

TITLE OF REPORT: Council Plan – Six Month Assessment of Performance and Delivery 2017/18

REPORT OF: Sheena Ramsey, Chief Executive

Purpose of the Report

1. Cabinet is requested to approve the Council Plan – Six Month Assessment of Performance and Delivery report for 2017/18.

Background

2. The Council's performance in relation to the delivery of the Council Plan is reported on a six monthly basis, and is an integral part of the Council's Performance Management Framework.
3. Previously, Cabinet at their meeting on 19 April 2016 agreed to a revised strategic indicator set, including a change to the identification of tracker and target indicators with a single fixed 2020 target. Subsequently, at their meeting on 12 July 2016, Cabinet approved the proposed 2020 targets for the strategic indicators, following consideration by the Overview and Scrutiny Committees.

Performance Reporting

4. This composite report provides an overview of progress made in delivering the Council Plan for the period 1 April 2017 to 30 September 2017. The six month performance reports for this period were reported to Overview and Scrutiny Committees (OSCs) between October and December 2017.
5. Each OSC has considered the performance and the progress made in relation to the strategic indicators where performance information is available. The reports include the following:
 - i. An overview of the analysis of performance identifying key achievements and areas for improvement;
 - ii. An outline of the six month performance and direction of travel for the strategic indicators;
 - iii. An assessment of the Council's contribution to delivery of the Council Plan.
6. Appendices 2 and 3 provide Cabinet with a summary of performance reported to the OSCs and the extracts from the respective minutes. Full versions of the reports considered by the OSCs can be found [here](#).
7. Appendix 4 provides up to date figures in relation to five strategic indicators to those previously reported to the relevant OSC meeting.

Recommendations

8. It is recommended that Cabinet:

- (i) Approves the recommendations of all the Council's Overview and Scrutiny Committees in relation to the 2017/18 six month performance report (Appendix 3); and
- (ii) Considers whether the Council has met its performance objectives and is addressing the outcomes in delivering the Council Plan 2015-2020.

For the following reason:

- To ensure performance supports the delivery and achievements of the Council Plan 2015-2020.

Policy Context

1. The Council Plan – Six Month Assessment of Delivery and Performance 2017/2018 report illustrates how the Council is achieving against the Council Plan 2015-2020 for the period 1 April 2017 to 30 September 2017.

Background

2. The Council's performance in relation to the delivery of the Council Plan is reported on a six monthly basis, and is an integral part of the Council's Performance Management Framework.

Consultation

3. Each six month report has been considered by the appropriate OSC during the period October to December 2017 and minute extracts and comments made by the committees are included at Appendix 3.
4. In line with Protocol 28, the relevant Cabinet Member was consulted in the preparation of the individual performance reports prior to OSC so that an update on their portfolio area could be given to the committee.
5. The Deputy Leader has been consulted in the preparation of this report.

Alternative Options

6. There are no alternative options with regard to the report as the recommendation supports the Council's general duty to secure continuous improvement in the way functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

Implications of Recommended Option

7. Resources

- a) **Financial Implications** – There are no financial implications arising directly from this report.
- b) **Human Resource Implications** – There are no human resource implications arising directly from this report.
- c) **Property Implications** – There are no property implications arising directly from this report.
8. **Risk Management Implications** – There are no risk management implications arising directly from this report.
9. **Equality and Diversity Implications** – There are no direct equality and diversity implications arising from this report. .
10. **Crime and Disorder Implications** – There are no direct crime and disorder implications arising directly as a result of this report.
11. **Health Implications** – There are no direct health implications arising directly as a result of this report.

12. **Sustainability Implications** - There are no direct sustainability implications arising directly as a result of this report.
13. **Human Rights Implications** - There are no direct human rights implications arising directly as a result of this report.
14. **Area and Ward implications** – There are no direct area and ward implications arising directly as a result of this report.

Background Information

15. There is no background information.

COUNCIL PLAN – SIX MONTH ASSESSMENT OF PERFORMANCE AND DELIVERY 2016/17

Composite Report

Introduction

1. The composite report reflects the key issues in relation to the six month assessment of delivery and performance for the period 1 April 2017 to 30 September 2017, which has been considered by the Overview and Scrutiny Committees at their meetings during October to December 2017.

Delivery of Council Plan 2015-2020

2. The Council is committed to deliver against the outcomes set out in the Council Plan 2015-2020 and has made further progress in the last six months.

Summary of Achievements and Areas for Improvement

3. Each performance report from the five OSCs provides an overview of performance for the six month period and highlight achievements and areas for improvement. Some areas to note for each OSC include:

Corporate Resources OSC

4. Six of the ten indicators could be measured at the six month stage and most are showing improvement at this point.
5. Achievements to note include:
 - In preparation for the change in statutory deadline, the [Statement of Accounts](#) was finalised by 31 July 2017 which is two months earlier than it has historically been completed.
 - The Council has implemented new arrangements to promote and advance a strengthened strategic approach to trading and commercialisation across the Council.
 - Throughout June 2017, 106,189 hours were recorded on the volunteer totaliser which equates to £1,380,457 economic value.
6. Key areas of focus over the next period include:
 - The speed of processing housing benefit claims which has been largely impacted by the preparations for the rollout of Universal Credit full service in Gateshead.
 - Analyse the employee health needs assessment to understand and provide support to employees to reduce the rate of sickness absence.
 - Preparing to deliver a balanced budget with the challenge of an estimated funding gap of £41.9 million over the next two years.
 - To deliver a new version of www.gateshead.gov.uk by April 2018 as well as a new improved way to report fly tipping online and an appointment booking system for the Registrars Service.
 - Developing a new approach to employee recognition both formally and informally.
 - Lead on a joint procurement exercise with Newcastle City Council to secure an infrastructure support service for the VCS across both authorities.

Families OSC

7. Of the 22 indicators with updated performance for this report, 15 have positive performance trends whilst 7 are declining compared to the same point last year.

8. Achievements to note include:
- Gateshead continues to build on the Department for Work and Pensions (DWP) Local Family Offer which is a funded pilot of new approaches to addressing interparental conflict in families. This follows emerging research from the Early Intervention Foundation that poorly resolved conflict between parents has a significant adverse impact on outcomes for children. The LFO has funded workforce development, resources for intervention work, and a new referral pathway for couple counselling and new performance indicators for measurement of relationship quality. Gateshead is proposing to act as the lead Local Authority for a regional cluster of areas interested in using up to £1M worth of new relationship provision across the North East.
 - The proportion of children achieving a good level of development at age 5 has risen year on year from 34.2% in 2013 to 70% in 2017, which is within 1% of the national average.
 - For Key Stage 1, the proportion of children at the expected standard in each of Reading and Writing and Maths is slightly higher than the national average.
 - Outcomes at Key Stage 2 have been strong for several years, and remain so. Provisional 2017 data show Gateshead ranked 15th out of 152 Local Authorities nationally for the % children who reach the expected standard in Reading, Writing and Maths.
 - GCSE and equivalent outcomes at Key Stage 4 have been relatively strong and above the national average for several years.
9. Some of the key areas the Council will focus on in the next 6 months include:
- The shortfall in places for free childcare following the statutory increase from 15 to 30 hours, especially for the Summer Term, poses a challenge. It is very difficult to measure at the moment, as this is a parental demand led market.
 - Value-added and progress scores from KS2 to KS4 have not been strong across Gateshead as a whole. There is a wide variation in outcomes of students at different secondary schools with some performing at a high level in terms of outcomes and progress compared to the national average, and some performing much less well.
 - Continue to develop and implement the learning and actions emerging from the Behaviour conference earlier this year linked to permanent exclusions
 - Allow for the new early help model to settle and ensure that families will not experience delays in receiving the service in the transition period.
 - Implement the new Rapid Response and Child with Complex Needs teams within Children and Families Social Care.
 - Continue to develop and implement the learning and actions from the SEND Joint Commissioning arrangement action plan.

Care, Health and Wellbeing OSC

10. Of the 20 strategic indicators reported to this OSC, 11 have an updated position since the last report. Of the 11 updated indicators, performance trends are positive with 6 indicators showing an improvement, including a reduction in excess weight for 4 to 5 year olds, improved rates of hospital admissions for alcohol related harm, an improved average number of days for delayed transfers of care from hospital, an increase in the number of older people remaining at home 91 days after a hospital discharge to a reablement service and a reduction in the number of repeat safeguarding enquiries.

11. Four indicators have not improved. The proportion of people who are dissatisfied with life, when asked as part of the annual population survey (ONS), has decreased since the last survey, however still remains better than the North East average. Excess weight levels amongst Year 6 children (10 to 11) have increased, as has the mortality rate from causes considered preventable. Mothers smoking status at time of delivery has increased on the previous year.
12. One indicator has remained the same - the proportion of BME carers assessed or reviewed by social services which has remained similar to the previous report (0.8%).
13. There have been many achievements and some to note include:
 - Developed a Bridging Service to support safe discharge from hospital for people who require long term packages of care. This has enabled the Council to achieve better Delayed Transfer of Care levels and enabled people to return home rather than remaining in hospital or to go to other settings such as Residential Care.
 - Developed supported living accommodation for 3 young men using the Individual Service Funds model in Blaydon and are looking at a mix needs development to support the 'Building the Right Support plan'.
 - Established a new day service with Age UK with an increased capacity for service users suffering with dementia. There was no impact on the service users following the closure of previous services and a saving of £56k per annum has been achieved..
 - Secured, through the GATES employment service, paid work for 10 people with learning disabilities, with employers such as Sage Gateshead, The Ark Children's play centre and INTU Metrocentre.
 - Received a very positive commissioner visit to Eastwood Promoting Independence Centre, which in particular commended the integrated working across health and social care.
 - Completed 1379 Home Safety checks in partnership with Tyne and Wear Fire Rescue Service.
 - Endorsed a 'Year of Action' on Tobacco and Smoking. The purpose of the Year of Action is to maintain and raise the profile of the impact of tobacco in Gateshead and to galvanise action at all levels to combat the harms from tobacco.
 - Three Making Every Contact Count leads have been employed to develop the MECC approach in Gateshead including delivery of sessions on using the MECC approach in a range of community settings.
 - Increased provision of NHS Health Checks from 3 pharmacies to 15 pharmacies and explored the addition of a diabetes risk tool to the Gateshead Health Checks programme to align with the National Diabetes prevention programme.
14. Some of the key areas the Council will focus on in the next 6 months include:
 - The Adult Social Care Provider domiciliary care team will work with newly appointed Healthcare Locality Managers to provide wrap around services to individual general practices within 5 locality wards.
 - Launch the Market Position Statement on 9th November at the inaugural Health and Social Care Conference "Working Together to Increase Choice and Improve Quality Conference"
 - Facilitate transition of Direct Payment support service into Gateshead Council and support individuals to resolve any issues from previous provider.

- Work with our NHS colleagues in Gateshead, to develop the Gateshead Care Partnership.
- In November 2017, GATES employment service will commence an internship programme within IKEA, Gateshead.
- Improve our Deprivation of Liberty Safeguarding process, by utilising digital technology.
- We will provide 'train the trainer' training 'Have a Word' and Drugs Awareness via the Making Every Contact Count post to statutory and 3rd sector organisations to equip staff to 'start the conversation' with patients and clients.
- Explore the opportunities to further develop the work with veterans focusing on prevention, alcohol use and abuse and referral pathways into services.
- Work with Public Health England to take forward regional plans for an outdoor initiative agreed by Directors of Public Health as a follow on from the 'Everybody Active North East' work. The work will be focused on developing an 'outdoor app' aimed at children and families.

Communities and Place OSC

15. Where data was not available to report at year end 2016/17, updates are included in this report along with 6-month data for 9 of the strategic indicators.

16. There have been many achievements and some to note include:

- The Council is in the process of renewing the East Gateshead Bus Partnership, with a view to then setting up a similar arrangement in west Gateshead.
- Plans were announced to redevelop the 10 acre site at Gateshead Quays between Sage Gateshead and BALTIC to create a new 12,500 seat entertainment arena, 10,000 sqm regional conference centre, with associated hotels and food and beverage units. Construction is due to commence summer 2019 and be completed summer 2021.
- PROTO: The Emerging Technology Centre was selected to host one of Digital Catapults four Immersive Labs, the only one North of London. The Lab will provide businesses with access to state of the art equipment that would not otherwise be available to tech firms.
- The HEIGHTs (High Rise Energy Infrastructure for Gateshead Housing Tenants) scheme, to retrofit district heating to over 600 high rise homes, received planning approval in May 2017, and started on site mid September 2017.
- The £1.5m Land of Oak & Iron Heritage Centre has started on site at Winlaton Mill. The story of the fascinating industrial heritage will be told with largest iron works in Europe once based on the banks of the river Derwent.
- The Council has completed the construction of a 3MW Battery storage facility at Park Road depot, and associated 1.5km extension to the private wire network, which now also supplies both Park Road and Shearlegs Road depots. The battery will provide services to National Grid, as well as peak power supplies to the private wire network.
- The Leisure service is developing new activities and attractions to appeal to customers, increase leisure use and generate income. A new children's soft play area and Clip n Climb facility has been installed at Gateshead Leisure Centre and opened on 15 July 2017. This is expected to increase income not only from use of the facility but from the catering offer. Gateshead Leisure Centre expects 30,000 visits per year generating circa £300,000. Since opening in July there has been circa £80,000 generated, with over 10,000 visits.

17. Some of the key areas in which the Council will focus on over the next period include:
- The Homeless Reduction Act 2017 received Royal Assent and will come into force in April 2018. It is important that the changes required in Gateshead to implement the act need to align to the recent recommendations in the Homeless Health Needs Assessment carried out by the Public Health Team. In addition to this they will also need to be considered and reflected in the review of the Housing Strategy and the Homelessness Prevention Strategy which is due for review in 2018.
 - Successful implementation of the civil bus lane enforcement in late November. Contract discussions are ongoing with the successful bidder who will provide the service and the statutory process for making the required Traffic Regulation Order.
 - An outline application to secure ERDF monies has been approved to deliver a £1.4m Business Energy Efficiency Support Programme over three years. This will be a collaborative project working with the six local authorities in the NELEP area.
 - The Government's national air quality plan identifies Gateshead areas within Gateshead where action is needed to reduce emissions from traffic. The Council is working with Newcastle and North Tyneside Councils on preparing the necessary proposal as to how this will be addressed.
 - The HEIGHTs (High Rise Energy Infrastructure for Gateshead Housing Tenants) is expected to provide heat supply to some of the early blocks in the project, including Regent Court, this will commence by Spring 2018.
 - £75,000 fund has been secured from North East Local Enterprise Partnership to meet the costs of feasibility work including highways design, ecology studies and state aid advice to support the development of the Enterprise Zone at Follingsby. It is anticipated that development of the Enterprise Zone will lead to the creation of over 1500 new jobs in Gateshead. Development is expected to begin in 2018.

Community Safety Overview and Scrutiny Sub Committee

18. Only three indicators had six-month data available at the six month stage. Performance has improved for the number of ASB incidents being reported with a 20% reduction compare to the same period in 2016/17. However, performance has declined compared to the same period in 2016/17 for the number of referrals to ARCH and the number of crimes recorded.
19. There have been many achievements and some to note include:
- Drafted a Domestic Abuse Strategy and Action Plan for Gateshead.
 - Completed the Domestic Homicide Review in relation to Adult C – which has identified a number of recommendations to improve current practice.
 - Secured funding from the Office for the Police and Crime Commissioner to establish a pilot in Accident and Emergency designed to improve support for victims of domestic abuse – and have worked closely with the CCG to look at ways to more effectively engage with General Practitioners.
 - Established an ASB Volunteer Service to support vulnerable victims of ASB and hate crime within the Borough.
 - Created a Complex Offender Group to identify individuals causing significant crime and disorder problems and put in place a range of multi-agency support and enforcement actions designed to curb their offending behaviour.
 - Co-ordinated a range of multi-agency enforcement operations designed to tackle issues within neighbourhoods (e.g. Operation Axel and Kestrel).

20. Some of the key areas in which the Council will focus on over the next period include:
- Continue to review the Multi-Agency Safeguarding Hub and Domestic Abuse functions and identify a new operating/delivery model for Gateshead.
 - Undertake a systems-thinking review of how we tackle ASB to ensure we have the right approach for supporting victims.
 - Further develop our communications/engagement approaches to ensure we continue to proactively tackle perceptions of crime and disorder and feelings of safety with local residents.

OVERVIEW AND SCRUTINY COMMITTEE MINUTES

During October to December 2017, the Overview and Scrutiny Committees discussed their review of performance appropriate to the remit of their committees. The extracts of the minutes of those discussions are provided below :

Families Overview and Scrutiny Committee: 30 November 2017

Committee received the six monthly performance report which provided an overview of performance and highlighted trends that have improved and declined since the last report.

It was reported that there are seven indicators highlighted as exceptions as they have not improved. Overall performance trends are positive with 15 out of the 22 indicators showing improvement since the last report.

It was noted that 7 out of 12 indicators under the Live Well Gateshead outcome have improved. This includes; an increase in the number of families engaged by the Troubled Families Gateshead programme; a reduction in the use of custody for 10-17 year olds; a reduction in the number of mothers smoking at the time of delivery; a reduction in 4-5 year olds with excess weight issues; a reduction in the number of children subject to a child protection plan and an increase in the proportion of care leavers in suitable accommodation and education, training and employment.

Committee was advised that eight out of 10 indicators under the Prosperous Gateshead outcome have shown improvement. It was reported that there has been an increase in the percentage of schools rated outstanding and the percentage of children offered their preferred primary school place. There has also been an increase in the percentage of children achieving a good level of development at age 5, and those achieving the expected standard at Key Stage 1 and Key Stage 2.

In terms of those indicators that have declined these were outlined by service area. In relation to Learning and Schools there has been a reduction in the number of children offered a place at their preferred secondary school, although performance is 88% and is above the national average this is still a decline from last year. It is expected that this figure will continue to decrease in future years as capacity within the current secondary school system remains as it is. In the Early Help service, performance has declined in relation to the number of eligible two year olds accessing free places, however it is likely that this will improve as information is still being collated. Also, there has been an increase in the number of first time entrants into the youth justice system aged 10-17 years, this is currently being investigated by the YOT Board and prevention staff have moved into Early Help to provide an early intervening co-ordinated service. There has also been a decline in performance in relation to the support for young carers.

In the Public Health service performance has declined in terms of the reduction of excess weight in 10-11 year olds, a Members Seminar has been arranged for January 2018 to look at this issue further. In addition, hospital admissions for self-harm rates have increased, a further report will be brought back to the Committee to look at local level data and analysis. It was reported that there has also been an increase in the percentage of children in low income families, children in poverty, work is ongoing around financial inclusion to mitigate the impact of welfare reforms.

Following actions identified in the last performance report it was noted that work is ongoing to look at the increase in permanent exclusions and focusing on individual pupils to identify issues, a behaviour conference was held in July 2017 with Head teachers to address issues. Work is also underway on developing the Early Help Strategy to empower families and professionals from all sectors. In addition, the statutory duty to provide 30 hours free childcare for eligible 3 and 4 year olds commenced on 1 September. It was noted that a Complex Child in Need Team and Rapid Response Team has been established to improve the planning framework and to address the increase in Child Protection Plans. In the last performance report it was identified that more work was needed to improve outcomes for care leavers, since then a report has been to Corporate Parenting OSC detailing the provision of support to care leavers, including programmes such as Wise Steps, Choices, Pathways 2 Work. Also Service Directors have pledged to offer apprenticeships to care leavers. An action plan is now in place to oversee the SEND Joint Commissioning arrangements.

Key actions over the next six months were noted;

- Continue to develop and implement the learning and actions emerging from the Behaviour conference linked to permanent exclusions
- Allow for the new early help model to settle and ensure that families will not experience delays in receiving the service in the transition period
- Implement the new Rapid Response and Child with Complex Needs teams within Children and Families Social Care
- Continue to develop and implement the learning and actions from the SEND Joint Commissioning arrangement action plan

It was questioned why decreasing the number of children living in poverty was not included in the key actions. It was noted that the key actions were broad objectives with a number of actions ongoing around each key action, and there was an understanding that this was continually looked at over a longer than 6 month period. Committee was reassured that child poverty prevention is a priority even if not listed as a key action. The point was made that there was a limited ability to do anything to solve child poverty due to the financial pressures on all and that the Council did not have the tools to resolve, in particular in the short term. It was agreed that this issue could be considered as a potential review topic in the Committee's work programme next year.

It was questioned whether the decline in the number of people receiving their first choice secondary school was to do with the majority of schools becoming academies. It was noted that there are inequalities across schools in Gateshead in relation to GCSE results and there continues to be extremely popular schools.

It was queried what the care leavers programmes entailed. It was confirmed that these are pre-training preparation for young people, providing an opportunity for them to get a taster of work. There are links with further and higher education establishments through designated staff who can help tailor bespoke work for looked after children.

- RESOLVED -
- (i) Committee agreed that the activities undertaken during April to September 2017 are achieving the desired outcomes in the Council Plan 2015-2020.
 - (ii) That the comments of the Committee be noted in relation to areas it feels require more detail.

Communities and Place Overview and Scrutiny Committee: 4 December 2017

The Committee were presented with a summary of the Six Monthly 2017/18 Performance Report. The presentation updated members on the performance and delivery for the period April to September 2017 in relation to the Council Plan 2015-2020.

From the presentation the Committee were advised that performance is measured using trend analysis against the data reported last year as opposed to annual targets due to strategic outcome indicators having a 5 year target set. It was also noted that the presentation will highlight key actions delivered within the last six months against the three shared outcomes within the new Council Plan 2015-2020.

A summary of performance was presented as follows:

- The OSC Communities and Place performance portfolio is made up of 35 Strategic Outcome Indicators
- 26 of which, data is unavailable at this reporting interval due to the collection frequency of the indicators and will be reported at the Year End interval 2017/18
- 4 of 9 indicators - performance has not improved from last year
- 5 of 9 indicators - performance has improved from last year

It was noted that the areas of performance not improved were: Employment, Economic Activity, Residents Employed in Occupations Requiring High Skill Levels and Households prevented from becoming homeless.

It was also noted that the areas where performance had improved were: Working age people on main out of work benefits, Number of households accepted as homeless, Recycling rates, Homes in the Highest Energy Efficiency Bands and Percentage of renewable/low carbon/energy generated locally.

It was presented to Committee that there have been many key achievements which were:

- £75,000 fund has been secured from North East Local Enterprise Partnership to support the development of the Enterprise zone at Follingsby.
- Plans to redevelop the 10 acre site at Gateshead Quays between Sage Gateshead and BALTIC to create a new 12,500 seat entertainment area and regional conference centre.
- Works have started on the £1.5m Land of Oak and Iron Heritage centre at Winlaton Mill.
- The Heights Scheme received planning approval in May and works have started on site in September 17.
- The Leisure service review has been successfully implemented.
- A new children's soft play area and Clip and Climb facility has been installed at Gateshead Leisure Centre.

In identifying areas for improvement and key future actions, these were:

- £75k secured through funding bids to increase education around Waste Electrical and Electronic Equipment (WEEE).
- The Homeless Reduction Act 2017 will come into force in April 2018.
- Three civil bus lane cameras will come into force in late April – May 2018.
- Work will start on the major maintenance work at Heworth in early 2018.

Cabinet members Cllr Linda Green and Cllr Angela Douglas attended and provided verbal updates on their respective areas of work to compliment the contents of the report and presentation.

Cllr Douglas advised Committee that one of the challenges have been falling numbers of people visiting libraries which follows a national trend but in spite of this three volunteer libraries at Whickham, Felling and Rowlands Gill are progressing well. It was noted that several new initiatives have been implemented to encourage children and young people to visit libraries.

It was noted that there have been a number of positive improvements to leisure services as previously mentioned in the performance report – this was including the new clip and climb facility and new soft play area at Gateshead Leisure Centre. The Committee were also advised that business plans are in place for each leisure centre and a new app has been developed for customers to download.

Committee were further advised of the new Go Gateshead branding launch to give the service a clear identity in addition to the service working towards achieving Customer Service Excellence accreditation. It was noted that visitors to leisure facilities is increasing and that 25,000 visits are made per year by looked after children and children with a disability. Cllr Douglas also highlighted to Committee the forthcoming Great Exhibition of the North which will open on 22 June 2018 and run through until September.

Cllr Green also provided a verbal update to Committee making note of volunteering successes and challenges in addition to an update on the Tyne and Wear Waste Management Partnership. Committee were advised that continued garden waste charging, falling newspaper usage along with national levels for recycling stagnating mean it is unlikely that the recycling target of 45% will be met in 2017/18. The South of Tyne and Wear Waste Management Partnership, on behalf of the 3 Councils, has written to DEFRA to request the inclusion of Incinerator Bottom Ash (IBA) in the recycling performance figure. Other partnerships and national associations have also made this request but to date there is no change and IBA cannot be included in the recycling figure.

Several questions were asked regarding the developments in employment and economic growth. It was asked whether a breakdown could be provided of Gateshead's non-working population, an officer from the relevant service advised they would source an answer to this for feedback to Committee. It was also asked how the Council class someone as being self-employed – it was noted that this information is provided from the ONS annual population report.

Clarity on how the Council determine what a 'skill' is was requested noting the demand for skilled workers is increasing. Again, an officer from the relevant service offered to provide an answer to Committee in due course.

It was noted that the move towards trends as opposed to targets was welcomed when measuring performance. A question was asked around road safety figures which weren't presented, it was stated that these figures come out annually so will come to Committee at the appropriate time.

It was asked what work is being done to ensure there is quality housing being provided in the private rented sector – it was noted that quality standards in private rented property

are regularly assessed and that a sample of properties have been identified for future inspection. Advice and guidance is also provided to private landlords from the Private Sector Housing Team.

A comment was made that in order to remain competitive with private gyms the Council should look into providing 24 hr accesses. It was stated that expending opening hours is being looked into but that it would be preferred to have all hours of opening to be staffed. It was also noted that there would be greater health and safety considerations if gyms were open when no staff were present.

An update was provided to Committee from Cllr McElroy, it was advised that there are a number of upcoming transport developments such as the Felling Bypass improvements and the bus lane enforcements to improve public confidence. It was noted that air quality work is ongoing in partnership with North Tyneside and Newcastle Councils. Cllr McElroy also updated Committee on the recent theft of cabling on the Metro line which caused a lot of disruption for commuters.

A question was asked on the improvements to the A1 and the delays related to this. It was noted that a letter has been sent to the Highways Agency but there has been no response yet.

It was asked about planned works to the Tyne Bridge to be costing in the region of £10million – it was noted that there will be a meeting of the Tyne Bridge Joint Committee on 15th December to discuss this however the day-to-day maintenance of the Bridge is the responsibility of Newcastle Council.

RESOLVED:

- That the information from the report and presentation be noted and agreed.

Care, Health and Wellbeing Overview and Scrutiny Committee: 5 December 2017

The OSC noted that of the 20 indicators monitored in this report 11 had an updated position since the last report with 6 indicators showing an improvement. However, 4 of the indicators had not improved and these related to the proportion of people who were dissatisfied with life, when asked as part of the annual population survey (ONS), although this still remained better than the North East average. In addition, excess weight levels amongst year 6 children (10 to 11) have increased, as has the mortality rate from causes considered preventable. Mothers smoking status at the time of delivery has also increased on the previous year. One indicator has stayed the same since the last report and this is the proportion of BME carers assessed or reviewed by social services and this remains at 0.8 %.

The OSC received an update from the Portfolio Holder for Adult Social Care and was advised that key pieces of work over the last twelve months had been the creation of a social care business plan and work to promote independence, including the use of personal budgets to enable people to remain in their own homes as well as work to develop a centre of excellence. The OSC was also advised that the aim was to have a new Director of Commissioning post in place by early spring.

The OSC congratulated the Portfolio Holder for Adult Social Care on the work being done in relation to some of the Council's Care Homes and the care provided via the Domiciliary Care Service.

The OSC queried whether the work around the Domiciliary Care Service would require some initial outlay at the start and was advised by the Portfolio Holder for Adult Social Care that this would be the case. The OSC also queried whether unannounced visits to Care Homes still took place and it was confirmed that this was the case to ensure compliance with Care Home standards. The Portfolio Holder for Adult Social Care informed the OSC that there were significant challenges in relation to the stability of the market for care home providers and domiciliary care and this is why the Council has retained its in house Domiciliary Care Team.

The OSC queried whether there would be any value in the OSC visiting some of the Care Homes and was informed that it would be useful for the OSC to visit Care Homes such as Shadon House which is nationally recognised for its Dementia Care but this would need to be done in small groups.

The OSC noted that information had been highlighted about care homes in other localities having to go into liquidation and the OSC queried whether there any Gateshead residents likely to be affected by some of these closures. The OSC was advised that Gateshead residents should not be affected as the organisations involved were not big providers in Gateshead.

The Portfolio Holder for Adult Social Care advised that one of the reasons for retaining the in house team was to ensure that where there are issues in Gateshead Care Homes the in house team can provide appropriate support.

The OSC thanked the Portfolio Holder for Adult Social Care for the update and indicated support for the approach to support independence and keeping people in their homes as long as possible and the retention and development of the in house domiciliary care team.

The OSC also received an update from the Portfolio Holder for Health and Wellbeing on the work being done as part of the Year of action on Tobacco, homelessness and complex needs, healthy weight across the life course and inequalities.

The OSC raised concerns that the NHS locally was not driving forward the issue of tackling smoking in hospitals forcefully enough as they were aware of examples where this was continuing on hospital premises. The OSC considered that smoking is an addiction and should be tackled in the same way as other areas such as alcohol misuse etc. where action is targeted at addressing an addiction.

The OSC was advised that work is ongoing across the region amongst Directors of Public Health and via the STP Prevention Board to ask the NHS to step up and treat nicotine dependence in the same way as other addictions and they are asking the NHS to fund nicotine replacement therapy when people are in hospital.

The OSC queried who was involved in the Tobacco Alliance and was advised that there was involvement from the Council, Housing Company, voluntary sector and CCG. However, it was acknowledged that the membership needed to be expanded much more widely in order to drive forward the agenda.

The OSC considered that a letter should be sent to the Chief Executive of Gateshead Health NHS Foundation Trust raising the OSC concerns in relation to NHS involvement in tackling smoking in hospitals and a response requested.

The OSC thanked the Portfolio Holder for Health and Wellbeing for the update.

- RESOLVED -
- (i) That the activities undertaken during April to September 2017 are considered to be achieving the desired outcomes in the Council Plan 2015-20.
 - (ii) That a letter is sent to the Chief Executive of Gateshead Health NHS Foundation Trust raising the OSC concerns in relation to NHS involvement in tackling smoking in hospitals and a response requested.

Corporate Resources Overview and Scrutiny Committee: 27 November 2017

The Committee received a report which provided the six month assessment of performance and delivery for the period April to September 2017.

Of the 10 indicators measured by this committee, 6 can be monitored at the six monthly stage. Four are should improvement at this point whilst two are worse than at the same point last year.

Council Tax and Business Rate Collection is improved, this is due to improved processes and billing and collection procedures.

Processing of benefit claims has is slightly worse than at this stage last year, however, this is due to the impact of preparations for the rollout of Universal Credit full service in Gateshead. It has also been affected by the introduction of a new fraud and error scheme from April, together with the changing benefit caseload and regular reform of welfare eligibility measures.

Sickness absence has slightly increased, however, there has been a roll out of a refreshed training of sickness absence procedures. This is mandatory training for 800 managers and 70% of managers have attended so far. Employees have also been invited to take part in a Health Needs Assessment, 1400 employees have responded. The responses are currently being analysed and details will be included in a future report to this Committee.

Deborah Hill is also bringing a full report to the next Committee on all of the work being undertaken around Health of the Workforce/Sickness Absence.

There have been improvements made to Digital Services. The new version of the website is expected by April 2018. There has been a 14% increase in page views on the website and 52% of people access the website via their mobile phones.

There will be a new improved way to report fly tipping and there is to be the introduction of an appointment booking service for Registrars.

Volunteers month took place in June and the committee have had an update at its October meeting on the work of the Voluntary Sector in Gateshead.

Equality Impact Assessments are completed for each budget proposal presented for consideration by Cabinet. Following implementation of agreed proposals, those that are identified as potentially having a significant impact on a particular protected characteristic are closely monitored by the Council and the mitigating actions taken to reduce or remove any adverse impact of budget decisions.

Currently the Council continues to monitor 16 proposals, however, it is proposed subject to Committee agreement that 5 proposals are no longer monitored given that there has been no disproportionate impact on those with protected characteristics.

The proposals which it is suggested that are no longer monitored are:

- Community Centre Review
- Library Network
- Highways Repair & Maintenance
- Drug and Alcohol Treatment
- Review of Support for People to Live Independently

The Council also prepared its Statement of Accounts by 31 July which is two months ahead of the deadline. This is going to change for all Councils so it was a good dry run for Gateshead.

- RESOLVED -
- (i) Committee agreed that the activities undertaken during April to September 2017 are achieving the desired outcomes in the Council Plan 2015-2020.
 - (ii) Committee agreed that the Council should cease monitoring the impact of the five budget proposals listed above.
 - (iii) that the performance report be referred to Cabinet on 24 January 2017 with the recommendations from this Committee.

Community Safety Overview and Scrutiny Sub-Committee: 17 October 2017

The Committee received an additional update on the progress made in the last six months against the outcomes set out in the Council Plan 2015-2020. Of the 6 indicators reported to this committee, 3 have 6-month data available. The number of reported incidents of ASB has improved compared to last year whilst the number of referrals to ARCH has declined. The number of recorded crimes has increased and this has been discussed in depth earlier on the agenda

- RESOLVED -
- (i) Committee agreed that the activities undertaken during April to September 2017 are achieving the desired outcomes in the Council Plan 2015-2020.

**CHANGES IN PERFORMANCE DATA
PREVIOUSLY REPORTED TO OVERVIEW AND SCRUTINY COMMITTEES**

Indicator	Figure Reported	Change
Families OSC		
LW6: Numbers of children subject to a child protection plan	70.4 per 10k	70.3 per 10k <ul style="list-style-type: none"> Notable reduction in the latest period, with numbers of children subject to a Child Protection Plan reducing from 312 to 281 (not 285 as previously reported)
Care, Health and Wellbeing OSC		
LW10: NEW Definition Delayed Transfers of care from hospital, average days per day, per 100,000 population (aged 18+)	7.13 per 100,000 (Apr to Aug 17)	6.89 per day per 100,000 <ul style="list-style-type: none"> This is lower than the target of 8.2 per 100,000 Lower than the England average of 12.90 Higher than the North East average of 5.35
Community Safety OSC		
LW33: % of people who agree police and council are dealing with the ASB and crime issues that matter	Data was not available	65% of people agree the police and council work together to address crime and ASB issues that matter. <ul style="list-style-type: none"> This is a slight decline compared to the six month period in 2016/17
LW34: % of people who feel very or fairly safe living in their neighbourhood	Data was not available	97% of respondents feel very or fairly safe living in their neighbourhood. <ul style="list-style-type: none"> This is the same as the six month period in 2016/17
Corporate Resources OSC		
CP4: Speed of housing benefits claims (processing) - average time to process new claims and changes in circumstances	10.2 days (2016/17)	11.05 days <ul style="list-style-type: none"> Performance has slightly declined compared to the six month period in 2016/17