....	8
5	The Council’s Current Financial Position and Outlook.....	9
6	Looking Ahead.....	12
7	Capital and Prudential Borrowing.....	19
8	Reserves.....	21
9	Risk Assessment.....	24
10	Conclusion.....	27

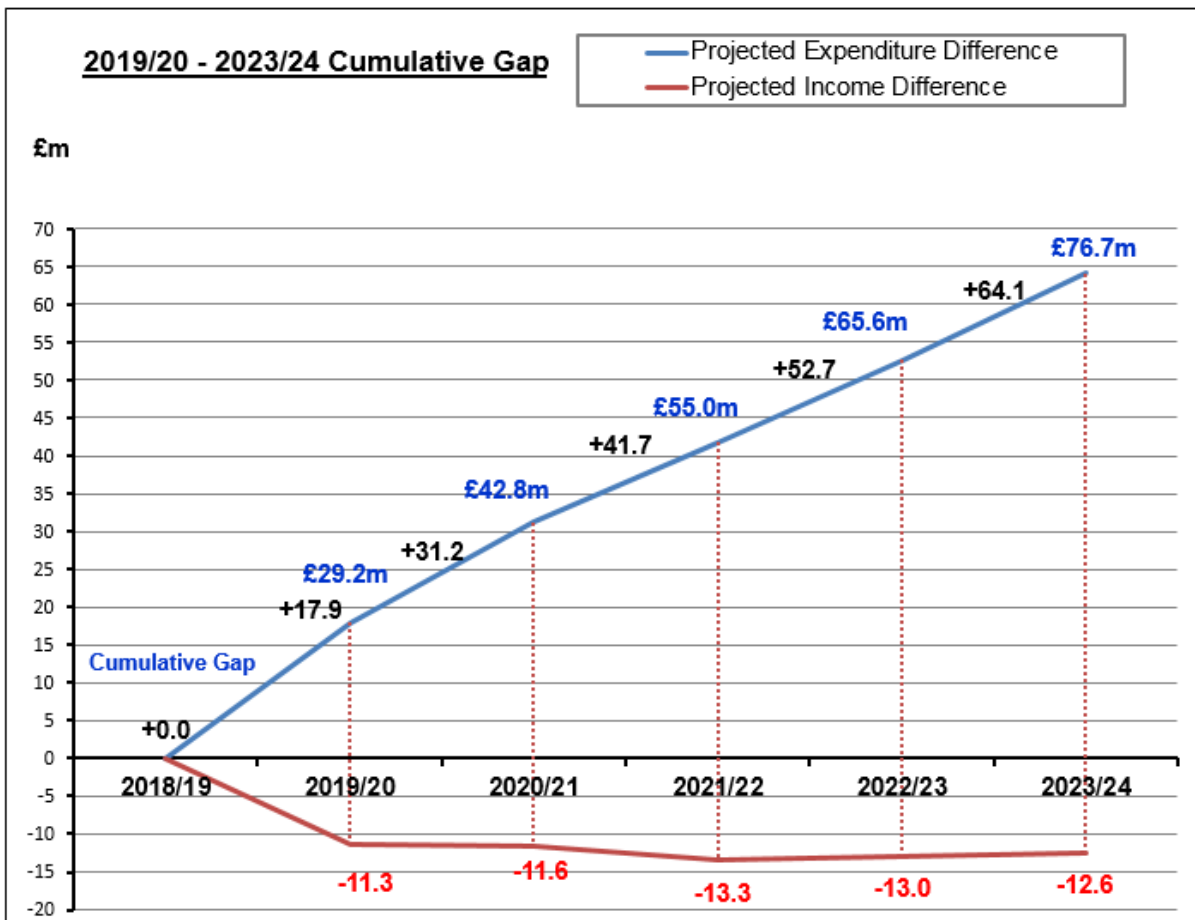
1. Executive Summary


- 1.1 This is the annual review of the council's Medium Term Financial Strategy (MTFS). It is based on a financial forecast over a rolling five-year timeframe from 2019/20 to 2023/24 which will help ensure resources are aligned to the outcomes in the council's new strategic approach "Making Gateshead a Place Where Everyone Thrives". The MTFS sets the financial context for the council's resource allocation process and budget setting.
- 1.2 The council is operating in an ever-changing policy landscape. The levels of uncertainty and the impact of government decisions are significant. The challenging local context of austerity and increasing demand on council services has compelled the council to refocus on what matters most.
- 1.3 The likely continuing requirement and scale of budget savings, over and above the £157m already taken from budgets since 2010, represents an increasing challenge for the council.
- 1.4 Central government's continued commitment to reduce the overall levels of public debt would indicate significant reductions in grant funding are likely to continue over the medium term. Furthermore, the government aim through funding reforms is to significantly reduce reliance on central grants and move local authorities to be self-financing. Councils will rely more on income from council tax, local business rates, fees and charges, trading income as well as contributions towards service costs from third parties. This will be particularly challenging for council's like Gateshead with the greatest need for services to meet local demands. There will be more pressure on the income the council gets from council tax and business rates to fund vital services. In order to strengthen its financial position, the council will have to consider other ways to generate income and be self-sufficient.
- 1.5 Reviewing the MTFS remains essential to ensuring the council's medium term financial sustainability. The council has responded to the financial challenges in a planned way through an approach based around four inter-related areas: economic growth, income generation, managing demand, and identifying savings/efficiencies. The council will have to make very difficult choices in the years ahead about which services to prioritise. A new strategic approach Making Gateshead a Place Where Everyone Thrives was agreed in March with the council's purpose and beliefs in mind, along with what matters most to the people of Gateshead. To avoid cuts to services, the council continues to explore alternative options of service delivery to ensure that services remain fit for purpose in the context of smaller budgets. This may mean revisiting the expectations of residents in order to protect services for the most vulnerable. It is also an opportunity to work with partners and neighbouring authorities to maintain and improve outcomes against a back drop of reducing public spending.
- 1.6 Within the 2018/19 settlement the government provided some details of indicative funding up to 2019/20 which gives a high-level indication of revenue support grant funding. However significant uncertainty still exists in respect of likely funding levels in relation to other grants over the period as well as instability that arises from the volatility of business rates funding and the implications of the potential move towards a new funding regime of 75% rate retention. Further implications arising from the UK's decision to leave the EU are yet to be seen over the next few years.

- 1.7 The funding estimated to be received from government and from council tax and business rate payers over the next five years is not sufficient to cover current level of spend plus new budget pressures. Local authorities are legally obliged to set a balanced budget each year and to ensure they have sufficient reserves to cover any unexpected events. Therefore, to legally balance the budget the council must make spending plans affordable by matching it to the estimated funding available over that time. The gap between the two amounts is referred to as the “funding gap”. Thus, the funding gap is a combination of the council’s best estimate of the future budget needed to cover rising cost pressures and demands for services alongside a reduced amount of income. Action is required now to enable the council to satisfy the legal requirement to balance the budget both next year and in future years.
- 1.8 Although there exists a great deal of uncertainty, overall it is now estimated that the council will need to close a funding gap of £76.689m to 2023/24. This funding gap can be summarised as follows (there may be slight differences due to rounding’s):

2018/19 £m	Indicative Budget Forecasts	2019/20 £m	2020/21 £m	2021/22 £m	2022/23 £m	2023/24 £m
217.116	Estimated Base Budget	221.382	234.685	245.198	256.128	267.598
(203.466)	Estimated Funding Resources	(192.159)	(191.898)	(190.138)	(190.508)	(190.908)
13.650	Cumulative Funding Gap	29.223	42.787	55.060	65.619	76.689
13.650	Annual Funding Gap	29.223	13.564	12.272	10.560	11.070

- 1.9 The funding gap over the medium term can be further analysed to identify separately increasing cost pressures on expenditure (+£64m) at the same time as the impact of reductions in funding on income (-£13m) This can be presented graphically as follows:



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- 1.10 The council will ensure that reducing resources are used to maximum effect, and allow the council to continue to deliver new and better ways of working and invest to improve the efficiency of services provided. It is evident however the continuing reductions in funding and increases in demand will have an inevitable impact on both the nature and scope of services that the council is able to deliver. The council will aim to manage the process of change to its services effectively.
- 1.11 The council will continue to have significant revenue and capital budgets to deliver services consistent with the delivery of priority outcomes of “Making Gateshead a Place where Everyone Thrives”. The approach to financial planning over the medium term will include a focus on investment in growth and income generation. The council recognises that economic growth benefits the residents of Gateshead and the businesses within Gateshead. It also strengthens the position of the council by developing financial resilience through less exposure to reductions in government funding. The council will retain its vision for the future of the Borough through promoting development and economic growth and this will assist in maintaining the medium term financial sustainability of the council.


2. Introduction

The Purpose of the Medium Term Financial Strategy (MTFS)

- 2.1 The MTFS is a key part of the council's Budget and Policy Framework which aims to ensure that all financial resources are directed towards delivery of council priorities. The Strategy describes the financial direction of the council for financial planning purposes and outlines the financial pressures over a five-year period but is reviewed annually to reflect the dynamic nature of local government funding.
- 2.2 The MTFS establishes the likely level of revenue resources available to the Council over the medium term and also estimates the financial consequences of the demand for Council services. It improves financial planning and strategic financial management through providing the financial context within which the Council budget will be set.
- 2.3 The review also allows for consideration of the council's reserves policy and level of reserves to ensure there is adequate protection against unforeseen events.

The Principles of the MTFS

- 2.4 The principles underlying the MTFS 2019/20 to 2023/24 are as follows:
 - 1) The overall financial strategy will be to ensure that the council's resources are directed to the priority pledges set out under the thrive agenda framework through strong economic growth, increased income generation, reducing costs and managing demand. The council's MTFS will be reviewed on at least an annual basis.
 - 2) Overall council spending should be contained within original estimates. If, following monthly revenue monitoring, service budgets are projected to exceed original estimates, plans should be prepared setting out the actions required to ensure spending at the end of the year does not exceed original estimates.
 - 3) The council will maintain its general reserve at a minimum of 3% of the net revenue budget to cover any major unforeseen expenditure. The Council will aim to balance its revenue budget over the period of the MTFS without reliance on the use of the general reserve.
 - 4) The council will maintain earmarked reserves for specific purposes which are consistent with achieving its key priorities. The use and level of earmarked reserves will be reviewed at least annually.
 - 5) The council will continue to improve its approach to efficiency, commissioning and procurement to ensure value for money and minimise the impact of budget savings on priority services as well as effectively managing the programme of change.
 - 6) The council will consider a range of delivery mechanisms and funding sources to support capital investment to deliver thrive priorities, including the use of prudential borrowing, and will ensure that the full costs associated with financing the investment are taken into account when investment decisions are taken.
 - 7) The council will aim to promote and stimulate strong and sustainable economic growth leading to wellbeing and prosperity for residents and communities and this will be supported by a planned approach to strategic investment managed through the council's capital programme.

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- 8) The council will focus on income generation to support the delivery of council priorities and this will include the development of trading opportunities.
 - 9) The council recognises the impact of increases in council tax levels and fees and charges in an area of relatively low income and low wealth and will therefore balance the need for increases against the delivery of the thrive framework and demand for services.

3. Financial Context

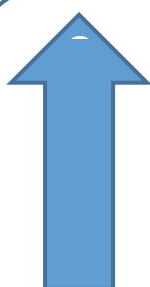
- 3.1 The financial outlook for local government and public services as a whole remains challenging. Local government have faced significant funding reductions and these are highly likely to continue into the future. The first Spring Statement was presented to parliament on 13 March by Chancellor Philip Hammond. The Chancellor highlighted recent upturns in economic estimates but had undertones of caution needed for the years to come. Public Sector Net Borrowing was forecast to reduce at a steeper rate signalling further years of austerity. The Autumn Budget will include an overall path of government spend for 2020 and beyond and a detailed Spending Review is planned in 2019.
- 3.2 There are acute problems nationally in funding the increasing demands of both adults and children's social care. Adult social care is a vital public service that promotes wellbeing and independence and helps support some of our most vulnerable people. There also continues to be a growing strain on children's social care budgets. Early intervention can help limit the need for children to enter the social care system, lay the groundwork for improved performance at school and even help to ease future pressure on adult social care by reducing the pressure on services for vulnerable adults. Councils are struggling to invest in this vital early help and support, as a result of the severe funding reductions. Nationally the care and support system remains under enormous pressure.
- 3.3 Lack of clarity over the value and future of social care funding continues to hinder the ability to plan effectively. In the March 2017 Budget, the government said that it would publish a Green Paper on social care during the summer of 2017 to allow a public consultation to be held. It was then stated it would be published before the 2018 Parliamentary summer recess setting out proposals to ensure that the care and support system is sustainable in the long term. More recently the paper has been delayed again and government now intends to publish a social care Green Paper in the autumn around the same time as the NHS plan. There will also be a review of the current functioning and structure of the Better Care Fund to make sure that it supports the plan.
- 3.4 The UK's date to leave the EU has been confirmed as Wednesday 29th March 2019, all assumptions will be revisited regularly and the financial impacts to the Council's MTFS will be reconsidered in light of any changes to the general economy.
- 3.5 The council is operating within a context of unprecedented pressure on local authority budgets. Medium term financial planning is taking place against a background of significant funding cuts for local government alongside government plans for major local government finance reforms. This environment will continue to challenge the ability of the council to respond to the needs of Gateshead residents and the wider community.

4. Local Policy Context

- 4.1 The challenging local context of austerity and increasing demand on council services has compelled the Council to refocus on what matters most. With two years left on the lifespan of the current Council Plan 2015 to 2020, the opportunity was taken to undertake a mid-term review to ensure the council continues to get the best outcomes for local people and remains a viable and sustainable organisation into the future, despite the challenging policy and budgetary context. During the year, the council launched its new strategic approach **Making Gateshead a Place Where Everyone Thrives**, developed with the council's purpose and beliefs in mind, along with what matters most to the people of Gateshead. The new strategic approach provides a framework to demonstrate how the Council will work and make decisions in the future which will be policy and priority-led.
- 4.2 Making Gateshead a Place Where Everyone Thrives is aligned to the timeframe of the council's Medium Term Financial Strategy (MTFS) and is predicated on the following council pledges:
- **Put people and families at the heart of everything that we do**
 - **Tackle inequality so people have a fair chance**
 - **Support our communities to support themselves and each other**
 - **Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough**
 - **Work together and fight for a better future for Gateshead**
- 4.3 The MTFS is central to identifying the council's capacity to deliver its priority outcomes it reflects:
- ✓ The council's current financial position and outlook.
 - ✓ The council's overall financial strategy, including use of reserves.
 - ✓ Internal and external pressures which may influence the council's financial position.
- 4.4 There are huge financial pressures on not just council resources, but those of partners, local businesses and residents. To deliver on the new strategic approach over the next five years, the council will need a radical rethink about how it works, how resources are spent, how the council works with partners, organisations, businesses, trade unions, employees and the local people and communities of Gateshead.

5 The Council's Current Financial Position and Outlook

- 5.1 **Revenue Outturn 2017/18** The agreed net revenue budget was £202.649m. The final outturn reported to Cabinet on 19 June 2018 stating an overall under spend of £1.268m after proposed movement of reserves. Whilst the outturn position is positive, it should be noted that a number of one off areas of under spend in capital financing costs and unrequired contingency as well as additional traded and investment income have contributed to this position.
- 5.2 **Revenue Budget 2018/19** Council agreed the revenue budget in February 2018. This was set at £203.466m and included £13.650m savings. The budget includes a number of risk areas which, if not closely monitored and controlled throughout the year, could add further pressure to the funding gap in future years. These include the delivery of agreed savings and achievement of income targets. It is assumed within future sections that all past savings are fully achieved before entering 2019/20 otherwise the financial gap would increase. These will be closely monitored throughout the year.
- 5.3 **Future Outlook Beyond 2018** Medium term financial planning remains extremely difficult due to external economic factors the financial impacts of which are impossible to predict accurately, coupled with the timing of a new finance system that is still in the design process. There is great uncertainty in relation to the level of funding beyond 2020 due to the changes in the Local Government finance system resulting in greater risks in relation to the localisation of business rates and the local council tax scheme. The unknown impacts alongside the level of risk to finances mean that these forecasts will need to be closely monitored and potentially refreshed more frequently than usual as consequences become clear. Staying the same is not an option. The council is required to change to deliver its priority outcomes within the limited funding available.
- 5.4 To achieve a long term, sustainable financial position the medium term strategy and focus for service plan development over the next three to five years will be centered around;



Maximising Economic Growth - Doing all we can to support economic growth and revenue generation through increased council tax and business rates. Success in this area will enable the council to reinvest resources into activities which protect the most vulnerable.

Driving **Income Generation** such as increasing the rate or scope of fees and charges or increased trading activities.



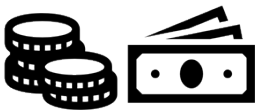
Focusing on **Managing Demand** (particularly in social care) with a targeted approach, emphasising early intervention and prevention.

Continuing to **Drive efficiencies & Savings** through changes to the way the council works, for example, through exploiting new technology, consolidation of buildings and services, reducing complex processes.



Economic Growth

- 5.5 The council aims to promote a strong and sustainable local economy leading to wellbeing and prosperity for residents, communities and businesses. This will be supported by a planned approach to investment to boost local economic growth such as improving local infrastructure and wider transport links. Success in this area will enable the council to have a stronger medium and long term financial position and allow redirection of resource to activities which protect the most vulnerable.
- 5.6 Targeted intervention through various initiatives aimed at attracting more and better paid jobs and improving skills can possibly boost the proportion of working age residents and encourage economic growth through more people in work.
- 5.7 From a financial perspective the council will look to invest resources to generate economic growth that will result in increased business rates and council tax income to the Council. This will enable the council to become more financially self-sufficient and help close the funding gap. A significant amount of activity is already being delivered by the council and its partners, to promote sustainability and growth across the borough and evidence of this is readily visible through the regeneration of the town centres.
- 5.8 The reduction in public funding for infrastructure has required consideration of new approaches to regeneration. As part of the Newcastle City Deal in July 2012, an Accelerated Development Zone (ADZ), within Gateshead was agreed. The deal allows for 100% of the business rate income at Gateshead Quays and Baltic Business Quarter to be retained locally, rather than held by the Treasury, to support the delivery of vital economic infrastructure that will boost economic growth in the area. Enterprise Zone status at Follingsby has been secured and came in to effect on 1 April 2017 allowing business rate retention to support infrastructure investment to enable development
- 5.9 The 2014 to 2020 European Structural and Investment Fund (ESIF) programme continues to provide an opportunity to lever funds in to the borough to deliver our ambitions for smart, sustainable and inclusive growth. The council will continue to seek ERDF funding to support council priorities.



Income Generation

- 5.10 The council aims to strengthen the long term financial position through replacing government funding by increasing income sources such as increased areas of trading to generate a surplus for re-investment in priority services. This will involve a more driven commercial approach to traded service delivery and fees and charges but built upon key council principles and priorities. The council benefits from its existing strong in house traded services and the intention will be to use this platform to expand into new markets to generate increased income. The council will actively seek to maximise investment opportunities after consideration of risk and financial pay back whilst continuing to seek out and securing external funding.



Managing Demand

- 5.11 Like many other local authorities a significant challenge facing the council is increasing demands and expectations for services at a time when funding sources are significantly reducing. In order to manage cost pressures over the medium term it is vital that plans are made to manage this demand and either reduce or stop it.
- 5.12 A particular area facing this pressure is in both children's and adult's social care where costs are increasing and vastly outstrip available budgets. This requires a targeted approach with early intervention and prevention strategies and working close collaboration with partners.
- 5.13 Other areas of demand include demands for online services, welfare and hardship support, access to public health services. This will involve implementing digital strategies, increasing capacity and skills within communities, close working with partners and volunteers to align priorities and increasing collective responsibility by encouraging and supporting local people, partner organisations, businesses and local communities to play a more active role in achieving priority outcomes for Gateshead.



Efficiencies & Savings

- 5.14 The scale of the budget challenge means that the council will still face further significant cost reductions through efficiencies and different methods of service provision and reductions in service provision. The scope of this will require a realignment of budgets to council spending priorities. This in turn may result in ceasing existing activities, scaling down activities or services, renegotiation of contracts or Service Level Agreements. Despite already achieving considerable budget savings to date the council will continue to drive efficiencies through changes to the way the council works, for example, through exploiting new technology, consolidation of buildings and services, reducing complex processes.
- 5.15 The council will also actively look to streamline its processes in order to support effective decision making and make the best use of available capacity. Opportunities for working in collaboration and partnership and different ways of working will be identified and developed where this will support the delivery of the council's outcomes and improve service efficiency and delivery. This will include working collaboratively with key partners to share costs or transfer responsibilities.

6 Looking Ahead

6.1 Future budget forecasts have been projected over the medium term. Forecasts and assumptions are outline below for information.

2018/19 £m	Indicative Budget Forecasts	2019/20 £m	2020/21 £m	2021/22 £m	2022/23 £m	2023/24 £m
202.649	Net Revenue Budget	203.466	221.382	234.685	245.198	256.128
	Cost Pressures:					
2.638	Base Adjustments	0.000	0.000	0.000	0.000	0.000
0.894	Inflation (General)	0.900	0.900	0.850	0.850	0.850
1.077	Inflation (Contractual inc Social Care Fees)	2.350	2.385	2.421	2.461	2.498
4.498	Corporate Council Wide (inc pay)	4.355	5.255	4.266	4.928	4.692
3.618	Demand (Social Care)	9.278	2.000	2.000	2.000	2.000
1.742	Strategic Investment (Capital)	1.033	2.763	0.976	0.691	1.430
217.116	Total Cost Pressures	221.382	234.685	245.198	256.128	267.598
	Funding Resources:					
(21.423)	SFA - Revenue Support Grant	(15.012)	0.000	0.000	0.000	0.000
(39.385)	SFA - Retained Business Rates	(39.385)	(60.117)	(60.117)	(60.117)	(60.117)
(14.770)	SFA -Top Up Grant/Equalisation	(15.098)	(30.183)	(28.024)	(27.994)	(27.994)
(86.798)	Council Tax	(87.198)	(87.598)	(87.998)	(88.398)	(88.798)
(36.724)	Other Grants (inc Public Health)	(35.466)	(14.000)	(14.000)	(14.000)	(14.000)
(3.029)	Collection Fund	0.000	0.000	0.000	0.000	0.000
(1.337)	Reserves	0.000	0.000	0.000	0.000	0.000
(203.466)	Total Funding Resources	(192.159)	(191.898)	(190.138)	(190.508)	(190.908)
13.650	Cumulative Funding Gap	29.223	42.787	55.060	65.619	76.689
13.650	Annual Funding Gap	29.223	13.564	12.272	10.560	11.070

6.2 The indicative budget forecasts show an estimated funding gap of around **£76.7m** for the five-year period 2019/20 to 2023/24. Indicative figures have been included for the following cost pressures;

- **General and Contractual inflation** the cost pressures arising from rising costs in utilities and existing contracts
- **Council Wide Cost Pressures** such as pension costs, pay awards, costs relating to changes in policy and loss of grant in year
- **Service Demand Pressures** such as children's and adults existing and future demand cost pressures
- **Revenue Costs of Capital Investment** the revenue cost arising from capital investment

6.3 Social care cost pressures are significant and more information on these has been provided below for information and context. Following an assessment of existing demand the MTFs includes provision of £5.4m in 2019/20 to reflect current demand pressures in this area.

6.4 **Adult's Social Care Demand Pressures** The population is ageing: it is projected that by 2039 there will be an additional 14,400 people aged 65 or older, an increase of 38%. Within this it is expected those aged over 85 will increase by 114% to 9,700. Some of the cost pressures arising from this increased demographic are outlined below. Not all have been fully reflected in MTFS figures as to meet this challenge the council aims to control new demand and reshape the supply base with a strategic shift in resources and culture from intervention at the point of crisis towards prevention, early intervention and through use of assistive technology with targeted support for people with more complex needs. The way services are provided has to be redesigned to make available new, more creative ways of working giving people greater choice and control. This will require a change of approach from one that fosters dependency to one founded on enablement. To achieve this requires the development of a market that offers a broad range of care and support options.

- **Transforming Care Plans** - The government and leading organisations across the health and care system are committed to transforming care for people with learning disabilities and/or autism who have a mental illness or whose behavior challenges services. Too many people with learning disabilities are admitted to hospital when admission could have been avoided, remaining in hospital too long with instances of poor care remaining too common. Transforming care plans look to ensure that anyone with a learning disability and/or autism in hospital who could be supported in the community is discharged into a community setting and in addition take immediate steps to support discharges and prevent inappropriate admissions, look to see a more fundamental and long-term reshaping of services.

Given the reduction in the numbers of inpatient settings and the need for greater support in the community there are likely to be significant financial burdens for local authorities. The extent of this additional burden will be dependent upon the local population and will require additional work and analysis and as such has not been reflected as yet in the MTFS demand analysis. However, based on average package costs and an estimate of the numbers of clients currently in inpatient settings and due to be discharged the additional cost is estimated to be approximately £0.6m by 2019/20.

- **Increasing numbers of Older People** - More than half of Gateshead residents aged over 65 will have problems with frailty. This is the first indication of a new or worsening health problem and can sometimes represent a tipping point in a person's life, triggering a downward decline in independence.

Falls account for 50% of injury related hospitalisations among people over 65 years and older. Gateshead residents over 65 years of age are 26.7% more likely to be admitted to hospital or suffer injury because of a fall and 24.2% more likely to suffer a hip fracture when compared to the national average for England.

It is estimated over 2,600 people over the age of 65 have dementia in Gateshead and this is expected to increase in the future as the population ages. By 2035 this is projected to rise to 4,064. Prevalence of diagnosed dementia is increasing both nationally and locally. In Gateshead the prevalence has increased from 0.7% in 2011/12 to 0.9% in 2016/17. Providing care for people aged over 65 accounts for approximately 46% of the total spend on Adult Social Care. Approximately 6% of people in this age group are currently receiving services. If it is assumed that this correlation continues then it would result in an increase in cost of £2.4m over the MTFS period and £6.1m by 2030. However, the level of dementia prevalence is set to rise along with the prevalence of autism and this will increase costs and demand for services further still.

- **Life Expectancy** - At 77.5 years for males, and 81.3 years for females, life expectancy at birth is lower than the England averages of 79.5 and 83.1 years respectively. Life expectancy can vary across wards by as much as 9.3 years.

Healthy life expectancy in Gateshead is significantly lower than for England: for men it is 59.1 years compared to 63.3 and for women 60.6 years compared to 63.9. Around 22% of people in Gateshead reported that their health limits day to day activities compared to around 18% nationally. (Census 2011).

There are an increasing number of people in Gateshead with one or more of the common long-term conditions (LTCs) such as diabetes, epilepsy, heart disease, chronic pain, arthritis, asthma and chronic obstructive pulmonary disease. In 2014 there were 52,679 people of whom 8,274 had three or more LTCs. The risk of unplanned hospitalisation increases with increasing number of LTCs. This combined with the ageing population has a significant impact on health and social care locally.

- **Young Adults with Disabilities** - Providing care and support for people under 65 with disabilities accounts for 41% of the budget and a 2% increase in demand would cost approximately £0.5m. There were 525 adults with learning disabilities in receipt of social care services at the end of March 2015. It is predicted that by 2030 there will be 2% more people aged 18+ with learning disabilities with a level of need requiring statutory social care intervention. There are approximately 3,800 adults with a learning disability in Gateshead; approximately 800 are 65 or older. In Gateshead, an estimated 1,226 adults aged between 18 and 64 are believed to have an autistic spectrum disorder, as well as a further 348 aged 65 and over. Whilst the number aged between age 18 and 64 with autism is expected to remain stable in future years, the number aged over 65 is expected to increase by over 31% by 2030. There is a small reduction expected in the numbers in need of support aged 18-64 who have diagnosed mental health conditions.
- **Carers** - Census 2011 tells us that out of the population of Gateshead, 22,220 people recorded themselves to be providing unpaid care, an increase by almost 1,000 carers since Census 2001. Of these, about 1,670 are young carers (aged under 25). The number of people aged 65 or over, living in Gateshead, will be increasing in future. The majority of carers who live in Gateshead are between the age groups of 25-64 years. More carers are female (58%) than male (42%). In Gateshead a high percentage of carers live in the most deprived areas.
- **Market Stability** - The council is committed to ensuring it commissions quality services with an outcome focus and in doing so it must ensure services are cost effective. The stability of the provider market is essential to ensure services are responsive to the needs of Gateshead residents. Workforce is key to this and under the Care Act, local authorities must have regard to both the importance of ensuring the stability of the market and the importance of fostering a workforce whose members ensure the delivery of high quality services. This is against the backdrop of social care workers facing physically and mentally challenging working conditions. (National Audit Office 2018, The adult social care workforce in England). The average age of the care sector workforce is 45 with 11% of the workforce aged over 60.

Both the quality and availability of care provision is an increasing problem with a number of providers failing in the last 12 months, contracts being handed back and increasing provider concerns. Whilst work can be done with providers to provide training and upskilling of staff the price paid for care generally perpetuates low pay and poor terms and conditions of employment. To enable a change significant investment would be required in the care sector which has not yet been fully quantified.

6.5 **Children’s Social Care Demand Pressures** Not all estimated cost pressures have been fully reflected in MTFs figures the council aims to control new demand and reshape services. Further details on pressures in children’s social care are outlined below;

- **Looked after Children** (LAC) across England has increased steadily over the past seven years and it is now higher than at any point since 1985. Statistics taken from the 2017 Department for Education (DfE) Statistical First Release on children looked after in England (including adoption and care leavers) show a 5.5% increase of looked after children in England from March 2014 to March 2017 and an overall 10.9% increase when compared to March 2011.

Number of children looked after at 31 March 2010 to 2017	Number of looked after children (England)	Number of looked after children (Gateshead)
2011	65,510	349
2012	67,070	385
2013	68,070	391
2014	68,820	360
2015	69,500	344
2016	70,450	343
2017	72,670	380

Gateshead Council has circa 397 LAC (March 2018) costing on average £38,000 per child annually. Through implementation of the planned Early Help and Demand Management strategy, the aim is to safely reduce these numbers down to around 320, which would place Gateshead below the regional average (368 based on 2017 data). However, the national and local increase in safeguarding pressures are the result of a complex myriad of factors, and these pressures will likely work against the Council’s efforts to reduce demand. These include:

- **Changes in LAC Age Profiles** - Although LAC nationally is on the increase, there are material differences in the age profile of LAC coming into the system. 62% of children looked after were aged 10 years and over in 2017 compared to 56% in 2012. There has been a reduction in the number and proportion of children aged 0-4 years, from 24% in 2012 to 18% in 2017. There is a higher average cost of looking after an older child compared to a younger child. To maintain and reduce the levels of older young people and adolescents becoming looked after, the new Rapid Response service commenced in January 2018 to work with those young people and their families in need or on the edge of care, using evidence based interventions to reduce the number of family breakdowns which then require a care episode

- **Population Increases** -projections suggest that the 0-17year old population in North East England will increase by 2% up until 2020, which will undoubtedly have consequences for numbers of children requiring support from children's services. By 2020, the impact for Gateshead of this alone would mean 10 more LAC, 6 more young people subject to Child Protection Plans and 5 more young people living under special guardianship and residence order arrangements. This would cost the authority at least an extra £0.500m per year by 2020 in placement and case management costs.
- **Increases in reported sexual abuse** (online and physical) of young people, linked to high profile national cases in the media, has increased awareness and the importance of reporting potential concerns. This has had the impact of increasing initial contacts and referrals from all sources into local authorities by 30% since 2008/09. In Gateshead there has been an increase of 9% in the number of referrals received in the last two years, requiring an additional 157 assessments to be undertaken per annum, costing the authority up to £55,000 per annum in Social Worker time.
- **Staying Put policy** - whereby foster children can stay with foster parents up to the age of 21 instead of age 18. National indications are that up to 50% of young people are now choosing to remain with their former foster carers post 18. This results in increased costs for local authorities to pay the carers of those young people for longer. It also places a strain on the foster carer capacity, as it reduces the availability of foster carers for new children starting to be looked after. This in turn increases the reliance on independent fostering agency placements, at a significantly higher cost. The government have also indicated this could also be expanded to those young people in residential provision up to age 25, which based on current projections for Gateshead, could cost the council an additional of £2.0m per year by 2020, with potentially an additional 96 young people aged between 18 and 25 remaining with their foster carer.
- **Welfare reform impacts on families** - mainly in terms of the increase in poverty and associated factors. In 2014/15, there were 3.9 million children living in relatively low income, 200,000 (+5%) more than the previous year. There is a projected increase in the proportion of children living in relative low income from 17% in 2013/14 to 26% in 2020/21 (HM Government, 2016). Welfare Reform has increased the prevalence of families with no recourse to public funds (NRPF), where they have no legal entitlement to financial support or assistance from the state. These are increasingly presenting to children's social care services for support (under section 17) by families with children, or by children or young people themselves who are unaccompanied or separated from their parent or legal or customary caregiver.
- **Increase in prevalence of the "toxic trio" of domestic abuse**, parental mental health and parental substance misuse within families. Research conducted by the ADCS has concluded the toxic trio was present in 65% to 80% of cases. This increases the complexity and intensity of interventions required to manage demand and keep families together.

- 6.6 Within the 2018/19 Local Government Finance Settlement, the government provided some indicative core funding levels up to 2019/20 including Revenue Support Grant. However, huge uncertainty still exists in respect of likely government funding levels in future years as well as the instability that arises from the volatility of business rates funding and the implications of the move towards a new funding regime of 75% rate retention.
- 6.7 The funding projections in this strategy are considered more applicable and based on local assumptions, these are set out below for information.
- 6.8 **Revenue Support Grant (RSG)** The core grant funding from government is known as RSG. Settlement figures show a further reduction in RSG in 2019. Since the drive for localisation in 2013/14 there will be a total reduction in grant of £61.7m up to 2019. The MTFs assumes zero RSG from the year 2020 in line with government announcements of the intention to remove all core grant by the end of parliament. It is assumed that RSG received in 2019/20 will be in line with the multi-year settlement figures.
- 6.9 **Retained Business Rates** values reflect the baseline value outlined in the 2018/19 estimated forecasts. At this stage no further retained business rates from economic growth are included for the period of the MTFs but this will be one of the key options to close the financial gap.
- 6.10 Since the 2017 to 2019 Parliament, the landscape for finance reforms has changed. The future of reforms became uncertain after the Local Government Finance Bill which provided the legislative framework for 100 per cent retention, fell when Parliament was dissolved and was not revived in the Queen's Speech. It was announced within the provisional Local Government Finance Settlement 2018/19 that the government aimed to introduce at least 75% business rates retention in 2020.
- 6.11 The MTFs assumes that the move to 75% business rate retention is implemented in 2020. This change in funding system for local government is still being consulted on. This adds significant uncertainty into the year 2020/21 and future position. At this point it is known that Revenue Support Grant will disappear and the council will receive business rates calculated on a revised baseline. Business rate funding levels in future are highly indicative and are based on 75% of total rates plus an element of equalisation. This will need to be revisited as more information on the proposed new system comes to light.
- 6.12 **Council Tax** Increases would need to take into consideration the Government's referendum principles which are set out every year. A 1% increase in council tax yields approximately £0.81m. MTFs projections include no council uplifts over the period. Actual council tax increases will be decided on an annual basis taking into account financial circumstances of the council at the time and the level of resources available. Annual increases remain subject to the decision of both Cabinet and Council. The council will continue to seek ways to raise new funding by promoting a growing local economy through new businesses and new housing as well as to increase traded and investment income to help contribute to closing the financial gap alongside the consideration of possible future council tax increases.
- 6.13 **Other Grants** include government grants that are used to finance general council budgets. These include New Homes Bonus, Better Care Fund and Section 31 grant related to refunded costs by government for the business rate system. The MTFs assumes that by the end of parliament all other grants will taper off to nil to be replaced under the new funding regime under rates retention and fair funding.

- 6.14 **Public Health** A letter received by the Department of Health in December 2017 confirmed that the Public Health Grant ring-fence and grant conditions will remain in place until 31 March 2020. From April 2020, it is expected that the Public Health Grant will be replaced in some form by retained business rates. Without any confirmation of the future arrangements of this grant the MTFs assumes that the grant will continue albeit on a reduced basis. The amount has been estimated for planning purposes at a reduced figure but this is not confirmed nor any transitional phasing or confirmation of future of the ring fence and any mandated services following roll in.
- 6.15 **Treasury Management** The Council invests money with a number of financial institutions acting in accordance with the framework outlined in the Treasury Policy Statement and Treasury Strategy 2018/19 to 2022/23. The investment interest earned is used to support the Council's new strategic approach 'Making Gateshead a Place Where Everyone Thrives'.
- 6.16 **Fees and Charges** The council currently raises in the region of £20.1m from fees and charges, of which around £3.2m relate to statutory charges and £16.9m relate to non-statutory charges. It is normal practice for the council to review fees and charges annually and propose revised and new charges from 1 April each year. This will include the development of any policies in respect of discounts and concessions. As part of the annual review, all fees and charges are considered. Where inflationary increases have been proposed, these have been uplifted with the September 2017 Consumer Price Index (CPI) rate of 3%. Any impact on income budgets arising from these areas are either adjusted at the annual budget setting stage or will be consulted on as part of the budget proposal process.

7 Capital and Prudential Borrowing

- 7.1 The council's capital investment plans are set out in the capital programme, with the latest approved programme covering the period between the 2018/19 and 2022/23 financial years. The effective use of capital resources, including asset management, is fundamental to the Council achieving its medium and long term strategic objectives. Capital investment has a significant impact upon the local economy and helps to ensure that the council can continue to provide the best possible services and outcomes within Gateshead.
- 7.2 Any capital investment decision will have implications for the revenue budget. The revenue costs over the lifetime of each proposed capital project are considered when the project is being developed to ensure that the impact can be incorporated within the council's financial plans and to demonstrate that the capital investment is affordable. Revenue implications may include the costs associated with supporting additional borrowing as well as any changes to the running costs associated with the asset or wider benefits to the council such as the delivery of ongoing revenue budget savings or additional income through the generation of business rates, council tax or energy revenues.
- 7.3 The approved five-year capital programme for the period 2018/19 to 2023/24 includes a number of ambitious projects and estimates £405m of planned capital investment (excluding Housing). It is envisaged that additional projects and investment opportunities and pressures will emerge over the period as major projects, such as investment in Gateshead Quays, continue to progress towards the delivery phase. Indicative allowances have been included within the MTFS projections to support an additional £100m of borrowing in excess of the allocations within the existing approved programme over the period and this position will be reviewed as the capital programme is developed.
- 7.4 The council continues to explore external funding possibilities when developing capital projects to minimise the borrowing requirement as far as possible. Within the MTFS, assumptions have been made around the level of external funding in the future but detailed work programmes will not be committed to until the allocations have been confirmed. Projects and investment plans may therefore be re-prioritised depending on the availability of external funding.
- 7.5 The generation of capital receipts can help to provide resources to support additional capital investment or can help to reduce the borrowing requirement and therefore the cost to the revenue budget. The availability of capital receipts has also reduced in recent years as a result of the property market. Capital receipts totalling £6m have been included within the MTFS projections. If additional capital receipts are generated during the year this provides the council with the flexibility to consider the introduction of additional projects to the capital programme or the ability to reduce the borrowing requirement.
- 7.6 Following the adoption of the Council's Core Strategy and Urban Core Plan, the council is likely to secure additional capital receipts for sites as developments come forward. The council is also likely to secure contributions from developers (including the potential introduction of Community Infrastructure Levy) to help fund the provision of strategic infrastructure that is necessary to support future developments and growth which may be used to support future capital investment, either as an addition to the capital programme or to displace the use of planned borrowing helping to reduce the revenue cost of supporting the capital programme.

Capital Investment Pressures

7.7 Significant challenges and priorities for the council's capital investment over the medium term that are set out in the council's key strategies include:

- Meeting essential health and safety and mandatory obligations, such as Equality Act improvements, to improve the accessibility and sustainability of council owned assets;
- Continuing to regenerate the Gateshead Quays and Baltic Business Quarter area as part of the Council's Accelerated Development Zone, working with our development partner to build upon the successful delivery of iconic projects such as the Sage Gateshead and Baltic to create a significant new mixed-use development to help unlock economic growth and generate additional business rates and raise the profile of Gateshead;
- Continuing to support the regeneration of Gateshead centre to deliver a centre with the stature and vibrancy of a city and continuing to invest in improvements to local centres across Gateshead;
- Improving the council's corporate ICT infrastructure, equipment and systems to improve connectivity, security and resilience and ensure that the council remains fit for the future and can provide services as efficiently and effectively as possible;
- Investing in strategic infrastructure to support growth within Gateshead. This includes investment in areas such as transport infrastructure to provide an integrated transport system which meets demand and improves connectivity and accessibility as well as investment in the council's schools to help increase capacity;
- Investing in the provision of energy infrastructure to support the expansion of the Town Centre District Energy network to provide lower cost, lower carbon energy to support regeneration and economic development, generate income and provide long term resilience against rising energy prices;
- Working with our private sector partner, Evolution Gateshead, to provide good quality, energy efficient homes to ensure that our neighborhoods are sustainable; and
- Rationalising the council's property portfolio to ensure that the council operates an efficient and sustainable estate which is aligned to service delivery models, disposing of surplus properties to generate additional capital receipts.

7.8 The financial planning framework provided by the MTFs will provide the context for a council investment plan that will inform the allocation of resources within the capital programme.

8 Reserves

- 8.1 Local authorities must consider the level of reserves needed to meet estimated future expenditure when calculating the budget requirement. The Strategic Director, Corporate Resources is required, as part of the budget setting process each year, to provide a statement on the adequacy of reserves that is subject to an external audit review to assess value for money and a going concern opinion.
- 8.2 The Council keeps a level of reserves to protect against the risk of any uncertainties or unforeseen expenditure. This is considered best practice and demonstrates sound financial planning. Much like using savings to offset monthly household bills the use of financial reserves cannot solve a budget problem outright but allows for smoothing of impacts or allows the Council time to ride any short-term situations before returning to normal. Therefore, reserves are mainly used to;
- ✓ Manage the impact of cuts over a longer period of time
 - ✓ Invest in schemes that allow services to be delivered cheaper
 - ✓ Take “one-off hits” for the council as a whole without the need to further reduce service budgets (e.g. changes to national insurance contributions or local tax regimes)
 - ✓ Provide capacity to absorb any non-achievement of planned budget reductions in each year
 - ✓ To temporarily roll over unused portions of grants that can legally be used at a later date
 - ✓ To insure against major unexpected events (such as flooding)
 - ✓ To guard against general risk (i.e. saving up for unexpected events)
 - ✓ To guard against emergent specific risks, such as business rate appeals, council tax support funding cuts and welfare reform. These risks are predicted to continue to increase.

Reserves Policy

- 8.3 The council’s policy on reserves is outlined within the MTFS principles as follows:
- The council will **maintain its general reserve at a minimum of 3%** of the net revenue budget to cover any major unforeseen expenditure. The council will aim to balance its revenue budget over the period of the MTFS without reliance on the use of the general reserve.
 - The council will maintain earmarked reserves for specific purposes which are **consistent with achieving its key priorities**. The use and level of earmarked reserves will be reviewed annually.
 - The council’s general reserve is available to support budget setting over the period of the MTFS and usage should be **linked to the achievement of financial sustainability over the medium term**.

Review of Reserves

8.4 A review of reserves is undertaken twice a year and covers:

- The purpose for which the reserve is held,
- An assessment of the appropriate level of the reserve to meet potential future liabilities, in line with the Council's reserves policy and aligned to the risk management framework,
- Procedures for the reserve's management and control,
- A process and timescale for future reviews to ensure continuing relevance and adequacy.


8.5 The 2017/18 Revenue Outturn position was reported to Cabinet on 20 June 2018, showing the balance of usable reserves of £55m (including ring fenced reserves of £13m)

8.6 In support of the reviewed MTFs position a full review of reserves has also been carried out and it was concluded that no further changes are required at this time. An explanation of each reserve and balances as at 31 March 2018 can be found in the council's audited statement of accounts for 2017/18.

Reserves Summary 2018/19 to 2023/24

8.7 The following table illustrates the estimated use, following review, of all revenue reserves over the period to March 2024;

	Reserves Review MTFs							
	Opening Balance	Estimated Use	MTFS PROJECTIONS					Remaining Balance
	Apr-18 £000s	2018/19 £000s	2019/20 £000s	2020/21 £000s	2021/22 £000s	2022/23 £000s	2023/24 £000s	Mar-24 £000s
General Fund								
General Reserve	(13,668)							(13,668)
LMS Budget Share Reserve*	(5,205)	1,800	1,800	1,605				0
Total General Fund Reserve	(18,873)	1,800	1,800	1,605	0	0	0	(13,668)
Earmarked Reserves								
Strategic Reserves								
Business Rates Reserve	(5,000)							(5,000)
Insurance Reserve	(3,000)							(3,000)
Grant Clawback Reserve	(1,000)		400					(600)
Workforce Development Reserve	(6,009)	200	1,000	1,000	500			(3,309)
Discretionary Social Fund Reserve	(648)	216	216	216				0
Budget Flexibility Reserve	(2,571)	2,071	500					0
Economic Growth, Culture and Place Shaping Reserve	(4,212)	1,407	935	935	935			0
Strategic Revenue Investment Reserve	(4,206)	2,000	1,500	706				0
Voluntary Sector Reserve	(475)	250	225					0
Anti Poverty Reserve	(862)	450	412					0
Ring Fenced Reserves								
Developers' Contributions*	(2,427)	886	584	479	478			0
DSG Reserve*	(1,156)	1,156						0
Unapplied revenue grants*	(1,952)	1,214	608	32	32	32	32	0
Public Health Reserve*	(2,632)	1,014	475	285	286	286	286	0
Total Earmarked Reserves	(36,150)	10,864	6,856	3,653	2,231	318	318	(11,909)
Total Reserves	(55,023)	12,664	8,656	5,258	2,231	318	318	(25,577)
Total Ring fenced*	(13,372)	6,070	3,467	2,401	796	318	318	(0)
No Ring-fence	(41,651)	6,594	5,188	2,857	1,435	0	0	(25,577)
	(55,023)	12,664	8,656	5,258	2,231	318	318	(25,577)

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- 8.8 For financial resilience the council may need to consider replenishment of the general reserve over the MTFS period.
- 8.9 The overall level of financial resources available to the council is finite and therefore the continued use of reserves above a certain level cannot be sustained in the longer term without placing the council's financial position at risk. The MTFS recognises that the council's financial reserves are maintained at a prudent level to protect present and future council services.
- 8.10 The council accepts that while balancing the annual budget by drawing on general reserves can be in certain circumstances a legitimate short-term option it is not considered good financial management to finance recurrent expenditure in this way. Where this approach is adopted the council will be explicit as to how such expenditure will be funded in the medium to long term to achieve financial sustainability. The council recognises that usage of reserves is one-off in nature and must be linked with expenditure and income plans to support financial sustainability in the medium term.

9 Risk Assessment

9.1 A comprehensive financial risk assessment is undertaken for the revenue and capital budget setting process to ensure that all risks and uncertainties affecting the council's financial position are identified. These are reviewed each year as part of the refresh of the MTFS. The key strategic financial risks to be considered in developing the MTFS are as follows:-

Risk	Likelihood	Impact	Risk Management
1. Future available resources less than assumed.	Possible	High	Annual review of reserves and reserves policy to identify future resources. Assumptions on funding for 2019/20 and beyond are based on best estimates at this time. A prudent approach has been adopted based on previous years' experience as well as using regional network contacts to inform modelling.
2. Volatility of Business Rates funding given uncertainty around impact of appeals	Likely	High	Volatility of funding stream outside of council control but impact mitigated by establishment of specific earmarked reserve and financial monitoring framework. Modelling of potential impacts is used to inform internal financial planning.
3. Public Health funding not sufficient to meet responsibilities	Possible	Medium	Funding confirmed for 2019/20 but not in future years. The lack of certainty of continuation of grant going forward is a significant risk. Public Health responsibilities will be rolled into the new system under the move to 75% rate retention.
4. Pay Awards, fee increases and price inflation higher than assumed	Possible	Medium	Impact of potential increases mitigated by central contingency budget for pay, price increases and care fees. Where pay awards have been agreed these are factored into the estimates.
5. Future spending plans underestimated	Possible	Medium	Service planning process identifies future budget pressures and these have informed the indicative budget forecasts. An effective budget monitoring framework is in place to identify in year and potential future cost pressures.
6. Anticipated savings/ efficiencies not achieved	Possible	High	Regular monitoring and reporting takes place but the size of the funding cuts increase the likelihood of this risk. Non-achievement of savings would require compensating reductions in planned spending within services. MTFS principle to maintain General Reserve at 3% of net revenue budget to cover unforeseen events. Greater scrutiny of savings has taken place since 2017 through the revenue monitoring process. 2018/19 will see dedicated senior officer sessions on budget issues.

Risk	Likelihood	Impact	Risk Management
7. Revenue implications of capital programmes not fully anticipated	Unlikely	Low	Capital bid approval framework identifies revenue implications and links to Council priorities. Full analysis of revenue implications assessed and considered in scenario planning.
8. Income targets not achieved	Possible	Medium	Current economic climate likely to impact. Regular monitoring and reporting takes place. Full review of fees and charges is undertaken on an annual basis.
9. Budget monitoring not effective	Unlikely	High	Regular monitoring and reporting in line with corporate framework. Action plans developed to address problem areas. Regular reports to CMT and Cabinet. Track record of delivering budget.
10. Exit strategies for external funding leasing/tapering not met	Possible	Medium	Regular monitoring and reporting. Government policy to remove ring fencing provides greater flexibility.
11. Loss of principal deposit	Unlikely	Medium	Limited by the controls in the Treasury Management Strategy which prioritise security of deposit over returns. Impact limited due to the strategy of a diverse portfolio with top rated institutions.
12. Interest rates lower than expected	Unlikely	Low	Regular review, monitoring and reporting on interest rates. Prudent assumptions on likely interest rates for 2018/19 and onwards have been incorporated into the MTFS.
13. Collection rates for retained business rates and council tax lower than anticipated	Possible	High	Impact mitigated by the review of bad debt provisions. Proactive approach to stimulating economic growth including pump priming from reserves. Monitoring of Collection Fund is formally incorporated into the revenue monitoring process.
14. Changes to Government policy including Health and Social Care integration and Welfare Reform	Likely	Medium/ High	Best estimates of impact of government policy on funding factored into MTFS. Estimates are prudent and based on recent experience. Specific areas of uncertainty identified and subject to focussed actively, close monitoring and review. Risks of Better Care Fund are managed through the joint Council/CCG Better Care Fund Programme Board. The impacts of welfare reform continue to be planned for and monitored through the Council Scrutiny Framework.

Risk	Likelihood	Impact	Risk Management
15. Financial budget impacts of UK's vote to leave the European Union	Likely	Medium /High	Continue to work collaboratively with treasury advisors to assess potential budget impacts whilst the Government attempts to ensure an effective transition to a new economic relationship between the U.K. and the EU, including clarifying the procedures and broad objectives that will guide the process.
16. All MTFS risks not adequately identified	Unlikely	Low	Council's Risk Management Framework ensures all operational and strategic risks are identified as part of the annual service planning process. Regional networks such as SIGOMA , ANEC provide ability to assess and compare strategies to ensure assumptions are comprehensive.

10 Conclusion

- 10.1 The review of the MTFS has again been undertaken against a background of significant reductions and changes in grant funding and increasing costs due to service pressures. These factors could jeopardise the council's sustainable financial position unless budget savings continue to be delivered alongside the delivery of the council's corporate priorities.
- 10.2 The MTFS covers five years and funding beyond 2019/20 remains highly uncertain although all indications are that austerity measures are likely to continue throughout the medium term.
- 10.3 The MTFS identifies a potential financial gap of £29m in 2019/20 and £55m in the next three years from 2019/20 to 2023/24. This funding gap comes on top of budget savings of £157m that have already been taken from budgets by this council since 2010.
- 10.4 The MTFS supports the requirement to continue a rolling programme of internal indicative budget setting and efficiency plans to bridge an estimated £76m financial gap covering the period 2019/20 to 2023/24.
- 10.5 Although the financial context continues to be increasingly challenging and uncertain the council has a track record of identifying and delivering significant savings and achieving budget outturn under agreed budget, supported by a framework of effective financial planning. This approach will need to continue to ensure that a sustainable medium-term financial position can be maintained. The approach will need to be built upon the delivery of significant changes in service delivery arising from effective decision making at an appropriate pace.
- 10.6 The council will continue to keep the MTFS estimates under more frequent review given the high degree of uncertainty surrounding the potential impact on government policy and government funding decisions in relation to local government arising from the European Referendum result and future finance reforms.

TITLE OF REPORT: Capital Programme and Prudential Indicators 2018/19
 – First Quarter Review

REPORT OF: Darren Collins, Strategic Director, Corporate Resources

Purpose of the Report

1. This report sets out the latest position on the 2018/19 capital programme and Prudential Indicators at the end of the first quarter to 30 June 2018. The report assesses reasons for the variances from the approved programme and details the proposed financing of the capital programme. In addition, the report considers the impact of CIPFA’s Prudential Code on the capital programme and the monitoring of performance against the statutory Prudential Indicators.

Background

2. The original budget for the capital programme for 2018/19, as agreed by Council on 22 February 2018, totalled £102.862m. The first quarter review now projects the year-end expenditure to be £107.763m, £76.093m General Fund and £31.670m HRA.
3. The proposed increase to the capital programme at the first quarter comprises of the following movements:

	£m
Slippage of planned capital expenditure from 2017/18	12.326
Additional capital expenditure	8.633
Reduced project cost	(0.207)
Re-profiling of capital expenditure to future years	(15.852)
Total Variance	4.901

4. A total of £12.326m of slippage has been identified on a number of key schemes throughout the capital programme which has been carried forward into 2018/19, with resources, from the 2017/18 financial year. The schemes where the 2017/18 slippage exceeds £1m are detailed below:
 - £2.5m relating to the loan to NHS Trust for Prince Consort Road with the completion of the lease and loan now expected to take place in August or September 2018.
 - £2.0m in relation to the ongoing HEIGHTs and Regent Court energy efficiency and improvement works that were delayed by the adverse weather conditions.
 - £1.3m to align the School Capacity Improvements expenditure over the school academic years to support the planned extension at Brandling Primary School.
5. The proposed £8.633m increase includes the re-profiling of allocations to reflect final funding settlements for investment in the Council’s schools and highways infrastructure. The Council has also received notification of additional external funding to support capital investment including:
 - £0.7m S106 contributions
 - £0.7m from the National Productivity Investment Fund for investment in additional Highways and Transport schemes;

- £0.4m Early Measures funding to support work to improve air quality from the Government's Joint Air Quality Unit.
6. In addition, the £8.633m increase to the capital programme also includes:
- £1.9m which is the 2018/19 element of the £2.3m loan to Keelman Homes which was agreed at Cabinet in April 2018 to support the purchase and refurbishment of empty homes within Gateshead; and
 - £0.5m proposed increase in the loan facility to the NHS Trust to support the lease and redevelopment at Prince Consort Road.
7. Planned investment has been re-profiled to future financial years on a number of schemes, amounting to -£15.852m. This includes:
- -£6.8m in relation to the Gateshead Quays development to reflect the progress of the ongoing commercial negotiations.
 - -£4.7m to reflect the revised delivery timescales of the office building at Baltic Business Quarter, which is due to complete in Autumn 2019.
 - -£2.0m reprofiling of the loan to Gateshead Trading Company for the Lyndhurst House Building scheme based on revised cash flow projections and works programme.
 - -£0.8m relating to the proposed Energy Network extension to Trinity Square as the potential customer has confirmed it will be another 12 months before they can consider the Council's offer of connection.

Proposal

6. The report identifies planned capital expenditure of £107.763m for the 2018/19 financial year. The expected resources required to fund the 2018/19 capital programme are as follows:

	£m
Prudential Borrowing	47.096
Projected Capital Receipts	2.000
Capital Grants and Contributions	26.947
Major Repairs Reserve (HRA)	27.512
Right to Buy Receipts (HRA)	4.158
Total Capital Programme	107.763

7. CIPFA's Prudential Code advises the regular monitoring of performance against the prudential indicators which regulate borrowing and investment. Targets and limits for the prudential indicators for 2018/19 were agreed at Council on 22 February 2018 and borrowing and investment levels have remained within these limits.

Recommendations

8. Cabinet is asked to:
- (i) Recommend to Council that all variations to the 2018/19 Capital Programme as detailed in Appendix 2 are agreed as the revised programme.
 - (ii) Recommend to Council the financing of the revised programme.
 - (iii) Confirm to Council that the capital expenditure and capital financing requirement indicators have been revised in line with the revised budget and

that none of the approved Prudential Indicators set for 2018/19 have been breached.

For the following reasons:

- (i) To ensure the optimum use of the Council's capital resources in 2018/19.
- (ii) To accommodate changes to the Council's in-year capital expenditure plans.
- (iii) To ensure performance has been assessed against the approved Prudential Limits.

CONTACT: Jane Wright extension 3617

Policy Context

1. The proposals within this report are consistent with the objectives contained within the Council's corporate Capital Strategy and will contribute to achieving the objectives and priority outcomes set out in Vision 2030 and the Council's Thrive Agenda.

Background

2. The original budget for the capital programme for 2018/19, as agreed by Council on 22 February 2018, totalled £102.862m.
3. The projected year-end expenditure is £107.763m at the end of the first quarter.
4. The £4.901m variance is due to a combination of slippage from 2017/18, additional capital expenditure and a re-profiling of existing schemes to future years. All variations in the programme during the first quarter are detailed in Appendix 2.
5. Appendix 3 summarises the original budget and actual year end payments by Corporate Priority. The budget, projected year end payments and comments on the progress of each scheme are detailed in Appendix 4.
6. The Prudential Code sets out a range of Prudential Indicators that were agreed by the Council on 22 February 2018. Performance against the indicators for 2018/19 is set out in Appendix 5.

Consultation

7. The Leader of the Council has been consulted on this report.

Alternative Options

8. The proposed financing arrangements are the best available in order to ensure the optimum use of the Council's capital resources in 2018/19.

Implications of Recommended Option

9. **Resources:**
 - a) **Financial Implications** – The Strategic Director, Corporate Resources confirms that the financial implications are as set out in the report.
 - b) **Human Resources Implications** – There are no human resources implications arising from this report.
 - c) **Property Implications** - There are no direct property implications arising from this report. Capital investment optimises the use of property assets to support the delivery of corporate priorities. The property implications of individual schemes will be considered and reported separately.
10. **Risk Management Implication** - Risks are assessed as part of the process of monitoring the programme and in respect of treasury management. The Cabinet will continue to receive quarterly reports for recommendation of any issues to Council,

together with any necessary action to ensure expenditure is managed within available resources.

11. **Equality and Diversity Implications** - There are no equality and diversity implications arising from this report.
12. **Crime and Disorder Implications** - There are no direct crime and disorder implications arising from this report.
13. **Health Implications** - There are no health implications arising from this report.
14. **Sustainability Implications** - The works will help to make the environment more attractive and reduce health and safety hazards.
15. **Human Rights Implications** - There are no direct human rights implications arising from this report.
16. **Area and Ward Implications** - Capital schemes will provide improvements in wards across the borough.
17. **Background Information**
 - i. Report for Cabinet, 20 February 2018 (Council 22 February 2018) - Capital Programme 2018/19 to 2022/23.

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Reason for Movement	Portfolio	Group	Project Title	Variance (£'000)
INCREASES				
Slippage from 2017/18	Communities and Volunteering	CAE	Bereavement Services	23
	Communities and Volunteering	CAE	Saltwell Cemetery Extension	11
	Communities and Volunteering	CAE	Birtley Cemetery Extension	140
	Communities and Volunteering	CAE	Trade Waste Service Expansion	48
	Culture, Sport and Leisure	CRS	Blaydon Leisure Centre Outdoor Sports Provision	5
	Culture, Sport and Leisure	CRS	OnCourse Management System	25
	Children and Young People	CWL	School Capacity Improvements	1,300
	Children and Young People	CWL	School Condition Investment	129
	Children and Young People	CWL	Schools Devolved Formula Funding	209
	Health and Wellbeing	CS&G	Prince Consort Road	2,500
	Health and Wellbeing	CAE	Falls Prevention	10
	Economy	CRS	Digital Gateshead	206
	Environment and Transport	CAE	Team Valley Flood Alleviation	10
	Environment and Transport	CAE	Battery Storage	45
	Environment and Transport	CAE	Flood Alleviation Investment	520
	Environment and Transport	CAE	Chase Park Restoration	4
	Environment and Transport	CAE	Salix Energy Efficiency Works	124
	Environment and Transport	CAE	Street Lighting LED Replacement - Phase 4	5
	Housing	CAE	Empty Property Programme 2015/18	31
	Housing	CAE	Estate Regeneration	538
	Housing	CAE	Lift Replacement / Refurbishment	300
	Housing	CAE	New Build - Winlaton Assisted Living	40
	Housing	CAE	Window Replacement and Door Entry System Upgrade	251
	Housing	CAE	External Wall Insulation Works to Non-Traditional Properties	127
	Housing	CAE	HEIGHTS & Regent Court Improvement Works	2,009
	Resources, Management and Reputation	CAE	Civic Centre Workspace Strategy	151
	Resources, Management and Reputation	CAE	Health & Safety	167
	Resources, Management and Reputation	CRS	Strategic Maintenance	334
	Resources, Management and Reputation	CAE	ADZ Investment – BBQ Emerging Technology Centre	944
	Resources, Management and Reputation	CAE	ADZ Investment – BBQ Spec Build	371
	Resources, Management and Reputation	CAE	GRP Public Art - Birtley	12
	Resources, Management and Reputation	CAE	Metrogreen	88
	Resources, Management and Reputation	CS&G	Registrars Internal and External Public Spaces	43
	Resources, Management and Reputation	CS&G	Non Operational Portfolio - Strategic Investment Plan	284
	Resources, Management and Reputation	CRS	Technology Plan: Infrastructure	374
	Resources, Management and Reputation	CRS	Technology Plan: Transformation Through Technology	53
	Resources, Management and Reputation	CAE	Replacement of Fleet and Horticultural Equipment	175
	Resources, Management and Reputation	CAE	Development Site Preparation Works	330
	Resources, Management and Reputation	CAE	Urban Core - Exemplar Neighbourhood	390
Total Slippage from 2017/18				12,326
Other Increases	Children and Young People	CWL	Schools Healthy Pupils Capital Fund	116
	Children and Young People	CWL	School Condition Investment	31
	Health and Wellbeing	CS&G	Prince Consort Road	500
	Health and Wellbeing	CAE	Falls Prevention	100
	Economy	CRS	Land of Oak & Iron	72
	Environment and Transport	CAE	Energy Network Extension - Gateshead Leisure Centre	340
	Environment and Transport	CAE	Gateshead Town Centre District Energy Network	300
	Environment and Transport	CAE	Heworth Roundabout Upgrade	633
	Environment and Transport	CAE	Local Transport Plan - Integrated Transport	1,901
	Environment and Transport	CAE	Local Transport Plan - Planned Maintenance	1,231
	Environment and Transport	CAE	Traffic Signal Renewal - Borough Wide	50
	Environment and Transport	CAE	Team Valley Flood Alleviation	5
	Housing	CAE	Loan to Keelman Homes - Empty Properties	1,900
	Housing	CAE	Loan to Gateshead Trading Company - Derwentside House Building	619
	Housing	CAE	Lift Replacement / Refurbishment	125
	Housing	CAE	Replacement of Communal Electrics	110
	Resources, Management and Reputation	CAE	Baltic Business Quarter - public spaces revitalisation for tenants and visitors	125
	Resources, Management and Reputation	CAE	High Street South Regeneration	50
	Resources, Management and Reputation	CAE	Coatsworth Road Regeneration - THI	336
	Resources, Management and Reputation	CRS	Services To Schools - IT Solution	25
	Resources, Management and Reputation	CAE	GRP Public Art - Birtley	29
	Resources, Management and Reputation	CRS	Technology Plan: Infrastructure	35
Total Other Increases				8,633
TOTAL INCREASES				20,959

Reason for Movement	Portfolio	Group	Project Title	Variance (£'000)
REDUCTIONS				
Other Reductions	Housing	CAE	Equality Act Works	(110)
	Resources, Management and Reputation	CAE	Urban Core - Exemplar Neighbourhood	(50)
	Resources, Management and Reputation	CAE	Metrogreen	(20)
	Resources, Management and Reputation	CRS	Technology Plan: Transformation Through Technology	(27)
Total Other Reductions				(207)
Re-profiling to Future Years	Communities and Volunteering	CAE	Birtley Cemetery Extension	(240)
	Communities and Volunteering	CAE	Trade Waste Service Expansion	(170)
	Children and Young People	CWL	School Capacity Improvements	(433)
	Environment and Transport	CAE	Gateshead Millennium Bridge Strategic Maintenance	(309)
	Environment and Transport	CAE	Street Lighting LED Replacement - Phase 4	(415)
	Environment and Transport	CAE	Energy Network Extension - Trinity Square	(800)
	Housing	CAE	Loan to Gateshead Trading Company - Lyndhurst House Building	(2,000)
	Resources, Management and Reputation	CAE	ADZ Investment - BBQ Spec Build	(4,650)
	Resources, Management and Reputation	CAE	ADZ Investment - Gateshead Quays	(6,834)
	Total Re-profiling to Future Years			
TOTAL REDUCTIONS				(16,057)
TOTAL VARIANCE				4,901

APPENDIX 3

Portfolio	Approved Budget 2018/19	Revised Forecast Q1 30 June 2018	Variance	Actual Spend at 30 June 2018
COMMUNITIES				
Communities and Volunteering	782	593	(188)	46
Culture, Sport and Leisure	2,097	2,127	30	12
Total Communities	2,879	2,720	(158)	58
PEOPLE				
Children and Young People	7,686	9,038	1,352	234
Health and Wellbeing	2,441	5,551	3,110	86
Total People	10,127	14,589	4,462	320
PLACE AND ECONOMY				
Economy	1,105	1,383	278	367
Environment and Transport	11,637	15,281	3,644	693
Housing	35,989	39,929	3,940	5,122
Total Place and Economy	48,731	56,593	7,862	6,182
RESOURCES, MANAGEMENT AND REPUTATION				
Resources, Management and Reputation	41,126	33,861	(7,265)	2,544
Total Resources, Management and Reputation	41,126	33,861	(7,265)	2,544
Total Capital Investment	102,863	107,763	4,901	9,104

Portfolio	Group	Project Title	Approved 2018/19 Allocation £'000	Revised Q1 Allocation £'000	Comments
COMMUNITIES					
Communities and Volunteering	CAE	Bereavement Services	0	23	Slippage from 2017/18 (Borrowing)
	CAE	Birtley Cemetery Extension	240	140	Re-profiling to 2019/20 (Borrowing)
	CAE	Public Realm Improvement	50	50	
	CAE	Replacement Bins	125	125	
	CAE	Saltwell Cemetery Extension	170	181	Slippage from 2017/18 (Borrowing)
	CAE	Trade Waste Service Expansion	197	74	Re-profiling to 2019/20 (Borrowing)
	Total Communities and Volunteering			782	593
Culture, Sport and Leisure	CRS	Blaydon Leisure Centre Outdoor Sports Provision	745	750	Slippage from 2017/18 (Borrowing)
	CRS	Replacement of 3G pitches within Gateshead Stadium	706	706	
	CRS	Replacement of flooring within Gateshead Stadium Sports Hall	285	285	
	CRS	Replacement of Lift within Gateshead Stadium	63	63	
	CRS	Replacement of Pool Filter Media at Gateshead Leisure Centre	28	28	
	CRS	OnCourse Management System	0	25	Slippage from 2017/18 (Borrowing)
	CRS	Professional kitchen at St Mary's Heritage Centre	0	0	
	CRS	Library Service Review	270	270	
Total Culture, Sport and Leisure			2,097	2,127	
PEOPLE					
Children and Young People	CWL	School Capacity Improvements	5,500	6,367	Slippage from 2018/18 /Re-profiling to 2019/20 (External Funding)
	CWL	School Condition Investment	1,936	2,096	Slippage from 2017/18 / Other increases (External Funding)
	CWL	Schools Healthy Pupils Capital Fund	0	116	Other increases (External Funding)
	CWL	Schools Devolved Formula Funding	250	459	Slippage from 2017/18 / Other increases (External Funding)
	Total Children and Young People			7,686	9,038
Health and Wellbeing	CS&G	Prince Consort Road	0	3,000	Slippage from 2017/18 / Other Increase (Borrowing)
	CWL	Telecare Equipment	75	75	
	CWL	Disabled Facilities Grants (DFGs)	1,750	1,750	
	CWL	Eastwood - Centre of Excellence	616	616	
	CAE	Falls Prevention	0	110	Slippage from 2017/18 / Other Increase (Borrowing)
Total Health and Wellbeing			2,441	5,551	
PLACE AND ECONOMY					
Economy	CRS	Digital Gateshead	445	651	Slippage from 2017/18 (Borrowing)
	CAE	Business Centre Portfolio	315	315	
	CRS	Broadband Delivery UK	345	345	

Portfolio	Group	Project Title	Approved 2018/19 Allocation £'000	Revised Q1 Allocation £'000	Comments
	CRS	Land of Oak & Iron	0	72	Other increases (External Funding)
Total Economy			1,105	1,383	

Portfolio	Group	Project Title	Approved 2018/19 Allocation £'000	Revised Q1 Allocation £'000	Comments
Environment and Transport	CAE	Team Valley Flood Alleviation	85	100	Slippage from 2017/18 (Borrowing)
	CAE	Battery Storage	0	45	Other increases (Borrowing)
	CAE	Energy Network Extension - Gateshead Leisure Centre	0	340	Other increases (Borrowing)
	CAE	Energy Network Extension - Trinity Square	800	0	Re-profiled to 2019/20 (Borrowing)
	CAE	Gateshead Town Centre District Energy Network	0	300	Other increases (Borrowing)
	CAE	Gateshead Millennium Bridge Strategic Maintenance	368	60	Re-profiling to 2019/20 (Borrowing)
	CAE	Street Lighting Column Replacement	1,200	1,200	
	CAE	Street Lighting LED Replacement - Phase 4	1,200	790	Re-profiling to 2019/20 (Borrowing)
	CAE	Street Lighting Phase 3 LED Lanterns	142	142	
	CAE	Environmental Enforcement Team	45	45	
	CAE	Heworth Roundabout Upgrade	2,600	3,233	Other increases (External Funding)
	CAE	Local Transport Plan - Integrated Transport	1,250	3,151	Other increases (External Funding)
	CAE	Local Transport Plan - Planned Maintenance	2,550	3,781	Other increases (External Funding)
	CAE	Scotswood Bridge Comb Joint Replacement	310	310	
	CAE	Traffic Signal Renewal - Borough Wide	450	500	Other increases (External Funding)
	CAE	Flood Alleviation Investment	217	737	Slippage from 2017/18 (External Funding)
	CAE	Chase Park Restoration	0	4	Slippage from 2017/18 (External Funding)
	CAE	Salix Energy Efficiency Works	250	374	Slippage from 2017/18 (Borrowing)
	CAE	Crowley Dam Repair and Conservation	170	170	
Total Environment and Transport			11,637	15,282	
Housing	CAE	Empty Property Programme 2015/18	0	31	Slippage from 2017/18 (Borrowing)
	CAE	Loan to Keelman Homes - Bleach Green Affordable Housing	500	500	
	CAE	Loan to Keelman Homes - Lyndhurst	500	500	
	CAE	Loan to Keelman Homes -Empty Properties	0	1,900	Other increases (Borrowing)
	CAE	Loan to Gateshead Trading Company - Lyndhurst House Building	5,929	3,929	Re-profiled to 2019/20 (Borrowing)
	CAE	Loan to Gateshead Trading Company - Derwentside House Building	780	1,399	Re-profiled from 2019/20 (Borrowing)
	HRA	Aids and Adaptations	1,500	1,500	
	HRA	Estate Regeneration	0	538	Slippage from 2017/18 (Major Repairs Reserve)
	HRA	Fire Safety Works - General	100	100	
	HRA	Lift Replacement / Refurbishment	500	925	Slippage from 2017/18 (Major Repairs Reserve)
	HRA	New Build - Winlaton Assisted Living	2,550	2,590	Slippage from 2017/18 (Major Repairs Reserve)
	HRA	New Build - Seymour Street	1,200	1,200	
	HRA	Programme Management	550	550	
	HRA	Replacement of Communal Electrics	250	360	Other increase (Major Repairs Reserve)

Portfolio	Group	Project Title	Approved 2018/19 Allocation £'000	Revised Q1 Allocation £'000	Comments
Page 3	HRA	Strategic Maintenance	2,000	2,000	
	HRA	Warden Call	250	250	
	HRA	Window Replacement and Door Entry System Upgrade	700	951	Slippage from 2017/18 (Major Repairs Reserve)
	HRA	Equality Act Works	535	425	Other Reduction (Major Repairs Reserve)
	HRA	External Wall Insulation Works to Non-Traditional Properties	519	646	Slippage from 2017/18 / Other Increase (Major Repairs Reserve)
	HRA	T-Fall Insulation	100	100	
	HRA	Back Boiler Renewal and Replacement	1,000	1,000	
	HRA	Decent Homes - Investment Programme	6,750	6,750	
	HRA	Timber Replacements	100	100	
	HRA	Stock Project Management	400	400	
	HRA	HEIGHTS & Regent Court Improvement Works	8,640	10,649	Slippage from 2017/18 (Major Repairs Reserve)
	HRA	Barley Mow Village Hall	0	0	
	HRA	Fire Safety Works - Smoke Detection	400	400	
	HRA	Multi Storey Improvements	36	36	
	HRA	Multi Storey Service	200	200	
	Total Housing		35,989	39,929	

RESOURCES, MANAGEMENT AND REPUTATION

Page 3 Resources, Management and Reputation	CAE	Civic Centre Workspace Strategy	350	501	Slippage from 2017/18 (Borrowing)
	CAE	Health & Safety	500	667	Slippage from 2017/18 (Borrowing)
	CRS	Strategic Maintenance	750	1,084	Slippage from 2017/18 (Borrowing)
	CAE	ADZ Investment – BBQ Emerging Technology Centre	0	944	Slippage from 2017/18 (Borrowing)
	CAE	ADZ Investment – BBQ Spec Build	9,595	5,316	Slippage from 2017/18 (Borrowing)
	CAE	ADZ Investment - Gateshead Quays	13,145	6,311	Re-profiling to 2019/20 (Borrowing/External Funding)
	CAE	Baltic Business Quarter - public spaces revitalisation for tenants	155	280	Other increase (Borrowing)
	CAE	Follingsby	8,500	8,500	
	CAE	GRP Public Art - Birtley	0	41	Slippage from 2017/18 (Borrowing)
	CAE	High Street South Regeneration	400	450	Slippage from 2017/18 (Borrowing)
	CAE	Housing JV - Brandling	350	350	
	CAE	Major Projects - Project Management Costs	240	240	
	CAE	Metrogreen	410	478	Slippage from 2017/18 (Borrowing)
	CAE	Urban Core - Exemplar Neighbourhood	0	340	Slippage from 2017/18 (Borrowing)
	CS&G	Registrars Internal and External Public Spaces	0	43	Slippage from 2017/18 (Borrowing)
	CS&G	Non Operational Portfolio - Strategic Investment Plan	300	584	Slippage from 2017/18 (Borrowing)
	CS&G	Legal Case Management System	95	95	

Portfolio	Group	Project Title	Approved 2018/19 Allocation £'000	Revised Q1 Allocation £'000	Comments
	CAE	Coatsworth Road Regeneration - THI	27	363	Slippage from 2017/18 (Borrowing)
	CRS	Technology Plan: Infrastructure	2,884	3,293	Slippage from 2017/18 (Borrowing)
	CRS	Technology Plan: Transformation Through Technology	425	451	Slippage from 2017/18 (Borrowing)
	CRS	Services To Schools - IT Solution	0	25	Slippage from 2017/18 (Borrowing)
	CAE	Replacement of Fleet and Horticultural Equipment	2,500	2,675	Slippage from 2017/18 (Borrowing)
	CAE	Development Site Preparation Works	500	830	Slippage from 2017/18 (Borrowing)
	Total Resources, Management and Reputation		41,126	33,861	
Total Capital Investment			102,863	107,763	

PRUDENTIAL INDICATORS 2018/19

The 2018/19 Prudential Indicators were agreed by Council on 22 February 2018 (column 1). This is now compared with the 2018/19 actual position as at the end of the first quarter, 30 June 2018 (column 2).

Certain Treasury Management indicators must be monitored throughout the year on a regular basis in order to avoid breaching agreed limits. The capital expenditure and capital financing requirement indicators have been revised in line with the revised budget and none of the other approved Prudential Indicators set for 2018/19 have been breached.

Capital Expenditure		
	2018/19 £000 Reported Indicator	2018/19 £000 Projection for the Year at Q1
Non-HRA	74,582	76,093
HRA	28,280	31,670
Total	102,862	107,763
To reflect the reported capital monitoring agreed by Council during the year		

Ratio of Financing Costs to Net Revenue Stream		
	2018/19 Reported Indicator	2018/19 Projection for the Year at Q1
Non-HRA	14.89%	N/A
HRA	42.53%	N/A

Capital Financing Requirement		
	2018/19 £000 Reported Indicator	2018/19 £000 Projection for the Year at Q1
Non-HRA	377,862	376,129
HRA	345,505	345,505

Authorised Limit for External Debt	
	2018/19 £000 Reported Indicator
Borrowing	875,000
Other Long Term Liabilities	0
Total	875,000
Maximum YTD 30/06/2018 £655.341m	

Operational Boundary for External Debt	
	2018/19 £000 Reported Indicator
Borrowing	850,000
Other Long Term Liabilities	0
Total	850,000
Maximum YTD 30/06/2018 £655.341m.	

The Council's actual external debt at 30 June 2018 was £655.341m. It should be noted that actual external debt is not directly comparable to the Authorised Limit and Operational Boundary, since the actual external debt reflects the position at one point in time.

Estimated Incremental Impact on Council Tax and Housing Rents

This indicator is set at the time the Council's budget is set. Therefore, there is no requirement for this Indicator to be monitored on a quarterly or annual basis.

Adherence to CIPFA code on Treasury Management

The Council has adopted the CIPFA Code of Practice for Treasury Management in the Public Services.

Upper / Lower Limits for Maturity Structure of Fixed Rate Borrowing

	2018/19 £000 Reported Indicator		2018/19 £000 Actual Position	
	Upper Limit	Lower Limit	Actual Percentage	Maximum YTD
Under 12 months	30%	0%	4.46%	4.46%
12 months to 24 months	30%	0%	9.25%	9.28%
24 months to 5 years	40%	0%	13.97%	17.08%
5 years to 10 years	40%	0%	9.38%	9.45%
10 years to 20 years	40%	0%	10.64%	10.72%
20 years to 30 years	40%	0%	1.19%	1.20%
30 years to 40 years	50%	0%	20.14%	20.30%
40 years to 50 years	50%	0%	27.92%	28.57%
50 years and above	30%	0%	0.00%	0.00%

All within agreed limits.

Upper / Lower Limits for Maturity Structure of Variable Rate Borrowing

	2018/19 £000 Reported Indicator		2018/19 £000 Actual Position	
	Upper Limit	Lower Limit	Actual Percentage	Maximum YTD
Under 12 months	30%	0%	3.05%	4.61%
12 months to 24 months	15%	0%	0.00%	0.00%
24 months to 5 years	15%	0%	0.00%	0.00%
5 years to 10 years	15%	0%	0.00%	0.00%
10 years to 20 years	15%	0%	0.00%	0.00%
20 years to 30 years	15%	0%	0.00%	0.00%
30 years to 40 years	15%	0%	0.00%	0.00%
40 years to 50 years	15%	0%	0.00%	0.00%
50 years and above	15%	0%	0.00%	0.00%

All within agreed limits.

On 8 March 2007, Council agreed to the placing of investments for periods of longer than 364 days in order to maximise investment income before forecasted cuts in interest rates. An upper limit was set and agreed as a new Prudential Indicator.

<i>Upper Limit on amounts invested beyond 364 days</i>			
	2018/19 £000 Reported Indicator	2018/19 £000 Actual Position	2018/19 £000 Maximum YTD
Investments	15,000	5,000	5,000

TITLE OF REPORT: Revenue Budget - First Quarter Review 2018/19

REPORT OF: Darren Collins, Strategic Director, Corporate Resources

Purpose of the Report

1. This report sets out the latest monitoring position on the 2018/19 revenue budget at the end of the first quarter to 30 June 2018. Cabinet is asked to note the contents of the report and recommend the approval of administrative virements to Council.

Background

2. Cabinet receives quarterly reports on the agreed revenue budget so that any variances can be identified and addressed. This report sets out the revenue monitoring position at 30 June 2018.
3. Council agreed the original revenue budget for 2018/19 on 22 February 2018. This was set at £203.466m.

Proposal

4. Without any further action the projected outturn for 2018/19 at 30 June 2018 is £213.020m compared to the estimate of £203.466m. A review of the projected requirement for contingency mitigates this position by £1.632m, and this therefore results in a projected over spend of £7.922m. The projection for the year includes the planned use of £3.371m reserves, plus £1.337m from the Strategic Revenue Investment reserve.
5. The following administrative budget virements are required in order to re-align budgets to the Service with the responsibility for service delivery:
 - £0.777m from Learning and Schools to Capital Financing for PFI interest payable.
 - £0.264m from Commissioning and Quality Assurance to Early Help in relation to a staffing restructure for Early Help Hub.
 - £0.412m from Public Health to various services (£0.084m Communities and Neighbourhoods, £0.032m Development, Transport and Public Protection, £0.015m Early Help and Education, £0.037m Street Scene and £0.244m Trading and Commercialisation) in relation to recharges.
6. Active management by Corporate Management Team and the wider Leadership Team of the Council will aim to ensure that spending for the year remains contained within the current estimate. No change in the total revenue budget is therefore recommended in this report. The overall budget position will continue to be subject to close review as services change to deliver the Council's Thrive policy priorities.

7. Key budget variances have been identified in the first quarter review in respect of Social Care. Specific action plans have been prepared to address the areas of over spend and these areas will remain under review. The agreed savings for 2018/19 will continue to be actively monitored to facilitate delivery of the agreed budget.
8. It is important that effective budget monitoring and action planning is in place to ensure that spending in 2018/19 is contained within approved budgets as this will contribute to a sustainable financial position for the Council. Any over spend at the end of the financial year will result in the 2018/19 funding gap being increased and reserve levels being reduced which will impact on the financial plans of the Council.

Recommendations

9. It is requested that Cabinet:
 - Notes the Council's revenue expenditure position at 30 June 2018, as set out in Appendix 1.
 - Recommends to Council approval of the administrative virements outlined in Paragraph 5.

For the following reason:

- To contribute to sound financial management and the long-term financial sustainability of the Council.

Policy Context

1. This report meets the standards required to comply with the Accounts and Audit Regulations 2015. It is also consistent with Vision 2030 and the Council's objectives of making Gateshead a place where everyone thrives by ensuring a sustainable financial position for the long term.

Background

2. The Accounts and Audit Regulations 2015, which represent financial management good practice, recommend that councillors should receive regular reports on performance against revenue and capital budgets. The frequency of the reports is determined following a risk assessment of the budget, and Cabinet currently receives a report on a quarterly basis.
3. This report sets out the latest position on the 2018/19 revenue budget as at 30 June 2018 and projects spending and income to the end of the financial year.
4. Council agrees the revenue budget and it also approves variations and revisions to this budget.
5. Council agreed the original revenue budget for 2018/19 on 22 February 2018. This was set at £203.466m.
6. Appendix 2 details the proposed revised budget for 2018/19 compared to an assessment of the projected outturn for the year. Without any further action the projected outturn for 2018/19 at 30 June 2018 is £213.020m compared to the estimate of £203.466m. A review of the projected requirement for contingency mitigates this position by £1.632m, and this therefore results in a projected over spend of £7.922m.
7. At the end of the first quarter of the year, the projected use of reserves is £3.371m, plus £1.337m from the Strategic Revenue Investment reserve.

Variations

8. The main variances on a group basis are set out below.

Care, Wellbeing and Learning

9. The projected over spend of £4.181m on Social Work - Children and Families relates mainly to placement expenditure and higher than expected employee costs. Action planning is continuing in this area.
10. The projected over spend of £0.923m on Early Help and Education relates to higher than expected direct payments and employee costs. Specific action planning is continuing to address the over spend.
11. The projected over spend of £0.254m on Commissioning and Quality Assurance relates to higher than expected employee costs and expenditure with voluntary organisations.

12. The projected under spend of £0.330m on Learning and Schools relates to employee costs and PFI.
13. The projected over spend of £4.523m on Adult Social Care relates to service pressures and savings yet to be delivered.

Corporate Resources

14. The projected over spend of £0.901m on Trading and Commercialisation relates mainly to an underachievement of income and over spends on employee costs within Leisure Services.

Virements

15. The following administrative budget virements are required in order to re-align budgets to the Service with the responsibility for service delivery:
 - £0.777m from Learning and Schools to Capital Financing for PFI interest payable.
 - £0.264m from Commissioning and Quality Assurance to Early Help in relation to a staffing restructure for Early Help Hub.
 - £0.412m from Public Health to various services (£0.084m Communities and Neighbourhoods, £0.032m Development, Transport and Public Protection, £0.015m Early Help and Education, £0.037m Street Scene and £0.244m Trading and Commercialisation) in relation to recharges.

Summary

16. The projected over spend as at 30 June 2018 of £9.554m is after the application of reserves in line with the usage agreed as part of 2018/19 budget.
17. For all projected over spends, regular monitoring will continue to take place with action plans being monitored with the aim of containing spending within the original budget. Plans will be incorporated into the internal monthly revenue monitoring timetable with regular updates to Corporate Management Team and with updates to Cabinet.

Balance Sheet Management

18. Balance Sheet control accounts, which cover the Council's assets and liabilities, are reconciled on a quarterly basis. In addition, a number of key Balance Sheet control accounts are now reconciled on a monthly basis as part of the revenue monitoring process. This is part of a proactive approach to Balance Sheet management which should ensure the early identification of issues that may impact on the Council's financial position.
19. Key control accounts are assessed based on experience from previous years, materiality and reliance on third party data. Those key control accounts reconciled as at 30 June 2018 are operating satisfactorily.

Consultation

20. The Leader of the Council has been consulted on this report.

Alternative Options

21. There are no alternative options proposed.

Implications of Recommended Option

22. Resources

- a. Financial Implications** – The Strategic Director, Corporate Resources confirms these are as set out in the report and Appendix 2.
- b. Human Resource Implications** – There are no direct Human Resource implications as a consequence of this report.
- c. Property Implications** – There are no direct property implications as a consequence of this report.

23. Risk Management Implication

Regular budget monitoring and the associated action planning that arise from this activity assists in reducing the risk of the Council overspending its agreed budget. This enables effective financial planning which allows the Council to deploy resources in line with priorities.

24. Equality and Diversity Implications - Nil.

25. Crime and Disorder Implications - Nil.

26. Health Implications - Nil

27. Sustainability Implications – Regular budget monitoring and allocated actions contributes to the financial sustainability of the Council.

28. Human Rights Implications - Nil.

29. Area and Ward Implications - Revenue spending supports the delivery of services across the whole of Gateshead.

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Appendix 2 - Revenue Monitoring Summary 2018/19

Service	Revised Budget £'000	Projected Outturn £'000	Variance £'000
<u>Care, Wellbeing & Learning</u>			
Social Work - Children & Families	22,675	26,856	4,181
Early Help & Education	6,405	7,328	923
Commissioning & Quality Assurance	7,165	7,419	254
Learning & Schools	635	305	(330)
Adult Social Care	62,633	67,156	4,523
Public Health	16,516	16,516	0
<u>Communities & Environment</u>			
Housing General Fund	492	477	(15)
Development, Transport & Public Protection	3,731	3,728	(3)
Council Housing, Design & Technical Services	(957)	(954)	3
Commissioning & Neighbourhoods	4,941	4,872	(69)
Street Scene	13,763	13,875	112
Economic Development	883	713	(170)
<u>Office of the Chief Executive</u>			
Policy, Performance & Communications	1,639	1,575	(64)
<u>Corporate Services & Governance</u>			
Legal & Democratic Services	3,836	3,834	(2)
Property & Corporate Asset Management	(1,443)	(1,462)	(19)
Human Resources & Workforce Development	1,604	1,701	97
Corporate Commissioning & Procurement	201	278	77
<u>Corporate Resources</u>			
Corporate Finance	1,613	1,613	0
Customer & Financial Services	3,279	3,256	(23)
Housing Benefits	0	0	0
IT Services	3,124	3,150	26
Trading & Commercialisation	8,305	9,206	901
<u>Other Services & Contingencies</u>	4,848	3,110	(1,738)
<u>Capital Financing Costs</u>	31,518	30,863	(655)
<u>Traded & Investment Income</u>	(3,186)	(3,273)	(87)
<u>Expenditure Passed outside the General Fund</u>	(1,980)	(1,980)	0
<u>Levies</u>	11,226	11,226	0
NET BUDGET	203,466	211,388	7,922
<u>Financed By</u>			
Settlement Funding Assessment (SFA)	(75,578)	(75,578)	0
Other Grants	(20,208)	(20,208)	0
Public Health	(16,516)	(16,516)	0
Council Tax	(86,798)	(86,798)	0
Collection Fund (Council Tax)	(3,029)	(3,029)	0
Earmarked Reserves	(1,337)	(1,337)	0
TOTAL FUNDING	(203,466)	(203,466)	0
PROJECTED (UNDER) / OVER SPEND	0	7,922	7,922

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TITLE OF REPORT: Consent to the establishment of a Joint Committee for Transport

REPORT OF: Sheena Ramsey, Chief Executive

Purpose of the Report

1. To seek consent to the making of the Newcastle Upon Tyne, North Tyneside and Northumberland Combined Authority (Establishment and Functions) Order 2018 (“the Order”) in so far as it requires the two Combined Authorities established by the Order to appoint a joint transport committee, and makes consequential amendments to the Durham, Gateshead, Newcastle Upon Tyne, North Tyneside, Northumberland, South Tyneside and Sunderland Combined Authority Order 2014 (“the 2014 Order”).

Background

2. The North of Tyne Authorities (Newcastle upon Tyne, North Tyneside and Northumberland) agreed to a “minded to” Devolution Deal with Government in November 2017. In order to implement the deal there is a requirement to establish a new Mayoral Combined Authority, which entails the withdrawal of these three councils from the existing North East Combined Authority (‘NECA’).
3. The North of Tyne Authorities have therefore sought the making of the Order by the Secretary of State to create a Mayoral Combined Authority for the North of Tyne area, and to amend the existing North East Combined Authority boundary. The Order as drafted also includes a requirement for the two Combined Authorities to appoint a joint committee through which all of their transport functions must be exercised, which will ensure those functions continue to be dealt with on an integrated basis across the existing NECA area.
4. Also included in the draft Order is a requirement for the joint transport committee to appoint a Proper Officer for transport, being the principal officer to assist the Committee in its exercise of its functions.
5. Under section 104(10) of the Local Democracy, Economic Development and Construction Act 2009, the establishment of the joint committee for transport, and the consequential amendments to the 2014 Order and other transport legislation, requires the consent of each Combined Authority’s constituent authorities.

Proposal

6. It is proposed that Gateshead gives consent to the establishment of the joint transport committee, and all necessary consequential amendments to the 2014 Order.

Recommendations

7. It is recommended that Cabinet authorises the Chief Executive, in consultation with the Leader of the Council, to provide Gateshead Council's formal consent to the making of the Order, specifically in respect of the making of Part 3 (Transport) and Part 2 of Schedule 5 (amendments to the 2014 Order as a consequence of establishment of the Joint Transport Committee), when requested by MHCLG for the Council's formal confirmation of consent.

For the following reasons:

- (i) through the arrangements proposed in the draft Order the current integrated approach to transport matters at a regional and sub-regional level, and the corresponding decision-making framework as exists within NECA, can be most closely replicated; and
- (ii) the introduction of a Proper Officer for transport across the joint committee's area of operation is expected to enhance the resourcing and co-ordination of transport functions at a regional and sub-regional level and engagement of all seven of the constituent authorities.

Policy Context

1. The proposal is consistent with and supports the Council's major policy direction as set out in Making Gateshead a Place Where Everyone Thrives as it supports a continuation of decisions making on transport matters at a regional and sub-regional level, as appropriate.

Background

2. The draft Order provides in Part 3 for the transport functions currently vested in NECA in respect of the Newcastle, North Tyneside and Northumberland area to be transferred to the new Combined Authority. However, in order to ensure those functions continue to be dealt with on an integrated basis across the areas of the two Combined Authorities, they are required by the Order to make all decisions on such functions through a joint transport committee.
3. Schedule 2 makes provision for the constitution of the joint transport committee, which closely mirrors the existing arrangements within NECA for consideration of transport matters. The joint committee will comprise seven members in total: three appointed by the Newcastle Upon Tyne, North Tyneside and Northumberland Combined Authority, along with three substitute members; and four appointed by NECA (which becomes the Durham, Gateshead, South Tyneside and Sunderland Combined Authority), with four substitute members.
4. The draft Order also makes provision for an overview and scrutiny committee of the joint transport committee, comprising two members from each of the seven constituent authorities, plus an independent chair; and an audit committee, comprising one member of each constituent council and at least one independent person.

Consultation

5. The Leader of the Council, Cabinet Member for Environment & Transport have been consulted and have raised no objection to the proposals.

Alternative Options

6. There are no viable alternative arrangements to a joint transport committee which would so closely replicate the current decision-making framework across the existing NECA area.

Implications of Recommended Option

7. **Resources:**
 - i. **Financial Implications** – The Strategic Director, Corporate Resources confirms that there are no financial implications arising directly from the recommendation.

- ii. **Human Resources Implications** – There are no implications arising from this recommendation.
 - iii. **Property Implications** – There are no implications arising from this recommendation
- 8. **Risk Management Implications** – There are no implications arising from this recommendation.
- 9. **Equality and Diversity Implications** – There are no implications arising from this recommendation.
- 10. **Crime and Disorder Implications** – There are no implications arising from this recommendation.
- 11. **Health Implications** – There are no health implications arising from this recommendation.
- 12. **Sustainability Implications** – There are no sustainability implications arising from this recommendation.
- 13. **Human Rights Implications** – There are no implications arising from this recommendation.
- 14. **Area and Ward Implications** – All
- 15. **Background Information** – None.

TITLE OF REPORT: Council Plan – Year End Assessment of Performance and Delivery 2017/18

REPORT OF: Sheena Ramsey, Chief Executive

Purpose of the Report

1. Cabinet is requested to approve the Council Plan – Year End Assessment of Performance and Delivery report for 2017/18.

Background

2. This year end 2017/18 review of performance and delivery report is part of the Council's Performance Management Framework and demonstrates the progress made towards achieving the vision and outcomes within the Council Plan.

Performance Reporting

3. The year end 2017/18 performance reports were reported to individual Overview and Scrutiny Committees during June 2018.
4. Each Overview and Scrutiny Committee has considered their year-end 2017/18 performance and the progress made in relation to the strategic outcome indicators applicable to it, where information is available. The reports are structured differently but include the following:
 - i. An overview of the analysis of performance identifying key achievements and areas for improvement;
 - ii. An outline of the year end performance against the agreed 2020 targets for the strategic outcome indicators;
5. Presented to Cabinet are:
 - summary document which include an overview of performance and delivery against the Council Plan and some of the achievements and areas for improvement for each Overview and Scrutiny Community Committee (See Appendix 2)
 - a summary performance table of all Strategic Outcome Indicators (See Appendix 3)
 - the minutes of the decisions at these meetings (See Appendix 4).
6. Full versions of the reports considered by each Overview and Scrutiny Committee can be found on the Council's [website](#).

Review of the Corporate Performance Management Framework

7. It should be noted that this is the final year end assessment of performance relating to the Council Plan 2015-20, which has been superseded by the Council's new strategic approach of Making Gateshead a place where everyone thrives.

8. The corporate performance framework will be refreshed in light of the Thrive agenda, and used to inform the first six month assessment of performance for 2018/19.

Recommendations

9. It is recommended that Cabinet:
 - (i) Approves the recommendations of all of the Council's Overview and Scrutiny Committees in relation to the 2017/18 year end performance report (Appendix 4)
 - (ii) Considers whether the Council has satisfactorily met its performance objectives and addresses the outcomes in delivering the Council Plan 2015-2020

For the following reason:

To ensure performance supports the delivery and achievements of the Council Plan 2015-2020.

Policy Context

1. The Council Plan – Year End Assessment of Delivery and Performance 2017/18 report illustrates how the Council has delivered against the Council Plan 2015-2020.

Background

2. The Council Plan 2015-2020 was approved by Cabinet on 14 July 2015.
3. For each Strategic Outcome Indicator, a target for 2020 was set as part of the Council's Performance Management Framework to enable performance to be monitored to ensure continuous improvement. These targets were approved by Cabinet on 12 July 2016.

Consultation

4. There are five year-end reports in total and they have been discussed with the relevant portfolio holder and considered by the appropriate Overview and Scrutiny Committee during June. The minute extracts and comments made by the committees are included at Appendix 4.
5. The Leader and Deputy Leader have been consulted in preparing this composite report.

Alternative Options

6. There are no alternative options with regard to this report as the recommendation supports the Council's general duty to secure continuous improvement in the way functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

Implications of Recommended Option

7. Resources

- a) **Financial Implications** – There are no financial implications arising directly from this report.
- b) **Human Resource Implications** – There are no human resource implications arising directly from this report.
- c) **Property Implications** – There are no property implications arising directly from this report.
8. **Risk Management Implications** – There are no risk management implications arising directly from this report.
9. **Equality and Diversity Implications** – There are no direct equality and diversity implications arising directly from this report. However, services will continue to ensure the impact of policy decisions do not disproportionately affect certain communities or individuals through the use of Equality Impact Assessments.
10. **Crime and Disorder Implications** – There are no direct crime and disorder implications arising directly as a result of this report.
11. **Health Implications** – There are no direct health implications arising directly as a result of this report.

12. **Sustainability Implications** - There are no direct sustainability implications arising directly as a result of this report.
13. **Human Rights Implications** - There are no direct human rights implications arising directly as a result of this report.
14. **Area and Ward implications** – There are no direct area and ward implications arising directly as a result of this report.

Background Information

15. Five-Year Target Setting 2015/16-2019/20 report agreed by Cabinet on 14 July 2015.
16. Council Plan 2015-2020 report to Cabinet 14 July 2015.
17. Review of the Corporate Performance Management Framework report agreed by Cabinet on 19 April 2016.

COUNCIL PLAN – YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2017/18

Composite Report

Introduction

18. The composite report reflects the key issues and activities undertaken in relation to the year end assessment of performance and delivery 2017/18 for the Council Plan.
19. During June 2018, the Council's Overview and Scrutiny Committees considered the year end assessment of performance and delivery against the outcomes and priorities in the Council Plan 2015-2020. This summary report is based on these five Overview and Scrutiny Committee reports.

Overall Year End 2017/18 Performance Overview

20. The performance year end 2017/18 information available at this time for the indicators shows:

Improved performance	Stayed the same	Performance declining	No update/ comparison
47	4	21	28

21. Of these, 25 indicators also help to monitor progress against the Council's equality objectives which shows:

Improved performance	Stayed the same	Performance declining	No update/ comparison
15	0	8	2

22. There is one change in reported performance data since the reports were considered at their relevant Overview and Scrutiny Committees as the full years data is now available:

Indicator	Figure Reported	Change
Care, Health and Wellbeing OSC		
LW10 Delayed Transfers of care from hospital, average days per day, per 100,000 population (New definition)	6.35 per 100,000	The full year data is now available and is 6.59 per 100,000

Summary of Achievements and Areas for Improvement

23. The five performance reports from each OSC give an overview of performance for the year end period and highlight achievements and areas for improvement. Some areas to note for each OSC remit are included below:

Corporate Resources OSC

24. The performance information available for the strategic outcome indicators for year end 2016/17 for this OSC show the following for 7 of the 10 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison

6	0	1	3
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25. The area where performance is declining is CP5 – Staff sickness (excluding schools) FTE. High levels of sickness absence are a serious issue and therefore significant work is currently being undertaken to address the problem. Sickness absence management training has been delivered to approximately 400 managers to provide them with the knowledge, tools and confidence to manage attendance.

26. There is no data available for three strategic outcome indicators:

CP6: Percentage increase in digital based transaction/contact from established baseline and CP7: Percentage increase in online transactions - a robust baseline needs to be established. The full installation of the new digital platform will include the production of performance dashboard for key digital services.

CP8: employee engagement, this is due to the employee survey not being undertaken until July 2018.

27. There have been many achievements and some to note include:

- implementing the new digital platform is now well advanced and will be completed by the end of 2018. New websites and services delivered on the platform in the last 12 months include [Invest Gateshead](#), [Regent Funeral Services](#), [GO Gateshead](#) including [Clip and Climb bookings](#), and [Report Fly tipping](#).
- filling four apprenticeship posts for young people leaving care in the following council services; Office of the Chief Executive, Care, Wellbeing and Learning, Communities and Environment and Corporate Services and Governance. A further thirteen have been agreed to be ring fenced for looked after children and care leavers from across the council.
- renewing Gateshead’s Fairtrade Town Status for the next two years – Gateshead celebrated its 10th anniversary as a Fairtrade borough last year.
- participating in the North East Better Health at Work Award (NEBHAWA), working through the levels: bronze; silver; gold; continuing excellence to the last award received in January 2018 ‘Maintaining Excellence’.

28. The areas of focus over the next 6 months and areas for improvement are:

- planning for our sixth Gateshead Volunteers’ Month which takes place in June. Over the years this has seen hundreds of people take up volunteering opportunities, attend events and get involved with scores of local organisations.
- undertaking the employee survey and the ‘You and Your Local Area’ residents survey this summer.
- Briefing employees on the implications of the new General Data Protection Regulation (GDPR).
- completing the implementation of a digital platform to support the delivery of the digital strategy.
- supporting the review of individual services to transform how services can be delivered digitally to deliver savings and efficiencies, income generation and contribute to an improved customer experience.

Families OSC

29. The performance information available for the strategic outcome indicators for year end 2017/18 for this OSC shows comparative information for 27 of the 31 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
18	2	7	4

30. Four strategic outcome indicators are awaiting new data releases in the Autumn therefore there is no update at this time.
31. The performance of eight indicators deteriorated in comparison to last year:
- PG25 - Raise Attainment 8 – scores of pupils at the end of KS4
 - PG27 - PG27 Progress 8 Gap - Reduce the gap between Attainment 8 and Progress 8 scores of disadvantaged pupils/disadvantaged peers at KS4
 - PG28a - Attainment of vulnerable children. Raise progress 8 scores of Looked after Children at the end of KS4
 - PG28c: Raise the Progress 8 scores of vulnerable children - children with Special Educational Needs (SEN) (Statement or Care plan)
 - LW3: The number of eligible 2 year olds accessing their free early learning place
 - LW14a: Support for young carers
 - LW29 - First Time Entrants (FTE) into youth justice system aged 10-17 (Rate per 100,000 of Population 10-17 yr.)
35. There have been many achievements and some to note include:
- bringing together staff from a Youth, YOT, Family Intervention, Connexions, Play and Children's Centre background into a single, integrated structure and creating a single triage/entry point for the Early Help Service. Increased capacity for Tier 2 family intervention services (those families who need a co-ordinated multi-agency response but do not meet the threshold for children social care assessment), and an increased focus on evidence based practice.
 - development and approval of Gateshead's Local Offer. Under the Children and Social Work Act 2017, the Government introduced the requirement for local authorities to publish a 'Local Care Leaver Offer', which outlines the services for care leavers available within the local authority area. This offer is a combination of statutory entitlements as well as how Gateshead and its partners can give over and above their statutory duty.
 - revising the pre-16 Home to School policy and post 16 policy. An annual contribution charge of £650.00 for 16 and 17 year olds was introduced, the use of personal transport budgets and a wider range of options including bus passes (which are cost effective alternatives to taxi based travel) were promoted, all leaflets and guidance was revised to ensure information is consistent and clear. Training was delivered to all taxi and mini bus drivers and passenger assistants who have a SEND or vulnerable adult to ensure consistency, quality and robust safeguarding measures.
 - supporting unaccompanied asylum-seeking children by supporting six young men transferring from Kent under the National Transfer Scheme. The innovative approach to supporting them has been recognised as a good practice model. Employees were asked by the Migration partnership and the DFE to speak at a Westminster Briefing and a regional conference about the work done and the success of the model.

- Full inspections by Ofsted:
 - Grove House (February 2018) was judged as being outstanding in all areas for the 3rd consecutive year.
 - Blaydon Children’s home (January 2018) were judged as being good in all areas.

36. Some of the areas in which the Council will focus on in the near future include:

- a multi-agency review of excluded pupils to identify where improvements can be made and develop a menu of alternative provision. This review will be completed by the end of the summer term 2018.
- integration into a new 'front door' arrangement with children's services and police in 2018 and will become co-located with 0-19 Public Health services from summer 2018.
- improving the local offer for our care leavers by giving our care leavers more choices and opportunities in all areas of their lives.
- developing business support workflow and electronic case recording to meet the needs of the new Rapid Response and Child with Complex Needs teams.
- reviewing the alternative Education Offer – SEND and Post 16.

Care, Health and Wellbeing OSC

37. The performance information available for the strategic outcome indicators for year end 2016/17 for this OSC shows the following for the 20 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
9	0	4	7

38. Of the seven strategic outcome indicators there was no comparative data for, 6 are awaiting new data releases in the Autumn and LW 10: Delayed Transfers of care from hospital has a new definition and therefore the data is not comparable to previous years.

39. The four indicators where performance declined compared to year-end 2016/17 are:

- **LW22** – Gap in Life Expectancy at Birth between each local authority and England as a whole (Male)
- **LW23** – Gap in Life Expectancy at Birth between each local authority and England as a whole (Female)
- **LW24(b)** – Health Inequalities – Reduce the inequalities in Life Expectancy across Gateshead (Female)
- **LW11** – Helping Older People to live independently – the proportion of older people 65+ still at home 91 days after hospital discharge to a reablement service

40. There have been many achievements and some to note include:

- consulting with service users and families on a new service delivery model for extra care support services in Gateshead. The feedback received will inform the design of the new delivery model.
- developing opportunities with the Clinical Commissioning Group (CCG) to shape the market and integrate health and social care commissioning. This joint approach aims to prevent duplication of funding and resources across the local Health and Social Care economy and set a precedent for future collaborated work.

- initiating a data cleansing exercise to ensure Care First is accurate and holds the relevant information for the recommissioning of extra care support services.
- advancing a *Making Every Contact Count* (MECC) approach, providing an opportunity for the Council to support improvement of the knowledge and skills of staff and volunteers about their own health, and how to support the health of others. MECC will provide structured education in health improvement, behaviour change and training techniques so that participants are able to cascade their learning to others.
- reducing admissions to residential and nursing care with Gateshead moving in September from being the worst performing north east authority to the best performing.
- supporting the development of a *Converge* programme with Newcastle/Gateshead Clinical Commissioning Group (CCG), Northumbria University, community and voluntary sector mental health providers and York St John University to provide a route into education for people with existing mental health problems. The first course is almost complete and initial indications are that it has evaluated well.

41. Some of the areas in which the Council will focus on in the near future include:

- developing a whole system Obesity Strategy for Gateshead, in line with the work being developed nationally by Public Health England and the Local Government Association in tandem with Leeds Beckett University. The Strategy will be developed across a life course approach and will involve key partners, with a number of sub group areas to emerge from this work.
- refreshing the Joint Strategic Needs Assessment (JSNA) and finalising the BME Needs Assessment Action Plan and the Homelessness and Multiple & Complex Needs Health Needs Assessment.
- progressing a comprehensive programme of training on a range of mental health issues including Mental Health Awareness for Managers within Gateshead Council.
- remodelling and re-commission supported housing in Gateshead and extra care support.

Communities and Place OSC

42. The performance information available for the strategic outcome indicators for year end 2016/17 for this OSC shows the following for the 33 strategic outcome indicators:

Improved performance	Stayed the same	Performance declining	No update/ comparison
11	2	6	14

43. The data for the 14 indicators is unavailable at this reporting interval and the following indicators declined in performance:

- PG05 Employment rate – people economically active and in employment
- PG09 Residents employed in occupations requiring higher skill levels;
- PG10 Number of jobs in Gateshead
- PG12 Gross weekly pay of jobs in Gateshead; and
- LL8 Number of visits to libraries per 1,000 population
- LL9 Improve the recycling rate.

44. There have been many achievements and some to note include:

- receiving £5 million funding from Government via the Highways Maintenance Challenge Fund to undertake major maintenance work at Heworth. The

maintenance work began late January 2018. Improvements are progressing well and within timescales for completion in late summer 2018

- renewing the East Gateshead Bus Partnership with Go-Ahead Northern and Nexus. Following on from the successful renewal a similar arrangement for the west of Gateshead is to be explored.
- securing funding through Department of International Trade and NELEP/NECA to support overseas owned employers in Gateshead. The project has supported 8 successful expansion projects and the creation of 166 new jobs.
- plans to redevelop the 10 acre site at Gateshead Quays between Sage Gateshead and BALTIC is due to commence in Spring 2020 and be completed by the end of 2022.
- a new website for the Go Gateshead Sport & Leisure Website (www.gogateshead.com) was launched on the 7th March to make it easier for residents to access the service.
- securing planning approval for 114 homes on three sites in Rowlands Gill, Saltwell and Windy Nook for the Council's housing joint venture, Gateshead Regeneration Partnership.
- supporting 137 businesses to implement successful investment projects that have resulted in 660 new jobs being created and 538 jobs safeguarded in Gateshead.

45. Some of the areas in which the Council will improve and focus on include:

- granting a 250 year lease in May 2018 to Dinosauria to develop the world's first Unnatural History Museum in the Gateshead Old Town Hall, providing a unique tourist attraction in the town centre.
- continuing to promote opportunities for Gateshead businesses to be showcased through the Great Exhibition of the North.
- marketing land in the Baltic Business Quarter later in 2018. Expressions of interest will be requested from developers for schemes containing a mix of housing and employment uses.
- selection of preferred development option for the MetroGreen Regeneration Area will be made in late 2018. Following the selection process the delivery plan for first phase of the residential development will begin on Riverside & Derwenthaugh.
- Clearing the housing growth site at Clasper Village ready for development. This includes 170 homes plus a supermarket store to improve access to services for local residents.
- Approving an outline application to secure ERDF monies to deliver a £2.1m digital innovation programme in partnership with Sunderland Software City and Digital Catapult. The programme will support improvements in businesses competitiveness and productivity through the adoption of new digital technologies. Subject to full approval the programme is anticipated to launch in April 2018 and will support around 130 businesses across the region.

Community Safety Overview and Scrutiny Sub Committee







46. The performance information for the 6 strategic outcome indicators for year end 2017/18 shows:

Improved performance	Stayed the same	Performance declining	No update
3	0	3	0









47. Some achievements over 2016/17 include:

- launching a workplace Hate Crime Champions network to increase awareness and support for victims of hate crime. To date, 30 people have signed up to the scheme.
 - producing a DVD to raise awareness of hate crime and mate crime on public transport. The short film will be used as part of a training package for public transport workers and within local community groups.
 - collaborating with other local authorities across Northumbria to secure funding for a number of domestic abuse-related projects (including A&E Health Advocates and Housing Outreach Worker)
 - commissioning of Deter Innovations to deliver a local perpetrator programme to allow a number of male offenders to access a 26 week course to challenge their offending behaviour.
 - training approximately 100 officers (council and police) to increase awareness and use of the tools and powers available to tackle anti-social behaviour has resulted in a number of individuals being served with injunctions, premises being closed and criminal behaviour orders being served.
48. Some of the areas in which the Council will focus on in the future include:
- raising the profile of hate crime within local communities to increase the level of reporting within specific at-risk and hard-to-reach groups.
 - a “Speed Faithing” event is to be held in Gateshead in July. This will be the first time an event of this kind has been held in Gateshead and will involve representatives from seven different faiths: Islam, Sikhism, Roman Catholicism, Baha’i, Judaism, Church of England and Zoroastrian reviewing local case management processes in relation to hate crime.
 - producing a refreshed Domestic & Sexual Abuse Strategy and supporting action plan that will set out the activities that will be undertaken locally within Gateshead, ensuring that the National Statement of Expectations is embedded.
 - undertaking a review of how ASB is tackled across Gateshead. This will involve all council services, The Gateshead Housing Company and Northumbria Police and will aim to provide a more joined up approach to tackling ASB in Gateshead.

PERFORMANCE AT A GLANCE

Prosperous Gateshead			Year End	Trend	Target
			2016/17	17/18	2020
<i>An increase in the working age population:</i>					
PG1	Working age population – no. of residents aged 16-64	Higher is better	63.1%	Data not available	N/A 127,799
PG2	Increase overall housing supply	Higher is better	93278	Data not available	N/A To improve
PG3	Proportion of long term empty homes	Lower is better	1.75	Data not available	N/A 1.19%
<i>More private, public and social investment:</i>					
PG4	Number of enterprises in Gateshead	Higher is better	4,950	5,085	 5,200 (Stretch target 5,350)
<i>More and better paid jobs with more people in work:</i>					
PG5	Employment rate – people economically active in work or training aged 16-64	Higher is better	73.2% (2016)	73%	 72.3% (Stretch target 73.2%)
PG6	Economic activity rate - % of all people aged 16-64	Higher is better	78.2% (Jan-Dec 2016)	78.4%	 80%
PG7	Proportion of residents receiving main out of work benefits	Lower is better	The data for this indicator is no longer collected		
PG8	Gross average weekly pay of residents (not self-employed)	Higher is better	£485.50 (2016)	£495.7	 £533.30
PG9	Residents employed in occupations requiring higher skills levels	Higher is better	37.8% (Jan-Dec 16)	36.8%	 37.8%
PG10	Number of jobs in Gateshead	Higher is better	98,000 (2016)	94,000 (2017)	 96,500 (Stretch target 102,000)
PG11	Number of residents self employed	Higher is better	7.3% (Jan-Dec 2016)	Data not available	N/A 7.0%





Prosperous Gateshead

			Year End 2016/17	17/18	Trend	Target 2020
PG12	Gross weekly pay of jobs in Gateshead (NOMIS)	Higher is better	£490.90 (2016)	472.3 (2017)		£520.00
PG13	Proportion of Gateshead jobs paying less than the Living Wage	Lower is better	Indicator has been deleted			
Fewer people with low level skills and more people with higher level skills-Improved educational attainment / increased learning and development:						
PG14	Proportion of residents with no qualifications (aged 16-64)	Lower is better	8.3% (2016)	8.3% (2017)		6.9% (Revised to 8%)
PG15	Proportion of residents qualified to NVQ3 or above	Higher is better	53.4% (Jan-Dec 2016)	53.5% (Jan-Dec 2017)		55.8% (revised to 57%)
PG16	Apprenticeships within the workforce	Higher is better	Awaiting Legislation	Baseline Year	N/A	TBC
PG17	Reduce NEET rate	Lower is better	5.4% (Jan 2017)	4.5% (March 2018)		4.8%
PG18	Increase the % of Gateshead schools rated Outstanding	Higher is better	38%	38.3%		40%
PG19a	Maximise the % children offered a place at preferred primary school	Higher is better	95.8%	Awaiting Data	N/A	97%
PG19b	Maximise the % children offered a place at preferred secondary school	Higher is better	88.1% (2016)	90%		95%
PG20	Reduce the % of children in low income families (formally children in poverty)	Lower is better	22.2% (2014)	19.4% (2015)		18.5%
Educational attainment:						
PG21	Increase the % of children achieving a good level of development at age 5	Higher is better	68.3% (2016)	69.9% (2017)		N/A







Prosperous Gateshead






			Year End 2016/17	17/18	Trend	Target 2020
PG22 a-c	Increase the % of children attaining expected standard at the end of KS1					
PG22a	Reading	Higher is better	77% (2016)	77% (2017)		90%
PG22b	Writing	Higher is better	69% (2016)	70% (2017)		84%
PG22c	Maths	Higher is better	74% (2016)	76% (2017)		90%
PG23	Increase the % of children attaining the expected standard at the end of KS2	Higher is better	61% (2016)	68% (2017)		85%
PG24	Increase the % of children achieving 5 or more A*-C GCSE including Maths & English	Higher is better	59.0%	No longer collected: Replaced by new measure PG25 & 26		
PG25	Raise Attainment 8 - scores of pupils at the end of KS4	Higher is better	49.9	46.8 (2017)		C or 4/5
PG26	Raise Progress 8 – scores of pupils at the end of KS4	Higher is better	-0.15	-0.12 (2017)		-0.03
EQUALITY OBJECTIVE: Increase levels of ambition and aspiration of vulnerable groups across Gateshead						
PG27	Reduce the gap between Attainment 8 & Progress 8 scores of disadvantaged pupils and on-disadvantaged peers at KS4					
PG27a	Attainment 8 Gap of disadvantaged pupils and on-disadvantaged peers at KS4	Higher is better	-14.6 (2016)	-14.4 (2017)		TBC
PG27b	Progress 8 scores of disadvantaged pupils and on-disadvantaged peers at KS4	Higher is better	-0.71 (2016)	-0.72 (2017)		TBC
PG28	Raise Progress 8 – scores of pupils at the end of KS4:					
PG28a	Looked After Children (LAC)	Higher is better	-1.07	-1.46 (March 2018)		TBC
PG28b	Free School Meals (FSM)	Higher is better	-0.77	-0.72 (2017)		TBC

Prosperous Gateshead

			Year End 2016/17	17/18	Trend	Target 2020
PG28c	Special Educational Needs (SEN)	Higher is better	-0.24 (SEN Support)	-0.19 (2017)		TBC
			-1.26 (Statement/ EHC)	-1.28 (2018)		
PG29	Number of households accepted as homeless	Lower is better	236	219		Targets to be set using 2018/19 data
PG30	Number of households prevented from becoming homeless	Higher is better	4616	4711		

Live Love Gateshead

			Year End 2016/17	17/18	Trend	Target 2020
Confident and more aspirational population acting as Gateshead's strongest advocates						
LL1	Satisfaction - Gateshead as a place to live	Higher is better	75.5%	Survey not carried out		80%
LL2	Consulted/engaged population (e.g. taking decisions with the public/ not for them etc.)	Higher is better	33.0%	Survey not carried out		33%
LL3	Communities get on well together	Higher is better	91%	Survey not carried out		60%
LL4	Decrease the % of people who are dissatisfied with life	Lower is better	4.9%	Awaiting Data	N/A	4.8%
A community who take pride in Gateshead the place and enjoy and engage in world class culture and heritage that contributes to a sense of belonging and wellbeing:						
LL5	Increase formal volunteering - % of people surveyed involved in formal volunteering	Higher is better	27.0%	Survey not carried out		25% (Stretch target 30%)
LL6	Increase the number of visitors to Gateshead	Higher is better	1,726,228	1,830,572		To increase
LL7	No of new social enterprises supported	Higher is better	154	172		To maintain baseline 131
LL8	No. of visits to libraries per 1,000 population	Higher is better	4,688	4674		5,100
Gateshead people who care about their local area and share responsibility for making and keeping our environment the best it can be:						
LL9	Improve the recycling rate	Higher is better	33.79%	33.42%		45% (Stretch target 50%)
LL10	Increasing homes in the highest energy efficiency bands	Higher is better	55.58%	56.53%		60%
LL11a	Reducing Council carbon emissions - actual	Lower is better	26.1% (2015/16)	Awaiting Data	N/A	35.00% Cumulative
LL11b	Reducing Council carbon emissions – weather corrected	Lower is better	27.2% (2015/16)	Awaiting Data	N/A	35.00% Cumulative
LL12	% of renewable/low carbon/ energy generated locally	Higher is better	2.0% (2015/16)	2.1% (2016/17)		16.80%

Live Well Gateshead						
			Year End 2016/17	17/18	Trend	Target 2020
The destination of choice for families with a range of excellent and affordable housing options:						
LW1	Increase the number of affordable homes	Higher is better	61	Awaiting Data	N/A	543
A place where children have the best start in life:						
LW2	Percentage of mothers smoking at time of delivery	Lower is better	14.5%	Awaiting Data	N/A	9.9%
EQUALITY OBJECTIVE: Support vulnerable groups at most risk of poverty and deprivation						
LW3	The number of eligible 2 year olds accessing their free early learning place	Higher is better	84%	83%		90%
LW4a	Reduce excess weight 4-5yr olds (excess weight=Obese/Overweight)	Lower is better	22.0%	Awaiting Data	N/A	18.1%
LW4b	Reduce excess weight 10-11yr olds (excess weight = Obese/Overweight)	Lower is better	37.9%	Awaiting Data	N/A	25.0%
LW5	Number of people undertaking sport & activity recreation in those aged 14 years + (1x30mins per week)	Higher is better	27.1% (2015/16)	No new data collected nationally. Replaced by LW5a and LW5b		
LW5a	Percentage of Gateshead Residents who are "inactive"	Lower is better		27.8%	N/A	TBC
LW5b	Percentage of Gateshead residents who are physically "active"	Higher is better		58.8	N/A	TBC
LW6	Number of children with a child protection plan	Lower is better	77.6 per 10,000 (Feb 17)	73.8 per 10,000		54 per 10,000
EQUALITY OBJECTIVE: Support vulnerable groups most at risk of poverty and deprivation						
LW7	Work with families - part of the National Troubled Families Programme – FamiliesGateshead	Higher is better	1,545 families	1,732 families		1,930 families
EQUALITY OBJECTIVE: Gateshead the place – to improve the range of housing across Gateshead for vulnerable groups						
LW8	Ensure young people leaving care who are homeless are supported to have a safe place to live appropriate & sustainable accommodation for 16/17 year olds)	Higher is better	95.7%	96%		100%
EQUALITY OBJECTIVE: To increase the level of ambition and aspiration of vulnerable groups across Gateshead						
LW9	Ensure young people leaving care are supported to be in education, employment apprenticeships or training.	Higher is better	46% (19-21yrs)	60%		71%
A place where older people are independent and are able to make a valuable contribution to the community:						

Live Well Gateshead

			Year End 2016/17	17/18	Trend	Target 2020
LW10	Delayed Transfers of care from hospital, average days per day, per 100,000 population (New definition)	Lower is better		6.59	N/A	165 days
LW11	Helping Older people to live at independently at home 91 days after discharge from hospital	Higher is better	80.8%	77.1%	↓	87.5%
LW12	Repeat safeguarding adult enquiries	Lower is better	29.6% Apr 16-Feb 17	20% (Apr–Feb 17)	↑	TBC
A place where those who need help have access to appropriate joined-up services that make a difference to the quality of their life:						
LW13	Stabilise hospital admissions per 100,000 for alcohol related harm	Lower is better	1,015 per 100,000 (2015/16)	990 per 100,000 (2016/17)	↑	789 per 100,000
EQUALITY OBJECTIVES: Promote healthy and inclusive communities						
LW14a	Support for young carers	Higher is better	174	121	↓	85 new
LW14b	Support for carers in BME	Higher is better	0.8%	1.1%	↑	2%
EQUALITY OBJECTIVES: To increase the level of ambition and aspiration of vulnerable groups across Gateshead						
LW15	Gap in employment rate between those with a learning disability & the overall employment rate (% gap)	Lower is better	62.9% (2015/16)	62.3% points (2016/17)	↑	58.60%
LW16	Promote positive emotional mental health amongst the school age population–hospital admissions for self-harm per 100,000 (aged 10-24)	Lower is better	544.9 per 100,000 (2015/16)	422.7 per 100,000 (2016/17)	↑	To reduce
LW17	Gap in employment rate for those in contact with secondary mental health services and employment rate (% point gap) (Persons)	Lower is better	69.2 % points (2015/16)	65.8 %points (2016/17)	↑	59.4 % points
EQUALITY OBJECTIVE: Promote healthy and inclusive communities						
LW18	Excess under 75 mortality rate in adults with serious mental illness compared to general age related mortality rates (Indirectly standardised ratio)	Lower is better	397.3 (2014/15)	Awaiting Data	N/A	351.8
Place where people choose to lead healthy lifestyles with more and more people across Gateshead living longer and without life-limiting illnesses:						
LW19	Reduce mortality from causes considered to be preventable - per 100,000 population	Lower is better	239.1 per 100,000 (2013-2015)	Awaiting Data	N/A	182.7 per 100,000








Live Well Gateshead

			Year End 2016/17	17/18	Trend	Target 2020
LW20	Healthy life expectancy at birth - Male	Higher is better	57.0 years (2013-15)	59.1 years (2014-16)		63.7 Years
LW21	Healthy life expectancy at birth – Female	Higher is better	59.1 years (2013-15)	60.6 years (2014-16)		64.0 Years
LW22	Gap in life expectancy between England and Gateshead – Male	Lower is better	-1.8 years (2013-15)	-2.0 years (2014-16)		-1.2 Years
LW23	Gap in life expectancy between England and Gateshead – Female	Lower is better	-1.7 years (2013-15)	-1.9 years (2013-15)		-1.5 Years
LW24	Health Inequalities reduce the inequalities in life expectancy across Gateshead (Male)'	Lower is better	9.9 years (2013-15)	9.6 years (2014-16)		8.2 Years
LW25	Health Inequalities reduce the inequalities in life expectancy across Gateshead (Female)'	Lower is better	8.7 years (2013-15)	8.8 years (2014-16)		7.3 Years
LW26	No. of people undertaking sport and activity recreation in those aged 16+ (3x 30 mins per week)	Higher is better	23.1%	No new data collected nationally. Revised indicator and target to be developed by service – See LW5		
<i>A tolerant place where people feel safe:</i>						
EQUALITY OBJECTIVE: Promote healthy and inclusive communities						
Community Safety						
LW27	Increase the number of referrals to ARCH	Higher is better	384	382		To maintain & track
LW28	Domestic Abuse - % of high-risk referrals who have engaged with Independent Domestic Violence Advisers (IDVAs)	Higher is better	56%	58%		To maintain & track
LW29	First Time Entrants - PNC rate per 100,000 of 10-17 of pop.	Lower is better	439 per 100,000 (Oct 15 – Sep 16)	472 per 100,000 (80 FTE) (Period Oct 16 – Sep 17)		398 per 100,000
LW30	Custody - Use of custody rate per 1,000 of 10-17 of population	Lower is better	0.18 (Jan – Dec 2016)	0.18 (Jan – Dec 2017)		TBC

Live Well Gateshead

			Year End 2016/17	17/18	Trend	Target 2020
LW31	Total recorded crime in Gateshead	Lower is better	+39%	+16%	↓	To Track
LW32	Reported instances antisocial behaviour	Lower is better	-6%	-15%	↑	To Track
LW33	% of people who agree the police & council are dealing with ASB & crime issues that matter locally	Higher is better	65%	67%	↑	To maintain & track
LW34	% of people who feel <i>very</i> or <i>fairly</i> safe living in their neighbourhood	Higher is better	97%	96%	↓	To maintain & track
LW35a	Accessibility to public transport a) Access to main centres (daytime)	Higher is better	58% (2015/16)	Awaiting Data	N/A	57%
LW35b	b) Access to main centres (evening)	Higher is better	54% (2015/16)	Awaiting Data	N/A	52%
LW35c	c) Access to key employment (daytime)	Higher is better	63% (2015/16)	Awaiting Data	N/A	62%
LW35d	d) Access to key employment (evening)	Higher is better	45% (2015/16)	Awaiting Data	N/A	41%
LW36a	People killed or seriously injured (KSI) in Road Traffic Collisions - % change over base year	Higher is better	26.02%	24%	↑	24%
LW37b	Children killed or seriously injured (KSI) in Road Traffic Collisions - % change over base year	Higher is better	43.40%	37%	↓	44%

Corporate Performance

			Year End 2016/17	17/18	Trend	Target 2020
Maximising Growth:						
CP1	% of Council Tax collected that was due to be paid	Higher is better	95.8%	95.9%		96.6%
CP2	% of Business Rates collected	Higher is better	97.3%	98.6%		97%
CP3	% of undisputed invoices paid on time	Higher is better	71.44%	77.1		95%
Reducing Costs:						
CP4	Speed of housing benefits claims (processing) - average time to process new claims and changes in circumstances	Lower is better	7.75 days	7.72		7.5 days
CP5	Staff sickness (excluding school staff) per FTE	Lower is better	9.9 days (Recalculated as 11.71 days)	12.75 days		8.0 days
CP6	% increase in digital based transaction/contact from established baseline	Higher is better	Baseline Year	Not available	N/A	TBC
CP7	Percentage increase in online transactions	Higher is better	Baseline Year	Not available	N/A	TBC
Increasing collective responsibility:						
CP8	Employee engagement: e.g. good place to work	Higher is better	64% 2016 Survey	Survey not complete	N/A	70%
CP9	Improve Superfast Broadband connectivity-increase coverage in Gateshead to 98.9% by June 2019	Higher is better	94.3%	96.41%		98.9%
Equality Objective: To increase levels of ambition and aspiration of vulnerable groups across Gateshead						
CP10	Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship	Higher is better	1	4		TBC

OVERVIEW AND SCRUTINY COMMITTEE MINUTES

During June 2018, the five Overview and Scrutiny Committees discussed the review of performance in reports appropriate to the remit of their committees. The key points from the discussions are listed below:

Families Overview and Scrutiny Committee 14 June 2018 – Minutes

THE COUNCIL PLAN - YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2017/18

The Committee received a report outlining the six-month update of performance and delivery for the period October 2017 to March 2018 in relation to the Council Plan 2015-2020 for the indicators and activity linked to children and young people. It was highlighted from the report that the final year end assessment of performance relating to the Council Plan 2015-20 which has been superseded by the Council's new strategic approach of making Gateshead a place where everyone thrives. It was further noted that the corporate performance framework will need to be refreshed in light of the Thrive agenda and used to inform the six-month assessment of performance for 2018/19.

A summary of performance was provided to the Committee highlighting the following:

- 5 out of 9 updated indicators are showing an improvement under the 'LiveWell Gateshead' outcome, including an increase in the number of eligible two year olds accessing their free early learning place, an increase in the number of families engaged by the Troubled Families Gateshead programme and the number of referrals for young carers, a reduction in the Hospital admissions for self-harm rate (10-24 years) and an increase in the proportion of care leavers in suitable accommodation and education, training and employment.
- 10 out 14 updated indicators under the Prosperous Gateshead outcome have shown improvement, including an increase in the percentage of children offered their preferred secondary school place and increases in the percentage of children achieving a good level of development at age 5, those achieving the expected standard at Key Stage 1 in writing and maths and those achieving the expected standard at the end of Key Stage 2. Progress 8 scores for pupils at the end of KS4 have increased and the gap between attainment 8 and progress 8 scores of disadvantaged pupils/disadvantaged peers at KS4 have decreased. The progress 8 scores of vulnerable children with special educational needs have increased, and those 16-18 years who are NEET have reduced as have the percentage of children in low income families.

Further summary was provided outlining the numbers of children subject to a child protection plan in addition to those leaving care with a safe and sustainable place to live.

The Committee were updated on the implementation of new Rapid Response and Child with Complex Needs teams within Children and Families Social Care. This included:

- The recruitment of a Senior Practice Supervisor, a Practice Supervisor, 6 Complex Child in Need social workers, 2 Rapid response workers, a Family Group Conference Worker and 2 family Advocates.
- The criteria and referral procedures have been written and shared with social workers in Referral & Assessment and Safeguarding Care Planning.
- Briefing sessions with Looked after Children services, Early Help teams, Paediatrics, Platform, Local Authority Education services, Public Health, Young Peoples Service (CYPS) and Schools.

A comment was made that the report was good but that a further breakdown of the details within the appendix would have been appreciated. A further comment was made noting that where improvements have been highlighted in the report these are small which is disappointing.

Clarity was sought on the hospital admissions figures presented – it was asked whether the figures presented had been merged with Newcastle admission numbers, this information as not available for the Committee and will be brought back for the next meeting.

It was asked what work is being done to reduce the number of expectant mothers from smoking. It was said that this is a complex problem to tackle despite efforts from projects such as the Baby Clear programme. It was further noted that a case will be presented to the QE Hospital to encourage them to have an in-house stop smoking service. A comment that it should be a safeguarding issue if pregnant women smoke was made noting the duty of care midwives have and they should be empowered to act in such instances.

It was asked what the plans are for the work at Grove House. It was noted that a work plan is in place and is ongoing.

The closure of Thomas Hepburn was noted, the Committee were advised it was not a Council decision for the school to close and that the school admissions service are working hard to ensure all children affected are offered a school place elsewhere.

Of those leaving care it was noted that 71% are still supported by the Council up to the age of 25. It was asked what has happened to those who are not engaging with services. The Committee were advised that 100% of care leavers are contacted however those with more complex needs are difficult to keep in touch with, particularly up to the age of 25.

It was asked whether schools converting to academies was responsible for the small decline in attainment for the disadvantaged. The Committee were advised that this is a difficult question to answer. It was further noted that the DfE are more inclined to influence children down an academic route which is not appropriate for all and that this may have contributed to the decline.

RESOLVED - i) The Committee noted and agreed the report and appendix.

Communities and Place Overview and Scrutiny Committee 18 June 2017 – Minutes

THE COUNCIL PLAN - YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2017/18

The Committee received the Council Plan, Year End Assessment of Performance and Delivery 2017/18 report.

The Committee were advised that for 11 indicators data was unavailable and will be reported at the six-monthly interval in 2018/19. 1 indicator has been deleted as data is no longer collected by ONS and DWP.

Some of the key achievements were highlighted to the Committee and included the following:

- £2.1m of European funding was secured for the “Gateshead Goes Local” Community-Led Economic Development programme which aims to support 1700 local residents in the urban area of Gateshead, moving them closer to the labour market and into work and/or self-employment.
- Development of the “Go Gateshead” brand, most notably the launch of the new website which has provided a more accessible platform for customers to access information
- The Council recently enhanced its reporting function and enforcement response to fly-tipping, previously reports came in mainly by telephone, now the reporting mechanism and response is much more efficient and effective with officers on scene of a report within 10 minutes.
- Work has commenced on the Council’s first commercial housing site with the development of 22 apartments at Woodhouse Mews. Planning permission has also been granted for the next commercial development of 36 houses for sale at Valley View (the former Lyndhurst School).
- Since the implementation of the Volunteers Plan in 2013, the number of registered volunteers has increased, there are now over 1500 volunteers and over 200 volunteer roles.

The following areas have been identified for improvement:

- In 2018/19 the Council will scale-up its approach to targeted recruitment and training in order to maximise the take-up of job vacancies arising through inward investment and regeneration projects over the next five years.
- A management options appraisal for the Gateshead International Stadium is underway and a Health Equality Audit for the Go Gateshead Sport and Leisure Service will be concluded in 2018/19, findings from both will be reported in late 2018.
- In Development, Transport and Public Protection, processes are further being streamlined to quicken application and verification processes for parking and street works permits, with virtual permits being the long term aim,
- The phased demolition of Clasper Village is now complete with the Council aim to deliver 184 homes that provide a positive social, environmental and economic return to Gateshead.

- RESOLVED -
- (i) That the information contained within the report be noted;
 - (ii) That the report be referred to Cabinet on 17 July for their consideration.

**Care, Health and Wellbeing Overview and Scrutiny Committee
19 June 2017 - Minutes**

THE COUNCIL PLAN - YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2017/18

The Committee received a report that provided the year end assessment of performance for 2017/18 and also provided an update on the performance and delivery of the Council Plan 2015-2020.

- RESOLVED -
- i) that the information be noted
 - ii) that the activities undertaken during October 2017 to March 2018 are achieving the desired outcomes in the Council Plan 2015-2020 and the areas highlighted above require further scrutiny
 - iii) the Committee noted the proposal to refresh the corporate performance framework to support the delivery of making Gateshead a place where everyone thrives”

**Corporate Resources Overview and Scrutiny Committee
25 June 2017 – Minutes**

THE COUNCIL PLAN - YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2017/18

The Committee received a report forming part of the Council’s performance management framework providing an overview of progress for the priorities appropriate to the remit of Corporate Resources OSC.

From the report the following were highlighted as areas of focus over the next 6 months:

- Plans are currently being put into place for our sixth Gateshead Volunteers’ Month which takes place in June. Over the years this has seen hundreds of people take up volunteering opportunities, attend events and get involved with scores of local organisations.
- Undertake the employee survey and the ‘You and Your Local Area’ residents survey this summer.
- Employee briefings are taking place on the implications of the new General Data Protection Regulation (GDPR).
- Complete the implementation of a digital platform to support the delivery of the digital strategy, including the following websites and digital services;
 - A new version of www.gateshead.gov.uk on 17th May

- An appointment booking system for the Registrars Service by July 2018
- Online forms for social care requests that aim to reduce call level volumes for Adult Social Care Direct
- Online forms to support Landlord licensing
- New websites for JSNA, Beacon Living, Proto and Gateshead Goes Local, and Business Gateshead
- Improvements to the intranet
- Performance dashboards for Fly tipping, Clip and Climb bookings, online payments, Registrars
- Supporting the review of individual services to transform how services can be delivered digitally to deliver savings and efficiencies, income generation and contribute to an improved customer experience

It was also acknowledged that high levels of sickness absence are a serious issue and therefore work needs to be done to address this problem. It was noted from the report that sickness management training has been delivered to approximately 400 managers in order to provide them with the appropriate skills, confidence and knowledge to manage attendance.

The Committee were then presented with a video showcasing the new digital platform available for the public to report fly tipping. It was noted that it is intended that this system be expanded in the future to allow residents to report other things such as potholes and dog fouling.

RESOLVED - i) The Committee noted and agreed the report and appendix.

Community Safety Overview and Scrutiny Sub Committee 26 June 2017 – Minutes

THE COUNCIL PLAN - YEAR END ASSESSMENT OF PERFORMANCE AND DELIVERY 2017/18

The Committee received a report that contained the year end assessment of performance for 2017/18 and also provided an update on the performance and delivery of the Council Plan 2015-2020.

RESOLVED - i) that the information be noted
ii) that further updates be provided in due course”

TITLE OF REPORT: Revised Catchment Areas in East Gateshead

REPORT OF: Caroline O'Neill, Strategic Director, Care, Wellbeing and Learning

Purpose of the Report

1. This report asks Cabinet for approval to consult on the proposal to amend the school catchment areas in the East of Gateshead in light of the closure of Thomas Hepburn Community Academy (THCA) at the end of August 2019.
2. Cabinet is also asked to approve the proposed revised school catchment areas for purposes of the 2018/19 Year 6 pupils, application to secondary school.

Background

3. The Education and Inspections Act 2006 requires Local Authorities to adopt a strategic role, with a duty to promote choice, diversity and fair access to school provision. This is only possible when there are sufficient numbers of school places situated with the right location.
4. Thomas Hepburn Community Secondary School which has a Published Admission Number (PAN) of 750 became a sponsored academy Thomas Hepburn Community Academy (THCA) in October 2013, following poor Ofsted Reports (March 2011- Satisfactory, November 2012- Inadequate). The academy sponsor was Northern Education Trust (NET). A further Ofsted in November 2016 also judged THCA as Inadequate.
5. In May 2018, following a consultation period (February/March 2018) the Minister for Education made the decision to close THCA. Working with the Academy the decision was made that Phase 1 would be to not admit Year 6 pupils who would be moving into Year 7 at THCA and current Year 9 Pupils who were moving into Year 10. During May, June and July 2018 work was undertaken with parents of Year 6 and Year 9 pupils, schools/academies and pupils to allocate schools places in time for September 2018, the start of the 2018/19 academic year.
6. This will mean that during the 2018/19 academic year there will be 3-year groups attending THCA Year 8, Year 9 and Year 11. Phase 2 of the move will be during the 2018/19 academic year and will focus on the Year 8 and Year 9 pupils who are still attending THCA.
7. Historically Gateshead has 'catchment' areas which have linked primary schools to secondary schools/academies. There are 7 catchment areas; with the 2 Voluntary Aided (Catholic) Schools in Gateshead operating parish boundaries with the two faith schools. Emmanuel College operate a post code based admissions policy and draw about two thirds of their pupils from Gateshead.

8. With the closure of THCA, catchment areas in the East of Gateshead will need to be realigned.

Proposal

9. This paper sets out the proposed catchment areas for the 2019/20 academic year in order that parents can choose secondary school places for their child(ren).
10. This paper also sets out the proposal to consult on the permanent change to catchment areas from September 2020.

Recommendations

11. It is recommended that Cabinet:
 - (i) approves the use of the proposed catchment areas for the academic year 2019/20; and
 - (ii) agrees to the consultation on the proposals to change the catchment area from October 2018-January 2019 from Sept. 2020.

For the following reason:

In order for the Council to provide sufficient secondary school places in the East of Gateshead

CONTACT: Jeanne Pratt extension: 8644

APPENDIX 1

Policy Context

1. This proposal supports the Council's new strategic approach of Making Gateshead a Place Where Everyone Thrives, as well as the Sustainable Community Strategy for Gateshead, Vision 2030.
2. The Education and Inspections Act 2006 requires Local Authorities to adopt a strategic role, with a duty to promote choice, diversity and fair access to school provision. This is only possible when there are sufficient numbers of school places situated with the right location.
3. The School Admissions Code 2014 states that '*All schools must have admission arrangements, that clearly set out how children will be admitted, including the criteria that will be applied if there are more applications than places at the school. Admission arrangements are determined by admission authorities*'.
4. Admission authorities must set admission arrangements annually. Where changes are proposed to admission arrangements the admission authority must first publicly consult on those arrangements.
5. For admissions arrangements for entry in September, consultation must be for a minimum of 6 weeks and must take place between 1st October and the 31st January of the school year before those arrangements are to apply. This allows parents, other schools, religious authorities and the local community to raise any concerns about the proposed admission arrangements.
6. If schools are unsubscribed, any parent that applies must be offered a place.
7. If schools are oversubscribed, a school's admissions authority must rank applications in order against its published oversubscription criteria and send the list back to the local authority.
8. As part of determining admission arrangements all admission authorities must set an admissions number for each relevant age group; this is known as the Published Admissions Number (PAN).
9. Over subscription criteria must be reasonable, clear, objective, procedurally fair and comply with relevant legislation, including equalities legislation.
10. Gateshead Council's Community and Voluntary Controlled Primary Schools Admission Policy 2017/18 sets out the oversubscription criteria used in its Information to Parents document which is updated on an annual basis. The document sets out that applications from parents will be considered who have named the school as any ranked preference on their application forms; known as equal preference system. If there are more applications than the number of places available places are allocated by using the following order of priority:
 - Children in public care (as defined under Section 22 of the Children's Act 1989)
 - Children who live in the school catchment area

- Children who will have a brother or sister at the secondary school during the coming academic year
- Other children who have exception medical or social grounds
- All other children

11. The school catchment area is the geographical location where the schools' core intake of pupils live e.g. the area from which pupils are eligible to attend a local school. This applies to all schools except Voluntary Aided (Catholic) Schools in Gateshead who operate parish boundaries. The Admissions Code 2014 article 1.14 states that catchment areas must be designed so that they are reasonable and clearly defined. Catchment areas do not prevent parents who live outside the catchment of a particular school from expressing a preference for the school.

Background

12. Thomas Hepburn Community Secondary School which has a Published Admission Number (PAN) of 750 became a sponsored academy in October 2013, following a number of poor Ofsted Reports (March 2011- Satisfactory, November 2012- Inadequate). The academy sponsor was Norther Education Trust (NET). A further Ofsted in November 2016 also judged THCA as Inadequate.

13. Over the past few years admissions numbers into Year 7 in THCA have been well below their 150 PAN for Year 7 and since 2016/17 have fallen year on year and have consistently failed to meet their published admissions numbers.

2014/15	78 pupils
2015/16	83 pupils
2016/17	90 pupils
2017/18	56 pupils
2018/19	44 pupils (projected)

14. Pupils who live in the THCA catchment area have historically found places in Heworth Grange, Joseph Swan, Cardinal Hume and Emmanuel College

15. NET decided to consult on the closure of THCA and following a period of consultation (February-March 2018) the Minister for Education decided in May 2018 to close the Academy.

16. There is no published guidance from the DfE on the closure of an Academy. The decision was therefore taken to close the school over an 18-month time period. Phase 1 would focus on those pupils in Year 6 who had been allocated THCA for Year 7 and the Year 9 pupils at THCA who would move into Year 10 in September 2018. This would leave Year 8, Year 9 and Year 11 in THCA for the 2018/19 academic year.

17. Phase 2 includes those pupils who in September 2018 will be in Year 8 and Year 9.

18. Phase 1 pupils have now all been allocated places in other Gateshead schools. Due to the tight timeframe (3 months) the decision was made to allocate school places to Phase 1 pupils in accordance to:

- Preference

- Distance

19. Phase 2 pupils would be allocated a new school place using normal admissions criteria. Parents will be contacted in September 2018 setting out the arrangements for their child to transfer to a new school for the start of the 2019/2020 academic year.
20. Current Year 5 pupils who will be applying for secondary school places for September 2019, need to know which secondary school catchment area they are linked to, so they can apply for a secondary school place in September 2018 in line with published admission policies.
21. This paper sets out the **proposed** (for the academic year 2019/20 only pending consultation) admission arrangements for the current Year 5 pupils in the Thomas Hepburn cluster of primary schools (who will be moving into Year 7 in September 2019) who would have previously had THCA as their catchment secondary school.
22. It also sets out the proposal to consult for the permanent changes in admission arrangements for the THCA cluster of primary schools.

Proposal

23. The THCA encompasses 9 primary schools in its catchment area.

School	PAN	Actual (Current Y5-Y7-Sept 2019)
Bede	30	19
Bill Quay	30	31
Brandling	30	19
Carr Hill	45	45
Colegate	45	24
Fell Dyke	45	42
Falla Park	30	28
South Street	44	41
Windy Nook	45	44
Total	344	293

24. Across the cluster of primary schools, the number of pupils is such that had they all gone to THCA, the school would have been oversubscribed. However, as THCA has been undersubscribed in the past years, a large percentage of pupils have found places in other secondary schools.
25. Therefore, initially we need to find approximately 60 places per year group to meet the current demand brought about by the closure of THCA in the East of the Borough.
26. What is uncertain at this point is the impact that parental preference and in-year transfers (both within and from outside of the Borough) will have on the demand for school places in the East of the Borough.

27. However, with the closure of THCA and the loss of 150 school places, work is currently ongoing with the DfE on how to create additional capacity within the secondary school sector.
28. With the closure of THCA, these primary schools will need to be realigned with existing secondary schools; see table below. The proposal is to use the proposed changes to the catchment areas for admission into the Year 6 in September 2019 (current Year 5).
29. This proposal was put into place following discussions with the primary schools on which secondary school the majority of their pupils go to at the present time. Cardinal Hume is not included in this proposal; as a faith school their catchment is on parish boundaries. Emmanuel was also not included in the proposal as their catchment is by post code and across Gateshead and Newcastle.
30. The new catchment areas see the primary schools in the THCA catchment realigned with Heworth Grange and Joseph Swan Academies as follows:

Proposed Heworth Grange Catchment			Proposed Joseph Swan Catchment		
School	PAN	Actual (Current Y5-Y7-Sept 19)	School	PAN	Actual (Current Y5-Y7-Sept 19)
Bede*	30	19	Carr Hill	45	45
Bill Quay	30	31	Fell Dyke	45	42
Brandling	30	19	Glynwood	60	56
Colegate	45	24	Harlow Green	60	52
Falla Park	30	28	Kells Lane	60	58
Lingley House	60	49	Kelvin Grove	60	35
Roman Road	30	14	Larkspur	29	22
The Drive	29	26	Oakfield Jr	60	58
Wardley	45	41	South Street	44	41
White Mere	30	20			
Windy Nook	45	44			
Total	404	315	Total	478	409

*highlighted schools were previously THCA catchment primary schools

31. This change is initially proposed for 1 year only; with a formal consultation taking place from October 2018-January 2019 for a permanent change to catchment areas.

Consultation

32. Formal consultation for the proposed changes in catchment areas will need to take place in line with the Schools Admissions Code 2014; *for admissions arrangements for entry in September, consultation must be for a minimum of 6 weeks and must take place between 1st October and the 31st January of the school year before those arrangements are to apply. This allows parents, other schools, religious authorities and the local community to raise any concerns about the proposed admission arrangements.*
33. As part of this consultation parents, schools, religious authorities, ward councillors and members of the community will have an opportunity to express their views on the proposed changes.

34. The Cabinet Members for Children and Young People have been consulted.

Alternative Options

35. In light of the closure of THCA by the Minister for Education, there is a need to consult on the realignment of catchment areas. If we do not realign THCA primary schools to new catchment secondary schools, parents will be disadvantaged when applying for their child's secondary school place, in relation to published admissions policies for September 2019.

Implications of Recommended Option

36. Resources:

a) **Financial Implications** – The Strategic Director, Corporate Resources confirms discussions are currently ongoing with the DfE in relation to the need for basic needs funding to offset cost implications in meeting the proposed increase in pupil numbers that realigning catchment areas may bring to these schools.

b) **Human Resources Implications** – Staff will be consulted as part of the formal consultation and their views and comments will be taken into consideration

c) **Property Implications** - There will be potential need for increased space in existing secondary schools to accommodate the realignment of catchment areas

37. **Risk Management Implication** - Without realigning the THCA catchment areas; parents who apply for a secondary school place for their child will be at a disadvantage if they don't have a catchment secondary school.

38. **Equality and Diversity Implications** - An EIA will be undertaken as part of the consultation which will be available to Cabinet for consideration prior to a decision being made.

39. **Crime and Disorder Implications** – There are no implications arising from this report.

40. **Health Implications** – There are no implications arising from this report

41. **Sustainability Implications** – There are no implications arising from this report.

42. **Human Rights Implications** - The implications of the Human Rights Act must be considered in any decision that involves a change in policy, function or service change. If implemented the proposal will positively enhance a child's right not to be denied an education.

43. **Area and Ward Implications** - This report will have implications for the following wards initially: Bridges, Chowdene, Deckham, Felling, High Fell, Lobley Hill, Bensham, Low Fell, Pelaw and Heworth, Saltwell, Wardley and Leam Lane, windy Nook and Whitehills

Background Information

Gateshead Local Authority Admissions to Secondary School
School Admissions Code 2014



REPORT TO CABINET
17 July 2018

TITLE OF REPORT: Adult Social Care and Public Health - Annual Report on Services Complaints, Compliments and Representations - April 2017 to March 2018

REPORT OF: Caroline O'Neil, Strategic Director, Care, Wellbeing & Learning

Purpose of the Report

1. To present the Annual Report for 2017 - 2018 for the Adults Social Care Statutory Complaints Procedure 2009 and the Public Health Statutory Complaints Procedure 2012 and to propose it be referred to the Care, Health & Wellbeing Overview and Scrutiny Committee.

Background

2. The Local Authority Social Services and National Health Service Complaints, (England) Regulations 2009 and The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 set down the procedures that Adult Social Care Services, National Health Services, (NHS) and Public Health Services must follow when complaints or representations are made. As part of the responsibilities set out in the Acts, local authorities must produce an annual report on all complaints and representations received. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services and Public Health Services between 1 April 2017 – 31 March 2018.
3. Information contained in the report provides a summary of the statistical information together with a review of the effectiveness of the procedure. Some examples of service improvement are also included within the report.

Proposal

4. Cabinet is requested to endorse the annual report and to refer the report to a meeting of the Care, Health & Wellbeing Overview and Scrutiny Committee for their consideration.

Recommendations

5. It is recommended that Cabinet:
 - (i) Endorses the Annual Report on Complaints and Representations; and
 - (ii) Refers this report to the Care, Health & Wellbeing Overview and Scrutiny Committee for consideration.

For the following reasons:

- (i) It is a statutory requirement that the report is considered by a formal committee.
- (ii) To ensure member involvement in the statutory complaints procedure.

CONTACT: Alison Routledge Extension: 2408

Policy Context

1. The Statutory Complaints and Compliments Procedures supports the Council's objective of delivering services that continually improve, ensuring that customers are satisfied with the services they receive.

Background

2. The complaints procedures are statutory responsibilities under The Health and Social Care (Community Health & Standards Act) 2003, The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

These set down the procedures that the Council's Social Services and Public Health Services have a responsibility to follow when a complaint is made.

Consultation

3. Consultation has taken place with the Cabinet Members for Adult Social Care and Health & Wellbeing.

Alternative Options

4. The report is a legislative requirement

Implications of Recommended Option

5. **Resources:**

a) **Financial Implications** - The Strategic Director, Corporate Resources confirms that there are no significant financial implications resulting from this report

b) **Human Resources Implications** - It is possible that complaints made against social care employees could lead to disciplinary action in a small number of cases.

c) **Property Implications** - There are no property implications arising from this report.

6. **Risk Management Implication** - The potential failure to act on complaints received is minimised by regular monitoring.

7. **Equality and Diversity Implications** - The Complaints Procedures contributes to the implementation of the Council's Equal Opportunities Policy through identified service improvements. All complaints literature is available in different languages and formats.

8. **Crime and Disorder Implications** - There is a possibility that complaints can identify issues relating to the safeguarding of vulnerable adults and it may be the case that a criminal act may have occurred. These concerns will be considered and shared with the relevant organisation to ensure that an investigation can take place through the most appropriate procedure.
9. **Health Implications** - There are no health implications arising from this report.
10. **Sustainability Implications** - There are no sustainability implications arising from this report.
11. **Human Rights Implications** - There may be human rights implications in a number of complaints made to the Council; therefore, having the Complaints Procedures will assist the Council in carrying out its duties under the Human Rights Act, 1998.
12. **Area and Ward Implications** - The Annual Report is applicable to all wards.
13. **Background Information**

Quarterly Complaints Monitoring Reports

TITLE: **Adult Social Care and Public Health - Annual Report on Services**
Complaints, Compliments and Representations – 1 April 2017 to 31 March
2018

REPORT OF: Alison Routledge, Complaints Manager

SERVICE: Commissioning and Quality Assurance. Care, Wellbeing and Learning

SUMMARY

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 came into force on 1 April 2009. This legislation sets down the procedures that Adult Social Care Services and National Health Services, (NHS), must follow when complaints or representations are made.

As part of the responsibilities set out in the Act, local authorities must produce an annual report on all complaints and representations received. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services from 1 April 2017 – 31 March 2018.

1.0 The Statutory Complaints Process

1.1 There are two steps to the Statutory Complaints Process;

Step 1 - Informal (Local) resolution by the Council;

Step 2 - Independent consideration by the Local Government Ombudsman, (LGO).

1.2 Once received, all complaints are assessed and given a grading. Categories of complaint are:

- Green, which are low-level or minimal risk for either the service user or the Council;
- Amber, which are assessed as a moderate or medium risk;
- Red, a serious complaint which is graded as high risk.

1.3 There are no prescribed timescales for resolution as the quality of the investigation and outcome is significantly more important than attempting to adhere to a stipulated period for response. However, it is very important that all investigations are proportionate to the issues complained about and that the complainant is always kept up to date on the progress of investigation.

2.0 Publicity and Information

2.1 Publicity on how to complain can be provided in several formats, encouraging and facilitating easy access to the complaints process. All new service users receive a complaints leaflet in their information pack. A leaflet is also provided when a service user receives the outcome to an assessment / reassessment of need. Adult Social Care feedback cards are also provided to clients and their carers after an assessment or review of social care needs.

3.0 Independent Element

3.1 The Council operates an internal investigation procedure. Complaints administration is fully independent of any form of service delivery to ensure fairness and impartiality.

4.0 Advocacy and Special Needs

4.1 Vulnerable people receiving an Adult Social Care service are encouraged and supported to express their views and to access the complaints procedure if they wish. An easy read complaints leaflet is also available for people with a learning disability.

4.2 In all cases advocacy is offered if it is felt that the complainant would benefit from this service.

4.3 Individuals who wish to complain about a Public Health or other Health service can obtain free independent advocacy support. The advocacy is Government funded and is exclusively for Health Service complaints.

5.0 Training and Employee Development

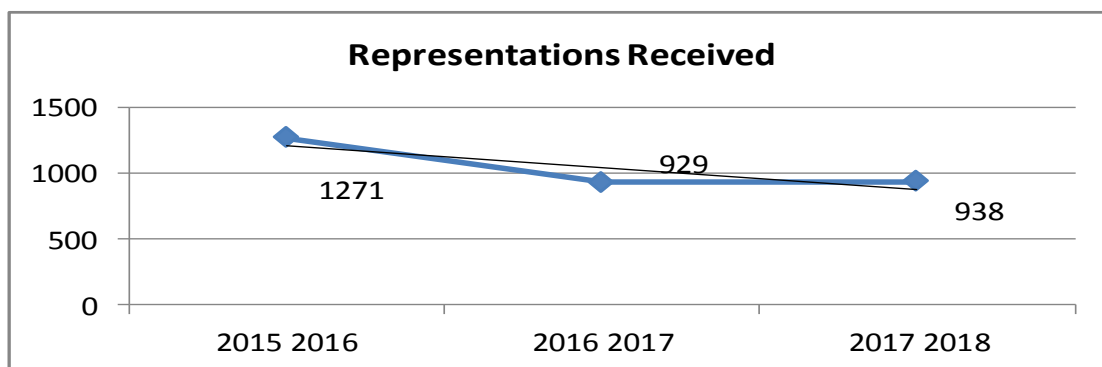
5.1 Training for Investigating Officers is provided on a regular basis. All Adult Social Care Team Managers / Service Managers are expected to have undergone investigating skills training.

5.2 The Investigating Skills Training Course is facilitated by the Local Government Ombudsman, (LGO). The training concentrates on defining, investigating and resolving complex complaints. It also emphasises the need to identify any improvements that may be necessary as a direct result of individual complaints.

5.3 A LGO Investigating Skills Training Course specific to Adult Social Care took place on 25 April 2017. Fifteen Adult Social Care Managers attended the training course, which was facilitated by a senior LGO Investigator. The feedback from the course was extremely positive and it is hoped to arrange another course for all new managers in October 2018.

6.0 All Representations Received over the Past Three Years

All Formal Contacts	2015 2016		2016 2017		2017 2018	
Statutory Adult Services Complaints	4.88%	62	5.72%	53	30.66%	65
Appeals Processes	Na	Na	Na	2	0.94%	2
Comments re Adult Social Care	Na	Na	Na	Na	0.47%	1
Complaint Related Queries	3.38%	43	2.48%	23	8.02%	17
Commissioned Service - Own investigation	1.34%	17	0.22%	2	1.89%	4
Commissioned Services Issues	4.01%	51	11.87%	110	50.94%	108
Corporate Complaints	0.16%	2	0.11%	1	0.47%	1
Data Breach	0.00%	0	0.00%	0	0.00%	0
Health & Social Care Joint Investigations	0.24%	3	0.43%	4	2.83%	6
Insurance Claim	0.08%	1	0.00%	0	0.94%	2
Inter-Agency Concerns	0.16%	2	0.43%	4	0.00%	0
Local Government Ombudsman	0.47%	6	0.00%	9	1.42%	3
MP / Councillor Responses	0.24%	3	0.97%	1	0.00%	0
Safeguarding Alerts	0.31%	4	0.11%	0	0.00%	0
Whistle Blow	0.24%	3	0.00%	0	1.42%	3
All Dissatisfaction		197		209		212
Compliments	84.50%	1074	77.67%	720	77.32%	726
Total		1271		929		938



6.1 **A Representation is any comment made by a service user or their representative about the services provided by Adult Social Care.**

6.2 Representations may be general, dissatisfaction or complimentary but all are regarding the quality of the services that had been received.

6.3 The table on page 2 and the graph above show the increase in representations received during 2017/18.

6.4 As representations also include compliments, the rise in the number of representations received during 2017/18 is, in part due to the increase in the number of compliments received about the quality of the services or the staff within Adult Social Care.

7.0 Statutory Adults Services Complaints

Complaint Categories	2015 2016	2016 2017	2017 2018
Green	4	7	10
Amber	57	45	55
Red	1	1	0
All	62	53	65

7.1 Key Points of Interest

- During 2017/18, sixty five complaints were received regarding Adult Social Care Services.
- This is a 23% increase on complaints received during 2016/17, (53).
- The number of complaint related queries (Crqs) have continued to reduce and 2017/18 saw a 26% decrease on the number received during 2016/17, (17 from 23).
- Complaint related queries are low-level representations that must be resolved within one working day after receipt.
- The majority of low level issues were dealt with directly by the services concerned and resolved to the customer's satisfaction.
- As most complainants now wish for a written response to their concerns, this would account for the decrease in low level issues not requiring an outcome letter and the increase in formal complaints where a written response is a statutory requirement.
- The number of complaints assessed as Green (minimal risk to the Council or service user) accounted for 15% (10) of the total number of complaints received.
- Amber complaints, which are medium risk to the Council or the service user, accounted for 85% of all complaints received. Amber complaints can often include a number of issues which are deemed as moderate risk to either the service user or the Council.

- There were no Red complaints during 2017/18. Red complaints are assessed as high risk to either the Council or the service user and are often extremely complex and generally contain a large number of sensitive issues.
- 9% (6) complaints were regarding the consultation around the Council's charging for care policy.
- 9% (6) complaints were about Adult Social Care Direct.
- Five of the complaints received about Adult Social Care Direct were regarding the delays in having telephone calls or emails responded to. One was regarding staff behaviour.
- 77% of representations made during 2017/18 were compliments and only 23% were concerns or formal complaints.

7.2 Themes of Complaints Received

7.2.1 There were three main themes of complaints received during 2017/18

1. Disputes Around Charging for Care

During 2017/18, twenty two complaints were received relating to charging for care services.

45%, (10), of complaints received were about the lack of information about charges for care services at the assessment stage. All complainants had stated that that the Assessing Officer / Social Worker had not informed them that there would be a cost for any care services that may be provided.

As a resolution to complaints regarding disputes to care charges, the Council had agreed in some circumstances to waive either all or some of the care fees owed.

27% (6) complaints were regarding the implementation of the Council's new Charging Policy. All complainants raised issues about the lack of consultation relating to this Policy along with the changes which had been proposed.

As a result of these complaints, the Director of Adult Social Care agreed to suspend the Policy and undertake a further consultation exercise to ensure that all services users and their representatives who may be affected by this policy had an opportunity to have their views heard.

14% (3) complaints were around the delay in arranging a care package for service users who were undergoing an assessment of need within a Promoting Independence Centre. The delays were in part due to the unavailability of an appropriate care service within rural locations along with delays caused by individual social workers work capacity.

2. Staff Issues

Eight complaints were received regarding the behaviour of individual members of staff. All complainants cited staff conduct as the main issue complained about.

The Council ensure that all complaints where staff conduct is cited as the main concern are fully investigated by a manager, and where necessary, appropriate action is taken.

If any conduct issues are found to be justified, the Service ensure that these are addressed with the member of staff concerned. If the issues raised are of a very serious nature, the Council can immediately invoke employment procedures to ensure that the concerns are independently investigated. During 2017/18, the Council invoked the internal employment process on one occasion.

After investigation, three complaints about staff conduct were not upheld, two were partially upheld and one was fully upheld. Two complaints are still under investigation.

3. Delays Encountered by Users of Adult Social Care Direct

Six complaints were received regarding delays or problems encountered by the public when trying to access the Adult Social Care Direct Service. The issues were fully investigated and all complaints were upheld. As a result of the complaints raised, Adult Social Care Direct have reviewed the service and identified times where the volume of calls and requests appeared to increase. As an outcome to this review, Adult Social Care Direct have appointed additional staff to meet the increasing public demand for services.

7.3 Specific Areas of Complaint

Service Area	2015 2016		2016 2017		2017 2018	
Assessment & Personalisation	54.84%	34	40.63%	36	80.00%	52
Care Call	6.45%	4	7.81%	2	9.23%	6
Commissioning & Quality Assurance	6.45%	4	23.44%	4	4.62%	3
Finance & ICT	3.23%	2	0.00%	0	0.00%	NA
Health & Housing Support	8.06%	5	12.50%	0	0.00%	NA
Provider Services	20.97%	13	15.63%	11	6.15%	4
Total		62		53		65

- During 2017/18, fifty two complaints were about the Assessment & Personalisation service.
- This is a 44% increase on the number received during 2016/17 (36).
- However, as Assessment & Personalisation is the first service to become involved, dissatisfaction and disputes can often be expected, in particular in times of unprecedented demand for services.
- 27% (14) of complaints received by Assessment & Personalisation were disputes to care charges. In particular the poor communication from workers about possible charges for services that were provided.
- 27% (14) of complaints were regarding services provided by the Hospital Social Work Team.
- 50% (7) of these complaints were around communication about care charges at the assessment stage.
- After investigation, five complaints were found to be unjustified and two were fully justified.
- Complaints about Adult Social Care Provider Services decreased by 64% (4 from 11), since 2016/17.
- Provider Services include Promoting Independence Centres, Shared Lives Services and Council home care.
- Three complaints were around the standard of care provided by the Promoting Independence Centres.
- After investigation, one complaint was partially upheld and two were not upheld.

- A complaint about the conduct of a home care worker was found to be justified and appropriate action was taken by the service concerned.

7.4 All issues complained about

Issues of Complaint	2015 2016		2016 2017		2017 2018	
Appeal Changes after Care Needs Review	0.00%	0	20.75%	11	0.00%	0
Council Policy	0.00%	0	5.66%	3	10.77%	7
Delay	6.45%	4	3.77%	2	9.23%	6
Lack of Service	11.29%	7	9.43%	5	23.08%	15
Quality of Service	53.23%	33	41.51%	22	41.54%	27
Refusal of Service	0.00%	0	0.00%	0	3.08%	2
Staff Issues	29.03%	18	18.87%	10	12.31%	8
Total		62		53		65

- Almost 42%, (27), of complaints were around the quality of services received. This area remains the greatest cause for complaint.
- Quality of service involves alleged failure of service delivery, for example:
 - Missed or delayed social work visits / appointments;
 - Non return of telephone calls;
 - Poor communication;
 - Lack of a timely response after a request for service.
- Only one complaint was around the quality of the support provided by an individual social worker.
- The complaint was investigated and found to be unjustified.
- 8% (3) complaints were regarding the quality of the assessment or review which had been carried out by individual workers.
- All complaints were regarding changes to care packages or services.
- Each complaint was investigated and the individual assessment of need was reviewed by a Team Manager.
- As a result of this review, it was found that in two cases, the changes to the care package were considered to be appropriate.
- 12% (8) complaints received were regarding the attitude or conduct of individual workers.
- All complaints cited staff attitude as their main issue.
- After investigation, three complaints about attitude or behaviour of staff were not upheld.
- Two were partially upheld.
- One complaint was fully upheld.
- Proportionate and appropriate action was taken by the service concerned.

7.5 Outcomes

Outcomes of complaints	2015 2016		2016 2017		2017 2018	
Outstanding		6		5		4
Not upheld	28.57%	16	52.08%	25	44.26%	27
Partially upheld	35.71%	20	18.75%	9	14.75%	9
Upheld	23.21%	13	29.17%	14	29.51%	18
Other Resolution	12.50%	7	0.00%	0	11.48%	7
Total		56		48		61

- 44%, (27), of all complaints were not upheld after investigation;
- 15% (9) of complaints were found to be partially justified;
- 29% (18) of complaints were found to be fully justified;

- All improvements as a result of the complaints found to be partially / fully justified are included within this report.

7.6 Timescales

- 36 working days was the average time to investigate complaints during 2017/18. This is a 9% increase on the response times during 2016/17, (33 working days).
- Although there are no statutory timescales for response, the Council expects all complaints to be completed within 30 working days of receipt. However, as complaints now include numerous issues across adult services and other agencies, it is often difficult to provide a full and thorough response within this timescale. In all cases, if the complainant is regularly updated on the progress of the investigation, any extended timescales are generally accepted.

7.7 How complaints were received

Method of Complaint	2015 2016		2016 2017		2017 2018	
Service Feedback Form	4.84%	3	1.89%	1	3.08%	2
Complaints Form	3.23%	2	0.00%	0	0.00%	0
Email	33.87%	21	24.53%	13	33.85%	22
Letter	27.42%	17	32.08%	17	36.92%	24
Personal Visit	9.68%	6	1.89%	1	6.15%	4
Telephone	20.97%	13	39.62%	21	20.00%	13
		62		53		65

- Letters and emails continue to be the main method of referral accounting for 71%, (46), of all complaints received.
- Personal visits are now rare, with complainants preferring to either submit written complaints or complain by telephone.
- Complaints received by telephone are generally in response to immediate issues, such as missed care visits or disputes regarding invoices for care.
- Relatives, including relative carers, continue to make the most representations, and accounted for 83%, (54) of complaints made.

8.0 Equalities Monitoring

8.1 Gateshead Council recognises that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using services and gauge their level of satisfaction. The information can then be used to highlight possible inequalities, investigate their underlying causes and address any unfairness or disadvantage.

8.2 Information about the complaints process can be made available in key languages and formats. Information for customers with sight, hearing or learning difficulties can also be provided.

- No formal complaints, 1 complaint related query and 7 compliments were raised by members of the BAME community.
- All compliments were regarding the quality of the services provided by Adult Social Care.
- Complaint information can always be provided in various formats to facilitate easy access to the complaints procedure.
- Access to interpreters can be provided if necessary.

9.0 Commissioned Care Services – All issues received

Commissioned Services	2015 2016	2016 2017	2017 2018
Formal Complaints	1	4	3
Complaint Related Queries	7	2	3
Commissioned Services Issues	51	110	108
Commissioned Service - Own Response	19	2	4
Compliments	4	6	1
Moved to Safeguarding	3	0	0
Whistle Blows	2	0	2
Total	87	124	121

- During 2017/18 representations regarding commissioned services decreased by 2%.
- Three formal complaints were received, which were investigated by the Contract Management Team.
- One complaint was about a home care provider, two were regarding commissioned care homes.
- After investigation, two complaints were found to be unjustified.
- One complaint about a commissioned care home was found to be partially justified.
- In all cases, Contract Management Officers carried out additional monitoring of the service to ensure that the provider was adhering to their contractual obligations with the Council.

9.1 Commissioned Service issues are concerns received by other professionals on behalf of service users, which are shared with the care providers. The care providers are then responsible for looking into the issues and providing effective resolution for the service user concerned. During 2017/18, one hundred and eight commissioned service issues were received. This is a decrease of 2% on the number received during 2016/17, (110).

9.2 Once a completed response is received from the care providers, it is shared with the relevant Contract Management Officer who is requested to ensure that all issues have been fully addressed.

- During 2017/18, seventy three commissioned services issues were received about commissioned home care services.
- 43% (31) concerns were about late, missed or short home care visits remains the main theme of issues received.
- 34% (25) were regarding the support or conduct provided by individual care workers;
- 12% (9) were around medication issues.
- Thirty two commissioned services issues were about commissioned care homes.
- Issues received regarding care homes highlight;
 - The standard of individual care provided
 - Hygiene concerns;
 - The standard of the food and beverages provided.

9.3 Once complaints are resolved, Contract Management Officers are expected to ensure that any proposed actions or improvements to service are carried out and fully monitored. Any feedback, which includes dissatisfaction, is helpful to inform the Commissioning Team of how the current care services are operating and how they could be commissioned in the future.

10.0 Health & Social Care Joint Investigations

- 10.1 The statutory complaints process covers NHS and Social Care Services. All complaints that are received which are about services provided by both Health and Social Care are co-ordinated by either the Council's Complaints Manager or the Complaints Manager responsible for the Health Service area subject to the complaint. The organisation responsible for the majority of the complaint will take the lead in the investigation and will ensure that a combined response letter is sent to the complainant within the agreed timescales.
- 10.2 During 2017/18, six complaints were received which included concerns about services provide by both Health and Social Care. This is an increase of 50% (4), since 2016/17.
- 10.3 Five investigations were led by colleagues at the Queen Elizabeth Hospital in conjunction with Managers within Adult Social Care.
- 10.4 Adult Social Care issues complained about mostly focused on the discharge process. However all complaints received included a number of issues, which included The Gateshead Housing Company, the Occupational Therapy Service and Adult Social Care Direct.
- 10.5 All six complaints were investigated by the relevant managers within Adult Social Care.
- 10.6 Three complaints regarding Adult Social Care Services were not upheld as it was found that the Service had acted appropriately. One concern was found to be partially justified and recommendations were identified by the investigating officer. Two complaints are still under consideration.

11.0 Local Government Ombudsman Investigations

- 11.1 During 2017/18, three complaints were investigated by the Local Government Ombudsman. This is a decrease of 67% on the number received during 2016/17, (9).
- 11.2 All complaints received had previously been considered through the statutory complaints procedure.
- Two referrals were regarding services provided by Assessment & Personalisation;
 - One referral was about the Care Call Service.
- 11.3 Detailed information and responses for each individual case was provided to the Ombudsman to allow them to investigate the circumstances and to make a decision on whether the Council had followed processes and procedures.
- 11.4 After investigation, the Ombudsman made judgement on two complaints:
- Both investigations had found no injustice relating to the main issues raised;
 - There was an element of injustice within one complaint and as a result, the Ombudsman recommended that the Council provided the complainant with a full apology. This was accepted and actioned on behalf of the Chief Executive;
 - One complaint is still under consideration.

12.0 Public Health Complaints

- 12.1 During 2017/18, there were two formal complaints received by the Council regarding Public Health Services. Both complaints were in relation to the School Measuring Programme, in particular, disagreement with the assessment outcome. Both complaints were investigated and responded to by Consultant's within Public Health and were found to be unjustified. In both cases, it had been found that the assessment had been carried out in-line with national guidance.
- 12.2 All services commissioned by Public Health are required to have their own complaints procedure and are responsible for the management of any complaints that they receive. The numbers of complaints and compliments for each service is forwarded to the Council on a quarterly basis.

Public Health Concerns & Compliments	2015 - 2016		2016 - 2017		2017 - 2018	
	Compliments	Concerns	Compliments	Concerns	Compliments	Concerns
Gateshead Evolve	11	3	5	1	19	3
Platform Gateshead	3	0	0	0	0	0
South Tyne Foundation Trust	123	7	21	0	0	0
Integrated Sexual Health	62	7	0	1	108	2
Live Well	0	2	18	0	0	0
Rape Crisis	Na	Na	21	1	0	0
	199	19	65	3	127	5

13.0 Learning from Complaints: Examples of Service Improvements

- 13.1 Learning from complaints is critical to prevent recurrence of the cause(s) of the original complaint. It is important that we make sure that people's experiences help the Council to improve services where possible. Changes can include policy, procedure or employee development.
- 13.2 Complaints about individual practice or failure to follow procedures are dealt with by reinforcement of processes and reiterating customer care standards through service / team meetings or individual supervision sessions.
- 13.3 In all cases, any justified issues regarding attitude or conduct of staff are dealt with in line with the Council's internal employment procedures.

Improvements after a complaint include:

- That when referring clients to a commissioned care home, all assessing officers / social workers must always ensure that the care home is provided with an up to date Care Plan and contract on admission.
- That all workers within the Single Point of Access Team should be mindful about the way in which service users or their representatives are informed of any delays in respect of the assessment / allocation process. This information should always be shared in a sensitive manner to minimise the risk of any upset or possible dissatisfaction.
- That all Care Call Operators must ensure that they activate the "No Response" procedure should a service user not respond when a Care Call Operator contacts their home.
- That all employees within Adult Social Care should ensure that any sensory needs of a service user and/or their representative is clearly included within the case file. This will ensure that any documentation sent to them is in the correct format.

- That Assessing Officers should always ensure that a service user with capacity will accept a package of care before it starts and that they should ensure that this agreement is recorded on the case file.
- That when arranging an emergency admittance to care, that all workers will ensure that the correct up to date documentation is used.
- Due to the increase in calls to the Single Point of Access and Adult Social Care Direct Teams, a number of workers have been allocated to work overtime hours each evening to enable the service to deal with the backlog of telephone calls and emails. This will ensure that queries from members of the public are dealt with in a timely manner.
- That family members / carers should receive comprehensive written feedback in respect of a person's stay within a Promoting Independence Centre, which will be shared with the service user's representative on discharge.
- That the detail, quality and accuracy within case recordings is monitored by the Promoting Independence Centre Manager. This will ensure that a true account of a person's experiences is recorded. It will also evidence that the service user's care and support needs are being fully met.
- That when arranging an emergency admittance to care, that all workers must ensure that the correct up to date documentation is used.

Charging Issues

- All assessing staff and social workers will ensure that they inform of care fees at the assessment stage. They must inform on the standard rate and the assessed rate for assessment / respite stays in a Promoting Independence Centre.
- All Assessing Officers will ensure that each area on the Agreement to Assessment Form is discussed with the service user and/or their representative and each area of the form ticked to indicate acceptance, in particular, areas regarding charging for care. The agreement must then be signed and dated by the service user and/or their representative.
- All Promoting Independence Centre staff will ensure they use the 2017 residency agreement and that they must also provide a copy of the signed agreement to the service user and/or their representative.
- All Promoting Independence Centre admitting officers will ensure that they also verbally explain the charges for assessment / respite stays to the service user and/or their representative during the admissions process.

14.0 Compliments

- 14.1 A compliment is good news! Line managers should recognise the importance of such events and to ensure good practice is shared across teams. Compliments help balance the picture that is given to Senior Management, Members and to the public.
- 14.2 Information about compliments is always fed into all Adult Social Care Services, including the Commissioning Team, to highlight good practice and to identify opportunities for improvements to services.
- 14.3 During 2017/18, Adult Social Care received 726 compliments, which accounted for 77% of all representations received.
- 37% (268), of compliments were regarding the Assessment & Personalisation Team;
 - 72%, (192) of the Assessment & Personalisation compliments were regarding the Single Point of Access Team;

- 6%, (15) were about the Adult Social Care Direct Team;
- 61%, (443) of compliments were about Provider Services;
- 34%, (152) of these compliments were about Council provided home care;
- 41%, (181) of Provider Service compliments were about the care provided by the Councils Promoting Independence Centres.

14.4 Examples of compliments received

Adult Social Care Direct

'Thanks to the call handler at Adult Social Care Direct, she was a lovely, delightful, caring and supportive girl and that she explained everything fully and clearly.'

Care Call

'I work for the North East Ambulance Service. Me and a colleague attended a patient this morning where some of your care employees were on scene. I would just like to say that both workers did a fantastic job - excellent care given to the patient prior our arrival.'

Single Point of Access

'The worker who visited me at my flat was very polite and well-spoken and assisted me fully in getting me the aids to help me through my daily routines ie bath hand rail and kitchen aids that make it easier and less stressful when cooking or even standing washing dishes. Thank you.'

Promoting Independence Centres

'Can I just say thank you so much for the care, support and friendship that has been given to my mother over the last 6 weeks.'

Occupational Therapy Team

'From my first telephone conversation and all subsequent meetings and assessments with M she has proven herself to be totally professional, with an amazing understanding of my needs, and she was excellent in arranging the work that had to be done. Her advice has been invaluable. I cannot thank this wonderful lady enough.'

Learning Disability Team

'Just to say many thanks again from all of us for your help, good advice, support and patience over the last couple of difficult years for our family''

Gateshead Access to Employment Service (GATES)

'Just to say thank you for the work and support that had been done in securing paid employment for our son we are very impressed with the determination shown and the help which has been invaluable'.

15.0 Conclusions

15.1 Between 1 April 2017 and 31 March 2018, there were 6075 new referrals to Adult Social Care. In addition to this, 4600 people received an Adult Social Care service during 2017/18.

15.2 Therefore there were 10,675 users of Adult Social Care during 2017/18

- 15.3 Adult Services complaints increased by 23% compared to 2016/17 figures. However, the number of complaints received during 2017/18 is more in-line with the numbers received in previous years.
- 15.4 During 2017/18 increased demand for services had been identified across all of Adult Social Care and any increase in demand invariably leads to dissatisfaction due to delays or waiting lists for allocation.
- 15.5 Issues around charging for care have also increased during 2017/18. The majority of complainants had cited a lack of information regarding fees and charges for services. As a result of this, Adult Social Care have made a number of changes to their processes in respect of sharing charging information at the start of the assessment process. The Service have also improved the documentation provided to service users and their representatives during the Promoting Independence Centre's admission process.
- 15.6 More people are now requesting written responses to their concerns rather than verbal feedback. When this is the case, the concern must be recorded as a formal complaint. This can be evidenced by the increase in formal complaints processed and by the reduction of complaint related queries, (low level concerns dealt with informally and verbally).
- 15.7 After considering the number of referrals to Adult Social Care during 2017/18, it can be evidenced that 99% (10,610) of all contacts with Adult Social Care had been satisfied with the services they had received and that only 1% (65) of contacts resulted in formal dissatisfaction.
- 15.8 The number of changes to services and processes set out within this report can evidence that Adult Social Care continue to use complaints and compliments to inform them of service users personal experiences of Adult Services. It can also be evidenced that these experiences are then used to drive a number of improvements across all of the Adult Social Care Teams.
- 15.9 This commitment benefits the Council by ensuring that the Adult Care services delivered are of a standard that people expect and deserve.

Contact Officer: Alison Routledge, X2408

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TITLE OF REPORT: Children and Families Service - Annual Report on Services Complaints, Compliments and Representations - April 2017 to March 2018

REPORT OF: Caroline O'Neil, Strategic Director, Care, Wellbeing & Learning

Purpose of the Report

1. To present the Annual Report for 2017 - 2018 for the Children's Social Care Service Statutory Complaints Procedure and propose it be referred to the Families Overview and Scrutiny Committee.

Background

2. The Health & Social Care (Community Health and Standards) Act 2003 requires that Councils with Social Services responsibilities produce an Annual Report of their Statutory Children's Services Complaints Procedure. This annual report sets out details of the complaints and representations made during the period 1 April 2017 – 31 March 2018.
3. Information contained in the report provides a summary of the statistical information together with a review of the effectiveness of the procedure. Some examples of service improvement are also included.

Proposal

4. The Cabinet is requested to endorse the annual report and to refer the report to a meeting of the Families Overview and Scrutiny Committee for their consideration.

Recommendations

5. It is requested that Cabinet:
 - (i) Endorses the Annual Report on Children's Services Complaints and Representations
 - (ii) Agrees to refer the report to the Families Overview and Scrutiny Committee for further consideration

For the following reasons:

- (i) It is a statutory requirement that the report is considered by a formal committee
- (ii) To improve practice and the offer to children and families

CONTACT: Alison Routledge Ext: 2408

Policy Context

1. The Statutory Social Care Complaints Procedures supports the Council's objective of delivering services that continually improve and ensuring that customers are satisfied with the services they receive.

Background

2. The Annual Report focuses specifically on Children Act Statutory Complaints and Representations and covers the period from 1 April 2017 – 31 March 2018. The complaints procedure derives from Children (Leaving Care) Act 2000, The Adoption and Children Act 2002, The Health and Social Care (Community Health & Standards Act) 2003 and The Children Act 1989 Representations Procedure (England) Regulations 2006. These acts set down the procedures that Councils and Social Services have a responsibility to follow when a complaint is made

The report focuses primarily on Children Act Statutory Complaints for Children's Social Care Services, with information on complaint related queries and compliments that are received about staff or services.

Consultation

3. The Cabinet Member for Children and Young People have been consulted.

Alternative Options

4. The report is a legislative requirement.

Implications of Recommended Option

5. Resources

- a) **Financial Implications** – The Strategic Director, Corporate Resources confirms that there are no significant financial implications resulting from this report.
- b) **Human Resources Implications** - It is possible that complaints made against social care employees could lead to disciplinary action in a small number of cases.
- c) **Property Implications** - There are no property implications arising directly from this report.

6. **Risk Management Implication** - An effective complaints process can identify and minimise risks through seeking resolution.

7. **Equality and Diversity Implications** - The Social Services Complaints Procedure contributes to the implementation of the Council's Equal Opportunities Policy through identified service improvements. All Complaints literature is available in different languages and formats.
8. **Crime and Disorder Implications** - There are no crime and disorder implications arising from this report.
9. **Health Implications** - There are no health implications arising from this report.
10. **Sustainability Implications** - There are no sustainability implications arising from this report.
11. **Human Rights Implications** - There may be human rights implications in a number of complaints made to the Council. Having a Social Care Complaints Procedure will assist the Council in carrying out its duties under the Human Rights Act, 1998.
12. **Area and Ward Implications** - The Annual Report is applicable to all wards.
13. **Background Information**
Quarterly Complaints Monitoring Reports.

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TITLE: **Children and Families Service - Annual Report on Services Complaints, Compliments and Representations – 1 April 2017 to 31 March 2018**

REPORT OF: Alison Routledge, Complaints Manager

SERVICE: Commissioning and Quality Assurance. Care, Wellbeing and Learning

SUMMARY

The Children Act 1989 Representations Procedure (England) Regulations 2006 sets out the procedure that Local Authorities have a responsibility to follow when a complaint is made about Children's Social Services. Regulation 13 (3) of this Act states that all local authorities must publish an Annual Report each financial year to identify the number, detail and outcomes to all complaints received. The information within this Annual Report fulfils Gateshead Council's obligations under this regulation and covers the period from 1 April 2017 – 31 March 2018.

1.0 The Statutory Complaints Procedure

- 1.1 This procedure is for all representations received from children and young people, their parents, foster carers or other qualifying adults about Gateshead Council's Children's Services.
- 1.2 There are three stages to the procedure:

Stage 1 - Local Resolution

Stage 1 complaints are investigated by operational managers. Complaints at this level are expected to be concluded within ten working days, with an extension of further ten working days, (with the agreement of the complainant), if necessary. The maximum time for a Stage 1 investigation is twenty working days.

Stage 2 – Investigation

Investigations at Stage 2 are conducted at arm's length to the operational service complained about, with full and formal reporting to the complainant by an Adjudicating Officer, (usually at Service Director level), within twenty-five working days, with extension up to sixty five working days if necessary.

Stage 3 – Review Panel

If there is any residual dissatisfaction with the outcome at Stage 2, the complainant can request that the issues are taken to a Review Panel, (Stage 3). A Stage 3 Review Panel must be requested within twenty working days of receipt of the Stage 2 investigation findings. A Stage 3 Review Panel is the final stage of the statutory complaints procedure.

2.0 Publicity and Information

- 2.1 Information about the complaints procedure can be made available in key languages and formats. Requests for information in these formats or from customers with sight or hearing impairment are provided via the Council's Communication Team.
- 2.2 There is also a leaflet for children and young people receiving a service. This leaflet was designed with help from the children and young people from One Voice, the Children and the Young People's Forum. The leaflet includes a pre-paid slip that can be completed and posted back free of charge.

[click here to access complaints website](#)

- 2.3 When young people are admitted into Local Authority care, part of the 20-day review requirements state that they are to be visited by the Council's Children's Rights Officer. The young person also receives a 'Welcome' pack', which includes information, leaflets and other guidance on how to make a complaint.
- 2.4 Children and young people are now able to use their smartphones or tablet computers to contact the services via Mind of My Own, (MoMo). MoMo is an app which allows the child or young person to comment on their service and if necessary, to raise dissatisfaction.
- 2.5 The Children's Rights Officer, Independent Visitors and Independent Reviewing Officers are important links between the child and the Complaints Manager and ensure that any issues of dissatisfaction are resolved at the earliest opportunity.

3.0 Advocacy and Special Needs

- 3.1 The purpose of advocacy in complaints procedures is to ensure that children and young people are given assistance when making or intending to make a complaint. Advocacy is about empowering children and young people to make sure that their rights are respected and that their views and wishes are fully considered and reflected in decision-making about their own lives. It is a legal requirement that any child or young person wishing to make a complaint must always be offered the services of an advocate.

4.0 The Independent Element

- 4.1 Under the complaints procedure, there is a requirement to provide Independent Persons for all Stage 2 complaints. There is currently a consortium arrangement with South Tyneside Metropolitan Borough Council and Sunderland City Council, which provides Independent People for Children Act 1989 complaints. There is also a requirement to ensure that Stage 3 Review Panels consist of three members who are fully independent of the Council.

5.0 Training and Employee Development

- 5.1 Training for Investigating Officers is undertaken on an annual basis. All investigating skills training courses are commissioned from the Local Government Ombudsman, (LGO). This ensures that investigating officers are trained to the Ombudsman's investigation standard with the focus being on swift resolution, proportionate investigations and appropriate redress. To ensure that all new managers within Children's Services are fully able to investigate complaints, a LGO Investigating Skills

Training Course took place in April 2017. 15 managers from across Children's Services and Children's Support Services attended the training.

5.2 The training was very successful and as such another training course will be arranged for October 2018. This training will ensure that all new managers within Children's Services are equipped with the skills to investigate and respond effectively to complaints at Stage 1 and Stage 2 of the statutory complaints procedure.

6.0 Complaint Recording & Resolution in Children's Residential Facilities

6.1 All children's residential homes have their own "in-house" complaints process to resolve low level concerns. Residential staff work with the young person and allow them to identify themselves how their issues can be resolved to their satisfaction. Information about low level concerns is retained within the facility and is available in the event of OFSTED inspections.

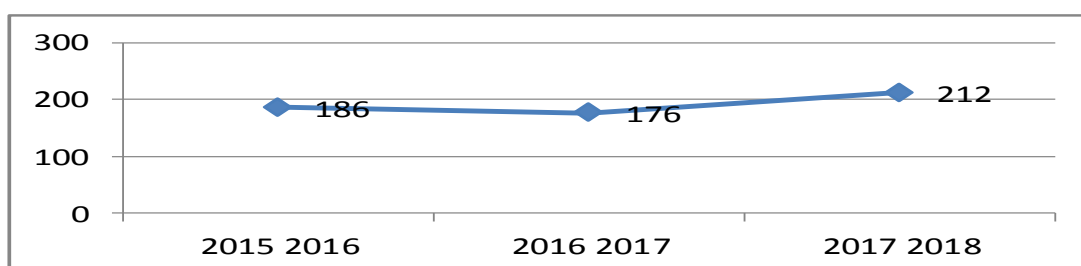
7.0 Equalities Monitoring

7.1 Gateshead Council recognises that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using services and gauge their level of satisfaction. The information can then be used to highlight possible inequalities, investigate their underlying causes and address any unfairness or disadvantage.

7.2 Information about the complaints procedure can be made available in key languages and formats. Information for customers with sight or hearing impairment can also be provided.

8.0 All Representations Received over the Past Three Years

All Representations	2015/2016	2016/2017	2017/2018
Stage 1 Complaints	37	32	49
Stage 2 Complaints	5	1	2
Stage 3 - Review Panels	1	4	0
Comments	Na	Na	2
Corporate Complaints	4	5	7
Complaint related queries	56	38	35
Data Issues / Breach	2	1	10
Insurance Claims	N/A	2	2
LGO Investigation	4	1	2
LSCB CP Unit	N/A	3	0
MP Referral	N/A	1	1
Compliments	77	88	102
Total	186	176	212
Trend %	-5%	-5.38	+20.45%



8.1 A Representation is any formal comment made about Children’s Services.

8.2 Representations may be general, dissatisfaction or complimentary but all are regarding the quality of the services that have been received.

8.3 The table and graph on page 3 shows the 20% increase in representations received during 2017/18.

8.4 The number of formal complaints received increased by 53% since 2016/17

8.5 However, as representations also include compliments, the rise in the number of representations received during 2017/18 is, in part, due to the increase in the number of compliments received about the quality of the services or individual staff within Children’s Services.

9.0 Stage one complaints

Stage 1 trend	2006 2007	2007 2008	2008 2009	2009 2010	2010 2011	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018
	22	32	18	10	19	29	36	34	45	37	32	49
%		45	-44	-44	90	53	24	-6	32	-18	-14	53

9.1 Key Points of Interest

- The number of formal contacts received, which include compliments, regarding Children’s Services increased by 20% compared with the number of contacts received during 2016/17.
- During 2017/18, 48% of all Children’s Services contacts were compliments.
- Forty nine Stage 1 complaints were received regarding Children’s Services. This is a 53% increase on complaints received during 2016/17, (32).
- The number of complaints, (49), represents 23% of all formal contacts received about Children’s Services during 2017/18, (212).
- Stage 1 Complaints increased by 53% since 2016/17.
- The number of complaint related queries (low level issues not requiring a written response), received decreased by 8% (35) compared to the number received during 2016/17 (38).
- The decrease in complaint related queries may partly be responsible for the increase in formal complaints received, with complainants now preferring a written response to their concerns.
- 23% (8) of the complaint related queries received were regarding the quality of the social work support offered to families of children receiving a service and 14% (5) were disputes to information within social work reports.
- As in previous years, the main theme of concern raised within complaint related queries was about the quality of the support provided by either the individual worker or by the service.
- All of the low level issues received were dealt with directly by either the team manager of the service complained about or by the Complaints Section after prior discussion with the worker concerned.

9.2 Key Themes of Complaint

9.2.1 After full consideration of all Stage 1 complaints received during 2017/18, two key themes of dissatisfaction have been identified.

1. Quality of Service - Quality of Worker Support / Involvement

Quality of services provided continues to attract the largest number of complaints. Complaints about quality cover a number of areas and can range from low level disputes to significant concerns about the actions or decisions of the services involved.

During 2017/18, 73% (36) complaints received were regarding quality issues, with 41% of the complaints citing the support provided by the social worker or service as their main concern.

After further analysis of the complaints received, it was again found that families of children receiving a service may often misinterpret the reasons for the social work involvement and can, in some cases, assume that the social worker is allocated to address their own personal needs rather than the needs of the child. Social workers are always mindful of the requirement to consider the whole family unit whilst undertaking assessments or providing services, but their main concern should always remain the wellbeing of the child or children concerned.

Following investigation, only one of the complaints received regarding social work support was justified. Five complaints were found to be partially justified, but the findings from fourteen complaints evidenced that the issues raised had been completely unjustified.

2. Quality of Service – Communication Issues

Effective and timely communication is key to maintaining relationships with parents or carers as this often encourages families to work with the social worker and with any plans or assessments that are developed. Good communication can also help to resolve any minor issues that may arise at the time, which then averts the need to invoke the formal complaints procedure.

During 2017/18, 20% (10) of all complaints received cited lack of or poor communication from either the social worker or the service involved. However, after investigations were carried out, only 30% (3) of complaints were found to be fully justified.

It is understandable that families who are involved with Children's Services may wish for ongoing and regular communication with the worker concerned as they are often anxious about what actions may be taken. However, the level of communication that is often requested by various family members may not be sustainable and workers can struggle with continuous requests for information regarding the child / children's case. Despite this, workers should, where possible, continue to provide updates for significant family members as this can often alleviate some of the stress that the families may be feeling.

To ensure that workers are reminded of the need for effective and timely communication, team managers should regularly raise this matter within their own team meetings and with individual staff members. Team managers should also reiterate the importance of dealing with significant family members only and not with those who do not have a right to the child / children's personal information.

When dealing with families who are difficult to contact, team managers will also remind their staff to consider alternative means of contact, such as text messaging or emails. Workers should always check whether the family member concerned has any specific sensory needs which may inhibit communication.

9.3 Specific Areas of Complaint

Service Area	2015 2016		2016 2017		2017 2018	
Children with Disabilities	6.67%	3	0.00%	0	10.20%	5
Looked After Children Team	13.33%	6	18.75%	6	8.16%	4
Family Group Conference	0%	0	3.13%	1	0%	0
Fostering & Adoption	0%	0	6.25%	2	8.16%	4
Out of Hours Duty Team	2.22%	1	0.00%	0	0.00%	0
Referral & Assessment	13.33%	6	18.75%	6	24.49%	12
Safeguarding, Care Planning	44.44%	20	53.13%	17	46.94%	23
Safeguarding Children Unit	2.22%	1	0.00%	0	2.04%	1
Total		37		32		49

- 47% (23) of all complaints received were in respect of services provided by the Safeguarding and Care Planning Teams.
- The majority of children receiving a service are allocated a social worker from the Safeguarding and Care Planning Teams and as such, dissatisfaction with aspects of the service can be envisaged.
- After investigation, only 13% (3) of all complaints about the Safeguarding & Care Planning Teams were upheld.
- 24% (12) of complaints were regarding the services provided by the Referral and Assessment Team. This is a 50% increase on the number of complaints received during 2016/17, (6).
- The key theme identified from the complaints about the Referral and Assessment Team was disputes to information included with social work reports, which accounted for four of the complaints received.
- Where it is found that the information is factually incorrect, this can be amended. However, any differences to opinion can only be noted on the child / children's case file.
- It should also be noted that during 2017/18, 1889 referrals were received by the Referral and Assessment Team. This means that only 1% of referrals had resulted in a formal complaint.
- 10% (5) of complaints were about the Disabled Children's Team. The majority of issues raised were disputes after an assessment of social care needs. Two of the complaints received were regarding issues with allotted budgets via direct payments. As a resolution to the complaints regarding budgets, the child / children concerned underwent an assessment review.

Main Complaint Issues	2015 2016		2016 2017		2017 2018	
Delay	2.70%	1	0.00%	0	0.00%	0
Lack of Service	16.22%	6	0.00%	0	16.33%	8
Quality of Service	40.54%	15	59.38%	19	73.47%	36
Refusal of Service	0.00%	0	0.00%	0	0.00%	0
Staff Issues	40.54%	15	40.63%	13	10.20%	5
Total		37		32		49

- Only 10% (5) complaints received during 2017/18 were regarding allegations of inappropriate staff conduct. This is a decrease of almost 62% on the number received during 2016/17, (13).
- After investigation, 60% (3) of the five complaints received were not upheld and 40% (2) were partly upheld.
- Where there is evidence that workers have acted inappropriately or failed to follow processes or procedures, the matter is always addressed directly with the member

of staff concerned and appropriate measures are then taken to reduce the risk of any similar situations occurring.

- Quality of Service remained the key theme of all complaints received. Almost 74% (36) of complaints received were regarding the quality of the services provided.
- Quality of service includes:
 - Missed or late contact visits;
 - Contact visits that are cancelled at very short notice;
 - Conflicting or incorrect information by workers;
 - Allegations of poor support from the services involved in individual cases;
 - Poor communication between the workers and family members.
- After investigation, only 8% (3) of complaints regarding quality of service were upheld.
- 20% (10) of complaints were regarding the standard of communication with families of children receiving a service.
- After investigation, 50% (5) of complaints about the quality of communication were found to be unjustified. 30% (3) were fully upheld and 20% (2) were partially upheld.
- Where it had been evidenced that communication had been poor, team managers always ensure that the reasons are discussed with the social worker concerned. If necessary, measures can be put in place to help the social worker to improve communication where appropriate.
- Almost 41% (20) of the complaints received were regarding the standard of social work support provided to individual families.
- After investigation, 70% (14) of the complaints regarding social worker support were not upheld, 25% (5) were partially upheld and only 5% (1) was fully upheld.

9.4 Methods of Complaint

Method of Complaint	2015 2016		2016 2017		2017 2018	
Complaint Form	8.11%	3	6.25%	2	12.24%	6
E - mail	29.73%	11	21.88%	7	26.53%	13
Children's LAC Leaflet / MoMo	0.00%	0	3.13%	1	4.08%	2
Letter	32.43%	12	25.00%	8	26.53%	13
Personal Visit	8.11%	3	9.38%	3	8.16%	4
Telephone	21.62%	8	34.38%	11	22.45%	11
Total		37		32		49

- Email and letters continue to be the main method of complaint referral accounting for 53% (26) of complaints. This is a 73% increase from the number of complaints received by email and letter during 2016/17, (15). Emails and letter tend to raise a number of complex issues regarding various services. After consideration of the increase in written complaints, it may be that this may be due to the complainant ensuring that a written record of their complaint is made and that they wished to ensure that all of their concerns had been included.
- Complaints brought by relatives of children receiving a service accounted for 88% (43) of complaint referrals.

9.5 Complaints and Concerns direct from Looked after Children

- Five complaints were received from young people. Four were from children / young people receiving a service and one was from a previously looked after young person.

- This is an increase from the three complaints received during 2016/17.
- One of the complaints received was via the MoMo (Mind of My Own) app.
- After investigation, only one complaint was partially upheld and four were found to be unjustified.
- One low level issue was also received from a looked after young person regarding the support provided when moving into new accommodation. This issue was resolved by the social worker concerned.

9.6 Timescales and Outcomes

Complaints Resolved within 20 Working Days	2015 2016	2016 2017	2017 2018
Resolved	19	15	20
Not Resolved	16	17	29

- The statutory timescales for resolution is ten working days. This can be extended to twenty working days with the complainant's agreement.
- Eight complaints were completed within ten working days.
- This means that only 17% of complaints responded to had met the statutory timescale of ten working days.
- Twenty complaints were completed within twenty working days.
- This evidences that only 43% of complaints met the extended timescale of twenty working days.
- Twenty nine complaints, (which includes the two complaints that are outstanding), had not been completed within twenty working days.
- Where a complaint is not responded to within ten or twenty working days, the complainant has the legal right to request that their complaint is considered at Stage 2 of the complaints procedure.
- It is a statutory duty to respond to complaints within the prescribed timescales. The service will need to consider how response timescales can be improved.

Outcomes of all categories of complaints	2015 2016		2016 2017		2017 2018	
Outstanding	0		2		2	
Closed or withdrawn	14.29%	5	3.13%	1	2.13%	1
Not upheld	34.29%	12	43.75%	14	55.32%	26
Partially upheld	40.00%	14	50.00%	16	31.91%	15
Upheld	11.43%	4	3.13%	1	10.64%	5
Total		35		32		49

- In 2017/18, 55% (26) of complaints were not upheld after investigation. This is a 86% increase on the number of complaints upheld during 2016/17, (14).
- The number of complaints found to be unjustified evidences that the workers involved had acted appropriately and in line with guidance and procedures.
- Almost 32% (15) of all complaints were partially upheld.
- Complaints that are partially upheld often include a number of varied issues. After investigation, it may be that some of the elements of complaint, such as poor

communication, delays in arranging contact or missed visits may be felt to be justified, but the primary issue had been found to have been unjustified.

- In each case where it is found that there had been some fault by the service, the complainant will always receive a written apology within their response letter.

10.0 Stage 2 and 3 Complaints

	2015 2016	2016 2017	2017 2018
Stage 2 Complaints	5	1	2

Stage 3 Review Panels Held	1	4	0
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- Two complaints were registered at Stage 2 of the Complaints Procedure during 2017/18.
- This is a 50% increase from the numbers of Stage 2's received during 2016/17, (1).
- One of the Stage 2 complaints received was around the quality of the child protection processes and the internal management of the child protection conferences. The complainant also raised issues around discrimination.

The complaint was considered by an external investigating officer. The external investigating officer was accompanied throughout the investigation by an external independent person, which is in line with the requirements of the Statutory Complaints Procedure. Following a full and thorough investigation, the complaint was found to be partially justified.

The investigating officer had felt that there were areas where it had been evidenced that the level of service provision could have been improved upon. However, the investigating officer did not find any evidence of discrimination by the workers involved.

As an outcome to the complaint, the investigating officer had recommended a number of changes to the service practices and processes. One of the recommendations identified was that the service should always ensure that child protection reports are received by family members in a more timely manner. This will allow family members time to be able to consider the contents of the report and to provide them with the opportunity to raise any queries beforehand.

All of the recommendations were considered and subsequently agreed by the services concerned and implemented immediately. The complainant also received a full apology for any injustice that had been caused.

- The second Stage 2 complaint was regarding a number of areas within Children's Services. It also included elements relating to the Council's Benefits Team along with services provided by The Gateshead Housing Company.

The complaint was fully investigated and found to be unjustified. The complainant had requested significant compensation as an outcome to the complaint, so the complainant was advised of their right to submit a claim to the Council's Finance and Risk Team.

As the complaint had taken some time to complete, the complainant received a separate letter of apology for the delay in responding to the complaint.

- All improvements from Stage 2 investigations are included within this report.
- There were no Stage 3 Review Panels during 2017/18.

11.0 Complaints from BAME Community

11.1 During 2017/18, four Stage 1 complaints and one Stage 2 complaint were received from members of the BAME community.

- One of the Stage 1 complaints received was from a looked after young person.
- After investigation of this complaint, it was found that the workers had offered appropriate support and as such the complaint was not upheld.
- Two complainants were offered an assessment review, which resolved the issues complained about.
- One complaint was partly upheld and an apology was offered.
- Two compliments were received from members of the BAME community.

12.0 Learning from Complaints

12.1 At the end of every investigation the investigating officer is responsible for identifying any improvements or recommendations resulting from the complaint. Changes can include policy, procedure or staff development.

12.2 Complaints about individual practice or failure to follow procedures are dealt with by reinforcement of processes and reiterating customer care standards through service / team meetings or individual supervision sessions. In addition to this, if it is felt that additional or refresher training is required for either workers or teams, this will be progressed by the relevant team manager.

12.3 In all cases, if it is found that an employee has deliberately acted inappropriately or maliciously, the issue will be dealt with in line with internal employment procedures. During 2017/18, no complaint about staff conduct had resulted in any formal employment action against an individual worker within Children's Services.

Improvements to service identified as a result of a complaint:

- A Review of the internal procedures for the Safeguarding Children Unit (SCU) has taken place. The procedure now instructs Senior Safeguarding Clerks to verify information shared within child protection conferences in respect of family members before it is recorded within child protection minutes.
- The Safeguarding Children Unit now use the contact information provided by family members on the attendance sheet, to check alongside the child's electronic records. This will ensure that all child protection plans and minutes are sent to the correct address to maintain confidentiality.
- The Safeguarding Children Unit also ensure that information regarding change of addresses, which has been provided by family members, is used to update the child's electronic records.
- The Safeguarding Children Unit have reviewed and refreshed the Conference Agenda to include a section which prompts Senior Clerks to confirm factual information in relation to current addresses, post codes and dates of birth. It also prompts staff to confirm information in relation to any GP's that are involved with the child or significant others.

- A number of recommendations were made in respect of a complaint from a looked after child. Although these were specific to the child's case, it did highlight that social workers should ensure that they listen to the views of children / young people and, where necessary, assist them to formally raise concerns.
- That all workers should be sensitive of the way they explain any decisions taken when speaking to families of children receiving a service. They should also understand how the situation may affect those who are experiencing mental or emotional issues due to the challenging situation.
- If families of children receiving a service are agreeable, the service could ensure that they are informed of any significant information or health appointments relating to their child by either text or email.
- Procedures have been reviewed by the Adoption Team, which will ensure that as soon as information is known about a birth family member's death that it is shared with adoptive parents. This will be done initially by telephone and if no reply is gained then a home visit will be made.
- That when potentially distressing information needs to be shared with family members, consideration should be taken by the worker to ascertain the best way to share this with them. Unplanned telephone calls should be avoided and consideration given to meeting with the family member to share the information in person where possible.
- The processes and procedures within the Disabled Children's Team are being reviewed to ensure they provide an efficient, effective and children focused service. In particular, the service should develop a clear Appeals Process and ensure that this is included within the Disabled Children's Team Panel Terms of Reference.

13.0 Compliments

13.1 There was a 16% increase in all compliments received, (102 from 88). During 2017/18 48% of all representations about Children Services were compliments.

- Twelve compliments were regarding the Adoption Service;
- Four compliments were in respect of the services provided by the Fostering Team;
- Twenty compliments were regarding the Children with Disabilities Services including Grove House Children's Respite Facility;
- Twenty three compliments were regarding the Safeguarding and Care Planning Teams;
- Ten compliments were regarding the Referral and Assessment Team;
- Five compliments were regarding the Looked after Children Team;
- Compliments were also received regarding the Children' Early Help Service, with the Individual Domestic Violence Team receiving twenty four compliments about the quality of the service provided.

13.2 Examples of compliments received

- **Adoption Team**

A big massive thank you for everything you have done for us. You have been amazing!! We could not have asked for better support!

- **Independent Reviewing Officers**

Just a quick note in respect of a CP meeting, my child was extremely anxious as was I. However, your calm supportive attitude went a long way to making a difficult and emotional meeting bearable.

- **Referral and Assessment Team**

When social services got in touch I was so scared I was going to lose my children and when an incident happened and they turned up at my front door I thought this is it my children are getting taken away from me but this wasn't the case, my social worker has been an absolute life saver she has brought me and my children closer together

- **Safeguarding & Care Planning Teams**

Just a quick thank you for everything you've done for me and the kids. I really appreciate it all. You know I struggle to trust people easily but you made it easier for me, so thank you.'

- **Looked After Children Team**

'I'd like to thank you for all the support you have gave me over the few years I've known you, it's much appreciated.

- **Fostering Team**

Thank you for all of your hard work in sorting out payments and for helping to keep the children's placement going.

14.0 Conclusions

- 14.1 Complaints about Children's Services increased by 53% (49) in comparison with the number received during 2016/17, (32). However, during 2017/18, there were 2,797 children receiving a service. This means that 98% (2748) of those who currently have social work involvement have been satisfied with the support offered by either the individual workers or teams within Children's Services.
- 14.2 Only two complaints moved to Stage 2 of the Procedure. This means that 96% (45) of complaints had been resolved at Stage 1, (two complaints remain outstanding).
- 14.3 Quality of services provided continues to attract the most complaints about Children's Services. The majority of the issues raised within complaints about quality were around the support offered by the service or the worker concerned.
- 14.4 It must be noted that complaints are inevitable when social workers, whose responsibility is to the child / children to whom they have a legal duty to protect, have to develop and maintain relationships with the families concerned. Misunderstandings about the role and remit of a Children's Services social worker is common, especially when family members ask social workers for support with personal issues which are not linked to the services involvement. In cases where the request for personal support is refused, the family member can feel wronged and as result, may then submit a formal complaint.
- 14.5 To facilitate easy feedback about their services, Children's Services ensure that publicity about complaints and compliments is available in public areas and that it is made available to all families receiving a service. It is also evident that the services are generally well received as during 2017/18, 48% of formal representations about Children's Services were compliments.

Contact Officer: Alison Routledge, X2408

TITLE OF REPORT: **Nomination of a Local Authority School Governors**

REPORT OF: **Caroline O'Neill, Strategic Director Care, Wellbeing and Learning**

Purpose of the Report

1. Cabinet is asked to nominate a Local Authority Governor to a school seeking to retain their Local Authority governor in accordance with The School Governance (Constitution) (England) Regulations.

Background

2. Schools - The School Governance (Constitution) (England) Regulations require all governing bodies to adopt a model for their size and membership. The regulations prescribe which categories of governor must be represented and what the level of representation is for each. The Local Authority's nomination is subject to the approval of the governing body. If approved, the nominee is appointed by the governing body.

Proposal

3. It is proposed that Cabinet approves the nomination to the school as shown in appendix 1.

Recommendations

4. It is recommended that Cabinet:
 - (i) approves the nomination of a Local Authority Governor to ensure the School Governing Body has full membership; and
 - (ii) notes the term of office is determined by the school's Instrument of Government.

CONTACT: Leone Buchanan

extension: 8534

Policy Context

1. **Schools**

In accordance with The School Governance (Constitution) (England) Regulations, local authorities can nominate any eligible person as a Local Authority governor. Statutory guidance encourages local authorities to appoint high calibre governors with skills appropriate to the school's governance needs, who will uphold the school's ethos, and to nominate candidates irrespective of political affiliation or preferences. A person is disqualified as a Local Authority governor if they are eligible to be a staff governor at the same school.

Consultation

2. The Cabinet Member for Children and Young People has been consulted.

Alternative Options

3. The alternative option would be to make no nomination/appointment to the vacancies, leaving governing bodies under strength and less likely to demonstrate the correct configuration.

Implications of Recommended Option

4. **Resources:**

a) **Financial Implications** - The Strategic Director, Corporate Resources confirms there are no financial implications arising from this report.

b) **Human Resources Implications** - None

c) **Property Implications** - None

5. **Risk Management Implication** - None

6. **Equality and Diversity Implications** - None

7. **Crime and Disorder Implications** - None

8. **Health Implications** - None

9. **Sustainability Implications** - None

10. **Human Rights Implications** - None

11. **Area and Ward Implications** - None

12. **Background Information**

The School Governance (Constitution) (England) Regulations.

13. Local Authority Governor Nominations

Schools

In accordance with the School Governance (Constitution) (England) Regulations 2012, the following Local Authority governor is nominated for a period of four years (as stipulated in the individual Instrument of Government) with effect from the date stated below:

School	Nomination	Date from
Larkspur Community Primary School	Cllr Judith Gibson	17 July 2018

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TITLE OF REPORT: Work to address the harms caused by tobacco

REPORT OF: Alice Wiseman, Director of Public Health

Purpose of the Report

1. This report sets out the findings and recommendations of a review by Care, Wellbeing and Learning Overview and Scrutiny Committee (OSC) in relation to work to address harms caused by tobacco. The recommendations aim to ensure that activity to reduce harms caused by tobacco in Gateshead compares to the best national and/or international practice, where such practice exists.

Background

2. Care, Health & Wellbeing Overview and Scrutiny Committee agreed that the focus of its review in 2017-18 would be work to address harms caused by tobacco in Gateshead. During the course of the review the Committee considered evidence of social, environmental and economic harms arising from tobacco use in the context of reducing but higher than average levels of smoking in Gateshead, and produced recommendations that will have the greatest impact on improving health and wellbeing.
3. This report sets out the findings and recommendations of the OSC which were developed from evidence provided by officers of the council, Fresh North East and ASHO (Action on Smoking and Health).

Proposal

4. Cabinet is asked to endorse the recommendations of Care, Wellbeing and Learning OSC as set out in appendix 2.

Recommendations

5. It is recommended that Cabinet endorse the recommendations, findings and analysis of evidence outlined in Appendix 2.

For the following reason:

To ensure that the Council optimises the benefits to the population arising from achieving the lowest rates of tobacco use possible, with the aim of achieving a smoking prevalence in adults of 5% by 2025.

CONTACT: Paul Gray Ext. 2929

Policy Context

1. Gateshead Council's new strategic approach Making Gateshead a Place Where Everyone Thrives, provides a framework to demonstrate how the Council will work and make decisions in the future which will be policy and priority led.
2. Making Gateshead a Place Where Everyone Thrives is aligned to the timeframe of the Council's Medium Term Financial Strategy and is predicated on the following pledges:
 - Put people and families at the heart of everything we do
 - Tackle inequality so people have a fair chance
 - Support our communities to support themselves and each other.
3. The Gateshead Health and Wellbeing Board has undertaken to reduce smoking prevalence in Gateshead to 5% or less by 2025. All twelve North East Health and Wellbeing Boards support this ambition and it is referenced by both Sustainability and Transformation Plans (STPs).

Background

4. Tobacco, when used exactly as directed by its manufacturers, kills about half of its users prematurely. For Gateshead, this is around 500 deaths every year. There are approximately 29 000 adult tobacco smokers in Gateshead, higher than the national prevalence.
5. Tobacco is responsible for half of the difference in life expectancy between the Gateshead and national averages. It is the single cause of the greatest number of preventable deaths and morbidity. Smoking remains more prevalent in some communities and groups than in others. These groups include routine and manual workers, those living in less advantaged areas, people whose sexual orientation is lesbian, gay or bisexual, and some black and minority ethnic communities.
6. The Council agreed that the OSC should carry out a review into harms due to tobacco in the context of:
 - Higher than average levels of smoking in Gateshead
 - The fact that smoking remains the single cause of most preventable illness and death in Gateshead
 - Significant inequalities in the prevalence of smoking persist between different groups and areas
 - A reduction in demand for stop smoking services
 - Particularly low levels of take up of stop smoking services amongst some groups ie. People from black, Asian and minority ethnic groups
 - Pressure on Public Health budgets now and in the future, and opportunities for future savings to primary and secondary care costs from prevention activity.

Consultation

6. In carrying out this review the OSC gathered evidence from a range of sources and partner organisations including:
- Gateshead Council Officers
 - Fresh North East, the Regional Office for Tobacco Control
 - ASH (Action on Smoking and Health)

Alternative Options

7. The alternative option would be not to pursue the recommendations.

Implications of Recommended Option

8. **Resources:**

- a) **Financial Implications** – The Strategic Director, Corporate Resources confirms there are no financial implications arising directly from this report.
- b) **Human Resources Implications** – There are no human resource implications arising directly from this report.
- c) **Property Implications** - There are no property implications arising directly from this report.

9. **Risk Management Implication** - There are no risk management implications arising directly from this report.

10. **Equality and Diversity Implications** – Improving access to stop smoking services for some groups with protected characteristics would ensure greater equality.

11. **Crime and Disorder Implications** – There are no direct crime and disorder implications arising directly from this report.

12. **Health Implications** – Implementing the recommendations in this report would impact positively upon health and wellbeing

13. **Sustainability Implications** - There are no direct sustainability implications arising directly as a result of this report.

14. **Human Rights Implications** - There are no direct human rights implications arising directly as a result of this report.

15. **Area and Ward Implications** - There are no direct area and ward implications arising directly as a result of this report.

Background Information

16. The minutes of the following OSC meeting items were used as background information in the preparation of this report:

20 June 2017 (5.30pm meeting)	Scoping report
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12 September 2017	First evidence gathering session
31 October 2017	Second evidence gathering session
5 December 2017	Third evidence gathering session
23 January 2018	Fourth evidence gathering session
6 March 2018	Interim report
17 April 2018	Final report

17 April 2018

TITLE OF REPORT: **Work to address the harms caused by tobacco – Final Report**

REPORT OF: **Alice Wiseman, Director of Public Health**

Summary

Tobacco use in Gateshead impacts negatively upon physical and mental wellbeing, upon the local health and social care economy, and perpetuates poverty and inequalities within and between generations.

Persistent, pervasive, comprehensive, co-ordinated and integrated action on tobacco control is essential to make smoking history in Gateshead.

Background

1. Care, Health & Wellbeing Overview and Scrutiny Committee have agreed that the focus of its review in 2017-8 will be work to address the harms caused by tobacco. The review has been carried out over a six month period and a draft interim report has been prepared on behalf of the Committee setting out key findings and suggested recommendations.

Report Structure

2. This interim report sets out the findings of the Care, Health and Wellbeing Overview and Scrutiny Committee in relation to work to address the harms caused by tobacco in Gateshead.

3. The report includes:

- The scope and aim of the review
- How the review was undertaken
- Summaries of key points from evidence gathering sessions
- Analysis – issues and challenges
- Emerging recommendations

Scope and aims of the review

4. The scope of the review was to provide an overview of current activity to reduce harms caused by tobacco in Gateshead compared to best national and/or international practice, where such practice exists.
5. It was agreed that the above would be considered in the context of:
 - Higher than average levels of smoking in Gateshead
 - The fact that smoking remains the single cause of most preventable illness and death in Gateshead
 - Significant inequalities in the prevalence of smoking persist between different groups and areas
 - A reduction in demand for stop smoking services
 - Particularly low levels of take up of stop smoking services amongst some groups ie. People from black, Asian and minority ethnic groups
 - Pressure on Public Health budgets now and in the future, and opportunities for future savings to primary and secondary care costs from prevention activity.

Responsibilities and Policy Context

6. Statutory duties for public health were conferred on local authorities by the Health and Social Care Act 2012. Local authorities have, since 1 April 2013, been responsible for improving the health of their local population. Section 12 of the Act lists some of the steps to improve public health that local authorities and the Secretary of State are able to take, which includes providing facilities for the prevention or treatment of illness, such as action on smoking and tobacco.
7. A new national Tobacco Control Plan was published in July 2017. The government set out national ambitions intended to focus tobacco control across “the whole system”. These ambitions centre on a vision to create a smokefree generation. This will have been achieved when smoking prevalence is at 5% or below. These ambitions are supported by a range of proposed actions clustered around the four themes of prevention first, supporting smokers to quit, eliminating variations in smoking rates, and effective enforcement:
8. The Council is also committed to support the evidence-based actions of Fresh, the Regional Office for Tobacco Control, which comprise the following strands:
 - Developing infrastructure, skills and capacity at local level and influencing national action
 - Reducing exposure to second hand smoke
 - Supporting smokers to stop
 - Media communications and social marketing
 - Reducing the availability of tobacco products and reducing supply of tobacco
 - Reducing the promotion of tobacco

- Tobacco Regulation
- Research, Monitoring and evaluation

9. Vision 2030 sets out the 6 Big Ideas for Gateshead. Of these, “Active and Healthy Gateshead” resolves to provide support to encourage people to improve their health and lifestyle. The five year Council Plan sets out how Gateshead will be a healthy, inclusive and nurturing place for all.
10. The Gateshead Health and Wellbeing Board has undertaken to reduce smoking prevalence in Gateshead to 5% or less by 2025. All twelve North East Health and Wellbeing Boards support this ambition and it is referenced by both STPs

Review Methodology

11. The review comprised four evidence gathering sessions. Evidence was sought from Gateshead Public Health Team, Development and Public Protection, Fresh North East and Action on Smoking and Health (ASH). The sessions were designed to examine activity that reduces harm/prevents illness caused by tobacco. This can be thought of in terms of four main sets of activities:
- Stopping people starting smoking
 - Helping people stopping smoking
 - Reducing exposure to secondhand smoke
 - Tobacco control (ie. Enforcement of legislation round the sale of tobacco)

At a population level, making tobacco use the exception rather than the norm (the “denormalisation” of tobacco use) can be seen as central to all of the above.

First evidence gathering summary

12. Presenters at this first evidence gathering session provided an overview of current work to reduce harms caused by tobacco, and introduced the proposed outline for future evidence gathering sessions.
13. Andy Graham, Consultant in Public Health, Gateshead Council, challenged a perception that smoking as a health topic was “done”. He outlined the extent of social, economic and health related harms that tobacco use visits upon Gateshead. Key points included:
- A smoking prevalence of <5% is the point at which society is approaching smokefree status
 - If Gateshead had the lowest smoking rate in England (4.9%), 9,809 people would smoke
 - In Gateshead, around 29 000 of our adult population are smokers (17.9%). The England average is 15.5%
 - They spend over £55.4m pa on cigarettes, contributing greatly to poverty in our most deprived neighbourhoods
 - Around 14 500 (50%) of our resident smokers will die prematurely due to smoking
 - Around 12.4% of 15 year olds in Gateshead smoke; around 280 young people.

- Nearly 500 Gateshead residents every year will die from smoking related diseases
- Half of the difference in life expectancy between Gateshead and England is due to our higher smoking prevalence and the resultant premature deaths
- Around 9 500 buy from the illicit trade, which is linked to drugs, loan sharks and prostitution and puts an estimated £10.5m into criminal hands annually
- It also loses £14.7M pa in duty to the Government
- The estimated total annual cost to Gateshead of tobacco use is £65.7m annually. Over £45M of this is lost productivity due to early deaths and smoking breaks.
- Smoking remains the single greatest cause of preventable illness and death in Gateshead
- There are significant inequalities in the prevalence of smoking between different wards in Gateshead (10.4% - 34.8%)
- Our recent fall in prevalence (18.3% - 17.9%) is our lowest in recent times and we still have the 4th highest regional prevalence
- Demand for stop smoking services is reducing locally, regionally, and nationally
- There are particularly low levels of take up of stop smoking services amongst some groups i.e. people from Black, Asian and minority ethnic groups
- There is pressure on Public Health budgets now and in the future

14. Andy went on to note Gateshead's history of rising to the challenge of smoking in Gateshead:

- Gateshead has been at the forefront of local comprehensive tobacco control – a multi-component, multi-agency approach to deal with the harms of tobacco
- Gateshead advocated strongly to protect people from secondhand smoke which resulted in national smokefree legislation
- The Gateshead Director of Public Health's aspirational report on tobacco harms sets out a range of key recommendations focusing on the need to:
 - Maintain momentum
 - Address inequalities
 - Ensure that the polluter pays
 - Protect children
 - Reduce prevalence
 - Invest in the future
- These form the basis of a new 10 year Tobacco Control Strategy for Gateshead. Priorities for Tobacco Control will include:
 - Normalising smokefree environments
 - Influencing national and local policies and regulation
 - Amplifying mass media campaigns
 - Consistency of support to stop smoking in primary care
 - Restrict access to tobacco, extend smokefree
 - Commitment of secondary care health services to support quit attempts

Andy ended by reminding Members that, unlike many other public health issues, tobacco control is a war with the tobacco industry, an industry adept in the use of deception, denial and delay to achieve its ambitions.

15. Peter Wright, Environmental Health, Community Safety and Trading Standards Manager, Gateshead Council, also endorsed the central point that work on smoking and tobacco is far from completed. Noting that the annual number of deaths in the UK due to tobacco is ten times that of the UK death toll from German bombing in World War Two, Peter:

- Reminded Members that in fifteen years of service to Gateshead Council, he had never detected any sign that Members were resigned to the fate of their constituents and consistently wanted the best outcomes for their health
- That Members have historically given Officers an incredibly clear steer to go all out to get a workplace smoking ban, resulting in:
 - 25% of national consultation responses supporting workplace smokefree legislation were submitted by Gateshead residents
 - Gateshead staff providing the evidence of the negative impact of banning smoking only in food led pubs
 - Staff from the council and QE hospital being invited to speak to MPs before the vote in 2006
 - Our Environmental Health staff being part of a limited consultation on the regulations and guidance

16. Peter also noted the value of previous work under the leadership of Portfolio Holders for Health and Directors of Public Health, such as:

- Smokefree communities and Smoke Free Homes
- Work to support the ban on displays in shops, including evidence gathering by Trading Standards
- Early political lobbying and support for standardised packs
- Evidence given to MHRA panel on electronic cigarettes
- Robust action by Police and Trading Standards against illegal tobacco
- Councillor worked with ASH on their retailers document – Counter Arguments
- Proposals for Licensing of tobacco sale and wholesale supply given to government, considered by the Treasury

Second evidence gathering summary

17. The second evidence gathering session heard evidence on support to help smokers to stop smoking.

18. Paul Gray, Public Health Programme Lead for Tobacco Control, presented information on the local stop smoking service. Key points included:

- Smoking prevalence in Gateshead follows the regional and national downwards trend from 20.7% of adults in 2012 to 17.9% of adults in 2016

- There is significant variation in smoking prevalence between different wards in Gateshead, from 34.8% in High Fell to 10.4% in Whickham South and Sunnyside and Ryton, Crookhill and Stella
- Stopping smoking benefits physical and mental wellbeing within minutes of stopping, and these benefits accrue over time
- The Gateshead Stop Smoking Service is:
 - Available to anyone who lives or works in Gateshead
 - Available through most GP practices and many community pharmacies
 - Free (except for prescription costs)
 - A 12 week programme of treatment for nicotine dependency with 1:1 behavioural support
 - Able to confirm patients' smoking status after four weeks by carbon monoxide testing in the great majority of cases
- The Stop Smoking Service makes available a wide range of nicotine replacement products and medicines that can help to reduce the craving for tobacco
- The behavioural support improves the patients' likelihood of quitting by:
 - Helping clients to optimise the use of products (nicotine replacement or other)
 - Working with clients to develop coping strategies to deal with urges to smoke and withdrawal symptoms
 - Support client motivation
 - Boost client self confidence
- The Stop Smoking Service is provided through nearly all GP practices and many community pharmacies in Gateshead. There is reasonable coverage across the Borough although pressures for demand exist sporadically based largely on the turnover of staff trained as advisors.
- The Stop Smoking Service providers are asked to promote their services especially at those most likely to suffer health inequalities due to tobacco use. These include:
 - Routine and manual workers
 - Black and minority ethnic groups
 - Pregnant women
 - People with long term conditions or mental ill health
 - People at risk of dying early from heart disease
 - People with disabilities
 - People on low incomes
 - Homeless people
- A Health Equity Audit for the service has not been completed since 2012, so it is not possible to comment upon how well the service supports quits in the above groups. The last two years of data suggest that:

- the service is more effective in supporting larger numbers of women than men to quit
 - the service sees very few smokers who are not white
 - the service supports a proportionately larger number of smokers who do not work, or who work in routine and manual occupations
- Nationally the number of quit attempts made through local stop smoking services reduced by 19.6% in 2016/17. In Gateshead, the number of quit attempts fell by 11.5% in 2016/17, and the number of four week quits by 10.6%.
 - Since 2012/13, smoking in pregnancy has shown a consistent downwards trend until 2016/17, when the percentage of mothers smoking at time of delivery increased from 13.3% to 14.5%.

19. Andy Graham, Consultant in Public Health, discussed some of the broader issues that support quit attempts at a population level, and, in particular, the value of co-ordinated local and regional tobacco control activity. Tobacco control was defined as “the efforts of people and organisations working together to prevent the death and disease caused by smoking”.

20. While the North East still has a higher incidence of smoking, the gap between smoking levels in the North East and England has reduced. Nationally, the North East has seen a greater reduction in smoking levels since 2005 than any other English region. The introduction of evidence-based stop smoking services in the late 1990s has helped an estimated one million people to stop smoking since then.

21. Tobacco control in England is changing fast. Smoking rates are falling faster than at any time in the last decade yet the most deprived families, people with mental health problems and many pregnant women in deprived communities are being left behind. New but uncertain approaches are emerging and while supporting patients who smoke to quit is key to NHS sustainability, many local authorities are finding universal evidence-based services hard to sustain.

22. Maintaining this momentum will rely upon continued effort to:

- Increase the real cost of tobacco – amplify tax increases with local action on illicit trade
- Mass media – work to get added value in Gateshead on regional and national campaigns
- Implement consistent Very Brief Advice (see Appendix A) in primary care – aim for 50% of smokers
- Consider implementation of the Stop Smoking+ model of support (see Paragraph 23 and Appendix B) and implement consistent secondary care provision – appropriate and timely help
- Reduce access to tobacco – restricting outlets, tackling illicit and extending and enforcing smoke-free efforts

23. Regarding stop smoking services specifically, the original model of universal evidence-based service with specialist behavioural support and medication remains the best option. Where this is not possible then this level of service should be targeted at priority groups at least. A recently proposed three-tier approach proposed as a new way of organising local stop smoking support – Stop-Smoking+.

Stop-Smoking+ is a new model for Stop-Smoking Services that provides better value and meets the needs of smokers better. It places smokers' choice at the heart of the process of determining what method of stopping to use. It involves ensuring that smokers' have the information they need to make choices in terms of what each method involves, what it will require of them and what the benefits will be. It focuses on three methods of stopping to cover the full spectrum of support to cater for all smokers' needs and preferences:

- Specialist support of top quality for smokers who need it and are willing to make the necessary commitment
- Brief support and a stop-smoking medicine for those who want help but are not willing to commit to a specialist course
- Self-support for those who want to stop but do not want professional support

The key points of the Stop-Smoking+ model are:

- Ethical: Smokers who will benefit from Specialist Support can access it and gain the benefit
- Efficient: Resources are not wasted providing behavioural support to smokers who do not want it and will not benefit from it
- Equitable: Under the right conditions, disadvantaged smokers will engage with the top quality service

For a fuller description of the Stop-Smoking+ model see Appendix B.

Third evidence gathering summary

24. The third evidence gathering session heard evidence from Ailsa Rutter OBE, Director of Fresh, the Regional Office for Tobacco Control, on the importance of a holistic, integrated and co-ordinated approach to tobacco control with a focus on three key strands - protection from second-hand smoke, the role of media, and helping smokers to stop/minimise harm.

25. Key points included:

- Smoking remains the largest cause of premature death, responsible for the deaths of at least fifteen North Easterners every day.
- The reason for this is that smokers are addicted to nicotine. Nicotine addiction is a chronic, relapsing, long-term condition that usually starts in childhood and runs in families.
- The nicotine itself is not responsible for deaths, rather, it is the tens of cancer-causing compounds that tobacco smoke also contains

- Fresh supports key strands of tobacco control work around the region, leading to the ambition supported by all twelve Health and Wellbeing Boards and referenced by both STPs, to reduce smoking levels to 5% by 2025
- Achieving this goal is completely achievable through the co-ordination of local, regional, national and international activity and the engagement of smokers to:
 - Increase quit attempts
 - Maximise success of quit attempts
 - Increase harm reduction
 - Reduce uptake
- Research suggests that both increasing quit rates and reducing uptake to support the 5% by 2025 will be achieved by continuing and improving the implementation of specific policies:
 - Increasing the real cost of tobacco by amplifying tax increases with improved enforcement
 - Running regional mass media campaigns such as those co-ordinated by Fresh
 - Implementing Very Brief Advice such that support to encourage a quit attempt is offered to 50% of smokers per year
 - Ensure specialist stop smoking support widely is accessible to all, especially disadvantaged smokers (ie. those with mental illnesses, substance misusers, offenders, pregnant smokers) through the availability and promotion of stop-smoking support
 - Extending smoke-free to normalise smoke free environments including NHS Trusts, social housing and outdoor spaces
 - Reducing access to tobacco through licensing, the restriction of tobacco retail outlets and enforcement
- Ailsa emphasised especially the evidence-based value of mass media and communication campaigns to achieve year round “noise” of many messengers with clear messages, and giving voice to the experience of real local people
- An example of a clear message is “How to stop smoking”:
 - Try to quit at least once a year
 - Use psychological support
 - Use pharmacological support
- Ailsa encouraged Members to consider that:
 - Tobacco dependence is the index long term condition - other diseases are co-morbidities
 - Smoking cessation is the highest value intervention in the NHS: affordable, cost-effective, clinically effective
 - Smoking cessation works and we need it happening across the whole of the NHS
 - Smokefree NHS MUST be a key focus next few years

- Local Authorities play a key role through the provision of community Stop Smoking Services and, through their connection with communities, smokers are easy to reach
- There is a huge opportunity to build on progress so far

Fourth evidence gathering summary

26. The fourth and final evidence gathering session heard evidence from Hazel Cheeseman, Director of Policy for Action on Smoking and Health, on national perspectives on the contribution of local government to reducing harms due to tobacco.

27. Hazel pointed out continued and significant progress since the introduction of smoke-free legislation, leading to UK leading Europe in tobacco control activity:

- Increased taxes above inflation every year since 2010
- Effective anti-smuggling strategies reduced the illicit trade
- Turned Britain into a dark market for tobacco
 - Not just all advertising promotion and sponsorship banned
 - Tobacco out of sight in shops
 - Standardised ‘plain’ packaging
- Restricted access to children
 - Age of sale 18
 - Vending machines banned
- Public support continues to grow - in the North East 78% of respondents in 2017 supported further government action to limit smoking.

28. While smoking remains “a burning injustice”, killing over 250 people per day, there are challenges remaining:

- Tobacco seen as ‘job done’ – shift focus away
- NHS focuses on treatment not prevention - smokers not universally encouraged to quit and given support and medication to do so
- Funding cuts to public health and local authority budgets
 - Mass media campaigns cut to the bone
 - Enforcement cuts
 - Smoking cessation services
- Tobacco industry lobbying continues unabated

Issues/challenges emerging from the review

29. The review identified the following issues/challenges:

- Austerity and Public Sector budget cuts
- Complex systems and historical siloed approaches
- The role of the tobacco industry

- The perception that the job is done leading to a shift of focus
- The perceived difficulty of 'doing' tobacco control
- The threat to the comprehensive regional tobacco control approach posed by financial pressures across the regional
- NHS focuses on treatment not prevention - smokers not universally encouraged to quit and given support and medication to do so
- Funding cuts to public health and local authority budgets
- Reducing demand for the current Stop Smoking Service offer
- Persistent inequalities in smoking prevalence between different communities
- Mass media campaigns cut to the bone
- Enforcement cuts

Draft recommendations

Recommendation 1: Tobacco remains the greatest contributor to health inequalities and action to denormalise smoking and reduce prevalence lifts families out of poverty. The human, social and financial cost of tobacco to Gateshead means that it is vital to retain the Council's strong commitment to comprehensive tobacco control, and in fact, increase our efforts.

Recommendation 2: Refresh and reaffirm the Council's commitment to the 2025 vision of 5% adult smoking prevalence.

Recommendation 3: Invest to save principles would suggest the continuation of appropriate resourcing for this priority area.

Recommendation 4: The Smoke-free Gateshead Alliance should be supported to develop a strategic Tobacco Plan for Gateshead and to drive this forward. This will clearly set out actions across the public and voluntary and community sectors to address the harm caused by tobacco.

Recommendation 3: Continued support and commitment for the regional Fresh Tobacco Control Office tobacco office is important to continue development of hard hitting mass media campaigns which have a strong evidence base in triggering quit attempts, encouraging quitters to stay quit, and reducing uptake among children.

Recommendation 6: Action to be taken to address inequalities through community asset based approaches to develop co-produced solutions which aim to reduce prevalence of smoking in our more deprived areas and with those groups considered to be vulnerable.

Recommendation 7: Aim to embed action on smoking in all other relevant Council and public sector plans through a Health in All Policies Approach to ensure recognition of the importance of public health across the public sector.

Recommendation 8: Aim to embed NICE guidance (PH23) 'Smoking Prevention in Schools' across Gateshead schools.

Recommendation 9: Ensure training is available to provide people living and working in Gateshead with skills and confidence to provide brief advice and intervention on smoking through the development of the Making Every Contact Count initiative.

Recommendation 10: Maintain compliance with current smoke-free legislation and continue support for the new law which bans smoking in cars that are carrying children.

Recommendation 11: Renewed efforts to be made to increase public support for Smoke Free environments such as smoke-free communities and specified outdoor zones.

Recommendation 12: Support the NHS to develop nicotine dependence pathways and to become completely smoke-free in line with NICE guidance (PH48)

Recommendation 13: Further develop stop smoking services to provide flexible options in a range of settings accessed by those at greatest risk.

Recommendation 14: Complete a Health Equity Audit (HEA) to inform development and delivery of Stop Smoking Services in areas of greatest need.

Recommendation 15: Undertake further work as part of Smokefree NHS work to further reduce the number of women who smoke during and after pregnancy.

Recommendation 16: Reduce harm through continued support for evidence based harm reduction.

Recommendation 17: Communication and media capacity for tobacco control is vital and the capacity to be proactive in terms of public relations activity and media should be developed so as to engage residents of Gateshead in the tobacco control agenda.

Recommendation 18: Advocate for a national tobacco sale and distribution licensing scheme, the tobacco industry bearing the full cost of its implementation and enforcement, with the aim of eliminating the illicit and illegal trade in tobacco, and to end selling of tobacco products to minors.

Recommendation 19: Deliver an intelligence led and targeted enforcement programme to reduce availability and supply of tobacco products to children.

Recommendation 20: Ensure compliance with legislation to reduce tobacco promotion (e.g. Plain packaging) and advocate for further restrictions.

Recommendation 21: Advocate for a new annual levy on tobacco companies to ensure they pay more for the harm they cause. Funding from a levy should be used to make smoking history for more families including support and encouragement to help people quit.

Alice Wiseman

Director of Public Health

Appendix A

Very Brief Advice (VBA)

Giving patients advice and support to stop smoking is the single most cost-effective way to help smokers. Guidance from the Department of Health has identified that the systematic delivery of Very Brief Advice (VBA) and referral of smokers to effective, evidence-based stop smoking services are a vital part of ensuring that these individuals access the most effective method of stopping smoking.

VBA takes only 30 seconds to deliver and, if done appropriately, does not require detailed knowledge, as this will be provided by specialists at the Stop Smoking Service. The aim of training a wide range of people to deliver VBA is that staff have the skills, knowledge and confidence to engage with people when appropriate opportunities present to raise awareness, increase confidence and motivation to engage with stop smoking services.

NICE Public Health Guidance recommends giving advice on quitting to every smoker and should be based on the Ask, Advise, Act (AAA) model:

- ASK and record smoking status—is the patient a smoker, ex-smoker, or non-smoker?
- ADVISE on the best way of quitting—the best way of stopping smoking is with a combination of medication and specialist support
- ACT on patient response—build confidence and motivation, give information and refer to stop smoking services. Patients are up to four times more likely to quit successfully with support

Appendix B

Stop-Smoking+ model

The Stop-Smoking+ model provides smokers with three tiers of support to quit:

Specialist Support

- A clinical service for smokers who want help with stopping and are willing to put in the time and effort needed to get the benefit
- Takes about 6 hours of a smoker's life over 6+ weeks excluding travel time: about the number of hours of life gained from 1 day of not smoking
- Delivered by highly trained specialists
- Fully in accordance with guidance from the NCSCT and NICE.
- Uses established psychological processes and optimum medication
- Rigorously monitored for effectiveness
- Should improve smoking cessation rates by x4

Brief Support

- A clinical service for smokers who want help with stopping but are not willing to put in much effort
- Focus on stop-smoking medicine or NRT, one session of up to 30 mins and one follow-up, plus written materials, internet or app support
- Involves providing a prescription or voucher for: a) Varenicline (Champix), or b) dual form nicotine replacement therapy (NRT) - consisting of transdermal patch plus a faster acting product and advice on use plus a follow-up
- Delivered by trained health professionals as part of other duties
- Uses established psychological processes and optimum medication
- Rigorously monitored for effectiveness
- Should improve smoking cessation rates by x2

Self-Support

- For smokers interested in stopping but not wanting professional support
- Clear easy-to-access advice on ways of improving success rates, including advice on e-cigarettes, and links to digital resources on how to quit
- Provided through the internet and/or written materials handed out in GP surgeries
- Kept up to date
- Quality controlled
- Promoted through free and paid channels
- Should improve smoking cessation rates by x0.2

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TITLE OF REPORT: Communities And Place Overview and Scrutiny
Committee – roads and highways

REPORT OF: Paul Dowling, Strategic Director, Communities and
Environment

Purpose of the Report

1. This report sets out the findings and recommendations of a review by Communities and Place and Scrutiny Committee (OSC) in relation to roads and highways.

Background

2. The Council agreed that the OSC should carry out a review of roads and highways. The scope and aims of the review were agreed by the committee at its meeting on 19th June 2017. The review focussed on four main areas:

- funding and repairs;
- traffic congestion;
- enforcement;
- road safety

Proposal

3. The report outlines the committee's findings following the review and sets out the following recommendations:
 - That the funding position for highway maintenance continues to be monitored, with further sessions for members arranged as appropriate
 - That options for closing the shortfall in highway maintenance funding continue to be investigated
 - That arrangements for keeping local members informed of highway repair and maintenance activity in their ward are reviewed to ensure action is prioritised in order of safety and importance.
 - That current policies aimed at reducing traffic growth and encouraging sustainable modes of transport are maintained
 - That the benefits of joint working between the Council and the Police in the areas of road safety and speed enforcement are recognised and opportunities are taken to improve the effectiveness and build on existing relationships. To this end the Chair of the Committee to write to the Police and Crime Commissioner to express the Committee's concerns about the impact the reduction of resources for speed enforcement has had on the safety of Gateshead's roads
 - That an update of progress against the actions identified is reported back to Committee on an annual basis.

Recommendations

4. It is recommended that Cabinet:

- (i) Notes the findings and analysis of evidence outlined in appendix 2.
- (ii) Agrees the recommendations from the Overview and Scrutiny Committee review as set out above and in Appendix 2.

For the following reasons:

- (i) To ensure the Council meets its statutory duties with regard to maintaining roads within Gateshead;
- (ii) To ensure the better management of the road network in support of wider Council and community objectives.

CONTACT: Anneliese Hutchinson

extension: 3881

Policy Context

1. The proposals are in line with the vision for transport as outlined in the Gateshead Sustainable Community Strategy, Vision 2030 and support the pledges within Making Gateshead a Place Where Everyone Thrives. They also support the Core Strategy and Urban Core Plan, the aims and objectives of the Tyne and Wear Local Transport Plan 3 and the Gateshead Highway Asset Management Plan.

Background

2. Local authorities are statutorily required to maintain the road network. In addition the network provides a crucial element in the economic and community life of Gateshead, underpinning activity of all kinds

Consultation

3. The process of the review has involved the presentation of evidence and research and an opportunity to involve relevant partners, notably the Police.

Alternative Options

4. The evidence gathering sessions enabled the consideration of options, with the final recommendations being those considered to be the most appropriate.

Implications of Recommended Option

5. **Resources:**
 - a) **Financial Implications** – The Strategic Director, Corporate Resources confirms there are no financial implications arising directly from this report.
 - b) **Human Resources Implications** - The Strategic Director, Corporate Services and Governance confirms that there are no direct staffing implications arising from this report.
 - c) **Property Implications** - There are no property implications arising directly from this report.
6. **Risk Management Implication** - There are no risk management implications arising directly from this report.
7. **Equality and Diversity Implications**- There are no direct equality and diversity implications arising from this report.
8. **Crime and Disorder Implications** – the recommendation to promote co-operation with the Police will help in the detection of traffic related crime and disorder.
9. **Health Implications** – There are no direct health implications

10. **Sustainability Implications** - There are no direct sustainability implications arising directly as a result of this report.
11. **Human Rights Implications** - There are no direct human rights implications arising directly as a result of this report.
12. **Area and Ward Implications** - There are no direct area and ward implications arising directly as a result of this report.

Background Information

Communities and Place OSC reports:

19th June 2017

11th September 2017

7th November 2017

4th December 2017

29th January 2018

23rd April 2018

18th June 2018

TITLE OF REPORT: OSC Review - roads and highways –final report

REPORT OF: Service Director of Development, Transport and Public Protection

SUMMARY

The Communities and Place Overview and Scrutiny Committee have undertaken a review of the role of the Council and its partners towards roads and highways. This has involved evidence gathering sessions in the four areas of road safety, funding and repairs, enforcement and traffic congestion.

This report updates the interim report presented to OSC in April to provide a final report on the outcome from the evidence gathering sessions.

Background

1. This report sets out the final findings of the OSC review into roads and highways. The review was undertaken at the request of Full Council. It updates the previous interim report to reflect the outcome from the additional evidence gathering session attended by the Police.
2. This report summarises:
 - the aims and scope of the review;
 - the policy context for the review;
 - how the review was carried out;
 - issues emerging from the review;
 - recommendations.

Aims of the review

3. The review was focused on gathering evidence in four main areas:
 - funding and repairs;
 - traffic congestion;
 - enforcement;
 - road safety.
4. The review was led by the Council, but included input from the Police in relation to the area of road safety.

Policy context

5. Vision 2030 sets out the 6 Big Ideas for Gateshead. Transport relates closely to the themes of “City of Gateshead”, “Sustainable Gateshead” and “Active and Healthy Gateshead”.

6. The Tyne and Wear Local Transport Plan, which sets out the transport policy framework for Gateshead, identifies three main challenges for the transport network:
 - Supporting economic development and regeneration;
 - Addressing climate change;
 - Supporting safe and sustainable communities.
7. Policy CS13 of the Gateshead/Newcastle Core Strategy seeks the enhancement and delivery of an integrated transport network to support sustainable development and economic growth through:
 - Promoting sustainable travel choices;
 - Improving the operation of the transport network and its wider connections;
 - Ensuring new development is located and designed to promote sustainable travel choices, minimise unnecessary car trips, and connect safely to the network.

How the review was carried out

8. Evidence sessions were held into each of the main areas identified in paragraph 3 above.

Issues emerging from the review

9. As a result of the evidence gathering sessions the following issues were identified:

Funding and repairs

10. Available funding is not sufficient to maintain the highway.

Future actions include:

- A further annual OSC session is to be arranged to review the position of annual spending on highway maintenance
- Further work will be undertaken to improve the effectiveness of our Highway Asset Management Plan and attract higher levels of funding from government as a result.
- Members briefing to be circulated providing details of how members can keep up to date about roadworks in the borough
- Investigate improved ways of keeping ward members updated as to progress on transport and highway issues in their ward.

Traffic congestion

11. As with many urban areas traffic congestion is a significant problem, with various economic, social and environmental consequences. Future development threatens to worsen existing problems, and this needs to be managed through a continuation of current policies and, where appropriate, consideration of further measures.

Future actions include:

- Encourage the use of sustainable forms of transport in Gateshead
- Ensure background studies are done to inform future bids for Government Funding e.g. Transforming Cities fund
- Consider what else needs to be done to meet our targets for improvements in air quality

Enforcement

12. Effective parking management and enforcement contributes to a number of wider objectives, including congestion, safety, air quality, accessibility and fairness. It is also important in meeting the needs of local residents and businesses.

Future actions include:

- Progressing plans to introduce bus lane enforcement. This will help target specific problem areas identified by residents and the Police
- Target areas suffering the worst parking problems and investigate schemes that will address the issues and enable enforcement to take place
- Investigate the options available to the police and Council to enforce pavement parking
- Investigate the options available to the Council and Police to take action against unsafe parking near schools
- Ask the RNIB to attend a seminar for Members which considers the impact of pavement parking for the blind and those who are partially sighted.

Road safety

13. Information on trends in road safety was, and the benefits of better safety noted in relation to:

- lives saved and injuries prevented;
- people living full and healthy lives;
- preventing emotional and physical trauma;
- saving public money;
- supporting wider policies;
- tackling health inequalities;
- improving quality of life.

15. A presentation was received from the Police in relation to their road safety activity. This highlighted the difficulties and concerns around enforcing speed limits particularly at night. Whilst the good work done by the Police was recognised it was also identified that more could be done and concern was expressed at the level of resources available to undertake speed enforcement on Gateshead's roads.

Further action includes:

- Investigate opportunities to liaise with the police over deployment of resources for speed enforcement
- Investigate opportunities to work with the police on road safety education
- Consider the extension of community speedwatch to other areas in Gateshead.

Recommendations

16. The Committee is asked to agree final recommendations as outlined below and to agree to the Chair presenting this report to Cabinet as representing the Committee's findings and recommendations from the review process.

1. That the funding position for highway maintenance continues to be monitored, with further sessions for members arranged as appropriate
2. That options for closing the shortfall in highway maintenance funding continue to be investigated
3. That arrangements for keeping local members informed of highway repair and maintenance activity in their ward are reviewed to ensure action is prioritised in order of safety and importance.

4. That current policies aimed at reducing traffic growth and encouraging sustainable modes of transport are maintained
5. That the benefits of joint working between the Council and the Police in the areas of road safety and speed enforcement are recognised and opportunities are taken to improve the effectiveness and build on existing relationships. To this end the Chair of the Committee to write to the Police and Crime Commissioner to express the Committee's concerns about the impact the reduction of resources for speed enforcement has had on the safety of Gateshead's roads
- 6 That an update of progress against the actions identified is reported back to Committee on an annual basis.

Contact: Anneliese Hutchinson Ext: 3881

Police and Crime Commissioner
Office of the Police and Crime Commissioner for Northumbria
2nd Floor Victory House
Balliol Business Park
Benton Lane
Newcastle upon Tyne
NE12 8EW

4th July 2018

Dear Vera,

Resources for speed enforcement in the Gateshead area

I am writing to you as the Chair of Gateshead Council's Overview and Scrutiny Committee for Place.

Over the last year, my Committee has reviewed road safety on Gateshead's roads as part of its work programme. During the review, officers from Operation Dragoon attended to provide a presentation of their units work and answer questions from members.

Committee members agreed the final report of this review at their meeting on 18 June 2018 and shortly I will be presenting this to our Cabinet. In agreeing their report, members asked me to write to you expressing their concerns arising from this review. Whilst recognising and welcoming the level of co-operation that already exists between the Police and Gateshead Council, the committee was concerned about the limited resources available to undertake speed enforcement on Gateshead's roads.

Of particular concern to my committee are the number of speeding vehicles on the road in the evenings which apparently go unchallenged. We are under no illusion as to the reasons for this and whilst recognising that cuts to budgets have greatly affected the Northumbria force, as indeed they have Council services, the Scrutiny committee wondered if it would be possible going forward, to agree jointly additional locations for speed enforcement and increase the numbers of community speedwatch sites.

Such a move would be helpful in promoting road safety in Gateshead, and would be consistent with the recommendations in the recent national 'Road Safety Management Capacity Review' and I would be grateful if you would let me have your views and advise who my officers should speak to in order to arrange a greater presence of speed enforcement on Gateshead's roads.

Yours sincerely

Councillor Neil Weatherley
Chair of overview and scrutiny committee (Place)
CC: Anneliese Hutchinson, Service Director, Development, Transport and Public Protection

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**REPORT TO CABINET
17 July 2018**

TITLE OF REPORT: European Structural and Investment Fund
2014-20 Project Proposal

REPORT OF: Paul Dowling, Strategic Director, Communities
& Environment

Purpose of the Report

1. To seek Cabinet approval to develop and submit a full application for European Social Fund (ESF) funding and provide match funding of £199,000 to deliver an employment support project for Gateshead residents with protected characteristics and workless Gateshead Housing Company tenants.

Background

2. The North East LEP area was allocated £437m through the 2014-2020 European Structural Investment Funds (ESIF) programme. The programme includes European Regional Development Fund (ERDF), European Social Fund (ESF) and European Agricultural Fund for Rural Development (EAFRD) to support the key growth priorities of employment, social inclusion, skills innovation, research and development low carbon and support for Small and Medium Sized Enterprises (SMEs).
3. In September 2017 the Department for Work & Pensions (DWP) issued a call for proposals for ESF funded projects to support Priority Axis 1 of the Operational Programme: Inclusive Labour Markets and Investment Priority: 1.4. Active Inclusion. This aims to increase participation in the labour market and thereby improve social inclusion and mobility. The Council submitted an Outline Application in December 2017.
4. DWP expects to allocate approximately £8m of ESF across the North East LEP area through this call for projects to deliver specialist support for those furthest away from the labour market. Following a review of the Outline Application DWP have now invited the Council to develop and submit a full application by 2 August 2018.

Proposal

5. It is proposed that the Council submits a full application to The Department for Work and Pensions call under the European Structural and Investment Fund 2014-2020 to provide employment support for workless housing tenants and Gateshead residents with protected characteristics as detailed in the attached appendix.

Recommendations

6. It is recommended that Cabinet agrees to:
- (i) Proceed with the submission of a full application by the Strategic Director Communities and Environment following consultation with the Strategic Director, Corporate Resources and Strategic Director, Corporate Services and Governance.
 - (ii) The allocation of up to £199,000 match funding as set out above.
 - (iii) If the bid is successful, delegating acceptance of the bid to Strategic Director, Corporate Services and Governance following consultation with the Strategic Director, Corporate Resources, subject to a review of the DWP terms and conditions.

For the following reasons:

- (i) To maximise external funding available to the Council to support the deliver of key priorities.
- (ii) The proposal will provide the following benefits for unemployed residents:
 - Delivery of targeted and specialist provision to improve well-being, confidence and skills.
 - Support to access vocational and accredited training and skills emphasising digital and IT access.
 - Money management support and advice.
 - Integrated employment support / housing management.
 - Volunteering to re-engage furthest from labour market.
 - A peer support programme to allow residents to support and encourage one another on a day-to-day basis.
 - A place-based approach targeted to estates and neighbourhoods with support delivered on-site.
 - Assistance for those unable to access mainstream DWP support because they do not claim eligible benefits.

CONTACT: Julie Killick, Tel (0191) 490 9481

APPENDIX 1

Policy Context

1. European Social Funding (ESF) can assist the Council to meet many of the objectives of the Sustainable Community Strategy (Vision 2030) and THRIVE agenda as it seeks to promote activities that directly support economic growth and job creation, directly benefitting residents, particularly those furthest from the labour market.
2. This will also help deliver the North East Local Enterprise Partnership's Strategic Economic Plan.

Background

3. Projects of this type are required to deliver one or more of three strands of activities to address the multiple factors that contribute to social exclusion and deprivation, impacting economic growth:
 - Employment support for those with protected characteristics
 - Employment support for workless housing tenants
 - Employment support for offenders and ex-offenders
4. The Outline Application submitted in December 2017 proposed a two-year employment support project to help unemployed and economically inactive residents specifically those with protected characteristics and workless housing tenants.
5. Match funding of 50% is required for this ESF call and within the Outline Application it was proposed that the Council contributes £149,000 over the two-year period with an additional £50,000 from The Gateshead Housing Company (TGHC) as a delivery partner. The Council would act as lead accountable body.
6. The project is expected to run from January 2019 until financial close in June 2021.
7. It is expected the project will provide a fully funded programme of employment support activities for 260 residents with a minimum of 24% unemployed residents starting work and 50% of economically inactive residents starting work or engaging with the labour market. The project will include a focus on:
 - Women who are disadvantaged in the labour market
 - Lone parents and those with caring responsibilities
 - Those experiencing domestic violence
 - Members of workless households
 - Workless tenants in areas with high levels of deprivation
 - Former looked after children
8. Acceptance of the outline application does not constitute approval of the full application and the submission of this is subject to several

conditions being met in full. This includes potentially bringing forward the start date.

9. There are no state aid implications in respect to the project as the assistance will be provided to individuals. If the Council or TGHC are to provide funding to organisations engaged in commercial activity to support this delivery, these services will be procured in compliance with the Council's or TGHC's Contract Procedure Rules and ESF Funding rules.

Consultation

10. In preparing this report consultation has taken place with the Cabinet Members for Economy.

Alternative Options

11. The Council could decide not to pursue the opportunity. This would result in non-take up / loss of potential match funding and opportunities to assist workless tenants and residents with protected characteristics.
12. The Council could provide the entire amount of funding outlined above negating the need for ESF match and thus removing funding conditions. This again would result in a loss /non-take up of £199,000 potential match funding and require the funding of the full £398,000.

Implications of Recommended Option

13. **Resources**

- a) **Financial Implications** – The Strategic Director, Corporate Resources confirms match funding of 50% is required for this ESF call and within the Outline Application it was proposed that the Council contributes £149,000 over a two-year period with an additional £50,000 from the Gateshead Housing Company (TGHC) as a delivery partner.

Council match funding of £144,000 has been identified from a previously obtained reward grant which is ring-fenced specifically for employability work. A further £5,000 will be met from existing budgets within the Economic Development Service.

TGHC have confirmed their commitment to matched funding of £25,000 in each year of the project. They will be seeking to align roles that link housing management services to the aims of the project to maximise the impact for tenants requiring employment support.

- b) **Human Resources Implications** – All activities will be delivered by a team of five Gateshead Council Employment Advisers or ‘Change Coaches’.
- c) **Property Implications** – There are no property implications arising from this report.
14. **Risk Management Implications** – As this is a Council project and the Council would be acting as Lead Accountable Body there would be the standard risks in this type of project. A comprehensive funding agreement will be signed which will define the extent of the risk and will be subject to the agreement of the Strategic Director, Corporate Resources and the Strategic Director, Corporate Services and Governance.
15. **Equality and Diversity Implications** – This project is expected to deliver employment support for Gateshead residents with protected characteristics and workless housing tenants. It will include a focus on:
- Women who are disadvantaged in the labour market
 - Lone parents and those with caring responsibilities
 - Those experiencing domestic violence
 - Members of workless households
 - Workless tenants in areas with high levels of deprivation
 - Former looked after children
16. **Crime and Disorder Implications** – There are no implications arising from this report.
17. **Health Implications** – There are no direct health implications arising from this report.
18. **Sustainability Implications** - Developing and submitting an ESF Full Application will increase:
- The Council’s ability to provide employment support for disadvantaged residents.
 - The Council’s ability to support members of workless households.
 - The Council’s ability to help economically inactive residents participate in the labour market.
19. **Human Rights Implications** – There are no implications arising from this report.
20. **Area and Ward Implications** – Prospective participants of the project could be from all neighbourhood management areas and wards.

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REPORT TO CABINET
17 July 2018

TITLE OF REPORT: Gambling Statement of Principles 2019 - 2022

REPORT OF: Paul Dowling, Strategic Director, Communities and Environment

Purpose of the Report

1. To seek Cabinet's approval to undertake a public consultation on a draft revised Statement of Principles, by which the Council will make decisions when exercising its responsibilities under the Gambling Act 2005.

Background

2. The Gambling Act 2005 was fully implemented in September 2007. It transferred the responsibility for the licensing of gaming premises from the Magistrates to Local Authorities and introduced for the first time, a unified regulator for gambling, the Gambling Commission, replacing the Gaming Board for Great Britain.
3. Under the Act, the Council is responsible for issuing premises licences for premises such as casinos, bingo halls, betting offices, adult gaming centres and licensed family entertainment centres as well as permits for gaming machines in pubs, clubs and other alcohol licensed premises.
4. The Act contains three licensing objectives, which underpin the functions that the Gambling Commission and Councils perform. These objectives are:
 - preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime;
 - ensuring that gambling is conducted in a fair and open way; and
 - protecting children and other vulnerable persons from being harmed or exploited by gambling;
5. Licensing authorities are required to prepare and publish, every three years, a Statement of the Principles that they propose to apply when exercising their functions. In preparing such a statement, licensing authorities must follow the procedure set out in the Act and guidance issued by the Gambling Commission. The draft Statement of Principles has been revised to take into account changes to the Guidance issued by the Gambling Commission and to reflect the changing nature of the Borough. In particular it seeks to recognise gambling related harm and the impact that this can have on both individuals and on the broader wellbeing of the community. An executive summary of the draft Statement of Principles is attached in appendix 2. A schedule of changes is attached in appendix 3. The draft

Statement of Licensing Principles is available at appendix 4, <http://www.gateshead.gov.uk/>, and in the Members Room.

Proposal

6. It is proposed to conduct a widespread public consultation exercise on the draft Statement of Principles and to ask that the results of that consultation be considered by the Communities and Place Overview and Scrutiny Committee on 29 October 2018 before returning to Cabinet with a final statement for approval by Council on 20 November 2018.

Recommendations

7. It is recommended that the draft Statement of Principles be consulted upon for a 12 week period following this meeting, and that the Communities and Place Overview and Scrutiny Committee be asked to consider the results of that consultation and give their comments to Cabinet so that a final version of the Statement of Principles can be recommended to Council for approval.

For the following reason:

There is a legal requirement to prepare and revise every three years a Statement of Principles under the Gambling Act 2005.

Policy Context

1. The adoption of the Statement of Principles will allow the Council to carry out its duties as a Licensing Authority under the Gambling Act 2005. The Statement of Principles plays an important role in realising Gateshead Strategic Partnership's vision for Gateshead as described in Vision 2030 and supports the aims of Making Gateshead a Place Where Everyone Thrives.

Background

2. The Gambling Act 2005 was fully implemented in September 2007. It transferred the responsibility for the licensing of gaming premises from the Magistrates to Local Authorities and introduced for the first time, a unified regulator for gambling, the Gambling Commission, replacing the Gaming Board for Great Britain.
3. Under the Act, the Council is responsible for issuing premises licences for premises such as casinos, bingo halls, betting offices, adult gaming centres and licensed family entertainment centres as well as permits for gaming machines in pubs, clubs and other alcohol licensed premises.
4. The Act contains three licensing objectives, which underpin the functions that the Gambling Commission and Councils perform. These objectives are:
 - preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime;
 - ensuring that gambling is conducted in a fair and open way; and
 - protecting children and other vulnerable persons from being harmed or exploited by gambling;
5. Licensing authorities are required to prepare and publish, every three years, a Statement of the Principles that they propose to apply when exercising their functions. In preparing such a statement, licensing authorities must follow the procedure set out in the Act as well as the accompanying guidance. The first statement was published in January 2007. The draft Statement of Principles has been revised to take into account changes to the Guidance issued by the Gambling Commission and to reflect the changing nature of the Borough. An executive summary of the draft Statement of Principles is attached in appendix 2. A schedule of changes is attached in appendix 3.

Consultation

6. The Licensing Authority must consult all those involved directly with the gambling industry as well interested parties including, local partnership groups, residents' associations, faith groups and youth organisations. Although the draft document is aimed mainly at the industry, including those that operate arcades, betting shops, bingo halls and casinos as well as pubs and clubs, the views of all Council Members, members of the public, interested parties and regulatory agencies will be sought.

Alternative Options

7. There is a legal requirement under the Gambling Act 2005 to prepare a Statement of Principles following a widespread consultation. Therefore no alternative options were considered.

8. Implications of Recommended Options

Resources

- a. **Financial Implications** – The Strategic Director, Corporate Resources, confirms that there are no additional financial implications arising from this report.
 - b. **Human Resources Implications** - There are no human resource implications arising directly from this report.
 - c. **Property Implications** - There are no property implications arising directly from this report
9. **Risk Management Implications** – There are no risk management implications arising directly from this report
 10. **Equality and Diversity Implications** – An Equality Impact and Needs Assessment of these plans has indicated a neutral impact.
 11. **Crime and Disorder Implications** – There are no crime and disorder implications arising directly from this report.
 12. **Health Implications** - There are no health implications arising directly from this report
 13. **Sustainability Implications** – There are no sustainability implications arising directly from this report.
 14. **Human Rights Implications** - There are no human rights implications arising directly from this report
 15. **Area and Ward Implications** - This report affects all wards equally.
 16. **Background Material**

These documents that have been considered in preparation of the report:

Gambling Act 2005

Guidance to Licensing Authorities 5th Edition
Gambling Commission

Briefing Paper – Gambling related harm as a public health issues

Draft Statement of Gambling Principles 2019 - 2022

Executive Summary

Gateshead Council has a statutory duty to prepare publish, every three years, a Statement of the Principles that will be applied when exercising its functions under the Gambling Act 2005.

This Statement of Principles provides information and guidance to applicants, responsible authorities and interested parties on the overall approach that Gateshead Council will take to applications, compliance and enforcement under the Gambling Act 2005.

It sets out what this Licensing Authority expects of the people that it authorises to carry out Gambling activities in the Borough.

The Statement of Principles seeks to achieve the three licensing objectives of the Gambling Act 2005, namely –

- preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime;
- ensuring that gambling is conducted in a fair and open way; and
- protecting children and other vulnerable persons from being harmed or exploited by gambling;

and sets out the issues that are of particular relevance or concern within Gateshead and the approaches that the Licensing Authority would expect responsible licensees to take into account in order to promote these objectives.



Review of Gambling Act 2005 Statement of Principles 18.1.2016 – 17.1.2019

DRAFT FOR CONSULTATION - SCHEDULE OF CHANGES

Section	Change
Foreword	Insert Councillor's name and their Foreword once Statement of Principles finalised
1 Introduction and Consultation	Change 'Guidance to Licensing Authorities (4 th edition)' to 'Guidance to Licensing Authorities (5 th edition)' Date of the Full Council when the Final Statement of Principles is approved to be inserted once this has happened
2 Strategic Context	<p>Replace 2.1 – 2.2 with</p> <p>2.1 Gateshead Council's 5 year corporate plan agreed in March 2018 includes the following pledges:</p> <ul style="list-style-type: none"> - putting people and families at the heart of everything we do - tackling inequality so people have a fair chance - supporting our communities to support themselves and each other - investing in our economy to provide sustainable opportunities For employment, innovation and growth across the borough - working together and fighting for a better future for Gateshead <p>2.2 Gateshead Strategic Partnership's vision for Gateshead as described in Vision 2030 is '<i>local people realising their full potential, enjoying the best quality of life in a healthy, equal, safe, prosperous and sustainable Gateshead</i>'. This Statement of Principles plays an important role in realising this vision.</p> <p>Updated to reflect the Council's 5 year plan agreed in March 2018.</p>
4 Local Context	<p>Replace 4.1 - 4.5 with:</p> <p><u>Prevalence of Gambling and Gambling Harm in Gateshead</u></p> <p>4.1 No local data is currently available on the prevalence of gambling in Gateshead. However, there is national data. This suggests 63% of adults (aged 16+) had gambled in the previous year, or 45% if we exclude the National Lottery – this is equivalent to 75,400 people.</p> <p>The great majority of these will be non-problem or low-risk gamblers, but a small proportion will be at moderate risk or be</p>

problem gamblers. Nationally, it is estimated less than 1% of the population is a problem gambler, and this equates to just over 1000 people locally, most of whom (more than 90%) will be men.

Factors associated with problem gambling include:

- being male
- being from Black/Black British, Asian/Asian British or other non-White backgrounds
- having low mental wellbeing
- having ever had high blood pressure.

4.2 Gateshead Council acknowledges that problem gamblers are more likely than other people to experience the following harms:

- **financial harms:** overdue utility bills; borrowing from family friends and loan sharks; debts; pawning or selling possessions; eviction or repossession; defaults; committing illegal acts like fraud, theft, embezzlement to finance gambling; bankruptcy etc
- **family harms:** preoccupied with gambling so normal family life becomes difficult; increased arguments over money and debts; emotional and physical abuse, neglect and violence towards spouse /partner and/or children; relationship problems and separation/divorce
- **health harms:** low self esteem; stress-related disorders; anxious, worried or mood swings; poor sleep and appetite; substance misuse; depression, suicidal ideas and attempts; etc
- **school/college/work harms:** poor school, college or work performance; increased absenteeism; expulsion dismissal

4.3 Gateshead Council is committed to developing an improved understanding of the prevalence of gambling and gambling harm in the borough so that applicants, licensees and Members of the Licensing Committee have access to the best information available. The outcome of research projects and best practice from across the UK will be considered as it becomes available and adopted as a means of gathering and presenting relevant data where appropriate.

Local Licensing Guidance

4.4 In addition to having an understanding of the prevalence of gambling and gambling harm in Gateshead, it is important for applicants and licensees to have an understanding of the different localities within the Borough, their different characters and challenges, both of which can change over time depending on a range of factors. From time to time the Council may therefore publish and update local licensing guidance documents on its website. The Council will draw on

	<p>the expertise and knowledge of all those who can contribute to the development of this guidance.</p> <p>4.5 This guidance will seek to include a wide range of information that is relevant to those who seek to and currently carry on licensable activities within an area, for instance –</p> <ul style="list-style-type: none"> • the physical environment (including the proximity of sensitive premises) • existing licensed premises • relevant health data • crime and/or disorder hotspots • known areas of congregation • local initiatives • local concerns about the promotion of the licensing objectives (including from Ward Members, community leaders, GPs, schools, etc) <p>4.6 The local licensing guidance will be presented to the Council's Licensing Committee from time to time.</p> <p>4.7 The Council will expect that applicants and licensees have regard to the local licensing guidance when considering their activities and any appropriate control measures.</p> <p>These changes are to reflect the fact there are some difficulties in understanding the prevalence of gambling and gambling harm in a particular area but commits the Council to making every effort to obtain relevant data.</p> <p>The changes also reflect the need for information to be gathered and shared about localities which should be taken into account by those seeking to carry out and those who currently carry out gambling activities in the borough.</p> <p><u>Local Risk Assessments</u></p> <p>Remove 'From 6 April 2016' as the requirement for local risk assessments is well embedded now.</p> <p><u>Gateshead Community Safety Board</u></p> <p>Replace</p> <p>Licensees are expected to have regard to any such initiatives from time to time</p> <p>with</p> <p>The Community Safety Board will engage with those carrying out gambling activities where any such issues arise.</p> <p>This change is to reflect the way that the Community Safety Board will engage with gambling operators where necessary.</p>
10 Licensing	Replace section 10.6

<p>Objective: Protecting children and other vulnerable people from being harmed or exploited by gambling</p>	<p>In seeking to protect vulnerable people the Licensing Authority will include people who gamble more than they want to, people who gamble beyond their means, and people who may not be able to make informed or balanced decisions about gambling, perhaps due to a mental impairment, alcohol or drugs.</p> <p>with</p> <p>In seeking to protect vulnerable people the Licensing Authority will include people who gamble more than they want to, people who gamble beyond their means, and people who may not be able to make informed or balanced decisions about gambling, perhaps due to intellectual disability, an addiction or mental ill health.</p> <p>insert</p> <p>10.7 In seeking to protect children and other vulnerable people from being harmed or exploited by gambling, the licensing authority considers gambling related harm to include a consideration of the potential harm or neglect caused to them by family members and carers who are problem gamblers.</p> <p>to reflect the Council's view that problem gambling has a wider impact than on problem gamblers themselves</p>
<p>15 Conditions of Licence</p>	<p>15.5 replace 'young persons' with 'other vulnerable people' to reflect the wording of the Gambling Act 2005.</p>
<p>18 Betting</p>	<p>delete section 18.3:</p> <p>18.3 The Licensing Authority has the power to restrict the number of fixed odds betting terminals, their nature and the circumstances in which they are made available. It will not generally exercise this power though unless there are good reasons to do so taking into account, among other things, the size of the premises and the level of management and supervision especially where vulnerable people are concerned.</p> <p>as the Council has been advised by the Gambling Commission that licensing authorities do not have this power</p>
<p>26 General Principles</p>	<p>Section 26.2 (2)</p> <p>Replace 'Gateshead Protection of Vulnerable Adults Multi Agency Committee' with 'Gateshead Safeguarding Adults Board'</p> <p>to reflect the correct name of the body</p> <p>Insert 'Training of staff to recognise vulnerability to gambling harm'</p> <p>to reflect the importance that Gateshead Council places on this issue</p>

33 Enforcement	<p>Section 33.7</p> <p>replace list of primary authority agreements with:</p> <ul style="list-style-type: none">• William Hill - City of Westminster• Ladbrokes Coral Group - Milton Keynes• Welcome Break - Reading• Paddy Power - Reading• MOTO - Reading <p>as there are new Primary Authority agreements since the approval of the previous Statement of Principles</p>
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GAMBLING ACT 2005

**DRAFT STATEMENT OF
PRINCIPLES**

18 Jan 2019 – 17 Jan 2022

Contents

Description	Page
Foreword	3
1. Introduction and Consultation	4
2. Strategic context	4
3. Legal context	5
4. Local context	6
5. Gambling Commission	7
6. Authorised activities	7
7. General statement of principles	8
8. Preventing gambling from being a source of crime or disorder	9
9. Ensuring gambling is conducted in a fair and open way	9
10. Protecting children and other vulnerable people from gambling	10
11. Meeting the licensing objectives	11
12. Premises licences	11
13. Responsible authorities	12
14. Interested parties	14
15. Conditions of licence	15
16. Casinos	16
17. Bingo	16
18. Betting	16
19. Tracks	17
20. Travelling fairs	17
21. Provisional statements	18
22. Lotteries	19
23. Temporary use	20
24. Occasional use	20
25. Gaming and gaming machine permits – introduction	20
26. General principles	22

27. Family Entertainment Centre Gaming Machine Permits	24
28. Prize gaming permits	25
29. Licensed premises gaming machine permits	26
30. Clubs – gaming and gaming machine permits	28
31. Exchange of information	29
32. Public register	29
33. Enforcement	29
34. Exercise of functions	30
35. Reviews	31
36. Appeals	33
37. Complaints about premises / activities	33
38. Fees	34
39. Contact details	34

Foreword by **Councillor's name to be inserted**

Foreword to be drafted

1 Introduction and Consultation

- 1.1 Gateshead is a constantly changing borough, combining an exciting future with a fascinating heritage. It is, always has been, and probably always will be, an area of contrasts. Half of the borough is rural in comparison with a large urban centre with significant business and residential areas. It includes areas of attractive countryside, areas with a legacy from our industrial past and regeneration and cultural initiatives that have captured the nation's attention. A local economy that was once heavily reliant on industry is now becoming more and more diverse whilst entrepreneurship within the borough is on the increase.
- 1.2 In preparing this statement the Council consulted with and considered the views of a wide range of people and organisations.
- 1.3 The licensing authority has had regard to the licensing objectives of the Gambling Act 2005, the Guidance to Licensing Authorities (5th edition) issued by the Gambling Commission and the responses from those consulted on the statement.
- 1.4 A full list of comments made in response to the consultation and the consideration by the Council of those comments is available on request to the Environmental Health, Licensing and Enforcement Manager whose details are listed below and also via the Council's website at www.gateshead.gov.uk
- 1.5 The policy was approved at a meeting of the Full Council **to be inserted**

2. Strategic Context

- 2.1 **Gateshead Council's 5 year corporate plan agreed in March 2018 includes the following pledges:**
 - putting people and families at the heart of everything we do
 - tackling inequality so people have a fair chance
 - supporting our communities to support themselves and each other
 - investing in our economy to provide sustainable opportunities for employment, innovation and growth across the borough
 - working together and fighting for a better future for Gateshead
- 2.2 **Gateshead Strategic Partnership's vision for Gateshead as described in Vision 2030 is 'local people realising their full potential, enjoying the best quality of life in a healthy, equal, safe, prosperous and sustainable Gateshead'. This Statement of Principles plays an important role in realising this vision.**

3 Legal Context

- 3.1 This Statement of Principles is intended to meet the Council's obligations under Section 349 of the Gambling Act 2005 (referred to in this Statement as "the Act").
- 3.2 Except for those matters specified in the Act which require the decision of the full Council, the functions of the Licensing Authority under the Gambling Act will be delegated to the Licensing Committee which may delegate some or all of its functions to sub committees and officers.
- 3.3 In carrying out its licensing functions under the Act, particularly with regard to premises licences, the Licensing Authority will aim to permit the use of premises for gambling as long as it is considered to be:
- in accordance with any relevant Codes of Practice issued by the Gambling Commission
 - in accordance with any relevant Guidance issued by the Gambling Commission
 - reasonably consistent with the licensing objectives, interpreted in accordance with the Codes of Practice and Guidance and,
 - in accordance with this Statement of Principles in so far as it is consistent with the Codes of Practice, the Guidance and the licensing objectives
- 3.4 There are 3 licensing objectives which are central to the regulatory regime created by the Act. These are:
- preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime*
 - ensuring that gambling is conducted in a fair and open way*
 - protecting children and other vulnerable persons from being harmed or exploited by gambling*
- 3.5 The Act provides for 3 categories of licence:
- operating licences
 - personal licences
 - premises licences
- 3.6 The Licensing Authority is responsible for issuing premises licences. The Gambling Commission is responsible for issuing operating and personal licences.

4 Local Context

Prevalence of Gambling and Gambling Harm in Gateshead

- 4.1 No local data is currently available on the prevalence of gambling in Gateshead. However, there is national data¹. This suggests 63% of adults (aged 16+) had gambled in the previous year, or 45% if we exclude the National Lottery – this is equivalent to 75,400 people.

The great majority of these will be non-problem or low-risk gamblers, but a small proportion will be at moderate risk or be problem gamblers. Nationally, it is estimated less than 1% of the population is a problem gambler, and this equates to just over 1000 people locally, most of whom (more than 90%) will be men.

Factors associated with problem gambling include:

- being male
- being from Black/Black British, Asian/Asian British or other non-White backgrounds
- having low mental wellbeing
- having ever had high blood pressure.

- 4.2 Gateshead Council acknowledges that problem gamblers are more likely than other people to experience the following harms:

- **financial harms:** overdue utility bills; borrowing from family friends and loan sharks; debts; pawning or selling possessions; eviction or repossession; defaults; committing illegal acts like fraud, theft, embezzlement to finance gambling; bankruptcy etc
- **family harms:** preoccupied with gambling so normal family life becomes difficult; increased arguments over money and debts; emotional and physical abuse, neglect and violence towards spouse /partner and/or children; relationship problems and separation/divorce
- **health harms:** low self esteem; stress-related disorders; anxious, worried or mood swings; poor sleep and appetite; substance misuse; depression, suicidal ideas and attempts; etc
- **school/college/work harms:** poor school, college or work performance; increased absenteeism; expulsion dismissal

- 4.3 Gateshead Council is committed to developing an improved understanding of the prevalence of gambling and gambling harm in the borough so that applicants, licensees and Members of the Licensing Committee have access to the best information available. The outcome of research projects and best practice from across the UK will be

¹ NatCen Social Research 'Gambling behaviour in Great Britain in 2015' (Aug 17)
<http://infohub.gambleaware.org/wp-content/uploads/2017/11/Gambling-behaviour-in-Great-Britain-2015.pdf> – based on data from the Health Survey England (2015)

considered as it becomes available and adopted as a means of gathering and presenting relevant data where appropriate.

Local Licensing Guidance

- 4.4 In addition to having an understanding of the prevalence of gambling and gambling harm in Gateshead, it is important for applicants and licensees to have an understanding of the different localities within the Borough, their different characters and challenges, both of which can change over time depending on a range of factors. From time to time the Council may therefore publish and update local licensing guidance documents on its website. The Council will draw on the expertise and knowledge of all those who can contribute to the development of this guidance.
- 4.5 This guidance will seek to include a wide range of information that is relevant to those who seek to and currently carry on licensable activities within an area, for instance –
- the physical environment (including the proximity of sensitive premises)
 - existing licensed premises
 - relevant health data
 - crime and/or disorder hotspots
 - known areas of congregation
 - local initiatives
 - local concerns about the promotion of the licensing objectives (including from Ward Members, community leaders, GPs, schools, etc)
- 4.6 The local licensing guidance will be presented to the Council's Licensing Committee from time to time.
- 4.7 The Council will expect that applicants and licensees have regard to the local licensing guidance when considering their activities and any appropriate control measures.

Local Risk Assessments

- 4.6 It is a requirement under section 10 of the Licence Conditions and Codes of Practice (LCCP) that licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments,

licensees must take into account relevant matters identified in this policy. The LCCP also states that licensees must review (and update as necessary) their local risk assessments –

- To take account of significant changes in local circumstances, including those identified in this policy
- When there are significant changes at a licensee's premises that may affect their mitigation of local risks
- When applying for a variation of a premises licence; and
- In any case, undertake a local risk assessment when applying for a new premises licence.

4.7 The licensing authority will expect the local risk assessment to consider as a minimum –

- Whether the premises is in an area with high levels of crime and/or disorder
- Whether the premises is in an area of high deprivation
- The demographics of the area in respect of vulnerable groups of people including those with gambling dependencies

4.8 The risk assessment may also include:

- Location of services and amenities for children in the area such as schools, playgrounds, leisure facilities and other areas where children may gather
- Procedures in place to ensure staff are adequately trained in how to monitor and deal with customers suspected of excessive gambling (including brief intervention training for staff), vulnerable persons or children and also details and regularity of training given
- Details of supervisory and management procedures in place including number of staff available and their designated duties and responsibilities
- Details of any consideration given to the need for CCTV in the premises and if installed how the system will be operated and monitored and what coverage it is designed to give in the premises
- Details of the signage and documents relating to games rules, gambling care providers and other relevant information including

a consideration of whether information needs to be provided in another language that may be prevalent in the locality.

- 4.9 Such information may be used to inform the decision the Authority makes about whether to grant a licence, to grant a licence with added conditions, or to refuse the application.
- 4.10 It is expected that the risk assessment will be made available to officers upon inspection of the premises.

Gateshead Community Safety Board

- 4.11 Gateshead has a Community Safety Board where partners work together to tackle issues associated with crime and disorder, devising local approaches to deal with these issues, including any in respect of gambling. **The Community Safety Board will engage with those carrying out gambling activities where any such issues arise.**

5 The Gambling Commission

- 5.1 The Gambling Commission regulates gambling in the public interest. It does so by keeping crime out of gambling; by ensuring that gambling is conducted fairly and openly; and by protecting children and vulnerable people.
- 5.2 The Commission provides independent advice to the government about the manner in which gambling is carried out, the effects of gambling, and the regulation of gambling generally.
- 5.3 The Commission has issued Guidance under Section 25 regarding the manner in which local authorities exercise their licensing functions under the Act and, in particular, the principles to be applied by local authorities.
- 5.4 The Commission also issues codes of practice under Section 24 of the Act about the manner in which facilities for gambling are provided.
- 5.5 The Gambling Commission can be contacted at:
www.gamblingcommission.gov.uk

6 Authorised Activities

- 6.1 'Gambling' is defined in the Act as either gaming, betting, or taking part in a lottery.
- 6.2 'Gaming' means playing a game of chance for a prize
- 6.3 'Betting' means making or accepting a bet on the outcome of a race, competition, or any other event ; the likelihood of anything occurring or not occurring; or whether anything is true or not

- 6.4 a 'lottery' is where persons are required to pay in order to take part in an arrangement, during the course of which one or more prizes are allocated by a process which relies wholly on chance
- 6.5 The Licensing Authority is responsible for:
- issuing of premises licences where gambling activities are to take place by issuing Premises licences;
 - issuing Provisional Statements;
 - regulating members' clubs and miners' welfare institutes who wish to undertake certain gaming activities by issuing Club Gaming Permits and/or Club Machine Permits;
 - issuing Club Machine Permits to Commercial Clubs;
 - granting permits for the use of specific lower stake gaming machines at unlicensed Family Entertainment Centres;
 - receiving notifications from alcohol licensed premises (under the Licensing Act 2003) for the use of two or fewer gaming machines; issuing Licensed Premises Gaming Machine Permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003 where there are more than two machines;
 - registering small society lotteries below prescribed thresholds;
 - issuing Prize Gaming Permits;
 - receiving and endorsing Temporary Use Notices;
 - receiving Occasional Use Notices;
 - providing information to the Gambling Commission regarding details of licenses issued; and
 - maintaining registers of the permits and licences that are issued under these functions.

Spread betting is regulated by The Financial Services Authority, the National Lottery is regulated by The National Lottery Commission and Remote Gambling is dealt with by the Gambling Commission.

7 General Statement of Principles

- 7.1 This statement of principles provides information and guidance to applicants, responsible authorities and interested parties on the overall approach that Gateshead Council will take to applications, compliance and enforcement under the Gambling Act 2005.
- 7.2 The Licensing Authority will not seek to use the Act to resolve matters more readily dealt with under other legislation. To ensure the licensing objectives are met the Licensing Authority will establish a close working relationship with the Police and other responsible authorities and the Gambling Commission and make every effort to work in co-operation and partnership with local businesses and residents.

- 7.3 Nothing in this Statement of Principles will undermine the right of any person to apply under the Act for a permission and have the application considered in its own merits, or, override the right of any person to make representations on any application or seek a review of a licence or permit where they are permitted to do so under the Act.
- 7.4 The starting point in determining applications will be to grant the application with only mandatory and default conditions so long as this can be achieved in a manner which is:
- in accordance with any relevant code of practice issued by the Gambling Commission
 - in accordance with any relevant guidance issued by the Gambling Commission
 - consistent with the licensing objectives
 - in accordance with this Statement of Principles

and that additional conditions will only be imposed where it is considered that the mandatory and default conditions need to be supplemented in order to uphold the licensing objectives.

- 7.5 Moral objections to gambling are not a valid reason to reject applications for premises licences.
- 7.6 The overriding principle is that all applications and the circumstances prevailing at each premises will be considered on its own individual merits. The licensing authority will consider in the light of relevant representations whether exceptions should be made in any particular case.
- 7.7 This statement of principles is shaped by the local circumstances and the local risks present in Gateshead. It will remain responsive to emerging risks and may be reviewed at any time but at least every three years.
- 7.8 This statement places an expectation on operators to understand the local environment in Gateshead and reflect that awareness in their procedures and policies so that they can mitigate any local risks which may undermine the licensing objectives.
- 7.9 In all cases, it is expected that licensees will ensure that there are adequate numbers of staff at premises to uphold licensing objectives. It is also expected that all licensees will have adequate means for keeping records of incidents that may undermine the licensing objectives; and that any such incidents will be reported to the relevant authority.
- 7.10 Licensees are expected to have a full understanding the principles of mental capacity set out in the Mental Capacity Act 2005, and to act according to those principles.

8 Licensing Objective: Preventing gambling from being a source of crime or disorder

- 8.1 The Gambling Commission plays a leading role in preventing gambling from being a source of crime and maintains rigorous licensing procedures that aim to prevent criminals from providing facilities for gambling.
- 8.2 Anyone applying to the Licensing Authority for a premises licence will have to hold an operating licence from the Commission before a licence can be issued. Therefore, the Licensing Authority will not generally be concerned with the suitability of an applicant and where concerns about a person's suitability arise the Licensing Authority will bring those concerns to the attention of the Commission.
- 8.3 If an application for a licence or permit is received in relation to premises which are in an area noted for particular problems with crime, the Licensing Authority will, in consultation with the police and other relevant authorities, consider whether specific controls need to be applied to prevent those premises from being a source of crime. If representations are made or the Authority considers it necessary to impose or exclude a condition on the licence then a hearing will be held and specific conditions may then be imposed. This could include, but is not limited to, a requirement for door supervisors.
- 8.4 As far as disorder is concerned, it should be noted that nuisance is not a relevant consideration. There are already powers in existing anti-social behaviour and licensing legislation to deal with measures designed to prevent nuisance, whether it arises as a result of noise from a building or from general disturbance once people have left a building. The Licensing Authority does not therefore intend to use the Act to deal with general nuisance issues, for example, parking problems, which can be dealt by other means.
- 8.5 Issues of disorder should only be dealt with under the Act if the disorder amounts to activity which is more serious and disruptive than mere nuisance, and it can be shown that gambling is the source of that disorder. A disturbance might be serious enough to constitute disorder if police assistance was required to deal with it. Another factor which could be taken into account is how threatening the behaviour was to those who could see or hear it, and whether those people live sufficiently close to be affected or have business interests that might be affected.
- 8.6 When making decisions in this regard the Licensing Authority will give particular weight to any representations made by the police.

9 Licensing Objective: Ensuring gambling is conducted in a fair and open way

- 9.1 The Gambling Commission does not expect local authorities to become concerned with ensuring that gambling is conducted in a fair and open way as this will either be a matter for the management of the gambling business or will relate to the suitability and actions of an individual. Both issues will be addressed by the Commission through the operating and personal licensing regime.
- 9.2 Because betting track operators do not need an operating licence from the Commission the Licensing Authority may, in certain circumstances require conditions of licence relating to the suitability of the environment in which betting takes place.

10 Licensing Objective: Protecting children and other vulnerable people from being harmed or exploited by gambling

- 10.1 The intention of the Act is that children and young persons generally should not be allowed to gamble and should therefore be prevented from entering gambling premises which are 'adult-only' environments.
- 10.2 In practice, where either a representation has been made, or the Licensing Authority has decided to make a representation because it wishes to see such restrictions imposed, or is minded to impose or exclude a condition, steps will be taken to prevent children from taking part in, or being in close proximity to, gambling, especially with regard to premises situated in areas where there may be a high rate of reported truancy.
- 10.3 There may also be restrictions so that gambling products are not aimed at children or displayed in such a way that makes them particularly attractive to children.
- 10.4 When considering whether to grant a premises licence or permit following the receipt of a representation, the Licensing Authority will consider whether any measures are necessary to protect children or vulnerable people, such as the supervision of entrances, the segregation of gambling from areas frequented by children and the supervision of gaming machines in non-adult gambling specific premises, such as pubs, clubs, betting tracks etc.
- 10.5 Applicants seeking premises licences are encouraged to propose any prohibitions or restrictions of their own in circumstances where it is felt that the presence of children would be undesirable or inappropriate
- 10.6 In seeking to protect vulnerable people the Licensing Authority will include people who gamble more than they want to, people who gamble beyond their means, and people who may not be able to make informed

or balanced decisions about gambling, perhaps due to **intellectual disability, an addiction or mental ill health.**

10.7 In seeking to protect children and other vulnerable people from being harmed or exploited by gambling, the licensing authority considers gambling related harm to include a consideration of the potential harm or neglect caused to them by family members and carers who are problem gamblers.

10.7 The Licensing Authority recognises that financial abuse is a category of abuse under the Care Act 2014, and expects licensees to understand the need to protect those who are at risk of such abuse through their activities. Gateshead Council's Safeguarding Adults team work closely with Northumbria Police where appropriate to assist in the safeguarding of such individuals.

10.8 The Licensing Authority will always treat each case on its own individual merits and when considering whether specific measures are required to protect children and other vulnerable people will balance its considerations against the overall principle of aiming to permit the use of premises for gambling.

11 Meeting the licensing objectives

11.1 The following list sets out some of the measures that applicants may wish to put in place and which existing licensees may wish to keep under review in respect of their premises. It is not intended to be exhaustive, or mandatory, but applicants are expected to carefully consider the measures that will be appropriate to their individual application in order to promote the licensing objectives.

- CCTV;
- location of entrance;
- physical security measures on the premises;
- supervision of entrances/machine areas;
- physical separation of areas;
- notices and signage displayed externally stating access to the premises is restricted to persons 18 years of age and over;
- notices displayed internally stating use of gaming machines is restricted to persons 18 years of age and over;
- notice specifying opening hours;
- display of posters and information leaflets for organisations set up to assist people wishing to seek help and advice regarding gambling related issues such as GamCare.
- Consideration of the layout of exterior areas to deter the congregation of young people

11.2 Further considerations in respect of the conduct of the licensable activities are set out in paragraph 26.2 below.

12 Premises Licences

12.1 A premises licence can authorise the provision of facilities at the following :

- casino premises
- bingo premises
- betting premises, including betting tracks
- adult gaming centres
- family entertainment centres

12.2 Premises can be 'any place' but the Act generally prevents more than one premises licence applying to any one place. A single building could be subject to more than one premises licence provided they are different parts of the building and those parts can be genuinely regarded as being separate 'premises'.

Where the owner of premises intends to apply to the licensing authority for more than one premises licence within the same building they should contact this licensing authority in the first instance so that individual circumstances can be considered. The location of the premises and the suitability of the division will be important considerations.

Entrances and exits from parts of a building covered by one or more licences should be separate and identifiable so that the separation of the premises is not compromised and that people are not allowed to 'drift' accidentally into a gambling area. It is not considered that areas of a building that are artificially or temporarily separated, for example by ropes or moveable partitions, can properly be regarded as different premises.

12.3 Where the Licensing Authority has concerns about the use of premises for gambling these will generally be addressed through licence conditions.

12.4 Other than an application for a betting premises licence in respect of a track, the Licensing Authority is not able to issue a premises licence unless the applicant holds the relevant operating licence from the Gambling Commission.

12.5 When considering applications for premises licences this Licensing Authority will not take into consideration either the expected 'demand' for facilities or the likelihood of planning permission being granted.

12.6 The Licensing Authority will maintain a register of premises licences issued and will ensure that the register is open for public inspection at all reasonable times.

12.7 A licence to use premises for gambling will only be issued where this licensing authority is satisfied that the premises in question are going to be ready to be used for gambling in the reasonably near future, consistent with the scale of building or alterations required before the premises are brought into use. If this is not the case eg if construction is not yet complete, or if they need an alteration, or if the applicant does not yet have a right to occupy them, then the person can apply to the licensing authority for a provisional statement. (See the section headed "Provisional Statements" below).

13 Responsible Authorities

13.1 These are generally public bodies that must be notified of all applications and who are entitled to make representations to the Licensing Authority if they are relevant to the licensing objectives.

13.2 Section 157 of the Act defines those authorities as:

- The licensing authority in whose area the premises is situated
- The Gambling Commission
- The Chief Officer of Police for a police area in which the premises is situated
- The Fire and Rescue Authority for an area in which the premises is situated
- The local planning authority for an area in which the premises is situated
- The authority which has functions in respect of minimising or preventing the risk of pollution of the environment or of harm to human health in an area in which the premises is situated ie the Environmental Health Authority
- The body, designated in writing by the Licensing Authority for an area in which the premises is situated, as competent to advise the authority about the protection of children from harm
- Her Majesty's Revenue and Customs
- Any other person prescribed for the purposes of this section by regulations made by the Secretary of State

13.3 The principles that the licensing authority has applied in exercising its powers under Section 157(h) of the Act to designate in writing, a body which is competent to advise the authority about the protection of children from harm are:

- The need for the body to be responsible for an area covering the whole of the licensing authority's area; and
- The need for the body to be answerable to democratically elected persons rather than any particular vested interest group

- 13.4 In accordance with the suggestion in the Gambling Commission's Guidance to Licensing Authorities, this Authority designates the Local Safeguarding Children Board for this purpose.
- 13.5 The contact details of all the Responsible Authorities under the Gambling Act 2005 are available via the Council's website at: www.gateshead.gov.uk
- 13.6 Any concerns expressed by a responsible authority in relation to their own functions cannot be taken into account unless they are relevant to the application itself and the licensing objectives. In this regard the Licensing Authority may disregard representations that it thinks are irrelevant i.e.
- there are too many gambling premises in the locality
 - the premises are likely to be a fire risk
 - the location of the premises is likely to lead to traffic congestion
 - the premises will cause crowds to congregate in one area causing noise and nuisance
- 13.7 Each representation will, however, be considered on its own individual merits.

14 Interested Parties

- 14.1 Interested parties can make representations about licence applications, or apply for a review of an existing licence.
- 14.2 An interested party is someone who:
- lives sufficiently close to the premises to be likely to be affected by the authorised activities, or
 - has business interests that might be affected by the authorised activities, or
 - represents persons in either of the two groups above
- 14.3 In determining whether someone lives sufficiently close to a particular premises so as to be affected, the Licensing Authority will take into account, among other things:
- the size of the premises
 - the nature of the premises
 - the distance of the premises from the person making the representation
 - the potential impact of the premises
- 14.4 In determining whether a person has a business interest which could be affected the Licensing Authority will consider, among other things:

- the size of the premises
 - the nature of the premises
 - the catchment area of the premises, and
 - whether the person making the representation has business interests in the catchment area that might be affected
- 14.5 If an existing gambling business makes a representation that it is going to be affected by another gambling business starting up in the area the Licensing Authority would not consider this, in the absence of other evidence, as a relevant representation as it does not relate to the licensing objectives and instead relates to demand or competition.
- 14.6 Interested parties (and applicants/licensees) are entitled to be represented at hearings. Ward members, residents associations and community partnerships are able to make representation on behalf of interested parties if they clearly specify the individual or group of persons that they are representing and demonstrate that the individual or group of individuals falls within the definition of an “interested party” as above.
- 14.7 The Licensing Authority may, in certain circumstances, disregard a representation if it thinks it is frivolous or vexatious or that it will certainly not influence the authority’s determination of the application. This will generally be a matter of fact given the circumstances of each individual case but, before coming to a decision the Licensing Authority will normally consider:
- who is making the representation and whether there is a history of making representations that are not relevant,
 - whether it raises a ‘relevant’ issue or not, or
 - whether it raises issues specifically to do with the premises which are the subject of the application

15 Conditions of licence

- 15.1 The Authority may impose conditions or exclude conditions on a premises licence under s169 of the Act if it considers it necessary to do so. Such decisions will normally follow a hearing of the relevant application after representations have been received or the authority has notified the applicant that it is minded to impose or exclude such conditions. All parties may agree that a hearing is not necessary.
- 15.2 Conditions imposed by the Licensing Authority may be general in nature by applying to all licences, or those of a particular type, or they may be specific to a particular licence. Additional conditions will only be imposed where it is considered that the mandatory and default conditions need to be supplemented in order to uphold the licensing objectives.
- 15.3 The Licensing Authority will not impose conditions that limit the use of premises for gambling unless it is deemed to be necessary as a result of the requirement to act in accordance with the Gambling Commission’s

guidance, any codes of practice issued by the Commission, this Statement of Principles or in a way that is reasonably consistent with the licensing objectives.

15.4 Any conditions imposed by the Licensing Authority will be proportionate to the circumstances they are intended to address. In particular, the Licensing Authority will ensure that any conditions are:

- relevant to the need to make the premises suitable as a gambling facility
- directly related to the premises and the type of licence applied for
- fairly and reasonably related to the scale and type of premises
- reasonable in all other respects

15.5 Examples of some conditions and restrictions which are likely to be attached in certain circumstances include those relating to opening hours, age limits, or keeping children and **other vulnerable people** away from gaming machines.

15.6 The Licensing Authority will not consider imposing conditions:

- which make it impossible to comply with an operating licence condition imposed by the Gambling Commission
- relating to gaming machine categories or method of operation
- which specify that membership of a club or other body is required
- in relation to stakes, fees, winnings or prizes

15.7 Duplication with other statutory or regulatory regimes will be avoided as far as possible. Each case will be assessed on its own individual merits.

16 Casinos

16.1 There are no casinos in Gateshead and in order for there to be any there would need to be a change in National legislation. If that should happen during the currency of this Statement of Principles a further amendment will be issued.

17 Bingo

17.1 The holder of a bingo operating licence will be able to provide any type of bingo game including cash and prize bingo.

17.2 Commercial bingo halls will require a bingo premises licence from the Licensing Authority.

17.3 Amusement arcades providing prize bingo will require a prize gaming permit from the Licensing Authority.

- 17.4 In each of the above cases it is important that where children are allowed to enter premises licensed for bingo, in whatever form, they are not allowed to participate in any bingo game. When considering applications of this type the Licensing Authority will therefore take into account, among other things, the location of the games or machines, access to those areas, general supervision of the premises and the display of appropriate notices.
- 17.5 A limited number of gaming machines may also be made available at bingo-licensed premises.
- 17.6 Bingo is a class of equal chance gaming and will be permitted in alcohol licensed premises and in clubs provided it remains below a certain threshold, otherwise it will be subject to a bingo operating licence which will have to be obtained from the Gambling Commission.

18 Betting

- 18.1 Anyone wishing to operate a betting office will require a betting premises licence from the Licensing Authority. Children and young persons will not be able to enter premises with a betting premises licence.
- 18.2 Betting premises will be able to provide a limited number of gaming machines and some betting machines.
- 18.3 Each application will be considered on its own individual merits.

19 Tracks

- 19.1 Only one premises licence can be issued for any particular premises at any time unless the premises is a 'track'. A track is a site where races or other sporting events take place.
- 19.2 Track operators are not required to hold an 'operators licence' granted by the Gambling Commission. Therefore, premises licences for tracks, issued by the Licensing Authority are likely to contain requirements for premises licence holders about their responsibilities in relation to the proper conduct of betting. Indeed, track operators will have an important role to play, for example in ensuring that betting areas are properly administered and supervised.
- 19.3 Although there will, primarily be a betting premises licence for the track there may be a number of subsidiary licences authorising other gambling activities to take place. Unlike betting offices, a betting premises licence in respect of a track does not give an automatic entitlement to use gaming machines.

- 19.4 When considering whether to exercise its power to restrict the number of betting machines at a track the Licensing Authority will consider the circumstances of each individual application and, among other things will consider the potential space for the number of machines requested, the ability of track staff to supervise the machines, especially if they are scattered around the site, and the ability of the track operator to prevent children and young persons and vulnerable people betting on the machines.

20 Travelling Fairs

- 20.1 The Gambling Act defines a travelling fair as wholly or principally providing amusements and they must be on a site that has been used for fairs for no more than 27 days per calendar year.
- 20.2 Gateshead Council as a licensing authority is responsible for deciding whether, where gaming machines and/or equal chance prize gaming without a permit is to be made available for use at travelling fairs, the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at the fair is met.
- 20.3 It is noted that the 27 day statutory maximum for the land being used as a fair applies on a per calendar year basis, and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. The licensing authority will work with its neighbouring authorities to ensure that land which crosses our boundaries is monitored so that the statutory limits are not exceeded.

21 Provisional Statements

- 21.1 Developers may wish to apply to this authority for provisional statements before entering into a contract to buy or lease property or land to judge whether a development is worth taking forward in light of the need to obtain a premises licence. There is no need for the applicant to hold an operating licence in order to apply for a provisional statement.
- 21.2 The Act provides for a person to make an application to the licensing authority for a provisional statement in respect of premises that he or she expects to be constructed or altered, or to acquire a right to occupy.
- 21.3 The process for considering an application for a provisional statement is the same as that for a premises licence application. The applicant is obliged to give notice of the application in the same way as applying for a premises licence. Responsible authorities and interested parties may make representations and there are rights of appeal.
- 21.4 However, in contrast to the premises licence application, the applicant does not have to hold or have applied for an operating licence from the

Gambling Commission (except in the case of a track) and they do not have to have a right to occupy the premises in respect of which their provisional application is made.

- 21.5 The holder of a provisional statement may then apply for a premises licence once the premises are constructed, altered or acquired. The licensing authority will be constrained in the matters it can consider when determining the premises licence application, and in terms of representations about premises licence applications that follow the grant of a provisional statement, no further representations from relevant authorities or interested parties can be taken into account unless they concern matters which could not have been addressed at the provisional statement stage, or they reflect a change in the applicant's circumstances.
- 21.6 In addition, the authority may refuse the premises licence (or grant it on terms different to those attached to the provisional statement) only by reference to matters:
- which could not have been raised by objectors at the provisional statement stage;
 - which in the authority's opinion reflect a change in the operator's circumstances ; or
 - where the premises has not been constructed in accordance with the plan submitted with the application. This must be a substantial change to the plan and this licensing authority notes that it can discuss any concerns it has with the applicant before making a decision.

22 Lotteries

- 22.1 Promoting or facilitating a lottery is unlawful unless it is run in accordance with an operating licence issued by the Gambling Commission or it is an 'exempt' lottery as defined by the Act.
- 22.2 One of those exemptions is in respect of what are termed "small societies lotteries" and the Licensing Authority is responsible for registering these 'small' lotteries.
- 22.3 A society will be allowed to register with the Licensing Authority if it is a 'non-commercial' lottery, in other words, it is established and conducted:
- for charitable purposes ;
 - for the purpose of enabling participation in, or of supporting, sport, athletic or a cultural activity ; or
 - for any other non-commercial purpose other than for private gain.
- 22.4 The society must have been established for one of the permitted purposes and the proceeds of any lottery must be devoted to those purposes.

- 22.5 The promoting society of a small society lottery must, throughout the period during which the lottery is promoted, be registered with a licensing authority.
- 22.6 Societies wishing to run a small society lottery should complete the prescribed form that is available from the Licensing Authority, and return it to the Licensing Authority together with the relevant fee. The applicant will then be notified when the application has been registered.
- 22.7 The Licensing Authority will maintain a register of small societies lotteries that it has registered and will notify the Gambling Commission as soon as practicable of certain prescribed information about the society and the lottery.

23 Temporary Use Notices

- 23.1 Temporary Use Notices allow the use of premises for gambling where there is no premises licence but where a gambling operator wishes to use the premises temporarily for providing facilities for gambling. Suitable premises might include hotels, conference centres and sporting venues.
- 23.2 The licensing authority can only grant a Temporary Use Notice to a person or company holding a relevant operating licence.
- 23.3 At the time of writing, relevant regulations made under the Gambling Act 2005 state that Temporary Use Notices can only be used to permit the provision of facilities for equal chance gaming, where the gaming is intended to produce a single winner eg poker tournaments.
- 23.4 A set of premises cannot be the subject of temporary use notification for more than 21 days in a period of 12 months. This licensing authority expects to object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises eg an exhibition centre with several exhibition halls.

24 Occasional Use Notices

- 24.1 Occasional use notices provide permission for betting on a track on eight days or less in a calendar year without the need for a full premises licence.
- 24.2 Persons wishing to make use of the occasional use notice procedure should complete the appropriate form and return it to the Licensing Authority and the police.
- 24.3 This licensing authority will ensure that the statutory limit of eight days in a calendar year is not exceeded and will keep a record of the number of notices served in relation to each track.

GAMING AND GAMING MACHINE PERMITS

25 Introduction

- 25.1 A gaming machine can cover all types of gambling activity that can take place on a machine, including betting on 'virtual' events.
- 25.2 The Act itself prescribes the number and category of gaming machines that are permitted in each type of gambling premises.
- 25.3 Subject to the provisions of the Act, gaming machines can be made available in a wide variety of premises, including:
- casinos
 - bingo premises
 - betting premises, (including tracks)
 - adult gaming centres
 - family entertainment centres
 - clubs
 - pubs and other alcohol licensed premises
 - travelling fairs

A machine is not a gaming machine if the winning of a prize is determined purely by the player's skill. However, any element of 'chance' imparted by the action of the machine would cause it to be a gaming machine.

The Licensing Authority will, where appropriate, seek to encourage permit and premises licence holders to adopt any codes of practice that may be introduced by the amusement industry from time to time.

As part of Gateshead Council's licensing function under the Gambling Act 2005 the licensing authority has responsibility for the issue of permits for licensed premises and club gaming machines, club gaming, gaming machines in unlicensed Family Entertainment Centres ("FECs") and for prize gaming.

Licensed premises, clubs and FECs are unlike other types of gambling premises in that gambling is not necessarily the main focus of the business or the main reason why people patronise the premises. For this reason, it is considered appropriate for this Statement of Principles to set out more detail about the principles and expectations of applicants in respect of the issue of permits.

This section relates to the exercise of the Licensing Authority's functions in respect of FEC permits, licensed premises gaming machine permits ("LP") and prize gaming permits (together referred to as "Permits") and is intended to enable persons who are considering making an application to the Licensing Authority for a Permit to understand the measures that

the Licensing Authority will expect applicants to have addressed when making an application. These measures will be applied by the Licensing Authority in determining whether an application for a Permit should be granted.

26 General principles

26.1 Where the Licensing Authority receives an application for a Permit, in order for the application to be duly considered the Authority should receive the following –

- (1) The prescribed application notice completed in full clearly and legibly
- (2) The prescribed fee
- (3) Proof of the applicant's identity (and where the applicant is an individual, his / her age)
- (4) Proof of the applicant's right to occupy the premises for which the Permit is sought
- (5) (Where the applicant is an individual) a basic criminal record check no more than three calendar months old
- (6) Insurance certificate (or a certified copy duly stamped and signed by a solicitor / commissioner for oaths or notary public) confirming the availability of public liability insurance covering the proposed activity
- (7) A standard scale plan of the premises for which the Permit is sought showing –
 - (a) the boundary of the premises including any internal and external walls, entrances, exits, doorways and windows, and indicating the points of access available to the public
 - (b) the location of any fixed or temporary structures in the premises, including columns, stages, balconies and stairs
 - (c) the location of any counters, booths, offices or other locations from which staff may monitor the activities of persons on the premises
 - (d) the location of any public toilets within the boundary of the premises
 - (e) the location of fire extinguishers and smoke detectors

- (f) the location of any ATM machines or other cash machines or change machines or other facilities by which persons may obtain monies to participate in the activities to be permitted under the Permit
- (g) the proposed location of the machines for which the Permit is sought, and any other gaming machines , specifying the nature of each machine
- (h) the location of any prize gaming paraphernalia including tables, seats, screens and prizes

26.2 The Licensing Authority will also expect the applicant to demonstrate effective policy and procedure for the protection of children and other vulnerable people from being harmed or exploited by gambling.

Applicants may wish to address the following issues, which are not an exhaustive list, and which may be more or less relevant depending on individual circumstances –

- (1) training for staff to seek appropriate proof of age and identity
- (2) maintenance of contact details for local schools, education authorities and the Gateshead **Safeguarding Adults Board**.
- (3) policy and procedure for liaison with appropriate responsible bodies including Northumbria Police, Tyne & Wear Fire and Rescue Service, and local community representatives and Neighbourhood Watch / Pubwatch
- (4) maintenance of records of local school term times
- (5) training in the reporting of truant children to appropriate bodies
- (6) training in dealing with the problems associated with the attendance or attempted attendance of truant children
- (7) policy and procedure to address any problems that may arise from increased numbers of children during non-term time, including to ensure that sufficient competent staff are on duty
- (8) maintenance of a register of incidents including refusals, attendance of truant children, excessive gambling by children and other vulnerable people, and anti-social behaviour, and training to be able to identify such incidents
- (9) policy and procedure to address such incidents including referral to management, consideration of response to patterns of incidents, and reporting incidents to relevant bodies

- (10) policy and procedure for the display of appropriate signage in relation to bodies offering assistance and advice, for instance GamCare and Child Line
- (11) training to ensure that all young children are accompanied by a responsible adult
- (12) policy and procedure to deal with attendance by unaccompanied young children
- (13) policy and procedure to regularly obtain enhanced criminal record checks for all staff working in the proximity of children
- (14) maintenance of staffing records including the names, dates of birth, National Insurance numbers and current addresses of all persons working in the proximity of children, and recording who is on duty at all times when the premises are open to the public
- (15) **Training of staff to recognise vulnerability to gambling harm**

Not all of these issues will be relevant to all premises; however this list is intended to be indicative of the issues gambling operators may need to consider. Equally, there may be issues that are relevant to particular premises that are not referred to above.

27 Family Entertainment Centre Gaming Machine Permits

- 27.1 FECs that require permits are defined in the Act as premises that are permitted to provide Category D gaming machines, but which do not have a Family Entertainment Centre Premises Licence.
- 27.2 The fact that a family entertainment centre is 'unlicensed' does not mean that it is unregulated. Rather, a premises licence is not required to operate as a FEC. Such FECs still require permits in order to provide Category D gaming machines.
- 27.3 Any premises wishing to provide any gaming machines outside Category D cannot qualify for a FEC Permit.
- 27.4 FECs will generally cater for families, including unaccompanied children and young people. Within the Borough it is anticipated that UFECs will generally be located at transport service centres, however this does not preclude FECs being located in other areas, and each application will be dealt with on its own merits.
- 27.5 The Licensing Authority will only grant a permit to a FEC where it is satisfied that the premises will be operated as a bona fide FEC.

In addition to the documents set out above, it is this Licensing Authority's policy that applicants for a FEC permit must provide the Licensing Authority with evidence that the machines that are to be provided under the permit are to be supplied by a person holding a valid Gaming Machine Technical Operating Licence issued by the Gambling Commission.

- 27.6 Where the Licensing Authority receives an application for a FEC permit, it will either be approved or refused by a Licensing Officer having due consideration to the relevant circumstances.
- 27.7 The Licensing Authority will only grant an application following consultation with the Chief Officer of Police for the area in which the premises are situated, and will take into account any representations made.
- 27.8 As above, if an application is refused then the applicant may request that decision to be reviewed at a hearing by the Sub Committee.

28 Prize Gaming Permits

- 28.1 The Act defines 'prize gaming' as gaming where the nature and size of the prize that can be won is not determined by –
- the number of people participating in the gaming or
 - the amount of money paid to participate or amount of money raised by the gaming.
- 28.2 For instance, 'prize gaming' may include bingo where participants pay a fixed amount to have the opportunity to win a fixed prize (regardless of the number of other participants); however this would not constitute 'prize gaming' if the size of the prize varied depending on how many people participated in that particular game.
- 28.3 A prize gaming permit will authorise the provision of facilities for prize gaming at specified premises.
- 28.4 The Act requires prize gaming providers to comply with the following –
- Limits on participation fees as set by Regulations from time to time;
 - All chances to participate in the gaming must be acquired or allocated on the day and in the place which the gaming is taking place;
 - The game must be played entirely on that day;

- The result of the game must be made public in the premises as soon as reasonably practicable and in any event on the day that the game is played;
 - The prize for which the game is played must not exceed the prescribed amount (if a monetary prize) or prescribed value (if a non-monetary prize) set out in Regulations from time to time; and
 - Participation in the gaming must not entitle the participant to take part in any other gambling.
- 28.5 Where the Licensing Authority receives an application for a prize gaming permit, it will either be approved or refused by a Licensing Officer having due consideration to the relevant circumstances.
- 28.6 The Licensing Authority will only grant an application following consultation with the Chief Officer of Police for the area in which the premises are situated, and will take into account any representations made.
- 28.7 As above, if an application is refused then the applicant may request that decision to be reviewed at a hearing by the Sub Committee.

29 Licensed Premises Gaming Machine Permits

- 29.1 Premises licensed under the Licensing Act 2003 for on-premises sale of alcohol (not being Clubs as referred to in section 29 below) are entitled to provide equal chance gaming and gaming machines subject to certain conditions as follows –

Gaming machines

- 29.2 LPs are automatically entitled to operate two Category C / D machines. *Gaming machines are considered to be ‘adult entertainment’ for the purposes of the Licensing Act. This automatic entitlement under the Gambling Act does not exempt permit holders from their requirement to set out in their operating schedule under the Licensing Act that they intend to provide ‘adult entertainment’ at the premises.*
- 29.3 The Act does not limit the number of machines that LPs may have under gaming machine permits, however it is this Licensing Authority’s policy that generally the number of machines that a LP is automatically entitled to should be sufficient. This does not preclude further machines being permitted where it is considered appropriate; particular consideration will be given to whether operators are complying with the Gambling Commission Code of Practice in terms of supervision; *however it is the general view of this Licensing Authority that there should be no more than four such machines in operation on LPs.* Each case will be determined on its merits.

- 29.4 There are no requirements for such permits to be renewed, as they are of indefinite duration. The permit will continue as long as it the premises licence remains in existence, the premises licence holder continues to hold the licence, and the permit has not been surrendered, cancelled or forfeited.
- 29.5 Permits are not transferable. If the premises licence holder changes then the new licence holder must apply for a new permit.
- 29.6 Where the Licensing Authority receives an application for a gaming machine permit from premises licensed under the Licensing Act 2003, it will either be approved or refused by a Licensing Officer having due consideration to the relevant circumstances.
- 29.7 Applicants and permit holders should be aware of the Gambling Commission's Code of Practice for Gaming Machines in Clubs and Premises with an Alcohol Licence issued in August 2014. It is expected that they will comply with the provisions of the Code, and this will be monitored through inspections and test purchasing as appropriate.
- 29.8 As above, if an application is refused then the applicant may request that decision to be reviewed at a hearing by the Sub Committee.

Exemption - Equal chance gaming

- 29.8 LPs may provide equal chance gaming where the following conditions are satisfied –
- the limits on the prizes and amounts staked that are prescribed by the Secretary of State must be adhered to;
 - there must be no fee charged to participate in the gaming, nor any monies taken from the monies staked or won;
 - children and young people must not be permitted to participate in the gaming; and
 - any game played at one pub must not be linked to a game played at any other pub.
- 29.9 This is not an absolute entitlement – it may be lost if high turnover bingo is played during a high turnover period. This means that if during a period of seven days the combined total of stakes or prizes for bingo played at the LP is more than an amount prescribed by the Secretary of State (currently £2,000), a 'high turnover period' is deemed to have begun from the start of that seven day period. If, during that high turnover period, the combined total of stakes or prizes for bingo played at the LP exceeds the prescribed amount again, then 'high turnover bingo' is deemed to have taken place, and the entitlement is lost.

29.10 If this happens and the LP fails to notify the Gambling Commission then an offence under the Act is committed.

29.11 Also, the Licensing Authority may withdraw the entitlement of a LP to hold equal chance gaming if it is considered that –

- an offence under the Act has been committed at the LP (for instance as above);
- the LP is (or will be) solely or mainly used for gaming;
- if equal chance gaming is permitted to be held it would be inconsistent with the licensing objectives as above; or
- gaming has taken place in breach of a condition of section 284 of the Act.

29.12 Where this is the case, the Licensing Authority may remove the LP's entitlement to provide equal chance gaming. However, the Licensing Authority will only do so where it has given the premises licence holder at least 21 days notice of its intention to consider doing so. The Licensing Authority will take into account any representations made by the premises licence holder in making its determination. If the Licensing Officer determines that this entitlement to provide equal chance gaming should be removed, the applicant may request that the matter be considered at a hearing by the Sub Committee.

29.13 If an order is made by the Licensing Authority preventing equal chance gaming from being provided, that order will be provided to the premises licence holder with the Licensing Authority's reasons for reaching that decision. The order may be appealed to the Magistrates Court within 21 days of receipt of notification of the decision.

30 Clubs - Gaming and Gaming Machine Permits

30.1 Members Clubs and Miners' Welfare Institutes (but not Commercial Clubs) may apply for a Club Gaming permit. The Club Gaming permit will enable the premises to provide gaming machines, equal chance gaming machines and games of chance.

30.2 Members Clubs, Miners' Welfare Institutes *and* Commercial Clubs may apply for a Club Machine permit. A Club Machine permit will enable the premises to provide gaming machines.

30.3 This licensing authority may only refuse an application on the grounds that:

- the applicant does not fulfil the requirements for a members' or commercial club or miners' welfare institute and therefore is not entitled to receive the type of permit for which it has applied;
- the applicant's premises are used wholly or mainly by children and/or young persons;
- an offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities;
- a permit held by the applicant has been cancelled in the previous ten years; or
- an objection has been lodged by the Gambling Commission or Police.

31 Exchange of information

- 31.1 Subject to the provisions of the Data Protection Act 1998 the Licensing Authority will share any information it receives, through the application process with the Gambling Commission and other persons or bodies with functions under the Act as set out in Schedule 6. In doing so the Licensing Authority will have regard to the Act itself, any guidance issued by the Commission from time to time and any Regulations issued by the Secretary of State.

32 Public register

- 32.1 The Licensing Authority keeps a public register which lists all small society lotteries, adult gaming centre licensed premises, betting premises, bingo premises, clubs with machine permits, licensed premises with gaming machine permits, and notifications of intent received by the Licensing Authority. This register can be accessed online via Gateshead Council's website.

33 Enforcement

- 33.1 The main enforcement and compliance role for this licensing authority in terms of the Gambling Act 2005 is to ensure compliance with the premises licences and other permissions which it authorises.
- 33.2 In general, the Gambling Commission will take the lead role on the investigation and, where appropriate, the prosecution of illegal gambling and is the enforcement body for operating and personal licences.
- 33.3 The Licensing Authority will work with the Commission, the police and other enforcing authorities to provide for the targeting of agreed problem or high-risk premises. A lighter touch will be applied to those premises that are shown to be well managed and maintained.
- 33.4 The overall aim is to permit the use of premises for gambling. With that in mind it is intended that action will generally be taken against 'problem' premises through the review process.

- 33.5 Licensees should be aware that this Authority will monitor compliance. This may include test purchasing and inspections as appropriate to evaluate the effectiveness of control measures.
- 33.6 In cases where more formal action is considered to be appropriate, the key principles of consistency, transparency and proportionality will be observed in accordance with the Gambling Commission's Guidance to Licensing Authorities and the Development and Public Protection Policy Enforcement Policy which can be found on the Council website at www.gateshead.gov.uk.

Statutory Regulators Code

- 33.7 This Authority will have regard to the Statutory Regulators Code which came into force in April 2014. We support the principle of better regulation to promote efficient, proportionate and effective approaches to enforcement and inspection that improve regulatory outcomes without imposing unnecessary burdens on business. This Authority acknowledges the Primary Authority Scheme. This scheme allows businesses to be involved in their own regulation. It enables them to form a statutory partnership with one local authority, which then provides robust and reliable advice for other local regulators to take into account when carrying out inspections or addressing noncompliance. Where there is a Primary Authority Arrangement in place between a business operator and a local authority no enforcement action will be taken before consultation with the Primary Authority. Arrangements currently exist between:

- William Hill - City of Westminster
- Ladbrokes Coral Group - Milton Keynes
- Welcome Break - Reading
- Paddy Power - Reading
- MOTO - Reading

Further information on the scheme and an up to date list of arrangements can be accessed at:

<https://primaryauthorityregister.info/par/index.php/home>.

34 Exercise of functions

- 34.1 The Licensing Authority's licensing functions under the Act will be carried out by the Licensing Committee, supported by a number of sub-committees and by officers acting under the delegated authority of the committee.
- 34.2 Where there are no areas of contention it is considered that many of the functions will be largely administrative. In the interests of efficiency and effectiveness these will, for the most part, be carried out by officers.

34.3 Where there are relevant representations in respect of an application the matter will be determined by the Licensing Committee or one of its sub-committees, as will any application for the review of a licence.

34.4 The licensing authority, when carrying out its functions with respect to premises licences under the Act shall aim to permit the use of premises for gambling in so far as it thinks it

- in accordance with any relevant Code of Practice issued by the Gambling Commission;
- in accordance with any relevant guidance issued by the Gambling Commission;
- reasonably consistent with the licensing objectives; and
- in accordance with the authority's Statement of Principles.

34.5 The principles that will be applied by this authority in exercising its functions with respect to the inspection of premises and in exercising its powers to institute criminal proceedings in respect of specified offences are that:

It will be guided by the Gambling Commission's Guidance to Licensing Authorities and will endeavour to:

- be proportionate, accountable, consistent, transparent and targeted
- avoid duplication with other regulatory regimes so far as possible

34.6 Under the Gambling Act, certain functions are reserved to the full Council, ie setting of this Statement of Principles, and determining whether or not to have casinos. The full Council will also determine any fees charged by the Council which are not prescribed by the Secretary of State.

34.7 The following applications will be dealt with by officers where there are no representations, and by the Sub Committee if representations are made and not withdrawn:

- application for a premises licence
- application to vary an existing premises licence
- application to transfer a premises licence
- application for a provisional statement
- application for club gaming/club machine permit

34.8 The following matters will be dealt with by the Sub Committee:

- review of premises licence
- cancellation of club gaming/club machine permit
- decision whether to serve counter notice to temporary use notice

- decision whether to disapply sections 279/282(1) for a specified premises holding a licence under the Licensing Act permitting sale/supply of alcohol for consumption on the premises
- refusal to register a small lottery
- revocation of a small lottery registration
- hearing following Licensing Officer's refusal to grant a gaming machine permit / prize gaming permit

All other functions shall be delegated to officers save where they may not be under the Act or the Council's Constitution. Any matter that can be dealt with by Sub Committee or the full Licensing Committee, where it is considered to be appropriate to do so in the individual circumstances.

All applications will be considered with on their own merits.

35 Reviews

35.1 Requests for a review of a premises licence can be made by interested parties or responsible authorities; however it is for the licensing authority to decide whether the review is to be carried out. This will be on the basis of whether the request for the review is relevant to the matters listed below;

- in accordance with any relevant Code of Practice issued by the Gambling Commission;
- in accordance with any relevant guidance issued by the Gambling Commission;
- reasonably consistent with the licensing objectives; and
- in accordance with the authority's Statement of Principles.

35.2 The request for the review will also be subject to the consideration by the authority as to whether the request is frivolous, vexatious, or whether it will certainly not cause this authority to wish to alter/revoke/suspend the licence, or whether it is substantially the same as previous representations or requests for review.

35.3 The licensing authority can also initiate a review of a particular premises licence, or a particular class of premises licence on the basis of any reason which it thinks is appropriate. The licensing authority may initiate a review of a premises licence on the grounds that a premises licence holder has not provided facilities for gambling at the premises. This is to prevent people from applying for licences in a speculative manner without intending to use them.

35.4 Once a valid application for a review has been received by the licensing authority, representations can be made by responsible authorities and interested parties during a 28 day period. This period begins 7 days after the application was received by the licensing authority, who will publish notice of the application within 7 days of receipt.

The licensing authority will carry out the review as soon as possible after the 28 day period for making representations has passed.

35.5 The purpose of the review will be to determine whether the licensing authority should take any action in relation to the licence. If action is justified, the options open to the licensing authority are:

- add, remove or amend a licence condition imposed by the licensing authority;
- exclude a default condition imposed by the Secretary of State (eg opening hours) or remove or amend such an exclusion
- suspend the premises licence for a period not exceeding three months; and
- revoke the premises licence.

In determining what action, if any, should be taken following a review, the licensing authority will have regard to the principles set out in 33.1 above as well as any relevant representations.

35.6 Once the review has been completed, the licensing authority will, as soon as possible, notify its decision to:

- the licence holder
- the applicant for review (if not the Licensing Authority)
- the Gambling Commission
- any person who made representations
- the chief officer of police
- Her Majesty's Revenue and Customs

35.7 To date there have not been any reviews in the Borough.

36 Appeals

36.1 Where an applicant, licence holder or person who has made a representation is aggrieved by a decision of the Licensing Authority, there is a right of appeal. In certain circumstances there is also a right for the Gambling Commission to appeal against decisions of the Licensing Authority. The appeal must be lodged with the Magistrates' Court within 21 days from the date on which the aggrieved person was notified of the Authority's decision. The appeal must be lodged in the Magistrates' Court where the premises are situated.

36.2 Generally a decision will not have effect until the time for bringing an appeal has passed, or if an appeal is brought, until it is determined or abandoned. However the Licensing Authority can decide that its decision should have effect immediately, and this will be considered on each occasion having due regard to the individual circumstances and in particular any immediate risk to public safety.

37 Complaints about premises / activities

- 37.1 The Licensing Authority will investigate complaints about licensed premises and activities taking place at unlicensed premises. Where appropriate, complainants will in the first instance be encouraged to raise the complaint directly with the licensee or business concerned. In the case of a valid complaint, the Licensing Authority will initially endeavour to seek resolution through informal means.
- 37.2 All complaints must in the first instance be addressed to the Environmental Health Licensing and Enforcement Manager, Development & Public Protection, Gateshead Council, Civic Centre, Regent Street, Gateshead, Tyne & Wear, NE8 1HH.
- 37.3 The Licensing Authority will only investigate complaints under this Policy where they relate to one or more of the licensing objectives.
- 37.4 Where appropriate, the Licensing Authority may pass any complaint on for investigation by any other statutory agency under whose enforcement responsibility the complaint falls.

38 Fees

- 38.1 The Department of Culture, Media and Sport (DCMS) published the Gambling (Premises Licence Fees) Regulations 2007 on 21 February 2007. The Regulations provide for Licensing Authorities to determine the fees, subject to maximum fees prescribed in the Regulations. The Regulations provide for licensing authorities to determine separate fees for different types of activities associated with licences (eg application for a licence; application to vary a licence etc) and the annual fees payable in respect of a licence. The Regulations also provide for Licensing Authorities to determine separate fees for different classes of premises licence (eg those relating to bingo halls, betting shops etc) prescribing the maximum fees chargeable for each type of gambling premises.
- 38.2 Under Section 212(2)(d) of the Gambling Act 2005, in determining fees, Licensing Authorities must aim to ensure that the income from the fees as nearly as possible equates to the cost of providing the service to which the fee relates. Fees will include the cost of administration (including hearings and appeals), inspection and enforcement associated with the regime (direct and indirect costs, including a full proportional share of overhead costs, insurance, depreciation and cost of capital charge). The fees are reviewed annually.
- 38.3 The current Gambling Act fees can be found on the Council website at www.gateshead.gov.uk.

39 Contact details

Should you have any comments as regards this policy statement please send them via email or letter to the following contact :

Environmental Health, Licensing and Enforcement Manager
Development and Public Protection
Gateshead Council
Civic Centre
Regent Street
Gateshead
Tyne & Wear
NE8 1HH

Telephone : 0191 4334741

Email : licensing@gateshead.gov.uk

This Statement is not intended to override the right of any person to make an application under the Act, and to have that application considered on its merits. Equally, this Statement of Principles is not intended to undermine the right of any person to make representations about an application or to seek a review of a licence where provision has been made for them to do so

The Council reserves the right to amend this Statement should it be necessary to do so following Regulations issued by the Secretary of State or further Guidance from the Gambling Commission.

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TITLE OF REPORT: Proposed Lease of Land at Derwenthaugh Marina

REPORT OF: Mike Barker, Strategic Director, Corporate Services and Governance

Purpose of the Report

1. To seek approval to the grant of a lease of land at Derwenthaugh Marina to the Derwenthaugh Boat Station of Sea Cadet Corps pursuant to the Council's Community Asset Transfer policy.

Background

2. Derwenthaugh Boat Station of the Sea Cadet Corps (the Sea Cadets), a registered charity, currently occupy premises on Derwenthaugh Industrial Estate. The Sea Cadets deliver a wide range of both onshore and off shore nautical activity for youth groups. Their existing facility is now at capacity and they require additional space to further develop their community activities.
3. Land, shown outlined in black on the attached plan, has been identified as suitable adjacent to the organisation's existing premises, which is vacant and not required by the Council.

Proposal

4. It is proposed that a 35 year ground lease of the land be granted to the Sea Cadet at a peppercorn pursuant to the Council's Community Asset Transfer policy.

Recommendations

5. It is recommended that Cabinet authorise the Strategic Director, Corporate Services and Governance to grant a 35 year ground lease to the Derwenthaugh Boat Station of the Sea Cadet Corps pursuant to the Council's Community Asset Transfer policy

For the following reason:

To manage the Council's assets in line with the Corporate Asset Strategy and Management Plan

CONTACT: Bev Horton

extension: 3502

APPENDIX: Land at Derwenthaugh Marina

Policy Context

1. The proposed lease supports the overall vision for Gateshead as set out in 'Making Gateshead a Place Where Everyone Thrives'. In particular, creating conditions for a healthy and active Gateshead together with opportunities for volunteering and community cohesion.
2. The proposal will also accord with the provisions of the Corporate Asset Strategy and Management Plan 2015 – 2020. In particular, the rationalisation of the estate through disposal of vacant and unused land.

Background

3. Derwenthaugh Boat Station of the Sea Cadet Corps (the Sea Cadets) are a registered charity which delivers a wide range of nautical activity from premises at Derwenthaugh Marina. The Sea Cadets deliver both on-shore and off-shore activities for the young people of the borough. They work closely with many other organisations such as the Scouts, Guides and other youth groups. Activities and training encourage personal attributes and high standards of conduct using nautical themes based on the customs of the Royal Navy.
4. The Sea Cadets have submitted an Expression of Interest form for additional land which will enable them to develop their existing activity base. Land has been identified to the rear of their existing premises which is vacant unused land on the periphery of the industrial estate. This will provide much needed storage for their equipment used for their activity programme. It will also enable them to deliver on-shore activity within a safe environment.
5. The land, which is shown edged black on the attached plan, is currently held by the Council for the purpose of the benefit improvement and development of the borough pursuant to 120(1)(b) of the Local Government Act 1972. The Council has the power to grant a lease for less than best consideration pursuant to the Local Government Act 1972 General Disposal Consent (England) 2003 ("the General Consent") which gives authorities the power to dispose of land at less than market value. In all cases disposal under the General Consent is subject to the condition that the undervalue does not exceed £2,000,000 and such disposals must be likely to contribute to the economic, social or environmental well-being in respect of the whole, or part of the local authority's area or, of all, or any of its residents.
6. Terms have provisionally been agreed to grant a 35 year lease at a peppercorn rent pursuant to the Council's Community Asset Transfer policy.

Consultation

7. In preparing this report, consultations have taken place with the Leader, Deputy Leader and Ward Councillors for Blaydon who have raised no objections to the proposal.

Alternative Options

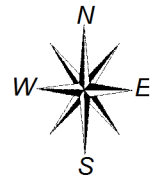
8. The option of retaining the land has been discounted as it is currently vacant land on the periphery of the industrial estate which is no longer required. Using the land for the development of outdoor activity will result in reduced maintenance for the Council.

Implications of Recommended Option

9. Resources:

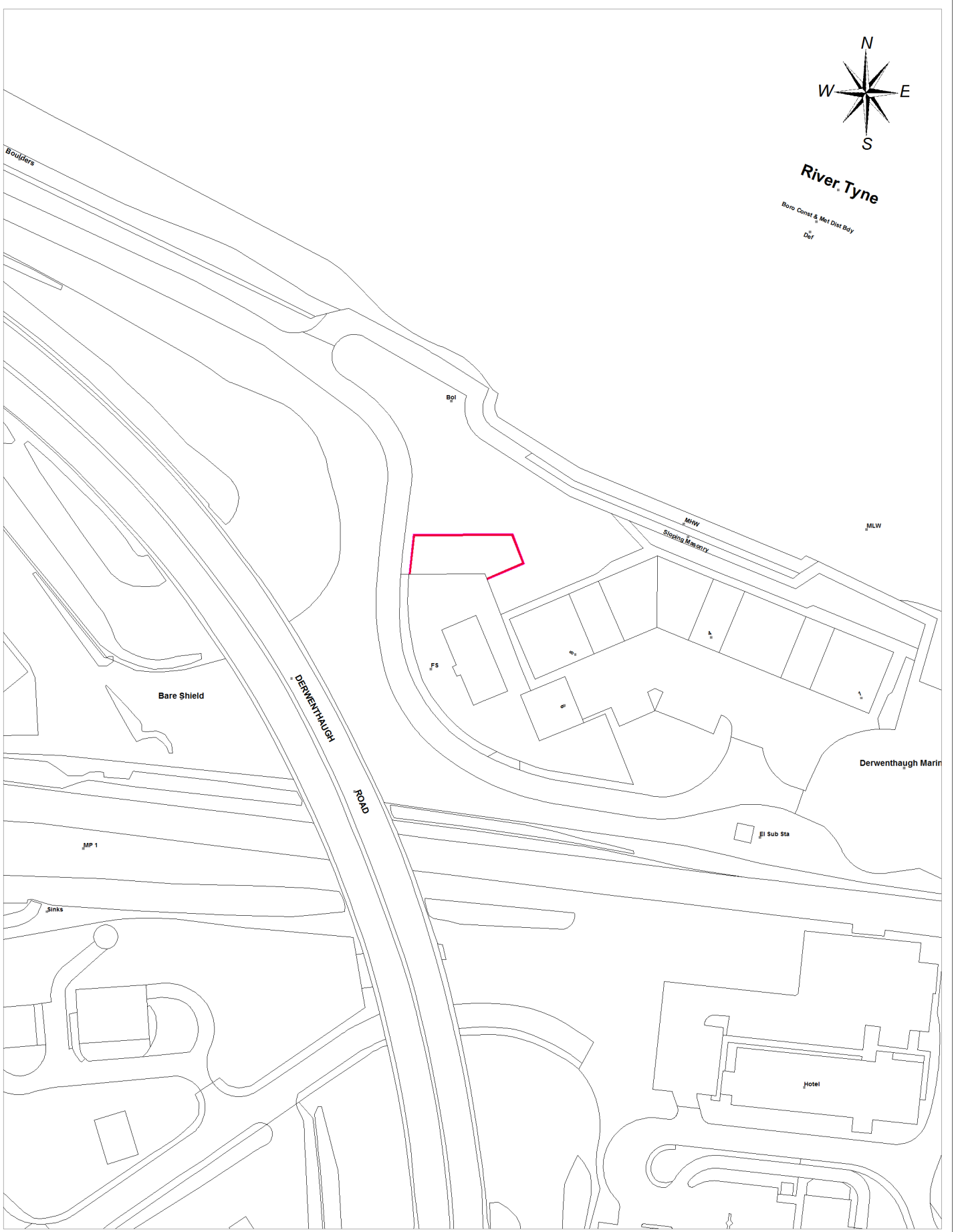
- a) **Financial Implications** - The Strategic Director, Corporate Resources confirms that there are no financial implications as a result of this proposal.
 - b) **Human Resources Implications** - There are no implications arising from this recommendation.
 - c) **Property Implications** - The grant of a lease will result in a reduction in the Council's overall property portfolio.
10. **Risk Management Implication** - The grant of a lease will reduce the opportunities for anti-social behaviour on vacant land.
 11. **Equality and Diversity Implications** - There are no implications arising from this recommendation.
 12. **Crime and Disorder Implications** - The grant of a lease will remove the opportunities for crime and disorder on vacant land.
 13. **Health Implications** – The grant of a lease will provide outdoor space for activity contributing to the well-being of the young people of the borough.
 14. **Sustainability Implications** - The grant of a lease of this land will bring previously vacant land into use.
 15. **Human Rights Implications** - There are no implications arising from this recommendation.
 16. **Area and Ward Implications** – Blaydon in the West area.
 17. **Background Information** – None.

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River Tyne

Boro Const & Met Dist Bdy
Def



Title

Land at Derwenthaugh Marina [A]
Derwenthaugh Road, Blaydon On Tyne, NE21 5LL

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23rd March 2018

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Date Printed
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Legal, Democratic and Property Services
Corporate Services and Governance
Gateshead Council

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TITLE OF REPORT: Approval of Schemes, Estimates and Tenders during the Summer Recess

REPORT OF: Paul Dowling, Strategic Director, Communities and Environment

Purpose of the Report

1. This report seeks Cabinet approval for the Strategic Director, Communities and Environment and the Service Director, Council Housing, Design and Technical Services, following consultation with the Strategic Directors, Corporate Resources and Corporate Services and Governance, to be authorised to jointly approve schemes and estimates, and to invite and accept tenders over certain thresholds, during the summer recess following July Cabinet up to the Cabinet meeting on 18 September.

Background

2. The absence of Cabinet meetings during the summer recess could have a detrimental effect on the delivery of the capital programme.

Proposal

3. In order to avoid any delays in progressing capital building projects it is proposed that the Strategic Director, Communities and Environment and the Service Director, Council Housing, Design and Technical Services, in consultation with the Strategic Directors, Corporate Resources and Corporate Services and Governance, are jointly authorised to:
 - (a) approve schemes and estimates for any works contract estimated to cost more than £100,000;
 - (b) invite tenders for any works contract estimated to cost more than £100,000; and
 - (c) accept tenders, place orders for works, supplies and services up to a value equivalent to the tendering thresholds specified in the European Procurement Directives during the summer recess.
4. The Leader and/or appropriate Cabinet Members will be consulted on delegated decisions taken if possible.
5. The necessary procedures will be followed if key decisions are being made, as set out in the Council's Constitution.
6. The actions taken under these special delegations will be recorded and reported to the next meeting of the Cabinet.

Recommendations

7. Cabinet is recommended to authorise the Strategic Director, Communities and Environment and the Service Director, Council Housing, Design and Technical Services, in consultation with the Strategic Directors, Corporate Resources and Corporate Services and Governance, to jointly:
- (a) approve schemes and estimates for any works contract estimated to cost more than £100,000;
 - (b) invite tenders for any works contract estimated to cost more than £100,000; and
 - (c) accept tenders, place orders for works, supplies and services up to a value equivalent to the tendering thresholds specified in the European Procurement Directives during the summer recess.

For the following reason:

To enable projects to progress and to avoid delay in delivery of the capital programme and its related expenditure.

CONTACT: Peter Udall extension: 2901

Policy Context

1. The proposal is consistent with the overall vision for Gateshead as set out in Vision 2030 and the Thrive Agenda. In particular, creating the conditions for economic growth and improving health and wellbeing. The delivery of the capital programme is a fundamental element in the achievement of the Council's policy objectives.

Background

2. The Council's Financial Regulations 2.5(ii) requires Cabinet approval to scheme and estimated costs for any works contract estimated to cost more than £100,000. Contract Procedure Rule 4.1 requires Cabinet consent before tenders can be invited for any works contract over £100,000 and Part 2 of Schedule 5 (General Delegations to Managers), allows Managers to accept tenders up to the EU threshold.
3. The absence of Cabinet meetings during the summer recess could mean a delay in necessary approvals being granted and could have a detrimental effect on the delivery of the capital programme.

Consultation

4. In preparing this report, consultations have taken place with the Leader and Deputy Leader.

Alternative Options

5. The alternative option of delaying decisions for scheme and estimates and tenders would jeopardise delivery of the capital programme and generation of capital receipts.

Implications of Recommended Option

6. Resources

- a) **Financial Implications** – The Strategic Director, Corporate Resources confirms that the financial implications of decisions made under delegated powers during the summer recess will be recorded at the time they are made and included in the report to the next Cabinet.
 - b) **Human Resources Implications** – there are no human resources implications arising directly from this report.
 - c) **Property Implications** – there are no property implications arising directly from this report.
7. **Risk Management Implications** - there are no risk management implications arising directly from this report.

8. **Equality and Diversity Implications** - there are no equality and diversity implications arising directly from this report.
9. **Crime and Disorder Implications** - there are no crime and disorder implications arising directly from this report.
10. **Sustainability Implications** – there are no sustainability implications arising directly from this report.
11. **Human Rights Implications** - there are no human rights implications arising directly from this report.
12. **Health Implications** - there are no health implications arising directly from this report.
13. **Area and Ward Implications** - there are no area or ward implications arising directly from this report.
14. **Background Information** – None.

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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