



Health & Wellbeing Scrutiny Panel

Agenda

Thursday, 07 June 2018 AT 10:00

In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

****A preparatory meeting for Members will be held at 9.15am in the Flensburg Room****

The Press and Public are welcome to attend for the consideration of any items which are public.

Members of the Health & Wellbeing Scrutiny Panel

Councillor Paton (Chairman), Councillors Sidgwick (S) (Vice Chairman), Carrigan, Crawford, Finlayson, Harid, Layden, and Mallinson

Substitutes:

Bainbridge, Bloxham, Bomford, Coleman, McDonald, McKerrell, and McNulty

PART A

To be considered when the Public and Press are present

Apologies for Absence

To receive apologies for absence and notification of substitutions.

Declarations of Interest (including declarations of “The Party Whip”)

Members are invited to declare any disclosable pecuniary interests, other registrable interests, and any interests, relating to any time on the agenda at this stage.

Public and Press

To agree that the items of business within Part A of the agenda should be dealt with in public and that the items of business within Part B of the agenda should be dealt with in private.

Minutes of Previous Meeting

To note that Council, on 24 April 2018, received and adopted the minutes of the meeting held on 22 February 2018. The minutes will be signed by the Chairman.

[Minute Book 44(6)]

A.1 CALL-IN OF DECISIONS

To consider any matter which has been the subject of call-in.

A.2 GREEN SPACES STRATEGY

Portfolio: Environment and Transport

Directorate: Community Services

Officer: Phil Gray, Green Spaces Manager

Report: Report to follow

Background:

The Deputy Chief Executive to submit a report on the Task and Finish Group for the Green Spaces Strategy.

Why is this item on the agenda?

Agenda item agreed by the Panel in their Work Programme.

What is the Panel being asked to do?

To consider and comment on the developing Green Spaces Strategy.

A.3 END OF YEAR PERFORMANCE REPORT 2017/18**5 - 38**

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Gary Oliver, Policy and Performance Manager

Report: PC.06/18 attached

Background:

The policy and Communications Manager to submit the annual performance against current service standards and a summary of the Carlisle Plan 2015-18 actions.

Why is this item on the agenda?

Quarterly performance monitoring report.

What is the Panel being asked to do?

Consider the performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council delivers its priorities.

A.4 OVERVIEW REPORT**39 - 42**

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Steven O'Keeffe, Policy and Communications Manager

Report: OS.15/18 attached

Background:

To consider a report providing an overview of matters related to the work of the Health and Wellbeing Scrutiny Panel.

Why is this item on the agenda?

The Health and Wellbeing Scrutiny Panel operates within a Work Programme which will be set for the 2018/19 municipal year. The Programme is reviewed at every meeting so that it can be adjusted to reflect the wishes of the Panel and take into account items relevant to this Panel in the latest Notice of Executive Key Decisions.

What is the Panel being asked to do?

- Note the items (within the Panel remit) on the most recent Notice of Executive Key Decisions
- Discuss the Work Programme and prioritise is necessary

PART B
To be considered in Private

- NIL -

Enquiries, requests for reports, background papers etc to:

Rachel Plant, Democratic Services Officer, (01228) 817039 or
rachel.plant@carlisle.gov.uk

FOR INFORMATION ONLY**43 - 66**

Food Law Enforcement Plan - Copy Attached

For further information please contact Andrew Smith, Principal Health and Housing Officer

A copy of the agenda and reports is available on the Council's website at www.carlisle.gov.uk or at the Civic Centre, Carlisle.

Report to Health & Wellbeing Scrutiny Panel

Agenda
Item:

A.3

Meeting Date: 7 June 2018
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: END OF YEAR PERFORMANCE REPORT 2017/18
Report of: Policy and Communications Manager
Report Number: PC 06-18

Purpose / Summary:

This report contains the 2017/18 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'.

Performance against the Panel's 2017/18 Key Performance Indicators (KPIs) are also included.

Recommendations:

1. Consider the performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council delivers its priorities.

Tracking

Executive:	25/6/18
Scrutiny:	Business and Transformation 31/5/18 Health and Wellbeing 7/6/18 Economic Growth 14/6/18
Council:	N/A

1. BACKGROUND

This report contains the 2017/18 performance against the Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. The Panel's new Key Performance Indicators (KPIs) are also included.

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Following a review of the initial set of five Service Standards, five further measures were introduced from Quarter 2 2017/18.

Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs. The following pages contains the Council's performance against the Service Standards for this Panel.

The appendix attached contains the Council's performance against the KPIs within the Panel's remit.

The updates against the actions in the Carlisle Plan are presented in Section 2. Only actions within the remit of the Panel are included in this report. The intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Scrutiny agendas and Portfolio Holder reports.

Summary of KPIs and Service Standards:

Service Standards – 3 'red', 1 'amber' and 1 'green'

KPIs – 1 'red', 0 'amber', 10 'green'

Summary of Exceptions (RED)

Measure	Target	Performance
SS02: Proportion of waste or recycling collections missed (valid)	40	53.3
SS03: Percentage of household waste sent for recycling (including bring sites)	50%	41.2%
SS09b: Proportion of new waste and recycling bins, bags and containers delivered on time (within 15 working days)	100%	85% (Q4 99.5%)
CS04: Revenue gained from household waste recycling collected	£641k	£607k

2. PROPOSALS

None

3. RISKS

None

4. CONSULTATION

The report was reviewed by Directorate Management Teams in April, by the Senior Management Team on 8 May 2018 and will be considered at the other Scrutiny Panels.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to comment on the End of Year Performance Report prior to it being submitted to Executive.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

Contact Officer: Steven O'Keeffe
Gary Oliver

Ext: 7258
7430

Appendices attached to report:

Performance Dashboard

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

CORPORATE IMPLICATIONS:

LEGAL - This report raises no explicit legal issues.

FINANCE – This report raises no explicit financial issues

EQUALITY – This report raises no explicit issues relating to the Public Sector Equality Duty.

INFORMATION GOVERNANCE – This report raises no explicit issues relating to Information Governance.

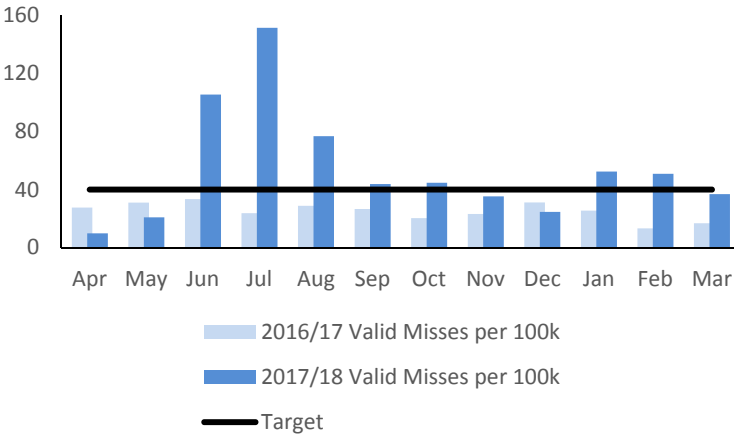
Section 1: Service Standards 2017/18

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Following a review of the initial set of five Service Standards, five further measures were introduced from Quarter 2 2017/18.

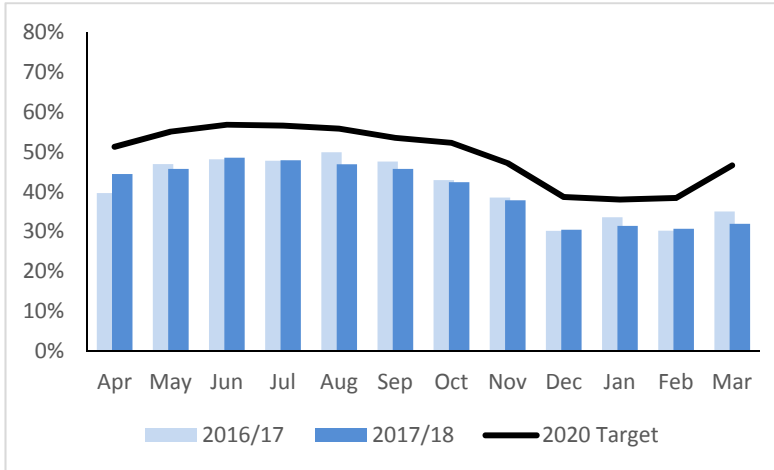
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The following pages contains the Council's performance against the Service Standards within the Panel's remit.

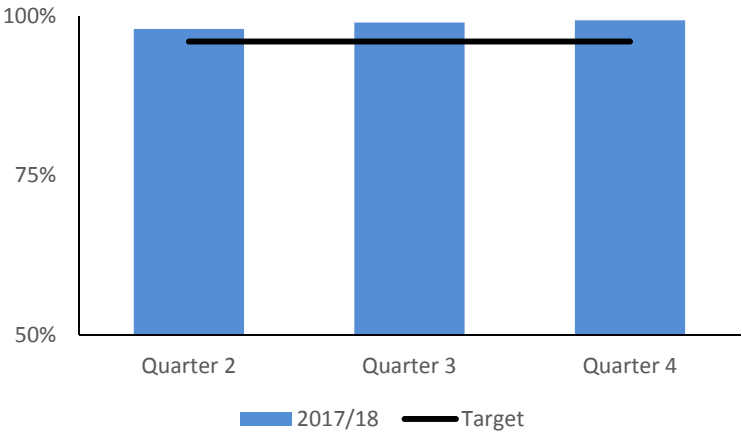
SS02: Proportion of waste or recycling collections missed (valid)

Service Standard	2017/18	Performance by Month	Further Information
40 missed collections per 100,000 (Industry standard)	53.3	 <p>2016/17 Valid Misses per 100k</p> <p>2017/18 Valid Misses per 100k</p> <p>— Target</p>	<p>Nearly 4,000,000 collections were made in the year with 99.94% success rate. Just 0.05% were missed (2,101 collections). This is despite the major changes to the collection rounds in June. The severe weather incident at the end of February impacted on our resources as they were diverted to other tasks/activities.</p>
	(2016/17: 25.2)		
	On target?		
	✗		

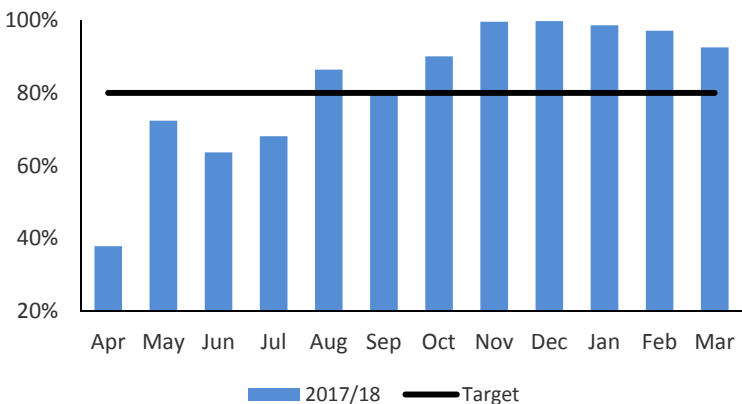

SS03: Percentage of household waste sent for recycling (including bring sites)

Service Standard	2017/18	Performance by Month	Further Information																																																				
50% by 2020 (Nationally set target)	41.2%	 <table><caption>Monthly Recycling Performance Data (Estimated %)</caption><thead><tr><th>Month</th><th>2016/17</th><th>2017/18</th><th>2020 Target</th></tr></thead><tbody><tr><td>Apr</td><td>40%</td><td>45%</td><td>52%</td></tr><tr><td>May</td><td>45%</td><td>48%</td><td>55%</td></tr><tr><td>Jun</td><td>48%</td><td>50%</td><td>58%</td></tr><tr><td>Jul</td><td>48%</td><td>48%</td><td>58%</td></tr><tr><td>Aug</td><td>50%</td><td>48%</td><td>58%</td></tr><tr><td>Sep</td><td>48%</td><td>48%</td><td>55%</td></tr><tr><td>Oct</td><td>45%</td><td>45%</td><td>52%</td></tr><tr><td>Nov</td><td>40%</td><td>40%</td><td>48%</td></tr><tr><td>Dec</td><td>30%</td><td>30%</td><td>40%</td></tr><tr><td>Jan</td><td>35%</td><td>32%</td><td>38%</td></tr><tr><td>Feb</td><td>30%</td><td>30%</td><td>38%</td></tr><tr><td>Mar</td><td>35%</td><td>32%</td><td>48%</td></tr></tbody></table>	Month	2016/17	2017/18	2020 Target	Apr	40%	45%	52%	May	45%	48%	55%	Jun	48%	50%	58%	Jul	48%	48%	58%	Aug	50%	48%	58%	Sep	48%	48%	55%	Oct	45%	45%	52%	Nov	40%	40%	48%	Dec	30%	30%	40%	Jan	35%	32%	38%	Feb	30%	30%	38%	Mar	35%	32%	48%	Recycling rates nationally have stagnated and even reduced in some areas. This is being looked at regionally as part of the Cumbria strategic waste partnership. Locally, plans are in place to increase rates through a range of activities, campaigns, service monitoring and increased use of data and intelligence to identify areas of low recycling.
	Month		2016/17	2017/18	2020 Target																																																		
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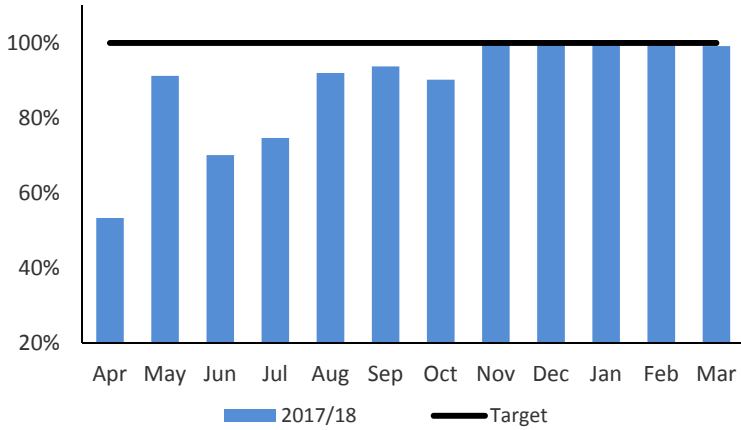
SS06: Proportion of food businesses that are broadly compliant or better with food safety legislation

Service Standard	Rolling figure to end of Quarter 4 2017/18	Performance	Further Information
Our work with local food businesses should ensure that 96% are at least broadly compliant.	99%	 <p>100% 75% 50%</p> <p>Quarter 2 Quarter 3 Quarter 4</p> <p>2017/18 Target</p>	Approximately 200 premises are inspected each quarter. All premises are inspected at least once every eighteen months. Up to the end of March, 1089 out of 1096 inspections were broadly compliant.
	On target?		
	✓		

SS09a: Proportion of new waste and recycling bins, bags and containers delivered on time (within 10 working days)

Service Standard	2017/18	Performance by Month	Further Information																																							
80% delivered within 10 working days	78%	 <table><caption>Performance by Month Data</caption><thead><tr><th>Month</th><th>2017/18 Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Apr</td><td>38</td><td>80</td></tr><tr><td>May</td><td>72</td><td>80</td></tr><tr><td>Jun</td><td>64</td><td>80</td></tr><tr><td>Jul</td><td>68</td><td>80</td></tr><tr><td>Aug</td><td>86</td><td>80</td></tr><tr><td>Sep</td><td>80</td><td>80</td></tr><tr><td>Oct</td><td>90</td><td>80</td></tr><tr><td>Nov</td><td>98</td><td>80</td></tr><tr><td>Dec</td><td>98</td><td>80</td></tr><tr><td>Jan</td><td>98</td><td>80</td></tr><tr><td>Feb</td><td>96</td><td>80</td></tr><tr><td>Mar</td><td>92</td><td>80</td></tr></tbody></table>	Month	2017/18 Performance (%)	Target (%)	Apr	38	80	May	72	80	Jun	64	80	Jul	68	80	Aug	86	80	Sep	80	80	Oct	90	80	Nov	98	80	Dec	98	80	Jan	98	80	Feb	96	80	Mar	92	80	Quarter 4 performance was 96%. Performance dipped in the early part of the year but since the start of the summer, and following remedial action, our delivery times have experienced an improving trend.
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Dec	98	80																																								
Jan	98	80																																								
Feb	96	80																																								
Mar	92	80																																								
On target?			Nearly 10,000 orders were delivered in 2017/18.																																							
																																										

SS09b: Proportion of new waste and recycling bins, bags and containers delivered on time (within 15 working days)

Service Standard	2017/18	Performance by Month	Further Information																																							
100% delivered within 15 working days	85%	 <table><caption>Monthly Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>2017/18 Performance (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Apr</td><td>53</td><td>100</td></tr><tr><td>May</td><td>92</td><td>100</td></tr><tr><td>Jun</td><td>70</td><td>100</td></tr><tr><td>Jul</td><td>75</td><td>100</td></tr><tr><td>Aug</td><td>92</td><td>100</td></tr><tr><td>Sep</td><td>94</td><td>100</td></tr><tr><td>Oct</td><td>90</td><td>100</td></tr><tr><td>Nov</td><td>100</td><td>100</td></tr><tr><td>Dec</td><td>100</td><td>100</td></tr><tr><td>Jan</td><td>100</td><td>100</td></tr><tr><td>Feb</td><td>100</td><td>100</td></tr><tr><td>Mar</td><td>100</td><td>100</td></tr></tbody></table>	Month	2017/18 Performance (%)	Target (%)	Apr	53	100	May	92	100	Jun	70	100	Jul	75	100	Aug	92	100	Sep	94	100	Oct	90	100	Nov	100	100	Dec	100	100	Jan	100	100	Feb	100	100	Mar	100	100	Quarter 4 performance was 99.5%.
	Month		2017/18 Performance (%)	Target (%)																																						
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Section 2: Key Performance Indicators (KPIs)

Service Standards are not the only set of measures used to interrogate the performance of the Council. Alongside the review of Service Standards, a set of Key Performance Indicators, derived from the links between the service plans and Budget Resolution were developed. These are attached as a Dashboard.

Section 3: Carlisle Plan on a Page Nov 16 – Mar 18 Delivery

Priority 2: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents

Service and Facilities Development:

OUTCOME	<u>12. Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city.</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Business & Transformation / Health & Wellbeing
Specific – What is the task	<ol style="list-style-type: none"> 1. To retender and award a new leisure contract with a significantly reduced subsidy. 2. Develop Outline Designs and budgetary package and secure approvals for Sands Centre Development. 3. Complete works on cycle track and open the facility. 4. Complete works on Tennis Canopy and open the facility.
Measurable – How will success be measured?	<ol style="list-style-type: none"> 1. The award of a new contract. 2. Executive approval for outline designs and consent (inc budgetary provision) to develop detailed design and works. 3. An operational track by October 2017. 4. Canopy covered courts by Spring 2018.
Achievable – Is it feasible?	<ol style="list-style-type: none"> 1. Work is underway to complete a competitive tender exercise with support from specialist advisors. 2. Sufficient budget and permission has been secured to appoint a design team to take the project to the end of outline design. 3. Works are underway and are being project managed by the team. 4. Support in place from the LTA and a clear scheme identified, subject to planning permission the canopy can be delivered.

Realistic – Resources available	<ol style="list-style-type: none"> 1. The project is on schedule and has adequate financial resource to be completed. 2. The project is on schedule and has adequate financial resource to be completed. 3. The project has adequate financial resource to be completed. 4. Sufficient budgetary provision has been made via grant funding from the LTA and the city council's capital programme.
Time Bound – Start/end dates	<ol style="list-style-type: none"> 1. By 1/12/17 2. By 1/12/17 3. By 1/10/17 4. By 1/2/18
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	The leisure contract was re-let on agreed terms in November 2017. RIBA Stage 2 has been completed for the Sands Centre and following Council approval work has commenced to develop stages 3 and 4. Practical Completion has been achieved on the cycle track and the facility was opened in January 2018, the final account is due in June 2018. Work is continuing to assess the loss and expense claims made by the contractor and to crystallise and dispute. Contracts have been exchanged and are subject to final revision on the Tennis Canopy.
Emerging issues / risks to the project	None

OUTCOME	<u>13. Deliver a renewed Old Fire Station 2017/18 Business Plan and Development Strategy</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	<ol style="list-style-type: none"> 1. To review the existing business plan and develop a new one for 2018 taking into account income generation and sustainability. 2. To identify and secure funding to help cover additional front of house staff. 3. Improve audience numbers through marketing and promotion.
Measurable – How will success be measured?	<ol style="list-style-type: none"> 1. Development of a new business plan for 2018. 2. Success will be measured by the amount of funding secured. 3. Number of visitors to venue / number of audience members at specific events in comparison to previous year.
Achievable – Is it feasible?	<ol style="list-style-type: none"> 1. The catering contract is due for renewal in 2018 and the current business model is becoming outdated. This is a good opportunity to reconsider the plan. 2. Working with the funding officer to identify potential funding streams. 3. Using the marketing budget to investigate alternative avenues for marketing.
Realistic – Resources available	<ol style="list-style-type: none"> 1. The existing team will work on the review as part of their 2017 work programme. 2. Using casual staff and employed staff to work on funding bids. 3. Existing staff to develop marketing plan.
Time Bound – Start/end dates	<ol style="list-style-type: none"> 1. First draft to be prepared by Dec 2017. 2. Funding in place for March 2018. 3. Action plan to be developed during 2017.
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	A revised financial plan has been developed to cover 2018/19 - with sufficient resources (drawn from existing budget) to make the current key casual posts establishment ones (subject to advice from HR). Arts Council Grants for the Arts has been secured through into

	2019. Key development actions have been built into the OFS service plan. A briefing paper will be brought to JMT shortly to highlight options available at the end of the current catering contract.
Emerging issues / risks to the project	None

OUTCOME	<u>14. Monitor and support the Tullie House Trust 2017/18 Business Plan and associated development plans</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Manage the business planning submission process with the Tullie House Trust and agree an action plan to implement the Productivity Expert review completed in early 2017.
Measurable – How will success be measured?	Business plan (and related funding) agreed by full council.
Achievable – Is it feasible?	Yes.
Realistic – Resources available	The business planning cycle is built into work programmes every year – staff time will be allocated to ensure council input into the PEP delivery plan.
Time Bound – Start/end dates	By 1 st February 2018
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	Tullie House business plan has been submitted and agreed by full council. The MTFP has been updated to reflect savings as a result of the Productivity Expert programme.
Emerging issues / risks to the project	None

OUTCOME	<u>15. Work with Community Centres to develop enhanced business plans, broadband and Wi-Fi services at appropriate sites</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	<ol style="list-style-type: none"> 1. Deliver and monitor the annual grant funding programme. 2. Identify and support projects in 3 priority areas (older people, digital inclusion, and community cohesion) in conjunction with community centres.
Measurable – How will success be measured?	<ol style="list-style-type: none"> 1. Award of appropriate and agreed grants to all centres and receipt and review of business plans from all centres. 2. Successful delivery of at least one project in each area in one or more community centres.
Achievable – Is it feasible?	<ol style="list-style-type: none"> 1. Yes 2. Yes
Realistic – Resources available	<ol style="list-style-type: none"> 1. The project is on schedule and has adequate financial resource to be completed. 2. Yes.
Time Bound – Start/end dates	<ol style="list-style-type: none"> 1. By 1st March 2018. 2. By 1st March 2018.
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	All grants were agreed and awarded. WiFi has been established and rolled out across relevant centres, and the jointly developed newsletter (In Carlisle) was produced and distributed in Winter 2017/18.
Emerging issues / risks to the project	None

Healthy City Programme:

OUTCOME	<u>16. Continue to work with key partners to deliver the World Health Organisation Phase VI Healthy City Action Plan</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	<ul style="list-style-type: none"> - Restructure Healthy City Forum (HCF) and work with partners to deliver on the Phase VI application - Completion of the Annual Reporting Template (ART) - Completion of abstract submissions - Develop action plan - Explore next phase?
Measurable – How will success be measured?	<ul style="list-style-type: none"> - Number of partners engaged - Completion of ART and feedback received - Number of abstracts accepted - Development of an action plan
Achievable – Is it feasible?	Yes
Realistic – Resources available	No budget allocated – but some external resource / capacity
Time Bound – Start/end dates	Ongoing
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	<p>4 abstracts submitted:</p> <ul style="list-style-type: none"> - Investing in health and wellbeing - Prism Arts - St Cuthberts GV - Sugar Smart survey <p>Awaiting outcome – event / book produced for 1st October 2018.</p> <ul style="list-style-type: none"> - Development of action plan ongoing - Walk packs – final proofs complete.
Emerging issues / risks to the project	<ul style="list-style-type: none"> - Process / dates of next phase not yet released.

OUTCOME	<u>17. Continue to support and develop the Food City Partnership: Local Healthy Eating Options; Carlisle Food Charter; food sector supply chain development; food skills; education and tourism.</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Develop work of Food Carlisle and subsequent partnership projects
Measurable – How will success be measured?	<ul style="list-style-type: none"> - Local Food Partnership Officer in post (June 17) - Number of projects with specific outcomes? - E.G. Number of LHOA - Number of Food Charter sign ups? - SFC Award completed - Refresh of partnership steering group - Refresh of Action Plan
Achievable – Is it feasible?	Yes - fixed term period SFC funding for an appointed post.
Realistic – Resources available	Yes. Further project funding will need to be explored and partnership working to develop shared projects. We also need to be aware that the funding is only available for 1 year.
Time Bound – Start/end dates	1 st April – 31 st March Post appointed (June)
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	<ul style="list-style-type: none"> • On track • Projects in development: Fairshare (meeting March 18, event held in April 18 in partnership) • Refresh of LHOA ongoing • Food Charter Sign ups = • Draft of SFC Award in development • Action Plan development to commence May 2018.
Emerging issues / risks to the project	Funded post ends in June 2018 and exit routes / sustainability needs to be considered.

OUTCOME	<u>18. Work with partners to develop and deliver a Healthy Workforce programme</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Work with partners to design and develop a workplace health partner project / package and lead by example in the completion of Carlisle City Councils Better Health at Work Application
Measurable – How will success be measured?	<ul style="list-style-type: none"> - Sickness absence stats - Number of employees engaged - Number of organisations signed up to the Better Health at Work (BH&W) Award - Number of businesses / organisations signed up to Better Health at Work - Development of a Fairness Charter - Delivery of an event
Achievable – Is it feasible?	Timescales may slip. Need for good partner relationships
Realistic – Resources available	Yes – Partnership funding externally
Time Bound – Start/end dates	Ongoing (Tender to start Nov). Initial delivery and 2 events to be held before April.
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	<ul style="list-style-type: none"> • Carlisle Ambassadors session held (15 March) to 210 businesses • Fairness Charter in draft – feedback from ambassadors event used to shape it. • Better Health at Work advancing well – MCVitties, Cumbria Police, Nestle, Cumbria County Council, Carlisle City Council, North Cumbria University hospital all examples of sign ups working on or achieving the award. • Workplace health conference planned for 24th May 2018. Various partners involved and engaged in sessions, e.g. GLL, Carlisle and Eden Mind, Burnetts.
Emerging issues / risks to the project	None

Priority 3: Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle

Rethinking Waste:

OUTCOME	<u>19. Modernise the fleet of waste and recycling vehicles to improve services to residents and reduce the environmental impact of our collection service</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	The installation of dedicated in-cab technology to guide the collection vehicles safely around the route and to improve service monitoring providing key performance information to the back office in phase one. Under phase two, the information will be available direct to the Contact Centre through integration with Salesforce
Measurable – How will success be measured?	<ul style="list-style-type: none"> – Improved risk management – Improved service efficiency and business performance – Reduced carbon emissions – Fewer missed bins and wasted return trips – Improved service monitoring – Reduced avoidable contact and complaints
Achievable – Is it feasible?	Yes
Realistic – Resources available	Yes – budgets realigned to support the purchase and installation of the new system
Time Bound – Start/end dates	Installation by December 2017 Phase 2 link with salesforce in line with IT strategy.
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	All in-cab units installed prior to December 2017 and being used to support efficient operations. Officers working with IT to develop the link with Salesforce under the IT strategy.
Emerging issues / risks to the project	None

OUTCOME	<u>20. Optimise income achieved from the sale of recyclable materials collected</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Optimise income achieved from the sale of recyclable materials collected
Measurable – How will success be measured?	Additional income for the Council through the sale of assets and through the receipt of recycling credits
Achievable – Is it feasible?	Yes
Realistic – Resources available	Yes – from 12 June 2017, kerbside recycling collections were extended to additional properties across Carlisle and at the same time the range of recyclable material collected from households was extended to include drinks containers (Tetrapak). Some of the increase in kerbside recycling collections will be off-set by an associated decrease in recycling collected from our local bring sites.
Time Bound – Start/end dates	31/3/18
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	This is now being looked at regionally across Cumbria as part of the Cumbria strategic waste partnership.
Emerging issues / risks to the project	Falling values for recyclable material will impact on ability to meet income targets. Issues beyond local control and influence e.g. China closing its borders to plastic imports will affect values and whilst our contractor sources UK markets, there will be a negative knock-on impact (market forces / supply and demand etc).

OUTCOME	<u>22. Provide quality, clean local environments for people to enjoy with the involvement of local communities, supported by robust enforcement action against those who drop litter, fly-tip or allow their dogs to foul</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	The production of an Enforcement Strategy to identify the key actions to be undertaken by the Council over the next three years to tackle enviro-crime. To also include active work with schools, volunteer and community groups to support positive behaviour change and reduce reliance on the Council for clean-up activity.
Measurable – How will success be measured?	<ul style="list-style-type: none"> – Improved street scene with reduced incidence of fly-tipping, littering and dog fouling – Increase in successful enforcement action – Improved Council reputation – New partnerships developed and community links strengthened – Added value to the local community
Achievable – Is it feasible?	Officers to prepare a revised draft enforcement strategy to consult with elected members and stakeholders.
Realistic – Resources available	There are no significant resource implications.
Time Bound – Start/end dates	Three-year strategy to be agreed by 31 March 2018. This date may be deferred to 31 July 2018 due to delays in agreeing the draft PSPO currently under consultation.
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	PSPO now approved and live from 22 March 2018
Emerging issues / risks to the project	None

Quality of our Local Environment:

OUTCOME	<u>25. Annually review the air quality in Carlisle and work with partners to deliver an Air Quality Action Plan to reduce outdoor air pollution to a safe level.</u>
SMT OWNER	Mark Lambert
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Defra LAQM process followed
Measurable – How will success be measured?	AQ assessment approved. Monitoring results continue downward trends.
Achievable – Is it feasible?	Within existing staff and budgets
Realistic – Resources available	Delivered through Housing and Pollution Team
Time Bound – Start/end dates	As below
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	2017 data provided to AEA for 31 NOx tubes and continuous data for NOx; PM10; PM2.5 and Benzene. Draft AQ report due from AEA by end of April 2018 for checking by Housing and Pollution.
Emerging issues / risks to the project	None

Parks and Open Spaces:

OUTCOME	<u>26. Continue to implement the Green Infrastructure Strategy to make our green spaces safe and exciting for our residents and visitors, enhancing Carlisle's reputation as a green, welcoming city for people and business that encourages inward investment, raise property values and increase productivity</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Crindledyke cycleway - construction of the first phase of the new cycleway linking the Story Homes development at Crindledyke with the city centre via Kingmoor nature reserve. This will provide a traffic-free route for commuters and access to natural green space for recreation.
Measurable – How will success be measured?	
Achievable – Is it feasible?	State how will the objective be achieved
Realistic – Resources available	£280k Section 106
Time Bound – Start/end dates	Sept 2017
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	Phase 2 now underway. Planning conditions met and work due to start early in 18/19.
Emerging issues / risks to the project	The balance of the budget (£129k) is subject to a budget carry-forward request.

OUTCOME	<u>27. Encourage uptake and better management of allotments to provide space for growing fresh and healthy food</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Encourage uptake and better management of allotments to provide space for growing fresh and healthy food
Measurable – How will success be measured?	Number/proportion of allotment plots tenanted. 85% in March 2017
Achievable – Is it feasible?	Yes
Realistic – Resources available	Officer time
Time Bound – Start/end dates	On-going
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	89% uptake in March 2018
Emerging issues / risks to the project	No immediate risks. We are reaching a point where the law of diminishing returns applies – many of the untenanted plots are on unsuitable ground (poor drainage, poor substrate, poor soil etc) which may never be suitable as growing space.

OUTCOME	<u>28. Deliver the Play Area Strategy to encourage outdoor play through the provision and access to high quality play facilities for our children</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Deliver the Play Area Strategy to encourage outdoor play through the provision and access to high quality play facilities for our children
Measurable – How will success be measured?	Investment in children's play areas; Number of play areas refurbished
Achievable – Is it feasible?	Yes – the programme is within achievable limits
Realistic – Resources available	Yes – in house staff and budgets, plus external funding
Time Bound – Start/end dates	On-going
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	Annual work programme completed.
Emerging issues / risks to the project	Continuing pressure on finances and increasing competition for external grants

OUTCOME	<u>29. Maintain the 'Gold' standard achieved by our Bereavement Services for quality in crematorium and cemetery management</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Maintain the 'Gold' standard achieved by our Bereavement Services for quality in crematorium and cemetery management
Measurable – How will success be measured?	Achieving the standard
Achievable – Is it feasible?	Yes – we have consistently reached the standard in the past
Realistic – Resources available	Yes – experienced and committed staff are the key resource.
Time Bound – Start/end dates	End: August 2017
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	Confirmation that we have achieved Gold standard has now been received. The crematorium conducted 1,559 cremations in 2017-18.
Emerging issues / risks to the project	None

Priority 4: Address current and future housing needs to protect and improve residents' quality of life

Homelessness Strategy:

OUTCOME	<u>32. Work together with partners to monitor progress against Carlisle's Interagency Homelessness Strategy 2015-20</u>
SMT OWNER	Mark Lambert
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Work together with partners to monitor progress against Carlisle's Interagency Homelessness Strategy 2015-20
Measurable – How will success be measured?	Achieving the priority aims and objectives outlined within the Homeless Strategy and annual action plans
Achievable – Is it feasible?	Yes
Realistic – Resources available	Yes
Time Bound – Start/end dates	End March 2020
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	All 2017/18 year 3 actions and objectives achieved. Year 4 actions reviewed and developed to reflect changes in legislation and operational service delivery as a result of the implementation of the Homelessness Reduction Act on 3 April 2018; and externally funded projects.
Emerging issues / risks to the project	None

Housing Quality/Access:

OUTCOME	<u>33. Improve standards in the private rented sector (including student accommodation) through inspections, advice and, where necessary, enforcement.</u>
SMT OWNER	Mark Lambert
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Improve standards in the private rented sector (including student accommodation) through inspections, advice and, where necessary, enforcement.
Measurable – How will success be measured?	Number of HMO inspections completed to check licence conditions: Number of notices issued to improve the condition of the Private Housing stock Number of Private Sector Houses Inspections
Achievable – Is it feasible?	
Realistic – Resources available	
Time Bound – Start/end dates	End March 2018
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	Number of HMO inspections completed to check licence conditions: 65 Number of notices issued to improve the condition of the Private Housing stock: 3 Number of Private Sector Houses Inspections: 9
Emerging issues / risks to the project	None

OUTCOME	<u>35 Deliver the City Council's annual mandatory Disabled Facilities Grant Programme in respect of applications received and revise the Regulatory Reform Order Strategy to improve expenditure compatible with the discretionary grant</u>
SMT OWNER	Mark Lambert
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Deliver the City Council's annual mandatory Disabled Facilities Grant Programme in respect of applications received and revise the Regulatory Reform Order Strategy to improve expenditure compatible with the discretionary grant
Measurable – How will success be measured?	<ol style="list-style-type: none"> 1. Mandatory grants issued 36 2. Discretionary grants issued 131 (13 Mandatory Renovation; 80 Safe and Warm; 38 Minor Measures) 3. Proportion of DFG adaptations within target for each stage – 100%
Achievable – Is it feasible?	
Realistic – Resources available	
Time Bound – Start/end dates	End March 2018
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	<ol style="list-style-type: none"> 1. Mandatory grants issued 36 2. Discretionary grants issued 131 (13 Mandatory Renovation; 80 Safe and Warm; 38 Minor Measures) 3. Proportion of DFG adaptations within target for each stage – 100%
Emerging issues / risks to the project	None

Priority 5: Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential

Tourism:

OUTCOME	<u>39. Continue to support the delivery of a high-quality events programme across Carlisle to raise the profile of the city, attract more visitors, celebrate diversity and increase pride in the city</u>
SMT OWNER	Darren Crossley
Scrutiny Panel	Health & Wellbeing
Specific – What is the task	Continue to support the delivery of a high-quality events programme across Carlisle to raise the profile of the city, attract more visitors, celebrate diversity and increase pride in the city
Measurable – How will success be measured?	Delivery of an agreed programme of events.
Achievable – Is it feasible?	Yes
Realistic – Resources available	Staff and required financial resources are in place
Time Bound – Start/end dates	March 2018
Progress in Quarter 4 2017/18 against project plan / key milestones achieved	End of year reviews of events in 2017/18 is being undertaken but the individual events were completed on time and within budget across the cost centre. Planning and delivery for the 2018/19 programme is now under way.
Emerging issues / risks to the project	None

Health & Wellbeing Scrutiny Panel Performance Dashboard 2017/18 to end of Quarter 4

Key	
↓	Performance is deteriorating
↑	Performance is improving
→	No change in performance
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	Code	Measure	Frequency of Measure	Annual Performance	Trend	Annual Target	Comments
✓	CS03	Average weight (tonnes) of domestic non-recycled waste collected per house	Monthly	501	↑	504	
✗	CS04	Revenue gained from household waste recycling collected	Monthly	£ 607,251	↓	£ 641,200	Carlisle Plan Key Action 20 covers this KPI
N/A	CS05	Proportion of all Carlisle waste recycled (including partners)	Monthly	56%	N/A	Baseline year	Includes waste from Bousteads and Brampton municipal tips, all City Council waste collections and additional recycling by Shanks (up to end of Feb '18)
N/A	CS08	Litres of fuel used by Council fleet	Monthly	387,345	N/A	Baseline year	
N/A	CS10a	Number of Fixed Penalty Notices issued for fly tipping	Monthly	8	N/A	Baseline year	2 in Quarter 4
N/A	CS10b	Number of Fixed Penalty Notices issued for littering	Monthly	54	N/A	Baseline year	11 in Quarter 4
N/A	CS10c	Number of Fixed Penalty Notices issued for dog fouling	Monthly	3	N/A	Baseline year	
N/A	CS10d	Number of Fixed Penalty Notices issued for abandoned vehicles	Monthly	2	N/A	Baseline year	1 in Quarter 4
N/A	CS11a	Number of counts/reports of fly tipping	Monthly	336	N/A	Baseline year	77 in Quarter 4
N/A	CS11b	Number of counts/reports of littering	Monthly	63	N/A	Baseline year	21 in Quarter 4
N/A	CS11c	Number of counts/reports of dog fouling	Monthly	354	N/A	Baseline year	137 in Quarter 4
N/A	CS11d	Number of counts/reports of graffiti	Monthly	5	N/A	Baseline year	0 in Quarter 4
N/A	CS11e	Number of counts/reports of abandoned vehicles	Monthly	440	N/A	Baseline year	91 in Quarter 4
N/A	CS12a	Proportion of acts of fly tipping responded to in full within 5 working days	Monthly	49%	N/A	Baseline year	
N/A	CS12b	Proportion of acts of offensive graffiti responded to in full within 1 working day	Monthly	N/A	N/A	Baseline year	None reported
N/A	CS12c	Proportion of abandoned vehicles responded to in full within 5 working days	Monthly	53%	N/A	Baseline year	
✓	CS18	Actual OFS revenue as a percentage of OFS expenditure (including recharges).	Quarterly	42%	↑	35%	Revenue exceeded target
N/A	CS19	Old Fire Station count of event attendees (direct count of ticket sales)	Quarterly	15610	N/A	Baseline year	Excludes attendees at McGreys Events, visitors to the venue (café or buy tickets) and private hire room bookings
✓	CS24	Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure (including recharges)	Quarterly	132%	↑	124%	Revenue and expenditure better than target
✓	CS25	Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure (including recharges)	Quarterly	91%	↑	90%	Revenue exceeded target
N/A	CS26	Proportion of allotment sites that are self-managed.	Quarterly	18%	↓	Baseline year	
N/A	CS27	Proportion of allotment plots that are occupied.	Quarterly	88%	↓	Baseline year	Excluding self-managed sites
✓	CS29	Percentage of play area safety inspection completed on time.	Quarterly	100%	→	100%	
N/A	CS36a	Social media reach: Facebook post reach - monthly average	Monthly	65265	↑	Baseline year	Posts reached nearly 800k Facebook users since April 2017
N/A	CS36b	Social media reach: Twitter post reach - monthly average	Monthly	58642	↑	Baseline year	
✓	CS37	Number of food charter sign ups	Quarterly	10	↑	9	
✓	GRS06	Proportion of public health service requests (pest control, noise, smells, house conditions) responded to within the target response times.	Quarterly	91%	↑	90%	
✓	GRS07	Number of Flood grants applied for/paid.	Quarterly	60%	↑	40%	961 flood grants issued. 17 outstanding approvals. Initial target of grants paid to 40% of flooded properties has been exceeded.

Health & Wellbeing Scrutiny Panel Performance Dashboard 2017/18 to end of Quarter 4

Key	
↓	Performance is deteriorating
↑	Performance is improving
→	No change in performance
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	Code	Measure	Frequency of Measure	Annual Performance	Trend	Annual Target	Comments
✓	GRS08	Number of homelessness prevention service cases	Quarterly	507	→	500	125 cases in Quarter 4
N/A	CS01a	Public satisfaction with Carlisle's street cleanliness	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.
N/A	CS01b	Public perception of changes to customer's neighbourhood street cleanliness over last three years	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.
N/A	CS02	Internal measure of street cleanliness	Annual	N/A	N/A	N/A	Results will be reported later in the year when sufficient inspections have been completed over the summer months
N/A	CS06	Public satisfaction of the household waste and recycling collection service	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.
N/A	CS09	Number of incidents and near misses involving Council fleet.	Annual	96	N/A	Baseline year	96 incidents reported to Council insurance
N/A	CS13	Public's perception of the sport and leisure offer from Carlisle City Council and how it has changed from three years ago.	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.
N/A	CS15	Public's perception of the City Council-run events and how they have changed from three years ago.	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.

Health & Wellbeing Scrutiny Panel Performance Dashboard 2017/18 to end of Quarter 4

Key	
↓	Performance is deteriorating
↑	Performance is improving
→	No change in performance
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	Code	Measure	Frequency of Measure	Annual Performance	Trend	Annual Target	Comments
N/A	CS20	Public's perception of the OFS	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.
N/A	CS21	Grant funding has been received from the Arts Council and will run from October 2017 - May 2018. The objectives of the bid were to deliver:- • 12 theatre performances • 4 classical events • 25 contemporary music events • 3 headline music acts • 2 spoken word events	Annual	N/A	N/A	N/A	This will be reported on at the conclusion of the programme
✓	CS23	Achieve a 'Gold Standard' bereavement service.	Annual	✓	→	✓	Standard achieved in Summer 2017
N/A	CS28	Public's perception of the City Council's parks and open spaces and how it has changed from three years ago.	Annual	N/A	N/A	N/A	Insufficient survey responses have been received to enable accurate reporting. It will be reported once a confidence interval of 5% at 95% confidence level is achieved. The survey is available to complete via the Council's most visited web pages and at the concluding page of online transactions. The survey has been promoted via social media and Carlisle Focus magazine.
N/A	CS31	Proportion of businesses and residents signed up to flood alerts	Annual	72%	N/A	Baseline year	3934/5480 identified properties at risk are signed up
N/A	CS32a	Number of high risk areas that are covered by a Community Emergency Plan	Annual	4	N/A	Baseline year	4 out of 6 areas.
N/A	CS32b	Number of high risk areas that are covered by a Cumbria Resilience Forum Plan	Annual	15	N/A	Baseline year	All areas covered by the Plan

Health & Wellbeing Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 7 June 2018
Portfolio: Cross-cutting
Key Decision: No
Within Policy and
Budget Framework
Private/Public Public

Title: Overview Report
Report of: Policy & Communications Manager
Report Number: OS.15/18

Purpose / Summary:

This report provides an overview of matters related to the Scrutiny Panel's work. It also includes the latest version of the work programme.

Recommendations:

Members are asked to:

- Note the items (within Panel remit) on the most recent Notice of Key Executive Decisions
- Review the resolutions and suggested items for the draft work programme

Tracking

Executive:	Not applicable
Scrutiny:	Health & Wellbeing 7/6/18
Council:	Not applicable

1. Notice of Key Decisions

1.1 The most recent Notice of Key Executive Decisions was published on 1 May 2018. This was circulated to all Members. The following items fall within the remit of this Panel:

Items which have been included in the Panel's Work Programme:

KD. 05/18 Food Law Enforcement Service Plan 2018/19 (circulated for information)

Items which have not been included in the Panel's Work Programme:

None

2. References from Executive

2.1 None

3. Progress on resolutions from previous meetings

3.1 The following table sets out the meeting date and resolution that requires following up. The status is presented as either 'completed', 'pending (date expected)' or 'outstanding'. An item is considered outstanding if no update or progress has been made after three panel meetings. All the completed actions will be removed from the list following the meeting. [WP is work programme]

Number	Meeting Date	Action	Status
1	22/02/2018	That the Cultural Strategy be removed from the current Work Programme and be included in the Panel's Work Programme for the new civic year	Pending (2018/19 WP)
2	22/02/2018	That a report be submitted to a future meeting of the Panel detailing the Terms of Reference for the new food and drink concession contract at the Arts Centre.	Pending (2018/19 WP)
3	11/01/2018	That an update on the introduction and impact of the Homelessness Reduction Act be submitted to the Panel in six months' time.	Pending (2018/19 WP)
4	31/08/2018	Sports Facilities Strategy to be reviewed	Pending (2018/19 WP)
5	20/07/2017	That the next Annual Equality Report include information on the number of agile working requests made to the City Council along with the number that were granted.	Pending (2018/19 WP)

4. Updates

4.1 The Green Spaces Task & Finish Group have completed the revisions to the draft strategy and it is on the agenda.

4.2 The Scrutiny Chairs Group met on 9 April 2018 and discussed a 'draft special scrutiny panel protocol'. The group propose the following approach:

1. Following notification of a topic requiring scrutiny by more than one Panel, the Scrutiny Chairs Group will (either by meeting or email) decide which Panels should be included in the Special Meetings;
2. The Special Panels will be organised separately (by the Democratic Services team) to ensure that there is clarity on points raised, resolutions and minutes.
3. Ideally, the Special Panels will be held on the same day, (10:00am and 2:00pm) to accommodate attendees and presenters.
4. Presentations and reports will be tailored to meet the remits of each of the Panels. Once agreed, the resolutions will be added to each Panels' tracking table to monitor progress.

4.3 The Scrutiny Chairs Group will meet on the following dates:

Thursday 2 August 2018 at 10.00am
Thursday 8 November 2018 at 10.00am
Thursday 24 January 2019 at 10.00am
Thursday 11 April 2019 at **2.00pm**

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 Overview and scrutiny of the Carlisle Plan items that match the remit, contributing to ongoing policy development

Contact Officer: Steven O'Keeffe

Ext: 7258

**Appendices
attached to report:**

1. Suggested items for the Work Programme 2018/19

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

CORPORATE IMPLICATIONS:

LEGAL - None

FINANCE – None

EQUALITY – None

INFORMATION GOVERNANCE – None

Appendix: Suggested items for the Work Programme 2018/19

Date	Item	Lead Officer	Why?
07/06/2018	End of Year Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
	Green Spaces Strategy	Phil Gray	Policy Review/Development
12/07/2018	Annual Equality Report 2017/18 & Equality Action Plan 2018/19	Rebecca Tibbs/Steven O'Keeffe	Monitoring
	Impact of Homelessness Reduction Act	Tammie Rhodes	Policy Review/Development
23/08/2018	Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
04/10/2018	Emergency Planning	Steven O'Keeffe	Policy Review/Development
15/11/2018	Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
	Budget setting 2019/20	Steven Tickner/Alison Taylor	Budget
	Tullie House Business Plan	Gavin Capstick	Scrutiny of Partnership/External Agency
10/01/2019	Responses to Welfare Reform	Tammie Rhodes/Reg Bascombe	Monitoring
	Community Safety Partnership	Gavin Capstick	Scrutiny of Partnership/External Agency
	Interagency Homelessness Strategy for Carlisle 2015-20	Tammie Rhodes	Scrutiny of Partnership/External Agency
21/02/2019	Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
	Greenwich Leisure Ltd	Gavin Capstick	Scrutiny of Partnership/External Agency
04/04/2019	Scrutiny Annual Report	Steven O'Keeffe	N/A
TBC	Carlisle Partnership Plan	Emma Dixon	Scrutiny of Partnership/External Agency
TBC	Cultural Strategy	Darren Crossley/Gavin Capstick	Policy Review/Development
TBC	Sands Centre Redevelopment	Darren Crossley/Gavin Capstick	Key Decision Item/Referred from
TBC	OFS new food and drink concession	Gavin Capstick	Performance Management

Report to Health & Wellbeing Scrutiny FOR INFORMATION ONLY

Meeting Date: 7 June 2018
Portfolio: Environment and Transport
Key Decision: Yes: KD.05/18
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: FOOD LAW ENFORCEMENT SERVICE PLAN
Report of: Corporate Director of Governance and Regulatory Services
Report Number:

Purpose / Summary:

The Food Law Enforcement Plan sets out how Regulatory Services will deploy its resources in 2018 to 2019 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It seeks to target interventions to tackle local issues whilst ensuring Carlisle City Council achieves its national statutory responsibilities. To assist, a summary report of the plan has been produced as Appendix 1.

Recommendations:

- i. For information.

Tracking

Executive:	30th May 2018 & 25th June 2018
Scrutiny:	7th June 2018
Council:	17th July 2018

1. BACKGROUND

- 1.1** Standards of hygiene when eating out was the main concern for members of the public who took part in the December 2015 Food Standards Agency's (FSA) Biannual Public Attitudes Tracker Survey. Other concerns from the survey include food poisoning, food hygiene in the home, levels of sugar and salt in food and the amount of food waste. The City Council through its Food and Public Protection Team plays a significant role in protecting the public by its food inspections and infectious disease investigations.
- 1.2** In improving food standards, Regulatory Services are contributing to ensuring a safe, healthy and sustainable food chain for the benefit of consumers. Service plans are an important part of the process to ensure that national priorities and standards are addressed and delivered locally. Service plans help local authorities to:
- follow the principles of good regulation;
 - focus on key delivery issues and outcomes;
 - provide an essential link with corporate and financial planning;
 - set objectives for the future, and identify major issues that cross service boundaries;
 - provide a means of managing performance and making performance comparisons;
 - provide information on an authority's service delivery to stakeholders, including businesses and consumers.
- 1.3** The "Framework Agreement on Official Feed and Food Controls by Local Authorities" (2010) sets out what the Food Standard Agency expects from Carlisle City Council in delivering official controls on feed and food law. To help to ensure local transparency and accountability, and to show the Service's contribution to the authority's Carlisle Plan, the Framework Agreement recommends that food service plans are approved at the relevant level established for that local authority. The Food Law Enforcement Service Plan is in Carlisle City Council's Policy Framework in Article 4 of the Constitution.
- 1.4** The Plan covers the period 1st April 2018 to the 31st March 2019 and includes targeted educational and promotional work under taken by the section along with the required food premise inspections and sampling.
- 1.5** The Food Law Codes of Practice (March 2017), issued by the FSA, details how local authorities deliver their enforcement duties but allows local authorities

flexibility over how to deliver the national food controls. The Plan sets out how and at what level official food controls will be provided, in accordance with the Codes of Practice.

- 1.6** In 2014 the Food Standards Agency's (FSA) published its strategy for 2015-2020. Within the strategy the FSA identified its flagship policy 'Regulating Our Future'. This policy aims to modernise the way food businesses are regulated, creating a system that is modern, risk based, proportionate, robust and resilient. The FSA plan to implement and deliver the new regulatory model for food by 2020. It is not clear to date what impact the changes will have on the Regulatory Services Department; however, we will continue to monitor the FSA proposals and respond accordingly through the FSA's 'open policy' approach. To ensure consistency of approach, any FSA proposals will be discussed with other Cumbrian Local Authority Environmental Health Departments at the regional liaison group meetings.

2. PROPOSALS

- 2.1** For information.

3. RISKS

- 3.1** Failure to develop and implement a food law service plan which, approved at the relevant level, would not satisfy the requirements laid down in the Food Standards Agency 'framework agreement'. The framework, for which we are monitored and audited against, sets out the standards expect by Local Authorities responsible for official controls on food law. The publication of the food law enforcement plan helps ensure local transparency and accountability. To ensure compliance with the framework, the Food Law Enforcement Service Plan is in Carlisle City Council's Policy Framework in Article 4 of the Constitution.

4. CONSULTATION

- 4.1** Consultation to Date. - The Plan has been drafted in consultation with officers within Regulatory Services.
- 4.2** Consultation proposed. - The Plan is to be considered by Executive on 25th June 2018.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 5.1 For information.** The recommended key actions have been identified following consultation and reflect the resources available to Regulatory Services in the financial year 2018 to 2019

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

6.1 *Priority: Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle:*

- Deliver an improved service to existing and new businesses in the District – joining up our statutory and advisory support functions. The Food Safety Service provides free and impartial advice on both legal and technical matters relevant to the trade. A key requirement of the Regulators Code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

Priority: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents:

- Continue to support and develop the Food City Partnership. As a member of the group the Food Safety Service have a key role in the delivery of the Local Healthy Options Award and advising food businesses on healthy menu alternatives.

Priority 5: Promote Carlisle regionally and internationally as a place with much to offer – full of opportunities and potential

- We work in partnership in delivering projects with organisations such as: Cumbria County Council Trading Standards, Cumbria Food Group (made up of all 6 Cumbrian Local Authorities), PHE Laboratory Preston, PHE Health Protection Team, Food Standards Agency.

Contact Officer: **Andrew Smith (Principal Health & Ext: 7098**
 Housing Officer)

Appendices **Appendix 1 – Food Law Enforcement Plan - Summary Report**
attached to report: **Appendix 2 – Food Law Enforcement Service Plan 2018 to**
 2019

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

CORPORATE IMPLICATIONS:

LEGAL – The Council has a Food Law Enforcement Service Plan in accordance with the Food Standard Agency's Framework Agreement which applies to local enforcement of all feed and food laws, and incorporates the latest guidance and standards on feed and food law enforcement. As stated in the report, the Food Law Enforcement Service Plan forms part of the Council's Policy Framework and as such, needs to be considered by the relevant Scrutiny Panel before being referred by the Executive for approval by Council.

FINANCE – The costs of implementing and monitoring this Food Law Enforcement Service Plan can be met from within existing base budgets under the control of the Governance and Regulatory Services Directorate in 2018/19.

EQUALITY – The public-sector Equality Duty has been considered by the Service Manager in preparing the recommendations. Any reasonable adjustments for service users have been included in the body of the report. The report states that:
All interventions with businesses and members of the community are carried out with regard to the local authority's commitment to equality of opportunity for local people as stated in the Equality Policy.

INFORMATION GOVERNANCE – It is recommended that Officers are mindful of the potential to record personal and special category data during inspections and the need to ensure appropriate processing and protection.

FOOD LAW ENFORCEMENT SERVICE PLAN 2018 – 2019 - Summary Report

Regulatory Services – Food & Public Protection Team

Background

This Service Plan sets out how Carlisle City Council intends to provide an effective food safety service that meets the requirements of the Food Standards (FSA) Framework. The main objective of the service plan is to ensure that all food and drink intended for sale for human consumption that is produced, stored, distributed, handled or consumed in Carlisle City is safe, hygienic and compliant with food hygiene and standards legislation and that all food businesses and food handlers comply with the Food Hygiene Regulations.

Food Business Profile

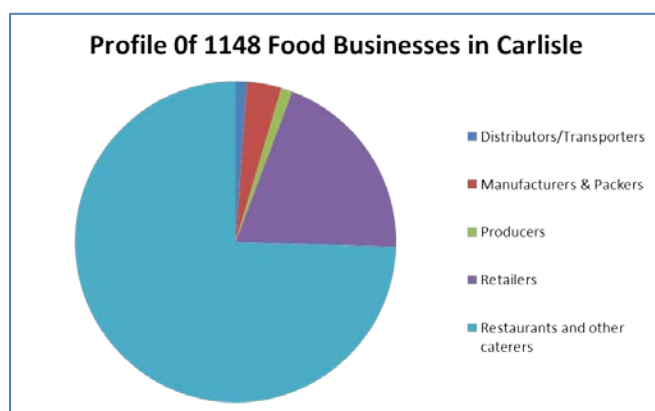


Figure 1: Chart showing the breakdown of food business types

Category	Frequency of Intervention	Number of premises
A	6 months	1
B	12 months	12
C	18 months	159
D	24 months	485
E	36 months	397
UNRATED		36
OUTSIDE		58
Total		1148

Table 1: Breakdown of food businesses by risk category and frequency of interventions (Category A being highest risk)

Key work activities during 2017/18

Table 2: Summary of food hygiene related visits made 2017/18

Type of visit:	Number
Food Inspection & Audit Visits	368
Food New Business Inspections	69
Food Hygiene Complaint Visits	62
Food Hygiene Revisits following inspection	63
Food Hygiene Rating Scheme (FHRS) Re-score Visits	15
Food Sampling Visits	29
Food Advisory Visits	62
Food Hygiene Other Visits	20
Total	688

Table 3: Number of incidents received/responded to 2017/18

Type of Incident / Action	Number
Premises hygiene complaints / Food Complaints	155
FSA Food Alerts (inc Product Recall)	48
FSA Food alerts for action by LA	3
FSA Allergy Alerts	87
Export Certificates approved	177
Requests for food advice	79
Infectious disease cases	232

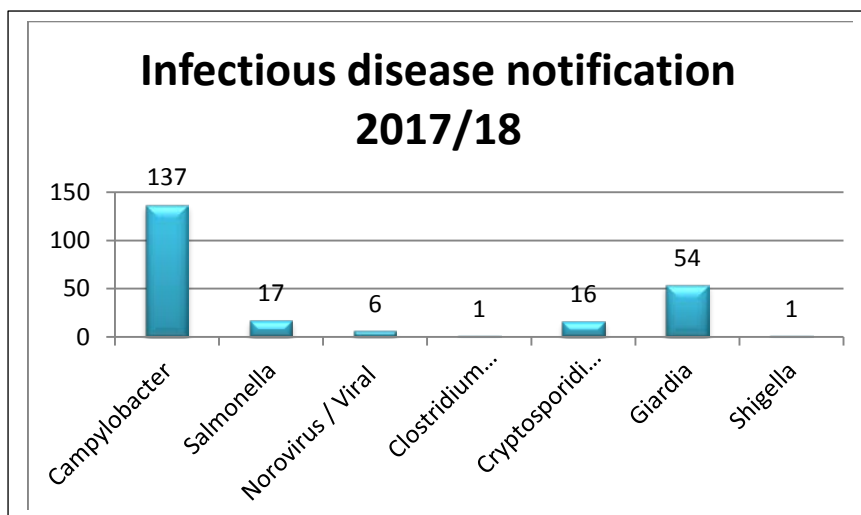


Figure 2 - Chart showing the number of foodborne / waterborne infectious diseases received and investigated during 2017/18

Enforcement actions by authorised officers 2017/18:

- 157 written warnings for food hygiene contraventions
- 3 Hygiene Improvement Notices

Planned inspections/interventions by risk category for 2018/19

Risk Category	No of targetted premises	Carried over from 17/18
A (High risk)	1	0
B	12	0
C	83	2
D	201	12
E (Low risk)	41	98
Unrated (awaiting inspection)	36	-
TOTAL	374	112

Key objectives for 2018/19:

- Inspect food businesses at intervals in accordance with the Food Standard's Agencies Code of Practice and educate and enforce where necessary. Prioritise resources toward business that are high risk and those that are non-compliant (0-2 FHRs rated)
- Continue to work with and promote the National Food Hygiene Rating System – upload ratings onto FSA's FHRs website and issue FHRs rating stickers to food businesses.
- Sample foodstuffs for microbiological safety in accordance with local and national programmes.
- Launch and deliver the reviewed Healthy Option Award.
- Deliver food hygiene training for food businesses where English is a foreign language, as part of the Rogue Landlord Project 2017 – 2019.
- Work in partnership with other agencies and regulatory bodies to achieve common goals.
- Consider the introduction of charging for Food Hygiene Rating Scheme re-score / revisits as facilitated by the change in FSA policy on charging and using existing powers in the Localism Act 2011.

FOOD LAW ENFORCEMENT SERVICE PLAN 2018 - 2019

Carlisle City Council

Regulatory Services – Food & Public Protection Team

Governance & Regulatory Services

1. Introduction

This Service Plan sets out how Carlisle City Council intends to provide an effective food safety service that meets the requirements of the Food Standards (FSA) Framework Agreement. It covers the functions carried out by authorised officers of the Food and Public Protection Team under the provisions of the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and relevant regulations made under the European Communities Act 1992.

2. Service aims and objectives

To ensure that all food and drink intended for sale for human consumption that is produced, stored, distributed, handled or consumed in Carlisle City is safe, hygienic and compliant with food hygiene and standards legislation and that all food businesses and food handlers comply with the Food Hygiene Regulations. This will be achieved through:

- Programmed inspections
- Targeted interventions
- Investigation of complaints
- Investigation and control of infectious diseases
- Sampling initiatives
- Training
- Advisory visits
- Promotional events

2.1 Links to Corporate Priorities and Plans

The Food Law Enforcement Service Plan supports and contributes to the Carlisle Plan 2015 – 2018 and the Regulatory Services Service Plan. The service provides a range of mandatory and discretionary activities that protect the health and well-being of the citizens of Carlisle. This Service links directly to some of the key priority actions of the Carlisle Plan:

Priority: Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle:

- Deliver an improved service to existing and new businesses in the District – joining up our statutory and advisory support functions. The Food Safety Service provides free and impartial advice on both legal and technical matters relevant to the trade. A key requirement of the regulators code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

Priority: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents:

- Continue to support and develop the Food City Partnership. As a member of the group, the Food Safety Service have a key role in the delivery of the Local Healthy Options Award and advising food businesses on healthy menu alternatives.

Priority: Promote Carlisle regionally and internationally as a place with much to offer – full of opportunities and potential

- We work in partnership in delivering projects with organisations such as: Cumbria County Council Trading Standards, Cumbria Food Group (made up of all 6 Cumbrian Local Authorities), PHE Laboratory Preston, PHE Health Protection Team, Food Standards Agency.

2.2 Links to Other Strategies

The Service seeks to achieve the priority outcomes for regulatory services as detailed in the Better Regulation Delivery Office document “Priority Regulatory Outcomes – A New Approach to Refreshing the National Enforcement Priorities for Local Authority Regulatory Services” (November 2011). Regulators must take into account and give due weight to the priority outcomes when developing policies and operational procedures, setting standards or giving guidance on enforcement.

Regulatory Priority Outcomes:

1. Support economic growth, especially in small businesses, by ensuring a fair, responsible and competitive trading environment. **(Direct Link to the Carlisle Plan)**
2. Improve quality of life and well-being by ensuring clean and safe neighbourhoods **(Direct Link to the Carlisle Plan)**
3. Help people live healthier lives by preventing ill health and harm and promoting public health.
4. Ensure a safe, healthy and sustainable food chain for the benefit of consumers and the rural economy

The “**Regulators’ Code 2014**” made under section 23 of the Legislative and Regulatory Reform Act 2006, applies to all the activities delivered by Regulatory Services. The code requires Regulatory Services, along with its principal function of protecting public health, to engage with and support business growth.

All interventions with businesses and members of the community are carried out with regard to the local authority’s commitment to equality of opportunity for local people as stated in the Equality Policy.

3 Background

3.1 Organisational structure

The structure of Food and Public Protection Team can be seen in page 12. The Principal Health & Housing Officer (Food and Public Protection) is responsible for the day to day supervision of the team and has a lead responsibility for the food hygiene function. The Food and Public Protection Team is positioned within the Regulatory Services Department and perform other regulatory duties, including Health and Safety, nuisance complaints, Public Health Burials, animal related licensing and registrations for acupuncture, cosmetic piercing & tattooing/skin colouring. The Council's Pest Control Service also sits within the Food and Public Protection Team.

3.2 Scope of the service

The Food and Public Protection Team are responsible for the enforcement of the Food Safety and Hygiene (England) Regulations 2013.

Carlisle City Council carries out all functions relating to food safety matters, including the following:

- Carrying out interventions e.g. inspections, audits, sampling at food establishments
- Providing advice to food business operators including help on implementing the most appropriate food safety management system for that business; for example the Food Standards Agency's Safer Food, Better Business food safety management system
- Operating inland imported food control at retail and catering establishments etc.
- Registration food establishments
- Identifying and assessing premises that require approval of specific food products and ensuring that they are issued with conditional and full approval as necessary
- Undertaking food sampling
- Issuing export certificates
- Investigation of complaints concerning food establishments and food handling practices
- Investigation of cases of suspected and confirmed food poisoning
- Providing food hygiene training where appropriate
- Liaison with the local authority's procurement team when selecting new food contracts
- Consulting on relevant planning and premises licence applications

3.3 Demands on the food enforcement service

The City Council's food safety service is delivered from the 5th Floor of the Civic Centre, Rickergate, Carlisle Tel 01228 817200
Email: environmentalhealth@carlisle.gov.uk.

As of 1st April 2018 a total of **1148** food premises are subject to programmed food hygiene interventions as per the table below:

Type of Premises	Number
Distributors/Transporters	13
Manufacturers & Packers	40
Producers	13
Retailers	227
Restaurants and other caterers	855
Total	1148

The City Council also has 6 “approved” processes subject to Regulation 853/2004.

Ref no	Name	Product	App Number
66460	Nestle	Dairy - Milk powder/cream	VK302
66469	Esk	Dairy - Milk/cream	VK010
66442	Cavaghan and & Gray (Eastern Way)	Meat / Fish / Dairy / Egg	VK001
66444	Cavaghan and & Gray (Riverbank)	Fish / Dairy / Egg	VK011
66576	Bells Fishmongers	Fish	VK007
66457	Calder Foods	Meat Products / Fish / Dairy	VK004

All food premises are rated according to their level of risk, as defined by the Food Standards Agency Code of Practice. The risk rating determines the frequency and nature of the interventions that are classed as official controls. The table below provides a summary of the food business risk profile:

Category	Intervention Type	Frequency	Number of premises
A	Full & Partial Inspection / Audit	6 months	1
B	Full & Partial Inspection / Audit	12 months	12
C	Full & Partial Inspection / Audit / Other Official control - Broadly compliant premises	18 months	159
D	Inspection / Audit / Other Official Control (e.g. surveillance, verification, sampling)	24 months	485
E	Inspection / alternative enforcement strategy	36 months	397
UNRATED	Awaiting inspection		36
OUTSIDE	Outside inspection programme		58
Total			1148

Officers will aim to inspect new food premises within 28 days of being notified to the City Council. Each business will be rated in accordance with the Food Standards Agency - Food Law Code of Practice and incorporated into the inspection programme. Officers will decide if a revisit is necessary following an inspection and the Civica database will be used to programme the revisit date. The food sampling programme is an intervention that supports the other official controls undertaken by officers.

The Food and Public Protection Team are also required to meet additional demands arising from local activities, such as inspecting the visiting markets and other seasonal festivals.

Officers are required to undertake inspections/interventions outside normal working hours, for example where food businesses operate only at night or at weekends to attend markets and festivals.

The City Council has procedures in place to share its food premises database with the County Council's Trading Standards Department who have responsibility for Food Standards within the District.

In addition to businesses that form part of the programme, the local authority annually inspected approximately 69 new food businesses.

In 2017 -18 the local authority dealt with a range of incidents and enquiries. These are set out in the following table.

Type of Incident / Action	Number
Premises hygiene complaints / Food complaints	155
FSA Food Alerts (inc Product Recall)	48
FSA Food alerts for action by LA	3
FSA Allergy Alerts	87
Export certificates approved	177
Requests for food advice	79
Infectious disease cases	232

Summary of food hygiene related visits made 2016/17

Type of visit:	Number
Food Programmed Inspection & Audit Visits	368
Food New Business Inspections	69
Food Hygiene Complaint Visits	62
Food Hygiene Revisits following inspection	63
Food Hygiene Rating Scheme (FHRS) Re-score Visits	15
Food Sampling Visits	29
Food Advisory Visits	62
Food Hygiene Other Visits	20
Total	688

4 Service Delivery

4.1 Food interventions

In the financial year 2018-2019, targetted inspections/interventions are due to be carried out at 486 premises. The target for each category is detailed on page 14.

Risk Category	No of targetted premises	Carried over
A	1	0
B	12	0
C	83	2
D	201	12
E*	41	98*
Unrated	36	-
TOTAL	374	112

These numbers will alter throughout the year as new businesses open and existing businesses close.

Priority will always be given to high risk food businesses (A & B risk rated businesses) and any national or local situations which require urgent attention for example Food Standards Agency food alerts or food poisoning outbreaks.

* Category E premises are defined in the Food Law Code of Practice as low risk food establishments and allows local authorities to adopt an alternative enforcement strategy to ensure resources are prioritised accordingly towards higher risk premises. Local authorities must ensure low-risk premises are subject to an alternative enforcement intervention every 3 years. The current strategy adopted by this authority alternates a visit with an enforcement questionnaire every 3 years. 112 businesses are overdue an intervention of which a strategy is in place to ensure these premises receive an intervention this financial year.

Revisits following an inspection will be undertaken by officers when deemed necessary or in response to a requested revisit or appeal under the Food Hygiene Rating Scheme (FHRS). A total of 63 revisits following a routine inspection were undertaken during 2017/18 and 15 FHRS re-scoring visits performed for the same period.

During the course of delivering the food safety service, officers may need to resort to formal action in some circumstances. During 2017/18 officers issued:

- 157 Written warnings for food hygiene contraventions**
- 3 Hygiene Improvement Notices**

4.2 Enforcement policy

Regulatory Services, within which the Food & Public Protection Team sits, adopts the principles laid down in the Enforcement Concordat, which states that enforcement must be fair, consistent and equitable. The local authority's Food Safety Enforcement Policy outlines the enforcement options available for dealing with problems relating to non-compliance with the legislation. The Policy has been written having regard to Government's Regulators Code and can be found on the website: <http://www.carlisle.gov.uk/Portals/0/Documents/Residents/Environment/A2%20Food%20Safety%20Enforcement%20Policy%202015.pdf>

4.3 Food complaints

The investigation of customer's complaints regarding food safety is an important area of work for the team. The local authority has a response target of 5 days for such complaints, however more serious complaints/allegations will be visited on the day of receipt where possible. In 2017/18 the local authority dealt with 155 food hygiene related complaints.

4.4 Primary and home authority principle

The Home Authority Principle was developed by food and trading standards authorities to aid consistent enforcement. The scheme provides businesses with a home authority source of guidance and advice and provides a system for the resolution of disputes.

Alternatively, businesses can form a 'Primary Authority' statutory partnership with a local authority to assist with consistent enforcement. The guidance and advice the local authority provides will be taken into consideration by officers carrying out inspections and dealing with instances of non-compliance.

Carlisle City Council fully endorses the Home authority and Primary Authority principle but has yet not received any requests for business support in this area.

4.5 Advice to business

The Food and Public Protection Team provide advice and support for all food businesses on request. Information is available on the local authority website, <http://www.carlisle.gov.uk/Residents/Environmental-Problems/food-safety> Information leaflets are also available from the Civic Centre Offices. Officers are available to visit businesses to advise on any aspect of food safety and hygiene. Advice is also given during the planning and building control processes.

4.6 Food sampling

A food sampling programme is produced every year which outlines the local authority's sampling strategy and approach to specific local and national demands.

The Cross Regional Survey Steering Group co-ordinate the sampling programme for Carlisle, Allerdale, Copeland, South Lakeland, Barrow and Eden. The plan is developed by the group to incorporate priorities identified by Public Health England and the Food Standards Agency. Sampling surveys to be undertaken for 2018/19 will include:

- **Hygiene of Touch Screens and Chip & Pin pads at self-service tills**
- **Safety of Ready to Eat pastry based foods from catering & retail premises**
- **Safety and process hygiene of Minced Meat & Meat Preparations (Sausages & Burgers)**
- **Hygiene and safety of Milkshakes served at food businesses**
- **Microbiological quality of Tattoo Ink and Water.**

Microbiological examinations are undertaken by Public Health England, Food, Water and Environmental Microbiology Laboratory York, National Agri-Food Innovation Campus, Block 10, Sand Hutton, York YO41 1LZ.

In 2017/18 the Food and Public Protection Team took **80** food samples, **62** of which were reported as Satisfactory, **12** Borderline and **6** unsatisfactory. Where necessary visits are made to those premises to identify reasons why the food samples will have been unsatisfactory and repeat sampling is undertaken. If necessary, results will be notified to other local authorities.

When necessary, food complaint samples are sent to the Public Analyst at Lancashire County Scientific Services, Pedders Way, Ashton-on-Ribble, Preston PR2 2TX for non-microbiological food analysis. The analysis includes testing for food composition and contamination. No samples were submitted for analysis for the period 2016/17.

4.7 Control and investigation of outbreaks and food-related infectious disease

The Food and Public Protection Team will investigate food-related infectious disease notifications in accordance with procedures agreed with Public Health England. The response to notifications of illness will be dependant on the severity of illness ranging from immediate response in the case of serious infections e.g. E.coli 0157 & typhoid; to postal questionnaires for cases of campylobacter.

Investigation of outbreaks will be in accordance with the Outbreak Control Plan agreed with the Public Health England.

The table below summarises the number of cases notified to Carlisle City Council in 2017/18.

Disease	Number
Campylobacter	137
Salmonella	17
Clostridium perfringens	1
Norovirus / Viral	6*
Shigella	1
Cryptosporidium	16
Giardia	54

*number of outbreaks e.g. residential homes

There were no confirmed food poisoning outbreaks during 2017/18; however officers of the Food & Public Protection Team investigated a number of norovirus/viral outbreaks associated with residential care settings.

4.8 Food safety incidents

Food alerts are issued by the Food Standards Agency to relate information on national food issues to local authorities, the majority being for information only. Food alerts for action require officers to undertake a wide variety of courses of action dependent upon the issue at hand. In 2017/18 a total of 48 Food Alerts were received by the authority, of which 3 required action by the Food & Public Protection Team.

4.9 Liaison with other organisations

Environmental Health involves a number of stakeholders in the supply and operation of its food hygiene services including:

- Public Health England
- The County Council's Public Health and Trading Standards Departments
- Cumbria Food Liaison Group
- Cumbria Health Protection Liaison Group
- Care Quality Commission
- Cumbria Chamber of Commerce and the Carlisle and Penrith Federation of Small Business
- Food Standards Agency
- Better Regulation Delivery Office
- Carlisle Food City Steering Group
- Neighbouring local authorities

4.10 Food safety and promotions

Carlisle City Council participates in the Food Standards Agency National Food Hygiene Ratings Scheme. The scheme is designed to provide information about business hygiene standards to members of the public but is also a useful tool to drive up performance standards of food businesses. Other promotional initiatives used included:

- Local Healthy Options Award
- Food Safety Week – date to be confirmed by FSA
- Attendance at local events

5.0 Resources

5.1 Staffing resource

A structure chart is available on page 12. The number of full time equivalent (FTE) officers estimated to be deployed solely on food safety is set out in the following table:

Officer Post	FTE
Regulatory Services Manager	0.1
Principal Health & Housing Officer	0.4
Environmental Health Officers / Technical Officer	2.1
Total	2.6

5.2 Officer development

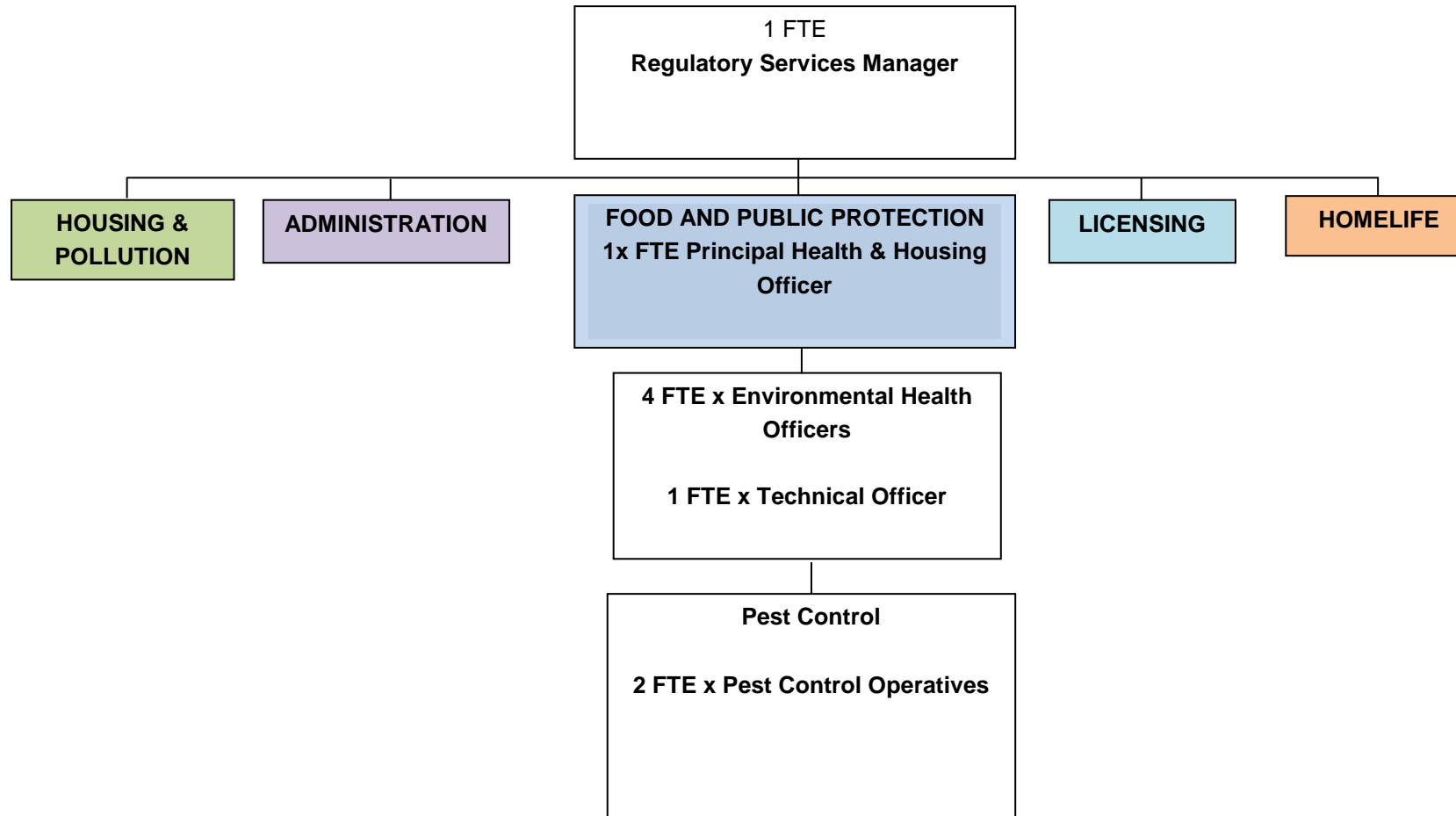
Carlisle City Council are committed to ensuring officers authorised to perform food safety enforcement functions receive relevant structured ongoing training to promote competency, ensure understanding of legislation and technological developments. As stipulated within the Food Law Code of Practice (England) March 2017, all authorised officers will receive a minimum of 10 hours training on food safety issues. All existing officers have obtained the Certificate of Registration of the Environmental Health Registration Board (EHRB) or the Diploma in Environmental Health award by the Royal Environmental Health Institute of Scotland (REHIS). A record of certificates of registration, qualifications and records of on-going training for authorised officers are stored and maintained by the department. The Principal Health & Housing Officer for Food & Public Protection team is required to monitor and report on compliance with our competency requirements. Any essential training needs identified will be provided either in-house or externally.

5.3 Quality assessment and performance management

The Principal Health & Housing Officer (Food & Public Protection) and the Regulatory Services Manager will monitor quality and performance on a monthly basis. Audit actions will be recorded on the department's database management system (FLARE – Civica App).

REGULATORY SERVICES

Structure Chart 2017 / 2018



Outcome	Key Actions	2017/18 Performance	Target 2018/19	Progress (6 month review)
• Support Economic Growth	Improve communication between the County's Regulatory Services through working through Cumbria's Food Liaison Group and Public Protection Group. (Priority)	Full representation at Cumbria Food Liaison Group & Public Protection Group Meetings.	Full representation and contribution at Food Liaison Group and Public Protection Group Meetings.	
	Review the Council's Web Site in relation to service provided by the Food & Public Protection Team to ensure information to the public is relevant and accessible and facilitates e-government for accessing application forms etc and specifying service provision and charges where appropriate. (Priority)	Food & Safety webpages reviewed and amended where necessary.	Food & Safety webpages to be monitored to ensure information is accurate and reliable.	
	Provide an informal out of hour's service for Food & Health and Safety where circumstances necessitate. (Priority where circumstances require immediate action to protect public health)	Arrangements made for out of hours food hygiene inspections and special events (e.g. Markets, Festivals, etc.)	React to out of hours requests where circumstances necessitate.	

<ul style="list-style-type: none"> • Sustainable Food Chain • Healthier lives 	<p>Inspect food businesses at intervals in accordance with the Food Standard's Agencies Code of Practice and educate and enforce where necessary.</p> <p>(Priority)</p>	<p>Category A – 100%</p> <p>Category B – 100%</p> <p>Category C – 98%</p> <p>Category D – 95%</p> <p>Category E – 78% (of targeted) through the Alternative Enforcement Programme</p> <p>Unrated – 74%</p>	<p>Category A – 100%</p> <p>Category B – 100%</p> <p>Category C – 95%</p> <p>Category D – 95%</p> <p>Category E – 80% through the Alternative Enforcement Programme</p> <p>Unrated (of those identified at the start of the year) – 100%</p>	
	<p>Continue to work with and promote the National Food Hygiene Rating System.</p> <p>(Priority)</p>	<p>FHRS ratings for registered businesses within the scope of the scheme uploaded onto the FSAs FHRS website and issued window sticker following intervention.</p> <p>Continued compliance with the FSAs brand standard agreement</p>	<p>Ensure continued compliance with the Food Standards Agency brand standard agreement.</p> <p>Ensure registered food businesses within the scope of the scheme are issued a rating displayed on the FHRS website.</p>	<p>Check on:</p> <ul style="list-style-type: none"> • food.gov.uk/ratings • FHRS Web Data Tool

	Consider the introduction of charging for FHRS re-score/ revisits as facilitated by the change in FSA policy on charging and using existing powers in the Localism Act 2011		Agree options/proposals on charging for revisits through CFLG. Determine best option for Carlisle City Council. Seek member approval.	
	To sample foodstuffs for microbiological safety in accordance with local and national need Local sampling programme – Priority Participation in National Surveys - Desirable	Participation in PHE coordinated surveys. 80 samples taken: • 62 satisfactory • 12 Borderline • 6 unsatisfactory	Collect samples as requested by the Public Health England coordinated sampling programme and local priority samples as determined by risk.	
	To actively take part in Cumbria Food Liaison Group (FLG) plan of work (Priority)	Representation at all FLG meetings Contributed to FLG work plan	Full Contribution and Attendance at meetings and development of Action Plan	
	Work with the Healthy Cities Forum and Carlisle Food Sub-group on actions in delivering the Healthy Cities Improvement Action Plan (Desirable)	Contributed to Health & Wellbeing Day with a focus on nutrition.	Continued support of Healthy Cities Steering Group & Healthy Communities Working Group. Participate in at least one coordinated campaign.	

	<p>Delivery of the Healthy Options Award (reviewed during 17/18)</p> <p>(Priority)</p>	<p>Healthy Eating Options Awards - promoted as part of routine food safety interventions</p> <p>Criteria of award reviewed during 17/18. Criteria brought inline with National Guidance.</p>	<p>Launch and promote the revised Healthy Eating Options Awards - promote award as part of routine food safety interventions.</p>	
	<p>Identify all non-compliant businesses / 0-2 FHS rated food businesses and take appropriate action to raise compliance level (to broadly compliant)</p> <p>(Priority)</p>	<p>99% of all food businesses broadly compliant</p>	<p>98% of food businesses broadly compliant</p>	
	<p>Participate in "public health" related activity as requested by partners such as the County Council, Public Health England and the Food Standards Agency.</p> <p>(Desirable)</p>	<p>FSA Christmas Food Safety Campaign 'Let's Talk Turkey) - press release & council website</p>	<p>At least one campaign per year</p>	
	<p>Deliver Food Safety Training for food handlers where English is a foreign language – as part of the Rogue Landlord Project 2017 – 2019</p> <p>(Priority)</p>		<p>Delivery of food hygiene training for hard to reach groups</p>	

