

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 25 June 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 - 12) The Committee is asked to approve as a correct record the minutes of the meeting held on
3	Constitution (Pages 13 - 14) Report of the Chief Executive
4	Role and Remit (Pages 15 - 16) Report of the Chief Executive and the Strategic Director, Corporate Services and Governance
5	The Impact of the Gateshead Fund 2017 - 2018 - A Case Study (Pages 17 - 80) Report of the Strategic Director, Communities and Environment
6	The Council Plan - Year End Assessment of Performance and Delivery 2017/18 (Pages 81 - 94) Report of the Chief Executive, Strategic Director, Corporate Resources and the Strategic Director, Corporate Services and Governance
7	Review of Absence in the Council - Monitoring Report (Pages 95 - 108) Report of the Strategic Director, Corporate Services and Governance
8	Annual Work Programme (Pages 109 - 112) Report of the Chief Executive and Strategic Director Corporate Services and Governance

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Date: Friday, 15 June 2018

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GATESHEAD METROPOLITAN BOROUGH COUNCIL

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE MEETING

Monday, 16 April 2018

PRESENT: Councillor John Eagle (Chair)

Councillor(s): S Ronchetti, J Wallace, D Bradford, L Caffrey, M Charlton, P Foy, J Green, S Green, M Hall, M Henry and N Weatherley

APOLOGIES: Councillor(s): T Graham, J Kielty, M Ord and K Wood

CR31 MINUTES

RESOLVED - That that minutes of the meeting held on 26 February 2018 be approved as a correct record and signed by the Chair

CR32 SUPPORT TO VOLUNTARY AND COMMUNITY SECTOR - PROGRESS UPDATE

The Committee received an update from the Voluntary and Community Sector on the work they have been doing in Gateshead. Newcastle CVS carried out a survey in January 2018 across both Newcastle and Gateshead, however, the results can be read with reference to Doing Good in Gateshead, the survey of Gateshead's Voluntary and Community Sector carried out in 2017.

168 responses were received to January's survey and 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 those who responded. 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.

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 group with an income of usually £25,000 to £500,000. The third is the small number of larger registered charities with an income of over £500,000.

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 Newcastle CVS carried out a similar search of Companies House data to find out how many Community Interest Companies and mutual are currently registered in Gateshead.

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

- 321 registered charities based in Gateshead
- 24 mutuals
- 30 CICs
- Between 960 and 1300 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 are as follows:

- **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.
- **Increase in Demand in Services** – seven out of ten organisations have noted an increase in demand for their services in the last year.
- **Recruitment and Retention of Volunteers** – this is the second largest area of organisational challenge.
- **Optimistic of Future** – despite the challenges the majority of respondents remain optimistic about the future of their organisations and over a third want to increase the number of beneficiaries.

The key challenges for people using the services and facilities was the impact of, Welfare Reform, Universal Credit and Personal debt. The rate of change and short terms grants and contracts were having a de-stabilizing effect on medium and larger size organisations in relation to staffing, accommodations and strategic planning and engagement.

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 also raised. The withdrawal of the public sector was becoming more noticeable and a number of services were harder to access due to changing criteria.

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 high level of needs and more problems needing resolution is a major challenge.

RESOLVED – that the information contained within the report be noted.

STRATEGIC RESILIENCE AND EMERGENCY PLANNING FRAMEWORK UPDATE

The Committee received a report which provided an update on the last six months in relation to the Strategic Resilience and Emergency Planning Framework.

The framework has recently been refreshed and this was presented to Corporate Resources OSC in September 2017 followed by endorsement at Cabinet in December 2017.

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.

Some of the issues included:

- Fire at the former Springs Health Club, Low Fell – 25 March 2018
- Property fire at Newbolt Court, Gateshead – 18 March 2018
- Adverse Weather – 27 February – 4 March 2018
- Operation Caritas – 15 January 2018

Some of the exercises the emergency response team have been involved in include

- 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 structure.
- 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 testing a new system of work using Breathing Apparatus and hose management and deployment elements of a new high-rise procedure – this took place at Eslington Court.
- 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.
- Exercise Resilience Rat – November 2017 – this was an exercise led by the Armed Forces and involved the exercising of a MACA (Military Assistance to Civil Authorities) request.
- 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. The exercise was Tier 1 and involved the activation of COBRA (Cabinet Office Briefing Room A) to test the collective central government responses to an emergency.

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.

The report also provided updates on progress within the Themed Areas over the last six months.

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.
- 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.
- 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.
- 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 lessons learnt from the exercising over the course of this year and incorporating them into the council's plans and protocols to improve the responses to these types of incidents.
- The Resilience and Emergency Planning Team provided a recent report and presentation at the Audit and 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 Community Risk Register and how the Council operates to mitigate and manage those risks.

Enhancing our partnership arrangement to respond and recover – the effective response and co-ordination of arrangements in the event of an emergency or incident occurring

- 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.
- Following a presentation from Northumbria Local Resilience Forum in 2017, the seven Chief Executives within the North East Combined Authority Area (NECA) requested a Strategic Table Top Emergency Response Exercise. This was led by the Council and provide 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.
- The Council has strengthened it's 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.

It was queried whether anything had come out of the de-brief in regards to the adverse weather, it was noted that this was not yet completed but feedback overall was very positive.

It was queried whether the planning for the flu pandemic was necessary, in particular with regards to the purchase of PPE. It was noted that initially a supply of 3 months of stock would be purchased on a rolling basis. It was also noted that this is something which is on the National Risk Register and which we are therefore obliged to include in our own.

It was queried whether there would be any changes to the annual exercise in light of any future decisions relating to devolution. It was noted that this will be an annual exercise and currently there are no plans in place to change the attendance.

- RESOLVED
- (i) That the comments of the Overview and Scrutiny Committee be noted.
 - (ii) That it be noted that the Overview and Scrutiny Committee are satisfied with the progress achieved within the last six months.
 - (iii) That a further report be submitted in September 2018.

CR34 FREEDOM OF INFORMATION - ANNUAL REPORT 2017

A report was presented to provide the Committee with details of the number of requests for information received under the provisions of the Freedom of Information Act 2000 from 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.

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.

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 third stage give the requester the right of appeal to the Information Commissioner if he/she is still dissatisfied, following the internal review.

1617 requests were received during the period 1 January 2017 to 31 December 2017, this represents a 34.7% increase on requests received in the previous year and a 685.7% increase since the implementation of the Act in 2005.

Of the requests received 90.48% were dealt with within the 20 day timescale. This represented a decrease of 3.77% in performance on the 2016 figure of 94.25% but is still high amongst other Councils.

Two requests were subject to internal review and the original decision maker's decision was upheld in both cases.

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.

Most requests come in by email now, 1605 by email, 21 by letter. 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.

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:

- 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.
- Published data as required by the "Transparency Agenda"
- Trained more information champions in March 2018 to replace staff who have left.

Further information was requested regarding trends and types of FOIs

received.

RESOLVED - That the information contained within the report be noted. That further information and analysis, if available, would be included in the end of year performance report which will be discussed at the next meeting.

CR35 REFRESH OF THE VOLUNTEER PLAN 2018

The Overview and Scrutiny Committee were provided with a report to provide an update 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.

Gateshead Councils Volunteer Plan has been in existence since 2013 and in that time the numbers of residents participating in volunteering has steadily increased.

The 2013 plan also incorporated a pathway to process volunteering requests. Since the creation of the plans there are over 1,800 residents registered with the Council with over 8,000 volunteers helping out across our communities.

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.

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 volunteering opportunities.

The plan has remained largely unchanged since 2013 and it is timely to review the plan in line with the Council's recently adopted Making Gateshead a Place where Everyone Thrives agenda which will now supersede the current council plan. The pledge "Support our communities to support themselves and each other" is at the very heart of the Council's approach to volunteering.

Registered Council volunteers have increased from 50 (2013) to 1,853 (2018). 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. 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.

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

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. 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.

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. 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.

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 rephrased 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 three commitments which form the plan from the Council perspective are

- 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.

It is hoped the plan will achieve the following

- Increase the number of people that help out by 1000 a year
- Increase the economic benefit of helping out by £100,000 per 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

influencing Cabinet Policy/ Decision Making going forward.

The views of the Committee is sought on the Annual Review of the Work Programme and the Committee are asked to agree the emerging issues for 2018-19.

- RESOLVED - (i) That the emerging issues for 2018-19 Work Programme be agreed
- (ii) That the provisional Work Programme be referred to Council on 24 May 2018.
- (iii) That further reports will be brought to the Committee to identify any additional issues which the Committee may be asked to consider.

Chair.....



TITLE OF REPORT: Constitution

REPORT OF: Sheena Ramsey, Chief Executive

Purpose

To note that the constitution of the Overview and Scrutiny Committee and the appointment of the Chair and Vice Chair as approved by Council for the 2018/19 municipal year is as follows:-

Chair	Councillor J Eagle
Vice Chairs	Councillor W Dick Councillor J Wallace
Councillors	D Bradford L Caffrey M Charlton P Foy T Graham J Green S Green M Hall M Henry J Kielty B Oliphant N Weatherley K Wood R Beadle D Duggan

Recommendation

The Committee is asked to note the report.

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TITLE OF REPORT: Role and Remit

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

Summary

The report sets out the remit and terms of reference of the Committee as previously agreed by the Cabinet and the Council.

Background

1. Article 6 of the Council's Constitution sets out the aims and objectives of the scrutiny function in Gateshead Council. In particular it should be an integral part of the Council's framework and a constructive process which works alongside other parts of the Council's structure, contributing towards policy development. Importantly it will enhance rather than duplicate activity and it will look to broader issues affecting local people rather than just internal Council issues.

Remit/ Terms of Reference

2. Within the above principles, all Overview and Scrutiny Committees will
 - Review decisions, holding decision makers to account
 - Call - in executive decisions in accordance with the procedure set out in the Overview and Scrutiny Committee rules
 - Contribute to the policy making process through:-
 - Policy reviews agreed as part of the service planning cycle
 - Advice given to the Cabinet as part of the Council's performance management system
 - Scrutinising and developing the Council's Improvement Programme
 - Examining Issues in the Schedule of Decisions
 - Ensure other agencies, public and private, play their part in achieving a better quality of life for Gateshead residents.
3. This Committee has specific responsibility for performing the overview and scrutiny role in relation to:-
 - Management of resources
 - Supporting democracy and involving local people
 - Social Inclusion

- Equalities and diversity
- Efficiency, VFM and procurement
- Community capacity building, volunteering and resilience

Recommendation

4. The Committee is asked to note its remit and terms of reference.

Contact: Angela Frisby

Ext: 2138



TITLE OF REPORT: **The Impact of the Gateshead Fund 2017-18: a case study**

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

Summary

The purpose of the report is to seek Corporate Resources Overview and Scrutiny Committee’s views on the impact of the Gateshead Fund during 2017/18, looking at how it has helped to support, develop and build capacity in the voluntary and community sector and thereby help strengthen Gateshead’s local communities.

Introduction

1. The Gateshead Fund was established in 2011 to support, develop and build capacity in the Borough’s voluntary and community sector in the sector and to help strengthen communities. The outcomes of the Gateshead Fund are:
 - Increased capacity building and sustainability within the voluntary and community sector
 - Increased provision of services by the voluntary and community sector
 - Improved clarity and equity in commissioning processes
 - Simplified and proportionate application and assessment processes
 - Developing and mobilising volunteers
 - Supporting building relationships within communities
 - Supporting residents to build their communities and improve what is already there
 - Retention and expansion of councillor community champion role.

The Gateshead Fund 2017/18 allocation and administration

2. In March 2017, the Fund’s Advisory Group recommended amendments to the Fund were agreed by Cabinet, including some rebranding, simplified fund criteria and a more straightforward application process. Council agreed a £334,000 budget for the Fund for 2017/18 which, together with agreed carryover of underspend and returned funds, equated to an overall budget of £458,984 allocated as follows:

Gateshead Fund	£435,984
Gateshead Volunteers Month Grant	£10,000
Talented Athlete / Sporting Individuals funding	£13,200

3. The Community Foundation for Tyne & Wear and Northumberland continues to administer the Fund in accordance with its 3-year agreement with the Council, which currently runs until July 2019.

Impact of the Gateshead Fund in 2017/18

4. Capacity Building Fund

The annual impact review of the Gateshead Fund has been written and produced by the Community Foundation, and accompanies this report in Appendix 1. It mirrors the style typically prepared by the Foundation for other funds it administers on behalf of trusts and endowments. It features a breakdown of how the Fund has been allocated during the year, including examples of some of the applications; a breakdown of the Volunteers' Month small grants and Sporting Grants for Individuals.

5. Local Community Fund

The Local Community Fund allocation of £3,000 per ward was agreed by Cabinet and Council in February 2017 as part of the Gateshead Fund budget proposal. The £66,000 budget is part of the Gateshead Fund, but is administered by the Neighbourhood Management and Volunteering Team outside of the main Fund arrangements. As in previous years, the majority of activities supported were small in scale and locally focussed, delivered by local groups within communities. Over the year, £40,400 helped support over 60 projects, ranging from events and activities across the Christmas festive season, school holiday activities for children and families, equipment for communal lounges and community festivals.

Summary

6. The Gateshead Fund continues to provide a valuable financial resource that supports the viability and sustainability for a number of Gateshead's community groups and organisations, helping them to maintain their positive impact in the community and contribution to the delivery of the Council's priorities.

Recommendations

7. Corporate Resources Overview and Scrutiny Committee is requested to:

Consider the impact of the Gateshead Fund in 2017/18 on:

- a. The voluntary and community sector in Gateshead
- b. Neighbourhoods and strengthening communities
- c. The extent to which the Gateshead Fund supports delivery of the Council Plan priorities.

Appendices

Appendix 1: Impact of the Gateshead Capacity Building Fund 2017/18: report by the Community Foundation for Tyne & Wear and Northumberland

Contact: Anthony Alder ext. 3880

**Impact of the Gateshead Capacity Building Fund 2017/18: report by the
Community Foundation for Tyne & Wear and Northumberland**

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The Gateshead Fund Impact Report 2018



Your Year

Welcome to the Gateshead Fund Impact Report for financial year 2017-2018. This was the first full year of delivery of the Fund through the Community Foundation. In total, 39 grants were awarded to a diverse range of organisations working in Gateshead.

As would be expected, the majority of grants were to support organisational capacity, helping to improve organisational skills, provide training and support development of business and fundraising strategies to aid growth and sustainability. There were also significant capital and refurbishment grants, as well as some smaller grants to support delivery of activities.

Birtley Community Partnership received £9,800 towards salary costs, which will support development of their Business Plan. Gateshead Older People's Assembly received £9,921 towards additional staff costs which will enable potential revenue streams to be explored and will have the added value of promoting the group more widely through community activities. Teams & Bensham Community Care were awarded £4,302 to train staff and volunteers, which will ensure their qualifications are up-to-date and that new staff are appropriately trained. Pelaw Youth & Community Centre were supported to ensure that, despite the closure of the organisation, the facility would be transferred to another organisation for continued use.

Capital grants were prominent, with eight organisations receiving a total of £54,767; this included Clara Vale Village Hall Association and Christ Church Felling for completion of essential refurbishment works which will ensure the facilities can be used by their respective communities. Gateshead Redheugh 1957 were funded to purchase a tractor, which will enable effective maintenance of their playing fields leading to an increase in activity during the year. Ryton Cricket Club were awarded £9,250 to install accessible toilet facilities, which will enable the Club to offer more opportunities for people with disabilities.

Jewish community groups were well represented, with NEETZOTZ awarded £10,000 towards mental health interventions for young people in the community and The DASH Group awarded £4,935 to support families from the Orthodox Jewish Community while they are undergoing hospital treatment. The Jewish Community Council of Gateshead were awarded two grants: the first to support their service delivery and the second, an exceptional award, to support the salary costs of the Development Trust Manager, an important role within the organisation and the community as a whole.

There were 67 applications across the three Rounds in 2018, compared to 64 across the two rounds delivered by the Community Foundation in 2017. Despite the reduced number of applications, total grant making was broadly similar, illustrating the value of implementing a new application process and guidelines. This made the Fund both more accessible and reduced the number of poor quality or ineligible applications received.

Two grants awarded were not able to proceed: 22 Sheds did not accept their Round 3 award as they were unable to commit the level of resources they felt the Rethinking

Coatsworth Road project required. There was a serious issue with Blaydon Shed, resulting the grant being withdrawn. The £10,000 grant was repaid in full, following a thorough investigation by the Community Foundation.

The Fund's delivery was incorporated into the Community Foundation's grant making processes, maximising the opportunities for funding in Gateshead. During the year, we referred unsuccessful Gateshead Fund applicants to our other funds, resulting in five applications being considered by the Community Foundation. This resulted in a grant of £7,360 for Gateshead Hatzola, which had been deferred from both Round 2 and Round 3.

The tables in this report present detail of all grants made during the year: Round 1 awarded 15 grants totalling £134,982, Round 2 awarded 15 grants totalling £99,363 and Round 3 awarded nine grants totally £67,351. This figure does not include the two grants that were subsequently withdrawn, and the total grant amount awarded for 2017-18 was £321,696. Compared with 2017's total grant making of £360,065 across 62 grants, there has been a tighter focus on making larger grants to those experienced organisations that are well placed to meet community needs.

Monitoring received from funded groups is presented later in the report; this is largely unedited, providing feedback in the groups' own words. Together with the selection of thank you letters received, it provides compelling evidence of the Fund's impact.

Finally, 2018 is our 30th birthday and we wanted to find a way to engage with partners to celebrate the role philanthropy and giving plays in our lives. We are very proud therefore to announce GeNErosity – a festival of Philanthropy and Giving in the North East November 2018. This will be a unique celebration of the region's philanthropy and generosity. Designed as a series of events, debates, and performances, GeNErosity shines a light on the best in all of us. Delivered in partnership by Newcastle University and the Community Foundation Tyne & Wear and Northumberland, it is the first event of its kind in the region, celebrating and highlighting how we all play our part.

We look forward to sharing more details about the programme of events as the year progresses.

Nils Stronach

Nils Stronach
Senior Programme Advisor

ns@communityfoundation.org.uk



Research Project

In October 2017, we delivered the Gateshead Fund Research Report recommending two strands of activity: 'Laying the groundwork on which to grow philanthropy in Gateshead' and 'Activities, mechanisms and vehicles for Gateshead to benefit from increased philanthropy'.

Laying the groundwork included researching and promoting the issues facing Gateshead, promoting VCSE solutions to those issues and giving the VCSE sector the tools and support to take advantage of philanthropy. Activities, mechanisms and vehicles included recommendations for promoting a range of giving options, not just The Gateshead Fund: using existing funds as match funding to encourage giving, seriously considering an endowment fund to ensure there were funds for the future and producing a guide to signpost anyone looking for funds or wanting to give to the same central place.

The research was presented to the committee and a VCSE stakeholder event was delivered on 2 February 2018 to present the findings of the research and collect feedback from the sector on the recommendations. The feedback informed plans for future activity by the team at Gateshead Council and the future of The Gateshead Fund. The coming year will see changes to delivery of the main grants programme, renamed The Gateshead Thrive Fund, with two main grants rounds delivered, as well as a Community Grants Programme aimed at smaller community groups and awarding grants of up to £1,500. Both strands will target organisations and projects that link to the Council's five pledges within its five-year strategic approach, 'Making Gateshead a Place Where Everyone Thrives'.

Vital Signs

A fully updated [Vital Signs report](#) covering the whole of North East England was published online in November 2017. Behind it were four in-depth research reports covering [Northumberland](#), [Tyne & Wear](#), [County Durham](#) and [Tees Valley](#). Now for the first time we can offer philanthropists and charitable funders a comprehensive picture of local needs, and suggested priorities, to inform their charitable giving.

Vital Signs spotlighted many examples of inspirational giving, showing how it has enabled voluntary and community groups to make a real difference in their communities. But it also flagged up four areas of unmet need, where the generosity of our donors is particularly vital to help individuals and communities rise to the challenges they face.

Poverty emerged as the primary issue affecting our region. The North East remains one of the poorest regions in the UK, with high rates of benefit dependency and low paid employment. Over 20,000 children are reliant on foodbanks, whilst 17% of the adult population is in serious debt. The signs and symptoms of such deprivation are easily detectable in South East Northumberland or urban

30% of people living in poverty that find work remain in poverty

areas in Tyne & Wear. But poverty can also exist hidden in small pockets in prosperous market towns, or as a blight on the lives of individuals in isolated rural communities experiencing a lack of local services, poor public transport and high fuel costs. It is a problem that can only become more marked as public services continue to shrink, and which undermines community cohesion and local quality of life by fuelling social problems such as low educational attainment, unemployment, poor health and crime. Poverty on this scale is perhaps not a problem that can be solved by local philanthropists alone, but it is one where, with their support, charities can transform the prospects of individuals and their families.

The suicide rate in Tyne & Wear and Northumberland is 30% higher than average

A second major area of need was **mental health and wellbeing**. Our region does not do well on national wellbeing measures. Alongside higher than average rates of mental illness, we identified a major concern about the prevalence of self-harm. Our region is largely bucking the downward national trend in this regard, with a marked increase in suicide rates across Tyne & Wear and Northumberland since 2008. Whilst mental ill-health can affect people from all backgrounds, and all stages of

life, those experiencing disadvantage seem particularly vulnerable. Of course, much work in this area is funded by government and should not be duplicated with charitable funding. But there is a role for good quality “soft services” such as mother and toddler sessions, practical advice and support, self-help groups and volunteering and befriending schemes. These can reduce the harm to mental health and wellbeing that may be caused by

problems such as childhood deprivation, unemployment, homelessness, long-term ill-health, alcohol/drug dependency and social isolation in rural areas.

Diversity and inclusion was a third area of need that Vital Signs flagged up as important to address. For our communities to prosper we need to harness the talents of all our people and maintain social harmony. Yet some of our minority communities – ranging from disabled people (23% of the population) to older people (17%) and black and ethnic minorities (5%) – experience substantial disadvantage and social exclusion. The problem can manifest itself in areas such as work, where unemployment is higher for groups such as black or disabled people. At worst it can be expressed as hate crime, which in our area rose by 202% from 2014 – 2016. As well as supporting these communities to address the challenges they face, philanthropic funding can help build the strength of self-help organisations and so enable them to become better at accessing other sources of funding.

Reported hate crime doubled between 2014 and 2016

Community Foundation spend per head in Gateshead is 22% higher than in the rest of Tyne & Wear

Funding “cold spots” was our final Vital Signs priority. The voluntary sector has more capacity to secure charitable funds in some parts of our area, and donors often start out with a natural preference for funding projects near to home. As a result, Northumberland and Newcastle are better served than other parts of our area. In the past funding from government and national funders have helped ensure that other areas do not miss out, but now those sources of support have largely disappeared. Our

intention is to encourage donors to consider whether they might support more projects in areas like North Tyneside, Gateshead, Sunderland and, South Tyneside. The latter area is a priority because Vital Signs research revealed that the level philanthropic spending there through the Community Foundation is very low, despite it being one of the most deprived areas within our patch.

Vital Signs covers the full range of philanthropic causes, including areas such as the arts, culture and heritage and the environment not mentioned above. Whatever your priorities for charitable giving, we hope you will find it informative and that it will inspire your giving.

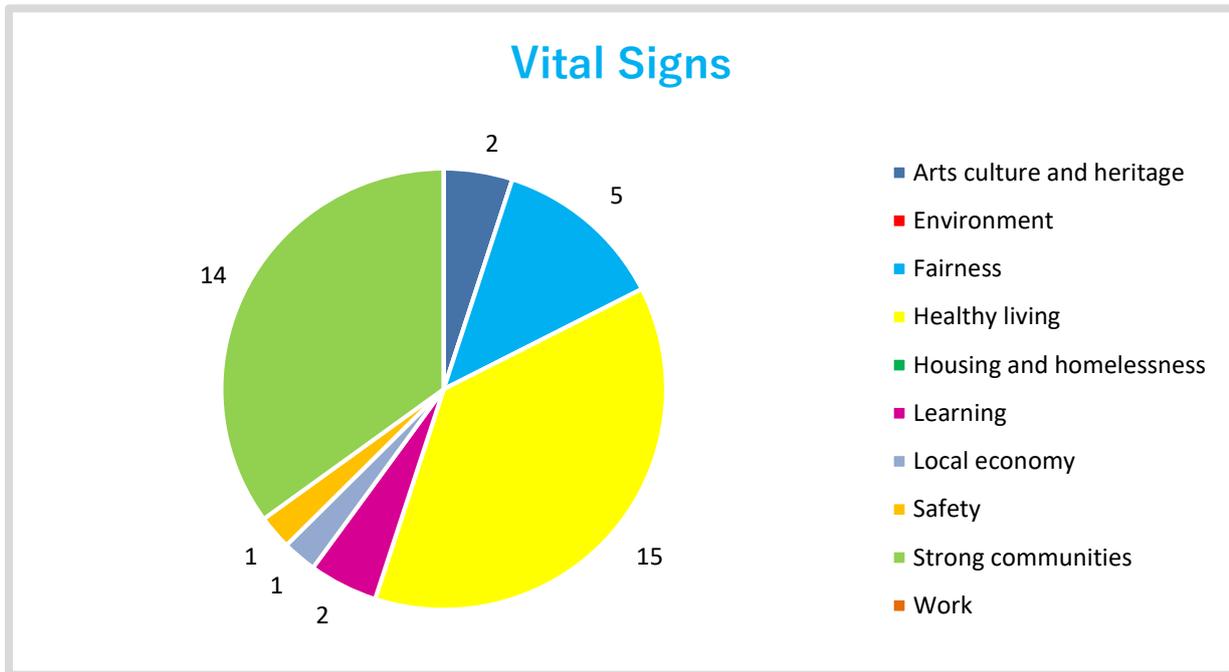
You can read our Vital Signs reports in full, and comment on them, at www.communityfoundation.org.uk/vitalsigns

Mark Pierce

Director of Community Knowledge and Funding

Grants breakdown - Vital Signs

The following graph shows the breakdown of your grants across our Vital Signs areas



The Gateshead Fund - Budget for 2017/18

The table below sets out the funds available, and is followed by information on how it was distributed to community organisations during the year.

Financial Summary	
Gateshead Fund 2017/18	£334,000
Capacity Building Fund 2016/17 carry over	£117,000
Funding returned	£7,984
Total Gateshead Fund budget 2017/18	£458,984
Gateshead Fund component breakdown	
Main Grants funding available to organisations	£435,784
Talented Athlete / Sporting Individuals small grants	£13,200
Gateshead Volunteers Month 2017 small grants	£10,000

Grants awarded in 2017/18

Grants awarded Round 1	
North Regional Association for Sensory Support (NRASS) NRASS Deaf Awareness & Budget Training Project	9,000
Blue Sky Trust Think For Yourself	5,000
Parish of Bensham and Teams Parochial Church Council St Chads Church - Inspired Futures	9,500
Gateshead Redheugh 1957 Being Self Sufficient/New Tractor and Attachments	10,000
Soundroom Community Music Project Developing the capacity of The Soundroom	9,531
Whickham Fellside Youth Football Club Watergate Park facilities - widening the impact	8,800
Jewish Community Council of Gateshead 'Survive - to Thrive'	10,000
Teams & Bensham Community Care Strengthening Social Care for Vulnerable Older People	4,302
Josephine and Jack Project Josephine and Jack In Gateshead	9,050
Gateshead Fell Cricket Club Refurbishment to Improve the Condition of Existing Facilities	10,000
Gateshead Youth Organisations Council Gateshead Youth Council	10,000
NEETZOTZ Ltd. Moving into Mental Health	10,000
North East Young Dads and Lads Project CIO Foundations for Fatherhood	9,999
Birtley Community Partnership The Renew and Sustain Project	9,800
Clara Vale Village Hall Association Refurbishment/electrical rewiring Clara Vale Village Hall	10,000
15 Grants	134,982

Sports grants: Round 1	
Talented Athlete Scheme – 12 grants	2,600
Individual Sporting Grant Scheme	0

Grants awarded Round 2	
Gateshead Clubhouse Sustaining Gateshead Clubhouse	4,500
THE DASH GROUP ('THE DR ADLER SUPPORT & HELP GROUP') DASH Group - 'Forging Forward'	4,935
Winlaton Library Volunteer Association Running Winlaton library	8,150
Birtley Community Association Development of social enterprises	9,100
Gateshead Older People's Assembly Development of diversified income streams	9,921
Leam Lane Community Association Strengthening the organisation	6,680
Ryton Cricket Club Installation of Accessible WC facilities	9,250
The Nest Café & Community Rooms CIC Pop-up Nest	1,000
Gateshead Community Rowing Club Gateshead CRC Growth and Expansion	7,200
Christ Church Felling Christ Church Hall Refurbishment	7,317
Gateshead Stadium Powersports Club To promote Powersports as a healthy lifestyle choice for all	500
Peace of Mind Peace of Mind - Governance & Sustainability	5,680
Pelaw Youth & Community Centre Maintaining the Centre for charity and community use	10,000
Caprian Theatre Company Theatre Seating for Community Pantomime	1,800
Jewish Community Council of Gateshead Salary costs of the Development Trust Manager	13,330
15 Grants	99,363

Sports grants: Round 2	
Talented Athlete Scheme – 20 grants	4,100
Individual Sporting Grants Scheme – 1 grant	1,000

Grants awarded Round 3	
Headway - Gateshead and South Tyneside To develop services for people with a brain injury	8,488
Special Olympics Gateshead Project Inclusion	5,000
Gateshead Storm Community Rugby League Club Kids First Project	8,500
Wayout in Gateshead (WinG) Outdoor activity/personal development programmes for refugees	4,320
South West Tyneside Methodist Circuit Community Project Worker and lead worker on a Poverty Truth Commission	10,000
Hertfordshire House Community Association Community Food Project	8,720
Workplace Foundation Workplace Foundation community launch event	2,400
Leam Methodist Church Updating heating, safety and security	10,000
The Millin Charity Local Women Local Enterprise Gateshead	9,923
9 Grants	67,351

Sports grants: Round 3	
Talented Athlete Scheme – 17 grants	4,000
Individual Sporting Grants Scheme	0

Gateshead Volunteers' Month – June 2017

Total grants awarded – 34 grants	9,581
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Gateshead's fifth Volunteers' Month took place in June 2017. The aim of Volunteers' Month is to:

- celebrate the positive contribution made by existing volunteers
- recruit more volunteers and create capacity through volunteering
- raise awareness of the benefits of volunteering
- enable local people to contribute to their community
- confirm Gateshead's reputation as a national leader in volunteering
- improve health and wellbeing
- deliver the aims of the Gateshead Volunteer Plan

This year, Volunteers' Month also aimed to support groups to celebrate 'The Great Get Together initiative', founded in 2017 by the family and friends of Jo Cox, which aims to bring communities together and celebrate all that unites us.

In total, £9,581 was allocated to 34 groups and organisations across Gateshead; during the month many events were held, including volunteer celebration events, garden parties, community litter picks, picnics and a pizza day, all of which recognised the commitment made by Gateshead residents.

Throughout the month, 106,189 hours were recorded on a volunteer totaliser, which equates to a £1.38m contribution to the Borough's economy and representing a 5% increase, compared to 2016.

The table below shows the pattern of grant spend across Gateshead from the Fund.

Ward	No. grants primarily benefiting the ward	Grant spend primarily benefiting the ward	Indicative total spend*	Indicative total spend, per capita*
Crawcrook and Greenside	1	£10,000	£16,249	£1.85
Bridges	2	£14,935	£21,877	£2.24
Lobley Hill and Bensham	5	£44,634	£51,914	£5.06
Dunston and Teams	2	£14,302	£20,759	£2.28
High Fell	-	-	£6,884	71p
Ryton, Crookhill and Stella	1	£9,250	£15,355	£1.79
Deckham	-	-	£7,078	71p
Felling	1	£500	£7,039	76p
Chopwell and Rowlands Gill	-	-	£6,566	71p
Birtley	2	£18,900	£24,821	£2.98
Blaydon	1	£10,000	£17,148	£1.70
Dunston Hill and Whickham East	-	-	£6,460	71p
Saltwell	-	-	£7,508	71p
Wardley and Leam Lane	1	£10,000	£15,855	£1.92
Windy Nook and Whitehills	-	-	£6,837	71p
Chowdene	-	-	£6,375	71p
Lamesley	-	-	£6,794	71p
Low Fell	1	£10,000	£15,994	£1.89
Pelaw and Heworth	2	£18,720	£24,791	£2.92
Whickham North	-	-	£5,818	71p
Whickham South and Sunniside	-	-	£5,720	71p
Winlaton and High Spen	1	£8,150	£14,041	£1.69
TOTALS	19	£159,391	£311,883**	£1.14
*Includes a proportion of Gateshead-wide expenditure totalling £143,298 in 99 grants calculated on the basis of ward population. Excludes £20,000 of returned grants.				
** Variation from the actual awarded figure due to rounding				

The Community Foundation uses per capita grant expenditure as a measure of the geographic distribution of funds. The figure for Gateshead as a whole was £1.14 per head, but expenditure in some wards varied substantially from this figure; this is largely attributable to the number of grants awarded in each ward.

Of the ten wards that did not received funding this year, six had a combined total of 11 grants in the previous year. Perhaps more of an issue is that the remaining four wards which did not benefit from a grant this year also did not benefit last year. There may be a case for a more targeted approach in Chowdene, Lamesley, Whickham North and Whickham South and Sunniside.

News from the people you have supported

Comfrey Project CIO	
Project:	Windmill Hills Centre Community Asset Transfer
Grant amount:	£10,000

“This grant has played a very important role in the development of The Comfrey Project at a particularly challenging, but exciting at the same time, period for the organisation. Despite the fact that the proposed long-term asset transfer of the Windmill Hills site from Gateshead City Council to The Comfrey Project had to pause due to the uncertainty of the future of the site, which is currently under public consultation, we were still able to use the grant in a constructive way, with a host of updated outcomes, which will feed into the development of the organisation for years to come.

The community consultations we carried out with the help of this grant were very helpful in getting acquainted with our new “neighbours” and find out from locals and locally-based organisations about the main issues people face here, as well as the strengths of the local community and its assets. It gave us a clearer picture of how we could fit in and what we could offer.

The consultations also gave us an understanding of the image people have about the Comfrey Project. We were surprised to find out that although we have been active for well over a decade regionally, people in Gateshead are not particularly aware of our aims and our work. What's more, organisations in particular seemed to find us an insular organisation, difficult to engage with, which might perhaps have come from our prior capacity and running from within small allotments from most part of the year. It became obvious that networking and changing perception around The Comfrey Project had to be top priority.

The consultation also informed preliminary architect’s drawings for the transformation of the site, which even though we are not able to take forward and use for that purpose, they are still being used to draw inspiration for our future vision, and to find temporary solutions to develop the site in a way that we would not incur irretrievable costs.

Moreover, by having completed our organisational restructure in becoming a CIO we now have a structure more appropriate for our size which will take away some administrative burdens. Finally, we proceeded in changing our constitution so that we demonstrate clearly to the local council and organisations our commitment to ensure that the Windmill Hills site remains a place for the benefit of the whole community.

All the above steps have helped reshape our focus in being more community focused, and we are set in transforming the Windmill Hills site into a vibrant community hub which will facilitate skills building, positive action and creativity, while fostering intercultural dialogue and nurturing the rich, diverse heritage found locally. Our ability to form partnerships and hence become more sustainable as an organisation is another one of the benefits from taking such outward-facing approach.

However, the above processes took its toll on our resources and capacity to fundraise, and as a result, in autumn 2017 we had to make the difficult decision to make all our then staff members redundant.

Following that we went on to reconfigure our staffing structure and the priorities for our organisation and with the help of this grant we recruited a Development Co-ordinator, a decision influenced by our determination to put partnership work at the core of our present focus and future identity. Working in partnership is also strategic as a step to widen our reach to support more client groups, by engaging with organisation they are familiar with. We appreciate the cultural change for existing service users, too, so starting by inviting certain interest groups in a more organised fashion is a way to ease the process and make everyone appreciate the mutual benefits.

The rigorous networking in the past three months has informed our priority-setting, in order to offer relevant and meaningful services for the locals, taking us in directions that we were not putting enough emphasis on previously. For instance, we are now including anti-poverty and self-sustainability (focus on “grow-it-yourself”, “food waste management”, cooking skills, upcycling, entrepreneurial activities, accredited courses, hunger school holiday clubs, collection of sell-by-date products from super markets and more) as core deliverables, in order to support the agenda of the local council to fight poverty issues in Gateshead.

Furthermore, this grant has enabled us to do some important groundwork to improve our volunteer engagement and co-ordination through a bespoke post new for the organisation, that of the Therapeutic Horticulture and Volunteer Co-ordinator. The role for the first time puts our focus on building a community of skilled and dedicated volunteers at the very core of our strategic aims, recognising the power of volunteering for an organisation to become more efficient and cost-effective, all while offering another avenue for locals to take part and help steer positive action.

The feedback and scrutiny of current volunteering procedures has led to the beginning of redefining the training and support we offer our volunteers, with particular focus on skills building and progression. We are an accredited City and Guilds provider and we are looking to make use of this accreditation far more in the future, by developing a range of courses that we can deliver to service users, volunteers and the community alike.

Overall, it is fair to say that this grant has seen us take a huge learning curve, the lessons from which we are now in the process of formalising into a long-term delivery, financial and fundraising plan for the years 2019-2022.”

Bensham and Saltwell Alive	
Project:	Animating Assets in Bensham
Grant amount:	£10,000

“The grant has made a significant difference to BS Alive and many local residents, who have had opportunities to get together to discuss and act on the things that are important to them, for example:

The community mapping and activities run by 22 Sheds produced posters drawn by local children, asking people to care more about the area, i.e. "Please don't litter" & "Don't let your Dog Poo!". The posters were attached to lampposts around the community and attracted a huge amount of positive comments on Facebook and Twitter. One resident posted that she had collected three bags of rubbish on her school run that morning. These initial Tweets and posts have continued and have resulted in a group of residents that want to regularly get together to do activities that improve the community.

For one of the events, we were able to combine some Big Lottery Funding we received and ran a small community Festival which engaged most of the BAME communities in the area. Importantly for the first time ever the Jewish Community engaged with the festival as contributors and participants.

The engagement with local organisations has also been beneficial and strong partnerships and collaborations have been made across the area, especially between BS Alive and St. Chad's church, which has a number of quite ambitious projects currently running. A particular conversation with Business in the Community has referred BS Alive back to The Community Foundation for support through the Community Ventures Programme - Leadership Development.

The preparation of the project/business plan has been helpful as it has focused ideas and provided an opportunity to consider what can realistically be achieved. Perhaps one of the most surprising results has been the high level of ambition BS Alive Trustees have for the longer-term sustainability as well as their plans to support local people. This seems to have grown as the Trustees have become more confident in their roles and in the organisation.

Oasis Aquila Housing	
Project:	Valuing Volunteers Project
Grant amount:	£10,000

“As a result of the grant, Carers Trust Tyne & Wear (CTTW) has a successful volunteer management programme in place. This enables them to easily recruit more volunteers and monitor their activity. Fundraising volunteers have benefited both the organisation and its beneficiaries by raising funds enabling the organisation to develop its services. Volunteers themselves also benefitted from the experience, support and training. By looking into the possibility of offering carers counselling from volunteers in an environment they are familiar with, CTTW will enable them to continue their caring duties while receiving the support they need. Service users themselves are more attracted to the prospect of volunteering now that there are support mechanisms in place for volunteers, and volunteering will enhance their health, wellbeing, skills and job prospects and contribute in turn to the strengthening of the community. CTTW is also in a stronger position now to apply for further funding which will enable them to expand and provide even better access to support for carers.

Alongside this, Oasis Aquila Housing (OAH) has more volunteers, both project based and fundraising. This means that our service users benefit from the support and skills provided by volunteers and our staff have additional support with running their projects. For example, we launched a new project in February 2018 with only 2 members of staff therefore the volunteers who have been recruited are providing much needed support for the staff on busy days and ensuring that the service users feel welcomed and cared for at all times. Ex-service users are gaining experience through volunteer placements with us, for example one woman is volunteering as a peer mentor having previously been supported by our domestic violence service. Current service users are benefitting from employee volunteers teaching them life skills such as digital skills which they need when applying for benefits and employment.

The grant has also enabled OAH and CTTW to form a strong working relationship, so they can provide advice and support to each other on a longer-term basis.”

Skills4work Gateshead	
Project:	Members Development & Parent Support Network Group
Grant amount:	£10,000

“The funding has allowed us to offer detailed support to new members, to work with new partner organisations on an individual basis and also for the development of the whole group. The admin support funding allowed us to focus on the development of this role and to develop the young man who is an ex-group member to attend a variety of training courses and meetings on behalf of the charity which has developed his CV but most importantly developed his self-esteem and the change in the past 12 months in this young man has been recognised with all involved in the charity and also the local community who take an active interest in our work. The funding has allowed us to have new partnership links and the opportunity to support the young people more than ever before in a holistic manner to make positive changes and the learning of work and life skills.

We have attended all the Gateshead SEN meetings and gave our input to the changes in post 16 and the complex nature of changes in disability benefits from our members personal experiences. Due to the dramatic loss of funding to Gateshead SEN schools the focus of the agendas were the present young people the schools are working with, and we decided therefore to develop our networking with existing partners and new partners to engage and develop the opportunities for over 18 young people with a range of learning needs in Gateshead.

All our young people have a detailed Individual Learning Plan and SMART target setting. We have supported an additional 4 new members to the charity who have complex mental health concerns, we have therefore worked with their parents, professional partners and have had the opportunity to undertake holistic 1-1 support with all concerned. Not looking only at the DWP criteria, but also supporting with medical concerns, housing and change management support plans. 2 of our young people have progressed into paid employment and as you can see from the attached case study this has had a huge impact not only on the young person but also the parents. We have worked with 14 young people during this project.

The support offered via the new parent networking group and 1-1 support project has had very positive results for the parents involved. This is the first time they have had the opportunity to come together as parents/unpaid carers as they have never had the opportunity before as their son/daughter has attended main stream school or SEN school but found it difficult to engage and discuss their concerns and fears for the future. At the start of the programme we discussed the information they required and invited guest speakers and local professionals to come along and offer advice and support networks for the present and future. Please find attached the comments and the list of guests we have invited to the monthly meetings.

The 1-1 sessions have allowed the opportunity to support at professional meetings regarding benefits and medical support and to provide that forward planning for the future. The parent engagement group has had a huge impact on their personal development and a platform for self-help and sharing concerns in a relaxed but very supportive environment of trust and understanding.”

Men's Shed Chopwell. (Formerly Winlaton Men's Shed)	
Project:	Core costs and extension of workshop facilities
Grant amount:	£1,769

“The grant has given Men's Shed Chopwell the means to run regular sessions over the past year. The purchase of new equipment has enabled the group to provide a stimulating and safe environment for people, mainly men, to meet. Members come from Chopwell and the surrounding villages and are able to socialise and engage in practical activities that are of benefit to the whole community. A number of members have a disability, most live alone, and this point of contact has proved important for them.”

During 2017 there were 46 workshop sessions and around 30 people attended workshop activities. Older men are a particular challenge to encourage to join. Word of mouth appears to be the most effective form of publicity, although we have provided presentations to the local 'Live at Home' scheme. We are currently looking to provide more publicity locally.

A limiting factor has been the size of the workshop. To help overcome this, we are constructing a storage shed for materials, to free up workshop space. The Shed has been able to work with other local groups to mutual benefit. These include the Chopwell Regeneration Committee, Chopwell Park Group, Chopwell Drama Group, Chopwell Community Centre and St John's Church Chopwell.

By engaging with other groups, the Shed has become well known in the village and 'The Shed' continues to work to increase its membership.”

Advance	
Project:	Building a better life for men
Grant amount:	£200

“We attended the Teams Festival, and several others from Teams Community Centre were also in attendance to vouch for this! There was little interest from the Festival, however during June we had our usual four meetings, so the room hire cost was the same, so the underspend on the flyers was put towards this outgoing.”

The grant has made a difference to the volunteers as we have not had to worry so much about funding ourselves through June. Over the last few weeks, we have had several new members, who are finding the group useful, so we are encouraged to continue to provide the facilities for the group.”

Friends of Chopwell Park	
Project:	Picnic in the park
Grant amount:	£273

“We were hoping for a turnout of around 200 people but in actual fact the estimated turnout far exceeded our expectations and the estimate was around 600 to 650 people. Everyone loved the photo display of our heritage and are still coming to the pavilion to spend time and look through the photos.

We managed to bridge the generation gap which as a result now has all ages taking time to share stories with each other. Also the children have started taking pride in their park meaning anti social behaviour and vandalism has decreased.”



Gwk Woodshed CIC	
Project:	Volunteer Celebration Day
Grant amount:	£300

“We took 15 volunteers on a fantastic trip to Gibside where they enjoyed an educational tour of the grounds, participated in some activities and had afternoon tea and drinks at the café. Although the majority of our volunteers are Gateshead residents, many of them have never visited Gibside or even knew that it was there. They were surprised by what they saw when they arrived at the site and they took a keen interest in the history of the site and the overall size of the place.

We had four members with physical disabilities, which meant that they couldn't get around the site like everyone else; however, the staff and minibus driver were extremely helpful in getting them around as much of the site as possible.

They had a thoroughly enjoyable day and it was great to reward our volunteers and have some time away from the usual workshop activities. I for one enjoyed the conversations that we had in just getting to know one another and seeing the delight in the volunteers having such a fantastic day.

The funding allowed us to reward our volunteers and celebrate the achievements that the woodshed has made over the last 12 months. It has helped with team morale, helping people to understand the different backgrounds and needs of one another and taking time to stop and talk away from the busy workshop. The volunteers were extremely thankful for the visit and it has shown in an improved team togetherness since our visit. The four individuals with physical disabilities particularly enjoyed feeling part of the team.

Volunteers have seemed a lot more willing to get alongside each other and support the activities that we do since our trip to Gibside.”

Silverline Memories	
Project:	Volunteer Celebration Event
Grant amount:	£264

“A wonderful evening was spent at Boulevard Newcastle. Meal, drinks and entertainment were enjoyed by the volunteers and a gift of appreciation was given.

Our volunteers were delighted with the evening and were pleased to be recognised in this way. They felt appreciated and valued and by telling their friends and family about their event we were pleased to receive other enquiries for volunteering opportunities as a result.”

Strathmore Road Methodist Church

Project:	Community Football Sessions for Residents of Pipe Bridge Estate
Grant amount:	£300

“The community football sessions to date have benefited 69 people and 18 volunteers have been involved in delivering the events. We have recruited one local lady volunteer who is helping with post session refreshments and three local boys aged 16 to 17 who are helping with delivery of the football sessions. We still need to recruit more local adults willing to take the project forward and hope that the two events rescheduled in to august will assist with that objective.”

The participants are really enjoying taking part in the football sessions and relationships with the volunteers and between local residents are beginning to form.”



Wayout in Gateshead (WinG)	
Project:	WinG Volunteers Outdoor Celebration and Promotion Activity
Grant amount:	£300

“The funded event enabled interested new people to visit and find out about the role and function of a WinG volunteer. The information open day allowed people to ask questions and speak directly to existing WinG volunteers. The celebration volunteer walk was very well attended and greatly benefited all those who attended. It was a chance for volunteers to meet other WinG volunteers not previously known about, chat and share experiences of volunteering.

During the planned WinG Volunteer celebration walk 11 individuals attended the walk which involved walking part of the Gateshead Red Kite Trail in the Derwent Valley area.

The celebration walk culminated in some light refreshments at Lintzford Garden Centre and enabled participants to be rewarded with a light refreshment and thus show a token of appreciation to all those who have helped over the years with WinG. All were grateful to the funder and commented how they had enjoyed the day. The event was a success and was an excellent opportunity to give something back to volunteers for all their time and energy given to volunteering with WinG.”



Gateshead Youth Organisations Council	
Project:	The Great GYC Get Together
Grant amount:	£300

"We ended up holding a different event to that which was planned. We were pipped to the post booking Gibside so decided instead to hold it at Saltwell Park. We also realised that as half of our volunteers were celebrating Ramadan, we discussed holding the event in the evening but felt it inappropriate to have people travel from across the Borough late at night with their children in tow. We also considered briefly but discounted holding the event with the people who were observing Ramadan taking their picnic home with them. This was all planned and decided by the young people who attend Gateshead Youth Council (GYC) in accordance with our ethos.

We eventually picked the first Sunday after Eid which was Sunday 2nd July 2017. We were able to hold an event and invite all of the members of all of our groups along with their friends and families. This was such a treat for us as we usually struggle to get everyone together. The volunteers, over the proceeding three weeks planned menus, arranged for people to shop and bake, they also contacted Greggs and were allowed to pick up the end of day stock on the Saturday. This saved a considerable amount of money. We struggle with funds for travel but as the asylum seekers live on £5-7 a day, bus fares are a luxury they can ill afford so being able to refund everyone's travel levels the group and all of the attendees who arrived by public transport were refunded. We were very conscious of making sure that no one attending felt like they were singled out so we made this blanket policy. This has now been adopted across the organisations projects.

During the course of the picnic the young volunteers organised games and activities and ensured that attending adults were all looked after. Some were attending their first event and were unsure of how things worked. Our volunteers looked out for this and engaged people into conversations groups. For two asylum seekers in particular the event was successful....two separate families realised they lived in the same streets as two other attendees whose children attend GYC regularly. They have reported since popping to each others homes for a cup of tea. We at GYC are delighted as the asylum seeking women are particularly isolated and really need to find friends in the non asylum population in order to integrate fully.

We had worried that the few older teenage refugees might be bored but they quickly got into the role of helping to organise games for the children and also took part in a Saltwell Park treasure hunt we had designed for the children. Our volunteers were all awarded certificates for their work over 2016-2017 and a number of the newer volunteers awarded for their participation. All of the young people left with an award.

We couldn't be happier with this event. Even the weather was nice!"

Mount Community Association	
Project:	Eighton Junction Garden - Community Cleanup
Grant amount:	£277

“We organised a community garden volunteer event, the purpose of which was to recruit new volunteers, invite new people into our space to enjoy, clean up the garden, do some planting, and create some new furniture. The event was publicised locally with around 300 flyers and we offered a free barbecue to the volunteers.

The event was attended by around 50 people across the afternoon/evening, of which 25-30 were new, including a range of ages, and new visitors who were not aware of our plans for a community garden. We have cleared a lot of rubbish from the site, and also managed to create three new wooden benches to encourage enjoyment of the (currently fairly sparse) garden.

We have made some good links from the event, finding a number of new and enthusiastic volunteers who have good ideas about using the community centre and garden for new events. Although the event was focused on the garden, we met two local people who were very keen to use the hall itself for music and food events. We struggle to resource new activities although know there is demand so this was very exciting for us.

We have commitments from 11 people to join further activities in the garden and four young people also expressed an interest - although we need to explore how to involve the latter.”

Peace of Mind	
Project:	Celebrating the contribution of volunteers
Grant amount:	£276

“The awarded grant enabled us to successfully organise the volunteer celebration event, which was held on the 10th of June 2017 and we had 14 volunteers, three Management committee member and 19 local people at the event. After receiving the certificates almost every volunteer gave a little presentation telling us how volunteering has improved their self confidence and it has also raised the awareness about the issues faced by local community.

One volunteer said, “My asylum status doesn't allow me to work or take up further education but volunteering with Peace of Mind has shown me that there is much more I can achieve and I am learning new skills every day”.

Another volunteer said, “Volunteering with Peace of Mind has given me a hope and something to look forward to”.

This was a great event as we had a few local people turning up who are interested in volunteering with Peace of Mind, One of them is a Lecturer in Newcastle University. The event was also attended by Gateshead Youth Council and that was fantastic. We all enjoyed it very much, This became a social event as well as the celebration of volunteers' hard work. As you know the volunteers work very hard and they don't get a chance to meet like this throughout the year because they are planning and running the sessions and events so it was a nice get together, everyone was very pleased.”



Gateshead Redheugh 1957

Project:	Teams Festival hosted by Gateshead Redheugh 1957
Grant amount:	£300

“The Teams Festival this year was a great success with lots of activities and things to do on the day. We had an average of around 800 people who enjoyed the entertainment and the football tournament on one of the hottest days of the year. The football tournament consisted of 16 teams of under 10s and all teams played four games and the feedback was very encouraging, especially with the weather being so hot. We were able to promote the festival through the advertising with the leaflets and posters and provide volunteers for the day which helped the festival to run smoothly with the numbers who turned up on the day.

Other activities on the day were bouncy castles, birds of prey display, face painting and also a veterans display of old army memorabilia which was very popular with the younger generation. Also on the day we had live bands doing a 45-minute slot of varies types of music and also marching bands from the navel cadets which was again very popular on the day.

The festival also had lots of different stalls from different organisations in the Teams area to show people and residents what is available in the area to help build relationships and values. Overall the day was a great success between the different organisations and residents alike and now look forward to next years event.”

Barmoor Hub

Project:	Trained up, SkilledUp
Grant amount:	£2,490

“In total, 36 people have completed training; most of the participants came from villages local to the centre, although this year we attracted two groups from Gateshead Visible Ethnic Minority Support Group who meet in Bensham Grove Community Centre, this was unexpected due to the travelling distance.

There was no take up for the Health & Safety training; however, two volunteers at Barmoor Hub did take part in Health & Safety Training through their respective employers. One volunteer completed the Gateshead Council online Safeguarding course and one volunteer did the course through her University Course. One volunteer completed the Emergency First Aid course through their employer rather than attend the Barmoor Hub course. People who previously attended Food Safety now do the training online and 17 completed the Emergency First Aid, although one person was unable to attend due to hospital admission. A further 14 completed the L2 Food Safety.

The L2 Food Safety and Emergency First Aid gained the most attention and everyone who took part reported feeling positive about their experience and confident about putting their learning into practice.”

Gateshead Older People's Assembly

Project:	Volunteer and Community Garden Celebration
Grant amount:	£280

“This funding has allowed us to create a welcoming environment for visitors to our community garden

Our event was held on 21 June at Deckham Village Hall. There were approximately fifty attendees, made up of our volunteers, partners, café customers, and members of our social groups. Our manager gave a speech to launch the garden, our activities and volunteering co-ordinator presented our volunteers with certificates, and everyone was invited to enjoy a buffet catered by our community café before going out and visiting our new dementia-friendly community garden.”



Skills4work Gateshead	
Project:	Making a Difference
Grant amount:	£300

“We ran a community café and decided to dedicate Tuesday 6th June to Volunteers’ Month. Our members and volunteers distributed 80 leaflets around the surrounding houses and created posters which were displayed in the Co-op and Morrisons, Birtley. We also produced specific flyers and distributed them to the four local housing schemes we are now working with.

Our volunteers discussed their roles with members of the local community and we then presented a range of qualifications that our volunteers have undertaken in the past few months to support our Health & Safety policies related to the running of the community café, including Level 2 - First Aid at work, Level 2 - Fire Safety, Level 2 - Health & Safety, and also to develop their work-related skills.

It was a relaxed but informative afternoon with very positive feedback. Comments included:

*“I prepare the raffle prizes for fundraising events and support the card making enterprise. I engage the members and in turn helps their creative skills I also find this very enjoyable”
June, Birtley*

*“I used to help with the admin, but now help with the community café. I love to see the development in the young people, and I enjoy feeling valued and part of a lovely team of people”
Teresa, Harlow Green*

*“I enjoy spending time with the group. The members are all truly exceptional in what they do - watching their confidence bloom into fine young adults”
Miriam, Gateshead*

The following Tuesday the existing volunteers were invited to Afternoon Tea at Lumley Castle. We were able to negotiate a free private room within our booking which made for a special day, none of our volunteers had been for Afternoon Tea and therefore it was an opportunity to thank our volunteers in a way they will remember.

Our volunteers are very generous with their time and we recognise each and every hour of contribution. We are very grateful for the funds to allow us to thank our volunteers for another 12 months of dedicated support.

The grant has allowed our volunteers to come together and celebrate the developments of the charity over the past 12 months. We have developed links further with the local community and the potential for new volunteers following the Making A Difference Day.”

Volunteer Month - June 2017

We are delighted that our volunteers were able to meet with each other and discuss their involvement with the charity, and the achievements from the last 12 months.

We would like to thank the Gateshead Fund for supporting our Volunteer Celebration Day.

Charities in Gateshead have a vital impact supporting our local community, and without the support of generous volunteer time this would not be possible.



Afternoon Tea at Lumley Castle, Chester-le-Street.

Birtley Community Association

Project:	Community Volunteers
Grant amount:	£280

“The grant helped us to appreciate the volunteers who give many hours in supporting the facilities of the centre, It enabled us to reach out for more people to further develop opening times of the shop and further support for the café.

The volunteers benefited from the social contact with others. They would normally be at home and alone, so many new friendships have been made.”

Winlaton Vulcans Rugby Football Club Limited

Project:	Rugby Force Weekend
Grant amount:	£300

“We are a small local community club with few wealthy members so all of our income is self-generated and is fed directly back into the maintenance of the club. The Grant income is a valuable source of extra essential income.

We need to attract more people, other than our usual supporters to become involved with us. We are attempting to attract other sports to use are facilities which will mean our facilities being used by as many different people as possible. We have attracted a new senior male football club to be based at our club. It is the only Saturday football club in Blaydon. If we do not actively both renovate and paint the changing rooms and also improve our facilities we will lose, let alone not attract people to partake in sport and social activities.

The aim was to improve and renovate existing changing facilities and create a shelter above the café. The ongoing renovation and painting of the changing rooms and shower/bath area is an essential annual requirement. The café is available to be used to supply refreshment for anyone either taking part or supporting sporting and social activities at our club site. Currently it is our close season but through July we have hosted senior and junior rugby league games and tournaments with Gateshead Storm, an U16s rugby union tournament arranged through the RFU with teams from eleven clubs. This weekend, over two days, using our club facilities, Winlaton Juniors football club have hosted an U7s and U8s tournament with teams from over twenty clubs.”

Fighting All Cancers Together

Project:	Friends of FACT
Grant amount:	£300

“The initial recruitment drive was kickstarted by our celebratory open event, Friends of FACT on the evening of June 5th with 15 volunteers. The evening focused on supporting our Wig walk Event 2017 on the following Sunday by arranging hand-out packs, sorting tombola items and signage. With their support we then recruited an additional 20 volunteers for the Wig walk making a total of 35 volunteers!

Our successful volunteer month continued with volunteers recruited for raffles at Swalwell Fire Station and Dunston Fire Station, fundraising at Emmanuel College summer fair, Kingsmeadow School volunteer week office admin, Merck Dolme corporate volunteers summer garden clearance at FACT Centre and volunteers helping to run services. We also had additional office admin and reception support during the daytimes including two disability placements.

There were a staggering total of 85 volunteer roles covered by approximately 70 people (some people went to more than one event) during June so we have boosted our volunteer commitment and 25 of those people were completely new to FACT and had never volunteered with us before. As a result, we have established new links and advocates for our organisation and now have a volunteer who kindly supports our reception on a part-time basis, fielding calls and greeting our visitors, all helping FACT run more efficiently.

We are delighted that one of the ladies helping here whilst on a disability placement has now completed her scholarship following her time at FACT.”

The Friends of Gateshead Central Library

Project:	Community Garden Party
Grant amount:	£300

“Several people who attended the functions were pleasantly surprised to learn that the Library possessed areas they had not known about and offered more facilities and functions than they had previously been aware of. We also gained two new active Friends, and the promise of future volunteers to help with the adult gardening group and the Friends Like us initiative: monthly social events for dementia sufferers and their carers, adults with learning difficulties, the lonely and the elderly.”

Crawcrook & Greenside Local Environment Group	
Project:	Feasibility Study to assess possibilities for improvements to Crawcrook Park
Grant amount:	£12,080

“The funding has enabled the organisation to build on experience to date and develop its role in the community more fully by embarking on a larger project through which it can fulfil its broad objectives in relation to environmental improvement. It provided the opportunity to extend community engagement through consultation on a project which has wide appeal and potential to benefit all sectors of the community i.e. children and young people, families, older people.

It also enabled the group to develop its profile within the local community and raise awareness of its broad aims and objectives which will improve volunteer recruitment and increase the capacity of the group to carry out a range of activities to benefit the local environment. The group developed skills through the experience of the process of commissioning, project management and public consultation which will be of benefit to future projects.

The feasibility study and costed proposal for improvement to the park will provide a firm basis for further funding applications to bring about the agreed improvements. This will result in a park which can meet a wide range of needs by providing a safe, attractive recreational area right in the heart of the community. There will be potential benefits for the all residents in relation to pride in the local environment, enjoyment and healthy living, and increased opportunities for community engagement through extending the range of volunteering opportunities.”

Gateshead Older People's Assembly	
Project:	Developing Capacity within Gateshead Older People's Assembly
Grant amount:	£9,321

“The Administration and Finance Officer worked very hard to develop a new in-house finance monitoring system and this was achieved by the end of the financial year 2016/17. The increased clarity resulted in our accounts being completed and signed off in record time and they have already been submitted to the Charity Commission well ahead of schedule.

As an organisation, we have grown significantly in the past two to three years and our existing systems were not fit for purpose for the increased income and expenditure. Our membership has grown to over 950 in the past year, so we actually printed 1,500 flyers and distributed 950 to our membership. The remaining 550 have been given out at events and to stakeholders. As a result of the flyers, donations to the charity increased.

We identified a volunteer (one of our trustees) who would make the phone calls to our membership and we arranged for adult safeguarding training with the local authority in case any issues were raised during the phone calls - thankfully there were not.

This grant has supported the Assembly as we grow incrementally. The numbers of beneficiaries, members and volunteers have all increased over the past two years and we need to develop our internal systems and become more sustainable as we grow. This grant has helped our organisation to become stronger so that we are able to support more people every year. Thank you.”

Wayout in Gateshead (WinG)	
Project:	WinG/Duke of Edinburgh Award Development Project
Grant amount:	£4,231

“By taking on the Operating Licence for the Duke of Edinburgh Award (DofE) Awards in Gateshead we have been able to deliver DofE awards to groups and individuals that would otherwise have not been able to take part. This has then given the participants all the normal outcomes of the DofE award: raised self-esteem and confidence, learning new skills, improved job skills, resilience, improved communication skills and teamwork.

As an organisation it has allowed us to hit some of our Charitable goals whilst also providing a platform to secure new paid work and therefore strengthen the organisation and make it more sustainable in the long-term.

An unexpected benefit was the recruiting of individuals and groups from outside of the Gateshead area and the agreement from DofE to be able to extend the licence to some groups in the Newcastle area. This will again allow us to become more sustainable in the long-term.”

Special Olympics Gateshead	
Project:	Project Uplift
Grant amount:	£3,000

“38 Special Olympics Gateshead Tyne and Wear athletes participated in seven sports at the 2017 Special Olympics GB National Summer Games between August 7th and 12th, securing 52 medals. The conduct of our athletes was impeccable throughout the games and their sporting performances of the very highest level.

On the back of the National Summer Games, one of Gateshead Tyne and Wear athletes, David Martin, was selected to represent Great Britain in the Commonwealth Powerlifting Federation Championships in Potchefstroom, South Africa in September 2017 from where David, went onto win a Gold medal for his country.

The grant has enabled Special Olympics Gateshead Tyne and Wear to achieve continual growth in people with learning disabilities, with the promotion of their successes, serving as a catalytic force in attracting more athletes into the club from the Gateshead, Newcastle and South Tyneside regions. The Special Olympics GB National Games was a phenomenal event, enabling people with disabilities with a platform in which they could demonstrate their talent and abilities on a national stage and the event will surely leave lasting memories for many years to come. From seeing athletes walk into the opening ceremony, held at Sheffield United's Bramall Lane football ground, right through to their participation at competitive events, there was prevailing sense of pride. Individuals who may have previously looked to other people for strength and confidence, quite rightfully, were proving that those are attributes that actually lie within them. To go away from their home, and parents who they may never have been previously away from, spend five nights in Sheffield, getting up at 5am to get ready for events each day and then cope admirably, with the rigours and pressures of competition, was truly a sight to behold and something our athletes 'stepped up to the mark' to achieve.

Our athletes were thrilled to produce a song by re-recording the 1982 'This Time' England World Cup song with football legend, Kevin Keegan. The Kevin Keegan event with our athletes was truly inspiring and typified that the 'sky's the limit' for these athletes. With the right funding, the charity continues to demonstrate that there is an Olympian in every one of us.”

Dunston Community Centre	
Project:	Kitchen and Café Refurbishment
Grant amount:	£5,430

“In January, as soon as we knew that we had secured funding, we started planning and developing a cookery course which would help care leavers to acquire basic cookery skills, learn menu planning and budgeting in conjunction with Gateshead Council Care Leavers’ Team.

We also planned to use refurbished kitchen facilities to mount a baking course for mums who attended our toddler play group. This, initially, proved very successful with young mums who lacked confidence to bake their own biscuits and cakes taking turns to work in the kitchen whilst others watched their children in the adjacent hall and we ran this monthly course through to the summer. It hasn’t restarted after the summer holidays but three of the mums now attend regularly and have volunteered to run the play group and organise additional toddler activities, such as a Halloween party and a Christmas Party.

But the best outcome of the refurbished kitchen facilities has been the almost accidental creation of a Thursday baking group, after a couple of the grandmothers came to the baking group with their daughters, and then subsequently introduced their friends to this group. These were ladies who already possessed baking skills but had other issues: two ladies were recently bereaved and were in danger of becoming isolated, another had confidence issues, another had mental health issues. This little group now meets regularly to supply the café with cakes, pies and pastries and worked furiously to produce cakes, biscuits and pies for our recent fund-raising Christmas Fair .

Our inability to establish the planned cookery course for care-leavers has been a substantial disappointment, but we will persevere and will soon, hopefully, be able to deliver this course. However, the development of the mums’ baking course was a positive endorsement of the way in which the re-furbished kitchen can be used as a teaching and learning area, and attracted some mums into the centre for the first time and they have now become volunteers helping with toddler-related activities. And we are particularly pleased with the development of the ladies’ baking group, which is clearly offering substantial support to some vulnerable ladies who probably would not have surfaced in any other setting. The baking course has made a tremendous difference to them, as much as they have made a contribution to the produce sold in our café thus helping support the centre’s finances.

Thanks to the kitchen refurbishment, we have increased the number of volunteers by five as we had hoped. In honesty, we have not increased the numbers using the centre by 60 although we have gone some way towards this as the refurbished café facilities, plus the virtually constant supply of freshly baked cakes and pastries, now attract a local walking group on a regular basis.

Gateshead Visible EM Support Group	
Project:	Gateshead Visible Ethnic Minorities Support Group
Grant amount:	£10,000

“The Capacity building fund has helped us to further develop the capacity of the organisation in terms of governance, operational, monitoring, reporting and financial management systems. In addition, we have been able to further develop our fundraising strategy to include business donations and digital strands, enabling us to implement and diversify our income generation in the long-term.

Training and development has been delivered with trustees, staff and volunteers to ensure we have met all the milestones set as part of the funding criteria and to enable the organisation to develop our capacity. The funding has contributed to some core running costs and allowed the organisation to employ a part time salaried community development worker and provide our trustees and volunteers with the appropriate training and development.

Through work we have delivered this year we continue to support BAMER communities in making representation to service providers and ensure they have equal access to the services they provide; we provide an opportunity for communities to raise issues of concern and take positive action; and develop effective links between organisations and other associations operating in the area, on matters of common concern.

The funding has also enabled the organisation to sustain, develop and improve across various strands of our work, including Gem Cricket Club, which continues to go from strength to strength in terms of engaging with the young men and male adults from BAMER and wider communities. This has been a real success story for the organisation as the team has consistently won trophies and topped the league table, with individuals showing great leadership and as well as being excellent role models.

We have worked with and supported 52 volunteers this year who have volunteered for sessions and projects as well as other festivals, concerts and events that GemArts has delivered throughout the year. Our Volunteers Handbook outlines all the opportunities that potential volunteers can get involved in, and to make their experience rewarding as possible. This year we have supported and worked with over 2,500 people from across all age ranges, faith communities and ethnicities

The Kittiwake Trust	
Project:	Borderline Books
Grant amount:	£5,000

“Principally, the grant gave us the peace of mind that we would be able to cover the business rates charges of close to £5,030. We have applied for a reduction in business rates so that future grants can be used to help the work we do.

As mentioned when we applied for the grant we had started supplying books to police custody suites. This has increased to other areas such as Durham and Cleveland. We have also supplied prison libraries further afield and are now sending books to individual prisoners who write requesting books, the majority of which are to support educational sources.

We gave away a total of 14,222 books in 2017.”

Leam Lane Bowling Club	
Project:	Mid Summer Madness Afternoon
Grant amount:	£230

“The event was held the afternoon of 16th June 2017 and was very well attended by volunteers from both the Ladies and Men's Leam Lane Bowling Club and also the Gateshead Indoor Bowling Club. We also gained another four volunteers from that friendly, pleasant afternoon. Other bowling clubs have heard about our efforts and we are now said to be the most sociable in Gateshead and beyond. We would like to take this opportunity to thank you for giving us this grant, It was much appreciated.”



Guidepost	
Project:	Guidepost - Future Planning
Grant amount:	£1,920

“Guidepost have developed a business plan, which has three aims which are 1. To be sustainable and build our capacity, 2. To provide an environment where information and advice services can engage with Guidepost visitors to promote their wellbeing, and 3. To support people to live and lead fulfilling lives and avoid social isolation.

All three aims have been broken down into achievable objectives and work within the objectives is either complete or ongoing, which is enabling Guidepost to engage with more visitors and partners, therefore benefiting more individuals within the community of Gateshead to have a point of contact to support them to maintain their independence, keep safe and keep well.

Guidepost has developed alternative enterprise models to ensure that venue hire can be sustained; we have done this by providing monthly social events and activities such as a disco where an entrance fee is charged alongside a fee for refreshments and snacks. We have also raised the entrance fee donation from visitors to £2.00, making Guidepost self-sustainable.

Guidepost has delivered many activities during this project year that have benefited our visitors they have been educational, social and health related. We ran two Energy Sessions, eight ‘smile through sport’ sessions, weekly health walks, monthly drop-in sessions with the wellness coaches (this service has since disbanded) training courses through New Vision Training organisation on Health & Safety, First Aid and hate crime. Digital Voice training organisation and Gateshead Housing Company ran two six-week courses on iPad training and safety on social media, drop-in sessions and surgeries with the local Community Engagement Officers from Northumbria Police, career advice and opportunities from the National Careers service and local volunteer opportunities.

The grant has really benefited Guidepost by developing a business plan and focusing on how to develop and take Guidepost forward the aims and objectives, which have made a difference to our existing visitors and reaching new visitors in the Gateshead community.

Guidepost recognises that individuals can live on the fringe of society and can become isolated and vulnerable, so providing this weekly point of contact is extremely important. The sessions that individuals have been involved in have been very useful and have made individuals more aware of looking after their health and wellbeing and been informative about keeping safe and well. Some of our visitors have now taken up opportunities outside of Guidepost hours which has had a positive impact on their social lives, as well as Guidepost engaging with new partners and organisations.

We have been creative in the way we have looked at sustainability and this again has benefited the people who use Guidepost as they have enjoyed the monthly social activities and have been involved in the planning, advertising and running of them.”

Seven Stars Residents Association

Project:	Wrekenton Community Spirit
Grant amount:	£1,490

"We distributed a copy of the survey to every house on the estate and received 22 responses. Progress with the questionnaires has been slower than we anticipated due to a variety of reasons. The Residents Association is considering how to encourage completion of more surveys so that the work planned as outlined in the grant application can proceed and we have collated the ones already completed.

At our AGM we were able to recruit two new Management Committee members and the members considered ways in which to make progress at a recent meeting. Committee members agreed to call a public meeting in April to discuss the types of activities people would like to see the Residents Association organise. The aim is to provide a range of activities in order to ensure a wide age range is catered for.

Following the public meeting the Residents Association will be better placed to organise taster activity sessions and to identify appropriate locations. Currently, the Residents Association mostly meets in the Wrekenton communal lounge - this is an ideal space for some of the activities already proposed but not all. At the public meeting / AGM the committee members will use the large map of the area to stimulate discussion about the future role and remit of the Residents Association."

Artful Codgers of Winton Court

Project:	Working together with Winton Court
Grant amount:	£300

The event on the 8th June 2017 was a huge success where we were able to recruit 10 volunteers, eight of which now volunteer and help out with the creative sessions at Winton Court on a regular basis. Having volunteers in the creative sessions means that each resident has the support they need to fully engage. The volunteers working at Winton Court have learnt a lot about the older people and vice versa. Strong bonds have been developed.

'I love working with Ellen (volunteer) she brings so much Joy into the court and I look forward to her visits each week, they make my week'

'We have had a lovely time working with The Artful Codgers of Winton Court and are very pleased that the court has been able to recruit more regular volunteers, the workshops that take place at the court are a huge success and we hope that our relationship with the court/residents will continue to develop'

'The residents really enjoy the workshops and get alot out of them, its great to see more families getting involved with the sessions, it means alot to the residents'

HTH Teamwork Ltd.	
Project:	Happy to Help - Growing our Sustainable Independent Living Project
Grant amount:	£10,000

“As a result of the grant, Happy to Help has experienced growth in employees, client numbers and income over the last 12 months. This is largely due to the increased promotion we have been able to achieve and the ability to quickly respond to new enquiries. We have also seen significant, positive changes to the recruitment process and have been extremely pleased to see a continued high customer satisfaction level.

We found the recruitment of a new employee for the Independent Living Team much more effective as a result of the project. The vacancy was more attractive to potential candidates due to the fact that we had built up a good number of working hours before advertising. This made a significant difference compared to previous recruitment attempts whereby only two to four hours could be offered each week to begin with.

Case studies:

Katy, 32, is registered blind and has various health and behavioural issues. She was referred to us by the residential care home where she lives. The care home had four other residents, who are all men. She was feeling isolated and lacked female company with only seeing her family, who live in Yorkshire, once per fortnight. Katy is our youngest service user and she has benefited by having our service each week. She greatly enjoys the one to one attention and Katy calls her worker her 'best friend'. She enjoys playing games, singing songs, using her keyboard to make up tunes and loves to hear jokes. The care home staff regularly comment on the laughter that they hear from Katy during her visit. Although Katy's behaviour can be unpredictable, and at times challenging, she responds brilliantly to her worker and we have had very positive feedback from Katy herself, her family and the care home support staff team.

Rita, 91, is a wheelchair user and has used our service for almost 12 months to get out to do her shopping. Our new worker, Anna, employed as a result of the growth of the Independent Living service, received in-house wheelchair training so that she could begin to look after Rita on her visits. Both Anna and the existing worker, Mandy, took Rita out together at first so that there was a seamless handover period and to ensure that Rita felt comfortable with the change. Rita said “I don't know what I would do if I didn't have Happy to Help with me so that I can do my shopping”. Anna continues to provide the weekly social care service to ensure Rita's needs are met.

Doreen, 80, is a new service user who goes out fortnightly to do her shopping. Doreen is blind in her left eye and due to arthritis she struggles to carry anything heavy. Doreen also struggles to process and retain certain information but she is fully supported by her worker Mandy during her outings. Doreen enjoys having the choice to make her own shopping purchases and thrives on having the social interaction when she is out. She regularly tells us “I thoroughly enjoy my shopping days with Mandy”.

Wood Green Residents Association	
Project:	Outdoor Celebration Day
Grant amount:	£240

“The grant has enabled us to get more of the residents and other local members of the community to join us a carry out activities in our area. It has been an incentive to entice some of the members to come along, have some lunch, meet new friends, and make the area a nicer place to live. People have indicated that they feel better being with others and having the gardening activities has given them something to do. And as the activities have a social element, health and wellbeing has been increased

35 people aged between 45-92 years old came to our communal lounge and got involved in our activities. We carried out gardening activities which brought older people together, reduced social isolation, increase physical activity and skills were learned and shared. To entice new volunteers to our activities we put some food on to celebrate the work that was carried out by volunteers.

Currently the volunteers have been meeting most Wednesdays, weather permitting, to continue carrying out gardening duties around our area. And we also received funding and had two new raised beds fitted next to another one. We now have three raised beds and we are planning to run more sessions this June.”

Friends of Felling Park and Town Centre	
Project:	Community Celebration
Grant amount:	£300

“The grant allowed us to purchase items outlined to support our event. This helped us promote our group and its activities and the drinks and snacks helped to attract people to come along. We had ITV come to visit us the day before our event to find out what we were doing as we linked our event to the Jo Cox ‘The Great Get Together’. This was on the 6pm news. ITV came to visit us on the day also. This has helped us promote our groups existence and activities to the wider community and unable us to get local people’s views and opinions as well as identify new volunteers.

We engaged with over 200 members of our community. This included our management committee, our volunteers who carry out work in the park as well as those who get involved with running events and activities. There was a lot of people who came to see us, also supported by local schools, who we have also worked with, and more people are now visiting the park than before. Our social media/Facebook page has many positive comments from local people who say the park is a nicer place.

We have met with members from the Jewish Council and the local girls schools now picnic in the park. And they have also asked if they could do some planting in the park which is great news for us! We are now looking at how we do this.”

Edberts House	
Project:	Additional financial management capacity
Grant amount:	£10,000

“Initially, Robson Laidler, the accountants, analysed our financial requirements and assessed how our procedures could be more efficient and streamlined. Their accountant attended our Board meetings to report back on progress and to give detailed financial reports. This was written up as a procedural guide. Our Finance Administrator worked alongside them to watch and learn their processes, and we are now tapering off their support, and they are providing monthly oversight to our administrator as she increasingly manages the processes independently.

I worked with Robson Laider to develop a 'traffic light' system to monitor existing funding, which provided better information to the Board about whether our spend was where it should be, and whether we were meeting our required objectives. This was enhanced by improved budgeting and management account presentation. We are still working on better processes to encourage managers to take charge of their own budgets, devolving authority across the team. We have attracted sufficient funding to meet all requirements for 2018/19, which is an improvement on previous years when we were generally looking for additional funding throughout the year to break even.

The effective management and oversight of the financial arrangements within our organisation, although not immediately impacting our beneficiaries, is central to the service that we deliver, as it means that we can assess how well we are stewarding the money that is given to us. As our work has expanded, the requirements of the finance function have changed; we have increasingly large numbers of grant funders, each with a different monitoring requirement, and operating over six sites meant that we needed to change the way that processes had been done in the past. This funding has given us the extra capacity that we needed over the past year to respond to these changes, and enhance our internal capacity to meet the new demands going forward.

Building capacity is also one of our charitable objectives: our finance administrator is a local young woman, who was previously a community member who used Edberts services as a volunteer. Through this process she has increased her skills, and therefore enhanced her own job prospects and opportunities for the future, as well as being able to fulfill her role at Edberts more effectively and efficiently.”

Jigsaw Recovery Project CIC	
Project:	Multiple complex needs youth support worker
Grant amount:	£10,000

“The post holder worked with six care leavers over the grant period and completed the NVQ Level 3 Health and Social Care. The post has been crucial to the growth of the service, in supervising volunteers, as well as service users. In terms of development the post has been a vital aspect of the third six-month pilot being commissioned.

Case study - 16-year-old male

This young man came to Jigsaw Recovery Project (JRP) having been moved in to a residential care home, due to his Offending behaviour and his out of control drug use. He was not attending any education and had not done for nearly a three-year period. We first started with the attachment part of the process that we work with, so he learned that he could trust us. This means the work we aim to do in the future has a stronger base level.

When we were working with him we started to work on his offending behaviour, highlighting the dangers of what his behaviours can have not just on him but also the local community as well as his family. Since then he has not offended and has been released from his YOT order.

The young man was not willing to look at his drug use and so we looked at his education as the next level of challenging his behaviour. He said that he was “willing for us to bring outside education in to JRP” and so we did for several sessions. When we used these sessions to show his level of education, on speaking to the local authority around this, he agreed to go back to school for two afternoons a week. For the last six-months he has been in education for three days per week and is now sitting his GCSE exams.

We at JRP have listened to his voice all the way through and some of the directions he has asked for his own learning we have implemented into our working practices. When he completes his Exams, we have promised to take him on as an apprentice Support worker, Gateshead Collage are going to deliver the training and he will do his work place with us, here at JRP. The young man in question is a true and inspirational young person for whom can be more than pleased with his own efforts in the last 12-months.

SPLASH - Special Play & Leisure After School Hours	
Project:	Fitness Fun 4u!
Grant amount:	£1,980

“The Specialised Fitness Sessions have delivered fantastic results surpassing even our own expectations! A total of 18 children, suffering from a range of disabilities, enjoyed weekly sessions tailored to their individualised needs. The dynamic experienced instructor designed fun games and activities to help them develop in core areas of agility, balance and coordination, as well as spatial awareness, speed and confidence in movement. The class proved to be an extremely positive experience, where key skills were worked on and advanced in an enjoyable forum. Many of these children have resisted previous efforts encouraging them to keep more fit -- a vital area for their physical and mental health and wellbeing -- but were won over by the exciting and personally designed way in which the sessions were presented.

The small groups of six children really interacted beautifully over the year turning their attendance into a much anticipated weekly-social-event for them! -- an area they often find themselves excluded from. The unsurpassed joy on the faces of the children as they received their end-of-term certificates awarding them for their hard work, performance, and the various levels they'd achieved was indeed a sight to behold! -- and indeed a key milestone. It was an exhilarating moment for them with the feeling of pride they can usually only dream of; success in academic realms being so far beyond their reach. Feedback from parents and carers showed this feeling of achievement to have engendered significant boosts in self-esteem, leading to better opportunities for success in other areas as well as generally happier and more self-content children.

The added benefit of respite for the families also proved extremely valuable; one parent commented, 'We all had a chance to get on in a calm environment while J.D was out, and when he returned we found him to be in such a happy and contented state', while another parent mentioned 'It was a fantastic weekly opportunity to spend some quality time with Y's brothers -- they usually lose the lion's share of attention to her constant needs.'

Much of the impact is indeed ongoing and long-term:

- Improved fitness levels have promoted better long-term physical and emotional wellbeing.*
- The children have enjoyed the sessions and therefore developed a positive attitude towards keeping fit; a factor that will encourage them to keep fit in the future.*
- The improved self-esteem engendered by the all-too-rare feeling of success and accomplishment, has given them the confidence to aim higher in other areas, thus bettering their opportunities for future success and independence in life.*
- The self-contentedness this brings with it has turned them into happier people; allowing them to be more well-liked by those around them and making it easier for their families to deal with them.*
- The respite has been a true life saver for their families and helped family dynamics remain stable; minimising the chance of complete family breakdowns.”*



Thank you letters from some funded groups



Gateshead Older People's Assembly
Deckham Community Centre
Split Crow Road
Gateshead
Tel: 0191 438 1721
info@gatesheadopa.org.uk

30th May 2017

The Gateshead Fund at the Community Foundation
C/O The Community Foundation
Philanthropy House
Gosforth
Newcastle upon Tyne
NE3 1DD

Dear Sir/Madam,

I am writing to thank you for the grant that you recently awarded to Gateshead Older People's Assembly.

Your contribution of £280 towards a celebration of our volunteers and community garden for Gateshead Volunteers month will help us show how our volunteers support our work and recruit new volunteers to continue this work.

Without your support we would not be able to do this, therefore I would like to thank you on behalf of our Board of Trustees and our Members for your generous grant.

Yours sincerely,

Lola McPartland
Activities and Volunteering Coordinator

Charity Registration No: 1155832



COMMUNITY
FOUNDATION
29 NOV 2017

The Soundroom Community Music Project
Redheugh Studios
Cuthbert Street
Teams
Gateshead
NE81PH
Registered Charity Number: 1157494

2211/17

Dear Gateshead Fund Grant Holder,

We were delighted to be offered a grant from the Gateshead fund to allow us to develop the capacity of The Soundroom. We are a small charity and the money will make a big difference to what we can do in our local community. We really appreciate the help from The Gateshead Fund and The Community Foundation, which will help us to achieve our goals and will significantly strengthen our organisation.

So a big thank you from our trustees, staff, volunteers and beneficiaries!

As requested I'll complete the online monitoring at the end of the project, if you have any questions in the meantime or want an update of how The Soundroom is developing, please don't hesitate to get in touch.

Kind regards,

Tom Robinson
Community Worker

Email: thesoundroomcharity@hotmail.com



The Birtley Community Partnership

The Hub Resource Centre, 16 Harraton Terrace, Birtley, Chester-le-Street,
Co. Durham, DH3 2QG, Tel. no. (0191) 4920434
email: admin@thebirtleyhub.co.uk Company no. 7031458 Charity no. 1133663

Ref. 180654

11th October 2017

Dear Community Foundation,

On behalf of The Birtley Community Partnership, I would like to thank you so much for considering our application for The Gateshead Fund. We are delighted that our application has been approved, especially as no doubt there were many others worthy of receiving funding.

The £9,800 will make such a big difference to our organisation. It will enable us to continue the good work we do in our community and help us become more sustainable for the future.

We look forward to showing you the impact of your award on our organisation and our community. Thank you once again.

Yours sincerely,

Tracy Rogers

Development Worker



27th November 17

11 Gladstone Terrace, Gateshead. NE8 4DY

Ref: 180627

Dear Sir or Madam,

RE: Grant offer from the Community Foundation

On behalf of the staff, volunteers and young people from the North East Young Dads and Lads Project CIO, can I take this opportunity to thank Community Foundation donors for the recent grant of £9,999, towards the costs of our 'Foundations for Fatherhood' Project.

We look forward to using this grant to further our efforts to advance the lives of young fathers and fathers-to-be living in Gateshead.

Yours sincerely,

Kevin Stoodley
Project Manager

Broadacre House
Market St
Newcastle Upon Tyne
NE1 6HQ

0191 261 4090

www.JosephineandJackProject.co.uk



The Gateshead Fund
c/o Tyne and Wear
Community Foundation
Philanthropy House
Woodbine Road
Newcastle Upon Tyne
NE3 1DD

9 October 2017

Dear Trustees/Members

The Gateshead Fund

Thank you so much for your letter of 9 October and very generous grant of £9050 towards our Josephine and Jack Project in Gateshead. The JJP trustees and project users have asked me to pass on their heartfelt thanks and very best wishes and to assure you that the money will be put to very good use.

In due course we'll send you a report.

With best wishes

Yours sincerely

Simon James
Project Manager
The Josephine and Jack Project

Registered Charity No: 1169241



The Pinetree Centre
Durham Road
Birtley
DH3 2TD

Registered Charity No. 1103917

11th October 2017

For the attention of the Funder

Dear Sir/Madam

Thank you for notifying me that the North Regional Association for Sensory Support has been awarded a Capacity Funding Grant of £9,000 for the next year. These funds will help quite significantly with our planned projects working with sensory loss individuals within the Gateshead area.

By undertaking such work, we plan to improve access to information, a greater knowledge of the difficulties sensory loss face within their day to day lives and how professionals can improve their frontline communication skills. Also, with the recent welfare reforms we hope to assist many of our service users on money management skills when it comes to dealing with financial hardship and to establish preventative measures to stave off spiralling debt within the more vulnerable and less well off individuals we support.

In compliance with your requirements, I will complete regular documentation and updates on the planned progress in relation to the Deaf Awareness Training and Budget Training.

Yours faithfully

Jackie Wanless
NRASS Service Manager

Encs



Charity No. 1122735
Holy Rosary Parish House, Northumberland Street, Teams, Gateshead, NE8 2PQ

The Gateshead Fund
Community Foundation
Philanthropy House
Woodbine Rd
Newcastle upon Tyne
Tyne and Wear
NE3 1DD

11 October 2017

Dear The Gateshead Fund

We would like to say how grateful we are for your support. Thanks to your help, we will be able to update staff and volunteer training so that our new and existing team members can deliver our day care services to the highest possible standard in terms of health and safety, food hygiene and manual handling, including wheelchair handling.

Funding will also allow us to create effective marketing materials that will be easily read by the vulnerable older people we aim to reach. We plan to encourage more members of the community aged 65 and over or who have disabilities to attend our day care services which offer far reaching benefits. They help to alleviate the effects of isolation, vulnerability and loneliness and enable people to lead fulfilling lives whilst remaining independent and at home for as long as possible.

We look forward to sharing with you the impact that the grant will have for local older people. In the meantime, please feel free to contact us at any time on 0191 4900945 if you have any questions, would like an update on our activities or wish to visit us to see the services we provide for the community.

Yours sincerely,

Michelle Scott
Director/Trustee



Blue Sky Trust
Broadacre House
Market Street
Newcastle
NE1 6HQ

info@blueskytrust.org
07989155175

10/10/17

Dear Sir/Madm,

Thank you for the award of £5,000 from the Gateshead Fund at the Community Foundation for the work of Think For Yourself. I enclose the signed acceptance form and look forward to reporting back at the end of the project.

Kind Regards,

Helen Anderson
Director



Est 1992

Registered charity No:1068701

WORKPLACE FOUNDATION

The Old Post Office
19-21 West Street
Gateshead
NE8 1AD, UK

+44 (0) 191 477 2200
www.workplacegallery.co.uk

Grant offer from the Community Foundation – The Gateshead Fund**Ref: 182036**

FAO: the advisors for the Gateshead Fund

Dear Sir or Madam:

I am writing to thank you for the generous offer of a grant of £2400 to Workplace Foundation from the Gateshead Fund at the Community Foundation for a Workplace Foundation community launch event in 2018.

Workplace Foundation is an exciting new project for us building on nearly 15 years of commitment to the community of Gateshead through our gallery in the Town Centre.

This grant comes at a crucial time as we develop a programme aimed at further adding to the cultural texture of the borough and engaging new audiences in our work.

As we develop our plans we look forward to welcoming you to our projects.

In the meantime if you would like to know more please don't hesitate to contact me.

Yours Sincerely,



Paul Moss

paul@workplacegallery.co.uk
07951 832671

Directors
Paul Moss & Miles Thurlow

ALA Registration Number: L10980 / R0758
Registered Charity Number: 1150300
Registered Company Number: 8002297
Registered in England and Wales



Web address: <https://wing.org.uk>

c/o Newburn Activity Centre
Grange Road | Newburn
| Newcastle upon Tyne | NE15 8ND
T: 0191 267 1579
E: contactus@wing.org.uk

17th April 2018

Dear Sir/ Madam

Gateshead Fund (181868)

On behalf of Wayout in Gateshead (WinG) and all the people associated with us we would like to take this opportunity to offer a huge thank you for the grant awarded from you through the Community Foundation.

The grant will allow us to offer outdoor adventurous activities to Syrian refugees to allow participation in outdoor personal development activities.

As well as taking part in the activities and the health benefits of doing an outdoor activity, it will also offer them the opportunity to take them out of their usual environment and comfort zones as well as learn new skills allowing them to gain in confidence and self-esteem which will impact on their everyday lives.

Thank you again for the opportunity to run these activities for Syrian refugees.

Yours faithfully

Simon Tibbitts

Simon Tibbitts
Centre Manager



Gateshead Fund

20 April 2018

Dear Sir/Madam

On behalf of everyone at Special Olympics Gateshead, Tyne & Wear, I wish to convey our thanks to everyone at Gateshead Fund for the generous donation of £5000.

This money will contribute towards our athlete's attendance to the World Summer Games in Abu Dhabi 2019, entry into regional & national competitions and it will also contribute to securing training facilities for our athletes weekly training sessions.

All at Special Olympics really appreciate your kindness and once again, sincere thanks for your support.

Kind Regards

Danielle Appleby
Treasurer
Special Olympics Gateshead, Tyne & Wear
0191 4332313

Community Foundation

Serving Tyne & Wear and Northumberland
Philanthropy House,
Woodbine Road, Gosforth
Newcastle upon Tyne, NE3 1DD

T: 0191 222 0945

F: 0191 284 8413

E: general@communityfoundation.org.uk

W: communityfoundation.org.uk

Twitter: @CFTyneWearNland

Facebook: CommunityFoundationTyneWearNorthumberland

Registered charity number: 700510

Limited company number: 2273708

TITLE OF REPORT: The Council Plan – Year End assessment of performance and delivery 2017/2018

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

SUMMARY

This report provides the year end assessment of performance and delivery for 2017/18 in relation to the Council Plan 2015-2020.

Background

1. The report forms part of the Council's performance management framework and gives an overview of progress for the priorities appropriate to the remit of Corporate Resources Overview and Scrutiny Committee (OSC).
2. The Council Plan 2015-2020 was approved by Cabinet on the 14 July 2015, to enable the Council, along with partners, to be better placed to achieve positive outcomes for the people of Gateshead and deliver the ambition of Vision 2030.
3. Gateshead's Sustainable Community Strategy Vision 2030 was also refreshed and approved by Cabinet on 3 November 2015.

2020 Target Setting

4. As part of the Council's performance management framework, five year targets were replaced with a single 2020 target with strategic indicators identified as either target or tracker indicators. These targets were approved by Cabinet on 12 July 2016.

Delivery and Performance

5. The year end assessment of performance for 2017-18 focuses on the achievements and actions undertaken during the financial year, with the committee having already received an update at the six month stage in November 2017. Areas for future improvement are also identified.
6. It should be noted that this is the final year end assessment of performance relating to the Council Plan 2015-20, which has been superseded by the Council's new strategic approach of Making Gateshead a place where everyone thrives.
7. The corporate performance framework will need to be refreshed in light of the Thrive agenda, and used to inform the first six month assessment of performance for 2018/19.

Recommendation

8. It is recommended that Corporate Resources OSC:

- (i) consider whether the activities undertaken during this timeframe have supported achievement of the desired outcomes in the Council Plan 2015-2020;
- (ii) agree that the report be referred to Cabinet on 17 July 2018, with the recommendations from this OSC, for consideration as part of the composite report relating to the Council's overall performance;
- (iii) note the proposal to refresh the corporate performance framework to support delivery of Making Gateshead a place where everyone thrives.

Contact: Marisa Jobling

Ext: 2099

Corporate Resources Overview & Scrutiny Committee

Delivery & Performance – Year End 2017/18

25 June 2018

Chair:

Councillor John Eagle

Vice Chairs:

Councillor Stephen Ronchetti

Councillor Jonathan Wallace

OSC Role and Remit

- The management of the Council's financial, human and physical resources
 - Support for the democratic process
 - Social inclusion
 - Equalities and diversity
 - Efficiency, value for money and procurement
 - The involvement of the people and communities of Gateshead in the work of the Council
 - Capacity building in communities, volunteering and resilience
-

SUMMARY

This report provides a summary of Council performance for the 2017/18 financial year against the role and remit of this Committee, in line with the Council Plan 2015-2020.

Seven of the ten indicators can be measured at this stage and six are showing improvement compared to the same time last year.

Our Achievements

- The implementation of the new digital platform is now well advanced and will be completed by the end of 2018. New websites and services delivered on the platform in the last 12 months include [Invest Gateshead](#), [Regent Funeral Services](#), [GO Gateshead](#) including [Clip and Climb bookings](#), and [Report Fly tipping](#).
- After celebrating its 10th anniversary as a Fairtrade borough last year, Gateshead has renewed its Fairtrade Town Status for the next two years.
- The Council has participated in the North East Better Health at Work Award (NEBHAWA), working through the levels: bronze; silver; gold; continuing excellence to the last award received in January 2018 'Maintaining Excellence'.

Areas of focus over the next 6 months

- Plans are currently being put into place for our sixth Gateshead Volunteers' Month which takes place in June. Over the years this has seen hundreds of people take

up volunteering opportunities, attend events and get involved with scores of local organisations.

- Undertake the employee survey and the 'You and Your Local Area' residents survey this summer.
- Employee briefings are taking place on the implications of the new General Data Protection Regulation (GDPR).
- Complete the implementation of a digital platform to support the delivery of the digital strategy, including the following websites and digital services;
 - A new version of www.gateshead.gov.uk on 17th May
 - An appointment booking system for the Registrars Service by July 2018
 - Online forms for social care requests that aim to reduce call level volumes for Adult Social Care Direct
 - Online forms to support Landlord licensing
 - New websites for JSNA, Beacon Living, Proto and Gateshead Goes Local, and Business Gateshead
 - Improvements to the intranet
 - Performance dashboards for Fly tipping, Clip and Climb bookings, online payments, Registrars
- Supporting the review of individual services to transform how services can be delivered digitally to deliver savings and efficiencies, income generation and contribute to an improved customer experience

Areas for improvement

- High levels of sickness absence are a serious issue and therefore significant work is currently being undertaken to address the problem. Sickness absence management training has been delivered to approximately 400 managers in order to provide them with the knowledge, tools and confidence to manage attendance.

Corporate Resources Strategic Indicators

PERFORMANCE AT A GLANCE

Strategic Indicator			Year End			Trend	Target
			2015/16	2016/17	17/18		
<i>Maximising Growth:</i>							
CP1	% of Council Tax collected that was due to be paid	Higher is better	95.6%	95.8%	95.9%		96.6%
CP2	% of Business Rates collected	Higher is better	97.6%	97.3%	98.6%		97%
CP3	% of undisputed invoices paid on time	Higher is better	87.16%	71.44%	77.1		95%
<i>Reducing Costs:</i>							
CP4	Speed of housing benefits claims (processing) - average time to process new claims and changes in circumstances	Lower is better	7.95 days	7.75 days	7.72		7.5 days
CP5	Staff sickness (excluding school staff) per FTE	Lower is better	9.19 days	9.9 days (Recalculated as 11.71 days)	12.75 days		8.0 days
CP6	% increase in digital based transaction/contact from established baseline	Higher is better	N/A	Baseline Year	Not available	N/A	TBC
CP7	Percentage increase in online transactions	Higher is better	N/A	Baseline Year	Not available	N/A	TBC
<i>Increasing collective responsibility:</i>							
CP8	Employee engagement: e.g. good place to work	Higher is better	68% 2015 Survey	64% 2016 Survey	Survey not complete	N/A	70%
CP9	Improve Superfast Broadband connectivity-Increase coverage in Gateshead to 98.9% by June 2019	Higher is better	91.2%	94.3%	96.41%		98.9%
<i>Equality Objective: To increase levels of ambition and aspiration of vulnerable groups across Gateshead</i>							
CP10	Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship	Higher is better	New	1	4		TBC

YEAR END PERFORMANCE 2017/18

1. Of the seven indicators that can be measured, 6 are showing improvement whilst only one indicator is performing worse than last year.

The management of the Council's financial, human and physical resources

Making Gateshead a Place Where Everyone Thrives

2. In March 2018, the Council approved its new strategic approach 'Making Gateshead a Place Where Everyone Thrives' which is aligned to the timeframe of the Council's Medium Term Financial Strategy and is predicated on the following council pledges:
 - 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

Budget

3. On 22 February 2018, Council agreed the [Budget and Council Tax level for 2018/19](#). The budget in 2018/19 includes £13.650 million of savings which closes the funding gap for the year, in response to Government funding reductions and service demand pressures.

Council Tax Collection (CP1)

4. The final collection rate for 2017/18 was 95.9% compared to the 2020 target of 96.6%. This was 0.1% above our 2016-17 performance of 95.8% and was achieved despite the amount of council tax to be collected increasing by £5.3m during 2017-18.
5. This is the 3rd consecutive year that our collection rate has increased and during this 3 year period the amount of council tax to be collected has increased by more than £12.4m.
6. We continually review our working practices and as a priority ensure that residents can contact our team for help and advice. During 2017-18 we received 68,000 telephone enquiries for council tax and achieved an answer rate of more than 97% in relation to these.
7. We are also aware of the very difficult financial challenges that many of our residents are faced with and have guided our staff to making affordable and realistic payment arrangements according to a resident's individual financial circumstances.

Business Rates (CP2)

8. A positive collection rate of 98.6% was achieved during 2017-18 which was 1.4% above our target of 97.2% and 1.3% above our 2016-17 performance of 97.3%.
9. The amount of business rates to be collected during 2017-18 has reduced by £2.9m; this was due to a combination of reductions in the rateable value of some properties within Gateshead and the introduction by Government of various additional rate reliefs.

Undisputed invoices paid on time (CP3)

10. 77.1% of undisputed invoices have been paid within 30 days compared to 71.44% in 2016/17. The introduction of purchasing cards has contributed to this improvement together with an ongoing review of business processes.

Speed of processing housing benefit claims (CP4)

11. Year end performance for 2017/18 is 7.72 days which is an improvement on last year's performance of 7.75 days.

Sickness Absence (CP5)

12. The days lost per FTE due to sickness absence for the period 1 April 2017 to 31 March 2018 was 12.75 days which indicates a rise. Whilst the figure previously reported for 2016/17 was 9.9 days per FTE, unfortunately, a system error which double counted staff numbers where there were moves from one part of the Council to another during re-organisation exercises resulted in under reporting of the 2016/17 figure. The correct figure should have been reported as 11.71 days' absence per FTE. The issue within the IT system has now been resolved.
13. Whilst the figure of 12.75 days is well above the average of 8.5 days across the whole of the public sector, the significant increase in winter flu cases, with PHE reporting that it has been the worst flu season since 2010/11, has taken its toll in the Council. The total number of days' absence due to viral infection has risen from 3053 days in 2016/17 to 4476 days in 2017/18.
14. High levels of sickness absence are a serious issue and therefore significant work is currently being undertaken to address the problem. Sickness absence management training has been delivered to approximately 400 managers in order to provide them with the knowledge, tools and confidence to manage attendance. To support this, HR is providing comprehensive sickness absence data to management teams on a monthly basis to enable effective case management of both short-term and long-term absence.
15. In addition, as part of the Council's achievement of the North East Better Health at Work Award (NEBHAWA) in January 2018, all employees were invited to take part in a Health Needs Assessment survey. The outcomes of the survey are being used to focus on health initiatives around the priorities identified. These include: losing weight; reducing stress levels; increasing physical activity; improving sleep; getting a better work-life balance and reducing back pain. This work is also aligned with other projects and initiatives such as the *Time to Change Pledge* and *Unison Stress Project* and will look at what the council currently provides to support employees with stress or mental health issues, and explore gaps or areas for improvement.

Changes to Flexi time

16. To help employees achieve a better work-life balance, Cabinet and Council have recently agreed to implement changes to the flexi time scheme. The changes to be implemented are:
 - Changing the working day bandwidth to 7am to 7pm (from 1 April 2018).
 - Increasing the maximum flexi credit balance to 14 hours 48 minutes (2 days), pro rata for part time employees (from 7 May 2018).
 - Reducing the maximum flexi debit balance to 7 hours 24 minutes (1 day), pro rata for part time employees (from 7 May 2018).

Employee Engagement (CP8)

17. The employee survey which informs the performance for this indicator will be undertaken during the summer and therefore will not be reported for the 2017/18 financial year.

Corporate Induction

18. A new corporate induction guidance for managers and employees aims to give those who are new to the job the best possible start. An induction is an opportunity to welcome the new employee, help them settle in and ensure they have the knowledge and support they need to perform their role.
19. The guidance has 4 short stages; the period leading up to the new employee starting; Day 1; Week 1 and Month 1 and highlights what should be covered at each of these stages plus includes useful links to information.

Social inclusion

Superfast Broadband connectivity (CP9)

20. The year-end figure of 96.41% shows a further increase since year end (94.3%) and on target to increase coverage in Gateshead to 98.9% by June 2019.

Tackling poverty

21. More than 60 organisations came together in February to discuss ways to tackle poverty and inequality in Gateshead. Gateshead Council is committed to making Gateshead a place where everyone thrives. Every day we hear that people in our borough are not coping or are in need. We have too many people out of work, living in poverty and living shorter lives. It's just not right and this unfairness can't continue.
22. The 'Thriving for All' conference was arranged in order to bring together people from organisations, charities and business in Gateshead to find new ways of working to alleviate poverty and find solutions to this long-standing issue.
23. Delegates watched a powerful and moving video of a Gateshead woman who faces daily struggles to provide for her teenage son. It was followed by speakers from the Joseph Rowntree Foundation, North East Child Poverty Commission, Gateshead's Director of Public Health, Gateshead Foodbank and Citizens Advice Gateshead.

Fairtrade

24. After celebrating its 10th anniversary as a Fairtrade borough last year, Gateshead has renewed its Fairtrade Town Status for the next two years. Gateshead was first given Fairtrade Town Status in 2007 after Gateshead Council agreed to use Fairtrade products and encourage businesses in the borough to sign up to the scheme.
25. Gateshead has been a supporter of Fairtrade since 1998 and, as part of the renewal of the Fairtrade Town Status, the Gateshead Fairtrade Partnership raised awareness with Gateshead College and Gateshead Youth Assembly, which then led to their involvement in Fairtrade Fortnight and hosting Responsible Business Week.
26. The numbers of retail and catering outlets using and selling Fairtrade products in Gateshead continues to grow and part of the partnership's future plans include working with local schools to raise awareness of Fairtrade and get them actively involved in the Fairtrade movement.

Equalities and diversity

Employee Disability Survey

27. Despite having a reduced workforce, the Council is still a significant employer and as such, it is important that the health and wellbeing of disabled employees is considered in the workplace.
28. During March 2018, Council employees have been asked to complete a short confidential survey to provide a better understanding of whether the Council is meeting employee needs, or whether there are still areas that could be improved on.
29. The responses from this survey are currently being analysed and the findings will be included in a future performance report.

Monitoring the impact of budget proposals

30. The Public Sector Equality Duty requires public bodies to have due regard to the need to: eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010; advance equality of opportunity between people from different groups; and foster good relations between people from different groups.
31. Equality Impact Assessments (EIAs) on the individual budget proposals identifies any disproportionate impact in relation to the protected characteristics as described within the Equality Act 2010. The assessments also identify mitigation where applicable.
32. Several budget proposals were considered as having a positive or neutral impact. However, the following proposals where disproportionate impact was highlighted along with potential mitigation:

2018-20 agreed proposals

Age

The **Supported Housing Supporting People** proposal was first consulted on as part of the Council's budget for 2017/18. Services are generally for working age adults with limited numbers aged over 65 accessing these services. The main impact of this proposal will be for the age group 16 to 25.

The proposal to **review of the Toy Library** identified potential negative impact for families (primarily female carers) with young children.

The Council, in partnership with Newcastle Gateshead Clinical Commissioning Group, has undertaken a **review of Carers Services** in Gateshead to jointly commission a new all age service for Carers.

Disability

The proposal to **review domiciliary care packages** has previously been consulted on. The aim of the review is to look at low level domiciliary care packages to establish if such support can be reduced or provided in a different way, for example by using telecare or befriending support.

The proposal to **integrate Community Links activity into core delivery** within the wider Adult Social Care provider service and council structures.

Pregnancy and Maternity

The proposal relating to the **review of the Toy Library** also identified potential negative impact for breastfeeding mothers. Based on 73 completed evaluations for the hiring of breast pumps from the Toy Library, 84% said that the hiring of the breast pump supported their breastfeeding journey.

33. The monitoring of the impact of these proposals will be reported more fully in the six month report later this year.

CP10: Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship

34. We currently have four filled apprenticeship posts in the following council services; Office of the Chief Executive, Care, Wellbeing and Learning, Communities and Environment and Corporate Services and Governance.
35. A further thirteen have been agreed to be ring fenced for looked after children and care leavers from across the council, including 6 in Care, Wellbeing and Learning, 1 in Communities and Environment, 2 in Corporate Resources, 1 in Corporate Services and Governance, 2 in Gateshead Housing Company and 1 in Public Health.

Efficiency, value for money and procurement

Corporate Social Responsibility

36. A Corporate Social Responsibility Pledge has been approved, based on the five council pledges to pursue wider social and economic benefits for local people, in a constructive and collaborative way to realise our ambition of a thriving Gateshead whilst not restricting free trade. This pledge sets out how our suppliers, service providers, contractors and sub-contractors (referred to as “supply chain”) can help to deliver the best outcomes for people in Gateshead.
37. Completion of this pledge is voluntary and will not be considered in any tender evaluation. This information will initially be gathered to baseline how able our supply chain is to sign up to our pledges and support them to sign up to pledges that they currently cannot meet.

The involvement of local people and communities of Gateshead in the work of the Council

Digital platform

38. There is a continuing increase in demand for digital services. For the second year in a row there has been a 14% increase in the number of pages viewed on the Council website, now totalling 9,251,973. This is despite all Leisure centre pages and activities now being hosted on the separate [Go Gateshead](#) website. This site alone has attracted 610,173 page views since it was launched on 9th March 2018 with 64% of visits coming from a mobile phone demonstrating the importance of the continual focus on providing digital services that can be easily be accessed on these devices.

Digital services and platform

CP6: *The percentage increase in the switch to digital based transaction/contact from a more established traditional measure (telephone/face-to-face) baseline &*

CP7: The percentage in increase in people using an online/digital method for transactions with the Council

39. The installation of the new digital platform will include the production of performance dashboard for key digital services. This tool will show comprehensive transaction data for specific functions and provide a sustainable and useful metric. Currently, limited data is available, which has to be aggregated and this is only possible for some key transactions, so does not yet provide a sufficiently rounded picture to enable the reporting of progress made so far. However key online payments such as garden waste, parking fines and Clip and Climb bookings represent on average 65-70% of transactions compared to payments made over the phone or face-to-face. The implementation of the new Report Fly tipping service has seen a shift from 39% of reports submitted online to 55%.

Consultation

Chopwell and Blackhall Mill

40. Many residents in Chopwell and Blackhall Mill have been involved in shaping a plan for improving their local neighbourhood. Asked what they liked, what mattered most to them and what they, the council and other organisations could do to make change happen for the better, a number of key themes and proposed areas of action emerged including:

- Improving local housing
- Improving the local economy and supporting local businesses
- Addressing issues around community safety
- Promoting community spirit and pride in where they lived
- Supporting local facilities, community groups and amenities like Chopwell Park, Chopwell and Blackhall Mill Community Centres
- Improving the general appearance of the village and transport links to it.

41. There was also recognition that local residents have a key role to play in helping to make these changes happen and sustain any improvements through volunteering, being good neighbours and joining in with local activities and groups. On the ground, a number of practical actions and activities are already underway that support the objectives set out in the plan.

Budget consultation

42. There were 56 draft budget proposals presented for consultation at the Cabinet meeting on 21 November 2017, with a closing date of 12 January 2018.

43. As in previous years, the use of video and animation films were used to provide context to the financial position the Council continues to face in order to balance its budget. To complement this work, a budget quiz was also devised to help inform residents of these challenges.

- Budget video viewed on Youtube 353 times and 5,800 times on Facebook.
- Leader's video viewed on Youtube 238 times.
- 269 people accessed the budget quiz with over 77% indicating they were better informed of the financial challenges facing the Council.

Residents survey

44. The Council plans to undertake a 'You and Your Local Area' residents survey this summer to update the 2016 indicators.

Volunteers

45. The current picture of volunteering in Gateshead as at March 2018 is:
- Registered Council volunteers have increased from 50 (2013) to 1,853 (2018).
 - 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.
 - 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.
 - 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
 - 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.
 - 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.
 - 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.
46. A new Volunteers Plan for Gateshead 2018-2021, '[Helping Out in Gateshead](#)' has been developed to provide support more effectively and efficiently. The plan offers a new set of commitments to support residents and community organisations in Gateshead to help each other out.

Gateshead Volunteers' Month

47. This June will be the sixth year celebrating the fantastic contribution made by all the volunteers of Gateshead. As usual throughout June, there will be lots going on to whet your appetite and encourage you to take that first step to becoming a volunteer for Gateshead.
48. Details of volunteering events and activities across the borough for this year's event are currently being co-ordinated and details will be available on the [Gateshead Volunteers' Month webpage](#) nearer the time.

Voluntary and Community Sector

49. The Corporate Resources OSC received a [progress update](#) from Newcastle CVS at its meeting on Monday 16th April 2018.
50. The Council commissioned the Community Foundation Tyne & Wear and Northumberland to explore the potential to grow and develop the Gateshead Fund through partnerships across the public and private sector, as well as through

philanthropy. The Council will be using the findings to help explore different opportunities to support and develop the VCS in the Borough

51. During 2018, the Council will deliver a one-off £500,000 investment programme for the sector, looking to support organisations exploring and developing innovation and growth, helping to create new ways of working in communities. This will help the Council's aim to champion a stronger marketplace for services and explore new ways to see early help delivered within vulnerable communities. Liaison with the sector will commence soon.
52. In 2018, the Council will be procuring a new VCS infrastructure support service to ensure that voluntary organisations continue to have access to a representation and independent advocacy function.

Resilience and Emergency Planning

53. Corporate Resources Overview and Scrutiny Committee receive six monthly updates. Updates were provided on [4 September 2017](#) and [16 April 2018](#). Highlights from 2017/2018 include:
 - The Strategic Resilience and Emergency Planning Framework has been reviewed and updated
 - The council's new Pandemic Influenza Plan was endorsed by Cabinet in January 2018.
 - The development of a concept of operations for the council to respond to modern slavery, trafficking and exploitation issues
 - A sustained volume of work has taken place to review as to how the Council would respond to a terrorist attack situation
 - The redevelopment and validation of the intu Metrocentre Emergency Response and Evacuation Plan.
54. The following emerging issues have increased the demand on the Resilience and Emergency Planning function.
 - Greater coordination of emergency responses to incidents and issues
 - Coordination of pre-planned operations led by the emergency services on a broad range of subjects
 - Coordination of responses to modern slavery, trafficking and exploitation issues
 - Increased scrutiny of event plans to ensure compliance with both resilience and Crowded Places Guidance
 - Increased tension and apprehension around the terrorism agenda and recent national events
 - Ongoing work to understand the implications of an increase in the terrorism threat level

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TITLE OF REPORT: Review of Absence in the Council – Monitoring Report

REPORT OF: Mike Barker, Strategic Director Corporate Services & Governance

SUMMARY

The purpose of this report is to update the Overview and Scrutiny Committee on actions taken since the last monitoring report which was considered on 26 June 2017, and to consider actions moving forward.

Background

1. Cabinet asked the former Corporate Vitality Overview and Scrutiny Committee to carry out a review of absence in the Council, and between February and July 2005, the Committee undertook a review of the strategies, systems and procedures the Council is employing to reduce sickness absence levels within its workforce.
2. A number of recommendations were identified and progressed but Councillors agreed at the meeting on 26 June to keep the matter under scrutiny and this is the twenty-first update on progress since the Committee considered the final report arising from the review.

Statistical Information

3. As in previous reports, and as requested by the Committee, this report contains information relating to:
 - The causes of sickness absence
 - Sickness absence total days lost
 - A focus on data relating to sickness absence due to stress, and absence by age profile.

The statistics quoted in this report relate to the period 1 April 2017 to 31 March 2018.

4. The previous figure reported to OSC for average sickness days per FTE was 9.51 days' absence, excluding schools, for the period 1 June 2016 to 31 May 2017. However, a system error has been identified which double counted staff numbers where there were moves from one part of the Council to another during re-organisation exercises. Unfortunately, this resulted in under reporting of the figure.

The correct figure should have been reported as 12 days' absence per FTE. The issue within the IT system has now been resolved.

- Average sickness days per FTE for the period 1 April 2017 to 31 March 2018 is 12.75. Broken down into quarters average sickness days per FTE are as follows:

Quarter	Average sick days per quarter, per FTE
April 2017 to June 2017	3.36
July 2017 to September 2017	3.43
October 2017 to December 2017	3.50
January 2018 to March 2018	2.39

Sickness Absence Causes – Appendix 1

- Appendix 1 shows the causes of sickness absence in percentage terms for the Council. Across the Council as a whole stress/depression and mental ill health accounts for just over 30% of all sickness and remains the largest cause of sickness absence. Post-op recovery/hospital treatment makes up 18.5%, and other musculo-skeletal conditions account for 14% of all sickness. These three categories remain the largest causes of sickness absence.

Sickness Absence Days Lost – Appendices 2 - 4

- The table below shows the total number of sick days lost per Group and the average sick days lost per FTE per Group.

Group	Total days lost	Days per FTE within the Group
Care, Wellbeing and Learning	20638.55	16.77
Communities and Environment	10518.46	9.26
Corporate Resources	8248.39	12.16
Corporate Services and Governance	1336.99	9.21
Office of the Chief Executive	372.83	9.49

- Appendix 2 shows the split between the number of days lost for short-term and long-term sickness absence by Group. Appendix 3 is a comparison of sickness absence over the last three years in the main categories of sickness. This shows that absences relating to stress, depression and mental ill health are increasing but levels of absence are decreasing in the other categories.
- Appendix 4 is the average sickness days per FTE by age band. The information in this appendix needs to be considered in conjunction with the table below which provides context in relation to the number of staff within each age group and the number of days absence. The data shows **the probability** of sickness absence rising as employees get older.

Age	FTE average within the age band	Total sickness absence days	FTE Days lost
19 and under	58.92	272.88	4.631422018
20-24	87.48	665.84	7.611489403
25-29	154.80	1163.96	7.519048027
30-34	268.96	2701.41	10.04393633
35-39	344.90	3023.46	8.766188335
40-44	333.27	3903.37	11.71234979
45-49	514.02	6913.97	13.45090121
50-54	688.82	8878.97	12.89013188
55-59	519.08	8837.58	17.02553229
60-64	224.45	4245.78	18.91611359
65-69	26.26	571.82	21.7754247
70+	3.58	67.63	18.87117458

Sickness Absence Days Lost Due to Stress – Appendices 5 - 6

10. Stress, depression and mental ill health issues remain the largest cause of absence. The average for the whole Council is 4.15 days per FTE for the 12-month period 1 April 2017 to 31 March 2018 as shown at Appendix 5. Appendix 6 shows the absence days per FTE due to stress, depression and mental ill-health specifically for the services within Care, Wellbeing and Learning.

Regional Data

11. Information has been sought in relation to sickness absence rates in neighbouring authorities. Responses range from 9.71 to 11.33 average sick days per FTE. However, it is difficult to compare data where services have been contracted into and out of authorities, and there is no recognised universal methodology for calculating average sickness days per FTE. Councils which have contracted out staff who carry out predominantly manual work will tend to have lower sickness absence levels. Clearly the nature of the work undertaken tends to result in increased levels of sickness.

Sickness Absence in the public sector

11. The Chartered Institute for Personnel and Development (CIPD) Health and Wellbeing at Work Report 2017 found that on average, public sector employees had 8.5 days of absence for 2017, showing no change from the findings in the 2016 survey. Absence rates remain considerably higher in the public sector than in private sector services (5.6 days per employee), manufacturing and production (6.2 days per employee) or the non-profit sector (7.3 days per employee).
12. Stress ranks top among public sector organisations' top three causes of long-term absence (71% compared with 45% of private sector services) with workload/volume of work, management style and restructuring/organisational change cited as the three main causes of stress.

13. The proportion of public sector organisations including mental ill health among their top causes of absence has also increased. While this increase has also been observed in the private and non-profit sector, absence due to mental ill health (as well as stress) remains more common in the public sector. Two-thirds (67%) of public sector organisations have reported an increase in the number of reported common mental health conditions in their organisation over the last year (compared with 51% of the private sector).

What has happened since the last report?

14. The Chief Executive and Corporate Management Team take sickness absence very seriously and regularly monitor absence levels, and ensure their teams are robustly managing sickness absence. They monitor absence related data to ensure managers are responsible, and accountable, for the management of sickness absence in their respective areas. HR Advice provides comprehensive sickness absence data to management teams on a monthly basis to enable effective and timely case management of both short-term and long-term absence.
15. HR Advice have continued the roll-out of mandatory sickness absence management training for all managers within the Council. Over 400 (out of approximately 500) managers have attended the training which gives them with the knowledge, tools and confidence to manage attendance.
16. As part of the Council's achievement of the North East Better Health at Work Award (NEBHAWA) in January 2018, all employees were invited to take part in a Health Needs Assessment survey. The outcomes of the survey are being used to focus on health initiatives around the priorities identified. These include: losing weight; reducing stress levels; increasing physical activity; improving sleep; getting a better work-life balance and reducing back pain. An employee health and wellbeing workshop took place on 8 May to discuss priorities in more detail; explore ideas for health initiatives; use the skills, knowledge and experience of the workforce to input into healthy workplace activities; and, to co-ordinate activity across the Council. Following the workshop, task and finish groups are being established to research, develop and implement employee health initiatives.
17. In October 2017 the Council signed the Time to Change pledge, a national campaign that aims to improve attitudes and behaviour towards people suffering with mental health problems, which remains the largest cause of sickness absence within the Council. A key part of this is to encourage workplaces to think about the mental health of their employees and ensure anyone with a mental health problem feels supported and able to talk about their concerns. Senior management are committed to fulfilling the pledge and a number of initiatives have been put in place in relation to the seven key areas as set out in Appendix 7.
18. Work has also taken place to increase employee engagement through a number of workshops relating to various issues e.g. employee recognition, and the corporate Employee Forum. Although there is no direct link to levels of sickness absence, there is a correlation between levels of employee engagement and the overall performance and effectiveness of the workforce, as identified by the government

led Employee Engagement Taskforce 2012¹. This research also suggests that high levels of employee engagement can have a significant positive impact on lowering levels of sickness absence.

19. The Council is also participating in a joint project with UNISON to tackle work-related stress. The objective is to reduce work-related stress, to improve wellbeing, and to reduce levels of stress-related sickness absence. As part of the project, surveys have been carried out using the Health and Safety Executive management standards survey tool in:

- Adult Social Care
- Social Work Children & Families
- Commissioning & QA
- Early Help
- Provider Services
- Care Call

Surveys are being carried out this month for:

- Learning & Schools
- Public Health

The key areas of concern raised to date include demands placed on employees, manager's support, role, and organisational change. Action plans are in the process of being drafted and these will be monitored to ensure agreed action is taken within appropriate timescales.

20. During 2017-18 there have been 218 referrals to the Council's counselling service. The types of referrals can be broken down as follows:

Work related Stress	Difficult working relationships	Personal issues	Health	Bereavement	Total
62	31	95	9	21	218
28%	14%	44%	4%	10%	100%

Of the 218 referrals approximately two thirds were still at work at the point of referral. Of those absent from work on referral, 80% returned to their jobs before the end of the six sessions of counselling.

What will we do next?

21. HR Advice will conclude the roll-out of sickness absence management training. Training will be available on an on-going basis for newly appointed managers.

¹ [Engage for Success – Nailing the Evidence - Employee Engagement Task Force. Research conducted in conjunction with University of Bath School of Management.](#)

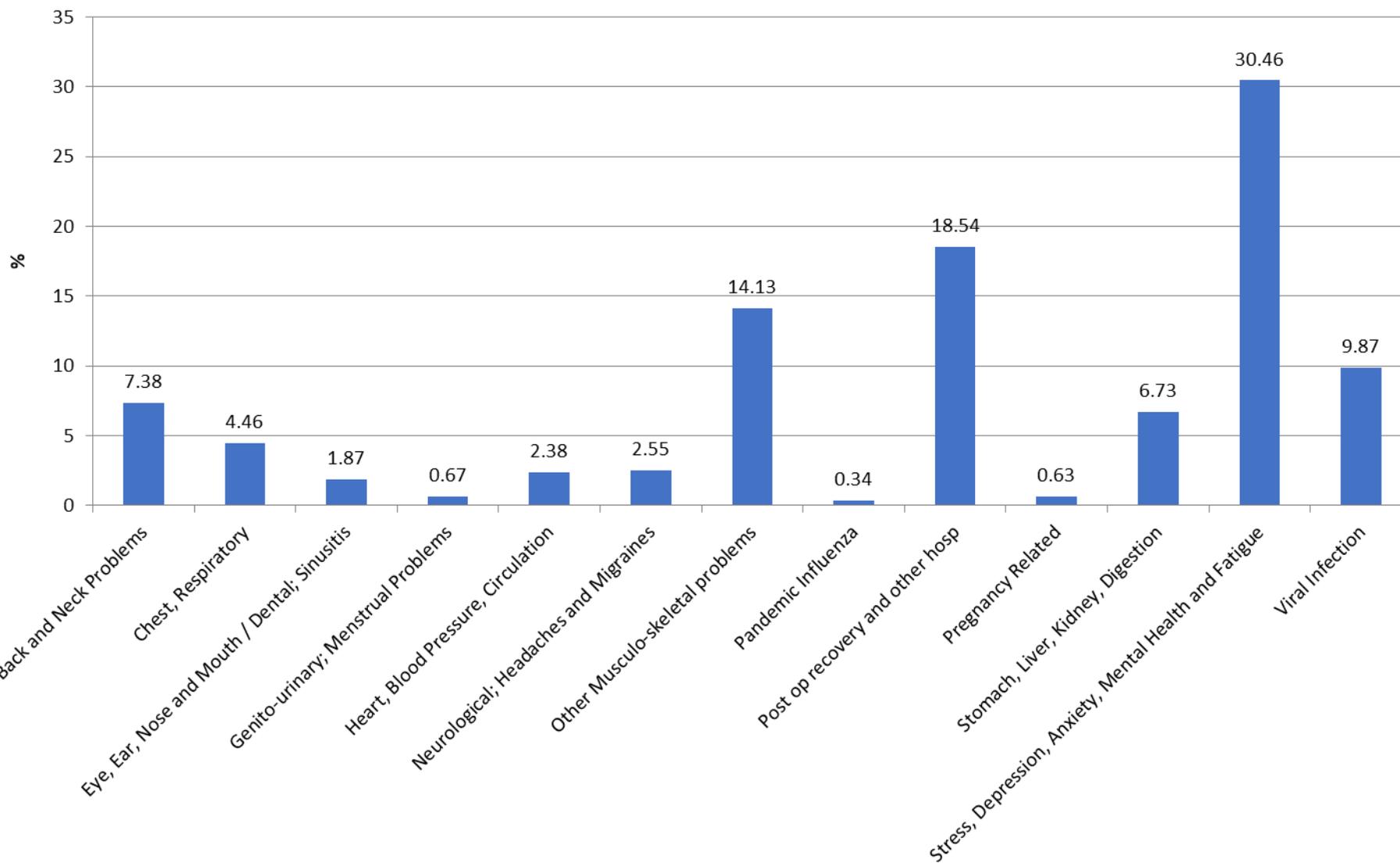
22. HR Advice will continue to provide data to services and provide advice and support in order that managers can take appropriate action to address sickness absence effectively. The Council's Sickness Policy and Procedure is available for reference using this link: [sickness policy](#)
23. As part of the North East Better Health at Work Award, three task and finish groups have been established to develop and take forward wellbeing initiatives around the priority areas as identified by employees in the health needs assessment.
24. The Council will continue to implement the action plan in relation to the Time to Change Pledge to reduce the stigma around mental health issues and enable employees to access appropriate support, hopefully before they feel a need to take sick leave.
25. The Council will continue the joint project with UNISON aimed at tackling work related stress to ensure that action plans are developed, implemented and monitored.
26. A Council wide Employee Survey will be undertaken over the summer to measure how employees feel about the Council as an employer and a place to work, and to understand the wellbeing of our employees both in and outside of work. Corporate and service-led action plans should be developed to address key issues identified in the survey. It will be important demonstrate to employees that the Council is working toward addressing issues, and the results of the survey will be reported to OSC as part of the 6-month corporate performance report.
27. The Council, working closely with the trade unions, will explore options to support an ageing workforce, particularly in relation to former manual job roles.
28. HR Advice will work in conjunction with Leisure Services and Occupational Health to explore the potential introduction of a medical referral service to the Council's Leisure Services. This would be on the basis that, where Occupational Health identify that an employee may benefit from an exercise programme, they may be offered an introductory 12 weeks free, or discounted, GO membership to access Leisure facilities.

Recommendation

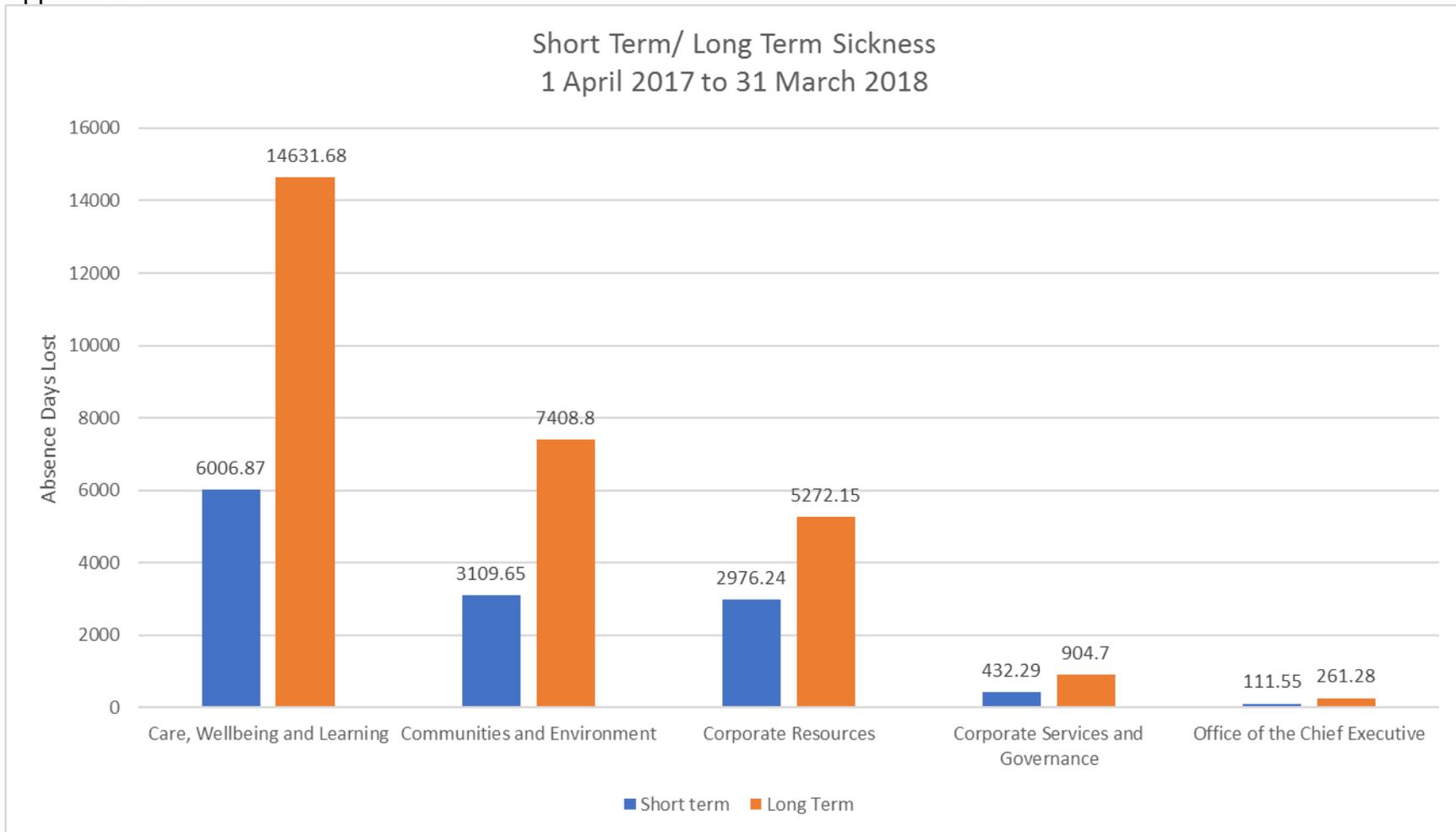
29. The views of the Overview and Scrutiny Committee are sought on:
 - i) Whether the Committee is satisfied that the actions necessary to reduce the sickness absence levels of employees are in place.
 - ii) Whether the Committee is satisfied with the scope of the data that is included in the reporting of sickness absence management.

Contact: Janice Barclay - Service Director, HR and Workforce Development.
Ext. 2101

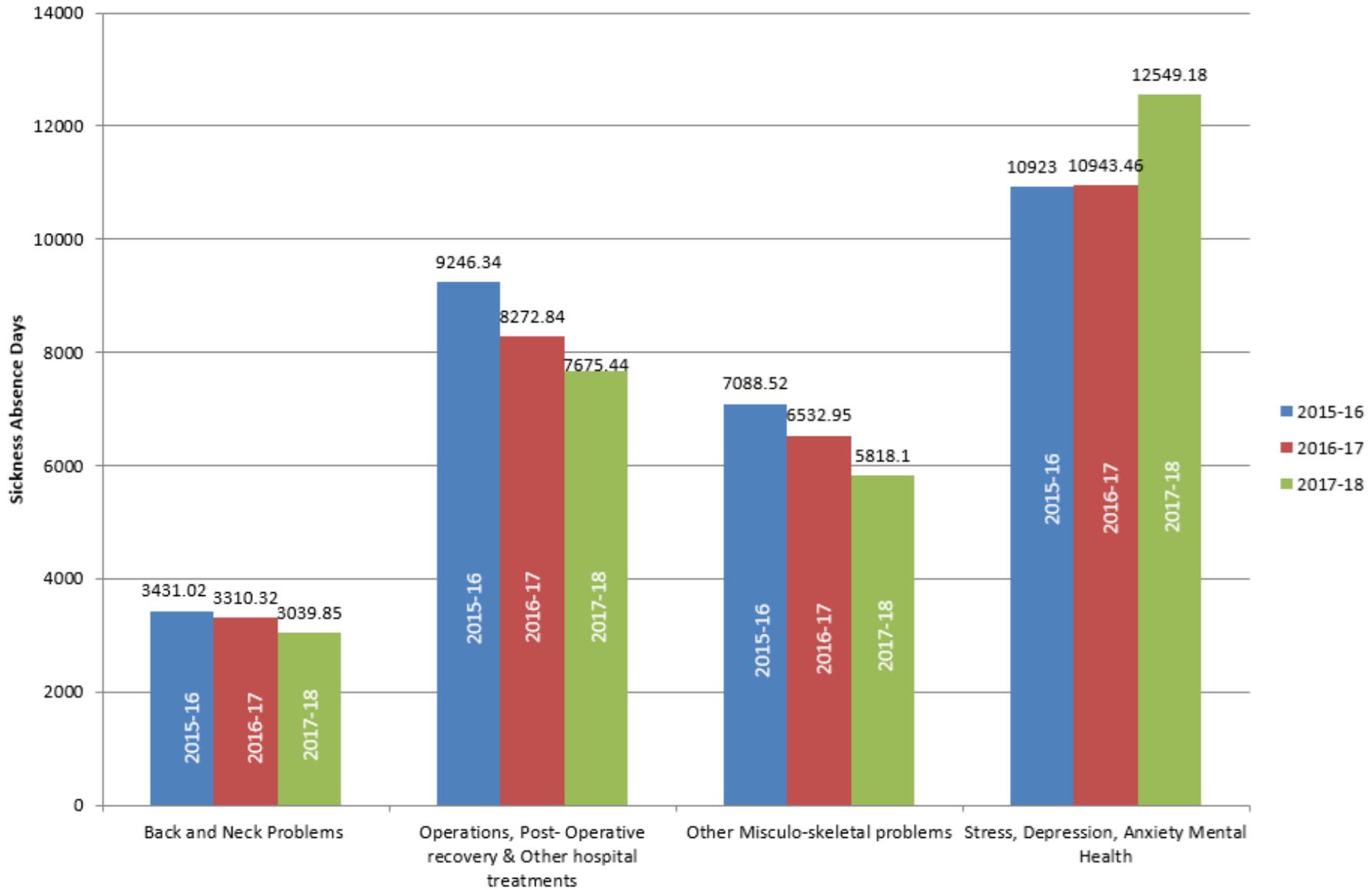
Causes of Sickness Absence 1 April 2017 to 31 March 2018



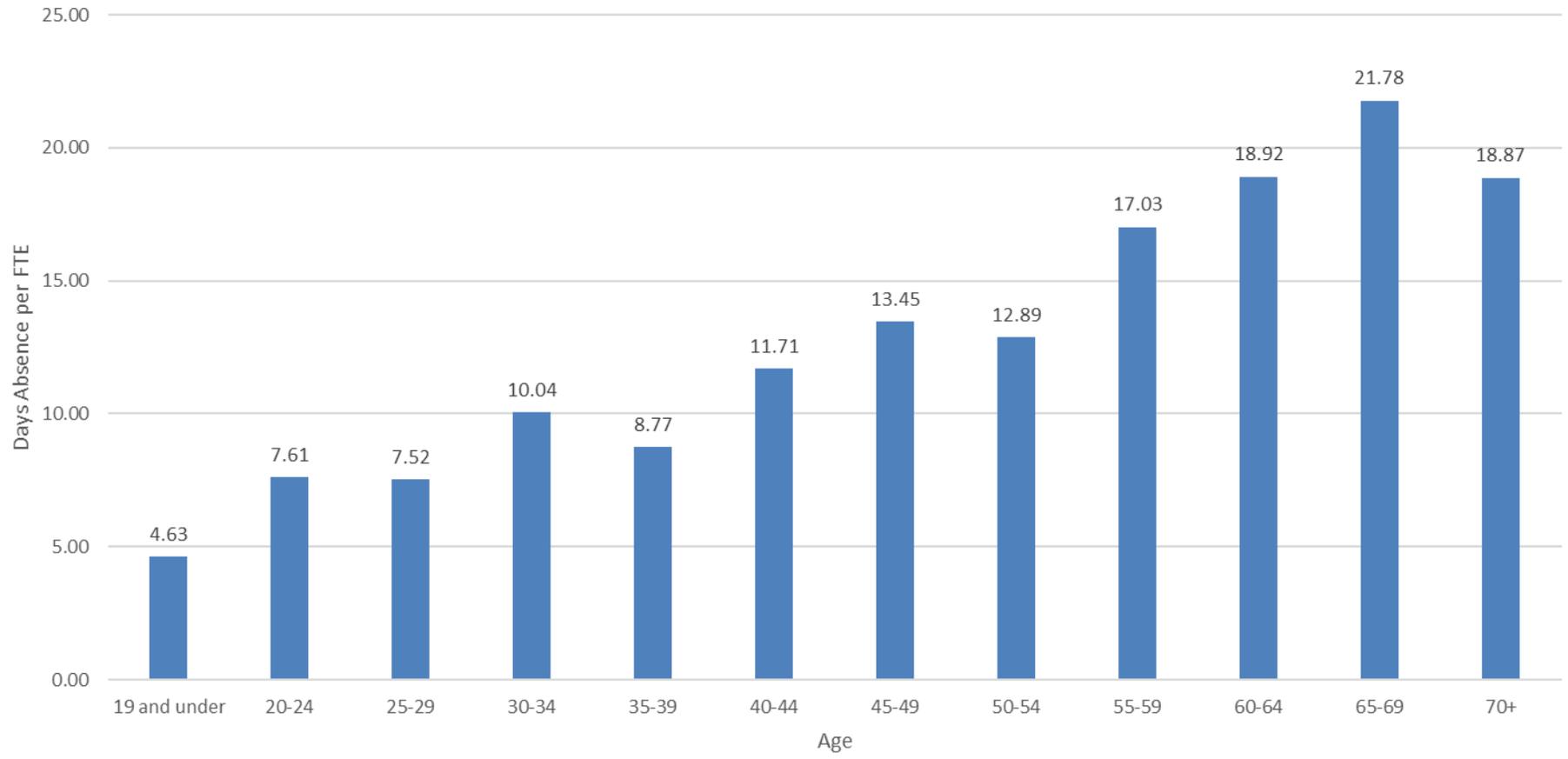
Appendix 2



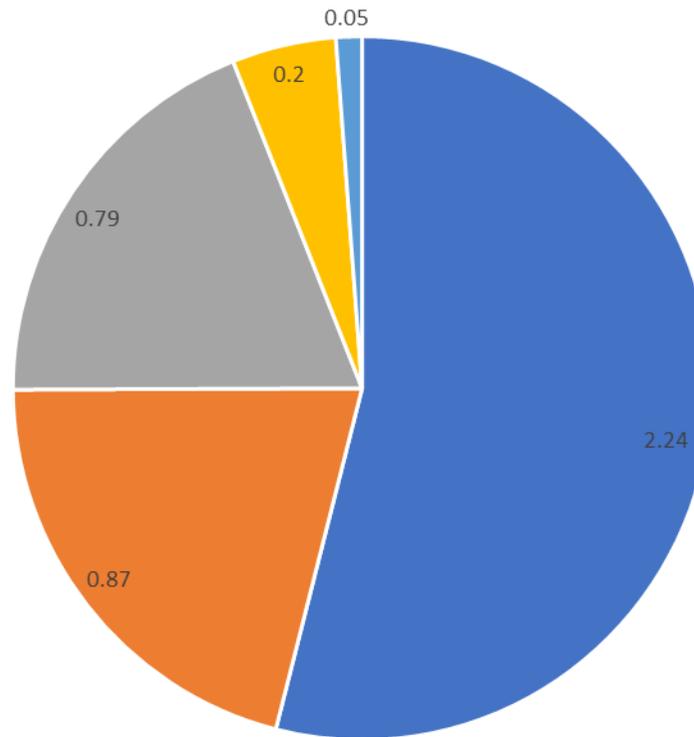
Sickness Comparison



Sickness Absence Days lost per FTE 1 April 2017 to 31st March 2018 Age Breakdown

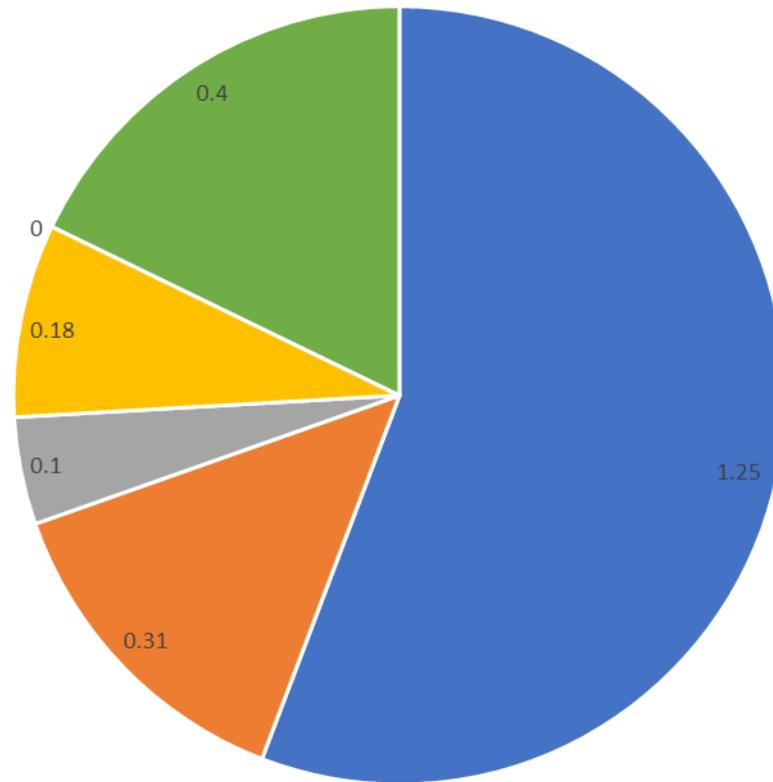


Sickness Absence days lost per FTE
Stress, Depression & Mental Ill Health
1 April 2017 to 31 March 2018
4.15 FTE days lost per FTE



■ Care, Wellbeing and Learning ■ Communities and Environment ■ Corporate Resources ■ Corporate Services and Governance ■ Office of the Chief Executive

Sickness Absence days lost per FTE
Stress, Depression & Mental Ill Health
1 April 2017 to 31 March 2018
Care, Wellbeing and Learning



■ Adult Social Care and Independent Living ■ Early help ■ Health and Social Care ■ Learning and Schools ■ Public Health ■ Social Work- Children and Families

The following sets out the seven key areas of the Time to Change Pledge and actions to address these:

- **Demonstrating senior level buy-in**
The pledge board behind reception in the Civic Centre has been signed by the Leader, Councillor Gannon and the Chief Executive, Sheila Ramsey outlining their support and commitment to tackle mental health in the workplace.
- **Demonstrating accountability and recruiting Employee Champions**
There have been 13 Mental Health First Aiders recruited to date who offer the opportunity for staff to discuss areas of concern with them. There are also approximately 25 Health Advocates who can also support people. Their contact details are available on the intranet <https://intranet.gateshead.gov.uk/article/3157/Mental-health-first-aiders> and <https://intranet.gateshead.gov.uk/article/1733/Health-Advocates>
- **Raising awareness about mental health**
There are a range of events and resources available throughout the year which aim to raise awareness of mental health and offer support to any employee who feels they will benefit from involvement. The Council also engaged with Northumberland and Tyneside MIND and others to provide courses for employees during Mental Health Awareness Week in May.
- **Updating and implementing policies to address mental health problems in the workplace.**
A full suite of policies and guidance for employees and managers on mental wellbeing is available on the intranet <https://intranet.gateshead.gov.uk/article/1735/Mental-wellbeing>
- **Asking our employees to share their personal experiences of mental health problems.**
We have had employees who have shared just how much mental health affects them <https://intranet.gateshead.gov.uk/article/6798/Time-to-Talk-Day-an-employee-s-story>
- **Equipping line managers to have conversations about mental health.** The Workforce Plan includes training courses for managers (Manager's Role in Managing Stress and Managing Mental Health in the Workplace) to equip them with the knowledge on how to spot issues and how to support employees who are affected by mental ill-health in the workplace.
- **Providing information about mental health and signposting to support services.**
There is a wide range of resources available to employees on mental health issues available through the intranet and also links to advice and support services through the 'Our Gateshead' community website <https://www.ourgateshead.org/mental-health> or <https://www.ourgateshead.org/healthandwellbeing>

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TITLE OF REPORT: Annual Work Programme

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

Summary

The report sets out the provisional work programme for Corporate Resources Overview and Scrutiny Committee for the municipal year 2018/19.

1. The Committee's provisional work programme was endorsed at the meeting held on 16 April 2018 and Councillors have agreed that further reports will be brought to future meetings to highlight current issues / identify any changes/additions to this programme.
2. Appendix 1 sets out the work programme as it currently stands. Any changes proposed to the programme will be set out in bold and italics for ease of identification.

Recommendations

3. The Committee is asked to
 - a) Note the provisional programme;
 - b) Note that further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

Contact: Angela Frisby

Extension: 2138

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Corporate Resources OSC 2018/2019	
25 June 18	<p>PART 1 OF AGENDA</p> <ul style="list-style-type: none"> • Constitution/role/remit (to note) • Adhoc Policy Issue - Consult OSC on refresh of Corporate Asset Strategy <p>PART 2 OF AGENDA</p> <ul style="list-style-type: none"> • The Council Plan – Year End Assessment and Performance Delivery 2017-18 • Sickness Absence / Health of the Workforce Update • Gateshead Fund Update
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 Performance Framework - Progress Update • OSC Work Programme
15 Oct 18	<p>PART 1 OF AGENDA</p> <ul style="list-style-type: none"> • Adhoc Policy Issue - Refresh of Workforce Strategy and Plan <p>PART 2 OF AGENDA</p> <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 • 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