

**GATESHEAD METROPOLITAN BOROUGH COUNCIL**  
**CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE MEETING**

**Monday, 13 June 2022**

**PRESENT:** Councillor J Eagle (Chair)

Councillor(s): S Green, J Wallace, D Bradford, C Buckley,  
D Burnett, L Caffrey, W Dick, D Duggan, T Graham,  
J Green, M Hall, I Patterson and J Turner

**APOLOGIES:** Councillor(s): R Beadle and J Simpson

**CR68 CONSTITUTION**

RESOLVED - That the constitution of the Committee for the 2022/23  
Municipal year be noted.

**CR69 MINUTES**

RESOLVED - That the minutes of the meeting held on 4 April 2022 be  
approved as a correct record.

**CR70 ROLE AND REMIT**

RESOLVED - That the Role and Remit of the Corporate Resources Overview  
and Scrutiny Committee be noted.

**CR71 PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK - YEAR  
END PERFORMANCE**

The Committee received a report and presentation for the year end performance reporting from 1 April 2021 to 31 March 2022 against each of the 6 policy objectives of the Health and Wellbeing Strategy and the Balanced Scorecard.

The views of the OSCs which were reported to Cabinet following the 6 monthly position included:

- Prioritisation and Thrive Policy – clearer priorities to achieve Thrive, focus resources to achieve the biggest impact and emphasis on early intervention and reducing longer term demand - LIoN data to be refreshed end 2022 / early 2023 to understand changes post pandemic; Budget approach priority-based transformation review of Thrive and early intervention activity.
- Locality based working – ensuring that the right approach is taken with councillor and community involvement from the outset and recognising that different approaches may be needed in different areas of Gateshead – approach to locality working being developed in collaboration.

- Housing repairs and maintenance – Housing Improvement Plan and timescales for tackling the issues and backlog to meet housing requirements and standards – Review in place to address challenges in delivery impacting on customers.
- Place and Environment – importance of a clean, safe attractive environment to support the health and wellbeing of local people – part of budget approach.
- Climate Change – Clarity on actions and progress the Council is making towards its Climate Change ambition with greater communications with local people – extensive engagement taking place.
- Employees and Workforce – Improvements to employee morale and address recruitment and retention – proposals being developed •
- Other comments also being incorporated into the PMIF i.e. use of dates, new measures, digital/ online presentation being developed, specific areas of focus such as Community Wealth Building, social care, jobs and employment

Some emerging issues which the performance data is telling us is that Covid 19 is having an impact across the Borough in terms of widening inequalities. There is also an impact on the Health and Wellbeing of Residents.

Recruitment and retention issues have been recognised and being addressed it is anticipated that this will improve as the strategy is implemented. The move to digital has continued to accelerate following the pandemic, however it is also recognised that is important to support access for all.

The Committee heard from Alison Dunn who provided an update on Locality Working. The Committee heard that the core elements of Locality Working are about:

- Focussing on the person in need
- How analysis can reveal how other people are affected and influence an individuals predicament
- Creating bespoke solutions
- Communication being key with everyone
- The development of an infrastructure being required to create an area network
- How individual situations can challenge existing services
- A partnership approach
- Working arrangements becoming more flexible
- Tackling barriers being imperative

The Committee heard from the Birtley Hub Manager who presented a case study of someone they helped who probably would not have sought help from Council services direct but using the hub as a “middle man” helped him to get back on his feet and get into shared housing with other issues also sorted for him.

At the moment it is intended that there will be 4 strategic localities roughly mirroring the 4 PCN boundaries. Each locality will have a strategic lead and be responsible for creating a plan in that area. They will understand the area and the issues and will work with the community, community organisations and councillors to develop

the plan. It is considered that grass roots organisations can access people better than the council can. It was noted that this will require a different way of working and it will be about localities working it out for themselves. In order for the infrastructure to be in place Council services will need to decide how they want to use their resources.

It is anticipated that this way of working will enable communities to be resilient and that people will take pride in their communities with the voluntary sector providing a buffer between official services. Interviews will be taking place for the Strategic Lead and anchor buildings have been identified for the first area which will be Birtley. The anchor buildings will be Birtley Library, Birtley Hub and Wrekenton Community Centre.

The second area will be piloted will be Chopwell.

The Committee heard from Debbie Worrall on the Workforce Strategy, the strategy has been developed, pulling in from the Health and Wellbeing Strategy and the Thrive agenda. The key themes the strategy will be looking at are Recruitment and Retention of Staff, Lifelong Learning and Development, Well-being, engagement and inclusion, Leadership Behaviours and Performance and Workforce Design. It has been recognised that some of the traditional ways of attracting talent no longer work.

It has also been recognised that with regards to recruitment of trades they are unlikely to go onto North East Jobs.

The Council offers some great benefits already which can be built on. It is about recognising one size doesn't fit all and at different times in our lives we have different priorities, we have a range of benefits that employees can tap into, including our pension.

It was queried with regards to Locality Working, where does the situation with Housing set in, there are constantly daily queries and people need somewhere to go to when they aren't getting anywhere. It was queried how people will know about this and when is it going to be up and running.

It was noted that in terms of locality working there will be a lead for repairs and maintenance in each locality. They won't have to take it to the centre. For the South the recruitment will start in June, it is likely to be September at the earliest. It is anticipate that it will take 12 months to roll out across the borough.

It was suggested that one of the reasons we can't get tradespeople is that from the 80s apprenticeships for trades when down hill.

In terms of locality working it was queried why we are going back to what we had when it didn't work? It was noted that the difference is that everyone is looking to work this way now. It was queried whether we found out what the flaws were. It was noted that it was a very expensive way of working and all local authorities moved to a centralised model and whilst this did save money it left communities exposed and fractures started to show. It was noted that is the plan to have

specialist people as well as volunteers.

It was suggested that this time the work needs to be from the ground up and there is a concern that this is not implemented with a top down approach. It was noted that the locality plans will be from the ground up. The Strategic lead will work with Councillors, Local Community Groups and anyone in the community to develop the locality plan.

It was queried if we could have a breakdown of the 293 staff who have left and whether it was in particular areas. It was also queried if it was possible to pull together a briefing note on sickness levels.

It was noted that the values are important, but we have problems recruiting carers and they don't see any career progressions. We tend to also have a lot of silo thinking and during the pandemic there were people moved to the hubs who loved it and now have been moved back to their silos. It was noted that one of the things we are trying to pull together is showcasing progression. It was noted that from a trade point of view there is a clear progression, someone came in as an apprentice and is now a service manager. It was noted that the Council are also working with Gateshead College and the QE Foundation Trust.

It was noted that as Councillors the Committee need to know the statistics and identify where the issues are and what the issues are. It was suggested that we even start to talk to primary schools about potential careers.

- RESOLVED -
- (i) that a briefing note be provided on the undertaking with the Housing Regulator.
  - (ii) that a briefing note be provided on recruitment and retention, sickness absence and issues re vacancies.
  - (iii) that the comments of the Committee be noted in relation to the Performance Report.
  - (iv) that the Performance report be recommended to Cabinet for consideration in July 2022.

## **CR72 RESILIENCE AND EMERGENCY PLANNING ANNUAL UPDATE**

The Committee received a report to provide an update on the Council's Resilience and Emergency Planning activities for 2021/22.

Gateshead Council along with other Local Authorities are defined as a Category 1 Responder – an organisation likely to be at the core of most emergencies. Other Category 1 Responders include Northumbria Police, Tyne and Wear Fire and Rescue Service, North East Ambulance Service and NHS England. Category 1 Responders are subject to the full set of civil protection duties which requires them to:

- assess the risk of emergencies occurring and use this to inform contingency planning;
- put in place emergency plans;

- put in place business continuity management arrangements;
- put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
- share information with other local responders to enhance co-ordination;
- co-operate with other local responders to enhance co-ordination and efficiency;
- provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only).

The Councils Emergency Response Team is led by the Service Director for Transformation, System Resilience and EPRR and the Resilience & Emergency Planning Coordinator during the In-Hours period.

During the Out of Hours period, a rota is in place which is covered by Executive Directors/Service Directors (who are contractually obliged to undertake this role) and a Duty Officer. Should an incident be declared, the Director would assume the role of Incident Director and provide strategic leadership and commit resources as appropriate whilst the Duty Officer would gather information about the incident, advise the Incident Director on the appropriate strategy/response as well as coordinate Council assets to assist in the management of the incident.

The Emergency Response Team has responded to the following incidents during 2021 and up to the present date:

- **February 2020 to present – COVID-19:**
- **15<sup>th</sup> January 2021 – Care Call System Loss:**
- **28<sup>th</sup> February 2021 – Campground Fire:**
- **5<sup>th</sup> March 2021 – Police Operation Blencathra:**
- **31<sup>st</sup> March 2021 – Eslington Court Flooding:**
- **9<sup>th</sup> April 2021 – Operation Forth Bridge:**
- **5<sup>th</sup> June 2021 – Redheugh Court Fire:**
- **26<sup>th</sup> November 2021 – Storm Arwen:**
- **24<sup>th</sup> January 2022 – Ouseburn Farm Avian Influenza Outbreak:**
- **29<sup>th</sup> January 2022 – Storm Malik**
- **7<sup>th</sup> February 2022 – Shee Recycling Centre Fire:**
- **16<sup>th</sup> – 22<sup>nd</sup> February 2022 – Storms Dudley, Eunice and Franklin:**
- **21<sup>st</sup> February 2022 - Rowlands Gill Avian Influenza Outbreak:**
- **23<sup>rd</sup> March 2022 – Present – Ukraine Situation:**
- **31<sup>st</sup> March 2022 – Civic Centre Lightning Strike:**
- **5<sup>th</sup> April 2022 – Angel Court Fire Safety:**

## **2021/22 Storm Responses and Debriefs**

The Northeast was subjected to some significant storms between late November 2021 and late February 2022. The following paragraphs provide an overview of the Council's response to each of these storms, the major learning points and the

development work that has since been undertaken to strengthen future responses.

An official debrief is undertaken following each incident or exercise that the Council's Emergency Response Team has been involved in. Issues are noted and recorded as they occur and also via debrief questionnaires that are issued to all Council officers that have undertaken a role in the response. As part of the Storm Arwen debrief questionnaires were also issued to councillors and community volunteers, due to their involvement in the incident.

The Protect Duty is a planned legislation that will require organisations with publicly accessible spaces to formally assess the potential risks and mitigations required to protect the public against terrorist attacks. The proposals within the duty have been driven by terrorist attacks in recent years both at home and abroad, but with a particular focus on 'Martyn's Law' and the Manchester Arena bombing.

In 2021 the Government launched a public consultation on the proposed Protect Duty to gauge opinion on the potential physical locations and organisations to be included in the legislation, how this would be administered and what support would be required from Government.

The Resilience and Emergency Planning Team and other Council service representatives has since attended several workshops and briefing sessions, which have been hosted by the Regional Counter Terrorism Team for the North. This has been in preparation for the initial Pilot stage of the proposed Protect Duty, which is the Publicly Accessible Locations (PALs) Pilot, which began on 1<sup>st</sup> April 2022 and will continue to be developed throughout the remainder of the current financial year. PALs is being piloted in the North and is being undertaken by the 33 local authorities in the Counter Terrorism Team for the North's area.

The focus of the PALs Pilot will be to identify publicly accessible 'Zones' within the Gateshead borough, prioritise them based on perceived risks and local intelligence and then identify current security gaps and develop plans for mitigation based on a Government framework. The initial definition of a 'zone' is currently ambiguous and could range from large geographical areas to smaller areas such as parks or business and industrial areas. This definition will be updated nationally as the pilot develops and identifies areas of good practice over the course of the year.

It was suggested that this was being claimed to be a once in a century event, however, it was felt that we need to be ready for events such as these happening every year.

It was noted with regards to Avian flu we should have this as part of an annual programme with something on the Council's website giving advice about building cages now.

It was suggested we could look at having a voluntary register of equipment. It was noted that this was something which could be looked at but might prove difficult due to the insurance and other legal issues.

It was suggested that we might need to have a drought plan in place as we have had an incredibly dry winter.

It was noted that officers should be congratulated, residents of Eslington Court had nothing but good things to say about the way the flooding was handled.

- RESOLVED -
- (i) That the comments of the Committee be noted.
  - (ii) that the Committee has indicated it is satisfied with the work undertaken.
  - (iii) that a further progress report be presented in six months.

**CR73 RESULTS OF COVID 19 SURVEY**

RESOLVED - That this item be deferred to a future meeting.

**CR74 COMMUNITY WEALTH BUILDING - SCOPING REPORT**

The Committee received the scoping report to seek its views on the proposed plans for the review of Community Wealth Building.

Gateshead Council have already been working with CLES (Centre for Local Economic Strategies) to progress Community Wealth Building (CWB) across Gateshead for some time now with a major focus on further developing our approach to social value.

Community Wealth Building is a new people-centred approach to local economic development, which redirects wealth back into the local economy.

Work has commenced across the Council to undertake various work strands and the review will focus on the following areas:

- Make Community Wealth Building central to Gateshead strategic direction through a CWB strategy
- E-learning modules to be developed on CWB which will be available via the intranet for all staff across the Council
- Review spend analysis of top 100 suppliers to identify where contracts could be delivered locally, addressing gaps in the local supply chain and those opportunities offered to local suppliers
- Explore the development of social enterprises through the work of Economic Development
- Improve SME's access to contract opportunities through improving our internet pages and having more of a social media presence
- Support the development of a more inclusive economy by working with other organisations to embed CWB through the Community Practice meetings and discussions at Anchor institute meetings

The intention is to work with colleagues, partners and anchor institutions over the next 10 months in order to drive the CWB agenda forward. Corporate Commissioning and Procurement will hold an Evidence Gathering Session in October 2022 where CLES will talk about our CWB work to date and we will review the spend analysis. In January 2023 a further Evidence Gathering Session with colleagues from Economic Development, HR and Procurement to discuss their work

around employment and skills, the development of the local economy and the CWB outcomes achieved through procurements. An interim report will be brought to the Committee in March with the final report in April 2023.

RESOLVED - that the scope, process and timescale for the review be agreed.

**CR75 WORK PROGRAMME 2022-2023**

The Work Programme report was presented to the Committee. The Committee have previously been consulted on the proposed work programme for 2022/23. Following this consultation further consultation was undertaken with partners. The Committee were advised that following consultation with partners, no further areas for the work programme were suggested by partners.

The Committee asked that it be considered that some work be undertaken on local food supplies and also on the impact of inflation on communities and households in Gateshead.

- RESOLVED -
- (i) that the 2022/23 work programme be noted and the comments of the Committee in relation to the work programme be noted.
  - (ii) that the provisional work programme for 2022/23 be endorsed by the Committee and referred to Council on 21 July 2022 for agreement.
  - (iii) that it be noted that further reports will be brought to the Committee to identify any additional issues which the Committee may be asked to consider.

**Chair.....**

**GATESHEAD METROPOLITAN BOROUGH COUNCIL**  
**FAMILIES OVERVIEW AND SCRUTINY COMMITTEE MEETING**

**Thursday, 16 June 2022**

**PRESENT:** Councillor M Hall (Chair)

Councillor(s): D Burnett, H Kelly, D Bradford, L Caffrey, B Clelland, C Davison, K McCartney, E McMaster, J Mohammed, L Moir, A Ord, M Ord, D Robson and D Weatherley

**IN ATTENDANCE:** Councillor(s):

**APOLOGIES:** Councillor(s): P Craig, R Waugh and Rachel Walton

**F42 MINUTES OF LAST MEETING**

RESOLVED - that the minutes of the last meeting be approved subject to it being noted that Councillor Davison submitted her apologies and they were not recorded.

**F43 CONSTITUTION**

RESOLVED - that the constitution of the Committee for the 2022/23 Municipal year be noted.

**F44 ROLE AND REMIT**

RESOLVED - That the roll and remit of the Committee be noted.

**F45 PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK - YEAR END PERFORMANCE 2021-22**

The Committee received a report and presentation for the year end performance reporting from 1 April 2021 to 31 March 2022 against each of the 6 policy objectives of the Health and Wellbeing Strategy and the Balanced Scorecard.

The views of the OSCs which were reported to Cabinet following the 6 monthly position included:

- Prioritisation and Thrive Policy – clearer priorities to achieve Thrive, focus resources to achieve the biggest impact and emphasis on early intervention and reducing longer term demand - LLoN data to be refreshed end 2022 / early 2023 to understand changes post pandemic; Budget approach priority-based transformation review of Thrive and early intervention activity.
- Locality based working – ensuring that the right approach is taken with councillor and community involvement from the outset and recognising that

different approaches may be needed in different areas of Gateshead – approach to locality working being developed in collaboration.

- Housing repairs and maintenance – Housing Improvement Plan and timescales for tackling the issues and backlog to meet housing requirements and standards – Review in place to address challenges in delivery impacting on customers.
- Place and Environment – importance of a clean, safe attractive environment to support the health and wellbeing of local people – part of budget approach.
- Climate Change – Clarity on actions and progress the Council is making towards its Climate Change ambition with greater communications with local people – extensive engagement taking place.
- Employees and Workforce – Improvements to employee morale and address recruitment and retention – proposals being developed •
- Other comments also being incorporated into the PMIF i.e. use of dates, new measures, digital/ online presentation being developed, specific areas of focus such as Community Wealth Building, social care, jobs and employment

Some emerging cross-cutting issues were highlighted to the Committee:

- The continuing impact of Covid 19 on performance
- Widening inequalities, income and the longer term anticipated impact to health
- The demand pressures facing services such as social care
- The impact of EU Exit/Ukraine Conflict, rising costs for residents and in service delivery
- Staffing pressures including recruitment and retention across the Council
- There has been good progress in key policy areas such as climate change strategy and engagement
- There has been an increase in the shift towards digital and online services
- Support is being provided to local people and businesses for example the Household support grant
- There has been an effective response to supporting vulnerable people throughout the pandemic – i.e through local hubs, public health and vaccinations

The Committee heard from Gary Lewis with regards to an update in relation to Looked After Children:

The Committee were advised that research published in February 2022 by Association of Directors for Children's Services (ADCS) reflected a national picture of increasing demand to social care services. This general trend has been emerging for several years and has been further complicated by the impact of Covid-19 and the cost of living crisis. Locally in Gateshead, we have not been immune to the national picture and have seen some significant activity pressures emerge.

The committee were advised of the following:

- As of 31 March 2022, there were 485 children looked after, a 10.2% increase on the previous year

- Since August 2021, the number has shown a month-on-month increase
- When expressed as a rate Gateshead is 123.1 per 10,000 population
- Compared to the same rates (from 20/21) we can see Gateshead is higher than Regional, Statistical and National Comparator groups
- The majority of LAC continue to be those between the ages of 10 to 15 years old
- The most noticeable change can be seen in those children aged 0 to 4 years old
- This represents a 40% increase compared to 20/21
- 207 children entered care with 182 becoming looked after for the first time (87.9%)
- 150 children becoming looked after (72.5%) were previously subject to a Child Protection Plan – compared to 62.7% in the previous year
- The number of children placed close by and at a distance was 85 as of 31 March 2022
- The proportion of children who are placed out of Gateshead in non-Gateshead provision remains similar to the previous year (19.5% compared to 19.3%)
- The number of children being looked after for a 2<sup>nd</sup> or subsequent time in the last 12 months is lower than the previous year (12.1%) compared to 15.7%)
- The proportion of children experiencing 3 or more placements in the previous 12 months remains low
- 6.6% (32) children had 3 or more placements
- Gateshead remains below the national and regional averages
- 161 (25%) children ceased to be looked after during the period compared to 27% the previous period
- The largest proportion left care to return home, followed by Special Guardianship Order and then those turning 18
- The trend over recent years shows a decline in the proportion of children leaving care

The Committee were advised that further LAC analysis is being conducted, taking a deep dive into some of the areas highlighted including age profiles, CP to LAC conversion and leaving care. A pre-birth team is being developed to focus on the rising proportion of younger children coming into care. Children impacted by the Adoption Somerset ruling are now progressing through the court process. Social Work practice models are being strengthened and new quality assurance audit framework is in place. Implementation of a trauma informed multi disciplinary therapeutic service. A review of the timeliness of children exiting care is also being undertaken.

It was suggested that we have the two young people back who spoke to Committee previously. It was also noted that previously councillors have asked that those leaving care are informed who their councillors are and that this is now being done as young people leave care.

It was queried how we make sure young people see this as a positive and what type of resources are available. It was noted that we make sure children see entering care as a positive thing which is happening to them. It was also noted that there is a

reasonably sized budget for these services. It was noted that Gateshead is very pro-active at looking at solutions.

It was noted that the papers are really difficult to study and it would be of a benefit to Councillors to have the presentations in advance of the meeting. It was also queried whether it would be possible to have a glossary of terms and introduce measure to strengthen the role of the members on the Committee given that they have to scrutinise the work of officers.

It was noted that this would be taken back and it was suggested that something be taken to Councillor Support and Development Group.

RESOLVED - (i) that the comments of the Committee be noted.  
(ii) that the performance report be recommended to Cabinet for consideration in July.

**F46 BREASTFEEDING AND TONGUE TIE**

**F47 IMPLEMENTATION OF MOSAIC**

**F48 RESULTS OF COVID 19 SURVEY**

**F49 ANNUAL WORK PROGRAMME 2022-23**

**Chair.....**

## **CARE HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE - PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK - YEAR END PERFORMANCE REPORT 2021/22 OSC Draft Minutes of Item 14.06.22**

The Committee received a report and presentation which provided the Committee with the Council's new Performance Management and Improvement Framework, reporting performance on the delivery of Council priorities for the period April 2021 to March 2022. It also provided an overview of performance relevant to the role and remit of this committee.

The Committee were advised that the analysis of performance for 1 April 2021 to 31 March 2022 against each of the 6 policy objectives of the Health and Wellbeing Strategy and the Balanced Scorecard was set out in Appendix 1. Areas of particular relevance to this Committee were highlighted in the report, however the full Performance Management and Improvement Framework was provided to enable members to see the full picture of performance across all priority areas at Appendix 1.

The report outlined the challenges, achievements, actions and resources for each policy objective. It also contains performance data including strategic and operational measures and is informed by qualitative and quantitative assessment to inform policy and resource decisions.

The Committee received an update since the 6 month stage for this Committee, outlining challenges, areas of excellence and improvement, actions and issues for further development

The Committee noted that a random digital survey of carers had been carried out and queried who was surveyed as the Committee was conscious that there are many unofficial carers. The Committee was therefore concerned that those carers contacted as part of the survey were not representative of carers as a whole. The Committee was interested to know what the Council is doing to reach out to unofficial carers.

The Committee was informed that the data set requested by Government as part of the survey was very specific and permission had to be sought from government to add in any other questions. As such the focus of the questions had been people known to the Council in receipt of care services so it was accepted that the survey was limited. However, the survey is randomised so that the questions are not being put to the same individuals each year. The Council has also worked separately with Gateshead Carers Association to triangulate data as they have greater reach and there has been positive feedback from carers in Gateshead.

However, it was acknowledged that the aforementioned work was not targeting hidden carers. As a result regionally a pilot was being tested called mobilise which is an on-line platform aimed at a group of the population in caring roles, so again it was accepted that this would have a limited reach. This model has been tested in the midlands and has had positive feedback and has been helping individuals to access information and navigate health services. The work has been led by ADASS regionally.

The Committee was also advised that as part of National Carers Week there had been significant social media posts and other promotional work to raise the profile of carers. It was also considered that if individuals were not assessed as eligible for support further information should be sought around family circumstances to determine if individuals could be referred elsewhere.

The Committee was advised that Gateshead Carers Association now carries out Carers Assessments on behalf of the Council as it was considered that this would improve the journey for carers. The Committee was advised that many carers indicate that they do not wish to have an assessment when they are referred.

The Committee considered that there are many individuals who approach the Council for support but who have not undertaken carers assessments and are not registered as carers. Therefore, whilst the Committee was pleased to see that Gateshead compares favourably with other areas in the work it carries out with carers it was felt that more could be done to look for hidden carers at the same time as they assess individuals for packages of support.

The Committee asked if officers could outline what the three year alcohol and substance misuse plan would cover. The Committee was advised that the plan was in development at the moment and was as a result of significant investment from the Home Office to increase provision and to look at how services could best engage and draw people into services. Officers agreed to seek further information on this and share with the Committee. The Committee requested that they consider this matter in more detail at a future meeting.

The Committee also requested a visit to Watergate Park and was advised that this was a proposal already identified as a result of the emerging issues for the OSC's work programme.

RESOLVED -

- i) That the information be noted
- ii) The Committee noted and agreed the Year End performance report as presented at Appendix 1 and requested further scrutiny of the three year alcohol and substance misuse plan
- iii) The Committee recommended the performance report to Cabinet for consideration in July 2022.

## **HOUSING ENVIRONMENT AND HEALTHIER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE – PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK YEAR END PERFORMANCE REPORT 2021/22 Draft Minutes of Item 27.6.22**

The Committee received a report and presentation providing an update on the Council's new Performance Management and Improvement Framework (PMIF) with reference to the delivery of Council priorities for the period April 2021 to March 2022.

The Committee were provided with an overview of the PMIF purpose and background for information; it was also noted that the PMIF is provided to enable members to see the full picture of performance across all priority areas. This included areas of relevance to the role and remit of this OSC with a broader focus on business and employment at this particular meeting.

On the matter of business engagement, support and investment activity the Committee were provided with an overview of officer engagement and activity, this included:

- Activity in communities throughout the borough to raise awareness of self-employment and helping individuals explore enterprise at a grassroots level;
- Programmes to increasing the number of generative, locally owned enterprises and supporting their development.
- Supporting business expansion and retention through account management and improving the business environment;
- Attracting inward investment and influencing the provision of accommodation to meet the needs of business including the operation of business and innovation centres providing supporting environment for business to start out and thrive
- Supported 140 businesses to implement successful investment or expansion projects including 12 inward investment success, creating 2,170 Jobs, safeguarding 389 jobs and 183 jobs relocated to Gateshead.

From the presentation, the Committee were also provided an overview of the Council's Covid response for business; it was highlighted that the Business Resilience Fund programme made 42 grant awards to SMEs in support of business expansion and new ways of working. It was also noted that the Council's business centres remained open during the pandemic to support businesses and their employees who were unable to work from home.

It was reported that support had been provided to 820 businesses to date with additional support provided to 186 people to become more 'enterprise ready' and 67 people to commence trading. It was further noted that the Gateshead Local Enterprise Group had been established in addition to the running of a programme of business start-up bootcamps.

An overview of employment engagement was also presented, it was highlighted that engagement with local businesses and shared business intelligence had ensured the needs of Gateshead businesses were understood.

The Committee were also provided with an update employment support activity as part of the PMIF. The Committee noted that support had been provided by the Council to help people to find, sustain and progress in employment and achieve economic security. An overview of schemes was provided for context, this provided detail of the various schemes to support Gateshead residents in a holistic way that is catered to their individual needs and aspirations.

It was highlighted that of the 850 residents receiving 1-2-1 information, advice and guidance 628 had went on to receive intensive employment support from a 'Working Gateshead' job coach, 54 were signposted to services outside of the Council and 45 had been connected up with an internal Council service. It was also reported that 266 residents were helped into work.

The Committee questioned how funding had been provided to businesses; it was asked whether businesses would have been able to access support from schemes such as the Business Resilience Fund themselves without the Council's support. It was stated that businesses would not have been able to access this funding directly as the funding was administered via the Council.

The Committee also asked what funding is to be made available to support businesses once the current 'pot' of EU funding comes to an end following the UK's exit from the EU. The Committee were provided assurance that many EU funded programmes are still operating under existing schemes. It was also highlighted that the UK's 'successor' programme for business support following Brexit is called the UK Shared Prosperity Fund and would be primarily administered by local authorities.

On the matter of employment support, the Committee asked what provision was being provided by DWP. Officers advised that there is currently a mixed approach to support those seeking employment, an overview of the varying contracts and stages of support was provided for information.

The Committee noted concern that regionally there are skills shortages that are not being filled via meaningful apprenticeship schemes at a pace to keep up with demand; examples of such industries were provided such as agriculture and construction. It was reported that apprenticeship figures had decreased but that there would continue to be a push on recruitment and retention of apprentices making use of the apprenticeship levy.

#### RESOLVED:

- (i) The Committee noted and commented on the Year End performance report.
- (ii) The Committee recommended the performance report be presented to Cabinet for consideration.
- (iii) The Committee requested a further update at the future meeting on apprenticeships in the context of providing local employment opportunities for young people and those wishing to change their career to bridge the gap on skills shortages in Gateshead.