

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 21 January 2019 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 December 2018.
3	Review on Increasing Support/Capacity to the Voluntary Sector - Evidence Gathering Session 2 (Pages 13 - 16) Report of the Acting Strategic Director, Communities and Environment
4	Annual Complaints and Compliments Procedure 2017/18 (Pages 17 - 34) Report of the Strategic Director, Corporate Services and Governance
5	Annual Health and Safety Report (Pages 35 - 42) Report of the Strategic Director, Corporate Services and Governance
6	Work Programme 2018-19 and Development of Work Programme for 2019-20 (Pages 43 - 46) Report of the Chief Executive and the Strategic Director, Corporate Services and Governance

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GATESHEAD METROPOLITAN BOROUGH COUNCIL

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE MEETING

Monday, 3 December 2018

PRESENT: Councillor John Eagle (Chair)

Councillor(s): W Dick, J Wallace, D Bradford, L Caffrey, M Charlton, D Duggan, T Graham, J Green, S Green, M Hall, M Henry, B Oliphant and N Weatherley

APOLOGIES: Councillor(s): P Foy and K Wood

CR8 MINUTES

RESOLVED - That the minutes of the meeting held on 15 October 2018 be approved as a correct record.

CR9 REVIEW ON HELPING TO INCREASE SUPPORT/CAPACITY OF THE VOLUNTARY SECTOR: EVIDENCE GATHERING SESSION

This was the first evidence gathering session on the review on Helping to Increase Support/Capacity of the Voluntary Sector, the scope of the review is to develop an understanding of

- The type of support required by Gateshead's Voluntary and Community Sector ~(VCS)
- Where support is needed the most and why
- Where the Council's role, support and resources may best be focussed to maximise impact

The evidence gathering will look to:

- Establish the extent and nature of support the Council currently provides to the VCS
- How this activity is resources and coordinated
- Assess the effectiveness of this support in helping the VCS address the needs of Gateshead residents

The Committee were advised that currently there are 876 registered charities based in Gateshead or name Gateshead within their charitable objects. There are 750-1000 smaller groups (eg knit and natter, toddlers etc), many of which are un-constituted. The Council provides support to the VCS in a number of ways, by commissioning frameworks, awarding contracts, grants relief and buildings. The Council also offer information, guidance and networking and brokering relationships mentoring and showcasing.

In 2017/18 the Gateshead Thrive Fund awarded £321,696 to 39 organisations supporting Gateshead residents. There is also £3000 per ward Local Community Fund , the Volunteers Month Grant of up to £500 and a £10,000 fund for Tenants and Residents' Associations.

Some of the commissioned services for Supported Living for Adults include, advocacy, carers, non-statutory floating support, mental health day provision and older people day provision. 35 voluntary and community sector organisations are involved in delivery of services with current contract values of £3.01m.

In terms of supported living for adults with learning disabilities there is a framework of 27 providers, 9 of whom are voluntary and community sector. There are 36 VCS organisations delivery a range of services for Children and Young People under 18, with a value of £805,000.

Public Health funded 12 VCS Organisations to deliver services relating to drug and alcohol, obesity and mental health to a value of £144,800. The Make Every Contact Count (MECC) programme supported 19 VCS Organisations to a value of £235,251.

Go Gateshead supports around 100 voluntary sports clubs to build clubs' capacity and sustainability. The Culture and Events team support around 50 cultural organisations within Gateshead and during 2018 has provided event advice to around 100 organisations delivering public events, from community festivals to fun runs. Economic Development and Housing Growth provide support to Gateshead-based social enterprises, which includes Community Interest Companies, setting up, business planning, sources of finance and finding business accommodation.

The Environment, Housing and Planning Team provide advice and guidance to Gateshead residents and volunteers helping to look after Gateshead's ecology, countryside and open spaces. The Neighbourhood Management and Volunteering team are the Council's principal development support and capacity building function to community organisations from setting up to project support and identifying funding opportunities. They have also supported the Community Asset Transfer process for community centres, libraries and bowling greens and manage the council contract with the Newcastle Council for Voluntary Service. The Team also co-ordinates volunteering in Gateshead.

The Committee heard from Dr Joanna Price, Chair of Trustees, The Comfrey Project. The Charity supports primarily asylum seekers and refugees in particular in relation to their mental health, their wellbeing and to increase their community participation. The project specialises in therapeutic horticulture with some other additional activities and services and places are offered following a referral. All participants are volunteers at the Project.

The project initially had 3 allotment sites which weren't working out, the project moved to Windmill Hills in 2015 and currently have 100 active participants with 28 different ethnicities. Gateshead Council offered support in a number of ways to help facilitate the move to Windmill Hills, including financial, expertise and connectivity.

In 2017, the project hit a bit of a crisis and the Neighbourhood Management and

Volunteering Team offered support, the project also received report from the Thrive Fund which helped alongside other support kept the project from closing.

It is hoped that for the future the centre will become a Community Hub, will lead to participant integration and will offer meaningful recreational activity and skills development for the local community.

The Committee were advised of one particular asylum seeker who has still not had a decision on his status having been in the UK for 17 years ago having fled from Iran as he converted to Christianity. He was looking for a project which allowed him to work outdoors with the land. As an asylum seeker he is not allowed to work or study. This particular participant would like to become a plumber or a gardener.

The project is grateful for the support, knowledge and assistance with funding applications it has received from the Council. It has mainly received advice from the Council It has found this more useful as the Neighbourhood Management team has knowledge of the area and know what is needed in the area. It also received some advice from the NCVS.

The Project now has a 3-year strategic plan and are currently looking at a lottery fund application. As they have this opportunity the aim is to become more embedded into the community.

The Committee noted that there were pleased to hear about the idea of guerrilla gardening to improve the local neighbourhood verges and waste land.

RESOLVED - That the information contained within the presentation and the Committee's comments be noted.

CR10 STRATEGIC RESILIENCE AND EMERGENCY PLANNING FRAMEWORK

The Committee were provided with a report to update in relation to the Strategic Resilience and Emergency Planning Framework.

The Emergency Response Team has been involved in responding to a number of incidents over the last eight months, including a couple of particular incidents in Gateshead - Regent Court Fire and Oak Square Fire – a members seminar is being arranged for 7 January 2019 to brief members on the learning from these two issues.

The team has also been part of several exercises both internally and working with partners. Whilst there have been several table top exercises, in April May and July 2018 there was also a simulated fire-fighting exercise which took place in Crowhall Towers. This was led by Tyne and Wear Fire and Rescue Service in conjunction with The Gateshead Housing Company. It involved the testing of a new firefighting procedure on high rise buildings. This was successful and will be rolled out to operational teams across the region. This highlights the excellent partnership working with TWFRS in the management of fire and tenant safety.

All operations, exercises and incidents follow a debrief process. This allows the Council to identify areas of good practice and enables us to learn from issues.

Updates from the themes within the Strategic Resilience and Emergency Planning Framework in the last six months include:

Building Resilient and Stronger Communities – working with businesses, the voluntary sector, partner agencies, communities and individuals to ensure they are better prepared for and able to recover from emergencies.

- The resilience team has recruited two new Community Resilience Volunteer Wardens in different areas of Gateshead which takes the total to ten across the borough.

Future priorities include:

- Further development of our arrangements for sharing and mapping information about vulnerable people, the use of the Cabinet Office Resilience Direct system, the prioritisation of assistance and identification of support that needs to be provided during and after an incident.
- Developing an approach to explore and utilise spontaneous volunteering in an emergency or incident situation – regionally principles have been developed but this needs to be translated and implemented to a Gateshead approach.

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

- Closer working arrangements are now in place and work is developing through the Risk and Resilience Group with the Corporate Audit and Risk Team to strengthen the approach to internal business continuity and critical services risks to the Council.
- The Council is part of a Northumbria Local Resilience Forum Risk Working Group that is in the process of reviewing the methodology and regional risk assessments in line with national approaches.

Future priorities include:

- Reviewing and adapting the criteria used to assess critical services within internal business continuity planning when there is an emergency or major incident in conjunction with the Audit and Risk Team in Corporate Resources
- Reviewing the Council's approach in relation to the revised CONTEST guidance (June 2018) and continue to assess risk of terrorism occurring.

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

- A number of the Council's senior officers have recently completed the Multi-Agency Gold Incident Commander training with the College of Policing which

had developed knowledge and skills of being able to have clear understanding and awareness of the strategic element of the response to an incident or emergency.

Future priorities include:

- Review our humanitarian assistance arrangements and continue to develop relationships with voluntary organisations and community facilities, utilising the Government's Aspects Guidance
- Development of a further Strategic Emergency Response Table Top Exercise for Chief Executives.

RESOLVED - (i) that it be noted that the Committee are satisfied with the progress made within the last eight months.
(ii) that the Committee agreed to receive a further update report in April 2019.

CR11 CORPORATE ASSET MANAGEMENT - ANNUAL DELIVERY AND PERFORMANCE REPORT

The Committee received a report to provide an update on the progress made against the Council's Corporate Asset Strategy and Management Plan and the year on year performance of the property portfolio.

Following a review of how the Council manages its property portfolio in 2009, it was recognised that councillor engagement was essential in both the monitoring and scrutiny of the way in which the Council uses its property portfolio to deliver its services and priorities.

It was agreed that reporting would be in respect of two specific elements:

- Approval of a Corporate Asset Strategy and Management Plan (CASMP); and
- Monitoring and Performance of the property portfolio

The CASMP sets the strategic direction for the use of the Council's land and buildings in support of its policy priorities. It provides the focus for the efficient use of property assets to support service delivery and the strategic management of, and investment in, the Council's property portfolio.

The performance of the assets is assessed against the provisions of the Council Plan, the CASMP and the Medium Term Financial Strategy.

Some of the following works were highlighted as part of the ongoing work:

The major works to the Civic Centre as part of the Workspace Strategy in 2015/16, attention is now focussed on the remaining areas on the ground floor and the public spaces and reception areas. The work in the Registrars area and facilities available for wedding ceremonies has recently been upgraded. Cemeteries and Crematories,

IT Business Support and Occupational Health and Health and Safety will be the next phase to be upgraded.

The ongoing review has highlighted the opportunity for the Council to develop the Civic Centre as a public sector hub whereby vacant office accommodation can be offered to other public sector/partner organisations. This will enable the Council to secure an income, reduce its running costs for the building and provide the opportunity for enhanced service delivery through partnership/cross-organisation working.

The Council has been supported with the Civic Centre project through the One Public Estate which has provided revenue funding to enable the Council to secure additional resources to bring pace to the project.

The Council has been pro-active in its approach to working with local communities and associations supporting the idea of community asset transfer. To date 22 former community centres have been transferred to Charitable Incorporated Organisations or Sports Clubs with The Winlaton Centre and Emma Memorial Hall being completed in 2017/18. There is now only one community centre remaining to be transferred (Barley Mow) and discussions are progressing with the community group, this will be reported in next year's performance report.

The Council is committed to making continuing improvements in a reduction in its energy usage. There have been continuing improvements, however, there has been an increase in gas usage, it is thought that this is a result of the beast from the east. In terms of water consumption it is thought that the increase of 8.72% is due to the council changing suppliers of water and it is anticipated that there will be a reduction by the time next years figures are produced.

The Council's aim to reduce carbon emissions by 35% by 2016. As at March 2017 that target has been achieved, the total actual and weather corrected carbon emissions for property and street lighting have decreased by a further 8% and now stand at 44% since 2007. This is due in part to the completion of the 5 year programme to retrofit all street lighting with efficient lanterns (either LED or high efficiency dimmable lanterns). The expansion of the Gateshead Energy Company private wire network to the Civic Centre and the two depots at Shearlegs Road and Park Road has further reduced carbon emissions.

Following a strategic review of the Council's non-operational portfolio, a suite of local property performance indicators has been agreed. The highlight for performance in 2017/18 is:

- Nett income from the TNRP was £2,300,552. A total of 26 new lettings, 15 lease renewals and 12 rent reviews were completed over the year.

During the course of 2017/18 discussions continued with the Public Sector Plc (PSP), following the establishment of a Limited Liability Partnership between the Council and PSP: 'PSP Gateshead LLP'. The Partnership and Operational Boards have been established and are meeting on a regular basis to identify projects that can be taken forward by the Partnership.

The Council continues to strive to secure the disposal of surplus assets as quickly and efficiently as possible, as this helps to avoid vandalism or antisocial behaviour associated with vacant property, both of which can pose a risk and cause problems for local residents. It also reduces the holding costs and the amount of maintenance required to the property portfolio.

As at March 2018 there were 5 properties, (Gateshead Old Town Hall, former Hookergate School, The Courtyard, Low Fell (Former WING building) former Wrekenton multi-purpose building and former Dunston Hill School, valued at £3,580,000 on the Council's surplus property register.

It was queried what the current position was with the potential sale of the central nursery site. It was noted that planning permission was granted last week and officers are currently looking at options around tenure and the delivery route, whether it be joint venture, or the Council through the trading company. It is anticipated that proposals will be brought to Cabinet over the next 2 or 3 months.

It was queried whether the services occupying the Civic were paying rent. It was confirmed that occupiers of the Civic Centre pay rent and contributions towards heating and maintenance. It was also noted that we have a number of police officers working in children and families, adult social care and trading standards. They don't pay rent but it is enhancing the services offered.

It was queried whether the carbon emissions figures took into account the reduction in the number of buildings. It was noted that there is an element of less buildings in the portfolio than 10 years ago, however, the larger buildings remain, however, the street lighting can account for a 60% drop in electricity usage, it was noted that the baseline hasn't been adjusted.

The position with Barley Mow Community Centre was queried. It was noted that this had been completed in the 2018/19 year and would be reported in the next annual report.

It was queried what percentage of staff work from home. It was noted that there is a relatively small number of employees who work from home on a regular basis. There are some services who have employees working from home on permanent basis. It was noted that there will be more of a push to include this in the workforce strategy.

It was queried what the position was with the Old Town Hall and buildings on Swinburne Street, given several voluntary organisations have been given notice but currently are still paying rent and maintenance is not being undertaken. It was also queried whether alternative accommodation has been identified. It was noted that officers are working with all of the organisations affected and some have already relocated. It was also noted officers will look to get an update on the plans and timeframe from the organisation involved.

RESOLVED - (i) That the progress achieved over the period against the Corporate Asset Strategy and Management plan be noted.

- (ii) That the comments of the Committee in relation to the Plan be noted.

CR12 MAKING GATESHEAD A PLACE WHERE EVERYONE THRIVES - SIX MONTH ASSESSMENT OF PERFORMANCE AND DELIVERY - 2018/2019

The Committee were provided with an update on the six-month assessment of performance and delivery for the period 1 April 2018 to 30 September 2018 in relation to the Council's Thrive agenda.

The Council's new strategic approach Making Gateshead a Place Where Everyone Thrives, was approved by Cabinet in March 2018 to ensure the Council continues to get the best outcomes for local people and remains a viable and sustainable organisation into the future. 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.

The six-month assessment of performance for 2018-19 focuses on the achievements and actions undertaken during the period 1 April 2018 – 30 September 2018. Areas for future improvement are also identified.

Some of the key achievements over the six month period were highlighted:

- Financial Management is on track
 - Council Tax and NNDR collections are a little bit down on last year but officers are confident that the target will be met.
 - There have been improvements in the time taken to process Housing Benefit Claims with the average time to process being 9 days.
- Staff Sickness
 - Staff sickness has been reduced to 5.93 days per FTE
- Employee Engagement
 - A recent employee survey where of 39% of employees responded, 73% of those agreed that the Council is a good place to work.
 - A corporate action plan is currently being developed.

The Committee were informed of the results of the residents survey "You and Your Local Area Survey 2018". The survey was undertaken between June and August 2018, the survey was completed by 910 Viewpoint Online members and 1137 members of the public.

- 64% of respondents were satisfied with their local area as place to live. This is a decrease in satisfaction level in 2016 which was 75%
- 91% of respondents felt that people in their local area usually got on well together
- 28% of respondents said they regularly volunteer (at least once a month), 27% of respondents said they volunteered less often and 45% said they never volunteered
- 13% of respondents said they have heard of the Council's Thrive agenda,

- however, 88% indicated they were supportive of the 5 pledges
- 41% of respondents state that their personal financial circumstances are either only just coping or really struggling. This is particularly an issue for those of working age, with fewer (30%) of those aged 65+ experiencing difficulties
 - 42% of respondents are satisfied with the way the Council runs thing, which is 9% lower than in 2016. However, this reduction in satisfaction has not resulted in a corresponding increase in dissatisfaction. 29% of respondents are dissatisfied (up1% from 2016) and a further 29% are neither satisfied or dissatisfied
 - 39% of respondents are confident that the Council will provide the best possible services it can within its available budget. A further 27% neither agree or disagree.
 - The main area of importance was Clean-streets, Parks, Crime, Schools and Anti-social Behaviour. Potholes also came out strongly and was consistent across the Borough.

RESOLVED - That the report be referred to Cabinet on 22 January 2019 as part of the composite report relating to the Council's overall performance.

CR13 REVIEW OF ABSENCE IN THE COUNCIL OSC - MONITORING REPORT

The Committee were provided with an update on actions taken since the last monitoring report which was considered by Committee on 25th June 2018.

The Committee were advised that the focus of this report was on managing sickness which is due to stress.

The average sickness day per FTE for the period 1 April 2017 to 31 March 2018 was 12.75. When monitoring absence it is preferable to compare the same reference periods, eg April to March each year, however, as an interim update, the average sickness days per FTE for the period 1 October 2017 to 30 September 2018 has been calculated at 11.82.

The Chief Executive and Corporate Management Team take sickness absence very seriously and in September 2018 considered a report which focussed on how sickness is managed with a 'deep-dive' into the actions within Care, Wellbeing and Learning (CWL) Group. The CMT discussion provides the focus of this report and is detailed below.

- HR Service will continue to make sure that the Council's frameworks for managing sickness are reviewed regularly. The policy is currently under review and will be discussed with Trade Union Partners.
- The roll-out of mandatory sickness absence training also continues.
- The HR service also provides comprehensive sickness data to management teams to enable effective and timely case management.
- Corporate Management Team focussed on Care Wellbeing and Learning as

sickness across the group is high with some teams running at more than 30 days per FTE.

- A review of the management of sickness absence was initiated across the CWL group. This review included consideration of how individual managers are being held to account for the management within their own teams.
- The Strategic Director of CWL informed all CWL employees of her concerns regarding absence levels and that addressing this issue was a priority for the Group Management Team.
- CWL piloted the introduction of an additional “informal” stage in the sickness management procedure. This related to short-term absence trigger points which is where an employee has had three or more separate periods of sickness over the preceding 12 months.
- There was a mixed reaction from the workforce to this initiative, with concerns about the impact on otherwise good attendees who may have had two unavoidable absences, possibly related to a serious illness.

HR Advice will continue to provide dashboards and more detailed data to services and provide advice and support in order that managers can take appropriate action.

The review of the Council’s Sickness Policy and Procedure will be progressed with suggestions for improvements being discussed with Trade Union partners.

As part of the North East Better Health at Work Award the task and finish groups established will continue to develop and take forward wellbeing initiatives around the priority areas as identified by employees.

Strategic Directors and Service Directors will continue to monitor and address absence.

- RESOLVED -
- (i) That the Committee agreed to receive a report on an annual basis with the 6-monthly review to be included in the six-monthly assessment of Assessment and Performance and Delivery.
 - (ii) That members of the Committee will forward suggestions for improvement to the HR Service Director on the Council’s Sickness Absence Policy.
 - (iii) That the 6-month review report be noted.

CR14 WORK PROGRAMME

The Committee received a report detailing the work programme for the municipal year 2018/19.

RESOLVED - That the information contained within the report be noted.

Chair.....

21 January 2019**TITLE OF REPORT: Review on Helping to Increase Support /Capacity of the Voluntary Sector: Evidence Gathering Session No. 2****REPORT OF: Anthony Alder, Acting Strategic Director Communities and Environment**

Summary

Committee will receive two presentations at this evidence gathering session that demonstrate the impact and value of community organisations whom have received support provided by the Council.

The session will feature a presentation by the chair of Brighton Ryton and a trustee representing the committee that operates Dunston Activity Centre.

1. Introduction

1.1 At its meeting in October 2018, Corporate Resources Overview and Scrutiny Committee agreed the scope for a review to help develop the understanding of the type of support required by Gateshead's Voluntary and Community Sector (VCS), where it is needed the most and why, and in the light of this, where the Council's role, support and resources may best be focussed to maximise impact. The aims of the Review were agreed as:

- establish the extent and nature of the types of support the Council currently provides to the VCS across a spectrum of service areas
- how this activity is resourced and coordinated
- assess the effectiveness of this Council support in helping the VCS address the needs of Gateshead residents.

2. A summary of Evidence Gathering Session 1.

According to the Charity Commission website, there are currently 876 registered charities that are either based in Gateshead or name Gateshead within their charitable objects (therefore including regional and national organisations). There are also an estimated 750-1,000 smaller groups, many of them constituted, without funds or staff providing a range of valuable activities within their communities. The term "grassroot" organisation is often used to describe a particular type of voluntary organisation; for the purposes of this Review, this will be considered as referring to those organisations that are Gateshead based or delivering activities and services into Gateshead, with under £250,000 annual income – a description aligned with the eligibility criteria for the main Council funding scheme supporting Gateshead's VCS, the Thrive Fund.

2.1 Whilst the level of direct and indirect support provided by the Council has diminished since 2010, the Council still provides a wide range of support.

a summary of which is set out below. Financial support is provided through grants from the Gateshead Thrive Fund, small grants through the Local Community Fund and more recently significant investment through the Gateshead Innovation and Development Fund. In addition, contracts in Adult and Childrens social care, total £10.6m, Public Health provide grants and contract payments to deliver services relating to drug and alcohol, obesity, and mental health, totalling £144,820. The *Make Every Contact Count* (MECC) programme supported 19 community organisations with a total of £235,251

National Non-Domestic Rate (NNDR) Relief, totals £4.6m made available to Charities who are entitled to up to 100% relief on non-domestic property, which is wholly or mainly occupied for the purposes of the charity (as pf November 2018).

2.2 The Council provides a promotion, coordination and brokerage role for volunteers and volunteering in Gateshead.

- Around 50 Council services and Council-led projects promote an estimated 2,000 active volunteer roles and volunteers
- 170 external partners promote an estimate of 4,770 active volunteer roles and volunteers
- There are 66 organisations promoting group volunteer roles, with an average of 660 active volunteer roles and volunteers
- There are 40 “Friends of” groups that have 600 active volunteer roles and volunteers

2.3 Information, Advice and Guidance, several services provide advice and guidance that helps raise the level of participation of residents with / within community-based activities, improving the health and wellbeing of residents and the viability of community organisations, these include GO Gateshead Sport and Leisure, Culture, Economic Development and Housing Growth, Environment, Housing & Planning, And Neighbourhood Management & Volunteering.

3. The context for Evidence Gathering Session 2

3.1 This evidence gathering session will cover the following, a little bit about to the two organisations, their journey, their work, projects and activities delivered, how these meet local needs, the impact of you work, particularly in terms of those people that need the most help, what’s next and finally what if anything could the Council help with.

3.2 Brighton Ryton – A community organisation based in the Ryton, Crookhill and Stella Ward, the group of volunteers help restore and maintain the local environment. They co-ordinate the activity of local on-going restoration, including flower beds and litter picking and maintenance of open spaces and cemetery. The group communicate and engage with residents though social media and regular meetings seeking feedback on improvement and views on local priorities for the volunteers. The group have received a range of support from the Council including capacity building, volunteer recruitment, equipment and environmental advice.

3.3 Dunston Activity Centre – a former Council leisure centre and community library transferred to Dunston Family Church in 2016. The group obtained charitable status in January 2017. The charity operates the centre, which continues to provide a small gymnasium, sports hall, meeting / activity spaces and the community library. The Council provided support to the organisation to

successfully transfer the centre in the form of a lease, advice on volunteer polices, management of a building, financial support and ongoing support to implement the organisations delivery plan.

4. Recommendation

Corporate Resources Overview and Scrutiny Committee is requested to:

- Comment on the information provided by representatives of Brighton Ryton and Dunston Activity Centre in the context of the review of Council support.

Contact: Anthony Alder ext. 3880

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TITLE OF REPORT: Annual Report - Corporate Complaints and Compliments Procedure 2017/18

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

Summary

The report provides an analysis of complaints and compliments recorded by the Council and the Gateshead Housing Company in the year ended 31 March 2018.

Background

1. The Cabinet has referred the report to the Corporate Resources Overview and Scrutiny Committee as part of the performance management process, in order to ensure that the process is operating satisfactorily.
2. The Council sees comments, complaints and compliments as an important part of performance management. To make it easier for people to express their views we have a corporate complaints and compliments procedure and it is publicised in the Council News, leaflets in council facilities and on both the internet and intranet. The Gateshead Housing Company has its own complaints and compliments procedure.

Procedure

3. The procedure has three steps, the first of which 'problem solving', relies on the quick resolution of complaints by employees and their managers and does not require the complaint to be recorded. At the second step the complaint is recorded, there is a formal investigation into the complaint and a written response is sent to the complainant usually within twenty working days. The final step enables those complainants who remain dissatisfied to request the Chief Executive (or Managing Director of the Gateshead Housing Company) to carry out an independent review of the matter.
4. The report focuses upon recorded complaints and compliments with information about the distribution of complaints and compliments across the Council and the categories of complaints.

5. This does not include complaints about statutory Social Services and Children's Services matters which are investigated under their own separate legal requirements.

Complaints Received

6. Over the year 1 April 2017 – 31 March 2018:
 - 258 complaints were recorded
 - 466 compliments were recorded
 - 27 complaints were the subject of an independent review by the Chief Executive of the Council and the Managing Director of the Gateshead Housing Company undertook 14 reviews.

Issues Arising

7. A number of points can be noted arising from the statistics for 2017/18:
 - 258 complaints were recorded in 2017/18 compared with 307 in 2016/17 a decrease of 49.
 - 466 compliments were recorded for the year 2017/18 compared to 754 in 2016/17 – a decrease of 288.
 - The number of complainants requesting a review of their complaint by the Chief Executive increased by 9 to 27 in 2017/18. The Managing Director of the Gateshead Housing Company carried out 14 reviews in 2017/18 compared to 20 in 2016/17.
 - 65.5% of all complaints were recorded against the category of quality of service.
 - The proportion of complaints found to be fully justified decreased from 36.9% in 2016/17 to 36.6% in 2017/18.
 - In addition, the proportion of complaints found to be partially justified increased from 15.6% in 2016/17 to 24.7% in 2017/18.
 - Most importantly, the Council's managers used the information gained through the monitoring of complaints to improve the provision of services.
 - The computerised recording system made it easier to track and respond to complaints. However, this system now requires an upgrade that reflects the new structure of the Council and provides improved statistical interrogation and analysis. A new corporate complaints system is currently being developed using the case management features of the Council's Digital Platform to handle corporate complaints.
 - There has been a decrease in the number of complaints recorded by the Council during 2017/18. Additionally, there has been a decrease in performance of the percentage of complaints resolved within target timescales for the both the Council and the Gateshead Housing Company from 85.2% in 2016/17 to 75.2% in 2017/18.

Local Government and Social Care Ombudsman

8. During the course of 2017/18, the Local Government and Social Care Ombudsman investigated 24 complaints. Of these 13 were closed after initial

enquiries, 4 were not upheld and 7 were upheld partially or fully. Councillors will note that a summary of those cases upheld has been presented to the Cabinet. Each case has provided learning opportunities in terms of reviewing policy, maintenance of records, the operation of systems and the provision of guidance and training to staff. The Council maintains a good working relationship with the Local Government and Social Care Ombudsman and all cases have now been settled to their satisfaction and the complainants.

Supporting Local Scrutiny

9. Councillors may be aware that throughout the year the Local Government and Social Care Ombudsman has produced a number of focus reports. These highlight particular subjects or systemic issues coming from casework. They draw on lessons learned from complaints and have included recommendations on good practice. These reports may be used to inform reviews and case studies undertaken by the Council's overview and scrutiny committees. The Ombudsman also has an Advisory Forum comprising members of the public who have used their service, representatives from Local Authorities and those who act as advocates for the public. The Ombudsman has also, in consultation with the Local Government Association (LGA), produced a workbook for Councillors that can be accessed via the LGA's website.

The Housing Ombudsman

10. From 1 April 2013 the Localism Act 2011 extended the jurisdiction of the Housing Ombudsman to cover all social landlords, including Councils. The Housing Ombudsman is able to consider complaints in so far as they relate to the provision or management of housing. The Local Government and Social Care Ombudsman continues to investigate complaints about allocations and the lettings policy.

During 2017/18, the Council has been contacted by the Housing Ombudsman in respect of 4 cases. Of these, three cases had not exhausted the Housing Company's complaints procedure and one case, the Housing Ombudsman determined that there was service failure and ordered compensation of £200 to be paid for the complainant's distress and inconvenience.

Recommendation

11. The Corporate Resources Overview and Scrutiny Committee is asked to endorse the information in the Annual Report and satisfy themselves that the Corporate Complaints and Compliments Procedure is operating satisfactorily.

Contact: Brian Wilson

Ext. 2145

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TITLE OF REPORT: Corporate Complaints and Compliments Procedure - Annual Report 2017/18

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

Purpose of the Report

1. The report asks the Cabinet to consider and endorse an analysis of the complaints and compliments recorded during the year 2017/18.

Background

2. This report focuses on complaints and compliments that the Council deals with under its Corporate Complaints and Compliments procedure. It provides a statistical analysis of the complaints and compliments received for the period 1 April 2017 to 31 March 2018.
3. Appendix 2 to this report details:
 - The number of complaints recorded in the year 1 April 2017 to 31 March 2018
 - The categories of complaints (note: a complaint may fall into more than one category).
4. Appendix 3 to this report details:
 - The number of complaints resolved in the year 1 April 2017 to 31 March 2018
 - The number of complaints resolved within the target time of twenty working days
 - The number of complaints closed (ie dealt with as issues other than complaints)
 - The number of complaints open (ie unresolved at 31 March 2018)
 - The number of resolved complaints that were found to be justified or part justified.
5. Appendix 4 provides an analysis of the compliments received and complaints recorded and resolved across all Council services and the Gateshead Housing Company.
6. Appendix 5 provides information about the Local Government and Social Care Ombudsman and the Housing Ombudsman.

Proposal

7. It is proposed that the analysis provided for the period 1 April 2017 to 31 March 2018 be agreed.

Recommendations

8. It is recommended that the Cabinet
 - (i) Agrees the Corporate Complaints and Compliments Procedure Annual Report for 2017/18 as detailed.
 - (ii) Notes the report will be considered by the Corporate Resources Overview and Scrutiny Committee.

For the following reason:

To have an effective and timely complaints procedure.

CONTACT: Brian Wilson extension 2145

APPENDIX 1

Policy Context

1. The corporate complaints and compliments procedure supports Vision 2030 and the Council Plan.

Background

2. The Council aims to respond positively to complaints. The corporate complaints and compliments procedure is widely publicised across the Borough. The Gateshead Housing Company operates its own procedure as the body responsible for the day to day management and maintenance of council housing in Gateshead.
3. The Council operates the corporate complaints system to handle complaints and compliments to make it easier for members of the public to raise issues of concern, ensure that such complaints are responded to quickly and in a consistent manner and to enable the Council to learn from the issues raised and amend procedures and practices as necessary.
4. The report focuses on complaints that the Council deals with under its corporate complaints procedure. Excluded from the procedure are:
 - most Social Services and Children's Services matters - for which there are separate statutory procedures
 - matters for which there is an existing system of appeal/redress
 - most complaints about schools
5. The current procedure enables people to express their views and register their complaint or compliment in person at a Council office, by telephone, letter, fax, e-mail or complaints/compliments form. It can also be done through a Councillor, someone acting on their behalf, with the assistance of other organisations or social media.
6. The procedure has the following three steps: -

Step 1 - problem solving – to try and sort it out quickly and informally by providing information or taking appropriate action

Step 2 - investigation – the complaint is recorded and investigated by a Senior Manager who will aim to respond within twenty working days

Step 3 - review – the Chief Executive (or Managing Director of the Gateshead Housing Company) to look again at complaint and aim to respond within twenty working days.
7. Computerised recording of Step 2 complaints was designed to ensure a consistent method of response to complaints across the Council. A designated officer oversees and monitors the operation of the corporate complaints procedure and the system as a whole under the responsibility of the Chief Executive. This includes the collation and analysis of the statistics for the Council and the conduct of the Step 3

reviews. The officer is also the Council's link officer with the Local Government and Social Care Ombudsman and the Housing Ombudsman.

The current corporate complaints system is to be replaced. It is proposed to implement the case management features of the Digital Platform to handle corporate complaints. The Digital Platform hosts and delivers the Council's website, intranet, Go Gateshead and other websites plus key online services such as the report fly tipping facility.

Increasingly, members of the public now prefer to submit complaints via an online form. Currently that information then needs to be inputted into the corporate complaints system along with information received via the other ways outlined in section 5 above which can be time consuming.

The aim would be to encourage residents to submit complaints via the Council's website, while still retaining the ability to submit complaints in the other ways outlined for those that do not have internet access.

One of the benefits of capturing the information via an online form is to ensure the Council has all the information needed to proceed without having to request further information from the complainant.

In addition, both residents and staff will receive e mail notifications on information and updates, reminders when actions need to be completed and the Council's response to the complaint through the new corporate complaints system.

The website will be updated to direct people to service requests wherever appropriate eg. to report fly tipping or a missed bin collection to ensure only genuine complaints are submitted to the designated officer through the corporate complaints system.

For staff managing the corporate complaints process, it will be easier to track and monitor the process and stage of each complaint, manage all the system users and provide performance data and statistics on complaints received and in which service areas.

Consultation

8. There has been no external consultation undertaken in the preparation of this report.

Alternative Options

9. There are no alternative options.

Implications of Recommended Option

10. **Resources:**

- .a) **Financial Implications** – The Strategic Director, Corporate Resources confirms that there are no new financial implications arising from this report.

- b) **Human Resources Implications** – The Strategic Director, Corporate Services and Governance confirms that there are no human resources implications arising from the report.
 - c) **Property Implications** – The Strategic Director, Corporate Services and Governance confirms that there are no property implications arising from this report.
11. **Risk Management Implication** – Potential failure to act on complaints received is minimised through regular monitoring.
 12. **Equality and Diversity Implications** – The corporate complaints and compliments procedure contributes to the implementation of the Council’s Equal Opportunities Policy.
 13. **Crime and Disorder Implications** – There are no crime and disorder implications arising from this report.
 14. **Health Implications** – There are no health implications arising from this report.
 15. **Sustainability Implications** – There are no sustainability implications arising from this report.
 16. **Human Rights Implications** – There may be human rights implications in a number of complaints made to the Council. Therefore, having a corporate complaints procedure will assist the Council in carrying out its duties under the Human Rights Act 1988.
 17. **Area and Ward Implications** – None.
 18. **Background Information** – Corporate complaints and compliments policy and procedure.

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Service Area	Category of complaint						
	Total No of Complaints	Access to service	Damage/Injury	Quality of service	Employee	Policy	Other
Communities & Environment							
Waste Services & Grounds Maintenance	9	-	-	4	-	1	6
Construction Services	2	-	1	-	1	1	1
Development & Public Protection	11	-	-	1	-	-	-
Transport & Highways	11	2	1	9	6	3	-
Housing Services	4	-	-	2	2	3	-
Corporate Services & Governance							
Property Services	1	1	-	-	-	-	-
Corporate Resources							
Customer & Financial Services	19	1	-	8	4	3	6
Culture, leisure and sport	36	3	-	12	3	1	19
Gateshead Housing Company							
Central	40	1	4	32	6	1	1
East	27	1	2	21	4	3	3
Inner West	18	1	2	15	3	-	-
South	42	2	3	34	8	1	5
West	38	2	3	31	12	1	12
TOTAL	258	14	16	169	49	18	43

Please note that a complaint may fall into more than one category

COMPLAINTS RESOLVED 1 APRIL 2017 to 31 MARCH 2018

APPENDIX 3

Service Area	Number of Complaints resolved	No. resolved within 20 working days	No. of complaints closed	No. Fully justified complaints	No. of partly justified complaints	No. of unresolved complaints
Communities & Environment						
Waste Services & Grounds Maintenance	8	7	1	-	1	-
Construction Services	2	2	-	-	-	-
Development and Public Protection	7	2	2	-	2	2
Transport & Highways	10	10	1	-	4	-
Housing Services	1	-	2	-	-	1
Corporate Services & Governance						
Property Services	1	1	-	-	-	-
Corporate Resources						
Financial Services	19	16	-	1	14	-
Culture, leisure and sport	27	22	9	7	10	-
Gateshead Housing Company						
Central	39	27	1	18	5	-
East	26	23	-	15	5	1
Inner West	18	15	-	6	5	-
South	41	31	-	21	4	1
West	36	25	2	18	8	-
TOTAL	235	181	18	86	58	5

NUMBER OF COMPLAINTS AND COMPLIMENTS

Adult Social Care and Independent Living and Children’s Services operate their own separate complaints recording system

During the period 1 April 2017 to 31 March 2018 the Council recorded 258 Step 2 complaints (compared to 307 during 2016/17). An analysis of these complaints reveals the following:

Category of complaints

The subject matter of complaints varies considerably. However, the resolved complaints have been broadly summarised into the following six categories:-

Category of Complaint	Number of Complaints 2017/18	Percentage of all Complaints
Access to services	14	5.4%
Injury/ damage to person or possession	16	6.2%
Quality of service	169	65.5%
Employee	49	19.0%
Policy	18	7.0%
Other	43	16.7%

(It must be noted, however, that a complaint can fall into more than one category)

Closed Complaints

The total number of closed complaints is 18. These are complaints recorded on the system and subsequently identified and dealt with as issues other than complaints.

Resolution of complaints within target timescales

The Council’s target timescale to resolve step 2 complaints is within 20 working days of receipt. The Council aims to resolve the majority of complaints at step 1 - sorting problems out quickly. The procedure and recording system allows service managers to review actual performance at any time and identifies those areas where improvements in response times are necessary. 235 complaints were resolved within the target timescale of 20 working days. This represents 75.2% of recorded complaints less the closed

and open complaints. Of the 165 received by the Gateshead Housing Company, 3 were closed and 121 were resolved within the target timescale. This represents 74.7% resolved within the target timescale compared with 89.3% in 2016/17. Of the 93 complaints recorded by the Council, 15 were closed and 60 were resolved within the target timescale. This represents 76.9% resolved within the target timescale compared with 71.3% in 2016/17.

Number of Complaints that were justified

Of the 235 complaints resolved, 86 (36.6%) were fully justified and 58 (24.7%) were partly justified and appropriate remedies were offered to the complainants. This compares with the position in 2016/17 when of the 282 complaints resolved, 104 (36.9%) were fully justified and 44 (15.6%) were partly justified.

Service Group Analysis

An analysis of the complaints received and resolved by each service group reveals the following:

Communities and Environment

- Recorded 37 complaints, 14.3% of all complaints recorded
- Development and Public Protection received 29.7%, Transport and Highways received 29.7%, Waste Services and Grounds Maintenance received 24.4%, Housing Services received 10.8% and Construction Services received 5.4% of complaints in this service group
- 43.2% of complaints concerned quality of service.
- 6 complaints were closed and 3 were unresolved.
- 75% of the remaining complaints were resolved in target timescales
- None of the resolved complaints were fully justified
- 25% of resolved complaints were partly justified.

Corporate Services and Governance

- Recorded 1 complaint, 0.4 % of all complaints recorded
- The complaint, received by Property Services, concerned access to service.
- The complaint was closed.

Corporate Resources

- Recorded 55 complaints, 21.3% of all complaints recorded.
- Culture, Leisure and Sport received 65.5% and Customer and Financial Services received 34.5% of complaints in this service group.
- 36.4% of complaints concerned quality of service.
- 9 complaints were closed and none unresolved.
- 82.6% of the remaining complaints were resolved within target timescales
- 17.4% of resolved complaints were fully justified
- 52.2% of resolved complaints were partly justified.

Gateshead Housing Company

- Recorded 165 complaints, 64% of all recorded complaints
- 80.6% of complaints concerned quality of service.
- 3 complaints were closed and two were unresolved.
- 75.6% of the remaining complaints were resolved within the Council's target timescales
- 48.8% of resolved complaints were fully justified
- 16.9% of resolved complaints were partly justified

Reviewed Complaints

Complainants who are dissatisfied with the outcome of their Step 2 complaints can request an independent review by the Chief Executive (or the Managing Director of the Gateshead Housing Company). The Chief Executive undertook 27 reviews of complaints in 2017/18 compared to 18 in 2016/17. The Managing Director of the Gateshead Housing Company undertook 14 reviews in 2017/18 compared with 20 during 2016/17.

Using Complaints to improve performance

The information gained through the monitoring of complaints should be used to improve the provision of the services throughout the Council reflecting the Council's overall approach to value for money and continuous improvement. There were several occasions where the resolution of a complaint led to additional instructions being given to employees to reinforce existing procedures. Changes to the provision of services have also been made as a result of complaints received or the opportunity to improve has been identified.

Compliments received by the Council

The total number of compliments received in 2017/18, as outlined below, is 466, compared to 754 received in 2016/17.

Communities and Environment	184
Corporate Services and Governance	26
Corporate Resources	66
The Gateshead Housing Company	190

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EXTERNAL REVIEW BY THE LOCAL GOVERNMENT AND SOCIAL OMBUDSMAN AND THE HOUSING OMBUDSMAN

The Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman provides a free independent and impartial service to the public. They provide an initial point of contact for those wishing to make a complaint through a telephone contact centre in Coventry, or if a person remains dissatisfied following the examination of a particular matter by the Council. Protocols are in place between the Council and the Local Government and Social Care Ombudsman that provide for the majority of cases to be considered through the Council's own procedures before any investigation is considered by their office.

Leaflets and information about the Local Government and Social Care Ombudsman are available at Council offices and all those who exhaust the Council's and the Gateshead Housing Company's procedures (where appropriate) are provided with the leaflet. The day to day management of the relationship with the Local Government and Social Care Ombudsman is undertaken by a dedicated officer who acts on behalf of the Chief Executive in this respect.

During the year the Local Government and Social Care Ombudsman investigated twenty four complaints. Of these, thirteen were closed after initial enquiries and four were not upheld. A summary of the Local Government and Social Care Ombudsman's findings and the actions taken by the Council for each of the seven cases upheld partially or fully is detailed below:-

Case	Ombudsman's Decision	Remedy
1.	Some evidence of fault causing injustice following a complaint about works completed as part of a Disabled Facilities Grant for their disabled son	The Council agreed to discuss their overnight care needs, pay £250 for failing to discuss direct payments and to remind officers of the importance of discussing direct payments with service users/families
2.	The Council refused to accept an application for a taxi driver's licence based on a blanket application of its policy without taking account of individual circumstances	The Council apologised to the complainant and agreed to reconsider his application
3.	The Council's assessment for adaptations was faulty	The Council apologised to the complainant and arranged a new assessment
4.	There was fault in how the Council had handled this complaint	The Council had responded to the complainant's concerns and apologised

5.	The Council was not a fault for the service provided to the complainant's father but had wrongly stated that the complainant had signed an agreement to assessment form	The Council apologised to the complainant
6.	The Council did not follow the correct Care Call procedure	The Council apologised to the complainant and had taken suitable action to remedy it
7.	The Council did not properly consider a request for home to school transport for a fostered child	The Ombudsman's final remedies are awaited

The Local Government and Social Care Ombudsman's Annual Review is available on their website at www.lgo.org.uk.

The Housing Ombudsman

From 1 April 2013, the Localism Act 2011 extended the jurisdiction of the Housing Ombudsman to cover all social landlords, including Councils. The Housing Ombudsman is able to consider housing complaints in so far as they relate to the provision or management of housing. The Local Government and Social Care Ombudsman continues to investigate complaints about allocations and the lettings policy.

During 2017/18, the Council was contacted by the Housing Ombudsman in respect of four cases. Of these:

- Three cases had not exhausted the Housing Company's complaints procedure.
- One case, the Housing Ombudsman determined that there was service failure that the complainant's reports of anti-social behaviour had not been dealt with in accordance with the Housing Company's anti-social behaviour procedure.

TITLE OF REPORT: Annual Health and Safety Performance Report

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

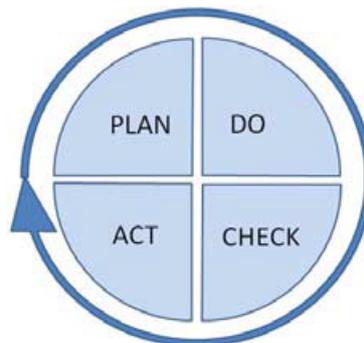
SUMMARY

This report provides the year end assessment of performance on occupational health and safety matters for 2017/18 within Gateshead Council.

Introduction

1. Gateshead Council is committed to providing its employees with safe conditions of work as far as is reasonably practicable and has structured arrangements in place to ensure the safety and wellbeing of staff and others who may be affected by our activities. Our aim is to minimise the adverse impacts to individuals and the business from ill health and injury.
2. This annual report provides an overview of key performance statistics, including the number of lost working days and reportable accidents, along with commentary on key aspects of health and safety during the year 1 April 2017 to 31 March 2018.
3. As noted in the body of this report, considerable work has also been undertaken in areas such as Asbestos Management, Contractor Management, Educational Visits, Fire Safety and Legionella Management.
4. Gateshead Council continues to use the principals of the HSE guidance HSG 65, Managing for Health and Safety. The key principals are Plan, Do, Check, Act. These principals underpin the council's safety management system and operational processes and procedures as detailed in the Corporate Health and Safety Policy and arrangements.

Gateshead Council's Approach to Managing Health & Safety Risks



The approach taken to demonstrate how the Council evidences the management of health & safety risks is set out below:

5. **General Health & Safety Advice** – the Health & Safety Officers carried out 94 (55 in 16/17) advisory visits, 28 (21 in 16/17) incident investigations and 135 (159 in 16/17) inspections and audits.
6. **Fire Safety Advice** – the Regulatory Reform (Fire Safety) Order 2005 places responsibility for fire safety on the “responsible person” i.e. the employer and/or the person who has control of the premises. Under this legislation, the “responsible person” must ensure a fire risk assessment (FRA) is carried out to determine whether the premises are safe to use and ensure that all necessary fire precautions are properly implemented.

All Council premises that we are aware of have had at least one FRA carried out. The FRA programme is an ongoing process with annual reviews and re-assessments required at determined frequencies. During the reporting period the Council’s Health & Safety Officers completed 71 (68 previous year) fire risk assessments and reviews. This has met the target set out on the planned programme of fire risk assessments and reviews.

Support, advice and training is made available to premises managers in all Council buildings regarding fire safety, and particularly the technical aspects of fire risk assessments and we are assured that relevant people have been trained.

Regular and close liaison with Tyne and Wear Fire and Rescue Service (TWFRS) continues and has proven to be an effective way of dealing with issues which arise from their audits of Council premises and schools. This has helped to ensure that to date no enforcement notices or prohibition notices have been served.

7. **Occupational Health** - A summary of the work carried out is set out in the tables 1 and 2 below.

Table 1 - Occupational Health Appointments

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
Health Surveillance	351	503	551	
Driver Medical	48	106	49	
Vision Screening	66	67	57	
Medical Referral – OHA	280	157	553	
Medical Referral – OHP	433	407	123	
Pre-employment questionnaires	1105*	1088*	1232*	Employees – desk top exercise
Pre-employment questionnaires	156*	298*	196*	Volunteers – desk top exercise
Physiotherapy	618	585	554/106	106 Medical referrals
Counselling Sessions	851	1040	1384	
Total	3908 (2647*)	4251 (2865*)	4805 (3377*)	Note increase in demand on service

**Denotes pre-employment questionnaires carried out for employees/volunteers which is a desk top exercise, rather than an appointment*

Table 2 - Occupational Health Non-attendance

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
Health Surveillance	17	47	46	
Driver Medical	1	7	2	
Vision Screening	9	3	3	
Medical Referral – OHA	41	7	56	
Medical Referral – OHP	23	41	14	
Physiotherapy	46	43	35	
Counselling	24	33	61	
Total	161 (6.0% excl*)	181 (6.3% excl*)	217 (4.5% excl*)	

**Figure excludes desk top exercise for pre-employment questionnaires*

8. **Health and Wellbeing** - 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.

The Committee may wish to refer to the report presented to the OSC meeting on 3 December 2018 for a more detailed update on the progress in relation to ‘Health and Wellbeing’.

9. **Health & Safety Training** – This is delivered by internal and external trainers. Individual service areas are responsible for specialised safety training and will hold records of training that they have arranged. Figures in ‘Table 7’ show the number of employees that have attended corporate Health & Safety training in 17/18.

1239 Health and Safety e-learning modules were accessed. This was an increase from 1164 units in the previous year.

10. **Corporate Procedures and Codes of Practice** – these form part of the overall health and safety policy, providing safe systems of work for employees to follow and to adapt them to their service areas as appropriate. Documents were revised for: Carriage & Storage of Petrol; Display Screen Equipment; Electrical Safety; First Aid; Gas Safety; Respiratory Surveillance and Incident Reporting and Investigation.

Checks are made to ensure things are happening through:

11. **Reporting to the Corporate Health & Safety Committee** - quarterly updates are presented on new legislation and guidance, the Corporate Health & Safety action plan, Health & Safety training strategy and the Better Health at Work Award, with the opportunity also being available for those attending to discuss other relevant health and safety issues. Trade Unions are represented at all meetings.

12. **SMG Health & Safety Update Reports** - quarterly update reports are delivered to the Senior Management Group by the Occupational Health & Safety Manager, advising on the status at the time of the robustness of the health & safety management system, recommending to SMG any reasonable actions to be taken. This also provides an opportunity to share information and lessons learnt from any incidents/near misses that have occurred.
13. **Monitoring hazards** – the Health & Safety Officers utilise a spreadsheet for the recording of hazards identified by employees. Checks are carried out to ensure appropriate action has been taken by the relevant manager to address concerns. This ensures that compliance is maintained and improved if necessary.
14. **Incident Investigations** – where appropriate, incidents are investigated with findings and recommendations communicated to responsible managers. Managers are responsible for taking appropriate action to prevent a reoccurrence. The Health & Safety Officers ensure that incidents are followed up appropriately.
15. **Annual Reporting on Corporate Health & Safety** – annual reports are produced for Senior Management Group – Services and Performance and Overview and Scrutiny Committee to inform senior managers and councillors of the work undertaken in the last 12-month period. These reports include details on health and safety performance and incident statistics.
16. **Internal Assurance**

Asbestos Management

The Asbestos Management Team (AMT) is responsible to the Strategic Director, Communities and Environment, within Council Housing, Design & Technical Services. The team works closely with the Health & Safety Team and has achieved the following in this reporting period:

- Continue to carry out the asbestos re-inspections, update and deliver registers.
- Provided technical advice to schools which have bought into the gateway scheme.
- Reviewed the corporate asbestos management plan and provided assurance that no changes are required.
- Input asbestos data into the GP2 system for in-house re-inspections
- Arrange asbestos refurbishment/demolition surveys as and when required.

Contractor Management

During the summer and half term holidays (2017) the Health & Safety Officers visited all schools and other sites where they were notified that contractors would be working. This enabled activities to be monitored and risk assessments, method statements, and training records to be checked. When the necessary standards were not being achieved the work was stopped until corrective action was taken. Recent visits by the Health and Safety Executive to some of the construction sites without enforcement action being taken can give assurance that the approach taken is appropriate and effective.

Educational Visits

Council Health & Safety Officers (under the banner of the Educational Visits Advisory Team) provide advice and support to teachers, youth workers and other Council employees who take young people out on educational and out-of-centre visits. They are also responsible for the implementation of, and monitoring compliance with, the policy and procedures which ensure the Council meets its statutory responsibilities for the safety of such activities. The team maintain the EVOLVE on- line visit planning, recording and approval system for Gateshead.

EVOLVE also provides the Council with a clear picture of the great range of Learning outside the Classroom opportunities being provided for Gateshead children. In the academic year 2017/18 we recorded 5996 (6080 in previous year) visits. Of these, 443 (505 in previous year) involved residential stays, adventurous activities or travel overseas to countries including Malawi, Uganda, USA, Italy, Croatia, Cyprus, Northern Ireland, France, Switzerland, Iceland, Poland, Holland, Spain, Germany and China.

Legionella Management

The Water Hygiene Team is responsible to the Strategic Director, Communities and Environment, within Council Housing, Design & Technical Services. The team works closely with the Health & Safety Team have achieved the following in this reporting period:

- In all buildings visited or audited no significant issues were found. Ensured that all Council buildings continue to have their risk assessment documentation updated.
- 476 samples were taken with 4 positive legionella results returned. At the same time samples were taken for pseudomonas with 3 positive samples returned and Ecoli with 8 positive results. Remedial action was taken, and the properties resampled. All buildings came back with negative results demonstrating that our control methods are robust and where positive results have been identified they have been dealt with quickly.
- Retained Legionella Control Association Accreditation to prove good practice.
- Continued to carry out risk assessments on water systems in domestic properties owned by Gateshead Council as part of a ten-year scheme. 5382 properties have been assessed so far.

17. **Performance Indicators** - The tables set out below details the performance indicator data for 2017 - 2018 and how this compares to previous years. These are common indicators for occupational health and safety and help to track performance and compare against other organisations.

Table 3 - Incidents / Industrial Diseases (ID)

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
RIDDOR	25	8	18	Injuries resulting in over 7 days absence reported to HSE
Specified Injuries	2	7	4	Significant injuries such as fractures, amputation, loss of sight, crush injury, significant burn injury and degree of scalping
ID	0	6	7	Industrial diseases reported to the HSE
> 3 day	3	12	3	Injuries > 3 days but < 7 days noted for information

Table 4 - Incidence Rates

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
RIDDOR	4.88	1.44	3.34	Incidence Rate for over 7-day injuries (number of over 7-day injuries per 1000 employees).
Specified Injuries	0.39	0.54	0.74	Incidence Rate for specified injuries (number of injuries per 1000 employees).

The statistics (which include the Council’s maintained schools) show improvements in some areas compared to the previous year:

- Total number of incidents decreased from 493 to 484
- Specified injuries decreased from 7 to 4 though the incident rate increased due to decrease in employee numbers
- Non-employees sent direct to hospital increased from 1 to 4
- Increase in near miss reporting from 94 to 100 which includes 11 reports of verbal threatening behaviour.

The main causes of over 7-day incidents are slip/trip/fall and handling/ lifting/carrying. The specified injuries were a result of physical assault, slip/trip/fall; and struck by an object. These occurred in various locations at different times of the year so could not be linked to any trends. Detailed quarterly reports are given to groups on the recorded incidents to enable them to take relevant action to help reverse any local trends, identify training needs etc. Appendices 3 – 6 show the number of incidents per group; the category and cause of incident.

Table 5 – HSE Enforcement Action

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
Prosecution	0	0*	0	*HSE investigated asbestos incident but the Council was not prosecuted. However, the Council received FFI resulting in fine.
Prohibition Notice	0	0	0	
Improvement Notice	0	0	0	
Fee for Intervention (FFI)	0	1**	0	*(£3250.8) **(£1,277.10) HSE carried out an investigation into the health surveillance management.

Table 6 – Sickness Absence (Stress Work Incidents)

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
Sickness Absence	60,166	55,561	53,543	Total sickness absence days
Stress	23.8%	26.33%	28.29%	Percentage of total days lost due to stress, depression and mental health including work related stress
Work incident	2.81%	0.67%	1.28%	Percentage of total days lost due to work related injury and ill health

Table 7 – Training

Type	Year			Comments
	2015 - 2016	2016 - 2017	2017 - 2018	
Corporate	131 (10 courses 84% average attendance rate)	168 (15 courses 79% average attendance rate)	385 (32 courses 81% average attendance rate)	Number attending corporate health and safety training courses (Accident investigation, Asbestos Management, DSE, Fire Warden, Health & Safety for Managers, Risk assessment and Stress Management). Additional courses were delivered to schools on request.
e-learning	412	1164	1239	

We act on the findings through:

18. **Auditing and performance review** is the final step in the health and safety management control cycle. They constitute the ‘feedback loop’ which enables the Council to reinforce, maintain and develop its ability to reduce risks and to ensure the continued effectiveness of the health and safety management system.

One audit was carried out during the reporting period. Normally the service would schedule several audits each year, however, this year priorities were re-aligned, and resources were diverted to the management of fire safety.

19. **Review of policies and procedures** – considerable ongoing review of the Health & Safety policy, corporate procedures and guidance takes place. New documents are developed, or others amended. See paragraph 9 for details.

Health & Safety Executive

20. To the best knowledge of the Health & Safety Team there were no prosecutions or enforcement notices issued by the Health & Safety Executive (HSE). The HSE did visit / make contact several times in the reporting period to look at the management of hand arm vibration; carry out site inspections; and, follow up on reportable incidents with no further action being taken.

Service Level Agreements

21. The Occupational Health & Safety Team has developed contracts through Service Level Agreements (SLA's) with schools, academies, TGHC, NEPO, Regent Funeral Services and several community establishments and private organisations. Occupational Health, also provide services to these organisations and operate a pay as you use service, where appropriate, and resources permitting. These have proved beneficial to both the team and the organisations involved.

Summary

22. As detailed earlier in this report, the Council's approach to health & safety management continues to follow the guidance document HSG65 – 'Managing for Health and Safety'. Commitment from senior management is strong and substantial progress has been made in delivering improvements.
23. Throughout the last year there has been increased focus on fire safety management.
24. The Health and Safety Executive (HSE) in this reporting period visited two Council sites, with no action taken.

What will we do next?

25. The Health & Safety team will work with the Group Management Teams to ensure that progress is made on a continual basis.
26. Group Management Teams and Head Teachers will be informed of any significant changes to the Council's corporate health and safety policies and procedures or when action is necessary because of any health and safety failing via a health and safety briefing note.
27. Senior Management Group will be advised on a quarterly basis on the progress being made and any issues to address.

Recommendation

28. The views of the Overview and Scrutiny Committee are sought on:
 - Whether the Committee is satisfied that the actions taken are appropriate and effective to maintain or improve the health and safety management system

Contact: Susan Smith

Ext. 2272

TITLE OF REPORT:	Work Programme 2018-19 and Development of Work Programme for 2019 - 20
REPORT OF:	Sheena Ramsey, Chief Executive Mike Barker, Strategic Director, Corporate Services & Governance

Summary

This report is set out in two parts. The first part sets out the provisional work programme for Corporate Resources Overview and Scrutiny Committee for the municipal year 2018-19 and the second part details the current position / next steps in the development of the work programme for this OSC for the municipal year 2019-20.

2018-19 Work Programme

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 and highlights proposed changes to the programme in bold and italics for ease of identification.

Development of 2019-20 OSC Work Programmes

Background

3. Every year each Overview and Scrutiny Committee draws up a work programme based on the Council's policy framework which is then agreed by the Council as part of the policy planning process.
4. The Committee's work programme is a rolling programme which sets the agenda for its six weekly meetings. It is the means by which it can address the interests of the local community, focus on improving services and seek to reduce inequalities in service provision and access to services.
5. Under the Council's constitution the issues which will be considered by the Overview and Scrutiny Committees come from a number of sources:
 - During the year the Committee may choose to scrutinise decisions made by the Cabinet to ensure decisions are taken properly;
 - The Committee may be requested by the Cabinet to carry out reviews of particular issues in accordance with the Council's policy priorities;

- The Committee will receive six-monthly reports on performance for comment to Cabinet;
- The Committee will receive reports on relevant service improvement reviews at key stages of development to confirm to Cabinet that reviews are progressing appropriately;
- Section 119 of the Local Government and Public Involvement in Health Act 2007 and Section 126 of the Police and Criminal Justice Act 2006 enable any member of the Council to refer to a relevant Overview and Scrutiny Committee any local government matter and any crime and disorder matter which affects their ward or constituents (Councillor Call for Action - CCfA).
- Members of the Committee may identify particular issues for consideration;
- Members may also examine issues in the Council's Forward Plan; and
- In addition, where the Committee has reasonable concerns about a particular executive decision the call-in mechanism is available.

Current Position

6. The process for developing all the OSC work programmes for 2019-20 is now underway and views are currently being sought from councillors' on potential priority issues for inclusion which fall within the remits of the relevant OSCs and support the 5 pledges under the Thrive agenda:-
 - Put people and families at the heart of everything that we do
 - Tackle inequality so people have a fair chance
 - Support our communities to support themselves and each other
 - Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough.
 - Work together and fight for a better future for Gateshead
7. At this OSC meeting on 21 January 2019 there will be an opportunity for the OSC to comment on / discuss emerging issues for this OSC / put forward additional issues for consideration.

Next Steps

8. Subsequently, in line with usual practice, partner organisations will be consulted on the emerging themes for each OSC for 2019 – 20 with a view to OSCs considering any feedback/ additional suggestions / endorsing their respective work programmes at their March / April 2019 OSC meetings and referring them to Council for agreement.

Recommendations

9. The Committee is asked to:-
 - a) Note the provisional work programme for 2018-19;
 - b) Note that further reports on the 2018-19 work programme will be brought to the Committee to identify and additional policy issues which the Committee may be asked to consider.
 - c) Comment on the emerging issues for this OSC's 2019-20 work programme / highlight any additional issues for consideration.

Contact: Angela Frisby

Ext: 2138

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) <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 July 2018 – additional meeting	<ul style="list-style-type: none"> • Adhoc Policy Issue – Consult OSC on refresh of Corporate Asset Strategy
10 Sept 18	Cancelled
15 Oct 18	<ul style="list-style-type: none"> • Workforce Plan Progress Update / Review of Workforce Strategy • OSC Review – Scoping Report - 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 • Resilience and Emergency Planning Performance Framework - Progress Update • Sickness Absence / Health of the Workforce Update • Corporate Asset Management – Delivery and 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 • Brexit - ? • Annual Health and Safety Performance Report • Corporate Complaints Procedure - Annual Report 2017-18 • OSC Work Programme
4 March 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 • Information Governance Report • Tackling Social Exclusion • Welfare Reform – Progress Update • OSC Work Programme
1 April 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 • 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