

# COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 29 April 2019 at 1.30 pm in the Whickham Room - Civic Centre

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From the Chief Executive, Sheena Ramsey

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Item	Business
1	<b>Apologies for Absence</b>
2	<b>Minutes of the last meeting</b> (Pages 3 - 8)  The Committee is asked to approve as a correct record the minutes of the meeting held on 11 March 2019.
3	<b>Annual Update on Tyne and Wear Archives &amp; Museums and Beamish Museum</b> (Pages 9 - 16)  Report of the Strategic Director, Corporate Resources
4	<b>Review to Address Skills Shortages &amp; Increase Employment Opportunities - Final Report</b> (Pages 17 - 32)  Report of the Acting Strategic Director, Communities and Environment and the Strategic Director, Care Wellbeing & Learning
5	<b>Gateshead Housing Company Customer Scrutiny Panel (GH CSP) - Progress Update</b> (Pages 33 - 36)  Report of Interim Managing Director, The Gateshead Housing Company
6	<b>Annual Work Programme Review and Forward Plan</b> (Pages 37 - 42)  Report of the Chief Executive and Strategic Director, Corporate Services and Governance

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

**Monday, 11 March 2019**

**PRESENT:** Councillor N Weatherley (Chair)

Councillor(s): T Graham, D Burnett, B Clelland, S Dickie,  
A Geddes, F Geddes, H Haran, S Hawkins, M Hood,  
H Kelly, P Maughan, J Turnbull and A Wheeler

**APOLOGIES:** Councillor(s): K Dodds, M Graham and J Simpson

**CPL26 MINUTES OF THE LAST MEETING**

RESOLVED - That the minutes of the meeting held on 28 January 2019 be approved as a correct record.

**CPL27 CABINET REPORT - AIR QUALITY PLAN FOR GATESHEAD, NEWCASTLE AND NORTH TYNESIDE**

The Committee were advised that with regards to the Cabinet report on the Air Quality Plan for Gateshead, Newcastle and North Tyneside taken to Cabinet on 26 February 2019. The Chair of this Committee and the Strategic Director, Corporate Services and Governance have agreed that this item is exempt from Call In by this Committee. This is because of reasons of urgency and the Secretary of State has directed that this Local Authority with others produce a plan. The directive comes with a timetable attached and if Call In was allowed this Council and the other Local Authorities would be potentially subject to Judicial Review. The report is about assessing options and there will be further Cabinet reports once options are proposed which will provide the Committee with the opportunity for Scrutiny.

RESOLVED - that the information be noted.

**CPL28 OSC REVIEW -WORK TO ADDRESS SKILL SHORTAGES AND INCREASE EMPLOYMENT OPPORTUNITIES - EVIDENCE GATHERING**

The Committee received a report and presentations as part of the fifth evidence gathering session on the review to address skills shortages and increase employment opportunities.

The Committee were reminded that previous sessions have included information on the importance of early years, careers progression and skills gaps. This session is about focussing on what is being done now.

Gateshead Council have recently launched, as part of National Careers Week, Work Inspiration Gateshead, a programme which will enable young people to be educated, informed and inspired about the careers and opportunities available to them. Work Inspiration is a partnership between the Council, Gateshead College and local businesses.

The main aims of the programme are:

- Employability Skills Development
- Applying for career opportunities and interviews
- Hands on work tasks on employer premises
- Insights into progression routes – FE, HE etc
- Real life challenges

The Committee were also informed about the launch of a new partnership with Gateshead Council, Gateshead College, Northumbria University and DWP – Gateshead Works. The Project will:

- Extend our current service to wider Gateshead businesses
- Broaden and maximise opportunities for residents
- Engage more proactively with employers around job quality
- Prepare early for opportunities resulting from development

The Committee then heard from Neil Pilkington. Neil is an Employment Adviser based at Greensfields Business Centre. Neil works with Gateshead residents who need additional support to get back into work. The people Neil is working with may have a number of barriers such as health, finance, being a single parent or other issues.

Neil introduced Michaela who was previously a user of the services he provided. Michaela advised the Committee that she was a care leaver, was now 26 and had been in care from the age of 4. She explained to the Committee that Neil arranged for her to attend different courses and she started on an SSU Programme where she was made to feel very welcome. The course had group activities and she was gutted when it ended. Neil also helped Michaela with her CV and she put her CV into Burger King and was interviewed and got the job. Michaela is a single parent and Neil helped her work out her finances in terms of whether she would be better off in work or not. The service also provides financial support for travel to and from work in the initial stages until a service user is on their feet and received some wages. Michaela advised the Committee that she also suffers from a pro-lapsed disc in her back.

The Committee then heard from Claire Cook, Claire advised that as part of her role she will be involved in the delivery of the Gateshead Works Model.

Claire advised that her role is to identify barriers to employment for unemployed residents, to identify recruitment needs for employers and deliver an appropriate level of support and work in partnership with other council services, key stakeholders and employers to ensure that residents have access to opportunities.

The service is currently involved in partnership with several contracts including:

- BBO – Building Better Opportunities
- Generation North East (18-29 year old)
- Links to Work Programme
- Syrian Resettlement Programme
- Families Gateshead
- GATES – Gateshead Access to Employment Service
- Direct Payments Team
- Looked After Children Team
- DWP
- External Partners

Claire advised that Committee that recruiting people isn't just about the qualifications or experience, it is about personality, talent and culture.

The bespoke services offers a co-ordinated recruitment and skills package including:

- Labour market information
- Advice and guidance on the recruitment process
- Pre employment training
- Advertising of vacancies
- Pre screening of applicants prior to submission
- Premises to conduct interviews
- Recruitment events
- Dedicated point of contact throughout recruitment process

The service has been involved in recruitment events for Teleperformance, Taco Bell, Burger King and KFC, to name a few.

The Committee were advised that in the last year there have been 106 opportunities with 80 positions filled and 56 residents into employment.

The Committee queried whether it was possible to have Michaela or others to act as mentors. It was noted that there are plans to formalise the work of the Inspiration Champions as part of Work Inspiration Gateshead.

It was noted that Follingsby is quite an exciting development and it was queried how we can guarantee the job opportunities for Gateshead residents. It was noted that at the Follingsby development Section 106 powers will be used during the planning process to make sure. It was also noted that as part of projects where the Council has contributed funding it has been written into the funding contract.

It was queried if the service works with other teams / services in the Council, such as Early Help. It was noted that the service works with other services across the Council, in particular when a job becomes available.

It was queried, given the construction / building work ongoing whether we were

working with companies to establish what their requirements would be to take on apprentices / local tradesman.

It was noted that we will be doing some targeted recruitment and training. It was also noted that it will be written within the development agreement with a specific number of jobs and to work with the Council to take on Gateshead residents.

RESOLVED - That the views of the Committee on the presentation and report be noted.

**CPL29 OSC REVIEW OF ROADS AND HIGHWAYS - HIGHWAYS MAINTENANCE PROGRESS UPDATE**

The Committee received a report to provide an update on the position on highway maintenance following from a recommendation of the Review of Roads and Highways which took place in 2017/18.

The Committee were advised that more than 18000 defects were detected in total in 2018. The 2 highest categories were footway trips and potholes. This equates to a 10% increase on the previous year, although the numbers dropped off towards the end of the year. It is thought that the increase was in part due to the extreme weather in February 2018. It is also thought that the good summer weather has been a factor in the numbers decreasing towards the end of the year.

The service is undertaking the work following a risk-based approach and Highway Inspectors are inspecting the roads on a regular basis and if the risk identified is high they are repaired within 10 days, lower risks are repaired within 40 days.

There is a proposal to trial micro asphalt which is easier to repair. The service has been successful in receiving £1m from of funding from a National Government Scheme. This is because we have a Highway Asset Management Plan and based on how we score in the plan can allow us to access additional funding.

Work is ongoing to look at funding we can bid for. However, if we continue to invest at the current level the effects will likely come more evident.

Further updates will be provided to the Committee following a review of policy on inspection and repairs which was revised in November 2018. Trials on the new approach known as 'Micro Asphalt' with the aim of extending the life of surface are likely to begin in the new financial year. Details of this will also be reported back to future meetings of the Committee.

RESOLVED - (i) that the update report be noted.  
(ii) that further updates be reported to Committee in due course.

**CPL30 FLOOD AND WATER MANAGEMENT ACT 2010 - ANNUAL PROGRESS REPORT**

The Committee received a report to provide a progress update on the implementation of the duties and responsibilities of Gateshead Council as Lead Local Flood Authority.

Following the introduction of the Flood and Water Management Act 2010 the Committee has received annual reports outlining:

- The Council's statutory responsibilities and duties in relation to local flood risk management (FRM), following the introduction of the Flood and Water Management Act 2010 (F&WMA).
- The duties for local authority scrutiny committees to review work by public sector bodies and essential service providers in order to manage flood risk and to prepare an annual report on local actions to manage flood risk and to implement the Pitt Review.

The implications of the legislation for local authorities are:

- Preparing, maintaining and publishing a local FRM strategy to link to the Environment Agency's (EA) national and local strategies;
- Preparing, maintaining and publishing a register or third party FRM infrastructure assets;
- Investigating reported flooding incidents and publishing a register of investigations;
- Statutory consultee to the local planning authority (LPA) for sustainable drainage systems (SuDS).
- Consenting of ordinary watercourse works (diverting, culverting, restricting flow);
- Cooperation with and oversight of other FRM bodies.

The flood and risk management strategy was approved by full Council in January 2017. A review and possible update is planned for the 2019/20 financial year.

No formal flooding investigations have been undertaken in 2018.

- RESOLVED -
- (i) that the statutory responsibilities of Gateshead Council for local Flood Risk Management be noted.
  - (ii) that the Committee will receive an annual progress report in March 2020

### **CPL31 ANNUAL WORK PROGRAMME**

The Committee were advised of the current position with regards to the Annual Work Programme. The Committee were advised that the Beamish / TWAM Update will be brought to the next meeting in April.

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

**Chair.....**

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**TITLE OF REPORT:** Annual Update on Tyne and Wear Archives & Museums and Beamish Museum

**REPORT OF:** Darren Collins, Strategic Director, Corporate Resources

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## **SUMMARY**

This report provides a summary update on the work of Beamish Museum and Tyne and Wear Archives & Museums.

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### **Purpose of the Report**

1. To highlight how the financial contributions that the Council makes to Beamish Museum and Tyne and Wear Archives & Museums (TWAM) are used and the benefits to Gateshead. The report also provides an update on the new governance arrangements at TWAM.

### **Background**

2. 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 by TWAM on behalf of the Council. The Council holds a maintenance budget for 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 is £159,770 in 2019/20.

### **Benefits**

3. Beamish Museum has been asked to confirm the total number schools from Gateshead that visited in 2018. In 2017 Gateshead's contribution of £5,000 equated to £100 per school and allowed a significant proportion of Gateshead schoolchildren to visit Beamish. In 2017, 50 schools from Gateshead visited.
4. TWAM provides both an archives and a museums service to Gateshead Council, specified via an SLA. The archives service is part of a joint service provided to the five Tyne & Wear authorities and allows Gateshead Council both to fulfil 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. The museums service for Gateshead is delivered through the Shipley Art Gallery although residents of Gateshead also, of course, benefit from museums in the other Tyneside authorities managed by TWAM.

5. 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.
6. TWAM has indicated that from April 2018 to March 2019 there have been 24,649 visits to Shipley Art Gallery with 5,144 visits as part of school trips. Almost 50% of schools (17 out of 36) visiting are from Gateshead area. The Shipley is developing relationships with schools located within walking distance from the gallery with repeat visits from nearby schools.
7. 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. Using the Paul Scott Gateshead in a box piece school children investigated their local heritage and create their own Gateshead in a box artwork. The school have received Heritage School status.
8. The learning team are continually developing new projects and Learning through the Art Gallery - GCSE Art & Literacy project is a two-year project funded by the Arts and Humanities Research Council (AHRC). It is led by Dr. Claudine van Hensbergen at Northumbria University, in partnership with the gallery. The project will run between March 2019 and February 2021.
9. The Shipley Art Gallery is used by many groups as a space to meet and make and we offer a programme of art classes, talks and tours for public. Highlights in 2018\_19 included:
  - Gateshead Arts Society 70 anniversary exhibition and opening Saturday 17 November over 200 attended
  - World Mental Health Day was attended by organisations from across Gateshead (358 people attended) who support people with their mental health. The day was focused around young people and mental health. Organised by Mish Lorraine from Gateshead Mental Health User Voice.
  - Northern Children's Book Festival Gala Day 2018 over 250 attended. Event organised by Gateshead Library including Dominic Wilcox and Little Inventors and storytelling sessions.
10. In 2018-19 TWAM's Community Outreach team facilitated 556 engagements with Gateshead residents / individuals from organisations based in Gateshead. This work is targeted at individuals in recovery, older people and mental health service users with a strong focus on how culture can improve health and wellbeing. Projects have included working with Change, Grow, Live Gateshead working with TWAM's Women of Tyneside project. The women are currently recovering from addiction with the support of CGL Gateshead and our time together focussed on the theme of women's health and wellbeing. TWAM's outreach work has been presented to the Newcastle Gateshead CCG at the Newcastle Gateshead Involvement Forum 2018.

TWAM is currently working to secure the benefits of the Government's Exhibition Tax relief for TWAM venues and following a Question raised by Rt Hon Baroness Joyce Quin, Chair of TWAM's Strategic Board in the House of Lords the following endorsement of the Shipley was given by Lord Bates.

One of the allowances referred to related to the issue raised by the noble Baroness, Lady Quin, whom I thank for giving me advance notice. She declared her interest as the chair of the board, but I should declare an interest as having been a beneficiary of the museums of Tyne and Wear as a child and as an adult. I am a frequent visitor to the Shipley Art Gallery, which is a fantastic treasure trove of different art, from old masters to modern, contemporary and regional art, as well as crafts and ceramics. I have enjoyed that since I was taken there as a child at school—education is a key part of it. Anything which enhances the wonderful town of Gateshead, which she and I care for, and its cultural heritage—which is not just the Shipley but the Baltic Centre for Contemporary Art, the Sage, a music centre and the Angel of the North—is welcome. It really is becoming a cultural centre.

[https://hansard.parliament.uk/lords/2019-02-07/debates/68322B96-3913-4AA4-B7E8-B5A7A71EB228/Finance\(No3\)Bill](https://hansard.parliament.uk/lords/2019-02-07/debates/68322B96-3913-4AA4-B7E8-B5A7A71EB228/Finance(No3)Bill)

11. Along with Baltic and The Sage Gateshead and Newcastle based cultural organisations TWAM is a member of NewcastleGateshead Cultural Venues (NGCV) who are currently leading City of Dreams - a 10-year vision to make NewcastleGateshead the best place to be young. Cllr Haley spoke at a young people's event at Live Theatre in March where young people gave their experience of growing up and engaging with culture in Gateshead and Newcastle. The director of TWAM is the current Chair of NGCV.
12. TWAM has secured a gift to the Shipley of 550 important ceramic pieces under the Government's acceptance-in-lieu scheme. Along with this gift of very valuable ceramics which will enhance Gateshead's reputation as a centre for ceramics comes a gift of £18,000 which is being used to catalogue and interpret and create new displays for the pots, providing a new and additional attraction within the Shipley.
13. The collection will sit alongside the Rothschild Collection, a generous donation to Gateshead and the Shipley from the late Henry Rothschild which is already a significant attraction at the Shipley and has created a very popular annual lecture event as well as a bursary for early carer ceramicists and a programme of community work.
14. This work will also help the process of creating galleries at the Shipley which are more suitable for corporate hire use enabling us to generate more income from additional activities to support the Shipley as a welcoming space for the people of Gateshead.

## **TWAM Governance**

15. Following the establishment of the new Strategic Board for TWAM in September 2017 Cllr Angela Douglas and Cllr Neil Weatherley have been Gateshead representatives on the Strategic Board in 2018-19.
16. As recommended by TWAM's Governance Review a new trading company, TWAM Enterprises Ltd was established and began trading on 1 May 2018. Cllr Douglas is the Strategic Board nominee to TWAM Enterprises and is therefore a Director of TWAM Enterprises Ltd. TWAM transferred trading staff to the new company which is now responsible for TWAM's commercial operations The Board includes Geoff Hodgson (Chair - Geoff has a strong background in the hospitality industry and is a very experienced Non-Executive Director), Cllr Douglas, the Director and Head of Finance, Governance and resources of TWAM, Nicola Short (marketing expert) and Amy James (senior manager and category expert Greggs).

### **Recommendation:**

17. Communities and Place Overview and Scrutiny Committee is requested to comment on how the financial contributions have been utilised by Beamish Museum and TWAM.

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**Contact:** Lindsay Murray.

**Extension:** 2794

## Appendix 1

### ShIPLEY Art Gallery

<p style="text-align: center;"><b>Performance</b></p> <p><i>In-person Visits:</i> 24,649</p>	<p style="text-align: center;"><b>Community Groups</b></p> <p><b>Art Therapy Group</b></p> <p>Weekly art therapy sessions led by the NHS. These sessions support young people showing an increasing risk of hospital admission.</p>	<p style="text-align: center;"><b>Learning</b></p> <p><b>Exploring Heritage and Art</b></p> <p>The Shipley has received funding from Historic England to work with 60 year 3 children at Oakfield Primary school. They will use the art collections to research their heritage through creative making processes. The project aims to develop research, language and communication skills.</p>
<p style="text-align: center;"><b>Acquisitions</b></p> <p>Margie Christiansen Collection</p>	<p style="text-align: center;"><b>Community Groups</b></p>	<p><b>Art and Literacy Workshop</b></p> <p>inspired by the illustrations of artist Laura Carlin, children made their own work communicating their identity through art.</p>
<p style="text-align: center;"><b>Exhibitions</b></p> <p><b>Julie Cope’s Grand Tour: The story of a life by Grayson Perry</b> (5 May – 31 July 2018)</p> <p><b>Laura Carlin Ceramics</b> (8 September 2018 – 19 January 2019)</p> <p><b>Gateshead Art Society 70<sup>th</sup> Anniversary Annual Exhibition</b> (17 November – 22 December 2018)</p> <p><b>Paintings from the Shipley Collection</b> (9 Feb – 27 April)</p>	<ul style="list-style-type: none"> <li>• Weavers group</li> <li>• Knitters group</li> <li>• Creative textiles group</li> <li>• Gateshead Art Society</li> <li>• Gateshead Carers Group</li> <li>• Saltwell Park Model Boat Club</li> <li>• Heworth Art and Relaxation Group</li> <li>• Singin’ Sistahs</li> <li>• Lacemakers group</li> <li>• Quilters group</li> <li>• Young carers group</li> <li>• Gateshead Evolve</li> <li>• Art therapy group</li> <li>• Creative Age</li> <li>• Gateshead Youth Theatre</li> <li>• Live Well Group</li> <li>• Mindfulness group</li> <li>• Lunar Group</li> <li>• Behind the Scenes Tour (U3A) on 3 dates</li> <li>• Newcastle College</li> </ul>	<p><b>Digital Crafting workshop</b></p> <p>This E textiles workshop has proven popular with schools from across the region. Children used traditional sewing techniques with conductive thread.</p> <p><b>Digital Literacy Training Day</b></p>

<p><b>Adult Programme</b></p> <ul style="list-style-type: none"> <li>• Creative Age: Dementia work with Equal Arts – meet once a week for crafting in a sociable setting. For people age 55+ including those with dementia.</li> <li>• Grayson Perry Preview for stakeholders.</li> <li>• U3A behind the scenes tours continue to be well attended, giving people the opportunity to view paintings not on public display.</li> <li>• Tintoretto in the Spotlight provided the opportunity to drop in and hear live guitar music from the period in which Tintoretto was working. This was accompanied by volunteer tour guide John Thompson.</li> <li>• A wide range of community groups continue to meet at the Shipley, using the workshop and Maker Space.</li> <li>• Regular crafting groups include weavers, knitters, silk painters, quilters and Gateshead Art Society. There are also creative courses run in partnership with the Workers Educational Association, which have been well attended.</li> <li>• Equal Arts – weekly sessions have taken</li> </ul>	<ul style="list-style-type: none"> <li>• Slow Museums run by Katherine Vero and TWAM Outreach team</li> <li>• Memory Protection Service</li> <li>• NHS is using the Shipley to deliver art therapy sessions for adults and children experiencing mental health issues. The therapists have commented that a non-clinical environment is beneficial.</li> <li>• Dinky Butterflies artist residencies – two artists, Dominic Smith and Toby Lloyd, have undertaken residences at the Shipley focusing on community, heritage and environment.</li> <li>• World Mental Health Day 10 October – 358 people attended this event which consisted of information stalls and workshops by local mental health services. The event also included the signing of a pledge to support workplace mental health, by Tyne &amp; Wear Archives &amp; Museums Director Iain Watson.</li> <li>• Creative Baby – sensory play amongst the exhibition gives an opportunity for parents and babies (newborn – 18 months) to relax and enjoy the gallery.</li> <li>• Anime Attacks – 623 people attended this event which was delivered in partnership with Gateshead Libraries.</li> <li>• Syrian Family Group has been meeting regularly at the Shipley, to engage in family learning activities and support English language learning.</li> <li>• Northern Children’s Book Festival included author</li> </ul>	<p>As part of the digital making programme at the Shipley three makers were invited to the gallery to work with museums and gallery professionals, sharing practice and experience. This work will be used to inform a new digital making programme at the Shipley.</p> <p><b>Historic England Schools Project</b></p> <p>60 year three pupils from Oakfield School, Gateshead have used the Shipley collections to research their heritage through creative making processes. The resulting work was presented to the school in February with a celebration event for children and parents.</p> <p><b>Heritage &amp; Art teacher event</b></p> <p>Historic England led a free training event for teachers exploring new ideas for teaching local history.</p> <ul style="list-style-type: none"> <li>• Thorney Close Primary School booked a number of in-school sessions to develop their school’s ‘art gallery.’</li> <li>• Grayson Perry workshops delivered.</li> <li>• Monthly sessions delivered to Home Educated young people.</li> </ul>
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<p>place for this artist-led, intergenerational project in partnership with Newcastle University.</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p><b>Adult Art Classes</b></p> <p>The Shipley has partnered with Gateshead Learning Skills and created a series of bespoke classes for adults.</p> <p><b>Health and Wellbeing session</b></p> <p>Aroma therapist Louise Rea worked with participants at the Shipley to focus on their health and wellbeing, creating scent combinations to restore, revive and relax.</p>	<p>events. 260 people attended. This was a partnership with Gateshead Libraries and the Northern Children's Book Festival.</p> <ul style="list-style-type: none"> <li>• Crafting groups using the Shipley include weavers, knitters, silk painters and quilters. The Gateshead Arts Society meet weekly at the Gallery.</li> <li>• <b>Shipley Community Garden</b> - Funded by Tesco Bags Community Fund and the Postcode Lottery, the Shipley now has a landscaped community garden space. The space will be maintained by volunteers.</li> </ul> <p><b>Family Programme</b></p> <p><b>Creative Baby</b></p> <p>A sensory play session for children under 18 months takes place monthly at the Shipley.</p> <p><b>Get Crafty family programme</b></p> <p>A craft event for families in February half term. Using the Shipley paintings as inspiration, families were invited to create mix media landscapes.</p> <p><b>Dynamic Ceramic</b></p> <p>A large scale event for children 5-13 years old. Children are invited to participate in a number of making activities inspired by the ceramic collections.</p> <p><b>Gateshead Cultural Education Partnership (GCEP)</b></p> <p>Planning is underway for a series</p>	<ul style="list-style-type: none"> <li>• Workshop developed linked with Laura Carlin artworks in advance of the exhibition in the autumn.</li> </ul> <p><b>Gateshead Schools Engagement</b></p> <p>50% of schools visits are from Gateshead area with most making repeat visits. This is developing deeper relationships with Gateshead schools within walking distance from the Shipley.</p>
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	<p>of events which bring together cultural venues and schools offering a programme of activity for children and young people in Gateshead. The pilot activity will culminate in one large scale event held at the Shipley in July 2019.</p>	
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<b>TITLE OF REPORT:</b>	<b>Review to Address Skills Shortages &amp; Increase Employment Opportunities – Final Report</b>
<b>REPORT OF:</b>	<b>Colin Huntington, Acting Strategic Director, Communities &amp; Environment Caroline O'Neill, Strategic Director, Care Wellbeing &amp; Learning</b>

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## **SUMMARY**

This final report sets out the findings of the Communities and Place Overview and Scrutiny Committee in relation to work to address skills shortages and increase employment opportunities in Gateshead. The views of the Committee are being sought on this report and suggested recommendations.

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## **Background**

1. Communities and Place Overview and Scrutiny Committee agreed that the focus of its review in 2018/19 will be working to address skills shortages and increase employment opportunities. The review has been carried out over an eleven-month period and as well as the provision of evidence has also highlighted how we or our partners currently work; including gaps in provision and potential effective partnership working opportunities for the benefit of our residents and their ability to access employment opportunities.

## **Report Structure**

2. This final report sets out the findings of the Communities and Environment Overview and Scrutiny Committee review of work to Address Skills Shortages & Increase Employment Opportunities in Gateshead.
3. The report includes:
  - The scope and aims 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 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.
5. 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.

6. It was agreed that the review would have an employment-related focus and will examine the provision and attainment of young people in compulsory and post-16 education through to the support and lifelong learning provided to those over 50 in the workforce.

### Policy Context

7. National funding and policy changes have and continue to see a step-change in education and training delivery across the country. This in turn, has an impact on Gateshead learners and the strategic direction of providers and institutions. Key policy drivers include:

- The **Industrial Strategy** sets out a long-term plan to boost the productivity and earning power of people throughout the UK. It includes ambitions around a new technical education system and investment in skills and employment provision for key sectors such as digital.
- The **Careers Strategy** outlines the Government's plans to raise the quality of careers education to improve social mobility. With a focus on investing in skills development to meet the needs of workplaces of the future, the strategy calls on careers organisations, schools, colleges, universities and employers to collaborate to ensure people from all backgrounds can realise their potential.
- The **Post-16 Skills Plan** is the Government's framework to support young people and adults to secure a lifetime of sustained skilled employment and meet the needs of the growing and rapidly changing economy.
- The Government have set out their vision for Apprenticeships to 2020, through the publication of '**English Apprenticeships: Our 2020 Vision**' which include substantial improvement in both quality and quantity. The aim is for Apprenticeships to be an attractive offer that young people and adults aspire to go into as a high quality and prestigious path to a successful career.
- The Government intends to undertake a major review of **Post-18 education and funding** to make sure that the system is joined up and promotes access and success in all forms of post-18 education.

8. The North East's **Strategic Economic Plan** (SEP) is a comprehensive document detailing how the North East economy can grow in the coming years and how the region will create more and better jobs for the North East LEP area.

9. Gateshead's ambition, **Making Gateshead a Place Where Everyone Thrives**, requires a focus on tackling inequality, particularly in addressing inability to work because of long term illness, benefit dependency, low level wages, and the attainment gap between disadvantaged young people and their more advantaged peers. One of the pledges is to invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough.

## **Review Methodology**

10. 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

## **First Evidence Gathering Summary**

11. Presenters at this first evidence gathering session provided an overview of early years childcare and parental employment, as well as an overview of North East Ambition, a regional programme of activity that centres on the Gatsby Good Career Guidance Benchmarks.
12. Jan Batchelor, Childcare Support Lead Officer presented the national picture regarding where you start in life, still so often determines where you finish and that whilst talent is spread evenly across the country, opportunity is not. Key points included:
- Pre-school has a positive and long-term impact on children's attainment, progress and social-behavioural development
  - At school entry (age 5), attending pre-school improved children's academic and social outcomes with an early start (before 3 years of age) and attending a high-quality setting being particularly beneficial.
  - At age 11, high quality pre-school was especially important for boys, pupils with SEND and those from disadvantaged backgrounds through enhanced maths outcomes for disadvantaged pupils and for those of low qualified parents.
  - At age 14, (Key Stage 3), those who attended high quality pre-school had higher attainment and better social-behavioural development. By age 16 (Key stage 4) attending a high-quality pre-school predicted better GCSE results.
  - In terms of Early Education and Childcare in Gateshead, research has shown the importance of high-quality provision in improving outcomes for children.

- Within Gateshead 96% of childminders and 100% of private, voluntary and independent nurseries, pre-schools and out of school clubs have been graded by Ofsted as either “good” or “outstanding”.
- The percentage of children in Gateshead achieving at least expected levels across the Early Learning Goals covering the three prime areas of learning in 2017/18 is 84.60%. This figure compares with the North East average of 79.20% and the national average of 79%.

13. Jan went on to note that there are, however, some challenges in Gateshead, which have been identified as follows:

- The early years entitlements are funded from the Early Years Block of the Dedicated Schools Grant. The amount Local Authorities receive from government has been challenged nationally. There is no commitment from Government to review funding allocations before 2020 and this may lead to some providers becoming unsustainable.
- Children’s two-year integrated assessment provides an opportunity for health visitors and early years practitioners to identify children who would benefit from additional support at an early stage.
- This assessment requires review in order that it remains fit for purpose and informs effective allocation of resources.
- Childminder recruitment and retention is an issue
- Since 2012 there has been a national decrease in the number of childminders of 27%, in Gateshead this figure stands at 31%
- Childminders generally provide the most flexible provision
- There is a recruitment campaign underway to increase the profile of childminding and to encourage and support to registration.

14. Ryan Gibson, National Facilitator Careers Education, North East LEP presented the North East Strategic Economic Plan and the challenges around skills including:

- Ensuring the workforce has the skills required
- Attracting and retaining the workforce within the region
- Supporting young people to understand the labour market to make more informed choices

15. Ryan went on to explain North East Ambition, primarily aiming for ‘every young person in the North East being able to identify routes to a successful working life’. He talked about the recent pilot and intention to roll out the Good Career Guidance Benchmarks programme to all schools in the region and following work with Gateshead Council, the LEP have managed to engage with the vast majority of Gateshead schools, together working with them to adapt the benchmarks and enrol on the enterprise advisor programme.

16. By the end of 2018, the LEP aims to:

- Support every secondary school to adopt the benchmarks
- Ensure every secondary school has at least one strategic Enterprise Adviser
- Deliver mentoring programmes to ensure all and every student has access to the right type of guidance and support
- Develop and roll out a pilot benchmark programme for primary schools in the NE LEP area.

## Second Evidence Gathering Summary

17. Presenters at the second evidence gathering session provided an overview of extra-curricular activity at school and post-16 learning.

18. Matt Waterfield, Principal at Emmanuel College, gave an overview of the vocational and co-curricular options on offer to students at Emmanuel College, including the importance of that offer being well supported by a wide range of local businesses. Key points included:

- Good career guidance is key to social mobility; showing young people, whatever their social and family background, the options available to them to set them on the path to a rewarding future career
- The school is working towards achieving the Good career guidance benchmarks, challenges have included:
  - i. Ensuring every child accesses their entitlement regardless of background
  - ii. Engagement with parents on aspiration and ambition
  - iii. Importance of tracking progress through careers advice pathways from year 7
  - iv. Opportunities for students to talk to employers 'face to face' and benefit from mentoring
  - v. Smart and effective ways of directing students to the right employer/workplace experiences
  - vi. Help students navigate the market place of HE and apprenticeship opportunities
  - vii. Maintain expertise and up to date information across the staff team

19. Matt discussed the difficulties young people face around options and how informed they are as to whether the routes they choose lead on to employment opportunities. Matt talked about the importance of young people having the opportunity to engage with a number of different sources both in terms of education and employment encounters throughout their secondary school career.

20. Kevin Marston, Assistant Principal at Gateshead College provided an overview of the Government's/Department for Education's drive to reform Technical Education by the introduction of Tech or T Levels.

21. T-Levels are currently being piloted across 54 Ofsted rated outstanding or good providers nationally, two of which are in Gateshead – Gateshead College and St Thomas More. They are a new Level 3 technical study programmes and will consist of five key components:

- Level 3 technical qualification
- A 45-60-day work placement with one employer
- Maths, English and Digital skills
- Other occupation specific requirements – license to practice for example
- Employability, enrichment and pastoral skills

22. Kevin discussed the need for a change was identified as work placements are not common place and it is known employers want students to be leaving college or sixth form equipped with practical skills for specific roles, as well as general employability skills. Therefore, the main difference with T-levels is the introduction of the 45-day work placement, being occupationally specific and focussed on developing technical and practical skills. Some of the challenges of this within the pilot have included:

- Employers feeling overloaded to provide the work placements
- Financial constraints for SME's to accommodate students for that length of time
- Some sectors are more difficult than others – i.e. digital sector regarding confidentiality
- Pre-16 careers information, advice and guidance, remain patchy.

23. He discussed the need to deliver parity in relation to vocational training verses more academic routes such as A Levels. This work comes in response to employers reporting that learners are not displaying the core behaviours and skills they require for their business needs from the current vocational models.

24. Kevin Pearson, Principal Manager, learningSkills provided an overview on the benefits of learning and how this supports the Council's Thrive agenda as well as learningSkills' delivery of provision to disadvantaged groups and its ability to reach deprived communities.

25. Kevin advised the Committee there remains an issue with low qualification levels in Gateshead, key points included:

- There are 13,000 working age people in Gateshead with no educational qualification and over 36,000 without a full level 2 qualification.
- Of the 12,200 learners, 1,884 are unemployed, 501 have a learning disability and 1,321 with a physical disability.
- 75% of learners are from deprived wards in Gateshead.
- There has been a 30% reduction in adult learners due to increased complexity in funding and a 35% decrease apprenticeship take up since the introduction of the Apprenticeship Levy and the national apprenticeship reforms.
- There has been a significant increase in the social support and mental health needs of learners
- The service is funded by the ESFA and whilst there remains uncertainty and change in funding and policy, such as devolution of the adult skills budget and turmoil within the apprenticeship schemes, there has been no increase in the hourly rate for delivery for the last 5 years

26. Not precluding the points raised above, Kevin felt there are still reasons to be optimistic; young people are productive and have an amazing capacity to learn; FE staff are resilient, imaginative and committed and the sector has massively improved over the last 10 years.

### **Third Evidence Gathering Summary**

27. Presenters at the third evidence gathering session provided an overview of post-18 learning and higher education, as well as in-work progression and career development from the perspective of the social care sector.

28. Dr Emma Barron, Business Development Manager and Catherine Manley, Access, Success and Progression Manager, both from Northumbria University updated the Committee on current levels of access for underrepresented groups, outreach activities, developing employability skills, alternative routes into HE, employer engagement and employment and student enterprises. Key points included:
- The Office of Fair Access expect all universities have in place an access and participation plan and highlight who universities need to consider as target groups, including those from low participation areas, estranged from families etc.
  - Currently 19% of students at Northumbria are from low participation neighbourhoods, against a target of 21%
  - Northumbria run various outreach programmes both pre and post 16, to try and develop confidence with people when applying to university as well as raising aspirations.
  - Northumbria also has a strong focus on employability skills with programmes such as:
    - i. Careers employability award – an online tool for all students to gain skills, strengths and achievements in employability
    - ii. Degree content which has been informed by employers and accrediting bodies
    - iii. Northumbria Employability Framework – where courses reflect career developing learning opportunities and employer engagement.
29. Emma talked about degree level apprenticeships as well as the offer of foundation years which helps to prepare students for a degree programme, particularly for those who require entry at lower level UCAS tariff points. This provides students with the chance to experience university-style teaching and gain study skills to prepare them for undergraduate study.
30. Emma also talked about the importance of graduate entrepreneurship and Northumbria's student and graduate support scheme, running since 2004, supporting graduates who wish to set up their own enterprise. Key achievements include:
- Active businesses resulting from this scheme are generating £83m turnover per annum, with the creation of 1,100 jobs.
  - Typically, the university sees 30 start ups per year.
  - Working in partnership with Gateshead Council to offer incubation space in Council business centres as part of the Graduates in Gateshead scheme.
  - Northumbria University are ranked 1st in the UK for supporting Graduate enterprises and has been for the last four out of five years.
31. Peter Northrop, Locality Manager at Skills for Care, spoke to the Committee about the picture of skills gaps and career progression within the Social Care and Health Sector. Whilst Peter highlighted some of the issues he faces in his particular sector, a lot of the issues around perceptions of the sector, unsociable hours, pay, attracting talent, gender stereotyping etc. are all issues which can be applied across a great many sectors and are not unique to the Social Care and Health sector.
32. Peter introduced the sector by highlighting the number of jobs in Social Care in Gateshead and the predicted 33% rise by 2035, due to an ageing population and increased demand for services. He also spoke of the percentage of jobs which were

vacant and emphasised the issues facing in the sector, in its capacity to meet future demand if these and predicted increase in jobs remain unfilled.

33. Peter went on to talk about some of the perceptions of the sector and asked the Committee to think about their own perceptions of Social Care, reminding members of the varying roles within the sector, not just those that immediately people associate with Social Care, such as personal care of the elderly. Those roles included:

- Personal assistant or carer
- Administrative roles
- Cleaning
- Catering
- Activities organisation
- Estates
- Nurse
- Social Worker
- Occupational Therapist
- Management, HR, Workforce Development etc.

34. With the breadth and range of careers available in the sector, it is clear to see the career progression opportunities, yet the sector still struggles to attract young people and make it a career of choice.

35. Whilst it was acknowledged part of the problem is created by the sector itself, in that a great number of employers will not take on young people until they reach the age of 18 years old and by then, quite often, young people have made alternative career decisions.

36. It was acknowledged that while the sector did have many positives:

- Adult Social Care contributes £2bn to the North East economy in 2017/2018, almost all of which was in wages
- Over 90% of care workers report high levels of job satisfaction
- In Gateshead, an average worker has almost 9 years of experience within the sector
- Long-term employment prospects due to increased demand in services
- Good training leading to recognised qualifications and progression opportunities in certain areas

There were also negatives to overcome:

- A relatively flat structure meaning some limited progression opportunities in certain areas
- High levels of low pay and low skilled entry level jobs give perceptions of it being a sector for those with limited qualifications as opposed to a career of choice

37. As with careers in any sector, it was acknowledged the importance of inspiring young people at an early age and for businesses and sector representatives to work with schools to access young people to inspire and motivate them as to the career opportunities available and labour market information regarding availability of jobs in the future.

## Fourth Evidence Gathering Summary

38. Presenters at the fourth evidence gathering session provided an overview of retaining and retraining staff, particularly for those people at risk of redundancy or falling out of employment, where their jobs are becoming more technical or diminishing due to automation and those who are no longer able to fulfil their role due to caring, health or age barriers. This session will also look at the current position for those who have fell out of work and/or are furthest from the labour market and what support is available to them to get back into work.
39. Carly Hinds, Operations Manager at the Education Development Trust spoke to the Committee about the Fuller Working Lives Project, in partnership with DWP and the NE LEP. The aim of which is to increase retention of older workers within the labour market and to change the perception of employers and individuals.
40. Carly talked about the fact that the population is ageing, and it is therefore inevitable people need to stay in work for longer to reap both the financial and health benefits of being in employment.
41. However, Carly explained that the current 50 plus working generation face a unique set of issues not seen in earlier generations, of additional caring responsibilities. Those who are 50 plus have the increased chance of working full time and still having dependants, as well as the possibility of having caring responsibilities for elderly relatives.
42. The Fuller Working Lives project supports older works to remain in work through engagement with employers to facilitate dialogue between the employee and employer to support them during the remainder of their career, looking at flexible working opportunities, understanding the needs and aspirations of the employee as well as increasing retention of staff and realising individuals' potential.
43. Carly also explained the project offers businesses support via:
- Consultancy support to help with succession planning
  - Careers Fairs to get those 50 plus customers back into work
  - Careers reviews between employees and employers.
44. There have been some challenges with the project to date, including:
- NE employers, which acknowledging they face an issue with an older workforce, have been unable to prioritise what could be a problem in 10 years' time, now in a difficult economic environment
  - SME's have been reluctant to engage with the project, feeling it is a threat to allow access to their employees.
45. The Committee then heard from Martin McDonnell, Employment Development Lead and Julie Killick, Employment Services Team Manager, both from the Economic Development Service.
46. Martin talked to members about the current employment and unemployment position in Gateshead, key points included:

- The employment rate in Gateshead stands at 73.4%, higher than the North East but lower than the GB average, however unemployment is also higher than the North East and significantly higher than the GB average at 4.2%.
- Redundancies, seen across many areas in the country, have fortunately had little or no impact in Gateshead, so this cannot be seen to account for the increase in unemployment.
- Universal Credit has gathered pace over the last 12 months, with six former discrete benefit types being replaced by this overarching benefit.
- There remains 8,300 people on Employment Support Allowance.

As far as employment opportunities are concerned, there were some real positives:

- Gateshead has a very robust labour market, with employment sites at Team Valley, Blaydon and Felling, all of which have good infrastructures in place, close to major road and rail networks
- Job density is at 0.81 in Gateshead, compared to 0.73 in the North East.
- Development in Gateshead is expected to bring somewhere in the region of 10,000 jobs by 2030, many of which are hoped to be better quality following the development of Follingsby Max, Gateshead Quays and Baltic Quarter.

47. Julie talked about those residents who are being supported by the Employment Services Team and quite often they are just coping. With a range of complex and sometimes personal barriers to work, the Team aims to support residents and works intensively in partnership with other services, delivering several support schemes including:

- Generation NE – providing support to 18-29-year olds
- Building Better Opportunities, Wise Steps – supporting those furthest from the labour market
- Links to Work – supporting those who are long-term unemployed (24 months plus)
- Syrian Vulnerable Person's Resettlement Scheme – support for Syrian Refugees
- Families Gateshead – employment support for those coming under the Families Gateshead scheme
- Make a Change Project – new Economic Development project funded through the European Social Fund

48. Julie also mentioned the importance of the co-located services provided by Economic Development in partnership with both DWP and The Gateshead Housing Company, particularly in a space which is fraught with challenges including:

- Who the support can help
- When support can be provided
- How individuals can be supported
- Restrictive eligibility criteria
- Numbers are capped based on targets
- Over reliance on EU funding
- Fragmented provider market
- Time limited nature of provision leads to a lack of continuity

- Many programmes are nationally commissioned and driven by unit cost rather than localised need.

## **Fifth Evidence Gathering Summary**

49. Presenters at the fifth and final evidence gathering session provided an overview of the support provided to residents to access employment opportunities and businesses to employ local. The Committee also heard about the potential opportunities arising in Gateshead from current and future developments and how supporting significant numbers of unemployed or underemployed residents to take up the jobs created by council investment is an explicit demonstration of the Thrive agenda, in addition to the financial benefits arising from reduced demand and increased local spending as people move into employment.
50. Sarah Douglas, Workforce Development Lead from the Council's Economic Development Service introduced the session and talked about two new programmes which the Council, and partners have recently introduced to help inspire young people into careers and sectors within the region and increase employment opportunities for local people.
51. Sarah talked about Work Inspiration Gateshead, a partnership between the Council, Gateshead College and local businesses to enable young people to be informed and inspired about the careers and opportunities available to them. Work Inspiration was launched as part of National Careers Week in conjunction with young people from Kingsmeadow School in Dunston.
52. The main aims of Work Inspiration, as well as the provision of mentors, is around providing young people with an insight into key sectors in the borough and the region including areas such as:
- Employability Skills Development
  - Applying for career opportunities and interviews
  - Hands on work tasks on employer premises
  - Insights into progression routes – FE, HE etc
  - Real life challenges
53. Sarah explained the importance of young people understanding what career opportunities they have in the North East, that they don't have to leave the region to access the job of their dreams. Work Inspiration aims to shout about some of the fantastic businesses here and the amazing jobs and opportunities they have on offer and the skills needed to access those jobs and the routeways to get into them.
54. Sarah also informed the Committee about the launch of Gateshead Works, another new programme, in partnership with Gateshead Council, Gateshead College, Northumbria University and DWP.
55. The aim of Gateshead Works is to maximise employment opportunities for our residents and actively encourage businesses to employ local and think beyond their normal routes to access their workforce.

56. Sarah talked about the Council already having a good track record of helping local people access jobs resulting from major developments, starting back in 2001 with the 'Quays to Employment' project and continuing with the likes of Trinity Square and the smaller town centre developments. However, with the numbers of jobs coming through the Quays, Follingsby & Baltic Quarter, alongside the house-building programme, there is an unprecedented opportunity to help thousands of residents into work.
57. The Council have therefore partnered with the local Jobcentre, Gateshead College and Northumbria University as well as internal partners such as learningSkills and GATES to enable Gateshead Works to offer a wider range of training courses and access to local candidates of all skill levels to employers - working with the University will also help with graduate retention
58. Sarah explained Gateshead Works is an opportunity to:
- Extend our current service to wider Gateshead businesses,
  - Broaden and maximise opportunities for residents, including those from disadvantaged groups who often place the highest demand on council resources; such as LAC, Disabled, NEET etc. and
  - Engage more proactively with employers around job quality (e.g. minimising the use of zero-hour contracts, promoting the real living wage), advocate for under-represented groups and encourage career progression and re-training.
59. Gateshead Works will be demand-led and will support single to large-scale recruitment campaigns for both temporary and permanent positions and will also allow us the control to exclude any terms of employment which might be considered unacceptable.
60. The Committee then heard from Neil Pilkington, Employment Adviser from Economic Development and Michaela Wiseman, a local resident supported back to work as part of the support services provided.
61. Michaela was referred to Economic Development by her JCP Work Coach in February 2018 with several barriers to employment, she is a lone parent, has some health problems and was also previously in local authority care from the age of four. Michaela was in receipt of Job Seekers Allowance at the time of her referral and was searching for part time employment and had to work around her childcare commitments.
62. Neil referred Michaela to several different courses and Michaela completed the Council's 6-week Skills Support for the Unemployed training programme, and then began receiving employment support from the Links to Work contract from April 2018. Michaela was given support by Neil to update her CV, develop her job searching skills and to successfully source and apply for suitable vacancies.
63. Michaela applied for and was successful in gaining part time employment, as a Team Member, with Burger King in Trinity Square, Gateshead in July 2018. Michaela was initially given support with her travel costs and with setting up a Universal Credit account, so that she would receive support with her housing costs. Additional financial support was also provided to Michaela, to help her with childcare costs, through the school summer holidays to allow her to sustain her employment.
64. Michaela has now been in employment with Burger King for over 6 months, telling the Committee she really enjoys the role and has received recognition by her manager for continually exceeding the individual sales targets she is given.

65. Claire Cook, Recruitment Adviser with Economic Development spoke to the Committee about her role working closely with local businesses sourcing and generating vacancies to maximise opportunities for Gateshead residents.

66. Claire advised that her work involves identifying barriers to employment for unemployed residents, identifying recruitment needs for employers and delivering an appropriate level of support and work in partnership with other council services, key stakeholders and employers to ensure that residents have access to opportunities.

67. The service is currently involved in partnership with several contracts including:

- BBO – Building Better Opportunities
- Generation North East (18-29 year old)
- Links to Work Programme
- Syrian Resettlement Programme
- Families Gateshead
- GATES – Gateshead Access to Employment Service
- Direct Payments Team
- Looked After Children Team
- DWP
- External Partners

68. Claire advised the Committee that recruiting people isn't just about the qualifications or experience, it is about personality, talent and culture.

69. The bespoke services offer a co-ordinated recruitment and skills package including:

- Labour market information
- Advice and guidance on the recruitment process
- Pre-employment training
- Advertising of vacancies
- Pre-screening of applicants prior to submission
- Premises to conduct interviews
- Recruitment events
- Dedicated point of contact throughout recruitment process

70. The service has been involved in recruitment events for Teleperformance, Taco Bell, Burger King and KFC, to name a few.

71. The Committee were advised that in the last year there have been 106 opportunities with 80 positions filled and 56 residents into employment.

### **Issues/Challenges emerging from the review**

72. 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

## Recommendations

73. 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.

74. It is recommended that the Committee:

- Gives its views on the report and recommendations and agree that the final report and recommendations be submitted to Cabinet for consideration.

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**Contact: Sarah Douglas, Workforce Development Lead, ext. 2030**

**TITLE OF REPORT:**           **Gateshead Housing Customer Scrutiny Panel (GHCSF) – Progress Update**

**REPORT OF:**                 **Neil Bouch, Interim Managing Director, The Gateshead Housing Company**

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## **Summary**

The purpose of this report is to provide an annual update on the progress of The Gateshead Housing Customer Scrutiny Panel (GHCSF)

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## **Background**

1. The Gateshead Housing Customer Scrutiny Panel (GHCSF) was originally established in October 2011. This followed an extensive project that considered the opportunities for the development of an independent tenant organisation in Gateshead.
2. The purpose of the panel is to ensure that the needs and views of Gateshead residents are at the heart of how social housing services are developed and delivered by The Gateshead Housing Company (TGHC) and Gateshead Council.
3. The Panel have a range of tools available to help them effectively scrutinise a service area, which could include but are not limited to: -
  - Self assessment from Service Manager (written or in person)
  - Question and answer sessions with managers
  - Focus groups of employees or customers
  - Performance information including service standards and benchmarking information where appropriate
  - Feedback from surveys
  - Outcomes from mystery shopping
  - Co-opting of experts or TGHC Service Improvement Groups (SIGs)
  - External learning to compare TGHC performance to other similar providers.
4. The committee has, as part of previous update reports, received details of the findings from the following reviews conducted by the Panel: -
  - Anti-social behaviour case management
  - Rent and income
  - Void/empty homes management
  - Customer Services (local offices)
  - Lettings
  - Repairs Reporting
  - Customer Satisfaction Surveys.

## **Review of Customer Service in Neighbourhood Housing Offices**

5. The panel has recently completed its eighth review which scrutinised customer service delivered from neighbourhood housing offices. Their findings were presented by the Panel Chair to TGHC's Customers and Communities Committee in February 2019.
6. The Panel used the following tools to collect evidence and to produce this 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.
7. There were 25 recommendations made which have been grouped into five main areas. The Panel feels that when implemented, will result in improved customer service and more effective relationships between different Neighbourhood Housing Teams.
  - Customer Service
  - Training for employees
  - Updating procedural guides
  - Internal communications and working relationships
  - External communication with customers.
8. The Panel requested that the Head of Neighbourhood Services produce an action plan in response to the proposed recommendations. A planning meeting was held 16 April 2019 with the Panel Chair and members, Panel mentor and TGHCs Involvement and Diversity Officer to shape the proposed action plan and discuss the proposed recommendations with the Head of Neighbourhood Services. The final plan including details of the agreed recommendations made will be presented to the Customers and Communities Committee in May 2019.
9. The recommendations and progress against featured in the April 2019 TGHC newsletter that is sent to all tenants and leaseholders. It is also sent via email to those registered for the TGHC electronic mailing service.

## **Recruitment and development of GHCS members**

10. Two members resigned from the Panel during 2018/19 due to ill health and personal commitments. This resulted in a new Panel Chair, David Chambers, being elected by members in November 2018.
11. A recruitment exercise was undertaken in March 2019 which resulted in three new members being appointed. The new members will shadow the meeting taking place in April to help give them an understanding of what is expected during the process of a review.

12. 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.
13. In January 2019 the Chair of TGHC Customers and Communities Committee met with the Panel Chair and another member, to share their expertise on preparing and presenting at committee meetings and help with the Panel members' development. Panel members found this a very positive experience.
14. In September 2018 Panel members 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.
15. Other training and conferences that Panel members have attended during 2018/19 include:
  - Stockport Homes - Making Scrutiny Matter - February 2019
  - NHC 8<sup>th</sup> National Tenant Panel Conference, York – November 2018
  - NHC – Tenant Advisor - Tenant Unconference - Networking event for involved tenants and employees – April 2018
16. Members of the Panel continue to use a dedicated secure website to help them conduct effective scrutiny reviews.

### **Next steps**

17. The Panel are currently using their recent learning to help select the next area of scrutiny, which is yet to be identified.
18. In May 2019, a Panel 'away-day' will take place with members which will focus on identifying their strengths and developing skills to help with future reviews. The away-day will also involve planning future reviews and progress updates on action plans during 2019/20.
19. The Chair of Customers and Communities Committee has offered to attend this to offer continued support to the Panel. TGHC Organisational Development Advisor will be working closely with the Involvement and Diversity Officer to deliver this session.

### **Recommendation**

20. It is recommended that the OSC note the progress of the GHCSPP with further annual progress reports being brought back to the OSC to consider the effectiveness of co-regulation.

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**TITLE OF REPORT:** Annual Work Programme Review and Forward Plan

**REPORT OF:** Sheena Ramsey, Chief Executive  
Mike Barker, Strategic Director, Corporate Services  
& Governance

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## Summary

This report is set out in two parts. The first part highlights how the work of this Committee has helped influence / shape the development of policy / decision making / performance improvement work during 2018-19 and the second part details proposals for the development of the work programme for Overview and Scrutiny Committees (OSCs) and sets out the provisional work programme for the Communities and Place OSC for the municipal year 2019-20.

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## Annual Review

1. During 2018-19 the OSC has sought to influence and shape policy development / decision making, performance improvement work via the following routes.
2. During this period the OSC's recommendations relating to the OSC's Review of the Council and Partner's Approach to Roads and Highways have been implemented, following approval by Cabinet. The OSC has monitored progress on the implementation of these recommendations at its meeting on 17 September 2018. At that stage, the OSC recommendations had led to a members' seminar being arranged for 10 October 2018 on the topic of road maintenance. In addition, short term measures had been taken in relation to closing the maintenance funding gap which had included achieving the top rating (level 3) in the Department for Transport's performance assessment approach which had averted the risk of the Local Transport Maintenance allocation for Gateshead being cut. A review of practice in relation to road repairs had also commenced to assess whether there was scope for further streamlining and efficiencies.
3. 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.
4. The OSC also noted that whilst the Council's overall approach towards transport remained unchanged a document was being produced to explain the approach more succinctly and tie it in with air quality considerations. The issue of traffic restrictions and speed enforcement had also been taken up with the Police by the Chair of the OSC.
5. The OSC indicated at that time that it was satisfied with the level of progress made and the future work outlined.

6. Subsequently the OSC was provided with a further progress update on the issue of highway maintenance at its March 2019 meeting where the OSC learned that the Council had been successful in gaining an additional £1million funding via a national scheme. Further opportunities for bids for additional funding would continue to be explored. In addition, a review of policy on inspection and repairs was being carried out and trials of a new approach known as “Micro Asphalt” were to be carried out with the aim of extending the life of road surfaces and these were likely to commence in the new financial year. The OSC indicated at that time that it was satisfied with the level of progress made and noted that further progress reports would be provided.
7. 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.
8. 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.
9. 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.
10. 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.
11. The OSC has also monitored progress in relation to the following specific areas of performance and the OSC’s comments have been fed into the improvement work progressed by relevant service areas and fed back to relevant partners.
  - Managing the Environment – waste/litter/dog fouling – Progress Update
  - The Flood and Water Management Act 2010 – Progress Update
  - Health Equity Audit - GO Gateshead Sport and Leisure

### **Development of 2018-19 Work Programme**

12. Every year each Overview and Scrutiny Committee draws up a work programme based on the Council’s policy framework which is then agreed by the Council as part of the policy planning process.
13. The Committee’s work programme is a rolling programme which sets the agenda for its six weekly meetings. It is the means by which it can address the interests of the local community, focus on improving services and seek to reduce inequalities in service provision and access to services.

14. Under the Council's constitution the issues which will be considered by the Overview and Scrutiny Committees come from a number of sources:
- During the year the Committee may choose to scrutinise decisions made by the Cabinet to ensure decisions are taken properly;
  - The Committee may be requested by the Cabinet to carry out reviews of particular issues in accordance with the Council's policy priorities;
  - The Committee will receive six-monthly reports on performance for comment to Cabinet;
  - The Committee will receive reports on relevant service improvement reviews at key stages of development to confirm to Cabinet that reviews are progressing appropriately;
  - Section 119 of the Local Government and Public Involvement in Health Act 2007 and Section 126 of the Police and Criminal Justice Act 2006 enable any member of the Council to refer to a relevant Overview and Scrutiny Committee any local government matter and any crime and disorder matter which affects their ward or constituents
  - Members of the Committee may identify particular issues for consideration;
  - Members may also examine issues in the Council's Forward Plan; and
  - In addition, where the Committee has reasonable concerns about a particular executive decision the call-in mechanism is available.
15. This year OSC members have been involved in shaping the focus of the work of specific OSCs via email and provided with an opportunity to comment on the emerging themes for specific OSCs at the scheduled January OSC meetings. The emerging themes have taken account of key performance issues / challenges / legislative changes affecting the work of the Council within the forthcoming twelve months which fall within the specific remits of each OSC and the 5 pledges under the Thrive agenda:-
- 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
16. Subsequently, the Council has consulted partner organisations on the emerging themes for each OSC for 2019-20 and partners have indicated that they are supportive of the emerging themes.
17. The attached provisional work programme (Appendix 1) has therefore taken account of 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
18. The work programme remains provisional as:-
- Cabinet has not had the opportunity to fully review its work programme and it may wish to refer further issues to Overview and Scrutiny Committees for further consideration;

- It does not take account of 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.

## **Recommendations**

19. The Committee is asked to:-

- a) Note the information contained in the annual review and provide any comments.
- b) Endorse the Overview and Scrutiny Committee's provisional work programme for 2019 - 20 attached at Appendix 1 and refer it to Council on 23 May 2019 for agreement.
- c) Note that further reports will be brought to the Committee to identify any additional issues which the Committee may be asked to consider.

**Contact:** Angela Frisby

**Ext:** 2138

<b>Communities &amp; Place OSC 2019/20 Work Programme</b>	
<b>24 June 2019</b>	<ul style="list-style-type: none"> <li>• Constitution / role and remit</li> <li>• Making Gateshead a place where everyone thrives – Year End Assessment and Performance Delivery 2018-19</li> <li>• Safer Gateshead Partnership Plan</li> <li>• Anti - social behaviour</li> <li>• Managing Derelict Spaces (focus on varying specific sites)</li> <li>• Work Programme</li> </ul>
<b>16 Sept 2019</b>	<ul style="list-style-type: none"> <li>• Managing the Environment – Update / Case Study</li> <li>• OSC Review of the Council's and Partner's Approach to Roads and Highways – Monitoring Report</li> <li>• Homelessness – Progress Update</li> <li>• Work Programme</li> </ul>
<b>28 Oct 2019</b>	<ul style="list-style-type: none"> <li>• OSC Review – Work to address skill shortages and increase employment opportunities – Monitoring Report</li> <li>• How we deliver Housing Strategy</li> <li>• Private Rented – Progress Update</li> <li>• Culture / Tourism/ Land of Oak and Iron Legacy – Progress Update</li> <li>• Work Programme</li> </ul>
<b>9 Dec 2019</b>	<ul style="list-style-type: none"> <li>• Implementation of Safer Gateshead Priorities – six monthly</li> <li>• Making Gateshead a place where everyone thrives – Six Monthly Assessment of Performance and Delivery 2019 - 20</li> <li>• Work Programme</li> </ul>
<b>27 Jan 2020</b>	<ul style="list-style-type: none"> <li>• Managing Derelict Spaces (focus on utilisation of powers at Council disposal / additional activities to tackle issues)</li> <li>• Waste Management – Progress Update</li> <li>• Work Programme</li> </ul>
<b>9 March 2020</b> <b><u>5.30pm</u></b>	<ul style="list-style-type: none"> <li>• The Flood and Water Management Act 2010: Annual Progress Report</li> <li>• Managing the Environment – Update / Case Study</li> <li>• Work Programme</li> </ul>
<b>20 April 2020</b>	<ul style="list-style-type: none"> <li>• OSC Review – Work to address skill shortages and increase employment opportunities – Monitoring Report</li> <li>• Annual Report of the Gateshead Housing Customer Scrutiny Panel</li> <li>• Safer Gateshead Draft Priorities 20-21</li> <li>• Beamish - Annual Update</li> <li>• Managing Derelict Spaces – (focus on progress being made)</li> </ul>

	<ul style="list-style-type: none"><li>• Annual Work Programme Review</li></ul>
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**Issues to slot in**

- a) **Postal Provision**
- b) **Site Visit – Land of Oak and Iron**