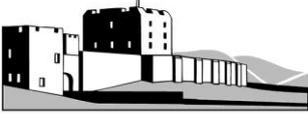


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# **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

## ***Panel Report***

**Public**

**Date of Meeting:** 7 June 2012

**Title:** NEIGHBOURHOOD WORKING

**Report of:** Director of Community Engagement

**Report reference:** CD13/12

### **Summary:**

This report includes the latest version of the work programme.

### **Recommendations:**

Members are asked to Note and/or amend the Panel's work programme

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

	<b>Recommendation</b>	<b>Update on Action</b>
1.	<p>That the Council organise regular high level meetings of partners working within Communities to discuss current and future projects and to explore how better to serve each other and the community</p>	<p>A number of strategic high level meetings take place between senior managers including:</p> <p>A joint planning workshop between Carlisle City Council and its primary stakeholder, Riverside Housing Association is being arranged. The objectives include developing a shared vision for growth and resilience in Carlisle and District’s Communities, developing a joint response to Welfare Reform and developing a collaborative approach to delivering the housing strategy (or service delivery) across the dimensions of people, property and place.</p> <p>The Assistant Director Community Engagement leads quarterly review and performance meetings with the Managing Director of Carlisle Leisure.</p> <p>A Harraby Campus Steering Group has been established, focusing in on the future development of the former North Cumbria Technology College site. Long term plans include the proposed integration of the community centre, and the new Pennine Way Primary School into one facility. A business plan will be developed and a project board comprising of representatives of the City and County Council is to be established to take the project forward.</p> <p>Healthy City Steering Group – Cross party representation, the group works to the Health Improvement Plan. Using a joint needs assessment that maps out illnesses throughout Carlisle, relevant initiatives and projects are commissioned through the Healthy City group of the Carlisle Partnership</p>

		Rural Support Group - The City Council works with the group to meet the needs of rural communities in Carlisle. Chaired by the Chair of the Parish Council Association work on a range of projects.
2.	That sufficient responsibility is delegated to staff working within localities to make budgetary and operational decisions within an agreed remit with the relevant senior officer	<p>Team Supervisors have been given the authority to make decisions at their relevant level. This has been particularly successful in the context of the Carlisle West Problem-solving Group (CWPG). A number of long-standing problems have been resolved through partnership working, where those present are empowered by managers to 'own' the responsibility for action. With assistance of partners round the table, they are able to take the initiative for improvement, rather than leaving it to somebody else to sort out.</p> <p>The newly re-structured Green Spaces team has at its core delegated responsibilities to the Team Leaders and Officers who work on the front line. These officers are responsible for maintenance and site management budgets of the City Council parks, open spaces, trees, woodlands, nature reserve, country park and play areas</p> <p>The Change and Challenge Group (C&amp;CG) is an internal innovation group, with the function of identifying and working to address opportunities to make significant improvements in the performance of the Council.</p> <p>A workshop was held in March with the purpose of considering the potential impact of the C&amp;CG on the future performance of the Council, and how the Council can involve staff in improving the effectiveness of the organisation.</p>
3.	That a project co-ordinator is appointed for time-limited	Project leads are identified for time-limited projects.

<p>projects. The Co-ordinator can be from any organisation involved in the project and would be the first point of contact</p>	<p><b>Olympic Torch Relay – Lead Officer Margaret Miller</b></p> <p>The Olympic Flame will be visiting Carlisle, on Wednesday 20 June 2012 and will pass through again on Thursday 21 June 2012.</p> <p>On Wednesday, 20 June, the Torch Relay will start its journey in Carlisle at around 6pm, at the junction of Warwick Road and Montgomery Way. It will then travel towards the city centre, via The Crescent, into the main pedestrianised area before finally arriving at Bitts Park where an Evening Celebration event will be held.</p> <p>On Thursday, 21 June, the Torch Relay will arrive back into Carlisle at around 10.15am. It will travel down Kingstown Road, Scotland Road, Hardwicke Circus and Castle Way towards Wigton Road. Leaving the Carlisle boundary around 11am.</p> <p><b>Music City – City Council Lead Steve Dunn</b></p> <p>Carlisle Music City (CMC) is a concept which brings together under one banner a number of musical and cultural activities within a common coordinated brand and seeks to develop Carlisle’s cultural/creative offer, raise the areas profile as a destination and enhance visitor numbers. With the City Council taking the lead at least in year one, the medium/long term aim is to achieve sustainability through a social enterprise model.</p> <p><b>Carlisle Cooks – City Council Lead Joanne Pollock</b></p> <p>One of the key themes of Carlisle’s Healthy City Phase V status and Carlisle’s Health Improvement Action Plan is Healthy Living, which considers a range of factors but in specific a focus for “Healthy Food and Diet”. Childhood obesity was identified as a key priority, as well as poor fruit and vegetable consumption and the need to encourage the uptake of free school meals.</p> <p>The objectives of <i>Carlisle Cooks!</i></p>
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	<ul style="list-style-type: none"> <li>• Train 20 demonstrators and develop a local network of support</li> <li>• Provide practical hands-on experience of cooking and preparing healthy food for the family and for community members within targeted localities in Carlisle district.</li> <li>• Ensure that those trained have a food hygiene certificate so that good practice can be passed on to those in community settings.</li> </ul> <p>Let's Get Cooking a national network of cooking clubs for children, families and their communities across England was identified to deliver a two day programme. CIEH level 2 Award in Food Safety training was, funded and delivered by Carlisle City Council. Demonstrator Training took place at Richard Rose Morton Academy.</p> <p>In total 14 different organisations attended the training: Age UK Carlisle &amp; Eden, Barnardos (South, West &amp; Rural), Botcherby Healthy Living Initiative, Brampton Community Centre, Denton Holme Community Centre, Greystone Community Centre, Livingwell Trust, Richard Rose Morton Academy, Riverside Housing Association, Salvation Army, Trinity Area Community Association (T.A.C.T), women's hostel, women's refugee and Yewdale Community Centre.</p> <p><b><u>The Future</u></b></p> <p>Each club is required to run at least 12 cooking club sessions, and 3 community cooking events, 1 of which will be a Big Cook event planned as part of Carlisle's Healthy City Week in 2012.</p> <p><b>Carlisle Cancer Champions – Lead Joanne Pollock</b></p> <p>The local PCT, The Wellbeing Team and the Community Centre managers at Currock &amp; Botcherby are currently working on a pilot project which is starting in the Currock and Botcherby areas of Carlisle. This project will support the North of England Cancer Network</p>
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		<p>campaign: Finding 1000 people save 1000 lives.</p> <p><u>The aim of the pilot project include:</u></p> <ul style="list-style-type: none"> <li>• Raise awareness of the signs and symptoms of breast, bowel and lung cancer to encourage people who have symptoms to go to their GP.</li> <li>• Train 20 volunteers in the Currock and Botcherby communities to become “cancer champions”. These cancer champions will then deliver key messages to people in the community</li> <li>• Break down the barriers and the taboo around cancer, screening and talking to your Doctor.</li> </ul> <p><b>Love Parks Week – Lead Jeannie Pasley</b></p> <p>Love Parks Week is a national platform that allows Carlisle City Council to facilitate and deliver events to encourage people to visit, enjoy and take pride in their local parks and green spaces.</p> <p>This year Love Parks Week will be focusing on access for all to healthy green spaces. There will over 50 separate events throughout Carlisle, which attracts thousands of residents. It takes place in the last week of July.</p>
4.	That consideration is given to developing community websites and/or virtual public notice boards. Within this project a	ICT Connect has allocated a resource to update the community centre websites to Immediacy. All the community centres have been visited to discuss the proposed design for the new community centre websites. A programme for rolling out the live sites has been established. Once in place training will be delivered to community centre staff. This will allow

	central point detailing all community activities should also be considered with appropriate links from the Council website	the websites to be independently updated by community centre staff.
5.	That the Carlisle Focus magazine should be used to publicise activities held within communities and the Council should explore alternative media to publicise community activities and events	<p>Community activities and operations that are co-ordinated through the Crime and Disorder Reduction Partnership are publicised through the Focus magazine.</p> <p>A representative from the Council's Policy and Communications Team attend the Wellbeing Team's team meetings to receive updates on community events and activities.</p> <p>Events including corporate events such as The Olympic Torch Relay, the Upperby Gala, Carlisle Music City and The Tour of Britain have been promoted using various media sources including Carlisle Focus magazine, Council website, local media and dressing of the city centre with banners</p>
6.	That full contact lists are produced and kept up to date.	Telephone directories and Floor Plans are available on the Intranet under ' <b>Where can I find...</b> '
7.	That referrals, complaints and compliments are collated to identify the areas and issues that are a concern to the public and that this information is used to prioritise the areas of work for the Authority and is also fed into	<p>Work is continuing to migrate services to the contact centre and information recorded via the CRM. Corporate and informal complaints have been recorded on the CRM since April 2011. Reports from CRM are constantly used to identify areas for concern or improvement, a key area for this use is with the Problem Solving Group. It is envisaged that as more service information is recorded through the CRM, the knowledge can be used in different ways to proactively tackle problem areas and issues.</p> <p>A report from CRM is produced on a quarterly basis and fed into covalent as part of the</p>

	the development of Community Plans. An annual report detailing this information and the outcomes should be presented to the Environment and Economy Scrutiny Panel.	performance monitoring programme. This information is then used to establish key issues around service delivery.
8.	That broadening the remit of the Customer Contact Centre within the Civic Centre is investigated to include other partners, for example Cumbria County Council and Riverside.	As well as CAB, Police and Passport Service, customer contact staff are working with the Law Centre and other advice agencies to allow customers more information at the first point of contact. A bid has been put in place to carry out the civilian police service within the customer contact centre by Carlisle City Council advisors. This has been warmly received by Cumbria Constabulary and the finishing touches are being put to contracts and costs. This will allow both organisations to gain efficiencies by utilising economies of scale as well as delivering one point of contact for excellent customer service. Customer Service staff now deliver the police counter service on behalf of Cumbria Constabulary and Adult Social Care on behalf of Cumbria County Council. This has been developed into a Multi Agency Framework, the aim of which is to deliver services from a single point of contact. This will allow customers a more efficient and accessible service whilst giving agencies the benefit of sharing assets.
9.	That it is acknowledged that Community Led Plans are likely to be necessary in the future to access funding and to establish community priorities. Therefore	The Wellbeing Team continue to support community organisations particularly the community Centres, offering support and advice to identify priorities, address any issues and identify funding sources. This work will form the basis for any community led plans in the future

	the Executive need to consider how the Authority will support Communities in this area.	
10.	That consideration is therefore given, in consultation with Partners, to rolling out the Together We Can model to other communities in the District to produce, monitor and review the Community Plans. The model needs to be flexible to adapt to the different needs within communities and reflect financial restraint and will need to be supported by staff from partner organisations	<p>The Wellbeing Team continue to support community organisations particularly the community Centres, offering support and advice to identify priorities, address any issues and identify funding sources. This work will form the basis for any community led plans in the future Discussion is beginning to identify how a partnership model can be rolled out to other areas. It is recognised that improving the health and wellbeing of any community falls far beyond the scope of any one partner. They will provide an opportunity to re-shape the way services are delivered, identify efficiencies through collaborative working and will aim to improve residents life chances and tackle the so called wicked issues that are beyond the remit of any one organisation.</p> <p>There are ongoing meetings between Cumbria County Council and the City Council to share good practice and look for ways in which to foster closer working partnerships.</p>
11.	That consideration be give to establishing neighbourhood multiagency teams to coordinate activities	In November 2010 Cumbria Police announced that their neighbourhood Policing Teams (NPT) in North Cumbria would be restructured from 7 to 4. In response to this senior managers from Carlisle City Council and Cumbria Constabulary met to discuss how they could work together more effectively to improve locality working.

		<p>The new larger NPT's presented an opportunity to bring together a range of partners at an operation level to identify issues and develop cross organisational action to deal with these issues efficiently and effectively. This led to larger discussions with a wide range of partners regarding the introduction of a pilot scheme covering Carlisle West. The City West Problem Solving Group was launched in April 2011, since its launch over 100 different issues have been discussed and reviewed by the group.</p> <p>In November 2011 a review of the group was undertaken and a decision made to roll out PSG's across the Distict. Carlisle East PSG was launched in April 2012 and 2 meetings have already taken place. The feedback from partners on both groups is that the PSG's continue to work well and provide quick responses to community problems.</p>
12.	That the Council enter into talks with Cumbria County Council to explore sharing staff and resources in areas of Community Development, Engagement and Neighbourhood Working.	<p>Monthly meetings are held between Cumbria County Council and the City Council. Both authorities alternate chairing of the meeting and continue to look at ways to advance joint working.</p> <p>The City Council is keen to work proactively with Cumbria County Council to develop effective and meaningful community engagement and neighbourhood working</p>
13.	That the Council enter into talks with Riverside to explore	Meetings are taking place with Riverside to consider opportunities for more joined up ways of working.

	sharing staff and resources in areas of Neighbourhood Working, Community Engagement and Development.	A member of the Wellbeing Team will be attending the Employability Champions meeting to highlight volunteering opportunities particularly in the community centres Initial discussions have taken place to ascertain links between the Wellbeing Team & Riversides Life Time Project. A project to support older people in the community.
14.	That the benefits for the community of Community Centres need to be maximised. Consideration should be given to using the Centres and also appropriate points within rural areas, to be reporting points for the public.	The project is still ongoing with discussion proceeding with community organisations. There have been issues with the timing of the rollout which has been delayed due to technical issues. It is hoped that a model can be produced early in the new year which will be fluid enough to be re-produced around community venues. Areas of commonality such as residents moving into the area could be replicated where appropriate.
15.	That consideration is also given to investigate the provision of access by telephone and email to the Customer Contact Centre in Community Centres and an appropriate place in rural areas.	Work is still ongoing around this area and will fall in line with point 14 above.

16.	That if the terms of the subscription allow, Community Centre Managers and Parish Clerks are given access to the GRANTfinder database (or similar).	CVS are in the process of developing training packages for all community centres. The first tranche of training will be '6 Steps' Funding sessions. A training programme will be developed to address other identified needs. Immediacy training to be commissioned by the Wellbeing Team for all community centre managers to enable them to update their websites
<i>The following additional recommendations were made by the Environment&amp; Economy Sub- Group at their meeting on 11<sup>th</sup> April 2011</i>		
17.	That service requests, complaints and compliments are directed through a simplified system that will accommodate customer and member enquiries and assist the Council to deliver an efficient and effective service.	As more services migrate to the contact centre the benefits of having CRM as the one system which will incorporate and manage customer enquiries will be realised. Service reviews are now being made through Lean Systems, which looks at processes and procedures from a customer perspective and migrates customer interaction to the contact centre. It is hoped that members, through the development of the Customer Access Strategy, will also utilise the CRM. Member training on CRM benefits is being organised by the Organisational Development Team for early in 2012. <b>Update</b> – Member training has now taken place and was greeted enthusiastically by members who took part. The Customer Service Manager is now working closely with Member Support Officers to establish a process suitable for Member referrals.
18.	That the Council works with other partners to deliver creative ways of	We are now working with the CDRP and partners to develop solutions to tackling fly tipping and environmental crime. Funding has been identified for training, covert

	<p>dealing with fly tipping, litter and other environmental problems on private land.</p>	<p>cameras, undercover operations and education and we should be able to deploy such equipment and approaches in 2012-13.</p> <p><b>Problem Solving Group – Lead Organisation Neighbourhood Policing Team Inspectors, Carlisle East, West &amp; Brampton</b></p> <p>The groups are operational and delivery focussed. Meeting every 3 weeks, the key aim of the groups are to develop early interventions and provide better co-ordination and delivery of services on the ground</p>
<p>19.</p>	<p>That the Council develops its approach to neighbourhood management cleanliness, open space maintenance, highways, lighting etc.) working with key partners to make maximum use of our combined resources in specific target areas)</p>	<p>The present transformation proposals in Local Environment envisage a new approach to neighbourhood working. There have been examples already of success – the CWPG has brought together key partners to identify and dealt with a number of community issues. The Harraby ‘Together We Can’ pilot has continued and is a useful conduit of community concerns that can be dealt with by City Council teams.</p> <p>Please see the response to recommendations 10 and 19.</p>

