

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE AGENDA

Monday, 27 June 2016 at 10.00 am in the Bridges Room - Civic Centre

From the Chief Executive, Jane Robinson

Item Business

1. Apologies

2. Constitution

The constitution of the Committee, including the appointment of the Chair and Vice Chairs, was approved by the Council at its meeting on Friday 20 May 2016 as follows:

Chair Councillor John Eagle

Vice Chairs Councillor Paul Foy
Councillor Jonathan Wallace

Councillors

R Beadle	L Caffrey
M Charlton	P Dillon
T Graham	J Green
S Green	M Hall
M Henry	B Oliphant
M Ord	A Thompson
N Weatherley	K Wood
(Vacancy)	

3. Minutes (Pages 3 - 6)

The Committee is asked to approve as a correct record the minutes of the previous meeting.

4. Devolution

Report of the Chief Executive.

Cont...

REPORTS FOR INFORMATION

- 5. Role and Remit (Pages 7 - 8)**

Report of the Chief Executive and Strategic Director, Corporate Services and Governance.
- 6. Annual Work Programme 2016-17 (Pages 9 - 12)**

Report of the Chief Executive and Strategic Director, Corporate Services and Governance (attached).
- 7. Corporate Strategic Tracker and Target Indicators - 2020 (Pages 13 - 18)**

Report of the Chief Executive and Strategic Directors Corporate Resources and Corporate Services and Governance.
- 8. The Impact of the Gateshead Fund 2015-16: a case study (Pages 19 - 58)**

Report of the Strategic Director, Communities and Environment.
- 9. The Council Plan - Year End Assessment of Performance and Delivery 2015/2016 (Pages 59 - 76)**

Report of the Chief Executive.
- 10. Freedom of Information - Annual Report 2015 (Pages 77 - 86)**

Report of the Strategic Director Corporate Services and Governance

GATESHEAD METROPOLITAN BOROUGH COUNCIL

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE MEETING

Monday 11 April 2016

PRESENT: Councillor John Eagle

Councillors: P Foy, J Wallace, M Charlton, T Graham, J Green,
S Green, M Hall, B Oliphant and M Ord

CR36 APOLOGIES

Apologies for absence were received from Councillors L Caffrey, A Thompson, J Hamilton, M Brain and M Hood.

CR37 MINUTES

RESOLVED: That the minutes of the meeting held on 29 February 2016 be approved as a correct record.

CR38 ANNUAL WORK PROGRAMME

The Committee received a report outlining the provisional work programme for the municipal year 2016-17. The Council has consulted partner organisations and it was reported that they have been supportive of the themes identified for consideration by the Committee.

It was requested that further consideration be given to the timing of the case study on the implementation of Universal Credit and that the issue be brought forward, if appropriate.

It was suggested that Devolution and asset issues arising from the Government's Academies Policy both be considered for inclusion on the work programme.

RESOLVED:

- i) The Committee agreed the case studies for 2016-17.
- ii) The provisional work programme was endorsed and recommended to Council at its meeting on 26 May 2016.
- iii) That further reports be brought to the Committee to identify any additional issues which the Committee may be asked to consider.

CR39 RESILIENCE AND EMERGENCY PLANNING FRAMEWORK - SIX MONTHLY PROGRESS UPDATE

The Committee received an update report on progress over the last six months in relation to the Strategic Resilience and Emergency Planning Framework. Progress and activity was reported against the following themed areas: Building resilient and stronger communities, assessing risk, enhancing partnership arrangements to

respond and recover and; strengthening communication and community engagement.

The report also outlined the learning from the severe weather experienced by Gateshead between 4 and 7 January 2016 and actions to be taken to improve the response to this type of incident in the future.

Officers were congratulated on their response to the severe weather in January, and it was requested that an update be provided outside of the meeting regarding the medium term proposals for flood risk in The Willows / Ridgeway area and also in Winlaton and High Spen.

Comments were made in relation to the Council's ability to influence the future design of housing developments with a view to reducing flood risk. It was queried whether technology could be used to test various flood risk scenarios on future developments.

It was queried why there has been a substantial increase in Scarlet Fever within Gateshead and whether the issue remains. It was agreed that an update be provided in relation to this.

RESOLVED:

- i) That the Committee was satisfied with the progress achieved in the last six months.
- ii) That the Committee agreed to receive a further progress report in September 2016.

CR40

MONITORING - OSC REVIEW OF CAPACITY BUILDING IN COMMUNITIES TO IMPROVE HEALTH

At the conclusion of the Committee's Review of Capacity Building in Communities to Improve Health, three priorities were identified as a framework to shape the Council's ongoing approach and an action plan was produced.

The Committee received an update report on progress made during the period September 2015 – March 2016, against the actions and milestones contained in the action plan.

The report also included detailed examples highlighting the events and actions to deliver the three priorities.

It was commented that the report demonstrates the important and positive work that is being undertaken in Gateshead and the Committee was pleased to learn of the significant time and resources provided by volunteers.

It was requested that further mapping be undertaken to illustrate how effective the targeting of resources (and activity) is to address health inequalities. It was noted that resources are targeted and that the cluster of activity on the map contained in the report is consistent with where the most significant health inequalities exist.

Councillors highlighted that many activities such as cooking and cafes prove to be effective means of securing wider participation and engagement with hard to reach groups and individuals.

It was commented that the results of this work are often realised generations later and consequently its value can be overlooked, therefore this information should be made available to Councillors as part of the Council's budget setting process.

It was also requested that the contents of the report be shared with the Gateshead Health and Wellbeing Board and other health partners to inform their budget setting processes and applications for funding.

- RESOLVED:
- i) That the information be noted.
 - ii) That the Committee was satisfied with the level of progress to date.
 - iii) That the future monitoring and evaluation of the capacity building for health and wellbeing approaches be addressed through the evaluation of the Live Well Gateshead model.

Chair.....

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TITLE OF REPORT: **Role and Remit**

REPORT OF: **Jane Robinson, Chief Executive
Mike Barker, Strategic Director, Corporate Services
and Governance**

Summary

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

Background

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

Remit / Terms of Reference

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

- capacity building in communities, volunteering and resilience;
- matters relating to the Council's relationship with Gateshead Voluntary
- Organisations Council including the Gateshead Offer;
- social inclusion, equalities and diversity; and
- the Council's arrangements for securing efficiency and value for money; and the
- development and operation of the Council's procurement strategy.

Recommendation

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

Contact: Neil Porteous

Ext: 2149

TITLE OF REPORT: Annual Work Programme

REPORT OF: Jane Robinson, Chief Executive
Mike Barker, Strategic Director, Corporate Services and
Governance

Summary

The report sets out the work programme for the Corporate Resources Overview and Scrutiny Committee, for the municipal year 2016/17.

1. The Committee's provisional work programme was endorsed at the meeting held on 11 April 2016 and Councillors agreed that further reports be brought to future meetings to identify any changes/additions to this programme.
2. Appendix 1 sets out the work programme as it currently stands.

Recommendations

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

Contact: Neil Porteous

Extension: 2149

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Corporate Resources OSC 2016/2017	
27 June 16	<ul style="list-style-type: none"> • Constitution • Role and Remit
5 September 16	<ul style="list-style-type: none"> • Resilience and Emergency Planning Framework - Progress Update • The Council Plan – Year End Assessment and Performance Delivery 2015-16 • Corporate Strategic Tracker and Target Indicators – 2020 • Gateshead Fund Update • Case Study – Workforce Strategy
17 October 16	<ul style="list-style-type: none"> • Corporate Complaints Procedure - Annual Report 2015-16 • Annual Health and Safety Performance Report • Comprehensive Impact Assessments and the Council Plan – Progress Update • Implementation of Gateshead Volunteers Plan – Annual Report
28 November 16	<ul style="list-style-type: none"> • The Council Plan – Six Monthly Assessment of Performance and Delivery 2016-17 • Corporate Asset Management – Delivery and Performance Report • Sickness Absence / Health of the Workforce
23 January 17	<ul style="list-style-type: none"> • OSC Work Programme Review • Gateshead Communities Together Annual Update • Support to Voluntary and Community Sector
27 February 17	<ul style="list-style-type: none"> • Information Governance Report • Case Study – Implementation / Roll Out Universal Credit
3 April 17	<ul style="list-style-type: none"> • Resilience and Emergency Planning Framework - Progress Update • Freedom of Information - Annual Report • Sickness Absence / Health of the Workforce

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TITLE OF REPORT: Corporate Strategic Tracker and Target Indicators - 2020

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

SUMMARY

1. This report outlines the proposed service targets to be agreed for the period up to 2020.
2. The targets set express the planned level of performance and are based on a sound understanding of current and past performance and the likely influences over future performance. They will be used as a tool for driving continuous improvement and stretching performance against a particular measure over a given period of time and help to set out what needs to be done to achieve improvement within an appropriate timescale. Committee is asked to consider these targets so that the Council's performance continually improves and contributes to the delivery of Vision 2030 and the Council Plan.

Background

3. The Council Plan 2015-2020 was approved by Cabinet in July 2015, with Gateshead's Sustainable Community Strategy - Vision 2030 - also refreshed and agreed by Cabinet on the 3rd November 2015. Both documents endorse shared desired outcomes for Gateshead, which are:
 - Prosperous Gateshead – a thriving economy for all -;
 - Live Love Gateshead – a sense of pride and ownership by all; and
 - Live Well Gateshead – a healthy, inclusive and nurturing place for all.
4. As a result of the development of a Council Plan for 2015-2020, evaluation took place which identified the need to amend the Corporate Performance Management Framework to support decision making and ensure the Council continues to be effective, fit for purpose and sustainable. This report forms part of the Council's performance management framework and sets out the Strategic Indicators (SIs) targets for the period to 2020, for consideration by the Corporate Resources Overview and Scrutiny Committee (OSC).

Target Setting 2020

4. On the 19 April 2016, Cabinet approved the revision of the corporate strategic indicator set and a change to the identification of tracker and target indicators and to replace the current rolling five-year performance targets with a single fixed 2020 target, where appropriate.
5. A revised list of strategic performance indicators has been identified to support the monitoring of progress in delivering the outcomes of the Council Plan and Vision 2030. This has involved both the identification of new indicators and the removal of others. To ensure strategic indicators match the outcomes it is proposed to:

- Continue to report to both Corporate Resources Overview and Scrutiny Committee and Cabinet every six months on progress (with, where appropriate, additional performance data included).
 - Replace the gathering and reporting of five year rolling targets and instead categorise strategic indicators as either a "Tracker" or a "Target" indicator. Key performance indicator progress will be reported against these two indicator types. Target and tracker indicators are defined as:
 - Target indicators - targets are realistically able to be set for these indicators where improvements can be measured regularly and can be actively influenced by the Council and its partners. An example would be the percentage of business rates collected. A fixed 2020 target will be set and progress towards this target will be reported; and
 - Tracker indicators – where possible a target will be fixed. However, this may not be realistic, so performance will be tracked, benchmarked and reported with a 2020 target not necessarily set. Instead, the longer term trend will be monitored, as the Council and partners may be able only to partially influence the outcome.
6. The Council's framework includes national frameworks that have been introduced including the Public Health Outcomes Framework (PHOF); NHS Outcomes Framework (NHSOF); Adult Social Care Outcomes Framework (ASCOF); and Children and Young Peoples Outcome Framework (CYPOF). The strategic nature of this framework allows a robust examination and assessment of performance. To ensure that it continues to deliver appropriate information and drive improvement the framework will be assessed in line with the new Council Plan 2015-2020. Any amendments to the performance framework arising from the new Council Plan will be reported through the appropriate channels.
7. Cabinet agreed previously, on 15 July 2014, that future target setting would be received on an exception report basis highlighting areas where:
- there is a material deviation between actual performance and expected performance;
 - there are inspection and internal audit recommendations;
 - there have been amended national and local priorities, including changes in legislation; and
 - benchmarking and comparison of targets and performance information.
8. The establishment of a 2020 target enables performance reports to track and monitor progress against the targets for service performance and to ensure performance is continually improving and contributing to the successful delivery of Vision 2030 and the Council Plan.
9. Information available to date on the performance of each SI target for the period 2015/16 is subject to a separate report on this agenda.
10. The table in Appendix 1 sets out the targets for SIs relating to the remit of Corporate Resources OSC for the period to 2020. Where possible, newly available baseline information, clarification of national definitions and six-monthly performance has been taken into consideration. There remains a number of SIs where target information is yet to be published. It should be noted that where target definitions have been changed or varied and no baseline is currently set, that performance reporting will continue in the interim period until a suitable baseline is established.
11. Some points to note:

- **PG16 / CP10** – The introduction of this corporate indicator to monitor the number of apprenticeships within the Council and apprenticeships offered to looked after children, will be constructed to reflect the final legislation from central government- currently scheduled for 2017. New proposals to ensure apprentices make up more than 2.3% of the workforce in public bodies in England, were announced by the Government together with the launch of a consultation from the Department of Business, Skills & Innovation in January 2016.
- **CP4** – local authorities do not use a uniform set of indicators, so benchmarking is difficult. However, it does take place with some authorities nationally and locally in a different format, but which does inform progress on continuous improvement
- **CP5** - comparison of data is difficult, as local authorities do not currently all use a uniform method of calculation.

Recommendation

12. It is recommended that the Corporate Resources Overview and Scrutiny Committee:

- (i) Comment on the proposed 2020 targets set for the corporate strategic indicators and the available benchmarked performance to ensure the Council's performance is continuously improving to contribute to the delivery of Vision 2030 and the Council Plan and agree they be referred to Cabinet for approval
- (ii) Agree that this report is submitted to Cabinet for approval.

CORPORATE RESOURCES
PERFORMANCE MANAGEMENT STRATEGIC INDICATORS
TO MONITOR DELIVERY OF THE COUNCIL PLAN 2015-2020

 = Equality Objectives

Prosperous Gateshead		Indicator: <i>Existing/ New/ Equality</i>	Desired Direction	Reporting Officer	Year End 2014/15 (RAG/ TREND)	Target 2015/16	Year End 2015/16 (RAG)	North East (RAG)	National (RAG)	Target 2020
Fewer people with low level skills and more people with higher level skills-Improved educational attainment / increased learning and development:										
PG16	Apprenticeships within the workforce	New (Target)	Higher is better	Deborah Hill	New - (NB: dependent on detail of agreed final Government legislation)					

Live Love Gateshead		Indicator: <i>Existing/ New/ Equality</i>	Desired Direction	Reporting Officer	Year End 2014/15 (RAG/ TREND)	Target 2015/16	Year End 2015/16 (RAG)	North East (RAG)	National (RAG)	Target 2020
Confident and more aspirational population acting as Gateshead's strongest advocates										
Residents Survey responses summer 2015										
PS06	Satisfaction - Gateshead as a place to live	Existing (Tracker)	Higher is better	Marisa Jopling	N/A	75%	64.5% (New methodology)	No comparable data	No comparable data	80%

Corporate Performance		Indicator: <i>Existing/ New/ Equality</i>	Desired Direction	Reporting Officer	Year End 2014/15 (RAG/ TREND)	Target 2015/16	Year End 2015/16 (RAG)	North East (RAG)	National (RAG)	Target 2020
Maximising Growth:										
CP1	% of council tax collected that was due to be paid	Existing (Target)	Higher is better	John Jopling	95.4%	96.5%	95.6%	Released 29 June	Released 29 June	96.6%
CP2	% of business rates collected	New (Target)	Higher is better	John Jopling	96.2%	96.6%	97.6%	Released 29 June	Released 29 June	97%
CP3	% of undisputed invoices paid on time	New (Target)	Higher is better	John Jopling	83%	New	87.16%	Awaiting release of data	Awaiting release of data	95%
Reducing Costs:										
CP4	Speed of benefits claims (processing) - average time to process new claims and changes in circumstances	Existing (Target)	Lower is better	John Jopling	8.54 days	12 days	7.95 days	Data collected in a different format	Data collected in a different format	7.5 days

Corporate Performance		Indicator: Existing/ New/ Equality	Desired Direction	Reporting Officer	Year End 2014/15 (RAG/ TREND)	Target 2015/16	Year End 2015/16 (RAG)	North East (RAG)	National (RAG)	Target 2020
CP5	Staff sickness (excluding school staff)	Existing (Target)	Lower is better	Deborah Hill	10.0 days	9.5 days	9.19 days	No comparable data available	No comparable data available	8.0 days
CP6	% increase in digital based transaction/contact from established baseline	New (Target)	Higher is better	Mark Smith	N/A	New	Baseline year	N/A	N/A	TBC
CP7	Percentage increase in online transactions	New (Target)	Higher is better	Mark Smith	N/A	New	Baseline year	N/A	N/A	TBC
Increasing collective responsibility:										
CP8	Employee engagement: e.g. good place to work	New (Target)	Higher is better	Marisa Jobling	New	New	68% (2015 Survey)	No comparable data available	No comparable data available	TBC
CP9	Improve Superfast Broadband connectivity-Increase coverage in Gateshead to 98.9% by June 2019	New (Target)	Higher is better	Roy Sheehan	84.3%	New	91.2%	Part of North East regional programme	90.4%	98.9%
Equality Objective: To increase levels of ambition and aspiration of vulnerable groups across Gateshead										
CP10	Ensure young people leaving care are supported to have an opportunity in the Council for an apprenticeship	Equality (Target)	Higher is better	Deborah Hill / Elaine Devaney	New - (NB: dependent on detail of agreed final Government legislation)					

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TITLE OF REPORT: **The Impact of the Gateshead Fund 2015-16: a case study**

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

Summary

The purpose of the report is to seek Corporate Resources Overview and Scrutiny Committee's views on the impact of The Gateshead Fund. In particular, the allocation of the Gateshead Fund during 2015/16 to support, develop and build capacity in the voluntary and community sector and to help strengthen local communities.

Cabinet requested that the Gateshead Fund is reviewed by Corporate Resources Overview and Scrutiny Committee as part of its 2015/16 work programme, to analyse the impact of the funding and to ensure that the Council Plan priorities are met.

Introduction

1. Cabinet agreed the Gateshead Fund on 1st March 2011. The proposal created a fund for the voluntary and community sector to support, develop and build capacity in the sector and to help strengthen communities. The following key principles were agreed:
 - Bringing together different funding streams to create management efficiencies and greater clarity for groups and individuals
 - Ensuring application processes are proportionate and transparent
 - Bringing together capacity building support to enable voluntary and community organisations to secure additional funding from a range of sources and to support greater sustainability.
 - A virtual capacity building team to support the voluntary and community sector to help with building capacity in relation to business planning, fundraising, governance skills, quality standards and policies and procedures.
 - The Gateshead Fund comprises two elements:
 - **Local Community Fund** - for councillors to allocate for local issues with the aim of actively promoting community engagement and development.
 - **Gateshead Capacity Building Fund** – to increase organisations' skills and expertise to diversify their income, expand services or consider different ways of working (e.g. delivering services, collaboration and/or

partnership working) to enable organisations to become more sustainable.

The Gateshead Fund outcomes and priorities

2. The agreed outcomes of the Gateshead Fund are:
 - Increased capacity building and sustainability within the voluntary and community sector
 - Increased provision of services by the voluntary and community sector
 - Improved clarity and equity in commissioning processes
 - Simplified and proportionate application and assessment processes
 - Retention and expansion of councillor community champion role.

3. Agreed priorities for supporting the voluntary and community sector are:
 - To set in place processes and support that simplify the Council's funding relationship with the voluntary and community sector
 - To enable groups and organisations to deliver Gateshead's priorities within Vision 2030 and the Council Plan
 - To continue to support individuals, through grants, to enable residents to achieve their full potential
 - To support and enable the sector to deliver more services within neighbourhoods and across Gateshead Council to support organisations to diversify their income and become less reliant on Council funding and be more self-sustaining
 - To enable the Council to broaden its support to more groups and organisations as the sector develops capacity.

The Gateshead Fund Budget Allocation 2015/16

4. Council agreed the budget allocation for the Gateshead Fund on 26th February 2015. The Capacity Building Fund was allocated £500,000. The Local Community Fund was supported with £110,000.

5. A further £100,000 from Public Health resources was also agreed. The primary purpose of this funding was to enable voluntary and community organisations to apply for support to build capacity as part of the Council's Integrated Wellness model. It was agreed that the fund will be part of the Capacity Building Fund which resulted in a total Gateshead Fund of £600,000.

Impact of the Gateshead Fund in 2015/16

Local Community Fund

Activity in 2015/16

6. The Local Community Fund enables councillors to maximise the opportunities to support a wide variety of local priorities, groups and organisations. Councillor's leadership role to co-ordinate community development

approaches in areas and neighbourhoods has continued to be developed through the Local Community Fund in 2015/16.

7. The criteria enables the Fund to support the delivery of Gateshead's Sustainable Community Strategy, Vision 2030, to maximise opportunities for achieving the Council's ambitions and to lever external opportunities where appropriate.
8. Since the Local Community Fund was first introduced, 700 voluntary and community groups and projects have now been funded and supported. A total of 91 groups and projects totalling over £70,789 were supported through the budget allocation for 2015/16. Appendix 1 highlights the projects supported in each of the wards with the 2015/16 budget allocation.
9. Set out below are some examples of how the Local Community Fund has supported groups and organisations across the Borough with the 2015/16 funding allocation.

Health and Wellbeing

- Activities for residents to help them socialise, keep fit and stay connected to their communities
- Sporting activities, including facilities and equipment
- Holiday Hunger activities
- Community cafés
- Reminiscence projects
- Clothes Bank
- Christmas lunches
- Health and wellbeing newsletter.

Community facilities and activities

- Community centre repairs and equipment e.g. flooring, new fridges etc.
- Young people's activities
- Community festivals including Whickham Community Fayre, Ryton Hirings, and Teams Community Festival
- Trips to regional events such as the Durham Miners Gala and support for local events supporting national celebrations, such as "Big Lunches".

Environmental Improvements

- Tree planting
- Pocket park improvements
- Nature park
- Community tidy ups.

Arts, heritage and culture

- Christmas trees and lighting
- Trips to Beamish and the Durham Miner's Gala
- Burns Night celebrations.

Local Community Fund outcomes

10. The Local Community Fund has helped to deliver the following outcomes:

- Increased councillor community leadership
- Increased community engagement and cohesion
- Increased community capacity
- Increased community involvement in neighbourhoods and environment improvements
- Supported volunteering
- Enhanced health and wellbeing for residents and communities
- Increased community involvement in festivals, events and community centres.

Capacity Building Fund

11. The Capacity Building Fund Advisory Group met on 20th April 2015 and agreed the approach for 2015/16 which was recommended to Cabinet on 14th July 2015.

12. Council agreed that the approach for the Gateshead Fund (Capacity Building Fund) was to apply an open call for applications approach for new and existing groups and organisations based or working in Gateshead, and to ensure that all organisations recommended for funding, except small grassroots organisations, have effectively evidenced capacity building.

13. It was agreed that the Capacity Building Fund will support organisations to build their capacity and sustainability as well as small grassroots community groups to help the Council achieve the outcomes identified within Council Plan 2015-2020:

- Prosperous Gateshead
- Live Love Gateshead
- Live Well Gateshead.

14. It was recommended that during 2015/16 the Capacity Building Fund should also have the following additional outcomes:

- Increased capacity building and sustainability in the voluntary and community sector
- Maximising the opportunities of funding - including exploration of different funding models, leverage of other funding, and collaborations
- An evidenced based approach - funding to support core running costs, project delivery, organisational capacity building activity which must evidence need and impact
- Social value - improved value for money and impact, that would not be achieved by another sector or organisation
- Community impact – impact in the community that will help to achieve strong communities.

Activity

15. In 2015/16, there have been four funding rounds of The Gateshead Fund (Capacity Building Fund). The Council has worked with voluntary and community sector organisations to ensure they contribute to the outcomes referred to above. A total of 184 applications were received requesting funding totalling £967,030. Of these, 131 applications were funded and received assistance totalling £583,197.

The breakdown of applications was as follows:

Fund	Number of applications	Total funding requested	Number recommended	Total amount recommended	Success rate
Main Capacity Building Fund	133	£936,517	82	£554,410	62%
Gateshead Volunteers Month	36	£10,512	34	£9,988	94%
Health & Wellbeing small grants	15	£20,000	15	£18,799	100%
Total	184	£967,030	131	£583,197	

Appendix 2 identifies main Capacity Building Fund spend within each ward for 2015/16.

Appendix 3 identifies Capacity Building Fund, Health and Wellbeing small grants spend within each ward for 2015/16.

16. The Capacity Building Fund supported 33 organisations which were new to the Fund (25%), totalling £136,697 (23%), enabling the Council to achieve the aim of the Gateshead Fund to broaden its support to more organisations. (Appendix 4)

Organisations building capacity

17. In 2015/16, the majority of the organisations funded in the previous year achieved all their milestones.

These milestones were around:

- Management committee and volunteer training to increase skills
- Business planning
- Project development to expand activities, increase efficiencies and income within the organisation
- Developing new ways of working

- Community engagement
 - Developing new bespoke services within communities
 - Increased community ownership.
18. The assessment and funding recommendations process has involved:
- The organisation's progress outlined in the previous year's funding monitoring form (where relevant)
 - Organisation's eligibility against criteria
 - The organisation's progress outlined in the previous year's funding monitoring form
 - Scrutiny of accounts
 - Milestones and targets set by assessing officers.
 - An emphasis on need and impact
 - Outcomes identified in paragraphs 13 and 14 above.

Sporting Grants to Individuals

19. A 'ring fenced' budget of £12,000 is annually allocated from within the Gateshead Fund, for the Individual Sporting Grants and Talented Athlete Scheme programmes. The programmes are aimed to reward and recognise those with sporting talent who reside in Gateshead, and applicants must be affiliated to a sport which is recognised by Sport England. In 2015/16, 53 Individual Sporting Grant awards were made totalling £8,500 and 6 people were awarded Talented Athlete Scheme Grants totalling £3,500.

Appendix 5 shows a breakdown of individuals receiving Sporting Grants by ward.

Building Capacity through Volunteering

Gateshead Volunteers Month

20. Since 2012, £10,000 from the Capacity Building Fund has been ring-fenced to fund groups to support volunteering and take part in Gateshead Volunteers Month.
21. The aim was to provide small grants to enable VCS groups to take part in Volunteers Month events to:
- Raise awareness of the benefits of volunteering
 - Help the Council to deliver the Council Plan outcomes:
 - Prosperous Gateshead
 - Live Love Gateshead
 - Live Well Gateshead
 - Deliver the aims of the Gateshead Volunteer Plan.
22. A total of 34 organisations received a small grant of up to £300, totalling £9,988, to assist with publicity materials and volunteer expenses to either organise their own event or take part in the Celebration event in Trinity Square. The key headlines for Gateshead Volunteers Month 2015 included:
- 62 events took place, with at least one event every day in the Borough.

- 16,450 people attended the Celebration event at Trinity square on 26th June which featured; community group stalls and activities, information, instant volunteering opportunities and entertainment.
 - 56,018 hours were recorded on the volunteer totaliser. This is a 68% increase from last year. Using a calculation from Volunteering England these hours equate to a monthly £778,650 to the Gateshead's economy (approximately £11million per year).
23. Events during Volunteers Month ranged from: drop in and information sessions, coffee mornings, activities to encourage greater use of community facilities, arts, friendships and reminiscence groups, showcasing of projects delivered by volunteers, BBQ's, lunches and celebratory events to more practical taster sessions.

Appendix 6 provides details of Gateshead Volunteers Month small grants spend by ward.

Capacity Building Team and the Gateshead Offer

24. Alongside the Capacity Building Fund, Council Officers and infrastructure support organisations have continued to provide a wide range of advice and guidance through the Gateshead Offer to enable funded organisations to grow and improve. This included helping to develop action plans to assist organisations become more self-sustaining, governance support and advice around establishing new groups such as health and wellbeing support groups and environmental groups.
25. Council Officers within the Neighbourhood Management and Volunteering Team have worked with over 140 organisations, providing advice and support with action planning as part of the Live Well Gateshead commissioned activity.
26. Although GVOC experienced difficulties in 2015, advice and support through The Gateshead Offer continued to be made available to voluntary and community groups and organisations by Council Officers, and as an online resource of 'ready-made' products such as model constitutions, business plan template, cash flow spreadsheets and access to support through the Our Gateshead website.

Capacity Building Fund Key Successes

27. The Fund has continued to support a range of organisations, as follows;
- Organisations seeking to secure or move towards asset transfer and move towards a self-sustaining business model e.g. Clara Vale Village Hall Association, Dunston Family Church, Gateshead Indoor Bowls Centre, Emma Hall, and The Comfrey Project.
 - 5 community led libraries, to develop activities, support development, business planning and sustainability. 3 community led libraries now have short term lease arrangements with the Council (Low Fell, Sunderland Road and Winlaton).

- Organisations which needed support to increase their capacity so that they can deliver services e.g. Deckham Community Association, Edbert's House, 2 Way Tenancy Solutions, Durham Wildlife Trust, North Regional Association for Sensory Support, The Nest Café and Community Room.
 - Organisations which wanted to attract income from other sources through a new fundraising strategy or different ways of working. E.g. Friends of Saltwell Park, Gateshead Clubhouse, Gateshead Older People's Assembly, Workplace Gallery.
 - Small community groups to increase social capital and deliver activities within neighbourhoods. e.g. environmental groups, uniformed youth organisations, health and wellbeing groups and projects, self-support groups and networks.
28. Analysis demonstrates that the funding supported projects to provide services within neighbourhoods and across Gateshead which assisted the three outcomes within the Council Plan. Appendix 7 shows of how the funding has supported organisations and individuals to deliver the new Council Plan outcomes:
- Prosperous Gateshead
 - Live Love Gateshead
 - Live Well Gateshead
29. Three examples are set out below which demonstrate the nature of the support provided by the Capacity Building Fund and the outcomes of that support:

a) Dunston Family Church – Dunston Activity Centre

The organisation was awarded £15,335 from the Capacity Building Fund to purchase ICT equipment and develop a café to enable income generation as well as transitional running costs.

The support from the Capacity Building Fund and Council Officers through the Gateshead Offer has enabled the Activity Centre to remain open by;

- Working with Dunston Family Church to take on the asset transfer of the Leisure facility.
- Setting up new systems to enable the effective management and operation of Dunston Activity Centre.
- Developing the café and purchase appropriate equipment to enable the generation of income.
- Providing important transition funding and support in the first year of operation for Dunston Family Church at Dunston Activity Centre.
- Developing significant infrastructure development and change, to strengthen community ownership and involvement.

b) Gateshead Older People's Assembly

Received £9,925 Capacity Building Funding to recruit a Development Manager, build capacity and support the transition of the organisation whilst it moved away from Council grant reliance.

Ongoing support from The Gateshead Offer has enabled the organisation to:

- Develop a business and financial plan for the organisation.
- Secure funding to appoint a volunteer co-ordinator and increase the number of Friendship groups across the Borough, helping to increase volunteering opportunities and combat social isolation amongst older people.
- Secure a wide mix of external funding including Garfield Weston Foundation and the Community Foundation.
- Develop a partnership with Deckham Community Association which has led to enhanced facility management at the Centre and new volunteering opportunities for older people in supporting wider community activities.
- Secure funding for a 'pay what you can' community cafe which launched in March 2016, helping to alleviate malnutrition as well as social isolation amongst older people in Gateshead. The launch of the project generated significant regional and national media coverage.

c) Friends of Saltwell Park

Received a Capacity Building Fund award of £1,120 to hold community engagement events which will gather ideas as to the future of the Park and the Group.

The support from the Capacity Building Fund as well as ongoing support from Council Officers will enable the Group to:

- Produce a consultation/feasibility study which will result in a proposal on how to move forward with the future sustainability and operation of Saltwell Park, helping to mitigate the Council's budget decisions.
- Increase community ownership of Saltwell Park
- Increase volunteering opportunities in Gateshead.

Key Challenges / Future Priorities

30. These have been identified as:

- (1) Continued demand for running costs and project costs. The outcomes for the Capacity Building Fund 2016/17 includes: An evidenced based approach - funding to support core running costs, project delivery, organisational capacity building activity which must evidence need and impact: Developing and mobilising volunteers.
- (2) Maximising the opportunities for funding - including exploration of different funding models, leverage of other funding, and collaborations.

- (3) Continued consideration of the outcomes of the Council's current Review of Funding to the Voluntary and Community Sector in Gateshead.
- (4) The analysis of the Gateshead Fund 2015/16 has demonstrated significant positive impact in the community and contribution to the delivery of the Council Plan outcomes. The future approach will continue to target resources so that they maximise the delivery of the Council Plan, creating strong, vibrant and cohesive communities and a thriving Voluntary and Community sector.

Recommendations

31. Corporate Vitality Overview and Scrutiny Committee is requested to:

- (i) Consider the impact of the Gateshead Fund in 2015/16 on:
 - a. The voluntary and community sector in Gateshead
 - b. Neighbourhoods and strengthening communities
 - c. The extent to which the Gateshead Fund supports delivery of the Council Plan priorities.

Appendices

Appendix 1	Local Community Fund project spend by Ward
Appendix 2	Capacity Building Fund spend by Ward
Appendix 3	Capacity Building Fund Health and Wellbeing small grants spend by Ward
Appendix 4	New Applicants to the Capacity Building Fund 2015/16
Appendix 5	Sporting Grants to Individuals by Ward
Appendix 6	Gateshead Volunteers Month spend by Ward
Appendix 7	Capacity Building Fund spend by Council Plan priorities

Appendix 1 Local Community Fund spend

Ward	Project / Organisation	Amount
Central Area		
Bridges	JCCG Labriut newsletter (contribution)	£200.00
	St James & St Bede Easter event	£590.00
	Ward Total	£790.00
Deckham	Deckham Big lunch at the Children's Centre	£500.00
	GOPA Fare Share membership	£1,000.00
	Low Fell Forum / Deckham Bank planting	£200.00
	Ward Total	£1,700.00
Saltwell	JCCG Labriut newsletter (contribution)	£200.00
	St Chads Community Project Summer Family Fun	£432.50
	St Chads holiday hunger Easter programme	£444.00
	Ward Total	£1,076.50
Lobley Hill & Bensham	JCCG Labriut newsletter (contribution)	£200.00
	St Chads Community Project Summer Family Fun	£432.50
	St Chads holiday hunger Easter programme	£444.00
	Ward Total	£1,076.50
TOTAL	Central Area Total	£4,643.00
East Area		
Felling	Felling Community Association - Burns Night	£500.00
	Felling Heritage Group Beamish trip	£350.00
	Felling Irish Association - Beamish & reminisce project	£500.00
	Heworth Colliery Banner Group	£250.00
	Pelaw Youth Centre - replace heating system	£400.00
	Ward Total	£2,000.00
Pelaw and Heworth	Pelaw Youth Centre - replace heating system	£800.00
	Bill Quay Farm Community Event	£400.00
	Bill Quay School Community Event	£250.00
	Edberts House	£600.00
	Felling Heritage Group Beamish trip	£350.00
	Heworth Colliery Banner Group	£250.00
	Heworth Grange School - Armed Forces Day	£190.00
	McErlane Square - trip to Blyth	£251.70
	Pelaw Hertfordshire House	£500.00
Ward Total	£3,591.70	
Wardley and Leam Lane	Felling Irish Association - beamish & reminisce project	£500.00
	Heworth Colliery Banner Group	£250.00
	Heworth Grange School Project	£190.00
	Leam Lane Community Centre	£900.00
	Leam Lane Methodist Church	£250.00
	Ward Total	£2,090.00
Windy Nook and Whitehills	1st Windynook Girls Brigade	£313.50
	Felling Heritage Group Beamish trip	£350.00
	Friends on Friday - trip	£500.00
	Windy Nook and Whitehills contd	

Ward	Project / Organisation	Amount
	Heworth Colliery Banner Group	£250.00
	Kays Cottages- fuel and trip	£798.00
	Raised planters - Kays Cottages	£250.00
	The Lighthouse	£895.00
	Whitehill Centre Toddler Group	£529.63
	Windy Nook and Heworth Colliery History Society	£800.00
	Windy Nook Nature Park	£313.87
	Ward Total	£5,000.00
TOTAL	East Area Total	£12,681.70
South Area	<i>(no projects funded in High Fell and Chowdene from 2015/16 budget)</i>	
Low Fell	Low Fell Forum /Events	£2,511.00
	Low Fell Forum/Planting Group	£100.00
	Low Library - Public Address System	£395.00
	Street Lighting - Christmas Tree and Lights	£1,994.00
	Ward Total	£5,000.00
Lamesley	Birtley Cenotaph Christmas Tree 2014 50%	£772.00
	Kibblesworth Clavering Club - tools	£500.00
	Kibblesworth Cricket Ground	£950.00
	Ward Total	£2,222.00
Birtley	Birtley Trust - Youth Project	£3,320.00
	Birtley Cenotaph Christmas Tree 2014 50%	£772.00
	Birtley Heritage Group - Our ElizabethVille	£612.00
	Jazz in Birtley	£500.00
	Station Lane R.A. Home Grown	£100.00
	Ward Total	£5,304.00
TOTAL	South Area Total	£12,526.00
Inner West Area		
Whickham North	Friends of Chase Park	£2,136.00
	Lighting Up Whickham Christmas 2015	£450.00
	Swalwell Cabbage Project	£390.00
	Whickham Community Festival 2015	£569.25
	Whickham Rotary Clothes Bank	£348.86
	Ward Total	£3,894.11
Dunston & Teams	Dunston Activity Centre Community Café	£824.93
	Dunston Festival	£1,000.00
	Kingsmeadow Defibrillator	£1,532.40
	Teams Festival	£1,000.00
	Ward Total	£4,357.33
Dunston Hill & Whickham East	Dunston Activity Centre Community Café	£824.93
	Dunston Festival	£383.38
	Whickham Hermitage Community Garden	£400.00
	Ward Total	£1,608.31
Whickham South and Sunnyside	Marley Hill CA Feasibility study	£1,730.00
	Marley Hill CA Hall Floor	£1,700.00
	Marley Hill CA Radiator Valves	£1,552.80

Ward	Project / Organisation	Amount
	Whickham Community Festival 2015	£569.25
	Whickham Rotary Clothes Bank	£651.14
	Ward Total	£6,203.19
TOTAL	Inner West Area Total	£16,062.94
West Area		
Blaydon	Blaydon Courier production and delivery	£850.00
	Blaydon Rugby Club	£300.00
	Blaydon Youth & Community Centre Climbing Wall	£138.00
	Blaydon Youth and Community Centre - netball markings	£612.00
	Christmas Tree Festival	£800.00
	Fireworks	£500.00
	Friends of Greengates Park	£300.00
	Men in Sheds	£600.00
	Salvation Army	£900.00
	Ward Total	£5,000.00
Winlaton & High Spen	Artful Codgers of Winton Court	£350.00
	Barlow Volunteer Speed Camera equipment	£944.00
	Christmas Tree and lights	£1,000.00
	Friends of Winlaton	£400.00
	High Spen Residents Group	£536.15
	Homing Society	£500.00
	Hop Garden	£306.00
	Winlaton Mill Village Hall signage	£839.00
Ward Total	£4,875.15	
Chopwell & Rowlands Gill	Friends of Chopwell Park	£300.00
	Chopwell CC Indoor Bowls	£500.00
	Chopwell Ladies Group - Christmas trip	£908.00
	Chopwell Live@Home Scheme	£261.97
	Christmas Trees 2016 (Highfield and Chopwell)	£1,574.03
	Gibside Singers	£240.00
	Rowlands Gill Day Centre and Community Centre	£224.00
	Rowlands Gill Live@Home - Christmas lunch subsidy and dementia lunch utensils	£292.00
	Rowlands Gill Live@Home - Christmas Parties	£200.00
	St Barnabus Christmas Party	£500.00
Ward Total	£5,000.00	
Ryton, Crookhill & Stella	Barmoor Hub Fire exits	£650.00
	Fireworks	£1,650.00
	Hirings 2016	£350.00
	Ryton Fair	£500.00
	Stargate and Crookhill Community Centre Fun Day	£500.00
	Stargate Pond bench	£90.00
	Stargazers Playgroup	£320.00
	Xmas lights	£940.00
Ward Total	£5,000.00	
Crawcrook & Greenside	Banner Tales transport	£1,000.00
	Barmoor Hub fire exits	£650.00
	Fireworks	£3,102.00
	WI trip	£248.00

Ward	Project / Organisation	Amount
	Ward Total	£5,000.00
TOTAL	West Area Total	£24,875.15
TOTAL		£70,788.79

Appendix 2 2015/16 CBF Spend Gateshead Wide Organisations

Gateshead wide Organisation	Funding 15/16
2 Way Tenancy Solutions	£10,000
Age UK Gateshead	£3,055
Arthritis Care - Gateshead Branch	£4,600
Blue Sky Trust	£5,000
Carers Cultural Adventures	£1,500
Durham Wildlife Trust	£9,950
Fighting All Cancers Together (FACT)	£8,140
Food Nation CIC	£8,200
Gateshead & South Tyneside Sight Service	£7,250
Gateshead & Whickham ASC	£15,000
Gateshead Advice Centre	£10,300
Gateshead Carers Association	£5,300
Gateshead Clubhouse	£2,000
Gateshead Crossroads Caring for Carers	£5,000
Gateshead Indoor Bowls	£9,835
Gateshead Older People's Assembly	£10,205
Gateshead Synchronised Swimming Club	£2,000
Gateshead Voluntary Organisations Council	£300
Gateshead Youth Council	£10,000
Magic Hat Café	£1,500
North Regional Association for Sensory Support	£6,320
Show Racism the Red Card	£10,000
Skills Bridge	£10,000
Skills 4 Work	£6,570
SOFA - Supporting Opportunities for All	£7,410
Stroke Association	£1,500

Gateshead wide Organisation	Funding 15/16
Them Wifies	£1,500
Thrive	£6,535
Tyneside Women's Health Project	£2,880
Washington Mind	£7,500
Workplace Gallery	£4,150
Youth Focus North East	£980
Total	£194,840

Appendix 2 2015/16 CBF Spend by Ward

Organisation	Funding 15/16	Ward
5th Birtley Scout Group	£2,000	Birtley
Birtley Amateur Swimming Club	£9,860	Birtley
Birtley Community Association	£10,000	Birtley
Birtley Community Partnership	£10,000	Birtley
Birtley Parent and Toddler Group	£300	Birtley
Birtley Town Junior Football Club	£300	Birtley
Birtley Young Peoples Club	£1,055	Birtley
Inspiring Events CIC	£300	Birtley
Little Tiger Tots	£900	Birtley
Total	£34,715	
Artful Codgers of Winton Court	£1,800	Blaydon
Blaydon Youth and Community Centre	£9,905	Blaydon
Bringing Words to Life	£9,690	Blaydon
The Ark Playcentre / Churches Together Blaydon	£920	Blaydon
Trinity Methodist Church Blaydon	£754	Blaydon
Winlaton Vulcans Rugby Football Club Limited	£300	Blaydon
Winlaton Warriors Amateur RLC	£1,695	Blaydon
Total	£25,064	
Gateshead Sea Cadets	£2,000	Bridges
The4Cs - Climate Change Community Champions	£1,700	Bridges
The Comfrey Project (Windmill Hills)	£10,000	Bridges
Total	£13,700	

Organisation	Funding 15/16	Ward
Chopwell Community Centre & Youth Club	£10,000	Chopwell & Rowlands Gill
Gibside Community Farm	£5,950	Chopwell & Rowlands Gill
Total	£15,950	
		Chowdene
Total	£0	
2nd Crawcrook Scout Group	£1,355	Crawcrook & Greenside
Barmoor Hub (Ryton, Crawcrook & District Youth Centre)	£5,475	Crawcrook & Greenside
Clara Vale Village Hall Association	£10,000	Crawcrook & Greenside
Crawcrook and Greenside Local Environment Group	£290	Crawcrook & Greenside
Emma Hall	£10,550	Crawcrook & Greenside
Greenside & District Community Association	£10,000	Crawcrook & Greenside
Total	£37,670	
Deckham Community Association	£8,960	Deckham
St Marks Methodist Church & Community Centre	£7,250	Deckham
Total	£16,210	
Dunston Community Centre	£4,815	Dunston & Teams
Dunston family Church - Dunston Activity Centre	£15,335	Dunston & Teams
Dunston Family Church - Teams Life Centre (Teams Community Association)	£300	Dunston & Teams
Gateshead Redheugh 1957	£300	Dunston & Teams
Teams Medical Practice Health Champion Volunteers / Health & Wellbeing Action Group	£3,500	Dunston & Teams

Organisation	Funding 15/16	Ward
Total	£24,250	
Whickham Fellside Youth Football Club	£3,110	Dunston Hill & Whickham East
Total	£3,110	
Felling Magpies	£9,800	Felling
Felling Stage Society	£2,000	Felling
Sunderland Road Volunteer Library Association	£8,000	Felling
Total	£19,800	
Gateshead African Community Association	£300	High Fell
Springwell Community Association	£300	High Fell
Total	£600	
3rd Gateshead Boys Brigade	£3,475	Lamesley
Kibblesworth Cricket Club	£5,610	Lamesley
Mount Community Association	£9,350	Lamesley
Ravensworth Bowling Club (on behalf of 18 Gateshead Bowling Clubs)	£2,000	Lamesley
Wrekenton Methodist Community Church	£10,000	Lamesley
Total	£30,435	
Gateshead Visible Ethnic Minority Support Group	£11,500	Lobley Hill & Bensham
Groundwork North East	£300	Lobley Hill & Bensham
Peace of Mind Community Project	£1,255	Lobley Hill & Bensham
St Chads Community Project	£300	Lobley Hill & Bensham
Stand Easy Gateshead Support Group	£2,000	Lobley Hill & Bensham

Organisation	Funding 15/16	Ward
Total	£15,355	
21st Gateshead (St Helen's) Sea Scout Group	£750	Low Fell
Gateshead Amateur Operatic & Drama Society	£2,000	Low Fell
Hawksbury House Residents Group	£300	Low Fell
Low Fell Library Association	£15,000	Low Fell
The Nest Café and Community Room CIC	£9,600	Low Fell
Wayout in Gateshead	£10,000	Low Fell
Total	£37,650	
Bill Quay Community Farm Association	£10,195	Pelaw & Heworth
Edberts House	£10,300	Pelaw & Heworth
Friends of Heworth Grange School	£4,180	Pelaw & Heworth
Hertfordshire House Community Association	£9,935	Pelaw & Heworth
Pelaw Youth Centre	£6,340	Pelaw & Heworth
Wood Green Residents Association	£300	Pelaw & Heworth
Total	£41,250	
1st Ryton Scout Group	£2,800	Ryton, Crookhill & Stella
Ryton Volunteer Library Association	£7,000	Ryton Crookhill & Stella
Total	£9,800	
Ashreinu	£4,000	Saltwell
Beth Jacob Youth Club	£300	Saltwell
Friends of Gateshead Central Library	£300	Saltwell
Friends of Saltwell Park	£1,120	Saltwell
Gateshead Muslim Society	£9,300	Saltwell

Organisation	Funding 15/16	Ward
Jewish Community Council of Gateshead	£15,750	Saltwell
Total	£30,770	
Leam Lane Community Association	£300	Wardley & Leam Lane
Total	£300	
Whickham Cricket Club	£1,540	Whickham North
Total	£1,540	
Marley Hill Community Association	£10,000	Whickham South & Sunnyside
Total	£10,000	
Friends on Friday	£1,050	Windy Nook & Whitehills
Kays Cottages	£298	Windy Nook & Whitehills
Leam Rangers Youth Football Club	£300	Windy Nook & Whitehills
Warriors Community Project	£300	Windy Nook & Whitehills
Whitehills Community Centre		
Total	£1,948	
The Winlton Centre	£12,600	Winlton & High Spen
Winlton Volunteer Library Association	£6,000	Winlton & High Spen
Total	£18,600	
Grand Total	£388,717	

£583,197

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Appendix 3 Public Health, Health & Wellbeing small Grants 2015/16 by ward

Organisation	Funding 15/16	Ward
Little Tiger Tots	£600	Birtley
Total	£600	
Artful Codgers of Winton Court	£1,500	Blaydon
The Ark Church Playcentre / Churches Together Blaydon	£920	Blaydon
Trinity Methodist Church Blaydon	£754	Blaydon
Total	£3,174	
The 4Cs - Climate Change Community Champions	£1,400	Bridges
Total	£1,400	
Teams Medical Practice Health Champions	£1,500	Dunston & Teams
Total	£1,500	
Gateshead Visible Ethnic Minority Support Group	£1,500	Lobley Hill and Bensham
Peace of Mind Community Project	£1,255	Lobley Hill and Bensham
Total	£2,755	
Hertfordshire House	£1,020	Pelaw & Heworth
Total	£1,020	
TOTAL	£10,449	
Gateshead organisations Total	£8,350	
Overall Total	£18,799	

Appendix 3 Public Health, Health & Wellbeing small Grants 2015/16

Organisation	Funding 15/16	Borough wide
Carers Cultural Adventures	£1,500	Gateshead
Magic Hat Café CIC	£1,500	Gateshead
Skills 4 Work	£1,370	Gateshead
Stroke Association	£1,500	Gateshead
Them Wifies	£1,500	Gateshead
Youth Focus North East	£980	Gateshead
Total	£8,350	

Appendix 4 New Applicants 2015/16

Organisation	Funding 15/16	Ward
Birtley Parent & Toler Group	£300	Birtley
Little Tiger Tots	£900	Birtley
Total	£1,200	
Artful Codgers of Winton Court	£1,800	Blaydon
The Ark Playcentre / Churches Together Blaydon	£920	Blaydon
Trinity Methodist Church Blaydon	£754	Blaydon
Winlaton Warriors Amateur RLC	£1,695	Blaydon
Total	£5,169	
Gibside Community Farm	£5,950	Chopwell & Rowlands Gill
Total	£5,950	
Emma Hall	£10,550	Crawcrook & Greenside
Total	£10,550	
Felling Magpies	£9,800	Felling
Total	£9,800	
Kibblesworth Cricket Club	£5,610	Lamesley
Ravensworth Bowling Club (on behalf of 18 Gateshead Bowling Clubs	£2,000	Lamesley
Total	£7,610	

Organisation	Funding 15/16	Ward
Peace of Mind Community Project	£1,255	Lobley Hill & Bensham
Stand Easy Gateshead Support Group	£2,000	Lobley Hill & Bensham
Total	£3,255	
Hawksbury House Residents Group	£300	Low Fell
The Nest Café and Community Room CIC	£9,600	Low Fell
Total	£9,900	
Friends of Heworth Grange School	£4,180	Pelaw & Heworth
Total	£4,180	
Friends on Friday	£1,050	Windy Nook & Whitehills
Kays Cottages	£298	Windy Nook & Whitehills
Total	£1,348	
2 Way Tenancy Solutions	£10,000	Gateshead
Carers Cultural Adventures	£1,500	Gateshead
Durham Wildlife Trust	£9,950	Gateshead
Food Nation CIC	£8,200	Gateshead
Gateshead Clubhouse	£2,000	Gateshead
Gateshead Indoor Bowls	£9,835	Gateshead
Magic Hat Café	£1,500	Gateshead
North Regional Association for Sensory Support	£6,320	Gateshead
Skills Bridge	£10,000	Gateshead
Stroke Association	£1,500	Gateshead
Them Wifies	£1,500	Gateshead
Tyneside Women's Health Project	£2,800	Gateshead
Washington Mind	£7,500	Gateshead

Organisation	Funding 15/16	Ward
Workplace Gallery	£4,150	Gateshead
Youth Focus North East	£980	Gateshead
Total	£77,735	
Grand Total	£136,697	

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Appendix 5 Sporting Grants to Individuals spend by Ward

Ward	Name	Funding 2015/16
Blaydon	Emma Cartwright - Tyne United Rowing Club	£100
	Kyle Crombie - Northern Storm Korfbal	£400
	Matthew Loftus - North East Goalball Club	£500
	Andrew Mitchell - Gateshead Kestrels	£120
	Abbie Thompson - Deerness Gymnastics Academy	£100
	Max Williamson - Benwell Hill Cricket Club	£100
	Total	£1,320
Bridges	Lucy Dixon - Northumberland Badminton	£100
	Duncan Rowlands - Lazlo's Fencing	£400
	Alan Toward - Northumbria University	£200
	Joe Waggit - Gateshead Kestrals	£120
	Total	£820
Chopwell & Rowlands Gill	Jennifer Batey - Coalfields RT	£100
	Total	£100
Chowdene	Calum French - Birtley Amateur Boxing Club	£500
	Josh Pendleton - Gateshead Kestrels	£120
	Liam Reveley - Blaydon AC	£200
	Total	£820
Crawcrook & Greenside	Holly Davison - Tyne United Rowing Club	£100
	Jessica Wymes - Newcastle East Griffins Basketball Club	£100
	Total	£200
Dunston & Teams	Georgina Roberts - Darlington Mowden Park RFC	£100
	Total	£100
Dunston Hill & Whickham East	Ellen Donaldson - Newcastle East Griffins Basketball Club	£100
	Sophie Donaldson - Newcastle East Griffins Basketball Club	£100
	Thomas Mein - Derwentiside Cycling Club	£1,000
	Rebecca Morton - Gateshead Kestrels	£120
	Beth Pringle - Gateshead Harriers AC	£200
	Harry John Young - Hazelwood Ski World	£500
	Total	£2,020
High Fell	Macauley Ainslie - Gateshead Kestrels	£500
	Dylan Hails - Gateshead Kestrels	£70
	Calum Fletcher - Gateshead Kestrels	£120
	Sally Mills - Newcastle Eagles	£100
	Total	£790
Lobley Hill & Bensham	Samuel Gorman - Blaydon Harriers AC	£100
	Total	£100
Low Fell	Jon Evans - Tynemouth Squash Club	£400
	Nathan Johnson - Gateshead Kestrels	£120
	Venessa Garzova - Gateshead Kestrels	£120
	Chloe McLelland - Gateshead Synchronised Swimming Club	£100
	Total	£740

Ward	Name	Funding 2015/16
Pelaw & Heworth	Camron Avilez - Gateshead Kestrels	£120
	Kieron Avilez - Gateshead Kestrels	£120
	Rachel Lee - Gateshead Synchronised Swimming Club & City of Leeds SSC	£400
	Tina Simpson - Gateshead Kestrels	£120
	Kieran Smailes - Gateshead Kestrels	£120
	Total	£880
Ryton, Crawcrook & Stella	Tesni Caink - Tyne United Rowing Club	£100
	Jack Curry - Gateshead Judo Club	£500
	Arlo Lapworth - Crawcrook Judo Club	£200
	Arun Phillipson - Tyne United Rowing Club	£200
	Charlotte Robinson - Tyne United Rowing Club	£100
	Total	£1,100
Wardley & Leam Lane	William Curtis - Gateshead Harriers Athletics Club	£200
	Lewis York - Gateshead Kestrels	£120
	Total	£320
Whickham North	Emily Birdsall - Gateshead Kestrels	£70
	Niamh Lendrum - Parklands Golf Club	£100
	Max Murray - Gateshead Kestrels	£100
	Joel O'Halloran - Gateshead & Whickham ASC	£100
	Olivia Pugmire - Whickham School	£200
	Rachel Wilson - Derwentside ASC	£200
	Total	£770
Whickham South & Sunnyside	Brandon Bailey - Whitley Bay Ice Skating Club	£200
	Simon Robinson - Angling Club	£400
	Cloe Thompson - Deerness Valley Gymnastics Academy	£200
	Total	£800
Windy Nook & Whitehills	Georgina Atkinson - Gateshead Kestrels	£120
	Sophie Littlemore - Gateshead Harriers AC	£200
	Scott Mears -British Cycling	£400
	Emily Stewart - Gateshead Harriers AC	£200
	Total	£920
Winlaton & High Spen	Natalie Batey - Tyne & Wear & Rescue Service Tri Club	£100
	Ryan Ransome - Whickham School	£100
	Total	£200

GRAND TOTAL	£12,000
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Appendix 6 Gateshead Volunteer Month 2015 small grants		
Organisation	Funding 2015/16	Ward
Birtley Parent & Toddler Group	£300	Birtley
Birtley Town Junior FC	£300	Birtley
Birtley Young People's Group	£225	Birtley
Inspiring Events CIC	£300	Birtley
Little Tiger Tots	£300	Birtley
Total	£1,425	
Artful Codgers of Winton Court	£300	Blaydon
Bringing Words to Life	£300	Blaydon
Winlaton Vulcans Rugby Football Club Ltd	£300	Blaydon
Total	£900	
The 4Cs Climate Change Community Champions	£300	Bridges
Total	£300	
Crawcrook and Greenside Local Environmental Group	£290	Crawcrook & Greenside
Total	£290	
Dunston Community Centre	£245	Dunston & Teams
Dunston Family Church	£300	Dunston & Teams
Gateshead Redheugh 1957	£300	Dunston & Teams
Total	£845	
Felling Magpies	£300	Felling
Total	£300	

Organisation	Funding 2015/16	Ward
Gateshead African Community Association	£300	High Fell
Springwell Community Centre	£300	High Fell
Total	£600	
Groundwork North East	£300	Lobley Hill & Bensham
St. Chads Community Project	£300	Lobley Hill & Bensham
Total	£600	
Hawksbury House Residents Association	£300	Low Fell
Total	£300	
Edbert's House	£300	Pelaw & Heworth
Wood Green Residents Association	£300	Pelaw & Heworth
Total	£600	
Beth Jacob Youth Club	£300	Saltwell
Friends of Gateshead Central Library	£300	Saltwell
Gateshead Muslim Society	£300	Saltwell
Total	£900	
Leam Lane Community Centre	£300	Wardley
Total	£300	
Kays Cottages	£298	Windy Nook & Whitehills
Leam Rangers Football Club	£300	Windy Nook & Whitehills
Warriors Community Project	£300	Windy Nook & Whitehills
Total	£898	

Organisation	Funding 2015/16	Ward
TOTAL	£8,258	
Total Gateshead Wide Organisations	£1,730	
Overall Total	£9,988	

Appendix 6 Gateshead Volunteers Month 2015 small Grants

Organisation	Funding 2015/16	Borough wide
FACT – Fighting All Cancers Together	£300	Gateshead
Gateshead Advice Centre	£300	Gateshead
Gateshead & South Tyneside Sight Service	£250	Gateshead
Gateshead Carers Association	£300	Gateshead
Gateshead Older People's Assembly	£280	Gateshead
GVOG: Gateshead Volunteer Centre	£300	Gateshead
Total	£1,730	

Appendix 7 CBF spend by Council Plan Outcomes 2015/16

Organisation	Funding 2015/16	% of spend 2015/16
Outcome 1 Prosperous Gateshead		
Bringing Words to Life	£9,690	
Edbert's House	£10,300	
Fighting All Cancers Together	£8,140	
Gateshead Older People's Assembly	£10,205	
Marley Hill Community Association	£10,000	
Skills Bridge	£10,000	
Way Out in Gateshead	£10,000	
Workplace Gallery	£4,150	
Total	£72,485	12.40%
Outcome 2 Live Love Gateshead		
Bill Quay Community Farm Association	£10,195	
Chopwell Community Centre & Youth Club	£10,000	
Clara Vale Village Hall Association	£10,000	
Crawcrook & Greenside Local Environment Group	£290	
Deckham Community Association	£8,960	
Dunston Family Church - Dunston Activity Centre	£15,335	
Durham Wildlife Trust	£9,950	
Emma Hall	£10,550	
Friends of Saltwell Park	£1,120	
Gateshead Clubhouse	£2,000	

Organisation	Funding 2015/16	% of spend 2015/16
Outcome 2 Live Love Gateshead contd		
Gateshead Indoor Bowls Centre	£9,835	
Gibside Community Farm	£5,950	
Greenside & District Community Association	£10,000	
Hertfordshire House Community Association	£9,935	
Low Fell Library Association	£15,000	
Mount Community Association	£9,350	
Ryton Volunteer Library Association	£7,000	
St Marks Methodist Church & Community Centre	£7,250	
Sunderland Road Volunteer Library Association	£8,000	
The 4Cs - Climate Change Community Champions	£1,700	
The Comfrey Project (Windmill Hills)	£10,000	
The Winlaton Centre	£12,600	
Winlaton Volunteer Library Association	£6,000	
Wrekenton Methodist Community Church	£10,000	
Total	£201,020	34.50%
Outcome 3 Live Well Gateshead		
1st Ryton Scout Group	£2,800	
2 Way Tenancy Solutions	£10,000	
2nd Crawcrook Scout Group	£1,355	
3rd Gateshead Boys Brigade	£3,475	
5th Birtley Scout Group	£2,000	
21st Gateshead (St Helen's) Sea Scout Group	£750	

Organisation	Funding 2015/16	% of spend 2015/16
Outcome 3 Live Well Gateshead contd		
Age UK Gateshead	£3,055	
Artful Codgers of Winton Court	£1,800	
Arthritis Care - Gateshead Branch	£4,600	
Ashreinu	£4,000	
Barmoor Hub	£5,475	
Beth Jacob Youth Club	£300	
Birtley Amateur Swimming Club	£9,860	
Birtley Community Association	£10,000	
Birtley Community Partnership	£10,000	
Birtley Parent & Toddler Group	£300	
Birtley Town Junior Football Club	£300	
Birtley Young People's Club	£1,055	
Blaydon Youth & Community Centre	£9,905	
Blue Sky Trust	£5,000	
Carers Cultural Adventures	£1,500	
Dunston Community Centre	£4,815	
Dunston Family Church - Teams Life Centre	£300	
Felling Magpies	£9,800	
Felling Stage Society	£2,000	
Food Nation CIC	£8,200	
Friends of Gateshead Central Library	£300	
Friends of Heworth Grange School	£4,180	
Friends on Friday	£1,050	
Gateshead & South Tyneside Sight Service	£7,250	
Gateshead & Whickham ASC	£15,000	
Gateshead Advice Centre	£10,300	

Organisation	Funding 2015/16	% of spend 2015/16
Outcome 3 Live Well Gateshead contd		
Gateshead African Community Association	£300	
Gateshead Amateur Operatic & Dramatic Society	£2,000	
Gateshead Carers Association	£5,300	
Gateshead Crossroads Caring for Carers	£5,000	
Gateshead Muslim Society	£9,300	
Gateshead Redheugh 1957	£300	
Gateshead Sea Cadets	£2,000	
Gateshead Synchronised Swimming Club	£2,000	
Gateshead Visible Ethnic Minority Support Group	£11,500	
Gateshead Voluntary Organisations Council	£300	
Gateshead Youth Council	£10,000	
Groundwork North East	£300	
Hawksbury House Residents Group	£300	
Inspiring Events CIC	£300	
Jewish Community Council of Gateshead	£15,750	
Kays Cottages	£298	
Kibblesworth Cricket Club	£5,610	
Leam Lane Community Association	£300	
Leam Rangers Football Club	£300	
Little Tiger Tots	£900	
Magic Hat Café	£1,500	
North Regional Association for Sensory Support	£6,320	
Peace of Mind Community Project	£1,255	
Pelaw Youth Centre	£6,340	
Ravenworth Bowling Club (on behalf of 18 Gateshead Bowling Clubs)	£2,000	
Show Racism the Red Card	£10,000	

Organisation	Funding 2015/16	% of spend 2015/16
Outcome 3 Live Well Gateshead contd		
Skills 4 Work	£6,570	
SOFA - Supporting Opportunities for All	£7,410	
Springwell Community Association	£300	
St Chads Community Project	£300	
Stand Easy Gateshead Support Group	£2,000	
Stroke Association	£1,500	
Teams Medical Practice Health Champion Volunteers / Health & Wellbeing Action Group	£3,500	
The Ark Playcentre / Churches Together Blaydon	£920	
The Nest Café & Community Room CIC	£9,600	
Them Wifies	£1,500	
Thrive	£6,535	
Trinity Methodist Church Blaydon	£754	
Tyneside Women's Health Project	£2,880	
Warriors Community Project	£300	
Washington Mind	£7,500	
Whickham Cricket Club	£1,540	
Whickham Fellside Youth Football Club	£3,110	
Winlaton Vulcans Rugby Football Club Limited	£300	
Winlaton Warriors Amateur RLC	£1,695	
Wood Green Residents Association	£300	
Youth Focus North East	£980	
Total	£309,692	53.10%

Organisation	Funding 2015/16	% of spend 2015/16
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TITLE OF REPORT: The Council Plan – Year End Assessment of Performance and Delivery 2015/2016

**REPORT OF: Jane Robinson, Chief Executive
Darren Collins, Strategic Director, Corporate Resources
Mike Barker, Strategic Director, Corporate Services & Governance**

SUMMARY

This report provides the year end assessment of performance for 2015/2016. It provides an update on the performance and delivery of the Council Plan 2015-2020.

Background

1. The report forms part of the Council's performance management framework and gives an overview of progress for the priorities appropriate to the Corporate Resources Overview and Scrutiny Committee (OSC).
2. The year end performance report monitors progress against the Council Plan 2015-2020.
3. Following significant changes in the national policy landscape and the challenging financial climate the Council has, and is still facing, a new approach to the Council Plan was developed as part of the strategic planning framework.
4. The new Council Plan 2015-2020, which was approved by Cabinet on the 14 July 2015, will enable the Council, along with partners to be better placed to achieve positive outcomes for the people of Gateshead and deliver the ambition of Vision 2030 over the next 5 years.
5. Gateshead's Sustainable Community Strategy Vision 2030 was also refreshed and approved by Cabinet on 3 November 2015.

Five Year Target Setting 2015/16 – 2019/2020

6. Five year targets were set as part of the Council's Performance Management Framework, for the period 2015/2016 to 2019/2020 to enable performance to be monitored to ensure continuous improvement. These targets were approved by Cabinet on 14 July 2015.

Delivery and Performance

7. The year end 2015/2016 assessment of performance report relates to the remit of the Corporate Resources Overview and Scrutiny Committee and focuses on achievements, areas identified for improvement and future actions.
8. Progress as to how well the Council is performing in relation to the 2015/16 targets set where information is available at the year end stage is also reported in this report.

9. Progress as to how well the Council is performing in relation to the equalities objectives where information is available at the year end stage is also reported in this report.

Recommendation

5. It is recommended that the Corporate Resources Overview and Scrutiny Committee:
- (i) consider whether the activities undertaken at year end 2015/16 are achieving the desired outcomes in the Council Plan 2015-2020;
 - (ii) agree that the report be referred to Cabinet on 12 July 2016, with the recommendations from the Corporate Resources Overview and Scrutiny Committee for their consideration.

Contact: Marisa Jobling

Ext: 2099

Corporate Resources Overview and Scrutiny Committee

Vision 2030 and Council Plan – Year End 2015/16 - Delivery and Performance

27 June 2016

Overview and Scrutiny Committee:

Corporate Resources

Chair:

Councillor John Eagle

Vice Chairs

Councillor Paul Foy

Councillor Jonathan Wallace

Role and Remit

As agreed at its meeting of 30 June 2014, the Committee undertakes scrutiny in relation to:

- The management of the Council's financial, human and physical resources
- Support for the democratic process;
- The involvement of local people and communities of Gateshead in the work of the Council
- Capacity building in communities, volunteering and resilience
- Matters relating to the Council's relationship with Gateshead Voluntary Organisations Council including the Gateshead Offer
- Social inclusion, equalities and diversity; and
- The Council's arrangements for securing efficiency and money; and the development and operation of the Council's procurement strategy

Overview

Our Achievements

- The Council was 'highly commended' for Council of the Last 20 Years at the Local Government Chronicle Awards 2016.
- New Council Plan 2015-2020 to achieve positive outcomes for the people of Gateshead
- The revisited and amended corporate performance management framework has been agreed to support decision making and ensure the Council continues to be effective, fit for purpose and sustainable
- Performing better than target for the speed it takes to process benefit claims.
- The Council's new award winning HR & Payroll system (iTrent) is now operational which provides managers with direct access to absence management data and information to assist them in managing attendance.
- The Council's website received a Better Connected Award for Parking: Pay parking fine.

Areas of focus over the next 6 months

- Preparing for the EU Referendum
- Review of support to the VCS in Gateshead to establish how the Council may commission services to support the borough's VCS from 2017 onwards.
- Gateshead Volunteers Month 2016
- Procurement and implementation of a digital platform to help deliver the digital strategy
- Distributing and analysing the employee survey to give employees an opportunity to shape the way the Council works
- Continue the development and implementation of the Change Programme to make sure the Council can deliver a balanced budget in 2020 and beyond.
- iTrent: Phase 2 will be rolled out, incorporating Employee Self-Service for Leave Requests and Expenses, Car Mileage and Overtime / Additional Hours Claims.

Areas for improvement

- There is a positive direction travel against the collection of council tax. The improved collection rate from last year equates to approximately £3m in cash terms, however falls short of the target set.
- Work is ongoing to ensure that managers have the necessary skills and fully understand the requirements of the sickness absence management policy and procedure.
- According to the Doteveryone digital exclusion heatmap on a scale of 1-9 (where higher figure indicates greater likelihood of exclusion) Gateshead scored an 8. The Digital Gateshead Programme includes a workstream that is focused on Digital Inclusion and helping everyone to have the right access, skills and confidence to use and benefit from digital solutions.

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

Vision 2030 refreshed

Vision 2030 sets out the framework and direction of travel for the Gateshead Strategic Partnership to drive forward the economic, social and physical improvements in Gateshead.

The Gateshead Strategic Partnership (GSP) agreed to look at Vision 2030 in light of the changing partnership landscape and in the context of fewer resources. The vision and the 6 big ideas have been retained and 18 long term outcomes outline what success will look like.

The use of info-graphics in the redesigned [Vision 2030](#) has helped to communicate outcomes and achievements of the plan. Old pathways have been removed to achieve a medium to long term focus. New branding will help the Vision to appeal to a wider audience.

There is a focus on delivery over the next 5 years, which will serve as a stepping stone to 2030 and also aligns the ambition and outcomes in Vision 2030 to those of the Council Plan.

The operational detail will be made manifest in the aligned medium term strategies and plans of the partnership boards to be more realistic, flexible and respond to changes quicker.

Council Plan 2015-2020

Following significant changes in the national policy landscape and the challenging financial climate the Council has agreed a new Council Plan which was developed during this financial year as part of the strategic planning framework.

[The Council Plan](#) will enable the Council, along with partners, to be better placed to achieve positive outcomes for the people of Gateshead and deliver the ambition of Vision 2030 over the next 5 years.

Key outcomes for the next five years were identified as:

Prosperous Gateshead – a thriving economy for all

- More and better paid jobs and more people in work
- Fewer people with low level skills and more people with higher level skills through:
 - improved educational attainment
 - increased learning and development
- More private, public and social investment
- An increase in the working age population

Live Love Gateshead – a sense of pride and ownership by all

- A confident and more aspirational population acting as Gateshead's strongest advocates

- Gateshead people who care about their local area and share responsibility for making and keeping our environment the best it can be
- A community who take pride in Gateshead the place and enjoy and engage in world class culture and heritage that contributes to a sense of belonging and wellbeing

Live Well Gateshead – a healthy, inclusive and nurturing place for all

- The destination of choice for families with a range of excellent and affordable housing options
- A place where children have the best start in life
- A place where older people are independent and are able to make a valuable contribution to the community
- A place where people choose to lead healthy lifestyles, with more and more people across Gateshead living longer and without life-limiting illnesses
- A place where those who need help have access to appropriate joined up services that make a difference to the quality of their life
- A tolerant place where people feel safe

Local Government Chronicle Awards

The Council was 'highly commended' for the [Council of the Last 20 Years](#) at the Local Government Chronicle Awards in London in March 2016. By being highly commended the Council, along with partners, were able to demonstrate high quality efficient services that benefit residents; sustained excellence and innovation from which other councils have sought inspiration; and a longstanding culture that promotes excellence.

HR and Payroll System

The Council's new HR & Payroll system (iTrent) went live for 14,500 users, as planned, on Thursday 18 February 2016 incorporating:

- Human Resources Management & Admin;
- Payroll;
- Car Mileage
- Reporting / Interfaces

Employees were asked to submit suggestions to name/brand the self-service module and "My HR & Payroll" proved the most popular. "My HR & Payroll" (Employee Self Service part) also went live offering the following functionality:

- Show payslips
- Change personal details.

Over the following 6 weeks, the system also went live with:

- People Manager
- Absence Management
- Web Recruitment
- Learning Events Administration.

Initial feedback has been very positive with many staff expressing the view that iTrent Self-Service is well designed and simple to use.

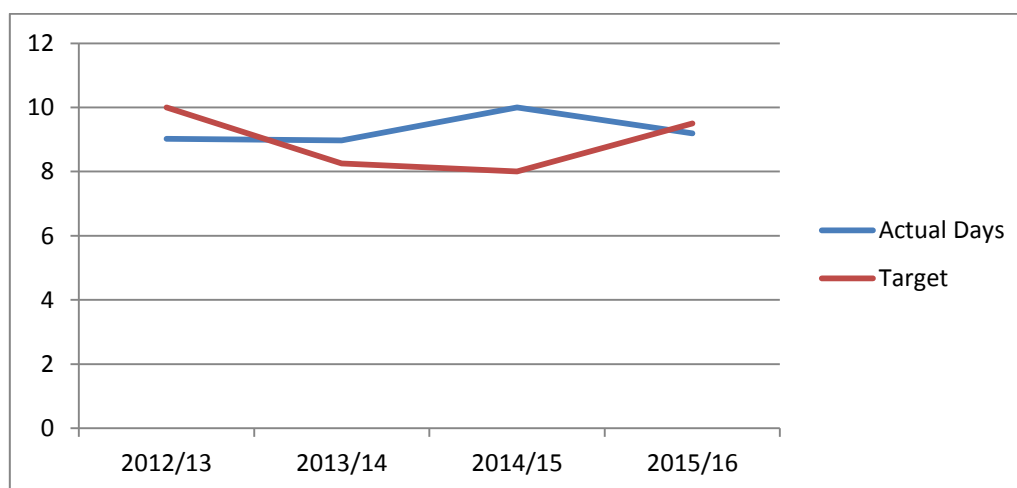
Implementation of Gateshead Council's new system won the *New Customer Project Of the Year 2016* award at MHR's Annual Impact Awards ceremony on Tuesday 7th June.

Entrants had to demonstrate to an independent panel of 5 expert judges from the HR and Payroll industry that their project had continually linked directly to their wider organisational objectives, had clearly contributed towards achieving those objectives and had a clear plan in place for future development.

Sickness Absence

CR01: Working days lost due to sickness

During 2015/16, 9.19 days have been lost due to sickness. This is a slight improvement compared to the year-end figure last year of 10 days and exceeds the target of 9.5 days. The graph below shows the trend over the last few years of this indicator.



On the 29 February 2016, Corporate Resources Overview and Scrutiny Committee considered a six month Review of Absence in the Council monitoring report. This report reveals that the level of sickness absence remains high, particularly due to stress/depression and mental ill health. It also details the actions taken in the last six months.

Since that report the Council's new HR & Payroll system (iTrent) is now operational which provides managers with direct access to absence management data and information to assist them in managing attendance.

Four 'Managing Stress and Wellbeing' courses have been delivered to 52 managers and work is also ongoing to implement the Workforce Plan to ensure that managers have the necessary skills and fully understand the requirements of the sickness absence management policy and procedure. Training will also be provided on managing capability and performance which are often interlinked with attendance issues.

Also, 'Mindfulness at Work' is a pilot course (4 x 1 hour sessions) to be run by Danny Halpin our lead counsellor. This is being offered to 20 employees on a first come first served basis and is starting on 17 June 2016. The course helps council employees to understand how our mind works and how to use our brains effectively and in a focussed way. It gives employees the tools to help them manage any stress symptoms more effectively in the workplace.

Workforce Plan

The workforce plan is helping to ensure that the Council has the right people with the right skills in the right place at the right time. There is a focus on improving skills and behaviours through a number of activities including:

- Providing coaching opportunities to support leadership development
- Targeted project work to develop skills
- Developing a talent management and succession planning framework
- Producing a learning and development framework to support the development of Management and other employees across the Council.

Having the right workforce will be dependent on providing the appropriate reward packages that recognise the difficult financial climate and ensure fairness across the workforce and work is ongoing to review our approach to pay, reward and recognition and to ensure that employees understand the totality of their employment package.

Work has already been undertaken to:

- incorporate a grading structure from 1 April 2016 to implement the National Living Wage
- review the Council's terms and conditions with the aim of ensuring that our terms and conditions are modern, fair and appropriate
- expand the employee benefits available including the introduction of a new employee benefits scheme
- revise the achievement and development process and Competency Framework which is currently being consulted on.

Employee Engagement

Promotion of employee wellbeing and engagement is an integral part of the Council's culture and the employee engagement programme has developed well over the course of the last year. The programme has been developed taken on board the learning from the employee survey, which has provided valuable insight into how employees view the Council and what support they need in their roles.

Almost 2,000 employees responded to the survey in May 2015 representing 39% of the workforce. There were some very positive messages that came out of the survey including customers always being a priority (84%), managers being approachable (86%) and the vast majority employees enjoying their job overall (75%).

Areas for improvement

There were a number of challenges highlighted through the survey particularly around stress affecting performance at work (31%) and the number of people who thought that generally communication wasn't good (42%). A large number of

employees also did not feel that they had opportunities to develop their careers at the Council (47%). As a consequence the engagement programme has been designed to build on some of the positive messages but crucially tackle the issues that have been raised by employees.

Team Talk Live

Following the results of the employee survey and in an effort to improve communication within the Council, a series of Roadshows were held with the Chief Executive and with members of Leadership Team. These were opportunities for employees to discuss issues, look at what was working well and what could be improved.

The feedback was very positive from the sessions that took place across July and August 2015, with over 700 employees in attendance.

Monday Message

The Chief Executive has been communicating with employees each Monday morning following suggestions from employees around improving communication. The feedback from employees has been positive and it has been a way of getting important information directly from the Chief Executive to employees. In addition to this a series of video blogs have also been developed to improve engagement.

Online suggestion scheme

A mailbox has been set up so that employees are able to share their thoughts, ideas and suggestions. This helps to ensure that employees have a voice and supports a more engaged workforce.

Employee Wellbeing

A number of activities have been implemented or are planned to improve wellbeing and engagement with the workforce including:

- Rolling out a Corporate Health and Safety training programme annually
- Developing and implementing a Stress Toolkit and delivering stress training
- Development of a network of employee health advocates

Health and Safety

The Council's recent figures show that the total number of incidents have increased from 499 to 518

- Specified injuries down from 9 to 4 and were as a result of slips, trips and falls
- Non employees sent direct to hospital remained the same at 5
- Decrease in near miss reporting from 155 to 136 which includes 44 reports of verbal threatening behaviour abuse.

The top 2 causes of over 3 day incidents are handling, lifting and carrying and slips, trips and falls.

The specified injuries occurred in various locations at different times of the year so could not be linked to any trends. Detailed quarterly reports are given to groups on the recorded incidents to enable them to take relevant action to help reverse any trends, identify training needs etc. The action may include detailed site inspections to

ensure the correct mechanical aids are available and used correctly or a change in working is required.

Council Tax collection

CR03: Percentage of council tax collected which was due to be paid in that year

The year-end performance as at 31 March 2016 was 95.6% which is an improvement compared to last year (95.4%) but misses the target set for this year of 96.5%. Although the target was not met in percentage terms, in cash terms the amount collected increased by £3.0m.

Payment by direct debit, which is the cheapest and most secure payment method for the council, continues to increase and 2015-16 saw record numbers of residents paying in this way (an increase of 2,500 now pay in this way).

Business Rates Collection (NNDR)

The Council has a duty to collect and recover Business Rates (National Non-domestic Rates) from occupiers and owners of business premises. The year-end performance as at 31 March 2016 was 97.6%. This performance is 1% higher than the target of 96.6%.

This is an improvement on the performance at year end 31 March 2015 which was 96.2% which was just short of the 96.5% target set.

BACS Bureau Inspection

The Council has operated a BACS Bureau since 2012. The BACS Bureau is used for transmitting direct credit payments on behalf of the academies and other organisations (including Northern Education Trust). The Council along with all organisations operating a BACS Bureau must undergo inspections on a triennial basis.

The Council has just undergone inspection and the results were as follows;

Bureau Organisation and Financial Information	Adequate
Physical Security	Excellent
Computer Operations	Adequate
Applications and System Support	Excellent
Bureau Processing and Operations	Excellent

The conclusion of the inspection was that the bureau currently meets the standard required to maintain its BAB accreditation.

Payment Card Industry Data Security Compliance

The Council continues to see an increasing number of customers make credit and debit card payments either by the internet or telephone. In 2015/16, the value of these payments to the Council was in excess of £20m.

To ensure the security of customers' personal bank details the banking industry requires all organisations who take card payments to comply with the Payment Card Industry / Data Security Standard (PCI/DSS). A failure to comply with all aspects of

PCI/DSS can result in substantial fines and the removal of an organisation's banking approval to take card payments.

Gateshead Council first became fully compliant in March 2011. Our continued compliance is verified in two main ways:

- A self-assessment questionnaire and attestation of compliance is submitted annually and is validated by RBS Worldpay
- Gateshead Council is also required to supply a quarterly scan to GlobalPay to confirm there are no vulnerabilities in our PCI compliance.

The privacy of card payments is increasingly important to our customers. By annually complying with the PCI/DSS banking standard, the council demonstrates that when customers make card payments their personal details remain secure.

In February 2016 Gateshead Council successfully renewed compliance in accordance with the standard. The main areas that PCI/DSS covers are:

- Security of card payment taking facilities, for example chip and pin machines
- Security of all customer card details, with any payment receipts stored securely
- Security of internet access to ensure card data is not accessible to third parties
- Employee access to the card data is not accessible to third parties
- Employee access to card payment software is restricted to individual users by password encryption
- Ensuring employee access to take card payments is reviewed annually

Support for the democratic process

Consultation

Residents, partners and other stakeholders have been consulted on a range of issues throughout the year. The Council's Consultation portal has been used to deliver around 45 surveys over the last 12 months, which in total attracted over 3,882 responses.

This included 935 responses to the Residents survey in summer 2015 and 571 responses to the Council's Budget consultation in winter 2015, when the Council asked for local people's views on draft savings proposals for 2016-18.

Since October 2015, we have published notifications of local traffic schemes on the consultation portal. 20 schemes were published during the last 6 months of 2015/16. In addition to the consultations above, the consultation portal has been used to conduct research with employees. In 2015/16 there were 10 surveys that received 3,113 responses from employees.

Councillor Engagement and Development Framework

A review has been completed that looked at the procedures, processes and protocols, which, taken together, are intended to guide councillors on how they undertake their duties, in particular relating to consultation, engagement, training and development.

Following completion of the review, an overarching Councillor Engagement and Development Framework has been produced which is intended to be used by councillors and officers as guidance and reference to ensure effective engagement, understanding of arrangements, roles and responsibilities.

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

Achieving More Together

The Achieving More Together Programme has been under development since November 2015. It is a key underpinning programme within the Change Programme to deliver the council plan, and builds on a strong history and delivery platform of working with an asset based approach deployed in Gateshead over a number of years. It has a long term development focus, aimed at developing a shared responsibility with partners and local people to improve outcomes and lived experience.

On Monday and Tuesday 14/15 March development sessions were held with Cormac Russell, Managing Director of Nurture Development and Asset Based Community Development (ABCD) facilitator. The sessions were designed to explain the ethos, approach and practice of ABCD and were aimed at different audiences and provided the opportunity to:

- Have a shared conversation about the principles and intentions of asset based approaches
- Develop an understanding of what we need to do differently to put the approach into practice
- Hear about what is happening in other areas
- Share experiences, concerns and dilemmas as we move into a greater shift of focus on community led approaches.

All sessions were well attended and the discussions are being used to inform the development of practical actions to take the work forward.

Resident consultation

Viewpoint is the Council's citizen panel used to consult on proposed changes to Council services. This year, it has moved online which means that rather than sending out letters and paper questionnaires, members will be contacted by email and online surveys. Every few months the Council will email out a link to a short, thematic online survey on the Council's consultation portal. Discussion groups will still be held at the Civic Centre or other locations when appropriate.

Moving online has seen the panel grow and an added benefit of setting up Viewpoint Online is the ability to interact with panel members e.g. feedback from surveys can be emailed directly to those who participated.

Capacity building in communities, volunteering and resilience

Volunteer Month

June 2016 will be the fourth annual 'Volunteers Month' and there are four themes to provide some focus to the month:

Week 1 - Wednesday 1 June - Young People

Week 2 - Wednesday 8 June - Environmental – Tidy up activities – also focus on the Queen's birthday

Week 3 - Wednesday 15 June – Charities, Voluntary & Community Groups within Gateshead

Week 4 - Wednesday 22 June - focus on older people

Local voluntary organisations will be showcasing what they have on offer during the month which will be detailed on the [volunteer pages](#) of the council's website.

Capacity Building Fund

A detailed update of the support provided to the Community and Voluntary Sector during 2015/16 is part of this OSC agenda.

During 2016/17, The Capacity Building Fund will support organisations to build their capability, capacity and sustainability as well as small grassroots community groups to help the Council achieve the following outcomes:

- Achievement of Council Plan
- Developing and mobilising volunteers
- Supporting building relationships within communities
- Supporting residents to build their communities and improve what is already there
- Increased capability, capacity and sustainability in the voluntary and community sector
- Maximising the opportunities of funding - including exploration of different funding models, leverage of other funding, and collaborations.
- Support health and wellbeing activities which improve healthy lifestyles and environments

Round 1 of funding for 2016/17 has just closed and applications are being assessed.

Resilience

On 11 April 2016, the Corporate Resources OSC received an update on the Strategic Resilience and Emergency Planning Framework 2015-2016. This provided detailed information on the actions taken for each of the four themed areas. It also provided the lessons learnt from the severe weather issues earlier this year.

Matters relating to the Council's relationship with Gateshead Voluntary Organisations Council including the Gateshead Offer

Gateshead Voluntary Organisations Council

Following a challenging year, Gateshead Voluntary Organisation Council (GVOC) took the difficult decision in March 2016 to close as a charity after many years as the Council for Voluntary Services (CVS) for Gateshead.

Gateshead Council has enjoyed a long term partnership with GVOC since the charity's launch in 1981. The Council was one of its first funders and has greatly valued the range of infrastructure services provided over the years by GVOC to Gateshead's community groups and voluntary sector. The Council has worked closely with GVOC's Board to try to determine a sustainable funding model.

Council for Voluntary Services in Gateshead

To ensure continuity of support for community organisations during 2016/2017, the Council invited Newcastle Council for Voluntary Service (CVS) to stabilise the sector's support, while the Council takes views and considers the options for support for future years and to help ensure the availability of independent representation of the sector is maintained.

Newcastle CVS will offer groups based in, or delivering services in Gateshead a range of support and development, a dedicated online presence for Gateshead's VCS is being established at www.cvsnewcastle.org.uk/gateshead to promote information on the advice and support available plus the [OurGateshead](#) website will be administered on behalf of the Council. For the duration of the Agreement, Gateshead's community groups and organisations will also be able to access the free services available to NCVS members.

NCVS will have an office base in Gateshead town centre and the recruitment process has begun for two additional employees to provide advice and support for Gateshead organisations.

This service will run until the end of March 2017. Gateshead Council will be consulting with the voluntary and community sector, its partners and others about the support needed for the future.

Social inclusion, equalities and diversity

CR 12: Population Growth

The population of Gateshead was measured at 200,200 following the 2011 census. The population figure at mid year 2014 was 200,500 against a target of 200,625. This is an increase on the 2013 full year figure of 200,000.

CR13: Aspire to have a workforce more reflective of the population of the borough is an equality objective consisting of two parts:

CR13a: Increase the number of under 19s in the workforce

At year end 2015/16, 0.82% of the total Council workforce were under 19 which exceeds the target of 0.35% and higher than last year's figure of 0.44%.

This is the last year that the data for this indicator is being collected and will be replaced next year with an indicator on apprenticeships in line with Central Government guidance.

CR13b: Increase the number of job carved posts within the Council (for people with a disability)

Year-end performance for 15/16 is 0.1% which exceeds the target and is an improvement on last year's performance of 0.07% (2014/15). This is the last year that data for this indicator will be collected.

Council's Equality Objectives

To demonstrate the Council's compliance with the Public Sector Equality Duty, a review of the equality objectives has been conducted. The approach has been to review the analysis undertaken as part of the development of the Council Plan 2015-2020, including the Joint Strategic Needs Assessment and the Council's Workforce Strategy 2015-2020.

In March 2016, Cabinet and Council agreed that the new equalities objectives shown below are adopted for the next four years:

- To support vulnerable groups most at risk of poverty and deprivation
- Gateshead the place – to improve the range of housing across Gateshead for vulnerable groups
- To promote healthy and inclusive communities
- To increase levels of ambition and aspiration of vulnerable groups across Gateshead
- To develop the Council's workforce which recognises the diversity of the community it serves

These will be monitored via six monthly performance updates to Overview and Scrutiny Committees and Cabinet, as part of the corporate performance management framework.

The Diversity Forum

The Diversity Forum continued to meet throughout 2015/16 and has considered a number of different topics such as community cohesion, education and Gateshead volunteers month. In addition, partner organisations have engaged with the Forum to inform them of initiatives that would be of benefit to local communities e.g. Tyne and Wear Fire and Rescue Service's Vulnerable Person's Strategy, Citizens Advice Gateshead's approach to tackling gender violence and abuse and Gateshead Older People's Assembly social prescribing initiatives.

Processing benefit claims

Performance for the 2015/16 year end is 7.95 days which is an improvement on last year (8.54 days) and well within the target set of 12 days. Despite this improved performance, during 2015/16 the Benefits Section saw an increase in fraud and error work required by the government, which has increased workload generally, the introduction of Universal Credit in Gateshead, which is proving time consuming, and other legislative changes result in additional work and enquiries. These pressures are likely to continue for 2016/17.

The Council's arrangements for securing efficiency and money; and the development and operation of the Council's procurement strategy

Change Programme

Cabinet agreed to a major programme of Change at the meeting on 9th February 2016, to help the Authority ensure it continues to secure a balanced budget in the period up to 2021 whilst securing the right range of activities that residents need.

Given the unprecedented scale and pace of change required, a coordinated programme was determined to provide the best opportunity to review the right things at the right time and to minimise the effect on what residents need and expect as well as employment.

An update was provided to Cabinet on 19th April 2016 giving an update on the each of the four workstreams - People, Place, Ways of Working and Trade and Commercialisation - which are clearly focused on delivering the shared outcomes in the Council Plan.

An important facilitator for the Change Programme is Digital Gateshead, the purpose of which is to make it easy for people to access, benefit from and deliver Gateshead Council services via digital solutions. This will include making more information and services easily accessible online, and ensuring that all our services, residents, businesses and visitors can benefit from this, but also making sure councillors and employees have the right technology and skills, including mobile solutions.

Detailed project plans are being developed so that activity can be prioritised, understand what additional capacity we may need, and how we measure the benefits of the programme.

Gateshead Now

The Council has introduced [Gateshead Now](#), a new initiative using email to encourage local people to get involved and to use more on-line services. It is having a positive impact on engaging local people, for example, an additional 450 people joined our Viewpoint online consultation panel and 350 people paid for garden waste collections as a direct result of the email - helping us deliver a good service and generate more income.

Gateshead Council Website

The better connected report which was published in this financial year reported Gateshead's website as a 3 star website (out of a scale of 1-4 stars, 4 being best) and received above average ratings for all areas of the SOCITM assessment:

	Council result	Councils of same type (avg score or % pass)	All councils (avg score or % pass)
<i>Better connected overall</i> (stars 1-4)	3 star	2.7	2.4
Parking Pay parking fine	4 star	2.9	2.9
Libraries	3 star	2.3	2.1

Renew library book			
Rubbish and recycling Report missed bin	4 star	2.6	2.2
Leisure facilities Find out about keeping fit	4 star	2.4	2.6
Tools for accessing content Navigation, Search, A-Z	4 star	2.9	2.9
Mobile test Usability from mobile device	4 star	3.1	2.6
Accessibility test Access for people with disabilities	1	1.6	1.6

As can be seen by the table above, the website passed the criteria to be recognised as a mobile friendly website and was considered to be a responsive website.

In the year leading up to the publishing of the better connected report the Council’s website was visited 2,337,844 times. This equates to 26.22 web visits per household.

The 3 star rating for 2016 confirms the positive direction of travel over the past 4 better connected reports as highlighted in the chart below.

Better connected recent performance



The Council’s website received a Better Connected Award for Parking: Pay parking fine. The Socitm reviewer said the following about the parking fine process, “Really concise yet it seemed to have all the information I would need. Really easy to navigate to from all directions! This is a great example of how to keep it simple and faultless navigation”.

An area to continue to focus on will be digital exclusion. According to the Doteveryone digital exclusion heatmap on a scale of 1-9 (where higher figure indicates greater likelihood of exclusion) Gateshead scored an 8.

The Digital Gateshead Programme includes a workstream that is focused on Digital Inclusion and helping everyone to have the right access, skills and confidence to use and benefit from digital solutions. Opportunities to work with partners across all sectors to achieve digital inclusion will also be progressed.

Also, procurement is taking place on a digital platform that will then be implemented to enable more transactions to be carried out online via a digital service offer that is consistent with user expectations.

NEXT STEPS

Target Setting 2020

A revised list of strategic indicators has been identified to support the monitoring of progress in delivering the outcomes of the Council Plan and Vision 2030. This has involved both the identification of new indicators and the removal of others.

To ensure strategic indicators match the outcomes, reports to both overview and scrutiny committees and Cabinet will continue every 6 months on progress (with appropriate additional performance data included).

It has also been agreed to replace the gathering and reporting of five year rolling targets with strategic indicators categorised as either a "Tracker" or a "Target" indicator:

- *Target indicators* - targets are realistically able to be set for these indicators where improvements can be measured regularly and can be actively influenced by the Council and its partners. An example would be the percentage of business rates collected. A fixed 2020 target will be set and progress towards this target will be reported;
- *Tracker indicators* – where performance will be tracked, benchmarked and reported but where a 2020 target will not necessarily be set but rather the longer term trend will be monitored, as the Council and partners are able only to partially influence the outcome - an example of the would be the *child poverty rate*.

27 JUNE 2016

TITLE OF REPORT: Annual Report – Freedom of Information Act Procedure 2015

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

Summary

This report details the number of requests for information received by the Council under the provisions of the Freedom of Information Act 2000 from 1 January 2015 to 31 December 2015. The report provides a background to the Act, highlights the number of requests received and provides information resulting from analyses of the requests.

Background

1. Cabinet has referred the report to the Corporate Resources Overview and Scrutiny Committee as part of the performance management process, in order to ensure that the process is operating satisfactorily.
2. This is the tenth annual report relating to requests received under the Freedom of Information Act 2000 and covers the period 1 January 2015 to 31 December 2015. The request handling procedure was developed in response to the Freedom of Information Act 2000, which placed legal obligations on public authorities to deal with written requests for information held by them, in recorded form, at the time a request is made.

Procedure

3. The procedure has three steps, the first of which is 'providing the information' requested within the statutory timescale of 20 working days. There is an electronic tracking system in which to log requests. This tracking system provides a full audit trail of how the request has been handled and provides template response letters, which fulfill the statutory requirements of the Act.
4. The first stage relies on quickly providing the information requested, subject to the application of any exemption and payment of any necessary fee. The second stage requires the Council to have an internal review process so that, if a requester is dissatisfied, they have an avenue of complaint, which is separate from the corporate complaints process. The review stage involves the requester writing to the Strategic Director Corporate Services and Governance within 40 days of receiving a response, to request an independent review of the matter.

5. The third stage gives the requester a right of appeal to the Information Commissioner if he/she is still dissatisfied, following the internal review.
6. Over the period 1 January 2015 to 31 December 2015 the number of requests received was 1206, which represents an 8.16% increase on requests received in the previous year and a 453.21% increase since the implementation of the Act in 2005.
7. Of the requests received 94.84% were dealt with within the 20 day timescale. This represents a decrease of 0.1% in performance on the 2014 figure of 95.53%.
8. Eight requests were subject to internal review. The original decision maker's decision was upheld in all eight cases.
9. One requester has exercised his right of appeal to the Information Commissioner. The Information Commissioner has not yet determined the appeal.
10. The table below details how many requests have been received by Gateshead Council and its neighbouring authorities in 2015:-

Local Authority	2015	2014	% increase/decrease
GATESHEAD	1206	1115	+ 8.16%
REDCAR & CLEVELAND	995	1441	-30.95%
NORTH TYNESIDE	1323	1147	+15.34%
NORTHUMBERLAND	1399	1519	-7.89%
MIDDLESBROUGH		1161	
SUNDERLAND	1320	1255	+5.17
NEWCASTLE	1371	1285	+6.69%
SOUTH TYNESIDE	1133	No comparable data	

Issues

11. The burden of dealing with requests has affected some groups more than others.

Service	% dealt with in 20 working days
Care Wellbeing and Learning	79%
Corporate Resources	90.69%
Communities and Environment	87.25%
GHC	68.75%
Corporate Services and Governance	89.52%
Chief Executives	100%

12. Requests for information vary considerably and are difficult to categorise. Requests are becoming increasingly more complex with requesters asking for a lot of cross cutting information as part of a single request.
13. Requests have varied, a lot of requests have been received about outstanding business rates, who owes the money etc. A number of requests have focused on the use of social work agency staff and information has been sought about Council contracts, particularly in relation to ICT contracts and contracts pertaining to services we offer as traded services. As the roll out of the 20 mile an hour zones has progressed a number of requests have been about the decision making process. As expected every year requests are received about trips and slips, trips abroad and Councillors' expenses.
14. In 2015 most of our requests appeared to be from individuals or from companies wanting contractual information rather than from the press, interns or campaign groups. However it is not always possible to identify the source of a request as the requester need only give a name and return address.
15. As a result of reducing resources and in an effort to continue to improve the timeliness of responses and minimise the impact of any increase in requests the following measures have been taken:-
- Services are now proactively publishing more information online. Information published on line is exempt from disclosure under the Act as it is 'information easily accessible by other means'. It is only necessary to send the requester a link to where they can obtain the information.
 - Published data as required by the 'Transparency Agenda'
 - Trained more information champions

Recommendation

16. The Corporate Resources Overview and Scrutiny Committee is asked to endorse the information in the annual report attached as appendix one, and satisfy themselves that the Freedom of Information Act procedure is operating satisfactorily

TITLE OF REPORT: FREEDOM OF INFORMATION ANNUAL REPORT 2015

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

Purpose of the Report

1. The report details the number of requests received by the Council under the Freedom of Information Act 2000 for the period 1 January 2015 to 31 December 2015. The report provides an analysis of the requests received during the year and details how the Council has complied with its statutory obligations under the Act.

Background

2. The Freedom of Information Act came into force on 1 January 2005. The Act places statutory obligations on local authorities to deal with requests for information within 20 working days of receipt. It provides members of the public with access to information held by public authorities, which they previously had no right of access to.

Proposal

3. To agree the annual report and refer it to the Corporate Resources Overview and Scrutiny Committee in April 2016 for consideration.

Recommendations

4. Cabinet is asked to
 - (i) Agree the Freedom of Information Annual Report for 2015 as set out in Appendix 1
 - (ii) Agree that the report is referred to the Corporate Resources Overview and Scrutiny Committee in April 2016 for consideration.

For the following reason(s)

- (i) To have an effective and timely system for dealing with requests for information which ensures the Council is compliant with the relevant legislation.

Policy context

1. The Freedom of Information Act (FOI) procedures support the principles set out in Vision 2030, the Council Plan and the Government's transparency agenda.

Background

2. The FOI procedures were introduced in January 2005 to ensure that the Council could meet its legal obligations under the Freedom of Information Act 2000.
3. To meet our e-government targets, FOI applications can be made online and payments, where required, can also be made by a variety of methods to increase customer options and satisfaction.
4. The procedures support the Government's transparency agenda, which aims to make councils more open about activities they undertake. Regulations came into force in October 2014 which made it mandatory for local authorities to publish transparency data either quarterly or annually depending on the type of data. Each set of data has differing publication requirements. A transparency page has been established on the Council's website so that the information required to be published can be accessed by members of the public from one site.
5. To ensure that expertise in information handling is available across the Council there are 63 information champions
6. There are 20 interactive training modules available for employees to use. These modules are accessed via the intranet and provide staff with training on Freedom of Information, Data Protection, Human Rights and Records Management.
7. Training materials for information champions and a detailed guidance manual for service directors are also available on the intranet.
8. Requests for information are logged on an electronic tracking system. This provides a full auditable trail of how to deal with requests and provides information champions with standard letter templates and management reports.
9. A separate appeals process, as required by the Act, is in place. Requesters can ask in writing for a review by the Strategic Director, Corporate Services and Governance. Following internal review there is a right of appeal to the Information Commissioner.

Number of requests for information

10. During the period 1 January 2015 to 31 December 2015, the Council received 1206 requests for information. This represents an 8.16% increase on requests received the previous year and a 453.21% increase since the implementation of the Act in 2005. The table below shows how Gateshead Council compares with other public authorities in the region.

Local Authority	2015	2014	% increase/decrease
Gateshead	1206	1115	+ 8.16%
Redcar & Cleveland	995	1441	-30.95%
North Tyneside	1323	1147	+15.34%
Northumberland	1399	1519	-7.89%
Middlesbrough		1161	
Sunderland	1320	1255	+5.17%
Newcastle	1371	1285	+6.69%
Darlington		972	
South Tyneside	1133	No data	
Hartlepool	1084	No data	
Stockton	1043	No data	
Sunderland University	173	No data	
Newcastle University	316	No data	

Category of requests

11. The subject matter of requests varies considerably. Requesters often ask multiple questions which fall under more than one category of request, hence the difference in numbers of requests received and categories of request:-

Policy	10
EIRs	8
Personal data	2
Councillor	3
Staff	125
Contracts	76
Other	1043

12. Requests are increasingly complex with requesters often asking for a lot of information as part of a single request. Since January 2015 a lot of requests have been focussed on business rates i.e. how many organisations owe money, how long they have owed money and who they are. A number of requests have also focussed on the use of social work agency staff and information has been sought around Council contracts, particularly in relation to ICT contracts. Many requesters wanted information about the Council's traded services, specifically around unit costs and the number of employees etc. performing the contracts. Quite a few requesters asked for information about the decision making process around the 20 mile per hour zones across the Borough. We also received the usual requests about trips and slips, travel abroad and the number and location of public toilets.

Method of receipt of requests

E- Mail	1176
Letter	27
Internet form	2
Fax	1

14. Most recipients prefer responses by e-mail. The FOI tracking system caters for that by allowing documents to be imported into the system in "read only" format, so that a full record of responses can be maintained. To comply with the Government's transparency agenda responses cannot be provided in PDF format. They must be provided in an open format which allows reuse.

Category of requester

15. Our data suggests that in 2015 most requests were from individuals or companies wanting contractual information rather than from the press, interns or campaign groups. It is not, however, always possible to identify the source of a request as the requester need only give a name and a return address.

Reviewed requests

16. If a requester is dissatisfied with a decision in relation to a request, they have a right to an internal review by the Strategic Director, Corporate Services and Governance. Eight requesters have exercised this right in 2015. The original decision maker's decision was upheld in all eight cases.
17. Following the internal review, if still unhappy, the requester has a right of appeal to the Information Commissioner. One requester exercised that right and the Information Commissioner upheld our decision to refuse access to the information requested.

Resolution of requests within target timescales

18. The Council has a statutory target timescale of 20 working days to respond to requests for information. Of the requests received in 2015 94.84% were dealt with within the 20 day timescale. This is less than a 0.1% decrease on last year's figure of 95.53%.

Service	% dealt with in 20 working days
Care Wellbeing and Learning	79%
Corporate Resources	90.69%
Communities and Environment	87.25%
GHC	68.75%
Corporate Services and Governance	89.52%
Chief Executives	100%

Actions to Maintain Performance

19. Services are now proactively publishing more information on the Council's website. If the information is published on the website it is exempt from disclosure under the Act as it is "information easily accessible by other means". Information champions are only required to send a requester the web page link to where the information is held. It is further hoped that the information on the transparency pages will decrease the volume of requests coming in.

Consultation

20. No consultation has taken place on the preparation of this report.

Alternative Options

21. There are no alternative options – this activity is prescribed by statute

Resources

22 a) **Financial implications** – The Strategic Director, Corporate Resources confirms that the costs arising from providing responses to FOI requests is accommodated from within existing resources. Most of the costs are associated with officer time in collecting the information and co-ordinating responses. Current regulations only allow for charging for photocopying and disbursements such as postage and packing. Currently no charge is made for requests where this cost would be less than £10. Legislation does not require requests to be complied with if they exceed the cost limit of £450. In order to determine whether a request would cost more than £450 the Fees Regulations permit us to use an hourly rate of £25 per hour which equates to 18 hours of officer time. Cabinet determined in 2005 that, given the resource implications, no requests costing more than £450 would be processed. Assistance is, however, given to requesters to reformulate their request so that it falls under the costs limit.

b) **Human Resource Implications** – The Council must ensure that sufficient information champions are trained in each service to respond to requests within timescales. This has been achieved from within existing resources.

c) **Property Implications** – There are no property implications arising out of this report

23. **Risk Management Implications** – There are now 63 information champions trained to deal with requests as well as support provided centrally from the Information Rights Officer.
24. **Equality and Diversity Implications** - The FOI procedure contributes to the implementation of the Council's Equal Opportunities Policy.
25. **Crime and Disorder Implications** - There are no crime and disorder implications arising out of this report.
26. **Health Implications** - There are no health implications arising out of this report.
27. **Sustainability Implications** - There are no sustainability implications arising out of this report.
28. **Human Rights Implications** - There may be human rights implications in releasing certain information in response to requests. Therefore, having a formalised procedure for dealing with requests and comprehensive guidance manuals for employees to refer to will assist the Council to carry out its duties under the Human Rights Act 1998.
29. **Area and Ward Implications** - There are no ward implications arising out of this report.

Background Information

30. Not applicable.

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PLAN REF: