



CABINET AGENDA

Tuesday, 25 April 2023 at 10.00 am in the Council Chamber - Civic Centre

From the Chief Executive, Sheena Ramsey

Item	Business
1	Apologies for absence
2	<p>Minutes (Pages 3 - 14)</p> <p>Cabinet is asked to approve as a correct record the minutes of the last meeting held on 21 March 2023.</p> <p>Key Decision</p>
3	<p>Supplemental Substance Misuse Treatment and Recovery (SSMTR) Grant (Pages 15 - 18)</p> <p>Report of the Director of Public Health</p> <p>Recommendations to Council</p>
4	<p>Information Governance Framework and Data Protection Policy (Pages 19 - 42)</p> <p>Report of the Strategic Director, Corporate Services and Governance</p>
5	<p>Housing Complaints Procedure - Compliance with Housing Ombudsman Service Complaint Handling Code (Pages 43 - 50)</p> <p>Report of the Strategic Director, Corporate Services and Governance</p>
6	<p>Gateshead Early Help Strategy 2023 to 2026 (Pages 51 - 100)</p> <p>Report of the Strategic Director, Children's Social Care and Lifelong Learning</p> <p>Non Key Decisions</p>
7	<p>School Term Dates 2024/25 (Pages 101 - 104)</p> <p>Report of the Strategic Director, Children's Social Care and Lifelong Learning</p>
8	<p>Nominations of Local Authority School Governors (Pages 105 - 108)</p> <p>Report of the Strategic Director, Children's Social Care and Lifelong Learning</p>

GATESHEAD METROPOLITAN BOROUGH COUNCIL

CABINET MEETING

Tuesday, 21 March 2023

PRESENT: Councillor M Gannon (Chair)

Councillors: C Donovan, J Adams, M Brain, A Douglas,
L Green, G Haley, J McElroy and M McNestry

Also in attendance: Councillor R Beadle

C124 APOLOGIES FOR ABSENCE

An apology for absence has been received from Councillor B Oliphant.

C125 MINUTES

The minutes of the last meeting held on 21 February 2023 were approved as a correct record and signed by the Chair.

C126 FUTURE DELIVERY MODEL FOR PUBLIC HEALTH NURSING SERVICES AND EXTENSION OF CURRENT CONTRACT

Consideration has been given to developing an options appraisal for the future delivery model of the Council's 0-19 Public Health Nursing Service (up to 25 for those with a special educational need or disability) and to the extension of the current 0-19 Public Health Nursing Service contract to afford an additional timeframe to implement the most appropriate future delivery model.

- RESOLVED -
- (i) That the development of an options appraisal for the future delivery model of the 0-19 Public Health Nursing Service as set out in the report be approved.
 - (ii) That the extension of the current 0-19 Service contract with Harrogate and District NHS Foundation Trust for a term of 9 months from 1st July 2023 with the option to extend for a further 3 months if required (12 months in total) be approved.

The above decisions have been made for the following reasons:

- (A) To ensure the improved delivery of the Council's health related functions.
- (B) To afford sufficient additional time for implementation of the most appropriate future delivery model.

C127

Consideration has been given to recommending the Council to approve the Treasury Policy Statement and Treasury Strategy for 2023/24 to 2027/28.

RESOLVED - That the Council be recommended to approve the Treasury Policy Statement and Treasury Strategy for 2023/24 to 2027/28 as set out in appendices 2 and 3 of the report.

The above decision has been made to ensure that the Council fully complies with the requirements of good financial practice in Treasury Management.

C128

Consideration has been given to recommending the Council to approve the Pay Policy Statement for 2023/24.

RESOLVED - That the Council be recommended to approve the Pay Policy Statement for 2023/24 as set out in appendix 2 to the report.

The above decision has been made to comply with the requirements of the Localism Act 2011.

C129

Consideration has been given to recommending the Council to approve the Exemplar Neighbourhood Masterplan and Supplementary Planning Document (SPD) for adoption following public consultation, and to approve publication of a Consultation Report summarising the approach to consultation and responses received to the SPD.

RESOLVED -

- (i) That the Council be recommended to approve and adopt the Exemplar Neighbourhood Masterplan and SPD as set out in the appendix to the report.
- (ii) That the publication of a Consultation Report for the SPD be approved.

The above decisions have been made for the following reasons:

- (i) To enable the Council to effectively deliver the Local Plan.
- (ii) To ensure full public engagement on the Placemaking Supplementary Planning Document in line with Gateshead's Statement of Community Involvement.

C130 **REVIEW OF THE CONSTITUTION**

Consideration has been given to recommending the Council to approve a number of changes to the Constitution.

RESOLVED - That the Council be recommended to approve the proposed changes to the Council's Constitution as set out in appendix 2 to the report.

The above decision has been made to ensure that the Constitution remains fit for purpose and that its aims and principles are given effect.

C131 **MARKET SUSTAINABILITY AND COST OF CARE**

Consideration has been given to the publication of the Market Sustainability Plan (MSP) which was required for the Market Sustainability and Fair Cost of Care submission.

RESOLVED - That the publication of the Market Sustainability Plan (Annex C), as set out in appendix 2 to the report on the Council's web site be approved.

The above decision has been made to ensure the Council complies with the Department for Health and Social Care's Market Sustainability and Fair Cost of Care grant conditions.

C132 **ACCEPTANCE AND USE OF FUNDING FROM THE INTEGRATED CARE BOARD TO PUBLIC HEALTH AND WELLBEING FOR PUBLIC HEALTH PRIORITIES**

Consideration has been given to accepting funds from the Integrated Care Board (ICB) via a section 256 (NHS Act 2006) Agreement for use on:

- health inequalities supporting people with multiple and complex healthcare needs
- vaccine inequalities and
- to support the operation of the Deep End Network Programme and Steering Group.

RESOLVED - (i) That the acceptance of ICB funding for the purposes outlined in the report via a section 256 (NHS Act 2006) Agreement be approved.

(ii) That the Director of Public Health be authorised to enter into such funding agreement as necessary, in consultation with the Strategic Director, Resources and Digital and the Strategic Director, Corporate Services and Governance, to facilitate the funding transfer.

The above decisions have been made to secure more health gain than an equivalent expenditure of money in the NHS and enable effective delivery and reporting and the success of the programmes.

C133

RENT ARREARS FOR FORMER TENANTS AND SUNDRY ACCOUNT DEBTS – TRANSFER OF UNCOLLECTABLE AMOUNTS

Consideration has been given to the transfer out of the Council's accounts individual debts in excess of £500 relating to former tenant rent arrears and sundry account debts orders where all possible recovery action has been taken and the balances are now considered uncollectable.

- RESOLVED -
- (i) That the transfer of balances on 143 former tenant accounts, amounting to £224,401 and 174 sundry account debts totalling £85,934 be approved.
 - (ii) That the action taken under delegated powers to transfer out of Council's accounts the amounts deemed uncollectable be noted.

The above decisions have been made to ensure effective management of the Council's resources as any further pursuit of these arrears is unlikely to result in significant sums being recovered and would be more effectively used to recover new debt.

C134

MISCELLANEOUS INCOME – TRANSFER OF UNCOLLECTABLE AMOUNTS

Consideration has been given to the transfer out of the Council's Accounts outstanding balances in excess of £500 from miscellaneous income accounts and Housing Benefits overpayments where all possible recovery action has been taken and the balances are now considered to be uncollectable.

- RESOLVED -
- (i) That the transfer of balances on 95 sundry debtor accounts, amounting to £270,183.85, 47 Housing Benefits overpayment invoices totalling £126,985.95 and 17 council tax accounts court costs totalling £10,195.79 be approved.
 - (ii) That the action taken under delegated powers to transfer out of the Council's accounts the identified amounts that are deemed uncollectable be noted.

The above decisions have been made for the following reasons:

- (A) To ensure the effective management of the Council's resources.
- (B) To ensure that the Council Accounts accurately reflect the correct financial position.

C135

EXCLUSION OF THE PRESS AND PUBLIC

- RESOLVED -
- That the press and public be excluded from the meeting during consideration of the remaining business in accordance with paragraph 3 of Schedule 12A to the Local Government Act

C136

GATESHEAD QUAYS UPDATE

Consideration has been given to an update Cabinet on the Gateshead Quays regeneration scheme (The Sage – an Arena and International Conference Centre, Linear Park and Hotel).

- RESOLVED -
- (i) That the proposed phased delivery as set out in the report be approved.
 - (ii) That the cost of the detailed design works through to construction stage for Phase 1, at an estimated cost of the amount set out in the report be approved.
 - (iii) That the delegation of authority for the acceptance of the Levelling Up Fund grant and associated funding conditions to the Strategic Director, Economy Innovation and Growth in consultation with the Leader and the Strategic Directors, Resources and Digital, and Corporate Services and Governance be approved.
 - (iv) That the delegation of authority to the Strategic Director, Corporate Services and Governance to amend the Development Agreement as necessary, to underwrite the detailed design works with A&P on a basis set out in the report and the Agreement for Lease, Hotel Management Agreement and Funding Heads of Terms to reflect the proposed delivery / phasing of the development be approved.
 - (v) That the urgent decision taken on 26 January 2023 by the Strategic Director, Resources and Digital to transfer the amount of North East LEP (NELEP) funding set out in the report from the Baltic Quarter Enabling Infrastructure Project to the Gateshead Quays Multi Storey Car Park (MSCP) Project, in accordance with Schedule 5, Part 2 General Delegations to Managers, Paragraph (4) (e) of the Council's Constitution; and as previously agreed by Cabinet, be noted.
 - (vi) That the acceptance of further NELEP funding of the amount set out in the report for the MSCP Project be approved.

The above decisions have been made for the following reasons:

- (A) To bring forward the regeneration of Gateshead Quays, which supports the Council's aspiration of making Gateshead a place where everyone thrives.
- (B) To reaffirm the commitment to invest in the local economy to provide sustainable opportunities for employment, innovation and growth across the borough.
- (C) To maintain momentum on the scheme, signal confidence in

the local economy, which is important as part of the delivery of the Economic Development Strategy.

C137

UK SHARED PROSPERITY FUND

Consideration has been given to:

- a) progress with the UK Shared Prosperity Fund (UKSPF);
- b) the revised financial position of the programme and the related projects within the Investment Plan approved by the Department for Levelling Up, Housing and Communities (DLUHC); and
- c) agreement of delegated authority for the procurement and implementation of the projects.

- RESOLVED -
- (i) That the revised programme and expenditure profiles as set out in the report be approved.
 - (ii) That proceeding with the proposed projects arising from the challenges and opportunities within the approved Investment Plan, outlined in appendix 2 to the report be approved.
 - (iii) That the Strategic Director, Economy Innovation and Growth, in consultation with the Strategic Directors, Resources & Digital, and Corporate Services & Governance, and relevant Portfolio members, be authorised to:
 - a) agree the terms with various parties on behalf of the Council, as 'lead authority';
 - b) procure the services required for those projects through the approved Dynamic Purchasing System (DPS), where appropriate, established for that purpose by North of Tyne Combined Authority (NTCA);
 - c) place call-off contracts through the DPS for the services required for those projects;
 - d) approve all contractual documentation for such purposes and arrange for their execution and sealing, complying at all times with the Council's requirements for corporate and contractual governance;
 - e) deliver activities in Gateshead consistent with the Memorandum of Understanding with DLUHC;
 - f) agree any and all amendments that may be required on behalf of the Council as 'lead authority' to ensure the benefits of these monies are fully realised for Gateshead;
 - g) undertake all other activities that may reasonably be required to implement the approved Investment Plan and comply with all reporting and monitoring activities that may be required under the UKSPF scheme; and

- h) submit any necessary returns to the subsidy transparency database or reports to the Subsidy Advice Unit as may be required from time to time to ensure compliance with the current subsidy control scheme.

The above decisions have been made for the following reasons:

- (A) To enable full utilisation of monies from the UK Shared Prosperity Fund to deliver the Council's priorities and to benefit local residents and businesses.
- (B) To enable successful delivery within Government guidance of activity in Gateshead that will contribute to local priorities.

C138 **TCF T2 METROGREEN SUSTAINABLE TRANSPORT IMPROVEMENTS– FULL BUSINESS CASE (MARCH 2023)**

Consideration has been given to the development and submission of a full business case for the Metrogreen Sustainable Transport Improvements (GA05) in order to access an allocation of funding from the Transforming Cities Fund (TCF) to enable the implementation of the scheme.

- RESOLVED -
- (i) That the Strategic Director, Economy, Innovation and Growth, following consultation with the Portfolio holder for Environment & Transport and the Strategic Director, Resources and Digital, be authorised to submit the full business case for the Metrogreen Sustainable Transport Improvements scheme and to make such amendments to the full business case for the scheme as may be required to secure funding approval from the North East Joint Transport Committee.
 - (ii) That the Strategic Director, Economy, Innovation and Growth be authorised to enter into a Grant Agreement, following acceptance of the bid, with the North East Combined Authority (NECA) and following consultation with the Strategic Director, Resources and Digital and Strategic Director, Corporate Services and Governance, in accordance with the Council's Constitution.

The above decisions have been made to enable the implementation of the scheme using funding from the Transforming Cities Fund.

C139 **DEVELOPMENT OF NEW HOMES IN SALTWELL AND HIGH SPEN BY GATESHEAD REGENERATION PARTNERSHIP**

Consideration has been given to changes to the terms of the Hyde Park and Hookergate Business Plans and to utilise available financial mechanisms to overcome viability challenges to allow development of sites in Saltwell and in the High Spen & Winlaton Ward by Gateshead Regeneration Partnership (GRP).

The alternative option to that being recommended, but which was discounted, included marketing the Hookergate site on the open market.

- RESOLVED -
- (i) That the transfer of the freehold interest in the Hyde Park and Hookergate sites, with the revised aggregate transfer value of the amount set out in the report, in accordance with the Agreement for Sale to the GRP for the provision of new homes, be approved.
 - (ii) That the provision of a capital injection of the amount set out in the report, to facilitate the delivery of new homes be approved and in accordance with the Constitution the Strategic Director, Corporate Services and Governance be authorised to agree the form and enter into a site-specific Capital Injection Agreement on behalf of the Council with GRP.
 - (iii) That the changes to the distribution of profit and the terms of the distribution of super-profit to the Council as set out in the report be approved.
 - (iv) That the Strategic Director, Economy, Innovation and Growth, in consultation with the Portfolio Holder for Housing be authorised to approve the revised Site Business Plans prior to exercising delegated powers under recommendations (i) to (iii) above.

The above decisions have been made for the following reasons:

- (A) To support the delivery of 58 affordable family homes in Saltwell; including the provision of 20 family homes to meet the housing needs of the Jewish community; secure Homes England funding being invested in the borough.
- (B) To achieve, and complete, the regeneration objectives set out by the Council, its partners and the community in 2005 for the Bensham and Saltwell area.
- (C) To make best use of a surplus asset and enable new family homes in Winlaton and High Spen ward.
- (D) To enable income to accrue to the Council and training, employment and socio-economic benefits for the residents and businesses of Gateshead.
- (E) To bring forward a vacant brownfield Council owned site for redevelopment and remove holding costs to the Council.
- (F) To utilise the Council's land and property portfolio to support the Council's policy priorities in accordance with the provisions of the Council's Corporate Asset Strategy and Management Plan and Housing Strategy 2019-30.

LOCAL AUTHORITY HOUSING FUND (LAHF)

Consideration has been given to the action taken in accordance with Schedule 5, Part 2 General Delegations to Managers, Paragraph (4) (e) of the Council's Constitution, to enter into a Memorandum of Understanding (MOU) with the Department for Levelling Up, Housing & Communities (DLUHC), to participate in the Local Authority Housing Fund (LAHF) programme, which has been made available to assist local authorities with accommodation pressures in relation to Afghan and Ukraine resettlement and relocation schemes, including the purchase of additional residential dwellings in the Borough.

- RESOLVED -
- (i) That the action taken by the Deputy Strategic Director, Housing, Environment and Healthy Communities and the Strategic Director, Corporate Services and Governance in entering into of a Memorandum of Understanding with the Department of Levelling Up Housing & Communities for the Local Authority Housing Fund, in accordance with Schedule 5, Part 2 General Delegations to Managers, Paragraph (4) (e) of the Council's Constitution, be noted and endorsed.
 - (ii) That the Deputy Strategic Director, Housing Environment and Healthy Communities, in consultation with the Strategic Director, Resources & Digital and the Strategic Director, Corporate Services & Governance be authorised to negotiate the purchase of residential dwellings that meet the criteria for the Afghan Relocation Assistance Policy and the Homes for Ukraine Policy.
 - (iii) That it be noted Legal and Financial advice will be taken on each purchase or acquisition under (ii) above, the delegation including authority to approve the signing of the contracts for sale and the sealing of the relevant conveyancing documents.

The above decisions have been made for the following reasons:

- (A) To contribute towards the Council's housing delivery targets to create new homes including the provision of more affordable homes.
- (B) To secure the LAHF Grant funding to support an additional 11 properties.
- (C) The scheme will add the 11 additional family properties and create a lasting supply of affordable housing for the general population, and stock will become available to support wider local authority general housing and homelessness responsibilities after the immediate needs of the eligible cohort have been addressed.
- (D) To deliver the objectives of the Housing Strategy 2019-30.
- (E) To ensure compliance with the Council's constitution and any limitations on its relevant legal powers.

HOMELESSNESS AND ALLOCATIONS - REMODELLING ACCOMMODATION AND SUPPORT

Consideration has been given to an update on the Homelessness and Allocations Review and to proposals for taking forward the recommissioning and remodelling of supported accommodation for young people, and for adults with multiple and/or complex needs (MCN) as well as an intention to progress the development and subsequent implementation of a new operational model for homelessness and allocations services.

- RESOLVED -
- (i) That the commissioning of the Young Persons 18-25 years Domestic Abuse Safe Accommodation from the available Safe Accommodation Funding be approved.
 - (ii) That the proposed commissioning and procurement plans for both young people and those with multiple and complex needs as set out in the report, subject to costs being contained within the stated budget estimates be approved.
 - (iii) That an extension to the existing agreement with Oasis Community Housing for continued Rough Sleeping Initiative funded provision as set out in the report, to fit with the timeline for recommissioning multiple and complex needs (MCN), currently in place to November 2023 be approved.
 - (iv) That a bid to the Single Homelessness Accommodation Programme for capital and revenue funding for a proposed Young Persons with MCN Scheme (8 units) and an Adults with MCN Scheme (17 units) as set out in the report be approved.
 - (v) That a current review of the use of temporary and bed and breakfast accommodation and the intention to also review taster flats provision, accommodation for ex-offenders and agency/leased properties be noted.
 - (vi) That proposals to undertake a review of floating support be noted.
 - (vii) That proposals to design a new Home Connections operational model for the delivery of homelessness and allocations services, to be taken forward in partnership with colleagues in housing, health, social care, and community safety, and informed by wider transformation workstreams including Mental Health Transformation, Anti Social Behaviour, Changing Futures, Home Improvement Agency and People at the Heart as set out in the report be endorsed.

The above decisions have been made for the following reasons:

- (A) To ensure the Council is meeting all related statutory requirements.

- (B) To deliver on related strategies, including the Council's Homelessness and Rough Sleeping Strategy, Thrive Vision and Health and Wellbeing Strategy, providing better outcomes for residents.
- (iii) To achieve better value for money from commissioned and directly provided services, as well as reduced costs pressures across the wider housing, health and social care system.

C142

SURPLUS DECLARATION AND DISPOSAL SITE 1 SOUTH SHORE ROAD, GATESHEAD

Consideration has been given to the surplus declaration of Site 1 South Shore Road shown edged black on the plan attached to the report and its disposal to ES Gateshead Limited.

The alternative options to that being recommended, but which were discounted, included retaining the site with the existing long leasehold or disposing of the site on a long leasehold.

- RESOLVED -
- (i) That the surplus declaration of Site 1 South Shore Road, Gateshead be approved.
 - (ii) That the disposal of Site 1 South Shore Road direct to ES Gateshead Limited for a purchase price of the amount set out in the report be approved.

The above decisions have been made for the following reasons:

- (A) To manage resources and rationalise the Council's assets in line with the Corporate Asset Strategy and Management Plan.
- (B) To encourage the building of sufficient new homes using land sustainably and prioritising the use of brownfield land.
- (C) To dispose of an unused property and realise a capital receipt.

Copies of all reports and appendices referred to in these minutes are available online and in the minute file. Please note access restrictions apply for exempt business as defined by the Access to Information Act.

The decisions referred to in these minutes will come into force and be implemented after the expiry of 3 working days after the publication date of the minutes identified below unless the matters are 'called in'.

Publication date: 23 March 2023

Chair.....

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TITLE OF REPORT: Supplemental Substance Misuse Treatment and Recovery (SSMTR) Grant

REPORT OF: Alice Wiseman, Director of Public Health and Wellbeing

Purpose of the Report

1. To seek approval from Cabinet to receive funds from the Department of Health and Social Care via the Supplemental Substance Misuse Treatment and Recovery (SSMTR) Grant. This grant is managed by the Office of Health Improvement and Disparity (OHID) and is provided pursuant to Section 31 of the Local Government Act 2003.

Background

3. The SSMTR grant should be used to address the aims of the treatment and recovery section of the 10-year Drug Strategy, *From Harm to Hope*. In developing our planning for spending the grant in Gateshead, the Council must have regard to the need to improve the take up of, and outcomes from, our drug and alcohol treatment services, based on assessment of local need, and develop a proposal with local health and criminal justice partners.
4. For 2023/24 £1,251,506.00 has been allocated to the Council via the SSMTR Grant. A further amount of £2,415,215.00 for 2024/25 has been indicated, however this is subject to change.
5. Conditions of this funding are that the Council maintains existing investment in drug and alcohol treatment, and that the spend from the SSMTR grant is in accordance with a proposal, which must be agreed with OHID. To support this process OHID have provided a menu of evidence-based interventions to guide the development of the proposal for the grant spend.
6. OHID propose to transfer the identified funds to the Council via a Section 31 grant agreement.

Proposal

7. SSMTR funding must be used within the following parameters:
 - Increased capacity within, and accessibility to, treatment and harm reduction services, for both adults and young people, including options for residential rehabilitation
 - To increase numbers of people accessing treatment
 - Targeted outreach interventions and strengthening of pathways, for example from criminal justice and secondary care settings
 - Interventions to reduce the number of drug and alcohol related deaths

- Better and more integrated responses to physical and mental health issues
 - Development and enhancement of peer support networks
 - Expanding the competency and size of the workforce
8. It is proposed that Cabinet delegate authority to the Director of Public Health to enter into such funding agreements as will be required following consultation with the Strategic Director, Resources and Digital and the Strategic Director, Corporate Services and Governance in order to progress the transfer of funding from OHID to the Council, as outlined in this report.

Recommendations

2. It is recommended that Cabinet:
- (i) Approves the acceptance of OHID funding for the purposes outlined in this report.
 - (ii) Delegates authority to the Director of Public Health to enter into such funding agreements as necessary, following consultation with the Strategic Director, Resources and Digital and the Strategic Director, Corporate Services and Governance, to facilitate the funding transfer.

For the following reason:

To secure a health gain for the community in terms of a more effective treatment and recovery service.

CONTACT: **Louise Sweeney**
 Andrew Graham

extension: 2909
extension: 3066

Policy Context

1. As outlined in the Council Strategic Approach, Thrive, the Council wants to help our communities not just survive, but to flourish, prosper and succeed. The Council has committed to five pledges to help and guide it when making decisions. These are:
 - Putting people and families at the heart of everything we do
 - Tackle inequality so people have a fair chance
 - Support communities to support themselves and to support each other
 - Invest in our economy to provide opportunities for employment, innovation and growth
 - Work together to fight for a better future for Gateshead
2. The Health and Wellbeing Strategy has been adopted as the overarching delivery mechanism for Thrive. Its evidence-based strategic policy objectives aim to address the wider determinants of health through a place-based approach. They include:
 - Give every child the best start in life, with a focus on conception to age two
 - Enable all children, young people and adults to maximise their capabilities and have control over their lives
 - Create the conditions for fair employment and good work for all
 - Ensure a healthy standard of living for all
 - Create and develop sustainable places and communities
 - Strengthen the role and impact of ill health prevention

Background

3. Between April 2019 and March 2020, there were 892 new presentations to Gateshead's treatment and recovery service. 17% of these new presentations were a parent or an adult living with children/young people. Within the same year, 23.5% (379) of children in social care needs assessments identified alcohol misuse by a parent or other adult living with the child as an issue. Drug misuse was a factor in 22.5% (363) of assessments.
4. In Gateshead, uptake and completion of substance misuse treatment, for both alcohol and drugs, is lower than we would like. Alcohol and drug related deaths have risen in recent years, both locally and nationally. There is a need to reverse the upward trend in this data. In order to do this, we must increase the capacity within our treatment and recovery services. Engaging with treatment reduces the risk of substance misuse related deaths.
5. Without this additional capacity, if all the estimated people with unmet needs in relation to drugs and alcohol presented at our treatment services there would be significant waiting lists. This funding allows us to increase our drug and alcohol treatment resource

Consultation

6. The Cabinet Member for Health and Wellbeing was consulted on the contents of this report and the proposed funding uses and supports the proposals.

Alternative Options

7. The alternative option would be to not accept the funds, along with their potential impact on recovery and treatment services. This would result in reduced capacity and access to services that support action to reduce substance misuse and its effects.

Implications of Recommended Option

8. Resources:

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms that the additional costs associated with delivery of the projects will be met in full by funding from the Department of Health and Social Care via the Supplemental Substance Misuse Treatment and Recovery Grant.
- b) **Human Resources Implications** – There are no Human Resource implications arising directly from this report.
- c) **Property Implications** - There are no Property Implications. Provision for supporting people with substance misuse issues will be commissioned within treatment services.

9. **Risk Management Implication** - The proposal will reduce the risk of the Council not delivering committed actions through the Drug Strategy by providing additional resources for action for treatment and recovery.

10. **Equality and Diversity Implications** - Receipt of this funding will enable action on health inequalities, focused on people with substance misuse issues.

11. **Crime and Disorder Implications** – Action to tackle substance misuse may have a positive benefit on factors contributing to crime and disorder.

12. **Health Implications** - Potential for significant long-term health benefits for Council residents, by addressing substance misuse.

13. **Climate Emergency and Sustainability Implications** - No climate emergency or sustainability implications arising from this report.

14. **Human Rights Implications** - There are no human rights implications arising directly from this report.

15. **Ward Implications** – There are no ward implications arising directly from this report.

TITLE OF REPORT: **Information Governance Framework & Data Protection Policy**

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

Purpose of the report

1. To ask Cabinet to consider and recommend to Council the newly drafted Information Governance Framework (Appendix 2) and Data Protection Policy (Appendix 3) for implementation across the Council.

Background

2. The 2020/21 internal audit of Information Governance and Data Protection identified there was no overarching Information Governance Framework covering the management of information across the Council. Further, there was no policy specifically referring to the Council's compliance with data protection obligations.
3. The DPO team was tasked with drafting the Information Governance Framework and Data Protection Policy.
4. The Information Governance Framework is the primary statement of the Council's approach to information management.
5. The Framework covers all personal, confidential and corporate information that is created, received, managed, shared and disposed of by the Council.
6. The Data Protection Policy sits below the Framework and sets out the management of personal data by the Council. The Policy details the Council's legal obligations in line with the UK GDPR and Data Protection Act 2018.
7. It will apply to everyone – Councillors, employees, students, apprentices, volunteers, contractors and other third parties handling council information

Proposal

8. It is proposed both documents are agreed by Cabinet and recommended to Council.

Recommendations

9. Cabinet is asked to recommend Council to approve the Information Governance Framework and the Data Protection Policy as attached at appendices 2 and 3 and for both documents to be implemented without delay.

For the following reason:

To have an effective Information Governance Framework and Data Protection Policy.

CONTACT: Angela Simmons-Mather extension 2110

APPENDIX 1

Policy Context

1. The Information Governance Framework and Data Protection Policy are intended to demonstrate the Council's compliance with good data management and legislative obligations in respect of the handling of personal data.

Background

2. The Council should have a public facing document which demonstrates the principles behind how it processes, stores and destroys information.
3. The Information Governance Framework will be the Council's overarching document relating to all information held by the Council.
4. The Data Protection Policy, as with other policies dealing with how information is handled by the Council, sits below the Framework and is solely concerned with how the Council manages personal data. This document allows the Council to demonstrate its compliance with the data protection principles as set out in the UK General Data Protection Regulation.
5. The Information Governance Framework sets out broad areas:
 - a) The purpose and scope
 - b) Guiding principles
 - c) IG structure
 - d) Roles and responsibilities and the title of the relevant officer
6. The Data Protection Policy describes compliance in greater detail:
 - a) The purpose and scope
 - b) Responsibilities
 - c) Objectives
 - d) Data Protection Principles
 - e) Special Category and criminal offence data
 - f) Data Protection Impact Assessments
 - g) Data Subject Rights
 - h) Technical features eg oversea transfers, automated processing
 - i) Training
 - j) Breach of policy
7. The DPO team within Legal and Democratic Services is responsible for providing advice and support with regards to all data protection matters. They handle all data breach reports and will liaise with the Supervisory Authority, the Information Commissioner's Office (ICO), should that be necessary. The team can also manage data protection complaints or requests to exercise data subject rights from members of the public.
8. Both documents will be the subject of an annual review to ensure they remain relevant and compliant with any changes in legislation.

Consultation

9. There has been no external consultation on this report.

Alternative Options

10. There are no alternative options.

Implications of Recommended Option

11. Resources:

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms there are no new financial implications arising from this report.
 - b) **Human Resources Implications** – There are no human resources implications arising from the report.
 - c) **Property Implications** – There are no property implications arising from this report.
12. **Risk Management Implication** – The IG Framework and Data Protection Police were prepared with the primary aim of minimising risk of non-compliance with data protection legislation..
13. **Equality and Diversity Implications** – The Framework and Data Protection Policy contributes to the implementation of the Council's Equal Opportunities Policy.
14. **Crime and Disorder Implications** – There are no crime and disorder implications arising from this report.
15. **Health Implications** – There are no health implications arising from this report.
16. **Climate Emergency and Sustainability Implications** – There are no climate emergency or sustainability implications arising from this report.
17. **Human Rights Implications** – None
18. **Ward Implications** – None.
19. **Background Information** –
UK General Data Protection Regulation 2018 (UK GDPR)
Data Protection Act 2018



Information Governance Framework

Document Control	
Organisation:	Gateshead Council
Document Name:	Information Governance Framework
Purpose:	To define the governance of information management within Gateshead Council
Author:	DPO Team
Published version:	
Date published:	
Date of next review:	2 years or sooner should changes to internal processes or legislation occur

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Date	Version	Author	Comments
28/06/2022	0.1 DRAFT	HH (DPO Team)	DRAFT document for discussion
20/09/2022	0.2 DRAFT	HH (DPO Team)	Draft for current IG structures with no reforms
29/09/2022	0.3 DRAFT	HH (DPO Team)	Clean copy with tracked changes removed
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14/04/2023	0.5	ASM (DPO)	Final version to be submitted to Cabinet

Consultees to this policy	
Title:	DPO, SIRO, Service Director – IT, Cyber Security Group, Corporate Data Protection Group, SMG Service & Performance, CMT

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Introduction

Information is one of the core assets of Gateshead Council (the Council) and is vital for the delivery of quality services and the efficient management of resources. It plays a key part in governance, service planning and delivery, and performance management.

The Council has a robust information governance framework to ensure that information, particularly personal, special category, sensitive and confidential information, is effectively managed with accountability structures, governance processes, documented policies and procedures, staff training and appropriate resources.

The framework gives accountable roles to those working with information day-to-day to reinforce information governance as a core business function.

Information Governance consists of a framework of overarching roles and responsibilities, policies, standards, procedures and guidance that covers all information disciplines and all information created, received, managed, shared and disposed of by the Council. Information governance applies to all personal, confidential and corporate information, regardless of its format, function or location. The information governance framework connects all information disciplines, as shown below:

Information governance					
Data quality	Data protection	Freedom of information	Information security	Records management	Transparency
Policies Why? identify issue, scope and responsibilities, for example, Data Protection Policy					
Standards What? Assign quantifiable measures, for example, encryption, passwords, acceptable use, data retention, roles and responsibilities, training					
Procedures and Guidance: How? Establish proper steps to take and accepted good practice, for example, Data Breach Procedure					

Purpose

The information governance framework enables Gateshead Council to meet its information governance objectives and the requirements of legislation, including the UK General Data Protection Regulation (UK GDPR).

The Council's objectives for information governance are to:

- Maintain policies, procedures and guidance where required
- Maintain an up-to-date and complete Information Asset Register for all information assets held by the Council
- Identify, assess and mitigate risks to information assets
- Integrate information governance principles into all relevant organisational processes for example, change and project management

- Ensure compliance with relevant legislation, codes of practice and government standards
- Ensure the quality of data so that it can be used to drive service design and delivery
- Inform Members, employees, third parties and agents of the council regularly about information governance requirements and their responsibilities
- Provide sufficient resource to support the implementation of this framework

Scope

Information is a collective term used to refer to content, data, documents and records in all formats. This framework covers all personal, confidential and corporate information that is created, received, managed, shared and disposed of by the Council.

This framework applies to all Members, employees, students, apprentices, volunteers, contractors and other third parties handling council information. It is the responsibility of each Councillor, employee and employed contractor to adhere to this and any supporting policies, procedures and guidance. Third parties not directly employed by the Council but involved with Council information resources are expected to comply with the law and to accept and abide by the Council's information governance requirements.

Related documents

The Information Governance Framework includes:

- Information Security Framework policies and related procedures
- Data Protection policies and related procedures
- Publication Scheme and Freedom of Information

Information Governance Principles

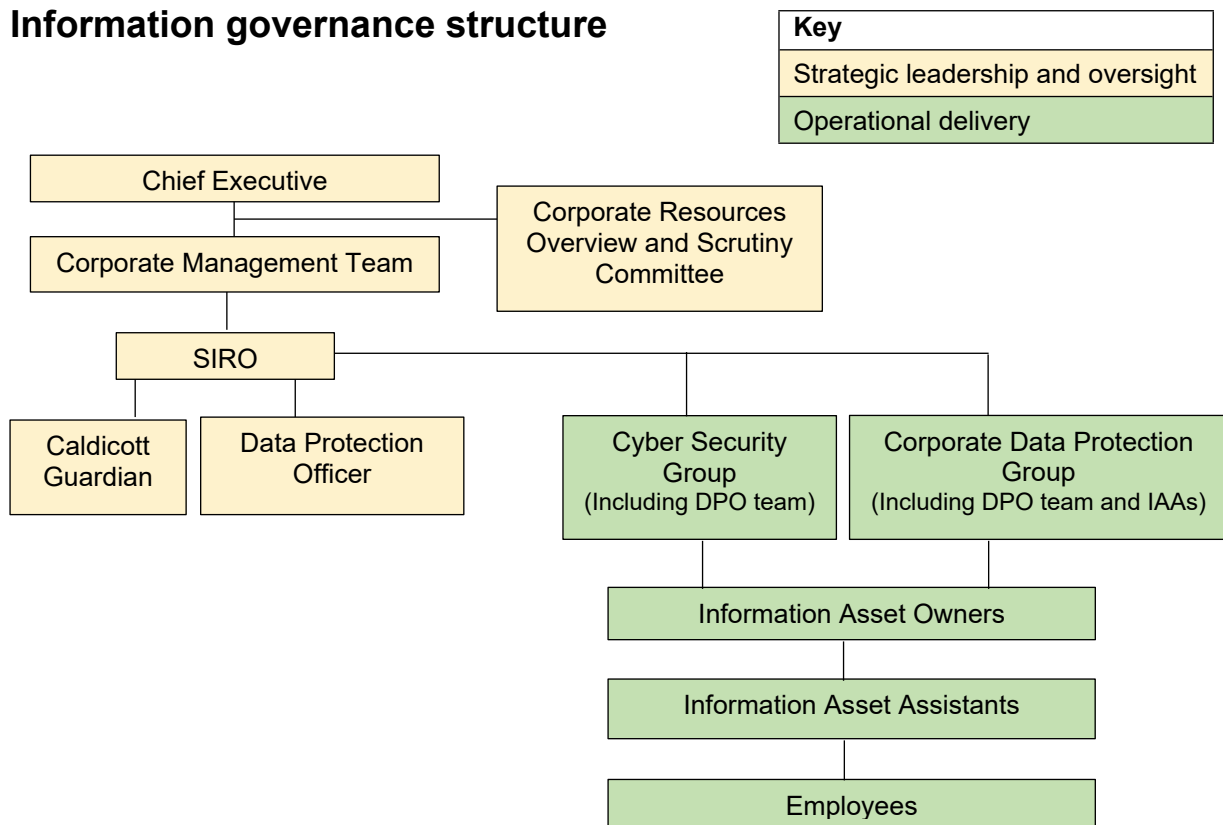
Our information governance principles describe expectations for information governance within the Council and guide the future direction of the framework.

The Council's information governance principles are set out below:

- Information is a valued asset
- Information is efficiently managed in a lawful way
- Information is fit for purpose
- Public information is published
- Residents and businesses can access information about themselves

The Council recognises that some colleagues are information professionals in one or more information disciplines and who provide expert advice to information users.

Information governance structure



Responsibilities and roles

Information governance is everyone's responsibility. Information users with access to Council information are responsible for:

Members

- Complying with this policy and related policies in line with the Members' Code of Conduct.

Managers

- Implementing this policy and related policies in their teams, including identifying and raising information risks with the relevant Information Asset Owner (IAO).

Employees (including temporary employees, contractors, consultants and volunteers)

- Understanding and complying with this policy and related policies.
- Failure to comply with this policy or related policies may result in disciplinary action in accordance with the Employee Code of Conduct, terms and conditions of employment and council disciplinary procedure.

Agency, contractors, third party suppliers

- Complying with this policy and related policies in line with their contract or agreement.
- Failure to comply with this policy or related policies may result in the termination of contracts or agreements.

Some roles have specific responsibilities:

Chief Executive

The Chief Executive has overall accountability for information governance.

Corporate Management Team (CMT)

The CMT has oversight of information governance across the council and are responsible for promoting and supporting good practice within their directorates.

Senior Information Risk Owner (SIRO)

The SIRO is a CMT member responsible for managing information risk at the highest level and who provides overall direction and leadership for information governance arrangements.

The SIRO for Gateshead Council is the Strategic Director of Corporate Services and Governance. Key responsibilities are:

- Overseeing the development of information governance policies and information risk management strategy
- Ensuring that the council's approach to information risk is effective, in terms of resource, commitment and delivery
- Owning the resolution of information governance issues, risks and decisions
- Providing overall strategic direction and alignment of information governance with other organisational change work
- Ensuring that all staff are aware of the necessity for information governance and the risks affecting the council's information
- Preparing an annual information risk assessment for the Chief Executive to inform the Annual Governance Statement
- Reporting to the relevant Oversight and Scrutiny Committee of the Council on the effectiveness of information governance controls

Caldicott Guardian

Caldicott Guardians are senior person(s) responsible for protecting the confidentiality of service users' health and care data and making sure that it is shared appropriately. The Guardian plays a key role in ensuring that the Council and partner organisations satisfy the highest practical standards for handling patient identifiable information. Their remit covers all social care records for children and adults. **The Caldicott Guardian for Gateshead Council is the Director of Integrated Adults and Social Care Services.** Key responsibilities are:

- Acting as the 'conscience' of the organisation and championing confidentiality issues with senior management
- Providing leadership and informed guidance on complex matters involving confidentiality and information sharing
- Ensuring that the council satisfies the highest practical standards for handling personal information
- Registering on the publicly available National Register of Caldicott Guardians

Data Protection Officer (DPO)

The DPO is an individual designated for the purposes of the GDPR, responsible for helping the council fulfil its data protection obligations. **The DPO sits within Legal & Democratic Services.** The DPO heads up the DPO team which provides operational and strategic advice and support to services in respect of data protection and wider information governance matters. Key responsibilities are:

- Maintaining expertise in data protection to provide advice on compliance with the GDPR and other data protection laws
- Monitoring compliance with the GDPR and other data protection laws, and with the council's data protection policies
- Raising awareness of data protection issues, training staff and conducting internal audits

- Advising on and monitoring data protection impact assessments
- Acting as the first point of contact for the Information Commissioner's Office and for individuals whose personal data is held by the council

Information Asset Owners (IAOs)

IAOs are senior managers (Service Directors) responsible for information assets and assessing, controlling and mitigating risks to information in their service areas. Key responsibilities are:

- Leading and fostering a culture that values, protects and uses information for the public good
- Knowing what information their assets hold, and why
- Knowing who has access to their assets and why, and ensure use of their assets is monitored
- Understanding and addressing risks to the asset, and providing assurance to the SIRO
- Ensuring that information governance policies and procedures are implemented including responding to information requests
- Ensuring that records management and retention guidelines are implemented
- Ensuring information governance is appropriately resourced within their service

Information Asset Assistants (IAAs)

IAAs are operational members of staff nominated by IAOs. Key responsibilities are:

- Acting as a local contact for information governance in their service area
- Representing their service area on the Corporate Data Protection Group and taking forward data protection work within their service area
- Maintaining accurate and up-to-date entries in the Information Asset Register
- Supporting the IAO in identifying and addressing risks to information

A list of IAAs will be maintained on the intranet.

Operational Groups

Operational groups (the Corporate Data Protection Group and the Cyber Security Group) deliver the information governance work programme. Each group reports to the SIRO with responsibilities that include:

- Working with services to embed the information governance principles
- Providing a focal point for managing information risks and learning from incidents
- Developing and reviewing policies, procedures and guidance for their information disciplines
- Reviewing and reporting on data protection compliance in their information area

Training

All staff will receive information governance training at induction. Further training may be provided to particular roles as appropriate.

Information governance professionals, IAOs and IAAs will receive specialist training relevant to their role. Additionally, leaders including the SIRO and Caldicott Guardian will receive suitable training.

Refresher training will be provided as described in the related policies.

Monitoring

Reporting on information risks is a core component of the overall framework

The SIRO will monitor and report on overall progress of information governance, to include:

- Owning and monitoring corporate level information risks
- Commissioning audits of information governance practices
- Reporting on the information governance work programme
- Monitoring training activities completed by the organisation

Review

This framework will be reviewed as it is deemed appropriate, but no less frequently than every 2 years.



Data Protection Policy

Document Control	
Organisation:	Gateshead Council
Document Name:	Data Protection Policy
Purpose:	Compliance with the UK GDPR and DPA 2018 for processing of personal data
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28/02/2023	0.4 DRAFT	DPO Team (HH)	Amendments made after consultation
14/04/2023	0.5	DPO (ASM)	Final version for approval

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Introduction

The UK General Data Protection Regulation (“the GDPR”) and the Data Protection Act 2018 (DPA) set out the requirements for public authorities when handling personal information.

The GDPR sets standards and rules and places obligations on those who process personal information while giving rights to those who are the subject of the data. Personal information covers both facts and opinions about the individuals. The rules and procedures cover the collection and use of the data; the quality and security of the data; and the rights of individuals regarding data about themselves.

Gateshead Council (‘the Council’) is a data controller as it collects and uses information about people to carry out its functions. In some cases, the Council is required by law to collect and use information to comply with central government requirements.

The Council will process personal data relating to local residents, service users, customers, current, past and prospective employees, clients and suppliers in accordance with the requirements of the GDPR, DPA, common law duty of confidentiality and other relevant legislation.

Failure to adhere to this policy may result in disciplinary action for individuals, and enforcement action, financial loss and/or reputational damage to the Council.

Purpose

This policy sets out the Council’s approach to complying with the GDPR, DPA and other laws that regulate how personal data is managed. It provides a framework to meet the requirements for data controllers under the legislation and an overview of the main obligations for officers and Members in dealing with personal information.

Scope

Data protection is part of the overarching Information Governance Framework, which describes how personal, confidential and corporate information is managed by the Council. This policy covers all personal data for which the Council is the data controller. When the Council acts as a data processor this policy must be referred to in conjunction with the relevant contract and/or data sharing agreement.

This policy applies to all staff and contractors at the Council. This includes students, temporary, casual, agency staff, volunteers, suppliers and data processors working for or on behalf of the Council.

This policy applies to all personal data collected, created or held by the council, in whatever format (for example paper, electronic, email, microfiche, film, video and audio) and however it is stored (for example ICT system/database, cloud storage, council drive filing structure, email, filing cabinet, shelving and personal filing drawers.)

This policy does not apply to information held by schools who are separate data controllers and have their own policies.

Related policies and procedures

This policy is part of the Information Governance Framework. Related documents are:

- Special Category Data and Appropriate Policy Document
- Data Breach Procedure
- Data Protection Impact Assessment Procedure
- Subject Access Request Procedure

Responsibilities

Everyone collecting, using, storing and disposing of personal data is responsible for following good data protection practice. All information users with access to council information are responsible for:

- **Members**
 - Complying with this policy when acting as a Member of the Council.
Note: when acting as a representative of residents of their ward Members are individually responsible for the processing of personal data.
- **Employees** (including temporary employees, contractors, consultants and volunteers)
 - Understanding, and adhering to this policy, the council's ICT acceptable use policy and any other relevant council policies, procedures and guidance relating to data protection and information handling
 - Completing data protection training
- **Managers**
 - Implementing data protection policies and procedures within their areas and ensuring appropriate resources are available for this

Some roles have specific responsibilities:

- **Corporate Management Team** - by demonstrating the Council's commitment to accountability and promoting good governance, CMT have the lead role in developing a data protection culture within the Council.
- **Senior Information Risk Owner (SIRO)** – the SIRO has overall responsibility for the Council's compliance with data protection legislation and this policy. **The SIRO for Gateshead Council is the Strategic Director of Corporate Services and Governance.**
- **Caldicott Guardian** – a senior person responsible for protecting the confidentiality of patient and service-user information for Health and Social Care and enabling appropriate information sharing. The Guardian plays a key role in ensuring that the Council and partner organisations satisfy the highest practical standards for handling patient identifiable information. Their remit covers all social care records for children and adults. **The Caldicott Guardian in Gateshead Council is the Strategic Director of Integrated Adults and Social Care Services.**
- **Data Protection Officer** - The council employs a suitably qualified/experienced Data Protection Officer (DPO). The DPO advises the council on all matters relating to data protection and compliance with the relevant laws. **The DPO sits within Legal & Democratic Services.** The DPO leads the DPO team which provides operational and

strategic advice and support to services in respect of data protection and wider information governance matters. The DPO's role is defined by the GDPR and is to:

- inform and advise about the obligations to comply with the UK GDPR and other data protection laws;
- monitor compliance with the UK GDPR and other data protection laws, and with the Council's data protection policies, including managing internal data protection activities; raising awareness of data protection issues, training staff and conducting internal audits;
- to advise on, and to monitor data protection impact assessments;
- to cooperate with the ICO; and
- to be the first point of contact for the ICO and for individuals whose data is processed (employees, customers etc).

The DPO / DPO team can be contacted by email at DPOcouncil@gateshead.gov.uk

- **Information Asset Owners (IAOs - Service Directors)** are responsible for ensuring that the council's data protection policies, procedures and approach of data protection by design are communicated and implemented within their area of responsibility. IAOs are also responsible for records management and document retention guidelines within their service.

Data protection objectives

The Council's data protection objectives are to:

- Protect the confidentiality and integrity of personal data
- Build and maintain the confidence of service users in the Council as a trusted partner through the correct and lawful treatment of personal data
- Fulfil its responsibilities as a data controller under the GDPR

The Council will meet these objectives through applying the data protection principles, complying with other requirements of data protection legislation, and having due regard to guidance from the Information Commissioner's Office (ICO) on best practice.

Data protection principles

All processing of personal data will follow the data protection principles set out in the GDPR.

Lawfulness, fairness and transparency

Personal data processing must be lawful and transparent, ensuring fairness towards the individuals whose personal data is being processed. Personal data should only be collected, stored and processed when the legal basis relied on under GDPR has been identified and documented. Data subjects must be provided with specific detailed information about the processing in the form of a privacy notice.

Purpose limitation

Specific purposes must be identified for processing personal data and individuals must be told of these when collecting their data. Personal data cannot be used for other purposes that are incompatible with this original purpose.

Data minimisation

Only the personal data necessary to fulfil the identified purpose must be collected. Data must be adequate, relevant and limited to what is necessary. When no longer required for the specified purpose data should be deleted or anonymized in accordance with retention guidelines.

Accuracy

Personal data must be accurate, kept up-to-date, and corrected if it is found to be inaccurate for its intended purpose.

Storage limitation

Personal data must not be stored for longer than necessary for the purposes for which it was collected including for the purpose of legal, accounting or reporting requirements.

Security, integrity and confidentiality

Personal data must be secured by appropriate technical and organizational measures against unauthorized or unlawful processing, and against accidental loss, destruction or damage. These security measures will protect the confidentiality, integrity and availability of personal data processed by the Council.

Accountability

Data controllers must take responsibility for their use of personal data and compliance with the other principles. They must have appropriate measures and records in place to be able to demonstrate that compliance. The Council will demonstrate compliance by maintaining documentation including policies, procedures, privacy notices, records of processing activity, logs of incidents and information requests, and, sharing agreements.

Special category data and criminal offence data

Some personal data is more sensitive. The GDPR sets additional conditions for the processing of special category data and criminal offence data.

The Council recognises the more sensitive nature of special category data and criminal offence data. All data is stored securely and only necessary special category data is collected by the council, its staff, councillors and partners/contractors.

The council will only process special category data and criminal offence data if the conditions of the GDPR are met or an exemption listed in the DPA applies. The Council is obliged by law to document how we process special category data and criminal offence data (refer to the Special Category Data and Appropriate Policy document for details).

Consent

One of the lawful bases for processing personal data set out in the GDPR is consent. To be valid under GDPR, consent from the data subject for processing must be:

- Obtained by opt-in through an affirmative action
- Fully informed
- Not subject to conditions
- Specific – kept separate from any other matters
- Easily withdrawn at any time at which point further processing must cease.

If you intend to process the personal data for a different and incompatible purpose which was not disclosed when the Data Subject first consented you will need to seek fresh consent.

Consent for the processing of special category data must be explicit, that is set out in a clear and explicit statement with an affirmative action from the data subject.

The Council will keep records of all consents obtained to demonstrate compliance with consent requirements.

Privacy Notices

The law requires certain information to be given to individuals at the point their personal data is collected. The Council will publish all privacy notices on its website. There is a corporate privacy notice together with specific privacy notices for each service which collects and processes personal data. The notices provide transparency to individuals as to what data is collected, by whom, from what purpose, which third parties it may be shared with, how long the information will be held and what data subject rights are available.

Privacy by design and data protection impact assessments

The Council will keep data protection at the heart of service design and delivery which includes undertaking data protection impact assessments (DPIA) for any new work which meets the basic assessment criteria (refer to the Council's DPIA Procedure). This approach ensures staff consider, up front, how our processing will impact on the individuals whose data we use and take steps to ensure data is as secure as possible throughout.

Record of Processing Activities (RoPA)

The GDPR requires the Council to record all processing activities. Each team within the Council has a RoPA which records what personal data is held, where it is held, what is done with that data, who it is shared with (including any international transfers), the lawful basis for processing the data and retention periods. This record has been prepared using an Information Asset Register which records all information held by each team (not just personal data).

Data Subject Rights

The Council will ensure procedures are in place so that individuals can exercise their rights regarding their personal data, including the rights of access, rectification, erasure, restriction, data portability, objection and those related to automated decision-making.

Information sharing with other organisations

The Council shares data with other organisations for multiple purposes but will do so only when a lawful basis for this sharing exists. The Council will be transparent and as open as possible about how and with whom data is shared; with what authority; and for what purpose; and with what protections and safeguards. When information is regularly shared with other organisations or partners such as other Local Authorities, the Police, the NHS and voluntary organisations, specific protocols will be agreed and an information sharing agreement put in place and signed by all parties. Responsibility for implementation of the agreement will lie with the Information Asset Owner. Guidance on disclosing personal data in response to one-off information requests from other organisations (those not covered by protocols) will be provided on the Intranet.

Controller-processor arrangements

When external providers process data on behalf of the council, including the use of cloud-based services, ownership of the personal data remains with the Council as data controller. In such cases, the Council determines the purposes and the manner of the processing. Formal data processing agreements will be put in place with organisations that process personal data on the Council's behalf (Data Processors) before any processing commences. The data processing agreement will contain the terms specified by the GDPR and detail the extent of the processing activity. Where necessary, additional safeguards will be put in place for more sensitive data processing.

When the Council acts as a data processor (for example in providing services to schools) it will enter a data processing agreement with the data controller.

Notification of personal data breaches

Personal data breaches will be recorded and will be reported to the Information Commissioner's Office (ICO) and affected individuals (if the relevant threshold for risk or harm is reached). (Refer to the council Data Breach Procedure)

Complying with the GDPR's restrictions on transfers of personal data outside of the UK.

The Council will have due regard to and comply with requirements of the GDPR for the security of transfers of personal data outside of the UK.

Automated processing and automatic decision making

A DPIA must be carried out before any automated processing (including profiling) or ADM activities are undertaken. The Council will fully inform data subjects of any automated processing and ensure suitable measures are put in place to safeguard the Data Subject's rights and freedoms and legitimate interests.

Information Commissioners Office (ICO)

The Council is registered with the Information Commissioners Office (ICO) who is the Supervisory Authority. The councillors of Gateshead Council, although data controllers in their own right, are exempt from registration. The Electoral Registration Officer (ERO) for Gateshead is independently registered with the ICO as are any wholly owned companies of the Council.

Training and awareness

All staff will undertake annual mandatory data protection training including advice on how and when they should contact the council's DPO.

Audit and review of data protection

The Council's internal audit function will carry out regular systematic audit of processes to ensure the council's teams maintain compliance with data protection legislation and are operating within best practice wherever possible.

Data protection is part of information governance and governed by structures described in the Information Governance Framework.

Data protection policies and associated procedures are adopted by the Council and will be regularly reviewed by the DPO. Complaints about responses to subject access requests and how the council processes data under the GDPR will be investigated by the DPO.

Breach of policy

Failure to adhere to the standards set out in this policy may result in the Council breaching its obligations under the GDPR and the possibility of regulatory action from the ICO. Breaches of this policy must be reported to the DPO and may be subject to disciplinary proceedings.

This policy is designed to ensure effective data protection practice, failure to adhere to the practices in this policy increases the likelihood of a personal data breach occurring. All personal data breaches must be reported to the DPO using the council's Personal Data Breach Procedure and will be investigated accordingly. The council will always treat any data breach as a serious issue, potentially warranting a disciplinary investigation. Each incident will be investigated, judged on its individual circumstances and addressed accordingly.

Review of policy

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 2 years.

Appendix 1 Definitions

Automated Decision-Making (ADM): when a decision is made which is based solely on Automated Processing (including profiling) which produces legal effects or significantly affects an individual. The UK GDPR prohibits Automated Decision-Making (unless certain conditions are met) but not Automated Processing.

Automated Processing: any form of automated processing of Personal Data consisting of the use of Personal Data to evaluate certain personal aspects relating to an individual, in particular to analyse or predict aspects concerning that individual's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements. Profiling is an example of Automated Processing.

Criminal Offence Data: personal data relating to criminal convictions and offences, including personal data relating to criminal allegations, investigations and proceedings.

Data controller: the person or organisation that determines when, why and how to process Personal Data. It is responsible for establishing practices and policies in line with the GDPR. The Council is the Controller of all Personal Data relating to our employees and Personal Data used in our business for our own purposes.

Data processor: Processors act on behalf of the relevant controller and under their authority. In doing so, they serve the controller's interests rather than their own. A processor should only process personal data in line with a controller's instructions unless it is required to do otherwise by law.

Data Privacy Impact Assessment (DPIA): assessment used to identify and reduce risks of a data processing activity. A DPIA is mandatory for processing that is likely to result in a high risk to individuals and should also be conducted whenever a process, system, project or work activity that could have an impact on the privacy of individuals or risks to their personal data is implemented or changed.

Data Subject: a living, identified or identifiable individual about whom we hold Personal Data. Data Subjects may be nationals or residents of any country and may have legal rights regarding their Personal Data.

Personal data: Personal data means data which relate to a living individual who can be identified: a) from those data, or b) from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

Privacy Notices: separate notices setting out information that should be provided to Data Subjects when the Company collects information about them. These notices may take the form of:

- general privacy statements applicable to a specific group of individuals (for example, employee privacy notices or the website privacy policy); or
- stand-alone, one-time privacy statements covering Processing related to a specific purpose.

Processing or Process: any activity that involves the use of Personal Data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transmitting or transferring Personal Data to third parties.

Special category data: information revealing racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health conditions, sexual life, sexual orientation, biometric or genetic data.

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REPORT TO CABINET 25 April 2023

TITLE OF REPORT: Housing Complaints Procedure – compliance with Housing Ombudsman Service Complaint Handling Code

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

Purpose of the Report

1. To ask Cabinet to consider and recommend to Council the changes to the procedure for dealing with housing complaints to ensure the Council is acting in line with the Housing Ombudsman Service Complaint Handling Code. The process would reduce from a 3-stage to a 2-stage process as set out in appendix 2.

Background

2. This report explains the context for proposing the change to the housing complaints procedure.
3. Presently, any tenant wishing to make a complaint against the Council as the landlord for their property, will follow the Council's corporate complaints procedure which involves an established 3 stage process.
4. The Housing Ombudsman Service Complaint Handling Code sets out the following recommendation at section 5.17:
Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.
5. In bringing the procedure in line with the Housing Ombudsman Service Complaint Handling Code, the timescale for providing an initial response from the Council is halved from 20 days to 10 days.

Proposal

6. It is proposed that the change to a two-stage process, with a new timescale for answering complaints of 10 days, is implemented with immediate effect.

Recommendations

7. Cabinet is asked to recommend Council to approve the change in the housing complaints procedure from a 3-stage process in line with the corporate complaint procedure, to a 2-stage process as set out in appendix 2.

For the following reason:

To have an effective and timely complaints procedure in compliance with the Housing Ombudsman Service Complaint Handling Code.

CONTACT: Angela Simmons-Mather

extension 2110

APPENDIX 1

Policy Context

1. The proposed change to the management of housing complaints is intended to bring the Council in line with the requirements of the Housing Ombudsman Service Complaint Handling Code, as per the compliance requirement at section 9 of the Code.

Background

2. The Council aims to respond positively to all complaints. The Council operates the corporate complaints procedure to make it easier for members of the public to raise issues of concern, ensure that 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.
3. The Council is conscious that industry standards may develop over time and will take note of the recommended standards for the handling of complaints.
4. In 2020 the Housing Ombudsman Service introduced the Complaint Handling Code. Initially the code was provided to set out good practice to allow landlords to respond to complaints effectively and fairly.
5. In April 2022, the provisions were strengthened as part of the Ombudsman's new powers in the revised Housing Ombudsman Scheme.
6. The new procedure proposes the following two steps (in summary – please see Appendix 2 for full details): -
 - a) Stage 1 – Landlords must respond to the complaint within 10 working days of the complaint being logged. Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:
 - the complaint stage
 - the complaint definition
 - the decision on the complaint
 - the reasons for any decisions made
 - the details of any remedy offered to put things right
 - details of any outstanding actions
 - details of how to escalate the matter to stage two if the resident is not satisfied with the answer
 - b) Stage 2 – Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident. The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one. Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:
 - the complaint stage

- the complaint definition
- the decision on the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions and
- details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied

7. As a member landlord of the Housing Ombudsman Scheme, the Council is required to comply with the terms of the scheme. At section 9 of the Housing Ombudsman Service Complaint Handling Code, the Council “must”:

9.1

- *establish and maintain a complaints procedure in accordance with any good practice recommended by the Ombudsman*

8. This proposal will reduce the bureaucratic process, halving the response time from 20 days to 10 days, and will streamline the procedure to the benefit of Council tenants.
9. It is acknowledged that this creates two differing complaints processes between individuals making a corporate complaint and those making a housing complaint (which may be one and the same person), therefore work has commenced to review the corporate complaints process to bring it in line with the proposed housing complaints procedure.

Consultation

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

Alternative Options

11. The Council could maintain its 3 stage complaints process for dealing with housing complaints, however this would bring the Council in conflict with the recommended good practice as set out in the Housing Ombudsman Service Complaint Handling Code. The Council would be required to justify the use of a 3-stage procedure in its self-assessment, however the Council can see the benefit of a 2-stage process and therefore could not justify the continued use of the 3-stage procedure.

Implications of Recommended Option

12. **Resources:**

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms that there are no 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.
13. **Risk Management Implication** – Potential failure to comply with the Housing Ombudsman Service Complaint Handling Code is minimised through the immediate introduction of these changes.
14. **Equality and Diversity Implications** – The new complaints procedure contributes to the implementation of the Council's Equal Opportunities Policy.
15. **Crime and Disorder Implications** – There are no crime and disorder implications arising from this report.
16. **Health Implications** – There are no health implications arising from this report.
17. **Climate Emergency and Sustainability Implications** – There are no climate emergency or sustainability implications arising from this report.
18. **Human Rights Implications** – There may be human rights implications in a number of housing complaints made to the Council (eg Right to respect for Family Life). Therefore, having a formal complaints procedure will assist the Council in carrying out its duties under the Human Rights Act 1988.
19. **Ward Implications** – None.
20. **Background Information** –
The Housing Ombudsman Service Complaint Handling Code
[The Housing ombudsman's Complaint Handling Code \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

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Housing Ombudsman Service Complaint Handling Code

Section 5 – Complaint stages

Stage 1

5.1 Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.

5.2 If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.

5.3 Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.

5.4 Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.

5.5 A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.

5.6 Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.

5.7 Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.

5.8 Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:

- the complaint stage
- the complaint definition
- the decision on the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions

- details of how to escalate the matter to stage two if the resident is not satisfied with the answer

Stage 2

5.9 If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.

5.10 On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.

5.11 Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.

5.12 The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.

5.13 Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.

5.14 If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.

5.15 Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.

5.16 Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language:

- the complaint stage
- the complaint definition
- the decision on the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions and
- details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied

REPORT TO CABINET **25 April 2023**

TITLE OF REPORT: Gateshead Early Help Strategy 2023-2026

REPORT OF: Helen Fergusson, Strategic Director, Children's Social Care and Lifelong Learning

Purpose of the Report

1. To request Cabinet to recommend to Council the partnership Early Help Strategy for Gateshead 2023-26 for approval.

Background

2. The Gateshead Early Help Strategy 2023-26 sets out the vision and key deliverables for the family support system in Gateshead.
3. The national Supporting Families Programme Outcomes Framework is adopted as the performance model to measure progress achieved with families.
4. The Strategy recognises Early Help as a system of partnership contributions and reflects on the improvement journey from 2019 – 2023.
5. The Foreword is provided by Heather Pearson – Chair and Independent Scrutineer, Gateshead Safeguarding Children Partnership.

Proposal

6. The Gateshead Early Help Strategy 2023-26 details the following four key priorities:
 - Implementing a network of Family Hubs and Start for Life Offer;
 - Reducing parental conflict and improving family stability;
 - Preventing youth crime; and
 - Supporting a skilled, confident and knowledgeable early help workforce.
7. Furthermore, the Strategy provides a synopsis of the key enablers to delivering the above priorities, including:
 - Review of the Early Help Assessment (EHA) process used with families;
 - More advice and support for those practitioners supporting families outside of the Early Help Service;
 - Broader access to professional development opportunities in relational, trauma-informed practice and contextual safeguarding;
 - Developing collection and analysis of data to inform improvements in practice;

- Improving strategic oversight and accountability across the local Early Help system, including a review of current governance arrangements.

Recommendations

8. Cabinet is asked to recommend the Council to approve and adopt the Gateshead Early Help Strategy 2023-2026.

For the following reasons:

The Gateshead Early Help Strategy 2023-26:

- (i) reflects the partnership commitment to delivering effective support to families through a combination of universal and targeted services;
- (ii) contributes to the aims and objectives of the 'Thrive' approach and the priorities of the Gateshead Health and Wellbeing Strategy;
- (ii) strategically positions the Local Authority to respond to emerging, national policy areas, including Family Hubs and the (2021) Care Review.

CONTACT: Gavin Bradshaw

Extension: 3543

APPENDIX 1

Policy Context

1. An Early Help Strategy is an *expectation* on Local Authorities and their partners and can be examined in Ofsted inspections of Children's Services, but is not a statutory requirement. The Department for Levelling Up, Housing and Communities (DLUHC) expects a strategic Early Help document to inform the self-assessment process known as the Early Help System Guide (EHSG) which is undertaken annually as a condition for receipt of funding from the national Supporting Families Programme.
2. The Early Help Strategy should also reflect the response of the Local Authority to emerging policy initiatives around support for vulnerable families. This includes, but is not limited to, implementation of Family Hubs and a Start for Life offer (Best Start for Life – Vision for the 1,001 Critical Days, April 2021), the (Ministry of Justice) Turnaround Programme to prevent youth crime, the reduction of parental conflict (Department of Work and Pensions) and consideration of the Independent Review of Children's Social Care (May 2022) recommendations.
3. Locally, the Early Help Strategy contributes to the priorities featured in the following policy documents Gateshead Health and Wellbeing Strategy; Corporate Plan – Making Gateshead a place where everyone thrives; Gateshead Youth Justice Plan; Gateshead Children & Young People's Strategy.

Consultation

4. The Early Help Strategy has been developed following consultation with a wide range of stakeholders, including colleagues (external partners) from North-East and North Cumbria Integrated Care Board, Gateshead Youth Justice Board and Growing Healthy Gateshead. The Cabinet Member for Children and Young People has also been consulted.

Alternative Options

5. Gateshead will continue to provide a partnership approach to the delivery of early help services to families. This includes advice, support and intervention from a spectrum of staff and services working in a variety of settings across education, housing, police, primary care, probation, early years and third sector organisations under a strategic vision which sets-out early help as "everyone's business". It is not recommended that Gateshead departs from this partnership approach, nor adopts a narrow, formal definition of early help provided only by Local Authority services for those requiring intensive levels of support. Early help is best provided in settings where there are good, existing relationships between support services and families. In many scenarios, informal advice and support is required, along with connection to assets in the community or to the extended family network, without the need for longer-term professional support. Population-level challenges around mental health, increasing deprivation, insecure housing (and more) requires a full-system response and is not the preserve of specific LA services. Partnership arrangements in Gateshead for the delivery of family support are strong and the foundation of this Strategy.

Implications of Recommended Option

6. Resources:

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms the Strategy will positively position the Council to maintain national funding from the Department for Levelling Up, Housing and Communities, Department for Education, Department for Health and Social Care and Department for Work and Pensions.
- b) **Human Resources Implications** – Family Hubs will recruit to fixed-term roles to support initial implementation.
- c) **Property Implications** - Family Hubs will re-purpose the existing Sure Start estate. Increased co-location of services is likely.

7. **Risk Management Implication** - None.

8. **Equality and Diversity Implications** - None.

9. **Crime and Disorder Implications** – Effective Early Help services will impact positively (ie) reduce youth offending rates.

10. **Health Implications** – Effective Early Help services will impact positively on health/wellbeing outcomes.

11. **Climate Emergency and Sustainability Implications** - None.

12. **Human Rights Implications** - None.

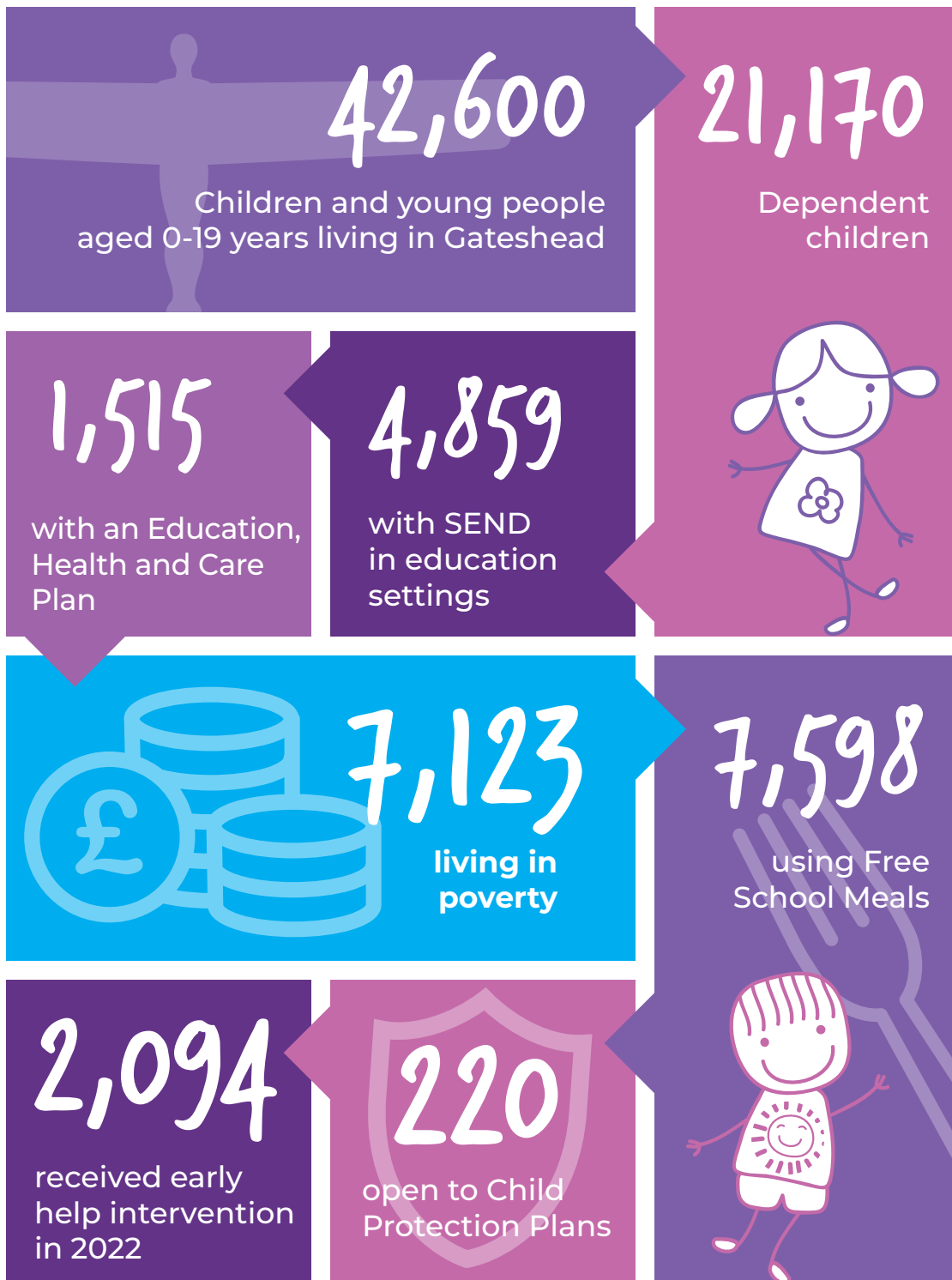
13. **Ward Implications** - Early Help services are delivered to families in every ward in the borough.



Gateshead Early Help Strategy

2023-2026

Our partnership approach to delivering family help



Foreword



The Gateshead early help system continues to remove and minimise the risks faced by many children, young people and their families before their problems become more significant and entrenched.

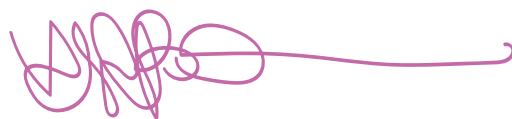
We know that the impact of the Covid-19 pandemic has widened existing inequalities across our communities and we understand how worsening cost of living pressures will lead to increased numbers of families seeking help and support. More than ever, our strong cross-system commitment to working together will be required to support those in need.

Gateshead has long-adopted a broad partnership definition of early help, where frontline practitioners across a range of sectors are clear about their responsibility to identify concerns early, understand how and when to assess those concerns and how to provide a timely and effective response.

We know that support works best when a whole-family approach is taken and when interventions are chosen on the strength of their evidence base and combined with direct, practical help. Gateshead already has much to celebrate in terms of delivering integrated, joined-up services for families, but we should remain ambitious about how we can help families build on their strengths, develop resilience and lead safe, healthy and fulfilling lives.

I wish to thank all of those across the early help workforce and beyond who will translate this strategy into action. Our success depends on families, communities, professionals and volunteers all pulling in the same direction to make the difference.

Delivery of early help in Gateshead really is everyone's business.



Heather Pearson

Chair & Independent Scrutineer
Gateshead Safeguarding Children Partnership

1. Introduction

Partners across Gateshead believe that early help and intervention is a force for transforming the lives of children, families and communities - particularly those living with existing vulnerabilities and disadvantages.

Effective early help can help to deliver our strategic priorities of supporting the whole family to make positive changes to their lives and to prevent or reduce the need for statutory services. We also aspire to build our community networks and resources to empower families to develop their own solutions.

That is why our 2023-26 Early Help Strategy reaffirms our commitment to do the best for Gateshead families through two key priorities:

1. Make it easier to get the right help, including the roll-out of a Family Hub network and Start for Life Offer across 2023-2026.
2. Increase our focus on family relationships, including an expansion of programmes and interventions to support family stability.

Implementation of Family Hubs as part of a joined-up locality system of help for Gateshead residents is a key, strategic goal – providing a universal entry point to a wide range of services for families with children of all ages.

For those with multiple/more complex needs, our Supporting Families Programme - known locally as 'Families Gateshead' - will continue to provide a whole-family approach based on the principles of 'one family, one lead worker, one plan' and always recognising the identity, faith and cultural heritage of those we support.

Furthermore, this strategy will present our approach to preventing young people from entering the youth justice system and reducing the impact of parental conflict on children and young people.

Partners across our early help system will always strive for a Gateshead where children and young people enjoy their childhood and have the opportunity to THRIVE and be their best selves.



A handwritten signature in blue ink that reads "Helen Fergusson".

Helen Fergusson
Strategic Director
Children's Social Care & Lifelong Learning

2. Our Vision

Our vision is that Gateshead will be a great place to grow up and live, where excellent health and wellbeing outcomes are experienced by all and where children develop well and achieve their potential. For some children, this can only be achieved with additional support.

This vision is consistent with the five key pledges set-out in Gateshead Council's Corporate Plan, 'Making Gateshead a Place Where Everyone Thrives', including the focus on putting people and families at the heart of our work, tackling inequality, supporting communities, extending opportunities for employment and working together for a better future.

The vision will support the priorities of the Gateshead SEND Strategy (2023-2026), including providing the right support at the right time, listening to families, working together across services to keep children safe and to ensure that children and young people are positive about taking their next steps.

Furthermore, our vision will help deliver the priorities of the Gateshead Health and Wellbeing Strategy to give every child the best start in life, enable residents of all ages to maximise their capabilities and have control over their lives, create fair employment and good work for all, ensure a healthy standard of living, develop healthy and sustainable places and communities and strengthen the role and impact of ill health prevention.

Helping children, young people and their families is not about doing it for them; it is about helping them to find the right solutions to improve their situation. This means that those coming into contact with children (including police, teachers, health visitors, midwives, housing officers and childcare professionals) have a responsibility to identify emerging needs at the earliest opportunity so that children are kept safe and achieve good outcomes.

Gateshead's Early Help Strategy (2023-26) underpins this vision.



3. Guiding Principles



Our guiding principles of practice shape the way we deliver services across our early help system. We will do this by:

- taking a whole-family approach;
- using interventions on the strength of their evidence base;
- personalising support, including practical help, advocacy and brokerage;
- delivering integrated, co-ordinated and sequenced services;
- listening to the voice of children and young people;
- taking a strengths-based, contextual approach with families;
- focusing on reducing the impact of parental/adult vulnerabilities on children;
- timely responses which prevent escalation of vulnerability and risk;
- targeting extra help to those with more complex needs and additional vulnerabilities.

This approach is supported by our Early Help and Children's Social Care 'Relationship Focused' Practice Model (Figure 3) on Page 19.

We also seek to ensure that:

- a clear early help offer is promoted across our borough – supported by the implementation of Family Hubs;
- the offer is understood by children, young people, families and communities;
- early help pathways are effective and draw on a recognised evidence base;
- we develop a strong, capable early help workforce across all sectors;
- more partners in a variety of contexts take responsibility for the Lead Practitioner role.

Our vision for early help in Gateshead is consistent with that set-out in the Early Help System Guide and the Family Hub Programme Guide, actively promoting the principles of 'access, connection and relationships'.

4. Early Help in Gateshead – a partnership responsibility

We already know that early help is delivered by a wide range of practitioners and volunteers across the public, voluntary and private sector in Gateshead, providing a strong existing foundation on which to develop our support to families.

The (DFE) Social Workers In Schools model was introduced in 2021 and will extend into 2022-23, providing a designated social worker for 6 Gateshead secondary schools, along with funded social work oversight of Designated Safeguarding Leads in 6 secondary and 35 primary schools.

Education partners include schools and Further Education (FE) providers and the internal workforces focused on children and young people's wellbeing and safety, including Designated Safeguarding Leads, SENCOs and pastoral teams and Emotionally Based School Avoidance (EBSA) workers.

Health and wellbeing partners include Growing Healthy Gateshead (Harrogate and District NHS Foundation Trust), Children and Young People's Service – Newcastle and Gateshead (Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust), North-East and North Cumbria Integrated Care Board and the Gateshead Health NHS Foundation Trust.

Voluntary sector partners include, but are not limited to, Citizen's Advice Gateshead, Gateshead Carers Service, Change Grow Live, Gateshead Young Women's Outreach Project, North East Young Dads & Lads, Edbert's House, St Chad's Community Project, North East Counselling Services, Relate, Gateshead Foodbank and the Children's Society.

NHS ICB colleagues are developing a version of the Little Orange Book for parents of older children - The Little Book of Useful Stuff - and are working to develop a young-person-friendly kitemark for local GP practices.

Statutory partners include Northumbria Police, Tyne and Wear Fire Service, North East Ambulance Service and Northumbria Probation Service.

NHS ICB colleagues are leading a partnership approach to preventing Sudden Unexpected Death in Infants (SUDI) by introducing new practice guidance, a new risk assessment tool, workforce training and public awareness campaigns.

Our Early Help Service provides a range of functions to support Gateshead families, including:

- Targeted Family Support – whole-family intervention through the Team Around the Family (TAF) process
- Team Around the School – designated worker time on secondary and primary school sites
- Parenting and Reducing Parental Conflict Programmes – an evidence-based menu of parenting and relationship support
- Children's Centres & Family Hubs – community-based family support for children aged 0-5 and their families, moving towards an all-age offer
- Play Service – holiday activities, SEND clubs and community outreach
- Domestic Abuse Team – support for victims of domestic abuse
- Behaviour Change Team – support for perpetrators of domestic abuse

Our Youth Justice Service (YJS) supports young people in the youth justice system subject to Out of Court Disposals – 12 weeks of support following assessment to prevent re-offending - and statutory court orders. The YJS works closely with police to reduce the number of young people going to court – known as 'divert from charge' - unless their offences are serious or they are subject to repeat arrests. Young people receive support from a designated worker. Victims of youth crime are also supported by a dedicated YJS worker who helps the victim to understand and manage the impact of the offence. .

- Family Group Conference Service – development of family-led plans and solutions, including a mediation service
- Return Home Interviews – support for children and young people following missing episodes

The Growing Healthy Gateshead service launched an innovative new App for families in February 2022, including locality content, feedback options and live chat functions.

5. Early Help in Gateshead – a partnership system

Our definition of Early Help

We have a clear definition and understanding of early help which means:

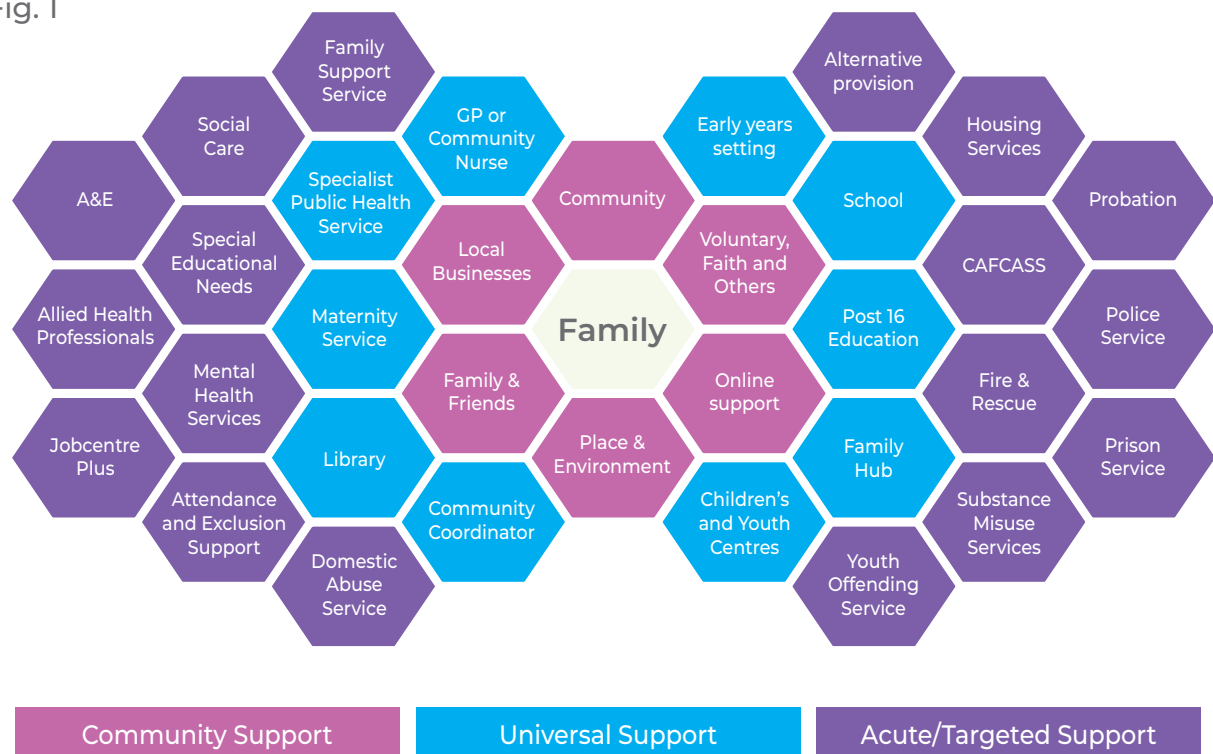
- identifying needs within families early, providing preventative support and intervention before problems become complex and entrenched;
- using evidence-based interventions which draw upon families' own strengths and promote resilience and self-reliance, starting with the capability of the family and avoiding deficit-led assessments.

We believe our definition is consistent with the broad philosophy of early help set out in the Working Together (2018) document:

“Providing early help is more effective in promoting the welfare of children than reacting later. Early help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years. Early help can also prevent further problems arising”.

In Gateshead, early help is not a service but a way of ‘thinking and working’ across a varied system of support (see Figure 1) comprising universal, targeted and specialist services, along with families’ own informal and peer networks.

Fig. 1



6. Early Help as part of a continuum of need

The interplay between early help and statutory social work assessment is viewed on a continuum of need and risk.

This was highlighted in the Ofsted Focused Visit report on our 'front door' published in September 2021:

"Decisions by managers to step up and down to early help services are appropriate. Partner agencies have a shared understanding of thresholds, augmented by the daily multi-agency triage meeting, which includes the early help service. Proportionate checks are undertaken with professionals; they work closely together and collaborate well".

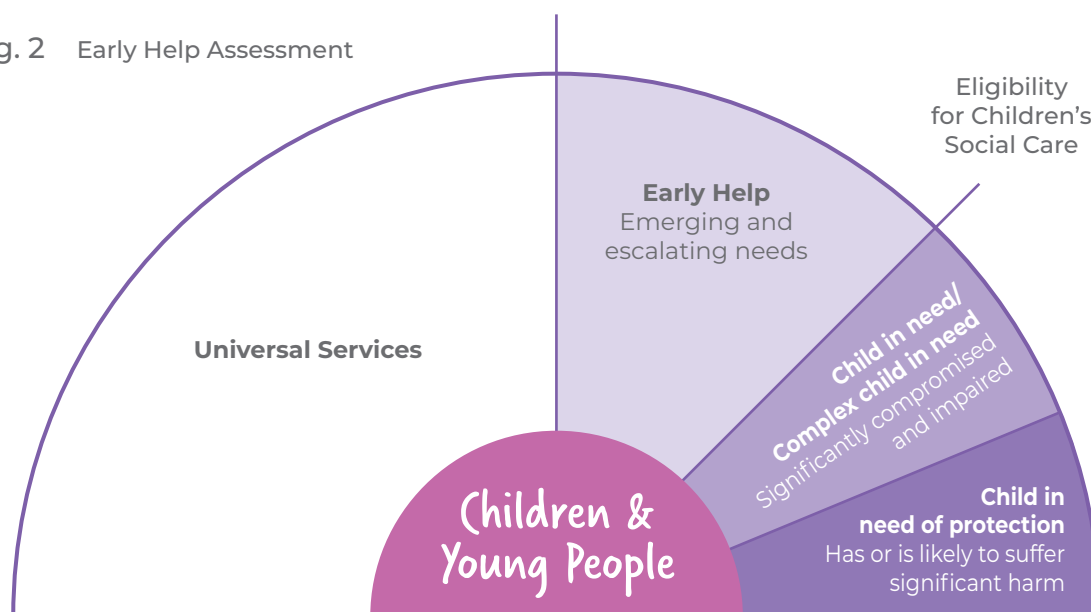
This continuum of need is underpinned further by common practice standards used by staff across the children's workforce within the Local Authority. A new 2022 practice model will also be implemented (see 'Workforce Development' section) to further embed the common approach with a thematic focus on systemic, relational, strengths-based and restorative working.

"You truly have been the glue that held my family together through a rough year. You really went above and beyond for us - thank you." - Parent

While based on a clear interpretation of safeguarding thresholds and distinct from statutory services, early help is positioned within a spectrum of support which seeks to maintain effective relationships with families and avoid 'stop-start' experiences of help and intervention - see Figure 2 below.

Gateshead's Safeguarding Children Partnership clearly defines need and risk in a multi-agency document which uses detailed guidance indicators segmented into three age categories reflecting the key stages of child development.

Fig. 2 Early Help Assessment



Universal interventions – these may be provided by voluntary and community sector organisations and/or professionals working in police, education, housing and health services. Children’s Centre and Family Hub provision can provide support at this level, differentiated according to need. These services and interventions may be referred to as ‘Tier 1’ or ‘universal’ services. Encouraging and supporting families to access services on their own and making use of community-based resources, including group provision, is a typical feature of this support level.

Targeted interventions – these may be provided by a range of providers, including the Early Help Service, where a Lead Practitioner undertakes the Common Assessment Framework (CAF) or Early Help Assessment (EHA) process and identifies if a single agency response or a multi-agency support plan is required. If more than one service intervention is needed, the Team Around the Family (TAF) process is used to co-ordinate a multi-agency support plan. The GSCP threshold guidance distinguishes between ‘emerging’ and ‘escalating’ needs within the Tier 2 threshold to guide interpretation of need and risk by professionals, volunteers and the public.

Safeguarding and social work interventions – this includes assessment and intervention under the oversight of children’s social care, including Child in Need (CIN) and Child Protection (CP) as part of ‘Tier 3’ support. Early Help, using the TAF process, will not only respond to increasing, escalated needs, but also where families have stepped-down from social work intervention. A Lead Practitioner from across the Tier 2 workforce will be identified at the point of closure to children’s social care to help sustain the family plan and work towards agreed goals.

We believe that assessment and intervention should be based on clear, consistent thresholds which have been developed using a collaborative, partnership approach. Colleagues from across the early help, health and social care sectors continue to facilitate training on thresholds as part of the GSCP (Level 3 Safeguarding) training offer to the children’s workforce.

7. Our Priorities

7a. Family Hubs & Start for Life

Family Hubs will provide a single access point – a ‘front door’ – to universal and early help services for families with children of all ages (0-19) or up to 25 with special educational needs and disabilities (SEND), with a Start for Life offer at their core.

Family Hubs involve co-location of services and professionals to make it easier for families to access the help they need and can include walk-in sites, outreach activities and online support.

Family Hubs are a way of delivering the Supporting Families Programme vision of an effective early help system, providing place-based access to SEND services, 0-5 activities, youth services, advice on debt and housing, support for mental health, smoking cessation, nutrition and weight management, help for those experiencing domestic abuse and relationship conflict, plus funded strands of enhanced support for:

- Parenting
- Perinatal mental health and parent-infant relationships
- Early language development and the home learning environment
- Infant feeding

Many services offered in a Family Hub network will be for families who do not need intensive, whole-family Lead Practitioner support; however, hubs will ensure seamless access to a whole-family Lead Practitioner where needed.

In Gateshead, we will work closely with our partners to evolve a Family Hub and Start for Life offer by utilising our Sure Start Children’s Centre sites and building upon our key assets across this estate, including excellent facilities and locations, effective partnerships, existing co-location arrangements and the great foundations of a strong, all-age, universal offer.

We believe that families’ voices should be at the heart of everything we do. New Parent/Carer Panels will be developed to actively involve local families in shaping the support they receive.

We will ensure that Family Hubs form part of a clear, recognised network of locality-based help provided by our VCS and other partners.

7b. Reducing parental conflict and improving family stability

Gateshead remains committed to raising awareness of the impact of parental conflict on children and young people. We believe that a focus on the couple and co-parenting relationship is key to understanding family functioning and how best to reach and maintain stable, healthy relationships. We also know that families who have children with SEND may be more vulnerable to experiencing relationship distress.

Gateshead has acted as the lead Local Authority for the North-East region's DWP-funded Reducing Parental Conflict Programme, providing a regional 'Referral Gateway' function from 2019 to four evidence-based pathways of provision up to September 2022.

"We would argue and he (Relate MBT Practitioner) could see the problem. It made you think how to handle it better"

Utilising further (DWP Local Grant) funding, the Early Help Service will further develop a local, sustainable Reducing Parental Conflict offer by taking the following measures:

- Fund the digital support pathways from One Plus One for Gateshead parents and co-parents
- Increase the facilitator pool for the (Parents Plus) Parenting When Separated programme
- Provide facilitator training for the (Fatherhood Institute) Becoming Dad and Staying Connected programmes
- Fund a (Relate) relationship counselling and helpline/webchat service

The Reducing Parental Conflict (Self-Assessment) Planning Tool is submitted to DWP on an annual basis.

Parenting interventions - delivering 'what works'

Advice and support for parents and carers is available from a wide variety of sources in our borough, including informal peer support opportunities and guidance online.

Where parenting programmes are delivered by the Early Help Service, we will ensure that these are:

- widely promoted across the early help workforce;
- drawn from a clear evidence base to promote real change in family life;
- delivered by trained, experienced facilitators;
- provided in a range of community settings, including school sites.

The current offer of parenting programmes includes:

- Mellow Bumps
- 123 Magic
- Incredible Years (Babies)
- Parenting When Separated
- Family Links Nurture
- Respect Young People's Programme
- ADHD Parenting Factor
- Caring for Children

From 2022/23, we will develop this offer further by:

- Recruiting a Healthy Relationships Co-ordinator to plan, evaluate and review our evidence-based offer for parenting.
- Training a multi-agency facilitator pool for Standard Teen Triple P and the (Fatherhood Institute) Family Foundations Programme.
- Working with our Family Hubs Parent/Carer Panel to identify gaps in provision and plan parenting support to meet those needs.

7c. Youth Crime Prevention

Our local partnerships work to identify children and young people displaying behaviours associated with offending to prevent entry into the formal youth justice system and offer a combination of early and targeted intervention.

This is delivered through:

- Specific, evidence-based interventions from the Early Help Service
- Support for young people suffering abuse in personal/intimate relationships from the Domestic Abuse Team
- You Only Live One (YOLO) Project for those aged 8-14 years
- Youth Navigator Role
- Criminal Justice Liaison Service
- Targeted health and substance misuse services, including Change Grow Live (CGL) from November 2022.

Supporting Families Programme

While progress against the (1-10) thematic areas of the Supporting Families Programme Outcomes Framework will reduce the triggers for offending behaviours and strengthen protective factors, it is Section 7 which focuses directly on prevention of youth crime and provides a recognised performance framework against which to measure progress.

Youth crime prevention through whole-family support

The Early Help Service's Targeted Family Support Team provide a whole-family intervention service for vulnerable families with dependent children. Referrals are taken from a variety of sources across the early help system, including police, education, housing, health and social care.

The service provides a duty response to parents/carers of around 3,000 children per year featuring in new police contacts and supports 1,200 children and their families per year with a whole-family plan as part of the Team Around the Family (TAF) process.



Support plans seek to adopt a 'child first' approach and address issues known to expose young people to an increased likelihood of offending and risk-taking behaviours, including:

- School exclusion
- Missing episodes
- Low income, debt and illegal money lending
- Adult criminality
- Alcohol and substance misuse
- Ineffective and inconsistent parenting styles
- Unsecure or transient living arrangements
- Family relationships and parental conflict
- Unmet support needs for behaviour and emotional regulation
- Negative or risk-taking peer group
- Online abuse and threats

Progress - our prevention journey

Since the publication of our 2018 Early Help Strategy, we have:

- Participated in the (DLUHC) Supporting Families, Youth Justice and Early Help deep dive exercise in January 2022
- Met the outcomes for the Troubled, now Supporting Families Programme
- Introduced a designated Family Intervention Worker into the High Fell ward where crime/ASB reports were among the highest in the borough
- Embedded the Team Around the School (TAS) and Social Workers In Schools (SWIS) models
- Improved our response to missing episodes through designated support for return interviews and information-sharing with schools (Operation Endeavour)
- Improved support for young people suffering from abuse in personal/intimate relationships (Domestic Abuse Team)
- Delivery of a comprehensive holiday activities offer through the (DFE) Holiday Activities and Food (HAF) programme, providing a menu of diversionary activities for young people

In the next 12 months, we will:

- Develop a partnership prevention strategy with a central ethos of prevention being 'everyone's business'
- Work with partners to map existing provision, identify gaps and utilise the early intervention or 'Turnaround' element of the new (2022) national funding settlement
- Develop Mosaic functionality around recording and analysis of prevention data to inform service improvement
- Work with key stakeholders to develop a network of Family Hubs to improve the universal, place-based offer in our most vulnerable communities
- Complete evaluation of the Social Workers In Schools (SWIS) pilot and work with schools to agree a sustainable funding model
- Introduce and develop a new 'Healthy Relationships Pathway' to broaden the offer of evidence-based interventions to improve parenting capabilities and to reduce parental conflict
- Expand the Team Around the School (TAS) model to provide designated family intervention time with primary schools in wards of identified needs and high persistent absentee rates
- Increase and develop the pool of practitioners able to offer case consultations for the Respect Young People's Programme (RYPP).

7d. Supporting a skilled, confident and knowledgeable early help workforce

Workforce development is at the heart of our approach to delivering effective support to families and has two key strands:

- Local Authority early help and social care staff are provided with regular, high-quality supervision and professional development opportunities, including training in a range of evidence-based practice. Organisations and services across the early help sector take responsibility for the development of their workforce to deliver effective family intervention;
- the wider early help workforce is provided with a strong GSCP offer of professional development opportunities which supports effective frontline practice with families – see below.

To enable early help to become everyone's business, practitioners must feel confident and capable in their abilities to respond to presenting issues. We will support the multi-agency children's workforce to recognise and identify early signs and symptoms and understand the help and support available to children, young people and their families.

We will know that our approaches to workforce development are successful if practitioners:

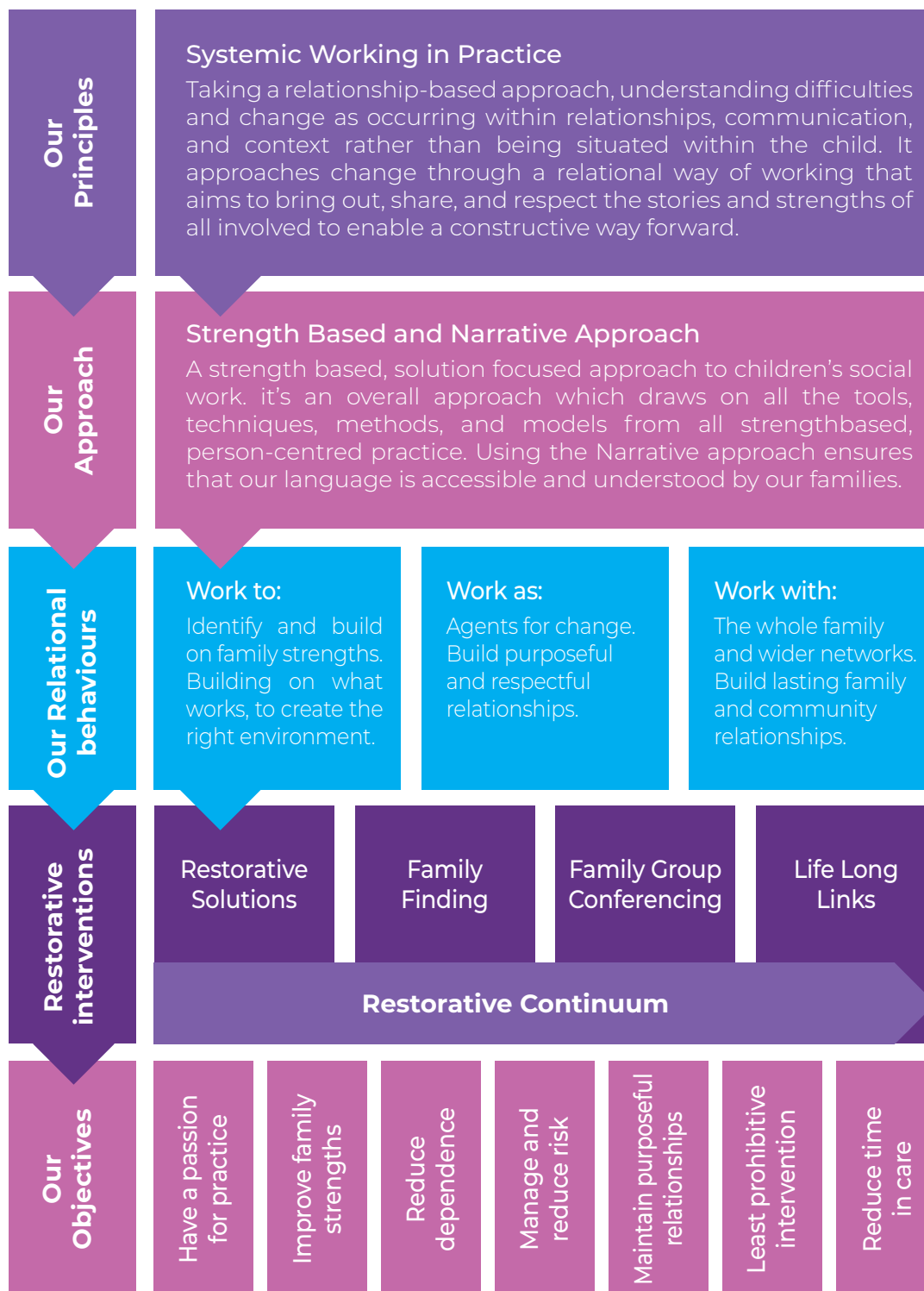
- actively identify and assess a child and family's holistic needs as they arise;
- respond to child and family's needs at the earliest opportunity;
- are confident as Lead Practitioners and collaborate effectively as members of the TAF;
- facilitate the involvement of children, young people and families in the services they receive.

Plus:

- focus first on families and their strengths;
- work closely with families to build trusting relationships;
- are skilled, knowledgeable and are co-creating new approaches;
- make time to learn, analyse, reflect in an open and honest way;
- have a shared vision and understanding of outcomes and success.

These principles and ethos are represented in our new (2022) practice model for practitioners working across early help and social care (see Fig 4 on the next page).

Fig. 3
Early Help & Children's Social Care 'Relationship Focused' Practice System



Practitioners across the early help (all sectors) and social care workforce also have access to a comprehensive training offer from the Gateshead Safeguarding Children Partnership, Gateshead Safeguarding Adults Board and Gateshead Community Safety Board.

8. Our early help improvement journey

Strengths identified in our 2019 Ofsted inspection have been developed further, as shown in this summary of key achievements from across Gateshead's family support system:

- Provided the regional 'Referral Gateway' for the national Reducing Parental Conflict (RPC) Programme – exceeding the referrals target
- Secured the maximum DWP Workforce Development and Local Grants to develop a local RPC offer

100% of Supporting Families Programme outcomes have been achieved since programme start date in 2012

- Delivered a comprehensive range of holiday activities for children and young people, supplemented by the (DFE) Holiday and Food grant
- Introduced the (DFE) Social Workers In Schools (SWIS) model into 6 Gateshead secondary schools
- Introduced Family Drug and Alcohol Court (FDAC, May 2021) and Kinship Care Teams (June 2021) in our children's social care services

Early Help work is well-embedded across partnership setting – 55% of Early Help Assessments are completed by practitioners outside of the Early Help Service in 2022.

- Introduced a Behaviour Change (Domestic Abuse Perpetrator) Service (September 2020)
- Expanded the Team Around the School (TAS) model into 4 secondary schools and a new primary school cluster from July 2022
- Restructured our Children's Centre workforce, increasing Parent Outreach Worker capacity
- Co-located a new community-based Early Help Worker with VCS partner Edbert's House in the High Fell ward

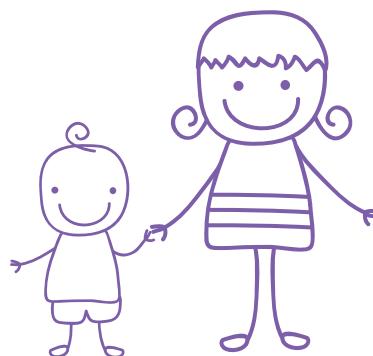
Contacts/referrals for 5,344 children were received by the Early Help Service in 2022 from a diverse referral base, including education (76 schools), police, housing, health, social care and voluntary sector

- Expanded our digital offer through a new online Family Advice Hub and new e-learning opportunities
- Introduced a new (Servelec Mosaic) system and database in January 2022
- Created a designated role for completion of return interviews following (young person) missing episodes
- Increased frontline capacity in the Early Help Service Duty Team

Only 9% of families completing their Team Around the Family (TAF) support plan with an outcome of 'all needs met' are referred to children's social care within 12 months of closure to the Early Help Service 4 children were received by the Early Help Service in 2022

- Merged the Early Help and Children's Social Care Directorates
- Increased the capacity of our Family Group Conference Service
- Expanded Play Service small group and outreach support for children and young people with SEND
- Introduced all-age community hubs in partnership with VCS partners
- Improved the SEND Local Offer online portal and set-up a SEND Young People's Forum
- Introduced Emotionally Based School Avoidance (EBSA) roles to support young people to return to/remain in education.

Total of 93 young people were diverted from the Youth Justice Service (2022)



9. Key Actions – our plan for 2023 – 2026

9a. Making it easier to get the right help, where and when families need it

What action will we take?	How will we know we have achieved this?	What difference will this make to children, young people and families?	How will this impact on outcomes for families, as defined by the Supporting Families Programme Outcomes Framework?
Implement a network of Family Hubs across Gateshead and integrate these into locality-based systems of support	Launch of four Family Hubs by March 2023 and seven by July 2023. Commission VCS partners to develop a family support offer through a network of 'Houses' in our communities of highest need by July 2023.	Easy, walk-in access to universal early help services, and improved access to support for parenting, infant feeding, perinatal mental health and parent-infant relationships, alongside an all-age offer of advice and support.	Good education and attendance, Good early years development, Improved physical and mental health, Reduce harmful substance misuse, Improve family relationships, Children safe from harm and exploitation, Preventing and tackling crime, Safe from domestic abuse, Secure housing, Financial stability
Broaden and improve the range of virtual information and support available to families, including a clear Start for Life offer for families with young children	Launch a Gateshead Family Hubs and Start for Life offer by March 2023, including an online portal with aligned social media platforms, information products and clear telephone contact/helpline details.	Access to clear, accurate information in a variety of formats on a wide range of family support topics, including a joined-up picture of support available to new and expecting parents.	Good education and attendance Good early years development Improved physical and mental health Reduce harmful substance misuse Improve family relationships Children safe from harm and exploitation Preventing and tackling crime Safe from domestic abuse Secure housing Financial stability

(Continued...)

Map and develop a range of prevention services for young people at risk of entering the youth justice system	We will publish a Gateshead Youth Crime Prevention Strategy by Sept 2023 and implement the 'Turnaround' whole-family assessment and support model from December 2022.	Broaden access to whole-family assessment and support through the 'Turnaround' model for eligible young people aged 0-17 years and their families.	Good education and attendance, Improved physical and mental health, Reduce substance misuse, Improve family relationships, Children safe from harm and exploitation, Preventing and tackling crime, Safe from domestic abuse, Secure housing, Financial stability
Improve access to early help services in education settings	We will expand the Team Around the School (TAS) model to more secondary and primary school settings.	Broaden access to a designated Family Intervention Worker in educational settings, providing direct support to the child/young person on emotional wellbeing, peer pressure, managing family relationships as part of a whole-family plan.	Good education and attendance Improved physical and mental health Improve family relationships Children safe from harm and exploitation

Increase focus on family relationships, parental conflict and engaging with fathers and co-parents

Develop and embed a clear Reducing Parental Conflict (RPC) offer for parents and co-parents	We will broaden our offer of evidence-based RPC programmes at a variety of community locations and promote our (One Plus One) e-learning options, including support for fathers and co-parents.	Broaden access to specialist interventions which remove and reduce relationship distress in families, improving stability or relationships – including those where co-parenting arrangements apply.	Improve family relationships
Develop and embed an improved offer of support for family relationships	We will introduce a 'Healthy Relationships Pathway' from January 2023 and broaden our parenting offer to include peer support options at VCS hubs and introduce new, evidence-based programmes to engage with more fathers. We will further embed the use of Family Group Conference approaches.	Parents/carers will have access to an improved offer of support to help develop positive relationships with their children, including increased access to online advice, group interventions and more informal peer support opportunities.	Improve family relationships

9.b Delivering our priorities - the key enablers driving improvement in our early help system

What action will we take?	How will we know we have achieved this?	What difference will this make to children, young people and families?
Review the common early help assessment process and with key stakeholders and align with other local assessments	We will launch the new Gateshead Early Help Assessment (EHA) in February 2023 and develop a range of accompanying practice tools.	The new EHA will provide a more usable/ bespoke process for the assessment of families' needs in a wide range of settings, helping to identify needs early and when single or multi-agency support is required.
Train and support more practitioners across the early help system to adopt the Lead Practitioner role and deliver through the Team Around the Family (TAF) process	We will develop a specific training module for the Lead Practitioner role by June 2023 and provide this to partners across the early help system.	Improved, early access to Lead Practitioner support in a variety of settings, often with a trusted professional or volunteer already working with or linked to the family without the need for later referral to more specialist services.
Broaden the range and quality of practice resources for those supporting families in a range of settings, including better connectivity to peer support for practitioners	We will develop a range of practice tools to support the assessment of and support provided to families by June 2023 (then reviewed and developed thereafter) and introduce a new social media platform to improve professional peer connectivity and understanding of the local early help system.	Improved, early access to Lead Practitioner support (as above) which uses practice tools and resources which are effective in identifying needs early and in providing direct support.
Invest further in developing a relational, trauma-informed workforce skilled in the use of narrative practice and contextual safeguarding	Delivering a robust partnership training offer through GSCP and commission bespoke training opportunities to ensure the early help and social care workforce are able to deliver the relational practice model to a high standard.	Support is delivered in line with robust principles of restorative and relational practice, engaging families early and maintaining relationships which lead to the family making sustained changes.
Develop data maturity across the early help system to further enhance analysis of performance	We will further embed the use of Mosaic across early and social care and develop analytical tools to assess/ analyse performance.	We will measure progress using the Supporting Families Programme Outcomes Framework and undertake/complete the Supporting Families Data Maturity Self-Assessment on an annual basis to measure progress and identify areas for development.
Improve the strategic oversight of, and accountability within, the early help system	We will review governance structures across the local early help system by March 2023 and identify opportunities for improved strategic collaboration to deliver shared objectives. Governance arrangements will also be reviewed and reported as part of the (DLUHC) Early Help System Guide annual self-assessment.	Services will work together to increase collaboration and integration, reducing the need for families to navigate a complex system of support. Duplication of remit will be minimised and resources deployed where they are need most – both in terms of needs/risks and geographical location.

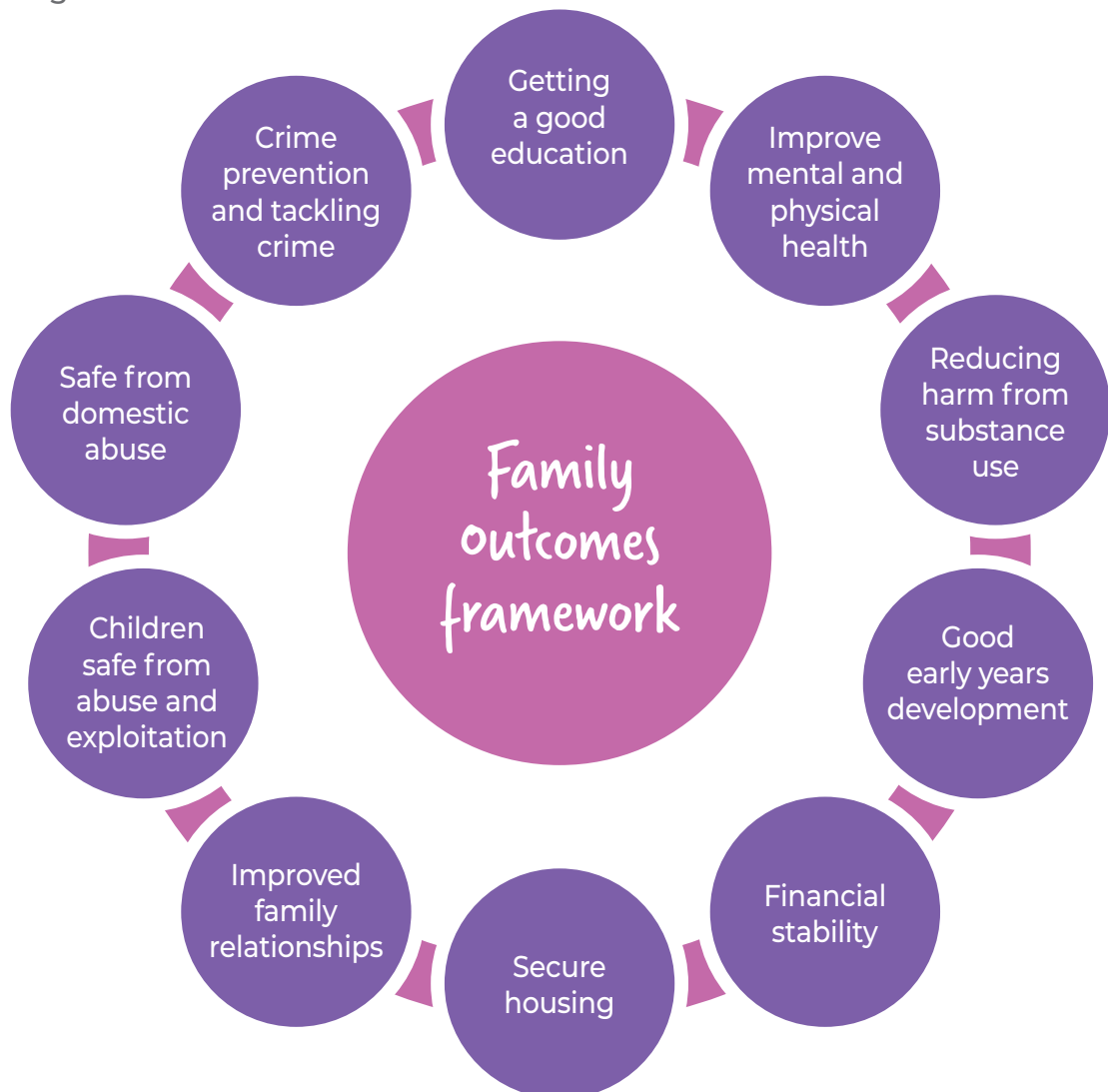
10. Measuring Impact

Supporting Families Outcomes Framework

From October 2022, the Supporting Families Programme Outcomes Framework has been adopted as the recognised suite of performance measures for families being supported through an early help (or other) whole-family assessment and plan.

Eligible families must be assessed as meeting a minimum of 3 out of the 10 headline areas of need set out below to receive whole-family support under the programme.

Fig. 4



The Supporting Families Outcomes Framework can inform, guide and supplement existing performance management arrangements across services and sectors. Services should take responsibility for their own performance management functions. The framework also aims to embed a shared understanding of what progress and positive outcomes look like for families and to provide a common language when describing concerns, risks and changes to family life.

The overall effectiveness of the local early help system (outcomes) will be determined by the key measures set out in:

- Gateshead Supporting Families Outcomes Framework
- Gateshead SEND Strategy
- Gateshead Youth Justice Plan
- Gateshead Early Help Service Performance Clinic
- Gateshead Children's Safeguarding Partnership Learning Reviews
- Ofsted Self Evaluation Framework (SEF) review
- Service-specific audits and performance reporting

Review of the support pathways available (system) is undertaken through the following annual exercises:

- Supporting Families Programme Early Help System Guide and Data Maturity Survey (Department for Levelling Up, Housing & Communities)
- Reducing Parental Conflict Planning Tool (Department for Work & Pensions)

11. Governance

The delivery of an effective early help offer is not the responsibility of a single agency.

This requires a whole-family approach owned by stakeholders working with children, young people and families. These include health, police, probation, education, housing, adult services and voluntary and community organisations.

The Gateshead Safeguarding Children Partnership will be the responsible partnership board for the oversight and development of our Early Help Strategy.

Scrutiny on the implementation of the Strategy will be provided by:

- Children & Young People's Portfolio
- Families Overview & Scrutiny Committee

Strategic oversight of the Strategy will be provided by:

- Gateshead Health & Wellbeing Board
- Gateshead Children's Systems Board
- Gateshead Youth Justice Board

Early Help Service data is reviewed regularly in the Early Help Performance Clinic chaired by the Deputy Strategic Director for Children's Social Care and Early Help.



12. Appendix – Supporting Families Outcomes Plan

1. Getting a good education

Criteria	Family need	Intended Outcome
1.1	Average of less than 90% attendance (inclusion of authorised absence is optional) for 2 consecutive terms	Sustained good attendance
1.2	Average of less than 50% attendance unauthorised and authorised for 2 consecutive terms	Sustained improvement from very poor attendance
1.3	Not able to participate and engage with education – motivation, emotional regulation and behaviour difficulties, risk of, or subject to, exclusions, concerns around suitability of Elective Home Education, child is off-roll and not receiving an education otherwise, risk of NEET	Improved engagement with education (e.g., pupils no longer on report, reduction/no detentions)
1.4	Child's special educational needs not being met	Family happy that special educational needs being met, and school / early years settings are providing adequate support.

2. Good early years development

Criteria	Family need	Intended Outcome
2.1	Expectant or new parent/carers who require additional or specialist support (e.g., young parents, parents who have been in care, parents with learning needs)	Families are engaged with appropriate support that is seen to be making a difference; capacity for positive, effective parenting increased and they are accessing and engaging with services
2.2	Child's (0-5 yrs) physical health needs not met (e.g., immunisations not up to date, concerning accidental injuries, dental hygiene)	Child's physical health needs met, better awareness of home safety and accident prevention
2.3	Child's (0-5 yrs) developmental needs not being met (e.g., communication skills/ speech and language, problem-solving, school readiness, personal, social and emotional development)	Developmental needs being met, allowing child to make progress AND/OR has the right support in place to make progress AND/OR Child/young person with probable/confirmed prenatal alcohol exposure and significant physical, developmental or behavioural difficulties are referred for FASD assessment.

3. Improved mental and physical health

Criteria	Family need	Intended Outcome
3.1	Baby/child needs support with their mental health	The baby/child's mental health and/or wellbeing has improved AND Family/parents/carers feel better equipped to manage the child's mental health and well-being. AND/OR Early attachment relationships are improved/parents feel bonded to baby.
3.2	Adult needs support with their mental health	The adult's mental health and/or wellbeing has improved AND Family/parents/carers feel better equipped to manage the adult's mental health and well-being.
3.3	Child and/or parent/carer require support with learning disabilities, neurodiverse conditions and/or physical health needs that affect the family (e.g., long-standing health conditions requiring management, physical disabilities requiring adaptations)	Physical health needs are being well-managed and family have sufficient / the right support in place.

4. Promoting recovery and reducing harm from substance use

Criteria	Family need	Intended Outcome
4.1	An adult has a drug and/or alcohol problem	Adult reducing / abstaining from substance use (as measured by rescreening) AND Adult better equipped to manage the substance use. Adult understands the risk / impact of the substance use on the family and children and is able to promote safety and implement actions to reduce harm. AND Assessment undertaken with child/family to determine impact of substance misuse upon child and child is benefitting from appropriate support (e.g., whole-family substance misuse work, affected-by service, young carers service, appropriate therapeutic support).
4.2	A child or young person has a drug and/or alcohol problem	Child reducing / abstaining from substance use AND Family / Child better equipped to manage the substance use and find alternative coping strategies, and understands risk / impact of substance use.

5. Improve family relationships

Criteria	Family need	Intended Outcome
5.1	Parent / carers require parenting support	Parent / carer demonstrates improved, positive parenting (e.g., improved parent / child interactions; positive attachment etc).
5.2	Harmful levels of parental conflict, i.e. when it is frequent, intense or poorly resolved	No harmful parental conflict and improved family relationship AND Parents /carers understand the impact of the conflict on the children
5.3	Child /young person violent or abusive in the home (to parents/carers or siblings)	No harmful child to adult or sibling abuse AND Child is better equipped to understand behaviours, develop coping mechanisms and self-manage AND Parent or carers better equipped to manage child's behaviour and relationship improved
5.4	Unsupported young carer or caring circumstances changed requiring additional support	Unsupported young carer now supported, including with change in caring circumstances



6. Children safe from abuse and exploitation

Criteria	Family need	Intended Outcome
6.1	Emotional, physical, sexual abuse or neglect, historic or current, within the household	No longer abuse or neglect in the household AND Child / family has been supported following abuse/neglect and has strategies to manage going forward AND Children are in an emotionally and physically safe environment.
6.2	Child going missing from home	Child no longer going missing AND Child/family has been supported following missing episodes.
6.3	Child identified as at risk of, or experiencing, sexual exploitation	Child not experiencing sexual exploitation AND Child has been supported following sexual exploitation. Partners worked alongside child/family to manage risk of sexual exploitation
6.4	Child identified as at risk of, or experiencing, criminal, or precriminal, exploitation (e.g., county lines)	Child not experiencing criminal or pre-criminal exploitation AND Child has been supported following criminal exploitation AND Partners worked alongside child/family to manage/reduce risk of criminal exploitation.
6.5	Child experiencing harm outside of the family (e.g., peer to peer abuse, bullying, online harassment, sexual harassment/offences)	Child no longer experiencing harm AND Child confident in reporting and being taken seriously. Partners worked alongside child/family to develop strategies and support them to cope with, and respond to, abuse / harm outside of the home and to keep themselves safe.
6.6	Child identified as at risk of, or being affected by, radicalisation	Child not affected by radicalisation AND Child has engaged with, and benefitted from, relevant support AND Partners worked alongside child/family to manage or reduce risk.

7. Crime prevention and tackling crime

Criteria	Family need	Intended Outcome
7.1	Adult (18+) involved in crime and/or ASB (at least one offence/arrest/named as a suspect/ASB incident) in the last 12 months	<p>7 or fewer incidents in 12 months - Adult no longer involved in crime OR 8 or more incidents in 12 months - Adult demonstrates at least a 50% reduction in incidents of crime.</p> <p>Consistent measure required, i.e. if identifying on arrests, arrests must be measured for outcome.</p>
7.2	Young person (u18) at risk of crime, including gangs, serious violence and weapons carrying, or involved in harmful risk-taking behaviour	<p>Young person not involved in crime or anti-social behaviour AND supported to better manage risks of becoming involved with crime, through accessing relevant services and fully engaging in this process.</p>
7.3	Young person (u18) involved in crime and/or ASB (at least one offence/arrest/named as a suspect/ASB incident) in the last 12 months	<p>4 or fewer incidents in 12 months) - Young person no longer involved in crime OR 5 or more incidents in 12 months - Young person demonstrates at least a 50% reduction in incidents of crime, provided none of these are a severe offence as defined by the list of severe offences AND Young person supported to better manage risks of becoming further involved with crime, through accessing relevant services and fully engaging in this process.</p> <p>Consistent measure required, i.e. if identifying on arrests, arrests must be measured for outcome.</p>

8. Safe from domestic abuse

Criteria	Family need	Intended Outcome
8.1	Family affected by domestic abuse or inter-personal violence and abuse - historic, recent, current or at risk (victim)	Domestic abuse has stopped AND Victim has a clear safety plan in place and knows how to seek help OR Victim has received (or is receiving) appropriate support.
8.2	Adult in the family is a perpetrator of domestic abuse	Domestic abuse has stopped AND Perpetrator understands crime, and impact on the victim(s) (including children), and is engaging with perpetrator support.
8.3	Child currently or historically affected by domestic abuse	Domestic abuse has stopped AND Perpetrator understands crime, and impact on the victim(s) (including children), and is engaging with perpetrator support.

9. Secure housing use

Criteria	Family need	Intended Outcome
9.1	Families who are in local authority temporary accommodation and are at risk of losing this	Family no longer at risk of losing temporary accommodation and have sustained temporary accommodation for 6 months or have moved into settled housing.
9.2	Families not in suitable, sustainable housing and/or threatened with eviction / at risk of homelessness	Family no longer at risk of eviction* and/or in suitable and sustainable housing for 6 months *Notice not served or withdrawn; or (for social housing tenants) have a suspended possession order and have sustained the accommodation for 6+ months.
9.3	Young people aged 16/17 at risk of, or who have been, excluded from the family home	Young person no longer at risk of homelessness – remains with or is returned to family or wider family network with support available for 6 months.

10. Financial stability

Criteria	Family need	Intended Outcome
10.1	Adult in the family is workless	Adult in work OR has made progress to work (e.g. gained a qualification, completed training, volunteering, attending job interviews).
10.2	Family require support with their finances and / or have unmanageable debt (e.g. rent arrears)	Family feels able to manage their finances AND/OR Debt is being managed or has been resolved.
10.3	Young person is NEET	Young person is in education, employment or training.



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Glossary of Terms

ACE	Adverse Childhood Experiences
ADHD	Attention Deficit Hyperactivity Disorder
AIM	Assessment, Intervention and Moving On, assessment framework for harmful sexual behaviour
ASD/ASC	Autism Spectrum Disorder/Condition
CAF	Common Assessment Framework, a template for early help assessment
CAFCASS	Child and Family Court Advisory and Support Service
CAG	Citizen's Advice Gateshead
CAWN	Child Abduction and Warning Notice
CGL	Change Grow Live, support service for young people misusing substances
CIN	Child In Need
CNTW	Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
CP	Child Protection
CSE	Child Sexual Exploitation
CYPS	Children and Young People's Service, provider of 0-18 mental health services
DAT	Domestic Abuse Team
DFE	Department for Education
DHSC	Department for Health and Social Care
DLUHC	Department for Levelling Up Housing and Communities, funder of Supporting Families programme
DSL	Designated Safeguarding Lead
DWP	Department of Work and Pensions
EBSA	Emotionally Based School Avoidance
EHA	Early Help Assessment
EHCP	Education Health Care Plan
EHE	Elective Home Education
EIF	Early Intervention Foundation
EDT	Emergency Duty Team (social work)
EOTAS	Educated Other Than At School
EYFS	Early Years Foundation Stage
FDAC	Family Drug and Alcohol Court
FGC	Family Group Conference

FSM	Free School Meals
GSCP	Gateshead Safeguarding Children Partnership
HAF	Holiday Activities and Food programme, DFE funded initiative
HDFT	Harrogate and District Foundation Trust, provider of Growing Healthy Gateshead 0-19 services
HSB	Harmful Sexual Behaviour
IAG	Information, Advice and Guidance
ICB	Integrated Care Board, for Gateshead - NHS North East & North Cumbria
MAPPA	Multi Agency Public Protection Arrangements, management of high-risk offenders
MARAC	Multi Agency Risk Assessment Conference, management of victim safety (domestic abuse)
MSET	Missing Sexually Exploited and Trafficked
NEET	Not in Education, Employment or Training (young people aged 16-19 years)
OOCD	Out Of Court Disposal, resolution of low-level offence – includes youth caution
PBR	Payment By Results, financial return generated by achieving Supporting Families outcomes
RPC	Reducing Parental Conflict, initiatives to reduce frequent, intense relationship distress
RSQ	Referral Stage Questionnaire, screening tool used in RPC interventions
SALT	Speech and Language Therapist/Therapy
SENCO	Special Educational Needs Co-ordinator
SEND	Special Educational Needs and Disabilities
SFEA	Supporting Families Employment Adviser, specialist DWP role seconded to Early Help Service
SUDI	Sudden Unexpected Death in Infants, applied where there is no apparent cause of death
SWIS	Social Workers In School, DFE funded initiative to co-locate social workers in educational settings
TAF	Team Around the Family, group of practitioners involved in a whole-family support plan
TAS	Team Around the School, co-location of Early Help staff in educational settings
UC	Universal Credit, payment to help those on low incomes or out of employment
VCS	Voluntary and Community Sector
YJS	Youth Justice Service

[illegible]

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a guide for handwriting or typing. The paper itself is a clean, off-white color. There are no margins, text, or other markings present on the page.

Early Help in Gateshead

Everyone's business



Tackle inequality so people have a fair chance

INTEGRATED IMPACT ASSESSMENT TEMPLATE

Title of proposal: Early Help Strategy 2023-26 <i>Referred to as EHS in the document</i>	Age	Race	Sex	Gender reassignment	Disability	Religion or Belief	Pregnancy and Maternity	Sexual Orientation	Marriage and Civil Partnership	Description of potential mitigation
Equality impact: (✓ all that apply. The assessment should also consider impact on council employees and carers where applicable) Description of impact: The impact of the EHS on the wellbeing and life-chances of Gateshead residents, with a focus on families with dependent children, would be positive because the EHS sets-out: <ul style="list-style-type: none"> the vision and expectations which apply to providing help to vulnerable families from across the Gateshead early help system, and; 	✓	✓	✓		✓		✓			Positive impact – all progress subject to review.

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INTEGRATED IMPACT ASSESSMENT TEMPLATE

<ul style="list-style-type: none"> a clear plan to improve family stability, reduce parental conflict, reduce youth crime and to increase access to locality-based support. <p>Central to the EHS is the implementation of a Family Hubs and Start for Life model which will provide an all-age menu of support but with funded strands of support for new and expectant parents, including a focus on parenting, perinatal mental health and the parent-infant relationship, infant feeding and the home learning environment.</p> <p>Family Hubs will align closely with VCS organisations in our communities of highest need.</p> <p>The EHS also adopts the Supporting Families Programme Outcomes Framework as the performance dashboard to measure progress achieved with families across a range of indicators.</p> <p>The impact on employees will be positive because the EHS relies upon an</p>										Positive impact – all progress subject to review.
										Positive impact – all progress subject to review.



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INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p>agile/mobile working model for those in a frontline, key-working role and increased opportunities for integrated training and working across the early help system for the full early help workforce.</p>											
<p>Health impact: (eg physical, mental health, wellbeing, substance misuse)</p> <p>The EHS will impact positively on health outcomes because it:</p> <ul style="list-style-type: none"> - provides a strategic focus on early intervention - sets expectations around integration and co-location of a joint Health/LA offer in Family Hubs - reinforces the value of a whole-family approach to providing intensive family support <p>Examples of the above include Family Hubs hosting adult mental health support sessions, co-location of maternity services, bereavement support, infant feeding sessions, leisure and exercise opportunities and support with food and home safety advice.</p> <p>The EHS also contributes a range of evidence-based interventions with families, using 'what works' to improve family relationships between parents, children and young people.</p>										<p>See left – the EHS will provide a combination of intensive, whole-family support (using the Team Around the Family model), walk-in support based in localities (Family Hub model) and a wide range of direct partnership interventions focused on improving wellbeing.</p>	
<p>Socio Economic impact: (eg neighbourhood, ward, area of deprivation, household group, income, wealth)</p> <p>Family Hubs implementation will be based on existing Sure Start sites in our communities of highest deprivation. There will also be funding of/alignment with VCS organisations in communities where deprivation is highest. We will build further on existing locality models to improve access to food,</p>										<p>See left – LA services are provided without charge. Family Hubs will be based in our communities of highest need and aligned</p>	



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INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p>clothing, hygiene products and ensure that walk-in support is universal, free or (where fees apply due to provider arrangements) as low cost as possible.</p> <p>Core elements of the EHS offer are provided without charge.</p>	<p>with VCS assets in areas where deprivation is highest.</p>
<p>Environmental impact: (does the proposal impact on climate change and the Council's commitment to be carbon neutral by 2030? Is the proposal in line with the Council's Environmental Policy? Does the proposal increase natural resource use? Does the proposal increase waste? Does the proposal increase pollution? Does the proposal impact on wildlife? Does the proposal increase car use? Does the proposal increase energy use?)</p> <p>There is no known impact to the environment, including pollution levels and local eco-systems.</p> <p>Implementation of Family Hubs will utilise existing buildings (ie) there are no new capital builds or increased demands on utilities. Further deployment of LA staff to locality bases will likely reduce vehicle usage due to staff operating within smaller geographical areas.</p> <p>This will also impact of journey times for families looking to access support in their communities (ie) reduce the need to travel to access maternity services, for example.</p>	<p>See left – no known impact; the EHS is likely to reduce vehicle use due to providing more support in communities.</p>
<p>Cumulative impact: (consider impact based on successive budgetary decisions relating to the proposal or is the proposal part of wider budgetary considerations that may collectively have an impact on service users, and is potentially at odds with the Thrive agenda)</p> <p>The EHS directly contributes to the Thrive agenda and aims to deploy greater resource to our most vulnerable residents at times, places and in ways where help is accessible. The case for early intervention and prevention to off-set the demand for higher-cost, specialist and statutory services is compelling. Where implemented effectively, the EHS will reduce the costs to the LA and wider partnerships of meet needs at crisis or pre-crisis level.</p>	<p>See left – increased focus on early intervention and prevention will off-set medium to long-term costs.</p>



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INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p>Much of the funding for the key priorities is external (DLUHC, DWP, DFE, DHSC) and dependent on fulfilment of grant conditions, while partnership contributions to family support represent a significant element of the early help offer.</p> <p>The EHS contributes directly to the:</p> <ul style="list-style-type: none"> • Gateshead Health & Wellbeing Strategy • Gateshead SEND Strategy • Gateshead Youth Justice Plan • Gateshead Children and Young People's Strategy 	<p>See left – national (external) funding makes a significant contribution to the system-wide offer (ie) the EHS can be delivered without 100% cost to the LA.</p>
<p>Summary of consultation/data/research undertaken to inform the assessment: (eg feedback and engagement with service users, trade unions, employees, partners, public, benchmarking, case studies)</p> <p>The EHS has been developed through use of the following self-assessment exercises:</p> <ul style="list-style-type: none"> • Early Help Systems Guide (DLUHC) • Data Maturity Survey (DLUHC) • Reducing Parental Conflict Planning Tool (DWP) • Health Needs Assessment (Public Health – to meet Family Hub and Start for Life milestone expectations) <p>Consultation has also been undertaken with:</p> <ul style="list-style-type: none"> • Partners from across the early help system, including Public Health, Youth Justice Service, Growing Healthy Gateshead • Children's Social Care & Early Help Senior Management Team • Strategic Director, Children's Social Care & Lifelong Learning • Designated Safeguarding Nurse 	
<p>Signed: Gavin Bradshaw – completing officer</p>	



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INTEGRATED IMPACT ASSESSMENT TEMPLATE

Date: 11 April 2023

Service Director: (approved)

Date:

REPORT TO CABINET
25 April 2023

TITLE OF REPORT: **School Term Dates 2024/25**

REPORT OF: **Helen Fergusson, Strategic Director, Children's Social Care and Lifelong Learning**

Purpose of the Report

1. The report asks Cabinet to approve the School Term Dates for 2024/25

Background

2. In order to allow schools, parents and other stakeholders to plan into the future, it is necessary to agree school term dates a significant period in advance.

Proposal

3. It is proposed that the calendar for 2024/25, attached as Appendix 2 to this report, be approved.

Recommendations

4. It is recommended that Cabinet agrees the dates set out in the School Term Dates for 2024/25 as set out in appendix 2.

For the following reasons:

- (i) To allow future planning to take place.
- (ii) To make effective and efficient use of Council resources.

CONTACT: **Julie McDowell extension 8644**

APPENDIX 1

Policy Context

1. This proposal supports the Council's strategic approach of Making Gateshead a Place Where Everyone Thrives.

Background

2. The Education (School Day and School Year) (England) Regulations 1999 (SI 1999 No. 3181) require schools to have at least 380 half-day sessions (190 contact days with pupils) and (195 days for staff) in each school year. This is consistent with the 195 days a year required by a teacher's statutory conditions of service: the additional five days are for continual professional development (CPD). The term dates for Community Voluntary controlled and Special Schools are determined by the Local Authority (LA) whilst voluntary-aided schools and Academies are decided by the governing body of each school. This means that Governing Bodies of Voluntary Aided schools and Academies can depart from the LA term dates if they wish. Many Voluntary Aided schools can and do depart from those dates determined by the LA and there is no requirement to consult the LA, however, such schools are required to act reasonably when setting their dates.

Given the continuing development of the DfE Academy conversion process it is possible that some schools may develop and determine different term date calendars following changes to their school status. Whenever possible any such changes will be published by the LA.

3. The Local Government Association (LGA) Standing Committee on the School Year have previously circulated proposed School Term Calendar with a view to encouraging local authorities towards a degree of standardisation of dates. This is based on the following principles:
 - Start the school year on a September date as near as possible to 1 September.
 - Equalise teaching and learning blocks (roughly 2x7 and 4x6 weeks).
 - Establish a two-week spring break in early April irrespective of the incidence of the Easter Bank Holiday. (Where the break does not coincide with the Bank Holiday the date should be, as far as practicable, nationally agreed and as consistent as possible across all local authorities.)
 - Allow for the possibility of a summer holiday of at least six weeks for those schools which want this length of break.
 - Identify and agree annually designated periods of holiday, including the summer holiday, where Head Teachers are recommended not to arrange teaching days.
5. The proposed term dates in appendix 2 are the same as neighbouring Local Authorities to ensure a degree of consistency across the region.
6. The proposal starts the term on the 2nd September 2024 which avoids broken school weeks and is in line with the term dates for all other Local Authorities. This also fixes the spring bank holiday in line with the Local Government Association strategy establishing a two-week spring break in early April which also covers two bank holidays. It allows 3 CPD days in term time requiring the 2 remaining training days to be completed as twilight sessions. It is important to achieve, as near as possible, a match with neighbouring LAs.

Parents resident in Gateshead and who work in other LAs or have children in other LA schools and vice versa can make better arrangements for their childcare and give regard to a wide range of personal and domestic requirements. Conflicting dates also work against the effective and efficient use of resources between LAs when collaborating on joint events or on the delivery of truancy sweeps.

Consultation

7. The proposed dates have been shared with other local authorities in the region, Gateshead Head Teachers, Teachers' JCC membership, Unison, GMB and other representatives, the Diocesan Bodies and the Cabinet Member for Children and Young People.

Implications of Recommended Option

9 Resources

a) **Financial Implications** – The Strategic Director, Resources and Digital confirms that there are no financial implications as a result of this report.

b) **Human Resources Implications** – None.

c) **Property Implications** – None.

10. **Risk Management Implication** - None.

11. **Equality and Diversity Implications –**

Every effort is made in setting dates to take account of holiday requirements created and a result of faith.

12. **Crime and Disorder Implications -**

Evidence does show the potential for an increase in youth crime and disorder and antisocial behaviour during periods when young people are not in school. The Council seeks to address this 'risk' by collaborating with partners to offer activity programmes during common holiday periods.

13. **Health Implications** – None.

14. **Climate Emergency and Sustainability Implications** – None.

15. **Human Rights Implications** – None.

16. **Ward Implications** - None.

17. **Background Information-**

The Education (School Day and School Year) (England) regulations 1999(SI 1999 No 3181)

Gateshead draft B Term and Holiday Dates
Academic Year 2024/25

194 TERM DAY ENVELOPE

	AUGUST 2024	SEPTEMBER 2024	OCTOBER 2024	NOVEMBER 2024	DECEMBER 2024	JANUARY 2025
Monday	5121926	29162330	7142128	4111825	29162330	6132027
Tuesday	6132027	3101724	18152229	5121926	310172431	7142128
Wednesday	7142128	4111825	29162330	6132027	4111825	18152229
Thursday	18152229	5121926	310172431	7142128	5121926	29162330
Friday	29162330	6132027	4111825	18152229	6132027	310172431
Saturday	310172431	7142128	5121926	29162330	7142128	4111825
Sunday	4111825	18152229	6132027	3101724	18152229	5121926

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	FEBRUARY 2025	MARCH 2025	APRIL 2025	MAY 2025	JUNE 2025	JULY 2025
Monday	3101724	310172431	7142128	5121926	29162330	7142128
Tuesday	4111825	4111825	18152229	6132027	3101724	18152229
Wednesday	5121926	5121926	29162330	7142128	4111825	29162330
Thursday	6132027	6132027	3101724	18152229	5121926	310172431
Friday	7142128	7142127	4111825	29162330	6132027	4111825
Saturday	181522	18152229	5121926	310172431	7142128	5121926
Sunday	291623	29162330	6132027	4111825	18152229	6132027

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	AUGUST 2025	SEPTEMBER 2025
Monday	4111825	18152229
Tuesday	5121926	29162330
Wednesday	6132027	3101724
Thursday	7142128	4111825
Friday	18152229	5121926
Saturday	29162330	6132027

School Holidays
Bank Holidays

REPORT TO CABINET
25 April 2023

TITLE OF REPORT: Nominations of Local Authority School Governors

REPORT OF: Helen Fergusson, Strategic Director, Children's Social Care and Lifelong Learning

Purpose of the Report

1. Cabinet is asked to nominate Local Authority Governors to schools seeking to retain their Local Authority Governor in accordance with The School Governance (Constitution) (England) Regulations.

Background

2. Schools - The School Governance (Constitution) (England) Regulations require all governing bodies to adopt a model for their size and membership. The regulations prescribe which categories of governor must be represented and what the level of representation is for each. The Local Authority's nomination is subject to the approval of the governing body. If approved, the nominee is appointed by the governing body.

Proposal

3. It is proposed that Cabinet approves the nominations to schools as shown in appendix 1.

Recommendations

4. It is recommended that Cabinet approves the nominations for reappointment of Local Authority Governors as set out in appendix 1 and notes the Term of office as determined by the schools' Instrument of Government.

For the following reason:

To ensure the School Governing Body has full membership.

CONTACT: John Finch

extension: 8626

Policy Context

1. In accordance with The School Governance (Constitution) (England) Regulations, local authorities can nominate any eligible person as a Local Authority governor. Statutory guidance encourages local authorities to appoint high calibre governors with skills appropriate to the school's governance needs, who will uphold the school's ethos, and to nominate candidates irrespective of political affiliation or preferences. A person is disqualified as a Local Authority governor if they are eligible to be a Staff governor at the same school.

Consultation

2. The Cabinet Member for Children and Young People has been consulted.

Alternative Options

3. The alternative option would be to make no nomination/appointment to the vacancies, leaving governing bodies under strength and less likely to demonstrate the correct configuration.

Implications of Recommended Option

4. Resources:

a) **Financial Implications** – The Strategic Director, Resources and Digital confirms there are no financial implications arising from this report.

b) **Human Resources Implications** – None

c) **Property Implications** - None

5. **Risk Management Implication** - None

6. **Equality and Diversity Implications** - None

7. **Crime and Disorder Implications** – None

8. **Health Implications** - None

9. **Climate Emergency and Sustainability Implications** - None

10. **Human Rights Implications** - None

11. **Ward Implications** - None

Background Information

12. The School Governance (Constitution) (England) Regulations.

In accordance with the School Governance (Constitution) (England) Regulations 2012, the following Local Authority governors are nominated for a period of four years (as stipulated in the individual Instruments of Government) with effect from the dates stated below:

School	Nomination	Date from
Carr Hill Community Primary School	Cllr Martin Gannon	1 st September 2023
Gibside School	Ms Joyce McAndrew	1 st September 2023

Notes

- Cllr Martin Gannon and Ms Joyce McAndrew are reappointments and are supported by the school

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TITLE OF REPORT: Council Tax and Non-Domestic Rates – Transfer of Uncollectable Amounts

REPORT OF: Darren Collins, Strategic Director, Resources and Digital

Purpose of the Report

1. This report asks Cabinet to approve the transfer of outstanding balances from Council Tax and Non-Domestic Rates (NDR) accounts, where all possible recovery action has been taken and the balances are now considered to be uncollectable.

Background

2. Council Tax and NDR charges are levied in accordance with statutory legislation. Under the localisation of Non-Domestic Rates Business Rates, a proportion of monies collected by the Council are retained locally to form part of the core funding of the Council.
3. Charges which remain unpaid are subject to appropriate recovery action. Despite this action there remain some debts, which are considered uncollectable.
4. The amounts, which have been identified as uncollectable are summarised at Appendix 1. These balances represent the full amount identified as uncollectable at the end of the financial year 2022-23.

Proposal

5. It is proposed to transfer the balance of 1005 accounts to the value of £1,320,323.84 for Council Tax and 74 accounts to the value of £883,256.54 for Non-Domestic Rates.
6. In addition to this, balances of £500.00 or less on 4582 individual accounts totalling £279,010.97 in respect of Council Tax and 47 accounts totalling £1,572.27 for Non-Domestic Rates, have been transferred under delegated powers in accordance with Financial Regulation 8.10.
7. The total proposed transfer of uncollectable balances is therefore £1,599,334.81 in respect of Council Tax and £884,828.81 in respect of Non-Domestic Rates.

Recommendations

8. It is recommended that Cabinet agrees to:

- (i) The transfer of 1005 uncollectable accounts in respect of Council Tax balances totalling £1,320,323.84.
- (ii) The transfer of 74 uncollectable accounts of Non-Domestic Rates balances totalling £883,256.54.
- (iii) Note the action taken under delegated powers to transfer Council Tax and Non-Domestic Rates accounts with balances of £500 or less identified in paragraph 6 of this report.

For the following reason:

- (i) To ensure the effective management of the Council's resources.
- (ii) To ensure that the Council Accounts accurately reflect the correct financial position.

CONTACT: Marisa Jobling extension 3581

APPENDIX 1

Policy Context

1. The proposals in this report are consistent with Council priorities and in particular ensuring that effective use is made of Council resources to support the framework for “making Gateshead a place where everyone thrives”.

Background

2. The transfer reflects Council Tax and Non-Domestic Rates accounts where the recovery process has been exhausted and it is no longer cost effective to pursue the cases through the court process.

Details of Debts Included in Transfer

3. The tables below give details of the reason and the year that the debt was created.

Council Tax

Year of Debit	Deceased	Insolvency	Uneconomical	Irrecoverable	Other	Total
	£'000's	£'000's	£'000's	£'000's	£'000's	£'000's
Pre 2020	29	41	232	975	53	1330
2020/21	9	36	7	8	47	107
2021/22	17	41	3	4	54	119
2022/23	8	29	0	0	6	43

Total	1599
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Non-Domestic Rates

Year of Debit	Insolvency/Dissolved	Bankruptcy	Unable to recover	Other	Total
	£'000's	£'000's	£'000's	£'000's	£'000's
Pre 2020	191	4	68	50	313
2020/21	177	0	2	0	179
2021/22	239	0	0	0	239
2022/23	152	0	2	0	154

Total	885
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Consultation

5. The Leader of the Council has been consulted on this report.

Alternative Options

6. No alternative options are proposed. A regular review of debt owed to the Council is an essential part of good recovery and accounting procedures.

Implications of Recommended Option

7. **Financial Implications** - The Strategic Director, Resources and Digital confirms that the cost of the transfer of £1,599,334.81 for Council Tax and £884,828.81 for Non-Domestic Rates can be met from the bad debt provision within the Collection Fund.
8. **Risk Management Implications** – The transfers mitigate the risk of entries in the Council's statement of accounts being incorrect.
9. **Human Resources Implications** – Nil
10. **Equality and Diversity Implications** – Nil
11. **Health Implications** - Nil
12. **Crime and Disorder Implications** - Nil
13. **Climate Emergency and Sustainability Implications** - Nil
14. **Human Rights Implications** – Nil
15. **Ward Implications** – All Wards

Background Information

16. Nil