

These minutes are draft subject to confirmation at the next meeting of the
Committee

Overview, Scrutiny & Policy Development Committee

7 November 2016

Present: Councillor S Graham (Chair)
Councillors J Allan, S Cox, N Craven, S Day, P Earley,
Janet Hunter, C Johnson, A McMullen, T Mulvenna, P
Oliver, M Rankin and J Wallace

School Governor Representatives
Mrs M Ord

OV034/11/16 Apologies

Apologies for absence were received from Cllrs A Austin, B Burdis and J O'Shea & Mr O'Hanlon – Church representative

OV35/11/16 Substitute Members

Pursuant to the Council's constitution the appointment of the following substitute Member was reported:

Councillor P Oliver for Councillor B Burdis

OV36/11/16 Declarations of Interest

There were no declarations of interest declared.

OV37/11/16 Minutes

Resolved that minute of the meeting held on 6 October 2016 be confirmed subject to an amendment to the resolution for minute OV29/10/16 from '7 September 2016' to '7 November 2016'.

OV38/11/16 Our North Tyneside Performance Report

The Committee received a report which updated on the progress that has been made to deliver the aims and objectives of the Our North Tyneside Plan (the Plan). Members were reminded that the Plan had been agreed by Council in September 2013 and in the first 2 years of delivering the Plan, there had been an improvement in just under 80% of the measures. In 2015 Cabinet had agreed to consider whether the Plan remained fit for purpose. That process had produced a revised version of the Plan, which was agreed by Council on 17th March 2016.

Performance against the Plan was measured on 2 levels. The 'Our North Tyneside' level where Cabinet and Overview, Scrutiny and Policy Development Committee received bi-annual reports on progress against the outcomes in the Plan during the autumn and spring and 'service level' monitoring, where monthly reports were

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produced for each service area. Appendix A to the report contained a detailed breakdown of progress against the outcomes of the Plan.

The report highlighted the current work being undertaken to tackle deprivation in North Tyneside. It had been agreed by Cabinet in December 2015 to pilot a new approach to tackling deprivation in the wards of Chirton and Riverside. A progress report in March 2016 highlighted a 26% decrease in Job Seekers Allowance claimants in Chirton and a 16% drop in Riverside, compared to a Borough wide decrease of 21%. Other progress made to date included pupils at Norham had achieved a 19% increase on the number of A-C* GCSE grades in the past year and there had been an increase in the proportion of Health Checks that have been offered and completed. The pilot would be fully evaluated in the Summer of 2017.

The Chair invited members of the committee to ask any questions or make comment on the progress of the indicators set out in Appendix A. It was highlighted that, specifically in relation to indicator 21 – number of day visits to North Tyneside, it was important to ensure an appropriate scale for the data in cases where zero would not be the natural starting point. It was also noted that all data in charts and graphs needed to clearly specify the value of the numbers, i.e. tens, hundreds, thousands etc.

In relation to indicator 10 – percent of adults exercising, Members asked about the source of the data. It was explained that this was from a regional survey of approximately 1,500 respondents. Officers undertook to find an exact figure, including how many of the respondents were North Tyneside residents, and circulate this information to the Committee. It was questioned whether, in gathering data to assess the performance of this indicator, it would be more useful to look at North Tyneside specific data such as engagement in the Weight Worries performance. It was explained that this was looked at as part of the service level monitoring.

In relation to indicator 9 – percent breastfeeding at initiation, it was explained that the data contained within the table also referred to the continued take-up of breastfeeding at 6-8 weeks. It was noted that North Tyneside had one of the higher rates of breastfeeding initiation in the North East region but that this was significantly lower than the average rate for England. The Borough rate for breastfeeding at 6-8 weeks was 38.5% which was significantly lower than the England rate. This meant that just over half of those mothers that had commenced breastfeeding would have ceased by the time the baby was 6-8 weeks old. A Member asked what the national breastfeeding rate was at initiation and at 6-8 weeks. Officers undertook to circulate this information to the Committee after the meeting.

A Member referred to the 'Our Economy' section of the report which detailed that the Borough was growing over 1,000 new small businesses every year. Members asked for details to be provided in relation to how many of those businesses were still successful after 2 and 3 years. Officers undertook to provide this information. It was also noted that a study being undertaken by a sub-group of Economic Prosperity Sub-committee was currently looking into the issue of support for small businesses.

In relation to indicator 25 – number of affordable homes delivered, it was noted that North Tyneside Council had agreed an ambitious target of an extra 3000 affordable homes over the next ten years. There had been a significant increase in the number of affordable homes built since the decision and 500 affordable homes were built in

2016. It was highlighted that there had been a spike in the number of affordable homes delivered during 2014/15 and members asked whether this figure had included the independent living schemes that had come on stream during that time. Officers agreed to check whether this was the case and send the information to members of the Committee.

It was **agreed** to note the information provided in the report.

OV39/11/16 Office Accommodation Review – Wallsend Customer First Centre Update

Overview, Scrutiny and Policy Development Committee had received a presentation on 7 September 2015 and updates at meetings held on 5 September and 3 October 2016 which set out the buildings within the scope of the Office Accommodation Project and achievements in rationalising the operational estate. Subsequently the Committee had requested further details on the letting restrictions contained within the Wallsend Customer First Centre (WCFC) lease which caused difficulty with a recent proposal to sub let the second floor. Officers from Commissioning and Investment and Law and Governance were in attendance to provide the Committee with this additional information.

The lease for the WCFC had commenced on 24 January 2014 for a period of 30 years. The ground and first floors were occupied as the Council's CFC and library. The second floor was void and currently surplus to Council operational requirements. The void space comprised circa 1,486 sq.m of floor space and was fitted out to a shell condition, providing stair and lift access, mains services to meter points and some basic facilities infrastructure. A significant internal fit out would be required to accommodate most normal commercial uses.

It was noted that the following provisions were contained within the current lease for WCFC: a) the Council can transfer the lease for the whole but not part only of the premises; b) the Council can sub let specific parts so long as these relate to the whole of a part, i.e. the whole of the 2nd floor void; and c) the Council can sub let for uses within the existing user provisions. If a sub let did not fall into the permitted use description then this required absolute consent of the Landlord and in turn they could demand a capital or revenue payment for providing the necessary consents.

The Committee was informed that the Strategic Property Group had previously agreed to allow officers to work with the Northumbria Healthcare Trust (NHCT) in respect of a proposal to accommodate health facilities on the second floor at WCFC. A number of meetings were held with the Landlord in respect of the proposal, which would have relocated services currently located at the Sir G B Hunter Hospital site at the Green in Wallsend and 2 other GP practices in Wallsend. As this proposal fell outside of the permitted use for the building, the consent was at the absolute discretion of the landlord.

Following a meeting in February 2016 of the Strategic Property Group and further discussions with the landlord, it was decided that the second floor at WCFC was no longer the preferred option to satisfy the NHCT medical centre accommodation because of the level of the capital payment required by the landlord. The NHCT agreed to continue to work with the Council to bring about a new health facility in the centre of Wallsend to compliment the ongoing regeneration of the town. It was

reported at a meeting of the Strategic Property Group in March 2016 that the landlord had also agreed to work with the Council on possible amendments to the existing lease of the WCFC building to facilitate more flexibility for the Council in considering future use of the vacant space. Members asked if the notes of the Strategic Property Group held on 23 March 2016 could be circulated to the Committee.

Members were informed that further building rationalisation, including WCFC, was being driven by service re-design and the Council's Target Operating Model. Officers would continue to explore opportunities to secure an occupation of the second floor that will help to reduce the revenue costs associated with the WCFC.

Members of the Committee expressed concern and disappointment with regard to the negotiation process in agreeing the lease for the WCFC. Members felt that in light of the length of the lease, the rent price and the annual review in line with the Retail Price Index, there should have been greater negotiation on the restrictions placed on the letting of the second floor, to offset other conditions. Officers highlighted that there were other factors that had to be taken into account during the negotiations, including the investment from the landlord, which meant that the lease should be viewed in the wider context of the regeneration that it enabled for Wallsend.

Officers assured Members that all efforts were being made to bring the vacant second floor into use. It was noted that, as the Council rationalise other building and office space, it may be cost effective for some community based Council services to occupy the second floor. Members reiterated their disappointment at the time taken to find a purpose for the space and the opportunities lost due to the restrictions of the lease. Officers were asked to provide a report to a future meeting of the Committee that would update on progress in occupying the second floor.

It was **agreed** to note the content of the report and request an update on progress with occupying the second floor of the Wallsend Customer First Centre at a future meeting.

OV40/11/16 Bereavement Services Sub-group Report

The Committee received the report of the Bereavement Services Sub-group, which had been established following concerns that had been raised in relation to the level of information and guidance available to the bereaved at an emotional and stressful time.

The sub-group had met on 2 occasions and also carried out a visit to Preston Cemetery and Crematorium to see first hand the facilities available including the customer front door services and back office accommodation/working environment.

The sub-group had made the following 11 recommendations as a result of the review. It recommended that Cabinet:

- (1) carry out a review of its charging policy for Resident/Non Resident interment fee and be mindful of the charges of other local authorities of the North East;

- (2) if it determines to change Interment fees that guidance is established with distinct criteria to reduce any ambiguity to who would have resident/non resident status;
- (3) carry out a review of guidelines to the use of tributes. The review should look at actions that would be taken to remove old tributes to ensure that graves are maintained and kept in an orderly presentable condition with associated timescales;
- (4) notes and monitors the possibility to use new body disposal techniques in the future;
- (5) implements a online service that enables Funeral Directors/Customers to book and pay for funerals;
- (6) implements processes to enable customers to make applications and pay for other services online;
- (7) information for customers be made available and marketed at Libraries/CFC for ease of access for customers;
- (8) Bereavement Services staff be provided personal alarm devices that could be triggered in the event of potential personal risk;
- (9) the opening times be reviewed with the intention to ensure customers were able to access advice etc throughout the working day (including lunchtime) in line with the operation of other Council customer centres;
- (10) that a review be undertaken to provide guidance on the positioning of garden seats in the garden/cemeteries to future buyers and the limiting of the amount of further memorials and flowers that could be attached.
- (11) that a customer survey be undertaken to seek the views and opinions of those who use all the Bereavement Services and facilities.

A member of the committee noted that there was reference within the report to the Council setting up an end to end funeral director service but that this had not been included as a specific recommendation to Cabinet. It was explained that this was something officers were already looking into but it could be included as a recommendation to highlight the importance of exploring this potential opportunity.

Members of the sub-group were thanked for the work they had undertaken.

It was **agreed** that the report be submitted to Cabinet at its meeting on Monday 14th November 2016 and that the following recommendation be added to the report:

'Cabinet carry out a review to assess the viability of setting up a North Tyneside Council Funeral Director Service through the Authority's Trading Company.

OV41/11/16 ADHD Sub-group Report

The Committee considered a report which had been produced by the Children, Education and Skills Sub-committee's Attention Deficit Hyperactivity Disorder (ADHD) Sub-group. Cllr Pat Oliver, Chair of the sub-group, was in attendance to present the report.

On 16 February 2015, the Children, Education and Skills Sub-committee considered a report produced by the authority's Disability and Additional Needs Service which had an update on ADHD. Following this report, the sub-committee agreed to establish a sub-group in the 2015/16 municipal year to examine the support provided for children with ADHD and their families.

The focus of the study was the support provided for children with ADHD and their families with the objective of scrutinising current services available for those diagnosed with ADHD, across both social care and health, and to make recommendations on how the current provision could be improved.

The sub-group had met on a number of occasions to receive information and discuss their findings and also met with officers from the local authority. To gain an understanding of the services available in the borough the sub-group also met with parents, teachers, SENCo's and health professionals. As a result of the review, the sub-group made the following recommendations:

- 1) Cabinet requests the Head of Health, Education, Care and Safeguarding works with colleagues in Health to review the information and training available to parents with and without a diagnosis of ADHD paying particular attention to:
 - Review of pre diagnosis access to parent training
 - Review of speed of access to parent factor training
 - Access to training in relation to sleep solutions
 - Arranging drop in sessions for parents to understand the pathways for children with ADHD and other additional needs.
 - Give consideration to the creation of a webpage with techniques, strategies and links for further support and information about support groups etc.
- 2) Cabinet requests the Head of Health, Education, Care and Safeguarding in consultation with appropriate health commissioners to consider whether a procedure could be adopted to allow Lead SENCo's to refer to CAMHS with parental approval instead of requiring a Doctor's referral.
- 3) Cabinet requests the Head of Health, Education, Care and Safeguarding establishes a multiagency task and finish group to create good practice documentation in relation to assessment and management of children with ADHD within a pre school and school environment and to review pathways for diagnosis of individual children with ADHD with particular attention to:
 - The use of the universal SEN support form
 - Consideration of the use of learning mentors to support young people within school.
 - To ensure Education Plans are person centred to ensure instructions regarding departure from the usual school rules are included and can be communicated widely in the school environment (e.g. a child is allowed

'outside food').

- To understand the current local offer in relation to the counselling/nonmedication/universal offer strategies which are available to schools.

Once the task group has completed its work the implementation of any changes to be supported by the Health, Education, Care and Safeguarding service through the existing drop in sessions for Educational professionals and supported by Specialist services within schools.

- 4) Cabinet requests the Head of Health, Education, Care and Safeguarding establishes a multiagency task and finish group to:
 - summarise the evidence in relation to a whole school approach to the management of ADHD with particular attention to behaviour policies and restorative non-punitive alternatives.
 - To understand the current training packages to support teachers with its implementation and as required identify new training coursesOnce the task group has completed its work to request that Specialist services disseminate good practice to schools.
- 5) Cabinet requests the Head of Health, Education, Care and Safeguarding to review how managed moves for children with ADHD are initiated and organised and compare with best practice.
- 6) Cabinet requests the Head of Health, Education, Care and Safeguarding in consultation with colleagues in health, education and the voluntary sector to arrange groups/drop in sessions for teenagers to help them understand their condition and how they can manage themselves.
- 7) Cabinet requests the Head of Health, Education, Care and Safeguarding and the Head of Environment, Housing and Leisure to provide closed sessions at Leisure centres for children with ADHD to give parents/carers an accepting environment to take their children and to socialise with other parents/carers.
- 8) Cabinet requests the Head of Health, Education, Care and Safeguarding, in consultation with colleagues in health to ensure that information on nonmedication strategies, for example Cognitive Behaviour Therapy, is be provided to parents at an early stage of referral and to be part of the information available in the website produced for recommendation 1.
- 9) That Cabinet requests the Head of Health, Education, Care and Safeguarding in consultation with appropriate health commissioners to consider developing a multi-agency group, with representatives from multidisciplinary specialist ADHD teams, paediatrics, mental health and learning disability trusts, forensic services, child and adolescent mental health services (CAMHS), the Children and Young People's Directorate (CYPD) (including services for education and social services), parent support groups and others with a significant local involvement in ADHD services. The group should:
 - Oversee the implementation of the NICE guideline.
 - Start and coordinate local training initiatives, including the provision of training and information for teachers about the characteristics of ADHD and its basic behavioural management.
 - Oversee the development and coordination of parent-training/education

programmes.

- Consider compiling a comprehensive directory of information and services for ADHD including advice on how to contact relevant services and assist in the development of specialist teams.

- 10) Cabinet requests the Head of Health, Education, Care and Safeguarding to undertake a review of how data on children with ADHD is collated and managed to help inform future service provision and to identify trends.

The members that had served on the sub-group were thanked for the work that they had undertaken. The Committee was recommended to approve the report and recommendations and refer to Cabinet at its next meeting.

It was **agreed** to approve the report of the ADHD sub-group and refer it to Cabinet for consideration at its meeting on 14 November 2016.

OV42/11/16 Work Programme 2016/17 update

The Committee received a report which provided options for the next in-depth review to be undertaken as part of the 2016/17 work programme.

At the beginning of the municipal year the Committee considered a list of suggestions for inclusion in its work programme. This included several suggestions of topics that would constitute an in-depth review. In selecting a topic for review, it was noted that, due to resource limitations of both officers and members, only one review could be undertaken at any given time by the committee.

The Committee had just completed a review of Bereavement Services and in December would undertake the annual review of the budget proposals. This was to be undertaken as an intensive piece of work over one or two days. Following the completion of this work, the Committee would have capacity to establish a new sub-group.

Members were informed that the current in-depth review topics on the work programme were as follows:

- **Capita partnership**
To understand and review how the contract with Capita has operated since its inception, examining performance management arrangements and key performance indicators.
- **ICT Delivery**
To review the delivery of the Authority's ICT strategy and the current ICT performance, with the understanding that the Target Operating Model and the delivery of the Creating a Brighter Future Programme is centred around having the necessary IT systems that are relevant, reliable and efficient in there use.
- **Climate Change and Health in North Tyneside**
Climate Change is often thought of in terms of its effect on our physical environment: melting icecaps, rising sea levels, heat waves and storms. But

increasing evidence shows that the human impact, in particular the impact on health.

Heat waves can pose a risk to the elderly, young and vulnerable. A warmer climate may increase the risk of disease and infection through an increase in the range of animals that carry viruses which can cause illness to humans.

Does the Local Authority and its partners need to prepare for new health problems due to climate change?

The topic of climate change had been raised by Environment Sub-committee and referred to Overview, Scrutiny and Policy Development Committee to see how this work should be carried out as it was wider than the remit of the Environment Sub-committee. Members were asked to prioritise the potential studies outlined above. It was commented that Capita and ICT delivery were both important issues to look at. The Chair suggested that she approach relevant officers and Cabinet members to discuss appropriate timescales for the work in order to determine which subject area to look at first. It was also suggested that the topic on Climate Change be referred back to Environment for it to consider if it wishes to undertake some work in this area.

It was **agreed** that the Chair of the Committee discuss the next steps for the work programme with relevant officers and the topic relating to Climate Change and Health in North Tyneside be referred back to Environment Sub-committee.