



## ***HOUSING, ENVIRONMENT AND HEALTHIER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE AGENDA***

**Monday, 13 March 2023 at 5.30 pm in the Bridges 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>Health Check of Community Centres</b> (Pages 9 - 20)  Report of the Deputy Chief Executive/Strategic Director of Housing, Environment and Healthy Communities.
<b>4</b>	<b>Construction Services Update</b> (Pages 21 - 24)  Report of the Deputy Chief Executive/Strategic Director of Housing, Environment and Healthy Communities.
<b>5</b>	<b>The Flood and Water Management Act 2010: Annual Progress Report</b> (Pages 25 - 28)  Report of the Deputy Chief Executive/Strategic Director of Housing, Environment and Healthy Communities.
<b>6</b>	<b>Work Programme</b> (Pages 29 - 32)  Report of the Chief Executive and Strategic Director of Corporate Services and Governance.

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E-mail: [melvynmallam-churchill@gateshead.gov.uk](mailto:melvynmallam-churchill@gateshead.gov.uk), Date: Friday, 3 March 2023*

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## GATESHEAD METROPOLITAN BOROUGH COUNCIL

### HOUSING, ENVIRONMENT AND HEALTHIER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE MEETING

**Monday, 30 January 2023**

**PRESENT:** Councillor B Clelland (Chair)

Councillor(s): T Graham, A Geddes, D Burnett, F Geddes,  
H Weatherley, H Kelly, J Reay, J Turnbull, R Waugh,  
P Maughan, A Wintcher, S Gallagher, P Burns and D Welsh

**APOLOGIES:** Councillor(s): K Dodds, S Dickie and V Anderson

#### **CPL51 MINUTES OF THE LAST MEETING**

A comment was made regarding support for local businesses; it was queried as to whether the support the Council can offer is being advertised effectively. Kevin Scarlett advised the Committee he would make contact with the relevant team within Economy, Innovation and Growth so that assurances can be provided to Councillors.

The Chair updated the Committee advising that the car crime figures that were previously requested had been received from the Community Safety Team.

#### **RESOLVED:**

- (i) The minutes of the last meeting held on 5 December 2022 were agreed as a correct record.

#### **CPL52 ANTI-SOCIAL BEHAVIOUR REVIEW**

The Committee received a report seeking views on the progress of the Anti-social behaviour (ASB) review.

It was reported that a major review of ASB services in Gateshead is underway, commissioned by the Community Safety Board (CSB). The Committee were advised that the impact of ASB is consistently evidenced in public consultation exercises, with action to tackle ASB being one of the top priorities for Gateshead residents. It was noted that tackling ASB is a complex issue with expertise, responsibilities and powers shared between different agencies that take different approaches, use different definitions, thresholds, and with a variety of resources and priorities.

An overview with details of the review goals was provided as follows:

- Goal 1 - To better understand together how we tackle ASB in Gateshead.
- Goal 2 - To agree a shared purpose between services involved in tackling ASB, supporting victims and in helping perpetrators to change their behaviour.
- Goal 3 - To set up and test new ways of working that achieve that purpose

- and make best use of resources.
- Goal 4 - From the learning, make informed decisions about permanently changing the way work is designed and managed.

It was highlighted that when each type of ASB demand has been tested, it will then be necessary to work out how to make the redesigned method 'everyday business' to allow for continued learning and further improvement. It was also noted that it is important to "hardwire in" the measures that will ensure the work continues to achieve its purpose.

It was also reported that the review has focused to date on the ASB that results in the greatest number of reports and demand on services. This has centred around behaviour by adults that cause harassment, alarm or distress such as noise, threatening behaviour, neighbour disputes and poor waste management. The Committee were advised that further work is required to investigate the extent, underlying causes, services and solutions to youth related and wider types of environmental anti-social behaviour.

The Committee expressed their support for aims of the review and noted that continued strong working relationships with partners such as Northumbria Police are important. A comment was also made that ASB causes havoc in communities and can have serious detrimental impacts to the health and wellbeing of victims.

A question was asked regarding support for staff who deal with ASB; it was also asked what framework was to be put in place so staff are aware of certain triggers for action against ASB. Officers advised that teams will work to a 20 day resolution on ASB reports, it was also noted that there are plans for the Council to have a single point of contact for ASB reporting to streamline the existing process.

The Committee discussed environmental ASB, particularly in relation to fly tipping. The Committee expressed frustration at the prevalence of fly tipping across Gateshead and noted that the current 'reactive' method of enforcement was not efficient. Officers advised that as part of the review, more preventative measures to reduce fly tipping were being explored; it was acknowledged that as part of the review new ways of working and measures would be developed on a case-by-case basis.

The Committee asked whether there is ward level data in relation to ASB that can be shared; it was agreed that this information would be circulated outside of the meeting.

RESOLVED:

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

## **CPL53 PRIVATE LANDLORD REGISTRATION SCHEME - UPDATE**

The Committee received a report providing an update on the progress of Selective Landlord Licensing (SLL) and the potential proposals from Government to introduce compulsory landlord registration.

It was reported that Gateshead has been at the forefront of tackling poor standards in the private rented sector. It was stated that in September 2007 the Council introduced one of the first Selective Landlord Licensing schemes in the country.

It was noted that the successful implementation of licensing schemes in Gateshead has been proven to improve landlord management and to reduce or stabilise problems such as anti-social behaviour (ASB) and crime, and to have a beneficial impact on other indicators of low housing demand. It was also reported that this has included a reduction in the requirement for tenants to have cause for complaint about their homes, reduction in turnover of residents, and a reduction in the number of empty properties.

The Committee were advised that since the first scheme, a further seven schemes have been introduced (each lasting five years) at Chopwell River Streets in 2010, Central Bensham Phase 1 in 2012, Swalwell in 2013, Central Bensham Redesignated Area in 2018, Avenues Phase 1 in 2018, Avenues Phase 2 in 2019 and Avenues Phase 3 in 2020. It was highlighted that there are four current schemes in place, covering approximately 1,500 homes.

It was noted that in line with the Council's Thrive agenda, the proactive engagement with residents within SLL areas has brought to light other issues including social, economic, health and wellbeing concerns that would not have been identified without SLL. The Committee were also advised that the financial contribution that schemes make from landlord licence fees has allowed intensive work with residents within these areas improving outcomes for them and improving confidence in their neighbourhood.

The Committee noted that the Council's Cabinet approved the following in October 2022:

- A proposal for an evidence led assessment of potential areas of the borough that would benefit from Selective Landlord Licensing. A consultant has since been appointed to progress this, and we are taking steps to gain up to date information on stock condition to support this work.
- The proposal to consider at a future Cabinet meeting, details of the proposed areas and to receive and consider at that time a proposed programme of SLL scheme implementation, subject to statutory public consultation.

The Committee were advised that staff in the Private Sector Housing team will take forward the tasks and milestones agreed by Cabinet and will bring a further report to OSC on progress later in the year.

The Committee questioned what happens to a SLL once the five years has lapsed; officers advised that this can be extended in some circumstances and that a feasibility study to assess their effectiveness is underway.

RESOLVED:

- (i) The Committee noted the report.
- (ii) The Committee agreed to receive a further update at a future meeting as plans progress.

#### **CPL54 HIGH STREET SOUTH UPDATE (PRESENTATION)**

The Committee received a presentation providing an update on developments at High Street South.

From the presentation, the Committee were provided with a timeline of progress for the development as follows:

- **November 2019** – Cabinet agreed to assembly of High Street South using Capital Programme. Owners and tenants informed and invited to engagement event.
- **November 2019 to March 2020** – Open door to those willing to sell properties to the Council and negotiations proceed. Some limited properties acquired.
- **March 2020** - Council pauses negotiations to understand implications of Covid on budgets.
- **February 2021** – Cabinet agrees to High Street South being a ‘delayed project’ – same goals and aspirations but with reduced budget and longer timescales to enable funding to be funnelled to COVID priorities.
- **February 2022** – Cabinet agrees increased capital programme for acquisition and demolition of more focused High Street South red line.
- **Summer 2022** - Appointment of new Programme Manager and new Housing Workstream lead.
- **Summer/Autumn 2022** – Consultation on refreshed Exemplar Neighbourhood SPD, and review of acquisition strategy, project boundary and business plan.

A summary of the Exemplar Neighbourhood context and progress was also provided in addition to an update on progress to decant residents of Warwick Court. It was highlighted that throughout the next 12 months there will be continue acquisition of properties by negotiation at the site as well as demolition works where appropriate.

The Committee commented that residents wanted more from the town centre than housing; it was noted that there is a lack of leisure facilities for residents and that walking and cycling routes needed to be improved.

It was agreed that a seminar would be arranged for further detail and discussion to take place on the High Street South developments. All Councillors will be invited.

RESOLVED:

- (i) The Committee noted the update.

#### **CPL55 HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2022/27 (PRESENTATION)**

The Committee received a presentation providing an update on the Homelessness and Rough Sleeping Strategy 2022/27.

Following the update, the Committee were advised that over the next 12 months there will be a focus on the following:

- Further development of the Homelessness Forum and Charter
- Commissioning of supported accommodation – Domestic Abuse, Multiple/Complex Needs and Young People
- A Temporary Accommodation Review
- The design and implement of a Homelessness ‘Gateway’ to accommodation and support
- Implementation of the new Supported Accommodation Improvement Team
- Bids for funding from Supported Housing Accommodation Programme
- Progress on joint working protocols

The Committee welcomed the work being done as part of the Strategy. It was suggested that the support available could be advertised better and not limited to Gateshead, it was noted that a lot of Gateshead residents use the People’s Kitchen in Newcastle and that this could be a good venue to promote Gateshead’s services.

The Committee discussed the impact of the Council’s severe weather protocol; it was noted that the Council are proactive in their approach to tackling homelessness and providing support as needed. It was acknowledged that there cannot be a blanket approach to the services delivered and that each case would be dealt with based on the individual’s needs.

RESOLVED:

- (i) The Committee noted the update.

**CPL56 HOMELESSNESS & ROUGH SLEEPING STRATEGY 2022-2027 (FOR INFORMATION)**

RESOLVED:

- (i) The Committee noted the document for information.

**CPL57 WORK PROGRAMME**

The Committee received the annual work programme report for 2022/23. The Committee were also advised that the consultation for the 2023/24 Work Programme is underway.

RESOLVED:

- (i) The Committee noted the information in the report and endorsed the provisional work programme.
- (i) The Committee noted that further reports would be brought to the meeting to identify any additional issues which the Committee may be asked to consider.

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## **TITLE OF REPORT: Health Check of Gateshead's Community Centres**

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### **Purpose of the Report**

1. To provide an update for the Housing, Environment and Healthier Communities OSC on the current assessed "health" of participating Community Centres further to the Council's Review of Community Centres.

### **Background and context**

2. The Council's Review of Community Centres (phased approach considered and agreed by Cabinet from 2007-2015) saw a wholesale shift in responsibility from a network of buildings/centres previously managed or resourced by the Council towards a current network of 37 community centres/buildings now entirely managed/leased independently. This shift reflects the level of efficiency savings experienced by the Council, numerous building reviews and a consequential and beneficial move towards greater independence for the Voluntary and Community Sector (VCS).
3. Whilst some buildings have been demolished or sold and are no longer providing a community offer (where no other alternative use could be secured, or the building was unviable), new or additional buildings have been established offering community provision. New buildings continuously evolve from local need or opportunity and their offers change or expand.
4. There was, however, still a need and desire to work with and retain an effective network of community buildings across the borough to provide flexible and accessible space for community activities. To achieve this Gateshead's VCS has been supported by the Council's Neighbourhood Management Team (NMT), Gateshead Voluntary Organisation Council (GVOC) and now Connected Voice along with other partner organizations such as Locality (a national membership network supporting local community organisations) to take greater responsibility and sustain the Gateshead network.
5. In line with the Council's Asset Transfer Policy (agreed by Cabinet 2009), buildings were leased on a long-term basis (offering security of tenure for funders) and Management Committee governance was strengthened and/or formalized to equip them to take greater responsibility whilst limiting individuals' liabilities.
6. Initially that support was intensive to ensure organizations had the right structures and resources to be able to take on their added responsibility, it has naturally become more about maintaining ongoing relationships and providing support as and when required (usually at the request of the organizations themselves). This approach has helped build local capacity, unlock external funding investment and in the majority of cases improved the local offer.
7. Our community centres/buildings provided invaluable help for our communities throughout the Pandemic but like everyone else they are facing the same challenges associated with the impact of the Pandemic and the current cost of living and energy crisis. They will no doubt be facing significant challenges in coming years as a result. These challenges are exacerbated

by operating in old buildings that are not energy efficient, attempting to move away from providing food provision, challenges recruiting volunteers (including committee members and trustees), supporting and signposting more people with increased and complex mental health issues, etc. The challenges around recruiting volunteers also directly impact on the longer-term capacity building and sustainability potential for the organisations.

8. These challenges were also highlighted recently through the 118 applications to Connected Voice's VCSE Cost of Living Fund (more information is available at: <https://connectedvoice.org.uk/news-and-information/news/vcse-cost-living-crisis-fund>)
9. This exercise offered those community centre organisations transferred as part of the Community Centre Review, along with a number of other community organisations, the opportunity to participate in a self-informed "health check" assessment to highlight their key challenges and areas for further development and support.
10. The Council's NMT has maintained a supporting role with the whole Gateshead network of Community Centres transferred as part of the Community Centre Review. Between October 2022 – February 2023 the Team approached all centres/organisations identified by the Review along with others that have developed more recently to offer an opportunity for them to undertake a guided "Health Check" by way of a comprehensive questionnaire and face to face support visits.
11. The Health Check questionnaire attempted to gain a light touch "snapshot" of how well each organisation felt they were operating and provided them with an opportunity to identify key areas for development, action and ongoing support. The approach encouraged organisations to discuss such things as organizational governance, volunteering capacity, resources, statutory compliance, health and safety, future viability and sustainability, etc.
12. The Health Check should be viewed as a positive developmental exercise to help the organisation shape those areas for future improvement/action that they identify themselves. It can also be used to identify future funding opportunities and support funding applications. Indeed, five of the organisations are members of the Locality Working in Gateshead project, a jointly funded 3-year initiative with the Lottery Community Fund to support the growth and development of these organisations as community anchors – one feature of which has seen the development of an advice service offer delivered on site by Citizens Advice Gateshead.
13. Unfortunately, not all Centres took up the opportunity citing a number of reasons, for example, having other current priorities, they didn't think it was required or they'd recently undertaken a similar exercise with Connected Voice or another supporting organisation. The NMT has reiterated the offer of ongoing support where required along with the support also available through Connected Voice and Locality. Appendix 1 provides a breakdown of all organisations invited to participate, highlighting those that did.

### **Health Check findings**

14. Appendix 2 provides a detailed findings report from the Health Check exercise carried out with the 20 participating Community Centres.
15. The following key findings reflect aggregated responses. Individual support and guidance can and will be offered based on the individual bespoke responses.
  - There was a wide variation in usage levels/footfall as you would expect given the variation in size and geographic locations of the buildings.
  - More than half of the participants had no employees and operate with volunteers, with a quarter operating with 3 or fewer part time employees – 60% have no plans to increase staffing levels.

- 70% of participants operate with between 1 to 20 volunteers, with 60% wanting help to increase their level of volunteers.
- Management Committees varied in size, with 20% stating that their Management Committee was only made up of 1-5 people. Positively 90% stated their governing documents were up to date, agreed, adopted and signed.
- Most participants had safeguarding, data protection, equal opportunities and volunteering policies in place, however, fewer had environmental policies and employment and recruitment policies (perhaps reflecting those operating on a voluntary basis).
- Insurance cover for organisations was also a mixed bag reflecting the varied nature of respective building offers. One organisation suggested it had no Public Liability Insurance, despite having building and contents insurance and employer liability insurance. The NMT will clarify/rectify any omissions as soon as possible.
- As you'd expect, organisations varied widely in what licences were in place, reflecting the varied nature of their core activities.
- Generally, organisations had the majority of necessary building compliance and health and safety measures and documentation in place. The NMT will clarify/rectify any omissions as soon as possible.
- 75% of participants had reserves to cover more than 6 months running costs and redundancy liabilities, with 65% having a Reserves Policy documenting their use of reserves.
- In general, accountancy practices were good, however, more than half participants did not have a budget or cashflow forecast in place for the next 12 months
- Participants demonstrated a mix of expected income sources with 70% having received some grant income from the Council, only 40% suggesting they had trading income.
- 85% of participants highlighted that they relied on "Do it Yourself" fundraising.
- Just over half participants had an up-to-date development or business plan.
- 80% didn't have a formal marketing or publicity (although that's not to say they don't market or publicise routinely).
- Over half of participants consulted widely and collaborated with others.
- About half of participants were registered and/or accessing help through Connected Voice and the Council, with 75% registered with OurGateshead ([www.ourgateshead.org.uk](http://www.ourgateshead.org.uk))
- Organisations utilised social media to varying degrees, but 90% had a Facebook presence.
- Organisations also varied in how they sought feedback from users with questionnaires, one to ones and enquiries being the most common.
- 55% of participants have been involved in offering crisis or emergency support to their communities, rising to 65% that would like to be involved in the future.
- 75% of participants felt they lacked the capacity and skills to prepare tenders and only 10% of participants felt they had a service or product that was commissionable or tradable.
- Only 35% of participants felt they had the necessary capacity and skills
- Only 30% had considered working with other organisations to bid for contracts.

16. The health check assessment recorded a number of positive activities and good practice. Similar examples will be replicated elsewhere across the network. Some highlights include:
- Chopwell Community Centre has supported their youth workers in gaining level 3 youth work qualifications and taught them how to make funding bids. The youth workers are now independently applying for funding which pays for their salaries and the activities. This has significantly reduced youth disorder in the village.
  - Dunston Activity Centre hosts Brighten the Day events. They use the sports hall with the soft play and an inflatable maze. Brighten the Day provided £1000 funding towards

the inflatable maze. These events are very popular, held 3 days per week during school holidays, hosting 60 children, and are often over-subscribed

- Gateshead Clubhouse works with, and is run by, residents of Gateshead who are 18 years and over who struggle with mental health problems. It has a strong ethos of personal development for all, avoiding putting pressure on people and having a no blame culture. People like to come to the Clubhouse for companionship without having to necessarily attend a group or activity.
- Swalwell Community Centre has hosted knife crime training delivered by the Crime Reduction Unit and funded by the Police & Crime Commissioner. The training which was attended by the chairman of the trustees, 4 volunteers, a local magistrate and a church councillor looked at Community Triggers (Anti-social Behaviour Review) and engaging with local young people.
- During the pandemic, the Whitehills Centre became a focal point for the local community, providing over 110 food parcels per week. Before the pandemic, many of the recipients had attended the meals fellowship, which was held every Thursday lunchtime, when you could get a meal for £2.50. For some people this was the only time they met up with others. The Centre still distributes 50 food parcels per week and would like to get the meals fellowship going again, so, they are working with the NMT to source funding to pay for a cook.

### **Conclusions and Next steps**

17. Generally, whilst most organisations were performing relatively well almost all of them expressed anecdotally that the current financial pressures were now exacerbating the impact of the Pandemic. Many cited utility and other running costs as major challenges.
18. The NM Team, Connected Voice and Locality will continue to work with Gateshead's community centres and other infrastructure to offer help and support where requested.
19. Many of the areas for development will be bespoke to individual organisations and entirely within the gift of those organisations as to whether they wish to develop further and benefit from any available support.
20. There are, however, a number of areas that will be explored further for wider development and promotion across the network, for example:
  - A need to increase levels of volunteering across the network – both generally and on management committees. Gateshead Volunteer Centre will be approached to help support volunteering across the network.
  - A need to ensure health and safety and building compliance. The NM Team will work with organisations to offer support, guidance and referral to ensure organisations are better equipped to meet their compliance expectations. This will be done in collaboration with/advice from the Council's Property Services for those buildings where the Council remains the Corporate Landlord.
  - Some organisations would benefit from more specific financial management and business planning advice that could enhance future sustainability, cash flow, use of reserves and income generation.
  - The benefits of marketing/promotion and user consultation will be reinforced with some of the organisations across the network.
  - Many organisations felt they lacked skills and capacity for funding applications, tendering and contract work. Training and advice in these areas will be explored further to see if organisations across Gateshead could/would wish to develop their capabilities.
  - The NM Team will work with other key services to promote and enhance the network of organisations engaging in crisis and emergency support for their communities.

## **Recommendations**

21. The Housing, Environment and Healthier Communities OSC is asked to:

- Note the content of the report on the current assessed health of participating Community Centres, and that
- Ongoing support will be available through the Council's NM and Locality Teams along with other sector support organisations such as Connected Voice and Locality.

## **Consultees:**

- Connected Voice
- Locality
- Neil Bouch
- Alison Dunn
- Neighbourhood Management and Locality Teams

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Contact: Gary Carr, x2043, [garycarr@gateshead.gov.uk](mailto:garycarr@gateshead.gov.uk)

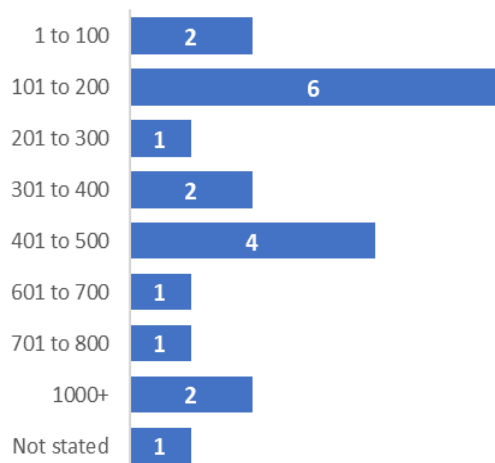
**Appendix 1 - Breakdown of all organisations invited to participate, highlighting green those that have so far.**

Those buildings within the network of 37 community centres			
Organisation/Building	Health check completed	Health Check progressing	Approached but not started
1. Barley Mow Village Hall			
2. Barmoor Hub			
3. Bensham Grove Community Centre			
4. Birtley Community Centre			
5. Birtley Community Hub			
6. Blackhall Mill Community Centre			
7. Blaydon Youth and Community Centre			
8. Chopwell Community Association (Chopwell CC)			
9. Clara Vale Village Hall Association			
10. Deckham Community Centre			
11. Dunston Community Centre	Completed post results		
12. Dunston Drop In			
13. Dunston Family Church (Dunston Activity Centre)			
14. Dunston Family Church (Teams Life Centre)			
15. Eighton Banks Village Hall			
16. Emma Memorial Hall			
17. Felling Crowhall Towers CC			
18. Greenside and District Community Centre			
19. High Fell Community Gym (Allerdene Community Centre)			
20. Kibblesworth Village Millennium Centre			
21. Leam Lane Community Centre			
22. Groundwork Northeast (Lobley Hill Youth and Community Centre)			
23. Marley Hill Community Centre			
24. Mary Sanders Hall (part of Birtley Hub assessment)			
25. Pelaw Youth Centre			
26. Rowlands Gill and District Community Centre			
27. Ryton Community Centre			
28. Springwell Community Centre (Cumbric)			
29. Stargate and Crookhill Community Centre			
30. Swalwell Community Association CIO (Swalwell Community Centre)			
31. The Mount Community Centre			
32.			
33. The Winlaton Centre			
34. Warriors Community Project (Whitehills Centre)			
35. Whickham Community Centre			
36. Windmill Hills Centre			
37. Winlaton Mill Village Hall Community Association			

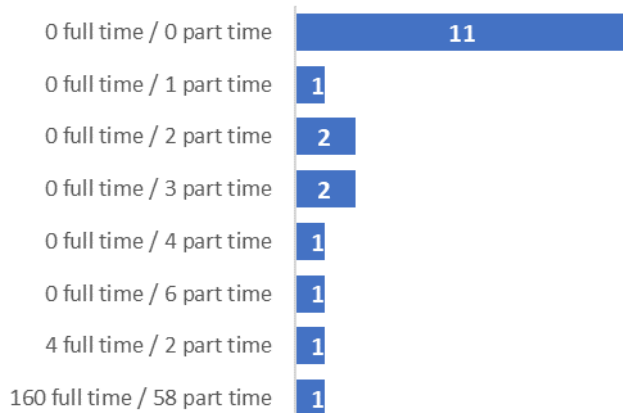
Those buildings offered a health check in addition to the network of 37 buildings			
Organisation/Building	Health check completed	Health Check started	Health check not started/declined
Chopwell Regeneration CIO (The Bank, Chopwell)			
Gateshead Cleveland Hall Community Association			
Gateshead Clubhouse			

## Appendix 2 - Organisational Healthchecks Quantitative Analysis

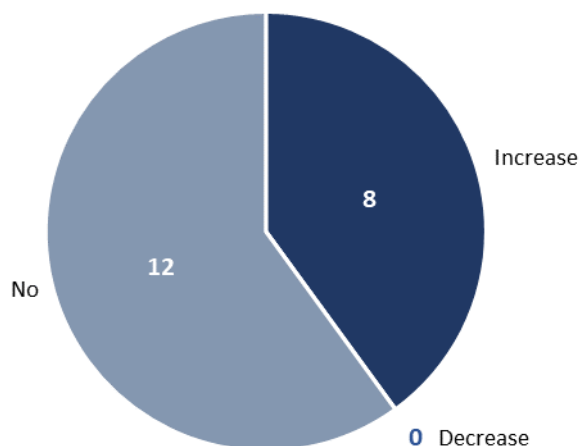
Approximately how many people use your services/facility every week?



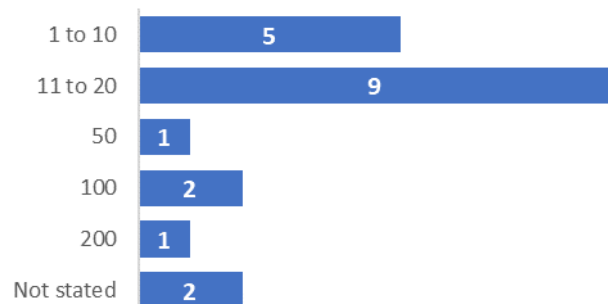
How many staff does your organisation employ?



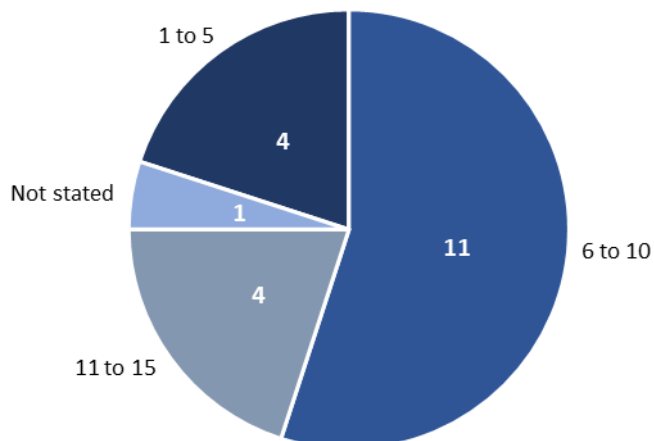
Do you plan to increase/decrease your staff?



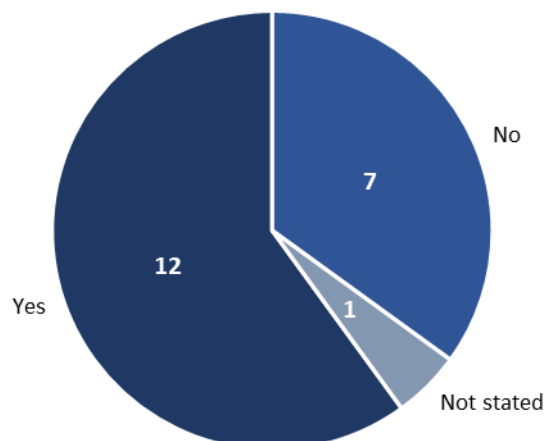
How many volunteers does your organisation have (excluding management committee and trustees)?



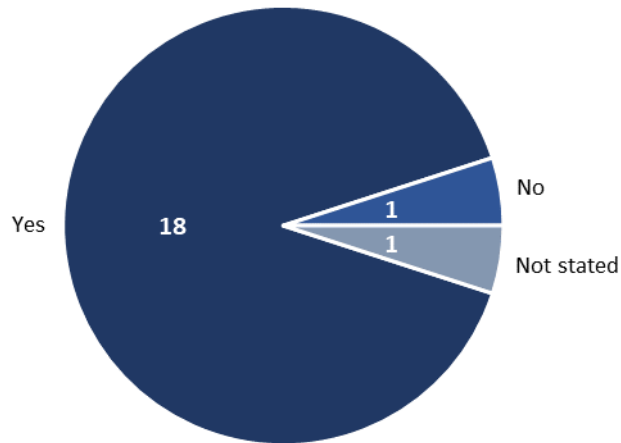
How many people sit on your management committee, board of trustees or directors?



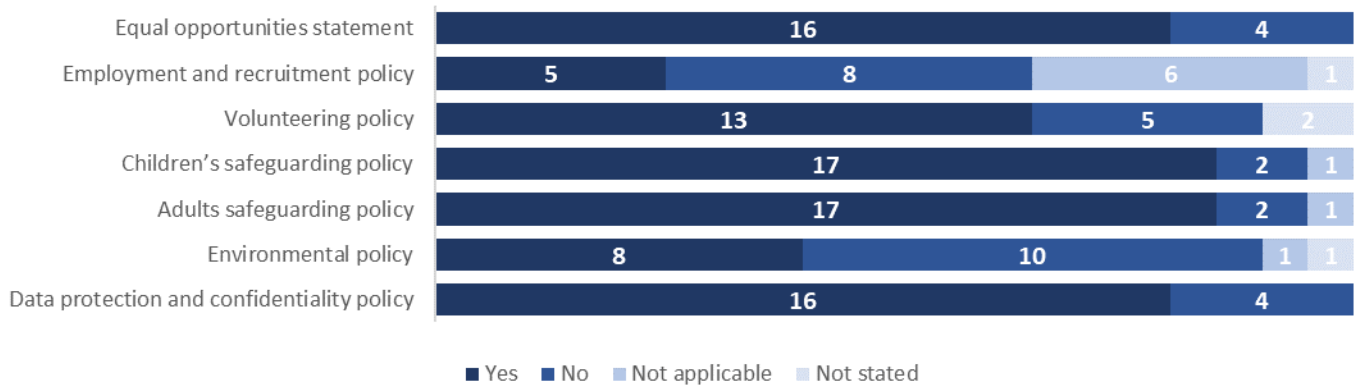
Would you like help to increase the number of volunteers?



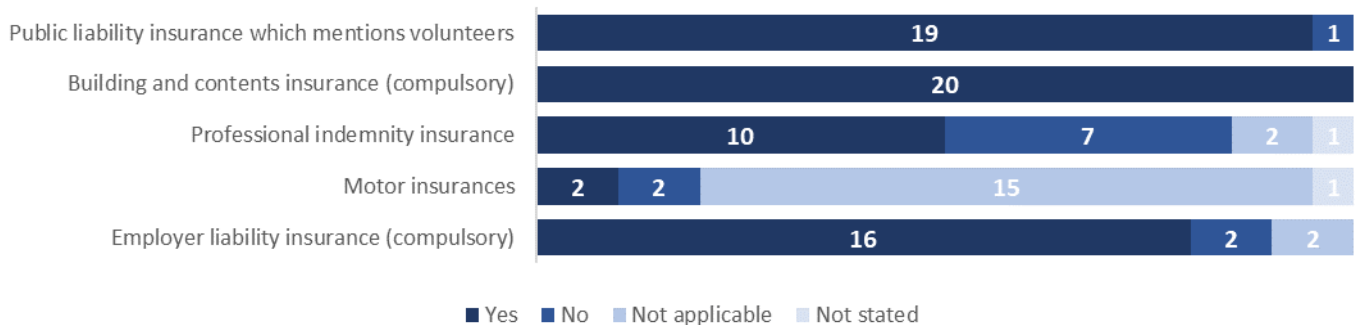
**Is your current governing document up to date, agreed, adopted and signed?**



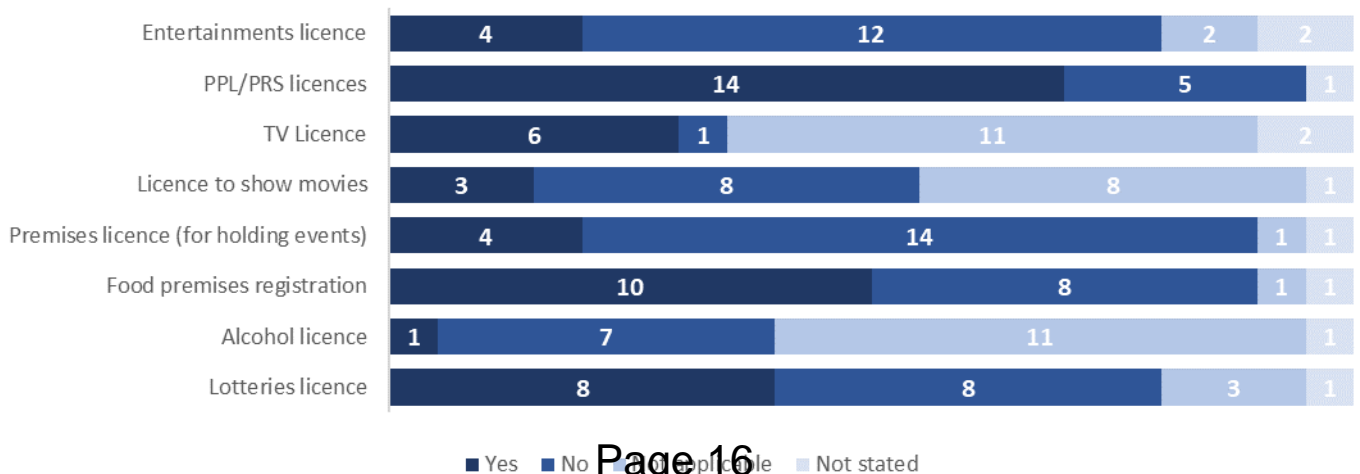
**Do you have the following in place?**



**Do you have the following insurance?**

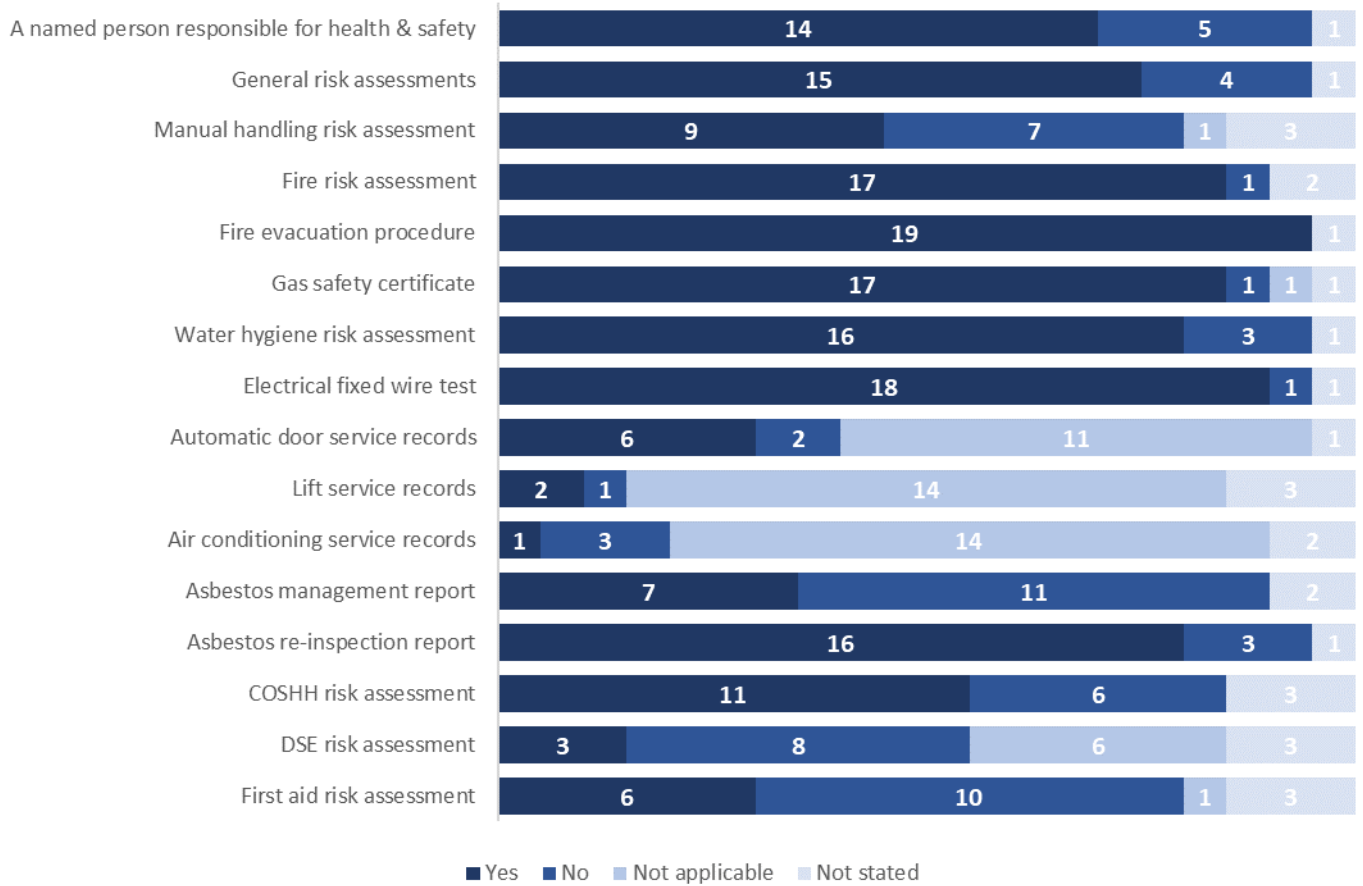


**Do you have the following licences and legal permissions?**

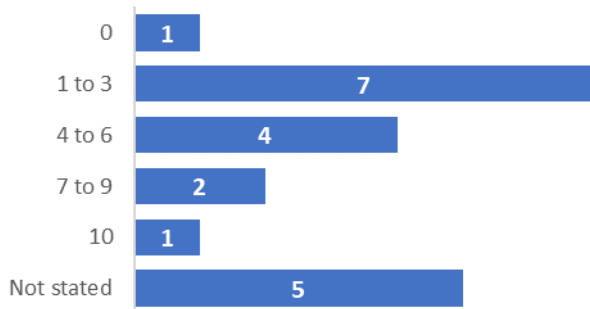




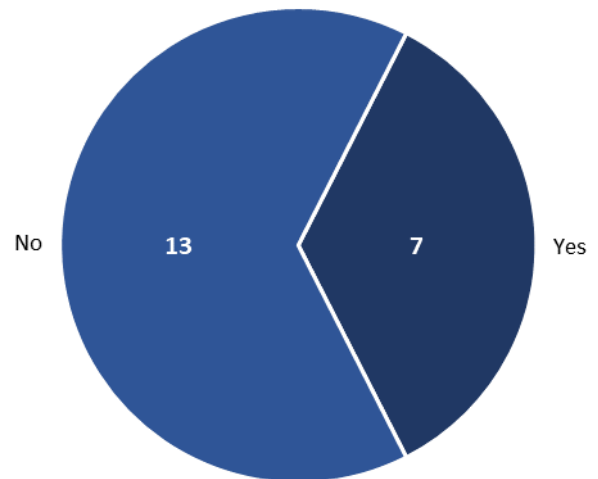
### Does the organisation have?



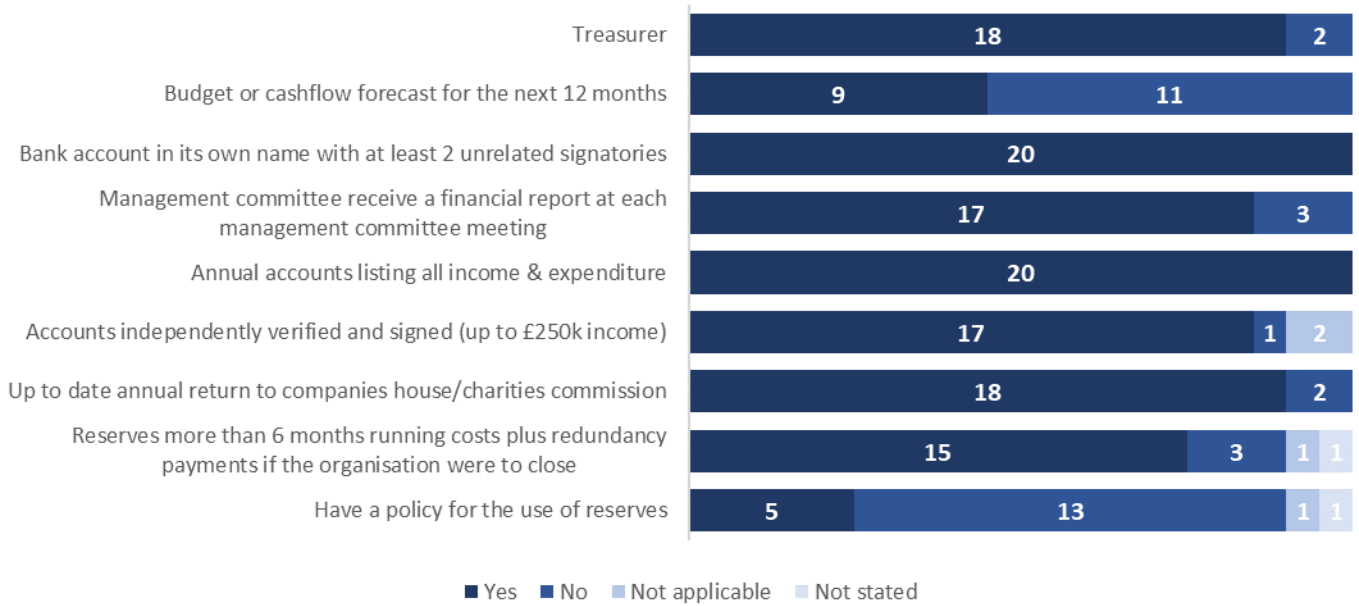
### How many first aid trained staff/ volunteers does the organisation have?



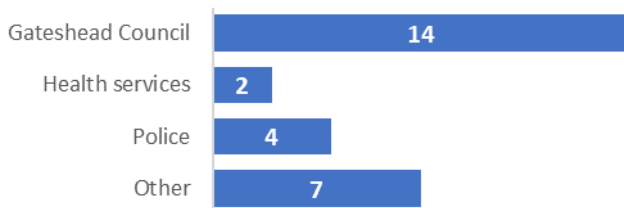
### Do you have a defibrillator in the building?



### Does the organisation have?



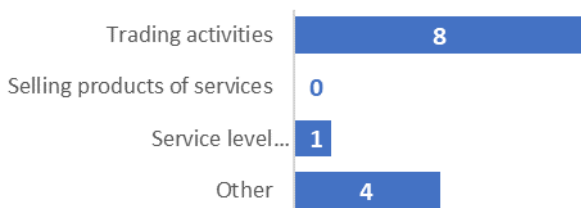
### Does your organisation receive any grant income from...?



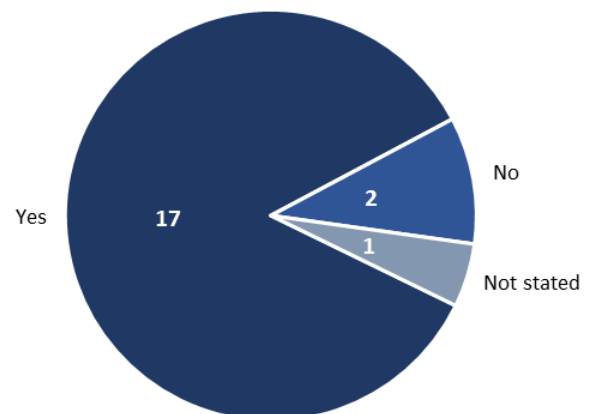
### Does your organisation get income from...?



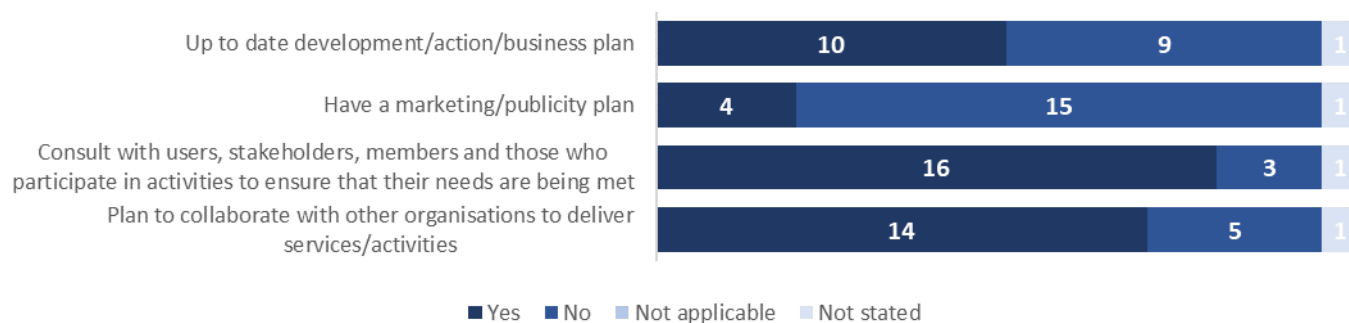
### Does your organisation receive any grant income from...?



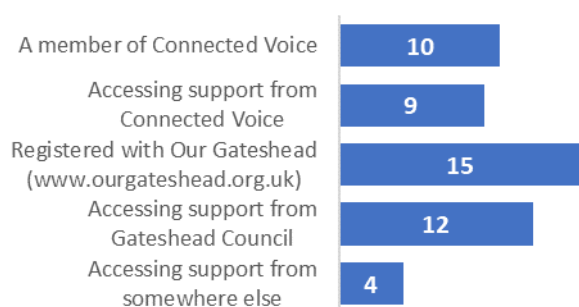
### Does your organisation undertake 'do it yourself' fundraising?



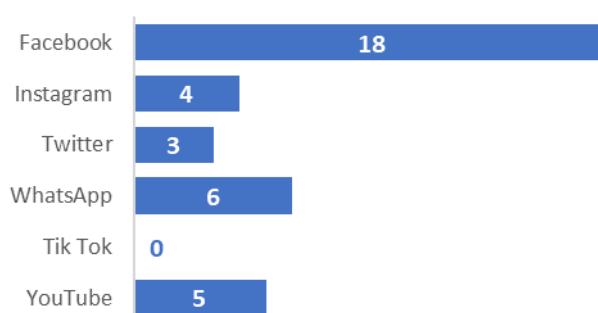
### Does your organisation have?



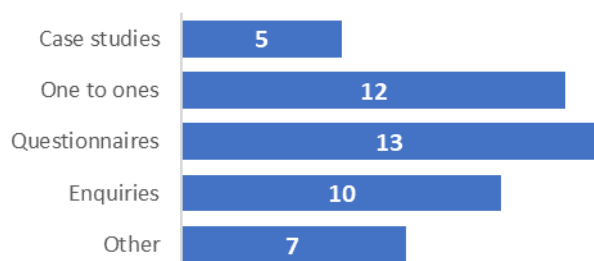
### Is your organisation...?



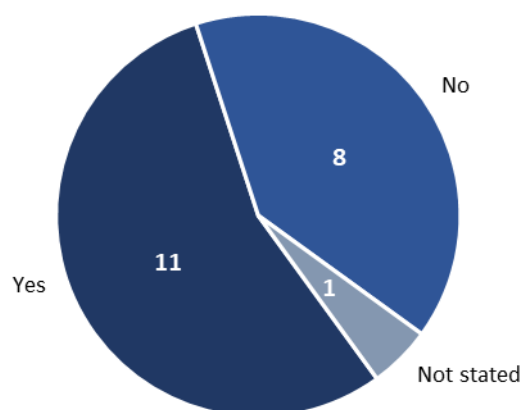
### Does your organisation use any of the following digital services to promote your service and/or communicate with service users?



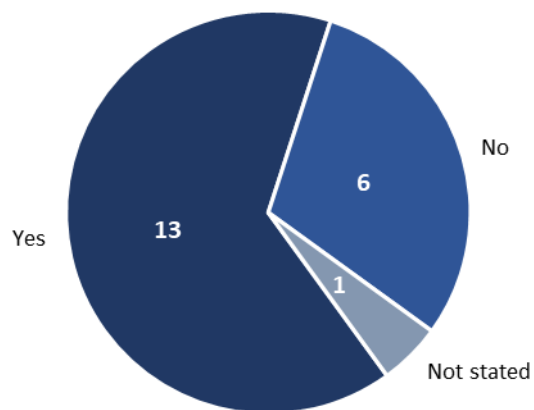
### How does your organisation seek feedback from people who participate in its activities?



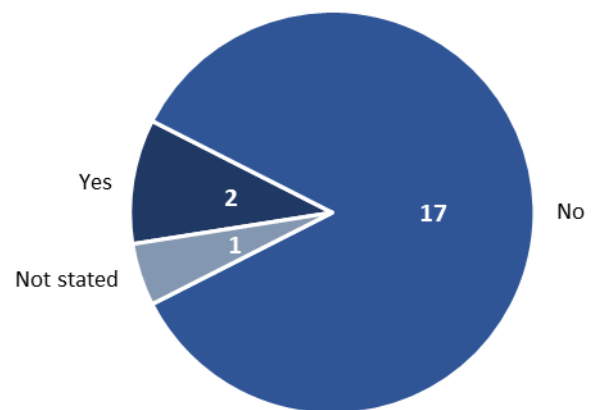
### Has your organisation been involved in providing emergency/crisis support to the community?



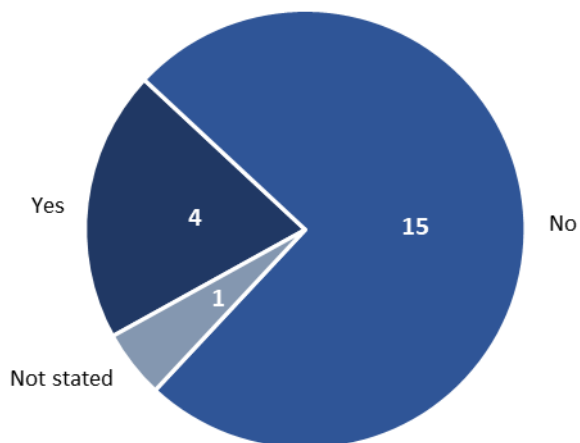
Would your organisation like to be involved in providing emergency/crisis support to the community?



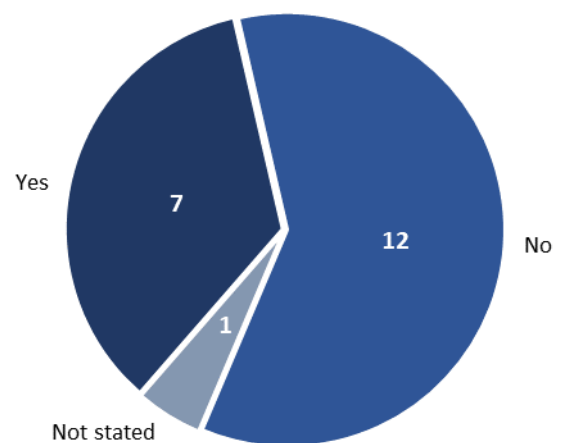
Does your organisation have a service or product that could potentially be commissioned/traded?



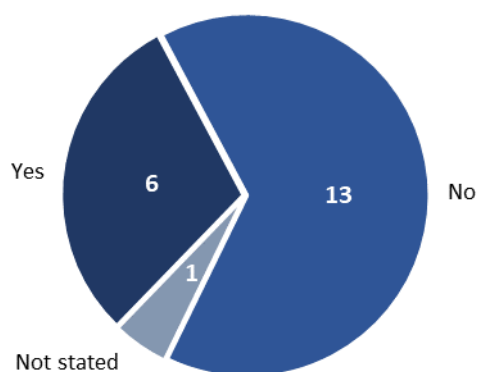
Does your organisation have the capacity and skills to prepare tenders?



Does your organisation have the capacity and skills to manage contracts?



Has your organisation considered working with other organisations either through partnership or consortia to bid for contracts?



**TITLE OF REPORT: Construction Services Update****Purpose of Summary**

1. To provide an update on the current position of Construction Services during the service review process.

**Background**

2. Members will be aware that during the summer a new Joint Local Agreement for Salary Structures and Revised Working Arrangements within Construction Services was negotiated with trade unions and put in place from September 2022. This included a performance management framework linked to pay as well as a customer promise for working standards. This has enabled a deep dive review of the service and operational changes to be made.

**Key Areas****Restructure**

3. Each area of the service has undergone a review. This has followed a 'form follows function' rationale that has informed recruitment and system needs.
4. Teams within the service have been placed under clear lines of management that remove duplication of work and enable them to be more effective. This has supported process change to simplify delivery and remove barriers to better productivity.

**Recruitment**

5. The restructure began with 111 new posts to be recruited to but resulted in 164 vacancies due to various redesignation of roles and internal promotions. 49 external appointments have been made and 47 internal promotions. 19 posts have been held for review as the service changes are implemented. 49 posts remain vacant including 19 trades staff, 5 surveyors, 13 Customer Operations staff, 1 Service Manager and 1 Section Managers.

**Backlog of Council House Repairs**

6. The repairs backlog progress is detailed in Table 1 below. The target is for completion of all backlog works, apart from those where the tenant has not permitted access, by the end of March 2023.

7. **Table 1 – Responsive Repair backlog information**

	7 <sup>th</sup> June 2022	28 <sup>th</sup> February 2023
Incomplete	6250	1109
Complete	0	5141
Households	5165	1009
Communal Areas	357	89
Unallocated	6250	104
Non-roofing	4426	990
Roofing	1824	119

Note - Current outstanding roofing repairs – 140 made up of 84 house roofs, 39 outhouses, 17 garages

**Empty Council Houses**

8. Changes to empty property processes and team management have seen improvements since September. Table 2 below shows the summary data.
9. The empty property repair team is now working to incrementally improving weekly targets.
10. The overall target is to have less than 150 voids undergoing works by September.

11. **Table 2 – Empty properties**

Week	Completions	New Voids	Let	Available for Letting	Total Undergoing /Awaiting Works	Total Void
April	81	63	77	92	397	523
May	98	141	128	74	414	536
June	65	89	89	74	436	557
July	88	103	108	89	436	571
August	98	111	114	84	459	603
September	86	77	93	91	451	591
October	91	88	100	94	441	587
November	129	122	122	118	424	584
December	64	51	78	100	411	559
January	81	94	103	89	430	580

As of 21<sup>st</sup> February 2023, 414 empty properties were undergoing or awaiting repair work and 108 ready to let.

**Damp Mould and Condensation**

12. A commitment has been given to the Secretary of State for Levelling Up on how the Council will manage reports of damp, mould, and condensation.
13. A new process is in place that involves repairs teams, asset management, housing management and external support resources.

14. Overall, the Council has 1139 known cases of damp mould and condensation that are in progress of resolution. 805 have been reported since November 2022. 534 cases have been resolved to date. 452 mould wash downs are in progress as an interim measure with 268 completed.
15. The void standard has been amended to include a positive input ventilation (PIV) unit. These units will also be fitted into properties with persistent mould.
16. A PIV continuously draws fresh air through a filter into a property to dilute moisture laden air and reduce the levels of mould spores and condensation.

#### **Members Enquiries**

17. The number of members enquiries have reduced from an average of 30 per week during the summer to an average of 6 per week at the current time.

#### **Recommendation**

18. To consider this report and provide any questions and comments.

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Contact: Ian McLackland, Service Director, Repairs and Building Maintenance  
Tel No: (0191) 433 5313

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**TITLE OF REPORT:** Flood and Water Management Act 2010 – Annual Progress Report

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

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## **SUMMARY**

To report progress in the implementation of the duties and responsibilities of Gateshead Council as lead local flood authority.

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## **Background**

1. Following the introduction of the Flood and Water Management 2010 the Committee has received annual reports outlining:
  - the Council's statutory responsibilities and duties in relation to local flood risk management (FRM), following the introduction of the Flood & Water Management Act 2010 (F&WMA);
  - the duties for local authority scrutiny committees to review work by public sector bodies and essential service providers in order to manage flood risk and to prepare an annual report on local actions to manage flood risk.
2. Under the F&WMA each unitary authority or county council is identified as the lead local flood authority (LLFA) for their district and they are expected to provide leadership and accountability for local FRM regarding surface water, groundwater and ordinary watercourses.
3. The Service Director of Highways & Waste is the Council's lead officer: the Highway & Flood Risk Management team is managing the function.

## **Lead local flood authority duties**

4. The key implications of the legislation for local authorities are:
  - preparing, maintaining and publishing a local FRM strategy to link to the Environment Agency's (EA) national and local strategies;
  - preparing, maintaining and publishing a register of third party FRM infrastructure assets;

- investigating reported flooding incidents and publishing a register of investigations;
- statutory consultee to the local planning authority (LPA) for sustainable drainage systems (SuDS);
- consenting of ordinary watercourse works (diverting, culverting, restricting flow);
- cooperation with and oversight of other FRM bodies.

### **Local flood risk management strategy**

5. Gateshead's local flood risk management strategy (LFRMS) was approved by full Council in January 2017.
6. The strategy is currently being revised and updated to reflect recent guidance from the Local Government Association. The strategy is being prepared jointly with Newcastle City Council and will be completed in the coming months.

### **Register of third party FRM infrastructure**

7. The register must include location, size, condition and ownership details of drainage infrastructure (river embankments, walls, revetments, culverts etc.) that prevent or limit flooding on ordinary watercourses. The register has been established and work is ongoing to survey, identify and map critical assets.

### **Investigation of flood incidents**

8. Informal flooding investigations are regularly undertaken by the FRM team. These typically result in the identification of small scale improvement works or general advice to customers.
9. Formal flooding investigations must be carried out for significant flooding events (as defined in the LFRMS). A flooding event report must also be published and distributed to other relevant flood risk management authorities. No formal flooding investigations were undertaken in 2021.

### **Sustainable drainage systems statutory consultee**

10. Sustainable drainage systems (SuDS) are natural or manmade green infrastructure features designed to store water or discharge water to the ground to limit flows to downstream drainage systems: examples include soakaways, ponds, and swales. SuDS also have the benefit of improving water quality.
11. The Government introduced regulations in April 2015 requiring major developments to incorporate SuDS as part of the site surface water management systems. The regulations established the LPA as the body responsible for approving SuDS and

the LLFA became a statutory consultee for the SuDS approval process. A dedicated officer is employed within the Spatial Planning & Environment team for LLFA SuDS consultation replies.

12. Recent Government planning guidance has reinforced the importance of SuDS for sustainable development. The Government will shortly be undertaking a consultation for the adoption of new SuDS by local authorities. The likelihood is that local authorities will be compelled to approve, adopt and maintain SuDS for all major developments. The consultation process, development of design guides and the implementation of new regulations may take several years.

### **Consenting of ordinary watercourse works**

13. Consenting procedures have been developed in conjunction with the EA. Typically five or six applications each year are received for the culverting or diversion of small lengths of watercourses.

### **Scrutiny and oversight of other FRM bodies**

14. Biannual liaison meetings take place with officers from the FRM team and officers from the EA and Northumbrian Water.
15. Regional groups of LLFA officers meet quarterly to share best practise, experience and local knowledge. The groups include officers (and members) with expertise in FRM, development management, planning policy and environmental management.

### **Recommendations**

16. It is recommended that the Committee:
  - notes the statutory responsibilities of Gateshead Council for local FRM and the measures taken to comply with those duties;
  - receives an annual progress report in March 2024.

**CONTACT:** Jimmy Young

**EXTENSION:** 3073

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**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 the Housing, Environment and Healthier Communities Overview and Scrutiny Committee for the municipal year 2022/23.

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1. The Committee's provisional work programme was endorsed at the meeting held on 5 July 2022 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 and highlights proposed changes to the programme 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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Draft Housing Environment & Healthier Communities OSC Work Programme 2022-23	
27 June 2022 1.30pm	<ul style="list-style-type: none"> <li>• Performance Management and Improvement Framework – Year End Performance 2021-22</li> <li>• Housing Performance Report – Q4 2022-22</li> <li>• Flytipping – Update</li> <li>• Work Programme</li> </ul>
19 September 2022 1.30pm <b>*Meeting cancelled*</b>	
7 November 2022 1.30pm	<ul style="list-style-type: none"> <li>• Construction Services Update - Update on Repairs and Maintenance Improvement Plan</li> <li>• Housebuilding Update (Deferred from Sept 2022)</li> <li>• Housing Performance and Compliance Monitoring a) HEHC Performance Qtr2 b) HEHC Performance Indicator Review</li> <li>• Implications of Constitutional Change – Tenant Representative on the OSC</li> <li>• Work Programme</li> </ul>
5 December 2022 1.30pm	<ul style="list-style-type: none"> <li>• Performance Management and Improvement Framework – Six Month Update</li> <li>• Community Safety priorities update / progress (now to include information that was due at Sept 2022 meeting)</li> <li>• Protection of Green Assets (eg Chopwell, Thornley Woods) – Update</li> <li>• Section 106 update</li> <li>• Work Programme</li> </ul>
30 January 2023 1.30pm	<ul style="list-style-type: none"> <li>• <b>Anti-social Behaviour Review</b></li> <li>• Private Landlord Registration Scheme – Update</li> <li>• <b>High Street South update</b></li> <li>• Homelessness and Rough Sleeping Strategy 2022/27</li> <li>• Work Programme</li> </ul>
13 March 2023 5.30pm	<ul style="list-style-type: none"> <li>• <b>Health Check of Community Centres</b></li> <li>• <b>Construction Services Update – Improvement Plan Progress Report</b></li> <li>• The Flood and Water Management Act 2010: Annual Progress Report</li> <li>• Work Programme</li> </ul>
15 May 2023 1.30pm	<ul style="list-style-type: none"> <li>• Housing Design and Energy Efficient Standards– (to focus on the planning process and the standards currently accepted and what more can be achieved in terms of design and energy efficiency)</li> <li>• Housing Performance and Compliance</li> </ul>

	<p><b>Monitoring</b> to include a) Operational Performance b) Compliance Performance c) Regulatory Self – Assessment</p> <ul style="list-style-type: none"> <li>• <b>Impact of Brexit on businesses large and small – Update</b></li> <li>• <b>Work Programme</b></li> </ul>
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**Issues to slot in:**

- *Housing Regulatory Self-Assessment (deferred from Nov 2022)*
- *Tenant Satisfaction Survey Results 2022 (deferred from March 2023)*
- *Lifelong Learning Report (deferred from March 2023)*