

# COMMUNITIES AND PLACE OVERVIEW AND SCRUTINY COMMITTEE AGENDA

**Monday, 23 April 2018 at 1.30 pm in the Whickham Room - Civic Centre**

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From the Chief Executive, Sheena Ramsey

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| Item     | Business   |
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| <b>1</b> | <b>Apologies for Absence</b>   |
| <b>2</b> | <b>Minutes of the last meeting</b> (Pages 3 - 8)   |
| <b>3</b> | <b>OSC Review - The Council and Partner's Approach to Roads and Highways</b> (Pages 9 - 12)<br><br>Report of Strategic Director Communities & Environment. |
| <b>4</b> | <b>Monitoring - OSC Review of Impact of Gambling in the Borough</b> (Pages 13 - 16)<br><br>Report of Strategic Director Communities & Environment.         |
| <b>5</b> | <b>Progress Update on Environmental Enforcement</b> (Pages 17 - 24)<br><br>Report of Strategic Director Communities & Environment.                         |
| <b>6</b> | <b>Annual Report of the Gateshead Housing Customer Scrutiny Panel</b> (Pages 25 - 32)<br><br>Report of Managing Director – The Gateshead Housing Company.  |
| <b>7</b> | <b>Annual Update TWAMS/Beamish</b> (Pages 33 - 36)<br><br>Report of Strategic Director Corporate Resources.  |
| <b>8</b> | <b>Work Programme Review</b> (Pages 37 - 48)<br><br>Joint report of the Chief Executive and Strategic Director, Corporate Services & Governance.           |

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

**Monday, 5 March 2018**

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

Councillor(s): T Graham, B Clelland, J Graham, M Hood,  
J Simpson and J Turnbull

**IN ATTENDANCE:** Councillor(s): J Adams and M Brain

**APOLOGIES:** Councillor(s): K Dodds, D Duggan, J McClurey, A Wheeler,  
D Bradford and M Graham

**CPL57 MINUTES OF THE LAST MEETING**

RESOLVED -

(i) The minutes of the meeting held on 29 January 2018 be agreed as a correct record subject to the following additions and amendments;

Minute CPL53 'OSC Review – The Council and Partner's Approach to Roads and Highways – Evidence Gathering' – paragraph 13 to include the wording:

*"A presentation was delivered by Sergeant Matt Sykes in the absence of Supt George Marratty..."*

Final sentence in paragraph 18 to be amended to read:

*"It was further noted that on Shibdon Road where an issue was highlighted it is not possible to park a police van due to the road layout"*

The following wording to be added to the final paragraph:

*"Committee expressed concerns that Sergeant Sykes was not provided with sufficient information to answer the Committee's questions".*

**CPL58 OSC REVIEW - THE COUNCIL AND PARTNER'S APPROACH TO ROADS AND HIGHWAYS - INTERIM REPORT**

The Committee received the interim report from the review into the Council and Northumbria Police's approach to roads and highways.

The previous evidence gathering sessions looked at a number of issues including; the overall approach to funding, traffic congestion, safety and parking enforcement

and speed strategy. It was noted that Supt Marratty had been unable to attend the last evidence gathering session; however he will be invited to attend a future meeting to answer Committee's questions.

A number of actions came out of the review, including a Seminar which will be arranged to look at funding and the issues of potholes and repairs across the Borough. In addition, a schedule for Councillors on parking enforcement is also being considered and would be piloted in the Chopwell ward. Consideration is also being given to whether casualty information held by insurance companies could be useful as a road safety tool. It was noted however that insurance companies are reluctant to release information although the information received from police data seems to be consistent and shows where issues are.

During the review Committee queried Council employees driving fleet vehicles and whether there is anything preventing phone related activities whilst driving. It was confirmed that every driver is issued with a handbook detailing their responsibilities in this regard. The Committee's comments with regards to 20 mph zones will be referenced within a revised speed strategy. Similarly the introduction of vehicle activated speed management signs will be addressed in the revised Speed Management Strategy document. In terms of the success of the camera enforcement strategy, information will be reported in the near future.

Following a request from Committee a freedom of information request has been made to the Magistrates Court to establish the number of convictions for speeding offences in Gateshead. It was also confirmed that, as a result of Committee's concerns, bus lane layouts would be reviewed prior to the introduction of an enforcement regime. It was noted that work is ongoing to publicise offences and convictions of those people found to physically or verbally abuse Civil Enforcement Officers.

The point was made that the presentation by Northumbria Police at the last meeting did not go far enough to answer the questions raised by the Committee as a more strategic overview of policies was required. Officers will liaise with Supt Marratty about attending a future meeting. It was also confirmed that officers are looking at the possibility of police attending annual ward transport meetings as well as attending to meet Councillors before council meetings.

It was agreed that the recommendations be amended slightly for the final report, in order to reflect the Committee's views. It was also agreed that the final paragraph in the report be amended to read;

*"OSC expressed serious concerns that management of speeding traffic, particularly during the hours of darkness, was inadequate and needed to be improved and Committee felt that this remained an outstanding issue that needed to be explored further. It is suggested that this should await Cabinet approval of the aforementioned revision of the Council's Speed Management Strategy."*

It was questioned whether air pollution from traffic congestion should be looked at further. It was confirmed that air quality will be part of a bigger discussion in next year's work programme.

Committee agreed that the final report could not be referred to Cabinet until Supt Marratty has been to speak to the Committee as answers are required before a proper response can be provided.

RESOLVED -

(i) That Committee noted the content of the report and agreed that the Council's approach to Roads and Highways is generally approved subject to the concerns outlined above.

(ii) That Committee ensure attendance of a Senior Police Officer at a future meeting of this Committee.

(iii) That Committee requested regular joint meetings between Councillors and Senior Police Officers be arranged to explore identified issues of mutual interest.

## **CPL59      PROGRESS UPDATE ON FUTURE DIRECTION OF LEISURE SERVICES**

Committee received a progress report on the future direction of the management of Go Gateshead Sport and Leisure service.

It was noted that the vision for the service was agreed by Cabinet in 2015 and it was agreed that the Council continue to provide Leisure Services in order to deliver additional income. It was reported that the benefits of an in-house model would enable the Council to focus leisure on the achievement of broader priorities such as health, wellbeing and inequality.

It was noted that since 2015, facilities have been transferred in order to generate income. A number of key income areas have been developed to ensure self-sufficiency, for example; aquatics, ensuring increased income generation through swimming lessons, increasing memberships through family and junior memberships. A big key income area is 'Clip n Climb', this is unique to the area and generates £300,000 per year income, in addition investment has been made into a soft play centre in the same hall as the clip n climb facility.

It was acknowledged that workforce is the key to success, as well as ensuring the retention of customers they speak to customers on a daily basis, therefore ideas from the workforce are taken on board. There has been a focus on bringing in skills, for example through a marketing manager, a dedicated operations team, improved development and training and engagement. A pay and reward scheme has been implemented to incentivise staff through an employee of the month award. A market supplement of 15% has been provided for swimming teachers because this will further improve income generation.

The Market Development Manager has worked on the branding of 'Go Gateshead' to make it recognisable and more prominent on digital platforms. The website has seen the biggest change, this is scheduled to go live on Wednesday at 10am. The new website will not look like the Council's website and has been developed in line

with how people access information. The key function of the website will allow an online booking facility for Clip n Climb which will increase bookings, this will in time expand across the whole service.

It was reported that each Centre has a business plan so that employees can understand the targets. This engages employees and shows how they fit in and what can be expected from staff. Staff are also spoken to on a monthly basis so that they understand how their centre has performed.

It was confirmed that through developing the workforce will help increase the number of people through the doors, building blocks for this are in place.

It was reported that FMG have been commissioned to review the management options for Gateshead Stadium, the initial report will be fed back to Councillors in the near future. It was confirmed that 26 organisations were consulted during the review as well as user groups of the facility.

Committee felt it was beneficial to have a standalone website in terms of trading opportunities. It was questioned whether there are any staff incentives around the number of memberships per week. It was confirmed there is no incentives for memberships, although staff are continually engaged and incentives could be considered in the future.

It was questioned whether there is a breakdown of where visitors are from to establish whether there are any areas where people are not accessing the facilities. It was confirmed that to a degree this information is known, a health equity audit has started and it seems visitors to the facilities are from a widespread of the Borough. However, visits to Clip n Climb are not recorded and this is probably a more regional interest, also casual swimmers are not recorded either.

It was suggested that as Clip n Climb is a regional offer, more should be done to improve the look of the building on the outside, for example through branding, to make it more welcoming. It was confirmed that each centre now has branding on totems outside the buildings, there is scope for further external work to be done subject to planning.

The point was made that feedback as to why people do not attend the facilities is important. It was suggested that people possibly choose alternative facilities due to opening hours and cost. It was acknowledged that there are cheaper facilities, however they would not be able to offer the engagement with customers and support that is offered in the Council's facilities.

Committee felt that it would be a selling point to get the message to the public that profits are ploughed back into the facilities, whereas this would not happen with the private sector. It was also suggested that it would be beneficial to show the ambition of the service so customers know they are adding to the future of the facility.

It was questioned whether investment would be made in better equipment and longer opening hours in order to be self-sufficient by 2022/23. It was confirmed that the facilities are continuously reviewed and work is ongoing towards what customers

want and being reactive to that. Investment into equipment continues with high-tech equipment in place in all Centres currently.

Committee requested that an update reported by brought back in six months.

RESOLVED -

(i) That Committee was satisfied with progress of the Go Gateshead Sport and Leisure service as outlined within the report and agreed to receive a progress report in six months.

**CPL60 THE FLOOD AND WATER MANAGEMENT ACT 2010: ANNUAL PROGRESS REPORT**

An annual report was presented on the implementation of the duties and responsibilities of Gateshead Council as lead local flood authority.

It was noted that so far there have been no problems in terms of flooding due to the bad weather, although there are risks due to the ground being saturated.

RESOLVED -

(i) That Committee noted the statutory responsibilities of Gateshead Council for local FRM and the measures taken to comply with those duties.

(ii) That the Committee agreed to receive an annual progress report in March 2019.

**CPL61 WORK PROGRAMME**

The Committee received a report on the provisional annual work programme and agreed that further reports will be brought to future meetings to highlight current issues / identify any changes / additions to the programme.

It was noted that an annual update on the Tyne and Wear Archives and Museums Service and Beamish Museum has been added to the work programme for April 2018.

RESOLVED -

(i) Committee noted the provisional programme.

(ii) Committee noted that further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

**Chair.....**

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**TITLE OF REPORT:** OSC Review - roads and highways – interim report

**REPORT OF:** Director of Development, Transport and Public Protection

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## **SUMMARY**

The Communities and Place Overview and Scrutiny Committee have undertaken a review of the role of the Council and its partners towards roads and highways. This has involved evidence gathering sessions in the four areas of road safety, funding and repairs, enforcement and traffic congestion.

This report provides interim feedback on the outcome from the evidence gathering. A further session is being sought to allow further input from the Police on the matter of road safety. A final report will be prepared following the outcome from this session.

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## **Background**

1. This report sets out the interim findings of the OSC review into roads and highways.
2. This report summarises:
  - the aims and scope of the review;
  - the policy context for the review;
  - how the review was carried out;
  - issues emerging from the review;
  - recommendations.

## **Aims of the review**

3. The review was focused on gathering evidence in four main areas:
  - funding and repairs;
  - traffic congestion;
  - enforcement;
  - road safety.
4. The review was led by the Council, but included input from the Police in relation to the area of road safety.

## **Policy context**

5. Vision 2030 sets out the 6 Big Ideas for Gateshead. Transport relates closely to the themes of “City of Gateshead”, “Sustainable Gateshead” and “Active and Healthy Gateshead”.

6. The Tyne and Wear Local Transport Plan, which sets out the transport policy framework for Gateshead, identifies three main challenges for the transport network:
  - Supporting economic development and regeneration;
  - Addressing climate change;
  - Supporting safe and sustainable communities.
7. Policy CS13 of the Gateshead/Newcastle Core Strategy seeks the enhancement and delivery of an integrated transport network to support sustainable development and economic growth through:
  - Promoting sustainable travel choices;
  - Improving the operation of the transport network and its wider connections;
  - Ensuring new development is located and designed to promote sustainable travel choices, minimise unnecessary car trips, and connect safely to the network.

### **How the review was carried out**

8. Evidence sessions were held into each of the main areas identified in paragraph 3 above. A further session is being sought in the area of road safety to allow further input from the Police.

### **Issues emerging from the review**

9. As a result of the evidence gathering sessions the following issues were identified:

#### *Funding and repairs*

10. Available funding is not sufficient to maintain the highway. A further OSC session is to be arranged to review the position, and how the situation has changed since the previous presentation. In addition an approach towards keeping members informed of repairs to roads in their areas is being investigated.

#### *Traffic congestion*

11. As with many urban areas traffic congestion is a significant problem, with various economic, social and environmental consequences. Future development threatens to worsen existing problems, and this needs to be managed through a continuation of current policies and, where appropriate, consideration of further measures.

#### *Enforcement*

12. Effective parking management and enforcement contributes to a number of wider objectives, including congestion, safety, air quality, accessibility and fairness. It is also important in meeting the needs of local residents and businesses.
13. The Council is currently progressing plans to introduce bus lane enforcement. This will help target specific problem areas identified by residents and the Police.

#### *Road safety*

14. Information on trends in road safety was, and the benefits of better safety noted in relation to:
  - lives saved and injuries prevented;
  - people living full and healthy lives;
  - preventing emotional and physical trauma;
  - saving public money;

- supporting wider policies;
  - tackling health inequalities;
  - improving quality of life.
15. A presentation was received from the Police in relation to their road safety activity. As noted above, a further session is being sought to allow further input from them on this matter.

### **Recommendations**

16. Given that a further OSC session is being sought, this report is an interim one. Appropriate recommendations will be made in any final report following from the additional evidence gathering session.

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**Contact:     Anneliese Hutchinson     Ext: 3881**

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## TITLE OF REPORT: OSC Review on the impact of Gambling on the Borough

REPORT OF: Strategic Director, Communities and Environment

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### SUMMARY

The Communities and Place Overview and Scrutiny Committee carried out a review of the impact of gambling in Gateshead as part of the 2016/17 programme. This report provides the Committee with an update on progress with the recommendations made.

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### Background

1. The Communities and Place Overview and Scrutiny Committee carried out a review of the impact of gambling in Gateshead as part of the 2016/2017 programme.
2. The review drew on local and national evidence focusing on:
  - **Gambling in Gateshead** – the distribution, types and number of premises licensed for gambling and how this has changed over time; the types of gambling taking place in the borough
  - **The legal framework for regulation of gambling and the role of the regulators** - the Gambling Act 2005 and the respective roles of the Gambling Commission and Gateshead Licensing Authority; the impact of other regulatory regimes on gambling activity
  - **Local and national concerns about gambling** - evidence and observations from local and national regulators, operators, trade bodies, treatment providers, charities and public agencies
  - **Developing research evidence on gambling related harm** - a review of recent developments and best practice and how it can be used in Gateshead to minimise gambling related harm.
3. Four evidence gathering sessions of the OSC took place between September 2016 and January 2017. During the review the Committee heard evidence from:
  - Officers from Gateshead Council (including Licensing Officers, the Public Health Team, the Community Safety Team, and Safeguarding Adults)
  - The Gambling Commission - the body responsible for granting operating and personal licences for commercial gambling operators and personnel working in the industry
  - Gamcare - an independent national charity providing information, advice, support and free counselling for the prevention and treatment of problem gambling.

4. The evidence gathering sessions identified the following issues:

- There are a relatively small number of premises licensed for gambling in Gateshead and the number of premises has remained largely stable since the Gambling Act 2005 came into force. They are however a prominent feature of the main shopping areas of the borough which is a common theme across the nation.
- It was recognised by the Committee that a huge amount of gambling goes on in the borough which is outside of the control of the Council as licensing authority including the National Lottery, scratch cards and online gambling. The potential amount of money that goes out of the borough through this route is a matter of concern. The amount of promotion and advertising of gambling on television is also a matter of concern.
- The review highlighted the increase in the prevalence of Fixed Odds Betting Terminals and identified that there are potentially 168 of these in Gateshead's 42 licensed betting premises. It also highlighted the concerns from many different bodies about these machines.
- The review examined the national debate around the limitations of the evidence available to establish causal links between FOBTs and problem gambling and addiction to gambling highlighted the wide range of initiatives, schemes, research and inquiries which are currently being carried out to further understand the concerns raised.
- The review examined the available data sources about problem and at-risk gambling and their relation to the borough of Gateshead. It also highlighted to members the known risk factors associated with problem and at-risk gambling and the kinds of harm they are more likely than other people to experience.
- Members were advised however that while a wide range of local agencies services and bodies were approached to provide evidence on the extent of gambling related harms in Gateshead there was simply none available. It is apparent that there does not currently exist a mechanism to record and measure problems caused by gambling in our local community, and none were able to provide local statistics about specific problems, nor the number of individuals or families affected by them.
- Members heard a presentation from Rob Burkitt, the lead for Shared Regulation and Better Regulation at the Gambling Commission. Rob set out the role of the Gambling Commission and an overview of it's priorities for 2016/2017. Members recognised the importance of the working relationship between the Commission and the Council and were keen for it to continue.

- Members were informed about some work commissioned in 2015 by Westminster and Manchester Councils to explore what area-based vulnerability to gambling related harm might look like.
- Members received a presentation from the learning and development Manager of Gamcare an independent national charity providing information, advice, support and free counselling for the prevention and treatment of problem gambling.

### **Final recommendations of the OSC review .**

5. The final recommendations of the OSC's review of the impact of gambling in Gateshead were:
  - (1) The Council should use every opportunity to contribute to the national debate about the harms that can be caused by irresponsible and problem gambling.
  - (2) The Council should continue to develop its productive working relationship with the Gambling Commission.
  - (3) The Council should contribute to the continuing debate and proposed consultations on the harms associated with fixed odds betting terminals.
  - (4) The Gambling Commission's introduction of Local Area Risk profiles represents a new opportunity for Gateshead Council to think more deeply about the protection of vulnerable people from gambling-related harm. The Council should develop Local Area Risk Profiles for the borough.
  - (5) Gateshead Council as a licensing authority should examine the range of data available locally and evaluate how this can be used in Local Area Risk Profiles.
  - (6) Gateshead Council as a licensing authority should also begin to consider what data and evidence is missing and establish closer working links with other services within the Council and with partner agencies to develop a better knowledge base and a better range of data
  - (7) That further update reports be provided to the OSC on a regular basis.

### **Update on progress with the recommendations**

6. A meeting between the Gambling Commission and Gateshead Council took place on 17 October 2017 as part of the Commission's ongoing engagement plan with local authorities. The focus of the meeting was on Gateshead Council's approach to gambling matters including inspections and enforcement, what sort of issues the Elected members are concerned about, and the work plan for next year – in particular about the review of statement of principles (ready for 2019). A further informal meeting took place on 7 February 2018 at the LGA Licensing Conference in London.

7. The Gambling Commission are also attending the next meeting of the North East Strategic Licensing Group (NESLG) Chaired by Elaine Rudman on 10 April 2018. Rob Burkitt (Lead – Shared Regulation and Better Regulation) and Mel Potter (Compliance Manager) will be providing advice and guidance to all of the 12 licensing authorities in the region about the required review of our Gambling Statement of Principles.
8. Gateshead Council responded to the Government's Consultation on Proposals for Changes to Gaming Machines and Social Responsibility Measures in January 2018. Central to the consultation was the issue of the current maximum stakes of £100 on Fixed Odds Betting Terminals (FOBTs) which many argue are linked to gambling related harm. Gateshead Council supported the widespread view expressed in the call for evidence for a reduction in stake limits for FOBTs to £2. The Gambling Commission published its recommendations on 19 March 2018 proposing a maximum stake of £30 or below for these machines. The Government is currently considering all of the consultation responses.
9. Plans are underway for the review of the Council's Gambling Statement Statement of Licensing Principles. The new Statement must be in place by January 2019. A programme of drafting, consultation and reporting is currently being planned.
10. Gateshead Council's Director of Public Health has expressed an interest in participating in the review of the Statement of Principles with a view to firmly embedding public health in Gateshead's approach to the licensing and enforcement of gambling activities in the borough. The Gambling Commission have again offered to come and talk to Gateshead and other public health team that have expressed a similar interest and Gateshead is going to host a meeting in the next couple of months.
11. Newcastle University approached the Council last year looking for projects for their post grad planners. Following discussions they began a project in October involving research around gambling in Gateshead based on the framework presented in the Geofutures work commissioned in 2015 by Westminster and Manchester Councils to explore what area-based vulnerability to gambling related harm might look like. They presented their final report on 8 January 2018 and consideration is currently being given to a further project building on this work.

## **Recommendation**

12. The Committee is asked to note the progress that has been made.

### **Contact:**

**Elaine Rudman**

**Environmental Health, Licensing & Enforcement Manager**

**Extension 3911**



**TITLE OF REPORT: Progress report on Environmental Enforcement**

**REPORT OF: Strategic Director, Communities and Environment**

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**SUMMARY**

This report provides the Committee with an update on the progress made with Environmental Enforcement in the Borough.

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**Background**

1. The Enforcement Team in Development, Transport and Public Protection has been operating in its current form since April 2016. From the very start the Team which emerged from a review of Environmental Enforcement in the former Waste and Grounds Maintenance Service has at its heart, the principles of systems thinking and a clear purpose of protecting people and the environment. Appendix A contains an explanation of some of the terms used in this report.

**Progress made**

2. The new team absorbed all Environmental Enforcement functions into the existing structure of the Planning and Highways Enforcement Team in Development, Transport and Public Protection and has subsequently expanded adding new Enforcement Officers and an administrator.
3. The approach taken by the team to tackle environmental issues has four streams:
  - Reactive work dealing with the antisocial issues
  - Proactive work dealing with the antisocial issues
  - Reactive work dealing with the criminal issues
  - Proactive work dealing with the criminal issues

**Reactive work dealing with antisocial issues**

4. The bulk of the work carried out by the team in this area involves issuing Fixed Penalty Notices (FPNs) to the perpetrators of small scale flytipping. The Team started issuing FPNs towards the end of 2016 and since then 114 FPNs have been issued bringing in an income of around £15K. In the vast majority of cases FPNs are paid however if they are not then the perpetrator is prosecuted.
5. Adopting this approach has proved to be an effective means of dealing with small scale flytipping incidents. It is a low cost and proportionate response that can be carried out swiftly and simply and carries a deterrent effect. To date there have been no repeat offenders.

6. The Team are also trialing the use of other similar powers such as the Prevention of Damage by Pests Notices and Community Protection Notices for accumulations of waste which require ongoing actions by perpetrators. Early evaluation is showing that these are also effective.

### **Proactive work dealing with antisocial issues**

7. Proactive work to deal with environmental antisocial behaviour is gaining momentum in the Team. There have been a number of street and area based actions carried out since April 2016 which have demonstrated that while resource intensive, this is an extremely effective way of tackling problems and preventing recurrences. Some examples include:
  - **Coatsworth Road Project** An Enforcement Officer was assigned to work exclusively in the Coatsworth Road area in 2016/2017 for a trial period. He provided advice to individual businesses and residents, attended forums and community groups, challenged non-compliance, prosecuted perpetrators and provided a presence in the area which heightened awareness. It was extremely well received by the community and made a significant impact.
  - **Lobley Hill & Bensham/Saltwell Waste Pilot** This scheme which is starting this month will focus on 320 houses in these two wards which will form part of the Council's next Landlord Licensing Scheme. It will involve a team of officers visiting each house in each street, identifying issues such as accumulations of waste in yards and back lanes, missing bins and contaminated bins. Landlords, tenants and owner occupiers will be given face to face advice and support and will be required where necessary to take immediate action to dispose of their waste lawfully for example by arranging for the collection of waste accumulations or the cleaning or purchase of bins. This approach was developed from an evaluation carried out in 2016 which showed that the biggest cause of dissatisfaction amongst residents in the area was waste issues. This learning influenced the introduction of a number of new conditions aimed specifically at controlling and preventing waste problems in licensed properties. This work is being carried out jointly by the Enforcement Team and Private Sector Housing Team.
  - **Landlord Licensing Scheme Start up Meetings** The Landlord Licensing Scheme will extend across a further 1300 properties in Saltwell ward over the next three years. As this progresses, as in the Pilot described above, meetings will take place to ensure that landlords and tenants understand their responsibilities with respect to waste and recycling and every property will have the requisite number of bins. Again this work is being carried out jointly by the Enforcement Team and Private Sector Housing Team.

### **Reactive work dealing with criminal issues**

8. Inevitably the Team have come across serious criminal activity on many occasions. The officers in the team have developed and enhanced their skills and confidence in criminal investigation and procedure and they carry out interviews under the Police and Criminal Evidence Act (PACE) several times

a week. The Enforcement Team have prosecuted more than 20 individuals and businesses for waste offences in the last year. Two of these individuals were prosecuted on more than one occasion and penalties included fines, suspended custodial sentences, curfews and forfeiture of several vehicles.

Some examples include:

- Tony Smith of Pensher Street, Gateshead was convicted on 10 July 2017 of failing to provide waste transfer notes and a waste carrier licence
- Nathan Stokoe of Pontop View, Rowlands Gill was convicted of failing to produce authority to transport controlled waste on 20 March 2017 for which he was fined over £1000 and then pleaded guilty to four counts of flytipping in Ryton and other waste offences in June 2017 and was sentenced on 14 July 2017 to a community order, curfew, a fine and costs.



- Casey Embleton of Pendle Close Washington, a Director of ACC House and Rubbish removals Ltd was prosecuted on 4 September 2017 for failing to produce waste transfer notes and a waste carrier licence
- John Jackson of Ennerdale Drive, Crook was prosecuted for flytipping in Blaydon and other waste related offences on 15 September 2017



- Joseph Johnson of Pensher Street, Gateshead, whose garden was full of scrap, was prosecuted on 22 November 2017 for failing to have a

scrap metal dealer's licence, a waste carrier's licence and any waste transfer notes

- Anthony Rowland of Eslington Villas, Gateshead was prosecuted on 6 December 2017 for failing to produce waste transfer documentation
- Laura Richardson of Balfour Street, Bensham was prosecuted on 22 March 2018 for dumping rubbish in a back lane close to her home. Her actions were caught on CCTV. She failed on multiple occasions to respond to invitations to be interviewed by Enforcement Officers and failed to attend court. She was subsequently arrested and brought before the Magistrates
- Paul Bain, the Director of Horizon Flat Roofing was prosecuted on 28 March 2018 for disposing of his commercial waste at the Council's Household Waste Recycling Centre in Wrekenton.

### **Proactive work dealing with criminal issues**

9. The Enforcement Team carries out regular enforcement exercises targeting waste crime, alongside other enforcement agencies. Some recent examples include:
  - **Home Office Scrap Metal Week of Action** a multi agency exercise targeting waste carriers
  - **Operation Axle** a multi agency exercise concentrated on a small geographical area of Gateshead targeting waste carriers and scrap metal collectors
  - **Operations Axle Roads** a multiagency exercise focusing on taxis, scrap metal collectors and waste carriers in the east of Gateshead

### **Partnership Working**

10. The Enforcement Team is continuing to evolve and develop new processes and practices. Working in partnership with other Council services and partner agencies has enhanced the range of activity and the impact it is having in the Borough.
11. There has been an increase in the amount of joint work carried out within the Development, Transport and Public Protection Service and as well as carrying out joint enforcement for highway, planning offences and waste related offences the Team is linked closely to the Environmental Health and Licensing Teams. Officers right across the service have greater awareness of waste issues and share information and intelligence with the Enforcement Team.
12. There are also established and effective links with other services within the Council including Customer and Financial Services and the Street Scene Service. In particular the Team have strong links with officers in Street Scene dealing with trade waste – dealing with premises that aren't complying with the duty of care to dispose of their waste legally.

13. The Enforcement Team also play a significant role working alongside partners including Northumbria Police, HM Revenue and Customs, the Driver and Vehicle Standards Agency and the Environment Agency to tackle organised crime

### **Improvements in technology**

14. The Enforcement Team have access to an increasing number of data systems across the Council which has greatly enhanced officers' ability to gather clean data and corroborate intelligence.
15. The Enforcement Team has worked with the Digital Team in the Office of the Chief Executive to develop an enhanced reporting platform for flytipping for the public for Members and officers to quickly and efficiently report flytipping with increased accuracy, to upload photos and identify locations and reporters to track progress.

### **On-Street enforcement**

16. Environmental Enforcement will be further enhanced within the Borough with the establishment of a new team carrying out highly visible on-street enforcement tackling environmental issues including dog fouling and littering. It is anticipated that this will be in place by August 2018.

### **Recommendation**

17. The Committee is asked to comment on the progress that has been made.

**Contact:**  
**Elaine Rudman**  
**Environmental Health, Licensing & Enforcement Manager**  
**Extension 3911**

## **GLOSSARY OF TERMS**

### **Fixed Penalty Notices**

Fixed penalty notices may be issued as an alternative to prosecution in respect of a range of offences. An offender who is issued with a penalty notice may nevertheless be prosecuted for the offence if he or she fails to pay the penalty within the period stipulated in the notice. Further information can be found at:

**<https://www.gov.uk/guidance/fixed-penalty-notices-issuing-and-enforcement-by-councils>**

### **Prevention of Damage by Pests Notices**

Under the Prevention of Damage by Pests Act 1949, if it appears to the local authority, that on any land rats or mice should be destroyed or the land should be kept free from rats and mice, they may serve a notice on the owner or occupier requiring him to do so within a specified period

The works normally required will be the removal of waste but could also require the application of treatment or structural repairs.

### **Community Protection Notices**

A Community Protection Notice (CPN ) is aimed to prevent unreasonable behaviour that is having a negative impact on the local community's quality of life.

### **Waste Carrier Licence**

You must register for a Waste Carrier Licence if you do any of these things as part of your business:

- transport waste
- buy, sell or dispose of waste
- arrange for someone else to buy, sell or dispose of waste

Waste carrier, broker or dealer registration helps businesses meet their duty of care to ensure that controlled waste is transported and disposed of legally and safely.

This includes transporting waste whilst travelling from job to job, to a storage place for disposal later, or to a waste disposal company or waste site. Controlled waste means commercial, industrial or household waste.

Registration also helps us clamp down on fly-tipping by illegal operators who harm human health and the environment whilst also undercutting legitimate businesses. Failure to register is an offence.

Further information can be found at:

**[http://webarchive.nationalarchives.gov.uk/20140328095212/http://cdn.environment-agency.gov.uk/LIT\\_7806\\_7221d9.pdf](http://webarchive.nationalarchives.gov.uk/20140328095212/http://cdn.environment-agency.gov.uk/LIT_7806_7221d9.pdf)**

## **Waste Transfer Notes**

A **waste transfer note** (WTN) is a document that details the **transfer** of **waste** from one person to another. Every load of **waste** received or passed to others must be covered by a WTN. WTNs ensure that there is a clear audit trail from when the **waste** is produced until it is disposed of.

Both businesses and businesses taking away their waste need to:

1. Complete the waste transfer note
2. Sign it.
3. Keep a copy for 2 years
4. Show it to an enforcement officer from your local council or the Environment Agency if asked.

Failure to produce a waste transfer note is an offence.

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**TITLE OF REPORT:**           **Gateshead Housing Customer Scrutiny Panel  
(GHCSF) – Progress Update**

**REPORT OF:**               **Jon Mallen Beadle, Managing Director, The Gateshead  
Housing Company**

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## Summary

The purpose of this report is to provide an annual update on the progress of The Gateshead Housing Customer Scrutiny Panel (GHCSF)

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## Background

1. The Gateshead Housing Customer Scrutiny Panel (GHCSF) formally TALISMAN was originally formed in October 2011. This followed an extensive project that considered the opportunities for the development of an independent tenants' organisation in Gateshead.
2. The purpose of the panel is to ensure that the needs and views of Gateshead residents are at the heart of how social housing services are developed and delivered by The Gateshead Housing Company (TGHC) and Gateshead Council.
3. The Panel have a range of tools available to help them to effectively scrutinise a service area, which could include but are not limited to: -
  - Self assessment from Service Manager (written or in person)
  - Question and answer sessions with managers
  - Focus groups of employees or customers
  - Performance information including service standards and benchmarking information where appropriate
  - Feedback from surveys
  - Outcomes from mystery shopping
  - Co-opting of experts or TGHC Customer Service Improvement Groups (SIG's)
  - External learning to compare TGHC performance to other similar providers
4. The committee has, as part of previous update reports, received details of the findings from the following reviews conducted by the Panel: -
  - Anti-social behaviour case management
  - Rent and income
  - Void/Empty Homes management
  - Customer Services (local offices)
  - Lettings
  - Repairs Reporting

## **Review of Customer Satisfaction Surveys**

5. The Panel has recently completed its seventh scrutiny review which covered Customer Satisfaction Surveys. Their findings were presented to the TGHC Customers and Communities Committee in November 2017.
6. The Panel used the following tools to collect evidence and to produce this report:
  - Desktop research
  - Liaising with Service Improvement Group's (SIG's)
  - Service Manager focus group
  - Budget costs and officer time allocation
  - Survey return rates
7. Overall, the review highlighted three areas of positive practice. See Appendix.
8. There were also seven recommendations which, when implemented, will result in improved customer service and, make the process of collecting, collating and learning from surveys more efficient and effective for the company. See Appendix.
9. The Panel requested the Business, Performance and Customer Service Manager to produce an Action Plan responding to the recommendations made. The draft Action Plan was presented and approved by the panel in January 2018. Feedback on plan progression was provided in February 2018.
10. Current progress analysis indicates that four of the seven recommendations have been completed. The remaining three recommendations have deadlines set for their completion.
11. The review recommendations are publicised on the TGHC website. The recommendations and progress against them will also be included in the April 2018 TGHC Newsletter that is sent via post to all tenants and leaseholders and, where requested, via email.

## **Recruitment and development of GHCSP members**

12. There are currently six members on the Panel. The Panel continues to actively look at ways of recruiting new members. Articles have been published in TGHC News, posted using social media and Gateshead's Community Web site to engage with a diverse selection of customers.
13. In its meeting on 15 August the Panel agreed to embark on refresher training and learning. It is important to ensure they have the appropriate skills and knowledge to conduct specific and meaningful scrutiny reviews, this, in turn will have an evident impact on the way housing services are delivered in Gateshead.
14. In December 2017 the Panel undertook two days IT training delivered by Digital Voice for Communities. This organisation offers training opportunities for people of all ages and abilities to use or enhance their digital skills.

15. In February and March 2018 the panel undertook a further training delivered by TPAS (previously Tenants Participation Advisory Service but now known simply as TPAS). This training was conducted over four days and covered:
- Scrutiny refresher – new thinking
  - Working as a group and individually
  - Understanding performance and benchmarking
  - Planning and managing a scrutiny review
  - Developing effective listening and questioning
  - Minute taking, report writing and presentation skills
16. Members of the Panel continue to use a dedicated secure website to help them conduct effective scrutiny reviews.

### **Next steps**

17. The Panel are currently using use their recent learning, enhanced skills and knowledge to choose and conduct their next scrutiny review which is yet to be identified.

### **Recommendation**

18. It is recommended that the OSC note the progress of the GHCSF with further annual progress reports being brought back to the OSC in order to scrutinise the effectiveness of co-regulation.

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## **Gateshead Housing Customer Scrutiny Panel**

### **Background**

The objective of the review was to assess the company's approach to collecting and using customers satisfaction to achieve service improvement and secure Value for Money (VfM).

In April 2017 the Business, Performance and Customer Service Manager delivered a presentation to the panel which detailed:

- An overview of the current organisational approach to measuring customer satisfaction via surveys
- The types of surveys conducted. ie Biennial survey, quarterly themed and transactional surveys

### **Positive Practise**

There were three areas of positive practise identified by the panel.

- It has become apparent from the panel's discussion with Service Manager's that there is an appetite for change and improvement in this area and a keenness to adopt E engagement
- Service Managers are keen to use enhanced customer feedback to improve service delivery to meet customer needs and aspirations
- Throughout the organisation Service Managers are enthusiastic about changing the methods of collecting and collating the opinions of customers in real time to allow for quicker implementation of service improvements and feedback to customers, SIG's, Committee's and Board.

### **Recommendations**

- 1. Reduce paper surveys to customers and work towards replacing them with `online surveys`, sent to smartphones, tablets and PC's. Retain paper surveys for those without PC access or IT skills.**

#### **Evidence:**

- a. According to [impactbnd.com](http://impactbnd.com) over 36% of mobile subscribers use iPhones or I pads to read email and 34% of subscribers only use mobile devices to read emails. In addition 80% of internet users own a smartphone (Smart Insights). Also over 50% of smartphone users grab their smartphone immediately after waking up (Express Pigeon 2014). According to email Monday by, 2018, 8 in 10 email users will likely access their email accounts exclusively from their mobile devices.*

- ✓ **Recommendation** completed within deadline of 5 March 2018.

- 2. Use IT more effectively to enable real time surveys ensuring the appropriate IT support, infrastructure and output methods are in place. Where possible ensure that surveys sent online are appealing and can be viewed in a user friendly format.**

✓ **Recommendation** completed within deadline of 28 February 2018.

- 3. When developing surveys ensure they are compatible when distributed via email, sent to smart phones or available online.**

✓ **Recommendation** completed within deadline of 28 February 2018.

- 4. Introduce, where appropriate, `micro-surveys` (2 or 3 questions).**

- a. Ensure micro surveys focus less on processes or procedures and more on outcomes for the customer

✓ **Recommendation** 4a completed within deadline of 28 February 2018

- b. Ask customers what their priorities are for the service

✓ **Recommendation** 4b to be completed by 31 August 2018.

- 5. Define a Company approach to increase survey response rates using the good practise identified by the panel.**

✓ **Recommendation** completed within deadline of 31 March 2018.

- 6. Introduce the concept of `armchair panels` (remote customer consultation group)**

- a. Encourage more tenants to be involved in conducting surveys. The armchair panel may be consulted on issues from time to time by completing surveys at home. Customer Involvement team to develop customer Facebook group which will provide the opportunity for online "armchair" consultation.

✓ **Recommendation** 6a completed within deadline of 31 August 2018.

- 7. Seek a consistent companywide approach to survey monitoring via:**

- a. Re-establishment of Survey monitoring group

✓ **Recommendation** 7a completed within deadline of 28 February 2018.

- b. Revisit service standards/Management Performance indicators where necessary

- ✓ **Recommendation 7b** to be completed by 1 January 2019.
  - c. Conduct survey/questionnaires as close as possible to the point the service was accessed
- ✓ **Recommendation 7c** completed within deadline of 28 February 2018.
  - d. Maintain benchmarking question response style for KPI reporting to HouseMark. I.e Very satisfied, very dissatisfied etc. Trial different question responses to those that best fits the service or survey. I.e Yes, no, agree, disagree
- ✓ **Recommendation 7d** to be completed by 1 January 2019.
  - e. Follow up customer dissatisfaction where requested and within timescales to be agreed by involved customers and Service Managers
- ✓ **Recommendation 7e** completed within deadline of 28 February 2018.
  - f. Develop surveys that will focus on identifying outcomes for improved service delivery. If outcomes can't be identified are the right questions being asked?
- ✓ **Recommendation 7f** completed within deadline of 28 February 2018.
  - g. Report outcomes to customers from every survey in a timely manner using the most appropriate communication channels
- ✓ **Recommendation 7g** completed within deadline of 28 February 2018.
  - h. Report survey results and outcomes to the appropriate service Committee from every survey in a timely manner or as part of an six-monthly/annual service update report
- ✓ **Recommendation 7h** completed within deadline of 28 February 2018.

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**TITLE OF REPORT:** Annual Update on Tyne and Wear Archives & Museums and Beamish Museum

**REPORT OF:** Darren Collins, Strategic Director, Corporate Resources

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## **SUMMARY**

This report provides a summary update on the work of Beamish Museum and Tyne and Wear Archives & Museums.

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### **Purpose of the Report**

1. To highlight how the financial contributions that the Council makes to Beamish Museum and Tyne and Wear Archives & Museums (TWAM) are used and the benefits to Gateshead. The report also provides an update on the new governance arrangements at TWAM.

### **Background**

2. The Council provides financial contributions towards Beamish Museum and TWAM on an annual basis. Beamish is provided with a cash contribution of £5,000 whereas two separate amounts support the management of Shipley Art Gallery by TWAM on behalf of the Council. The Council holds a maintenance budget of £29,700 for Shipley Art Gallery which is used as required. It also provides TWAM with annual contribution to operate the gallery which was £227,770 in 2016/17 and is £202,770 in 2017/18.

### **Benefits**

3. Beamish Museum has confirmed that 50 schools from Gateshead visited in 2017 as part of 45,513 school children from across the region and beyond. Gateshead's contribution of £5,000 therefore could be equated to £100 per school and allows a significant proportion of Gateshead schoolchildren to visit Beamish. In 2016, 51 schools from Gateshead visited.
4. TWAM has indicated that from April 2017 to February 2018 there have been 27,405 visits to Shipley Art Gallery with 5,890 visits as part of school trips. Talks and events have taken place throughout this period which has included a Gateshead Art Society Exhibition, Mystery at the Shipley, Gallery built in Wartime and the History of Shipley. Learning activities have included Jewish Family Craft sessions, Big Crafty Family Event and LGBT Project North East education day.

## **TWAM Governance**

5. Following the Governance Review of TWAM by Womble Bond Dickinson (WBD) in 2014 it was agreed to establish a Strategic Board to lead TWAM's governance and a new trading company to manage TWAM's commercial activity – TWAM Enterprises Ltd.
6. Rt Hon Baroness Joyce Quin was appointed as Chair of the Strategic Board and took up her role in September 2017. The Board includes four other independent members and 6 elected members from the four Tyneside local authorities. The Board has met three times and already proved a strong asset to TWAM providing both support and challenge. The Board approved the Business Plan for TWAM for 2018-22 which has enabled the confirmation of Arts Council England funding for the period 2018-22.
7. Members of the Board have been actively involved with TWAM, attending events and activities, attending the TWAM Staff Conference and participating in a shared induction programme with members of the TWAM Development Trust and the TWAM Audit Committee.
8. The TWAM Development Trust is an independent charity which exists to fundraise for TWAM and allows TWAM to access significant philanthropic income. Following the completion of his term of office by the founding Chair, Ivor Stolliday, an advertisement was placed for a new Chair and Peter Judge was appointed as the new Chair in December 2017. Peter Judge is a former Head of Legal for ONE North East and a former Attorney General of the Falkland Islands.
9. TWAM Enterprises Ltd has been registered as a company at Companies House and it is planned that the company will 'go live' at 1 May 2018. Cllr Angela Douglas is the Strategic Board's nomination as a Director for TWAM Enterprises. Following open advertisement Geoff Hodgson has been appointed as Chair of TWAM Enterprises Ltd by the shareholders (the four Tyneside local authorities and Newcastle University). Geoff Hodgson has a strong background in the hospitality industry and is a very experienced Non-Executive Director.

## **Recommendation:**

10. Communities and Place Overview and Scrutiny Committee is requested to comment on how the financial contributions have been utilised by Beamish Museum and TWAM. .

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**Contact:** Lindsay Murray.

**Extension:** 2794

## Appendix 1

### Shipley Art Gallery

| Performance  | Talks and Events  | Learning  |
|--|---|---|
| <p><i>In-person Visits:</i> 27,405</p> <p><i>Visits by School Children with their School:</i> 5,890</p>  |   |   |
| Exhibitions  |   |   |
| <p><b>Companion Pieces</b> (18 February 2017 – 21 April 2018)</p> <p><b>A Gallery Built in Wartime</b> (November 2017 – 31 March 2018)</p>   | <ul style="list-style-type: none"> <li>• A series of Big Craft family events.</li> <li>• Gallery built in Wartime</li> <li>• Community Garden planning</li> <li>• Elaine Cusack poetry &amp; writing project</li> <li>• Blaydon Races pamphlet</li> <li>• History of the Shipley talks</li> <li>• Gateshead Art Society exhibition and demonstration event</li> <li>• Low Fell Choir</li> <li>• Christmas Hygge events</li> <li>• Sensory Tour</li> <li>• Craft, Coffee and cake tours</li> <li>• Mystery at the Shipley</li> <li>• Alternate music Saturdays</li> <li>• Create This, women's art group</li> <li>• Brundibar Arts festival</li> <li>• Jewish Community talk, Past and present</li> <li>• Express yourself Writing event</li> <li>• U3A behind the Scenes tours</li> <li>• Slow museums</li> <li>• Muddy Fingers</li> <li>• Syrian family group</li> <li>• Richard Bliss perfect shirt project.</li> </ul> | <ul style="list-style-type: none"> <li>• Jewish Family Craft activities</li> <li>• Big Crafty Family event February half term</li> <li>• Family Trail launched for centenary 100 objects</li> <li>• Community groups, existing craft groups plus new Saltwell Park Model Boat Club</li> <li>• Creative Age: Dementia work with Equal Arts</li> <li>• LGBT Project North East education day</li> <li>• Centenary Ceramic Gateshead Schools Project</li> <li>• Centenary in school assemblies developed as part of the HLF funded centenary programme</li> <li>• New schools craft workshops have been developed including Mosaic, Felt making, Proggy, Sewing and Clay.</li> <li>• Digital E-textiles learning programme</li> <li>• Teacher CPD programme</li> </ul> |
| Acquisitions   |   |   |
| <p>The Shipley has been gifted a sculptural ceramic work by Nao Matsunaga, titled 'Sometime Fountain' (2016). The work has been acquired through the Contemporary Art Society's Craft Acquisitions Scheme.</p> |   |   |

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**TITLE OF REPORT:** Annual Work Programme Review and Forward Plan

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

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## 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 Communities and Place OSC for the municipal year 2018-19.

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## 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 2018 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 a number of routes.
4. During this period the OSC's recommendations relating to the OSC's Review of the Impact of Gambling on the Borough have been implemented. The OSC monitored progress on the implementation of these recommendations at its meeting on 11 September 2017. At that stage, a meeting between the Council and Gambling Commission was in the process of being arranged for October 2017. The meeting to focus on the Council's approach to gambling matters, including inspection and enforcement and the issues councillors are concerned about, as well as the work plan for the next year, in particular the review of the statement of Gambling Principles. The Council was also in discussions with Newcastle University about a project involving research around gambling which would explore what area based vulnerability to gambling related harm might look like.

5. The OSC indicated at that time that it was satisfied with the level of progress made. The OSC will consider a further report in relation to progress against its recommendations at its meeting today.
6. The OSC has also been carrying out a Review of the Council's Approach to Roads and Highways. The OSC will consider and agree its final report and recommendations at the beginning of its 2018-19 work programme and, subject to these recommendations then being approved by Cabinet, the OSC will monitor the implementation of these recommendations during the remainder of its 2018-19 work programme.
7. The OSC has monitored Council performance generally, in those areas falling within its remit, at its meetings on 19 June 2017 and 4 December 2017, and Cabinet has had regard to the OSC's views when considering Council performance overall.
8. 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 relevant partners?)
  - The Flood and Water Management Act 2010: Annual Progress Report.
  - Reducing Carbon Emissions.
  - Housing Growth.
  - Development/Extension of Quality Bus Partnership.
  - Tourism in the West of the Borough/the Land of Oak and Iron.
9. The OSC is due to consider specific progress on Environmental Enforcement and Place Shaping for Wellbeing and TWAMS at the OSC meeting today.

### **Development of 2018-19 Work Programme**

10. 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.
11. 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.
12. 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.
13. 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
14. Subsequently, the Council has consulted partner organisations on the emerging themes for each OSC for 2018-19.
15. Details of the emerging issues / areas for potential review and the feedback from partners are set out at Appendix 2.
16. 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
17. 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**

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**

18. 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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| <b>Draft Communities &amp; Place OSC 2018/19 Work Programme</b> |   |
|---|---|
| <b>18 June 2018</b>   | <ul style="list-style-type: none"> <li>• Constitution / role and remit</li> <li>• The Council Plan – Year End Assessment and Performance Delivery 2017-18</li> <li>• OSC Review of the Council and Partner's Approach to Roads and Highways – Final Report</li> <li>• OSC Review - Work to address skill shortages and increase employment opportunities - Scoping Report and Evidence Gathering</li> <li>• Work Programme</li> </ul> |
| <b>17 Sept 2018</b>   | <ul style="list-style-type: none"> <li>• OSC Review – Work to address skill shortages and increase employment opportunities - Evidence Gathering</li> <li>• OSC Review of the Council's and Partner's Approach to Roads and Highways – Monitoring Report</li> <li>• GO Gateshead Sport and Leisure – Progress Update</li> <li>• Work Programme</li> </ul>   |
| <b>29 Oct 2018</b>  | <ul style="list-style-type: none"> <li>• OSC Review – Work to address skill shortages and increase employment opportunities - Evidence Gathering</li> <li>• Work Programme</li> </ul>   |
| <b>10 Dec 2018</b>  | <ul style="list-style-type: none"> <li>• OSC Review – Work to address skill shortages and increase employment opportunities -Evidence Gathering -</li> <li>• The Council Plan – Six Monthly Assessment of Performance and Delivery 2018 -19</li> <li>• Work Programme</li> </ul>  |
| <b>28 Jan 2019</b>  | <ul style="list-style-type: none"> <li>• OSC Review –Work to address skill shortages and increase employment opportunities - Evidence Gathering</li> <li>• Managing the Environment – waste/litter/dog fouling - Progress Update</li> <li>• Work Programme</li> </ul>   |
| <b>11 March 2019</b>  | <ul style="list-style-type: none"> <li>• OSC Review –Work to address skill shortages and increase employment opportunities - Evidence Gathering</li> <li>• The Flood and Water Management Act 2010: Annual Progress Report</li> <li>• Beamish - Annual Update</li> <li>• Management of Highways – potholes /traffic lights/street lights – Progress Update</li> <li>• Work Programme</li> </ul>                                       |
| <b>29 April 2019</b>  | <ul style="list-style-type: none"> <li>• OSC Review – Work to address skill shortages and increase employment opportunities - Final Report</li> <li>• OSC Review of the Council's and Partner's</li> </ul>  |

|  |  |
|--|--|
|  | <p>Approach to Roads and Highways – Monitoring Report</p> <ul style="list-style-type: none"> <li>• Annual Report of the Gateshead Housing Customer Scrutiny Panel</li> <li>• Annual Work Programme Review</li> </ul> |
|--|--|

**Issue to slot in**

- **Postal Provision**
- **Air Quality Issues.**

**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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