

## **CABINET AGENDA**

**Tuesday, 20 June 2023 at 10.00 am in the Council Chamber - Civic Centre**

---

From the Chief Executive, Sheena Ramsey

---

Item	Business
<b>1</b>	<b>Apologies for absence</b>
<b>2</b>	<b>Minutes</b> (Pages 3 - 10)  Cabinet is asked to approve as a correct record the minutes of the meetings held on 23 and 30 May 2023  <b>Key Decisions</b>
<b>3</b>	<b>Leisure Review: Rationalisation of Sites</b> (Pages 11 - 82)  Report of the Director of Public Health
<b>4</b>	<b>Gateshead International Stadium – Options Appraisal</b> (Pages 83 - 92)  Report of the Director of Public Health and Strategic Director, Resources and Digital
<b>5</b>	<b>Procurement and Contracts Report</b> (Pages 93 - 110)  Report of the Strategic Director, Corporate Services and Governance  <b>Recommendations to Council</b>
<b>6</b>	<b>Provisional Revenue Outturn 2022/23</b> (Pages 111 - 122)  Report of the Strategic Director, Resources and Digital
<b>7</b>	<b>Capital Programme and Prudential Indicators 2022/23 – Year End Outturn</b> (Pages 123 - 138)  Report of the Strategic Director, Resources and Digital  <b>Non Key Decisions</b>
<b>8</b>	<b>South of Tyne and Wear Local Nature Recovery Strategy for Gateshead, South Tyneside and Sunderland City Councils</b> (Pages 139 - 144)  Report of the Strategic Director, Economy, Innovation and Growth

**9 Adult Social Care - Annual Reports on Services Complaints, Compliments and Representations - April 2022 to March 2023 (Pages 145 - 162)**

Report of the Strategic Director, Integrated Adults and Social Care Services

**10 Children and Families Service - Annual Reports on Children's Services Complaints, Compliments and Representations - 1 April 2022 to 31 March 2023 (Pages 163 - 180)**

Report of the Strategic Director, Children's Social Care and Lifelong Learning

**11 North East Fostering Pathfinder (Pages 181 - 202)**

Report of the Strategic Director, Children's Social Care and Lifelong Learning

**12 Nomination of a Local Authority School Governor (Pages 203 - 206)**

Report of the Strategic Director, Children's Social Care and Lifelong Learning

**13 Exclusion of the Press and Public**

The Cabinet may wish to exclude the press and public from the meeting during consideration of the following item(s) on the grounds indicated:

Item	Paragraph of Schedule 12A to the Local Government Act 1972
14	3
15	3

**Non Key Decisions**

**14 Nest House / Old Fold Estates - Heat Network Extension (Pages 207 - 214)**

Report of the Strategic Director, Economy, Innovation and Growth

**15 SCAPE Governance Review (Pages 215 - 220)**

Report of the Strategic Director, Corporate Services and Governance

Contact: Kevin Ingledew - Email: [KevinIngledew@gateshead.gov.uk](mailto:KevinIngledew@gateshead.gov.uk), Tel: 0191 433 2142,  
Date: Monday, 12 June 2023

## GATESHEAD METROPOLITAN BOROUGH COUNCIL

### CABINET MEETING

Tuesday, 23 May 2023

**PRESENT:** Councillor M Gannon

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

Also in attendance: Councillors R Beadle and D Welsh

**C1 APOLOGIES FOR ABSENCE**

An apology for absence has been submitted by Councillor G Haley.

**C2 MINUTES**

The minutes of the last meeting held on 25 April 2023 were approved as a correct record and signed by the Chair.

**C3 HOUSEHOLD SUPPORT FUND ROUND 4 2023/24**

Consideration has been given to the proposals for the distribution of the Household Support Fund Round 4 (HSF) for the period 1 April 2023 to 31 March 2024.

RESOLVED - That the proposals for the distribution of the Household Support Fund Round 4 (HSF), for the period 1 April 2023 to 31 March 2024, as set out in paragraphs 11 to 18 of the report be approved.

The above decision has been made for the following reasons:

- (A) Targeting the groups identified will meet the Council's Thrive policy objectives.
- (B) To support residents at risk of going cold or hungry through the mechanisms within the proposal.

**C4 ACCEPTANCE AND USE OF FAMILY HUBS AND START FOR LIFE FUNDING**

Consideration has been given to the receipt of Family Hubs and Start for Life grant funding and to the proposed use of delegated authority to allow the programme to be delivered, in line with the requirements of the Family Hubs and Start for Life Programme Guide and the funding agreement.

RESOLVED - (i) That the acceptance of Family Hubs and Start for Life grant

funding amounting to between £2,995,000 and £3,085,00 over a three-year period, for the purposes outlined in the report be approved.

- (ii) That the Strategic Director, Children’s Social Care and Lifelong Learning be authorised 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 allocation and spend of the grant in line with the Family Hubs and Start for Life Programme Guide and the agreed delivery plan.

The above decisions have been made for the following reasons:

- (A) To transform services into a family hub model and improve the health and development outcomes for babies, children and their families, ensuring every family receives the support they need, when they need it.
- (B) All families will have access to the information and tools they need to care for and interact positively with their babies and children, and to look after their own wellbeing.

C5

#### **LOCAL TRANSPORT PLAN: CAPITAL PROGRAMME YEAR END REPORT (MAY 2023)**

Consideration has been given to an update on the Local Transport Plan (LTP) Capital Programme, which provides a summary of the progress that has been made in the 2022/23 financial year, as well as confirming proposed programmes for integrated transport and maintenance schemes scheduled for 2023/24.

- RESOLVED -
- (i) That the proposed programme for 2023/24 as set out in appendices D and E to the report be approved, noting that there may be a need to review these as the year progresses in line with available resources.
  - (ii) That the Service Director, Highways and Waste be authorised to award the relevant works under the terms of the Highways, Drainage and Street Lighting Maintenance Contract.
  - (iii) That the Service Director, Climate Change, Compliance, Planning and Transport be authorised to make changes to the approved programme following consultation with the Cabinet Member for Environment and Transport, as and when the need arises.

The above decisions have been made to enable the design and implementation of transport schemes in support of the North East Transport Plan and the Council’s policy objectives.

C6

#### **ACTIVE TRAVEL FUND TRANCHE 4**

Consideration has been given to the Active Travel Fund Tranche 4 and the involvement of the Council in the development and submission of the regional funding bid.

- RESOLVED -
- (i) That the Strategic Director, Economy, Innovation and Growth be authorised to enter into a grant agreement with Transport North East for the funding, following consultation with the Strategic Director, Resources and Digital and Strategic Director, Corporate Services and Governance.
  - (ii) That the expenditure of any grant funding that is received from Active Travel England in line with the schemes set out in paragraph 8 of appendix 1 to the report be approved.

The above decisions have been made to enable the design and implementation of the Gateshead schemes, which may receive a funding allocation from the Active Travel Fund.

C7 **RESPONSE TO CONSULTATION - ENVIRONMENTAL OUTCOMES REPORTS:  
A NEW APPROACH TO ENVIRONMENTAL ASSESSMENT**

Consideration has been given to a response to the Department for Levelling Up, Housing and Communities' consultation on 'Environmental Outcomes Reports – A New Approach to Environmental Assessments'.

- RESOLVED -
- That the response to the consultation as set out in appendix 2 to the report be approved.

The above decision has been made to enable the Council to contribute a response to the consultation.

C8 **APPOINTMENTS TO ADVISORY GROUPS, OTHER BODIES OF THE COUNCIL,  
JOINT COMMITTEES AND OUTSIDE BODIES**

Consideration has been given to the nominations of the Labour and Liberal Democrat Groups to advisory groups, other bodies of the Council, joint committees and outside bodies.

- RESOLVED -
- That the nominations of the Labour and Liberal Democrat Groups as set out in appendices 2 and 3 of the report be approved.

The above decisions have been made for the following reasons:

- (A) To ensure that the views of the political groups are taken into account when the appointments are made.
- (B) To ensure that the most appropriate councillors are appointed to each body.

C9 **PETITIONS SCHEDULE**

Consideration has been given to an update on petitions submitted to the Council and the action taken on them.

RESOLVED - That the petitions received and action taken on them be noted.

The above decision has been made to inform the Cabinet of the progress of the petitions.

C10 **SURPLUS DECLARATION - GARAGES AT ACOMB COURT, HARLOW GREEN**

Consideration has been given to garages at Acomb Court, Harlow Green, being declared surplus to the Council's requirements.

RESOLVED - That the garages at Acomb Court, Harlow Green as detailed in the plan attached to the report, be declared surplus to the Council's requirements, then demolished and the land left be marked out to provide 18 parking spaces for residents, including 3 disabled parking bays.

The above decision has been made to manage resources and rationalise the Council's assets in line with the Corporate Asset Strategy and Management Plan.

C11 **COMMUNITY ASSET TRANSFER - HEWORTH WELFARE HALL**

Consideration has been given to the Community Asset Transfer by the grant of a 25 year lease in relation to Heworth Welfare Hall, Smithburn Road, Felling.

RESOLVED - That the grant of a 25 year lease of Heworth Welfare Hall by the Council in its capacity as Trustee, to Felling Community Association Community Interest Organisation, pursuant to the Community Asset Transfer Policy be approved subject to the necessary consents being obtained from the Charity Commission and the Coal Industry Social Welfare Organisation.

The above decisions have been made for the following reasons:

- (A) To manage the Trust's assets in line with the objects of the Trust and in line with the Council's Corporate Asset Strategy and Management Plan.
- (B) To realise savings for the Trust.

C12 **NOMINATION OF A LOCAL AUTHORITY SCHOOL GOVERNOR**

Consideration has been given to the nomination of Mrs Anne Wheeler for re-appointment as a local authority school governor of The Drive Community Primary School.

RESOLVED -

That the nomination of Mrs Anne Wheeler for re-appointment as a local authority school governor of The Drive Community Primary School, for a period of four years from 3 July 2023, in accordance with the Schools' Instrument of Government be approved.

The above decision has been made to ensure the School Governing Body has full membership.

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: 25 May 2023

**Chair.....**

This page is intentionally left blank



# GATESHEAD METROPOLITAN BOROUGH COUNCIL

## CABINET MEETING

Tuesday, 30 May 2023

**PRESENT:** Councillor M Gannon

Councillors: C Donovan, L Green, G Haley, J McElroy,  
M McNestry and B Oliphant

Also in attendance: Councillor K Dodds

### C13 **APOLOGIES FOR ABSENCE**

Apologies for absence have been received from Councillors J Adams, M Brain and A Douglas.

### C14 **NORTH EAST DEVOLUTION**

Consideration has been given to an update on the public consultation which the seven councils across the North East (i.e. Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland) have undertaken in relation to proposals to establish a new mayoral combined authority which covers the area of the seven councils and replaces the two existing combined authorities in the region and to the proposal to submit the consultation report to the Secretary of State as the next step in the process of establishing the new mayoral combined authority for the region and accessing the benefits of devolution.

- RESOLVED -
- (i) That the content of the report and the consultation report as set out in appendix 2 be noted.
  - (ii) That the consultation that has been undertaken be approved as sufficient for the purposes of the legislation and that the findings set out in the consultation report demonstrate that the statutory criteria (referred to in paragraph 8 of the Cabinet report) have been met.
  - (iii) That the consultation report should be submitted to the Secretary of State so that the Secretary of State can:
    - a) consider whether they are satisfied that the consultation has been sufficient and that the statutory criteria have been met; and
    - b) (if so satisfied) request Parliament to make an order to abolish the existing combined authorities and establish the North East Mayoral Combined Authority (NEMCA).
  - (iv) That consent to the making of the necessary statutory order be agreed in principle.

- (v) That the Chief Executive, in consultation with the Leader of Council, be authorised to take all steps necessary to implement the above proposals, including (but not limited to) finalising the terms of the consultation report which is submitted to the Secretary of State.

The above decisions have been made for the following reason:

It is considered that the creation of a new mayoral combined authority for the North East would unlock the benefits of the 'minded to' devolution deal and improve the exercise of statutory functions across the region.

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: 30 May 2023

**Chair.....**

## REPORT TO CABINET

20 June 2023

**TITLE OF REPORT:** Leisure Review: Rationalisation of sites  
**REPORT OF:** Alice Wiseman, Strategic Director, Public Health and Wellbeing

---

### Purpose of the Report

1. This report provides an update of the work carried out to review Leisure Services and notifies Cabinet of the outcomes of the extended comprehensive consultation process that commenced 8<sup>th</sup> February 2023 to 8<sup>th</sup> May 2023. Cabinet is asked to consider the report and to agree to take forward the recommendations for the delivery of a financially sustainable Leisure Service.

### Background

2. For many years the Council has tried to reduce its funding of leisure services by implementing a range of initiatives to either increase income or reduce expenditure, however a significant amount of council funding has continued to be required as set out in various reports considered by Cabinet (see Background Information, below).
3. On [25 October 2022](#) Cabinet considered a report advising that the existing delivery model for Leisure Services was no longer affordable and that the service was continuing to significantly overspend its allocated budget provision. Cabinet agreed to procure an external delivery partner to manage the service in the future, however it was advised that it would be 18-24 months before the Council could expect to reduce its funding of Leisure Services via this route. Cabinet therefore agreed to explore the rationalisation of leisure centres and to commence a comprehensive consultation process to understand the impact of any leisure centre closures on users and local communities to influence a final evaluation exercise on which leisure centres should remain open and be included within the procurement process, and which should be considered for closure.
4. A comprehensive consultation process was conducted between 2 November 2022 and 20 December 2022, the results of which were reported to Cabinet on [24 January 2023](#) together with a recommendation to close Gateshead Leisure Centre and Birtley Swimming Centre on 31<sup>st</sup> March 2023, whilst at the same time continuing discussions with organisations that had expressed an interest in exploring community asset transfers.

5. As Birtley Swimming Centre had not previously been identified as a centre that was at risk of closure, Cabinet agreed at their meeting on [24 January 2023](#):
  - a. That public consultation to inform the review was to be re-opened for a period of at least three months, during which any new representations would be invited, particularly from the Birtley and Lamesley communities and users of Birtley Swimming Centre,
  - b. Over this period the viability of the potential to transfer the management of any of Dunston Leisure Centre, Gateshead Leisure Centre, Birtley Sports Hall and Birtley Swimming Centre on a Community Asset Transfer basis would be explored,
  - c. Cabinet would receive an additional report following the end of this further period of consultation with the final outcome of the Review, including any proposals for Community Asset Transfer of one or more of the four facilities mentioned above.
6. A further consultation process ran between 8<sup>th</sup> February 2023 and 8<sup>th</sup> May 2023 the results and comments from this consultation process were carefully considered however, they have not changed the outcome of the previous recommendations to Cabinet.
7. The report to Cabinet on [25<sup>th</sup> October 2022](#) triggered the requirement to commence statutory consultation with employees working in Leisure Services by issuing statutory consultation notices informing employees that they were at risk of redundancy. Extending the consultation period has led to employees being at risk of redundancy for more than 8 months which is a lot longer than initially anticipated.

## **Proposal**

8. The proposal is to rationalise the number of leisure centres operated by the Council to reduce the cost of the service to the Council and support the enablement of the service to operate within its agreed budget, whilst taking account of the impact on the Gateshead Community as set out in the [Leisure Review Consultation](#) Report.

## **Recommendations**

9. It is recommended that:
  - i. The Council proceeds with the closure of Gateshead Leisure Centre and Birtley Swimming Centre on 21st July 2023; and
  - ii. The Council continues to explore potential Community Asset Transfers with community organisations that have identified an interest in Gateshead Leisure Centre and Birtley Swimming Centre for a further 6-month period to 31 December 2023, however this should not prevent or delay the closure of Gateshead Leisure Centre or Birtley Swimming Centre as recommended above.

For the following reasons:

- i. to deliver the £0.600m unachieved savings and to assist in enabling the service to operate within its allocated budget, ceasing the current overspend and thereby helping the Council to sustain a leisure offer;
- ii. to reduce the cost of provision of Leisure Services to as close to zero as possible in the longer term, whilst at the same time understanding the impact this will have on Gateshead residents and other users of the service by balancing the contribution of leisure centre provision with the financial sustainability of the Council;
- iii. to resolve the issue of Leisure Service employees being at risk for any period longer than necessary;
- iv. to enable the service to offer a comprehensive programme of activities throughout the school summer holidays;
- v. to enable the Council to procure a partner to operate and manage the remaining leisure centres at a reduced cost to the Council as close to zero as possible; and
- vi. to ensure that all viable alternatives have been fully explored to prevent the permanent closure of any leisure centres.

## Policy context and background

1. This report provides Cabinet with an updated position on the previous report considered by Cabinet at its meeting on [24 January 2023](#) where it agreed to continue the consultation process on the impact that recommended closure of leisure centres would have on users and other stakeholders and continue to explore the possibility of potential community asset transfers on a number of sites.
2. As a reminder:
  - a. In 2015, Cabinet agreed that Leisure Services would achieve the position of no longer being directly funded by the Council and would return an income to enable investment in Council priorities by 2020, however, this had not been achieved despite the implementation of a range of initiatives to either increase income or reduce costs.
  - b. On [25 October 2022](#) Cabinet received a report advising that the existing model for delivery of Leisure Services is no longer deliverable within its budget and proposing the procurement of an external delivery partner to manage the leisure centres on behalf of the Council. The report also advised that it would be 18-24 months before the Council could expect to reduce its funding of Leisure Services via this route, and Cabinet therefore agreed to commence a comprehensive consultation process to understand the impact of any leisure centre closures in order to influence the final evaluation exercise on which leisure centres should remain open and which should be considered for closure. The report identified that based on a desk top exercise set out in a sustainability matrix and without any impact information, Gateshead Leisure Centre, Dunston Leisure Centre and possibly the sports hall at Birtley Leisure Centre were least sustainable.
  - c. On [24 January 2023](#) Cabinet received a report that provided the results of the consultation process and recommended that on 31st March 2023, Gateshead Leisure Centre and Birtley Swimming Centre should close (not Dunston Leisure Centre or the sports hall at Birtley Leisure Centre), based on a revised version of the sustainability matrix which had been updated to take account of impacts on Gateshead Communities and feedback received during the consultation process. The report also recommended the continuation of the discussions that were taking place with organisations interested in exploring community asset transfers. There was concern amongst Cabinet members that some Birtley Swimming Centre users may not have responded to the earlier consultation as their leisure site had not been identified as being at risk of closure, therefore Cabinet agreed:
    - i. That public consultation to inform the Review should be re-opened for a period of at least three months, during which any new representations would be invited, particularly from the Birtley and Lamesley communities and users of Birtley Swimming Centre,

- ii. Over this period the viability of the potential to transfer the management of any of Dunston Leisure Centre, Gateshead Leisure Centre, Birtley Sports Hall and Birtley Swimming Centre on a Community Asset Transfer basis would be explored,
  - iii. Cabinet would receive an additional report following the end of this further period of consultation with the final outcome of the Review, including any proposals for Community Asset Transfer of one or more of the four facilities mentioned above.
3. The Council's financial plan ([Medium Term Financial Strategy](#)) makes clear the significant pressures on resources the Council is facing and requires savings to be considered across all Council services and the current Leisure Service offer is no exception.

### **Scope, Vision and Objectives**

4. This report considers the Council owned centres and swimming pools, namely Birtley Leisure Centre, Birtley Swimming Centre, Blaydon Leisure Centre, Dunston Leisure Centre, Gateshead Leisure Centre and Heworth Leisure Centre. Gateshead International Stadium is out of scope as agreed by Cabinet in October 2022 and is the subject of a separate report on this meeting's agenda.
5. The vision for Leisure Services has not changed since the previous report considered by Cabinet in [January 2023](#) and remains the delivery of the Council's Physical Activity Strategy, but within the current financial restraints.
6. The key objectives for the review also remain unchanged:
  - a. to deliver the unachieved savings and to support the service to operate within its approved budget by the end of 2023/24;
  - b. to reduce the cost of provision of Leisure Services to as close to zero as possible in the longer term, whilst at the same time understanding the impact this will have on Gateshead residents and other users of the service by balancing the contribution of leisure centre provision with the financial sustainability of the Council.

### **Outcome from the public consultation process**

7. Following the decision taken by Cabinet to continue to consult for at least a further 3-month period, the consultation process re-opened on 8<sup>th</sup> February 2023 and closed on 8<sup>th</sup> May 2023.
8. A summary of the process followed, and the full impacts of the potential leisure centre closures based on the 2 consultation periods are set out in the [Leisure Review Consultation Report](#). The extended consultation period enabled an additional 2100 responses to be made, which when added to the initial 7419 respondents totals 9519 over the two periods. Of the additional 2100 responses, 1642 were from Gateshead residents and 291 people indicated that they had previously responded to the consultation.
9. Considering this report and the impacts on users of the sites, and despite the 2100 additional responses being received and carefully considered, there is no additional

information gathered that would suggest a move away from the recommendation set out in the report considered by Cabinet in January 2023.

### **Impact on Employees and Employee Consultation**

10. The report to Cabinet on [25 October 2022](#) triggered the requirement to commence statutory consultation with employees working in Leisure Services by issuing statutory consultation notices informing employees that they were at risk of redundancy. During the extended public consultation period, consultation has continued with employees and their Trade Union representatives.
11. Further employee consultation has taken place as follows:
  - a. consultation meetings have been held across all sites;
  - b. newsletters have been issued at appropriate times;
  - c. individual employee meetings have taken place to consider employees individual circumstances;
  - d. joint staff consultation meetings have taken place with the Service Director, Commercialisation who is leading the review of Gateshead International Stadium, for employees more likely to be impacted on the Gateshead International Stadium review.
12. Employees from those centres identified for closure or Community Asset Transfer would be reallocated to roles at other centres. Once the reallocation has taken place, any outstanding vacancies would be filled, and this would enable the remaining centres to be fully staffed and opening hours to increase at some sites.

### **Consultation with the Trade Unions**

13. Regular meetings have also taken place with the Trade Unions to keep them updated with progress and to seek their ongoing views on the consultation process and the Trade Union representatives have been very supportive during this difficult period for employees. The Trade Unions have requested the inclusion of the following comments and concerns:
14. *No-one wants to see leisure centres closing particularly the unions and our members working within Leisure. The TU's understand the financial position the council has been in and continues to be in due to many years of cuts to funding from national government and the need to look to review services either to make them more sustainable or to make savings and we have worked constructively with the council during this time.*

*However, the length of time the leisure review is taking, and lack of any decision making is becoming intolerable, causing tremendous stress and anxiety for the staff who are still at risk and is also undermining any effort to ensure the service has a future after the review.*



- *We currently have 166 employees sitting with 188 letters (at risk of redundancy). They have had this hanging over their heads since October and these letters need to be withdrawn as a matter of urgency. It is inhumane to extend the acute anxiety for these council employees (people) unnecessarily. They desperately need this resolving.*
- *There are excellent employees sitting with 'at risk' letters that will look elsewhere for employment if this uncertainty and angst continues.*
- *We have employees on temporary contracts that cannot be made permanent whilst there are employees at risk of redundancy.*
- *There is currently not enough staff to effectively run the leisure centres. The closure of 2 sites would enable the service to fully staff the remaining centres and have a fully functioning leisure service. Only by having this provision can the council begin the process of looking for a suitable partner and offering an attractive and viable service to a partner. The current situation is running the service into the ground, and we are in danger of having no service left.*
- *Further delay will not protect jobs or the service, it actually threatens them.*

*Whilst we acknowledge that jointly we are in a very difficult and unpleasant situation we desperately need to end the anxiety and uncertainty for 166 employees promptly and jointly build a leisure service that is viable and delivers to the residents of Gateshead.*

### **Health Impact Assessment**

15. The initial comprehensive Health Impact Assessment that was undertaken has not changed and can be found at Appendix 8 of the [24<sup>th</sup> January 2023](#) Cabinet report.

### **Alternative Options**

16. A number of alternative options were included in the [24<sup>th</sup> January 2023](#) report, the latest round of consultation has produced a further 2100 respondents these have been carefully considered, however they have not produced any further suggested options.

### **Community Asset Transfers**

17. A huge amount of work has been undertaken and is still ongoing to explore whether or not the leisure centres could continue to operate by being transferred to community groups via a community asset transfer. The two sites considered are complicated and although the proposals are making substantial progress and starting to look achievable, implementing a community asset transfer requires sufficient time to ensure that it is sustainable. Work has progressed through:
- Fortnightly meetings between officers, Councillors and interested groups.
  - Provision of huge amounts of information and data including financial information, job profiles, plans, site information, council policy documentation, etc.

- A half day community asset transfer workshop with a number of service directors presenting on expectations and requirements of any organisation operating a leisure centre, and additional officers available for one-to-one discussions.
- The development of a community asset transfer readiness evaluation matrix to enable both organisations to track the progress that they are making and to understand what work is required prior to any transfer being undertaken.
- Meetings on specialist areas including finance, pool and plant operations and governance arrangements.

18. Progress to date on each of the sites is as follows:

Birtley Swimming Centre

19. Two swimming clubs, Gateshead and Whickham Swimming Club and Birtley Swimming Club have come together to develop a proposal to operate what would be known as Birtley Aquatics Centre under a community asset transfer. A high-level business plan has been developed and they are working towards the more detailed plans that will be required before the site could be operational under their control. The main focus of the work has been to develop a business case which demonstrates that Birtley Swim Centre can generate an operating surplus on a sustainable basis. The business case assumes that the Centre would reopen at the start of April 2024, following a three-month period during which:

- Staff would be recruited and trained
- Processes and systems would be implemented
- Operating expenditure would be incurred on marketing, recruitment and staff training
- Capital investment would be required on IT, pool and safety equipment and signage.

After reopening, the business case assumes that the income from swimming clubs and schools would commence immediately, and the income from public activities would ramp up over the first four months, reaching the level which will be sustained into 2025 and beyond by August 2024.

Dunston Leisure Centre

20. Gateshead and Whickham Swimming Club were keen to explore a community asset transfer of Dunston Leisure Centre when it was at risk of closure, however the report to Cabinet in January 2023 removed that risk. The club identified that through the potential closure of other pools, their allocated water time would be likely to reduce, and they began to explore the potential of a community asset transfer of Birtley Swimming Centre as this site would be easier for them to manage, operating as a swimming centre only. There is no further interest in a community asset transfer of Dunston Leisure Centre, and it will remain open and be included in the procurement of a service delivery partner.

Gateshead Leisure Centre

21. Gateshead Active was formed by local Councillors alongside local residents at the time they became aware of the potential closure of Gateshead Leisure Centre. The current board has

a wide range of experience, skills and backgrounds from events to engineering.

The group have worked with the Council officers and their consultants Social Enterprise Acumen in developing a strong and robust business, social and financial plan for the Centre. They are all excited about the future the centre can have. From re-opening the café and Clip and Climb to expanding the event program to make it a vibrant site full of activity that helps it become financially viable. The group is working alongside several funding partners, many of whom have already committed funding in principle.

The vision for the Centre means becoming more diverse and more open, expanding delivery including new services such as E-Sports. Encouraging more community activities in the Centre is hugely important to the group as expressed in their plan to have a Community Engagement Officer upon opening. Keeping the diverse range of users for the Centre is also key, ensuring culturally safe spaces where required and working with a wide range of partners and organisations to ensure equality at all levels of their organisation.

There is some way to go with the plans, however Gateshead Active firmly believe that they have a strong team and with continued work and collaboration with the Council's team they are sure they can complete a successful asset transfer in the coming months.

#### Maintaining and protecting the assets

22. If the two sites are to close as recommended consideration has been given to the level of decommissioning that should take place and how the buildings are maintained in preparation for potential Community Asset Transfers. The pools at both sites are the oldest out of all the centres, draining these pools can lead to problems and costly repairs (that could delay a transfer). It is proposed that the pools would continue to be treated, but not heated and filtered while the buildings are closed, and this would allow a quick reopening of the facilities once the transfers are ready. Consideration has also been given to security arrangements in order to protect both assets, preventing damage that could delay a transfer and opportunities for anti-social behaviour.

### **Other considerations**

#### Swimming pool access

23. Work has been undertaken to consider access to swimming pools if the closure of Birtley Swimming Centre and Gateshead Leisure Centre were to proceed as recommended. All schools have been surveyed to better understand their needs, preferred pool, and time slot. A working group of Head Teachers was established to look at the timetabling and different options on how lessons are delivered. Schools have stressed how important it is that they can meet their statutory obligations with regards to school swimming. All school swimming can be accommodated in the 3 remaining Council operated pools, although during school swimming lessons two pools may be closed to the public between the hours of 9.15am – 12 noon and 1.00pm - 3.15pm Monday to Friday, term time only. A pool timetable has been created to ensure that there will always be one pool available for public swimming within the Borough during school swimming times which was identified as important to communities from the public consultation. Pools are likely to be busier and there may be a reduction in swimming club allocated time, however continuing to operate 5 pools across the Borough is no longer affordable for the Council. The two

Community Asset Transfer groups have also engaged schools and offered to provide pool access and swimming lessons to schools when they take on the running of the sites. Meetings have also been held with groups who hire the pools to offer them time in the remaining centres. This includes groups with protected characteristics.

#### Sports hall access

24. Gateshead Leisure Centre has one of the largest sports halls in the Borough, matched only by the one in Gateshead International Stadium (which is also under review). Neither sports halls are fully utilised, but when in use, they are used by a range of groups for activities such as football, badminton and netball. Discussions are taking place with schools that have large sports halls to encourage them to increase their community access outside of school hours in order to fill any shortages in the short term, in the event of closure and until Gateshead Active are able to take over the site through a community asset transfer.

#### Procurement

25. Good progress on the Leisure Operating Contract is being made which is in line with the project plan. Further progress is dependent on the sites that will be part of the procurement being finalised. The work to date has included workshops with officers of the Council to develop the contract documentation which is due to be completed by the end of June 2023. Following the appointment of additional legal support (June 2023), the key tasks over July and August 2023 will be to (i) publish the procurement notice to prospective bidders with all the contract information, (ii) invite bidders to an open day, (iii) evaluate the pre-qualification, and (iv) select the shortlist of bidders for the next stage. There are no risks at this stage that would change target date of June 2024 for the commencement of the new operating contract.

### **Summary of recommendations**

26. Despite the impact to users as set out in the Leisure Review Consultation Report, it is recommended that the Council proceeds with the closure of Gateshead Leisure Centre and Birtley Swimming Centre on 21st July 2023 and continues to explore potential Community Asset Transfers with community organisations that have identified an interest in Gateshead Leisure Centre and Birtley Swimming Centre for a further 6-month period to 31 December 2023, however this should not prevent or delay the closure of Gateshead Leisure Centre or Birtley Swimming Centre.

### **Implications of Recommended Options**

The implications of progressing with recommended options are as follows:

#### **Resources:**

27. Financial implications – The Strategic Director, Resources and Digital, confirms that the recommendation will allow the Council to meet the remaining undelivered savings of £0.600m and assist in enabling the service to operate within its allocated budget, thereby helping the Council to sustain a leisure offer.

28. There will be costs associated with decommissioning, holding, and recommissioning the buildings when they close and before they transfer to the community organisations. It is estimated that the holding costs would be in the region of around £14,000 per month. One off costs for boarding and fencing of the buildings could total around £50k.
29. Human Resources implications - If the recommendations are approved, this will allow for the Section 188 At Risk of redundancy letters to be withdrawn from the 166 employees across the service.
30. The service have appointed to vacancies on a temporary basis, which has allowed for greater flexibility to redeploy staff across the remaining facilities, this has ensured that no compulsory redundancies will be made as an outcome of the proposals. A huge amount of employee consultation has been undertaken with employees across all Leisure facilities (including Gateshead International Stadium) as leisure employees hold a contract that enables them to work from any Gateshead Leisure facility. The consultation has included:
- The proposed new service offer and ways of working
  - Opening times of the remaining Council operated facilities
  - A revised structure
  - New rotas
  - Revised job profiles
  - Where the proposed new rota results in a permanent loss of earnings (i.e. an employee has been asked to work fewer hours) a one-off compensatory payment will be paid in line with the Council Compensatory Payment Calculator
31. Alongside their permanent contracts of employment, all staff, regardless of where they work will be given the opportunity to hold a casual contract to work additional hours at all remaining Gateshead operated sites including Gateshead International Stadium and Birtley Leisure Centre
32. As there are different review paths the proposals and staffing implications per facility are as follows (should the recommendations be approved):

**Gateshead Leisure Centre and Birtley Swim Centre**

Staff would work their last shift within these facilities on 21 July 2023. From 22 July 2023 staff would be redeployed to the remaining council operated facilities. Discussions with staff currently based at these facilities have already commenced to discuss proposed working/contractual arrangements with effect from 22 July 2023 and consider their personal circumstances.

**Blaydon, Dunston and Heworth Leisure Centres (remaining Council operated facilities)**

From 22 July 2023, new extended opening times and staffing rotas would be implemented across the 3 remaining facilities. All employees would be issued with a peripatetic employment contract/job profile which would allow them to work flexibly across the remaining Council operated facilities. Employees transferring from sites recommended for closure would begin to work from the remaining Council operated sites.

### **Gateshead International Stadium – subject to a separate review**

Employees currently working at Gateshead International Stadium have been included in the consultation with all Leisure employees in conjunction with the lead officer for the Gateshead International Stadium review as they currently hold a contract of employment enabling them to work at any leisure facility (including Gateshead International Stadium). Employees have been offered the opportunity to remain at Gateshead International Stadium and be issued with an employment contract with the work base of Gateshead International Stadium only or transfer to work peripatetically across the 3 remaining Council operated facilities from 22 July 2023.

### **Birtley Leisure Centre – contract in place with Competition Line UK until 2027/28**

Birtley Leisure Centre is already managed through a contractual arrangement with Competition Line UK until 2027/28, however within this contract, the Council are required to provide the employees. In line with the other facilities, meetings have been held with staff. Employees have been offered the opportunity to remain at Birtley Leisure Centre and be issued with an employment contract with the work base of Birtley Leisure Centre only or transfer to work peripatetically across the 3 remaining Council operated facilities from 22 July 2023.

33. Property implications – The recommended option will lead to the short-term closure of 2 leisure centres whilst further work is undertaken to secure suitable community asset transfers for Gateshead Leisure Centre and Birtley Swimming Centre.

### **Risk management implications**

34. The risk management implications are being managed as part of the overall project management, to continue with the current delivery model leaves the Council exposed to the risk of having to continue to fund the Service, with an estimated £4.3m funding requirement forecast which is likely to increase further with the growing impact of inflation, rising energy costs and possible reduction in income due to the cost-of-living crisis.

### **Equality and diversity implications**

35. There is evidence that the leisure service is used by specific protected groups, including young people, older residents, and residents with disabilities.
36. Any change in current leisure service delivery including the closure of some leisure centres may have an impact on equality and diversity. An Integrated Impact Assessment looking at the proposed closure of each specific local leisure centre has been prepared and is attached at Appendix 2. The impact assessments have been reviewed and updated following the second phase of consultation.
37. The consultation response analysis is set out in the following documents:

- a. updated [Leisure Review Consultation](#) Report which includes responses to the February to May 2023 consultation.
- b. the Report from Launchpad Research (appendix 3 of the [January 2023](#) Leisure Review report)

This has helped the Council to define and understand the impact of closure on service users with protected characteristics and to consider our statutory requirements relating to the Public Sector Equality Duty.

38. The impact of new service delivery models (such as pool timetabling / activity timetables) on people with protected characteristics, if closure of the 2 leisure centres is agreed, will be reviewed in an integrated impact assessment prior to the new service commencing in July 2023.

### **Crime and disorder implications**

39. Some of the leisure centres already attract anti-social behaviour and vandalism and the short-term closure of 2 of the buildings may increase the opportunities for crime and disorder at these buildings when they are vacated. The Council will take steps to try to minimise the risk of anti-social behaviour and vandalism and to protect the buildings during their closure.

### **Climate Emergency and Sustainability Implications**

40. A Sustainability Impact Assessment has been undertaken for the two sites recommended for closure and was attached at [Appendix 7](#) in the January 2023 Leisure Review report. There has been minimal change to the Sustainability Impact Assessment and the latest version is available upon request.

### **Health implications**

41. The closure of any leisure centres will have a negative health impact as evidenced by a large number of responders to the consultation process who informed us that the biggest impact would be to their physical and mental health. A health impact assessment has been undertaken and was attached at [Appendix 8](#) in the January 2023 Leisure Review report. There has been no change to the health impact assessment.

### **Human Rights implications**

42. There are no human rights implications resulting from the recommendations in the report.

### **Ward implications**

43. Whilst it is acknowledged that the closure of any leisure centres may have an impact on residents from any ward as they may use any leisure centre, and all leisure centres will be impacted to a greater or lesser degree; there is a more direct impact on the wards

where the leisure centres that are recommended for closure are located, namely Saltwell Ward (and surrounding wards) where Gateshead Leisure Centre is located and Birtley Ward (and surrounding wards), where Birtley Swimming Centre is located.

### **Background Information – key documents**

- [The Consultation Report May 2023](#)
- Report to Cabinet on [24<sup>th</sup> January 2023](#)
- Report to Cabinet on [25 October 2022](#)
- Report to Cabinet on [25 January 2022](#)
- Report to Cabinet on [24 February 2015](#)
- [The Council's Indoor Built Facilities Strategy](#)
- [The Council's Physical Activity Strategy](#)
- [Making Spaces for Growing Places](#)
- [Medium Term Financial Strategy](#)





## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

										<p><b>Proposal to close Birtley Swimming Centre (BSC) as part of the Leisure Service Review</b></p> <p>BSC provides three swimming pools, learn to swim lessons, waterside (currently not in use), aquafit, a Changing Places toilet and room hire.</p> <p>BSC is located in Birtley Ward, South Gateshead at DH3 2PA</p> <p>Key information:</p> <ul style="list-style-type: none"> <li>• Built in 1972.</li> <li>• Net direct cost to the Council projected for 2022/23: (excluding mgt &amp; support costs £430,000.</li> <li>• Lifecycle maintenance costs (up to 5 years): £172,000.</li> <li>• Total number of visits (not individual users, includes repeat visits) during 2019/20: 152,942.</li> <li>• Nearest public leisure centre: Chester-le-Street (2.4 miles). Washington Leisure Centre (3.6 miles)</li> <li>• Birtley Pool is booked by Birtley Amateur Swim Club weekly for their club sessions.</li> </ul>
<b>Equality impact:</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y	<b>Description of potential mitigation</b>



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

#### Service User activity - Data quality

It is difficult to provide a fully accurate overview of who uses the Go Gateshead service and their activity due to data collection issues. Individuals who have a form of leisure membership with Go Gateshead provide information about their age, postcode and sex on registration. Data is not routinely collected from GO members on all other protected characteristics; currently it is not possible to identify service usage by the protected characteristics of; sexual orientation, disability, religion and ethnicity. We would not routinely ask council services to collect personal data which is not required for service delivery.

There is no specific information available for analysis in respect of persons who just walk into a centre and pay for casual use of an activity e.g to swim, use a gym etc as a non-member.

It is also the case that a GO member might access a site and use multiple classes, swim or gym activity, exactly what and how frequently is not monitored.

GO members indicate a preferred leisure centre site on registration but membership gives access across all our sites so the analysis below is assuming that indicating BSC as their preferred site the GO member is more likely to use the facilities at BSC.

Information about the use of facilities by sports clubs and groups is also very limited due to the fact that the service only have the information about the person who is placing the booking for a court or pitch, not the information about the club members who subsequently use that facility.

The Health Equity Audit (HEA) completed in 2018, highlighted issues with leisure Services data collection and made recommendations for change. The 2021 leisure review has noted these are still outstanding issues for improvement.

For all protected characteristics we acknowledge there will be a negative impact if BSC closes.

Mitigation against this negative impact would be access to the nearest alternative leisure facility;

- GO Members and all residents / general public could access any of the other Council operated leisure facilities in the borough.
- The next nearest GO leisure facilities are Gateshead LC (4.6 miles) followed by Dunston and Heworth LC (6.2miles)
- The next nearest leisure facility is Birtley Leisure Centre (0.4 miles) for Gym access. However this is operated by a private company so Go members cannot access directly.

OR

- Non council facilities – various privately operated Gyms in Birtley town centre

Nearer alternative public leisure access could also be in Chester le Street or Washington as Birtley is located close to the boundary of Gateshead and other neighbouring local authorities.

There are also various exercise classes and fitness activities run in community venues (school halls / church halls / community centres) in the local area open to the public without the need for membership



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

#### Age

- Gateshead has a population of around 196,100 people, living in 88,999 households (ONS Census 2022) Latest Age profile of Gateshead residents is;

Age Groups 2021	0-19	20-44	45-64	65+
Gateshead	42,600	61,000	52,700	39,800
Birtley ward	1,686	2,133	2,235	1,974
Percentage of Gateshead population	21.7	31.1	26.9	20.3
Percentage of Birtley ward population	21.0	26.6	27.8	24.6

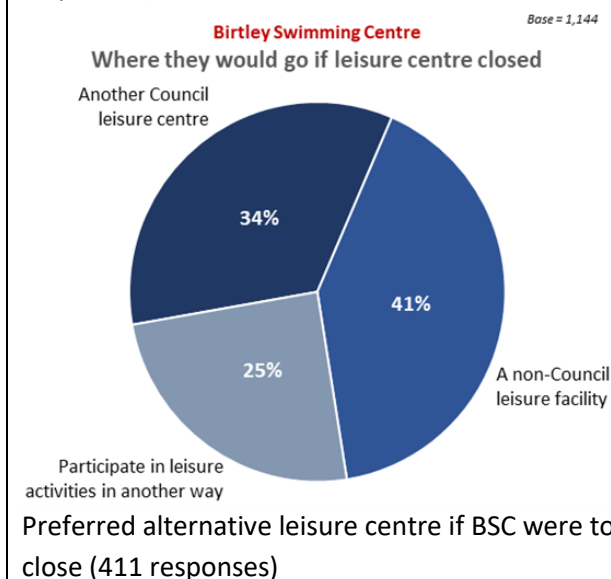
#### GO Membership profile

Data below is taken from the Physical Activity Needs Assessment for 2019/20 members which was the last full year data pre-covid. The overall service user (this data includes all different types of GO members) demographics is evenly split between female (49.9%) and male users (50.1%). As shown in the graph below, 80% of those with a recorded membership are Gateshead residents.

In 2019/20 Go Gateshead membership was highest in the younger age groups, 45% are under 20 years old, this is due to the fact that a number of young people are signed up to children's swimming classes, where a Go Gateshead card enables access to swimming classes at a reduced rate.

BSC is close to local areas of open space which can be used for physical activity and leisure.

Public consultation responses for BSC users (1,219 responses)



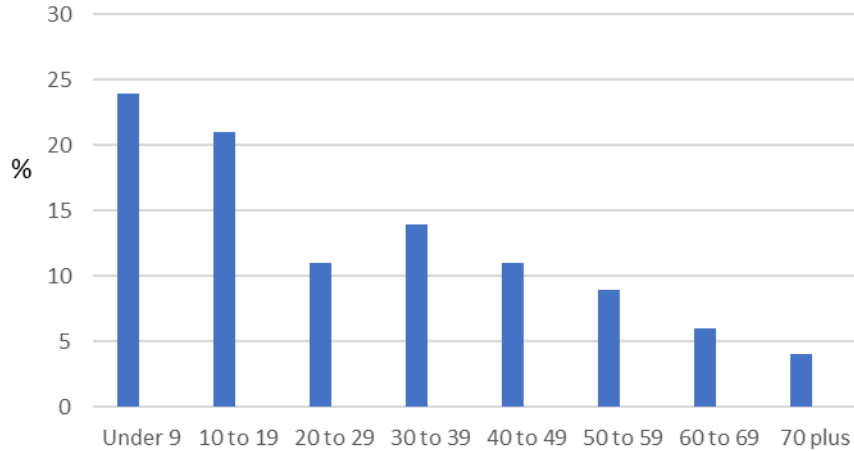


# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 28

Age group of membership

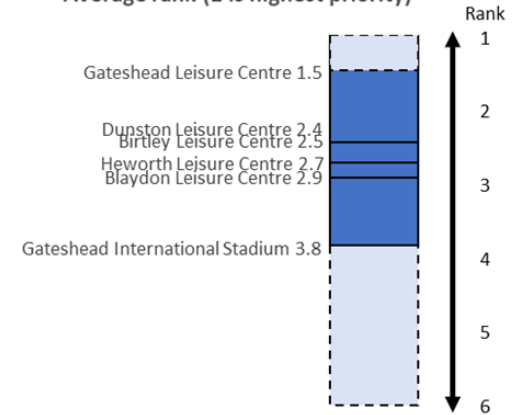


In 2019/20 14.5% of Gateshead residents were registered members of leisure services, at a ward level this ranges from 9% in Crawcrook to 19% in Low Fell. Analysis of Go Members postcode of residence is shown in the table below

**Birtley Swimming Centre**

Base = 411

Prioritisation of alternative Council leisure centres would use:  
Average rank (1 is highest priority)



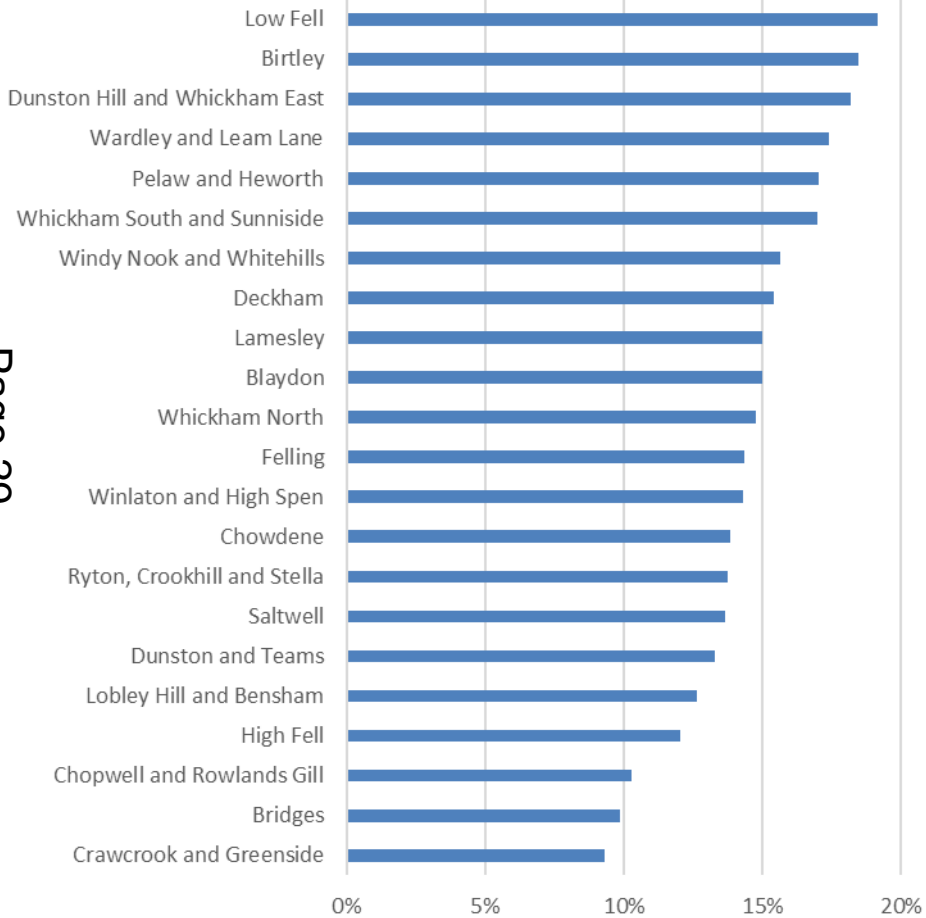
Some BSC users (396 responses) indicated a negative impact or would not switch to an alternative leisure centre if their preferred site is closed due to various reasons including cost pressures, time constraints, travel problems, social aspects and perception of a different place.



# Tackle inequality so people have a fair chance

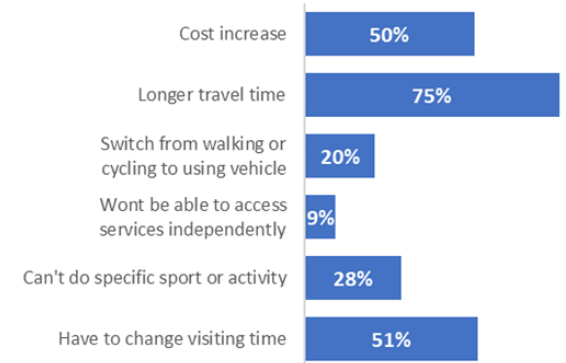
## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Users as a Percent of Ward Population



**Birtley Swimming Centre**  
Impact of having to use another Council leisure centre or facility

Base = 396



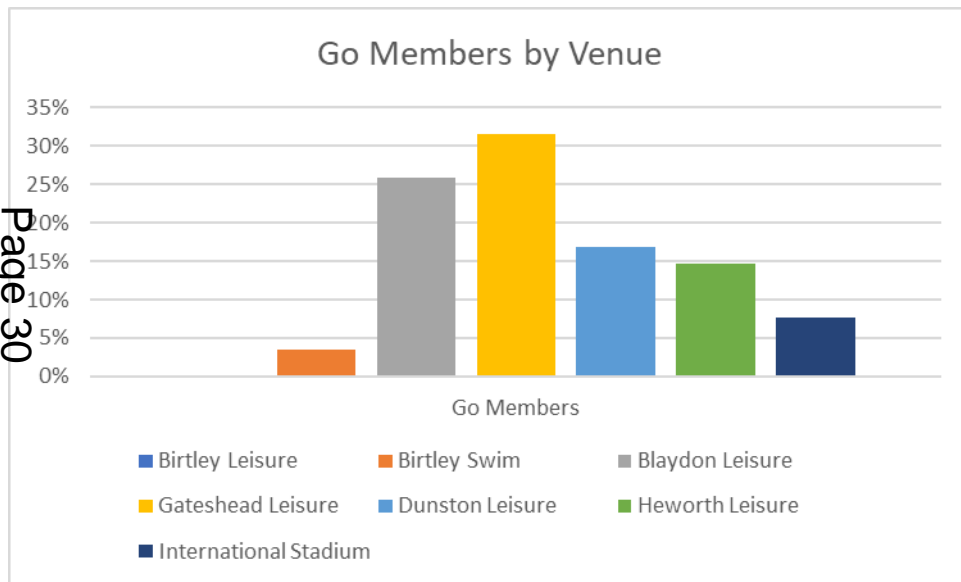
This may mean that some current swim centre users become less active or that they will have to find alternative ways to exercise.



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

- Birtley ward where BSC is based has 8,028 residents (ONS MYE 2020) - however analysis of GO Gateshead membership indicates that individuals travel widely across the borough to visit different sites. This is driven by the type of activity they wish to access, where they work, social aspects and which classes are available etc. When GO members sign up they indicate which site they want as their main site. Analysis of that data shows that the majority of members are linked to Gateshead Leisure Centre.

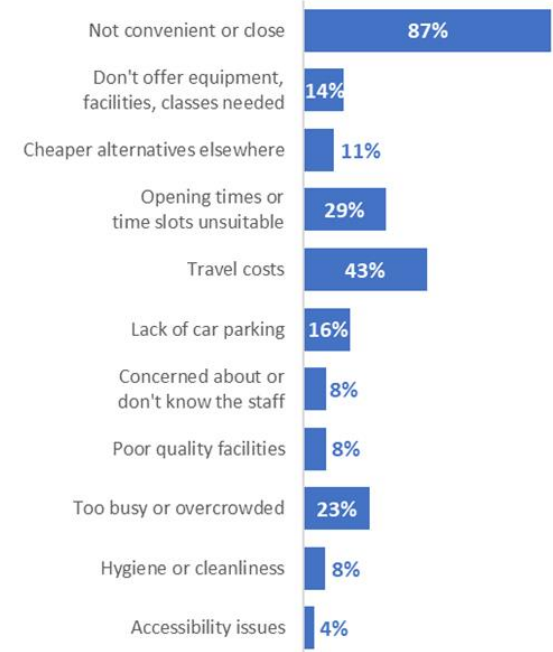


Source: Physical Activity Needs Assessment 2021. [Physical-Activity-Needs-Assessment-2021](#)  
 Public Consultation responses (9,519 respondents) 83% indicated they were Gateshead residents and 74% were leisure centre users.

### Birtley Swimming Centre

Reasons would not use another Council leisure centre

Base = 783

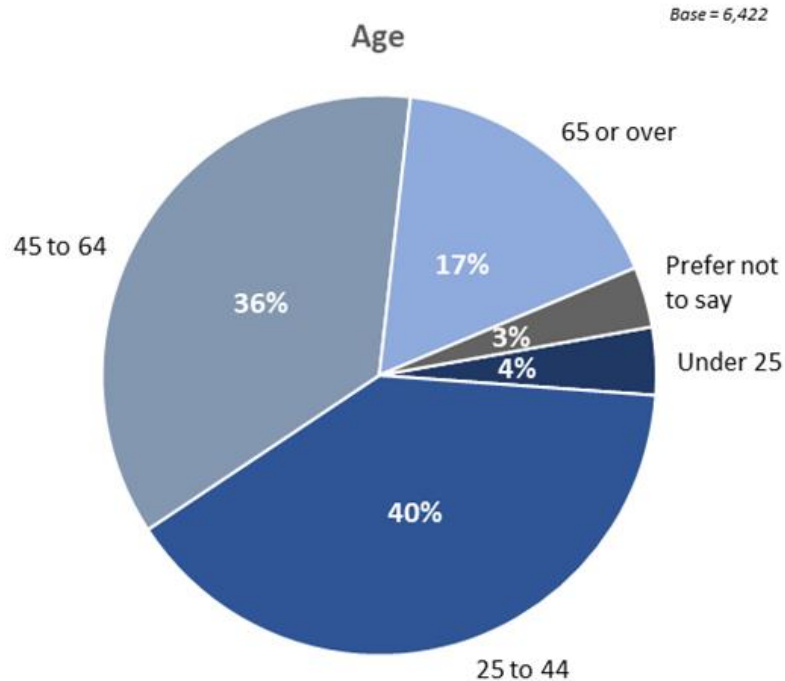




## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 31



The proposal to close BSC operated by the council impacts on a variety of age groups because the activities and programmes specifically targeted at certain age groups would cease to be delivered at that location.

#### Impact on Children and Young People:

##### Swimming:

The Council is the only provider of public pools in the borough. Reduced swimming capacity means that different types of swimming activities would need to be prioritised. Closing BSC would reduce the overall pool capacity in Gateshead (removing a main pool, small pool and improver pool) and will reduce the number of hours available for swimming activities.

##### Swimming:

Current swimming pool capacity allows some schools to provide more lessons to a wider age range than the national curriculum requires.

Modelling shows that the offer of school swimming at the nationally required level will still be possible to support with a reduced number of pools in Gateshead.

There may also be financial implications to schools if the price per swim increases in a future model.

Swimming is the only sport to be included within the national curriculum physical education programme of study. All primary schools must provide swimming and water safety lessons in either Key Stage 1 or 2.

Each pupil is required to be able to do the following:

Perform safe self-rescue in different water based situations

Swim competently, confidently and proficiently over a distance of at least 25 metres



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p>Page 32</p> <ul style="list-style-type: none"> <li> <b>Learn to swim lessons</b>                      Gateshead Council run paid for swimming lessons for children over 5. The availability would be reduced if BSC closes and pool numbers reduce and access times change. These would no longer be delivered from BSC. Currently learn to swim lessons are delivered at BSC one evening a week. Swimming lessons for under 5s are delivered via adult and baby, adult and toddler and duckling (3/4yo) classes.                       In 19/20 an average of 650 swimming lessons were delivered each month at BSC. During 22/23 an average of 241 swimming lessons have been delivered each month at BSC. Note the capacity to deliver swimming lessons in 22/23 has reduced due to staffing shortages and reduced opening hours of BSC.                       There are 578 pre-registrations for swimming lessons at BSC (waiting list for spaces to become available). 10 of these are for children with SEND. 32% are for under 5s swimming lessons, 57% are for over 5s CYP swimming lessons.                       A GO survey of parents who booked swimming lessons pre-covid (Sep 21) found for BSC 91% travelled by car, 8% walked and 1% took the bus.                 </li> <li> <b>Swim Clubs</b>                      Birtley Amateur Swimming Club hire the small and main pool at BSC for an evening session weekly. Birtley Swimming Club offers a learn to swim programme and lifesaving programme. Swimming clubs attended a focus group to discuss impact of potential LC closures and this feedback is published in the Launchpad Research report.                 </li> <li> <b>School swimming lessons</b>                      9 primary schools book school swimming lessons at BSC; Barley Mow, Birtley East, Fell Dyke, Glynwood, Kells Lane, Kibblesworth Academy, Portobello, Ravensworth Terrace and St Anne's RC. No specialist schools (primary or secondary) book school swimming lessons at BSC. 358 KS2 or older pupils currently attend BSC weekly in term-time for school swimming lessons. Of these 9 schools who book BSC, 3 currently walk to the site for school swimming lessons, for a total of 4 sessions.                 </li> </ul>	<p>Use a range of strokes effectively, for example, front crawl, backstroke and breaststroke.</p> <p>We will develop a plan to enable an equitable approach to access to the leisure centres, working with schools and any future service provider.</p> <p>The new service model will offer fully staffed facilities across a reduced number of venues with longer opening hours if there is demand for those services. This will improve early and late access to swimming.</p> <p>Access for swimming clubs will be facilitated and lessons and private hire opportunities will continue within the new business plan. Decisions will be made about how to divide the remaining pool time between booked lessons and open public swimming.</p>
--	--





## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Academic Year	2019-20	2021-22	2022-23
Average no. pupils attending BSC per week in term-time	454	478 (included additional catch up sessions post-covid)	358

Local schools, particularly the 3 who currently walk to BSC, will face increased costs for transporting children to swimming sessions at alternative venues. There may also be pressures on school staffing levels to accommodate changed arrangements and barriers in terms of time out of the school day to travel further to an alternative pool.

Some schools attended a focus group session to discuss impact of potential LC closures and this feedback is published in the Launchpad Research report. They heard views from various primary schools, Gateshead College, and The Gateshead Schools Sports Partnership; all expressed significant concerns over the potential closure of leisure centres including BSC. Some schools who attend BSC are within low income catchment areas, with many of their children having limited opportunities to be able to access sports. School headteachers present expressed potential negative impact of not being able to take their pupils swimming – lacking a key life skill, low confidence levels, motor skills development, impact on children with additional needs. All schools expressed their concerns over budget constraints, inability of parents to contribute to additional costs and general lack of budget to accommodate additional transportation costs should they have to travel to alternative sports facilities.

- **Public swimming sessions**

Closure of BSC will reduce swimming pool capacity and availability in the borough. This will impact on the number of children swimming as part of a family leisure activity at weekends, evenings or in school holidays.

In 19/20 an average of 4,393 casual swimming activities were delivered each month at BSC.

During 22/23 an average of 1,878 casual swimming activities have been delivered each month at BSC. Note BSC has been operating reduced opening hours in 22/23 due to staffing vacancies.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

There are 14 passes for Children in the care of the council registered at BSC.

A GO survey of casual swimmers pre-covid (Jul 21) found for BSC 87% travelled by car, 11% walked, 1% took the bus and 1% cycled.

The public consultation results expressed concerns and views in relation to school and private swimming lessons indicating that they are highly valued alongside general public swimming and that residents may want them to be prioritised above other types of swimming activities. It also raised concerns regarding reduced capacity of pools across the borough and how access could be managed to meet demand.

#### **Impact on Older People:**

Swimming pool use by over 50s as a low impact exercise.

Closure of BSC will mean that those LC users may have to travel further with associated costs and mobility issues.

This is a potential barrier to participation in older people. Some older people will be less likely to be motivated to go out and they may feel the loss of social interaction at a local LC.

It is concluded that there could be a disproportionate impact on the following age groups if BSC closed:

- Families with young children (time, logistics, cost)
- Children and young people (limited access to current activities, issues of additional travel and cost)
- Older people who might find it difficult to travel (cost, fear of injury, unable to travel further independently)

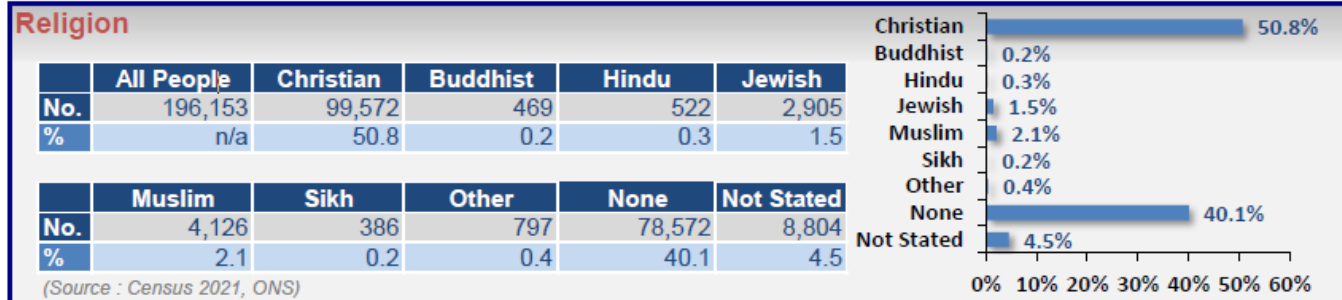


# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

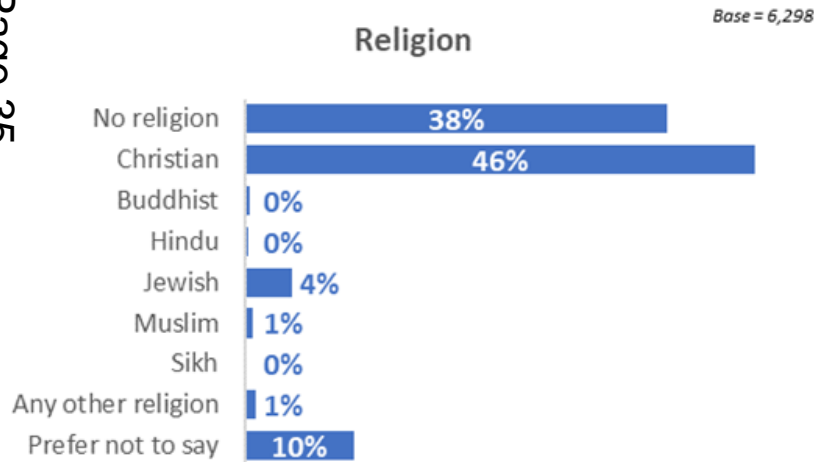
### Religion and Belief

- Gateshead demographic – Gateshead Equality Profile (ONS Census 2021)



Page 35

- Consultation responses (religion profile - 6,298 survey respondents)



### Impact

The closure of any Leisure facility would negatively impact across the range of protected characteristics of its identified user groups. There is no identified specific impact for individuals due to their race or ethnicity.



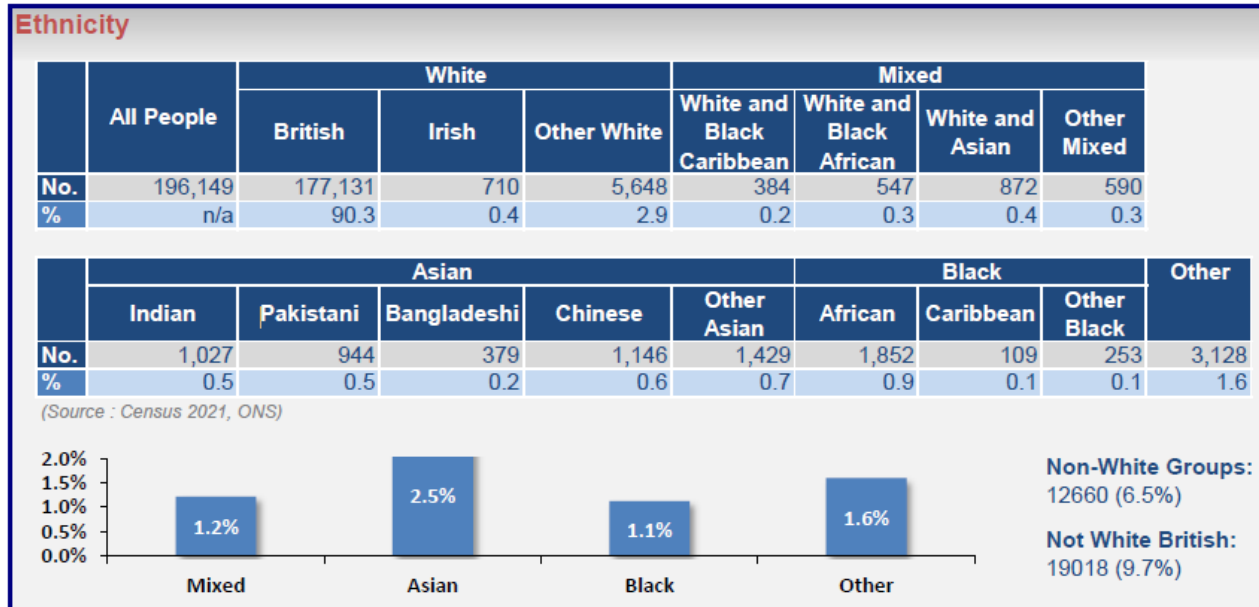
# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

This impact relates to activity that generally takes place within the leisure centre building.

### Race

- Gateshead demographic – Gateshead Equality Profile (ONS Census 2021)



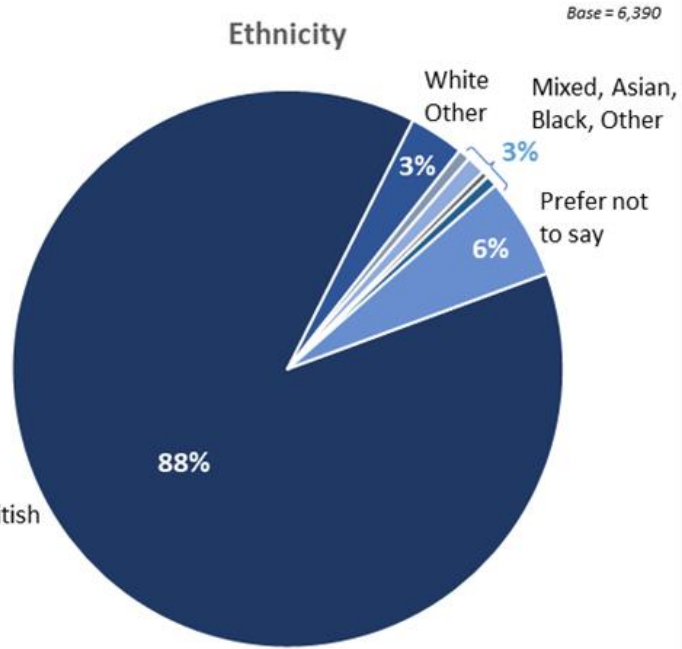
- Consultation responses (ethnicity profile – 6,390 survey respondents)



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 37



**Impact**

The closure of any Leisure facility would negatively impact across the range of protected characteristics of its identified user groups. There is no identified specific impact for individuals due to their race or ethnicity.

This impact relates to activity that generally takes place within the leisure centre building.

**Sex and Gender Reassignment**

In terms of the sex of respondents, Census 2021 recorded 96,200 males and 100,000 females in Gateshead. This is a percentage split of 49.0% males to 51.0% females.

Leisure service will engage with partners and assess demand for provision of single sex swimming sessions in other leisure centre



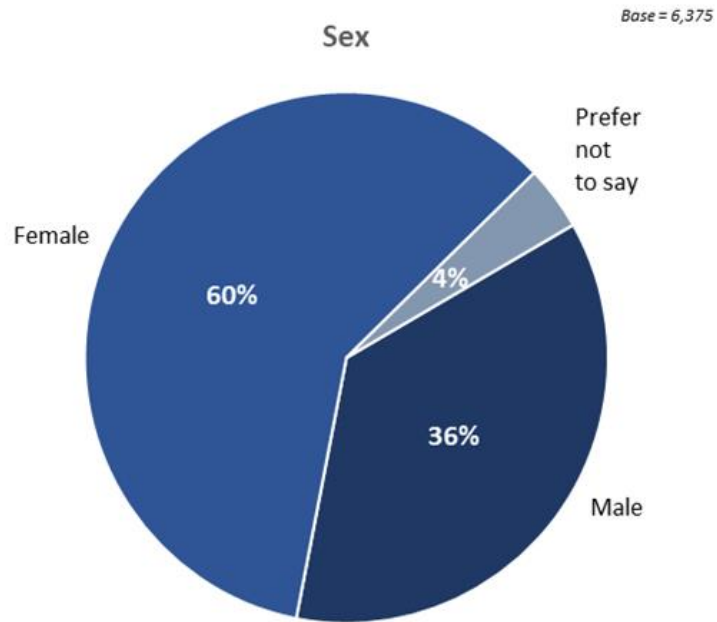
## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Public consultation responses – 83% of 9,519 respondents were Gateshead residents. Profile of survey respondents was;

locations when planning swimming pool timetables post closure of BSC.

Page 38



The overall GO service user (this data includes all different types of GO members) demographics from 19/20 is evenly split between female (49.9%) and male users (50.1%).

There are no single sex swimming sessions delivered at BSC. So there would not be a disproportionate impact on either sex if this swimming pool closed.



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

A small number of responses to the public consultation highlighted concerns or issues if single sex swimming sessions were not available (currently only available at GLC).

### Pregnancy and Maternity

The proposed closure of Gateshead Leisure Centre could impact on people who are pregnant or on maternity leave who use BSC.

Pregnant women may not be able to access services at BSC to improve their health and wellbeing by undertaking activities and they may have to travel to access alternative sites, in particular for pool access which could not be replaced locally.

There are weekly parent and baby and parent and toddler swimming sessions taking place within BSC.

These activities are also delivered at other GO Gateshead venues across Gateshead and would be open to services users and members of the public.

### Disability

Gateshead demographics – disability (ONS Census 2021 & ONS 20/21 Annual Population Survey)

Disability		Working age (16-64) disabled	Confidence Interval (+/-)
No.	42,584	40,500	n/a
%	21.7	31.6	4.0

(Source : Activities limited - Census 2021, ONS / EA Core or work limiting disabled - Annual Population Survey Jul 2021 - Jun 2022, ONS)

We held a focus group with partners and stakeholders looking at Additional Needs. This feedback is published in the Launchpad Research report as part of the Consultation feedback report.

Public consultation responses – 83% of 9,519 respondents were Gateshead residents. Profile of survey respondents was;

We recognise there will be a negative impact on people with disabilities if BSC is closed.

Other swimming pools in Go Gateshead could be used by specialist schools to deliver school swimming activities. Work on new pool timetables shows that remaining pool capacity will meet current demand from Gateshead schools. However, there is still likely to be an impact as schools are limited in available time within the school day and transport costs involved of alternative pool locations.

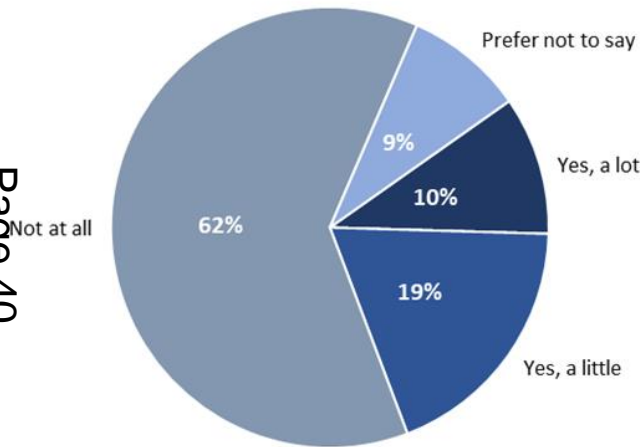
Service users of BSC who have additional needs can use alternative Go Gateshead sites for all leisure activities and swimming pool access.



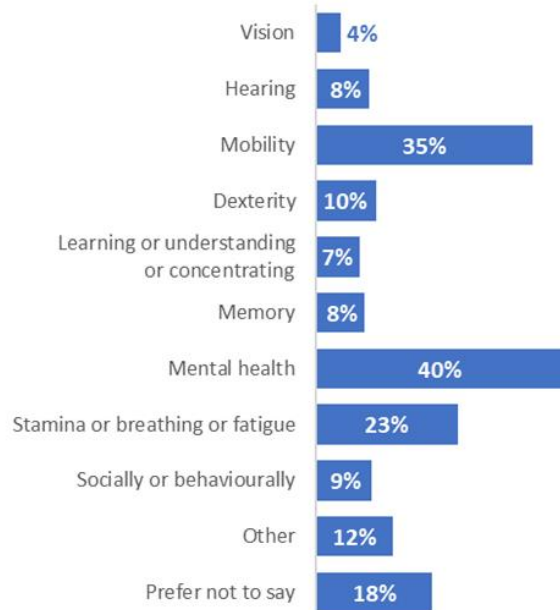
# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Limited because of physical or mental health *Base = 6,327*



Conditions or illnesses they are affected by *Base = 2,197*



All other Go Gateshead sites in the service are fully accessible to service users with disabilities or health conditions.

Responses to the consultation highlighted the issues faced by these service users and their families in changing venue, loss of familiarity of staff and location and potential need for extensive travel training to enable users to access a new LC independently.

GO Members who are young carers or who hold a Leisure pass for disabled children could use these benefits at any other GO Gateshead site.

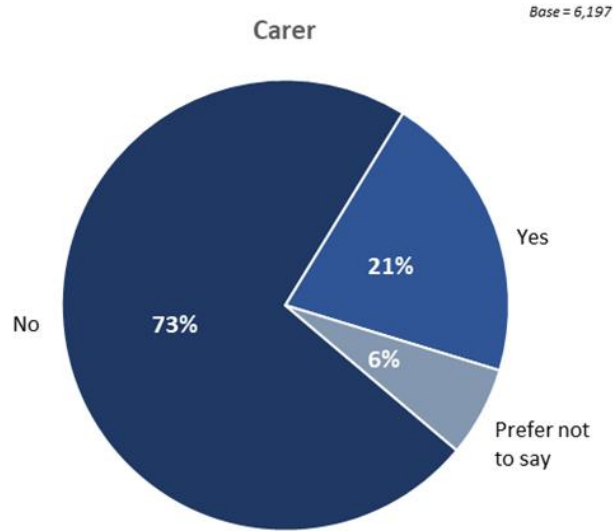
The next nearest changing places toilet provision for members of the public is a significant distance at Gateshead Central Library (4.5 miles) and Gateshead Civic Centre (5 miles)

The majority of our other GO sites have changing places toilet provision, with the exception of Birtley Leisure Centre, which has an accessible disabled toilet only.





## Tackle inequality so people have a fair chance INTEGRATED IMPACT ASSESSMENT TEMPLATE



Page 41

The proposed closure of BSC could negatively impact on people with disabilities.

Of the 1,219 respondents to the Leisure survey who completed it as BSC users, 33 described the impact of LC closure as relating to disability or additional needs, a very small number of comments were made about not feeling comfortable using another centre or stated their independent access would be affected.

We have no young carers registered as BSC members, with open access passes provided by social services. This gives access to all activities and facilities at a reduced rate.

We have 75 Leisure Passes for Disabled Children registered as BSC members (their family members also get Leisure passes) This pass gives free swimming, free gym, free fitness classes, 50% discount swimming lessons, discounted clip and climb, free booked activities at GO venues.



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Individuals taking part in activities or using current facilities will be affected due to the loss of local provision and will have to identify alternative venues.

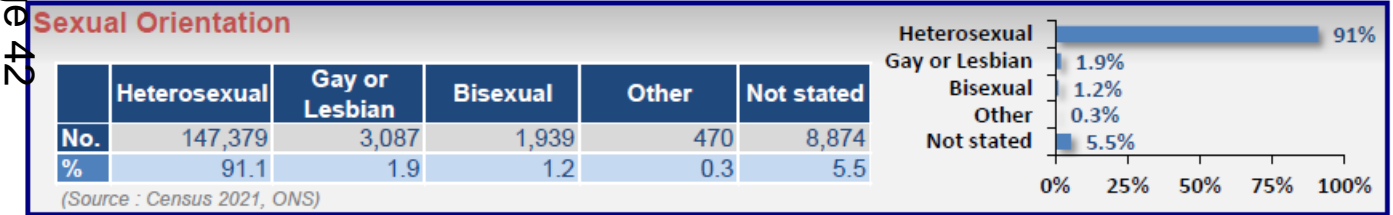
Service users with disabilities have reported benefit from accessing swimming at Go Gateshead sites.

Some of our customers with additional needs including neurodiverse conditions, are more likely to struggle with changes in routine or lack of familiarity to new places and will face barriers to accessing the same services at a different leisure centre.

BSC has a Changing Places toilet provision which would be closed if this leisure centre closed.

### Sexual orientation

Gateshead demographics – sexual orientation (ONS Census 2021)



809 42



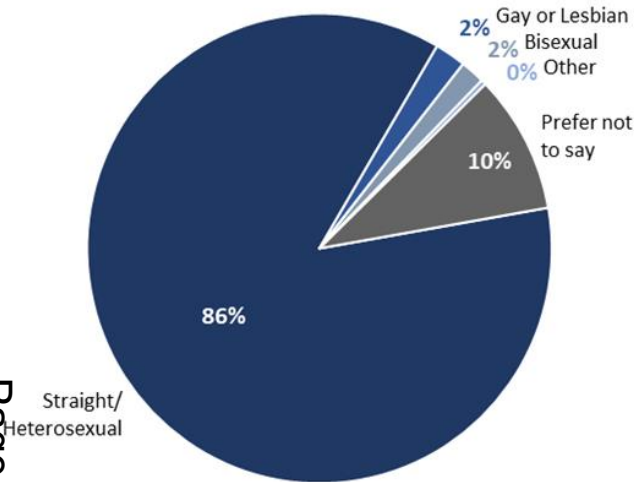
# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 43

### Sexual orientation

Base = 6,244



Survey respondents

The closure of any Leisure facility would negatively impact across the range of protected characteristics of its identified user groups. There is no identified specific impact for individuals due to their sexual orientation.

This impact relates to activity that generally takes place within the leisure centre building.

### Health impact: (eg physical health, mental health, wellbeing, substance misuse)

A separate Health Impact Assessment (HIA) has been undertaken by the Public Health Team (published with the Leisure Review cabinet report)

Physical activity levels can impact a range of important physical and mental health outcomes. Inequalities persist, and physical activity levels remain lower among those in deprived areas and those with long-term conditions and

The implementation of the new Physical Activity Strategy and the refocussing of service offers into community settings will be critical to mitigate the impacts of closures. Maintaining positive



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

disabilities. Increasing levels of physical activity can be achieved in a number of ways, as set out in the Physical Activity Strategy for Gateshead.

There are many factors which influence physical activity levels. These can include national and local policy and systems; the physical environment such as access to open and green spaces; organisations and institutions such as GP social prescribing or schools that integrate physical activity initiatives into the school day; the social environment – people are more likely to be active if their friends and peers are also active; and individual choice.

The vast majority of Gateshead residents get exercise through informal means such as walking, cycling and commuting and this shows the importance of a system wide approach to physical activity. Leisure centre use contributes to some people's overall physical activity. Any closure of a leisure facility will have an impact on those people who use that building, and the community in which it is based.

Some users of leisure centres which are closed may switch to alternative venues or forms of physical activity and sustain current physical activity levels. Others may experience increased barriers to making a change such as cost, travel, convenience or access and may experience reduced levels of physical activity as a result. Work to ensure that the impact of changes, on those with low incomes and protected characteristics must be a priority.

It is essential that a communications plan is developed to ensure that all stakeholders and members of the public are aware of the changes and that they know how and where to access services in the future.

#### **Service users:**

Of the 1,219 respondents to the Leisure survey who completed it as BSC users, 109 described impact of LC closure as having a negative impact on physical or mental health. 28 comments were made stating they may/would stop leisure activity and 28 indicated an impact on exercise or fitness.

relationships with existing clubs, stakeholders and partners is essential.

The development of the new leisure facilities model will take time to implement and during that time work to develop community-based activities must move forward at speed and in parallel with other Council initiatives like place-based working, family hubs and promoting active travel.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

#### Workforce:

Leisure service staff can work across the Go Gateshead sites. We currently have 105.58 FTE required posts across our 6 facilities. 13.6 FTE being based within BSC. The following posts are included within this review; Duty Officer, Receptionist, Leisure Attendant/Pool Lifeguard, Swimming Teachers/Coaches and Cleaners.

In the short term there is likely to be a negative impact on the health and wellbeing of existing employees within the Leisure service due to uncertainty of which Leisure centres may close, and the additional stress and anxiety this will result in until a future operating model with a reduced number of leisure centres is determined and certainty of future roles required to deliver the remaining Leisure service is known.

In the medium to long term, although we have mitigated against the risk of making potential redundancies, in order to avoid redundancies we will be required to redeploy staff to the remaining facilities which will result in a change of work location which could have a detrimental impact on work life balance due to shift changes and additional travel time to and from work and will therefore have a negative impact on the health and wellbeing of existing employees. There is also a risk that proposals to reduce the number of leisure centres will result in staff leaving the service to seek certainty in employment elsewhere. This would place additional pressure on a service with a high number of vacant posts and the current recruitment difficulties they are facing

In the longer term we aim to improve the health and wellbeing of employees by stabilising staffing rotas and increasing the number of casual staff to enable a better work life balance. In the longer term a positive impact on morale of leisure workforce currently being asked in some cases to work double shifts, cover shifts at short notice, and inability to take annual leave accrued.

Reducing the overall number of centres open will enable the longer-term stability of the remaining Leisure service. There are still 37.25 FTE permanent staff vacancies across the 6 leisure sites. It has therefore not been possible to maintain services across all sites, and we have had to make unannounced closures of sites when staffing falls below safe levels.

Staffing pressures are increasing as time passes, and it is becoming clear that to maintain services across all sites is no longer a practical or cost-effective solution.

#### Workforce:

The Council continues to strive to avoid any compulsory redundancies from the rationalisation of leisure buildings. The service has continued to mitigate against any possibility of staff compulsory redundancies by appointing to vacancies on temporary basis to allow greater flexibility to redeploy substantive staff (permanent contracts) across facilities



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

#### **Socio Economic impact: (eg neighbourhood, ward, area of deprivation, household group, income, wealth)**

Gateshead is the 47th most deprived local authority in England, out of 317 local authorities. Around 32,700 (16%) people in Gateshead live in one of the 10% most deprived areas of England, and nearly 62,600 (31%) live in the 20% most deprived areas.

We know that BSC has 29% of the population in its 1 mile catchment area (assumed walking distance to local LC) within the top 30% most in need areas (analysis of all lower super output areas) in Gateshead. The other LCs with a higher percentage of its 1 mile catchment population within the top 30% most in need areas are Gateshead at 40% and Heworth at 42%.

Currently 57% of households in Gateshead live within 1 mile of the current 6 council operated leisure centres. Closure of BSC alone would mean this would change to 56%. Closure of BSC and GLC would mean this would change to 42%.

The average annual income of those living within 1 mile of BSC is £34,492 (CACI Paycheck 2022). This compares with Gateshead average of £37,634.

45% of people within 1 mile of BSC are economically inactive (Census 2021), compared with a Gateshead average of 42%.

#### **Service users:**

Closure of BSC could result in increasing costs to individuals and families on low incomes who could need to travel further to participate in leisure activities.

We have 43 GO Active Access members registered at BSC (residents on means tested benefits who receive discounts on using LC). The 2017/2018 Health Equity Audit found that members receiving benefits and therefore holding a GO Access Card are far more likely to come from one of the more deprived areas of Gateshead.

3 of our schools who book learn to swim lessons currently walk to BSC.

A reduction in the number of swimming pools could mean a negative impact on schools due to increased budget pressures, who may have to book transport in order to access an alternative pool.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

We know that nationally people in lower socio-economic groups are the most likely to be inactive (33%) and the least likely to be active (54%).

**Workforce:**

Of the 166 staff who are currently At Risk of Redundancy, 93% are Grade E and below. These posts have recently undergone a salary review under the council's agenda to address low pay (due to the cost of living crisis). Although the council have continued to mitigate against any potential compulsory redundancies, we must be mindful that redeploying a member of staff to a facility further away from their home will result in greater transport costs for them (ie public transport or fuel costs). Consideration will be given to reimburse these costs for the first 12 months following redeployment.

**Workforce:**

The Council continues to strive to avoid any compulsory redundancies from the rationalisation of leisure buildings. The service has continued to mitigate against any possibility of staff compulsory redundancies by appointing to vacancies on temporary basis to allow greater flexibility to redeploy substantive staff (permanent contracts) across facilities

**Environmental impact: (does the proposal impact on climate change and the Council's commitment to be carbon neutral by 2030?)**

There will be an impact on the council's leisure centre portfolio. Property implications of closing BSC are highlighted in the Cabinet report.

A full climate emergency and environmental sustainability assessment has been developed and published for the proposal to close BSC.

Closure of BSC would:

- Reduce GC overall heat and energy consumption, current total usage is 164 tonnes of carbon per annum;
- Likely increase less sustainable travel for staff relocating to alternative locations;
- Reduce overall water consumption for GC, equating to 1 tonnes of carbon per annum;
- Not provide any carbon offsetting;
- Result in a reduction of waste for this site (plastic / consumables);
- Likely increase in air pollution associated with increased car mileage from customers seeking alternative leisure facilities in less accessible locations.

Future use of any leisure assets will need to be considered separately including impact of any site changes in the longer term.

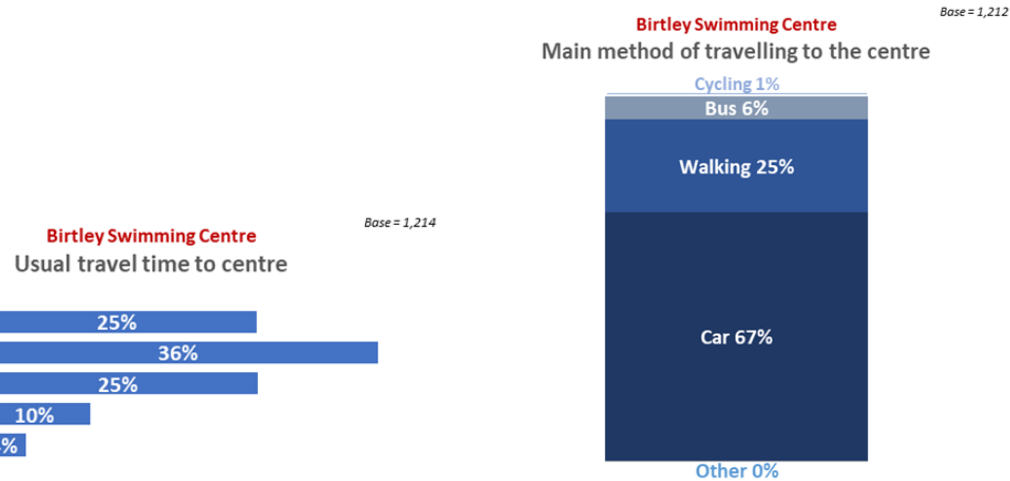
The Age Act



## Tackle inequality so people have a fair chance INTEGRATED IMPACT ASSESSMENT TEMPLATE

There could be a negative impact on carbon emissions for increased transport costs (private or public transport) to access alternative LC if BSC were to close. 3 of our schools who book learn to swim lessons currently walk to BSC.

Page 48



Of all 6 Leisure centres, Birtley had one of the lowest percentages of respondents who walked to the centre and a similar percentage who travelled by car to other GO venues, with the exception of Gateshead or Heworth LC who had lower journeys by car. Of those respondents who would use another LC if BSC were to close they indicated they would use Gateshead LC, followed by Dunston, Heworth or Birtley LC in almost equal preference. They indicated an impact of this would be increased travel time (75%) and switch mode of transport from walking or cycling to using a vehicle (20%).





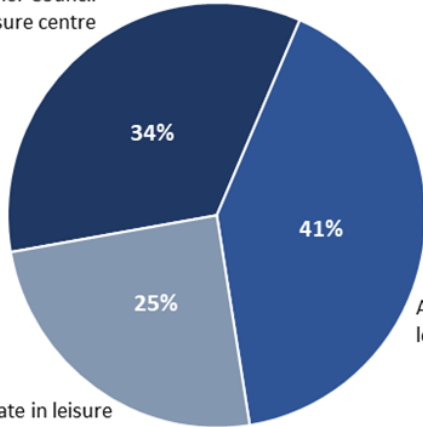
## Tackle inequality so people have a fair chance INTEGRATED IMPACT ASSESSMENT TEMPLATE

### Birtley Swimming Centre

Base = 1,144

#### Where they would go if leisure centre closed

Another Council leisure centre



A non-Council leisure facility

Participate in leisure activities in another way

Page 49

There could be a negative impact from decommissioning leisure centres, costs of any asbestos removal or costs of decommissioning swimming pools with chlorinated water.

**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)**

Potential for negative impact on delivery of our Thrive vision, due to the location of BSC in a more deprived ward in Gateshead closing a valued community asset used by Gateshead residents.

Potential cumulative impact on service users during the current cost of living crisis. Potential additional costs in accessing leisure centres such as transport costs may impact on affordability and be a barrier to using an alternative site.

Potential negative health impact as outlined in the health impact assessment.



## Tackle inequality so people have a fair chance

# INTEGRATED IMPACT ASSESSMENT TEMPLATE

Public Health and Wellbeing service will try to mitigate closure of BSC with enhanced opening hours and public access to the other leisure centres in Gateshead, with improved staffing levels to operate at maximum capacity. Delivery of the physical activity strategy will provide additional opportunities for residents to participate in physical activity outside of leisure centres through community venues and outdoor public spaces.

### **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)**

#### **Phase 2:**

A public online consultation for all service users, residents, stakeholders and employees reopened for 13 weeks from **Tuesday 7 February 2023 until Monday 8 May 2023**.

An additional drop-in event was held in Birtley at Birtley Children's Centre, on 2 March 2023.

- 2,100 additional responses received, 1,642 from Gateshead residents, and 1,607 from leisure service users
- 496 respondents answered specific questions relating to BSC

#### **Phase 1:**

A public online consultation for all service users, residents, stakeholders and employees ran for 7 weeks from **Wednesday 2 November 2022 until Tuesday 20 December 2022**.

In addition to the online survey, we held 7 drop-in events covering a range of times and in all leisure centres. We also held some targeted focus groups for different types of stakeholders and communities of interest including schools, swim clubs, additional needs and the Jewish community.

A dedicated leisure consultation enquiries mailbox was available for queries and comments on the consultation process.

Analysis of this consultation was used to give insight into impact of the proposal to reduce the number of council operated leisure centres, particularly on those individuals and groups who share protected characteristics, to ensure we meet the requirements of the Equality Act 2010.

The full results and analysis of this consultation are within an appendix to the Cabinet report - January 23, to be given due regard as part of decision making on which Leisure centres should remain open.

- 7,419 respondents to the public consultation, 85% indicating they were Gateshead residents and 74% were Leisure service users.
- 723 respondents answered specific questions relating to BSC.
- 83 organisations submitted a formal response to the public consultation.



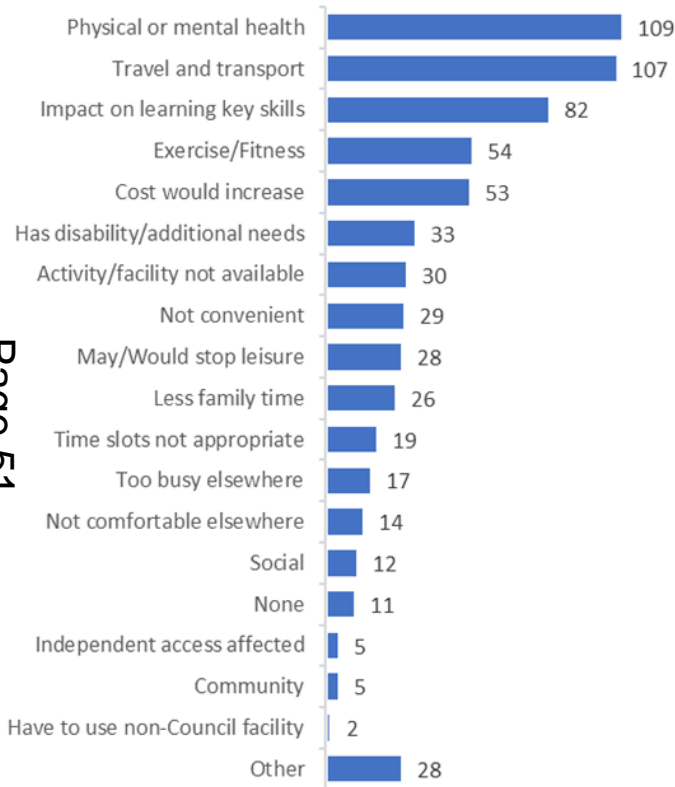
# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

### Birtley Swimming Centre

Base = 482

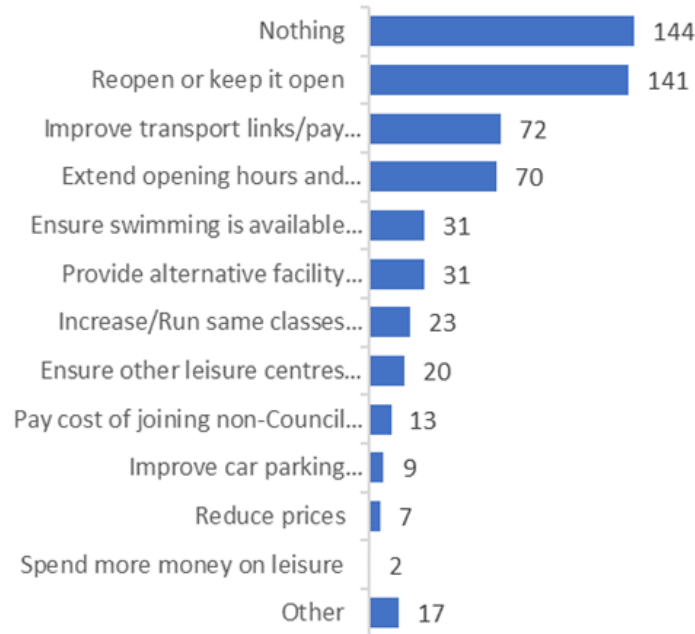
#### Other major impacts of leisure centre closure



### Birtley Swimming Centre

Base = 586

#### If leisure centre closed what we can do to make it easier to access leisure



Signed: Service Manager : (completing officer) Lynn Littler

Date: 26 May 2023

Signed: Service Director: (approved) Michael Lamb

Date: 26 May 2023

This page is intentionally left blank



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

										<p><b>Proposal to close Gateshead Leisure Centre (GLC) as part of the Leisure Service Review</b>          GLC provides three swimming pools, learn to swim lessons, aquafit, a gym, fitness classes, squash court, sports hall, sauna, steam room, clip 'n' climb (currently not in use), soft play, Changing Places toilets, car charging points and room/studio hire.</p> <p>GLC is located in Saltwell Ward, Central Gateshead at NE8 4JA</p> <p>Key information:</p> <ul style="list-style-type: none"> <li>Built in 1935, refurbished in 1975 and 2009</li> <li>Large leisure centre in a central location with good transport links</li> <li>Net direct cost to the Council projected for 2022/23 (excluding mgt &amp; support costs): £674,000</li> <li>lifecycle maintenance costs (up to 5 years): £1,906,055</li> <li>total number of visits (not individual users includes repeat visits) for 2019/20: 490,167</li> <li>nearest public leisure centre: Heworth (2.3 miles) or Gateshead International Stadium (1.3 miles)</li> </ul>
<b>Equality impact:</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y	<b>Description of potential mitigation</b>



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

#### Service User activity - Data quality

It is difficult to provide a fully accurate overview of who uses the Go Gateshead service and their activity due to data collection issues. Individuals who have a form of leisure membership with Go Gateshead provide information about their age, postcode and sex on registration. Data is not routinely collected from GO members on all other protected characteristics; currently it is not possible to identify service usage by the protected characteristics of; sexual orientation, disability, religion and ethnicity. We would not routinely ask council services to collect personal data which is not required for service delivery.

There is no specific information available for analysis in respect of persons who just walk into a centre and pay for casual use of an activity e.g to swim, use a gym etc as a non-member.

It is also the case that a GO member might access a site and use multiple classes, swim or gym activity, exactly what and how frequently is not monitored.

GO members indicate a preferred leisure centre site on registration but membership gives access across all our sites so the analysis below is assuming that indicating GLC as their preferred site the GO member is more likely to use the facilities at GLC.

Information about the use of facilities by sports clubs and groups is also very limited due to the fact that the service only have the information about the person who is placing the booking for a court or pitch, not the information about the club members who subsequently use that facility.

The Health Equity Audit (HEA) completed in 2018, highlighted issues with leisure Services data collection and made recommendations for change. The 2021 leisure review has noted these are still outstanding issues for improvement.

For all protected characteristics we acknowledge there will be a negative impact if GLC closes.

Mitigation against this negative impact would be access to the nearest alternative leisure facility;

- GO Members and all residents / general public could access any of the other Council operated leisure facilities in the borough
- The next nearest GO leisure facility is Gateshead International Stadium (1.3 miles) for Gym access and Heworth Leisure Centre (2.3 miles) for pool access.

OR

- Non council facilities – various town centre privately operated Gyms
- 

There are also various exercise classes and fitness activities run in community venues (school halls / church halls / community centres) in the local area open to the public without the need for membership

GLC is close to Saltwell Park which is an open space which can be used for physical activity and leisure.

Public consultation responses for GLC users (3,562 responses)



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

### Age

- Gateshead has a population of around 196,100 people, living in 88,999 households (ONS Census 2022) Latest Age profile of Gateshead residents is;

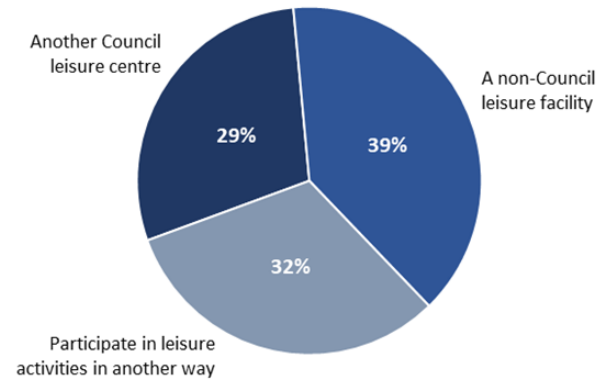
Age Groups 2021	0-19	20-44	45-64	65+
Gateshead	42,600	61,000	52,700	39,800
Saltwell ward	3,106	5,242	2,128	1,106
Percentage of Gateshead population	21.7	31.1	26.9	20.3
Percentage of Saltwell ward population	26.8	45.3	18.4	9.5

### GO Membership profile

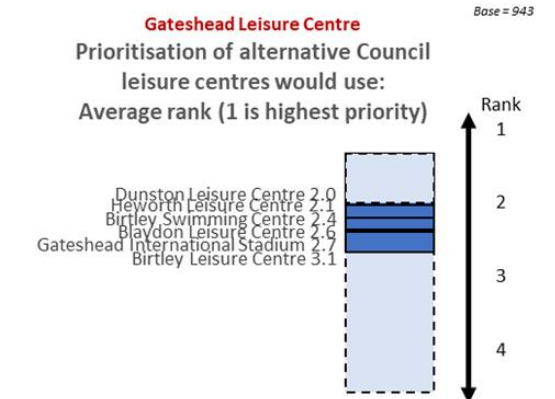
Data below is taken from the Physical Activity Needs Assessment for 2019/20 members which was the last full year data pre-covid. The overall service user (this data includes all different types of GO members) demographics is evenly split between female (49.9%) and male users (50.1%). As shown in the graph below, 80% of those with a recorded membership are Gateshead residents.

In 2019/20 Go Gateshead membership was highest in the younger age groups, 45% are under 20 years old, this is due to the fact that a number of young people are signed up to children’s swimming classes, where a Go Gateshead card enables access to swimming classes at a reduced rate.

**Gateshead Leisure Centre** Base = 3,220  
Where they would go if leisure centre closed



Preferred alternative leisure centre if GLC were to close (943 responses)



Some GLC users (1,097 responses) indicated a negative impact or would not switch to an

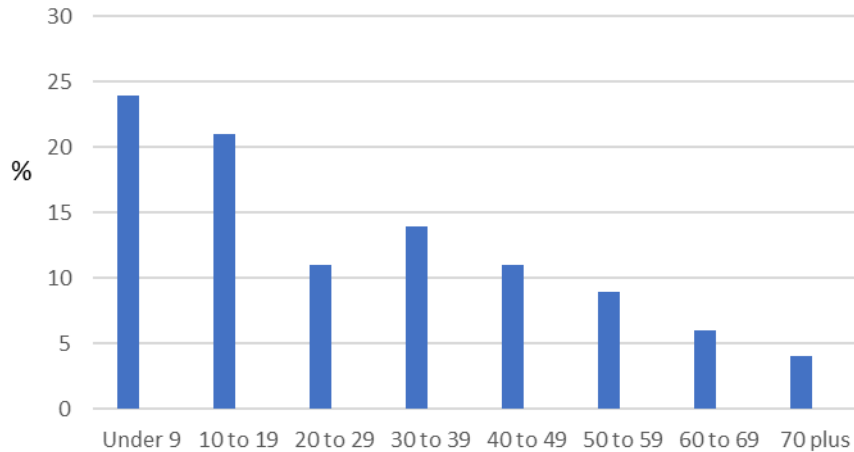


## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 56

Age group of membership

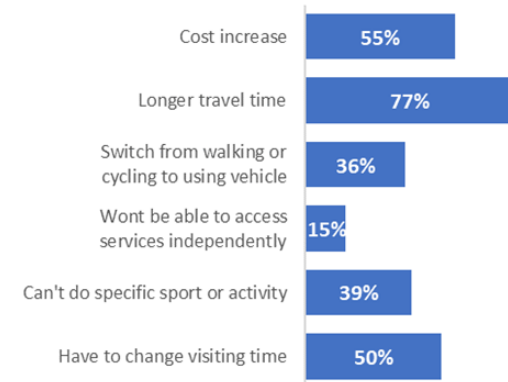


In 2019/20 14.5% of Gateshead residents were registered members of leisure services, at a ward level this ranges from 9% in Crawcrook to 19% in Low Fell. Analysis of Go Members postcode of residence is shown in the table below

alternative leisure centre if their preferred site is closed due to various reasons including cost pressures, time constraints, travel problems, social aspects and perception of a different place.

**Gateshead Leisure Centre**  
Impact of having to use another Council leisure centre or facility

Base = 1,097



This may mean that some current leisure centre users become less active or that they will have to find alternative ways to exercise.

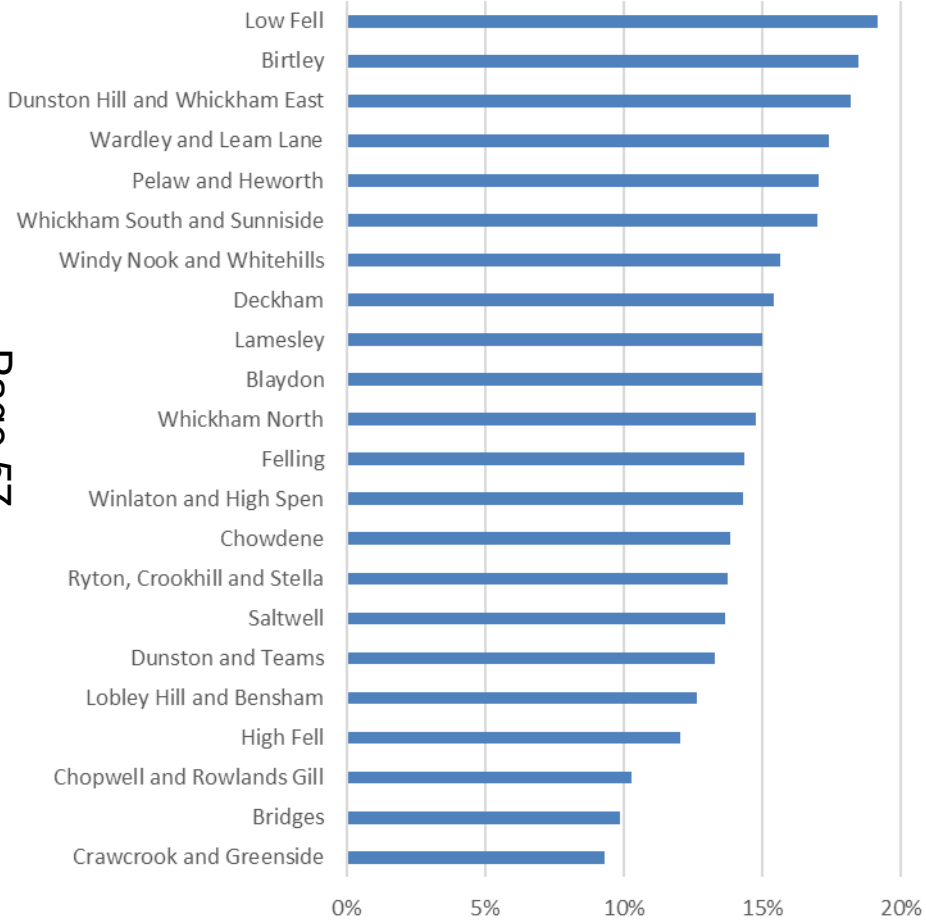




# Tackle inequality so people have a fair chance

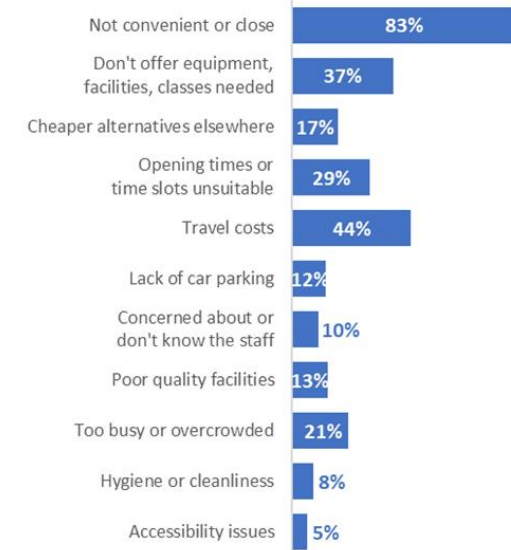
## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Users as a Percent of Ward Population



Gateshead Leisure Centre  
Reasons would not use another Council leisure centre

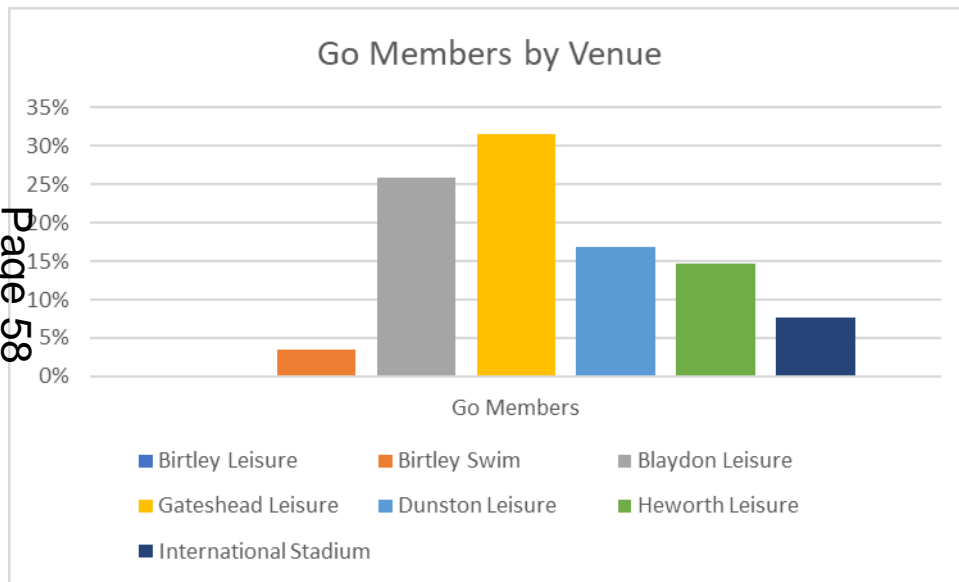
Base = 2,500





## Tackle inequality so people have a fair chance INTEGRATED IMPACT ASSESSMENT TEMPLATE

- Saltwell ward where GLC is based has 11,582 residents (ONS MYE 2020) - however analysis of GO Gateshead membership indicates that individuals travel widely across the borough to visit different sites. This is driven by the type of activity they wish to access, where they work, social aspects and which classes are available etc. When GO members sign up they indicate which site they want as their main site. Analysis of that data shows that the majority of members are linked to GLC.



Source: Physical Activity Needs Assessment 2021. [Physical-Activity-Needs-Assessment-2021](#)

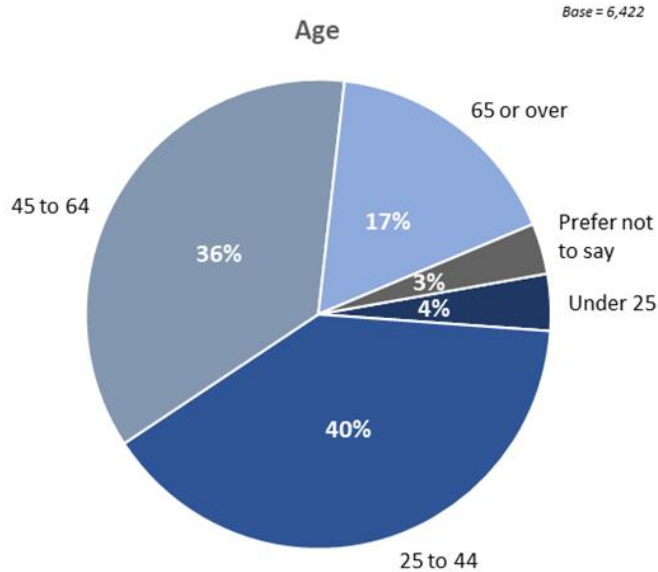
Public Consultation responses (9,519 respondents) 83% indicated they were Gateshead residents and 74% were leisure centre users.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 59



The proposal to close GLC operated by the council impacts on a variety of age groups because the activities and programmes specifically targeted at certain age groups would cease to be delivered at that location.

#### Impact on Children and Young People:

##### Swimming:

The Council is the only provider of public pools in the borough. Reduced swimming capacity means that different types of swimming activities would need to be prioritised. Closing GLC would reduce the overall pool capacity in Gateshead (removing a main pool, small pool and beginner pool) and will reduce the number of hours available for swimming activities.

- **Learn to swim lessons**

Gateshead Council run paid for swimming lessons for children over 5. The availability would be reduced if GLC closes and pool numbers reduce and access times change. These would no longer be delivered from GLC. Currently learn to swim lessons are delivered at GLC two evenings a week and on a weekend morning. Swimming lessons for under 5s are delivered via adult and baby, adult and toddler and duckling (3/4yo) classes.

##### Swimming:

Current swimming pool capacity allows some schools to provide more lessons to a wider age range than the national curriculum requires.

Modelling shows that the offer of school swimming at the nationally required level will still be possible to support with a reduced number of pools in Gateshead.

There may also be financial implications to schools if the price per swim increases in a future model.

Swimming is the only sport to be included within the national curriculum physical education programme of study. All primary schools must provide swimming and water safety lessons in either Key Stage 1 or 2.

Each pupil is required to be able to do the following:

Perform safe self-rescue in different water based situations

Swim competently, confidently and proficiently over a distance of at least 25 metres



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

In 19/20 an average of 547 swimming lessons were delivered each month at GLC. During 22/23 an average of 458 swimming lessons have been delivered each month at GLC. Note the capacity to deliver swimming lessons in 22/23 has reduced due to staffing shortages and reduced opening hours of GLC.

There are 524 pre-registrations for swimming lessons at GLC (waiting list for spaces to become available). 8 of these are for children with SEND. 40% are for under 5s swimming lessons, 43% are for over 5s CYP swimming lessons.

A GO survey of parents who booked swimming lessons pre-covid (Sep 21) found for GLC 72% travelled by car, 21.3% walked and 6% took the bus.

#### Private pool hire

Beth Jacob Youth Club hire the small pool at GLC for weekly sessions - Tuesday (50 CYP) and Sunday (150 CYP). Talmudical College - hire the pool on a Friday morning every week for male only Jewish swimming (60 young adults)

Leaders of the Jewish community attended a focus group to discuss impact of potential LC closures and this feedback is published in the Launchpad Research report.

- **School swimming lessons**

9 primary schools book school swimming lessons at GLC; Brighton Avenue, Caedmon Community, Carr Hill Community, Corpus Christi RC, Kelvin Grove, South Street Community, St Joseph's RC, St Peter's RC and St Aiden's CE.

3 specialist schools (primary and secondary ages) book school swimming lessons at GLC; Cedars Academy, Dryden School and Gibside School.

754 KS2 or older pupils currently attend GLC weekly in term-time for school swimming lessons. Of these 12 schools who use GLC, 8 currently walk to the site.

Use a range of strokes effectively, for example, front crawl, backstroke and breaststroke.

We will develop a plan to enable an equitable approach to access to leisure, working with schools and any future service provider.

The new service model will offer fully staffed facilities across a reduced number of venues with longer opening hours if there is demand for those services. This will improve early and late access to swimming.

Access for swimming clubs will be facilitated and lessons and private hire opportunities will continue within the new business plan. Decisions will be made about how to divide the remaining pool time between booked lessons and open public swimming.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Academic Year	2019-20	2021-22	2022-23
Average no. pupils attending GLC per week in term-time	562	814 (included additional catch up sessions post-covid)	754

Local schools, particularly those who currently walk to GLC, will face increased costs for transporting children to swimming sessions at alternative venues. There may also be pressures on school staffing levels to accommodate changed arrangements and barriers in terms of time out of the school day to travel further to an alternative pool.

Some schools attended a focus group session to discuss impact of potential LC closures and this feedback is published in the Launchpad Research report. They heard views from various primary schools, Gateshead College, and The Gateshead Schools Sports Partnership; all expressed significant concerns over the potential closure of LC including GLC. Some schools who attend GLC are within low income catchment areas, with many of their children having limited opportunities to be able to access sports. School headteachers present expressed potential negative impact of not being able to take their pupils swimming – lacking a key life skill, low confidence levels, motor skills development, impact on children with additional needs. All schools expressed their concerns over budget constraints, inability of parents to contribute to additional costs and general lack of budget to accommodate additional transportation costs should they have to travel to alternative sports facilities.

- **Swim clubs**

Post covid only one of the swimming clubs has rebooked pool hire at GLC. The Kestrels swim club book a session in the main pool at GLC once a week. Children attending this club have disabilities and the majority attend Cedars Academy, a specialist school in Low Fell. Cedars Trust attended an additional needs focus group to discuss impact of potential LC closures and this feedback is published in the Launchpad Research report.

- **Public swimming sessions**

Closure of GLC will reduce swimming pool capacity and availability in the borough. This will impact on the number of children swimming as part of a family leisure activity at weekends, evenings or in school holidays.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

In 19/20 an average of 5,993 casual swimming activities were delivered each month at GLC  
 During 22/23 an average of 6,297 casual swimming activities have been delivered each month at GLC. Note GLC has been operating reduced opening hours in 22/23 due to staffing vacancies.

A GO survey of casual swimmers pre-covid (Jul 21) found for GLC 58.6% travelled by car, 35.5% walked, 4% took the bus and 2% cycled.

The public consultation results expressed concerns and views in relation to school and private swimming lessons indicating that they are highly valued alongside general public swimming and that residents may want them to be prioritised above other types of swimming activities. It also raised concerns regarding reduced capacity of pools across the borough and how access could be managed to meet demand.

**Page 62**  
**Non-swimming:**

Children’s activities delivered by external providers – some businesses book space on a regular basis in the sports halls at GLC to deliver classes and activities to CYP such as Karate. These classes are well attended by families from across Gateshead and non residents.

- Go Bears Den soft play - this is the only soft play provision within Go Gateshead. Post covid it has operated at reduced capacity with time limited session at fixed times across the day. From April 2022 - March 2023 we had 18,352 visits to GO Bear Den
- Clip n’ Climb (currently not in use due to staffing issues) This is the clip n’ climb provision in Go Gateshead. It has not reopened post covid. Pre covid it was well used by families and CYP
- Junior gym access – there are 57 memberships at GLC for Go Kids (0-7), Go Kids plus (8-13) and Go Unlimited junior members
- 60 memberships are Children who are in the care of the council and get free access to all Go Gateshead facilities
- Delivery of children’s school holiday programmes – sports halls, use of soft play, pool time facilitated by Go Gateshead staff.
- Children's party bookings – sports hall bookings, soft play, use of party rooms

**Non Swimming:**

Residents and members of the public can still access alternative Go Gateshead venues for non swimming leisure activities (gym, classes)

Alternative soft play and clip n’ climb venues are available within Gateshead, however costs may vary and not all are as accessible on public transport as GLC

The delivery of school holiday programmes will continue however will be based in alternative local venues.

Fully Implement the Gateshead Physical Activity Strategy objectives placing an emphasis on community-based activity and creating active environments

Ensure new place-based opportunities and environments to be active will be co-created with children and young people.

Work with schools to adopt a whole school approach to physical activity

Work with the SSP and schools to establish alternative delivery models in the community



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p><b>Impact on Older People:</b></p> <ul style="list-style-type: none"> <li>Gym and fitness class users who are over 50 on weekdays who may attend regularly for social interaction and physical activity</li> <li>Provision of rehabilitation classes in studios within GLC (HIA)</li> <li>Swimming pool use by over 50s as a low impact exercise and aqua fit classes</li> <li>move easy classes</li> </ul> <p>In addition, a proportion of daytime exercise classes are utilised by customers of retirement age. Some low impact exercise classes and rehabilitation sessions are targeted at older residents, including those with health issues.</p> <p>Closure of GLC will mean that those LC users may have to travel further with associated costs and mobility issues. This is a potential barrier to participation in older people. Some older people will be less likely to be motivated to go out and they may feel the loss of social interaction at a local LC.</p> <p>is concluded that there could be a disproportionate impact on the following age groups if GLC closed:</p> <ul style="list-style-type: none"> <li>Families with young children (time, logistics, cost)</li> <li>Children and young people (limited access to current activities, issues of additional travel and cost)</li> <li>Older people who might find it difficult to travel (cost, fear of injury, unable to travel further independently)</li> </ul>	<p><b>Older People:</b></p> <p>Leisure centres offer a range of low impact classes and activities that are often attended by older people. Offers include; swimming, ‘Light circuits’ and Move easy classes. These classes will continue but in fewer GO venues</p> <p>There are a range of community venues in Gateshead from which community providers can offer their classes as well as range of alternative providers in the market as well as funded places on offer the remaining leisure sites</p> <p>Alternative venues are being identified for the delivery of rehab and over 50’s exercise in the community.</p>
<p><b>Religion and Belief</b></p> <ul style="list-style-type: none"> <li>Gateshead demographics – Gateshead Equality Profile (ONS Census 2021)</li> </ul>	<p>Closure of GLC would have a negative impact on the Orthodox Jewish community in Gateshead.</p> <p>There are alternative LC in Gateshead with swimming pools and sports halls, however travel to these facilities would be more difficult for a community who live, work and learn in close proximity to GLC. Go Gateshead are working with the Jewish community to offer alternative locations for their sport and leisure activities.</p>



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

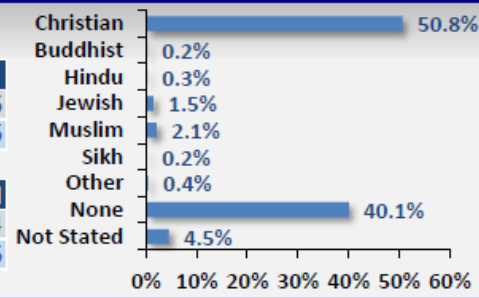
### Religion

	All People	Christian	Buddhist	Hindu	Jewish
No.	196,153	99,572	469	522	2,905
%	n/a	50.8	0.2	0.3	1.5

	Muslim	Sikh	Other	None	Not Stated
No.	4,126	386	797	78,572	8,804
%	2.1	0.2	0.4	40.1	4.5

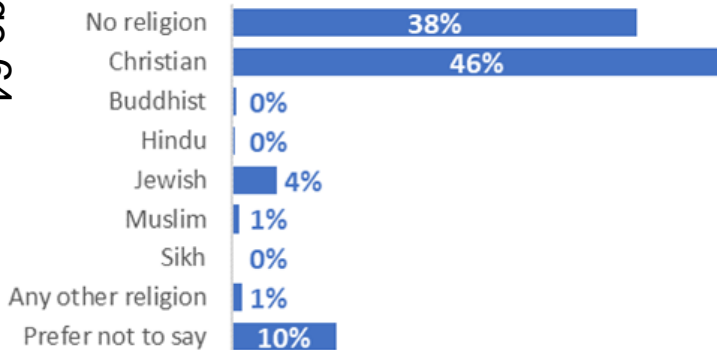
(Source : Census 2021, ONS)



- Consultation responses (religion profile – 6,298 survey respondents)

Base = 6,298

### Religion



### Impact

Jewish Community Council of Gateshead submitted an impact statement as part of the public consultation with a focus on potential closure of GLC and in particular the loss of access to the swimming pool. This highlighted lack of pool provision in any of the local schools with a Jewish community reliance on GLC pool for swimming and physical activity. The low level of car ownership within the local community makes use of alternative facilities more difficult and cost of public transport is a barrier for large families. Cultural and religious reasons were given as issues faced

It is unlikely mitigation of this impact through alternative LC use would be utilised due to the barriers the Jewish community have put forward in terms of travel cost / transport options and cultural issues with the use of other LC sites. Pool capacity in Gateshead will be reduced if GLC closes and it is unlikely the community would be able to access pool hire in another LC to the same extent due to competing pressures across the service.

Go Gateshead will consider demand for single sex swimming sessions as it reviews pool timetables in other venues if GLC were to close. There will be male and female only sessions offered as part of new pool timetables at alternative swimming pools in Gateshead.





# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

by the Orthodox Jewish community for not using other LC sites such as Blaydon and Heworth where building design has highly visible pool space.

Beth Jacob youth club provides swimming lessons at GLC for Jewish children and young people through weekly small pool hire at GLC. Stated impact of closure would be an inability to provide learn to swim lessons for the community.

A meeting was held with the leaders from the Jewish Community to engage them on this proposal and encourage participation in the public consultation.

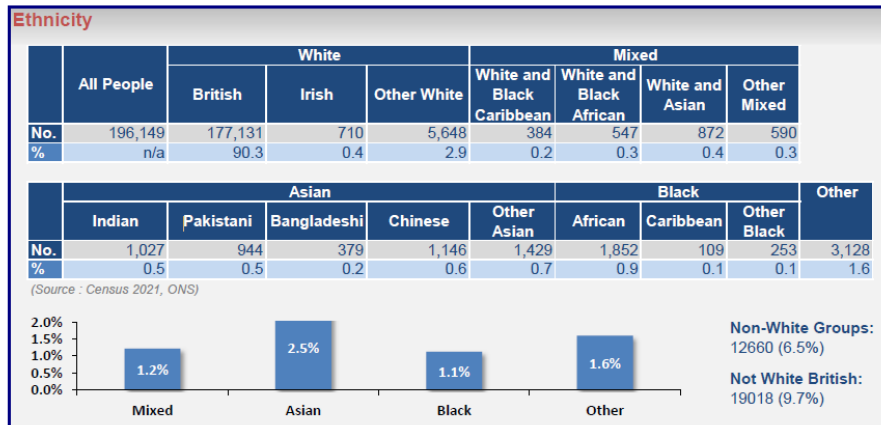
A focus group took place with members across the Jewish Community, including schools and youth clubs to understand potential impact of leisure centre closures. This feedback is published in the Launchpad Research report as part of the Consultation feedback report. Themes from this session include;

- The need for single sex swimming sessions without public viewing to meet cultural requirements
- Current pool hire for swimming lessons for CYP, reduced capacity post covid impacting on CYP access to the pool
- Hire of sports halls by Male College students
- Current access has barriers to booking activities such as soft play sessions as Jewish community families have limited online access

Page 69

### Race

- Gateshead demographic – Gateshead Equality Profile (ONS Census 2021)

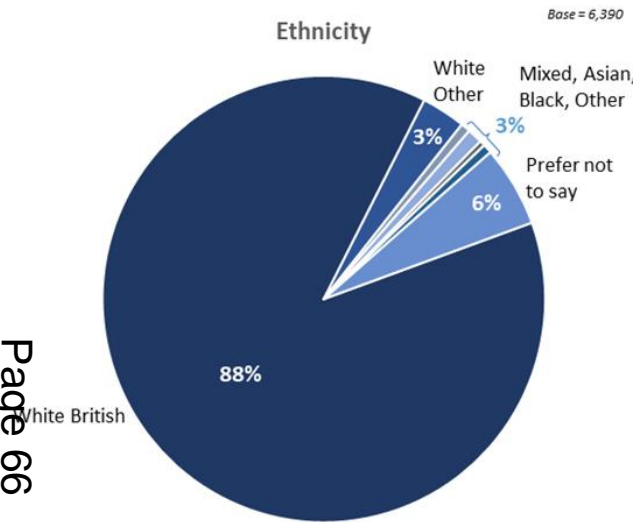




# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

- Consultation responses (ethnicity profile –6,390 survey respondents)



**Impact**

The closure of any Leisure facility would negatively impact across the range of protected characteristics of its identified user groups. There is no identified specific impact for individuals due to their race or ethnicity.

This impact relates to activity that generally takes place within the leisure centre building.

**Sex and Gender Reassignment**

In terms of the sex of respondents, Census 2021 recorded 96,200 males and 100,000 females in Gateshead. This is a percentage split of 49.0% males to 51.0% females.

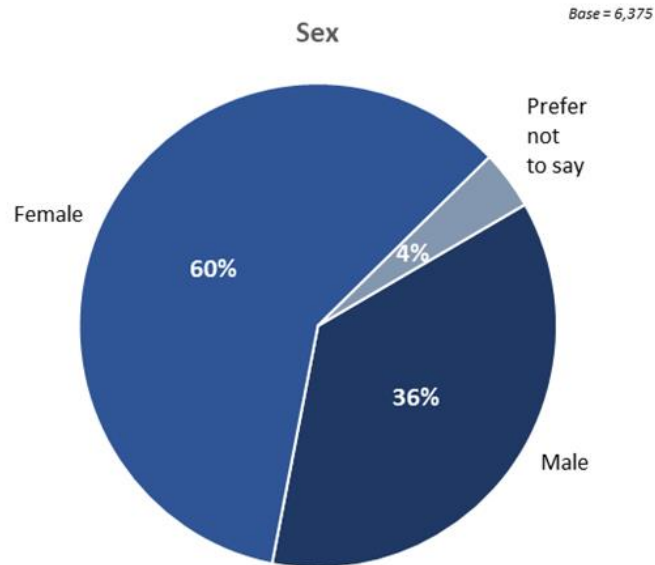
Leisure service will engage with partners and assess demand for provision of single sex swimming sessions in other leisure centre locations when planning swimming pool timetables post closure of GLC.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Public consultation responses – 83% of 9,519 respondents were Gateshead residents. Profile of survey respondents was;



There will be male and female only sessions offered as part of new pool timetables at alternative swimming pools in Gateshead.

The overall GO service user (this data includes all different types of GO members) demographics from 19/20 is evenly split between female (49.9%) and male users (50.1%).

Currently there is a weekly single sex swimming session (one male only and one female only) delivered at GLC. So there could be a disproportionate impact on either sex if these were withdrawn or not available within the remaining LC.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p>During 2022 there have been an average of 250 attendances per month (average of 61 participants per week) at the female only session at GLC (45 minute session once a week, weekday evening)</p> <p>During 2022 there have been an average of 169 attendances per month (average of 40 participants per week) at the male only session at GLC (45 minute session once a week, weekday evening)</p> <p>We do not operate single sex fitness classes, however we know that the vast majority of our fitness class users are female and class membership is self selecting.</p> <p>A small number of responses to the public consultation highlighted concerns or issues if single sex swimming sessions were not available (currently only available at GLC).</p>	
<p><b>Pregnancy and Maternity</b></p> <p>The proposed closure of GLC could impact on people who are pregnant or on maternity leave who use GLC.</p> <p>Pregnant women may not be able to access services at GLC to improve their health and wellbeing by undertaking activities and they may have to travel to access alternative sites, in particular for pool access which could not be replaced locally.</p> <p>There are weekly parent and baby and parent and toddler swimming sessions taking place within GLC.</p> <p>Buggy boot camps for parents with babies/toddlers are delivered in the community as well as at GLC.</p>	<p>Alternative venues will be used to continue to deliver activities and provision in local community spaces, outdoor public spaces or via the network of family hubs.</p> <p>These activities are also delivered at other GO Gateshead venues across Gateshead and would be open to services users and members of the public.</p>
<p><b>Disability</b></p> <p>Gateshead demographics – disability (ONS Census 2021 &amp; ONS 20/21 Annual Population Survey)</p>	<p>We recognise there will be a negative impact on people with disabilities if GLC is closed. Whilst other swimming pools in Go Gateshead could be used by specialist schools to deliver school swimming activities it is unlikely that capacity in the remaining pools will fully meet demand from all Gateshead schools who are</p>



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

### Disability

	People whose daily activities are limited	Working age (16-64) disabled	Confidence Interval (+/-)
No.	42,584	40,500	n/a
%	21.7	31.6	4.0

(Source : Activities limited - Census 2021, ONS / EA Core or work limiting disabled - Annual Population Survey Jul 2021 - Jun 2022, ONS)

We held a focus group with partners and stakeholders looking at Additional Needs. This feedback is published in the Launchpad Research report as part of the Consultation feedback report.

Themes from this session include;

- Impact on KS2 to KS4 swimming, specialist schools currently hire larger pool at GLC for learn to swim sessions to deliver KS2 National Curriculum requirements.
- Impact on swimming pathway for National Disability Swimming Competitions
- Impact on sports achievements of children and young people with disabilities.
- Impact on adult social care support to adults with disabilities due to loss of a central hub, within access of public transport interchange.

Senders Trust specialist education provision for young people aged 3 to 19 years with varying degrees of additional educational, physical, and emotional needs and Gateshead Kestrels - community sports and physical activity club that caters for people with disabilities both participated in this session.

Quote from this feedback; *"Gateshead Leisure Centre is very well equipped for people with disabilities, they have hoists, suitable changing rooms, and wide facilities to accommodate wheelchairs. The centre also is unique because it can cater for children at all stages of swimming at the same time, utilizing the small and large pools together for all children."*

The Phoenix Centre is located within part of GLC, providing activities for young adults with complex learning and physical disabilities. This service provides people with additional needs to access to a room within GLC to meet and is used as a hub daily.

Public consultation responses – 83% of 9,519 respondents were Gateshead residents. Profile of survey respondents was;

limited in available time within the school day and transport costs involved of alternative locations.

Service users of GLC who have additional needs can use alternative Go Gateshead sites for all leisure activities and swimming pool access.

All other Go Gateshead sites in the service are fully accessible to service users with disabilities or health conditions.

Responses to the consultation highlighted the issues faced by these service users and their families in changing venue, loss of familiarity of staff and location and potential need for extensive travel training to enable users to access a new LC independently.

GO Members who are young carers or who hold a Leisure pass for disabled children could use these benefits at any other GO Gateshead site.

The next nearest changing places toilet provision for members of the public is Gateshead Central Library (100m) and Gateshead Civic Centre (0.5 miles)

The majority of our other GO sites have changing places toilet provision, with the exception of Birtley Leisure Centre, which has an accessible disabled toilet only.

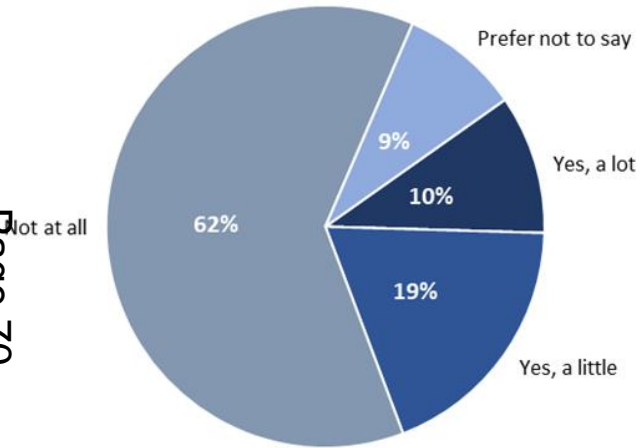


# Tackle inequality so people have a fair chance

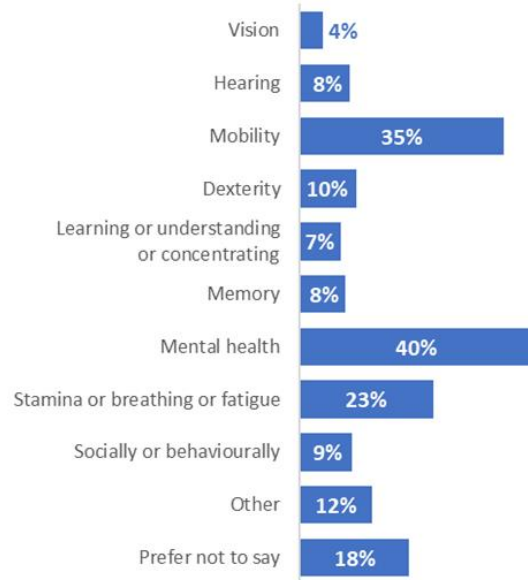
## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 70

Limited because of physical or mental health <sup>Base = 6,327</sup>

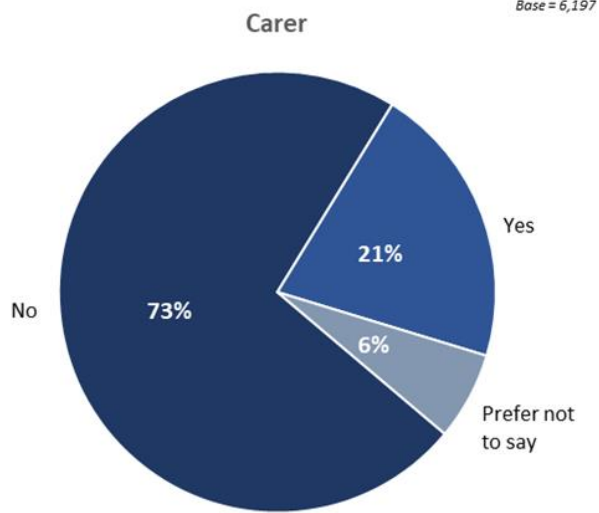


Conditions or illnesses they are affected by <sup>Base = 2,197</sup>





## Tackle inequality so people have a fair chance INTEGRATED IMPACT ASSESSMENT TEMPLATE



Page 71

The proposed closure of GLC could negatively impact on people with disabilities.

Of the 3,562 respondents to the Leisure survey who completed it as GLC users, 84 described impact of LC closure as relating to disability or additional needs and 32 comments were made about not feeling comfortable using another centre. 15 comments stated their independent access would be affected.

There are group activities specifically for users with disabilities and medical needs running within GLC. These include;

- pulmonary & cardio rehabilitation sessions with the NHS trust,
- sports sessions for adults with additional needs,
- 3 specialist schools book facilities,
- SEND swimming sessions for children and young people and their families
- Council play service organise sessions for children with disabilities in school holidays
- A swimming club for children with SEND linked to a special school also book pool hire.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

We have 39 young carers registered as GLC members, with open access passes provided by social services. This gives access to all activities and facilities at a reduced rate.

We have 480 Leisure Passes for Disabled Children registered as GLC members (their family members also get Leisure passes) This pass gives free swimming, free gym, free fitness classes, 50% discount swimming lessons, discounted clip and climb, free booked activities at GO venues.

Individuals taking part in activities or using current facilities will be affected due to the loss of local provision and will have to identify alternative venues.

Gateshead Leisure facilities are equipped to support people with disabilities but there will be fewer sites available.

Leisure centre closures will mean that those wishing to access a site may have to travel further with associated costs and mobility issues. This is a potential barrier to participation.

Service users with disabilities have reported benefit from accessing swimming at Go Gateshead sites.

Some of our customers with additional needs including neurodiverse conditions, are more likely to struggle with changes in routine or lack of familiarity to new places and will face barriers to accessing the same services at a different leisure centre.

GLC has a Changing Places toilet provision which would be closed if this leisure centre closed.





# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

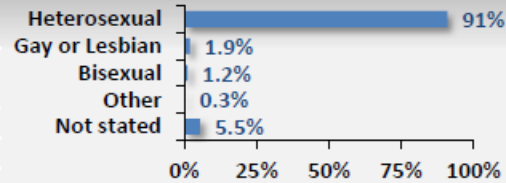
### Sexual orientation

Gateshead demographics – sexual orientation (ONS Census 2021)

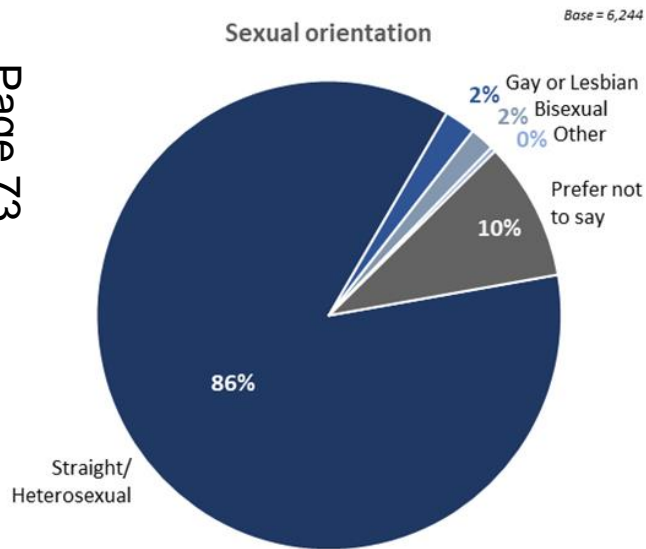
#### Sexual Orientation

	Heterosexual	Gay or Lesbian	Bisexual	Other	Not stated
No.	147,379	3,087	1,939	470	8,874
%	91.1	1.9	1.2	0.3	5.5

(Source : Census 2021, ONS)



Page 73



The closure of any Leisure facility would negatively impact across the range of protected characteristics of its identified user groups. There is no identified specific impact for individuals due to their sexual orientation.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

<p>This impact relates to activity that generally takes place within the leisure centre building.</p>	
<p><b>Health impact: (eg physical health, mental health, wellbeing, substance misuse)</b>          - A separate Health Impact Assessment (HIA) has been undertaken by the Public Health Team (published with the Leisure Review cabinet report)          Physical activity levels can impact a range of important physical and mental health outcomes. Inequalities persist, and physical activity levels remain lower among those in deprived areas and those with long-term conditions and disabilities. Increasing levels of physical activity can be achieved in a number of ways, as set out in the Physical Activity Strategy for Gateshead.          There are many factors which influence physical activity levels. These can include national and local policy and systems; the physical environment such as access to open and green spaces; organisations and institutions such as GP social prescribing or schools that integrate physical activity initiatives into the school day; the social environment where people are more likely to be active if their friends and peers are also active; and individual choice.          The vast majority of Gateshead residents get exercise through informal means such as walking, cycling and commuting and this shows the importance of a system wide approach to physical activity. Leisure centre use contributes to some people’s overall physical activity. Any closure of a leisure facility will have an impact on those people who use that building, and the community in which it is based.          Some users of leisure centres which are closed may switch to alternative venues or forms of physical activity and sustain current physical activity levels. Others may experience increased barriers to making a change such as cost, travel, convenience or access and may experience reduced levels of physical activity as a result. Work to ensure that the impact of changes, on those with low incomes and protected characteristics must be a priority.          It is essential that a communications plan is developed to ensure that all stakeholders and members of the public are aware of the changes and that they know how and where to access services in the future</p> <p><b>Service users:</b>          Of the 3,562 respondents to the Leisure survey who completed it as GLC users, 484 described impact of LC closure as having a negative impact on physical or mental health. 258 comments were made stating they may/would stop leisure activity and 156 indicated an impact on exercise or fitness.</p>	<p>The implementation of the new Physical Activity Strategy and the refocussing of service offers into community settings will be critical to mitigate the impacts of closures. Maintaining positive relationships with existing clubs, stakeholders and partners is essential.          The development of the new leisure facilities model will take time to implement and during that time work to develop community-based activities must move forward at speed and in parallel with other Council initiatives like placed-based working, family hubs and promoting active travel</p>



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

**Workforce:**

Leisure service staff can work across the Go Gateshead sites. We currently have 105.58 FTE required posts across our 6 facilities. 28.43 FTE being based within GLC. The following posts are included within this review; Duty Officer, Receptionist, Leisure Attendant/Pool Lifeguard, Gym Instructor, Fitness Coaches, Swimming Teachers/Coaches and Cleaners.

In the short term there is likely to be a negative impact on the health and wellbeing of existing employees within the Leisure service due to uncertainty of which LC may close, and the additional stress and anxiety this will result in until a future operating model with a reduced number of LC is determined and certainty of future roles required to deliver the remaining Leisure service is known.

In the medium to long term, although we have mitigated against the risk of making potential redundancies, in order to avoid redundancies we will be required to redeploy staff to the remaining facilities which will result in a change of work location which could have a detrimental impact on work life balance due to shift changes and additional travel time to and from work and will therefore have a negative impact on the health and wellbeing of existing employees. There is also a risk that proposals to reduce the number of LC will result in staff leaving the service to seek certainty in employment elsewhere. This would place additional pressure on a service with a high number of vacant posts and the current recruitment difficulties they are facing

In the longer term we aim to improve the health and wellbeing of employees by stabilising staffing rotas and increasing the number of casual staff to enable a better work life balance. In the longer term a positive impact on morale of leisure workforce currently being asked in some cases to work double shifts, cover shifts at short notice, and inability to take annual leave accrued.

Reducing the overall number of centres open will enable the longer-term stability of the remaining Leisure service. There are still 37.25 FTE permanent staff vacancies across the 6 leisure sites. It has therefore not been possible to maintain services across all sites, and we have had to make unannounced closures of sites when staffing falls below safe levels.

**Workforce:**

The Council continues to strive to avoid any compulsory redundancies from the rationalisation of leisure buildings. The service has continued to mitigate against any possibility of staff compulsory redundancies by appointing to vacancies on temporary basis to allow greater flexibility to redeploy substantive staff (permanent contracts) across facilities



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

Staffing pressures are increasing as time passes, and it is becoming clear that to maintain services across all sites is no longer a practical or cost-effective solution.

**Socio Economic impact: (eg neighbourhood, ward, area of deprivation, household group, income, wealth)**

Gateshead is the 47th most deprived local authority in England, out of 317 local authorities. Around 32,700 (16%) people in Gateshead live in one of the 10% most deprived areas of England, and nearly 62,600 (31%) live in the 20% most deprived areas.

We know that GLC has 40% of the population in its 1 mile catchment area (assumed walking distance to local LC) within the top 30% most in need areas (analysis of all lower super output areas) in Gateshead. The only other LC with a higher percentage of its 1 mile catchment population within the top 30% most in need areas is Heworth at 42%.

Currently 57% of households in Gateshead live within 1 mile of the current 6 council operated leisure centres. Closure of GLC alone would mean this would change to 43%. Closure of GLC and Birtley Swimming Centre would mean this would change to 42%.

The average annual income of those living within 1 mile of GLC is £35,054 (CACI Paycheck 2022). This compares with a Gateshead average of £37,634.

39% of people within 1 mile of GLC are economically inactive (Census 2021), compared with a Gateshead average of 42%.

**Service users:**

Of the 3,562 respondents to the Leisure survey who completed it as GLC users, 484 described impact of LC closure as being physical or mental health and 328 comments were made about impact on travel and transport.

We have 334 GO Active Access members registered at GLC (residents on means tested benefits who receive discounts on using our LC) The 2017/2018 Health Equity Audit found that members receiving benefits and therefore holding a GO Access Card are far more likely to come from one of the more deprived areas of Gateshead.

Closure of GLC could result in increasing costs to individuals and families on low incomes who could need to travel further to participate in leisure activities.

8 of our schools who book learn to swim lessons currently walk to GLC. A reduction in the number of swimming pools could mean a negative impact on schools due to increased budget pressures, who may have to book transport in order to access an alternative pool.



## Tackle inequality so people have a fair chance

### INTEGRATED IMPACT ASSESSMENT TEMPLATE

We know that nationally people in lower socio-economic groups are the most likely to be inactive (33%) and the least likely to be active (54%).

Some council services for example Elections team and Emergency planning team hire GLC sports halls for election activity e.g. counts or as rest centres for members of the public when there are local emergencies declared.

**Workforce:**

Of the 166 staff who are currently At Risk of Redundancy, 93% are Grade E and below. These posts have recently undergone a salary review under the council's agenda to address low pay (due to the cost of living crisis). Although the council have continued to mitigate against any potential compulsory redundancies, we must be mindful that redeploying a member of staff to a facility further away from their home will result in greater transport costs for them (ie public transport or fuel costs). Consideration will be given to reimburse these costs for the first 12 months following redeployment.

**Workforce:**

The Council continues to strive to avoid any compulsory redundancies from the rationalisation of leisure buildings. The service has continued to mitigate against any possibility of staff compulsory redundancies by appointing to vacancies on temporary basis to allow greater flexibility to redeploy substantive staff (permanent contracts) across facilities

**Environmental impact: (does the proposal impact on climate change and the Council's commitment to be carbon neutral by 2030?)**

There will be an impact on the council's leisure centre portfolio. Property implications of closing GLC are highlighted in the Cabinet report.

A full climate emergency and environmental sustainability assessment has been developed and published for the proposal to close GLC. Summary of the findings are set out below;

Closure of GLC would:

- Reduce GC overall heat and energy consumption, equating to 165 tonnes of carbon per annum;
- Likely increase less sustainable travel for staff relocating to alternative locations;
- Reduce overall water consumption for GC, equating to 15 tonnes of carbon per annum;
- A renewable energy solar array on roof of GLC is connected to the District Energy scheme. Any future decision on the site could mean a need to relocate this solar array (cost implication) to continue to use it elsewhere. In the short term it could continue to generate solar power for the network even if the building is closed;

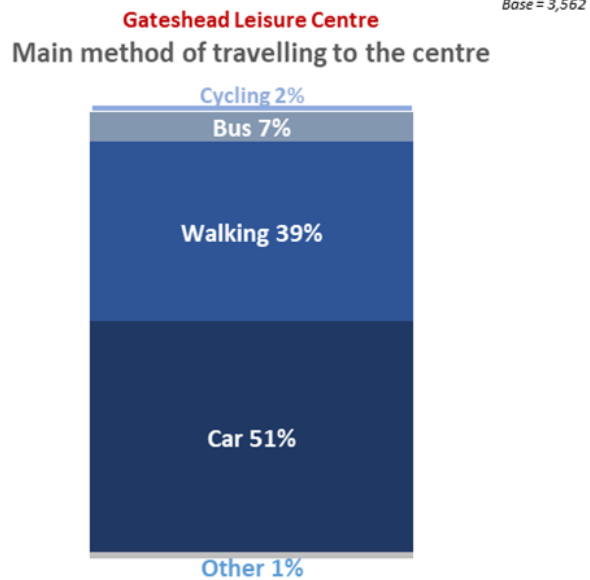


## Tackle inequality so people have a fair chance INTEGRATED IMPACT ASSESSMENT TEMPLATE

- Not provide any carbon offsetting;
- Result in a reduction of waste for this site (plastic / consumables);
- Likely increase in air pollution associated with increased car mileage from customers seeking alternative leisure facilities in less accessible locations.

Future use of any leisure assets will need to be considered including impact of any site changes in the longer term.

There could be a negative impact on carbon emissions for increased transport costs (private or public transport) to access alternative LC if GLC were to close. 8 of our schools who book learn to swim lessons currently walk to GLC.





# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Gateshead Leisure Centre Base = 3,220

Where they would go if leisure centre closed

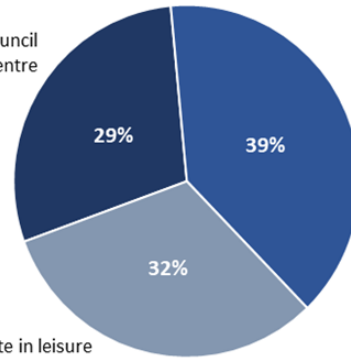
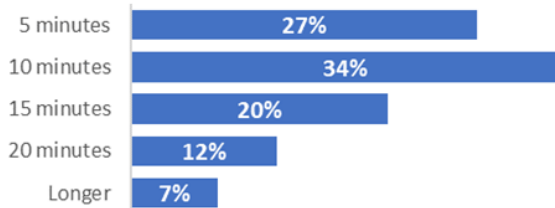
Base = 3,561

Another Council leisure centre

A non-Council leisure facility

Participate in leisure activities in another way

Gateshead Leisure Centre Usual travel time to centre



Page 79  
 of all 6 LC Gateshead had the highest percentage of respondents who walked to the centre and lowest percentage who travelled by car. Of those respondents who would use another LC if GLC were to close they indicated they would use Dunston or Heworth LC. They indicated an impact of this would be increased travel time (77%) and switch mode of transport from walking or cycling to using a vehicle (36%). GLC had the highest reported switch of mode of transport across all 6 LC.

There could be a negative impact from decommissioning GLC, costs of any asbestos removal or costs of decommissioning swimming pools with chlorinated water.

GLC has renewable energy solar array installed which has a positive impact on alternative energy production, reducing our energy costs in the leisure service.

Closure of GLC with this infrastructure would reduce the benefit currently seen to the council as equipment such as solar panels may have to be relocated. The impact on the existing energy networks and Gateshead Energy Company will depend on the future use of the building in the longer term.



## Tackle inequality so people have a fair chance

# INTEGRATED IMPACT ASSESSMENT TEMPLATE

**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)**

Potential for negative impact on delivery of our Thrive vision, due to the location of GLC in a more deprived ward in Gateshead closing a valued community asset used by Gateshead residents. Risk of future anti-social behaviour on site if the centre closes.

Potential cumulative impact on service users during the current cost of living crisis. Potential additional costs in accessing LC such as transport costs may impact on affordability and be a barrier to using an alternative site.

Potential negative health impact as outlined in the health impact assessment.

Public Health and Wellbeing service will try to mitigate closure of GLC with enhanced opening hours and public access to the other LC in Gateshead, with improved staffing levels to operate at maximum capacity. Delivery of the physical activity strategy will provide additional opportunities for residents to participate in physical activity outside of LC through community venues and outdoor public spaces.

**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)**

Phase 2:

The public online consultation for all service users, residents, stakeholders and employees reopened for 13 weeks from **Tuesday 7 February 2023 until Monday 8 May 2023**.

One additional drop-in event took place in Birtley Children's Centre in March 2023.

- 2,100 additional responses received, 1,642 from Gateshead residents, and 1,607 from leisure service users
- 784 respondents answered specific questions relating to GLC

Phase 1:

A public online consultation for all service users, residents, stakeholders and employees ran for 7 weeks from **Wednesday 2 November 2022 until Tuesday 20 December 2022**.





## **Tackle inequality so people have a fair chance**

### **INTEGRATED IMPACT ASSESSMENT TEMPLATE**

In addition to the online survey, we held 7 drop-in events covering a range of times and in all LC. We also held some targeted focus groups for different types of stakeholders and communities of interest including schools, swim clubs, additional needs and the Jewish community.

A dedicated leisure consultation enquiries mailbox was available for queries and comments on the consultation process.

Analysis of this consultation was used to give insight into impact of the proposal to reduce the number of council operated LC particularly on those individuals and groups who share protected characteristics, to ensure we meet the requirements of the Equality Act 2010.

The full results and analysis of this consultation are within an appendix to the Cabinet report - January 23, to be given due regard as part of decision making on which LC should remain open.

- 7,419 respondents to the public consultation, 85% indicating they were Gateshead residents and 74% were Leisure service users.
- 2,778 respondents answered specific questions relating to GLC.
- 83 organisations submitted a formal response to the public consultation.



# Tackle inequality so people have a fair chance

## INTEGRATED IMPACT ASSESSMENT TEMPLATE

Page 82

### Gateshead Leisure Centre

Base = 1,538

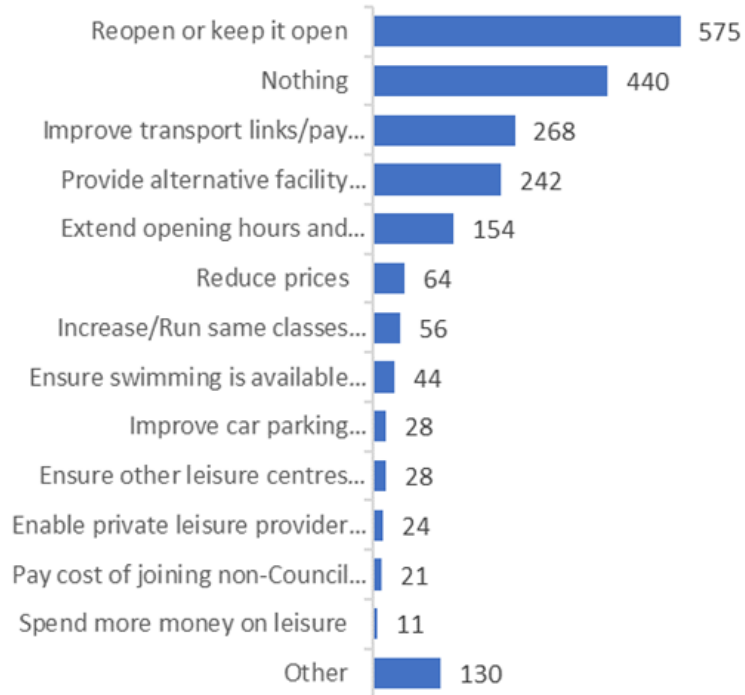
#### Other major impacts of leisure centre closure



### Gateshead Leisure Centre

Base = 1,860

#### If leisure centre closed what we can do to make it easier to access leisure



Signed: Service Manager : (completing officer) Lynn Littler

Date: 26 May 2023

Signed: Service Director: (approved) Michael Lamb

Date: 26 May 2023

**TITLE OF REPORT:** Gateshead International Stadium – Options appraisal

**REPORT OF:** Alice Wiseman, Strategic Director, Public Health and Wellbeing  
Darren Collins, Strategic Director, Resources and Digital

---

### **Purpose of the report**

1. This report seeks Cabinet approval to progress the Options Appraisal for Gateshead International Stadium (GIS) by taking forward the proposal recommended in paragraph 7-9 below.

### **Background**

2. On the 25th of October 2022, Cabinet (minute number C60) approved:
  - a. That consideration of the future operating model for the Gateshead International Stadium should be undertaken separately to that of the Council's wider leisure centre offer, and that it should take the form of a detailed options review followed by a report to Cabinet identifying potential options for the future use of the site and making recommendations for further action.
  - b. To approve the commencement of a procurement process to identify and contract with a service provider partner to manage the council's leisure centres and swimming pools under a services contract.
  - c. To commence a comprehensive public and employee consultation process to both understand the impact of any leisure centre closures and influence the final evaluation of which of them should remain open, and then to receive a report setting out proposals for a reduction in the overall size of the Council's leisure centres offer.
3. Subsequently, on the 24th of January 2023, Cabinet approved (minute number C97):
  - a. the commencement of the Options Review on GIS, and

- b. to receive the further report in July 2023.
4. This report provides an update of the progress made to date and sets out a proposal to progress the Options Appraisal.

### **Scope, Vision, and Objectives**

5. The scope of this report is focused on the future service delivery options for GIS. Whilst GIS is managed within the organisational structure of Leisure Services, it has a wider and significantly different offer to the other facilities in the Leisure Services portfolio. Specifically, as it was built for international athletics events, it provides its key tenants with facilities that both accommodate spectators and enable their own professional sports and educational offers. This is the GIS's unique selling point (USP). These facilities supplement but are separate from GIS's own leisure centre health and fitness provision.

### **Options Appraisal – Work and findings to date**

6. The council has appointed FMG Consulting to provide specialist support in the process and consider/assess the financial ability of achieving the desired outcome of net zero budget (no financial subsidy from Gateshead Council). To date, the analysis has identified seven factors which will impact on the options for future use and financial sustainability of the site:
- a. The site has a broad range of users including, athletics, health and fitness, sports clubs, education, professional sport and charitable organisations. A list of users is included in Appendix 1. Further deep dive work is required to support the development of a fully informed integrated assessment to understand the potential impact of the various options upon facility users, community groups and, as a statutory requirement, those protected under the Equalities Act.
  - b. The site contains significant amounts of contained sub-surface contamination from its industrial past. The containment infrastructure is currently managed by the Council and will require continuing monitoring and management to remain effective and to enable the Council to meet its statutory obligations as the local regulator of soil contamination.
  - c. Any future use of the site as a venue for international athletics events is unlikely due to the significant investment required to upgrade it to meet the current requirements for such activities. Such investment has already been made in facilities in other parts of the country (notably in Birmingham).

- d. Several formal long-term occupation arrangements (lease and licenses) are in place with key facility users, such as Gateshead College and Gateshead Football Club, as well as more informal use arrangements.
- e. The NNDR business rates (£0.490m for 2023/24) are a significant cost on the site. The Council retains 49% of this in the Collection fund.
- f. The site has been developed during the last decade through significant external grant-facilitated investment. These grants are subject to conditions and title restrictions which include clawback options when specific use conditions (such as public access) cease to be met.
- g. The site is designated as sports provision within the local planning policy framework. The future strategic need for such facilities and the role of GIS as part of the Boroughwide provision is currently being assessed through a refresh of the Gateshead Built Sports Facility Strategy and Gateshead Playing Pitch Strategy, of which the outcomes will be reported at a later date. The site is also part of the Gateshead Strategic Green Infrastructure network with sections of the site within the wildlife corridor and as such has biodiversity and geodiversity implications to consider in any future role of the site.

Given the above analysis, achieving net zero budget by 1<sup>st</sup> April 2024 may be unachievable, although it may be possible, through consultation and negotiation to significantly reduce the operating budget and retain the current management arrangements. There may also be an opportunity to leverage rental income from the site to support the operating costs.

## **Proposal**

- 7. This report proposes that the Council should commence:
  - a) Consultation on the future use and purpose of the site
  - b) Collaboration with Gateshead College to negotiate and then deliver a new operating model for GIS
  - c) a market testing exercise to understand if private sector resource could be realised to reimagine/repurpose the site with a view to complementing and enhancing its education and sport offer.
- 8. These should commence on 1 July 2023 for a period of 90 days. After completion a further report detailing the outcome of these measures be submitted to Cabinet for its consideration.

## **Recommendation**

9. In accordance with Paragraph 8 above it is recommended that Cabinet:

- (i) Approves the commencement of a consultation process on the use of the site in the immediate future, in particular to repurpose GIS so that its primary use is for the purposes of education and sport.
- (ii) Agrees that the Council will collaborate with Gateshead College to negotiate and then deliver a new operating model for GIS.
- (iii) Approves further market investigation into a longer-term solution to put GIS (excluding sports pitches) to the open market to complement and enhance the education and sport offer
- (iv) Agrees to receive a further report in November 2023 following the consultation process and open market exercise.

10. This recommendations are made for the following reasons:

- i. To enable the development of a proposal which achieves the cost neutral objective to the Council.
- ii. To ensure that any future recommendations for the use of the GIS are made after seeking appropriate information about their potential impact upon the facility users, community groups and those users who are protected under the Equality Act.

---

**Contact: Lindsay Murray**

**Ext:2794**

### Policy context and background

1. The Council is very proud of its sport and leisure offer and has built up a reputation for being a leader in this area with the GIS being a key iconic facility hosting several major sporting events over the years such as the World Transplant Games, the European Athletics Team Championships and Diamond League events as well as music concerts.
2. Due to the ongoing financial sustainability challenges faced by the public sector and the amount of Council revenue and capital funding required to maintain the same level of provision, the continuation of this non-statutory service is no longer financially viable. The Council's financial plan (Medium Term Financial Strategy) has identified a funding gap of £55M over the next 5 years.
3. On the 25<sup>th</sup> of October 2022, Cabinet agreed to the consideration of the future operating model for the GIS being undertaken separately to that for the leisure centres and that the future of the GIS will be the subject of a distinct review and future report to Cabinet.
4. Unlike the rest of the Leisure portfolio, the GIS has formal third-party license arrangements with Gateshead Football Club and Gateshead College in place alongside its public use as an international sporting arena and for other sporting events. A wider community sport and leisure offer is provided for athletics clubs, football clubs and for the public use of the athletics track, sports hall, artificial turf pitches and gym. The gym also includes a specialist 'Speedflex' studio available to gym users. The full facility mix includes;
  - 100 station health & fitness suite, plus strength & conditioning Studio (120m<sup>2</sup>)
  - Speedflex Fitness Studio
  - 8 lane floodlit synthetic athletics track with separate throws training area
  - Conference suite (1 x Single room or 5 x Classrooms)
  - Floodlit full-size grass football pitch (inside running track – home of Gateshead FC)
  - c.11000 capacity stadium with turnstile access points and supporting concession serveries.
  - Café/Kitchen area
  - 2 grass pitches (football and rugby union)
  - 2 full-size floodlit 3G Artificial Grass Pitches (AGPs)
  - Full-size floodlit sand based AGP

- 8 court multi use sports hall
- Supporting changing facilities including steam room, first aid, physio room facilities,
- Car Parking facilities

## **Financial position**

5. For the financial year 2022/23 the revenue outturn is £0.682m against an agreed budget of £0.586m, an overspend of £0.096m. Council has agreed a revenue budget for 2023/24 of £0.646 million. In addition, there is a budget within the Environment and Fleet Service for grounds maintenance at the site of £0.100m.
6. Due to the very large size, condition, and age of the GIS, continuous investment in the site is required to ensure it remains fit for purpose and that the stadium arena in particular continues to comply with its General Safety Certificate.
7. The Council anticipates projected costs for essential works, lifecycle renovation of the fabric of the buildings and repair/replacement of key infrastructure (including replacement of all artificial turf pitches and the running track). It is estimated that, to maintain the building, the Council will be required to make an investment of approximately £4million within the next 10 years (2032/33). This figure excludes annual expenditure on cyclical and responsive repairs and maintenance, which are currently financed through the annual revenue resource referenced in para 5 above. These figures are believed to be reliable as an estimate, but their continued accuracy is necessarily dependent on the quality of the continuing annual maintenance programme. Any accurate assessment of future building repair and maintenance costs for GIS would need to be subject to continuous review.
8. Were the GIS estimated annual operating costs of circa £806,000 to be added to the projected essential maintenance costs of £4million, then the overall estimated cost of retaining the GIS over the next 10 years would be a minimum of £12million. There is no current funding source that the Council may access to meet this potential liability. It follows that, were the status quo allowed to continue, then the Council would experience financial difficulties in retaining any offer at the GIS.

## **Consultation**

9. All Cabinet Members have been consulted on this proposal.
10. Employee consultation has been ongoing throughout wider Leisure review to ensure they are kept up to date with progress.



11. As part of the consultation process engagement will also be undertaken with the following key stakeholders/user groups;

- i. Current anchor tenants (such as Gateshead Football Club and Gateshead College) and others with regular bookings such as the Military Preparation Training College, Inspired Support, Little Movers.
- ii. Local sports clubs including, but not exclusively, athletics, netball and football clubs.
- iii. Community Football Clubs who hold service level agreements with the Council for use of the 3G artificial turf pitches. A condition of previous grant funding from the Football Foundation
- iv. Gym users
- v. Other users of the site such as Northumbria and Newcastle University
- vi. Previous grant funders of the site where title restrictions exist which affects future use of the site including Sport England and the Football Foundation.
- vii. Event organisers who regularly use the site on an annual basis.
- viii. Schools and the Gateshead School Sport Partnership.
- ix. Other individuals/groups not listed above will be engaged through the process. This could include relevant National Governing Bodies of Sport.
- x. The local community and voluntary and community sector.

12. During the process, further data and information regarding the individuals and groups who utilise the site will be gathered to ensure that the impact of any future decision is known.

### **Alternative Options**

13. Cabinet may decide not to approve these recommendations. This would require it then to either make no decisions at all in relation to GIS or alternatively to seek to implement options without a full understanding of their public impact or the potential role that may be played by the private sector in the future use of the site. Such decisions are unlikely to be optimal, and may be vulnerable to legal challenge.

### **Implications of Recommended Option**

14. **Resources:**

#### **a) Financial Implications**

The Strategic Director Resources and Digital confirms that there are no immediate financial implications as a direct result of this report. Any future recommendations devised following the consultation process will be considered in a further report.

The site has been subject to significant investment from external funders over the last 20 years and this will be considered throughout the process.

## **b) Legal Implications**

This report summarises the work undertaken within the Council to provide detailed options for Cabinet to enable it to manage the Council's financial and legal obligations to the GIS site and to its users. The matrix of legal considerations here is complex, and includes the following:

- i. The key site users who hold licenses. These are the College and the Football Club. Although licenses are not tenancies, they do confer rights of occupation. Termination or variation of their terms should be by agreement, or the Council may incur liability for breach of contract.
- ii. Community rights may accrue in respect of any proposals to seek a community asset transfer. Disposals of the land or significant changes in its use may defeat these rights without their having had appropriate consideration.
- iii. Former investors in the facility have imposed conditions on its use or disposal. These conditions will need to be fully understood and quantified in relation to potential recoupment. It is usually the case that a negotiated approach to such matters can result in an agreed transfer of function without the need for recoupment. It would be prudent for the Council to fully engage in this process at the earliest stage.
- iv. Public use by individuals or groups who may seek to assert rights or expectations in relation to the site based on past use. Consultation with such individuals is an accepted principle of public law.
- v. The status of the site as a licensed contamination facility requires the Council to balance its duties as the statutory regulator with its aspirations as the site owner. Such matters are best undertaken in a transparent and formal process. Future use of the site will need to include careful arrangements to ensure that contaminants remain safely confined and soil drainage systems remain functional.
- vi. Consideration of future disposals of the site will necessarily involve analysis of the appropriate procedure, and whether procurement obligations may be incurred. Early market engagement is key to understanding how this can best be dealt with.

It follows from these considerations that Legal supports the recommendation to consult and to seek further information from potential market operators who may be interested in the site. It also considers that the Council's compliance with its obligations to the key users of the site should be of paramount consideration, given the legal rights conferred by their licenses.

## **c) Human Resources Implications**

The employee establishment (10.74FTE) for GIS, to date, has been considered as part of the wider Leisure Service review. It is proposed within the wider

Leisure Service Review that, following implementation, all posts based with GIS will hold a GIS contract only. Full consultation has been undertaken with staff and Trade Unions regarding this proposal. In addition to this there are 3.4FTE grounds maintenance employees allocated to the GIS.

**d) Property Implications**

There are no implications arising as a result of this report. Any future recommendations devised as a result of the process will be considered in a further report.

**15. Risk Management Implications** – There are no implications arising from this recommendation. Any future recommendations devised as a result of the process will be considered in a further report.

**16. Equality and Diversity Implications** – There are no implications arising from this recommendation. Any future recommendations devised as a result of the process will be considered in a further report.

**17. Crime and Disorder Implications** – There are no implications arising from this recommendation. Any future recommendations devised as a result of the process will be considered in a further report for consideration.

**18. Health Implications** – There are no implications arising from this recommendation. Any future recommendations devised as a result of the process will be considered in a further report for consideration.

**19. Climate Emergency & Sustainability Implications** – There are no implications arising from this recommendation. Any future recommendations devised as a result of the process will be considered in a further report for consideration.

**20. Human Rights Implications** – There are no implications arising from this recommendation. Any future recommendations devised as a result of the process will be considered in a further report for consideration.

**21. Ward Implications** – Whilst the Gateshead International Stadium is based within the Felling Ward, the facility is of borough wide importance. Any future recommendations devised as a result of the process will be considered in a further report.

**22. Background Information** – None.

This page is intentionally left blank

**TITLE OF REPORT: Procurement and Contracts Report**

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

---

**Purpose of the Report**

1. Cabinet is asked to consider and approve the procurement and award of the contracts listed in Appendix 2.

**Background**

2. On 21st May 2019, Cabinet agreed that a procurement and contract reports would be considered by Cabinet approximately twice per year. This was a move away from the previous process where approval to award contracts or to invite tenders for contracts that exceeded £250,000 were sought on a contract-by-contract basis.
3. This report is in line with the National Procurement Policy Statement that was issued by Government in June 21 setting out a number of strategic priorities for public procurement and describing how Contracting Authorities can support their delivery. One of the principles is that public sector organisations with a spend of £200m or more should publish annual pipelines of their planned procurements and commercial activity looking forward at least 18 months but ideally 3 to 5 years. Under the current short term financial settlement and grant funding arrangements, it is difficult to plan procurement activity 3 to 5 years ahead other than the recurring contracts for commodities and some services, however the proposed procurement activity listed in appendix 2 includes all known activity for the next 18 months and following Cabinet approval will be published as the Council's annual procurement pipeline. There will inevitably be projects undertaken or services funded as a result of funding bids which do not align to these timescales, and Cabinet will be updated accordingly within the twice-yearly reports.

**Proposal**

4. The contracts listed in Appendix 2, table 1, are all new requests which Corporate Procurement have received since the last Cabinet (not all values have been determined at this stage). The contracts are at various stages within the procurement cycle and may exceed £250k in value and require Cabinet approval to invite tenders, or undertake some other procurement process in accordance with the Contract Procedure Rules, and to continue through to award of contract. The table includes the responsible Service Director, Council Group, the proposed route to market including using existing frameworks, or collaborating with other organisations.
5. It is also proposed that following approval by Cabinet, the contracts listed in Appendix 2 will form the basis of the Councils' Procurement Pipeline and be published accordingly.

## Additional Information

6. Appendix 2 provides Cabinet with an updated picture of all other current and recently concluded procurement activity. This information enables Councillors to feed into processes that are not yet complete, obtain further information from the appropriate Service Director, or to ensure that Council priorities are adequately built into procurement activity from the outset. The information provided is set out in tables as follows:

Table 1	Provides information on new contracts which have been received by Corporate Procurement and require approval by Cabinet, please note not all values can be determined at this stage and some may exceed £250k.
Table 2	Provides progress on contracts that have previously been reported to and approved by Cabinet;
Table 3	Provides information on contracts that have previously been approved by Cabinet and have been awarded;
Table 4	Provides an update on contracts that have been awarded through a direct award, existing framework, or are no longer required.

7. Cabinet is asked to note that as some of the contracts are not required immediately, or new contracts are at the very early planning stage, information may not be complete as, for example, the contract value may not yet be known, or may be based on previous contract information, which will be updated before the contracts are advertised; or the route to market may not yet have been determined. There is also a possibility that some of the proposed procurements may not progress. All information provided will be updated within the next report to Cabinet.

## Recommendations

8. It is recommended that:
- (i) The Service Director, Corporate Commissioning and Procurement be authorised to invite or negotiate tenders or conduct other procurement processes (or to complete the relevant processes where they have already begun) in respect of the contracts listed in Appendix 2 and to award the relevant contracts to the tenderers submitting the most economically advantageous tenders (or otherwise proving successful in accordance with other procurement processes) in accordance with the Contract Procedure Rules;
  - (ii) Cabinet continues to receive an updated report twice per year;
  - (iii) Following Cabinet approval, the procurement activity set out in Appendix 2 will form the basis of the Council's Procurement Pipeline and will be published on the internet.

For the following reasons:

- (i) To enable the procurement of goods, works and services required for the efficient and effective delivery of services;
- (ii) To enable Cabinet to be updated with progress and changes to the procurement forward plan;
- (iii) To comply with the National Procurement Policy Statement

---

**CONTACT: Andrea Tickner**

extension: 5995

**Policy Context**

1. To deliver efficient and effective services, and the Council's Thrive agenda it is necessary for the Council to procure a wide variety of goods, works and services from a range of external organisations in accordance with the current Corporate Commissioning and Procurement Strategy and Council Constitution.

**Background**

2. Procurement activity exceeding specific financial thresholds must comply with the Public Contract Regulations 2015 amended by Public Procurement (Amendment etc) (EU Exit) Regulations 2020.
3. The Council's Contract Procedure rules set out a framework within which all procurement activity must be undertaken and implement the above Regulations.
4. On 21 May 2019, Cabinet approved amendments to the Contract Procedure Rules that require approval of Cabinet for all contracts exceeding £250,000 to:
  - “2.1 invite or negotiate tenders, or conduct some other procurement process and to award the Contract to the tenderer(s) submitting the most economically advantageous tender(s) as determined by the Service Director, Corporate Commissioning and Procurement, in accordance with the stated terms of the tender or other process, or:
  - 2.2 subsequent to the conduct of a tendering process or other procurement process to award the Contract to the tenderer(s) submitting the most economically advantageous tender(s) in accordance with the stated terms of the tender or other process.”
5. Prior to this date Cabinet approval was only required for 2.2 above. Councillors were not always aware of the procurements that were planned, and therefore had limited input into the scope and content of contracts, or proposed route to market. The effect was that Cabinet had no input until the tender or procurement process had identified the preferred bidder.
6. The revised Contract Procedure Rules are designed to be more flexible by not requiring specific processes to be carried out based on value alone and will enable Cabinet members to influence specific contracts by contacting the Service Director, Corporate Commissioning and Procurement to discuss any aspects of contracts before the procurement processes commence.

**Consultation**

7. Consultation has taken place with Service Directors to identify their future requirements as set out in appendices 2 and 3. In many instances a procurement working group has been established to oversee the procurement and comprises officers who have appropriate technical expertise in relation to the subject matter of the procurement and they too will have been consulted.



8. Prior to issuing tenders or commencing other procurement processes, varying degrees of market engagement routinely takes place.

### **Alternative Options**

9. For each contract, a range of options are considered as part of the procurement process and the options can include:
- whether or not works and services can be delivered via a directly employed workforce (i.e.in-house), in which case no procurement activity will be undertaken;
  - a range of routes to market (including obtaining tenders, use of existing procurement arrangements, procuring collaboratively with other organisations, using frameworks established by other organisations, directly awarding contracts where it is appropriate to do so, etc);
  - whether a simple quotation or other process can be used rather than a comprehensive tender process;
  - the actual procedure to follow where the contract exceeds the threshold (open tender, restricted tender, dynamic purchasing system, process using negotiation etc).

### **Implications of Recommended Option**

#### **10. Resources:**

- a) **Financial Implications** – The Strategic Director, Resources and Digital will be asked to confirm that budgetary provision is available prior to any tender being issued and/or contract being awarded.
- b) **Human Resources Implications** – In the event that there are potential human resource implications that may result from a procurement process (e.g. TUPE may apply), advice will be sought from the Service Director, Human Resources and Workforce Development.
- c) **Property Implications** - In the event that there are potential property implications that may result from a procurement process advice will be sought from the Strategic Director, Housing, Environment and Healthy Communities.

#### **11. Risk Management Implication -**

Each contract will be subject to various risk assessments including health and safety, financial, and where appropriate safeguarding on a contract by contract basis. Processes have also been implemented to try to minimise the risk of procurement challenges.

#### **12. Equality and Diversity Implications -**

Each contract will be considered in terms of equality and diversity implications prior to the procurement process commencing. The use of the Corporate Social

Responsibility Pledge will also communicate the minimum equality and diversity standards that the Council requires from its supply chain and the use of the Social Value Toolkit will help to address equality and diversity issues across the Borough.

**13. Crime and Disorder Implications –**

Each contract will be considered in terms of crime and disorder implications prior to the procurement process commencing.

**14. Health Implications -**

Each contract will be considered in terms of health implications prior to the procurement process commencing. The use of the Corporate Social Responsibility Pledge will also communicate the minimum health implication standards that the Council requires from its supply chain and the use of the Social Value Toolkit will help to address health issues across the Borough.

**15. Climate change and Sustainability Implications -**

Each contract will be considered in terms of sustainability implications prior to the procurement process commencing. The use of the Corporate Social Responsibility Pledge will also communicate the minimum sustainability standards that the Council requires from its supply chain and the use of the Social Value Toolkit will help to maximise sustainability outcomes.

**16. Human Rights Implications -**

Each contract will be considered in terms of human rights implications prior to the procurement process commencing. The use of the Corporate Social Responsibility Pledge will also communicate the minimum human rights standards that the Council requires from its supply chain.

**17. Ward Implications -**

Each contract will be considered in terms of area and ward implications prior to the procurement process commencing.

**Background Information**

18. The report to Cabinet on changes to the Constitution on 21 May 2019, Corporate Commissioning and Procurement Strategy, Corporate Social Responsibility Pledge, National Procurement Policy Statement and Gateshead Social Value Toolkit have all been relied on in the preparation of this report.

**Table 1: The following contracts are New Requests which have been received by Corporate Procurement and require approval by Cabinet, please note not all values can be determined as this point:**

Contract Name	Annual Value	Total Contract Value	Service Director	Council Group	Route to Market
PSEUDO-DPS FOR THE SUBCONTRACTING OF ESFA FUNDED TRAINING PROVISION	£300,000.00	£900,000.00	Suzanne Dunn	Childrens Social Care & Lifelong Learning	Gateshead direct to market
ePEP service is for 440 Early Years, SSA and Post 16 youngsters	£41,559.28		Suzanne Dunn	Childrens Social Care & Lifelong Learning	
Employee Survey		£35,000	Michelle Brown	Corporate Services and Governance	to be determined
Map software (managed by Chief exec)	£28,255.00	£28,255.00	Angela Simmons-Mather	Corporate Services and Governance	Gateshead direct to market
Consultancy Services for Transformations Area Review of Business and Economic Growth	£50,000.00	£50,000.00	Andrew Marshall	Economy, Innovation and Growth	Gateshead direct to market
Growth Grant Management Services		£850,000	Andrew Sloan	Economy, Innovation and Growth	Gateshead to use NTCA DPS
Social Enterprise Support Services		£120,000	Andrew Sloan	Economy, Innovation and Growth	Gateshead to use NTCA DPS
Business Scaleup and Growth Activities		£200,000	Andrew Sloan	Economy, Innovation and Growth	Gateshead to use NTCA DPS
Eco 4		TBC	Peter Udall	Economy, Innovation and Growth	Gateshead direct to market
FRAMEWORK FOR THE HIRE OF LIGHT COMMERCIAL VEHICLES & VEHICLE TRACKING SYSTEM	£500,000.00		Phillip Hindmarsh	Environment and Fleet	NEPO Framework
Pool Cars	£100,000.00		Anneliese Hutchinson	Housing, Environment and Healthy Communities	
NEPO212 Support Services for the Development of the Built Environment (Renewal)	£400,000.00	£1,600,000.00	Ian McLackland	Housing, Environment and Healthy Communities	NEPO Framework
Supply of Small Tools		TBC	Ian McLackland	Housing, Environment and Healthy Communities	Gateshead direct to market

Tools and Plant Procurement	TBC		Ian McLackland	Housing, Environment and Healthy Communities	Gateshead direct to market
COMPLIANCE SOFTWARE SYSTEM	£51,000.00	£255,000.00	Ian McLackland	Housing, Environment and Healthy Communities	Gateshead Direct to Market
SUPPLY OF KITCHENS	£590,000.00		Ian McLackland	Housing, Environment and Healthy Communities	Gateshead direct to market
Demolition and Redevelopment of Shadon House	TBC	£3,000,000.00	Kevin Scarlett	Housing, Environment and Healthy Communities	NEPO Framework
Funding Bid - Single Homelessness Accommodation Programme	TBC		Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to market
Contract for The Provision of Residential Bungalows at Existing Garage Sites	£1,500,000.00	£500,000,000.00	Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to market
Procurement of a developer for Dunston Hill Site	TBC		Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to market
Grounds Maintenance - Industrial Estates	TBC		Colin Swinney	Housing, Environment and Healthy Communities	Gateshead direct to market
TCF Birtley Table Tops	TBC		Colin Swinney	Housing, Environment and Healthy Communities	Gateshead direct to market
Living Support Network	£70,000.00		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
LD Advocacy	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Advocacy & Welfare Rights	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Come On In, Wellbeing for Women	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Pathways Employment Support	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Peer Led Support	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Dementia Day Service	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Older Persons Day Centre	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Short Term Support	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Day Service	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market
Transport System	TBC		Lynn Wilson	Integrated Adults and Social Care	Gateshead direct to market

Autism Hub	£100,000.00		Lynn Wilson	Integrated Adults and Social Care	Gateshead Direct to Market
Peer researchers for Young Adult Mental Health	119004		Lynn Wilson	Integrated Adults and Social Care	
Early Intervention Support for Young People who have complex emotional needs	311842		Lynn Wilson	Integrated Adults and Social Care	
ICB funded activity to reduce inequalities in vaccine uptake	36000		Lynn Wilson	Integrated Adults and Social Care	
Self Service Library Kiosks	£8,000.00	£32,000.00	Alice Wiseman	Public Health	ESPO Framework
ICB funded 2 x FTE Peer Mental Health workers who will be embedded within Commissioned Substance Misuse services	£134,025.00		Alice Wiseman	Public Health	
CommVault Backup Software - Licence, Support and Maintenance	TBC		Joanne Morgan	Resources and Digital	Gateshead direct to market
Citrix Licence & Maintenance	TBC		Joanne Morgan	Resources and Digital	Gateshead direct to market
Vulnerable Client Financial Management System (CASPAR CLOUD)	£12,720.00	£40,660.00	Marisa Jobling	Resources and Digital	CCS Framework
Revs and Benefits System	£34,000.00	£170,000.00	Marisa Jobling	Resources and Digital	CCS Framework
Impero Education ProSoftware Platform (School Safeguarding)	£18,000.00	£18,000.00	Joanne Morgan	Resources and Digital	Gateshead Direct to Market
Provision of Light Catering Equipment	£100,000.00	£400,000.00	Lindsay Murrar	Schools and Corporate Catering	ESPO Framework
Bakery Products	TBC	TBC	Lindsay Murrar	Schools and Corporate Catering	Gateshead direct to market
Vending Machine Provision	£80,000 income	£160,000 income	Lindsay Murrar	Schools and Corporate Catering	Gateshead direct to market
Provision of Heavy Duty Catering Equipment	TBC		Lindsay Murrar	Schools and Corporate Catering	ESPO Framework

**Table 2: The following Contracts are still in progress since November 2022:**

Contract Name	Annual Value	Total Contract Value	Dates of previous Cabinet Reports	Service Director	Council Group	Route to Market	Notes Since Last Cabinet
TEMPORARY AGENCY WORKERS (vendor neutral)	£2,355,870.00	£11,779,350.00	Mar 22, Nov 22	Michelle Brown	Corporate Services and Governance	Collaborating via NEPO. New contract required Nov 23	NEPO have proposed an 18 month extension. Awaiting confirmation on next steps
IMMEX City - Programme to drive growth and scale-up Gatesheads imersive technologies		£593,250.00	Nov-22	Andrew Sloan	Economy, Innovation and Growth		
Northumbria Groundwater - Boreholes	£646,800.00		Nov-22	Andrew Sloan	Economy, Innovation and Growth	Gateshead direct to market	in progress
Geo-environmental site investigations and consultancy services	£100,000.00	£520,000.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Andrew Sloan	Economy, Innovation and Growth	Gateshead direct to market	Sent to LH to review w/c 13/2.
SOLAR PHOTO VOLTAIC (PV) INSPECTIONS & MAINTENANCE SERVICE	£20,000.00	£80,000.00	Mar 22, Nov 22	Peter Udall	Economy, Innovation and Growth	Gateshead direct to the market. New contract required Nov 23	New contract still in development
NEPO232 CONTRACT FOR THE PROVISION OF A FULLY DELIVERED AND MANAGED ELETRIC VEHICLE CHARGING	£0.00	£0.00	Nov-22	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Collaborating with NEPO	Procurement process in progress – NEPO abandoned first tender, now awaiting new timescales from NEPO
MIS Database for Environmental Health & Planning - Management Information System (MIS) for Business Regulation, Private Sector Housing, Planning & Building	To Be Confirmed	To be confirmed	May 21, Oct 21, Mar 22, Nov 22	Anneliese Hutchinson	Housing, Environment and Healthy Communities	To be determined Stewart Sorrell	Linked to Envirmental planning project. Meeting early March to agree route forward.

HIGHWAY ASSET MANAGEMENT SYSTEM	£35,000.00	£35,000.00	May 21, Oct 21, Mar 22, Nov 22	Anneliese Hutchinson	Housing, Environment and Healthy Communities		Questionnaire to be issued
Consultancy Services for Gateshead Employment Land Review	£40,000.00	£40,000.00	Nov-22	Anneliese Hutchinson	Housing, Environment and Healthy Communities		Market engagement complete. Service have asked 7-2-23 if this can be put on hold as they are looking at completing a joint procurement with Newcastle
Green Infrastructure Strategy and Delivery Plan	£30,000	£30,000	Nov-22	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Gateshead direct to market	Gateway 1 to be completed. Awaiting spec from Service. Meeting scheduled 28/3/23 to progress
Schools Go Smarter - Theatre In Education	tbc		Nov-22	Anneliese Hutchinson	Housing, Environment and Healthy Communities		Service advised funding available and want to move ahead with RFQ 08/03. Specification being drafted, tender docs being drafted. Gateways will be done asap
PROVISION, INSTALLATION AND MAINTENANCE OF EV CHARGING UNITS (TAXI'S)	To Be Confirmed	£0.00	May 21, Oct 21, Mar 22, Nov 22	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Collaborating with NEPO	Procurement process in progress – NEPO abandoned first tender, now awaiting new timescales from NEPO
Consultancy Services for Sustainable Urban Drainage	To Be Confirmed	To be confirmed	Nov-22	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Gateshead direct to market	tender issued
GATESHEAD QUAYS MULTI STOREY CAR PARK OPERATOR	tbc	£0.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities		
HIGHWAY SURFACING FRAMEWORK (NEPO210)	£1,700,000.00	£6,800,000.00	Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Collaborating via NEPO. New contract required Dec 23	in progress
DIGITISATION OF WET FILM SPEED CAMERAS	£0.00	£0.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Gateshead leading regional procurement	Market engagement undertaken and awaiting confirmation of funding before proceeding further. Due to start August 23
STREET LIGHTING COLUMNS (NEPO218)	£22,000.00	£88,000.00	Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Collaborating via NEPO. New contract required Dec 23	in progress
PROVISION OF ROAD TRAFFIC MANAGEMENT (NEPO)	£200,000.00	£800,000.00	May 21, Oct 21, Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Collaborating via NEPO	Tender process underway for March 23 start
MANAGEMENT AND COLLECTION W.E.E.	Nil	Nil	Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Collaborating via NEPO New contract required Dec 23	in progress
Cash Collection and Frontline Car Parking Ticket Machines Maintenance/services	£95,000.00	£475,000.00	Nov-22	Colin Swinney	Housing, Environment and Healthy Communities	Gateshead direct to market	

CAR PARKING PAYMENTS SCHEME (Cashless Payments)	£20,000.00	£80,000.00	May 21, Oct 21, Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Calling off from either CCS or ESPO framework	Market engagement complete and finalising specification. Due to start Dec 22.
Notice Processing System for the operation of Civil Parking & Bus Lanes	£0.00	£0.00	Nov-22	Colin Swinney	Housing, Environment and Healthy Communities		Tender published due to be awarded August - Replacing expiring Type Approved Bus Lane Cameras
Schedule of Rates	£60,000.00	£240,000.00	May 21, Oct 21, Mar 22, Nov 22	Ian McLackland	Housing, Environment and Healthy Communities	To be procured via G Cloud	Contract has been delayed, still in development.
Contract for the Provision of IRONMONGERY SUPPLIES	£124,000.00	£124,000.00	Nov-22	Ian McLackland	Housing, Environment and Healthy Communities	Call -off from NEPO 219 Building Materials	in progress
CONSTRUCTION CAPITAL WORKS FRAMEWORK (NEPO207)	£6,000,000.00	£2,400,000.00	Mar 22, Nov 22	Ian McLackland	Housing, Environment and Healthy Communities	Collaboration via NEPO if necessary, however main route to market is via SCAPE	in progress
Supported Housing for Young People	tbc		Nov-22	Kevin Scarlett	Housing, Environment and Healthy Communities		in progress
Supported Housing for Homeless and Multiple and Complex Needs	tbc		Nov-22	Kevin Scarlett	Housing, Environment and Healthy Communities		in progress
supported Housing for Domestic Abuse	tbc		Nov-22	Kevin Scarlett	Housing, Environment and Healthy Communities		in progress
Licensed domestic energy supplier and energy management of void properties	£70,000.00		May 21, Oct 21, Mar 22, Nov 22	Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to market. New contract required Nov 23	Delayed due to energy prices being unstable
HRA Business Tool	£4,180.00	£12,220.00	Nov-22	Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to the market. New contract required Dec 23	Kristina Robson questioned on whether second procurement needs to take place
Housing Development - Clasper	To Be Confirmed	To be confirmed	Nov-22	Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to market	Procurement approach under review
HOUSING DEVELOPER FOR ASKEW ROAD	£0.00	£0.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Kevin Scarlett	Housing, Environment and Healthy Communities		Call off under Homes England was aborted due to lack of interest therefore carried out Open tender process however only received 1 bid which was non-compliant. Currently under review to undertake a further procurement using Competition with Negotiation
CONSULTANT ARCHITECTS FOR COMPLEX ADAPTATIONS	To Be Confirmed	To be confirmed	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Kevin Scarlett	Housing, Environment and Healthy Communities	Gateshead direct to market	still waiting on spec from service

Heavy Goods Vehicles & Specialist Vehicles Acquisition (TPPL/NEPO)	£100,000.00	£400,000.00	Mar 22, Nov 22	Philip Hindmarsh	Housing, Environment and Healthy Communities	Collaborating via NEPO/TPPL. New contract required	in progress
FRAMEWORK FOR LUBRICANTS AND VEHICLE PARTS	To Be Confirmed	To be confirmed	Mar 22, Nov 22	Philip Hindmarsh	Housing, Environment and Healthy Communities	Collaborating via NEPO New contract required Dec 23	in progress
CREMATORIA EMISSIONS TESTING	£3,000.00	£18,000.00	May 21, Oct 21, Mar 22, Nov 22	Philip Hindmarsh	Housing, Environment and Healthy Communities	Gateshead direct to market	Final extension taken up to December 22. New tender process to commence soon.
TYRES AND ASSOCIATED SERVICES	£133,000.00		Nov 20, May 21, Oct 21, Mar 22, Nov 22	Philip Hindmarsh	Housing, Environment and Healthy Communities	Gateshead direct to market	Tender could not be awarded and process had to be re-run. Tender process underway
ROUTE OPTIMISATION SOFTWARE (PERPETUAL LICENCE)	£5,500.00		Mar-22	Philip Hindmarsh	Housing, Environment and Healthy Communities		
ROUNABOUT SPONSORSHIP (ADVERTISING SOLUTIONS)	-£25,000.00	-£100,000.00	Nov-22	Philip Hindmarsh	Housing, Environment and Healthy Communities	Gateshead direct to the market. New contract required Sept 23	New line created for renewal. Satisfaction Questionnaire sent but not received
REPAIR, RECOVERY AND MODIFICATION FRAMEWORK	£690,965.00	£3,454,826.55	?	Philip Hindmarsh	Transport and fleet		drafting market engagement document
Contract for the Provision of HEATING & GAS SUPPLIES	£420,000.00	£420,000.00	Nov-22	Sandra Watson	Housing, Environment and Healthy Communities	Call -off from NEPO 219 Building Materials	in progress
Contract for the Provision of ELECTRICAL SUPPLIES	£332,000.00	£332,000.00	Nov-22	Sandra Watson	Housing, Environment and Healthy Communities	Call -off from NEPO 219 Building Materials	in progress
Contract for the Provision of CONSUMABLES SUPPLIES	£245,000.00	£245,000.00	Nov-22	Sandra Watson	Housing, Environment and Healthy Communities	Call -off from NEPO 219 Building Materials	in progress
Contract for the Provision of BUILDING MATERIAL SUPPLIES	£479,000.00	£479,000.00	Nov-22	Sandra Watson	Housing, Environment and Healthy Communities	Call -off from NEPO 219 Building Materials	in progress
COLLECTION AND SECURE DESTRUCTION OF CONFIDENTIAL WASTE PAPER	-£10.00	-£40.00	Mar 22, Nov 22	Sandra Watson	Housing, Environment and Healthy Communities	Gateshead direct to the market. New contract required July 23	in progress
BUILDING SURVEYOR FRAMEWORK	£25,000.00	£100,000.00	Nov-22	Sandra Watson	Housing, Environment and Healthy Communities	Gateshead direct to market	Gateway 1 - awaiting spec from Service. Service have asked for this to be put on hold until May 23
Asset Data Systems	To Be Confirmed	To be confirmed	Mar 22, Nov 22	Sandra Watson	Housing, Environment and Healthy Communities	Exploring options	In progress
Coffee & Sandwich Concession for Gateshead Civic Centre Atrium	income		Nov-22	Sandra Watson	Housing, Environment and Healthy Communities		
SERVICE & MAINTENANCE OF COMMERCIAL & DOMESTIC GAS CATERING EQUIPMENT AND ELECTRICAL REPAIRS TO CATERING EQUIPMENT/APPLIANCES	tbc		May 21, Oct 21, Mar 22	sandra watson	Housing, Environment and Healthy Communities		in progress
PROVISION OF TEMPORARY ALARMS CCTV & VACANT/VOID PROPERTY SOLUTIONS	tbc		May 21, Oct 21, Mar 22	sandra watson	Housing, Environment and Healthy Communities		



NEPO Food and General Provisions	£2,268,000.00	£9,072,000.00	Mar 22, Nov 22	sandra watson	Housing, Environment and Healthy Communities		
NEPO INDEPENDENT VISITOR SERVICES (N'cle Lead)	tbc	£0.00	Mar 22, Nov 22	Lynn Wilson	Integrated Adults and Social Care		
INTEGRATED TRAUMA CARE	tbc		Mar 22, Nov 22	Lynn Wilson	Integrated Adults and Social Care		
INFORMATION, ADVICE AND GUIDANCE	tbc	£0.00	Mar 22, Nov 22	Lynn Wilson	Integrated Adults and Social Care		
DAY CARE	tbc	£0.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Lynn Wilson	Integrated Adults and Social Care		
Hospital Patient Discharge Service	£200,000		Nov-22	Lynn Wilson	Integrated Adults and Social Care		
DIGITAL REMINISCENCE INTERACTIVE THERAPY ACTIVITIES (RITA)	£108,000.00	£324,000.00	Nov-22	Lynn Wilson	Integrated Adults and Social Care		ender exercise to be undertaken
Residential & Nursing Care Homes DPS	£9,000,000.00	£0.00	Nov 20, May 21, Oct 21, Mar 22	Lynn Wilson	Integrated Adults and Social Care		
PSEUDO FRAMEWORK FOR THE SPOT PROVISION OF HOME CARE SERVICES FOR ZONE 3	£0.00	£0.00	Nov-22	Lynn Wilson	Integrated Adults and Social Care		
PSEUDO FRAMEWORK FOR THE SPOT PROVISION OF HOME CARE SERVICES FOR ZONE 1	£0.00	£0.00	Nov-22	Lynn Wilson	Integrated Adults and Social Care		
Pseudo DPS for Home Care in Zone 2	£500,000.00	£1,500,000.00	May 21, Oct 21, Mar 22, Nov 22	Lynn Wilson	Integrated Adults and Social Care		
DISTRIBUTION OF COUNCIL NEWS AND OTHER PUBLICATIONS	£16,500.00	£49,500.00	mar 22, Nov 22	Iain Burns	Office of the Chief Executive	Gateshead direct to the market. New contract required Mar 23	ITT re-issued. In award process.
POOL PLANT MAINTENANCE	£10,000.00	£40,000.00	mar 22, Nov 22	Michael Lamb	public health		on hold due to leisure review
SUPPLY OF SWIMMING POOL CHEMICALS	tbc		mar 22, Nov 22	Micheal Lamb	Public Health		on hold die to leisure review
SPORTS EQUIPMENT	£12,000.00	£48,000.00	mar 22, Nov 22	Micheal Lamb	Public Health		on hold die to leisure review
0-19 CHILDRENS' HEALTH CARE	£4,264,000.00	£21,320,000.00	Nov-22	Andy Graham	Public Health		
Cloud Hosting and Technical Management Service for Agresso	£0.00	£0.00	Nov-22	John Shiel	Resources & Digital		
Wider Area Network (WAN) voice and Data connections	tbc		Nov-22	Joanne Morgan	Resources and Digital	CCS Framework Direct Award	Data element complete. Awaiting results of review of voice lines for second contract
FIXED VOICE & DATA TELECOMMUNICATION SERVICES (CCS Framework)	£668,681.00	£4,680,768.00	Mar-22	Joanne Morgan	Resources and Digital	CCS Framework	
Electronic Document Management System EDM/D360	TBC	TBC	Nov-22	Joanne Morgan	Resources and Digital	CCS Framework	
ICT Hardware Disposal	£15,000.00	£75,000.00	May 21, Oct 21, Mar 22	Joanne Morgan	Resources and Digital	Gateshead Direct to Market	Finalising requirement before tender to be issued.
REPLACEMENT OF FLEXI SYSTEM	£40,000.00	£95,000.00	Mar 22, Nov 22	John Shiel	Resources and Digital	Gateshead Direct to Market	In progress
CONSULTANCY SERVICES FOR TREASURY MANAGEMENT	£18,000.00	£90,000.00	Mar 22, Nov 22	John Shiel	Resources and Digital	Gateshead direct to the market. New contract required May 23.	Direct award to Link Treasury has been approved by A Tickner. Awaiting Legal advice on Ts and Cs, call-off document has been drafted
ACCOUNTS PAYABLE FORENSICS SYSTEM	£14,829.00	£45,000.00	Mar-22	John Shiel	Resources and Digital		
Events Management & Infrastructure (NEPO)	Value varies depending no. of events		May 21, Oct 21, Mar 22	Lindsay Murray	Resources and Digital	Collaborate via NEPO	Not used by Gateshead currently.

PROVISION OF A PAYMENT CARD SERVICE	£100,000.00	£500,000.00	Nov-22	Marisa Jobling	Resources and Digital		Awaiting NEPO framework to be awarded, to allow for progress
PCI Secure Telephone Payments Solution	£58,700.00	£293,818.00	Mar-22	Marisa Jobling	Resources and Digital	Gateshead direct to the market	Contract is live, work on renewal to start July 2024
Payment Swipe Card Production	£0.00	£0.00	May 21, Oct 21, Mar 22, Nov 22	Marisa Jobling	Resources and Digital	CCS Framework	

**Table 3: The Following Contracts have been extended, or awarded since November 2022**

Contract Name	Annual Value	Total Contract Value	Dates of previous Cabinet Reports	Service Director	CouncilGroup	Route to Market
External Audit for Keelman Homes	£14,000.00	£42,000.00	Mar 22, Nov 22	Andrea Tickner	Corporate Services and Governance	Contract Awarded
NEPO 612 TECH ENABLED CARE, LONE WORKING, ASSISTIVE TECHNOLOGY	To Be Confirmed	To be confirmed	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Andrea Tickner	Corporate Services and Governance	Contract Awarded
NEPO 509 Strategic Analysis Stsem	£118,500.00		Nov-22	Andrea Tickner	Corporate Services and Governance	Contract Awarded
SUPPORT FOR VOLUNTARY & COMMUNITY SECTOR	£160,000.00	£800,000.00	Mar 22, Nov 22	Alison Dunn	Housing, Environment and Healthy Communities	contract extended
Workplace Counselling Service	£69,000.00	£276,000.00	Mar 22, Nov 22	Michelle Brown	Corporate Services and Governance	Contract Awarded
Occupational Health Physcian	£66,000.00	£300,000.00	Mar 22, Nov 22	Michelle Brown	Corporate Services and Governance	Contract Awarded
BUSINESS CENTRES UNIFIED COMMUNICATIONS	£90,000.00	£450,000.00	May 21, Oct 21, Mar 22, nov 22	Andrew Marshall	Economy, Innovation and Growth	Contract Awarded
TPPL/HERTS CC PURCHASE FRAMEWORK	£170,000.00	£680,000		Phillip Hindmarsh	Environment and Fleet	Contract Awarded
Framework for the Supply of Traffic Counters and Associated Software	£300,000.00	£1,200,000.00	Nov 20, May 21, Oct 21, Mar 22	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Contract Awarded
COMPLIANCE SOFTWARE SYSTEM	£50,918.80	£50,918.80	Mar 22, Nov 22	Ian McLackland	Housing, Environment and Healthy Communitie	Contract Awarded
LONG TERM HIRE OF ROAD SWEEPERS	£150,000.00	£750,000.00	May 21, Oct 21, Mar 22, Nov 22	Ian McLackland	Housing, Environment and Healthy Communities	Contract Awarded
Lift Refurbishment & Maintenance	£570,000	£3,420,000.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Ian McLackland	Housing, Environment and Healthy Communities	Contract Awarded
MANAGEMENT OF UNTREATABLE RESIDUES	£94,000.00	£843,000.00	Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	1 year extension
Contract for Highways Surfacing & Cold Planing	£1,338,746.00	£1,338,746.00	Mar 22, Nov 22	Colin Swinney	Housing, Environment and Healthy Communities	Contract Awarded
CONTRACT FOR COLLECTION AND DISPOSAL OF CONSTRUCTION WASTE INCLUDING THE HIRE OF SKIPS	£190,000.00	£760,000.00	Nov-22	Ian McLackland	Housing, Environment and Healthy Communities	Contract Awarded
LONG TERM HIRE OF ROAD SWEEPERS	£150,000.00	£750,000.00	May 21, Oct 21, Mar 22, Nov 22	Ian McLackland	Housing, Environment and Healthy Communities	Contract Awarded
PROVISION AND DISTRIBUTION OF MILK AND DAIRY PRODUCTS (NEPO)	£109,000.00	£654,000.00	Mar-22	Sandra Watson	Housing, Environment and Healthy Communities	Contract Awarded

Energy Data Collector	£10,000.00		Nov-22	Peter Udall	Housing, Environment and Healthy Communities	Contract Awarded
REMOVALS AND STORAGE CONTRACT	£30,000.00	£120,000.00	Nov-22	Kevin Scarlett	Housing, Environment and Healthy Communities	Contract Awarded
INDEPENDENT MENTAL HEALTH ADVOCACY (IMHA), INDEPENDENT MENTAL CAPACITY ADVOCACY (IMCA) AND INDEPENDENT ADVOCACY SERVICE	£160,000.00	£800,000.00	Mar 22, Nov 22	Lynn Wilson	Integrated Adults and Social Care	Contract Awarded
VM Ware Enterprise Licence Agreement	£169,000.00		Mar-22	Joanne Morgan	Resources and Digital	Contract Awarded
FAULT RECTIFICATION BREAK-FIX SUPPORT SERVICE FOR DELL SERVERS AND STORAGE DEVICES	£23,532.80	£117,664.00	Nov 20, May 21, Oct 21, Mar 22	Joanne Morgan	Resources and Digital	Contract Awarded
Leaseholders Property Insurance	£1,411,000.00		Mar 22, Nov 22	John Shiel	Resources and Digital	Contract Awarded
BACS APPROVED SOFTWARE		£35,048.00		Marisa Jobling	Resources and Digital	Contract Awarded
ENFORCEMENT AGENT SERVICES	£2,000.00	£6,000.00	Nov 20, May 21, Oct 21, Mar 22	Marisa Jobling	Resources and Digital	Contract Awarded
Microsoft Support	£21,600.00	£43,200.00	Nov-22	Joanne Morgan	Resources and Digital	Contract Awarded
Ivanti (Appsense) Licence Maintenance	£20,569.10	£20,569.10	Nov-22	Joanne Morgan	Resources and Digital	Contract Awarded
Citrix Licence & Maintenance	£156,081.08	£156,081.08		Joanne Morgan	Resources and Digital	Contract Awarded
BANKING SERVICES	£55,000.00	£275,000.00	Nov 20, May 21, Oct 21, Mar 22, Nov 22	John Shiel	Resources and Digital	Extended for 12 months whilst NEPO framework in development.

**Table 4: The following contracts have been awarded through a direct award, an existing framework, or are no longer required and will be removed from the current procurement workplan:**

Contract Name	Date of Cabinet Report	Service Director	CouncilGroup	Progress since Nov 2022	Date Awarded
Gateshead Local Walking & Cycling Infrastructure Plan initial design	Jun-23	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Contract awarded via direct award	1st Nov 2022
Annual support and maintenance of Assysnet	Nov 20, May 21, Oct 21, Mar 22, Nov 22	Joanne Morgan	Resources and Digital	Contract awarded via direct award	9th Nov 2022
Renewal of one of the four air conditioning systems to Gateshead International Business Centre	Jun-23	Ian McLackland	Housing, Environment and Healthy Communities	Contract awarded via direct award	10th Nov 2022
Strategic spend analysis system	Jun-23	Andrea Tickner	Corporate Services and Governance	CCS Framework	22nd Nov 2022
Leisure Services consultancy	Jun-23	Andrea Tickner	Corporate Services and Governance	Quote	22nd Nov 2022
Hospital Integration System	Jun-23	Steph Downey	Integrated Adults and Social Care	Contract awarded via direct award	29th Nov 2022
Consultancy support for the development, feasibility, and designation of a programme of Selective Licensing schemes in Gateshead	Jun-23	Kevin Scarlett	Housing, Environment and Healthy Communities	Contract awarded via direct award	16th Dec 2022
Creation of a 'Gateshead Standard' for Older Persons accommodation.	Jun-23	Kevin Scarlett	Housing, Environment and Healthy Communities	Contract awarded via direct award	21st Dec 2022
Mosaic Finance Data Migration	Jun-23	Helen Fergusson	Integrated Adults and Social Care	Contract awarded via direct award	21st Dec 2022
Northumbria Groundwater Flooding – Data Management	Jun-23	Colin Swinney	Housing, Environment and Healthy Communities	Contract awarded via direct award	28th Dec 2022
Contract for AssystNet Service Maintenance and Licences	Jun-23	Joanne Morgan	Resources and Digital	Contract awarded via direct award	11th Jan 2023
Provision of the staying steady exercise programme	Jun-23	Andy Graham	Public Health	Contract awarded via direct award	17th Jan 2023

Changing Futures Signal System	Jun-23	Darren Collins	Resources and Digital	Contract awarded via direct award	31st Jan 2023
Burials & Cremations	Jun-23	Marissa Jobling	Resources and Digital	No longer required	
Construction Engineering Consultancy Framework	Jun-23	Ian McLackland	Housing, Environment and Healthy Communities	No longer required	
NECS/ICS Deep End Network Programme Providers	Jun-23	Andy Graham	Resources and Digital	Contract awarded via direct award	9th Feb 2023
Adult Education Budget - ESFA Funding for Hairdressing College Students	Jun-23	Suzanne Dunn	Housing, Environment and Healthy Communities	Contract awarded via direct award using ESFA funding	22nd Feb 2023
LD Advocacy	Jun-23	Lynn Wilson	Resources and Digital	Contract awarded via direct award	24th Feb 2023
Advocacy & Welfare Rights	Jun-23	Lynn Wilson	Public Health	Contract awarded via direct award	24th Feb 2023
Come On In, Wellbeing for Women	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Pathways Employment Support	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Peer Led Support	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Dementia Day Service	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Older Persons Day Centre	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Short Term Support	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Day Service	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Active Travel & Social Prescribing	Jun-23	Andy Graham	Integrated Adults and Social Care	Contract awarded via direct award	24th Feb 2023
Rough Sleeping	Jun-23	Kevin Scarlett	Integrated Adults and Social Care	now to be captured in the Homelessness Supported Accommodation for Multiple and complex needs	
Living Support Network	Jun-23	Lynn Wilson	Integrated Adults and Social Care	Contract awarded via direct award	8th March 2023
Baby Box Project (Part of Make a Million Project)	Jun-23	Helen Fergusson	Public Health	Contract awarded via direct award	10th March 2023
Groundwork North East and Yorkshire to undertake Ryton Willows Flood and Coastal Erosion R	Jun-23	Anneliese Hutchinsol	Housing, Environment and Healthy Communities	Contract awarded via direct award	21st March 2023
Strategic Housing Market Assessment - Gypsies, travellers and travelling Show People	Jun-23	Anneliese Hutchinsol	Housing, Environment and Healthy Communities	To use Bloom	30th March 2023
Pseudo DPS for People at Home and in the Community	Jun-23	Lynn Wilson	Integrated Adults and Social Care	remove off workplan	30th March 2023
Hire of Skips	Jun-23	Ian McLackland	Housing, Environment and Healthy Communities	To replaced with construction waste disposal contract	30th March 2023
Millenium Bridge Control Equipment	Jun-23	Phil Hindmarsh	Housing, Environment a	remove off workplan	30th March 2023
Educational Physcologists	Jun-23	Suzanne Dunn	Childrens Social Care & Lifelong Learning	awarded using YPO framework	30th March 2023

Idox Uniform System Software License, Support and Maintenance (Previously known as CIL AND SECTION 106 OBLIGATIONS MANAGEMENT SYSTEM)	Jun-23	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Direct award via framework	25th April 2023		
Community street audits and school active travel	Jun-23	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Direct award	9th May 2023		
Supply & Installation of Isolators	Jun-23	Ian McLackland	Housing, Environment and Healthy Communities	Contract no longer required	24-May-23		
TYPE APPROVED BUS LANE CAMERAS	Jun-23	Colin Swinney	Housing, Environment and Healthy Communities	Contract expiring and being replaced by Notice Processing System for Parking and Bus lane camera's	25th May 2023		
Gypsy, Traveller and Travelling Showpeople Accommodation Assessment	Jun-23	Anneliese Hutchinson	Housing, Environment and Healthy Communities	Remove, service are re-considering requirement following new goverment guidance / legislation	25th May 2023		
Provision of Sandwiches, Packed Lunches and Buffet Catering	£45,078.00	Sandra Watson	Housing, Environment and Healthy Communities	No longer required	26th May 2023		

This page is intentionally left blank

**TITLE OF REPORT:**            **Provisional Revenue Outturn 2022/23**

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

---

### **Purpose of the Report**

1. This report sets out the provisional outturn position on the 2022/23 revenue budget which is subject to external audit. Cabinet is asked to
  - i. note the contents of the report,
  - ii. agree budget virements as set out in the report,
  - iii. recommend to Council appropriations to and from reserves consistent with previous decisions, accounting policies, the principles set out in the Medium-Term Financial Strategy (MTFS) and requirements of the Accounting Code of Practice.

### **Background**

2. As part of the Council's budget and policy framework Cabinet receives quarterly reports on the agreed revenue budget so that any variances can be identified and addressed at appropriate pace with Councillor oversight.
3. Council agreed the revenue budget for 2022/23 on 24 February 2022. This was set at £254.3 million. The budgeted use of £29.2 million earmarked reserves in 2022/23 were agreed.
4. Council agreed an HRA balanced budget of £82.3 million without use of the reserve in 2022/23. At the second quarter this was reviewed to include £3 million use of reserves.

### **Proposal**

5. It is proposed that Cabinet notes the provisional outturn, agrees the recommended budget virements and the appropriations to and from reserves as outlined in the report.

### **Administrative Virements**

6. Cabinet is asked to agree that £0.6 million is removed from service budgets in relation to unused budgeted reserves and transferred into contingency so as not to distort service outturn figures. This will then be appropriated back to the original reserve.

## **Council Provisional Revenue Outturn 2022/23**

7. The provisional outturn now indicates that the original revenue budget set has been delivered.
8. The overall provisional 2022/23 revenue outturn position for the Council including non-service budgets and financing results in an overall Council revenue positive balance of £3.4 million. This position is after the application of agreed reserves funding to support financing of the budget and is the net addition to the Council's general fund reserve. The provisional outturn position is shown in appendices 1 to 3 and is subject to external audit.
9. The majority of positive movements are considered one off in nature therefore they will not result in an ongoing budget reduction into next year. The exception to this is the investment income budget that is considered achievable next year and therefore has been included in the budget options for 2023/24.
10. In 2022/23 there has been a net decrease of £9.8 million on earmarked reserves in support of the outturn position.
11. Active budget management and additional scrutiny has taken place during the year in order to help achieve this outturn.
12. The Council have reviewed and included provision where possible of all of the Council's known financial risks so that plans can be put in place to manage financial pressures during 2023/24.

## **Schools Outturn and Dedicated Schools Grant (DSG) 2022/23**

13. The Council-lead DSG budget for 2022/23 was £105.0 million. The outturn for the year was £103.2 million, an underspend of £1.8 million.
14. The DSG reserve opening balance was £2.2 million, which as at 31 March 2023 increased to £3.9 million factoring in the 2022/23 underspend and Early Years clawback of £0.043 million.
15. Schools LMS reserve forms part of the general reserve but is ringfenced for schools. This has decreased at outturn by £0.7 million to £8.3 million. The reduction in balances includes £0.2 million transferred to schools that converted to academies.

## **Housing Revenue Account**

16. Council agreed an HRA balanced budget of £82.3 million without use of the reserve in 2022/23. At the second quarter on 24 November 2022 the Council agreed to an increase in the HRA budget of £ 3million to be met from the HRA reserve to ensure the backlog of repairs could be resolved.
17. The actual outturn position is an overspend of £3.5 million a total requirement from reserves of £6.5 million.
18. The main variance £3.1 million relates to depreciation which unlike the general fund is a real charge to the HRA representing investment in the assets. The depreciation charge is based an upward revaluation on the value of the assets in 2021/22. This will require the business plan to be refreshed to take account of the outturn.



## **Strategic Reserves - Review and Proposal**

19. Local authorities need to hold sufficient reserves to deal with known future needs and the financial risks. Therefore, reserve levels are a key measure of the financial sustainability of an authority over the medium-term.
20. At the MTFS and outturn reporting points, general fund balances and strategic earmarked reserves are reviewed to ensure balances are adequate, fit for purpose and contribute to long term financial sustainability.
21. The review undertaken by The Section 151 officer has concluded that a number of financial risks need to be provided for within the earmarked Financial Risk and Resilience Reserve. It is proposed that this reserve is increased by £9.7 million to provide financial sustainability in relation to Insurance, Schools PFI liabilities, commercial risk and to set aside funds from underspends to meet financial challenges in specific areas in the coming financial year.
22. It is proposed that the two Earmarked Pandemic Reserves are merged into the Budget Sustainability reserve to create a combined reserve to support the budget over the MTFS period. The agreed approach to budget will continue to plan to use reserves to allow time to find significant permanent budget savings to achieve financial sustainability.
23. The Council element of the general fund reserve as at 31 March 2023 is £11.9 million. This equates to 4% of 2023/24 net revenue budget and assessed as appropriate in the current climate.
24. The reserve balances following the provisional outturn are shown in Appendix 3 for information.

## **Recommendations**

25. It is recommended that Cabinet
  - i. notes the Council's 2022/23 provisional revenue outturn position as set out in the report and appendices, subject to external audit.
  - ii. notes the outcome of a review of Council reserves as set out in this report and appendices.
  - iii. agrees budget virements as set out in the report.
  - iv. agrees and recommends to Council the appropriations to and from reserves as outlined in the report.

For the following reasons:

To contribute to sound financial management and the long-term financial sustainability of the Council.

---

**CONTACT: Darren Collins**

**Extension: 3582**

## APPENDIX 1

### Policy Context

1. This report meets the standards required to comply with the Accounts and Audit Regulations 2015 which represent financial management good practice, recommend that councillors should receive regular reports on performance against revenue budgets.
2. It is also consistent with the Council's objectives of making Gateshead a place where everyone thrives by assisting in ensuring a sustainable financial position for the long term.

### Background

3. The Accounts and Audit Regulations 2015, which represent financial management good practice, recommend that councillors should receive regular reports on performance against revenue and capital budgets. The frequency of the reports is determined following a risk assessment of the budget, and Cabinet currently receives a report on a quarterly basis with a final outturn position in June each year.

### Revenue Outturn 2022/23

4. This report and appendices set out the provisional outturn position on the 2022/23 revenue budget.
5. Appendix 2 details the budget for 2023/24 compared to an assessment of the provisional outturn for the year.
6. The overall provisional 2022/23 revenue outturn position for the Council including non-service budgets and financing results in an overall Council revenue positive balance of £3.4m. This position is after the application of agreed reserves funding to support financing of the budget and is the net addition to the Council's general fund reserve.
7. The position is testament to the collective approach taken by groups and services to keep cost pressures under review within the financial year and ensuring that action was taken in a timely manner to ensure an outturn within budget.
8. Effective financial management has ensured that all covid funding sources and time limited funds have been maximised alongside consideration of setting aside funding for future pressures and lost income.
9. Although the overall outturn is positive, the position masks overspends in some services and includes a number of year-end transactions that have impacted on the final position. The positive outturn remains a significant achievement given the financial pressures faced by the services and enables the Council's sound financial position to be maintained within an extremely challenging economic and financial context.

10. There are several one-off areas of expenditure and income included in this position, most of which have been accounted for in Other Services, these include:

	<b>£m</b>
Release of redundancy provision	(1.1)
Release of Provision Trinity Square agreement	(0.1)
Surplus on the Insurance Fund	(0.9)
Airport Loan Notes	(1.1)
Business Rates Levy Top Slice Funds Returned via Settlement	(0.5)
Reinstatement and increase of Councils bad debt provision	1.5
Appropriation of unspent budgeted reserves in Services	0.6

11. Whilst the overall outturn is positive there are still a number of key financial challenges and items to note these include;

Significant Overspend Variances to budget;

- **Children's Social Care** £3.7m over budget.  
Significant budget pressures have been seen in Children's Social Care relating to high Looked after Children (LAC) numbers and increasing placement costs. The overspend mainly relates to Independent Fostering Agencies £1.7m and external residential placements £2m.
- **Education, Schools & Inclusion** £0.9m over budget  
Cost pressures mainly in relation to in Home to School Transport £0.7m
- **Leisure Services** £1.4m over budget  
£1.2m unachieved income, utilities overspend £0.4m alongside £0.6m undelivered savings which is partially offset by underspend on salaries (£0.6m).
- **EIG - Planning Policy, Climate Change and Strategic Transport** £0.5m over budget This is largely due to an under achievement of planning income, licensing £0.1m, and building control income.

Significant Under Budget Variances;

- **Adult Social Care** (£1.3m) under budget  
Assessments (£1m) in relation to additional income and vacant positions being held for savings.  
Provider Services was (£1.5m) under arising from increased funding contributions, CHC and S117 and vacant positions being held.
- **Highways and Waste** (£3.6m) under budget  
Waste Services are (£3m) under budget due to several areas including (£1.2m) underspend on the material recycling contract, (£0.8m) under on Residual Waste Partnership (In relation to energy refunds 2021/22 & reduced tonnage over achievement of traded income as well as over achievement of traded income.  
Highways transport is (£0.5m) under spend on staffing and addition income.
- **EIG – Business, Employment & Skills** (£0.6m) under budget  
This is in relation to rental income alongside vacancies not being filled and cost transfer to grants  
Underspend on staffing (£0.3m) and increased income (£0.3m)

- **Contingencies** (£2m) under budget  
Following the full utilisation of contingency in 2022, Cabinet agreed at the third quarter to transfer a top up budget for the remainder of the year. This has not been required in full.

Also note any unspent budgeted reserves have been transferred into contingency so as to not distort the Service monitoring. This budget totalled £0.6m and is in relation to Local Plan and Climate change not spending to full allocation.

- **Capital Financing** £2.5m under budget  
Due to slippage in the programme in 2021/22 between quarter 2 and outturn (IT and Fleet related). This then impacted on the Minimum Revenue Provision (revenue charge for capital spend) for 2022/23.
- **Trading and Investment Income** (£3.1m) over-achieved income  
Increased Investment income (£1.7m) as well as Scape income (£0.1m)  
Newcastle Airport loans interest (£1.1m)  
Release of provisions no longer needed into revenue position

### Unachieved Savings

- The following savings remain unachieved and are carried into 2023;
  - Public Health and Wellbeing Leisure Services £0.600m
  - Contract Analysis £0.150m
- Cabinet agreed £13m of savings in the 2023/24 revenue budget which will be challenging, financial control and monitoring of budgets is crucial.

### Earmarked Reserves

- Transfers from** earmarked reserves at outturn are as follows:

Reserve	£m
Financial Risk and Resilience	0.3
Thrive	1.5
Budget Sustainability	5.8
Pandemic Collection Fund	12.9
Pandemic Services Impact*	31.3
Unapplied revenue grants (ringfenced)	0.3
Developer contributions (ringfenced)	0.6
Public Health (ringfenced)	0.3

\*includes a transfer to Budget Sustainability

15. **Transfers to** earmarked reserves at outturn are as follows:

<b>Reserve</b>	<b>£m</b>
Financial Risk and Resilience	10.0
Thrive	0.6
Budget Sustainability	22.5
Pandemic Services	5.7
Unapplied revenue grants	0.3
Developer contributions (ringfenced)	0.7
Public Health reserve (ringfenced)	1.5
Dedicated Schools Grant (DSG) reserve (ringfenced)	1.7

16. At the MTFS and outturn reporting points, general fund balances and strategic earmarked reserves are reviewed to ensure balances are adequate, fit for purpose and contribute to long term financial sustainability.
17. The review undertaken by The Section 151 officer has concluded that a number of financial risks need to be provided for within the earmarked Financial Risk and Resilience Reserve. It is proposed that this reserve is increased by £9.7m to provide financial sustainability in relation to Insurance, Schools PFI liabilities, commercial risk and set aside funds to meet financial challenges in specific areas in the coming financial year.
18. It is proposed that the two Earmarked Pandemic Reserves are merged into the Budget Sustainability reserve to create a combined reserve to support the budget over the MTFS period. The reserves following outturn are shown at appendix 3.

### **Schools Outturn and Dedicated Schools Grant (DSG) 2022/23**

19. The Council-lead DSG budget for 2022/23 was £105.0m. The outturn for the year was £103.2m, an underspend of £1.8m.
20. The DSG reserve opening balance was £2.2m, which as at 31 March 2023 increased to £3.9m factoring in the 2022/23 underspend and Early Years clawback of £0.043 million.
21. Schools LMS reserve forms part of the general reserve but is ringfenced for schools. This has decreased at outturn by £0.7 million to £8.3m. The reduction in balances includes £0.2m transferred to schools that converted to academies.
22. Whilst most school's outturns were positive for 31 March 2023, during 2022/23 15 schools are in deficit, 5 schools have increased their deficit and 5 schools have decreased their deficit. Schools in deficit will be supported to complete and keep under review a deficit recovery plan.
23. 4 schools transferred to Academy status 1 May 2022 St Mary's, St Mary and St Thomas, St Agnes and St Wilfred's.

## Housing Revenue Account

24. Council agreed an HRA balanced budget of £82.3m without use of the reserve in 2022/23. At the second quarter on 24 November 2022 the Council agreed to an increase in the HRA budget of £3m to be met from the HRA reserve to ensure the backlog of repairs could be resolved.
25. The actual outturn position is an overspend of £3.5m a total requirement from reserves of £6.5m.
26. The main variance £3.1m relates to depreciation which unlike the general fund is a real charge to the HRA representing investment in the assets. The depreciation charge is based on an upward revaluation on the value of the assets in 2021/22.
27. There is an ongoing impact from the increased depreciation charge. The business plan needs to be recast to take account of this but also consideration needs to be given to how inflation is applied as this can skew significantly the potential impact. Expert advice will be sought in relation to this.

### Consultation

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

### Alternative Options

29. There are no alternative options proposed.

### Implications of Recommended Option

30. **Resources:**

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms these are as set out in the report and appendices.
- b) **Human Resources Implications** – There are no direct Human Resource implications as a consequence of this report. Budget savings proposals will be subject to separate reporting.
- c) **Property Implications** - There are no direct property implications as a consequence of this report. Budget savings proposals will be subject to separate reporting.

### Risk Management Implication -

31. Effective budget monitoring and the associated action planning that arise from this activity assists in reducing the risk of the Council overspending its agreed budget. This enables effective financial planning which allows the Council to deploy resources in line with priorities.
32. **Equality and Diversity Implications** - Nil
33. **Crime and Disorder Implications** – Nil
34. **Health Implications** - Nil

35. **Climate Emergency and Sustainability Implications - Nil**
36. **Human Rights Implications - Nil**
37. **Ward Implications - Revenue spending supports the delivery of services across the whole of Gateshead.**
38. **Background Information**
  - Budget and Council Tax Level 2022/23, 22 February 2022
  - Revenue Budget – First Quarter Review 2022/23, 19 July 2022
  - Revenue Budget – Second Quarter Review 2022/23, 22 November 2022
  - Revenue Budget – Third Quarter Review 2022/23, 24 January 2023

**Appendix 2- Draft Revenue Outturn 2022/23**

<b>Group / Service</b>	<b>Budget £'000</b>	<b>Draft Outturn £'000</b>	<b>Variance £'000</b>
<b><u>Office of the Chief Executive</u></b>	922	890	(32)
<b><u>Integrated Adults and Social Care Services</u></b>			
Adult Social Care	75,346	74,000	(1,346)
Quality Assurance & Commissioning	5,926	5,824	(102)
<b><u>Children's Social Care and Lifelong Learning</u></b>			
Children's Social Care	42,261	45,970	3,709
Education, Schools and Inclusion	4,981	5,838	857
<b><u>Public Health &amp; Wellbeing</u></b>			
Public Health	17,225	17,225	0
Wellbeing	3,378	4,657	1,279
<b><u>Housing, Environment &amp; Healthy Communities</u></b>			
Gateshead Construction Services	427	785	358
Property & Assets	3,158	3,093	(65)
Locality Services & Housing	1,182	1,027	(155)
Strategic Services & Residential Growth	1,189	1,445	256
Highways and Waste	17,552	13,890	(3,662)
Environment & Fleet Management	3,649	4,022	373
<b><u>Economy, Innovation and Growth</u></b>			
Business, Employment & Skills	1,372	807	(565)
Planning Policy, Climate Change and Strategic Transport	3,124	3,642	518
Major Projects	(523)	(203)	320
<b><u>Corporate Services &amp; Governance</u></b>			
Legal & Democratic Services	4,292	4,325	33
Human Resources & Workforce Development	1,724	1,551	(173)
Corporate Commissioning & Procurement	634	554	(80)
Public Service Reform	406	149	(257)
<b><u>Resources and Digital</u></b>			
Financial Management	2,558	2,663	105
Customer Experience & Digital	3,730	3,392	(338)
Housing Benefits	200	(173)	(373)
IT	4,336	4,739	403
Commercialisation and Improvement	2,373	2,127	(246)
School Meals & Catering	739	127	(612)
<b>Other Services , Contingencies, Covid</b>	12,906	10,717	(2,189)
<b>Capital Financing Costs</b>	33,116	30,663	(2,453)
<b>Traded &amp; Investment Income</b>	(3,710)	(6,816)	(3,106)
<b>Expenditure Passed outside the General Fund</b>	(1,855)	(1,521)	334
<b>Levies</b>	11,686	11,686	0
<b>NET BUDGET</b>	<b>254,304</b>	<b>247,095</b>	<b>(7,209)</b>
<b><u>Financed By</u></b>			
Settlement Funding Assessment (SFA)	(56,907)	(56,709)	198
Other Grants	(47,235)	(49,938)	(2,703)
Public Health	(17,225)	(17,225)	0
Council Tax	(103,856)	(103,856)	0
Collection Fund Deficit	159	159	0
Earmarked Reserves - to support retained rates	(12,675)	(12,675)	0
Earmarked Reserves	(16,565)	(10,224)	6,341
<b>TOTAL FUNDING</b>	<b>(254,304)</b>	<b>(250,468)</b>	<b>3,836</b>
<b>Addition to General Fund Reserve</b>	<b>(0)</b>	<b>(3,373)</b>	<b>(3,373)</b>



	Opening Balance Mar-22 £000s	Revenue Outturn 2022/23 £000s	Balance Mar-23 £000s
<b>General Reserves</b>			
<b>Total General Fund</b>	<b>(17,446)</b>	<b>(2,707)</b>	<b>(20,153)</b>
General Reserve	(8,500)	(3,373)	(11,873)
LMS Budget Share (Schools) Reserve*	(8,946)	666	(8,280)
<b>Strategic Earmarked Reserves</b>			
<b>Financial Risk and Resilience</b>	<b>(9,394)</b>	<b>(9,769)</b>	<b>(19,163)</b>
<i>Insurance Reserve</i>	(2,000)	(2,000)	(4,000)
<i>Grant Clawback</i>	(3,000)	0	(3,000)
<i>Workforce Development</i>	(2,612)	(915)	(3,527)
<i>Commercial Risk</i>	(1,456)	(1,100)	(2,556)
<i>Budget Flexibility</i>	(326)	(169)	(495)
<i>Schools PFI</i>		(3,774)	(3,774)
<i>ASC Direct Payments</i>		(811)	(811)
<i>Highways Maintenance</i>		(600)	(600)
<i>Volunteering and community capacity</i>		(400)	(400)
<b>Thrive</b>	<b>(8,444)</b>	<b>931</b>	<b>(7,513)</b>
Economic Housing and Environmental Investment	(3,903)	606	(3,297)
Poverty Health & Equality Investment	(4,098)	365	(3,733)
Discretionary Social fund	(443)	(40)	(483)
<b>Budget Sustainability</b>	<b>(20,015)</b>	<b>(16,685)</b>	<b>(36,700)</b>
<b>Pandemic Services Impact</b>	<b>(25,581)</b>	<b>25,581</b>	<b>0</b>
<b>Pandemic Collection Fund Impact</b>	<b>(12,866)</b>	<b>12,866</b>	<b>0</b>
<b>Ring Fenced Reserves*</b>			
<b>Developers' Contributions*</b>	<b>(2,019)</b>	<b>(161)</b>	<b>(2,180)</b>
<b>Unapplied revenue grants*</b>	<b>(1,390)</b>	<b>(5)</b>	<b>(1,395)</b>
<b>Public Health Reserve*</b>	<b>(2,607)</b>	<b>(1,212)</b>	<b>(3,819)</b>
<b>Dedicated Schools Grant Reserve*</b>	<b>(2,255)</b>	<b>(1,709)</b>	<b>(3,964)</b>
<b>Total Earmarked Reserves</b>	<b>(84,571)</b>	<b>9,837</b>	<b>(74,734)</b>
<b>Total Reserves</b>	<b>(102,016)</b>	<b>7,130</b>	<b>(94,886)</b>

Figures Subject to external audit

This page is intentionally left blank

**TITLE OF REPORT: Capital Programme and Prudential Indicators 2022/23 – Year End Outturn**
**REPORT OF: Darren Collins, Strategic Director, Resources and Digital**
**Purpose of the Report**

1. This report requests Cabinet to recommend that Council notes the 2022/23 Capital Programme Outturn and approves the financing of the programme. The report assesses the reasons for variances from the third quarter review; considers the impact of the CIPFA's Prudential Code on the capital programme and monitors the performance against the statutory Prudential Indicators.

**Background**

2. The original budget for the capital programme for 2022/23, as agreed by Council on 24 February 2022, totalled £146.7m. This was reduced to £80.4m at the third quarter review, £60.4m General Fund and £20.0m HRA. The table below reflects all the changes to the programme during 2022/23.

	<b>Original Budget (£m)</b>	<b>Quarter 1 (£m)</b>	<b>Quarter 2 (£m)</b>	<b>Quarter 3 (£m)</b>	<b>Outturn (£m)</b>
General Fund	124.4	80.9	65.0	60.4	56.7
HRA	22.3	22.3	20.4	20.0	20.6
<b>Total</b>	<b>146.7</b>	<b>103.2</b>	<b>85.4</b>	<b>80.4</b>	<b>77.3</b>

3. The Capital Programme outturn for 2022/23 was £77.3m, £56.7m General Fund and £20.6m HRA. This is £3.1m lower than the third quarter review. The main variances are summarised in Appendix 2 and the full detail is provided in Appendix 4.
4. The reduction in the capital programme at the third quarter comprised of the following movements:

	<b>£m</b>
Other movements to planned expenditure	8.045
Re-profiling of capital expenditure to future years	(11.108)
<b>Total Variance</b>	<b>(3.063)</b>

5. A number of schemes underspent in 2022/23. Where it is certain that these projects will spend in 2023/24 an allocation has to be carried forward into the 2023/24 Capital Programme. These projects are shown in Appendix 6.
6. The schemes where underspends were greater than £0.500m include:

- (£2.912m) Transforming Cities Fund – business cases and work programmes were developed through 2022/23 and signed off by the Joint Transport Committee for progression through 2023/24.
- (£1.708m) HRA Decent Homes – spend on the Springwell roof project which was forecast to overspend at quarter 3 came in on budget.
- (£1.2m) Sister Winifred Laver PIC – due to construction delays.
- (£0.84m) Technology Plan: Infrastructure – delays in supply chain meaning that orders placed in year have not yet been delivered.
- (£0.78m) Gateshead Quays – work has been focused on the design phase of the scheme in 2022/23.

7. The use of available external capital resources and capital receipts to fund the 2022/23 Capital Programme has been maximised, which means that the Council will not lose any of the external funding that it has been awarded

### Proposal

8. The report identifies a capital outturn of £77.3m for the 2022/23 financial year. The resources required to fund the Capital Programme were as follows:

	<b>£m</b>
Prudential Borrowing	42.530
Capital Receipts	0.406
Capital Grants and Contributions	13.809
Major Repairs Reserve (HRA)	19.264
Capital Grants and Contributions (HRA)	0.801
Right to Buy Receipts (HRA)	0.560
<b>Total Capital Programme</b>	<b><u>77.370</u></b>

9. CIPFA's Prudential Code advises the regular monitoring of performance against the prudential indicators which regulate borrowing and investment. Targets and limits for the prudential indicators for 2022/23 were agreed at Council on 24 February 2022 and borrowing and investment levels have remained within these limits. Performance against the indicators for 2022/23 is set out in Appendix 5.

### Recommendations

10. It is recommended that:

- (i) Cabinet recommends to Council to note the Capital Programme outturn for 2022/23.
- (ii) Cabinet recommends to Council the financing of the Capital Programme.
- (iii) Cabinet confirms to Council that none of the approved Prudential Indicators set for 2022/23 have been breached.

For the following reason:

To ensure performance has been assessed against approved Prudential Limits.

---

**CONTACT: Clare Tait**

extension: 3417

### Policy Context

1. The proposals within this report are consistent with the objectives contained within the Council's corporate Capital Strategy and will contribute to achieving the objectives set out by the Council's Thrive Agenda.

### Background

2. The original budget for the capital programme for 2022/23, as agreed by Council on 24 February 2022, totalled £147.6m. This was reduced to £103.2m at the first quarter; £85.4m at the second quarter and further reduced to £80.4m at the third quarter review.
3. The actual capital programme expenditure for 2022/23 was £77.3m. This is a reduction of £3.1m from the third quarter.
4. All variations contributing to the £3.1m reduction since the quarter three review are detailed in Appendix 2.
5. Appendix 3 summarises the original budget and various forecasted year end positions by Corporate Priority. The budget, projected year end positions, the final outturn and the reasons for the variances of each scheme are detailed in Appendix 4.
6. The prudential code sets out a range of Prudential Indicators that were agreed by Council on the 24 February 2022. Performance against the indicators for 2022/23 is set out in Appendix 5.
7. Capital expenditure of £77.3m represents a significant contribution to supporting Council assets and the wider thrive agenda and includes investment of:
  - £23.3m to support the development of Gateshead Quays including the completion of the Multi Story Car Park and Infrastructure;
  - £20.6m in the Council's Housing stock, including £2.3m investment in domestic heating improvements and £4.6m to maintain decent standards.
  - £5.6m to support in energy schemes, supporting the Council's commitment to becoming carbon neutral by 2030.
  - £8.9m in Transport Infrastructure within Gateshead, including highway maintenance, street lighting column replacement and sustainable transport improvements.
  - £2.5m investment in Adult social care to support independent living.
  - £2.3m of improvement to the Council's Schools;
  - £2.2m in improvements to the Council's ICT infrastructure including the development of the Council's new ways of working;

### Consultation

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

## Alternative Options

9. The proposed financing arrangements are the best available in order to ensure the optimum use of the Council's capital resources in 2022/23.

## Implications of Recommended Option

### 10. Resources:

- a) **Financial Implications** – The Strategic Director, Resources and Digital confirms that the financial implications are as set out in the report.
- b) **Human Resources Implications** – There are no human resources implications arising from this report.
- c) **Property Implications** - There are no direct property implications arising from this report. Capital investment optimises the use of property assets to support the delivery of corporate priorities. The property implications of individual schemes will be considered and reported separately.

11. **Risk Management Implication** - Risks are assessed as part of the process of monitoring the programme and in respect of treasury management. The Cabinet will continue to receive quarterly reports for recommendation of any issues to Council, together with any necessary action to ensure expenditure is managed within available resources.

12. **Equality and Diversity Implications** - There are no equality and diversity implications arising from this report.

13. **Crime and Disorder Implications** – There are no direct crime and disorder implications arising from this report.

14. **Health Implications** - There are no health implications arising from this report.

15. **Climate Emergency and Sustainability Implications** - The sustainability implications are considered as part of developing and implementing individual capital projects. Planned investment within the capital programme is expected to result in improvements throughout the Borough.

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

17. **Ward Implications** - Capital scheme investment will improve wards across the borough.

## Background Information

18. Report for Cabinet, 22 February 2022 (Council 24 February 2022) – Capital Programme 2022/23 to 2026/27.

Report for Cabinet 19 July 2022 (Council 21 July 2022) – Capital Programme and Prudential Indicators 2022/23 First Quarter Review.

Report for Cabinet 22 November 2022 (Council 24 November 2022) – Capital Programme and Prudential Indicators 2022/23 Second Quarter Review.

Report for Cabinet 24 January 2023 (Council 26 January 2023) – Capital Programme and Prudential Indicators 2022/23 Third Quarter Review

This page is intentionally left blank



Appendix 2

Reason for movement	Portfolio	Group	Project Title	Variance to Q3 £000s	
Other movements	Resources, Management and Reputation	EIG	Baltic Quarter Enabling Infrastructure	56	
	Resources, Management and Reputation	EIG	Gateshead Quays Multi Storey Car Park	198	
	Resources, Management and Reputation	EIG	Major Projects - Project Management Costs	43	
	Resources, Management and Reputation	HEHC	Health & Safety	138	
	Resources, Management and Reputation	HEHC	Replacement of Fleet and Horticultural Equipment	799	
	Resources, Management and Reputation	HEHC	Strategic Maintenance	421	
	Resources, Management and Reputation	HEHC	Kingsmeadow Life long learning centre	145	
	Resources, Management and Reputation	HEHC	Installation of Electric Vehicle charging points in Council Depots	14	
	Resources, Management and Reputation	CSC&LL	Specialist equipment to improve inclusion for Children and Young People - High incidence needs	-6	
	Resources, Management and Reputation	CSC&LL	Specialist IT equipment for Children and Young People with low incidence needs (hearing and vision impairment)	-3	
	Environment and Transport	EIG	Flood Alleviation Investment	125	
	Environment and Transport	EIG	Local Transport Plan - Integrated Transport	249	
	Environment and Transport	EIG	Public Sector Decarbonisation Schemes	-3	
	Environment and Transport	EIG	Gateshead District Energy Scheme - Solar Panels	202	
	Environment and Transport	EIG	Gateshead District Energy Scheme - District Heating connection	36	
	Environment and Transport	EIG	Loan to Gateshead Energy Company District Energy extension	2,500	
	Environment and Transport	HEHC	Salix Energy Efficiency Works	-98	
	Environment and Transport	HEHC	Street Lighting Light Emitting Diode Replacement	0	
	Environment and Transport	HEHC	Street Lighting Column Replacement	137	
	Culture, Sport and Leisure	HEHC	Fixed Play Facility Renewals	76	
	Children and Young People	HEHC	School Condition Investment	3	
	Children and Young People	HEHC	Schools Devolved Formula Funding	159	
	Children and Young People	HEHC	Blaydon West Primary School New Build	-162	
	Children and Young People	HEHC	SEND High Needs	93	
	Children and Young People	CSC&LL	Specialist Therapeutic Children's Home in Gateshead	13	
	Economy	EIG	Blaydon Business Centre Extension	-30	
	Housing	EIG	Gateshead Regeneration Partnership Urban Core - Exemplar Neighbourhood	23	
	Housing	HEHC	Aids and Adaptations	1,708	
	Housing	HEHC	West Askew Road junction improvements	60	
	Housing	HEHC	Communal Mechanical & Electrical Works	338	
	Housing	HEHC	Contractual Obligations	1,188	
	Housing	HEHC	Decent Homes	-1,708	
	Housing	HEHC	Domestic Heating Improvements	181	
	Housing	HEHC	Fire Safety	6	
	Housing	HEHC	Estate Regeneration	846	
	Housing	HEHC	Stock Project Management	581	
	Adult Social Care	IASCS	Disabled Facilities Grants (DFGs)	-213	
	Adult Social Care	IASCS	Telecare Equipment	-70	
	<b>Other movements Total</b>				<b>8,045</b>
	Slippage to future years	Resources, Management and Reputation	CS&G	Occupational Health Management Software	-14
		Resources, Management and Reputation	EIG	Gateshead Quays	-776
		Resources, Management and Reputation	EIG	Refurbishment of Metrology Lab	-58
		Resources, Management and Reputation	HEHC	Conversion of Birtley's Children's Centre	-323
Resources, Management and Reputation		R&D	Technology Plan: Infrastructure	-843	
Resources, Management and Reputation		R&D	Technology Plan: Transformation Through Technology & New Ways of Working	-268	
Resources, Management and Reputation		R&D	Customer Experience	-4	
Resources, Management and Reputation		R&D	IT Strategic Plan	-30	
Environment and Transport		EIG	Local Transport Plan - Planned Maintenance	-275	
Environment and Transport		EIG	Transforming Cities (Tranche 2)	-2,912	
Environment and Transport		EIG	Riverside Park	-38	
Environment and Transport		EIG	Quays fixed and VMS signage	-50	
Environment and Transport		EIG	Quays traffic signal upgrades	-60	
Environment and Transport		EIG	Bensham Road Corridor	-4	
Environment and Transport		EIG	Greenhomes Chopwell	-364	
Environment and Transport		EIG	Revealing the Angel	-10	
Environment and Transport		HEHC	Replacement Bins	-3	
Environment and Transport		HEHC	Traffic Sign Replacement	-25	
Environment and Transport		HEHC	Unclassified Road Resurfacing - Micro Asphalt	-47	
Environment and Transport		HEHC	Traffic Signal Renewal	-309	
Culture, Sport and Leisure		PH&W	Gateshead International Stadium Investment	-85	
Communities and Volunteering		HEHC	Community Hubs	-12	
Children and Young People		CSC&LL	Children's Three bed Residential Home	-237	
Children and Young People		CSC&LL	Children's Two Bed Residential Assessment Service in Gateshead	0	
Children and Young People		CSC&LL	Extensions and adaptations to the homes of foster carers	-150	
Economy		EIG	High Street North - Future Place	-22	
Economy		EIG	Baltic Quarter Remediation	-88	
Economy		EIG	Greensfield Business Centre Refurbishment	-180	
Economy		R&D	Broadband Delivery UK	-11	
Economy		R&D	Digital Gateshead	68	
Housing		EIG	High Street South Regeneration	-59	
Housing		EIG	Metrogreen	-18	
Housing		HEHC	Development Site Preparation Works	-95	
Housing		HEHC	New Build/Acquisition - Various	-433	
Housing		HEHC	Digital Transformation	-540	
Housing		HEHC	Environment and Estate Improvement	-43	
Housing		HEHC	Garage Improvement Programme	-27	
Housing		HEHC	Block Communal improvements	-330	
Housing		HEHC	Building Safety Improvements	-55	
Housing		HEHC	Major Investment Scheme	-164	
Housing		HEHC	Safety & Security	-38	
Housing		HEHC	HRA Commercial Property Improvements	-43	
Housing		HEHC	Door and Window Replacements	-352	
Housing	HEHC	IT refresh	-168		
Housing	HEHC	Lift Replacement	-162		
Housing	HEHC	Low Fell Parking improvements	-59		
Housing	HEHC	Basement Improvements	-100		
Adult Social Care	IASCS	Technology Enabled Care	-50		
Adult Social Care	IASCS	Sister Winifred Laver Centre	-1,187		
Adult Social Care	IASCS	Social Care System	-57		
<b>Slippage to future years Total</b>				<b>-11,108</b>	
<b>Grand Total</b>				<b>-3,063</b>	

## Appendix 3

	Approved 2022/23 Budget £000	Revised Q1 Allocation £000	Revised Q2 Allocation £000	Revised Q3 Allocation £000	Outturn £000
<b>COMMUNITIES</b>					
Culture, Sport and Leisure	940	1,415	1,495	1,355	1,345
Communities and Volunteering	75	137	100	75	63
<b>COMMUNITIES Total</b>	<b>1,015</b>	<b>1,552</b>	<b>1,595</b>	<b>1,430</b>	<b>1,409</b>
<b>PEOPLE</b>					
Children and Young People	7,919	5,553	2,850	3,140	2,859
Adult Social Care	8,508	9,579	6,852	6,852	5,276
<b>PEOPLE Total</b>	<b>16,427</b>	<b>15,132</b>	<b>9,702</b>	<b>9,992</b>	<b>8,135</b>
<b>PLACE AND ECONOMY</b>					
Environment and Transport	19,514	19,730	15,349	16,419	12,970
Economy	1,675	1,495	1,410	1,110	847
Housing	27,890	27,337	22,147	20,852	21,390
<b>PLACE AND ECONOMY Total</b>	<b>49,079</b>	<b>48,562</b>	<b>38,906</b>	<b>38,381</b>	<b>35,206</b>
<b>RESOURCES, MANAGEMENT AND REPUTATION</b>					
Resources, Management and Reputation	80,192	33,792	30,980	30,629	30,120
<b>RESOURCES, MANAGEMENT AND REPUTATION Total</b>	<b>80,192</b>	<b>33,792</b>	<b>30,980</b>	<b>30,629</b>	<b>30,120</b>
<b>LOAN</b>					
Environment and Transport	0	4,209	4,209	0	2,500
<b>LOAN Total</b>	<b>0</b>	<b>4,209</b>	<b>4,209</b>	<b>0</b>	<b>2,500</b>
<b>Grand Total</b>	<b>146,713</b>	<b>103,247</b>	<b>85,392</b>	<b>80,432</b>	<b>77,370</b>

## Appendix 4

	Approved 2022/23 Budget £000	Revised Q1 Allocation £000	Revised Q2 Allocation £000	Revised Q3 Allocation £000	Outturn £000	Comment
<b>COMMUNITIES</b>						
<i>Culture, Sport and Leisure</i>						
Fixed Play Facility Renewals	720	720	720	720	796	Additional Works
Library & Locality Review	100	75	140	0	0	
Virtual Reality Fitness Systems	120	120	0	0	0	
Gateshead International Stadium Investment	0	500	635	635	550	Slippage to future years
<i>Communities and Volunteering</i>						
Community Hubs	75	137	100	75	63	Slippage to future years
<b>PEOPLE</b>						
<i>Children and Young People</i>						
Blaydon West Primary School New Build	4,400	2,576	500	500	338	Project paused
Children's Three bed Residential Home	300	700	760	760	523	Slippage to future years
Children's Two Bed Residential Assessment Service in Gateshead	750	0	0	0	0	Slippage to future years
Extensions and adaptations to the homes of foster carers	250	150	150	150	0	Slippage to future years
School Condition Investment	1,969	1,877	1,190	1,400	1,403	Accelerated spend
Schools Devolved Formula Funding	250	250	250	330	489	Accelerated spend
SEND High Needs	0	0	0	0	93	Accelerated spend
Specialist Therapeutic Children's Home in Gateshead	0	0	0	0	13	Accelerated spend
<i>Adult Social Care</i>						
Disabled Facilities Grants (DFGs)	2,550	2,550	2,550	2,550	2,337	Other movements
Technology Enabled Care	100	50	50	50	0	Slippage to future years
Telecare Equipment	75	75	75	75	5	Demand led spend
Sister Winifred Laver Centre	5,783	6,904	3,717	3,717	2,530	Slippage to future years
Social Care System	0	0	460	460	403	Slippage to future years
<b>PLACE AND ECONOMY</b>						
<i>Environment and Transport</i>						
Bensham Road Corridor	516	516	40	40	36	Slippage to future years
Flagged Footways	333	333	333	333	333	
Flood Alleviation Investment	5,417	5,417	0	0	125	Accelerated spend
Follingsby Salt Store	878	0	0	0	0	
Local Transport Plan - Integrated Transport	1,233	1,233	1,339	1,339	1,588	Additional grant funding received
Local Transport Plan - Planned Maintenance	3,653	3,653	4,465	4,465	4,190	Slippage to future years
Quays fixed and VMS signage	360	234	50	50	0	Slippage to future years
Quays traffic signal upgrades	60	60	60	60	0	Slippage to future years
Replacement Bins	120	120	120	120	117	Slippage to future years
Riverside Park	50	50	50	50	12	Slippage to future years
Salix Energy Efficiency Works	150	150	150	150	52	Other movements
Traffic Sign Replacement	150	150	80	80	55	Slippage to future years
Transforming Cities (Tranche 2)	3,534	3,534	3,534	4,315	1,403	Slippage to future years
Unclassified Road Resurfacing - Micro Asphalt	289	275	275	275	228	Slippage to future years
Public Sector Decarbonisation Schemes	0	364	364	605	602	Project completed
Gateshead District Energy Scheme - District Heating connection	0	526	350	350	386	Increased costs on project
Gateshead District Energy Scheme - Old Ford/Nest House	114	114	0	0	0	
Gateshead District Energy Scheme - Solar Panels	1,402	1,316	1,930	1,930	2,132	Increased costs on project
Street Lighting Column Replacement	1,175	1,255	1,000	1,000	1,137	Additional Works
Street Lighting Light Emitting Diode Replacement	80	0	0	0	0	Other movements
Traffic Signal Renewal	0	369	369	369	60	Slippage to future years
Whitehills Woodland	0	61	61	69	69	
Greenhomes Chopwell	0	0	779	779	415	Slippage to future years
Revealing the Angel	0	0	0	40	30	Slippage to future years
<i>Economy</i>						
Baltic Quarter Remediation	105	105	105	105	17	Slippage to future years
Blaydon Business Centre Extension	438	330	330	30	0	Project paused
Broadband Delivery UK	80	80	80	80	69	Slippage to future years
Digital Gateshead	720	720	635	635	703	Other movements
Greensfield Business Centre Refurbishment	242	180	180	180	0	Slippage to future years
High Street North - Future Place	90	80	80	80	58	Slippage to future years
<i>Housing</i>						
Aids and Adaptations	1,500	1,500	1,500	1,500	3,208	Additional Works
Block Communal improvements	630	630	630	330	0	Slippage to future years
Building Safety Improvements	890	890	610	550	495	Slippage to future years
Communal Mechanical & Electrical Works	312	312	400	525	863	Additional Works
Contractual Obligations	2,000	2,000	1,900	1,900	3,088	Other movements
Decent Homes	4,503	4,503	6,631	6,356	4,648	Other movements
Development Site Preparation Works	600	300	300	150	55	Slippage to future years
Digital Transformation	700	700	700	540	0	Slippage to future years
Domestic Heating Improvements	2,343	2,343	2,343	2,118	2,299	Other movements
Door and Window Replacements	645	645	656	1,136	784	Slippage to future years
Environment and Estate Improvement	101	101	101	101	58	Slippage to future years
Fixed budget fees	550	550	550	550	550	
Garage Improvement Programme	50	50	50	50	23	Slippage to future years
High Street South	253	0	0	0	0	
High Street South Regeneration	728	728	300	300	241	Slippage to future years
HRA Commercial Property Improvements	50	50	50	50	7	Slippage to future years
Major Investment Scheme	1,985	1,985	225	225	61	Slippage to future years
Metrogreen	128	128	75	55	37	Slippage to future years
New Build/Acquisition - Various	3,015	3,015	2,142	2,142	1,709	Slippage to future years
Option Appraisal	1,123	1,123	0	0	0	
Safety & Security	66	66	66	66	28	Slippage to future years
West Askew Road junction improvements	2,800	2,800	10	14	74	Accelerated spend
Gateshead Regeneration Partnership Urban Core - Exemplar Neighbourhood	1,100	1,100	1,100	335	358	Payment to GRP
IT refresh	244	244	244	244	76	Slippage to future years
Estate Regeneration	1,574	1,574	450	450	1,296	Other movements
Fire Safety	0	0	292	294	300	Other movements
Lift Replacement	0	0	551	600	438	Slippage to future years
Low Fell Parking improvements	0	0	139	139	80	Slippage to future years
Basement Improvements	0	0	100	100	0	Slippage to future years
Stock Project Management	0	0	32	32	613	Other movements
<b>RESOURCES, MANAGEMENT AND REPUTATION</b>						
<i>Resources, Management and Reputation</i>						
Gateshead Quays	56,374	11,000	11,000	11,000	10,224	Slippage to future years

	Approved 2022/23 Budget £000	Revised Q1 Allocation £000	Revised Q2 Allocation £000	Revised Q3 Allocation £000	Outturn £000	Comment
Baltic Quarter Enabling Infrastructure	7,114	7,386	5,786	5,572	5,628	Completion of a majority of the scheme
Conversion of Birtley's Children's Centre	337	337	337	337	14	Slippage to future years
Customer Experience	105	95	113	117	113	Slippage to future years
Gateshead Quays Multi Storey Car Park	6,994	7,413	7,443	7,313	7,511	Completion of a majority of the scheme
Health & Safety	600	591	591	591	729	Accelerated spend
Major Projects - Project Management Costs	290	290	290	290	333	Other movements
Occupational Health Management Software	14	18	14	14	0	Slippage to future years
OCTO Event Manager	42	67	67	67	67	
Refurbishment of Metrology Lab	150	150	75	75	17	Slippage to future years
Replacement of Fleet and Horticultural Equipment	1,750	850	850	850	1,649	Other movements
Strategic Maintenance	850	850	850	850	1,271	Works to facilitate the closure of Dryden
Technology Plan: Infrastructure	3,490	3,490	2,490	2,504	1,661	Slippage to future years
Technology Plan: Transformation Through Technology & New Ways of Working	821	821	821	821	553	Slippage to future years
Installation of Electric Vehicle charging points in Council Depots	807	0	0	0	14	Accelerated spend
IT Strategic Plan	241	241	60	30	0	Slippage to future years
Kingsmeadow Life long learning centre	153	153	153	153	298	Works to facilitate the closure of Dryden
Specialist equipment to improve inclusion for Children and Young People - High incidence needs	30	15	15	15	9	Demand led spend
Specialist IT equipment for Children and Young People with low incidence needs (hearing and vision impairment)	30	25	25	30	27	Demand led spend
<b>LOAN</b>						
<i>Environment and Transport</i>						
Loan to Gateshead Energy Company District Energy extension	0	4,209	4,209	0	2,500	Accelerated spend
<b>Grand Total</b>	<b>146,713</b>	<b>103,247</b>	<b>85,392</b>	<b>80,432</b>	<b>77,370</b>	

Appendix 6

Reason for movement	Portfolio	Group	Project Title	Slippage to 2023/24 £000s
Slippage to future years	Resources, Management and Reputation	CS&G	Occupational Health Management Software	14
	Resources, Management and Reputation	EIG	Gateshead Quays	776
	Resources, Management and Reputation	EIG	Refurbishment of Metrology Lab	58
	Resources, Management and Reputation	HEHC	Conversion of Birtley's Children's Centre	323
	Resources, Management and Reputation	R&D	Technology Plan: Infrastructure	843
	Resources, Management and Reputation	R&D	Technology Plan: Transformation Through Technology & New Ways of Working	268
	Resources, Management and Reputation	R&D	Customer Experience	4
	Resources, Management and Reputation	R&D	IT Strategic Plan	30
	Environment and Transport	EIG	Local Transport Plan - Planned Maintenance	275
	Environment and Transport	EIG	Transforming Cities (Tranche 2)	2,912
	Environment and Transport	EIG	Riverside Park	38
	Environment and Transport	EIG	Quays fixed and VMS signage	50
	Environment and Transport	EIG	Quays traffic signal upgrades	60
	Environment and Transport	EIG	Bensham Road Corridor	4
	Environment and Transport	EIG	Greenhomes Chopwell	364
	Environment and Transport	EIG	Revealing the Angel	10
	Environment and Transport	HEHC	Replacement Bins	3
	Environment and Transport	HEHC	Traffic Sign Replacement	25
	Environment and Transport	HEHC	Unclassified Road Resurfacing - Micro Asphalt	47
	Environment and Transport	HEHC	Traffic Signal Renewal	309
	Culture, Sport and Leisure	PH&W	Gateshead International Stadium Investment	85
	Communities and Volunteering	HEHC	Community Hubs	12
	Children and Young People	CSC&LL	Children's Three bed Residential Home	237
	Children and Young People	CSC&LL	Children's Two Bed Residential Assessment Service in Gateshead	0
	Children and Young People	CSC&LL	Extensions and adaptations to the homes of foster carers	150
	Economy	EIG	High Street North - Future Place	22
	Economy	EIG	Baltic Quarter Remediation	88
	Economy	EIG	Greensfield Business Centre Refurbishment	180
	Economy	R&D	Broadband Delivery UK	11
	Economy	R&D	Digital Gateshead	23
	Housing	EIG	High Street South Regeneration	59
	Housing	EIG	Metrogreen	18
	Housing	HEHC	Development Site Preparation Works	95
	Housing	HEHC	New Build/Acquisition - Various	433
	Housing	HEHC	Digital Transformation	540
	Housing	HEHC	Environment and Estate Improvement	43
	Housing	HEHC	Garage Improvement Programme	27
	Housing	HEHC	Block Communal improvements	330
	Housing	HEHC	Building Safety Improvements	55
	Housing	HEHC	Major Investment Scheme	164
	Housing	HEHC	Safety & Security	38
	Housing	HEHC	HRA Commercial Property Improvements	43
	Housing	HEHC	Door and Window Replacements	352
	Housing	HEHC	IT refresh	168
	Housing	HEHC	Lift Replacement	162
	Housing	HEHC	Low Fell Parking improvements	59
Housing	HEHC	Basement Improvements	100	
Adult Social Care	IASCS	Technology Enabled Care	50	
Adult Social Care	IASCS	Sister Winifred Laver Centre	1,187	
Adult Social Care	IASCS	Social Care System	57	
<b>Slippage to future years Total</b>				<b>11,199</b>
<b>Grand Total</b>				<b>11,199</b>

This page is intentionally left blank

### PRUDENTIAL INDICATORS 2022/23

The 2022/23 Prudential Indicators were agreed by Council on 24 February 2022 (column 1). This is now compared with the 2022/23 actual outturn position as at the 31 March 2023 (column 2).

Certain Treasury Management indicators must be monitored throughout the year on a regular basis in order to avoid breaching agreed limits. The capital expenditure and capital financing requirement indicators have been revised in line with the revised budget and none of the other approved Prudential Indicators set for 2022/23 have been breached.

<b>Capital Expenditure</b>		
	2022/23 £000 Reported Indicator	2022/23 £000 Actual
Non-HRA	124,432	56,745
HRA	22,281	20,625
<b>Total</b>	<b>146,713</b>	<b>77,370</b>
To reflect the reported capital monitoring agreed by Council during the year		

<b>Ratio of Financing Costs to Net Revenue Stream</b>		
	2022/23 Reported Indicator	2022/23 Actual
Non-HRA	17.37%	11.57%
HRA	34.24%	38.69%

<b>Capital Financing Requirement</b>		
	2022/23 £000 Reported Indicator	2022/23 £000 Actual
Non-HRA	481,100	415,383
HRA	345,505	345,505

<b>Authorised Limit for External Debt</b>	
	2022/23 £000 Reported Indicator
Borrowing	895,000
Other Long Term Liabilities	0
<b>Total</b>	<b>895,000</b>
Maximum YTD 31/03/2023 <b>£684.966m</b>	

<b>Operational Boundary for External Debt</b>	
	2022/23 £000 Reported Indicator
Borrowing	880,000
Other Long Term Liabilities	0
<b>Total</b>	<b>880,000</b>
Maximum YTD 31/03/2023 <b>£684.966m</b>	

The Council's actual external debt at 31 March 2023 was £684.966m. It should be noted that actual external debt is not directly comparable to the Authorised Limit and Operational Boundary, since the actual external debt reflects the position at one point in time.

### ***Estimated Incremental Impact on Council Tax and Housing Rents***

This indicator is set at the time the Council's budget is set. Therefore, there is no requirement for this Indicator to be monitored on a quarterly or annual basis.

### ***Adherence to CIPFA code on Treasury Management***

The Council has adopted the CIPFA Code of Practice for Treasury Management in the Public Services.



**Upper / Lower Limits for Maturity Structure of Fixed Rate Borrowing**

	2022/23 £000 Reported Indicator		2022/23 £000 Actual Position	
	<b>Upper Limit</b>	<b>Lower Limit</b>	<b>Actual Percentage</b>	<b>Maximum YTD</b>
Under 12 months	20%	0%	2.09%	2.09%
12 months to 24 months	21%	0%	0.70%	3.65%
24 months to 5 years	26%	0%	8.52%	8.52%
5 years to 10 years	26%	0%	10.25%	11.71%
10 years to 20 years	22%	0%	6.50%	6.70%
20 years to 30 years	43%	0%	5.19%	5.19%
30 years to 40 years	46%	0%	30.54%	33.40%
40 years to 50 years	48%	0%	33.29%	37.23%
50 years and above	17%	0%	0.00%	0.00%
All within agreed limits.				

**Upper / Lower Limits for Maturity Structure of Variable Rate Borrowing**

	2022/23 £000 Reported Indicator		2022/23 £000 Actual Position	
	<b>Upper Limit</b>	<b>Lower Limit</b>	<b>Actual Percentage</b>	<b>Maximum YTD</b>
Under 12 months	25%	0%	2.92%	3.01%
12 months to 24 months	20%	0%	0.00%	0.00%
24 months to 5 years	20%	0%	0.00%	0.00%
5 years to 10 years	20%	0%	0.00%	0.00%
10 years to 20 years	20%	0%	0.00%	0.00%
20 years to 30 years	20%	0%	0.00%	0.00%
30 years to 40 years	20%	0%	0.00%	0.00%
40 years to 50 years	20%	0%	0.00%	0.00%
50 years and above	20%	0%	0.00%	0.00%
All within agreed limits.				

On 8 March 2007, Council agreed to the placing of investments for periods of longer than 364 days in order to maximise investment income before forecasted cuts in interest rates. An upper limit was set and agreed as a new Prudential Indicator.

<b><i>Upper Limit on amounts invested beyond 364 days</i></b>			
	2022/23 £000 Reported Indicator	2022/23 £000 Actual Position	2022/23 £000 Maximum YTD
Investments	<b>15,000</b>	<b>0,000</b>	<b>0,000</b>

**TITLE OF REPORT:** **South of Tyne and Wear Local Nature Recovery Strategy for Gateshead, South Tyneside and Sunderland City Councils**

**REPORT OF:** **Peter Udall, Strategic Director, Economy, Innovation and Growth**

---

### **Purpose of the Report**

1. The Secretary of State has specified that the preparation of Local Nature Recovery Strategies (LNRS) will commence from April 2023.
2. The Department for the Environment, Food and Rural Affairs (Defra) has identified the South of Tyne and Wear (Gateshead, South Tyneside and Sunderland) as one LNRS area. Defra has appointed Gateshead Council as the Responsible Authority for preparing the South of Tyne and Wear LNRS, with South Tyneside and Sunderland City councils and Natural England being Supporting Authorities.
3. The purpose of this report is to inform Cabinet of the formation of the South of Tyne and Wear LNRS and its boundary, to comply with the new Environment Act, 2021 duty for Local Authorities to prepare LNRS, and the appointment of Gateshead Council as the Responsible Authority for preparing the South of Tyne LNRS with South Tyneside and Sunderland City councils and Natural England as Supporting Authorities.

### **Background**

4. Local Nature Recovery Strategies (LNRS) are a new system of spatial strategies introduced by clauses 100 to 104 of the Environment Act, 2021. They are designed to work with and help link other strategies in the Environment Act to reverse nature's decline by driving greater consideration and forward planning of actions to improve the number and quality of species and habitats within the LNRS area.
5. Each strategy will "Agree priorities for nature's recovery; Map the most valuable existing areas for nature; Map specific proposals for creating or improving habitat for nature and wider environmental goals".

6. LNRS are also intended to have a broader role in the planning system by being used as evidence and influence in the preparation of Local Plans.

### **Proposal**

7. Defra and Natural England have now formally identified the South of Tyne and Wear (Gateshead, South Tyneside and Sunderland) as one LNRS area, with Gateshead Council being the Responsible Authority.

### **Recommendation**

8. It is recommended that Cabinet notes and endorses the formation of the South of Tyne and Wear LNRS Partnership and its boundary, and the appointment of Gateshead Council as the Responsible Authority for preparing the South of Tyne and Wear LNRS with South Tyneside and Sunderland City Councils and Natural England as Supporting Authorities.

For the following reason:

- To ensure compliance with the Environment Act

### Policy Context

1. The LNRS will cover every part of Gateshead to drive nature's recovery and provide wider benefits. The LNRS will support Gateshead Councils Thrive agenda, also support the Core Strategy and Urban Core Plan, Gateshead's Economic Development Strategy, Gateshead Health and Wellbeing Strategy. A significant area the LNRS will support is the Councils Climate Emergency – mitigation and adaptation there are opportunities for the LNRS to play a leading role in shaping and maximising synergies between related policy areas. Nature recovery has an important connection with climate change, and LNRS could achieve multiple benefits include mitigating the effects of climate change (for example through natural flood management) and directly contributing to Net Zero (for example through carbon sequestration).

### Background

2. Local Nature Recovery Strategies (LNRS) are a new system of spatial strategies set out in clauses 100 to 104 of the Environment Act and is designed to work with and help link other strategies in the Act to reverse nature's decline.
3. Their purpose is to help reverse the decline in biodiversity in England by driving greater consideration and forward planning regarding the action that is needed for nature's recovery.
4. Each strategy will "Agree priorities for nature's recovery; Map the most valuable existing areas for nature; Map specific proposals for creating or improving habitat for nature and wider environmental goals".
5. LNRS are also intended to have a broader role in the planning system by being used as evidence and influence in the preparation of Local Plans.
6. They aim to support the delivery of wider objectives such as through "nature-based solutions" which uses nature and natural processes to address both environmental and social challenges, for example by restoring peatlands to manage flood risk. This could also include climate change adaptation and mitigation or enabling access to nature.
7. The strategies will be evidence-based and locally led to create a network of shared plans that will underpin the Nature Recovery Network.
8. The LNRS will also need to be in place to coordinate the investment of mandatory Biodiversity Net Gain and Government grants such as the Environmental Land Management Scheme (ELMS).
9. The six-step process mandated by the Government to prepare the LNRS is set out in Appendix 2. There are no set timescales associated with LNRS preparation, with much of this work dependant on the date when regulations and

guidance are laid in Parliament. It is estimated that, based on the pilots, it will take 12 to 18 months to prepare, agree, and publish.

## **Proposal**

10. The boundaries of LNRS are set by Defra. LNRS should cover large enough areas so that nature recovery can be achieved across landscapes but can still be meaningful to local people. They will likely be set out with a LNRS for each county, but individual areas should be set according to local circumstances. Therefore, LNRSs will be prepared by a grouping of Local Planning Authorities (LPAs) with one LPA identified as the Responsible Authority.
11. Defra and Natural England have now formally identified the South of Tyne and Wear (Gateshead, South Tyneside and Sunderland) as one LNRS area, with Gateshead Council being the Responsible Authority. This confirms the approach discussed at the North East Combined Authority Leadership Board meeting in July 2022.
12. The process for preparing an LNRS is broadly defined by DEFRA, as set out in Appendix 2.

## **Consultation**

13. The Leader, Deputy Leader and Environment & Transport Portfolio holders have been consulted on the preparation of this report.

## **Alternative options**

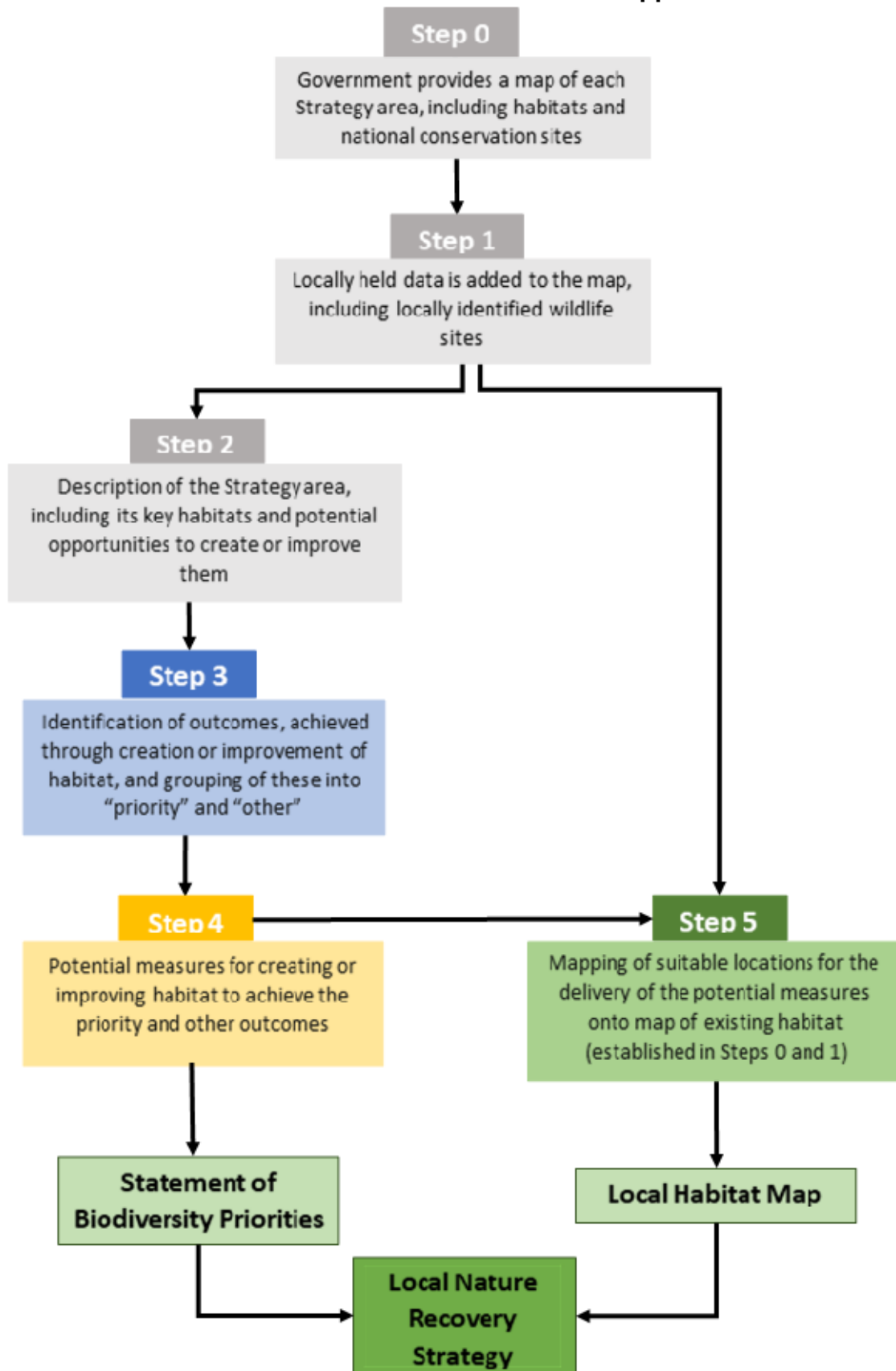
14. There are no alternative options, the requirement to prepare a LNRS is a mandatory requirement. The Council could decline Defra's proposal to appoint Gateshead as the Responsible Authority and request that either South Tyneside or City of Sunderland be the Responsible Authority. However, Gateshead is the largest of the three local authorities and supports the largest extent of semi-natural habitat (including over half of all the ancient semi-natural woodland in Tyne and Wear). Of the three South of Tyne LNRS local authorities (Gateshead, South Tyneside and Sunderland City), Gateshead is the only one to share a boundary with both the North of Tyne (Northumberland, Newcastle and North Tyneside) LNRS and Durham County LNRS.

## **Implications of Recommendation**

15. **Resources:**
  - a. **Financial Implications** – The Strategic Director, Resources and Digital confirms Government have committed to funding new burdens in the Environment Act including the preparation of LNRS.

- b. **Human Resources Implications** – There are no human resource implications arising from this report.
  - c. **Property Implications** - There are no direct property implications arising from this report. The Environment Act contains a specific duty on all public authorities to "have regard" to relevant LNRS.
16. **Risk Management Implication** – There are several risks such as reputational legal responsibilities challenge that will need to be addressed in the preparation of the LNRS. Establishing a strong, collaboration, budget and governance structure will ensure these risks are met as the project develops.
17. **Equality and Diversity Implications** – No equality and diversity implications.
18. **Crime and Disorder Implications** – No crime implications.
19. **Health Implications** – No health implications.
20. **Climate Emergency and Sustainability Implications** – The LNRS will support climate change mitigation and adaptation by increasing and improving habitats and biodiversity within the LNRS area.
21. **Human Rights Implications** - None.
22. **Ward Implications** – The LNRS will cover every ward in Gateshead. The LNRS process will build on existing relationships between Gateshead, South Tyneside and Sunderland City councils. Collaboration with North of Tyne, Durham and Tees Valley LNRS areas will also be required.

## Appendix 2: LNRS Process





## **REPORT TO CABINET** **20 June 2022**

**TITLE OF REPORT:** **Adult Social Care - Annual Reports on Services Complaints, Compliments and Representations - April 2022 to March 2023**

**REPORT OF:** **Dale Owens, Strategic Director, Integrated Adults and Social Care Services**

---

### **Purpose of the Report**

1. To present the Annual Report for April 2022 - March 2023, which relate to the Adults Social Care Statutory Complaints Procedure 2009.

### **Background**

2. The Local Authority Social Services and National Health Service Complaints, (England) Regulations 2009, set down the procedures that Adult Social Care must follow when complaints or representations are made. As part of the responsibilities set out in the act, local authorities must produce an annual report on all complaints and representations received about its Adult Social Care services. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services between 1 April 2022 – 31 March 2023.
3. Information contained in the reports provides a summary of the statistical information together with a review of the effectiveness of the procedure. Some examples of service improvement are also included within the report along with examples of compliments received about Adult Social Care.

### **Proposal**

4. Cabinet is requested to endorse the annual report.

### **Recommendations**

5. It is recommended that cabinet:
  - (i) Endorses the Annual Report on Complaints and Representations
  - (ii) Refers this report to the Care, Health & Wellbeing Overview and Scrutiny Committee for consideration.

For the following reasons:

- (i) It is a statutory requirement that the report is considered by a formal committee.
- (ii) To ensure member involvement in the statutory complaints procedure.

### **Policy Context**

1. The Statutory Adults Complaints and Compliments Procedure supports the Council's objective of delivering services that continually improve, ensuring that customers are satisfied with the services they receive.

### **Background**

2. The complaints procedure is a statutory responsibility under The Health and Social Care (Community Health & Standards Act) 2003, The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

These set down the procedures that the Council's Social Services and Public Health Services have a responsibility to follow when a complaint is made.

### **Consultation**

3. Consultation has taken place with the Portfolio Holders for Adult Social Care and Health.

### **Alternative Options**

4. The report is a legislative requirement

### **Implications of Recommended Option**

5. **Resources:**

- a) **Financial Implications**

The Strategic Director, Resources and Digital confirms there are no financial implications arising from this report.

- b) **Human Resources Implications**

It is possible that complaints made against social care employees could lead to disciplinary action in a small number of cases.

- c) **Property Implications**

There are no property implications arising from this report.

6. **Risk Management Implication**

The potential failure to act on complaints received is minimised by regular monitoring.

7. **Equality and Diversity Implications**

The Complaints Procedure contributes to the implementation of the Council's Equal Opportunities Policy through identified service improvements. All Complaints literature is available in different languages and formats.

8. **Crime and Disorder Implications**

There is a possibility that complaints can identify issues relating to the safeguarding of vulnerable adults and it may be the case that a criminal act may have occurred. These concerns will be considered and shared with the relevant organisation to ensure that an investigation can take place through the most appropriate procedure.

9. **Health Implications**

There are no health implications arising from this report.

10. **Climate Emergency and Sustainability Implications**

There are no climate and sustainability implications arising from this report.

11. **Human Rights Implications**

There may be human rights implications in a number of complaints made to the Council; therefore, having the Complaints Procedures will assist the Council in carrying out its duties under the Human Rights Act, 1998.

12. **Ward Implications**

The Annual Report is applicable to all wards.

**Background Information**

Quarterly Complaints Monitoring Reports.  
Social Care Complaint Tracking & Monitoring System.

<b>TITLE:</b>	<b>Adult Social Care and Public Health - Annual Report on Services Complaints, Compliments and Representations - April 2022 to March 2023</b>
<b>REPORT OF:</b>	Alison Routledge, Complaints Manager
<b>SERVICE:</b>	Quality Assurance and Commissioning, Integrated Adults and Social Care Services

---

## SUMMARY

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 came into force on 1 April 2009. This legislation sets down the procedures that Adult Social Care Services and National Health Services, (NHS), must follow when complaints or representations are made.

As part of the responsibilities set out in the Act, local authorities must produce an annual report on all complaints and representations received. This report fulfils Gateshead Council's obligations and provides information on all representations received about the Council's Adult Social Care Services between 1 April 2022 – 31 March 2023.

---

### **1.0 The Statutory Complaints Process**

1.1 There are two steps to the Statutory Complaints Process.

Step 1 - Informal (Local) resolution by the Council.

Step 2 - Independent consideration by the Local Government & Social Care Ombudsman, (LG&SCO).

1.2 Once received, all complaints are assessed and graded. Categories of complaint are:

- Green, which are low-level or minimal risk for either the service user or the Council.
- Amber, which are assessed as a moderate or medium risk.
- Red, a serious complaint which are assessed as high risk.

1.3 There are no prescribed timescales for resolution of Adult Social Care complaints as the quality of the investigation and response is significantly more important than attempting to adhere to a strict timescale for completion. However, it is very important that all investigation timescales negotiated with the complainant are proportionate to the issues raised and that the complainant is kept up to date on the progress of the investigation.

1.4 All written responses, irrespective of the type of representation, are subject to organisational sign off by the Adult Social Care Service Director.

### **2.0 Publicity and Information**

2.1 Publicity on how to complain can be provided in several formats, encouraging, and facilitating easy access to the complaints process. All new service users receive a complaints leaflet in their information pack. A leaflet is also provided when a service user receives the outcome to an assessment / reassessment of need. Adult Social Care feedback cards are also provided to service users and their carers after an assessment or review of social care needs.

### 3.0 Independent Element

3.1 The Council operates an internal investigation procedure. Therefore, it is important that complaints administration is fully independent of any form of Adult Social Care service delivery to ensure fairness and impartiality and to prevent any conflicts of interest.

### 4.0 Advocacy and Special Needs

4.1 Vulnerable people receiving an Adult Social Care service are encouraged and supported to express their views and to access the complaints procedure if they wish. An easy read complaints leaflet is also available for people with a learning disability / difficulty.

4.2 In all cases advocacy is offered if it is felt that the complainant would benefit from this service.

### 5.0 Training and Employee Development

5.1 Training for Investigating Officers is provided on a regular basis. All Adult Social Care Team Managers / Service Managers are expected to have undergone investigating skills training.

5.2 The Investigating Skills Training Course is facilitated by the Local Government & Social Care Ombudsman, (LG&SCO). The training concentrates on defining, investigating, and resolving complex complaints. It also emphasises the need to identify any improvements that may be necessary as a direct result of individual complaints.

5.3 All managers appointed to investigate complaints are offered one to one support when required and advice is routinely given throughout the investigation process.

### 6.0 All Adults Services Representations Received over the Past Three Years

All Formal Contacts	2020 2021		2021 2022		2022 2023	
Statutory Adult Services Complaints	47.13%	41	57.14%	55	54.21%	56
ASC Comments	4.60%	4	1.02%	1	0.00%	0
Complaint Related Queries	17.24%	15	16.33%	16	20.56%	22
Commissioned Service Response	0.00%	0	8.16%	8	7.48%	8
Data Breach	0.00%	0	1.02%	1	0.00%	0
Insurance Claim	1.15%	1	0.00%	0	0.00%	0
Inter-Agency Concerns	4.60%	4	2.04%	2	1.87%	2
Joint Health & Social Care Complaints	6.90%	6	3.06%	3	8.41%	9
LG&SCO Referrals	6.90%	6	4.08%	4	6.54%	7
MCA/DoLs Responses	0.00%	0	0.00%	0	0.00%	0
MP / Councillor Responses	8.05%	7	7.14%	7	0.93%	1
Safeguarding Alerts	0.00%	0	0.00%	0	0.00%	0
Whistle Blow	1.15%	1	0.00%	0	0.00%	0
All Dissatisfaction		<b>85</b>		<b>97</b>		<b>105</b>
Compliments		<b>482</b>		<b>274</b>		<b>363</b>
<b>Total of All Representations</b>		<b>567</b>		<b>371</b>		<b>468</b>
<b>Trend</b>				<b>-34.62%</b>		<b>26.15%</b>

### 6.1 Categories of all Statutory Complaints Received over the Past Three Years

Complaint Categories	2020 2021	2021 2022	2022 2023
Green	3	4	0
Amber	37	51	56
Red	1	0	0
<b>All</b>	<b>41</b>	<b>55</b>	<b>56</b>

## 6.2 Key Points of Interest

- During 2022/23, 56 complaints were received regarding Adult Social Care Services.
- This is almost a 2% increase on complaints received during 2021/22, (55).
- A number of formal complaints did include issues around Commissioned Care Providers. In these cases, the Investigating Officer liaise with Commissioning colleagues to ensure a full and robust response to all areas complained about.
- The number of complaint related queries (CRQs) has also increased compared to the number of low-level issues received during 2021/22, (22 from 16).
- Complaint related queries are low-level representations that must be resolved within one working day after receipt. However, the increase does evidence that the services are actively resolving potential complaints at source.
- Amber complaints, which are medium risk to the Council or the service user, accounted for all 56 complaints received.
- Amber complaints often include several issues which are deemed as moderate risk to either the service user or the Council.
- Almost 29% (16) of all complaints received involved disputes to care charges levied for care and support.
- Compared with the number of formal complaints received (56), 87% of representations during 2022/23 were compliments.

## 6.3 Specific Areas of Complaint

Service Area	2020 2021		2021 2022		2022 2023	
Assessment & Personalisation	68.29%	28	67.27%	37	78.57%	44
Care Call	2.44%	1	7.27%	4	0.00%	0
Commissioning	7.32%	3	3.64%	2	8.93%	5
Provider Services	21.95%	9	21.82%	12	12.50%	7
<b>Total</b>		<b>41</b>		<b>55</b>		<b>56</b>

- During 2022/23, almost 79% (44) of complaints were about the Assessment & Personalisation service.
- This is a 19% increase on the number received during 2021/22, (37).
- Assessment & Personalisation is often the first service to become involved with those requesting support from Adult Social Care, so dissatisfaction can often be anticipated due to disputes about decisions made following assessments.
- After investigation, 29% (10) of complaints about Assessment & Personalisation were found to be unjustified. 31% (11) were found to be partially justified and 29% (10) were fully justified.
- Seven complaints were received by the Council's Provider Services.
- After investigation, four complaints about Provider Services were partially justified and three remain outstanding.

## 6.4 Issues linked to the complaint

Issues of Complaint	2020 2021		2021 2022		2022 2023	
Delay	9.76%	4	3.64%	2	8.93%	5
Lack of Service	29.27%	12	40.00%	22	25.00%	14
Quality of Service	48.78%	20	38.18%	21	51.79%	29
Refusal of Service	4.88%	2	9.09%	5	0.00%	0
Staff Issues	7.32%	3	9.09%	5	14.29%	8
<b>Total</b>		<b>41</b>		<b>55</b>		<b>56</b>

- During 2022/23, quality of service accounted for 52% (29) of all complaints received.
- Quality of service can include straightforward issues, such as,
  - Missed or delayed social work visits / appointments
  - Non-return of telephone calls
  - Poor communication
  - Poor or no response after a request for service

However, quality of service can also include service failure issues, for example, failure to safeguard the welfare or finances of a vulnerable adult.

- After investigation, 44% (8) of complaints about quality were not upheld, 22% (4) were upheld, 17% were partially upheld and 17% (3) were withdrawn or informally resolved by the service.
- All recommendations from upheld / partially upheld complaints are detailed within this report.
- 25% (14) of all complaints were regarding lack of service. Complaints about lack of service may often be linked to high expectations about what Adult Services can offer to a client / service user or their families. However, it was found that 37% (5) complaints received about lack of service, were about lack of information about care charges.
- After investigation, 79%, (11) of all complaints about charges were either fully or partially upheld. Three complaints were not upheld and two complaints about charges remain outstanding.
- 14% (8) of complaints received were regarding the conduct of individual workers. This is a 60% increase on the number received during 2021/22 (5).
- Following investigation, 60% (3) of all complaints about staff behaviour were partially justified, 20% was fully justified and 20% (1) was not justified. Three complaints about staff behaviour remain outstanding.
- In all cases, should there be repeated complaints regarding an individual worker, the Council will always undertake an internal review to ensure that any unmet professional development needs are addressed where appropriate. Any serious issues will be dealt with via employment procedures.

## 6.5 Themes of Complaints Received

There were two main themes of complaints received during 2022/23:

### 6.6.1 Disputes around Charging for Care

29% (16) complaints received were in respect of disputes to care charges.

After consideration of the complaints received regarding charges, it was found that all sixteen complaints related to teams within the Assessment & Personalisation Service. However, it was found that in some cases, there was also insufficient information provided by PRIME when the service transferred to long term care where commissioned care packages were temporarily unavailable, resulting in PRIME staying involved.

It was agreed that Assessing Officers should always alert the client or their representative that should long term care be recommended, that assessed charges would commence and be determined following a Financial Assessment. This action is now being taken forward.

After investigation, it was identified that almost 78% (11) of the complaints about charging for care were found to be either fully or partially justified. In some cases, where there had been a lack of information about care charges, the Council do offer to either waive or part waive a proportion of the care fees incurred.

In addition to this, the Council's Adult Social Care is currently undertaking developmental work on how to improve the current charging information and processes to ensure that clients and their representatives are fully informed regarding potential charges for care, including charges post discharge from hospital and charges levied by Extra Care Living Facilities. This work is currently ongoing.

After consideration of the complaints regarding charging for care, it appears that the movement of people from hospital to step down care and onto planned care, and the fact that



there were sometimes delays in accessing the planned care, appears to have contributed to a few complaints about this subject. However, the Council has ensured that this matter will be fully considered within the Adult Social Care Development Group.

### 6.5.2 Dispute Decisions Made by Service

14% (8) of complaints were regarding disputes to actions or decisions made by Adult Social Care.

Three complaints were regarding the Council’s decision to provide care packages rather than to fund long term care within a care facility following a hospital stay. However, when responding to complaints of this nature, the complainants were advised on the Government guidance, Discharge Procedures regarding hospital discharges, which promotes a “home first” approach with other pathways being considered where required.

[Hospital discharge and community support guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/hospital-discharge-and-community-support-guidance).

One complaint was disputing the decision to recommend 24 hour care and wanted the client to return home. The complaint was not upheld as the decision was appropriately made after liaison with the client who had capacity to consent to the arrangement.

One complaint was regarding the decision not to fund an out of borough care home at a higher rate than Council commissioned rates within Gateshead. This complaint was found to be partially justified and an agreement reached with the care home in question.

One complaint was of an historic nature. However, as there was sufficient access to information and staff involved at the time, the Council agreed to consider the issues. The complainant felt that an OT had prevented the client from accessing his home at the time by preventing them using the stairs. This complaint was not upheld as the OT decision was supported by medical professionals.

Two complaints about disputes to decisions made were subsequently closed. One of the complaints was later withdrawn and one complaint was regarding medical decisions by the QE Hospital.

After investigation, 67% (4) of complaints about decisions made were not upheld and 33% (2) were withdrawn.

## 6.6 Outcomes

Outcomes of complaints	2020 2021		2021 2022		2022 2023	
Outstanding		6		8		13
Not upheld	45.71%	16	17.02%	8	27.91%	12
Partially upheld	25.71%	9	34.04%	16	39.53%	17
Upheld	28.57%	10	34.04%	16	23.26%	10
Other Resolution / Withdrawn	0.00%	0	14.89%	7	9.30%	4
<b>Total Completed</b>		<b>41</b>		<b>55</b>		<b>56</b>

- 28%, (12) of all complaints were found to be unjustified after investigation.
- 39% (17) of complaints were found to be partially justified.
- 23% (10) of complaints were found to be fully justified.
- 9% (4) of complaints were either informally resolved by the service concerned or withdrawn by the complainant.
- All improvements identified a result of complaints that were either partially or fully justified are included within this report

## 6.7 Timescales

- When a complaint is passed to an Investigating Officer, the Investigating Officer is requested to consider the detail of the complaint along with the issues raised and to identify an achievable

timescale for response. This timescale should then be discussed with the complainant and their agreement sought.

- This negotiation then ensures that investigations and timescales for response are proportionate to the issues raised.
- Adult Social Care complaints often include several areas of concern, some may also include issues about other agencies, such as health or housing. Any liaison with outside agencies that may be necessary to fully investigate the complaint should always be factored into any negotiated timescale for response.
- In all cases, the Investigating Officer is requested to keep the complainant updated on the progress of the investigation and to advise them of any delays that may be anticipated.
- The Council consider that 20 working days is an achievable timescale to respond to most Adult Social Care complaints. However, this timescale does not consider the complexity of some complaints. Therefore, the investigation timescale should always be negotiated with the complainant.
- During 2022/23, 31 working days was the average time to investigate and respond to a complaint.

## 6.8 How complaints were received

Method of Complaint	2020 2021		2021 2022		2022 2023	
Service Feedback Form	0.00%	0	1.82%	1	0.00%	0
Complaints Form	2.44%	1	0.00%	0	0.00%	0
Email	51.22%	21	63.64%	35	82.14%	46
In Person	0.00%	0	1.82%	1	0.00%	0
Letter	17.07%	7	14.55%	8	8.93%	5
Telephone	29.27%	12	18.18%	10	8.93%	5
		<b>41</b>		<b>55</b>		<b>56</b>

- Email is now the main method of referral accounting for 82%, (46), of all complaints received.
- Email is popular as it is accessible and allows the complainant to retain a copy of the complaint that has been submitted.
- Letters accounted for almost 9% (5) of complaint referrals.
- 9% (5) complaints were received via telephone.
- Complaints received by telephone are generally in response to immediate issues, such as missed care visits or disputes regarding invoices for care.
- Relatives continue to make the most representations, and accounted for 79%, (44) of complaints made.
- Almost 4% (2) complaints were received direct from service users.
- Ten complaints were referred to the Council by others acting on behalf of the service user, such as carers, advocates or external agencies.

## 7.0 Equalities Monitoring

- Gateshead Council recognises that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using services and gauge their level of satisfaction. The information can then be used to highlight possible inequalities, investigate their underlying causes, and address any unfairness or disadvantage. However, as complainants tend to be from relatives, it is not possible to collect this information with any accuracy as diversity forms sent out were not routinely returned despite the forms being made simpler to complete in 2022/23.
- During 2022/2023, there were no complaints where it was able to be identified that the complainant was a member of the BAME community.
- Information about the complaints process can be made available in key languages and formats. Information for customers with sight, hearing or learning difficulties can also be provided.

- Following an independent report by the EHRC, several recommendations were identified following consultation with Local Authorities across England. After considering the detail of recommendation 3 (complaints) in relation to Gateshead Council, it was found that these were already standard practice within the Adult Social Care Complaints Procedure.

The full report can be found here.

[Challenging adult social care decisions in England and Wales | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://www.equalityhumanrights.com/en/our-work/our-reports-and-publications/challenging-adult-social-care-decisions-in-england-and-wales)

## 8.0 Commissioned Care Services – All issues received

Commissioned Services	2020 2021	2021 2022	2022 2023
Formal Statutory Complaints	3	2	6
Commissioned Service - Own Response	0	8	5
Complaint Related Queries	2	5	2
Joint H&SC Complaints	0	0	1
LG&SCO	0	0	2
MP/Councillor Referral	1	3	0
Whistle Blows	1	0	0
<b>Total</b>	<b>10</b>	<b>18</b>	<b>16</b>

- During 2022/23, representations highlighting dissatisfaction about commissioned services decreased by 11%, (16 from 18).
- However, it must be noted that within several complaints regarding services provided by Adult Social Care, there were issues raised about commissioned care providers. As the main body of complaint, were regarding Adult Social Care, the Investigating Officer did liaise with the Council's Commissioning Team to ensure a full and complete response to all issues raised.
- Six complaints were investigated by the Council. Two were regarding the support provided by care homes and four were regarding commissioned home care. One complaint about commissioned home care also included issues about the QE Hospital and the Council's Social Care involvement.
- After investigation, one complaint was found to be unjustified, one complaint was partially justified, and one complaint was transferred to the Adults Safeguarding Procedure. Three complaints remain outstanding.
- In line with procedure, five complaints were subsequently shared with the Commissioned Service direct with a request that they undertake a complaint investigation under their own complaints procedure.
- Following investigation by a commissioned care provider, the complainant has the option to refer any dissatisfaction direct to the Council. However, only one complainant remained dissatisfied. The Council subsequently reviewed the investigation carried out and provided a further response to the complainant.
- Two CRQ's (Complaint related queries, which are low level issues) about commissioned services were received during 2022/23. One was in relation to commissioned home care service. Due to the issues highlighted, this matter was subsequently raised as a safeguarding adults concern. One CRQ was about the charges for a short term service. This matter was considered by the Commissioning Officer and the Council's Finance Team and subsequently resolved informally.
- Again, low level issues about Adult Social Care also include elements relating to Commissioned Care Providers where joint resolution is required by working with Commissioning colleagues.
- Two LG&SCO referrals were received about commissioned care providers. One referral was about a commissioned care home in relation to personal belongings. The LG&SCO did find fault with the care home but found no fault by the Council.

- One referral was in relation to a complaint, which was investigated by the care home themselves. The LG&SCO did find fault and injustice and, as the Council commissioned the care home, it is ultimately responsible for the care being provided to Council funded clients. The LG&SCO requested the Council to make a time and trouble payment to the complainant for the injustice caused. This was accepted and completed by the Council.
- Following any referral highlighting dissatisfaction, Contract Management or Commissioning Officers always ensure that any improvements to service are taken forward with the care service concerned and monitored in line with contractual obligations.

## **9.0. Health & Social Care Joint Investigations**

- The statutory complaints process covers NHS and Social Care Services. All complaints that are received which are about services provided by both Health and Social Care are co-ordinated by either the Council's Complaints Manager or the Complaints Manager responsible for the Health Service subject to the complaint. The organisation responsible for the largest area of the complaint will take the lead in the investigation and will ensure that a combined response letter is sent to the complainant within the agreed timescales.
- During 2022/23, nine complaints were jointly investigated by managers at the Queen Elizabeth Hospital, with assistance from managers within the Council's Adult Social Care.
- All nine complaint investigations were led by colleagues at the Queen Elizabeth Hospital and comments from Adult Social Care were invited. Issues relating to Adult Social Care mainly focused on involvement of the Hospital Social Work Discharge Team. Adult Social Care responded to all requests for information with timescales set out by Health.

## **10.0 Local Government & Social Care Ombudsman**

- During 2022/23, seven complaints were considered by the Local Government & Social Care Ombudsman, (LG&SCO).
- This means that 83% (34) of the complaints responded to were successfully resolved by the Council.
- Six complaints considered by the LG&SCO had been previously considered through the statutory adults complaints procedure. One complaint had been investigated by a commissioned care provider direct.
- Three LG&SCO referrals were about the Assessment & Personalisation Service and one referral was regarding the Council's Provider Services. Two referrals were about Council's Commissioned Services.
- After consideration, four of the referrals were closed by the LG&SCO who considered that no further action was necessary or that the Council's remedy was appropriate. One referral found fault by a commissioned provider, but that there was no fault by the Council. One referral about a commissioned care home did find fault and injustice and requested the Council to pay a time and trouble payment to the complainant. One referral was closed as a premature complaint.
- Issues relating to commissioned providers were taken forward with the providers direct and following recommendations identified by the LG&SCO, the providers complied with these and provided evidence that the recommendations had been implemented.
- Whilst the number of LG&SCO referrals have increased during 2022/23, 73% (5) were not investigated following initial enquiries. In addition to this, one outcome identified no fault by the Council in relation to a Commissioned Care Home. This evidence the quality of complaint investigation and responses carried out Adult Social Care Managers.

## **11.0 Learning from Complaints: Examples of Service Improvements**

- Learning from complaints is critical to prevent recurrence of the cause(s) of the original complaint. It is important that we make sure that people's experiences help the Council to

improve services where possible. Changes can include policy, procedure, or employee development.

- Complaints about individual practice or failure to follow procedures are dealt with by reinforcement of processes and reiterating customer care standards through service / team meetings or individual supervision sessions.
- In all cases, any justified issues regarding attitude or conduct of staff are dealt with in line with the Council's internal employment procedures.

## **Improvements after a complaint**

### **Assessment & Personalisation**

- 1 **Action:** Following a complaint where a client was in the process of moving into full time care from Housing 21 accommodation, it was found that several key tasks to facilitate this move had not been undertaken or evidenced by the allocated worker. This had meant that the client was then required to pay rent for the notice period on their home, alongside the care facility charges.

**Improvement:** Clear procedures were put in place to enable Adult Social Care workers to follow the standard process when a client, living in Housing 21 accommodation, enters full-time 24-hour care. It is also a requirement that all discussions are evidenced in relation to assessment / review of a client's needs and is then documented into the client's record.

These recommendations have since been implemented.

- 2 **Action:** A complaint was received raising disputes to information shared. It was found that there were several family members involved, all who all had differing views on what was best for the client.

**Improvement:** It was agreed that in future, all workers will identify a lead family member who will then be responsible for disseminating updates, decisions taken and other information to all family members. This will then minimise the risk of disputes or misunderstandings about the information shared.

- 3 **Action:** A complaint was received regarding the transfer from Council provided care to a commissioned care provider where information had not been shared with the client, their family, or the commissioned service which had impacted on the client's care.

**Improvement:** The matter was discussed directly with the worker concerned to reiterate personal responsibility to share key information. This was also taken forward across the service as a general recommendation.

This improvement will then ensure ongoing and timely communication with the family, which will allow them to be aware of decisions that had been taken. It will also allow the care provider to raise any questions about the care that is to be provided before the package commences.

- 4 **Action:** Following a complaint where charges had been disputed, it was found that the client's next of kin did not have a legal right to access the client's finances and was unable to pay care fees.

**Improvement:** The investigation highlighted the need to review the process to ensure that legal powers for representatives have been checked and arrangements put in place to allow care charges to be paid during the financial assessment process. This process is currently being updated.

- 5 **Action:** A complaint was investigated where it was identified that the worker involved had not amended a care package on the client's record when the service changed to long term provision.

**Improvement:** As an outcome to this, the matter was added to the Team Manager's regular meetings where managers were instructed that they reiterate to all their staff the importance of updating case records so that charges for care packages can be correctly applied

### **Provider Services - Promoting Independence Centres, (PIC)**

- 6 **Action:** After a complaint, which highlighted issues around the use of the nurse call buzzer whilst a service user was resident in a PIC it was agreed that changes to the process were required.

#### **Improvements:**

- The nurse call system has been upgraded to enable buzzer activation information to be recorded, so that there is a history of events that can be accessed in the future.
- All PIC Staff have been reminded and tutored about the importance of recording relevant information when service users mention something of concern, especially about the actions of staff on duty.

- 7 **Action:** Following a complaint about communication by a PIC with family members in respect of sharing updates and other information about the resident's wellbeing, the service made improvements to the communication process within PICs.

**Improvement:** During periods in which family members are deprived from seeing their relatives within a PIC, (due to infections etc) the Service must (with Service User's consent) be conscious of providing regular updates on the service user's well-being and the general progress they are making during their stay. This communication will be recorded as part of the Service Users support plan. This has now been incorporated into the Provider Services Quality Assurance Procedures.

### **Commissioned Services – Care Home**

- 1 **Action:** Following an investigation by the LG&SCO about allegations that a commissioned care home had not safeguarded a resident's personal belongings, it was found that the care home did not follow their own procedures in respect of personal belongings. This had then caused uncertainty for the resident's family in respect of determining what may or may not have been brought into the home on admission. The LG&SCO investigation found that there was fault by the care home, but not by the Council.

**Improvement:** As a recommendation to this complaint the LG&SCO identified that the care home should review its procedures in respect of personal belongings. The care home should also provide a written apology to the family for the uncertainty caused to them. The care home carried out the recommendations and provided evidence that the personal belongings procedure had been updated. The Council's Commissioning Team now monitor this recommendation during contractual visits.

## **13.0 Compliments**

- 13.1 Information about compliments is always fed into all Adult Social Care Services to highlight good practice and to identify opportunities for improvements to services.

- 13.2 During 2022/23, Adult Social Care received 363 compliments, which accounted for 78% of all representations received, (468).

- 38%, (139), of compliments were regarding Assessment & Personalisation.
- 59%, (213) of compliments were about Provider Services.
- 2% (7) of compliments were about the Care Call Service.
- 30%, (108) of all compliments were about the Single Point of Access Team.
- 9% (33) were about the Council's Shared Lives Service.
- 23% (83) were regarding the Council's PRIME Service.

- 9% (33) of compliments were about day services.
- 10%, (36) were about the Promoting Independence Centres.
- 2% (4) of compliments were about the Council's ACT Team.

### 13.3 Examples of compliments received

#### **ACT**

*"I would just like to say thank you very much for all your help and support with my sister. You have been very helpful with everything to meet her needs. From now on we will be so happy for you to be my sister social worker. S.... is very happy when you are around, she thinks that you are one of the family members. Thank you for all you team also."*

#### **Adult Social Care Direct**

*"I have always received a courteous assistance from anyone who I've spoken with. All staff had answered and helped with any queries."*

*"Hi H...,I have spoken to Mrs P... and arranged collection of the walker as to was too big for her car. She spoke very highly of you and said you were very polite and helpful"*

#### **Asset**

*"You have recently closed an Adult Concern for S.. and you have spoken to S...’s mother. S... contacted ASCD to discuss his request to be rehoused and S...wanted to pass on a compliment - He advised that his mother was very happy and appreciative to receive your recent call as felt that someone was trying to help her and was listening to her. S... wanted to pass on his thanks."*

#### **Council Domiciliary Care / PRIME**

*"VR would like to thank all the staff who have been supporting her over the past few weeks. V's husband been in hospital, and she was feeling very lonely, with them not having any family. V stated that you have all been lovely and very supportive and can't thank you enough, she said you all do a fantastic job and should be very proud of yourselves."*

*"They are gentle and caring, Very considerate of my needs before it has happened. They have all knowledge of the medication I have and support me to take it myself. Very helpful. They even help make sure my lights are left that I cannot reach. They are just so pleasant and always chatty. The first thing staff always ask is how I am feeling. The staff just understand what I am able of and what I can do. They ensure I am safe and have helped whilst my stairlift has been broken. I was left with no service from a different company and PRIME came straight away to put services in."*

*"I'm very grateful for the help I have been given they were very polite and respectful and very helpful. I wouldn't have managed without them; they were all lovely."*

*"The PRIME team stepped in with very little notice to care for my elderly mother with memory issues. The team were immediately effective, Mum's well-being was always their first priority, and they quickly established a good rapport, focusing on several specific problem areas such as regular meals and maintenance of fresh food in fridges etc. Now swapping for a long-term private solution and the PRIME team have also been invaluable in that transition."*

#### **Care Call**

*"Positive feedback about U... from Telecare. She came out to install equipment this morning at short notice. She was very patient and lovely to deal with. Please let the Chief Executive know she's doing a great job! Thank you to A McP for arranging the visit at short notice too. from C..."*

*"The client had a problem with her telephone line, which was also affecting the lifeline. Despite trying to contact her provider on several occasions during the previous few days, she was unable to get the matter resolved. Following a home visit, D... contacted the provider on her behalf and not only managed to get a satisfactory resolution but also obtained financial compensation for the client. Mrs O was absolutely delighted and said D... had been amazing."*

## **Day Services**

*"A big Thank you to all staff at Blaydon Resource Centre. D... articulated that she was very happy and grateful that G... her husband has been looked after so well, she commented that she was appreciative of keeping G... entertained and tiring him out, he was so tired that he spent most afternoon sleeping. Which means that she can get some respite which she will be eternally grateful for as this means she has a little time for herself as it can be hard managing both her husband and daily tasks.*

*"C...’s mum said she was absolutely thrilled with the service her daughter was receiving from the enterprises. She said she's over the moon C... has been going to the music café on a Wednesday afternoon and says C... is excited every Wednesday morning as she knows we are coming to get her and take her out for the day.*

*"...I just wanted you to know the extra lengths D... and his team go to - they show passion and commitment to our son and no doubt all other service users. Its rare that we've ever had this level of support and would like to bring it to your attention. We really appreciate it in times when L is troubled, and this fortnight has rocked his boat at the unexpected change in his routine. Yours C... and S..."*

*"S... loves Marquisway (lives for it) nothing else matters to him, he loves his team, and they update me often about S... which helps us all. He listens to M... and now asks to help at home. Good Teamwork."*

## **EDT – Adult Services**

*"I am writing this email to you after the help I received tonight from PB (apologies if I did not spell it correctly). She tirelessly pursued Dale Care in order to get two carers to come and support my father. I am sorry that I cannot say more but I do know that she rang them repeatedly and outlined that it was a safeguarding issue regarding my father GS.. She was the only person who was able to assist us in a very stressful time and I am incredibly appreciative of this. Kind regards, CS."*

## **GATES**

*"I am really happy about getting a paid job at IKEA through GATES. C... helped me to travel there by myself and L... has been a great support to me to help me learn my job. I could not have got this job without the help from GATES."*

## **Harvest and Help**

*"Thank you for a wonderful job you have done on my garden I love looking out at it from my window."*

## **Hospital Social Work Team**

*"Many thanks C... for all your help in sorting out my mam. I know its a big change for her but its also a relief that she is to be cared for and that makes it easier on the family too. I didn't realise how much of a strain we had been under until Southernwood stepped in. Once again, Thanks. Best Wishes S..., K... & R..."*

## **Independent Supported Living**

*"I want HW and KH to know that I am absolutely delighted, chuffed and pleased that I'm here at Fell Close and for all that I have accomplished over my 2 years living here. I have been the happiest I've ever been since living at Fell Close and would like to say an extremely big thank you to all the Fell Close staff for working closely with myself and the Learning disability & psychology team to help me achieve positive outcomes with my behaviour."*

*"On behalf of the residents of Spoor Street Dunston I would like to commend JH and her co-workers for organising our Platinum Street party. J... pulled out all stops to ensure that the party was a success. Which it was and a great day was had by all thanks to her organisational skills. A BIG thank you from one and all."*



## **Learning Disability Team**

*"I received these beautiful flowers and card yesterday from JC's sister M..., following the review we had on Tuesday. They are to say thank you for my hard work and support and for finding a suitable shared placement. She said she now has her happy cheeky brother back as he was very withdrawn at his previous placement which caused the family great distress and concern."*

## **Locality Teams**

*"Apologies for my delay in responding - I wanted to say a massive thank you for your invaluable help in arranging for my Mam to secure a room at Hadrian House. As you'll be aware, she moves there tomorrow. I will be eternally grateful to you for arranging this - I know that C... pulled a few strings and that's extremely appreciated. Best wishes A...."*

*"I rang HF's daughter to give her some feedback. She was very keen to point out that the support from your team, M... especially, had been brilliant and they as a family felt that social care was there to support them whenever they needed it."*

## **Mental Health Team**

*'...I really just want to say that S O'S, who was assigned to me is a complete star. S... has not only gone above-and-beyond but she has that rare quality that she not only 'listens but hears'. It is because of S... that I am living here with support, and I want it to be not only logged on her paperwork but she needs to be acknowledged for she is a true star. I would be most appreciative if you would reply to this email and let me know that S... deserves the recognition and that it is listed on her record. .Regards. DP.'*

## **Occupational Therapy Team**

*"I have had a call from a lady who has had workman in to complete shower adaptations. She actively wants to let everyone who has been involved including the workmen know how excellent they have been. She advised that they have been so thoughtful, kind and nothing was too much trouble for them. She was very very happy and felt that recognition needed to be shown."*

*"Hi N... when i met you I was at my lowest and the help and support you gave me has been nothing short of amazing you are so lovely and kind and thoughtful and made my life so much better thank you good luck in your new journey and placement you really are one of a kind and made my life so much better thank you again and hope to see you when i am fit and well thanks flower lots of love L... xxx."*

## **Promoting Independence Centres**

*"The staff here are very good i couldn't fault them. All the staff are excellent but there are too many names to go through them all, I would rate it higher if I could. I will miss you all."*

*"A huge thank you to you all carers, nurses, OT, and catering (especially J...) for the kindness and support you're given my mam. You're appreciated so much we wish you all the very best from O... and G... C..."*

*"Thank you for looking after MB at such short notice, love to all, DB."*

*"Thanks to everyone at Eastwood for looking after and caring for our mam/nana M.... She was very happy here. Love the C... family."*

## **Shared Lives Service**

*"I have lovely carers I really like them; they are simply the best, I am grateful for the support and help the carers give me."*

*"I would be lost without Shared Lives as it is a struggle at times with D..., he enjoys his time with ... out in the community doing activities and being safe from me. This puts my mind at rest. A... deserves a medal for the work he is doing with D..., he always caters to D...'s needs and does*

*things at D...’s pace, he doesn't push him to do things he doesn't want to do. A... encourages and suggests activities he thinks D... will like, he plants the seed and lets D... think about it.”*

### **Short Breaks**

*“Every time N... returns from the Lodge, he's in a lovely mood, he talks about all the staff and the places he has been. He's always full of smiles. When he knows he is coming into the Lodge he never stops talking, he never shuts up about it. His social life has improved, his own doctor has commented on his progress and the change in N... due to the care he is being given. I have never seen N... as happy, and he has done things that I never thought he could or would ever achieve. I always feel relaxed and can have a break whilst he is in the Lodge due to the care he is given and the reassurance I have been given from staff and from N... when he returns. I love all the photos you send home of him, and he puts them all on his room wall. He is already looking forward to his next stay.”*

*“D... pet, you're the one that deserves a medal as big as a frying pan with having to juggle so many balls in the air and things changing by the minute and staff coming and going, I just stand back with amazement at the remarkable way you always find an answer, you're like a "bloody magician" Please take care of YOU!!! because you and your work ethos is why we are still able to cope. YOU lead by example every time and are the most caring individual I have ever come across. These were made for you because you are a King among men and a shining example to us all. Love and hugs and keep your chin up xxx The G...’s.”*

### **Single Point of Access Team**

*“I am ecstatic to know that things are moving on since you took over my situation. it would be a great help having a television sound improvement via earphones or whatever and shower access bars to steady me.”*

*“Hello, I just want to send an email to the appropriate people regarding my dad’s (TR’s ) care and support received by the adult care team and OTs I want to express my gratitude for your staff seeing and treating my dad as a human with needs and providing equipment necessary to benefit his life quality. I am writing this a day after he has had his stairlift installed and on the day for the first time in 8 months he has been able to get upstairs and have bath/shower I supported him where needs be but the bath seat stairlift and everything else that has been given has really helped his self-esteem his well-being and his personal hygiene. I contacted you with my concerns with my dad’s quality of life and hygiene And since then I / he has received nothing but a fast process to get him the needed accessories in his home. My dad has been discriminated against spoke down to, treated different by every service we have used because of his past /lifestyle /choices. I am his voice his fighter. THANK YOU AND ALL YOUR TEAM for treating him like everyone else that deserves help and providing it so quick Today I seen him with clean clothes smelling nice and with a smile on his face. For that I have you to thank Miss LA, T’s daughter.”*

*“M...’s sister D... contacted me this afternoon they are absolutely overwhelmed and delighted with the service and help from your department, his equipment arrived this morning.”*

*“S... - lovely young man with a very pleasant attitude who has made the move from Dovecote to Rosewood plain sailing on what could have been a traumatic experience for her Mum has gone without any problems. S... kept the family informed of what was happening and they are forever grateful for his help in arranging the transfer.”*

*“A very pleasant man came to see what i was having trouble with when i explained he sorted it out in no time. Job well done, Thank you.”*

**Contact Officer:** Alison Routledge, X2408

**TITLE OF REPORT: Children and Families Service - Annual Reports on Children's Services Complaints, Compliments and Representations – 1 April 2022 to 31 March 2023**

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

---

### **Purpose of the Report**

1. To present the Annual Reports for 1 April 2022 to 31 March 2023 which relate to all complaints and representations received under the Children's Social Care Statutory Complaints Procedure 2006.

### **Background**

2. The Children Act 1989 Representations Procedure (England) Regulations 2006 set down the procedures that Children's Social Care Services must follow when complaints or representations are made about any statutory children's services function. As part of the responsibilities set out in the act, local authorities must produce an annual report on all complaints and representations received. This report fulfils the Council's obligations and provides information on all representations received about the Council's Children's Social Care Services between 1 April 2022– 31 March 2023.
3. Information contained in the report provides a summary of the statistical information together with a review of the effectiveness of the procedure. Some examples of service improvement are also included, along with examples of compliments received about Children's Social Care.

### **Proposal**

4. The Cabinet is requested to endorse the annual report.

### **Recommendations**

5. It is requested that Cabinet:
  - (i) Endorses the Annual Report on Children's Services Complaints and Representations
  - (ii) Agrees to refer the report to the Families Overview and Scrutiny Committee for further consideration

For the following reasons:

- (i) It is a statutory requirement that the report is considered by a formal committee
- (ii) To improve practice and the offer to children and families

---

**CONTACT: Alison Routledge Ext: 2408**

## **Policy Context**

1. The Statutory Social Care Complaints Procedures supports the Council's objective of delivering services that continually improve and ensuring that customers are satisfied with the services they receive.

## **Background**

2. The complaints procedure is a statutory responsibility under the "The Children Act 1989 Representations Procedure (England) Regulations 2006". The procedures are derived from The Children Act 1989, The Children (Leaving Care) Act 2000, The Adoption and Children Act 2002, The Health and Social Care (Community Health & Standards Act) 2003. These acts set down the procedures that Councils and Social Services have a responsibility to follow when a complaint is made

The report focuses primarily on Children Act Statutory Complaints for Children's Social Care Services, with information on complaint related queries and compliments that are received about staff or services.

## **Consultation**

3. The Portfolio Holder for Children and Young People has been consulted.

## **Alternative Options**

4. The report is a legislative requirement.

## **Implications of Recommended Option**

### **5. Resources**

#### **a) Financial Implications**

The Strategic Director, Resources and Digital confirms there are no financial implications arising from this report.

#### **b) Human Resources Implications**

It is possible that complaints made against social care employees could lead to disciplinary action in a small number of cases.

#### **c) Property Implications**

There are no property implications arising directly from this report.

### **6. Risk Management Implication**

An effective complaints process can identify and minimise risks through seeking resolution.

**7. Equality and Diversity Implications**

The Social Services Complaints Procedure contributes to the implementation of the Council's Equal Opportunities Policy through identified service improvements. All Complaints literature is available in different languages and formats.

**8. Crime and Disorder Implications**

There are no crime and disorder implications arising from this report.

**9. Health Implications**

There are no health implications arising from this report.

**10. Climate Emergency and Sustainability Implications**

There are no climate and sustainability implications arising from this report.

**11. Human Rights Implications**

There may be human rights implications in a number of complaints made to the Council. Having a Social Care Complaints Procedure will assist the Council in carrying out its duties under the Human Rights Act, 1998.

**12. Ward Implications**

None.

**Background Information**

Quarterly Complaints Monitoring Reports.  
Social Care Complaint Tracking & Monitoring System.

<b>TITLE:</b>	<b>Children and Families Service - Annual Report on Services Complaints, Compliments and Representations - April 2022 to March 2023</b>
<b>REPORT OF:</b>	Alison Routledge, Social Care Complaints Manager
<b>SERVICE:</b>	Quality Assurance and Commissioning, Integrated Adults and Social Care Services

---

## SUMMARY

The Children Act 1989 Representations Procedure (England) Regulations 2006 sets out the procedure that Local Authorities have a responsibility to follow when a complaint is made about Children's Social Services. Regulation 13 (3) of this Act states that all local authorities must publish an Annual Report (1 April to 31 March) to identify the number, detail and outcomes to all complaints received. The information within this Annual Report fulfils Gateshead Council's obligations under this regulation and covers the period between 1 April 2022 – 31 March 2023.

---

### 1.0 The Statutory Complaints Procedure

- 1.1 This procedure is for all representations received from children and young people, their parents, foster carers, or other qualifying adults about Gateshead Council's Children's Services.
- 1.2 The Statutory Procedure covers complaints about services delivered to children and young people under Part 3 of the 1989 Act and specific functions under Parts 4 and 5 of the Children Act 1989.
- 1.3 There are three stages to the procedure:

#### **Stage 1 - Local Resolution**

Operational managers investigate Stage 1 complaints. Complaints at this level are expected to be concluded within ten working days, with an extension of further ten working days, (with the agreement of the complainant), if necessary. The maximum time for a Stage 1 investigation is twenty working days.

#### **Stage 2 – Investigation**

Investigations at Stage 2 are conducted at arm's length to the operational service complained about, with full and formal reporting to the complainant by an Adjudicating Officer, (usually at Service Director level), within twenty-five working days, with extension up to sixty-five working days, if necessary, which must be negotiated with the complainant.

#### **Stage 3 – Review Panel**

If there is any residual dissatisfaction with the outcome at Stage 2, the complainant can request that the issues are taken to a Review Panel, (Stage 3). A Stage 3 Review Panel must be requested within twenty working days of receipt of the Stage 2 investigation findings. A Stage 3 Review Panel is the final stage of the statutory complaint's procedure.

## **2.0 Publicity and Information**

- 2.1 Information about the complaint's procedure can be made available in key languages and formats. Requests for information in these formats or from customers with sight or hearing impairment are provided via the Council's Communication Team.
- 2.2 There is also a leaflet for children and young people receiving a service. This leaflet was designed with help from the children and young people from One Voice, the Children and the Young People's Forum. The leaflet includes a pre-paid slip that can be completed and posted back free of charge.
- 2.3 When young people are admitted into Local Authority care, part of the 20-day review requirements state that they are to be visited by the Council's Children's Rights Officer. The young person also receives a 'Welcome' pack', which includes information, leaflets and other guidance on how to make a complaint.
- 2.4 The Children's Rights Officer, Independent Visitors and Independent Reviewing Officers are important links between the child and the Complaints Manager and ensure that any issues of dissatisfaction are resolved at the earliest opportunity.
- 2.5 Information about the complaint's procedure can be made available in key languages and formats. Information for customers with sight or hearing impairment can also be provided on request.

## **3.0 The Independent Element**

- 3.1 Under the complaint's procedure, there is a requirement to provide Independent Persons for all Stage 2 complaints. There is currently a reciprocal consortium arrangement with South Tyneside Metropolitan Borough Council and Sunderland City Council, which provides Independent People for Children Act 1989 complaints. There is also a requirement to ensure that Stage 3 Review Panels consist of three members who are fully independent of the Council. Review Panels are independently organised and administered by Legal and Democratic Services.

## **4.0 Advocacy and Special Needs**

- 4.1 The purpose of advocacy in complaints procedures is to ensure that children and young people are given assistance when making or intending to make a complaint. Advocacy is about empowering children and young people to make sure that their rights are respected and that their views and wishes are fully considered and reflected in decision-making about their own lives. It is a legal requirement that any child or young person wishing to make a complaint must always be offered the services of an advocate.

## **5.0 Training and Employee Development**

- 5.1 Training for Investigating Officers is undertaken on an annual basis. All investigating skills training courses are commissioned from the Local Government & Social Care Ombudsman, (LG&SCO). This ensures that investigating officers are trained to the Ombudsman's investigation standard with the focus being on swift resolution, proportionate investigations, and appropriate redress.
- 5.2 An LG&SCO Investigating Skills Training Course was arranged for Spring 2022. All current and new managers across Children's Services operational teams were invited to attend. It is also arranged to undertake additional training and guidance on the internal procedures followed by Gateshead Council with all Children's Services managers. This will reinforce the requirement to carry out robust investigations across all stages of the procedure along with the importance of meeting statutory timescales.



## 6.0 Complaints from Children in Residential Facilities

- 6.1 All children’s residential homes have their own “in-house” complaints process to resolve low level concerns. Residential staff work with the young person and allow them to identify themselves how their issues can be resolved to their satisfaction. Information about low level concerns is retained within the facility and is available in the event of OFSTED inspections.

## 7.0 All Representations Received over the Past Three Years

Representations	2020/2021	2021/2022	2022/2023
Stage 1 Complaints	17	11	8
Stage 2 Complaints	2	0	4
Stage 3 - Review Panels	1	3	3
Comments	2	3	1
Corporate Complaints	14	19	10
Complaint related queries	27	26	23
Data Issues	1	15	8
Insurance Claims	1	5	1
LGO Referrals	3	6	8
Safeguarding Partnership Complaints	0	0	2
MP / Councillor Referral	2	0	4
<b>Total</b>	<b>79</b>	<b>88</b>	<b>72</b>
<b>Compliments</b>	<b>136</b>	<b>99</b>	<b>125</b>
<b>All Representations Received</b>	<b>215</b>	<b>187</b>	<b>197</b>
<b>Trend</b>		<b>-13.02%</b>	<b>5.35%</b>

## 7.1 Key Points of Interest – Statutory Complaints

- The number of formal contacts received citing dissatisfaction about Children’s Services decreased by 18% (72 from 88) compared with the number of dissatisfaction contacts received during 2021/22, (88).
- **However, during 2022/23, 63% (125) of all Children’s Services contacts were compliments.**
- Children’s Services received eight Stage 1 complaints during 2022/23. This is a 27% decrease on Stage 1 complaints received during 2021/22, (11).
- 62% (5) of complaints related to the quality of services provided.
- No statutory complaints were received regarding professional misconduct of workers.
- One Corporate Complaint was received about actions by a member of staff within the Children’s Engagement Service. The complaint was later withdrawn by the complainant.
- 25% (2) of complaints were regarding the quality or lack of support provided by individual workers or services.
- The number of complaint related queries (low-level issues not requiring a written response) decreased by 11% compared to those received during 2021/22 (23 from 26).
- Safeguarding and Care Planning Teams received 52% (12) of complaint related queries received. However, it was found that a number were relating to court proceedings and subsequently closed.
- All complaint related queries received about Children’s Social Care were dealt with directly by either the team manager of the service complained about or by the Complaints Section after prior discussion with the worker concerned.
- There were four complaints registered at Stage 2 of the complaints procedure during 2022/23. Stage 2 is the progression from a Stage 1 complaint. The issues remain the same but require a more in depth investigation.
- There were also three Stage 3 Review Panels held during this time. All three Review Panels were progressions from Stage 2 investigations carried on in 2022/23.
- Two of the Panels held were from different members of the children’s family and related to the quality of the support provided by the workers concerned. Decisions taken by the

service were also the subject of both complaints. One Review Panel was regarding the quality of a Child in Need Assessment, where it was alleged that key information had not been recorded.

## 7.2 Specific Areas of Statutory Complaints

Service Area	2020 2021		2021 2022		2022 2023	
Assessment & Intervention / CCiN	35.29%	6	27.27%	3	37.50%	3
Cared For Children Team	17.65%	3	27.27%	3	37.50%	3
Children with Disabilities	5.88%	1	0.00%	0	0.00%	0
Fostering Team	11.76%	2	9.09%	1	0.00%	0
Safeguarding, Care Planning	23.53%	4	36.36%	4	25.00%	2
Safeguarding Children Unit	0.00%	0	0.00%	0	0.00%	0
Other	5.88%	1	0.00%	0	37.50%	0
<b>Total</b>		<b>17</b>		<b>11</b>		<b>8</b>

- 25% (2) of all statutory complaints received were in respect of services provided by the Safeguarding and Care Planning Teams. This is a 50% decrease from 2021/22.
- It should be noted that most children receiving a service are allocated a social worker from the Safeguarding and Care Planning Teams.
- 37% (3) of complaints were regarding the services provided by the Assessment and Intervention Team.
- The key theme identified from complaints about the Assessment and Intervention Service were disputes to information within assessments or the assessment process.
- 37% (3) of complaints received were regarding services provided by the Cared For Children Team. This is at the same level as the number of complaints received about the team in 2021/22 (3).
- Two of the complaints about the Cared for Children Team were from current and previous cared for young people and were regarding placement issues.

## 7.3 Issues linked to the complaint

Main Complaint Issues	2020 2021		2021 2022		2022 2023	
Delay	0.00%	0	0.00%	0	12.50%	1
Lack of Service	11.76%	2	18.18%	2	25.00%	2
Quality of Service	64.71%	11	54.55%	6	62.50%	5
Refusal of Service	17.65%	3	18.18%	2	0.00%	0
Staff Issues	5.88%	1	9.09%	1	0.00%	0
<b>Total</b>		<b>17</b>		<b>11</b>		<b>8</b>

- There were no complaints at Stage 1 regarding allegations of inappropriate staff conduct.
- In all cases, should complaints be received where there is evidence that workers have acted inappropriately or failed to follow processes or procedures, the matter is always shared with senior managers and addressed directly with the member of staff concerned. Appropriate and proportionate measures are then taken to reduce the risk of any similar situations occurring.
- Quality of Service remained the key theme of all complaints received. Almost 63% (5) of complaints received were regarding the quality of the services provided.
- Quality of service includes:
  - Missed or late contact visits.
  - Contact visits that are cancelled at very short notice.
  - Conflicting or incorrect information by workers.
  - Allegations of poor support from the services involved in individual cases.
  - Poor communication between the workers and family members.

- After investigation, only one complaint about quality of service was fully justified. One was found to be partially justified and 50% (2) were found to be fully unjustified. One complaint about quality of service remains outstanding.

## 7.4 Themes of Statutory Complaints Received

After full consideration of all Stage 1 complaints received during 2022/23, only one key theme of dissatisfaction was identified.

### 7.4.1 Quality of Service

Quality of services provided continues to attract the largest number of complaints with five complaints being received during 2022/23.

Complaints about quality cover several areas and can range from low level disputes to significant concerns about the actions or decisions of the services involved.

During 2022/23, two of the complaints received about quality were regarding disputes to decisions made by the workers or service. One was regarding the quality of the Children in Need Assessment and the decision of the worker not to include relevant information within the assessment document. This complaint was partially upheld. However, the complaint did subsequently progress to Stage 2 and to a S3 Review Panel.

One complaint about decisions was regarding the service decision not to allow children in care to move back into the family home following improvements made by the family. This complaint is still under investigation.

Two complaints about quality were regarding the quality of communication by individual workers. One complaint about the quality of communication was regarding the adoption process and the lack of updates by the worker. It was found that although there were reasons for the lack of updates, that these were not shared with the potential adopters which had left them in limbo when organising a family holiday. The Council apologised to the complainants and highlighted recommendations in relation to the individual worker. This was dealt with via individual supervision sessions to monitor any reoccurrence.

All other complaints about quality were regarding different areas.

One complaint was regarding a lack of progress to change a cared for child's placement. This complaint was upheld. However, the main issues regarding the placement had already been addressed whilst the complaint investigation was ongoing.

One complaint from a previously cared for child was in respect of historic foster carer conduct. This area of complaint was not upheld after investigation. However, one area regarding the loss of a document was upheld and an apology and a time and trouble payment offered. The document concerned was mislaid and unable to be located by the team at the time. The recommendation from this complaint was shared across the team to ensure that any documents received by the service are securely copied with the original returned to the owner once they are no longer needed.

## 7.5 Statutory Complaints Outcomes

Outcomes of complaints	2020 2021		2021 2022		2022 2023	
Outstanding					2	
Not upheld	35%	6	45%	5	50.00%	3
Partially upheld	35%	6	27%	3	16.67%	1
Upheld	6%	1	0%	0	33.33%	2
Closed or withdrawn	24%	4	27%	3	0.00%	0
<b>Total</b>		<b>17</b>		<b>11</b>		<b>8</b>

- In 2022/23, 50% (3) of complaints were upheld after investigation.

- 17% (1) was found to be partially justified. Partially justified highlights that the main issue of complaint was found to be unjustified, but there were areas where the service could have performed better, for example communication, delays in returning calls or late/missed visits.
- In each case where it is found that there had been some fault by the service, the complainant will always receive a written apology within their response letter. The Investigating Officer will also be expected to identify ways in which the service can improve and ensure that these recommendations are progressed by the service.
- After investigation, 33% (2) complaints were found to be fully justified. One complaint acknowledged that there had been delays in respect of an alternative placement and one complaint was regarding a lack of action by the service in response to requests for documentation via the adoption process.

## 7.6 Timescales for Responding to Statutory Complaints

Complaints Completed within 20 Working Days	2020 2021	2021 2022	2022 2023
Resolved	5	4	1
Not Resolved	11	2	5

- The statutory timescale for Stage 1 resolution is ten working days. This can be extended to twenty working days with the complainant's agreement.
- From the six complaints responded to, only one was completed within twenty working days.
- This evidences that only 17% of complaints met the extended timescale of twenty working days.
- As a number of complaints now include additional areas, it is difficult to meet such tight timescales for response, whilst also ensuring a thorough and robust response. However, the Investigating Officers is expected to maintain contact with the complainant to keep them updated on the progress of investigation.
- Prompts for investigation updates are sent on a weekly basis by the Complaints Team to all investigating officers, (and their line managers) undertaking investigations to request updates on the progress of investigation. If the complaint is overdue, the Practice Lead is then informed and will be requested to make arrangements for the complaint to be finalised and completed.

## 8.0 Stage 2 and 3 Complaints

Stage 2 Complaints	2020 2021	2021 2022	2022 2023
	2	0	4
Stage 3 Review Panels Held	1	3	3

- There were four Stage 2 requests during 2022/23. Two related to the same children and to the practice of workers through the Special Guardianship Process. One was about a disputed Child in Need Assessment. One Stage 2 progression was delayed allowing Court Proceedings to conclude as it was agreed that any concurrent investigation could have caused conflict as the issues raised were the same.

### Stage 3 Review Panels Held

- Three Stage 3 Review Panel were held during 2022/23.  
Two of the Stage 3 Review Panels were regarding children from the same family. One panel was from grandparents and one complaint was from the children's aunt and uncle.  
Both complaints were considered separately by the Review Panel.

As a number of recommendations had already been made by the Stage 2 Investigating Officer, the Review Panel only identified a small number of recommendations.

The learning from both complaints have been taken forward by the service to ensure implementation.

- One Review Panel was from a father of a young person and was in respect of the quality of a Child in Need Assessment. The complaint had already been considered at Stage 2 and recommendations identified for the Service.
- The Review Panel identified recommendations for the complainant and for the Stage 2 complaints documentation. The service learning from all three Review Panels will be shared within this report.
- As Stage 3 is the normal progression for complaints. Unless the complaint is fully upheld at Stage 2, all complainants subsequently request a Stage 3 Independent Review Panel.

## 9.0 How Statutory Complaints Were Received

Method of Complaint	2020 2021		2021 2022		2022 2023	
Complaint Form – Online	0.00%	0	0.00%	0	0.00%	0
E - mail	58.82%	10	54.55%	6	100.00%	8
Children’s Leaflet	5.88%	1	0.00%	0	0.00%	0
In Person	0.00%	0	9.09%	1	0.00%	0
Letter	23.53%	4	9.09%	1	0.00%	0
Telephone	11.76%	2	27.27%	3	0.00%	0
<b>Total</b>		<b>17</b>		<b>11</b>		<b>8</b>

- Email continues to be the main method of complaint referral accounting for all eight of the statutory complaints received.
- Emails and letters tend to raise multiple areas of complaint. Therefore, it is important that an Investigating Officer speaks with the complainant at the earliest opportunity to identify the key issues of concern and to highlight areas that are not able to be responded to or are outside of the remit of the complaints procedure.
- Complaints brought by relatives with parental responsibility accounted for 75% (6) of all complaint referrals.
- One complaint was raised directly by a previously cared for young person. This complaint was regarding the historic actions of a foster carer along with the loss of a personal document by Social Work staff. The issue about foster carer conduct was not upheld after investigation. However, it was accepted that a personal document had been mislaid and an apology along with the offer of a time and trouble payment given.
- One complaint was from a cared for young person via their advocate. This was regarding a change of placement. The service had already taken action before the complaint was received and so had the opportunity to build on this within the response. The young person was happy with the services actions and response to their complaint.
- Children and young people receiving a service have recourse to the Council’s Children’s Rights Officer. The Children’s Rights Officer works closely with those who raise concerns and, in most cases, can resolve these successfully.

## 10.0 Equalities Monitoring

- Gateshead Council recognises that equality monitoring of service delivery is crucial for effective planning and scrutiny of the services that it provides. This monitoring can identify which groups are using services and gauge their level of satisfaction. The information can then be used to highlight possible inequalities, investigate their underlying causes, and address any unfairness or disadvantage. However, as complainants tend to be from relatives, it is not possible to collect this information with any accuracy as diversity forms sent out were not routinely returned despite the forms being made simpler to complete in 2022/23.
- During 2022/23, there was one complaint and two low level issues where the complainant was a member of the BAME community. Two compliments were also received.
- Information about the complaints process can be made available in key languages and formats. Information for customers with sight, hearing or learning difficulties can also be provided.

## 11.0 Corporate Complaints Received

Between 2022/2023, Children's Services received ten Corporate Complaints. Corporate Complaints are from those who do not have parental responsibility, or issues relating to Child Protection matters, LADO issues and Early Help Services. Corporate Complaints are outside of the statutory procedure and follow the Council's Corporate Complaint Procedure.

[About the corporate complaints process - Gateshead Council](#)

Currently Corporate Complaints about Children's Social Care are recorded on the Social Care Complaints System. Moving forward, the complaints will need to be recorded and responded to via the Council's Corporate Complaint Portal and will be reported on by Legal and Democratic Services rather than within the Statutory Complaint Report. Training on this system is arranged by Legal and Democratic Services.

Corporate Complaint - Service Area	2021 – 2022	2022 – 2023
Access & Intervention	6	2
Cared For Children Services	3	1
CWD	0	0
Early Help	3	2
Safeguarding & Care Planning	1	3
Safeguarding Children Unit	6	2
<b>Total</b>	<b>19</b>	<b>10</b>

Corporate Complaint - Main Element	2021 – 2022	2022 – 2023
Delay	0	0
Lack of Service	1	3
Quality of Service	11	4
Refusal	5	0
Staff Conduct / Actions	2	3
<b>Total</b>	<b>19</b>	<b>10</b>

Corporate Complaints – Outcome	2021 – 2022	2022 – 2023
Not Upheld	17	8
Partially Upheld	1	0
Fully Upheld	1	1
Withdrawn / Closed	0	1
<b>Total Completed</b>	<b>19</b>	<b>10</b>

Issues complained about via the Corporate Complaint Procedure included three allegations of inappropriate staff comments. Following receipt, one complaint about staff comments was withdrawn. One complaint from an extended family member was not upheld.

One corporate complaint was upheld, and an apology given. The matter was discussed with the worker and advice given regarding the need to be sensitive when commenting on contact arrangements.

One corporate complaint was about the lack of communication with a commissioned provider. This had resulted in alleged financial injustice to the provider. As an outcome to this complaint, the Cared for Children Service has ensured that all commissioned services care package requests will now link to the new Electronic Case System, Mosaic, and require senior management validation. It is anticipated that this will prevent similar issues reoccurring.

Following Investigation 80% (8) of corporate complaints received were not upheld. One complaint was withdrawn and only one complaint was found to be fully justified.

## 12.0 Local Government & Social Care Ombudsman Referrals

During 2022/23, Children's Services received eight Local Government and Social Care Ombudsman (LG&SCO) referrals.

LG&SCO Referrals - Service Area	Total 2021 - 2022	Total 2022 - 2023
Access & Intervention	0	0
Cared For Children Services	2	2
Children with Disabilities	1	1
Safeguarding & Care Planning	3	4
Safeguarding Children Unit	0	1
<b>Total</b>	<b>6</b>	<b>8</b>

LG&SCO Outcomes	Total 2021 - 2022	Total 2022 - 2023
Closed - No Further Action	3	3
Closed - LA Remedy Appropriate	1	2
Outside LG&SCO Jurisdiction	1	1
Closed – Out of Time (12 months)	0	1
Fault Causing Injustice	1	1
	<b>6</b>	<b>8</b>

In all cases, information was provided by the Council to allow the Ombudsman to consider the issues raised. Following this, three referrals were subsequently closed by the Ombudsman after initial enquiries.

Two referrals were considered by the Ombudsman, but the Ombudsman was satisfied that the remedies proposed by the Council was appropriate to the level of injustice caused and subsequently closed the complaint.

One referral was outside of the Ombudsman's jurisdiction as the issues were subject to Court Proceedings.

The Ombudsman did find that one referral had caused injustice to the family of the child concerned. The Council were asked to provide a payment to the complainants in respect of the injustice caused and to share information that the recommendations at Stage 2 had been progressed. This was provided with evidence that the recommendations had all been implemented. The Ombudsman was satisfied that the Council had acted accordingly.

## 13.0 Learning from Complaints

- 13.1 At the end of every investigation, the investigating officer is responsible for identifying any improvements or recommendations resulting from the complaint. Changes can include policy, procedure, or staff development.
- 13.2 Complaints about individual practice or failure to follow procedures are dealt with by reinforcement of processes and reiterating customer care standards through service / team meetings or individual supervision sessions. In addition to this, if it is felt that additional or refresher training is required for either workers or teams, this will be progressed by the relevant team manager.
- 13.3 In respect of complaints about staff attitude or conduct, if it is found that an employee has deliberately acted inappropriately, the issue will be dealt with in line with internal employment procedures.
- 13.4 Children's Services have recently developed a Quality Assurance process via the Quality Assurance Strategic Group which allows the Services to consider recommendations and

improvements identified from all complaints that have been responded to. The process will now monitor the agreed recommendations to ensure that they are implemented within a timely manner, and to ensure that learning from complaints is shared across all Children's Services Teams.

### **13.5 Improvements to service identified following a complaint:**

#### **13.5.1 Assessment and Intervention Team**

**Action:** A complaint was received about the quality of the Child in Need Assessment Process, where it was found that key information had not been included within the final document. This had impacted on the decision making by the young person's family in relation to contact. The complaint was investigated at Stage 2 of the procedure and subsequently at a Stage 3 Review Panel.

The Stage 2 findings recommended that information about the Child in Need Assessment Process along with the requirement to include any significant information relevant to the assessment within the final assessment document.

**Improvement:** This requirement has since been shared across the service with an instruction to disseminate this requirement to all workers who are responsible for undertaking Assessments. This has since been fully completed.

#### **13.5.2 Safeguarding and Care Planning Teams**

**Action:** After a complaint where the quality of social worker support and conduct was raised by two members of the same family, two separate investigations were undertaken.

**Improvements:** The investigating officer implemented several recommendations from their investigation.

- The importance of children been seen by their Independent Reviewing Officer before every review should be seen as a priority across the service to reinforce standards of good practice. This includes ensuring the children's wishes and feelings are represented in their Review meeting. To ensure implementation of this requirement, the training has since been reviewed to ensure that this requirement is embedded into practice.
- In addition to this, the Court Report Writing course has also been reviewed to ensure that it is effective across the service and that Court Reports are based on factual evidence.
- That a review of the individual worker's practice has been carried out to ensure that all professional Social Work standards are always adhered to.
- A process for quality assuring adjudication letters at Stage 2 of the complaints procedure has been developed and implemented. The Complaints Manager now checks all adjudication letters to ensure that they align with the details / outcomes within the Stage 2 Investigation Report.

**Action:** As an outcome to a corporate complaint about inappropriate remarks made by a worker, it was agreed that although the worker did share the correct information, that this could have been done in a more sensitive manner. The worker offered to contact the complainant to provide a personal apology for any upset caused. This was carried out and the complainant was satisfied with the remedy to the complaint.

**Improvement:** The Team Manager also ensured that this matter was addressed and monitored within the worker's supervision sessions and no further issues were identified.



### 13.5.3 Cared for Children

**Action:** A complaint was raised about the involvement of the Cared For Children's Team in relation to financial support for adopters / Special Guardianship holders. The complaint also included concerns about the care provided by a foster carer.

**Improvements:** Following the conclusion of the complaint investigation, the following recommendations were agreed and implemented.

- A letter has been developed which details the outcomes from financial assessments carried out along with the rationale on how the final decision had been made. The letter must also include details of the statutory complaints procedure should the outcome of the financial assessment be disputed.

The letter was subsequently developed and implemented and is now in use by the Cared For Children Teams.

- That all Fostering Annual Reviews should reflect whether a Foster Carer has been subject of a complaint during their review period, how these concerns have been raised with the carers and how they are to be addressed by the service. Documentation regarding Fostering Annual Reviews has been updated to include these requirements and is now in use.
- The guidance for Stage 2 investigations has been revised to reiterate that the key points of complaint at Stage 1 should form the basis of the Stage 2 Statement of Complaint which will then be quality assured by the Complaints Manager. The Stage 2 investigation guidance has been updated to reinforce this requirement.

**Action:** A complaint was received from a previously looked after young person who alleged that the Social Work team had lost an important personal document that had been shared with them. This matter was upheld and as an outcome to this it was agreed that when link workers receive original copies of documentation, that they are kept in a secure place and then returned to their owner as soon as they are no longer required.

**Improvement:** This requirement was shared across the Cared for Children's Service who have since implemented this recommendation and all documents are kept in a secure place until they can be returned to their owner.

### 13.5.4 General Recommendations from a Review Panel

**Action:** That during complaints investigations, social workers should be reminded of preparing for interviews ahead of attending them. This will ensure that they are able to respond to any questions raised.

**Improvement:** This requirement is already within the letter sent to social workers when inviting them to interview.

**Action:** That Investigating Officers and Independent Persons should ensure that the investigation report always follows the signed statement of complaint and that all elements are answered fully and in order.

**Improvement:** This is already a requirement within the information shared with Stage 2 Investigating Officers / Independent Persons. However, it will now be robustly monitored during the quality assurance process for Stage 2 Reports.

## 14.0 Compliments

- 14.1 Between 1 April 2021 and 31 March 2023, Children's Services received 125 compliments about either individual workers or teams. This means that compared with the number of statutory and corporate complaints received during 2022/23, (18), 87% (125) were compliments about Children's Services.

16% (20) of compliments were regarding Access and Intervention Teams.  
4% (5) were regarding Children's Business Support Officers.  
3% (4) were about the Cared for Children Teams.  
33% (41) were about the Children with Disabilities Service, including Grove House Respite.  
33% (41) were regarding teams within Early Help.  
6% (8) were about the Safeguarding and Care Planning Teams.  
5% (6) were regarding the Safeguarding Unit, including FDAC and Children's Engagement.

## **14.2 Examples of compliments received**

### **Assessment & Intervention Team**

*'Dear W..., I would just like you to know how impressed I am with the work W..., has completed with one of our parents. It is absolutely clear that W... cares passionately for the wellbeing and care of this vulnerable family. His support will undoubtedly make a big difference to their future. It was truly a pleasure to work with him. Kind regards, NI'*

*'Hi S... I just wanted to say thanks again for everything, you have been so supportive and made a difference. I had very little faith in the system but now my views have changed so thank you from the whole family. Take care S...'*

### **Cared for Children Team**

*'Hi A..., I've just finished reading your assessment. You've put so much work into it, give yourself a massive pat on the back! I can see the hours it must have taken you. I've really enjoyed reading it. Its lovely, brought tears to my eyes! You've done a really great job. It's all spot-on.... Thank you for all the lovely things you've said about us. You've made the assessment all so easy and I can't thank you enough. You do a brilliant job. Well done! Thanks A...'*

### **Children's Business Support Team**

*'KR informed me that she would like to thank you (AMP) for your help yesterday and last week for dealing with her issues quickly. She reported that you are very good at your job and if she has further queries, she plans on contacting you to address these.'*

### **CCiN & RR Team**

*'We had the first court hearing for J... today. I just wanted to share with you that both the Judge and children's guardian were very complimentary of the work that has gone into supporting J..., advocating for him and ensuring that the foster care placement he is in is going as well as it is doing. The Judge was very impressed with the work that you did F... with J... when you gathered his views for the initial SWET. The Judge actually said that he copied that entire section into his notes for the case and will use this when the judge meets with J...'*

### **Children with Disabilities - Grove House Respite**

*'V was full of praise for Grove House and said after speaking to L last night, L said she absolutely loved her tea visit at Grove House and was looking forward to her next visit.'*

*'M gave S an update after J's overnight stay. S was delighted with the positive update and complimentary of staff engaging children in activities to support Autism Acceptance 60 challenge. S advised that J is always very excited to go to Grove House'*

*'Thank You A..., His last visit will be very emotional for us, he loves coming to Grove House, I don't think we will be sending him anywhere else, wish there was something like Grove House for 18 - 25 year olds. Thank you to all of you for everything you have done for our A.'*

### **Children with Disabilities Team**

*'Dear H..., We're so grateful for all your hard work in supporting us to get the continuing care funding. There's no way we could have done it without you. Please know you've made a massive difference. Thanks again. x'*

## **Children's Engagement / Rights**

*'To V..., A... and everyone who is part of the big red bus Gateshead team this week. We'd like to say a HUGE thanks you for all the planning, energy and patience that has gone into making the time on the bus brilliant this week. It has had a big impact on Jamie seeing young people, older than himself, volunteering as part of the team and he said today he'd like to do this one day - this is just wonderful! Thanks so much to you all. J..., H..., P... and T...'*

## **Children's Travel Care Team**

*'Hi please be advised that my son J will no longer need to access the Home to School travel scheme from September 2022 as he leaves Hill Top School end of July 2022. Can I take this opportunity to thank you for providing this service during J's school career, it has been invaluable to us as a family and very much appreciated, please pass on my regards to all concerned. Thanks again C.'*

## **Early Help Service – DAT**

*'H... is a wonderful person, She made me feel so much better about everything i was going through. She helped me through the dark times and give me the strength to carry on. She is amazing at her job! Even though it is her job she is caring, kind and listens. Thank you H..., honestly because of you I have found the inner strength to motivate myself to better myself and my children's future and make them proud! I will tell my children about you when they are older and tell them about the woman who I never met but felt she was with me through the dark times. Thank you H... Take care and thank you!'*

*'Both EG and AM have been absolutely amazing and have given me the best support I could have asked for throughout. They have helped me so much and i appreciate all their advice and support. They are truly amazing and i want to say thank you very much.'*

## **Early Help Service – Specialist Support Team**

*'Hiya G., Hope you're well!!! Just wanted to send an email to say a massive thank you for all your help and support over the last year, if it wasn't for you, I wouldn't have realised how violent and abusive my ex really was. The freedom programme is what I think literally changed my life, and my view of everything! It's mad looking at the place I'm in now, compared to when I first got in touch with you. Apologies this has turned into such a lengthy message!! Haha but yeah just wanted to really say your support has meant the world, and I'm finally at a place in my life for the first time ever where I'm truly happy and at peace!! Thanks so much again, the work you do to help people is amazing, I'll never forget it. Thanks, A M.'*

## **Fostering Team**

*J... made some really significant comments about the Fostering service after being a Carer for a number of years, she loved her former supervising Social Worker but R... she commented specifically about the support you provided her during her personal time this year. She commented about your availability and also reassurance and is grateful for your support.'*

## **Safeguarding & Care Planning Teams**

*'I honestly want to thank you all from the bottom of my heart for everything you all have done for me and my children we will be forever grateful xxx.'*

*'The Children's solicitor complimented E... on behalf of the Children's Guardian for her excellent work with S.... The Judge also wanted to commend "the huge efforts made by the allocated Social Worker alongside dad and step mum to bring about a remarkable transformation in S... 's presentation.'*

**Contact Officer:** Alison Routledge, X2408

This page is intentionally left blank

**TITLE OF REPORT:** North East Fostering Pathfinder

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

---

**Purpose of the report**

1. The purpose of this report is to update Cabinet on the work of the North East Fostering Pathfinder project and to seek approval for sign up to the regional collaboration agreement.

**Background**

2. The North East region has agreed to lead a two-year Department for Education (DFE) fostering pathfinder pilot project, which is a key part of the response to the government’s implementation plan following the national Care Review, published in 2022. The aim of the project is to improve recruitment and retention of foster carers and improve outcomes for children in care across the region.
3. The DFE has invested in the pilot to support a regional support hub and a regional recruitment and marketing campaign.
4. Together for Children, Sunderland are leading the project on behalf of the region and have appointed a project manager and service lead. A project board has been established with representation from all North East local authorities and sub groups established focusing on communications, data and the roll out of further Mockingbird hubs to support the retention of foster carers in local areas.
- 3 The pathfinder has three elements:
  - a regional support hub, which will aim to improve the prospective foster carer journey from enquiry to application and approval;
  - a regional recruitment campaign supported by the DFE and targeted to meet the specific needs of the region including UASC; those with complex needs and teenagers
  - retention support for foster carers through the expansion of the Mockingbird model.
- 4 Each Local Authority will retain the responsibilities as the statutory fostering agency to assess and approve any potential carers within their local area and this is not within the scope of the pilot.

- 5 The co-design work for the support hub is underway and work has taken place to map the current service user journeys of prospective foster carers in each local authority. The support hub is expected to be fully operational by September 2023 at which point a regional communications campaign will be launched. Fostering marketing material will be standardised for the region as part of the pilot but with the flexibility to customise this at a local level for specific local campaigns.
- 6 The intention is for the learning from the pilot to inform wider system roll out nationally.

## **Conclusion**

7. The intended outcomes of the project include:
  - Increased number of foster carer enquiries in the region;
  - Increased number of prospective foster carers completing application within 1 Year;
  - More competitive foster carer fees/reduced reliance on Independent Fostering;
  - Reduced inappropriate use of residential homes;
  - Increased stability of children living with foster carers / fewer moves for Children;
  - Fewer children being moved out of area: more children and young people able to retain and build upon relationships with friends, family and social workers in their local area, leading to reduced placement costs;
  - Fewer instances of children missing from their foster home
  - Increased number of foster carers able to meet identified sufficiency needs within the region
  - Improved retention of foster carers through delivery of Mockingbird Programmes
8. All Local Authorities in the region have worked collaboratively to develop this proposal and the collaboration agreement attached lays out the basis on which the region will work together over the next two years to deliver this project.

## **Recommendation**

9. Cabinet is recommended to agree to the Council signing up to the regional collaboration agreement.

For the following reason:

To improve recruitment and retention of foster carers and improve outcomes for children in care across the region.

**Policy Context**

1. The proposal supports the Council's Thrive Pledges and the aims of the Health and Wellbeing Strategy, and will support the Council's Sufficiency Strategy.

**Consultation**

2. The Cabinet Members for Children and Young People have been consulted.

**Alternative Options**

3. The alternative option is not to participate in the Project and sign up to the regional collaboration agreement.

**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. The DfE are investing in this project.
  - 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



**TOGETHER FOR CHILDREN SUNDERLAND LIMITED**  
and  
**THE BOROUGH COUNCIL OF DARLINGTON**  
and  
**THE COUNTY COUNCIL OF DURHAM**  
and  
**THE BOROUGH COUNCIL OF GATESHEAD**  
and  
**THE BOROUGH COUNCIL OF HARTLEPOOL**  
and  
**THE COUNCIL OF THE CITY OF NEWCASTLE UPON TYNE**  
and  
**THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE**  
and  
**THE COUNTY COUNCIL OF NORTHUMBERLAND**  
and  
**THE BOROUGH COUNCIL OF REDCAR AND CLEVELAND**  
and  
**THE COUNCIL OF THE BOROUGH OF SOUTH TYNESIDE**  
and  
**THE COUNCIL OF THE BOROUGH OF STOCKTON**

---

**COLLABORATION AGREEMENT**

**Setting out arrangements for the Regional Fostering Support Hub Pathfinder Project**

---

**THIS AGREEMENT** is dated the

day of April 2023

**BETWEEN:**

	<b>Local Authority</b>	<b>Address</b>
1	Together for Children Sunderland Limited (Lead Authority)	City Hall, Plater Way, Sunderland, Tyne, and Wear, SR1 3AA
2	Darlington	
3	Durham County Council	
4	The Borough council of Gateshead	Civic Centre, Regent Street, Gateshead, Tyne, and Wear NE8 1HH
5	Hartlepool	
6	Middlesbrough	
7	The Council of the City of Newcastle upon Tyne	Civic Centre, Newcastle upon Tyne NE1 8QH
8	The Council of the Borough of North Tyneside	Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY
9	Northumberland County Council,	County Hall, Morpeth, Northumberland, NE61 2EF
10	Redcar & Cleveland	
11	The Council of the Borough of South Tyneside	of Town Hall & Civic Offices, Westoe Road, South Shields, NE33 2RL;
12	Stockton Borough Council	

“each referred to as a Party or a “Local Authority”

## **BACKGROUND**

- (a) The Department for Education (DfE) have selected the Northeast as the UK’s national pilot / pathfinder region for a project to improve foster carer recruitment and retention following the publication of the Care Review (“the Project”)
- (b) Together for Children Sunderland Limited are a wholly owned company of the Council of the City of Sunderland (Sunderland City Council) and delivers children’s services functions on behalf of Sunderland City Council.
- (c) Together for Children Sunderland Limited have been selected as the lead authority to implement this 3-strand programme, which is fully funded until the end of the 2023/24 financial year. The project is comprised of 3 key strands:

- I. The creation of a regional support hub / front door for prospective foster carers
  - II. The design and delivery of a regional fostering communications / marketing campaign
  - III. Expansion of the existing Mockingbird foster carer model across the region.
- (d) Each Party, via their Directors of Children’s Services, have agreed to work collaboratively to support the implementation of a DfE-funded regional support hub and to deliver the DfE-led and DfE-funded regional communications campaign, which will link to the support hub.
- (e) The Parties wish to record the basis on which they will collaborate with each other to achieve the successful delivery of the Project.

**1. DEFINITIONS AND INTERPRETATIONS**

1.1. Unless the context otherwise requires, the following definitions shall have the following meanings:

<b>Data Protection Legislation</b>	
<b>Data Sharing Agreement</b>	Means the agreement that shall be entered into between the Parties relating to the sharing of personal data in respect to the Project.
<b>DfE</b>	means the Department of Education
<b>DPIA</b>	Data Protection Impact Assessment for the Project
<b>Grant Funding</b>	The funding for the Project awarded to the Lead Authority
<b>Grant Agreement</b>	Means the Department of Education Grant terms and conditions linked to the award of Grant Funding
<b>Lead Authority</b>	means Together for Children Sunderland Limited
<b>Project Budget</b>	The budget for the Project held by the Lead Authority.

1.2. reference to any statute or statutory provision includes a reference to that statute or statutory provision as amended extended or re-enacted from time to time;

- 1.3. words importing the singular include the plural; words importing any gender include every gender; words importing persons include bodies corporate;
- 1.4. the clauses and paragraph headings and titles appearing in the Agreement are for reference only and shall not affect its construction or interpretation.
- 1.5. any phrase introduced by the words "including" "includes" "in particular" "for example" or similar shall be construed as illustrative only and without limitation to the generality of the related general words.

## **2. CONTRACT TERM**

- 2.1. This Agreement shall come into effect on the 1st of April 2023 and terminate on the 31st March 2024 ("the Term") unless terminated earlier in accordance with Clause 13.3.
- 2.2. The Parties (each acting in their absolute discretion) may agree to extend the Term for such further period as the Parties may agree.
- 2.3. This Agreement shall become legally binding once signed by all the Parties.

## **3. AGREEMENT TO COLLABORATE AND OBJECTIVES**

- 3.1. The Agreement has been entered into by the Parties to establish and effect provisions for the performance of the Project and to clarify the Parties' roles and responsibilities in respect thereof and to each other.
- 3.2. The Parties will work together in good faith and in an open co-operative and collaborative manner for the Term in order to deliver the Project across the 12 local authority areas ("the Area").
- 3.3. The Parties shall co-operate in order to achieve the following aims and outcomes for the Area through the successful implementation of the support hub and associated communications campaign:
  - 3.3.1. Increased number of foster carer enquiries in the region;
  - 3.3.2. Increased number of prospective foster carers completing application within 1 Year;

- 3.3.3. More competitive foster carer fees/reduced reliance on Independent Fostering;
- 3.3.4. Reduced inappropriate use of residential homes;
- 3.3.5. Increased stability of children living with foster carers / fewer moves for Children;
- 3.3.6. Fewer children being moved out of area: more children and young people able to retain and build upon relationships with friends, family and social workers in their local area, leading to reduced placement costs;
- 3.3.7. Fewer instances of children missing from their foster home
- 3.3.8. Increased number of foster carers able to meet identified sufficiency needs within the region
- 3.3.9. Mockingbird Programme- improved retention of foster carers

#### **4. SCOPE AND DELIVERY OF THE PROJECT**

- 4.1. The Parties shall work collaboratively to create a model for a regional fostering support hub which shall undertake the following services on behalf of the Parties:
  - 4.1.1. Receive and respond to enquiries from members of the public in a timely manner
  - 4.1.2. Hold conversations with enquirers to obtain and record further information to support their application;
  - 4.1.3. Provide support to prospective foster carers to encourage them to adhere to the foster carer assessment journey;
  - 4.1.4. Complete pre-screening activities to confirm suitability of enquirers to continue to foster carer application;
  - 4.1.5. Encourage those enquirers not currently suitable for a foster carer

assessment to consider alternative roles supporting children and young people through the Local Authority, and to revisit the foster carer journey in future if/when appropriate;

4.1.6. Develop and maintain positive relationships with enquirers and manage the initial introductory conversations with the selected Local Authority;

4.1.7. Undertake checks and references for foster carer applicants on behalf of regional Local Authorities, in line with each relevant Local Authority human resources policies;

4.1.8. Deliver training to prospective foster carers on behalf of, and in liaison with, Local Authorities;

4.1.9. Act as data collector and data controller of all data required in relation to foster care enquiries and subsequent hub activities supporting prospective carers, as well as data required to evaluate the performance of the hub and its impact, whether directly collected from carers or required from their assessing Local Authority. Undertake data review and analysis to inform decision-making;

4.1.10. Act as central delivery point for the management of any regional communications and marketing campaigns;

4.1.11. Facilitate a 'buddy scheme' as appropriate for prospective foster carers by creating links between them and existing northeast foster carers;

4.1.12. Any other duties deemed appropriate for the Hub and agreed through the Project Governance structure by all 12 Local Authorities.

4.2. The Parties shall work collaboratively and with the DfE to enable the design and delivery of a regional fostering communications / marketing campaign. The DfE are leading on the development of this campaign.

## **5. THE LEAD AUTHORITY'S ROLES AND RESPONSIBILITIES**

### **5.1. The Lead Authority shall:**

- 5.1.1. Liaise with the DfE;
- 5.1.2. Management and reporting of the Project Budget;
- 5.1.3. Project manage the regional collaborative elements of the implementation of the hub, including the facilitation and development of model design and hub business processes during implementation;
- 5.1.4. Escalate issues and risks through the agreed project governance;
- 5.1.5. Employ staff, and decision-making around their conditions of employment (unless seconded from another Local Authority, where conditions of employment will be carried across), including their physical work location, supervision, development and all day-to-day activities;
- 5.1.6. Co-ordinate (in collaboration with the DfE) of relevant project meetings
- 5.1.7. Carry out Project reporting through agreed governance channels.

## **6. LOCAL AUTHORITY'S ROLES AND RESPONSIBILITIES**

### **6.1. Each Local Authority shall:**

- 6.1.1. Provide appropriate liaison persons to the project through the agreed project governance structure to ensure representation at relevant meetings;
- 6.1.2. Complete tasks and provide information for the Project within agreed timescales;
- 6.1.3. Actively engage in project requirements to ensure progress;
- 6.1.4. Identify and communicate local issues and risks to the lead Authority at

the earliest opportunity;

- 6.1.5. Note the project's Data Protection Impact Assessment (DPIA) risks once data recording, storage and sharing requirements have been confirmed and undertake any recommendations for Local Authority actions required;
- 6.1.6. Agree to enter into a regional data sharing agreement to enable the sharing of information within the environment identified within the DPIA;
- 6.1.7. Provide regular data to the central hub collection point through either automated or manual means, to enable the evaluation of the hub's success to support future decision-making;
- 6.1.8. Agree to adopt the regional branding and signposting identified through the DfE led communications campaign strand of the Project;
- 6.1.9. Share local authority logos and branding to the DfE and to the Project as needed.

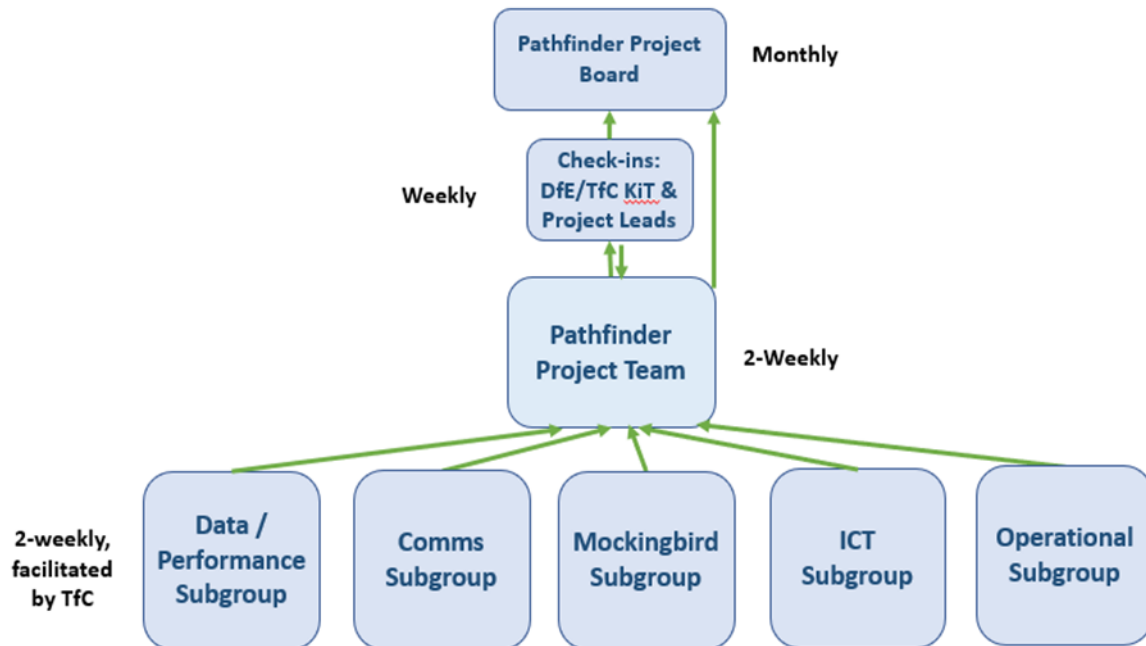
## **7. PROJECT BUDGET AND FINANCIAL ARRANGEMENTS**

- 7.1. The DfE will fully fund the Project for the 2023/24 financial year via a Grant Agreement between the DfE and the Lead Authority.
- 7.2. The Lead Authority will hold the budget and are the accountable body for DfE funding.
- 7.3. No additional financial contribution is required from Local Authorities towards the Project during the 2023/24 financial year.
- 7.4. The operational management of the budget will be the responsibility of the Lead Authority and reported as appropriate through the project governance structure.
- 7.5. The planned and final costs of the Project will be fully reported as part of the decision-making process around the exit or continuation of the regional hub.
- 7.6. Where identified as required and as agreed through project governance, the Lead Authority will make available grant monies to the other Local Authorities for the purposes of backfill where this would actively support Local Authority input to project activities.



## 8. PARTNERSHIP GOVERNANCE

8.1. The Project shall operate in accordance with the following governance model:



8.2. A terms of reference document will be created and made available for each governance group as they become established to support the Project.

8.3. One senior representative from each Party will be represented at the Project Board and a DfE representative. The Project Board will have overall oversight, assurance and decision-making powers for all Project activities.

8.4. The Project Board shall be chaired for Jill Colbert, Chief Executive of the Lead Authority or an alternative senior representative nominated by Jill Colbert in her absence. It is the intention that any decision of the Project Board shall be made by the consensus of the Project Board members in attendance at the Project Board meeting.

8.5. Each Partner must provide representation at every Project Board to ensure that each Local Authority is given oversight of the Project and involved in decision making. Each Partner's Project Board Representative shall agree to report from and to their Local Authority any risks and issues relating to their involvement in the Project and provide support to their local authority to progress Project activities.

8.6. The five sub-groups identified in Clause 8.1 shall report into the Project Team.

8.7. The Lead authority and the Project Team will attend regular meetings with the DfE. Details of these joint meetings will be reported to the Project Board

## **9. DATA PROTECTION AND INFORMATION SHARING**

9.1. The Parties shall:

9.1.1. Comply with Data Protection Legislation in respect to delivery of the Project; and

9.1.2. Enter into a data sharing agreement in respect to the Project and update the same as the Project progresses.

## **10. INTELLECTUAL PROPERTY RIGHTS**

10.1. Each Party will retain all Intellectual Property Rights that are vested in, used or controlled by that Party prior to this Agreement/

10.2. All copyright in all reports, materials and other documents produced in whole or in part by any Party as part of the Project shall be owned by the Crown in accordance with the terms of the Grant Funding Agreement

10.3. Any material produced as part of the Project shall be made available for use by the Parties from the Crown under an Open Government Licence.

## **11. PARTIES' LIABILITIES TO EACH OTHER IN RESPECT TO THE PROJECT**

11.1. Each Party shall remain liable for any losses or liabilities incurred due to their own actions and none of the parties intends that the other party shall be liable for any loss it suffers as a result of this Agreement.

11.2. Except as otherwise provided, each Party shall bear its own costs and expenses incurred in complying with its obligations under the Agreement.

## **12. DISPUTE RESOLUTION**

In the event of any disputes arising in respect to the Project, the matter shall be referred to the Project Board for resolution

### **13. TERMINATION**

13.1. This Agreement will terminate at the end of the Term unless the Parties agree an extension in accordance with Clause 3.2.

13.2. No Party shall be able to terminate this Agreement for any reason within the Term.

13.3. In the event that the DfE terminates the Grant Agreement with the lead Authority within the Term, the Parties shall meet to agree early termination of this Agreement and an exit strategy.

### **14. EVALUATION OF THE PROJECT**

14.1. The Parties shall collaboratively evaluate the outcome of the Project to determine if the Project has achieved its aims and outcomes and to determine lessons learnt from the Project.

14.2. In the event that all the local authorities wish to establish a regional fostering support hub or are mandated by the DfE to establish the same, those arrangements will be subject to a separate legal agreement between the Parties.

### **15. ASSIGNMENT AND NOVATION**

15.1. Subject only to 15.2, the Agreement shall be personal to each Party (including their statutory successors) and shall not be capable of assignment or novation by any Party without the consent of the other Parties (absolute consent)

15.2. The Lead Authority shall be entitled to assign or novate its rights and/or obligations under the agreement at any time to The Council of the City of Sunderland subject to the provision of 21 days' notice in writing to the other Parties.

### **16. SEVERANCE**

If any condition provision or clause of this Agreement shall become or be declared by any court of competent jurisdiction to be void invalid illegal or unenforceable in any way such invalidity or unenforceability shall not impair or affect any other provision all of which shall remain in full force and effect.

## **17. WAIVER**

The failure to exercise or delay the exercising of any right or remedy provided by this Agreement or by law does not constitute a waiver of such right or remedies or a waiver any other rights or remedies. A waiver of a breach of any of the terms of the Agreement or of a default under the Agreement does not constitute a waiver of any other breach or default and shall not affect the terms of the Agreement. A waiver of a breach of any of the terms of the Agreement or of a default under the Agreement will not prevent a Party from subsequently requiring compliance with the waived obligation.

## **18. ENTIRE AGREEMENT**

This Agreement constitutes the entire agreement and understanding between the Parties concerning its specific subject matter. In entering into this Agreement no Party has relied upon a representation by another Party save as recorded in this Agreement.

## **19. GENERAL**

- 19.1. Nothing contained or implied herein shall prejudice or affect the Parties' rights and powers duties and obligations in the exercise of their functions as local authorities and /or in any other capacity and all rights powers discretions duties and obligations of the Parties under all applicable laws and regulations may at all times be fully and effectively exercised as if the Parties were not party to this Agreement and as if this Agreement had not been made.
- 19.2. No Party shall represent itself as being an agent partner or employee of any other Party except to the extent specified by this Agreement.
- 19.3. No person other than the Parties shall be entitled to enforce any of the terms of this Agreement under the Contracts (Rights of Third Parties) Act 1999.
- 19.4. Any notices required or permitted to be given by one Party to any of the other Parties shall be in writing and addressed to the Director of Childrens' Services of the other Parties at their principal office.

19.5. The Agreement shall be governed by the laws of England and shall be subject to the jurisdiction of the Courts of England and Wales.

DRAFT

**SIGNED** for and on behalf of  
**TOGETHER FOR CHILDREN SUNDERLAND LIMITED**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Address: \_\_\_\_\_

Occupation: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE BOROUGH COUNCIL OF DARLINGTON**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE COUNTY COUNCIL OF DURHAM**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE BOROUGH COUNCIL OF GATESHEAD**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE BOROUGH COUNCIL OF HARTLEPOOL**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE BOROUGH COUNCIL OF MIDDLESBROUGH**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE COUNCIL OF THE CITY OF NEWCASTLE UPON TYNE**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE COUNCIL OF THE BOROUGH OF NORTH TYNESIDE**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE COUNTY COUNCIL OF NOTHUMBERLAND**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE BOROUGH COUNCIL OF REDCAR AND CLEVELAND**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED** for and on behalf of  
**THE COUNCIL OF THE BOROUGH OF SOUTH TYNESIDE**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_



Date: \_\_\_\_\_

**SIGNED** for and on behalf of

**THE COUNCIL OF THE BOROUGH OF STOCKTON**

Signature \_\_\_\_\_

Name (Print) \_\_\_\_\_

Position \_\_\_\_\_

Date: \_\_\_\_\_

DRAFT

This page is intentionally left blank

**TITLE OF REPORT:** Nomination of a Local Authority School Governor

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

---

### **Purpose of the Report**

1. Cabinet is asked to nominate a Local Authority Governor to a school 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 nomination to the school as shown in appendix 1.

### **Recommendations**

4. It is recommended that Cabinet:
  - (i) approves the nomination for re-appointment of a Local Authority Governor as set out in appendix 1; and
  - (ii) notes the term of office as determined by the schools' Instrument of Government.

For the following reason:

- (i) To ensure the School Governing Body has full membership.

---

**CONTACT:** John Finch

extension: **8626** ([Johnfinch@gateshead.gov.uk](mailto:Johnfinch@gateshead.gov.uk))

### 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.

### Background

2. As above.

### Consultation

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

### Alternative Options

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

### Implications of Recommended Option

5. **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
6. **Risk Management Implication** - None
7. **Equality and Diversity Implications** - None
8. **Crime and Disorder Implications** – None
9. **Health Implications** - None
10. **Climate Emergency and Sustainability Implications** - None
11. **Human Rights Implications** - None
12. **Ward Implications** - None

## Background Information

### 13. 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
Roman Road Primary School	Mr Gary Carr	13 <sup>rd</sup> November 2023

#### Notes

- Mr Gary Carr is a reappointment and is supported by the Headteacher – until recently Mr Carr was the Chair of Governors

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank