

Appendix 3

Below are the minutes of the Overview and Scrutiny Committees which each considered the year-end Performance Management and Improvement Framework reports.

Corporate Resources OSC – 27th November 2023

CR16 PERFORMANCE MANAGEMENT & IMPROVEMENT FRAMEWORK 2023-24

The Committee received a report on the Council's Performance Management & Improvement Framework, reporting performance on the delivery of Council priorities for the period 1 April 2023 to 30 September 2023. An overview was given of performance relevant to the role and remit of Corporate Resources Overview and Scrutiny Committee. The framework has been put together to support Gateshead Council's THRIVE strategy. It was noted that some metrics included in the report are annual measures which are reporting figures at a six-month mark.

A presentation was also given to the Committee on making data accessible for scrutiny, including a demonstration of Power BI and how this can be used to track data for the Office for Local Government.

The Committee noted that a more visual view of the data would support better public and scrutiny understanding of the presented content.

There was discussion by the Committee of the consideration of cyber-attacks and other impacts to online systems and the effect this would have on residents. This issue is high on the Council's strategic and operational register and these risks are being assessed. It was noted that Gateshead Council has a particularly robust IT security infrastructure.

REVOLED:

- i. The OSC commented on and discussed the report.
- ii. The OSC recommended an item on school exclusions be discussed by Families OSC.
- iii. The OSC recommended the performance report to Cabinet for consideration in January 2024.

Families OSC – 30th November 2023

The Committee received a report and presentation on the Council's Performance Management and Improvement Framework, reporting performance on the delivery of Council priorities for the period 1st April 2023 to 30th September 2023. It also provided an overview of performance relevant to the role and remit of this committee.

F113 PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK - SIX MONTH UPDATE - 2023-24

The Committee received a report on the Council's Performance Management & Improvement Framework, reporting performance on the delivery of Council priorities for the period 1 April 2023 to 30 September 2023. An overview was given of performance relevant to the role and remit of Corporate Resources Overview and Scrutiny Committee. The framework has been put together to support Gateshead Council's THRIVE strategy. It was noted that some metrics included in the report are annual measures which are reporting figures at a six-month mark.

A presentation was also given to the Committee on making data accessible for scrutiny, including a demonstration of Power BI and how this can be used to track data for the newly established Office for Local Government. The Committee felt that the presentation of the data was not very accessible, as the text and graphics were too small to read properly.

The Committee queried the decrease in use of free school meals for primary school children. There is cross Council work ongoing with Services for Schools, the Education Team, and Schools Team. This work includes a survey on auto enrolment; some families feel that there is a stigma in accessing free school meals, there is work being done to address this culture. While auto enrolment would be a preferred option, the scheme is national and would have to be identically implemented across all participating local authorities. Gateshead is trying to be at the forefront of a pilot of this.

Further data breakdown was requested on the 10% of pupils who have missed significant numbers of lessons. It was noted that there is a lag in this data, as numbers for Autumn terms had not yet been reported. Attendance is a national priority, particularly following the COVID-19 pandemic. National and regional solutions to this issue are being pursued. A detailed report is expected by Families OSC at the next meeting which will focus on looked after children.

RESOLVED:

- i. The Committee noted the report.

Housing, Environment and Healthy Communities –4th December 2023

CPL89 PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK – SIX MONTH UPDATE – 2023-24

The Committee received a report on the Council's Performance Management & Improvement Framework, reporting performance on the delivery of Council priorities for the period 1 April 2023 to 30 September 2023.

An overview was given of performance relevant to the role and remit of Housing, Environment & Healthy Communities Overview and Scrutiny Committee. The framework has been put together to support Gateshead Council's THRIVE strategy. It was noted that some metrics included in the report are annual measures which are reporting figures at a six-month mark.

The data identifying key areas already, those being:

- Budget pressures continue to provide a significant challenge.
- Continuing demand pressures being face by services, which are compounded by the ongoing recruitment and retention issues.
- The cost-of-living and high interest rates are impacting the financial challenges facing many residents.
- The economic climate continues to make things difficult for many businesses in the borough.

A presentation was also given to the Committee on making data accessible for scrutiny, including a demonstration of Power BI and how this can be used to track data for the Office for Local Government. The Committee noted that a more visual view of the data would support better public and scrutiny understanding of the presented content. The Committee were advised measures are being continuously reviewed to understand where changes may be needed to ensure PMIF remains robust and relevant.

RESOLVED -

- i) Comment on the 6-month report at Appendix 1 and identify any areas for further scrutiny. That the information be noted
- ii) The OSC recommended the performance report to Cabinet for consideration in January 2024.

Care, Health, and Wellbeing OSC – 5TH December 2023

The Committee received the year end performance report for the period 1st April 2023 to 30th September 2023.

CHW15

PERFORMANCE MANAGEMENT AND IMPROVEMENT FRAMEWORK - SIX MONTH UPDATE - 2023-24

The Committee received a report on the Council's Performance Management & Improvement Framework, reporting performance on the delivery of Council priorities for the period 1 April 2023 to 30 September 2023. An overview was given of performance relevant to the role and remit of Corporate Resources Overview and Scrutiny Committee. The framework has been put together to support Gateshead Council's THRIVE strategy. It was noted that some metrics included in the report are annual measures which are reporting figures at a six-month mark.

A presentation was also given to the Committee on making data accessible for scrutiny, including a demonstration of Power BI and how this can be used to track data for the newly established Office for Local Government.

The Committee was concerned about the impact of recent salary level changes for migrants working in the care sector. It was noted that any changes in policy can affect the workforce and that this will be monitored.

The Committee queried a strategic performance item in Policy Objective 2: “Proportion of adults with a learning disability who live in their own home or with their family”. The target for this item is a rolling target throughout the year. While the latest figure is 38.1% and the target is 82.84%, the Council is currently on trajectory to meet this target.

The Committee was concerned that 46.4% of Adult Safeguarding Concern referrals to Adult Social Care do not meet the criteria for Safeguarding Duty to Public Document Pack apply. There was discussion about some services not implementing appropriate actions prior to referrals to ensure individuals meet the criteria. It was explained that this indicated a training need around referral routes, criteria and appropriate reporting channels.

Concerns were also raised about the latest figure of the total households initially assessed as owed a homeless duty (714).

RESOLVED

- i. For the Committee to be presented with further data at the next meeting on how Gateshead performs regionally and nationally on supported living.
- ii. For further information on the Office for Local Government to be circulated via email.
- iii. To recommend the performance report to Cabinet for consideration in January 2024.
- iv. To note the report.