

COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 27 January 2020 at 1.30 pm in the Bridges Room - Civic Centre

From the Chief Executive, Sheena Ramsey

Item	Business
1	Apologies for Absence
2	Minutes of the last meeting (Pages 3 - 6)
3	Northumbria Police Operating Model / 101 report (Pages 7 - 12) Reports of Northumbria Police
4	Domestic Homicide Reviews (Pages 13 - 14) Report of the Director of Public Health, Public Health and Wellbeing
5	The Work of The Tackling Poverty in Gateshead Board (Pages 15 - 18) Report of the Strategic Director Housing, Environment and Healthy Communities
6	Work Programme (Pages 19 - 22) Joint report of the Chief Executive and the Strategic Director of Corporate Services and Governance

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Date: Friday, 17 January 2020

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

Monday, 9 December 2019

PRESENT: Councillor(s): T Graham (Chair)

Councillors(s) V Anderson, D Burnett, B Clelland, S Dickie, Diston, A Geddes, F Geddes, S Hawkins, H Kelly, P Maughan, Reay, J Turnbull, R Waugh, A Wheeler, M Brain, J Adams and J McElroy

APOLOGIES: Councillor(s): N Weatherley, K Dodds and M Hood

CPL56 MINUTES OF THE LAST MEETING

RESOLVED:

- (i) The minutes of the last meeting held on 28 October 2019 were agreed as a correct record.

CPL57 MANAGING VACANT SPACES ACROSS GATESHEAD

The Committee received a report and presentation providing an overview of how vacant spaces are actively managed across the borough of Gateshead.

From the presentation it was noted that there are a variety of powers available to the Council with regards to resolving issues with spaces not managed in line with legal and statutory requirements. The presentation also provided the Committee with some case studies to provide additional context.

It was asked whether there is a limit to the number of times an application can be refused by the Council's planning department. It was advised that there is a limit and legislation available to the Council to prevent developers continually submitting planning applications for sites that are not appropriate.

An additional question was asked regarding the costs to the Council in managing vacant spaces, including those that are privately owned. The Committee were advised that there is currently one empty property officer; it was also noted that the team who manage vacant properties and sites have adapted their ways of working to ensure processes are more efficient and proactive. It was further advised that there is a cross-council approach to managing vacant spaces to make the best use of current staffing and resource.

RESOLVED:

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

CPL58 TACKLING HOMELESSNESS IN GATESHEAD

The Committee received a report and presentation providing an update on tackling homelessness in Gateshead. The presentation provided the Committee with an overview of the following:

- Describing the extent of homelessness in Gateshead as is understood
- Causes and reasons for becoming homeless
- Work being done to prevent homelessness
- The extent of support available and support services that The Gateshead Housing Company provide
- Successes and impacts
- Ongoing challenges and opportunities

The Committee were also advised that there is a base opposite Warwick Court in Gateshead providing a safe place for those who are homeless to stay. It was further advised that despite the facility not being advertised, demand for use is high.

A discussion took place on residents who make use of Felling Food Bank, a Committee Member requested a further discussion with officers outside of the meeting to see if they could provide support.

RESOLVED:

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

CPL59 HATE CRIME AND COMMUNITY TENSIONS

The Committee received a report providing an update in relation to work taking place in Gateshead around Hate Crime and Community Tensions.

From the report it was noted that Gateshead Council has a strong approach to tackling hate crime within Gateshead and have a proactive response to dealing with community-related tensions.

The Committee were then provided with a summary of performance and progress to date from the report. It was highlighted that there are over 100 Hate Crime Champions across Gateshead acting as the first point of contact for their organisation's employees and customers. It was also noted that a Victim Support Task and Finish Group had recently developed a Hate Crime Victim Action Group for Gateshead.

An overview of future activities was provided from the report in addition to a breakdown of recorded hate crime in Gateshead (April to September 2019)

It was asked what guidance is available to members of the public to advise on what is best to do if they witness a hate crime. It was advised that training takes place regularly across Gateshead at various community groups and organisations. It was further stated that members of the public are encouraged to be 'Upstanders not Bystanders' with regards to Hate Crime but that the primary focus is not to put themselves at risk.

An additional question was asked as to whether the community training encouraged intergenerational engagement. The presenting officer advised the member that they would be happy to discuss that matter in more detail outside of the meeting.

RESOLVED:

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

CPL60 HEALTH & WELLBEING STRATEGY DEVELOPMENT

The Committee received a presentation on the new Health and Wellbeing Strategy. The Health and Wellbeing Board has recognised that the current strategy which was written in 2013 needs to be refreshed.

It was reported that there was a need to update the strategy due to several new challenges, for example austerity and welfare reform and continuing inequalities. A significant proportion of Gateshead residents are in need or are vulnerable and it was reported that once a child is born into deprivation a number of other inequalities follow, the Health and Wellbeing Board recognise the need to more directly influence the wider determinants of health.

Five pledges have been developed to help guide decision making:

- Put people and families at the heart of everything we do
- Tackle inequality so people have a fair chance
- Support our communities to support themselves and each other
- Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough
- Work together and fight for a better future for Gateshead

The aim is to:

- Give every child the best start in life, with a focus on the first 3 years of a child's life
- Enable all children, young people and adults to maximise their capabilities and have control over their lives
- Create the conditions for fair employment and good work for all
- Ensure a healthy standard of living for all
- Create and develop sustainable places and communities
- Strengthen the role and impact of ill health prevention

An action plan is being developed and further engagement is underway, it is anticipated that the strategy will be finalised in December and approval sought from the Health and Wellbeing Board with a launch in Spring 2020.

RESOLVED:

- (i) That the Committee's views on the proposed strategy be noted.

CPL61 MAKING GATESHEAD A PLACE WHERE EVERYONE THRIVES – SIX MONTH ASSESSMENT OF PERFORMANCE AND DELIVERY 2019/2020

The Committee received a report and presentation providing a 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.

From the report it was noted that the six-month assessment of performance for 2019-20 focussed on the achievements, actions and areas for improvement during the reporting period.

A summary of the strategic indicators linked to Thrive was provided from the report, these included:

- Putting people and families at the heart of everything we do
- Tackling inequality so people have a fair chance
- Supporting communities to support themselves and each other
- Investing in our economy to provide sustainable opportunities for employment, innovation and growth throughout the borough
- Working together and fighting for a better future for Gateshead

The Committee noted for each indicator the most recent performance and the targeted performance for 2020. It was stated that some indicator targets for 2020 have not been set as the figures for each cannot be anticipated; these included the number of households being accepted as homeless and the total number of reported crimes in Gateshead.

Appended to the report was an update on actions from the previous report brought to Committee for information.

RESOLVED:

- (i) The Committee considered that the activities undertaken during April 2019 – September 2019 supported the delivery of the Thrive agenda.
- (ii) The Committee noted that Cabinet will consider a composite performance report at their meeting in January 2020.

CPL62 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.

TITLE OF REPORT: **Force Operating Model Update**

REPORT OF: **Alan Pitchford 7372, Chief Inspector Communities,
Northumbria Police**

As you will be aware Part 1 of the Northumbria Police Force Operating model (FOM) went live on November 4th 2019. This part of the FOM saw the traditional approach of an Officer In Charge (OIC) style of policing (which was a response officer travelling to an incident and dealing with it in its entirety) being replaced by a model which created a dedicated Response Policing Team (RPT) and a Secondary Investigation Unit (SIU).

The creation of the RPT was designed to ensure that we are able to respond to the public when they need us most, with vulnerability being a key factor. The RPT's deal with high priority incidents, as well as those crime investigations which are not protracted.

The creation of the SIU will ensure that we are able to meet demand while at the same time drive up investigative standards, which in turn will improve outcomes for victims and witnesses.

When the public contact us for service their incident will be assessed to determine whether they need an immediate response or a more planned one. This assessment will be based upon threat, harm, risk and vulnerability. This will ensure that we protect those who need us the most. If an emergency response is not required then the public will still receive a response that may involve speaking to an officer over the telephone or by scheduling an officer to attend.

The shift patterns for the teams have also been altered, to ensure that we have enough resource on duty, at the times that they are required to meet demand.

Since its introduction, Part 1 of the FOM has seen the number of requests to Neighbourhood Policing Teams (NPTs) to backfill for response teams significantly fall. This reduction in the requests to backfill means that NPTs are now able to spend more time within their communities dealing with their core objectives of protecting the vulnerable, delivering safeguarding, crime prevention, community engagement and problem solving.

There was initially some concern about the capability of the SIUs to meet the investigative demand due to under resourcing, however, they have demonstrated during a very busy festive period that they are able to cope with the workload.

FOM Part 2

The second (and last) phase of the FOM saw the restructuring of the NPTs on the 6th January 2020. This restructuring had a lesser impact on the NPT's than Part 1 had seen with the Response Teams as most of the NPTs were largely unaffected, other than a shift pattern alteration which better meets demand.

There has been a commitment from the force to further invest in Neighbourhood Policing as we view it as the cornerstone of everything that we do.

Moving Forward

Most will be aware of the uplift in Police numbers which is happening across all forces. In Northumbria we are likely to see an increase of over 600 new officers over the next three years. This increase has already started and we have a number of student officers who are currently splitting their time between the policing environment and studying for their Police Constable Degree at Northumbria University. This is a significant step towards further professionalising policing, as well as providing some much needed resilience for our front line officers.



Local Authority CSP 101 Call Performance Briefing Note

101

101, a national non-emergency number was introduced in March 2014 as the number to call to contact the Police in non-emergency situations only and is the National Single Non-Emergency telephone number used by all UK Police Forces across England, Scotland and Wales. The number was introduced as it had many benefits including:

- It helps communities keep their neighbourhoods safer by giving them one single easy way to contact police to report crime and other concerns that do not require an emergency police response;
- It makes the police more accessible to their communities while reducing pressure on the 999 system and helping to identify and allocate resources where they are needed the most;
- It makes it easier for the public to pass on information about crimes in their neighbourhoods and allow the police to take swift action.

Calls to the non-emergency number 101 from landlines or mobile phones cost 15 pence, regardless of the length of time of the call or time of day. Police Services have always charged for non-emergency related calls and the 15 pence per call charge replaces previous higher charges. The 101 non-emergency number is a not for profit making number.

- 101 performance is separated into a number of call streams behind the Force automated initial access selection point (IVR) where calls into Northumbria Police's 101 line are answered and callers asked to select a number of options:
 - Press 1 - Calls for service (incident or crime report) – Non-Emergency Calls
 - Press 2 – If you know the extension you require
 - Press 3 – For custody enquiries (routes direct to custody)
 - Press 4 – To speak to an operator (Customer Service Centre)

Northumbria Police records 2 main 101 contact streams for demand and performance.

Total 101 contact which includes customer service centre enquiries and 101 Non-Emergency Contact which are the 101 calls requiring police investigative response. The Force target time to answer a 101 call is within 60 seconds.

The below tables reflect 2018 and 2019 performance

NP 101 Call Performance							999 Performance		
	Total 101			101 NE			999		
	Calls	AR	AAT	Calls	AR	AAT	Calls	AR	AAT
2018/19	714,300	90%	60 secs	352,500	93%	50 secs	239,400	100%	11 secs
2019/20	663,312	90%	90 secs	355,400	90%	70 secs	246,450	100%	10 secs

* AR - Answer Rate

* AAT - Average Answer Time

2019/20 predicted for Jan to March 2020 based on demand trend

Northumbria Police has seen a 3% increase in 999 contact demand over the past financial year which is similarly reflected across the country. This equates to over 7,000 more 999 calls.

Maintaining this priority 999 demand and performance has led to a slight reduction in 101 call performances.

Overall total 101 contact demand has reduced this year substantially by over 50,000 calls, a reduction of 7%. This is due to improved customer service triage at the point of first call which has seen slight increases in call handling times in order to resolve calls at the first point of contact. Whilst this has seen a slight increase in call answer and waiting times it has led to a substantial reduction in repeat calls and overall volume into the Force combined with high satisfaction rates for contact. Additionally the Force as will be noted below has increased its digital contact platform which is seeing this stream of demand increase month on month.

In terms of the 101 calls requiring a non-emergency service, this demand has increased slightly by close to 3,000 calls more over the year, an increase of just under 1%. Again the answer rates and average answer times slightly reduced in terms of performance as a consequence of a change in approach for customer service and also the knock on effect of increased 999 demand.

As previously mentioned, October 2019 the Force media launched its improved digital and online services including an improved website and online digital webchat services enabling more effective online reporting and contact with the Force. These streams of demand have increased substantially over the past year and add to the conventional telephone demand received by the Force.

In 2019/20 this increased by 50% compared to the previous year. Webchat demand has increased from 600 contacts per month in 2018/19 to 1200 per month 2019/20.

In 2018/19 the Force also received on average 240 e-incident reports per month which increased to 520 per month into 2019/20. This demand is now managed direct by the Force telephone investigation units.

In 2020 the Force will continue to increase its digital capability to enable more contact channel shift to service public requirements and increase effectiveness to meet demand and improve customer service and will also continue to look at ways at

improving its capability to continue to service such high telephone contact demand and maintain target service levels.

Superintendent Paul Stewart
Northumbria Police Communications Department

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TITLE OF REPORT: Domestic Homicide Reviews – Covering Report

REPORT OF: Alice Wiseman – Director of Public Health,
Public Health and Wellbeing

Summary

The Communities and Place Overview and Scrutiny Committee will be presented with an overview of the Domestic Homicide Review (DHR) process along with some of the key findings and recommendations arising from previous DHRs that have occurred in Gateshead (since their inception in April 2014).

1 Introduction

1.1 As a reminder, DHRs were established on a statutory basis under the Domestic Violence, Crime and Victims Act 2004 and require certain partner agencies to come together to review domestic-related homicides to help identify lessons to be learnt with the aim of minimizing the potential for future deaths.

1.2 The legal requirement to undertake a DHR came into effect in 2014/15 and was accompanied by statutory guidance, published by the Home Office, which sets out the mandatory requirements and processes Community Safety Partnerships are expected to adhere to when conducting a DHR. A copy of the guidance, which was last refreshed in December 2016, can be found: <https://www.gov.uk/government/publications/revised-statutory-guidance-for-the-conduct-of-domestic-homicide-reviews>

2 Domestic Homicide Reviews

2.1 The overall responsibility for establishing a DHR sits with the Community Safety Partnership and involves reviewing the circumstances in which the death of a person aged 16yr+ has, or appears to have, resulted from violence, abuse or neglect by a person to whom he was related, a person whom he was or had been in an intimate relationship, or a member of the same household. This definition was recently expanded to include suicides, where there are 'concerns around domestic abuse' in the lead up to the death.

3 Presentation

3.1 The Committee will receive a presentation outlining:

- overview of the Domestic Homicide Review (DHR) process in Gateshead;
- role of Community Safety Partnerships (and Gateshead Council) in a DHR;
- details of previous and current DHRs being carried out in Gateshead;
- the key findings and recommendations arising from the high-profile DHR in respect of Alice Ruggles, and
- the potential drawbacks/issues associated with undertaking DHRs.

Contact(s): Adam Lindridge, Community Safety Manager

Ext: 3243

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TITLE OF REPORT: **The Work of The Tackling Poverty in Gateshead Board**

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

Summary

This report sets out work completed to date and future priorities of the Tackling Poverty in Gateshead Board. The work identified and influenced by the board seeks to mitigate the impact of poverty across Gateshead by encouraging place based and partnership approaches to delivering interventions across Gateshead and its communities.

The views of the Committee are being sought on this report and welcomes any feedback or recommendations for 2020 and beyond.

1. Introduction

- 1.1 Following the first Gateshead Poverty Conference in February 2018 steps were taken to create a strategic board made up of senior figures from within the Council and its partners from the private and third sectors. The board is chaired by Deputy Leader Councillor Catherine Donovan, with Alison Dunn, Chief executive of Citizens Advice Gateshead in the role of Vice Chair.
- 1.2 The board sits bi-monthly although agreement was made at the time of inception to reduce or increase this frequency as required.
- 1.3 The role of the board is to direct the poverty mitigation work across the seven key themes of poverty as identified by the conference attendees at conference one, and to influence partners to adopt areas of work, change ways of working and/or support collaborative efforts to address poverty in Gateshead.
- 1.4 Seven key themes: Food Poverty, Fuel Poverty, Child Poverty, Housing, Financial Inclusion, Financial Education and Employment Skills and Wages.
- 1.5 The board also influences the work of the Council's Poverty Lead, Michael Walker on an ongoing basis.

2. Work to Date

- 2.1 Since the initial conference in February 2018 a great deal of intervention has taken place to tackle many of the injustices associated with poverty, and in particular the key themes identified, including;
 - Successfully bid for £204K from the DfE to deliver a Holiday Activities & Food programme in Gateshead, enabling Gateshead to offer over 12,000 free places on holiday and food clubs across Gateshead.

- Planned and hosted Gateshead's second poverty conference with 10 respected speakers and over 150 delegates in attendance.
- Creation of the Gateshead Community Food Network
- Designed and released the 'Gateshead Food Map' highlighting all the emergency food provision available in Gateshead
- Creation of a third Gateshead Food Co-op in Felling
- Red Box Project, now Project TOM via the Gateshead Youth Council
- Introduction of LEAP & ECHO supporting fuel poor households (the only LA in the North East at the time of launch)
- Delivery of Fuel Poverty Awareness Training to several frontline Council employees and external partners plus further delivery of accredited City & Guilds qualification 'Fuel Debt Advice in the Community' for the Council's THRIVE team and further courses planned for 2020
- Financial Education in Primary Schools via Newcastle Building Society and their annual charity boardroom challenge
- Two planned talks on finance and poverty to be delivered to students in year 11 and above at Heworth Grange and St Thomas More secondary schools, and a further talk for teaching staff within Heworth Grange.
- Retirement talks for Council employees via Newcastle Building Society
- Frauds and Scams awareness sessions in partnership with Barclays and Northumbria Police
- Ongoing work with Gateshead schools and educationGateshead to offer poverty proofing the school day resources free of charge to all schools in the borough
- Created a Gateshead Poverty Truth Commission in partnership with the Methodist Church in Blaydon, to ensure the voices of those residents with lived poverty experiences are both heard and considered when creating future policy. An official launch event is to be held on 5th March 2020.
- Worked closely with NEFirst Credit Union to facilitate a move to prominent new shop front premises on Jackson Street, with a likely late January opening
- Also with NEFirst Credit Union, continue to work in partnership to grow their Gateshead presence across communities, encourage more employees to save via salary deduction (payroll saving), and embed the credit union in all financial inclusion related intervention going forward, including the relationship with the England Illegal Money Lending Team

3. **Priorities for 2020**

3.1 The Board agree that the following areas of work are priorities for 2020, to run alongside the work already ongoing;

- Financial Inclusion
- Financial Education & Poverty Proofing Schools
- Employment Skills & Wages

3.2 In addition to the three key areas above, the board also seeks to align its work to the six priorities in the new Health & Wellbeing Strategy, particularly the pledges around 'fair employment and good work for all' and 'ensure a healthy standard of living for all'

3.3 Financial Inclusion encompasses money, debt and credit which are significant areas of focus for 2020. Tentative plans are already being made to bring together a

range of financial institutions with a view to hosting a 'financial summit' in Gateshead. This would include banks, building societies, debt support agencies, charities and credit unions coming together to start unpicking the issue of problem debt in Gateshead and start identifying practical solutions. In addition to that a significant portion of resource will go into Credit Union growth in Gateshead to ensure affordable and fair financial products are freely available to everyone.

- 3.3 Financial Education provides an opportunity to begin working closely with Gateshead schools to develop how children of all ages can learn about money and finance in an age appropriate way. It also allows work to continue with schools on the poverty proofing agenda in which work is underway with educationGateshead in the shape of producing poverty proofing guides and materials to be used in all Gateshead schools.
- 3.4 Employment Skills & Wages is a further focus for 2020 and will see collaboration between Economic Development, learningSkills and academic researchers to explore this theme to identify steps to take in addressing many of the issues both currently known and hidden.
- 3.5 The board will also consider hosting a further major poverty event for 2020 following the success of both conferences in 2018 and 2019. This may not take the traditional conference format used previously and could be a different style event designed to bring about action.
- 3.5 The board will also be responsive to need and will direct and allocate priority and/or resource as and when it is deemed appropriate.

Contact: Michael Walker ext. 2842

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**COMMUNITIES AND PLACE
OVERVIEW AND SCRUTINY COMMITTEE
27 January 2020**

TITLE OF REPORT: Annual Work Programme

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

Summary

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

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.

Contact: Angela Frisby

Extension: 2138

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Communities & Place OSC 2019/20 Work Programme	
24 June 2019	<ul style="list-style-type: none"> • Constitution / role and remit • Making Gateshead a place where everyone thrives – Year End Assessment and Performance Delivery 2018-19 • Safer Gateshead Partnership Plan • Anti - social behaviour • Managing Derelict Spaces (focus on varying specific sites) • Work Programme
16 Sept 2019	<ul style="list-style-type: none"> • Managing the Environment – Update / Case Study • OSC Review of the Council's and Partner's Approach to Roads and Highways – Monitoring Report • Work Programme
28 Oct 2019	<ul style="list-style-type: none"> • Community Safety – Annual Priorities • OSC Review – Work to address skill shortages and increase employment opportunities – Monitoring Report • Delivery of the Housing Strategy • Private Rented – Progress Update • New Guidance on Overview and Scrutiny • Work Programme
9 Dec 2019	<ul style="list-style-type: none"> • Health & Wellbeing Strategy Development • Managing Vacant Spaces across Gateshead • Tackling Homelessness in Gateshead • Implementation of Safer Gateshead Priorities – six monthly • Making Gateshead a place where everyone thrives – Six Monthly Assessment of Performance and Delivery 2019 - 20 • Work Programme
27 Jan 2020	<ul style="list-style-type: none"> • Northumbria Police Operating Model / 101 reports • Domestic Homicide Reviews • The Work of The Tacking Poverty in Gateshead Board • Work Programme
9 March 2020 <u>5.30pm</u>	<ul style="list-style-type: none"> • TBC – Tour of the Land of Oak and Iron Centre and presentation • Culture / Tourism/ Land of Oak and Iron Legacy – Progress Update • The Flood and Water Management Act 2010: Annual Progress Report • Managing the Environment – Update / Case Study • Work Programme
20 April 2020	<ul style="list-style-type: none"> • OSC Review – Work to address skill shortages and increase employment

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

a) Postal Provision