

Meeting Date: 7th January 2020

Public/Private*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –
Councillor Elizabeth Mallinson**

ARMED FORCES COVENANT AND ARMED FORCES

We are working in partnership with local authorities across Cumbria to progress our support for the Armed Forces. This work includes:

- Developing a district Member Champion profile to provide clarity and consistency on the role of champions
- Identifying how local authorities can develop their award level within the Ministry of Defence's Employer Recognition Scheme. The City Council is currently at Bronze level and is looking at evidencing our capability of becoming a 'Silver' and subsequently, 'Gold' employer
- Developing consistent information, training and support for staff and armed forces members based on best practice authorities and national resources

The Armed Forces Covenant Partnership met in December. The Partnership received updates on the Suicide Prevention Strategy and project work in Carlisle, which included:

- Carlisle and Eden Forces Link Project
- Updates on the Carlisle Museum of Military Life 'Afghanistan 2019 Then and Now' Project and AWAZ 'Hidden Heroes Exhibition'

The Partnership also noted the 'Brampton Youth Club bid' which was ready to submit to the Covenant for funding.

EQUALITY POLICY

An Equality Impact Assessment of the Budget Book has been completed and will be published alongside the Budget consultation.

CUSTOMER SERVICES

Customer Services have enjoyed their best monthly performance results in November 2019. In January 2018, an aspirational target of **80% of calls answered within one minute** was put forward in the Customer Service Charter. Although we have made

significant gains in the past 18 months through restructuring and modernising processes, it was expected that a new, more intuitive, phone system would also be required to achieve this aim. However, we achieved **80.5% in November 2019**. To put this in perspective, the yearly average in 2017/18 was 43%.

Additionally, our call abandon rates dropped to 10%, which is the higher end of industry standard. Again, to provide perspective, the annual call abandon rate for 2017/18 was 26%. So far, this financial year, we have answered over 8,000 more calls before they were abandoned in comparison to 2017/18 which is when the Customer Service Charter was first drafted.

HEALTHY CITY TEAM

Active Spaces (Play Areas, Outdoor fitness, BMX tracks, Multi-Use Games Areas):

- Yewdale Outdoor Exercise equipment – groundworks due to begin early January 2020
- Carlisle Drive - the consultation results were used to form the basis of a tender and is currently out to tender with the hope that we award the works to a suitable supplier during January 2020

Health Walks

We have now nearly completed the team's first autumn/winter programme and have drawn together the next set of walks leading up to the beginning of June 2020. We are currently co-ordinating some outdoor first aid training for our walk leaders to be delivered at the start early next year.

This year's 'Christmas Get-together' for all the health walk participants is going to be held at Currock Community Centre. The centre already delivers a varied programme of activities aimed at improving the communities physical and mental health.

Sustainable Food City

The Healthy City Team Manager and Carlisle Partnership Manager attended a Sustainable Food City Phase 3 'Bronze to Silver' grant workshop in Newcastle. The authority was one of a handful of North West and Scotland representatives asked to attend the event, to gain insight into the processes required for awards framework and future aspirations of the programme. Carlisle were praised for the good work to date.

"Friends of" Parks

The 'Friends of Hammonds Pond' have organised another Christmas themed event based in the park's café. These events are always well supported. They also help to create a real 'sense of place' for the existing local communities to connect, along with their new neighbours in the Ridings Estate, to value and enjoy the surroundings of their local park.

Community Resilience

The City Council supported initiative led by Give A Day to the City where 2,000 “Bags of Courage” were delivered to residents around Dixons Chimney who were affected by the tragedy at the end of October. The “Bags of Courage” contained a leaflet with how to get support plus coffee (from Nestle), tea, biscuits (from McVities) and Chocolate (from Aldi). Give A Day to the City also held a Space to Talk afternoon on Saturday, 23rd November where residents could drop in to the Bobbin Mill Café to chat with qualified listeners, which over 30 residents attended.

For info the Give A Day to the City group was made up of Carlisle Vineyard Church, St James Church, Carlisle Church Fellowship and local businesses.

REGULATORY SERVICES

We are continuing to raise awareness with our Health and Social Care partners about the services within Homelife that can assist with speeding up **hospital discharges** and delayed transfers of care, as well as our new Community Neighbours project for isolated and lonely elderly people.

Our **Community Neighbours** befriending project is now ready to start only 6 weeks since the recruitment of the Community Neighbours Co-ordinator. From the publicity Homelife did on ‘Kindness in Cumbria Day’ applications have already been received from potential volunteers.

The number of referrals for **Disabled Facility Grants** being received through our partners continues to increase. There are currently 168 live referrals for mandatory disabled adaptations in the system, with 98 cases completed since April 2019. For comparison we completed 120 mandatory DFGs in the whole of 2018/19. The throughput has resulted in delays in clients now been seen at the start of the process and an expected wait of up to 6 weeks. Although these delays might be seen as a cause for concern, they in fact a success indicator as poor referral numbers were one of the main issues following a Foundations Audit of the Council’s DFG system in 2016. Work will continue to match the level of resource required to successfully process the referrals.

OT POST UPDATE

The job description(s) for the Housing Occupational Therapist post or Housing Trusted Assessor, are completed are currently with HR and must go through the evaluation process.

CUMBRIA PUBLIC HEALTH ALLIANCE

The Cumbria Public Health Alliance met on Monday, 11th November at Kendal County Hall and brought together all of the locality health and wellbeing portfolio holder leads. The meeting comprised of:

- A pre meeting on Arts and Culture, led by the Library and Culture Project Lead.

- The core meeting welcomed and introduced members of the alliance and considered the minutes of the previous meeting and the action log.
- An update was provided on the Safe and Well Project
- The 6 Locality Forums provided an update on local activity
- The Cumbria Joint Implementation Strategy and next steps were discussed
- An update on the progress of the Healthy Weight agenda was provided and the establishment of a Cumbria Healthy Weight Partnership
- Future agenda topics were also considered by the PHA and a quick key messages update from the Cumbria Health and Wellbeing Board shared.