

**GATESHEAD METROPOLITAN BOROUGH COUNCIL**  
**COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE**  
**MEETING**

**Monday, 29 April 2019**

**PRESENT:** Councillor(s): T Graham, B Clelland, S Dickie, A Geddes, F Geddes, H Haran, M Hood, H Kelly, J McClurey, J Simpson, J Turnbull and A Wheeler

**IN ATTENDANCE:** Councillor A Douglas

**APOLOGIES:** Councillor(s): N Weatherley, D Burnett, K Dodds and S Hawkins

**CPL32 MINUTES OF THE LAST MEETING**

RESOLVED - That the minutes of the last meeting held on 11 March be approved as a correct record.

**CPL33 ANNUAL UPDATE ON TYNE AND WEAR ARCHIVES & MUSEUMS AND BEAMISH MUSEUM**

The Committee received an update report on the work of Beamish Museum and Tyne & Wear Archives and Museums (TWAM).

The report is brought to the Committee to provide an update on how the financial contributions that the Council make are used and the benefits to Gateshead.

The Council provides financial contributions towards Beamish Museum and TWAM on an annual basis. Beamish is provided with a cash contribution of £5,000 whereas two separate amounts support the management of Shipley Art Gallery which is used as required. In 2018/19 this budget was £25,972. The Council also provides TWAM with annual contribution to operate the gallery which was £174,770 in 2018/19 and will be £159,770 in 2019/20.

Beamish has confirmed that the number of schools in 2018 visiting the museum was 58, compared to 50 in the previous year. This equates to £86 per school based on the £5000 per year subscription.

TWAM provides both an archives and museums service to Gateshead Council, specified via an SLA. The archives service is part of a joint service provided to the five Tyne and Wear authorities and allows Gateshead Council both to fulfil its mandatory obligations in terms of archives and to provide for the care, preservation and interpretation and access to the documentary heritage of the borough. The

centralised storage and management of archives resources is in line with current government policy.

The financial contribution that Gateshead Council makes towards management of the Shipley Art Gallery is significantly multiplied by national funding brought in by TWAM. In particular this consists of Arts Council England (ACE) National Portfolio Organisation Funding.

The Committee heard from Iain Watson, Director of Tyne and Wear Archives and Museums.

Iain advised that TWAM provides both an archives and museum service to Gateshead Council, specified via an SLA. The archives service is part of a joint service provided to the five Tyne and Wear authorities and allows Gateshead Council to fulfil both its mandatory obligations in terms of archives and to provide for the care, preservation, interpretation and access to the documentary heritage of the borough. The centralised storage and management of archives resources is in line with current government policy.

As recommended by TWAM's Governance Review a new trading company, TWAM Enterprises Ltd was established and began trading on 1 May 2018. Councillor Douglas is the Strategic Board nominee to TWAM Enterprises and is therefore a Director of TWAM Enterprises Ltd.

Iain advised the Committee that almost 50% of schools (17 out of 36) visiting are from the Gateshead area. The Gallery is developing relationships with schools located within walking distance from the gallery with repeat visits from nearby schools.

Funding from Historic England has supported the free delivery of an Art and Heritage project with Oakfield Primary School. The aim of the project explored how teachers can use art in the classroom to explore local heritage.

In 2017/18 as part of the centenary the gallery delivered assemblies in 13 local schools, as a result of these networks further relationships have been built with Blaydon West and St Joseph's School in Birtley. Work is continuing with Whickham Parochial, Corpus Christi and Falla Park Primary.

Iain highlighted some events/ exhibitions which have taken place over the past year:

- Julie Cope's Grand Tour: The story of a life by Grayson Perry (5 May – 31 July 2018)
- Newcastle University Architecture Exhibition in the lounge
- Dry Run – Sunderland University glass and ceramics. (18 – 28 May 2018).
- Laura Carlin Ceramics (8 September – 19 January 2019)
- Gateshead Art Society 70th Anniversary Annual Exhibition (17 November – 22 December 2018)
- Paintings from the Shipley Collection (9 Feb – 27 April)

The Gallery are planning to display more art works than ever before with a dense

salon hang which will look beautiful. 'Pop up' displays are also being planned from the collection selected and interpreted by community groups and schools programming in 2020.

The acceptance in lieu scheme run by Ace have just formally confirmed the gift of the John Cristian studio ceramics collection and next year there will be a proportion on display with a plan to rotate the collection.

Throughout 2018 and 2019 Tyne & Wear Archives have been delivery a project of catalogue digitisation by volunteers for the Coatsworth and Ellison family papers which predominately concern Gateshead and surrounding areas. This project has been supported by the Carr-Ellison Family Charitable Trust. Tyne & Wear Archive operates a public searchroom for the consultation of archive documents. The searchroom is currently open 24 hours per week (Tuesday-Friday) and is visited by people researching family, house, local and business history from across the North-East, UK and Internationally. In 2018/19 17% of all visitors from the North-East came from Gateshead.

Tyne and Wear Archives social media continues to be very popular with over 10,000 twitter followers and 33 million views on Flickr.

World Mental Health Day was attended by organisations from across Gateshead who support people with their mental health. This is about making sure people can have good conversations and was organised by Gateshead Mental Health User Voice.

The first quarter of this year saw women from Change, Grow, Live Gateshead working with TWAM on Women of Tyneside and RICH recovery programme. The project focussed on the theme of women's health and wellbeing. The group then worked with local singer-songwriter, Nicky Rushton, to reinterpret these items and stories and combine with their own opinions and experiences, to produce three songs. One is focussed on the fictional story of "Peggy Pattinson", inspired by an image of a women's mugshot photograph. In March the women attended Blank Studios to professionally record their songs, which will later be added into the TWAM collections as part of the Women's Collection. They will also perform alongside Kissed (a local all-female band, which Nicky is part of) as part of the project's Festival of Women at the end of May.

TWAM works with a number of groups, Gateshead Arts Society have weekly therapy groups, the gallery has a strong band of volunteers and also have creative baby groups as they know that it is important that if people are engaged early there is a huge benefit for the rest of their lives.

In the Summer of 2018, during the Great Exhibition of the North, The Shipley Art Gallery hosted a cultivation event where staff, trustees, business partners and key stakeholders came together to celebrate. This was a successful event, showcasing both the venue, the collections and facilities of The Shipley Art Gallery.

The Development Department will again be hosting a key event at The Shipley Art Gallery, which will be its inaugural Christmas Celebration event planned to thank

and celebrate supporters, stakeholders, business partners and trustees in December 2019.

This year saw the first use of the Small Donations Gift Aid Scheme which has the potential to raise an additional £8000 through unclaimed Gift Aid on donations made on site at The Shipley Art Gallery. To claim the full £8,000 allowance donations would need to increase to £32,000 and the Development Department are looking into ways of doing this to maximise the income generated through Gift Aid.

It was queried if it would be possible to find out if there are particular reasons why schools from the far west of the Borough are not engaging with trips to Beamish or to The Shipley, and to see if there was anything that Councillors could do to encourage schools to attend.

It was queried whether there was any links with College's / Universities to support young people with entrepreneurial skills. It was noted that one of the Trustees of the Charity, Charlotte, is a young trustee and works with an age range in the 20s. This was something that could be looked into further. It is important to encourage young people. The Gallery does have connections with Northumbria University and Gateshead College.

It was queried whether it was possible to give preferential rates to local artists. It was noted that the Trading Company has been challenged to make a financial return and whilst as TWAM it is important to support local artists it is difficult to give preferential rates.

RESOLVED - That the information contained within the report be noted.

#### **CPL34      REVIEW TO ADDRESS SKILLS SHORTAGES & INCREASE EMPLOYMENT OPPORTUNITIES - FINAL REPORT**

The Committee received the final report which sets out the findings of the Committee in relation to work to address skills shortages and increase employment opportunities in Gateshead.

The scope of the review was to examine the existing approach to tackling skills shortages and maximising the take-up of local employment opportunities with appropriately skilled individuals from the resident workforce.

It was agreed that the above would be considered in terms of the context of:

- Educational attainment – improving the performance of young people in early years and at school (up to Key Stage 4).
- Post-16 education and training – the opportunities for post-16 learners both in full-time education and work-based settings.

- Post-18 education and widening participation in HE; Workforce Development – training and progression for those in-work
- Skills support for the unemployed and those at risk of unemployment addressing skills requirements for the unemployed and economically inactive.
- Increasing employment opportunities for local people – maximising the take-up of local jobs by unemployed and under-employed residents

The review comprised five evidence gathering sessions. Evidence was sought from the Economic Development Service, LearningSkills, Care, Wellbeing and Learning Service, Gateshead College, Emmanuel College, Northumbria University, the North East Local Enterprise Partnership, Skills for Care, the Education Development Trust and a local resident. The sessions were designed to examine the current approach to skills, careers, getting in to and remaining in work and can be grouped into these five main activities:

- Improving pre-16 careers guidance
- Increasing participation and understanding of post-16 and post-18 opportunities and choices
- Addressing skills gaps and improving career progression opportunities
- Reducing unemployment and barriers to work
- Addressing the skills needs of the future and maximising opportunities for residents

The review identified the following issues/challenges:

- Patchy careers education, information, advice and guidance
- Lack of localised labour market information
- Increased complexity in funding following the national apprenticeship reforms
- Increased social support and mental health needs of individuals
- Funding limitations within skills and employment provision
- Incorrect perceptions of certain sectors and lack of commitment from within the sector to tackle issues to overcome myths and attract talent
- Complexities of the whole employment and skills system
- Direction from nationally commissioned programmes, driven by unit cost rather than localised need
- Over reliance on European funding and uncertainties around Brexit
- The perception centrally, based on an increasing employment rate, that the unemployment problem is addressed
- Restrictive eligibility criteria on the provision of support services
- Fragmented provider market
- Time limited nature of provision can lead to a lack of continuity

The following recommendations have resulted from the evidence delivered over the term of the review:

**Recommendation 1:** Childminders provide the most flexible childcare provision, allowing parents to return to work. There is a need to actively encourage more residents to consider childminding as a self-employment option, including

opportunities of start-up support, particularly around funding and training, through to completion of registration.

**Recommendation 2:** North East Ambition aims to ensure every young person in the region can identify routes to a successful working life. We need to continue support to schools around careers education, information, advice and guidance (CEIAG) and ensure young people understand the opportunities available to them in Gateshead and the North East, through the delivery of a programme of sector insights.

**Recommendation 3:** Support the interactions developed between businesses and schools through the Work Inspiration pilot via the establishment of a Business and Education Partnership.

**Recommendation 4:** Continue to support schools, including school staff CPD, to work towards and achieve the eight benchmarks of good careers guidance and supporting young people through the CEIAG Network.

**Recommendation 5:** Encourage and support the development of mentors, through alumni from our partners and schools, to inspire and motivate other young people, particularly those from disadvantaged backgrounds.

**Recommendation 6:** Encourage the relationship between FE, wider training provision and schools to develop a more collaborative approach, ensuring young people are aware of all the pathways available to them post 16, including IAG support for Apprenticeships.

**Recommendation 7:** Develop pathways for young people who may have been unsuccessful academically but would be successful in vocational training

**Recommendation 8:** Actively work with businesses to engage with post-16 learners and offer practical and meaningful work placements as part of the national shift towards technical education.

**Recommendation 9:** Advocate for those residents with special educational needs and disabilities to ensure parity of provision, including tailoring specific interventions to meet the needs of these residents.

**Recommendation 10:** Encourage the uptake of apprenticeships, in both levy and non-levy paying businesses.

**Recommendation 11:** Work with the NELEP and partners to ensure up to date, regional, labour market information is available to young people when they are making important FE and HE study option decisions.

**Recommendation 12:** Ensure all residents, including young people are encouraged and can access the appropriate routeways into higher education, post 18.

**Recommendation 13:** Continue to support the Graduates in Gateshead scheme to encourage graduate entrepreneurship.

**Recommendation 14:** Strengthen partnership arrangements with FE & HE institutions to retain talent and ensure Gateshead graduates and alumni are supported into local employment.

**Recommendation 15:** Myths and perceptions of employment in certain industries and sectors can result in skills gaps and hard to fill vacancies having to be filled from outside the region or not at all. We must continue to ensure young people and job seekers understand what industries can offer and the skills required to access those opportunities.

**Recommendation 16:** Improve access to career progression opportunities for all Residents

**Recommendation 17:** Promote career change opportunities for those residents in work, but who may be underemployed, at risk of redundancy or looking for a career change.

**Recommendation 18:** Promote the Fuller Working Lives contract and undertake further work with businesses to ensure they understand the support available to them

to support their ageing workforce.

**Recommendation 19:** Deliver Gateshead Works, a Gateshead based, demand-led recruitment service, in partnership with Gateshead College, Northumbria University and DWP to maximise employment opportunities for residents and actively encourage businesses to employ local and think beyond their normal routes to access their workforce.

**Recommendation 20:** Through early preparation for opportunities resulting from development, influence training and employment support partners to ensure those residents furthest from the labour market are well placed to access opportunities when they arise.

**Recommendation 21:** Increase advocacy to encourage employers to take on a more diverse workforce, to drive up job quality and to support career progression.

**Recommendation 22:** Increase the use of Social Clauses and Targeted Recruitment

and Training (TR&T) methodology to secure wider Community Benefits for Gateshead residents from procurement and planning / development activities.

It was agreed that additional recommendations be included in the final Report relating to the demand for employment support and the impact benefits have on a person's ability to take up employment.

It was noted that this was a very well written report. All Councillor expressed their thanks for the work that had been submitted.

It was agreed a note would be circulated to show the 'big picture' ie, where we are now and the gap between the skills of the workforce and the needs of different industry sectors.

It was queried what the position was with the LEP, in terms of what it achieves and what its objective is. It was noted that the Leader sits on the LEP Board and there are a series of officer level working groups sitting underneath the Board, however, the LEP is not a delivery body, it provides a Strategic Picture within region and undertakes a policy and programme management function.

It was suggested that some of the success stories would have been good to see.

RESOLVED - That the recommendations within the report be agreed subject to suggested amendments and the final report be submitted to Cabinet for consideration.

## **CPL35 GATESHEAD HOUSING COMPANY CUSTOMER SCRUTINY PANEL (GHOSP) - PROGRESS UPDATE**

The Committee received a report to provide an update on the progress of The

Gateshead Housing Company Customer Scrutiny Panel (GH CSP).

The panel was established in October 2011 following a project which considered the opportunities for the development of an independent tenant organisation in Gateshead.

The panel has recently completed its eighth review which scrutinised customer service delivered from neighbourhood housing offices. The findings of this review were presented by the Panel Chair to the TGHC's Customers and Communities Committee in February 2019.

The panel used the following tools to collect evidence and to produce the report.

- Desktop research
- Focus groups with officers (Customer Service Officers and Neighbourhood Service Advisors)
- Focus groups with specialist teams (Leasehold Services, Rent and Income, Sheltered Housing, Multi-Storey, HomeRepairs and Lettings)
- Mystery shopping on telephony and email responses
- Presentation of the service area by Head of Neighbourhood Services

The panel produced 25 recommendations which have been grouped into the following five areas.

- Customer Service
- Training for Employees
- Updating Procedural Guides
- Internal Communications and Working Relationships
- External Communication with Customers

The panel felt that when implemented the recommendations will result in improved customer services and more effective relationships between different Neighbourhood Housing Teams.

The panel requested that the Head of Neighbourhood Services produce an action plan in response to the proposed recommendations. A planning meeting has already taken place and the final plan including details of agreed recommendations will be presented to the Customers and Communities Committee in May 2019.

Currently there are seven members on the panel including one leaseholder. Members continue to look at ways to promote the panel and recruit new members to ensure membership remains high.

Panel members have received 121 digital training from local organisation Digital Voice for Communities following the identification of digital needs of individual members to help with their scrutiny reviews.

The panel has also attended other training and conferences during 2018/19,



including

- Stockport Homes – Making Scrutiny Matter – February 2019
- NHC 8<sup>th</sup> National Tenant Panel Conference – York – November 2019
- NHC – Tenant Advisor – Tenant Unconference – Networking event for involved tenants and employees – April 2018

The panel are currently using their training to help select the next area of scrutiny which is yet to be identified.

The panel will have an “away-day” in May which members will use to focus on identifying their strengths and developing skills to help with future reviews.

The Chair of Customers and Communities has offered to attend this of offer continued support to the Panel.

RESOLVED - That the progress of the GHCSF be noted and further annual progress updates be brought back to the OSC to consider the effectiveness of co-regulation.

## **CPL36 ANNUAL WORK PROGRAMME REVIEW AND FORWARD PLAN**

The Annual Work Programme Review and Forward Plan was presented to the Committee for its comments, and approval. The first part of the report highlighted the work of the Committee over the past municipal year.

During 2018/19, the Committee have seen if recommendations relating to the OSC’s Review of the Council and Partner’s Approach to Roads and Highways implemented. The OSC has monitored progress on the implementation of these recommendations. A members seminar was also arranged on the same topic for 10 October 2018. A review of practice in relation to road repairs has also commenced to assess whether there was scope for further streamlining and efficiencies.

The OSC also noted that a range of options were under consideration for keeping councillors better informed of highway defects/repairs and other transport ward issues and an additional member of staff had been appointed to set up a system and work through outstanding matters.

The OSC will consider a further report in relation to progress against its recommendations relating to the OSC’s Review of the Council and Partner’s Approach to Roads and Highways at its meeting in September 2019.

During this period the OSC also carried out a Review of Work to address skill shortages and increase employment opportunities and will consider a report setting out its findings and recommendations at its meeting today. These recommendations will then be presented to a future Cabinet meeting for approval and, subject to these recommendations being agreed, the OSC will then monitor implementation of these

recommendations during its 2019-20 work programme.

The OSC has also considered the outcome of the public consultation on the draft Gambling Statement of Principles for 2019-22 and its views were sought on how the draft policy should be amended and subsequently proposed changes were considered and approved by Cabinet on 20 November 2019 for incorporation into the Statement of Gambling Principles for 2019-22.

The OSC has monitored Council performance generally, in those areas falling within its remit, at its meetings on 18 June 2018 and 10 December 2018 and Cabinet has had regard to the OSC's views when considering Council performance overall.

The Committee were consulted on the work programme for the 2019/20 Municipal Year which has taken into account the following:

- Six monthly performance reporting
- The Thrive agenda and the Council Plan and partnership work generally
- Current issues referred to Committees
- Details of potential review topics/case studies
- Legislative provisions and guidance on the Councillor Call for Action

Cabinet may wish to refer further issues to Overview and Scrutiny Committee for further consideration.

The work programme does not take into account new policy issues which may be identified during the year which Cabinet may refer to Overview and Scrutiny and it does not include issues identified by members of committees on an ongoing basis during the year as a result of scrutiny of decisions, call-in and councillor call for action.

- RESOLVED -
- (i) that the information contained within the annual review be noted.
  - (ii) that the provisional work programme for 2019/20 be endorsed and referred to Council on 23 May 2019.
  - (iii) that any further reports will be brought to the Committee to identify any additional issues which the Committee may be asked to consider.

**Chair.....**