

# COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE AGENDA

**Monday, 9 December 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
<b>1</b>	<b>Apologies for Absence</b>
<b>2</b>	<b>Minutes of the last meeting</b> (Pages 3 - 8)
<b>3</b>	<b>Managing Vacant Spaces Across Gateshead</b> (Pages 9 - 10)  Report of the Service Director of Development, Transport and Public Protection
<b>4</b>	<b>Tackling Homelessness in Gateshead</b> (Pages 11 - 12)  Report of the Interim Managing Director of The Gateshead Housing Company
<b>5</b>	<b>Hate Crime and Community Tensions</b> (Pages 13 - 18)  Report of the Strategic Director of Housing, Environment & Healthy Communities
<b>6</b>	<b>Health &amp; Wellbeing Strategy Development</b> (Pages 19 - 20)  Report of the Director of Public Health.
<b>7</b>	<b>Making Gateshead a Place Where Everyone Thrives – six month assessment of performance and delivery 2019/2020</b> (Pages 21 - 44)  Report of the Strategic Director of Housing, Environment & Healthy Communities
<b>8</b>	<b>Work Programme</b> (Pages 45 - 48)  Joint report of the Chief Executive and the Strategic Director of Corporate Resources

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

**Monday, 28 October 2019**

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

Councillor(s): T Graham, V Anderson, B Clelland, S Dickie, Diston, F Geddes, S Hawkins, H Kelly, P Maughan and A Wheeler

**APOLOGIES:** Councillor(s): D Burnett, K Dodds, A Geddes, M Hood, Reay, J Turnbull and R Waugh

**CPL49 MINUTES OF THE LAST MEETING**

**RESOLVED:**

- (i) The minutes of the last meeting held on 16 September 2019 were agreed as a correct record.

**CPL50 REVIEW TO ADDRESS SKILLS SHORTAGES & INCREASE EMPLOYMENT OPPORTUNITIES - SIX MONTH UPDATE**

The Committee received a report setting out progress made against recommendations to Cabinet by the OSC following a review of work to address skills shortages and increase employment opportunities.

It was highlighted from the report the scope of the review requested by the OSC was to examine the existing approach to tackle skills shortages and maximising the take up of local employment opportunities by appropriately skills individuals from the resident workforce. It was noted that the review aims, and objectives all fell in line with Gateshead Councils Thrive agenda.

From the report it was advised that in June 2019 the Council launched Work Inspiration Gateshead, a new programme aimed at inspiring young people to broaden their horizons and be ambitions. It was further stated that in partnership with Gateshead College and the North East Business and Innovation Centre, the 18-month initiative will deliver a series of sector insight and inspiration events. It was also noted that local businesses involved in the programme will give 11-16 year olds an insight into industries and careers that may not have existed in the North East. The Committee were also provided with an overview of events that have taken place.

The Committee were advised that further sector insight events are being planned for Autumn 2019. It was further noted that the Council has continued to coordinate a Gateshead Careers, Education Information, Advice and Guidance Network involving all Gateshead Secondary Schools, SEND schools, Gateshead College and the Pupil

Referral Unit.

From the report, it was highlighted that digital skills will be increasingly important for work. It was noted that only 35% of North East residents are considered to have 'digital skills for work'. It was advised that the Council has secured the commitment of 23 primary schools from across the borough to establish a new Code Club as part of a programme to ensure that all children has access to coding opportunities to address the digital skills gap in the region.

An overview of schemes to improve access to work and in work progression was provided which included the launch of Gateshead Council's 'Gateshead Works'. The Committee were also advised that the Council has secured European Social Fund in May 2019 for a new £398,000 programme to help secure 260 of the most disadvantaged employed and economically inactive residents in the borough. It was further noted from the report that a funding extension has also been secured to continue the Building Better Opportunities 'Wise Steps' project to engage and support a further 200 residents.

The report highlighted that Universal Credit has had a significant impact on the welfare system. It was noted that the Council is helping residents to navigate and utilise Universal Credit to ensure they are not disadvantaged when accessing work.

It was asked what influence services have over bus routes; it was noted that the Council are in regular contact with Go Ahead Northern regarding connectivity across Gateshead. It was also noted that a bid has been made to the Transforming Cities fund in addition to work being done to address climate change issues in the region.

An additional question was asked regarding which wards the residents who have been supported were from; it was advised this information would be pulled together and circulated following the meeting.

A discussion took place regarding the resourcing of the various programmes; particularly staffing. It was highlighted that learningSkills currently employ 75 full time delivery staff in addition to 80 sessional tutors. Further discussions took place on the use of the Governments apprenticeship levy and the competitive process of bidding for funds. A comment was also made on the uncertainty around the availability of ESF funding post-Brexit.

RESOLVED:

- (i) The Committee noted the contents of the report.

## **CPL51 COMMUNITY SAFETY ANNUAL PRIORITIES**

The Committee received a report providing an overview of the key activities that were coordinated and delivered by the Gateshead Community Safety Board within the last six months in order to address the strategic priorities outlined in the Strategic Partnership Plan 2019/20.

It was noted that the Board has a statutory duty under the Crime and Disorder Act to produce an annual intelligence-led Strategic Assessment along with a Partnership

Plan. It was highlighted that the strategic themes agreed by the Community Safety Board for delivery in 2019/20 are:

- Anti-social behaviour and environmental crime
- Domestic abuse
- Restricting and tackling drug supply
- Hate crime and tension monitoring
- Preventing violent extremism

A summary of crime performance was provided from the report in addition to an update of progress made to date against the Board's priorities. The Board were also advised that several key actions will be progressed in the next six months which were to:

- Carry out a systems-thinking review of how we tackle anti-social behaviour to ensure we have the right approach.
- Re-establish the Strategic Domestic Abuse Executive Forum and create local Action Plan (linked to elements identified within Domestic Abuse Bill).
- Pilot a new daily approach in relation to the functioning of the Multi-Agency Risk Assessment Conferences (MARAC) process.
- Complete Domestic Homicide Reviews and to implement recommendations and key learning points.
- Continue to develop bespoke projects and initiatives to drive out hate crime and to combat any increased community tensions/cohesion.
- Strengthen our links with other thematic partnerships – including Health and Wellbeing and Safeguarding Boards.
- Consider the role and remit of Gateshead Community Safety Board partners in the newly created Violence Reduction Unit in Northumbria.
- Evaluate the effectiveness of the Domestic Abuse Perpetrator Programme and to seek additional funding to continue with the project from March 2020.

It was asked what work is being undertaken to prevent ASB and environmental crime caused by adults. It was advised that an integrated offender management is in place for this. It was further noted that contact and guidance for Magistrates is also part of the solution.

The Board were also advised that incidents are mapped to identify trends and areas of need where intervention work can be targeted. It was noted that this work is being done alongside partner organisations.

RESOLVED:

- (i) The Committee noted the contents of the report.
- (ii) The Committee agreed to receive a further update in six months.

## **CPL52 HOUSING STRATEGY**

The Committee received a presentation and report providing an update of progress against the actions in the Housing Strategy that was agreed at full Council on March 2019.

From the presentation an overview of Gateshead Housing Vision was provided highlighting that Gateshead's Thrive Agenda was a driver in ensuring that people and families are at the heart of all that is done. It was also noted that as part of the Gateshead Local Plan 2010 – 2030 the service will ensure that the residential offer provides a choice of top quality accommodation in sustainable locations to meet people's current and future needs and aspirations.

An overview of housing tenures across Gateshead was provided as well as data to show changes in housing tenure from 2001. The Committee were also provided with a graph to demonstrate housing need in the context of an aging population amongst other factors.

The Committee were advised of the key objectives for housing support which included providing the most appropriate range of housing related support to help residents access and sustain a home. It was also highlighted that by delivering a wider prevention agenda, the causes of vulnerability, health, social and economic inequity can be addressed.

From the presentation an overview of housing support was provided which included a summary of the Homelessness review as led by The Gateshead Housing Company. Additional details were also provided on housing standards objectives and housing supply.

The Committee noted that regular monitoring of the cross-council group action plan would continue in addition to the production of a Asset Management Strategy.

It was asked what work is being done to ensure that housing developers allow for the provision of social housing in new developments. It was noted that as part of the Core Strategy the Council have more powers to ensure that affordable housing is part of the package when developments are built on Council Land.

An additional question was asked as to whether there were more plans for schemes such as Innovation Village. It was stated that there are plans; it was also noted that accelerated construction provides additional Government funding as houses are built more quickly.

RESOLVED:

- (i) The Committee noted the contents of the report and presentation.

### **CPL53 PRIVATE RENTED PROGRESS UPDATE**

The Committee received a report and presentation to provide an update on the Council's approach to dealing with some of the issues in the private or privately rented sector.

It was highlighted that there are 67,000 private or privately rented properties in Gateshead. It was stated that the team undertakes a wide range of action including dealing with the regulation of standards, selective landlord licencing in specific areas and dealing with ASB across the borough.

From the presentation the Committee were provided with an overview of the Private Sector Housing Team and their additional priorities which included providing advice and support to both landlords and tenants. A summary of what the team deals with regularly was also provided which included involvement with issues of disrepair and verminous properties.

It was noted that as part of the Council's Thrive agenda, the Private Sector Housing Team are going the extra mile to solve problems that are not the norm. It was also stated that the team are using an intelligence and knowledge led approach with more enforcement action against persistent offenders.

Within the presentation an overview of facts and figures were provided as follows:

- 75% reduction in reported crime in Selective Licensing Areas since 2018. Includes identifying and eliminating brothels, prostitute rest houses, accommodation for trafficked people or modern-day slaves and cannabis farms.
- Helping individuals in debt to landlords and utility suppliers to make payment arrangements therefore avoiding eviction and preventing homelessness.
- Unannounced inspections – carried out early morning and late evening jointly with police and priority based on demand for Police and Council services.
- Improving lives – many filthy or verminous properties usually very complex circumstances,
- increased use of Improvement Notices to improve property conditions where category 1 or 2 hazards exist.
- Use of civil penalties of up to £30k More landlords being fined for being evasive & non-compliant – tackling the worst first! 20+ so far.
- Compliance with Licence conditions – monitoring turnover of tenants with Council Tax and getting straight back into properties.
- Modern day slavery – Bentinks, Hotel Express
- Supported Operation Benelli -Organised Motorbike thefts, drug supply and serious violence
- Tackling ASB – Robust use of powers to deal with these problems including:
  - Community Protection Warnings
  - Community protection Notices
  - Abatement notices
  - Injunctions
  - Attending court for non compliance and seeking conviction
- Significant contributor of referrals into 'Public Service Reform' team – 12 recent cases
- Other enforcement teams using Op Vienna officers – notified of caravan. Police investigated found individual wanted on warrant for over a year with a large supply of heroin.
- Working with Trading Standards and 'Tobacco dog' to tackle illicit supplies in community.

Officers presenting offered an open invitation to Councillors of the Committee to spend some time with the Private Sector Housing team should they wish to find out more about the work being done.

The Committee noted that the presentation had been interesting and that a Members Seminar to expand on the issues raised would be beneficial.

**RESOLVED:**

- (i) The Committee noted the contents of the report and presentation.
- (ii) The Committee requested that a Members Seminar take place for further information.

**CPL54 NEW GUIDANCE ON OVERVIEW AND SCRUTINY**

The Committee received a report providing an update of proposed areas for improvement arising from the new guidance on Overview and Scrutiny.

From the report a summary of proposed areas and issues for consideration was provided; it was noted that Gateshead already has in place much of what is set out in the guidance. The following areas were suggested for improvement:

- Executive – Scrutiny Protocol
- Whistleblowing
- Communicating work of scrutiny to wider Council
- Following the Council Pound

Details of the above were provided within the report for the Committee.

**RESOLVED:**

- (i) The Committee noted the contents of the report.
- (ii) The Committee endorsed the proposed areas for improvement.

**CPL55 WORK PROGRAMME**

The Committee received the report setting out the provisional work programme for the municipal year 2019/20.

**RESOLVED:**

- (i) The Committee noted the contents of the Work Programme.
- (ii) The Committee agreed that the Work Programme be brought back to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

**Chair.....**



**TITLE OF REPORT:**           **Managing Vacant Spaces in Gateshead**

**REPORT OF:**               **Anneliese Hutchinson, Service Director,  
Development, Transport and Public Protection**

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## **Summary**

1. This report gives an overview of how vacant spaces are actively managed across the borough of Gateshead.

## **Background**

2. Vacant sites can often present a number of problems in local communities. They can undermine the visual amenity of an area and can be a focus for antisocial behaviour and flytipping. Derelict buildings can be dangerous and a large amount of Council resources can be spent dealing with issues arising from the land.
3. Officers work jointly across several teams to actively manage sites across Gateshead in a variety of ways, to decide which of the range of powers and approaches available would be most appropriate. A presentation will be given to OSC Members describing three Case Studies discussing the problems each presented, the strategies that have been adopted and the obstacles that have been overcome.

## **Recommendations**

4. OSC are asked to note the report.

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**TITLE OF REPORT:** Tackling Homelessness in Gateshead

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

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### **Summary**

1. This report provides a summary note on tackling homelessness in Gateshead. A presentation will be provided by officers at the committee meeting.

### **Background**

2. The presentation will cover the following areas:
  - Describing the extent of homelessness in Gateshead as we understand it
  - Causes and reasons for becoming homeless
  - Work we do to prevent homelessness
  - The extent of support available
  - What support / services TGHC provide
  - Successes and impacts
  - Ongoing challenges and opportunities
  - Conclusions

### **Recommendations**

3. OSC are asked to note the report.



**TITLE OF REPORT:** Hate Crime and Community Tensions

**REPORT OF:** Steven Kelly, Community Safety Co-ordinator,  
Community Safety Team – Development, Transport  
and Public Protection

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## **Summary**

Communities and Place Overview and Scrutiny Sub-Committee will receive an update in relation to the work taking place in Gateshead around Hate Crime and Community Tensions. It will also highlight the latest hate crime performance figures.

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## **1. Background**

1.1 As a reminder for members, we have a strong approach to tackling hate crime within Gateshead and have a proactive response to dealing with community-related tensions. Partners worked together to develop a robust and refreshed Hate Crime Strategy, which was approved by Community Safety Board in May 2019, and included a wealth of actions around three key themes:

- Increasing awareness & reporting of hate crime
- Increasing the uptake of referrals to victim support services
- Hate crime education

1.2 The strategy is underpinned by a detailed multi-agency Action Plan, which is reviewed and refreshed on an annual basis and sets out the activities that will be undertaken by the partnership to address hate crime over the forthcoming twelve-months. It is complemented by the Community Tensions Framework which provides details of how we respond to tensions and community-related issues experienced within the Borough.

1.3 We also have a Strategic Hate Crime and Tension Monitoring Group which is a multi-agency forum that meets on a bi-monthly basis and is chaired by the Sergeant from the Central Community Engagement Team at Northumbria Police. This Group oversees the delivery of the Hate Crime Strategy and Action Plan.

## **2. Performance 2018/19**

2.1 The table in Appendix 1 provides a breakdown of hate-related crimes and incidents reported in Gateshead between April and September 2019.

2.2 The number of hate incidents in the first six months of 2019/20 have increased by 17% when compared to 2018/19. This year to date there has been a total of 263 incidents recorded, 39 more than at this point in 2018/19.

Racist incidents account for over half of all hate-related incidents reported during the period, slightly less than in the previous year. The reduction in the proportion of incidents classed as racist can be attributed to the increase in the proportion of incidents classed as homophobic or disability hate. Whilst racist incidents continue

to account for the greatest number of hate-related incidents reported in Gateshead, it is encouraging to see increases in reports relating to other strands.

### **3. Progress**

#### **3.1** Some of the key activities carried in Gateshead in the last six-months relating to hate crime and community tensions include:

- Attending the Community Security Trust (CST) Regional Hate Crime conference in Manchester. This provided an overview of Anti-Semitism in the North of the country. The CST were very complimentary of Northumbria Police & Gateshead Council and the work that they are doing to support the Jewish Community around hate crime.
- Supporting a number of local organisations with bids to the Office of the Police and Crime Commissioner (OPCC) Communities Fund for work centred around the Hate Crime agenda. The bids were submitted with support from the Community Safety Team and Community Engagement Teams and several were successful. Community Safety plan to work closely with those organisations who have since been allocated funding to develop and deliver their projects.
- Co-Ordinating a range of activity during National Hate Crime Awareness Week 2019, including:-
  - A walk of solidarity took place to launch Hate Crime Awareness week on 14<sup>th</sup> October 2019 at Newcastle Eagles stadium, in partnership with Safe Newcastle and Northumbria Police's Community Engagement Team. This followed on from last year's successful walk of solidarity that took place at Gateshead Stadium. This year's event was attended by close to 200 people, including residents, victims of hate crime and various organisations.
  - Community Safety and colleagues from the Community Engagement Team in Northumbria Police worked closely with Lawnmowers Independent Theatre Company, a group of Adults with a Learning Disability who deliver performances focusing on the struggles faced by people with a Learning Disability. The group were supported with a successful bid to the Office of the Police and Crime Commissioner's Community Fund. The bid focused on the research, development and rehearsal phase of a production focusing on hate crime which can then be delivered to organisations using some real-life personal experiences and case studies as part of the performance.  
The pilot session took place during National Hate Crime Awareness week on Friday 18<sup>th</sup> October 2019 and professionals from a range of organisations were invited to attend. The feedback from the performance and the communication scenarios that took place afterwards has been very positive and some organisations have made enquiries with Lawnmowers about further bookings.
  - The main focus of this year's activity was predominantly on Hate Crime education and a speaker from the 2018 Experts by Experience event, a Bosnian Refugee who lives in Newcastle and

who's family were affected by the Srebrenica Genocide in the early 1990's, presented at secondary school assemblies and delivered workshops at schools in Gateshead plus Gateshead College, talking about his personal experience of hate crime.

- Over 100 Hate Crime Champions across Gateshead are now in place, acting as a first point of contact for their organisation's employees and customers around hate crime, the different ways to report and advice on the support that is available to victims.
- There are now 30 Student Hate Crime Champions in Whickham School and 100 Student Hate Crime Champions in Gateshead College acting as a point of contact for students who may want advice or information about hate crime.
- Delivered a Hate Crime Champions training session at the Urban Transport Group Safety and Security Meeting, which is attended by Public Transport Providers from across the country.
- Meeting with Paul Gianassi, Cross Party Hate Crime lead based in the Home Office regarding the Hate Crime Champion scheme which originated in Gateshead and has now been rolled out across the Northumbria area. Paul has committed to provide £2,000 funding towards merchandise and fees for NCFE (a national, educational awarding organisation) who will endorse the training and co-brand certificates to show their support for the level of training being provided. This funding is also being match funded by the Office of the Police and Crime Commissioner.
- The Victim Support Task and Finish Group, established to look at ways in which to increase the number of victims who access support provided by Victims First Northumbria has recently developed a Hate Crime Victim Action Group for Gateshead, the purpose of which is to build an understanding of the issues around and barriers to accessing support after an incident has taken place. The first meeting took place in June 2019 and was attended by 7 residents who had been affected by Hate Crime.
- Attended the Ateres High School for Jewish Girls to discuss Hate Crime awareness and the barriers to reporting incidents, with further sessions planned in Jewish Primary and Secondary schools in the coming months.
- Community Safety & Community Engagement Teams have carried out a review of Safe Reporting Centres in Gateshead. Of those visited, only a small number were deemed suitable to continue in this role and refresher training has since been provided to these organisations in January 2019. We have since identified further Safe Reporting Centres across Gateshead and have provided training to each organisation. We now have 8 Safe Reporting Centres across Gateshead and continue to try and identify additional suitable organisations.

- The Community Safety and Community Engagement Teams continue to engage with community groups, peer support groups and drop in's representing the different strands of hate crime to raise awareness and discuss the barriers to be reporting their concerns.
- Providing regular training sessions for council staff and partners linked with Hate Crime Awareness and Hate Crime – all of which have been well received.
- Built-up excellent working relationships with local groups representing the various strands of Hate Crime, with a focus on previously under reported strands – Disability and Gender Identity. This has resulted in an increase in reporting from these strands in recent years.
- Arranging for Dr David Wilkin, a Researcher in the Department of Criminology at Leicester University and the Lead Coordinator of the Disability Hate Crime Network to come to Gateshead to discuss his research project in to Disability Hate Crime on Public Transport with professionals. This research contributed to the Public Transport module on the Centre for Hate Studies new international online hate crime training package.
- Videos made locally on the bus and metro focusing on hate & hate crime with members of Gateshead People now feature on the public transport module of the above online hate crime training, with Gateshead recognised as an area of best practice.
- Attending the North East Srebrenica Board meeting and contributed to plans for NE Srebrenica Memorial Day, which took place at St Nicolas' Cathedral in July 2019.
- Supporting The Gateshead Housing Company and their customer-led Equality, Diversity and Inclusion (EDI) Group to help raise awareness of hate crime and how to report it with a production of an information film.
- Interviews taking place on Pride Radio on two occasions, firstly to discuss Hate Crime Awareness and the work taking place locally to tackle hate crime in Gateshead, and secondly to raise awareness of the plans for National Hate Crime Awareness week 2019.

#### **4. Future Focus**

4.1 The activity that the Strategic Hate Crime and Tension Monitoring Group will focus on in the coming months include:

- Further development and training of Student Hate Crime Champions across the Borough, to include new schools and academies.
- Further awareness raising of the Council's online Hate Crime reporting system, which can be used by victims, witnesses and third parties to report hate crime and access support
- Increase reporting of hate crime from schools using the Council online Hate Crime reporting system.



- Supporting local organisations who have received funding from the Office of the Police and Crime Commissioner to deliver projects focusing on Hate Crime and Mate Crime.

#### **4. Recommendation**

4.1 Committee are asked to:

- Note the contents of the report;
- Comment on and scrutinise the approaches undertaken around Hate Crime and Tension Monitoring

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**Contact:** Steven Kelly

**Ext:** 0191 433 2701

## **Appendix 1 –**

### **Recorded Hate Crime in Gateshead (April to September 2019)**

	<b>2018/19</b>	<b>2019/20</b>	<b>Diff (n)</b>	<b>Diff (%)</b>	<b>% of 2018/19</b>	<b>% of 2019/20</b>
Disability	28	31	3	10.7	13.6	17.1
Homophobic	15	21	6	40.0	5.6	10.8
Racist	149	157	8	5.4	63.2	56.8
Religious	37	57	20	54.1	20.8	20.7
Transphobic	8	7	-1	-12.5	2.4	3.6
<b>Total Hate Crime</b>	<b>224</b>	<b>263</b>	<b>39</b>	<b>17.4</b>	<b>-</b>	<b>-</b>

*Please note, crimes may involve more than one hate crime strand therefore the numbers in the table above do not tally*

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**TITLE OF REPORT: Health and Wellbeing Strategy development**

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

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**Summary**

This report gives an update on progress in developing a new Health and Wellbeing Strategy for Gateshead and asks the view of the OSC on the proposed strategy.

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**Background**

1. The previous strategy, "Active, Healthy and Well Gateshead", was written in 2013 and covered the period up till 2016.
2. During 2017-18 the council and partners signed up to the strategic approach and pledges to "make Gateshead a place where everyone thrives".
3. Health and Wellbeing Board agreed a refresh of the Gateshead Health and Wellbeing Strategy in September 2018. The approach followed has been to establish an inclusive steering group to strengthen focus on the wider determinants of health; including economic development, housing, environment and policy and supported by Cabinet Member for Health and Wellbeing and Chair of the Health and Wellbeing Board.
4. We held a conference on the Marmot 10-year review of "Fair Society, Healthy Lives" in January 2019 with over 80 attendees contributing to and helping to shape the strategy, and a follow up session for council officers, partners and councillors in July 2019 on initial thinking in developing a new strategy.

**Proposals**

5. The focus of the new strategy is based upon the aims from the Marmot work "Fair Society, Healthy Lives" focusing on health inequalities. This builds on the issues identified from the 2017 DPH annual report – "Inequalities: it never rains but it pours".
6. A PowerPoint presentation will be provided for OSC members which will update outline the draft Health and Wellbeing Strategy – "A job, a home, good health and friends".

## Recommendations

7. The views of the OSC are sought on the proposed strategy.

**Contact:** Alice Wiseman

**Extension:** 2777

**TITLE OF REPORT:** Making Gateshead a Place Where Everyone Thrives – six-month assessment of performance and delivery 2019/2020

**REPORT OF:** Colin Huntington, Strategic Director, Housing, Environment & Healthy Communities

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### **SUMMARY**

This report provides the six-month assessment of performance and delivery for the period 1 April 2019 to 30 September 2019 in relation to the Council's Thrive agenda.

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### **Background**

1. The report forms part of the Council's performance management framework and gives an overview of progress for the priorities appropriate to the remit of the Communities and Place Overview and Scrutiny Committee (OSC) and the Community Safety Sub OSC.
2. The Council's new strategic approach Making Gateshead a Place Where Everyone Thrives, was approved by Cabinet in March 2018 to ensure the Council continues to get the best outcomes for local people and remains a viable and sustainable organisation into the future.
3. As part of the Council's performance management framework, five-year targets were replaced with a single 2020 target with strategic indicators identified as either target or tracker indicators. These targets were approved by Cabinet on 12 July 2016.

### **Delivery and Performance**

4. The six-month assessment of performance for 2019-20 focuses on the achievements and actions undertaken during the period 1 April 2019 – 30 September 2019. Areas for future improvement are also identified.
5. The strategic indicators aligned to both committees have been reviewed to ensure they are appropriate in measuring performance in respect of the Thrive agenda.

### **Recommendation**

6. It is recommended that the Communities and Place OSC:
  - (i) consider whether the activities undertaken during April 2019-September 2019 are supporting delivery of the Thrive agenda;
  - (ii) any areas they feel they require more detail or require further scrutiny; and
  - (iii) note that Cabinet will consider a composite performance report at their meeting on 21 January 2020.

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**Contact: Christine Stephenson**

**Ext: 2562**

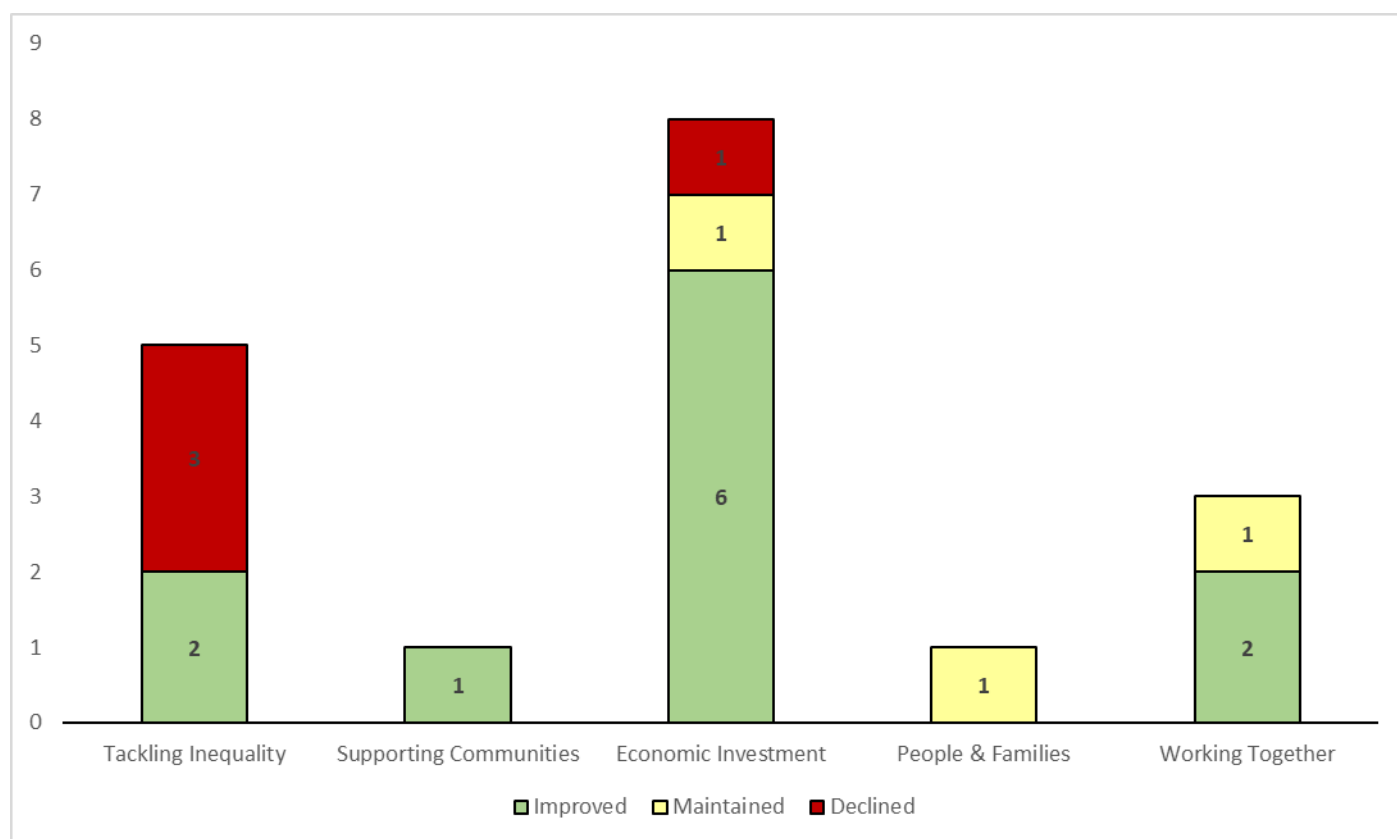
## Section A

### Performance Overview

This report sets out performance for the six-month period April to September 2019 in line with the Council's Performance Management Framework. The report's focus is those 'Strategic Outcome Indicators' (SOIs) that fall within the remit of the OSC Communities and Place and are available to report at this six-monthly period. The SOIs that are not available to report at the six-monthly stage will be reported at year-end 2019/20.

The chart below summarises the overall position and trend in performance compared to the 2018/2019 year end performance data. Overall performance has improved in 11 out of the 18 indicators (61%) where a direction of travel can be reported.

**Chart 1: Summary of direction of travel for indicators in Section C**



## Put people and families at the heart of everything we do

We have identified 4 Strategic Indicators linked to the Thrive pledge of ***Putting people and families at the heart of everything we do***. These are:

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
<b>PF01-</b> The percentage of homes in the highest energy efficiency bands (SAP>65)	60%	56.53%
<b>PF04-</b> Number of households accepted as homeless	None Set	514
<b>PF05 -</b> Number of households prevented from becoming homeless	None Set	231
<b>PF06 -</b> Percentage of homes free from category 1 hazards under the Housing Health and Rating System	Baseline as at April 2018 – 92%	92.84

### Performance

- Whilst works to improve home energy efficiency continued in 2018/19, notably with 600 homes receiving new heating systems under the Gateshead HEIGHTs programme, data has yet to be processed to update the indicator, as this was received after year end.
- The Homelessness Reduction Act (HRA) 2017 came into force on 3<sup>rd</sup> April 2019 and introduced new prevention and relief duties for local authorities with statutory responsibility for homelessness in England. The Council now has a duty to assess and assist all eligible households at the prevention stage rather than when the applicant is homeless. This means that all households, whether they are in priority need or not, will be able to access assistance regarding both the prevention of and the resolution of homelessness. The Act requires a clear focus on prevention and early actions; strong referrals routes and joint working with other statutory agencies and all clients that are assessed are provided with a personal housing plan. It puts the prevention of homelessness on a statutory footing.
- From 2018/19 a new approach to recording homelessness has been in place. The six-month data provided within this OSC report is consistent with the 2018/19 reporting. However, work has been underway within the last 6 months to review the data collected to help develop new strategic homelessness indicators for the Council including the setting of targets for 20/21. These new local strategic indicators will include a focus on:
  - Rough Sleeping.
  - Homeless Assessments.
  - Homeless Prevention Success.

It is anticipated that the new indicators will be in place by the end of this financial year.

- There has been a 0.84% improvement in the percentage of homes in Gateshead free from Category 1 hazards under the Housing Health and Safety Rating System from April 2018 to date.

## Achievements, Challenges and Actions

- Funding for Child Pedestrian Training initiative in schools, covering Tyne and Wear and Northumberland, has been secured for a further two years. The Government has also recently confirmed that funding for Bikeability, providing cycle training in schools will continue for at least another year.
- The Council has continued to implement its programme of 20mph zones in residential areas and around schools. Schemes implemented recently include those at Kells Lane, Mount Pleasant and Barlow.
- Formal Preventing Violent Extremism (Workshop to Raise Awareness of Prevent, or WRAP) continues to be offered to staff. Attendance at WRAP sessions remains low despite being regularly promoted. A briefing paper has been shared with the Chief Executive to encourage a tiered approach to training, with the recommendation that WRAP training should be mandatory for frontline employees.
- A new Prevent referral process has been agreed with both Adults' and Children's Services
- Three Public Space Protection Orders, which aim to reduce anti-social behaviour across the Borough, have been agreed by Cabinet. It is now a criminal offence to:
  - Allow dogs to foul and not put them on leads when requested anywhere in Gateshead;
  - Attend car rallies at Mill Road car park;
  - Drop off and pick up pupils of Dunston Hill Primary School and Kingsmeadow School within a designated area.

There is still some work to be done to ensure the new Public Space Protection Orders can be implemented and enforced. All outstanding actions needed to finalise this process will be completed by officers in the coming weeks and months.

- Partners continue to use anti-social behaviour legislation to ensure swift action when dealing with perpetrators and problem premises. In particular, Closure Orders have been served on two retail outlets in Central Gateshead who have been involved in the sale of illegal tobacco.
- Working with Northumbria Community Rehabilitation Company, a new approach to working with perpetrators of domestic abuse has been implemented in Gateshead.
- The Domestic Abuse team is currently engaged in the delivery of the Freedom Programme. This programme is delivered to a cohort of domestic abuse survivors to help them identify patterns of behaviour utilised by perpetrators to control and manipulate.
- Developed a £20m investment for up to 800 homes in Chopwell, to tackle the need identified by homes and families in Chopwell, to reduce fuel bills and to improve housing condition and property values, and halt housing market failure in Chopwell.
- In response to the Homelessness Reduction Act 2017 the Council and Gateshead Housing Company have developed a detailed work programme to direct service activity and develop processes necessary to ensure new and changed responsibilities are satisfied and enable new burden funding is used most effectively. As part of this wide-ranging work, the number of Temporary Accommodation units made available within the Council housing stock for homeless people has been increased from 30 to 64. These units are made available for households that are homeless, threatened with homelessness or rough sleeping, and assessed as having a Critical or Urgent Priority need.
- As part of TGHG's approach to homeless prevention rehousing pathways have been developed for a number of groups such as hospital discharge, domestic abuse, mental health, young people, offenders and ex-offenders. The work around the offender pathway has involved establishing partnership working arrangements with Northumbria Community Rehabilitation Company, National Probation Service, Police and prisons. In September 2019 the team received a NEPAC Ruth Cranfield award for Good Practice in Rehabilitation in recognition of their work with clients and partners.



- In collaboration with other regional partners TGHC were successful in securing funding for a Somewhere Safe To Stay Hub sit up service for rough sleepers for a 12-month pilot. The aim is to reduce the number of reported rough sleepers within Gateshead. The service is provided by Oasis Community Housing as an extension to their existing day service provision.
- In addition to the above TGHC was also successful in a further partnership bid for a Housing First pilot through the Rough Sleeper Initiative funding stream. The funding received enables the provision of 7 self- contained units of accommodation for clients with a history of rough sleeping.
- In conjunction with Gateshead Council and Oasis Community Housing, work on the Homeless Prototype is underway. The Prototype based on Public Service Reform principles is linked to the councils Thrive agenda. Learning and outcomes from the Prototype will inform future service development. The aim of the Homeless Prototype is to work with clients who are rough sleeping or at risk of rough sleeping. The aim is to take a client centred approach and establish what their needs are to enable them to move out of a cycle of rough sleeping, offending patterns, drug and alcohol addiction and mental health problems.
- The 2019 Counter Terrorism Local Profile shows that Gateshead has the second lowest number of Prevent referrals across the Northumbria area. This is of some concern and demonstrates the need for frontline employees to access WRAP training.
- Whilst a Perpetrator Programme for perpetrators of domestic abuse has been available to offenders in Gateshead, the funding is only available until March 2020. Additional funding is to be sought if this programme is to continue.
- Since the last performance report, four further Domestic Homicide Reviews have been commissioned. This is a statutory function of the Community Safety Board, and important lessons are learnt from each review.
- Drug-related deaths reviews show that a large number of deaths in Gateshead involve the long-term use of cocaine. A campaign is to be developed to raise awareness of cocaine use and the effects it can have on the body.

## Tackle inequality so people have a fair chance

We have identified 6 Strategic Indicators linked to the Thrive pledge of tackling inequality so people have a fair chance. These are

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
<b>TI05</b> - The total number of hate - related incidents reported to the ARCH Hate Crime Reporting System	452	264 (year-end)
<b>TI06</b> – Domestic abuse closed cases	No Targets Set Maintain 59%	45
<b>TI07</b> - The total number of reported crimes in Gateshead	None Set	4,651
<b>TI08</b> - The total number of ASB incidents in Gateshead reported to Northumbria Police	None Set	Police: 3,321 Private Sector Housing: 668 The Gateshead Housing Company: 850
<b>TI09</b> – People who agree Police and Council work together	To be the best performing local authority	54% (6 <sup>th</sup> )
<b>TI10</b> – Recorded crime rates	To reduce (baseline figure is 125.5 for 12 months to Mar 19)	57.3%

### Performance

- So far in 2019/20, 264 hate-related incidents (TI05) have been reported to either the Council's online hate crime reporting system or to Northumbria Police. As in previous years, race-related incidents account for the highest number of incidents reported. Trends and tensions continue to be monitored by partners, and work is ongoing to increase the number of reports from others affected by hate crime, particularly those affected by transgender and disability hate.

If reporting levels continue in the next six months as they have done so far this year, we expect to exceed our target of 452 hate-related incidents.

- In the first six months of 2019/20, 436 domestic abuse cases (TI06) were closed by the Domestic Abuse team. Of those, 196 were closed with a reduced risk to the victim.

This represents 45% of all cases closed and is the reason given for closure in the majority of cases.

In a quarter of closed cases (110 cases), support was provided to the client, but the client disengaged from the service and in 22% (95 cases) of cases there was no support provided and the client disengaged from the service.

- Violent & serious recorded crime (TI07) in Gateshead has been increasing for a number of years. In particular, violent and serious acquisitive crime have experienced significant increases. To the end of September 2019, there were 4,651 crimes of this nature recorded in Gateshead. Most of the violent crimes recorded were classed as violent without injury, i.e. lower-level public order or harassment offences
- Although there has been a strategic outcome indicator that measured reported incidents of anti-social behaviour (TI08) in previous years, this indicator has changed and now reports on incidents reported to Northumbria Police, the Council's Private Sector Housing team and The Gateshead Housing Company.

Looking solely at police data, figures show that reports of anti-social behaviour have remained steady in the first six months of 2019/20. However, with 668 service requests made with Private Sector Housing and 850 reports to The Gateshead Housing Company, it would appear that anti-social behaviour remains as much of a concern for Gateshead residents as it always has done, with reports to the respective housing services increasing.

- The target for this indicator (TI09) was changed for 2019/20 and now aims for Gateshead to be the best-performing local authority for this measure across the six local authority areas in the Northumbria area.

Data is only available up to the end of June 2019, but according to the most recent data, performance has declined. A total of 54% of residents surveyed agree that the police and council work together to deal with the ASB and crime issues (TI09) that matter compared to 67% in the previous year. Gateshead is now the worst performing local authority for this measure. The number of people surveyed however is quite low (less than 600) so that might explain why the perceptions are low. Whilst the figure is disappointing, we know that partnership working in Gateshead is very strong; however, a more joined up approach to promoting the Community Safety Partnership to the public is needed.

- Recording crime rates is a new indicator (TI10) and aims to measure how effective partners are at reducing the gap between those wards with the highest crime rate and those wards with the lowest crime rate. Shoplifting offences have been removed from the calculation as this would heavily distort the figures towards those wards with shopping centres (i.e. Bridges, Whickham North, Blaydon, Birtley etc).

In the first six months of 2019/20 the difference in the rate of crime between the best and worst performing wards was 57.3 crimes per 1,000 residents. If we continue to report similar figures for the remainder of 2019/20 then the target of being below 125.5 crimes per 1,000 residents will be achieved.

## **Achievements, Challenges and Actions**

- Coordination of actions on bus services with Nexus and Go Ahead through the East Gateshead Bus Alliance. Work continues to try and agree a similar process for West Gateshead;
- The Council continues to support, via Nexus, socially necessary bus services which would otherwise not be provided by the bus companies.

- TGHC, neighbourhood relations team managed 141 cases of domestic abuse and provided 54 security/sanctuary measures to support victims to remain in their home and feel safer.
- TGHC neighbourhood relations team received a Recognition Award from the Chief Superintendent of Northumbria Police for the work they do to support the management of sexual and violent offenders in Gateshead.
- TGHC are working in partnership with Northumbria University in relation to research on Hoarding behaviours and the development of effective multi-agency responses that address the underlying causes to develop longer term successful outcomes
- TGHC are working with a focus group of tenants to review key themes from a customer satisfaction survey including perceptions of anti-social behaviour and reasons for under reporting. The focus group will identify actions that will help to address these issues.
- TGHC Involvement team have worked with customers on a project to raise awareness of Hate Crime and how to report it. A film has been produced which features customers and officers talking about hate crime and was launched as part of Hate Crime Awareness week. It has been shared with residents and with a wide range of stakeholders including members of the Hate Crime and Tension Monitoring group.
- A new Hate Crime strategy for Gateshead has been developed. The strategy is a three-year strategy and will see the Hate Crime and Tension Monitoring group focus on three new priorities. These are:
  - Increasing awareness and reporting of hate crime
  - Increasing the uptake of referrals to victim support services
  - Hate crime education
- An external, independent organisation has been approached to carry out a multi-agency review of anti-social behaviour services in Gateshead to ensure that victims receive the best possible service.
- The way the Community Safety Partnership responds to drug-related deaths has been reviewed, ensuring deaths are reviewed in a much timelier fashion and actions completed much sooner.
- Completed the Gateshead HEIGHTs project, which provided lower cost heat and now power to up to 620 high rise homes, reducing fuel costs and fuel poverty which cause financial inequality.
- The Council secured external funding (£400k) to improve the third-generation artificial turf pitches at Gateshead International Stadium to provide accessible high-quality facilities for local residents. The Council worked in partnership with the Football Association, Gateshead College and local sports clubs to secure the external funding. The service is working with these partner organisations and others such as Gateshead Football Club and Newcastle United Foundation to develop local community initiatives to engage local communities.
- Drug-related deaths continue to rise in Gateshead. The Substance Misuse Strategy Group is tasked with identifying actions to help reduce the impact of illicit substances in Gateshead. Actions already identified include:
  - Hold a substance misuse and safeguarding workshop
  - Develop stronger links between the Gateshead Recovery Partnership and Northumberland, Tyne and Wear NHS Foundation Trust to improve communication and joint working
  - Develop a cocaine campaign, possible region-wide, to deliver harm reduction messages specifically aimed at cocaine users
- Street begging is becoming more prominent in Gateshead, in particular in the vicinity of the Town Centre. There is a Public Space Protection Order in place in the Town Centre which prohibits begging but, rather than punishing those who are genuinely in need, partners are working together to support those who find themselves homeless and in need of support.

## Support our Communities to support themselves and each other

We have identified 1 Strategic Indicator linked to the Thrive pledge of ***support our communities to support themselves and each other.***

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
SC01 - Percentage of household waste sent for reuse, recycling and composting	50%	34%

### Performance

- There has been a very small increase in the total tonnage of waste, either recycled, composted and reused. However, the amount of waste overall has also increased, primarily residual waste. The main area of growth in recycling has come from green waste collections. Other services have been stable.
- More generally, there has been further scrutiny introduced throughout the supply chain on the quality of materials collected. This has the added impact of greater scrutiny during collections, when the material is delivered to our contractors and by resource increases in extracting contaminants, whilst the materials are processed. This has resulted in secondary raw material outputs, whilst lower in tonnage terms are of a higher quality. The backdrop of this has led to stagnation in recycling rates nationally, with some Councils seeing actual drops.
- The lack of significant capital and revenue investment to implement weekly food waste collection means significant increases are unlikely.
- Work continues via Behavioural Change Officers to work with residents to improve the recycling rate via targeted action. The team are continuing to work with management companies and housing associations at communal collection points to improve recycling performance from these locations and reduce contamination. Increased use of social media for regular recycling messages and work with partner authorities to get out a consistent message is ongoing.
- The council are currently going through a procurement exercise for the HWRC contract, with a view to increasing recycling through this service. The council are also considering a review of existing kerbside recycling collections, benchmarking against similar authorities and modelling future service provision, in order to increase recycling within this service area.

### Achievements, Challenges and Actions

- New Environmental Enforcement Team introduced to tackle local problems such as litter and dog fouling;
- The Council has secured Government funding to develop Local Cycling and Walking Investment Plans (LCWIP's) for the Birtley and Felling areas.
- A Victim Action group has been established, specifically for victims of hate crime. The purpose of this group is to build an understanding of the issues and barriers associated with accessing support after an incident has taken place.

- There are now 30 student Hate Crime Champions at Whickham School acting as a point of contact for students who want advice or information about hate crime. Further sessions are planned with other Gateshead secondary schools and Gateshead College.
- Commenced the Local Energy Assistance Programme, which provides free home visits and energy advice, to empower residents to understand how to improve energy efficiency. So far 100 LEAP visits have been performed. Around 2/3 of these are social housing tenants. In terms of impacts:
  - Energy efficiency measures (LED lightbulbs, radiator reflectors, TV standby plugs and more): 1191 installed, delivering a total estimated ten-year bill saving of £128,000
  - Energy saving advice: total estimated ten-year bill saving of £16,000
  - 2 visits resulted in on for fully funded emergency boiler replacements
  - 22 visits resulted in onward referrals to an income maximisation service (the charity IncomeMax) – additional income secured to be confirmed
  - 10 hazards identified and referred back to the Council / private sector housing teams; 20 referrals made to fire service Safe and Well visits
  - We have a case study of one individual, who has Asperger's Syndrome and other mental health issues, who had been informed by their energy supplier that they were in £8k worth of electricity debt. During the LEAP visit, the energy assessor spoke to the supplier and provided accurate meter readings, and as a result was able to get the majority of this debt written off, reducing it to £500.

Groundwork North East and Cumbria are taking on a second energy assessor this month, so the number of visits per month (currently 20-30) has the potential to double.
- Launched the ECHO scheme to provide free emergency boiler replacements for fuel poor households.

## Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough

We have identified 12 Strategic Indicators linked to the Thrive pledge of *invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough*.

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
<b>EI01</b> - The number of people of working age in Gateshead aged 16-64	127,799	128,000 (year-end)
<b>EI02</b> - Increase overall housing supply	96,167	93,861 (year-end))
<b>EI03</b> - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	1.19%	1.43% (year-end)
<b>EI04</b> - The number of new affordable properties that are completed and liable for Council Tax in a year	294	60 (year-end)
<b>EI06</b> - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	73.20%	74.2%
<b>EI07</b> - Economic Activity Rate - Percentage of all people aged 16-64	80%	78.4%
<b>EI09</b> - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	37.80%	38.10%
<b>EI11</b> - The percentage of Gateshead Residents aged 16-64 in Self Employment	7.0	6.9%
<b>EI16</b> – Access to main centres (daytime)	57%	57.8% (year-end)
<b>EI17</b> – Access to main centres (evening)	52%	52.6% (year-end)
<b>EI18</b> – Access to key employment (daytime)	62%	60.7% (year-end)
<b>EI19</b> – Access to key employment (evening)	41%	44% (year-end)

## Performance

- Latest 2016-based subnational population projections published by ONS anticipate that the size of Gateshead's working age population (EI01) will decline in absolute terms, and as a proportion of the total population.

However, it should be noted that ONS projections are based on the continuation of past demographic trends: they do not forecast the impacts of policy intervention. In this respect, activities such as supporting new housing development in Gateshead could stop or reverse decline in the number of residents aged 16-64.

The actual figures show that the working age population for Gateshead has marginally increased from 127,900 in 2018/19 to 128,000 which is good news for the Borough.

- The net number of homes liable for Council tax within the Borough (EI02) has grown by 0.37% (342 homes) since last year (93,519).

It should be noted that this indicator reports on the change in the number of homes liable for Council Tax in Gateshead over the reporting year. It is not the same measure as net change in Gateshead's total dwelling stock.

- Based upon Council Tax data covering properties liable for Council Tax the number of long-term empty homes (EI03) has decreased from last year by 11 units. The target reduction was 103. The ability to drive down the number of long-term empty properties is affected by continuing budget cuts and pressures on services, the figures also reflect the fact that a number of Council properties are being held vacant to facilitate area regeneration works.
- The number of affordable units completed (EI04) is likely to have been reduced due to the effect of the annual 1% reduction in social rents which was imposed by the Government in 2016.

This has influenced the viability of schemes and resulted in a reduction in completions. However, we have seen a renewed interest by Registered providers wishing to deliver affordable housing in the borough and the Council has undertaken to deliver new affordable housing directly, therefore we expect the position to improve in 2019-20.

- Employment rates (EI06) both nationally and locally, continue to be around record highs. Gateshead continues to compare well or out-perform the wider N.E region (71.1%) but still lags the GB rate of 75.4%. This is an indication of continued strong job growth in the South East and London particularly rather than any other factor. Maintaining current levels of performance may be challenging due at least to the immediate and shorter-term uncertainties and implications of Brexit. The indicator is currently on target to meet/exceed the 2020 target by 2019/20 year end.
- High employment rates and major changes in the welfare system due to the increased numbers of people moving onto Universal Credit from formerly inactive benefits via 'natural migration' are reducing the number of people classed as economically inactive and continuing to fuel a comparatively high Economic Activity Rate (EI07). Gateshead at 78.4% remains consistently ahead of the North East average of 75.5% and only marginally behind the GB rate of 78.7%. Currently this indicator is marginally under a stretch target. It is expected to remain in a similar position by the 2019/20 year end.



- Following a dip in the number of residents employed in occupations requiring higher skill levels (EI09) over the last two years numbers are now slowly recovering thanks to increased employment and overall higher economic activity rates. Gateshead still lags both the N.E average (40.1%) and is some way off the GB figure (46.8%) but this indicator is quite volatile as it is survey based so relatively large changes can occur over short timescales. Going forward uncertainty over Brexit and its implications could lead to at least some short-term instability. Would currently expect to meet /exceed target at the end of the reporting year.
- The % of residents self-employed (EI11) has increased from 6.7% to 6.9%. A total of 9,400 Gateshead residents are classed as self-employed, 400 additional from the previous report.

It is difficult to accurately report the exact number of residents who are self-employed as it relies on data taken from NOMIS official labour market statistics with the ONS Annual Population Survey the data source. The Annual Population Survey is a continuous household survey, covering the UK, with the aim of providing estimates between censuses of main social and labour market variables at a local area level.

A contributing factor for the growth in self-employment could feasibly be as a result of increased levels of activities boosting entrepreneurship in Gateshead, including hosting and running national and local events, training schemes and networking sessions.

Several bids are underway to attract investment into Gateshead to boost self-employment. If successful, this will create a series of interventions to boost entrepreneurship and create an enabling environment for businesses and start-ups. Schemes include the development of a business grant programme.

- The change in performance relating to access to main centres and key employment (E116 - E119) has been small but positive and results are showing relatively consistent performance. There continues to be an improved change to access to employment in the evening compared to the target. Although this is slightly less than last year it is not by a significant amount. The reason is unknown but is likely to be due to changes to timetables by the operator.

## **Achievements, Challenges and Actions**

- Continued investment in maintenance and small-scale improvements to Gateshead's transport network. In 2019/20 nearly £12 million was invested, of which more than £9 million was strategic maintenance and £2¾ million improvement schemes. With a focus on investment in sustainable travel modes this will support economic growth while minimising its adverse impacts.
- The signing of the Agreement for Lease for Gateshead Quays with ASM Global was signed on the 18<sup>th</sup> September 2019. This document legally locks in ASM Global the operator of Newcastle arena, to move and expand their business on Gateshead Quays with a larger purpose-built entertainment area and regional conference and exhibition centre.
- Outline application approved for £120,000 European Regional Development Fund (ERDF) funding to provide grants to 40 SMEs to induce business expansion, creating 30 new jobs.
- Outline application submitted for £4.67m ERDF to deliver an SME grant programme for businesses located in Gateshead, South Tyneside and Sunderland to create 252 jobs.
- Expression of interest submitted in partnership with North East Business Innovation Centre for ERDF funding to extend Digital Innovation Partnership project to improve SME competitiveness and productivity through digital technologies.

- Supported 6 businesses to implement successful investment projects and 30 new start-ups; creating 108 new jobs and safeguarding 191 jobs in Gateshead. This included 3 inward investment projects.
- It is anticipated that if successful the outline application for both the above 2 projects will be approved either immediately before or immediately after the turn of the year and the ERDF managing authority, MHCLG will then invite the development and submission of a full application. It is not anticipated that Brexit will impact on these timelines.
- 20 businesses assisted with specialist support and guidance including: 9 Gateshead businesses assisted with advice and funding to achieve reductions in energy costs and greenhouse gas emissions.
- Introduced a weekly bulletin for businesses to raise awareness of Brexit risks, support available and to encourage preparedness.
- Council-led proposition for a National Innovation Centre for Immersive prioritised as a 'place to Innovate' by North East Local Enterprise Partnership.
- Ignite, a 12-week accelerator programme for tech start-ups, formerly operated from Newcastle, launched supporting 25 early stage tech businesses.
- Supported XRTGO, Europe's largest mixed reality only conference, attracting 150 from across Europe to BALTIC; Hosted the inaugural NOVA Conference attracting 135 decision makers from the UK games industry.
- Launched Gateshead Works service - an ethical recruitment service – supporting 241 jobseekers securing 22 interviews and helping 7 people access employment.
- The Work Inspiration Gateshead programme provided 374 students from Kingsmeadow School and Emmanuel College with meaningful engagement with employers and access to people from industry which will help them to make the right transition to further training, education or work.
- Secured the commitment of 23 primary schools from across the borough to establish a new Code Club. Code Club is the common term for voluntary after-school club initiatives that provide opportunities for children to develop coding skills. Teachers, volunteer programmers and software developers give their time to run sessions, passing on their programming skills and mentoring the students supporting them to create their own computer games, animations and websites and learn how to use technology creatively.
- Continued to invest in the Gateshead District Energy Scheme, with new connections to RIGA office, providing income to the Council, and cost savings to businesses. RIGA is the new 5000m2 office being built by the Council on Baltic Business Quarter, due to open next year.
- The Council successfully delivered a summer of major events including; new Try on the Tyne event (Duathlon) on the quayside, World Transplant Games, Great North Run weekend, and stage 4 of the Tour of Britain.
- The Council also played a key role in the community engagement programme of the hosting of the European Rugby Union finals weekend in May with an event village being held on Baltic Square.
- Secure ERDF funding to improve access to finance for SMEs and innovation support.
- Development of proposition and preparation of evidenced based business case to lever external funding to support National Innovation Centre for Immersive project.
- Continue to raise the profile of Gateshead as a sustainable and competitive business investment location and key UK destination for tech sector investment.
- In the future, digital skills will be increasingly important for work. Develop programme to ensure that all children have access to coding opportunities to address the digital skills gap.
- Promote supply chain opportunities to local businesses arising from the Council's investment.
- Improve intelligence around economic impact of Brexit and promote support for businesses to prepare for UK leaving EU.

- Since January 19, the Council's learningSkills team have supported 143 young people to gain employment as an apprentice with Gateshead businesses, 93 of which are Gateshead residents. 131 Gateshead employees have undertaken an apprenticeship to help upskill within their current job roles.
- Since January 655 young people aged 16-24 have attended learningSkills weekly assessment centre, been provided with IAG from level 4-6 qualified IAG staff and signposted and supported to apply for apprenticeship vacancies and access further education.
- learningSkills has supported young people who aren't apprenticeship ready due to low GCSE results, into traineeships. 100% secured placements with employers and 43% have progressed into employment. 114 young people have been supported into programmes of study in construction, customer service, retail, digital skills and business admin. The majority of the young people are battling: Drug, alcohol and substance misuse, offending behaviour, mental health, housing, family and financial issues
- In the last academic year learningSkills have worked with over 350 employers to source employment opportunities for apprentices and have been supported to upskill their workforce across Tyne & Wear (176 are Gateshead employers).
- learningSkills has successfully secured £1 million community grants funding, £200k of which will support Gateshead residents furthest from the labour market (and with multiple barriers) towards work to develop employability skills.
- Supporting the thrive agenda, learningSkills helped over 400 residents who were all claiming JSA or Universal Credit to gain the skills to find work. All were at least second generation unemployed or had spent at least 3 years out of work. All learners were assessed for their literacy, numeracy and digital skills and these were developed throughout the programme, so they were better able to function both in work and in their personal lives. in addition, all received financial awareness training to help the manage their benefits and wages.

## Work together and fight for a better future for Gateshead

We have identified 3 Strategic Indicators linked to the Thrive pledge of ***Work together and fight for a better future for Gateshead***, these are

Indicator	Target 2020	Most Recent Performance 2019/20 – six-monthly (unless stated)
<b>WT01</b> - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	50%	52.2% Reduction (year-end)
<b>WT02</b> - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	50%	53.2% Reduction (year-end)
<b>WT03</b> - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	16.80%	2.1%

### Performance

- Actual greenhouse gas emissions from Gateshead Council operations (WT01&2) are 13.2% lower than last year, and 52.2% lower than in 2007/8.

Accounting for variability in annual temperatures, weather-corrected emissions also fell 12.4% on last year and are now 53.2% down on 2007/8.

- Breaking this down into the main areas of energy and fuel use, we can see where progress is being made, as follows:
  - Gas consumption in buildings decreased by 20.7%
  - Electricity consumption in buildings fell by 2.03%
  - Streetlights electricity use fell by a further 7.8% as the effect of further energy efficiency lighting replacement took effect.
  - Business travel has dropped by 13.2% since 2007/08.
  - Fleet transport dropped by another 12.8%
  - Landfill gas emissions have dropped by a further 0.8% and now stand at 98% less than the benchmark year of 2007/08.
- There has been no significant change over the past year. In Gateshead, approximately 90% of the installed renewable energy capacity is attributed to landfill gas electricity generators, with the remainder comprised of smaller scale, building specific renewable energy systems.

Splitting the technologies between renewable electricity and heat show that for electricity, Gateshead is still producing 10.6% (55711.97 MWh) of its electricity from renewable sources, (largely due to landfill gas generators and solar panel installation), but only 0.07% (1612.8 MWh) of heat from renewable sources. While the Gateshead District Energy Scheme now provides significant heat to customers in Gateshead Town Centre,

improvements in UK grid electricity mean that heat and power supplied from the District Energy Scheme is on a par with grid carbon coefficients

## **Achievements, Challenges and Actions**

- The maintenance of the local road network in Gateshead is the single most valuable asset managed by the Council. It is used by most people and businesses on a daily basis. It comprises;
  - Work with and through partner bodies (Joint Transport Committee, Transport for the North, Highways England, Network Rail) to maintain and improve Gateshead's transport network;
  - Joint working with Newcastle and North Tyneside Councils has progressed in developing proposals to alleviate traffic related air quality problems in central Tyneside;
  - Joint road safety campaigns have been carried out with other Tyne and Wear local authorities and Northumberland Council, funded through the Northumbria Safer Roads Initiative.
- Safeguarding training has been commissioned to deliver bespoke Prevent Awareness sessions to designated safeguarding leads, deputy head teachers and school governors in schools across Gateshead. In total, 40 designated safeguarding leads and 16 school governors have attended the sessions.
- The Police and Crime Commissioner for Northumbria has awarded the Council £10k for a youth outreach project. NE Youth, a third sector organisation, has been commissioned to provide outreach work in east Gateshead for the next 12 months.
- Operation Salvator took place earlier this year. This was the biggest drugs operation carried out in Gateshead and led to a number of arrests. As well as the seizure of drugs, cash, weapons and mobile phones were confiscated. In addition, those affected by the removal of their drug supply were offered support through the Gateshead Recovery Partnership, an area that is often overlooked in operations of this nature.
- A drugs profile for Gateshead and Newcastle is to be developed. This will identify trends and patterns in terms of use, distribution methods and availability.
- The role and remit of the Community Safety Board and how partners link with the newly-created Violence Reduction Unit is to be considered.

## Section B: Update on actions from previous report

Action	Thrive Pledge	Service Area	Update
The Gateshead Regeneration Partnership (GRP) will provide local employment and supply chain opportunities for Gateshead businesses. In early 2019 GRP construction begins on three housing sites at Kelvin Grove, Rowlands Gill and Whitehills Drive which make best use of previously vacant land and supports, employment and local community development.	Economic Investment	Economic Development	Planning permission has been approved for 114 homes across the three sites. Homes England funding of £650k has also been allocated for the sites. The Council has approved £1.7m from the Capital Programme to overcome the viability gap for the Rowlands Gill and Windy Nook sites. On Kelvin Grove, construction started in June 2019. Construction of Rowlands Gill started in October 2019. Construction at Windy Nook will begin in January 2020. GRP have begun design and feasibility work on the Freight Depot, Hyde Park and Whitley Court sites.
Delivery of new facilities and improved public spaces at Baltic Quarter for businesses and visitors will help to create a vibrant business destination and facilities will include a new café, new seating on the Boulevard and improved signage. The new facilities will encourage residents and employees into the area, improve local spending and promote the Gateshead area as a place to work and visit	Economic Investment	Economic Development	Food and Beverage unit to be completed Nov 19. Opening is planned for Jan 2020. BQ signage has been designed (to include planting) and a contractor appointed. This is expected to be in place by Q1 2020. Secure cycle parking increased as part of the RIGA build to service the wider Baltic Quarter. Businesses on the quarter remain interested in exercise equipment - options to be explored.
The Council aim to improve the business environment to develop the capacity and accelerate the growth of key employment sectors. These include digital technology, advanced manufacturing, health and retail to support business expansion and retention, increasing the number and quality of jobs available to residents. Activities will include supporting business expansion and retention through account management, working with employer organisations, cluster and supply chain development	Economic Investment	Economic Development	During 2019/20 an outline application for £120,000 European Regional Development Fund (ERDF) funding was approved. A full business case is under development. Subject to approval, the project will provide grants to 40 SMEs to induce business investment and expansion, creating 30 new jobs. An outline application was submitted to ERDF, seeking £4.67m to deliver an SME grant funding programme to support businesses located in Gateshead, South Tyneside and Sunderland expand their operation and support inward investment activities. The funds will lead to the creation of 252 new jobs and leverage £10.5m of private sector investment. The Council has continued to raise the profile of Gateshead as an investment location, coordinate responses to mobile investment enquiries and support local businesses to expand. During the first six months 2019/20 supported 6 businesses to implement successful investment projects and 30 new start-ups; creating 108 new jobs and safeguarding 191 jobs in Gateshead. This included 3 inward investment projects.
The Council will explore opportunities to secure wider social and economic benefits for growth in the tech sector including a fairer share and distribution of wealth, and greater stability for freelance and contract employees by supporting the development of a Tech co-operative, business owned and democratically controlled by its workers, or similar model. An ERDF grant application was made for £8m of funding, to support a £16m scheme to deliver sustainable energy and transport improvements to Chopwell. Unfortunately, the application was not successful however, the project scope is being reviewed and revised, and other funding sources explored	Economic Investment	Council Housing, Design and Technical Services	During 2019/20 secured commitment from Ignite to run a 12-week pre-accelerator programme for immersive tech start-ups from PROTO. The programme, formerly operated from Newcastle, launched in September with 25 pre-revenue and early stage tech businesses being supported with idea development, start-ups and business growth. Piloted a 5-day full time programme for 12 people not in employment, education or training (NEET) to learn more about careers and business opportunities in tech/digital in Gateshead. Through the programme, residents attended workshops, group discussions, one-to-one's with industry professionals and undertook research tasks in order to better understand the sector and the career opportunities available.
In respect of the Gateshead Quays development, the key action over the next 6 months is to secure Agreement to Lease with the key tenant ASM Global (formerly SMG Europe) who will operate the new arena and conference centre	Economic Investment	Economic Development	The Agreement for lease with ASM Global was agreed by all parties on the 18th September 2019. Marketing of the two hotels has concluded and was submitted to Cabinet on the 19th November 2019. A Development Framework has been created to comprehensively plan the future development of Gateshead Quays including off-site infrastructure, this has been subject to public consultation and the final version was submitted to Cabinet on the 19th November 2019, and full Council on the 21st November 2019. A planning application is due to be submitted early in 2020.

Action	Thrive Pledge	Service Area	Update
Improve the promotion of Gateshead and support its ambition to be recognised as a business investment location and the number one destination for companies developing cutting edge technology, software, and content through a digital marketing campaign and building on the success of PROTO. A company has been commissioned to deliver the campaign which will start imminently	Economic Investment	Economic Development	During 2019/20 the Council has continued to influence local and national partners ensuring Gateshead's unique assets and market opportunities position the borough as a leading destination for Foreign Direct Investment. Two Department for International Trade (DIT) propositions (gaming and immersive technology) featured PROTO which was also central to a regional High Potential Opportunities Proposition for Immersive Technologies. Commitment was secured from DIT to invest additional resources to deliver lead generation activities to support the HPO, expected to lead to an increase in inward investment and highly skilled jobs to the borough.
Civil bus lane enforcement was expected in late 2018 with three cameras at Gateshead High Street, the A184 (West Central Route, behind the bus station) and the A184 Felling Bypass (westbound). It is anticipated that lane enforcement will lead to a reduction in road traffic and pedestrian accidents. The outcome of improved road enforcement will be known at the end of 2018/19 and continue on into 2019/20	Supporting Communities	Development, Transport & Public Protection	The first phase of Bus Lane Enforcement has now been introduced at 3 locations - A694, A184 felling By-pass and the West Central Route. Extension to a second phase of sites is now in preparation.
A new housing development is under way through the Trading Company, with 22 apartments for sale being developed at the former Derwentside Sheltered Scheme in Swalwell, with completion expected late 2018. Construction activity also commenced on the former Lyndhurst Site in Beacon Lough. The development will see 36 new family homes being built with completion expected in summer 2019. Both of these developments are being progressed under the trading name Beacon Living	People and Families	Council Housing, Design and Technical Services	Derwentside Mews is now complete and has been handed over. 5 sales are complete and a further 7 are currently in the pipeline. The former Lyndhurst site is being developed as Valley View. Handover is imminent. There has been keen interest in the development from potential buyers. Keelman are set to acquire 6 affordable homes, 2 further homes are under contract and another 9 homes are reserved.
Council Housing is progressing with work to develop a core and cluster scheme of 14 supported living homes in Winlaton. The development will see a mix of bungalows and apartments, supported by an onsite concierge providing support for clients with Learning Disabilities. The development attracted external grant funding of over £0.5m from Homes England and completion is forecast to be early summer 2019	People and Families	Council Housing, Design and Technical Services	Two of the supported living sites have now been completed, with the third and final site due for completion in November 2019.
The housing growth site at Clasper Village has been cleared and is ready for development of 191 homes plus a supermarket store to improve access to services for local residents. A planning application will be submitted in early 2019. This site recently attracted an offer of external funding offer to support remediation works on the site	People and Families	Council Housing, Design and Technical Services	The planning application has now been approved for the development of 191 (including 15% affordable) homes. External Homes England Grant of £1.8m has been secured to support site remediation works, with construction expected to start imminently.
A planning application for the housing growth site at Bleach Green in Blaydon will be submitted in January 2019 by Keepmoat Homes, for 183 homes. Funding from Homes England will help provide 15% affordable homes for the area with work starting on site in March 2019 and supporting local first-time buyers into home ownership	People and Families	Economic Development	Planning approval granted 6.12.18 for 183 homes and demolition of 4 homes, including 15% affordable provision (27 homes). Construction commenced on site June 2019, with the first homes due to complete at the beginning of 2020.

Action	Thrive Pledge	Service Area	Update
The Council will market land in the Baltic Business Quarter in early 2019. Expressions of interest will be requested from developers for schemes containing a mix of housing and employment developments. Mixed use developments increase population density, encourage more affordable housing (smaller units), allows for the creation of plazas, reduce distance between housing and employment, encourage walking and cycling, reduce road congestion and encourage retail opportunities. All of these elements will support the Gateshead area into future sustainability	Economic Investment	Economic Development	<p>The bid process is in response to the expressions of interest registered through <a href="http://www.balticquarter.com">www.balticquarter.com</a> and after the development opportunity was officially launch in MIPIM by the Chief Executive. The current marketing timescale is as follows:</p> <p>Issue of Bid Document - 16th September 2019</p> <p>Deadline for submission of Bid Document Stage 1 - 28th October 2019</p> <p>Assessment of Bid Document - 18th November 2019</p> <p>Clarification Period - 2nd December 2019</p> <p>Short listing of parties for financial bids Stage 2 - 16th December 2019</p> <p>Deadline for submission of Bid Document Stage 2 - 3rd January 2020</p> <p>Invitation to Interview of Shortlisted Parties - 17th February - 2020</p> <p>Selection of Preferred Party(s) - 2nd March 2020</p> <p>Following a deadline of the 28th October for Stage One bids a meeting has been arranged between BNP Paribas and Council officers to review all responses and to establish if any further clarification is required so all submissions are at a similar position as each other. This will enable us to clarify with parties any points/proposals prior to the formal review meeting.</p>
Local Energy Advice Programme (LEAP) - the Council will support the LEAP programme, which provides free home visits, and advice to vulnerable residents, to improve energy efficiency and reduce fuel poverty. The scheme also signposts to the ECCO scheme, to provide emergency central heating works to the most vulnerable private households, where systems are not working.	Tackle Inequality	Council Housing, Design and Technical Services	The LEAP and ECCO schemes were launched in June 2019, with over 50 Stakeholders trained in making referrals to LEAP and ECCO. Agility Eco, supported by Groundwork NE, have dedicated a member of staff for home visits to referrals
A Sustainable Future for Chopwell - The Council is developing a £20m investment scheme, to improve energy efficiency of homes in Chopwell, and to install low carbon, low cost heating systems to up to 800 homes, which aims to also tackle housing market failure in the area.	People and Families	Council Housing, Design and Technical Services	In April 2019, the Council received approval for their outline bid, and in July 2019, the Council submitted a full bid, seeking up to £6m of ERDF towards the £20m scheme. In addition, the Council committed to progressing a pilot scheme, to install solid wall insulation, heat pumps and solar panels to 6 Council homes, which will inform the wider scheme. The pilot scheme is ongoing and has been announced to those residents. When the pilot is completed by Spring 2020, we will have announced our intentions for the wider scheme. This still relies on grant funding coming through.
Gateshead HEIGHTS - the Gateshead HEIGHTs project has installed energy efficiency measures and new, lower cost, lower carbon heating systems to 620 high rise homes across 7 tower blocks in Gateshead.	Tackle Inequality	Council Housing, Design and Technical Services	Whilst the main HEIGHTs scheme was completed in February 2019 providing heat to 620 homes, in September 2019, the Council also become an electricity supplier to customers in Barford and Stretford Courts, which now receive low carbon, low cost electricity from one of the new energy centres installed.
Gateshead District Energy Scheme. The scheme provides low carbon, low cost heat and power to homes, public and commercial buildings in Gateshead Town Centre, from Gateshead Energy Centre.	Economic Investment	Council Housing, Design and Technical Services	In June 2019, work commenced on connecting the new RIGA office building to the network, which should be on line by Winter 19/20. Furthermore, the Council signed an Agreement to Lease with SMG, the operator of the new Quays arena and conference centre, which includes commitment to taking heat and power from the district energy scheme.



Action	Thrive Pledge	Service Area	Update
Secure major events as part of a sporting and cultural event programme designed to put Gateshead on the global map, improving the economy and engaging local people in world class events.	Economic Investment	Go Gateshead Sport & Leisure	Contract discussions underway with a view to secure a 3 year programme of World Class Athletics from 2021-24. The contract is still being drawn up. Committee will be updated once agreed.
Secure investment into the Gateshead International Stadium to improve the commercial performance of the facility, attract international events and engage local communities.	Economic Investment/Tackle Inequality	Go Gateshead Sport & Leisure	£600k (£400k external funding) invested into the GIS for the redevelopment of third generation artificial pitches which are now operational. Refurbishment of the Gym facilities underway which is being designed to attract the wider community in physical activity. Anticipated completion in January 2020. Feasibility work underway to consider stadium improvements to support the delivery of International Athletics events.
Devise a delivery plan to enable local communities to self manage local sporting facilities (playing pitches and bowling greens) to improve the sustainability of the sport, with the aim of developing local community hubs.	Supporting Communities	Go Gateshead Sport & Leisure	A cross council project team is in place aiming to devise a delivery plan by November 2019 to then be implemented by March 2021. The phased delivery plan is in place and phase 1 is complete – this included the asset transfer of Pelaw Marley Hill bowling facilities. Phase 2 is on track for implementation by March 2020 and include the closure or reduced maintenance of sites that are currently unused, asset transfer of the bowling green at Ryton and consolidation of bowling activity in the West to the Ryton green. Feasibility work is also underway for phase 3 which is to be implemented by March 2021.
Deliver capital improvements to Blaydon Leisure Centre including the development of external sports facilities (Track and 3G pitch) to improve access to sport and physical activity for local residents.	People and Families	Go Gateshead Sport & Leisure	The new full sized FIFA quality 3G football pitch and new IAAF 6 lane training athletics track, long and triple jump and shot putt facilities were handed over and operational as of 24th October, the facility also benefits from new drainage and floodlighting.

## Section C: Performance Overview

*(Performance trends are measured against the year end position, unless stated)*

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 six- monthly (unless stated)	Direction of Travel	Comments and Actions
<b>EI01</b> - The number of people of working age in Gateshead aged 16-64	Economic Investment	Anneliese Hutchinson	127,799	128,000 (year-end)	Improved	Latest 2016-based subnational population projections published by ONS anticipate that the size of Gateshead's working age population will decline in absolute terms, and as a proportion of the total population. The actual figures however show that the working age population for Gateshead has marginally increased from 127,900 in 2018/19 to 128,000 which is good news for the Borough.
<b>EI02</b> - Increase overall housing supply	Economic Investment	Anneliese Hutchinson	96,167	93,861 (year-end)	Improved	The net number of homes liable for Council tax within the Borough (EI02) has grown by 0.37% (342 homes) since last year (93,519).
<b>EI03</b> - Proportion of the Borough total housing stock that has been empty for 6 months or more at 31st March each year	Economic Investment	Anneliese Hutchinson	1.19%	1.43% (year-end)	Improved	Based upon Council Tax data covering properties liable for Council Tax the number of long-term empty homes has decreased from last year by 11 units. The target reduction was 103. The ability to drive down the number of long-term empty properties is affected by continuing budget cuts and pressures on services, the figures also reflect the fact that a number of Council properties are being held vacant to facilitate area regeneration works.
<b>EI04</b> - The number of new affordable properties that are completed and liable for Council Tax in a year	Economic Investment	Anneliese Hutchinson	294	60 (year-end)	Performance has Declined	The number of affordable units completed is likely to have been reduced due to the effect of the annual 1% reduction in social rents which was imposed by the Government in 2016. This has influenced the viability of schemes and resulted in a reduction in completions. However, we have seen a renewed interest by Registered providers wishing to deliver affordable housing in the borough and the Council has undertaken to deliver new affordable housing directly, therefore we expect the position to improve in 2019-20.
<b>EI06</b> - The number of people economically active and in employment expressed as a percentage of all people aged 16-64	Economic Investment	Andrew Marshall	73.20%	74.20%	Improved	Employment rates both nationally and locally continue at or around record highs. Gateshead continues to compare well with/out-perform the wider N.E region (71.1%) by some way but still lags the GB rate which stands at 75.4%. This is an indication of continued strong job growth in the South East and London particularly rather than any other factor. Maintaining current levels of performance may be challenging due at least to the immediate and shorter-term uncertainties and implications of Brexit. Currently on target to meet/exceed target at end of year.
<b>EI07</b> - Economic Activity Rate - Percentage of all people aged 16-64	Economic Investment	Andrew Marshall	80%	78.40%	Improved	High employment rates and major changes in the welfare system due to the increased numbers of people moving onto Universal Credit from formerly inactive benefits via what is called 'natural migration' are reducing the number of people classed as economically inactive and continuing to fuel a comparatively high Economic Activity Rate. Gateshead remains consistently some way ahead of the North East average (75.5%) and only marginally behind the GB rate of 78.7%. Currently under target which is very stretching and would expect to remain in a similar position come the end of reporting year.
<b>EI09</b> - Residents employed in Occupations requiring higher skill levels - SOC Groups 1-3	Economic Investment	Andrew Marshall	37.80%	38.10%	No Change	Following a dip in the number of residents employed in occupations requiring higher skill levels (EI09) over the last two years numbers are now slowly recovering thanks to increased employment and overall higher economic activity rates. Gateshead still lags both the N.E average (40.1%) and is some way off the GB figure (46.8%) but this indicator is quite volatile as it is survey based so relatively large changes can occur over short timescales. Going forward uncertainty over Brexit and its implications could lead to at least some short-term instability. Would currently expect to meet /exceed target at the end of the reporting year.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 six- monthly (unless stated)	Direction of Travel	Comments and Actions
<b>EI11</b> - The percentage of Gateshead Residents aged 16-64 in Self Employment	Economic Investment	Andrew Marshall	7.0	6.9 (year-end)	Improved	The % of residents self-employed has increased from 6.7% to 6.9%. A total of 9,400 Gateshead residents are classed as self-employed, 400 additional from the previous report. A contributing factor for the growth in self-employment could feasibly be as a result of increased levels of activities boosting entrepreneurship in Gateshead, including hosting and running national and local events, training schemes and networking sessions. Several bids are underway to attract investment into Gateshead to boost self-employment. If successful, this will create a series of interventions to boost entrepreneurship and create an enabling environment for businesses and start-ups. Schemes include the development of a business grant programme.
<b>EI16</b> - Accessibility to Public Transport A) Access to main centres (daytime)	Tackling Inequality	Anneliese Hutchinson	57%	57.8 (year-end)	Improved	In general change has been small but positive and results are close to target showing relatively consistent performance. There continues to be an improved change to access to employment in the evening compared to the target. Although this is slightly less than last year it is not by a significant amount. The reason is unknown and is likely to be due to change to timetable by the operator.
<b>EI17</b> - Accessibility to Public Transport B) Access to main centres (evening)	Tackling Inequality	Anneliese Hutchinson	52%	52.6 (year-end)	Performance has Declined	
<b>EI18</b> - Accessibility to Public Transport C) Access to key employment (daytime)	Tackling Inequality	Anneliese Hutchinson	62%	60.7 (year-end)	Improved	
<b>EI19</b> - Accessibility to Public Transport D) Access to key employment (evening)	Tackling Inequality	Anneliese Hutchinson	41%	44 (year-end)	Performance has Declined	
<b>PF01</b> - The percentage of homes in the highest energy efficiency bands (SAP>65)	People and Families	Peter Udall	60%	56.53%	No Change	Whilst works to improve home energy efficiency continued in 2018/19, notably with 600 homes receiving new heating systems under the Gateshead HEIGHTS programme, data has yet to be processed to update the indicator, as this was received after year end.
<b>PF04</b> - Number of households accepted as homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	514	N/A	From 2018/19 a new approach to recording homelessness has been in place. The six-month data provided within this OSC report is consistent with the 2018/19 reporting, however, work has been underway within the last 6 months to review the data collected to help develop new strategic homelessness indicators for the Council including the setting of targets for 20/21. These new local strategic indicators will include a focus on: - Rough sleeping - Homeless assessments - Homeless prevention success It is anticipated that the new indicators will be in place by the end of this financial year.
<b>PF05</b> - Number of households prevented from becoming homeless	People and Families	Peter Udall / Catherine Hattam TGHC	None Set	231	N/A	
<b>PF06</b> - Percentage of homes free from category 1 hazards under the Housing Health and Rating System	People and Families	Debbie Cassidy	Baseline as at April 2018 - 92%	92.84	New indicator	There has been a 0.84% improvement in the percentage of homes in Gateshead free from Category 1 hazards under the Housing Health and Safety Rating System from April 2018 to date.
<b>SC01</b> - Percentage of household waste sent for reuse, recycling and composting	Supporting Communities	Colin Huntington	50%	34.00%	Improved	There has been a very small increase in the total tonnage of waste, either recycled, composted and reused. However, the amount of waste overall has also increased, primarily residual waste. The main area of growth in recycling has come from green waste collections. Other services have been stable. The lack of significant capital and revenue investment to implement weekly food waste collection means significant increases are unlikely. • Work continues via Behavioural Change Officers to work with residents to improve the recycling rate via targeted action. The team are continuing to work with management companies and housing associations at communal collection points to improve recycling performance from these locations and reduce contamination. Increased use of social media for regular recycling messages and work with partner authorities to get out a consistent message is ongoing.

Indicator	Thrive Pledge	Service Director Lead	Target 2020	Most Recent Performance 2019/20 six- monthly (unless stated)	Direction of Travel	Comments and Actions
<b>TI05</b> - The total number of hate - related incidents reported to the ARCH Hate Crime Reporting System	Tackling Inequality	Anneliese Hutchinson	452	264	Improved	So far in 2019/20, 264 hate-related incidents (TI05) have been reported to either the Council's online hate crime reporting system or to Northumbria Police. As in previous years, race-related incidents account for the highest number of incidents reported. Trends and tensions continue to be monitored by partners, and work is ongoing to increase the number of reports from others affected by hate crime, particularly those affected by transgender and disability hate. If reporting levels continue in the next six months as they have done so far this year, we expect to exceed our target of 452 hate-related incidents.
<b>TI06</b> - The total number of clients engaged as a percentage of the total number of referrals received by the Independent Domestic Violence Advocacy Service	Tackling Inequality	Anneliese Hutchinson	No Targets Set Maintain 59%	45%	Performance has Declined	In the first six months of 2019/20, 436 domestic abuse cases were closed by the Domestic Abuse team. Of those, 196 were closed with a reduced risk to the victim. This represents 45% of all cases closed and is the reason given for closure in the majority of cases.
<b>TI07</b> - The total number of reported crimes in Gateshead	Tackling Inequality	Anneliese Hutchinson	None Set	4,651	Performance has Declined	Violent & serious recorded crime in Gateshead has been increasing for a number of years. In particular, violent and serious acquisitive crime have experienced significant increases. To the end of September 2019, there were 4,651 crimes of this nature recorded in Gateshead. Most of the violent crimes recorded were classed as violent without injury, i.e. lower-level public order or harassment offences
<b>TI08</b> - The total number of ASB incidents in Gateshead reported to Northumbria Police	Tackling Inequality	Anneliese Hutchinson	None Set	Police: 3,321 Private Sector Housing: 668 TGHC: 850	Improved	Looking solely at police data, figures show that reports of anti-social behaviour have remained steady in the first six months of 2019/20. However, with 668 service requests made with Private Sector Housing and 850 reports to the Neighbourhood Relations Team, it would appear that anti-social behaviour remains as much of a concern for Gateshead residents as it always has done, with reports to the respective housing services increasing.
<b>TI09</b> - People who agree Police and Council work together	Tackling Inequality	Anneliese Hutchinson	To be the best performing authority across the six local authority areas in the Northumbria area	54%	Performance has Declined	Data is only available up to the end of June 2019, but according to the most recent data, performance has declined. A total of 54% of residents surveyed agree that the police and council work together to deal with the ASB and crime issues (TI09) that matter compared to 67% in the previous year. Gateshead is now the worst performing local authority for this measure. Whilst the figure is disappointing, we know that partnership working in Gateshead is very strong; however, a more joined up approach to promoting the Community Safety Partnership to the public is needed.
<b>TI10</b> - Recoded crime rates	Tackling Inequality	Anneliese Hutchinson	To reduce (baseline figure is 125.5 for 12 months to Mar 19)	57%	New	Recording crime rates is a new indicator (TI10) and aims to measure how effective partners are at reducing the gap between those wards with the highest crime rate and those wards with the lowest crime rate. In the first six months of 2019/20 the difference in the rate of crime between the best and worst performing wards was 57.3 crimes per 1,000 residents. If we continue to report similar figures for the remainder of 2019/20 then the target of being below 125.5 crimes per 1,000 residents will be achieved.
<b>WT01</b> - The CO2 reduction from Local Authority Operations. Part A) Reports Actual Figure	Working Together	Peter Udall	50%	52.2% Reduction (year-end)	Improved	Actual greenhouse gas emissions from Gateshead Council operations are 13.2% lower than last year, and 52.2% lower than in 2007/8. Accounting for variability in annual temperatures, weather-corrected emissions also fell 12.4% on last year and are now 53.2% down on 2007/8.
<b>WT02</b> - The CO2 reduction from Local Authority Operations. Part B) Reports Weather Corrected Figure	Working Together	Peter Udall	50%	53.2% Reduction (year-end)	Improved	
<b>WT03</b> - The percentage of renewable energy generated locally, within the borough of Gateshead, against total amount of energy used within the Borough of Gateshead	Working Together	Peter Udall	16.80%	2.1%	No Change	There has been no significant change over the past year. In Gateshead, about 90% of the installed renewable energy capacity is attributed to landfill gas electricity generators, with the remainder comprised of smaller scale, building specific renewable energy systems.



**COMMUNITIES AND PLACE  
OVERVIEW AND SCRUTINY COMMITTEE  
9 December 2019**

**TITLE OF REPORT:** Annual Work Programme

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

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## Summary

The report sets out the provisional work programme for Communities and Place Overview and Scrutiny Committee for the municipal year 2019/20

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1. The Committee's provisional work programme was endorsed at the meeting held on 29 April 2019 and Councillors have agreed that further reports will be brought to future meetings to highlight current issues / identify any changes/additions to this programme.
2. Appendix 1 sets out the work programme as it currently stands. Any changes proposed to the programme are set out in bold and italics for ease of identification.

## Recommendations

3. The Committee is asked to
  - a) Note the provisional programme;
  - b) Note that further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

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**Contact:** Angela Frisby

**Extension:** 2138

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<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>• Work Programme</li> </ul>
<b>28 Oct 2019</b>	<ul style="list-style-type: none"> <li>• Community Safety – Annual Priorities</li> <li>• OSC Review – Work to address skill shortages and increase employment opportunities – Monitoring Report</li> <li>• Delivery of the Housing Strategy</li> <li>• Private Rented – Progress Update</li> <li>• New Guidance on Overview and Scrutiny</li> <li>• Work Programme</li> </ul>
<b>9 Dec 2019</b>	<ul style="list-style-type: none"> <li>• Managing Vacant Spaces across Gateshead</li> <li>• Tackling Homelessness in Gateshead</li> <li>• Hate Crime and Community Tensions</li> <li>• <b><i>Health &amp; Wellbeing Strategy Development</i></b></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>• Domestic Homicide Reviews</li> <li>• TBC – Northumbria Police Operating Model / 101 reports</li> <li>• Waste Management – Progress Update</li> <li>• Work Programme</li> </ul>
<b>9 March 2020 <u>5.30pm</u></b>	<ul style="list-style-type: none"> <li>• TBC – Tour of the Land of Oak and Iron Centre and presentation</li> <li>• Culture / Tourism/ Land of Oak and Iron Legacy – Progress Update</li> <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</li> </ul>

	<p>Customer Scrutiny Panel</p> <ul style="list-style-type: none"><li>• Safer Gateshead Draft Priorities 20-21</li><li>• Beamish - Annual Update</li><li>• Managing Derelict Spaces – (focus on progress being made)</li><li>• Annual Work Programme Review</li></ul>
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**Issues to slot in**

**a) Postal Provision**