

Report to:

Council

Agenda
Item

11(b)(v)

Meeting Date: 7 March 2017

Public/Private*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –
Councillor Lee Sherriff**

CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP – VETERAN'S EVENT

We have successfully applied for funding from the Carlisle and Eden Community Safety Partnership to host an Armed Forces Veteran's support and engagement event at the Old Fire Station on the 1st of June 2017. The centre piece of this will be a talk and question and answer session from Falklands Hero Simon Weston as well as an opportunity for networking and learning about support organisations.

PROBLEM SOLVING GROUP

The next meeting of the Carlisle Problem Solving Group is scheduled to take place on the 11th April 2017.

The problem solving group (PSG) is made up of officers from Carlisle City Council, Cumbria Constabulary and the Local Housing Associations. The PSG is an operationally focussed group that works in partnership to develop and implement early interventions to address incidents of anti- social behaviour and crime.

There are two ways in which members can refer issues to the PSG for consideration. Firstly by making contact directly with the local Police Community Support Officers (PCSO) or secondly by sending the details to Ruth Crane, Community Development Officer who will act as the conduit for information sharing and ensure members receive updates. Action is taken to address issues in particular areas that are raised by partners. Members are only advised and updated on a problem or issue that they have reported.

CUSTOMER SERVICES

Her Majesty's Passport Office (HMPO) is now actively working in partnership with Carlisle City Council within Customer Services. Customers attend pre-arranged interviews for first time adult passports. The interviews must be arranged via HMPO offices directly.

The customer then attends the Civic Centre and has an interview with HMPO staff via a secure network connection. Carlisle has proved to be one of the most popular venues for this virtual interview service nationally. This service is not only for the residents of Carlisle but customers can and do choose Carlisle as their chosen venue. This also encourages those customers out of our area to stay and see what Carlisle has to offer.

SALESFORCE CRM

The authority has gone live with a new Customer Relationship Management (CRM) system called Salesforce. This system has been developed within the authority by officers in Digital & Information Services along with Customer Service staff. Salesforce is replacing Capita CRM which the organisation has used within customer services since 2004.

The CRM system allows the recording of service requests from customers and directly integrates into back office systems. In some cases the CRM will be the system used by the front and back office. The introduction of Salesforce CRM means that further development can be carried out, in-house, at a minimal cost. Salesforce will enable the provision of information regarding service requests and information in various formats.