

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 16 April 2018 at 10.00 am in the Bridges Room - Civic Centre

From the Chief Executive, Sheena Ramsey

Item	Business
1	Apologies
2	Minutes (Pages 3 - 8) The Committee is asked to approve as a correct record the minutes of the meeting held on 26 February.
3	Support to Voluntary and Community Sector - Progress Update (Pages 9 - 12) Report of Newcastle CVS
4	Strategic Resilience and Emergency Planning Framework Update (Pages 13 - 18) Report of the Strategic Director, Communities and Environment
5	Freedom of Information - Annual Report 2017 (Pages 19 - 22) Report of the Strategic Director, Corporate Services and Governance
6	Refresh of the Volunteer Plan 2018 (Pages 23 - 30) Report of the Strategic Director, Communities and Environment
7	OSC Work Programme Review (Pages 31 - 40) Report of the Chief Executive and the Strategic Director, Corporate Services and Governance

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GATESHEAD METROPOLITAN BOROUGH COUNCIL

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE MEETING

Monday, 26 February 2018

PRESENT: Councillor John Eagle (Chair)

Councillor(s): S Ronchetti, J Wallace, P Foy, R Beadle, D Bradford, L Caffrey, M Charlton, T Graham, S Green, M Hall, M Henry, J Kielty, B Oliphant, M Ord, N Weatherley and K Wood

APOLOGIES: Councillor(s): J Green

CR27 MINUTES

RESOLVED - That the minutes of the meeting held on 22 January 2018 be approved as a correct record and signed by the Chair.

CR28 INFORMATION GOVERNANCE AND THE COUNCIL'S USE OF POWERS UNDER THE REGULATION OF INVESTIGATORY POWERS ACT 2000

The Committee received its third annual report regarding the Council's Information Governance Framework. It aims to provide the Committee with the legislative context within which the Council manages a range of sensitive information and personal data, compliance with relevant guidance and good practice and the Council's performance in this area over the last twelve months.

Public trust in the way public services handle and share data is increasingly important, particularly in the context of greater digital storage and transfer of information. Success in this area depends on many factors, but effective and secure exchange and management of information is vital for good service delivery. The public and regulatory bodies must have confidence in the way that any data we hold is treated, taking privacy and confidentiality into account and that it is kept safe from misuse.

With the approval of the new General Data Protection Regulation (GDPR), which had been ratified by the European Parliament and comes into effect in the UK on 25 May 2018, there is a move away from seeing the law as a box ticking exercise and instead work on a framework that can be used to build a culture of privacy that pervades an entire organisation.

The Council formed an information rights working group in March 2017 to start preparing for GDPR implementation. A lot of work had been done so far:

- All information assets are being captured in information asset registers
- Privacy notices have been prepared for children's services, schools, elections, councillors and staff. Templates are being prepared to roll out to

the rest of the Council

- Web pages are being updated to include contact details of the Data Protection Officer which is a new statutory role which public sector organisations will be required to have
- Information asset registers also contain the legal basis for processing and the retention periods
- Consent forms are being revised to be GDPR compliant
- Data collection forms and systems are being re-engineered to comply with data minimisation and privacy by design
- All data controller/processor agreements are being reviewed
- Forms and procedures have been devised for privacy impact assessments
- All schools have received training
- Training for governors is scheduled in March
- A members seminar is scheduled for March
- Staff in Procurement, ICT, Web Design and Legal have been training
- Roll out of training to all remaining employees starts in February
- Data sharing and handling agreements are being drafted for all of our trading companies, including GHC

The report included information on data breaches. These are reported by an inbox which internal audit access and can investigate in relation to serious breaches. In 2017 there have been 7 reported breaches. In these cases human error has been identified as the reason for the breach. Further training has been given to the staff involved. There have been no complaints made to the Information Commissioner.

The Committee were advised that this is the second report in relation to the Council's use of RIPA (Regulation of Investigatory Powers Act 2000). It was recommended in the new codes of conduct produced by the Office of the Surveillance Commissioner at the end of last year, that Councils should report their use of RIPA to elected members at least annually.

There are two types of covert surveillance that the Council can use

- Directed surveillance – this involves, observing, following or watching the subject of the surveillance
- CHIS – this involves using volunteer adults or children to attempt to make test purchases

Typically this council uses RIPA in relation to benefit or council tax fraud when information is received that a claimant has someone living with them or is working and claiming benefits. Surveillance will be used to watch the property to see if there is any evidence or another person living there.

The Council uses CHIS (normally members of staff or child volunteers), when it receives information that, for example, a householder is selling illegal tobacco or a shop is selling age restricted products such as alcohol, cigarettes or fireworks to underage children.

Gateshead Council uses its power under RIPA which it is appropriate to do so

- In 2017 the powers were used four times – three for counterfeit goods being sold via Facebook and one for the sale of animals on Facebook without a licence. An application was made to use RIPA in relation to the sale of cigarettes to underage children but the district judge refused to authorise the surveillance.
- In 2016 the powers were used twice – both for illegal tobacco sales.
- In 2015 the powers were used five times – on four occasions for illegal tobacco sales and once for counterfeit goods
- In 2014 the powers were used four times – on two occasions for counterfeit goods, once for benefit fraud and once for illegal tobacco
- In 2013 the powers were used 5 times – on four occasions for illegal tobacco sales and once for theft.

In July 2016 the Council were re-inspected by the Surveillance Commissioner and found to be fully compliant with the requirements of RIPA.

RESOLVED - (i) That the information contained within the report be endorsed
(ii) That Information Governance is operating satisfactorily
(iii) That the Council uses its powers under the Regulation of Investigatory Powers Act appropriately

CR29 CASE STUDY - THE IMPLEMENTATION OF UNIVERSAL CREDIT IN GATESHEAD

The Committee received a report and presentation on The Implementation of Universal Credit in Gateshead. The Committee were shown a very powerful video produced by the Communications Team showing the impact of poverty on one particular resident in Gateshead.

The Committee heard that previously details of information which had previously been reported to Committee in February 2017. In particular the Housing Benefit penalty for under-occupation which affected 2225 council tenants. The Limited "Live Service" Universal Credit in place, with "Full Service due in October 2017, committee shared concerns about the impact of this, including on Free School Meals. It was also reported to Committee in February 2017 about the Local Housing Allowance Cap on housing costs which was to be extended to the social rented sector, however, implementation has been delayed until 2019 and the benefit cap was reduced to £20,000 (£13,400 for a single person).

The Committee were advised that within the last 12 months, there has been a reduction in council tenants affected by under-occupation, this is down to 1,883. Full Service Universal Credit was implemented at Gateshead Job Centre in October 2017 and Blaydon Job Centre in November 2017. It was also announced that the plan for Local Housing Allowance in the social rented sector was scrapped and 1.6m Personal Independence Payment claimants are to be reassessed. Call Charges have been removed from the Universal Credit helpline as of 29 November 2017. The built-in delay before the first payment has been reduced from 42 days to 35 days as

of February 2018. Existing Housing Benefit claimants will be able to continue to receive Housing Benefit for an extra two weeks while waiting for UC payments to start as of April 2018. Advances of Universal Credit up to the full claim value instead of half and can be repaid over 12 months instead of six, this was implemented in January 2018.

The Committee were informed that the rollout of Universal Credit is now much more rapid, the original scheme came to Gateshead in June 2015, in February 2017 there were 299 Council tenants on Universal Credit, with 381 tenants at the point Full Service was launched in October 2017. It is understood that there were 1162 tenants on Universal Credit at the start of February, 272 of which were waiting for their first payment. Full Service now includes new claims and changes of circumstances for a wider range of households, including those with up to 2 children.

The Committee were informed that there are still claimants on live service Universal Credit, they will be required to reapply online for Full Service from 12 March 2018, there will be a need to communicate and support to ensure there is no gap in benefit.

It has been found that the main problems arise when claimants don't have enough money or they are not able to cope with the receipt of a large amount of money.

Teams within the Council have provided Personal Budget Support to 309 claimants in Quarter 3, they have provided assisted digital support to 106 claimants, including email address set up. In 75 instances incorrect claim calculations have been identified and in some instances this has been in the region of £400 per month.

Committee members had expressed concern previously with regards to free school meals. Universal Credit brings qualification for free school meals but only from the date of award. This could have led to up to 6 weeks with no meals but work has been undertaken with schools to award meals during the initial assessment and offering support to families during this time.

The Gateshead Housing Company have an Advice and Support Team and a tenant may approach this team directly, or The Gateshead Housing Company are notified when a tenant makes a claim for Universal Credit via the landlord portal, following this, support is offered in terms of setting up email addresses, making online applications, correctly identifying housing costs, identifying the need for Alternative Payment Arrangements (APAs) and identifying the need for further support.

The Committee were informed that there have been 28 known instances of payment delays since October. The teams within the Council and the Gateshead Housing Company have made referrals for Personal Budgeting Support, Tenancy Support, Drug and Alcohol support, fuel poverty and other potential grants and entitlements.

In 2012 the Gateshead Foodbank was launched, in 2016, 1698 food parcels were issued, and in 2017, 4864 food parcels were issued. Reasons which were given for using the foodbank included, benefit delays, low income and debt and benefit changes. The Gateshead Housing Company have additional posts for advice and support and currently have a presence in the Gateshead Advice Centre and the Job

Centre. The Council have anti-poverty funding and a crisis fund. The voluntary sector have been given some training and support.

The Committee were advised that whilst the Council or Housing Company officers initial involvement may be around rent or benefit issues often officers go much further providing support that is focused on improving health and wellbeing and staying in touch.

The Committee were provided with examples of the following people who had been helped so far:

Case Study 1 - 18 Year Old Single Male

- This was a vulnerable adult with autism and short term memory loss, who also finds communicating difficult
- The person had no contact with parents and a little contact with grandparents
- He had been sofa surfing following a split with his partner and was rehoused to a 1 bed flat.
- He had to make a new claim for UC and his ESA Claim was cancelled
- He had no money for 5 weeks and no furniture
- He was provided with a furniture pack and an application was made to Greggs Foundation for white goods
- He was assisted with a claim for an additional sum of UC for having limited capacity for work or work activity
- He was assisted in making a claim for Personal Independence Payments
- The Autism Society were contacted and are providing support
- He gave consent to contact his grandparents and his family are now involved again and helping to support him
- He is settled in and decorating

Case Study 2 – 41 Year Old Single Male

- This person had various substance addictions and high risk for self harming
- He lives in a flat in the Town Centre
- He has support in place from family and is very open about additions and risk of managing money
- He applied for Universal Credit and the Housing Company applied immediately for an Alternative Payment Arrangement (Housing Costs to come direct to us).
- Due to a DWP error the housing costs of £600+ were released to the tenant
- The tenant used the money to purchase illegal drugs
- Referrals were made for additional support to:
 - Talking Therapies
 - Evolve
 - 2-way Tenancy Solutions
- Alternative Payment Arrangement was reinstated
- Tenant is working well with Advice and Support Officers.

The Committee made the following comments in relation to actions which they felt should be taken in relation to this.

- Costs of providing additional resources should be identified as it was suggested that this scheme is meant to be saving money but if additional resources are being provided to support people through the process it could be that it's costing more
- It was queried about how the errors are identified within DWP and possibly investigating whether we can hold the DWP to account. It was noted that locally officers have a good relationship with the DWP and have monthly meetings in which errors are highlighted.
- Concern was expressed about not all parts of the borough getting the same level of support, particularly in the West of the borough. It was suggested that if anything can be done in terms of outreach for the West it would be greatly appreciated.
- It was queried if the errors which had been made could be further investigated to see if there were any trends emerging or if it was a training need for one particular person or if there were errors within the system which needed to be looked at.
- It was suggested that as an Authority we should be writing to the DWP to highlight the concerns with regards to the failures in the system.
- It was suggested that we also need to highlight the additional costs being place on the authority in terms of additional resources
- It was suggested that communications in relation to entitlement to Free School Meals. It was noted that officers are working closely with schools to make sure that there is no break in school meal entitlement when they are applying for Universal Credit

RESOLVED - (i) That the thanks of the Committee be expressed to all of the staff working in this area.
(ii) That the comments of the Committee be noted
(iii) That the actions taken so far by the Council and the Gateshead Housing Company be noted.

CR30 ANNUAL WORK PROGRAMME

The Committee were asked to consider the Annual Work Programme report and to suggest any additional items they would like to submit to the Work Programme.

RESOLVED - That the work programme be noted.

Chair.....



Newcastle CVS report for Gateshead Corporate Resources OSC
16 April 2018

Introduction

In January 2018, Newcastle CVS carried out a survey of voluntary and community sector organisations in Gateshead and Newcastle. This is the first time we have carried out a joint study across the two local authority areas. However the results can be read with reference Doing Good in Gateshead, the results of our survey of Gateshead’s voluntary and community sector, carried out in 2017.

168 responses to January’s survey were received from directly contacting around seven hundred and fifty organisations. The breakdown of the type of the respondent group illustrates that, as usual, smaller, community organisations are under-represented in the respondents. However the profile of the respondents is similar enough to that of registered charities in Gateshead and Newcastle to be able to draw reasonable assumptions.

Profile of Gateshead’s voluntary and community sector

The voluntary and community sector can be divided into three different groups. The first group is the large number of smaller and community organisations, mainly with an income of under £25,000; the second is the middle group with an income of usually £25,000 - £500,000; the third is the small number of larger registered charities, with an income of over £500,000.

Charity details by size	National by size (%)	Gateshead by size (%)	Newcastle by size (%)	Sample by size (%)
Micro, less than £10,000	48	37	32	24
Small, £10,001 to £100,000	34	36	34	30
Medium £100,001 to £1,000,000	14	22	28	32
Large, £1,000,001 to £10,000,000	3	4	4	9 (£1m - £5m) 5 over £5m *
Major, £10m to £100,000,000	0.4	0.3	1	
Super-major More than £100,000,000	0.003	0	0	

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Newcastle Council for Voluntary Service is a registered charity (number 1125877) and company limited by guarantee (number 6681475) registered in England and Wales | Our registered office is as above

Alongside the survey Newcastle CVS ran a search of the Charity Commission website for registered charities and Charitable Incorporated Organisations listed in Gateshead, however results of the search cannot be considered definitive. There are charities working with Gateshead communities, which will not be registered in Gateshead and therefore don't appear in a search. Also the register changes on a daily basis as the Commission has become more efficient at removing dormant charities.

In addition to searching the Charity Commission website we carried out a similar search of Companies House data to find out how many Community Interest Companies and mutuals are currently registered in Gateshead.

Our estimate of voluntary, community and social enterprises in Gateshead are around

- 321 registered charities based in Gateshead
- 24 mutuals
- 30 CICs
- Between 960 – 1,300 small, local groups, activities and organisations
- 516 local charities that are not based in Gateshead, but cover Gateshead in their activities

Key findings from the survey

Funding and sustainability is the most pressing issue for voluntary and community organisations in Gateshead and Newcastle. This is regardless of whether they are small, medium or large organisations.

Around seven out of ten organisations noted an **increase in demand** for their services in the last year; this has been a consistent figure for a number of years. Many organisations reported year on year growth in demand for several years.

The **recruitment and retention of volunteers** is the second largest area of organisational challenge. This concern was shared across small community organisations, which were totally run by volunteers, as well as medium sized and larger voluntary organisations.

Despite the challenges, the majority of respondents remain **optimistic** about the future of their organisations. Over a third want to increase the number of beneficiaries, nearly half want to increase services, more than a half anticipate more volunteers and a quarter want to increase staff in the next year.

Two thirds of organisations had developed **new areas** of service, projects, initiatives and events during the last year. Innovation was still happening, despite restructures, funding cuts and other challenges.

The key challenge for the people using the services and facilities was the impact of **welfare reform, Universal Credit and personal debt**. There was a noticeable growth of **poverty and austerity** within a growing number of communities.

Growing levels of **mental illness** and the failure of statutory services to support people was having a noticeable impact within and across communities.

The **rate of change** and short term grants and contracts was having a destabilizing effect on medium and larger sized organisations in relation to staffing, accommodation and strategic planning and engagement. This presented greater challenges to **governance**.

Certain groups of people were identified as having additional needs that weren't being met; in particular **refugees and asylum seekers, young people and older people**.

The themes of **loneliness and isolation**, not just around older people, were raised. Sometimes these were referenced to facilities and activities that no longer exist.

The **withdrawal of the public sector** was becoming more noticeable and a number of services were harder to access due to changing criteria, different locations and charges.

Grants from charitable foundations and trusts were the most common form of income for small and medium-sized voluntary organisations, while contracts are the most important source of income for larger organisations.

Just over one in three organisations noted an **increase in income** since the previous year. Income stayed the same for just over one in three organisations and just under a third saw a decrease in income since last year.

There were more comments on general **health and wellbeing** than previous years.

The big challenge remains of greater demand, fewer resources and more clients having more complex needs. The issue of the number of clients with a much higher level of needs, and more problems needing resolution is a major challenge.

The full report, Gan Canny, will be made available in April.

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TITLE OF REPORT: Strategic Resilience and Emergency Planning Framework

REPORT OF: Paul Dowling, Strategic Director – Communities and Environment

SUMMARY

To provide the Committee with an update over the last six months in relation to the Strategic Resilience and Emergency Planning Framework

Background

1. As a reminder for members, the purpose of the Strategic Resilience and Emergency Planning Framework is to determine the future focus for Gateshead Council working in collaboration with partners and the community. This will ensure that we continue to have robust arrangements in place to mitigate, prepare for, respond to and recover from emergencies and major incident situations.
2. The framework has recently been refreshed and this was presented to Corporate Resources Overview and Scrutiny Committee in September 2017 followed by endorsement by Cabinet in December 2017.

Incident Management and Response

3. The Emergency Response Team has been involved in responding to a number of diverse incidents and planning for a pre-planned operation once again over the last six months. A highlight of some of the issues include:
 - **Fire at the former Springs Health Club, Low Fell** [25 March 2018] – the Emergency Response Team received a call early morning of a fire that had broken out in the derelict former Springs Health Club site in Low Fell. There was no evacuation of local residents; no road closures or diversions implemented and the local ward councillors were informed as part of the Emergency Response Protocol for Councillors.
 - **Property Fire at Newbolt Court, Gateshead** [18 March 2018] – the Emergency Response Team were notified of a fire in a property at Newbolt Court in Gateshead. The fire was contained within the one affected flat, therefore no need for an evacuation from the block. The Duty Caretaker coordinated the response with Tyne and Wear Fire and Rescue Service throughout the night, and there was also no need to escalate to emergency response arrangements. The local ward councillors were informed as part of the Emergency Response Protocol for Councillors.

- **Adverse Weather** [27 February 2018 to 4 March 2018] – over the course of seven days Gateshead experienced some inclement adverse winter weather. This resulted in heavy snowfall with various road closures due to drifting snow and ice throughout all areas of Gateshead; power outages in some communities; the suspension of bin collections; closure of schools and part closure of some leisure and library facilities. The weather resulted in an unprecedented move of the Met Office issuing an AMBER warning for heavy snow over the course of a number of days. An internal debrief has been undertaken and lessons learned and recommendations are currently being collated by the Resilience Team.
- **Operation Caritas** [15 January 2018] - this was a pre-planned Northumbria Police led operation with involving potential victims and offenders of modern slavery, trafficking and exploitation. The operation took place across the Inner West area of Gateshead and within the Newcastle area and to facilitate this; the Resilience Teams in both Gateshead and Newcastle worked together with services and partner agencies to develop the appropriate support and response arrangements.

Emergency Response Exercising

4. The council has participated in a number of both internal and external exercises over the last six months with representation from a number of different groups and services. A number of highlights have included:
 - **Critical Level Workshop** [March 2018] – this was a multi-agency workshop that was held to explore the preparedness, response and recovery plans when the UK Terrorism Threat Level is raised to critical from the result of a terrorist incident.
 - **Exercise Skynet** [February 2018] – the purpose of this exercise was to test the multi-agency response to a cyber-attack on IT systems and the associated command and control structures. Led by Northumbria Police the scenario tested a number of objectives including capturing any technical interdependencies between multi-agency IT systems. The debrief from the session is currently being collated.
 - **Simulated Fire Fighting Exercise** [February 2018] – this was a simulated exercise led by Tyne and Wear Fire and Rescue Service in conjunction with the Gateshead Housing Company. It involved the testing of a new system of work using Breathing Apparatus (BA) and hose management and deployment elements of a new high rise procedure which took place at Eslington Court in Teams. This was very successful and is to be rolled out to operational fire teams across the region.
 - **Site Incident Officer Training** [December 2017] – in conjunction with Northumbria Police, this was specific training for the council's Emergency Response Team Site Incident Officers which involved looking at roles and responsibilities using a previous incident that was experienced within Gateshead. Feedback from attendees at the session has been positive and this approach is to be utilised in future.

- **Exercise Resilient RAT** [November 2017] – this exercise was led by the Armed Forces and involved the exercising of a MACA (Military Assistance to Civil Authorities) request. This included the planning, management, and strategic command and staff procedures in a multi-agency environment in the consequence of severe weather and flooding.
- **Exercise Border Reiver** [October 2017] – this was a multi-agency national safety and security exercise led by Police Scotland supported by Northumbria Police and the Northumbria Local Resilience Forum and was held between Tuesday 3rd and Thursday 5th October 2017.

The exercise, which forms part of a national (UK) Exercise Programme, was jointly developed and planned over the last 9 months by the Home Office, Office of Security and Counter Terrorism (OSCT), Scottish Government, Police Scotland and Northumbria Police with partners from government departments and agencies, emergency service organisations, and Local Authorities including Gateshead Council.

The exercise was Tier 1 and involved the activation of COBRA [Cabinet Office Briefing Room A] to test the collective central government response to an emergency. The scenario involved a large-scale test of UK and Scottish contingency plans, and co-ordination of the response to a major incident. It drew on resource from both Scottish Ministers and Ministers from Whitehall with the aim of testing a UK-devolved administration interaction in response to a Marauding Terrorism Firearms Attack [MTFA] at various locations in both Scotland and England.

Debrief Process

5. As part of all operations, exercises and incidents that are managed by the Council, a debrief process is completed to ensure a thorough analysis of the actions undertaken can be reviewed. This allows us to identify areas of good practice and also enables us to learn from issues identified that will help us to improve our future response and planning.

Update on Progress

6. Updates from the Themed Areas from the last six months include:

Building resilient and stronger communities - working with businesses, the voluntary sector, partner agencies, communities and individuals to ensure they are better prepared for and able to recover from emergencies:

- The council in conjunction with Northumbria Police has established a Gateshead Business Resilience Forum. The purpose of the group is to bring key organisations and businesses within the Gateshead area to collaboratively work together within the resilience and emergency planning arena. Various organisations are supporting this including Tyne and Wear Fire and Rescue Service; Gateshead Health NHS Foundation Trust; The Sage Gateshead; Intu Metro Centre; the Baltic Centre for Contemporary Art; Northumbria University; Trinity Square; Nexus and Gateshead College.

- Following the tragic Grenfell Tower Block Fire, a seminar was provided for councillors in October 2017 with an insight as to how a similar emergency and resilience situation would be responded to within Gateshead along with a reminder of the Emergency Response Guidance for Councillors. This was well received by members with positive feedback provided by all attendees.
- A Northumbria Voluntary Emergency Liaison Group has been established which is chaired by the council. The purpose of the group is to work with key organisations within the Northumbria area to look at the voluntary sector coordination in emergency response and recovery and to consider the various capacities and capabilities that exist within this sector.

Assessing Risk – identifying hazards and threats that may affect Gateshead implementing measures that may prevent an emergency or incident occurring:

- The council's new Pandemic Influenza Plan was endorsed by Cabinet in January 2018. Work is currently ongoing, being led by Gateshead, to look at reviewing options of the provision of Personal Protection Equipment. A task and finish group has been established and work is progressing to explore a regional approach. A member's seminar has been scheduled to present the new plan and council's approach in April 2018.
- Over the last 18 months, a sustained volume of work has taken place to review as to how the Council would respond to a terrorist attack situation. This has involved looking at the lessons learnt from exercising over the course of this year and incorporating them into the council's plans and protocols to improve the response to these types of incidents. Work is now currently ongoing with groups and services within the council to develop employee guidance and undertake the necessary training and awareness with employees of the revised arrangements.
- The Resilience and Emergency Planning Team provided a recent report and presentation at the Audit Standards Committee in March 2018. The purpose of the report was to provide an overview of the risks associated to the Council within the Resilience and Emergency Planning function; provide an overview of the statutory legislation; provide an overview of the Community Risk Register and how the Council operates to mitigate and manage these risks. This was well received by members and raised the awareness of the cross cutting themes between committees.

Enhancing our partnership arrangements to respond and recover – the effective response and co-ordination of arrangements in the event of an emergency or incident occurring and achieving a rapid return to normality:

- An out of hours Duty Officer System has now been implemented within the council's Emergency Response Team. A rota has been implemented with the current HQ Co-Ordinators which ensures that the same person isn't receiving all the calls and responding to issues. This will provide the assurance that there is someone available on behalf of the Council to respond 24 hours, 7 days a week.
- Following a presentation from the Northumbria Local Resilience Forum in 2017, the seven Chief Executives within the North East Combined Authority [NECA]

area requested a Strategic Table Top Emergency Response Exercise. This was led by the council and provided an opportunity for the Chief Executives to discuss strategic level responses to a major emergency and develop a shared understanding of mutual aid arrangements and assistance between local authorities. This incorporated the impacts of response, recovery and restoration, to demonstrate the collective required response in a safe but pressured environment. The fictional scenario occurred in a virtual local authority that bordered on all of the Local Authorities within the NECA area.

Overall, the Chief Executives provided positive feedback from the session which promoted the necessary thinking and consideration, the subject matter was good and realistic, however commented they were constrained for time and could have benefitted from another hour or so to participate. It was agreed that this should become an annual exercising event for Chief Executives.

- The council has strengthened its working arrangements with the Gateshead Health NHS Foundation Trust and the Queen Elizabeth Hospital. This was tested during the adverse weather very recently during February and March with regular teleconferences and the sharing of response arrangements and plans as the incident developed.

Recommendations

7. Overview and Scrutiny Committee is requested to:
 - Consider and comment on the progress report
 - Indicate whether it is satisfied with the progress achieved within the last six months
 - Agree to receive a further report in September 2018.

Contact: Anthony Alder

Ext: 3880

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TITLE OF REPORT: Annual Report – Freedom of Information Act Procedure 2017

REPORT OF: Mike Barker, Strategy Director, Corporate Services and Governance

Summary

This report details the number of requests for information received by the Council under the provisions of the Freedom of Information Act 2000 from 1 January 2017 to 31 December 2017. The report provides a background to the Act highlights the number of requests received and provides information resulting from analyses of the requests.

Background

1. This is the 12th annual report relating to requests received under the Freedom of Information Act 2000 and covers the period 1 January 2017 to 31 December 2017. The request handling procedure was developed in response to the Freedom of Information Act 2000, which placed legal obligations on public authorities to deal with written requests for information held by them, in recorded form at the time a request is made.

Procedure

2. The procedure has three steps, the first of which is 'providing the information' requested within the statutory timescale of 20 working days. There is an electronic tracking system in which to log requests. This tracking system provides a full audit trail of how the request has been handled and provides template response letters, which fulfil the statutory requirements of the Act.
3. The first stage relies on quickly providing the information requested, subject to the application of any exemption and payment of any necessary fee. The second stage requires the Council to have an internal review process so that, if a requester is dissatisfied, they have an avenue of complaint, which is separate from the corporate complaints process. The review stage involves the requester writing to the Strategic Director, Corporate Services and Governance within 40 days of receiving a response, to request an independent review of the matter.
4. The third stage gives the requester a right of appeal to the Information Commissioner if he/she is still dissatisfied, following the internal review.
5. Over the period 1 January 2017 to 31 December 2017 the number of requests received was 1617, which represents a 34.7% increase on requests received in the previous year and a 685.78% increase since the implementation of the Act in 2005.

6. Of the requests received 90.48% were dealt with within the 20 day timescale. This represents a decrease of 3.77% in performance on the 2016 figure of 94.25%, but is still high among other councils. South Tyneside 76.25%, Durham 71.65%, North Tyneside 96.97%, Northumberland 91.74% and Redcar and Cleveland 87.30%.
7. Two requests were subject to internal review. The original decision maker's decision was upheld in both two cases.
8. Two requesters have exercised the right of appeal to the Information Commissioner. The Information Commissioner upheld our decision to withhold information. One related to pre planning application advice and another to a prosecution case.
9. The table below details how many requests have been received by Gateshead Council and its neighbouring authorities in 2017:-

Local Authority	2016	2017	%increase/decrease
Gateshead	1200	1617	34.75% increase
Redcar & Cleveland	1459	1092	25.15% decrease
North Tyneside	1251	1255	0.31% increase
Northumberland	1397	1309	6.29% decrease
South Tyneside	1118	1234	10.37% increase

10. Most requests come in by email now, 1605 by email 12 by letter.
11. Requests for information vary considerably and are difficult to categorise. We receive a lot about procurement and contracts, some environmental information requests, some asking for information about staff, some asking for policies and information about how decisions have been made. We received none about Elected Members. Many requests are becoming increasingly more complex with requesters asking for a lot of cross cutting information as part of a single request.
12. Requests have varied. A lot of requests have sought information about council contracts, particularly in relation to ICT contracts and contracts pertaining to services we offer as traded services as well as information about sickness levels.
13. In 2017 requests appeared to be fairly even from individual companies and the press. However, it is not always possible to identify the source of a request as the requester need only give a name and return address.
14. As a result of reducing resources and in an effort to continue to improve the timeliness of responses and minimise the impact of any increase in requests the following measures have been taken:-
 - (a) Services are now proactively publishing more information online, as information published online is exempt from disclosure under the Act as it is 'information easily accessible by other means', all staff have to do is send the requester a link to where they can obtain the information. An example of where this has diminished the number of FOI requests is in finance where they now publish data about outstanding business rates on a monthly basis, we also publish information about public health funerals.

- (b) Published data as required by the 'Transparency Agenda'.
- (c) Trained more information champions in March 2018 to replace staff who have left.

Recommendation

The Corporate Resources Overview and Scrutiny Committee is asked to note the report and assure themselves that FOI is operating effectively.

CONTACT: Tanya Rossington

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TITLE OF REPORT: Gateshead Volunteer Plan Refresh - A New Approach
REPORT OF: Paul Dowling, Strategic Director, Communities and Environment

Summary

The purpose of this report is to update Overview and Scrutiny Committee on the progress to improve the opportunity to volunteer in Gateshead and consider a draft volunteer plan for 2018 – 2021. The plan offers a new set of commitments to support residents and community organisations in Gateshead to help each other out.

Introduction

1. Gateshead Councils Volunteers Plan has been in existence since 2013 and in that time the numbers of residents participating in volunteering has steadily increased.
2. The 2013 plan also incorporated a pathway to process volunteering requests. Since the creation of the plan there are over 1,800 residents registered with the Council with over 8,000 volunteers helping out across our communities.
3. Volunteers in Gateshead provide help to a range of council services, most notably in the environmental, social care, health and sport and community centre areas.

Analysis of the 2013 Volunteer Plan

4. The Volunteers plan has provided a co-ordinated approach to volunteering in Gateshead. The plan was structured around key principles which aimed to support volunteers as well as organisations delivering volunteer opportunities.
5. The plan aimed to make Gateshead the “Volunteering Capital of the UK”, whilst this was an ambitious target, it is not possible to substantiate progress towards this vision; it has clearly generated significant interest and recognition in volunteering which has resulted in the increases reported.
6. The plan and systems for the management of volunteering projects has remained largely unchanged since 2013. The result is that some of the systems and processes that support the recruitment and retention of volunteers are now difficult to manage efficiently due to the increasing volume of volunteering requests and the capacity available to process the requests.
7. It is timely to review the plan, the Council has recently adopted the Making Gateshead a Place Where Everyone Thrives, and this will now supersede the current Council Plan. The pledge “*Support our communities to support themselves and each other*” is very at the heart of the Council’s approach to volunteering.

8. The current process is also highly dependent upon a system which requires officers to service the system; this dependency causes delays and inefficiency both internally and with community organisations and partners.
9. In addition, it has always been acknowledged that the Council's arrangements and systems only cover a fraction of the volunteering that takes place across Gateshead, many communities and community organisations co-ordinate their own volunteering opportunities and have their own effective systems and processes for managing these.

Current picture of Volunteering in Gateshead as at March 2018

10. Registered Council volunteers have increased from 50 (2013) to 1,853 (2018).
11. Currently an estimate of over 8,000 volunteers (2018) active within Gateshead as a whole across all types of services and projects. There was as estimated 4,000 in 2013.
12. Corporate Volunteer Days continue to grow in demand, an estimated 2,000 (2018) individual volunteers have taken part in corporate and group volunteering activity since 2013. The estimated economic value to the Gateshead community of corporate and group volunteering activity is estimated at £125,943. Each individual volunteer has an economic value £104 per day.
13. Formal volunteering target of an increase to 25% achieved 51.9% this is a 188% increase on the target. Informal volunteering target of an increase to 40% achieved 67% this is a 97% increase on the target
14. The Neighbourhood Management & Volunteering Team currently support over 100 groups and organisations from Gateshead's VCS around the development of volunteer roles and matching of suitable volunteers.
15. Gateshead's fifth Volunteers' Month, took place in June 2017. Throughout June, 106,189 hours were recorded on the volunteer totaliser which equates to £1,380,457 economic value. This is a 5% rise from 2016. Volunteer's month will return in 2018 with both the totaliser and the volunteer's month grant.
16. General areas of volunteering include: Countryside & Environment, Sport & Leisure, Vulnerable Adults, over 50's, children & young people, community centres, Schools, cultural activities, community safety, community resilience, and others.
17. There are currently an estimated 25 Friends of groups at various locations throughout Gateshead. With an average of 15 members per group this is an estimated 375 volunteers. These groups all have their own individual aims and objectives as well as support needs.

Research – Consultation and Involvement

18. Initial research into volunteering was conducted by Northumbria University on behalf of the council which concluded in September 2017. It revealed that the process for administering volunteering was too bureaucratic and a "digital platform will have profound benefits for the organisation".

19. To develop this area of work Northumbria University's Psychology and Communication Technology (PaCT) Research Group along with Newcastle Universities OpenLab have both agreed to work with the council in the creation of a new system.
20. Through technological advancement there is now the opportunity to consider how we embrace modern technology to assist in the demands for efficient volunteering support. This also enables residents and community organisations to manage their own volunteering needs more efficiently.
21. Stakeholder sessions are currently underway; this includes sessions held with councillors on 22 January 2018. A summary of which is included at appendix 1.
22. Further sessions have taken place with volunteer co-ordinators (internal to the Council and external) and volunteers. A summary of the findings are attached at appendix 2.
23. The aim of a new online system is to:
 - Empower individuals to apply and take responsibility for their volunteering requests
 - Empower community organisations to take responsibility for their volunteering needs, advertising, recruitment and selection
 - Reduce the time taken for Volunteer applications to be processed by council officers
 - Reduce the time taken for volunteers to be aligned to volunteer opportunities
 - Create a system that provides users spatial information regarding volunteering activity and opportunities
 - Create a system that can provide users with information based on theme, age, activity, skills, competency and time required
 - Create a system that can manage the increase in volunteering requests that can be monitored by officers and users

A new Volunteers Plan for Gateshead

24. It is proposed to change the language associated with the next version of the plan. One of the findings of the research was that when many residents were asked whether they volunteer the answer often given was no. Even though it was known that these residents did volunteer in a range of ways, when the question was re phrased to do you help out? The answer given was more often than not yes. With this in mind it is proposed to give the new volunteers plan **Helping Out in Gateshead**. This again supports the Council's approach to helping everybody to thrive. The draft plan is attached at appendix 3.

Recommendations

25. Overview and Scrutiny Committee is asked to:
 - Comment on the engagement and feedback received so far that is helping to define the brief for new volunteer system as set out in paragraphs 19 – 24.
 - Comment on the revised Volunteers Plan – Helping Out in Gateshead described from paragraph 25 onwards and attached at appendix 3.

A summary of the feedback from the consultation with councillor' feedback at the from OSC October 2017

- need a tool that makes it easier to volunteer
- continue to learn from other organisations
- accept the various levels of volunteering
- understand the motivations and factors that influence volunteers
- engage with people who don't or haven't volunteered
- use case studies to share and promote what volunteers do and they benefit they create
- records of achievement, development of CVs and points / experience that can count towards gaining entry of educational courses / obtaining qualifications
- who will operate the system / how
- future costs
- links to other organisations e.g. JCP
- areas of need / expertise
- ongoing development support to groups – the Gateshead offer
- speak to people who don't currently volunteer and find out why

Feedback from workshops with internal & external volunteer coordinators

Coordination of funding

- Collaboration among like-minded groups
- Empower groups to help themselves
- Helping Voluntary Groups with Official Tasks (Governance)
- Governance
- Supporting independent
- Grow volunteering
- Independent support for groups re: volunteering
- Volunteer help
- Enabling Voluntary Groups to Become Self-Sufficient (if they want)
- Helping People Understand What They Have
- Keeping Volunteers/Voluntary Groups Safe (Legal)
- Helping Communities Create Voluntary Groups

Money

- Need Core Funding
- Difficulties to secure funding
- Business Support

Obstacles to volunteering

- Not everyone is comfortable with IT
- Digital inclusion
- Accessibility
- Managing Volunteering Hours
- Reduce paperwork
- Streamlining the process
- Volunteer Role Loyalty
- Anticipating Volunteer Numbers

Person-centred volunteering

- matching willingness to contribute to opportunities to do so
- tailored training, tailored support
- Benefits of being a volunteer
- service-centred volunteering

Recording and Rewarding Achievements

- Professional recognition + support. I'm a volunteer coordinator - get me out of here!
- Appreciation
- Volunteer retention

Volunteering how and why?

- Gateshead Council - do you understand VCS and volunteering?
- What is the role of the CVS in serving the people of Gateshead?
- Be led by VCS not council - bottom up
- Getting away from meaningless targets.
- Importance of Being Earnest (with your ethos)

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Helping out in Gateshead

Where to go for help

If you need help in getting involved contact:
volunteering@gateshead.gov.uk or visit
www.gateshead.gov.uk/volunteering

Helping out in Gateshead

- We want to support our residents to help out as much as possible in Gateshead communities.
- The Council wants to support as many people as possible to volunteer and get involved.
- Whether it's helping a neighbourhood, running a community centre or providing support or activities our commitment is to help residents get involved.

What can we do to help?

- Promote the opportunities to help out
- Provide guidance to community groups, charities and the voluntary sector in how to promote the benefits of helping out, recruit and retain volunteers.
- To advise local businesses on the opportunities available to help out
- To match people who want to help out with people that need help
- Provide training for community groups, charities and the voluntary sector to manage volunteers
- Celebrate the difference that helping out in Gateshead communities makes every year and promote the Council Awards for those people that help

What we hope to achieve

- Increase the number of people that help out by **1000** a year 
- Increase the economic benefit of helping out by **£100,000** a year 
- Increase the number of community groups, charities businesses registering volunteers (on the new system) 
- Increase the number of volunteer days by **50** 
- Increase the amount of volunteer roles available within Gateshead to over **400** 

Principles

- Working with our community groups, charities and voluntary sector to identify what help they need and connect residents that want to help out.
- Work with local businesses to find ways in which they can help in Gateshead communities.
- Working with trade unions continue to consider how volunteers add further value to current services provided in Gateshead.
- Encourage everyone in Gateshead to promote helping out and share their experiences and examples

TITLE OF REPORT: Annual Work Programme Review and Forward Plan

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

Summary

This report is set out in two parts. The first part highlights how this Committee has influenced / shaped the development of policy /decision making during 2017-18 and the second part details proposals for the development of the work programme for Overview and Scrutiny Committees (OSCs) and sets out the provisional work programme for the Corporate Resources OSC for the municipal year 2018-19.

Background

1. On 18 July 2017 Cabinet agreed to pilot a number of changes to Overview and Scrutiny in Gateshead aimed at ensuring that Overview and Scrutiny in Gateshead:-
 - is first and foremost member led.
 - enhances the leadership role of OSC Chairs and Vice Chairs in driving forward, directing and shaping individual OSC work.
 - enhances engagement and involvement with OSC members in shaping the focus of the work of specific OSCs.
 - creates stronger relationships/linkages with the Executive.
 - enables Overview and Scrutiny to better understand and track how it is influencing Cabinet Policy / Decision making going forwards.

Annual Review

2. The pilot changes to Overview and Scrutiny commenced in September 2017 and this is the first review of the work programme following those changes.
3. During 2017-18 the OSC has sought to influence and shape policy development / decision making via the following routes.
4. During this period the OSC, at its meeting on 27 November 2017, considered the DCLG Consultation on disqualification criteria for Mayors and Councillors and provided Cabinet with it's views on a proposed response. Cabinet agreed its response to the consultation on 19 December 2017 and the OSC's views formed the basis of the agreed response.
5. The OSC, at its meeting on 22 January 2018, also considered a proposal for a Corporate Social Responsibility Pledge which the Council could adopt and implement within the Council's procurement activity. The aim of the Pledge is to help the supply chain to implement the five pledges under the Thrive Agenda by providing more detailed statements for suppliers to sign up to. The OSC's

comments were subsequently incorporated into the final version of the pledge which Cabinet agreed at its meeting on 20 March 2018.

6. The OSC has also considered a case study on work being progressed by the Council in relation to the procurement of goods and services from local suppliers at its meeting on 4 September 2017 and as a result the OSC supported further work within the Council to:-
 - identify barriers to local spend.
 - roll out a Community Wealth Building Model.
 - develop and implement an action plan with targets to increase local spend.
 - develop closer working between Economic Development and Procurement.

7. The OSC has also considered a case study on the implementation of Universal Credit at its meeting on 26 February 2018. At that time, whilst the OSC noted the good work being progressed by the Council and The Gateshead Housing Company to support individuals, the OSC raised the following areas which they asked relevant service areas to have regard to when progressing work in this area / liaising with relevant partners:-
 - it was considered that the costs of additional resources to support people through the process should be identified as the scheme is meant to be saving money.
 - it was suggested a letter was sent to DWP highlighting the OSC's concerns about DWP processes
 - it was queried whether further monitoring of DWP processes could take place with a view to identifying any trends.
 - concerns were raised that the level of support provided is not consistent throughout the borough and it was considered that there were issues in the west of the borough in this regard. The OSC asked whether consideration could be given to support on an outreach basis in the west.

8. The OSC has monitored Council performance generally, in those areas falling within its remit, at its meetings on 26 June 2017 and 27 November 2017 and Cabinet has had regard to the OSC's views when considering Council performance overall.

9. The OSC has also monitored progress in relation to the following specific areas of performance and the OSC's comments have been fed into the improvement work progressed by relevant service areas and fed back to partners in the voluntary sector
 - Sickness Absence / Health of the Workforce
 - Implementation of Workforce Strategy
 - Corporate Asset Management
 - Strategic Resilience and Emergency Planning Framework
 - Annual Health and Safety Performance
 - Information Governance and Use of RIPA
 - Corporate Complaints Procedure
 - Volunteers Plan Progress
 - Progress on Support to Voluntary and Community Sector

10. The OSC has also been consulted, at its meeting on 22 January 2018, on the development of a web based volunteers system as part of the Gateshead

Volunteers Project 2018 and subsequently the OSC's views have been taken into account in taking this project forward.

Development of 2018-19 Work Programme

11. Every year each Overview and Scrutiny Committee draws up a work programme based on the Council's policy framework which is then agreed by the Council as part of the policy planning process.
12. The Committee's work programme is a rolling programme which sets the agenda for its six weekly meetings. It is the means by which it can address the interests of the local community, focus on improving services and seek to reduce inequalities in service provision and access to services.
13. Under the Council's constitution the issues which will be considered by the Overview and Scrutiny Committees come from a number of sources:
 - During the year the Committee may choose to scrutinise decisions made by the Cabinet to ensure decisions are taken properly;
 - The Committee may be requested by the Cabinet to carry out reviews of particular issues in accordance with the Council's policy priorities;
 - The Committee will receive six-monthly reports on performance for comment to Cabinet;
 - The Committee will receive reports on relevant service improvement reviews at key stages of development to confirm to Cabinet that reviews are progressing appropriately;
 - Section 119 of the Local Government and Public Involvement in Health Act 2007 and Section 126 of the Police and Criminal Justice Act 2006 enable any member of the Council to refer to a relevant Overview and Scrutiny Committee any local government matter and any crime and disorder matter which affects their ward or constituents.
 - Members of the Committee may identify particular issues for consideration;
 - Members may also examine issues in the Council's Forward Plan; and
 - In addition, where the Committee has reasonable concerns about a particular executive decision the call-in mechanism is available.

Proposals

14. This year the changes piloted included enhanced engagement and involvement with OSC members in shaping the focus of the work of specific OSCs via a specific work programme event held on 9 February 2018. At that event councillors had regard to the key issues/challenges/legislative changes affecting the work of the Council within the forthcoming twelve months which fall within the specific remits of each OSC and the 5 pledges under the Thrive agenda:-
 - Put people and families at the heart of everything that we do
 - Tackle inequality so people have a fair chance
 - Support our communities to support themselves and each other
 - Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough.
 - Work together and fight for a better future for Gateshead
15. Subsequently, the Council has consulted partner organisations on the emerging themes for each OSC for 2018-19.

16. Details of the emerging issues / areas for potential review and the feedback from partners are set out at Appendix 2.

17. The attached provisional work programme (Appendix 1) has therefore taken account of the following:-

- Six-monthly performance reporting
- The Thrive agenda and the Council Plan and partnership work generally
- Current issues referred to Committees
- Details of potential review topics/case studies
- Legislative provisions and guidance on the Councillor Call for Action

18. The work programme remains provisional as:-

- Cabinet has not had the opportunity to fully review its work programme and it may wish to refer further issues to Overview and Scrutiny Committees for further consideration;
- It does not take account of new policy issues which may be identified during the year, which Cabinet may refer to Overview and Scrutiny; and
- It does not include issues identified by members of committees on an ongoing basis during the year as a result of scrutiny of decisions, call – in and councillor call for action.

Next Steps

19. The OSC Co - ordinator will carry out further work with OSC lead officers across all of the OSCs to consider what future improvements can be made to the process of tracking how OSCs are influencing policy development and decision making with a view to strengthening the annual review process going forwards.

Recommendations

20. The Committee is asked to:-

- a) Note the information contained in the annual review and provide any comments.
- b) Agree the emerging issues for 2018-19, having considered the proposals outlined at Appendix 2.
- c) Endorse the Overview and Scrutiny Committee's provisional work programme for 2018 -19 attached at Appendix 1, and refer it to Council on 24 May 2018 for agreement.
- d) Note that further reports will be brought to the Committee to identify any additional issues which the Committee may be asked to consider.

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DRAFT Corporate Resources OSC 2018/2019	
25 June 18	<ul style="list-style-type: none"> • Constitution/role/remit • The Council Plan – Year End Assessment and Performance Delivery 2017-18 • Sickness Absence / Health of the Workforce Update • Gateshead Fund Update • Adhoc Policy Issue - Consult OSC on refresh of Corporate Asset Strategy
10 Sept 18	<ul style="list-style-type: none"> • OSC Review – Scoping Report - Helping to increase support / capacity of Voluntary Sector - explore how organisations link with each other and specific services within council • Tackling Social Exclusion • Resilience and Emergency Planning PerformanceFramework - Progress Update • OSC Work Programme
15 Oct 18	<ul style="list-style-type: none"> • OSC Review – Evidence Gathering - Helping to increase support / capacity of Voluntary Sector - explore how organisations link with each other and specific services within council • Implementation of Gateshead Volunteers Plan – Annual Report • Support to Voluntary and Community Sector – Progress Update • Implementation of Workforce Strategy – Progress Update • OSC Work Programme
3 Dec 18	<ul style="list-style-type: none"> • OSC Review – Evidence Gathering - Helping to increase support / capacity of Voluntary Sector - explore how organisations link with each other and specific services within council • The Council Plan – Six Monthly Assessment of Performance and Delivery 2018-19 • Sickness Absence / Health of the Workforce Update • Corporate Asset Management – Delivery and Performance Report • Annual Health and Safety Performance Report • OSC Work Programme
21 Jan 19	<ul style="list-style-type: none"> • OSC Review – Evidence Gathering - Helping to increase support / capacity of Voluntary Sector - explore how organisations link with each other and specific services within council • Corporate Complaints Procedure - Annual Report 2017-18 • OSC Work Programme
4 March 19	<ul style="list-style-type: none"> • OSC Review – Interim Report - Helping to increase support / capacity of Voluntary Sector - explore how organisations link with each other and specific services within council • Information Governance Report • Welfare Reform – Progress Update • OSC Work Programme
1 April 19	<ul style="list-style-type: none"> • OSC Review – Final Report - Helping to increase support / capacity of Voluntary Sector - explore how organisations link with each other and specific services within council • Resilience and Emergency Planning Performance Framework - Progress Update • Freedom of Information - Annual Report 2017 • Support to Voluntary and Community Sector – Progress Update • OSC Work Programme Review

Issues to Slot in

- PSP Performance Monitoring
- Gateshead Communities Together Annual Update
- Tackling Social Exclusion
- Consult OSC on Refresh of Workforce Strategy and Plan

Care, Health and Wellbeing OSC

Review Topic – Helping People Stay at Home Safely (to focus on how assistive technology can help people stay at home safely longer, impact of re-ablement services, the development of housing options to promote independent living etc)

Links to

**Thrive Agenda – Making Gateshead a place where everyone thrives
Council Plan 2015-20**

Health and Social Care Integration – OSC views to be sought on policy direction and performance on six monthly basis

Partner Feedback

Newcastle Gateshead CCG – supportive of emerging themes
Job Centre Plus – supportive of emerging themes

Corporate Resources OSC

- **Helping to increase support / capacity of Voluntary Sector/ explore how organisations link with each other and specific services within council**

- **Tackling Social Exclusion**

**Links to Thrive Agenda – Making Gateshead a place where everyone thrives
Council Plan 2015-20
DPH Report on Inequalities**

Partner Feedback

The Gateshead Voluntary Sector Leaders Group and Newcastle CVS would wish to be actively involved in the items under review by the Corporate Resources Overview and Scrutiny Committee.

Clearly voluntary and community organisations are separate, independent entities, but it is in all our interests to make Gateshead a thriving place to live and reduce inequalities. The Gateshead Voluntary Sector Leaders Group has met to discuss the issues raised by the Council in relation to making Gateshead a place where everyone thrives and they are putting together an offer for consideration.

Tackling social exclusion, in whatever form, is a priority for many voluntary and community organisations.

Newcastle Gateshead CCG – supportive of emerging themes
Job Centre Plus – supportive of emerging themes

Families OSC

Review Topic – Obesity (across the life course) – to involve joint sessions with CHW OSC and Communities & Place OSC.

**Links to:- Thrive Agenda – Making Gateshead a place where everyone thrives
Council Plan 2015-20**

Case Study -Tackling the Toxic Trio (domestic abuse, substance abuse and neglect)

**Links to:- Thrive Agenda – Making Gateshead a place where everyone thrives
Council Plan 2015-20**

Progress updates on :-

- CAMHS
- School Exclusions
- Secondary Schools Performance
- Early Help
- SEN Progression
- Foetal Alcohol Syndrome
- How the Council is meeting the needs of children and young people with learning disabilities.

One off report – Issues relating to Provision of School Meals

Partner Feedback

Newcastle Gateshead CCG – supportive of emerging themes
Job Centre Plus – supportive of emerging themes

Communities and Place OSC

Review Topic - Work to Raise Community Aspirations beyond school /address skill shortages and increase employment

**Links to:- Thrive Agenda – Making Gateshead a place where everyone thrives
Council Plan 2015-20**

Progress Updates on:-

- Managing the Environment – waste/litter/dog fouling
- Management of Highways – potholes /traffic lights/street lights
- Support for Business
- Postal Provision
-

Partner Feedback

Newcastle Gateshead CCG – supportive of emerging themes
Job Centre Plus – supportive of emerging themes

Community Safety Sub OSC

- **Approach to encouraging the reporting of discrimination/hate crimes**
- **Approach to educating communities / raising awareness of differences amongst individuals / race/cultures**

Links to:- Thrive Agenda – Making Gateshead a place where everyone thrives

Council Plan 2015-20

Partner Feedback

Newcastle Gateshead CCG – supportive of emerging themes

Job Centre Plus – supportive of emerging themes

Corporate Parenting Sub OSC

Permanence Planning (Adoption) – Case Study 1

Links to:- Thriving Agenda – Making Gateshead a place where everyone thrives

Council Plan 2015-20

Care Leavers Offer – Case Study 2

Links to:- Thriving Agenda – Making Gateshead a place where everyone thrives

Council Plan 2015-20

Care Leavers Offer – Quality and Impact – Six Monthly Progress Updates

Partner Feedback

Newcastle Gateshead CCG – supportive of emerging themes

Job Centre Plus – supportive of emerging themes

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