

Meeting Date: 9th September 2014

Public/Private*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –
Councillor Jessica Riddle**

Summer Splash

Over 1000 youngsters have so far taken part in Summer Splash 2014. The scheme aims to engage young people (11-17 yrs) and reduce anti-social behaviour throughout the summer holidays. A range of different activities have been put on to challenge young people, give them the chance to try something new and get fit and active.

The scheme has been running for 4 years and was expanded this year to include other key areas across the district. Splash events have been held on Mondays, Tuesdays, Thursdays and Friday evenings between 17.00-20.00 alternating between Chances Park and Hammonds Pond, Melbourne Park and Keenan Park, Longtown and Brampton.

£14,000 was secured through the Police and Crime Commissioner and events have been co-ordinated by Inspira, Cumbria Constabulary, Riverside Housing and Carlisle City Council.

Community Centres Kiosks

Three self serve community kiosks are now fully installed in Greystone Community Centre, Brampton Community Centre and Yewdale Community Centre. The kiosks have been publicised through the Community Centre and Carlisle City Council's channels, and to date have been well accessed by local residents for a number of different services. Yewdale's kiosk has been accessed 1935 times, Greystone 251 and Brampton 88 times since installation.

Multi-Agency Problem Solving Groups

The next Problem Solving Group (PSG) meeting will take place on Wednesday 10th September, 2pm at Riverside offices on Botchergate.

Members are welcome to attend the PSG to raise issues, or alternatively if Members are aware of any issues or concerns regarding anti-social behaviour in their wards the information can be passed to the PSG via Ruth Crane, the City Council's Community Development Officer who will ensure the information is tabled at the group for discussion.

Community Centres

As with 2013 Policy and Communications officers are again this year offering their expertise to community centres developing their business plans. Open workshops are planned for the autumn and there is the offer of further assistance if required.

Welfare Advice Service

On the 23rd July 2014 the Benefit Advice Service underwent a monitoring audit against the Advice Service Alliance's Advice Quality Standard and the service has been successful in regaining the Advice Quality Standard accreditation until August 2016.

The service received very positive feedback and there are no recommendations for improvement. From 1st April to 31st July 2014 the Welfare advice team increased income into the local economy by **£445,047.16**.

Health and Wellbeing

Further detail is to be received around our World Health Organisation Healthy City designation but initial feedback has highlighted that Carlisle were the first UK City announced to achieve this. This demonstrates the commitment and effective partnership working.

Carlisle additionally submitted case studies for consideration to the WHO European Healthy Cities Networks, International Healthy Cities Conference 'Health and the City: Urban Living in the 21st Century'. The World Health Organisation received over 200 abstracts for consideration and each abstract was carefully reviewed by at least two

members of the Abstract Evaluation or Assessment Committee. Whilst not all of our submissions were successful, the following were:

- Hospital at Home & Community Neighbours combined
- Carlisle Doorstep Walks
- A Healthy City Week approach
- Food as a vehicle towards improved health and well-being for the people of Carlisle

This is a huge achievement for Carlisle which allows us to put Carlisle on the map at a European/ International level. Thanks to all those involved in helping us achieve this.

A Walking for Health cascade training course was held which trained members of the community on how to lead guided walks within the area. The participants will either set up their own walks in the area or link into the well established Carlisle Doorstep walks programme.

A new Walking for Health programme has been launched running from August to December in various locations around the district in order to take the walks to different areas so that more people can engage. The scheme continues to grow and attract new walkers and referrals from health professionals. A number of valuable case studies have been captured and we encourage people to signpost to the scheme. We also have a number of exit routes due to the scheme being so successful. More information is available at www.carlisle.gov.uk/walking or please contact Emma Dixon.

Health and wellbeing featured as a key theme at the Carlisle Partnership Forum / AGM. A number of projects were promoted from Hospital at Home, to Fair Meals direct (old meals on wheels scheme), as well as Healthy City Designation, which were celebrated at the successful event which attracted a maximum capacity of over 75 delegates.

Customer Services

Staff within the Customer Contact Centre continuously analyse the changes in demand regarding the way our customers contact us and what they contact us about. Over the last 3 years there has been a 77% increase in customers contacting the contact centre via e-mail. This proves that customers are using technology more and more when contacting the Council. The customer service team are now working in close collaboration with

Digital & Information Services (D & I S) to produce an easy to use, transactional website. This will enable 24/7 service delivery for customers to transact with the Council at a time and in a way which is convenient for them. This will leave the more traditional methods of customer contact, such as telephone and face to face, for those customers who need more support dependant on their circumstances.

The customer service team are also reacting to an increase in transaction times for those customers who wish to contact the Council regarding a number of issues. An example of this is a customer who is moving house. They can speak to the same advisor for their Council Tax change of address, Housing Benefit claim, Refuse & Recycling arrangements, Parking permit, etc. This is all done at the first point of contact along with a number of other services, both for City Council and partner services. Customers have given feedback that they prefer to get their query answered in depth and repeat their details only once than speak to several people and take more time doing so.