

AGENDA

Executive

**Monday, 10 March 2014 AT 16:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG**

Apologies for Absence

To receive apologies for absence and notification of substitutions.

Declarations of Interest

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any item 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

To confirm the Minutes of the meetings of the Executive held on 9 and 16 December 2013; and 15 January 2014.

[Copy Minutes in Minute Book Volume 40(5)]

PART A

To be considered when the Public and Press are present

A.1 ENVIRONMENTAL HEALTH - BUSINESS SUPPORT STRATEGY 7 - 20

(Key Decision - KD.01/14)

The Director of Local Environment to submit a report seeking endorsement of the Environmental Health Services' Business Support Strategy. The Environment and Economy Overview and Scrutiny Panel considered the matter on 27 February 2014.

(Copy Report LE.01/14 herewith / Minute Excerpt to follow)

A.2 CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP 21 - 68
ANNUAL PLAN 2014-15

(Key Decision - KD.02/14)

The Deputy Chief Executive to submit a report concerning the Carlisle and Eden Community Safety Partnership Plan for 2014/15.

(Copy Report SD.02/14 herewith)

A.3 PUBLIC REALM: SIGNAGE AND INTERPRETATION 69 - 74

(Key Decision - KD.03/14)

The Director of Economic Development to submit a report updating the Executive on the current position with regard to the various Public Realm projects around the City.

(Copy Report ED.10/14 herewith)

A.4 NOTICE OF EXECUTIVE KEY DECISIONS
(Non Key Decision)

The Notice of Executive Key Decisions, published on 7 February 2014, is submitted for information.

A.5 SCHEDULE OF DECISIONS TAKEN BY OFFICERS

75 - 84

(Non Key Decision)

A Schedule of Decisions taken by Officers under delegated powers is attached for information.

(Copy Schedule herewith)

Background Papers - Reports LE.18/13 (Play Area Review); LE.32/13 (Play Area Review) and RD.38/13 (Business Rate Pooling) are available on the Council's website - <http://cmis.carlisle.gov.uk/cmis/>

Council Tax Base Calculation spreadsheets 2014/15 and NNDR 1 2014/15 held by the Resources Directorate

A.6 REFERENCE FROM OVERVIEW AND SCRUTINY

85 - 90

(Non Key Decision)

To consider the following reference from the Community Overview and Scrutiny Panel:

COSP.12/14 - Riverside Carlisle

(Copy Minute Excerpt herewith)

A.7 INTERNAL AUDIT CHARTER

91 - 106

(Non Key Decision)

Pursuant to Minute AUC.15/14, to consider a report of the Director of Resources concerning the Internal Audit Charter. The Audit Committee considered the matter on 24 January 2014.

(Copy Report RD.94/13 and Minute Excerpt herewith)

A.8 AMENDMENT TO WAR MEMORIALS PROJECT

**107 -
122**

(Non Key Decision)

Pursuant to Minute C.31/14(g) 5, the Director of Resources to submit a report concerning the funding of works to War Memorials in the Carlisle District in advance of the proposed centenary commemorations in 2014.

(Copy Report RD.88/13 and Minute Excerpt herewith)

Background Papers - Monuments and War Memorials in Carlisle City Council District is available on the Council's website - <http://www.carlisle.gov.uk/leisure> and culture/monuments and memorials.aspx

A.9 QUARTER THREE PERFORMANCE REPORT 2013/14

**123 -
140**

(Non Key Decision)

The Policy and Communications Manager to submit a report updating the Executive on the Council's service standards that help measure performance and customer satisfaction. It also includes updates on key actions contained within the Carlisle Plan.

(Copy Report PC.04/14 herewith)

PART B

To be considered when the Public and Press are excluded from the meeting

Members of the Executive

Councillor C W Glover (Leader)

Councillor Mrs E B Martlew (Deputy Leader; and Environment and Transport Portfolio Holder)

Councillor Ms A Quilter (Culture, Health, Leisure and Young People Portfolio Holder)

Councillor Mrs J Riddle (Communities and Housing Portfolio Holder)

Councillor Dr L Tickner (Finance, Governance and Resources Portfolio Holder)

Councillor Mrs H M Bradley (Economy and Enterprise Portfolio Holder)

Enquiries to:

Morag Durham tel: 817036

Notes to Members:

Decisions taken at this meeting, if not subject to call-in, will become live on 20 March 2014.

Report to Executive

Agenda
Item:

A.1

Meeting Date: 10th March 2014
Portfolio: Environment and Transport
Key Decision: Yes: Recorded in the Notice Ref: KD 01/14
Within Policy and Budget Framework No
Public / Private Public

Title: Environmental Health - Business Support Strategy
Report of: The Director of Local Environment
Report Number: LE 01/14

Purpose / Summary:

A report introducing the Environmental Health Services' Business Support Strategy. The Strategy outlines how the Environmental Health Service will meet the requirements of the revised Regulators' Code 2013 ensuring an open and constructive relationship between the Environmental Health regulatory service and those Carlisle businesses it regulates.

Recommendations:

It is recommended that the Executive endorse the Business Support Strategy in Appendix.1.

Tracking

Executive:	10 th March 2014
Overview and Scrutiny:	27 th February 2014 (Economy and Environment)
Council:	N/A

1. BACKGROUND

1.1 The Government revised the Regulators' Code in July 2013 to clarify the duty non economic regulators, like Environmental Health, have in encouraging economic growth. Regulators must have regard to the Code when developing their policies and operational procedures that guide their regulatory activities. The 2013 Regulators Code requires regulators to:

1. Carry out activities in a way that supports those regulated to comply and grow.
2. Provide simple and straightforward ways to engage with those regulated and hear their views.
3. Base regulatory activity on risk.
4. Share information about compliance and risk.
5. Ensure clear information, guidance and advice is available to help those regulated meet their responsibilities to comply.
6. Ensure that the approach to regulation is transparent.

1.2 The Environmental Health Service arguably has more face to face contact with local business than any other Council Service. It is best placed to free up businesses from unnecessary regulation. In response to the revision of the Regulators' Code the Environmental Health Service has produced a Strategy (appendix.1.) outlining how it will comply with the Regulators Code. The Strategy details actions based on four business support themes:

1. We are open to work with businesses
2. Our services understand how businesses work
3. Our work to support businesses is targeted and effective
4. Our services are transparent and open to scrutiny

1.3 The Strategy should give confidence to businesses that the Environmental Health Service is here both to protect but also help businesses. We want to work with businesses to find the best ways for them to grow in a legal, safe and sustainable way. The strategy improves the processes of creating a trusting environment between business and the regulator.

2. PROPOSALS

If the Executive are satisfied and following consideration of the observations made by the Economy and Environment Overview and Scrutiny Committee on the 27th February 2014, endorse the Business Support Strategy in Appendix.1.

3. CONSULTATION

- 3.1** Consultation to Date. - The Plan has been drafted in consultation with Officers in the Environmental Health Service, the Economic Development Team; the Federation of Small Businesses; the Cumbria Chamber of Commerce and the County Council. The final Strategy has been amended to incorporate the responses received from the consultation process.

27th February 2014 – considered by Overview and Scrutiny (Economy and Environment).

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1** Carlisle City Council has an important role both locally and nationally as a regulatory agency. Its Environmental Health Service undertakes that role on its behalf for services ranging from food safety, health and safety, pollution control and infectious disease control. The Business Support Strategy in Appendix 1 outlines how the City Council's Environmental Health Service intends to comply with the Regulators' Code issued by Central Government.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1** **Priority 1:** Fostering more, high quality and sustainable business and employment opportunities, through growing existing enterprises and bring new ones in.

A key requirement of the regulators compliance code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

Priority 3: Working more effectively through partnerships

In delivering the Strategy the Environmental Health Service will continue to work with a variety of partner organisations including: the Cumbria Chamber of Commerce; Cumbria County Council and the Federation of Small Businesses.

Contact Officer: **Angela Culleton**

Ext: **Ex 7325**

Appendices Environmental Health – Supporting Business Through Better
attached to report: Regulation

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/RISKS:

Chief Executive's –

Deputy Chief Executive –

Economic Development –

Local Environment –

Governance – The draft Regulators' Code has been laid before Parliament on 22 January 2014 in accordance with section 23 of the Legislative and Regulatory Reform Act 2006. It is anticipated to come into force in April of this year and the Government expect Regulators to reflect upon its content and revise their policies and procedures ahead of its implementation. The Code is intended to provide a framework for how regulators should engage with those they regulate. The Business Support Strategy in this Report is drafted to comply with the requirements of the forthcoming statutory code.

Resources – There are no financial implications arising from the adoption of this Business Support Strategy which cannot be met from within existing base budgets.



Supporting Business through
Better Regulation

Carlisle City Council Environmental Health Service 2013 – 2016

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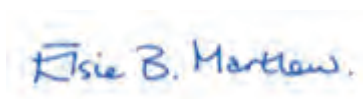
Foreword

Regulators actions can impact directly upon a business's ability to succeed and grow. It's essential that Carlisle's hard-pressed firms are given advice and support.

This strategy seeks to increase confidence in the regulatory system, helping serve the twin purposes of protection and prosperity.

Better dialogue with businesses will allow our Environmental Health resources to be focused on dealing with non-compliance, as well as providing useful advice and guidance for businesses that need it most.

Environmental Health should not only be championed for their work tackling rogue businesses and keeping communities safe, but become a trusted and knowledgeable partner with businesses. Every business should feel as comfortable contacting us about regulation, as our residents do if they want to discuss bin collections, parking or council tax.



Portfolio Holder for Environment and Transport, Cllr Elsie Martlew

Carlisle City Council

Introduction

Carlisle District is an important sub-regional centre for business, shopping and tourism. The District covers 103,174 hectares (398 square miles). The population of the District in the 2011 census was 107,500, of which almost 75% live in Carlisle. A further 7% of the District's population live in the Key Service Centres of Brampton and Longtown, with the rest in the sparsely populated but large rural area.

The District provides almost 47,000 jobs and has an expanding sub-regional role with a regional investment site at Kingmoor Park in the north of the city. Employment in the transport/storage and construction sectors is expanding whilst manufacturing is declining. The service sector is still the largest employer, including finance, health and Local Government.

In 2012/13, our Environmental Health Service regulated over 1,180 food businesses to ensure food safety, over 2,000 businesses come under local authority health, safety and welfare regulation and numerous other businesses were contacted by them as they protect the public on matters ranging from contaminated land, air pollution, private water supplies, waste and noise nuisance. Environmental Health is one service that local businesses are most likely to have a face to face contact with.

Since 2007 the National Audit Office and the Local Better Regulation Office (now the Better Regulation Delivery Office) have undertaken National Business Perception Surveys on businesses views of regulatory services, including local authority food safety and health and safety regulation. In the latest 2012 survey 80% of businesses surveyed agreed that "if my business was found to be non-compliant, I would be concerned it would affect our relationship with customers." Forty percent of businesses felt that assistance from regulators helped their business.



The 2013 Regulators Compliance Code requires regulators to:

- Carry out our activities in a way that supports those we regulate to comply and grow
- Provide simple and straightforward ways to engage with those we regulate and hear their views
- Base our regulatory activity on risk
- Share information about compliance and risk
- Ensure clear information, guidance and advice is available to help those we regulate meet their responsibilities to comply
- Ensure that our approach to regulation is transparent.

Priority one of our Carlisle Plan is to “foster more, high quality and sustainable business and employment opportunities, through growing existing enterprises and bringing in new ones.”

Good regulation means economic growth is safe and sustainable. We have looked at the Business Perception Surveys, Local Government Association Guidance and the Regulators Code, the principles of the Enforcement Concordat and developed this strategy to support business in Carlisle through better regulation.

Our Vision

Our vision is for our Environmental Health Service to be able to work with Carlisle businesses to understand and reduce risks. By engaging and working in partnership with businesses we can determine what level of regulation is appropriate and provide the support to ensure businesses are able to grow in a safe and sustainable way.

Our Mission

We believe that our Environmental Health Service is best placed to free up businesses from unnecessary regulation. We want businesses to know that:

- We are open to work with businesses
- Our services understand how businesses work
- Our work to support businesses is targeted and effective
- Our services are transparent and open to scrutiny.

Our Values

- Helpful
- Competent
- Transparent
- Fair
- Proportionate
- Consistent.



We Are Open to Work With Businesses

We understand that the biggest burden to business is keeping up to date with legislation. Eighty four percent of the respondents in the 2012 Business Perceptions Survey believed local authorities should enforce the law but also provide an advisory service. Despite the media image of the pedantic local authority inspector it is pleasing to report that over 90% of businesses in the Business Perception Survey felt that the inspectors were courteous and professional. Satisfaction with the overall level of service from local authority regulators is high. Businesses must not be deterred from contacting our services by the incorrect media picture of red tape; all requests for help will be seen positively. Our Environmental Health Service is always be open to work with businesses to help them grow and comply with their legal duties.

Opportunities to work closer with local businesses include:

- Engaging with the Local Federation of Small Business, Cumbria County Council, our Economic Development Team and Cumbria Chamber of Commerce to develop business information packs as easy guides on business responsibilities.
- Improve our website offer so businesses can easily obtain or be directed to the information they need.
- Carry out surveys with businesses inspected to obtain their feelings about the helpfulness and fairness of the Carlisle officers and their views on assistance that could be provided by the local authority. In previous surveys carried out under National Performance indicators over 70% of respondents agreed or strongly agreed that the Environmental Health inspectors were helpful and fair, there were no negative responses as the remaining 30% were non responses.



Our Services Understand How Businesses Work

Businesses are highly satisfied with regulatory services such as Environmental Health, however, they have concerns about how much knowledge officers have about their business sector. Businesses want enforcement officers to have a better understanding of the businesses they regulate.

We support our officers in obtaining the knowledge and continuous professional development that is necessary to prove their competence as regulators. We will ensure officers view economic pressures along with protection in undertaking their duties.

Opportunities to improve the understanding with business include:

- Seeking to ensure regulation is discussed strategically. We will take our Enforcement Policies through our committee structures and ensure they are discussed at Executive. We will seek to engage with the Local Enterprise Partnerships and other business support organisations.
- Seeking to work with our council colleagues, the County Council and other external partners in finding ways to support businesses compliance and growth.
- Train officers in the life cycle of a business, clarifying their understanding of what advice can help and when, or the wider support we may be able to offer.
- Provide targeted help for start-up businesses and other important sectors in Carlisle.
- Support opportunities to get businesses talking directly to each other.
- Work with businesses to understand how regulation can support the reputation of local businesses. Schemes such as the National Food Hygiene Rating System can improve the economic opportunities for those businesses who deliver quality and compliance.



Our Work to Support Businesses is Targeted and Effective

All regulatory services undertaken by our Environmental Health Service are supported by national guidance to ensure consistency in approach across the country. We comply with the national guidance given and base all our regulatory activity on risk. We will seek consistent regulation between officers and published our enforcement policies. All enforcement action will be proportionate to the risks involved. Inspections are a key interface with business and we are determined to get this interaction right. There should be no inspection without a reason.

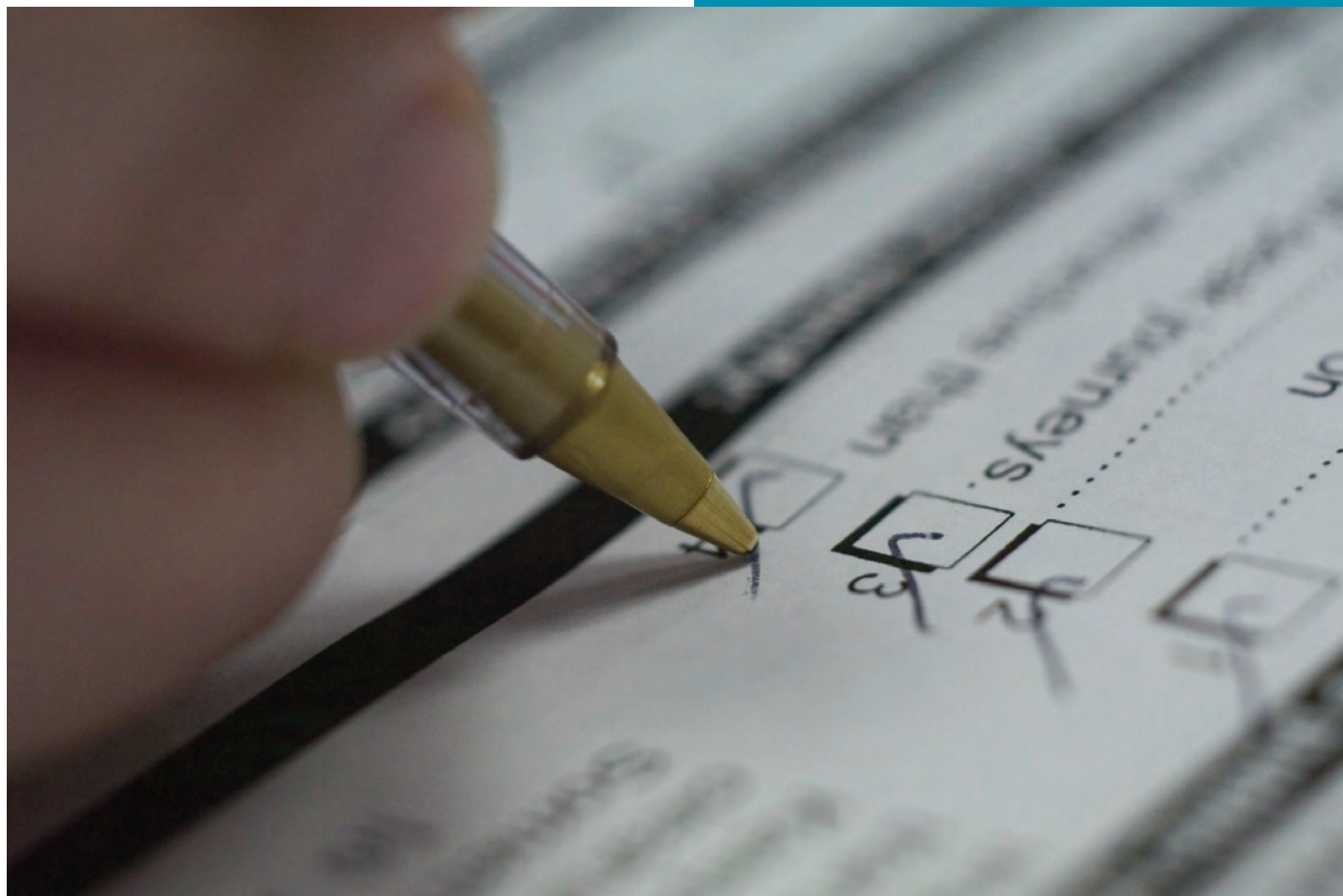
- We will engage with business in developing alternative interventions to inspections to improve business compliance.
- Where inspections are used these will be targeted at those requiring inspection under national guidance, high risk activities, those businesses that break the law or those subject to complaints.
- We will consider the most appropriate time to inspect to ensure protection but also take account of the need and nature of the business.
- Officers will make the aim of the visit clear, explaining what to expect and why, and stress that businesses can take the opportunity to ask for advice.



Our Services Are Transparent and Open to Scrutiny

Only a quarter of respondents to the Business Perception survey felt there was an appropriate channel to complain about how regulations are enforced. A requirement of the Enforcement Concordant is to have clear complaints procedures. We believe our regulators should be accountable for the effectiveness of their actions.

- We will publish clear complaints procedures.
- We will publish our general Enforcement Policy and specific Enforcement Policies for Food Safety; Health and Safety at Work and Local Authority Pollution Prevention and Control.
- We will advise and provide links for businesses to check national guidance and we will always be prepared to explain the reasons behind our decisions.
- Our Environmental Health Service welcomes feedback from the business community. Compliments are always rarer than complaints but just as important to support continuous improvement.
- Businesses should be reassured that they will not be targeted as a result of complaints.
- We will undertake business surveys providing the option for anonymous feedback.



Conclusion

Our Environmental Health Service will seek out ways to help those businesses that want to be helped and want to improve, enforcement will be saved for those businesses that need to change but won't.

Regulators ensure a level playing field for businesses protecting those safe and considerate businesses from those less scrupulous who seek to undercut.

This strategy should give confidence to businesses that our Environmental Health Service is here both to protect but also help businesses. We want to work with businesses to find the best ways for you to grow in a legal, safe and sustainable way. This strategy improves the processes of creating a trusting environment between business and the regulator.

To find out more about our Environmental Health Service, visit www.carlisle.gov.uk



Report to Executive

Agenda
Item:

A.2

Meeting Date: 10th March 2014
Portfolio: Communities and Housing
Key Decision: Yes: Recorded in the Notice Ref:KD
Within Policy and
Budget Framework YES
Public / Private Public

Title: CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP
ANNUAL PLAN 2014/15
Report of: The Deputy Chief Executive
Report Number: SD 02/14

Purpose / Summary:

The Carlisle and Eden Community Safety Partnership (CSP) have developed their Draft Partnership Plan for 2014/15 (Appendix 1) using data from the Community Safety Strategic Assessment (Appendix 2.) The plan has been developed by the CSP's Leadership Group with input from City Council Officers and the Portfolio Holder for Communities and Housing.

The purpose of this report is to present the CSP's work programme for the coming year in the form of their Partnership Plan. While this is presented as a developed document it represents a 'live' work programme - which develops throughout the year and can be influenced and shaped through the City Council's representation on the CSP's Leadership Group.

Recommendations:

It is recommended that Executive consider and note the report and recommend it for wider consultation.

Tracking

Executive:	7th April 2014
Overview and Scrutiny:	27th March 2014
Council:	29th April 2014

1. BACKGROUND

- 1.1** The Crime & Disorder Act 1998 placed statutory obligations on local authorities and the police to act in co-operation with the probation service, health authorities and other relevant agencies, and to work together to develop and implement a partnership plan for tackling crime and disorder in their area.

The legislation requires local Community Safety Partnerships to produce a plan setting out how it intends to tackle crime and disorder and allowing the development of strategies to tackle short, medium and long-term priorities.

The attached plan outlines these priorities for 2014-15 and is supported by a series of actions plans being developed and delivered by the task groups of the CSP.

2. PROPOSALS

- 2.1** It is proposed that the CSP Partnership Plan is considered by Executive and after consultation approved by full Council.

3. CONSULTATION

- 3.1** The Partnership Plan has already been circulated to all individual partners within the Carlisle and Eden Community Safety Partnership's and considered by their Leadership Group. Views and comments received from Community Overview and Scrutiny panel (on 27th March 2014) will be brought forward for consideration by executive in due course.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1** It is recommended that Executive consider and note the report and recommend it for wider consultation.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1** "We will work more effectively with partners to achieve the City Council's priorities".

Contact Officer: **Darren Crossley**

Ext: **7004**

Appendices

attached to report:

Appendix 1 CSP Draft Partnership Plan

Appendix 2 Strategic Assessment Technical Report

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:

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance – The CSP Partnership Plan contributes towards the Council's obligations under the Crime & Disorder Act 1998.

Local Environment –

Resources - There are no financial implications of adopting the CSP Partnership Plan for 2014/15. The City Council makes no direct financial contribution to the partnership and therefore any additional support required will need to be met from existing base budgets.

Carlisle and Eden Community Safety Partnership Plan 2014-2015



Vision

By working in partnership, North Cumbria communities will remain safe and reassured

Key Priorities 2014

- Anti-social behaviour
- Violent Crime
- Domestic Abuse and Sexual Violence
- Alcohol and Drug Misuse
- Hate Crime
- Reduce Re-offending

Tackling the Priorities

Anti-Social Behaviour

- Maintain low levels of anti-social behaviour.
- Improving the partnership approach to co-ordinating activities for young people.
- Joining up the partnership approach for environmental aspects.

Violent Crime

- Work with partners to reduce violent crime and assaults.

Domestic Abuse and Sexual Violence

- Actively support the County wide work on Domestic Violence and DV Champions.
- Improve the management of repeat missing vulnerable young people to reduce exploitation.

Alcohol and Drug Misuse

- Support, develop and deliver the County wide Alcohol Strategy to reduce alcohol misuse within the partnership area
- Reduce harm caused by drugs.

Hate Crime

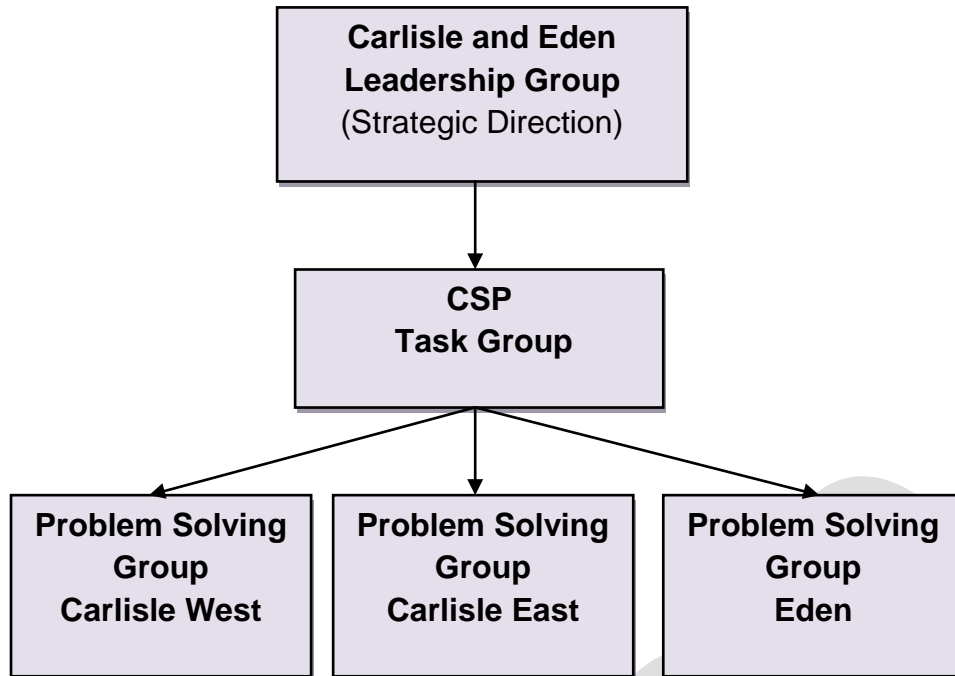
- Support partners to deliver the Hate Crime Action Plan.

Reduce Re-offending

- Continue the Integrated Offender Management programme using a wide range of partners to manage problem individuals effectively in communities.
- Monitor effectiveness of North Cumbria (IOM) Integrated Offender Management scheme.
- Encourage the use of restorative justice through provision of training to a range of public, private and voluntary sector agencies.

Carlisle and Eden Community Safety Partnership Plan 2014-2015

Our Partnership Approach



Performance 2013/ 2014

17% Reduction in Violent Crime
8% Reduction in Anti-Social Behaviour
12% Reduction in Burglary Dwelling
7% Reduction in Drug Possessions
15% Reduction in Thefts from Motor Vehicles

Carlisle and Eden Community Safety Partnership has and continues to be a successful partnership of multi agencies working together to address crime and disorder in North Cumbria. Since its inception, we have worked effectively to contribute to significant and sustained falls in crime and disorder. This plan sets out how, in partnership, we will address the priorities identified to ensure North Cumbria remains a safe place to live, work and study.

The partnership continues to have strong strategic leadership and dedicated and knowledgeable people in our task groups who are committed, prepared and focussed on the priorities for the year ahead.

Mary Robinson, CSP Chair

Successes

Best Bar None Scheme

The scheme has been instrumental in raising standards in bars, pubs and clubs in North Cumbria and has contributed to significant reductions in violent crime.

Taxi Rank Marshals

Deployment of marshals at public ranks helps prevent escalation of serious disorder by early intervention which is reassuring to taxi operators and the public.

Domestic Violence Bodycam Project

CSP funding allowed Cumbria police to purchase of 6 additional bodycams. During the 6 month trial all police officers on 3 Section Carlisle were issued with bodycams that would be worn at all times when on duty and would record their attendance at every domestic violence incident. At the end of the trial period there had been an improved conviction rate particularly for victimless prosecutions.

Operation Roman Candle

Comparisons of ASB figures throughout the operation period show significant reductions in the two priority areas. City West saw reductions of 43% and Carlisle East saw reductions of 54%

Appleby Fair

The co-ordinated approach by partners to Appleby Fair has made it a far safer and more community oriented event.

CUMBRIA COUNTY AND DISTRICTS COMMUNITY SAFETY STRATEGIC ASSESSMENT

TECHNICAL REPORT

2012-13

Ali Wilson

Senior Research, Information & Intelligence Officer



CUMBRIA
CONSTABULARY
SAFER STRONGER CUMBRIA



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Introduction

The Crime & Disorder Regulations 2007 place a statutory duty on Community Safety Partnerships (CSPs) to prepare a Joint Strategic Assessment of crime and disorder in their local areas.

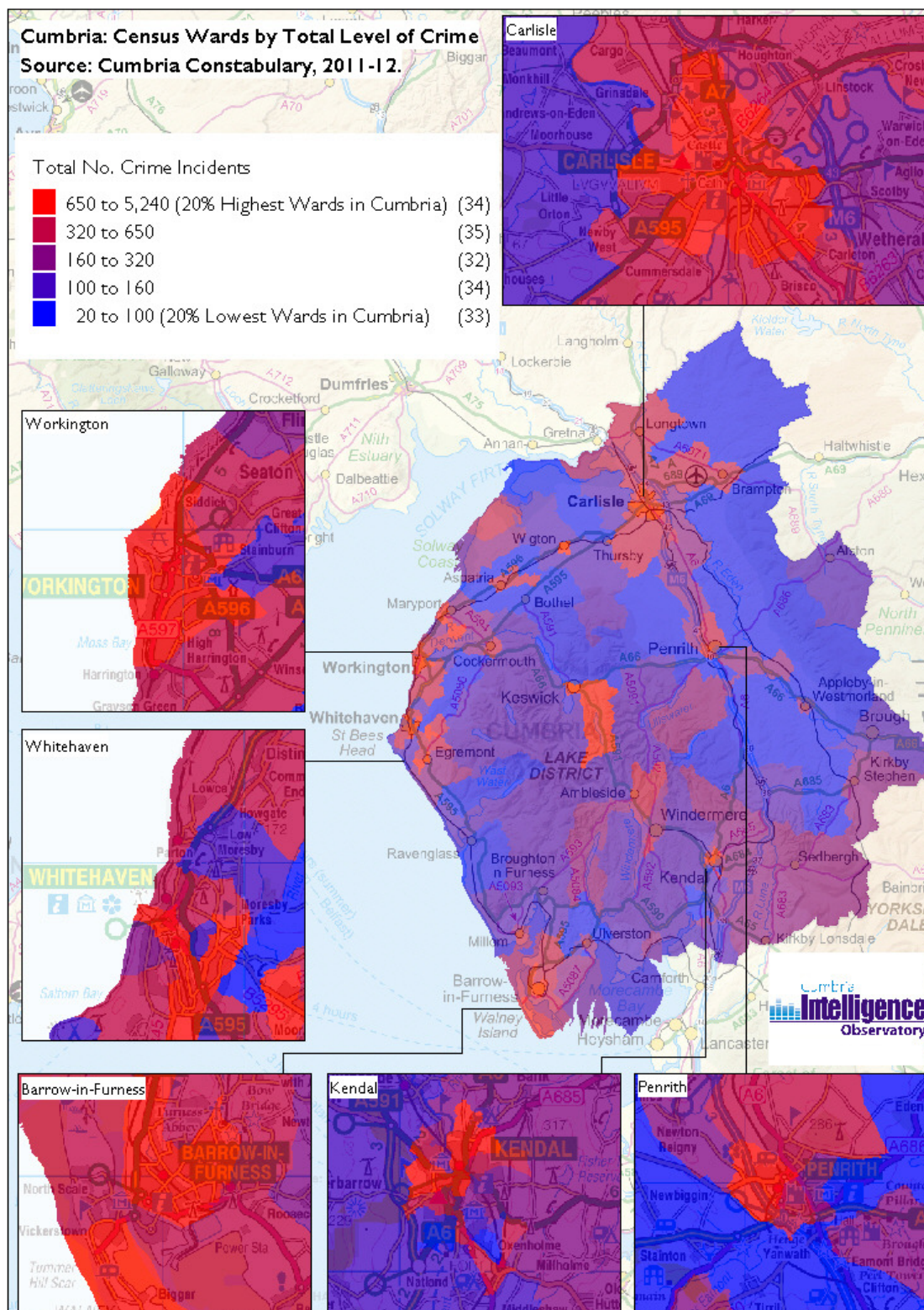
This Technical Report will provide the evidence base for the Community Safety Strategic Assessment which will be used by the Safer & Stronger Thematic Partnership and the Community Safety Partnerships (CSPs) for the development of Cumbria's Community Safety Agreement. The aim of the Community Safety Strategic Assessment is to provide partners, and other responsible authorities, with an understanding of the levels and patterns of crime, disorder and substance misuse in the county and local areas which will enable partners to plan their resources in order to tackle crime and disorder. The CSPs use this document to inform their Partnership Plans.

This Technical Report provides statistical analysis and information about crime, changes and patterns over time; and qualitative information about what those working or living in the local communities feel are priorities and issues from information drawn from the annual British Crime Survey and the annual Public Consultation Survey.

This Technical Report is part of a collection of documents which make up the Cumbria Community Safety Strategic Assessment. This document should be read in conjunction with the County and six District Summary Reports for Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland.

Crime Mapping

The map below shows the level of crime in Cumbria by wards. The darker shades represent areas with the greatest levels of crime and the lighter shades are areas with the least crime. The wards with the greatest levels of crime in each of the districts are: **Allerdale**: St. Michael's, St. John's, Moss Bay; **Barrow**: Central, Hindpool, Ormsgill; **Carlisle**: Castle, Currock, Upperby; **Copeland**: Harbour, Egremont South, Hensingham; **Eden**: Penrith West, Penrith South, Kirkby Stephen; **South Lakeland**: Kendal Fell, Kendal Mintsfeet, Windermere Bowness South.



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ACORN Data

ACORN is a socio-economic profiling tool which uses a range of information gathered from a number of sources to classify postcodes in the UK as belonging to one of: 6 socio-economic categories; 18 socio-economic groups; and 62 socio-economic types. This information provides us with an insight into the common characteristics of residents and enables us to make assumptions about how people might think or behave.

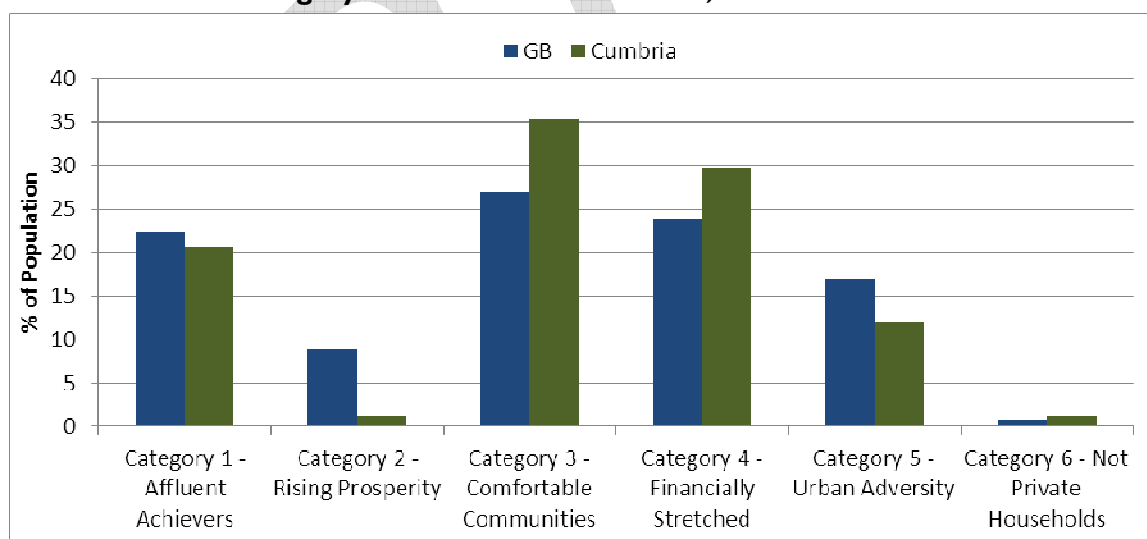
Table 1: ACORN Category Profile (% Persons)

Area Name	Category 1: Affluent Achievers	Category 2: Rising prosperity	Category 3: Comfortable Communities	Category 4: Financially stretched	Category 5: Urban Adversity	Category 6: Not private households
Cumbria	20.7%	1.2%	35.2%	29.8%	11.9%	1.2%
Allerdale	16.5%	0.4%	36.5%	34.9%	10.7%	1.0%
Barrow	11.7%	0.7%	27.1%	31.3%	28.5%	0.8%
Carlisle	16.8%	2.1%	33.6%	29.5%	17.2%	0.9%
Copeland	13.9%	1.1%	29.4%	45.6%	8.7%	1.4%
Eden	18.4%	0.5%	58.4%	19.2%	2.5%	1.0%
South Lakeland	40.4%	1.6%	33.4%	19.2%	3.6%	1.7%
Great Britain	22.4%	8.9%	26.9%	23.9%	17.0%	0.9%

ACORN Category Profile - Cumbria vs. Great Britain

Chart 1 compares the profile of Cumbria's population with the profile of the population of Great Britain (GB) across the six broad 'ACORN Categories'.

Chart 1: ACORN Category Profile – Cumbria vs. GB, 2013



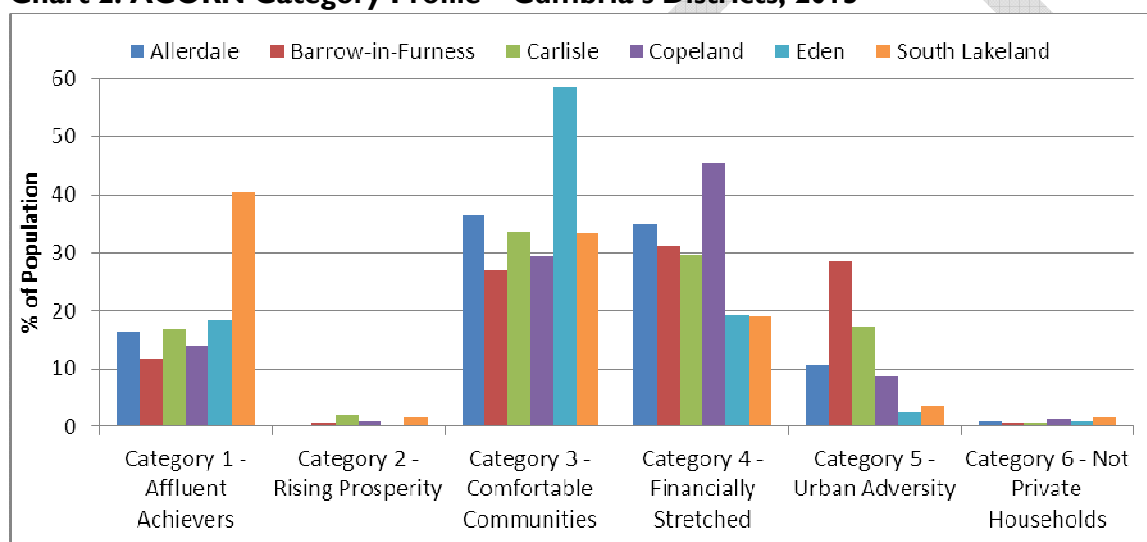
- 20.7% of Cumbria's residents live in postcodes that have been classified by CACI as 'ACORN Category 1 postcodes'; residents living in these postcodes are also referred to by CACI as 'Affluent Achievers'. Compared to national average, Cumbria has a slightly lower proportion of Affluent Achievers; with 22.4% of the population of GB living in ACORN Category 1 postcodes.
- Just 1.2% of Cumbria's residents live in ACORN Category 2 postcodes (Rising Prosperity); this is much lower than the national average (GB 8.9%).

- The greatest proportion of Cumbria's residents (35.2%) live in ACORN Category 3 postcodes (Comfortable Communities); this is much higher than the national average (GB 26.9%).
- Furthermore, the second greatest proportion of Cumbria's residents (29.8%) live in ACORN Category 4 postcodes (Financially Stretched); again, this is higher than the national average (GB 23.9%).
- 11.9% of Cumbria's residents live in ACORN Category 5 postcodes (Urban Adversity); this is lower than the national average (GB 17%).
- Finally, 1.2% of Cumbria's residents live in ACORN Category 6 postcodes (Not Private Households – i.e. business areas or communal establishments such as care homes, prisons etc.); this is similar to the national average (GB 0.9%).

ACORN Category Profile – Cumbria's Districts

Chart 2 compares the profile of the populations of each of Cumbria's districts across the six broad ACORN Categories.

Chart 2: ACORN Category Profile – Cumbria's Districts, 2013



The ACORN Category profiles of Cumbria's districts vary considerably from the county average. Of Cumbria's six districts:

- South Lakeland has by far the greatest proportion of Affluent Achievers (ACORN Category 1); 40.4% vs. 20.7% for Cumbria. In contrast, just 11.7% of residents in Barrow-in-Furness live in postcodes classified as ACORN Category 1.
- Carlisle has the greatest proportion of residents living in ACORN Category 2 postcodes (Rising Prosperity); 2.1%. Although this proportion is higher than the county average (1.2%), it is still much lower than the national average (8.9%).
- Eden has the greatest proportion of residents living in ACORN Category 3 postcodes (Comfortable Communities); 58.4% compared 35.2% for Cumbria.
- Copeland has the greatest proportion of residents living in ACORN Category 4 postcodes (Financially Stretched); 45.6% compared to 29.8% for Cumbria.
- Barrow-in-Furness has the greatest proportion of residents living in ACORN Category 5 postcodes (Urban Adversity); 28.5%, which is more than double the county average of 11.9%. Inversely, the proportions of residents in Eden and South Lakeland living in postcodes belonging to this classification are less than a third of the county average; 2.5% and 3.6% respectively.

Anti-Social Behaviour, including young people

This section looks at data in relation to Anti-Social Behaviour (ASB) including ASB involving young people. It includes all ASB where an interest marker was added by the call handler stating that it involved youths (Age under 18). The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. iQuanta is a web-based tool which provides policing performance information and analysis. The aim of the Constabulary is to reduce the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were 25,772 ASB incidents in Cumbria, a 1.1% reduction from the previous year; and there were 6,287 incidents involving young people, a 16.7% reduction
- Numbers of ASB were at their highest in August. Numbers of Youth ASB were at their highest in October
- Compared to the previous year, there has been a reduction in ASB in Allerdale, Carlisle and South Lakeland; and an increase in Barrow, Copeland and Eden
- Carlisle district had the highest number of offences, equating to 28% of the total number, however Barrow had the greatest rate per 1,000 population
- Eden district had the lowest number of offences, equating to 6% of the total number
- The wards with the highest number of ASB incidents in each of the districts are:
Allerdale: St. Michael's, St. John's and Wigton;
Barrow: Central, Hindpool and Ormsgill
Carlisle: Castle, Currock and Upperby
Copeland: Harbour; Hensingham, Egremont South
Eden: Penrith West, Penrith South, Penrith North
South Lakeland: Kendal Fell, Kendal Mintsfeet, Ulverston Town
 The wards with the highest number of incidents involving young people are:
Allerdale: St Michael's, Moss Bay, Wigton
Barrow: Central, Hindpool, Risedale
Carlisle: Castle, Upperby, Belle Vue
Copeland: Egremont South, Hensingham, Harbour
Eden: Penrith South, Penrith West, Penrith East/Appleby
South Lakeland: Kendal Fell, Kendal Kirkland, Kendal Mintsfeet
- **The most prevalent category is 'nuisance' behaviour accounting for 75.7% of all ASB**
- In Cumbria, most offenders and victims are male and aged 18-30years

Conclusions

Anti-Social Behaviour and incidents involving young people have fallen year on year in Cumbria and in all of the districts over 3 years.

Data

Table 1: Anti-Social Behaviour incidents in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	32,932	26,062	25,772	-1.1	51.6
Allerdale	6,016	4,685	4,468	-4.6	46.4
Barrow	6,604	5,159	5,241	1.6	76.6
Carlisle	9,020	7,191	7,100	-1.3	65.7
Copeland	4,770	3,546	3,883	9.5	55.2
Eden	2,195	1,656	1,669	0.8	31.7
South Lakeland	4,334	3,825	3,411	-10.8	33.0

Table 2: ASB incidents involving young people in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	10,405	7,544	6,287	-16.7	12.6
Allerdale	2,043	1,547	1,224	-20.9	12.7
Barrow	2,221	1,526	1,314	-13.9	19.2
Carlisle	2,788	1,831	1,512	-17.4	14.0
Copeland	1,597	1,015	1,090	7.4	15.5
Eden	476	381	321	-15.7	6.1
South Lakeland	1,280	1,244	826	-33.6	8.0

DRAFT

Total Crime

This section looks the total of All Crime. The source of this information is Cumbria Constabulary. The aim of the Constabulary is to reduce the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were a total of 23,225 crimes recorded in Cumbria, a 10.7% reduction from the previous year
- Numbers were at their highest in July and December
- Compared to the previous year there has been a reduction in crime in all districts with the exception of Barrow where crime has increased by 3.0%
- Carlisle district had the highest number and rate of offences per 1,000 population
- Eden district had the lowest number and rate of offences
- The wards with the highest number of crimes in each of the districts are:
Allerdale: St. Michael's, St. John's and Moss Bay;
Barrow: Central, Hindpool, Ormsgill
Carlisle: Castle, Currock, Upperby
Copeland: Harbour, Egremont South, Hensingham
Eden: Penrith West, Penrith South, Kirkby Stephen
South Lakeland: Kendal Fell, Kendal Mintsfeet, Windermere Bowness South
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are female and aged 18-30years

Conclusion

Numbers of crimes have fallen in Cumbria year on year. In the last year numbers have fallen in all districts with the exception of Barrow where numbers have increased. Despite fluctuations, total numbers of crime have fallen in all districts over the last 3 years.

Data

Table 1: All crime offences in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	26,966	25,996	23,225	-10.7	52.1
Allerdale	5,034	5,166	4,423	-14.4	53.6
Barrow	4,667	4,057	4,180	3.0	59.3
Carlisle	7,496	7,463	6,487	-13.1	69.1
Copeland	3,581	3,222	2,902	-9.9	45.8
Eden	1,974	1,926	1,691	-12.2	36.5
South Lakeland	4,214	4,162	3,540	-14.9	40.2

Burglary Dwelling

This section looks at data in relation to Burglary Dwelling offences. The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain or decrease the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were 641 crimes in Cumbria, a -3.5% decrease from the previous year
- Numbers of crimes fell in Barrow, Copeland and Eden; numbers increased in Allerdale, Carlisle and South Lakeland
- The greatest number of crimes took place in October (73)
- Barrow had the highest rate of offences per 1,000 population, Eden had the lowest rate
- The wards with the highest number of crimes in each of the districts are:
Allerdale: Ellen, St. Michael's, Moss Bay
Barrow: Central, Barrow Island, Hindpool
Carlisle: Botcherby, St. Aidans, Castle
Copeland: Harbour, Mirehouse, Hensingham
Eden: Hesketh, Kirkby Stephen, Kirkby Thore
South Lakeland: Windermere Bowness South, Kendal Highgate, Ulverston East
- The burglary dwelling crime rate in Cumbria is below the average and is the lowest of its Most Similar Groups (out of 8 forces)
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are male and aged over 60years

Conclusions

In Cumbria numbers of offences have fallen in the last year and over a 3 year period. Despite the overall fall, numbers have increased in Allerdale, Carlisle and South Lakeland.

Data

Table 1: Burglary Dwelling offences in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	661	664	641	-3.5	1.3
Allerdale	127	139	146	5.0	1.5
Barrow	150	122	120	-1.6	1.8
Carlisle	159	182	186	2.2	1.7
Copeland	84	87	54	-37.9	0.8
Eden	49	42	35	-16.7	0.7
South Lakeland	92	92	100	8.7	1.0

District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – below the average, ranked 5 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 1

Carlisle – below the average, ranked 4

Copeland – below the average, ranked 1

Eden – below the average, ranked 1

South Lakeland – below the average, ranked 2

Burglary Other (non domestic)

The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain or reduce the number of Burglary offences.

Headlines/Key findings

- Throughout 2012-13 there were 1,514 crimes in Cumbria, a 7.8% increase compared to the previous year
- Compared to the previous year, numbers of crimes increased in all districts with the exception of Allerdale and Copeland where they fell
- Carlisle has the highest rate of offences per 1,000 population, Copeland has the lowest rate
- The wards with the highest number of crimes in each of the districts are:
Allerdale: Moss Bay, St Michael's, Harrington
Barrow: Central, Hindpool, Walney South
Carlisle: Harraby, Castle, Upperby
Copeland: Egremont South, Frizington, Harbour
Eden: Penrith West, Hesketh, Kirkby Stephen
South Lakeland: Windermere Bowness South, Kirkby Lonsdale, Kendal Mintsfeet
- The crime rate in Cumbria is below the average and is the second lowest of its Most Similar Groups
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are male and aged 41-50years

Conclusions

In Cumbria numbers of offences have increased in the past year and over a 3 year period. In the past year numbers have increased in Barrow, Carlisle, Eden and South Lakeland. In Allerdale and Copeland numbers have fallen in the past year.

Data

Table 1: Burglary Other in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	1,429	1,405	1,514	7.8	3.0
Allerdale	287	336	283	-15.8	2.9
Barrow	180	180	221	22.8	3.2
Carlisle	348	377	436	15.6	4.0
Copeland	162	150	127	-15.3	1.8
Eden	194	131	134	2.3	2.5
South Lakeland	258	231	313	35.5	3.0

District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – below the average, ranked 6 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 1

Carlisle – below the average, ranked 8

Copeland – below the average, ranked 1

Eden – below the average, ranked 1

South Lakeland – below the average, ranked 6

Criminal Damage

The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain or reduce the number of Criminal Damage offences.

Headlines/Key findings

- Throughout 2012-13 there were 5,315 offences in Cumbria, a 15.6% increase from the previous year
- Compared to the previous year, numbers of offences have increased in all districts with the exception of Barrow where they have fallen
- Barrow had the highest rate of offences per 1,000 population, Eden had the lowest
- The wards with the highest number of crimes in each of the districts are:
Allerdale: St. Michael's, St. John's, Moss Bay,
Barrow: Central, Hindpool, Parkside
Carlisle: Castle, Currock, Upperby
Copeland: Harbour, Hensingham, Mirehouse
Eden: Penrith West, Penrith South, Kirkby Stephen
South Lakeland: Kendal Fell, Kendal Kirkland, Kendal Mintsfeet
- The crime rate in Cumbria is above the average and is ranked 6th highest of its Most Similar Groups (out of 8 Forces)
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are female aged 18-30years

Conclusions

In Cumbria, numbers of offences have been falling year on year. In the past year numbers have fallen in all districts with the exception of Barrow where they have increased. Despite this, over a 3 year period numbers of offences have fallen in all districts.

Data

Table 1: Criminal Damage in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	6,912	6,298	5,315	-15.6	10.6
Allerdale	1,340	1,324	1,110	-16.2	11.5
Barrow	1,308	958	994	3.8	14.5
Carlisle	1,660	1,588	1,250	-21.3	11.6
Copeland	1,149	914	858	-6.1	12.2
Eden	359	388	305	-21.4	5.8
South Lakeland	1,096	1,126	798	-29.1	7.7

District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – above the average, ranked 12 (out of 15; 1 being the best, 15 being the worst)

Barrow – above the average, ranked 13

Carlisle – above the average, ranked 10

Copeland – above the average, ranked 14

Eden – below the average, ranked 4

South Lakeland – above the average, ranked 9

Drug Crime

This section looks at data in relation to Drug Crime, including possession and trafficking. The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to increase the number of drug offences and therefore reduce the number of drugs in circulation.

Headlines/Key findings

- Throughout 2012-13 there were 1,533 drug offences in Cumbria, a 15.5% decrease from the previous year
- In Cumbria drug possession was down by 16.8%; and drug trafficking was down by 7.3%
- Numbers were down in all districts with the exception of Barrow where numbers increased
- Carlisle had the highest rate of offences per 1,000 population, South Lakeland had the lowest
- The wards with the highest number of crimes in each of the districts are:
Allerdale: St. Michael's, Moss Bay, St. John's
Barrow: Central, Hindpool, Ormsgill
Carlisle: Castle, Currock, Harraby
Copeland: Harbour, Sandwith, Hensingham
Eden: Askham, Penrith West, Penrith South
South Lakeland: Kendal Fell, Windermere Bowness South, Kendal Far Cross
- The crime rate in Cumbria is above the average and is the second highest of its Most Similar Groups (out of 8 Forces). Allerdale, Carlisle, and Eden are above average.
- In Cumbria, most offenders are male and aged between 18-30years

Conclusion

In Cumbria numbers of offences have fallen in the past year and over a 3 year period. In the past year numbers of offences have fallen in all districts with the exception of Barrow where they have increased. Allerdale experienced the greatest fall in offences by 34.7%.

Data

Table 1: Drug Crime in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	1,809	1,815	1,533	-15.5	3.1
Allerdale	371	487	318	-34.7	3.3
Barrow	188	187	206	10.2	3.0
Carlisle	474	477	468	-1.9	4.3
Copeland	206	241	209	-13.3	3.0
Eden	245	204	149	-27.0	2.8
South Lakeland	325	219	183	-16.4	1.8

Table 2: Drug Crime in Cumbria for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	11	9	4	-55.6
Drugs (possession)	1,495	1,532	1,275	-16.8
Drugs (trafficking)	303	274	254	-7.3
All drug offences	1,809	1,815	1,533	-15.5

Table 3: Drug Crime in Allerdale for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	3	5	1	-80.0
Drugs (possession)	324	389	273	-29.8
Drugs (trafficking)	44	93	44	-52.7
All drug offences	371	487	318	-34.7

Table 4: Drug Crime in Barrow for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	2	1	1	0.0
Drugs (possession)	148	149	168	12.8
Drugs (trafficking)	38	37	37	0.0
All drug offences	188	187	206	10.2

Table 5: Drug Crime in Carlisle for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	4	1	1	0.0
Drugs (possession)	409	416	401	-3.6
Drugs (trafficking)	61	60	66	10.0
All drug offences	474	477	468	-1.9

Table 6: Drug Crime in Copeland for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	1	0	1	100.0
Drugs (possession)	178	219	169	-22.8
Drugs (trafficking)	27	22	39	77.3
All drug offences	206	241	209	-13.3

Table 7: Drug Crime in Eden for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	0	0	0	0.0
Drugs (possession)	214	175	118	-32.6
Drugs (trafficking)	31	29	31	6.9
All drug offences	245	204	149	-27.0

Table 8: Drug Crime in South Lakeland for the last 3 financial years

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	1	2	0	-100.0
Drugs (possession)	222	184	146	-20.7
Drugs (trafficking)	102	33	37	12.1
All drug offences	325	219	183	-16.4

District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – above the average, ranked 14 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 8

Carlisle – above the average, ranked 13

Copeland – below the average, ranked 9

Eden – above the average, ranked 12

South Lakeland – below the average, ranked 2

Offences Against the Person (Violence)

This section looks at data in relation to Offences Against the Person. The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain/decrease the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were a total of 5,461 offences in Cumbria, a 13% decrease from the previous year; and a total of 2,105 Alcohol Related offences, a 17.5% decrease from the previous year
- Numbers of offences have fallen in all districts
- Barrow had the highest rate of offences per 1,000 population at 16.8, Eden had the lowest rate at 6.0
- The wards with the highest number of crimes in each of the districts are:
Allerdale: St. John's, St. Michael's, Moss Bay
Barrow: Central, Hindpool, Risedale
Carlisle: Castle, Currock, Botcherby
Copeland: Harbour, Cleator Moor North, Sandwith
Eden: Penrith West, Penrith South, Penrith North
South Lakeland: Kendal Fell, Ulverston Town, Windermere Bowness South
- The crime rate in Cumbria is below the average and is ranked 4th out of its Most Similar Groups (out of 8 Forces)
- Numbers of offences were highest in December
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are female and aged 18-30years

Conclusion

In Cumbria and districts numbers of offences have fallen in the past year and over a 3 year period.

Data

Table 1: Offences Against the Person in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	6,277	6,279	5,461	-13.0	10.9
Allerdale	1,088	1,117	998	-10.7	10.4
Barrow	1,159	1,223	1,147	-6.2	16.8
Carlisle	1,917	1,869	1,480	-20.8	13.7
Copeland	928	814	791	-2.8	11.3
Eden	379	402	317	-21.1	6.0
South Lakeland	806	854	727	-14.9	7.0

Alcohol Related Data

This includes all offences against the person where an interest marker was added by the officer stating that the offender was under the influence of alcohol.

Table 2: Alcohol Related Offences Against the Person in Cumbria and districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	2,020	2,550	2,105	-17.5	4.2
Allerdale	311	391	363	-7.2	3.8
Barrow	416	606	446	-26.4	6.5
Carlisle	627	697	534	-23.4	4.9
Copeland	309	354	313	-11.6	4.5
Eden	108	145	123	-15.2	2.3
South Lakeland	249	357	327	-8.4	3.2

District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – below the average, ranked 7 (out of 15; 1 being the best, 15 being the worst)

Barrow – above the average, ranked 11

Carlisle – below the average, ranked 7

Copeland – above the average, ranked 8

Eden – below the average, ranked 1

South Lakeland – below the average, ranked 4

Theft from a Motor Vehicle

This section looks at data in relation to Theft from a Motor Vehicle (TFMV). The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to decrease the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were a total of 1,135 offences in Cumbria, a 7.3% increase from the previous year
- Compared to the previous year, numbers of offences have fallen in Allerdale, Copeland and South Lakeland; numbers have increased in Barrow, Carlisle, and Eden
- Barrow had the greatest increase of 65.3%
- Carlisle had the greatest rate of offences per 1,000 population, Copeland had the lowest
- Numbers were highest in October
- The wards with the highest number of crimes in each of the districts are:
Allerdale: Ellenborough, St. Michael's, Ewanrigg
Barrow: Hindpool, Central, Parkside
Carlisle: Belah, Currock, Denton Holme
Copeland: Harbour, Sandwith, Arlecdon
Eden: Penrith West, Askham, Appleby
South Lakeland: Lakes Grasmere, Lakes Ambleside, Kendal Mintsfeet
- The 'vehicle offences' crime rate in Cumbria is below the average of its Most Similar Groups, and ranks 1st (lowest) out of 8 Forces
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are male and aged 41-50years

Conclusion

In Cumbria numbers of offences have increased in the last year (and over a 3 year period); numbers have increased in Barrow, Carlisle, Copeland and Eden; numbers have fallen in Allerdale, Copeland and South Lakeland.

Data

Table 1: TFMV in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	1,098	1,058	1,135	7.3	2.3
Allerdale	276	263	257	-2.3	2.7
Barrow	187	98	162	65.3	2.4
Carlisle	221	272	317	16.5	2.9
Copeland	105	110	85	-22.7	1.2
Eden	78	102	117	14.7	2.2
South Lakeland	231	213	197	-7.5	1.9

District results against Most Similar Groups (each district has its own MSGs):

Allerdale – below the average, ranked 6 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 1

Carlisle – below the average, ranked 6

Copeland – below the average, ranked 1

Eden – below the average, ranked 6

South Lakeland – below the average, ranked 2

Theft of a Motor Vehicle (Vehicle taking)

This section looks at data in relation to Theft of a Motor Vehicle (TOMV). The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain/decrease the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were a total of 350 offences in Cumbria, a 4.9 % decrease from the previous year
- Compared to the previous year, numbers of offences have fallen in all districts with the exception of Barrow and Eden where they have increased
- Barrow had the greatest rate of offences per 1,000 population, South Lakeland had the lowest
- The wards with the highest number of crimes in each of the districts are:
Allerdale: Moss Bay, Moorclose, Silloth
Barrow: Central, Hindpool, Risedale
Carlisle: Upperby, Denton Holme, Castle
Copeland: Distington, Cleator Moor South, Mirehouse
Eden: Hesketh, Penrith West, Dacre
South Lakeland: Kendal Mintsfeet, Kendal Fell, Windermere Bowness South
- The 'vehicle offences' crime rate in Cumbria is below the average of its Most Similar Groups, and is the lowest out of 8 Forces. All districts are below the average of their Most Similar Groups
- In Cumbria, most offenders and victims are male and aged between 18-30years

Conclusions

In Cumbria numbers of offences have decreased year on year. Numbers of offences fell in all districts with the exception of Barrow and Eden where they increased. The greatest increase has been in Barrow.

Data

Table 1: TOMV in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	465	368	350	-4.9	0.7
Allerdale	88	73	57	-21.9	0.6
Barrow	74	38	71	86.8	1.0
Carlisle	145	130	100	-23.1	0.9
Copeland	63	44	34	-22.7	0.5
Eden	40	34	42	23.5	0.8
South Lakeland	55	49	46	-6.1	0.4

Business Crime

This section looks at data in relation to Business Crime. **This includes all crimes where the victim was entered by the officer as a business rather than an individual.** The source of this information is Cumbria Constabulary. The aim of the Constabulary is to decrease the number of offences.

Headlines/Key findings

- Throughout 2012-13 there were a total of 4,429 offences in Cumbria, a 12.2% decrease from the previous year
- Compared to the previous year numbers of offences have fallen in Cumbria and in all districts, with the exception of Eden where numbers have increased
- Carlisle had the greatest rate of offences per 1,000 population, Eden had the lowest
- The wards with the highest number of crimes in each of the districts are:

Allerdale: St. Michael's, St. John's, Moss Bay

Barrow: Central, Hindpool, Parkside

Carlisle: Castle, Currock, Denton Holme

Copeland: Harbour, Frizington, Egremont South

Eden: Penrith West, Penrith South, Kirkby Stephen

South Lakeland: Kendal Fell, Kendal Mintsfeet, Lakes Ambleside

Conclusion

In Cumbria numbers of offences have decreased year on year. Numbers have fallen in all districts in the last year with the exception of Eden where they have increased.

Data

Please note that all instances of Burglary Dwelling are where a business owns the dwelling that has been targeted.

Table 1: Business Crime in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	5,264	5,047	4,429	-12.2	8.9
Allerdale	1,059	1,152	807	-29.9	8.4
Barrow	758	644	640	-0.6	9.4
Carlisle	1,754	1,605	1608	0.2	14.9
Copeland	662	591	411	-30.5	5.8
Eden	287	266	295	10.9	5.6
South Lakeland	744	789	668	-15.3	6.5

Table 2: Numbers of Business Crimes, by offence type, in Cumbria for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	23	23	26	13.0
Burglary other	454	385	401	4.2
Criminal Damage	1,466	1,197	1020	-14.8
Fraud & Forgery	209	238	177	-25.6
Offences Against the Person	3	4	5	25.0
Robbery	6	2	1	-50.0
Theft	2,894	3,001	2625	-12.5
Theft from a Motor Vehicle	184	176	163	-7.4
Theft of a Motor Vehicle	25	21	11	-47.6
Total	5,264	5,047	4,429	-12.2

Table 3: Numbers of Business Crimes, by offence type, in Allerdale for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	5	2	7	250.0
Burglary other	124	130	89	-31.5
Criminal Damage	303	288	219	-24.0
Fraud & Forgery	22	35	16	-54.3
Offences Against the Person	0	0	0	0
Robbery	4	1	0	-100.0
Theft	519	634	444	-30.0
Theft from a Motor Vehicle	72	57	31	-45.6
Theft of a Motor Vehicle	10	5	1	-80.0
Total	1,059	1,152	807	-29.9

Table 4: Numbers of Business Crimes, by offence type, in Barrow for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	2	5	5	0.0
Burglary other	39	42	43	2.4
Criminal Damage	222	151	168	11.3
Fraud & Forgery	16	24	18	-25.0
Offences Against the Person	1	0	3	100.0+
Robbery	0	0	0	0
Theft	464	415	395	-4.8
Theft from a Motor Vehicle	12	4	8	100.0
Theft of a Motor Vehicle	2	3	0	-100.0
Total	758	644	640	-0.6

Table 5: Numbers of Business Crimes, by offence type, in Carlisle for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	12	12	7	-41.7
Burglary other	116	65	90	38.5
Criminal Damage	413	321	280	-12.8
Fraud & Forgery	80	85	88	3.5
Offences Against the Person	2	3	1	-66.7
Robbery	1	1	0	-100.0
Theft	1,081	1,057	1075	1.7
Theft from a Motor Vehicle	43	57	63	10.5
Theft of a Motor Vehicle	6	4	4	0.0
Total	1,754	1,605	1608	0.2

Table 6: Numbers of Business Crimes, by offence type, in Copeland for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	2	2	3	50.0
Burglary other	65	53	44	-17.0
Criminal Damage	263	163	111	-31.9
Fraud & Forgery	17	21	15	-28.6
Offences Against the Person	0	0	0	0
Robbery	0	0	0	0
Theft	302	329	227	-31.0
Theft from a Motor Vehicle	11	19	10	-47.4
Theft of a Motor Vehicle	2	4	1	-75.0
Total	662	591	411	-30.5

Table 7: Numbers of Business Crimes, by offence type, in Eden for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	0	1	1	0.0
Burglary other	47	27	45	66.7
Criminal Damage	67	70	66	-5.7
Fraud & Forgery	20	28	15	-46.4
Offences Against the Person	0	1	0	-100.0
Robbery	1	0	0	0
Theft	132	117	143	22.2
Theft from a Motor Vehicle	16	19	22	15.8
Theft of a Motor Vehicle	4	3	3	0.0
Total	287	266	295	10.9

Table 8: Numbers of Business Crimes, by offence type, in South Lakeland for the last 3 financial years

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	2	1	3	200.0
Burglary other	63	68	90	32.4
Criminal Damage	198	204	176	-13.7
Fraud & Forgery	54	45	25	-44.4
Offences Against the Person	0	0	1	100.0
Robbery	0	0	1	100.0
Theft	396	449	341	-24.1
Theft from a Motor Vehicle	30	20	29	45.0
Theft of a Motor Vehicle	1	2	2	0.0
Total	744	789	668	-15.3

Hate Crime

This section looks at data in relation to Hate Crime, crimes which have been given a hate crime interest marker by Police Officers. This includes all crimes where an interest marker was added by the officer stating that the crime was either Racially, Religiously, Sexual Orientation, Disability or Transgender motivated. The source of this information is Cumbria Constabulary. *The aim of the constabulary is to increase the reporting of hate incidents and crimes*

Headlines/Key findings

- Throughout 2012-13 there were a total of 209 offences in Cumbria, a 22% fall from the previous year
- Compared to the previous year, numbers of offences have fallen in all districts, with the exception of Copeland where they have increased
- Barrow had the greatest rate of offences per 1,000 population, Eden had the lowest
- Race hate crime contributes to the majority of all hate crime (68.9% of the total), followed by sexual orientation (19.4% of the total)
- At ward levels numbers of crimes are relatively low, however, wards with the highest number of crimes in each of the districts are:

Allerdale: St. John's, Christchurch, Moss Bay

Barrow: Central, Hindpool, Hawcoat

Carlisle: Castle, Currock, Dalston

Copeland: Harbour, Hensingham, Cleator Moor North

Eden: Penrith West, Penrith South, Penrith East

South Lakeland: Kendal Fell, Kendal Stricklandgate, Windermere Applethwaite

Conclusions

In the last year numbers of crimes have fallen in Cumbria; this is true for all districts with the exception of Copeland where numbers have increased. Carlisle district had the greatest fall in the number of offences.

Data

Table 1: Total Hate Crime in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	234	269	209	-22.0	0.4
Allerdale	32	36	30	-14.3	0.3
Barrow	50	47	47	0.0	0.7
Carlisle	86	100	54	-46.0	0.5
Copeland	23	18	31	72.2	0.4
Eden	8	16	12	-25.0	0.2
South Lakeland	35	52	35	-32.7	0.3

Table 2: Hate Crime Type in Cumbria for the last 3 financial years

Offence type	2010-11	2011-12	2012-13
Disability	13	16	20
Orientation	39	43	40
Racist	172	194	142
Religious	5	9	15
Transgender	5	7	6
All Hate (TOTAL)	234	269	206

Domestic Violence and Sexual Offences

This section looks at data in relation to Domestic Violence incidents (all incidents recorded on the Force domestic abuse system). The source of this information is Cumbria Constabulary. Regional data has also been drawn from the British Crime Survey. The aim of the Constabulary and the wider Domestic Violence Partnership is to reduce the number of repeat incidents and repeats to MARAC, to increase the number of first time reports/ incidents and to reduce the number of repeat perpetrators.

Headlines/Key findings

- Throughout 2012-13 there were 6,524 **domestic violence** incidents in Cumbria, a 1.6% increase from the previous year; there were 354 **sexual offences** in the county, a 12.4% decrease from the previous year
- Compared to the previous year, numbers of **domestic violence** incidents have increased in all districts with the exception of Carlisle and Eden where they have fallen; numbers of **sexual offences** have fallen in all districts with the exception of Allerdale and South Lakeland where they have increased
- Barrow district had the highest number and rate of **domestic violence** incidents per 1,000 population, while Eden had the lowest; Carlisle district had the highest number and rate of **sexual offences**, Copeland and Eden had the lowest rate
- Barrow had the greatest 'repeat victim rate' at 47.7%, while South Lakeland had the lowest at 32.8%
- Repeat victim rates have increased in Barrow, Carlisle and Copeland; rates have fallen in Allerdale, Eden and South Lakeland

- The wards with the highest number of **domestic violence** incidents in each of the districts are:
 - **Allerdale:** Moss Bay, St Michaels, Moorclose;
 - **Barrow:** Central, Hindpool, Ormsgill;
 - **Carlisle:** Castle, Currock, Botcherby
 - **Copeland:** Mirehouse, Harbour, Sandwith
 - **Eden:** Penrith South, Penrith West, Penrith North
 - **South Lakeland:** Kendal Kirkland, Kendal Fell, Kendal Underley

- The wards with the highest number of **sexual offences** in each of the districts are:
 - **Allerdale:** Moss Bay, Seaton, St. John's
 - **Barrow:** Hindpool, Walney South, Barrow Island
 - **Carlisle:** Castle, Currock, Harraby
 - **Copeland:** Egremont South, Harbour, Bootle
 - **Eden:** Kirkby Stephen, Kirkby Thore, Crosby Ravensworth
 - **South Lakeland:** Kendal Castle, Kendal Fell, Lakes Ambleside
- Offenders of **sexual offences** are typically male and aged 18-30years; victims are female and aged 0-17years

- There were 697 cases of those accessing Cumbria's Independent Domestic Violence Advisors (IDVA) Services, equating to an annual caseload of 70 cases per FTE; an increase of 295 cases compared to the previous year. Of those, 92% were female; 95% were White British or Irish; 97% were heterosexual; and 36% are aged 21 – 30 years. 59% of clients have children; 36% of clients are 'high risk'; 64% experience physical abuse; 75% experience jealous and controlling behaviour; 13% experience sexual abuse; and 57% experience harassment and stalking; 3% are misusing drugs; 10% are misusing alcohol; 28% have mental health issues

Conclusions

Compared to the previous year, numbers of **domestic violence** incidents have increased in Cumbria. Numbers of incidents have increased in all districts with the exception of Carlisle and Eden where they have fallen. Numbers have increased over a 3 year period in the county. Repeat victim rates are increasing. Numbers of **sexual violence** incidents have fallen in the last year in all districts with the exception of Allerdale and South Lakeland where they have increased; over a 3 year period numbers have fallen in the county, but have increased in Allerdale, Carlisle and South Lakeland.

DRAFT

Data . Table 1: Levels of Violence Against Women and Girls in Cumbria

Do you know how many women and girls are victims of violence in your area?	
Based on regional data from the British Crime Survey, the estimate for an area this size would be that:	
Women and girls aged 16-59 have been a victim of domestic abuse in the past year	15,247 (margin of error +/- 3,528)
Women and girls aged 16-59 have been a victim of a sexual assault in the past year	5,249 (margin of error +/- 2,999)
Women and girls aged 16-59 have been a victim of stalking in the past year	29,068 (margin of error +/- 4,546)

(These figures are estimates based on the population size specified for Cumbria and the BCS prevalence rate for the North West region. They are only indicative of the level of VAWG, and should serve as one of several sources on which to assess the need for VAWG services in the area).

**Table 2: Domestic Violence Incidents in Cumbria for the last 3 financial years.
(DV Repeats - all domestic abuse incidents where the victim was a victim in the 12 months prior to the incident)**

Force	2010-11	2011-12	2012-13	change in the last year
Incidents	6,455	6,424	6,524	1.6%
Repeat incidents	2812	2840	2,920	2.8%
Repeat Victim Rate	43.6	44.2	44.8	0.6

Table 3: Domestic Violence Incidents in Allerdale for the last 3 financial years

Allerdale	2010-11	2011-12	2012-13	change in the last year
Incidents	1,305	1,398	1,511	8.1%
Repeat incidents	571	682	714	4.7%
Repeat Victim Rate	43.8	48.8	47.3	-1.5

Table 4: Domestic Violence Incidents in Barrow for the last 3 financial years

Barrow	2010-11	2011-12	2012-13	change in the last year
Incidents	1,376	1,224	1,292	5.6%
Repeat incidents	650	544	616	13.2%
Repeat Victim Rate	47.2	44.4	47.7	3.3

Table 5: Domestic Violence Incidents in Carlisle for the last 3 financial years

Carlisle	2010-11	2011-12	2012-13	change in the last year
Incidents	1,493	1,619	1,477	-8.8%
Repeat incidents	633	705	687	-2.6%
Repeat Victim Rate	42.4	43.6	46.5	2.9

Table 6: Domestic Violence Incidents in Copeland for the last 3 financial years

Copeland	2010-11	2011-12	2012-13	change in the last year
Incidents	1,205	1,122	1,171	4.4%
Repeat incidents	571	513	550	7.2%
Repeat Victim Rate	47.4	45.7	47.0	1.3

Table 7: Domestic Violence Incidents in Eden for the last 3 financial years

Eden	2010-11	2011-12	2012-13	change in the last year
Incidents	249	270	264	-2.2%
Repeat incidents	71	100	88	-12.0%
Repeat Victim Rate	28.5	37.0	33.3	-3.7

Table 8: Domestic Violence Incidents in South Lakeland for the last 3 financial years

South Lakeland	2010-11	2011-12	2012-13	change in the last year
Incidents	827	791	809	2.3%
Repeat incidents	316	296	265	-10.5%
Repeat Victim Rate	38.2	37.4	32.8	-4.6

Table 9: Sexual Offences in Cumbria and Districts for the last 3 financial years

	2010-11	2011-12	2012-13	% change in the last year
Cumbria	383	404	354	-12.4
Allerdale	69	58	70	20.7
Barrow	72	60	48	-20.0
Carlisle	89	124	91	-26.6
Copeland	59	54	41	-24.1
Eden	34	49	29	-40.8
South Lakeland	60	59	75	27.1

Table 10: Cumbria Integrated, IDVA Service, Coordinated Action Against Domestic Abuse (CAADA) Insights Service Report, 12 months to July 2013

Cumbria	12 months to July 2013
Intake forms (number of cases opened)	697
Annual caseload per FTE	70
Exit forms (number of cases leaving the service)	667
Criminal & Civil Justice forms	358
Repeat clients	21%
Gender of clients: Female	92%
Gender of clients: Male	8%
Ethnic origin of clients: White British or Irish	95%
Clients with children	59%
Social Services involvement	23%
Police primary referral route	62%
Age: <18years	2%
Age: 18-20years	6%
Age: 21-30years	36%
Age: 31-40years	26%
Age: 41-50years	18%
Age: 51-60years	7%
Age: 61+years	4%
Proportion of clients with a financial problem	25%
Proportion of clients with mental health issues	28%
Proportion of clients attempting or threatening suicide	13%
Proportion of clients self-harming	11%
Proportion of clients misusing drugs	3%
Proportion of clients misusing alcohol	10%
Average length of abusive relationship	2 years
Proportion of clients 'high risk'	36%
Proportion of clients experiencing physical abuse	64%
Proportion of clients experiencing jealous and controlling behaviour	75%
Proportion of clients experiencing sexual abuse	13%
Proportion of clients experiencing harassment and stalking	57%

Offender and Re-offending data

This section looks at data in relation to Adult Offending and Re-offending. The source of the Offending information is the Cumbria Probation Trust; and the source of the Re-offending data is the Ministry of Justice. The aim of the Probation Trust is to protect the public and to reduce reoffending.

To note: Local Delivery Units (LDU); North & West LDU: Carlisle, Penrith and West Cumbria Probation Offices; South LDU: Barrow and Kendal Probation Offices.

The order/licence/custody categories are: Community Orders: sentences of the court which are managed in the community. Licences: adults custodial sentences of 12 months or more which are then subject to supervision in the community upon release from custody; youths: releases from Young Offenders Institutions. Custody: adult sentences of 12 months or more and sentences to Young Offenders Institutions, who are in custody.

Headlines/Key findings

- In March 2013 there were a total of 1,919 registered Offenders
- Compared to the previous year the number of cases fell by 32 from 1951 to 1,919
- Re-offending rates in Cumbria have fallen over the last year and over a 3 year period
- Over the 3 year period 'actual' rates of reoffending have been below the 'predicted' rates
- In Cumbria 87.5% of offenders are male
- Almost half of offenders (40.2%) are aged between 20-29 years
- 96.8% of offenders are of white origin
- There is a greater proportion of Offenders in the North & West LDU (65.5%) than the South (34.5%), however, the population is much greater in the North & West
- Violence accounts for the greatest proportion of the total offences in Cumbria (26.3%)
- Thefts account for 12.5%
- Drugs account for 9.2%
- 21.6% of offenders show evidence of domestic abuse
- 20.4% of offenders have parental responsibility

Data

Table 1: Profile of Offender Caseload at 31st March 2013, Cumbria Probation Trust

Gender:	North & West LDU			South LDU			Cumbria Probation Trust		
	Community Order	Licence	Custody	Community Order	Licence	Custody	Community Order	Licence	Custody
Female	122	20	14	65	5	14	187	25	28
Male	563	219	318	325	105	149	888	324	467
Total	685	239	332	390	110	163	1075	349	495

Age:	North & West LDU			South LDU			Cumbria Probation Trust		
	Community Order	Licence	Custody	Community Order	Licence	Custody	Community Order	Licence	Custody
18-19yrs	22	1	7	12	1	5	34	2	12
20-29yrs	311	83	91	168	46	48	479	129	139
30-39yrs	181	74	109	102	27	48	283	101	157
40-49yrs	105	44	64	67	20	36	172	64	100
50-59yrs	47	27	37	31	14	14	78	41	51
60-69yrs	19	7	18	8	2	8	27	9	26
70-80yrs	0	3	6	2	0	4	2	3	10
Total	685	239	332	390	110	163	1075	290	495

Racial Origin:	North & West LDU			South LDU			Cumbria Probation Trust		
	Community Order	Licence	Custody	Community Order	Licence	Custody	Community Order	Licence	Custody
Asian	2	1	6	1		2	3	1	8
Black	1			1	1	1	2	1	1
Mixed	3	2	3	4	1	2	7	3	5
Other			1	2			2		1
White	674	234	317	369	108	156	1043	342	473
Refused							0	0	0
Not recorded	5	2	5	13		2	18	2	7
Total	685	239	332	390	110	163	1075	349	495

Table 2: Probation commencements by offence type (at Trust and Office level), 2012-2013

	Cumbria	Barrow	Carlisle	Kendal & Penrith	West Cumbria
Violence	555	139	161	80	175
Theft	264	52	111	23	78
Drugs	194	40	53	31	70
Public Order	184	43	75	21	45
Breach	171	32	66	11	62
Motoring	144	22	45	29	48
Burglary	127	24	58	13	32
Criminal Damage	90	16	23	17	34
Other	169	29	66	29	45
Fraud/Forgery	85	15	27	19	24
Sexual	65	13	25	13	14
Theft Vehicle	54	9	24	7	14
Dangerous Driving	8	3	1	3	1
Total	2110	437	735	296	642

Note: Data is combined for Kendal and Penrith, the data is not available for the individual offices)

Table 3: Proportion of probation commencements by offence type, 2012-2013

	Cumbria	Barrow	Carlisle	Kendal & Penrith	West Cumbria
Violence	26.3%	31.8%	21.9%	27.0%	27.3%
Theft	12.5%	11.9%	15.1%	7.8%	12.1%
Drugs	9.2%	9.2%	7.2%	10.5%	10.9%
Public Order	8.7%	9.8%	10.2%	7.1%	7.0%
Breach	8.1%	7.3%	9.0%	3.7%	9.7%
Motoring	6.8%	5.0%	6.1%	9.8%	7.5%
Burglary	6.0%	5.5%	7.9%	4.4%	5.0%
Criminal Damage	4.3%	3.7%	3.1%	5.7%	5.3%
Other	8.0%	6.6%	9.0%	9.8%	7.0%
Fraud/Forgery	4.0%	3.4%	3.7%	6.4%	3.7%
Sexual	3.1%	3.0%	3.4%	4.4%	2.2%
Theft Vehicle	2.6%	2.1%	3.3%	2.4%	2.2%
Dangerous Driving	0.4%	0.7%	0.1%	1.0%	0.2%

Note: Data is combined for Kendal and Penrith, the data is not available for the individual offices)

Table 4: Probation commencements with incidents of domestic violence/partner abuse, 2012-13

	Evidence of Domestic Violence	
	Number	% of all offenders
Cumbria	389	21.6%
Barrow	107	27.0%
Carlisle	139	21.8%
Kendal & Penrith	46	18.0%
West Cumbria	97	18.8%

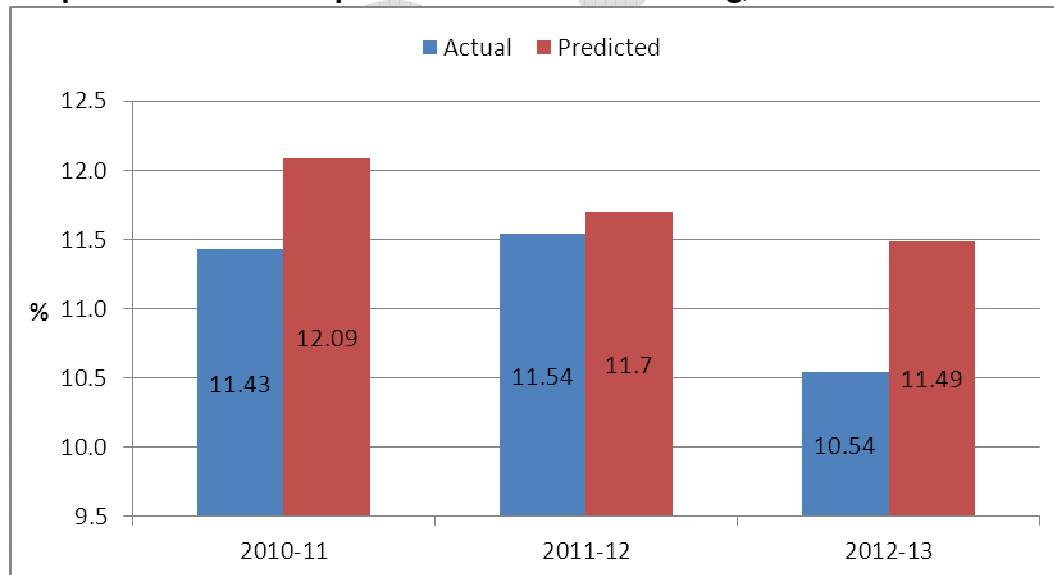
Table 5: Probation commencements with identified evidence of parental responsibility data, 2012-13

	Evidence of parental responsibility	
	Number	% of all offenders
Cumbria	369	20.4%
Barrow	101	25.5%
Carlisle	113	17.8%
Kendal & Penrith	53	20.7%
West Cumbria	102	19.7%

Table 6: Local adult reoffending rates over 3 years, Probation area, Ministry of Justice

Cumbria Probation Trust	2010-11	2011-12	2012-13
Cohort size (combining four quarters of probation caseload data) ¹	5,654	5,426	5,322
Actual rate of reoffending	11.43%	11.54%	10.54%
Predicted rate of reoffending	12.09%	11.70%	11.49%
% difference from baseline ²	-5.50%	-1.42%	-8.25%

Graph I: Actual rates v predicted rates of reoffending, 2009-10 – 2012-13



¹ Note that data will not exactly aggregate from the local authority level to the Probation Trust level, as there are a small (roughly 1%) number of offenders who could not be assigned to a local authority as they have no postcode data. There are also a small (again roughly 1%) number of offenders whose postcode is in a local authority which is not in the probation trust where they are on the caseload.

² Data in bold illustrate that the change in re-offending from the baseline is statistically significant.

Youth Offending

This section looks at data in relation to young offenders (those aged 10-17 years) who enter the youth offending system. The source of the information is Cumbria Youth Offending Service and Ministry of Justice.

Headlines/Key findings

- Throughout 2012-13, there were 442 young offenders, a reduction of 32.3% from the previous year
- 373 young people entered the Youth Justice System for the first time, a fall of 25.4% from the previous year
- A total of 1,548 offences were committed
- 33 young people received a custodial (prison) sentence, a 17.5% reduction from the previous year

Table 1: First Time Entrants, Cumbria Youth Offending Service

	2009-10	2010-11	2011-12	change in the last year
First Time Entrants	684	500	373	-25.4%

Table 2: Overall Youth Crime, Cumbria Youth Offending Service

	2010-11	2011-12	2012-13	change in the last year
Number of Offenders	1,035	653	442	-32.3%
Number of Offences	1,940	1,548		-20.2%

Table 3: Re-offending rates, Cumbria Youth Offending Service, 2010-11

	2009-10	2010-11	Change from baseline
Frequency rate	0.91	0.90	-0.01
Binary rate	34.8%	34.0	-0.8% (% point change)

Table 4: Offence data, Youth Offending Service, Youth Justice Board

	2010-11	2011-12	Change in last year
Total Offences MIS report 2000	1,940	1,548	-20%
Number of Pre-court disposals	600	197	-67%
Number of First-tier disposals	662	571	-14%
Number of Community disposals	130	225	73%
Number of Custody disposals	36	39	8%
Total Disposals	1,428	1,032	-28%

Table 5: Offending population, Youth Justice Board

	2010-11	2011-12	Change in last year
Cumbria	1,035	632	-38.9%

Table 6: Outcomes, Youth Justice Board

	2011-12	2011-12	Change in last year
First Time Entrants	373		-113
Custodial sentences	40	33	-17.5

Cumbria Drug & Alcohol Services (CDAS) data

This section looks at data in relation to drug users who come into contact with the Cumbria Drugs and Alcohol Services (CDAS). The primary source of this information is CDAS. In addition to this we have also used data drawn from the Cumbria Young Persons Alcohol & Tobacco Consumption Survey, Trading Standards

Headlines/Key findings

- Throughout 2012-13, 2,642 substance users came into contact with CDAS (an increase of 149 users from 2,493 in 2011-12)
- In Cumbria 66% of users are male, 34% are female
- Most users are aged between 30-39years
- 98% of users are White British
- 66% of service users are accessing services because of drugs misuse; 34% are accessing services because of alcohol misuse (an increase of alcohol users compared to the previous year)
- **Allerdale:** 486 service users came into contact with CDAS (an increase of 86 users from the previous year). 49% of those use heroin as their main drug; 31% use alcohol. Most users are male and aged between 35-39years.
- **Barrow:** 640 service users came into contact with CDAS (an increase of 81 users from the previous year). 54% of those use heroin as their main drug; 30% use alcohol. Most users are male and aged between 35-39years.
- **Carlisle:** 673 service users came into contact with CDAS (an increase of 89 users from the previous year). 58% of those use heroin as their main drug; 30% use alcohol. Most Users are male and aged between 35-39 years.
- **Copeland:** 327service users came into contact with CDAS (an increase of 85 users from the previous year). 41% of those use heroin as their main drug; 39% use alcohol (an 11% increase from the previous year). Most Users are male and aged between 30-34 years.
- **Eden:** 212 service users came into contact with CDAS (an increase of 40 users from the previous year). 50% (increase) of those use alcohol as their main drug; 33% use heroin. Most users are male and aged between 30-34 years.
- **South Lakeland:** 337 service users came into contact with CDAS (an increase of 78 users from the previous year). 38% use heroin as their main drug; 42% use alcohol (increase). Most users are male and aged between 35-39 years
- 30% of drug users using the service have children; 43% of alcohol users using the service have children

Cumbria Young Persons Alcohol & Tobacco Survey 2013

- The survey of 14-17 years olds was carried out between January and April 2013
- 1,363 completed surveys were received
- Compared to 2011 results, 14-17 year olds are drinking less often or not at all
- Proportions of those claiming they never drink alcohol has increased from 12% in 2011 to 25% in 2013
- Levels of binge drinking have fallen from 19% in 2011 to 9% in 2013
- There has been a fall in the number of 14-17 year olds drinking in pubs/clubs and outside on streets and in parks
- 27% of respondents are aware of drinking dens and/or party houses
- Respondents who drink alcohol mostly obtain it from their parents/guardians/family
- 3% of respondents claim to have fake ID, below the regional average of 7% (the internet is the most common source for fake ID)
- 17% of respondents claim they drink alcohol because there is nothing else to do
- 69% of respondents think that getting drunk is fun
- 54% of respondents think that it is normal to get drunk
- 16% of respondents claim they have been violent whilst drunk
- 36% of respondents are not worried about the long-term health effects

Data

Table 1: Gender of Drug Users who have come into contact with CDAS

	2012-13	
Gender	Number	%
Male	1,753	66.4
Female	889	33.6
Total	2,642	

Table 2: Ethnicity of Drug Users who have come into contact with CDAS

	2012-13	
Ethnicity	Number	%
White British	2,590	98.0%
White Irish	6	0.2%
Other White	29	1.1%
White & Black Caribbean	2	0.1%
White & Black African	1	0.0%
White & Asian	1	0.0%
Other Mixed	0	0.0%
Indian	0	0.0%
Pakistani	0	0.0%
Bangladeshi	1	0.0%
Other Asian	4	0.2%
Caribbean	0	0.0%
African	0	0.0%
Other Black	2	0.1%
Chinese	1	0.0%
Other	5	0.2%
Not Stated	0	0.0%
Missing ethnicity code	0	0.0%

Table 3: Age of Drug & Alcohol Users who came into contact with CDAS

	2012-13	
Age group at mid-point (End September)	Number	%
18-24 years	186	7.0%
25-29 years	326	12.3%
30-34 years	466	17.6%
35-39 years	524	19.8%
40-44 years	404	15.3%
45-49 years	322	12.2%
50-54 years	203	7.7%
55-59 years	108	4.1%
60-64 years	61	2.3%
65+ years	42	1.6%

Table 4: Main and Secondary drugs used by Drug Users who have come into contact with CDAS

	SECOND DRUG																				
MAIN DRUG	Heroin	Methadone	Other Opiates	Benzodiazepines	Amphetamines	Cocaine	Crack	Hallucinogens	Ecstasy	Cannabis	Solvents	Barbiturates	Major Tranquilisers	Anti-depressants	Alcohol	Other Drugs	Poly Drug	Prescription Drugs	Misuse Free	N/A	Total
Heroin		90	34	218	66	14	34		1	57					107	2	3	2	5	666	1,299
Methadone	4		1	13											4					36	58
Other Opiates	5	1		15	5		1			6					9					76	118
Benzodiazepines	3		2							3					6					28	42
Amphetamines	4		1	4		3				5					6					36	59
Cocaine				1	2				1	10					8					13	35
Crack					1	1															2
Hallucinogens			1			1				1					1						4
Ecstasy										1										1	2
Cannabis			1	5	2	4		1	2		1			1	34	1		1		53	106
Solvents										1											1
Barbiturates																					
Major Tranquilisers																					
Anti-depressants															1						1
Other Drugs				1																2	3
Poly Drug																					
Prescription Drugs				1						2										4	7
Misuse free																					
Total	16	91	40	258	76	23	35	1	4	86	1			1	176	3	3	3	5	915	1,737

Alcohol

This section looks at data in relation to Alcohol, alcohol related mortality, hospital admissions, crime, violent crime and binge drinking. The source of the information is from the Local Alcohol Profiles for England (LAPE) produced by the North West Public Health Observatory.

Headlines/Key findings

- In Cumbria the rate of **alcohol specific mortality for males** is below the national and regional average, however, in Barrow and Carlisle it is above the national average. **Alcohol specific mortality for females** is above the national average in Cumbria, Allerdale, Barrow and South Lakeland
- In Cumbria the rate of **under 18s admitted to hospital with alcohol specific conditions** is above national and regional rates. Rates in Allerdale, Barrow and Copeland are also above national and regional rates
- In Cumbria **admission episodes for alcohol-attributable conditions** is above the national average; this is reflected in the rates for Allerdale, Barrow, Carlisle and Copeland
- In Cumbria the rate of those **engaging in binge drinking** is above the national average but below the regional average; this is reflected in all districts with the exception of Barrow
- In Cumbria the rate of **recorded crime attributable to alcohol** is below the national and regional average, however, in Barrow and Carlisle rates are above both national and regional averages
- In Cumbria the rate of **violent crimes attributable to alcohol** is below the national and regional average, however, rates in Barrow and Carlisle are above national and regional rates

Conclusion

Rates of **Alcohol specific mortality for males** have fallen in Cumbria. This is true for Allerdale, Copeland, Eden and South Lakeland, however, rates in Barrow and Carlisle have increased.

Rates of **Alcohol specific mortality for females** have fallen in Cumbria. This is true for Allerdale, Barrow, Carlisle and Copeland. Rates in Eden and South Lakeland have increased.

Rates of **Under 18s admitted to hospital with alcohol specific conditions** are falling in Cumbria. This is true for Allerdale, Barrow, Carlisle, Eden and South Lakeland; in Copeland rates are increasing.

Rates of **Admission episodes for alcohol-attributable conditions** have increased in Cumbria. This is true for Barrow however, rates have increased in all other districts.

Rates of **Crime attributable to alcohol** have fallen in Cumbria, this is true for Carlisle and Copeland. Rates have increased in Allerdale, Barrow, Eden and South Lakeland.

Rates of **Violent crimes attributable to alcohol** in Cumbria have remained the same. Rates have increased in Allerdale, Barrow, Eden and South Lakeland. Rates have fallen in Carlisle and Copeland.

Data

Table 1: Alcohol specific mortality: Males, all ages, DSR per 100,000 population

	2006-2008	2007-2009	2008-2010	Number of deaths 2008-2010
Cumbria	10.87	11.53	11.25	95
Allerdale	10.12	12.72	10.71	17
Barrow	19.11	23.55	27.05	32
Carlisle	12.21	13.99	14.27	24
Copeland	11.63	8.91	8.13	10
Eden	4.66	4.89	2.82	3
South Lakeland	7.76	5.35	4.88	9
North West	18.51	19.01	18.51	1,982
England	13.12	13.06	13.16	10,579

Table 2: Alcohol specific mortality: Females, all ages, DSR per 100,000 population

	2006-2008	2007-2009	2008-2010	Number of deaths 2008-2010
Cumbria	7.66	7.69	6.62	56
Allerdale	9.04	8.67	8.10	14
Barrow	11.54	12.02	8.10	9
Carlisle	9.88	7.93	5.67	9
Copeland	5.96	6.04	3.26	5
Eden	3.98	4.79	5.59	4
South Lakeland	4.87	6.03	7.95	15
North West	9.98	9.93	9.82	1,082
England	6.12	6.12	6.04	5,029

Table 3: Under 18s admitted to hospital with alcohol specific conditions: Persons, crude rate per 100,000 population

	2006/07-2008/09	2007/08-2009/10	2008/09-2010/11	Number of under 18s admitted 2008/09-2010/11
Cumbria	111.71	103.21	96.38	283
Allerdale	156.00	144.90	132.23	75
Barrow-in-Furness	109.55	104.51	103.98	47
Carlisle	107.70	110.41	85.25	52
Copeland	167.90	121.89	136.43	57
Eden	32.87	43.09	40.15	12
South Lakeland	74.48	71.88	67.75	40
North West	113.33	102.81	93.71	4,165
England	66.41	61.81	55.79	18,444

Table 4: Admission episodes for alcohol-attributable conditions (previously NI39): All ages, DSR per 100,000 population

	2009/10	2010/11	2011/12	Number of admission episodes 2011/12	% change in the last year
Cumbria	1896.02	1924.33	2076	13,710	8%
Allerdale	1957.06	1972.37	1956	2,536	-1%
Barrow-in-Furness	2528.12	2464.45	2560	2,190	4%
Carlisle	2021.69	2047.67	2403	3,197	17%
Copeland	2120.89	2185.33	2314	2,089	6%
Eden	1367.06	1404.29	1663	1,221	18%
South Lakeland	1433.26	1530.67	1617	2,477	6%
North West	2295.19	2425.49	2413	199,855	-1%
England	1742.78	1895.18	1974	1,220,293	4%

Table 5: Synthetic estimate of the percentage of the population aged 16 years and over who report engaging in binge drinking

	2007-2008	Lower 95% CI	Upper 95% CI
Cumbria	21.6	20.1	23.2
Allerdale	22.0	18.6	25.7
Barrow-in-Furness	18.7	15.5	22.4
Carlisle	22.4	19.1	26.0
Copeland	21.7	17.6	26.5
Eden	22.8	18.4	28.0
South Lakeland	21.9	18.8	25.3
North West	23.3	21.2	25.5
England	20.1	19.4	20.8

Table 6: Recorded crime attributable to alcohol: Persons, all ages, crude rate per 1,000 population

	2009/10	2010/11	2011/12	Number recorded crime 2011/12
Cumbria	5.80	5.46	5.44	2,688
Allerdale	5.54	5.13	5.21	491
Barrow-in-Furness	7.66	7.09	7.10	502
Carlisle	7.98	7.64	7.60	795
Copeland	5.33	5.57	4.94	343
Eden	3.72	3.28	3.48	180
South Lakeland	3.90	3.47	3.63	377
North West	7.76	7.17	6.73	46,684
England	8.01	7.58	7.02	366,791

Table 7: Violent crimes attributable to alcohol: Persons, all ages, crude rate per 1,000 population

	2009/10	2010/11	2011/12	Number violent crimes 2011/2012
Cumbria	4.94	4.71	4.71	2,330
Allerdale	4.59	4.29	4.41	415
Barrow-in-Furness	6.75	6.08	6.43	454
Carlisle	7.00	6.80	6.63	693
Copeland	4.61	4.93	4.33	301
Eden	2.99	2.72	2.87	149
South Lakeland	3.16	2.88	3.07	318
North West	5.46	5.16	4.93	34,183
England	5.79	5.46	5.03	262,791

Killed or Seriously Injured (KSIs)

This section looks at data in relation to KSIs which are defined as being the number of casualties who were killed or seriously injured in road traffic collisions. The source of the information is Cumbria County Council (Department for Transport).

Headlines/Key findings

- Throughout 2012 there were 196 KSI incidents in Cumbria, 53 less than the previous year equating to a 21.3% decrease, and 15.9% decrease over 3 years
- Compared to the previous year numbers of incidents have fallen in all districts with the exception of Carlisle where they have increased
- Carlisle had the highest number of KSIs, Eden had the highest rate per 1,000 population
- Barrow had the lowest number of KSIs, however South Lakeland had the greatest proportional fall in the last year

Conclusion

In Cumbria and districts numbers of KSIs have fallen in the last year with the exception of Carlisle where they have increased.

Table 1: KSIs in Cumbria and Districts for the last 3 calendar years

	2010	2011	2012	% change in the last year
Cumbria	233	249	196	-21.3%
Allerdale	50	63	40	-36.5%
Barrow	18	14	13	-7.1%
Carlisle	37	42	48	14.3%
Copeland	20	31	30	-3.2%
Eden	52	42	30	-28.6%
South Lakeland	56	57	35	-38.6%

Table 2: KSIs by user group category, Cumbria, 2012

	2010	2011	2012	% change in the last year
All KSIs	233	249	196	-21.3%
Child KSI	35	18	10	-44.4%
All fatal	30	30	30	0.0%
Slight	1586	1506	1511	0.3%
Total casualties	1819	1755	1707	-2.7%

Fire Service

This section looks at data in relation to deliberately started Fire Incidents. The source of this information is Cumbria Fire Service.

The information is broken down by primary and secondary fires (primary - including all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances; secondary fires are fire incidents that did not occur at a primary location, was not a chimney fire in an occupied building, did not involve casualties (otherwise categorised as a Primary incident) and was attended by four or fewer appliances). Please note that numbers of arson offences are included in the Criminal Damage which are reported in this Assessment.

Headlines/Key findings

- Throughout 2012-13 there were a total of 1,664 fire incidents in Cumbria
- There were a total of 663 deliberate fire incidents in the county, which accounted for 39.8% of all fire incidents
- Compared to the previous year the number of all fire incidents had fallen by 8.7%; the number of deliberate fire incidents had fallen by 22.1%
- Over the last 3 years, the number of incidents had fallen across Cumbria and in all of the districts
- Allerdale district had the greatest number of incidents and the greatest rate per 1,000 population
- Eden district had the lowest number of incidents and the lowest rate per 1,000 population

The wards with the highest number of deliberate fire incidents are as follows:

- **Allerdale:** St Michaels, Moss Bay, Moorclose; **Barrow:** Central, Ormsgill, Hindpool; **Carlisle:** Castle, Currock, Botcherby; **Copeland:** Distington, Harbour, Mirehouse; **Eden:** Hesket, Brough/Penrith West, Alston Moor/Penrith South; **South Lakeland:** Arnside & Beetham, Kendal Far Cross, Ullswater/Kirby Lonsdale

Conclusions

The general trend for all fires (both accidental and deliberate) is downward as it is nationally.

Data

Table 1: All fires incidents in Cumbria and Districts for the last 3 financial years

	2010-11			2011-12			2012-13		
	Accidental	Deliberate	Total	Accidental	Deliberate	Total	Accidental	Deliberate	Total
Allerdale	166	265	431	161	253	414	182	231	413
Barrow	157	240	397	126	156	282	122	121	243
Carlisle	191	358	549	193	224	417	228	141	369
Copeland	129	160	289	117	119	236	120	95	215
Eden	168	29	197	151	27	178	160	12	172
South Lakeland	213	87	300	224	72	296	189	63	252
Cumbria	1,024	1,139	2,163	972	851	1,823	1,001	663	1,664

Table 2: Deliberate fire incidents in Cumbria and Districts for the last 3 financial years

	2010-11			2011-12			2012-13		
	Primary	Secondary	Total	Primary	Secondary	Total	Primary	Secondary	Total
Allerdale	58	207	265	45	208	253	50	181	231
Barrow	28	212	240	27	129	156	19	102	121
Carlisle	70	288	358	53	171	224	37	104	141
Copeland	33	127	160	34	85	119	18	77	95
Eden	11	18	29	10	17	27	5	7	12
South Lakeland	19	68	87	17	55	72	18	45	63
Cumbria	219	920	1,139	186	665	851	147	516	663

Table 3: All (accidental and deliberate) fire incidents - change over time

	Numerical change 3 years	% change 3 years	Numerical change 1 year	% change 1 year
Allerdale	-18	-4.2%	-1	-0.2%
Barrow	-154	-38.8%	-39	-13.8%
Carlisle	-180	-32.8%	-48	-11.5%
Copeland	-74	-25.6%	-21	-8.9%
Eden	-25	-12.7%	-6	-3.4%
South Lakeland	-48	-16.0%	-44	-14.9%
Cumbria	-499	-23.1%	-159	-8.7%

Table 4: Deliberate fire incidents - change over time

	Numerical change 3 years	% change 3 years	Numerical change 1 year	% change 1 year
Allerdale	-34	-12.8%	-22	-8.7%
Barrow	-119	-49.6%	-35	-22.4%
Carlisle	-217	-60.6%	-83	-37.1%
Copeland	-65	-40.6%	-24	-20.2%
Eden	-17	-58.6%	-15	-55.6%
South Lakeland	-24	-27.6%	-9	-12.5%
Cumbria	-476	-41.8%	-188	-22.1%

British Crime Survey

The British Crime Survey (BCS) is a face to face survey in which adults living in private households are asked about their experiences of crime. The results are only available at County level and percentage responses for Cumbria to questions posed are shown in the table below:

	Mar-12	Mar-13	Trend	MSG Rank (1 = best 8 = worst)
Percentage who think their local police do a good or excellent job	68.3%	67.7%	Worse	1
Police or Council dealing with Crime	65.4	63.9	Worse	1
Reliable	62.5	62.3	Worse	1
Respect	89.7	89.6	Worse	2
Fair Treatment	67.8	65.3	Worse	4
Community Understanding	79.6	79.3	Worse	1
Police deal with community priorities	70.0	65.8	Worse	1
Confidence	81.5	80.4	Worse	1
Risk of crime (household)	9.7	10.4	Worse	4
Risk of crime (personal)	4.5	2.2	Better	1

(Note: MSG = Most Similar Group)

Public Consultation Survey

The Annual Public Consultation Survey is a county wide survey and was conducted during August 2012 using a number of different sampling methods.

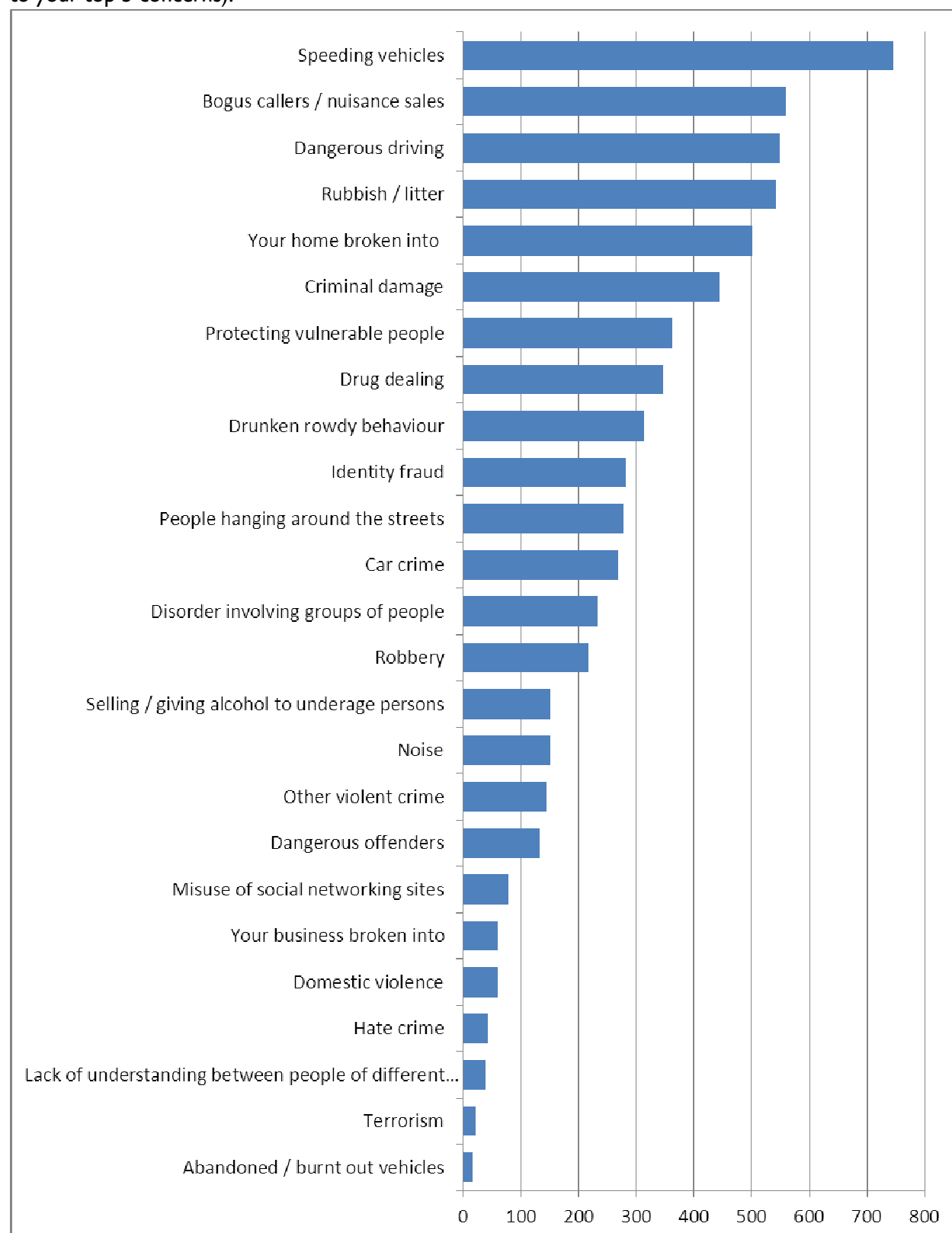
In total, 2,430 surveys were distributed to Members of Community Voice. The survey was also made available online.

Headlines/Key findings

- 1,033 surveys were returned, a response rate of 42.5%
- 355 surveys were filled in online, bringing the total number of completed surveys to 1,388
- In Cumbria the greatest concern is speeding vehicles followed by bogus callers / nuisance sales
- In Allerdale the greatest concern is speeding vehicles followed by dangerous driving
- In Barrow the greatest concern is speeding vehicles (& rubbish/litter) followed by bogus callers / nuisance sales
- In Carlisle the greatest concern is speeding vehicles followed by bogus callers / nuisance sales
- In Copeland the greatest concern is speeding vehicles followed by dangerous driving
- In Eden the greatest concern is speeding vehicles followed by dangerous driving
- In South Lakeland the greatest concern is speeding vehicles followed by bogus callers / nuisance sales

Chart 1: Graph showing the most important local concerns

(Question 5 – Thinking about your local neighbourhood, please look at the following list and put an X next to your top 5 concerns).



Report to Executive

Agenda
Item:

A.3

Meeting Date: 10 March 2014
Portfolio: Cross Cutting
Key Decision: Yes: Recorded in the Notice Ref:KD03/14
Within Policy and Budget Framework YES
Public / Private Public

Title: PUBLIC REALM: SIGNAGE & INTERPRETATION
Report of: DIRECTOR OF ECONOMIC DEVELOPMENT
Report Number: ED10/14

Purpose / Summary:

The purpose of this report is to update the Executive on the current position with regard to the various Public Realm Projects around the City.

Recommendations:

That the Executive:

- 1). Note the current position of the Public Realm Projects, and
- 2). Release of £25,000 identified within the Capital Programme to allow the development of a comprehensive signage and interpretation package.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1 In 2009 the City Council adopted as a supplementary planning document the 'Carlisle Urban Design Guide and Public Realm Framework'. This sets out a public realm vision for the City and included indicative design/material palates for key areas of the City Centre. It identified issues regarding existing signage, street clutter and public realm which required refreshing. Current provision of signage and interpretation at key gateways and nodal points within the City Centre is variable and several areas require significant attention. There is also a perceived need to consider broader public realm improvements at several key points in the City. The project builds on the successful public realm interventions focused on the Roman Gateway route from Bitts Park to Tullie House, and on the public realm works on Castle Street.
- 1.2 There is a programme of public realm projects in development for the City. Given that signage and interpretation impact on most it seems logical as a first stage to develop a comprehensive signage suite that can be rolled out as part of the projects as they reach the implementation stage. In particular it will enable progress to be made on key public realm projects including comprehensive hard and soft landscaping at key City Centre areas e.g. Green Market, Old Town Hall area, Rickergate – in conjunction with wider City Centre public realm work e.g. Sainsbury's S106 implementation at Caldewgate/Shaddongate and at the Old Town Hall phase II.
- 1.3 It will also allow for gateway signage at vehicular entry points to the City. Existing signage several decades old was recently removed from several entry point locations as it was showing wear and tear associated with its age. Replacement signage would draw on the 'Sense of Place' model, adding to an enhanced public realm at selected arrival points.

2. PROPOSALS

- 2.1 As part of the 'Carlisle Story', our design and brand specialists Peter Anderson Studios, have had an initial look at Gateway Signage, based around the 'Carlisle Story' brand. Initial concepts are attached which give a flavour of the style of signage proposed. Executive members have viewed the concepts and are supportive. This next stage of work will be to develop a comprehensive signage and interpretation package which will include the following:
- Gateway signage – installed at key entry points to the City and within the City at Gateways, such as Rail/bus interchanges, car parks

- Wayfinding hubs – located at key points in the Centre, also car parks , rail/bus interchanges
- Wayfinding posts – also known as finger posts – to guide people around the central area
- Site information – conservation and site/area information (Green Market, Historic Quarter, Old Town Hall, Rickergate)
- Trails
- Interactive media

2.2 Another element of the package is a review of our existing signage assessing what we have and also more importantly what we need – where do we need to guide people. This would link into the proposed hubs, trails and site information.

2.3 Once the package is complete we will then be looking to procure local sign makers to work up a range of designs that can be used in a variety of situations. The intention is to use good quality local materials although there will be a number of cost options. At the end of this stage we would have a range of fully costed options that should allow progress to be made on a number of key projects within the public realm programme.

3. CONCLUSION AND REASONS FOR RECOMMENDATIONS

3.1 Given that signage forms an integral part of many of the key public realm projects, development of a comprehensive signage and interpretation package will allow progress to be made on a number of key projects within the public realm programme.

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

4.1 Improvements to Public Realm will help to promote Carlisle and help showcase the City of Carlisle.

Contact Officer: Mark Walshe

Ext: 7427

**Appendices
attached to report:**

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/RISKS:

Chief Executive's -

Governance – Relevant permissions (eg highways, landowners' consents) must be obtained before erecting any signage. All agreements with local sign makers must be procured and entered into in accordance with the Council's Contract Procedure Rules.

Local Environment –

Resources – There is £100,000 within the 2013/14 Capital Programme to fund Public Realm improvement works around the City Centre, Botchergate and Rickergate, subject to further reports to the Executive prior to any expenditure being incurred. This report, therefore, requests release of £25,000 of the budget provision to fund the development of a signage and interpretation package in 2013/14.



WELCOME TO

CARLISLE



OFFICER DECISIONS

Below is a list of decisions taken by Officers which they have classed as significant:-

REF: **OD.001/14** **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Broadoaks Grange play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: **OD.002/14** **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Lonsdale Grange play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.003/14 **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Scotby Gardens play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.004/14 **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Sandysikes play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.005/14 **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - St Edmunds Park play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.006/14 Play Areas Review

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Sheffield Street play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.007/14 Play Areas Review

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Toronto Street play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review

of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.008/14 **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Raiselands Road play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.009/14 **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Borrowdale Road play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.010/14 Play Areas Review

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Peel Street play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.011/14 Play Areas Review

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Chesterholm play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.012/14 **Play Areas Review**

Decision of Director of Local Environment

Portfolio: Environment and Transport

Subject Matter:

Removal of equipment - Coniston Way play area

Summary of Options rejected:

Additional funding for play area maintenance

DECISION:

To remove all fixed play equipment and level the site

Reasons for Decision:

To ensure sustainability of play facilities in accordance with the decision of the Executive on 28 October 2013: That the Executive 1. Approved the principles adopted for the review of children's play areas in Carlisle as set out in report LE.32/13; 2. Agreed to delegate authority to the Director of Local Environment, in consultation with the Portfolio Holder, to implement the approved principles with regard to the individual play areas in line with the review findings.

Date Decision Made : 10-Feb-14

REF: OD.013/14 Cumbria Business Rate Pool 2014/15

Decision of Director of Resources

Portfolio: Finance, Governance and Resources

Subject Matter:

The City Council will join the Cumbria Business Rates Pool for 2014/15 in order to gain from the benefits of any growth in Business Rates being retained 100% within Cumbria

Summary of Options rejected:

None

DECISION:

The City Council will join the Cumbria Business Rate Pool for 2014/15

Reasons for Decision:

To join the Cumbria Business Rate Pool for 2014/15 to enable 100% of any growth in Business Rates across Cumbria to be retained within Cumbria enabling the City Council to share in this element that is retained.

The decision to join the pool was based on estimates and modelling of forecast Business Rate income in both Carlisle and the rest of Cumbria.

The position with regard to Business Rate income will be monitored closely and will be added to operational risk registers as fluctuations in Business Rate income will represent a financial risk to the Council's budget.

Date Decision Made : 15-Jan-14

REF: OD.014/14 Council Tax Base 2014/15

Decision of Director of Resources

Portfolio: Finance, Governance and Resources

Subject Matter:

In accordance with Section 2 (a) of the Council's Constitution (December 2012) Responsibility for Council Functions, the Director of Resources is required to calculate the council tax base on an annual basis.

Summary of Options rejected:

None

DECISION:

That, after making the necessary calculations in accordance with Regulations, the estimated Council Tax Base for 2014/15 is set at 31,014.29. The proportion of this tax base due to the reduction of second homes discount 159.76.

Reasons for Decision:

To set the basis upon which Council Tax is set for 2014/15 and to provide the required information to the main precepting authorities i.e. Cumbria County Council and the Police Authority by 31 January 2014 in accordance with Regulations

Date Decision Made : 15-Jan-14

REF: OD.015/14 Council Tax Surplus 2014/15

Decision of Director of Resources

Portfolio: Finance, Governance and Resources

Subject Matter:

In accordance with section 2 (b) of the Council's Constitution Leader's Scheme of Delegation, the Director of Resources is required to estimate any surplus or deficit on the Collection Fund.

Summary of Options rejected:

None

DECISION:

That, after making the necessary calculations in accordance with Regulations, the estimated Council Tax Surplus for 2014/15 is estimated at £416,789, which will be shared proportionally with the main preceptors on the Collection Fund as follows:

- Carlisle City Council - £54,702
- Cumbria County Council - £307,844
- Police Authority - £54,243

The Director of Resources has determined a recurring surplus of £35,647 in the MTFP. This is to allow the impact of the Local Support for Council Tax (Reduction) Scheme and technical changes to council tax to be spread over the life of the current MTFP. In the longer term, when the impact is understood better, the position will be reviewed

Reasons for Decision:

To set the basis upon which Council Surplus is set for 2014/15 and to provide the required information to the main precepting authorities i.e. Cumbria County Council and the Police Authority by 31 January 2014 in accordance with Regulations.

Date Decision Made : 15-Jan-14

REF: OD.016/14 **National Non Domestic Rates Return 1 (NNDR1) 2014/15**

Decision of Director of Resources

Portfolio: Finance, Governance and Resources

Subject Matter:

Revised regulations came into force in February 2013 that required Local Authorities to formally approve their forecast Business Rates income as calculated in the National Non Domestic Rates Return 1 (NNDR1) 2014/15 form.

The new Rates retention scheme that is now in force for 2014/15 and beyond, requires this figure to be calculated in order to set the amounts to be paid over to Central Government and the County Council.

This amount is to be calculated by 31 January each year.

Summary of Options rejected:

None

DECISION:

That the Net Rate Yield excluding transitional arrangements but after rate retention adjustment as per the NNDR 1 is £41,156,915 for 2014/15, with the Central Government share being £20,488,316, The County Council Share being £4,097,663 and the billing authority share being £16,570,936 before tariffs and top-ups. These amounts include the estimated deficit on the collection fund for 2013/14 of £413,890 (which includes provision for all backdated appeals in line with regulations)

Reasons for Decision:

Statutory requirement

Date Decision Made : 31-Jan-14

EXCERPT FROM THE MINUTES OF THE COMMUNITY OVERVIEW AND SCRUTINY PANEL HELD ON 13 FEBRUARY 2014

COSP.12/14 RIVERSIDE CARLISLE

The Housing and Health Manager presented Report ED.09/14 that provided the Panel with an update on joint working between Riverside Carlisle, now known as Riverside Cumbria, and Carlisle City Council. The report updated Members of the Panel on the Affordable Homes programme 2014-17, land assets, homelessness and Choice Based lettings, Welfare Reform, Affordability, the Disabled Facilities Grant (DFG) and Riverside Cumbria.

The Chairman welcomed Mr Butterworth, Divisional Director of Riverside Cumbria, Mr Taylor and the Council's Housing Development Officer to the meeting.

Mr Butterworth explained that he had taken up his post in October 2013 and was taking time to understand the challenges faced by Riverside Cumbria and the City Council. There had been considerable change at Riverside which now extended to Eden and it was hoped that in future it would take in Allerdale and South Lakes. The prime focus for Riverside Cumbria was Carlisle.

Mr Butterworth informed Members of his background and how it related to his work at Riverside.

With regard to the Affordable Housing Programme 2014-17 Mr Butterworth explained that Riverside had a good working relationship with colleagues in the City Council. The Affordable Housing Programme would ensure that there were suitable properties in place for the longer term, to meet customer needs. Riverside currently had several empty properties and it was important that Riverside understood the changing demographics of the City and acknowledged that Carlisle had an aging population. Riverside would need to ensure that future housing met the needs of all generations. The existing programme had been detailed within the report.

Mr Butterworth had confidence that the present demand for housing would ensure that every house would be allocated and Riverside would work to ensure that tenants contributed positively to their location. Riverside needed to be mindful of the changing expectations and lifestyle of tenants and ensure cohesion among age demographics and lifestyle and allocate properties accordingly.

In response to a query from a Member Mr Butterworth explained that tenants of particular lifestyles and ages were not grouped and Riverside tried to maintain a balance to minimise the impacts on tenants.

Mr Taylor advised that, across the Riverside group, the majority of complaints were in respect of noise, which may not be the fault of the tenant but could be due to poor insulation. Riverside was building a number of flats in Carlisle and Mr Taylor confirmed that they would be built with a better standard of insulation.

In considering the report Members raised the following comments and questions:

- *Would home in the future be built to Lifetime standards?*

Mr Butterworth confirmed that future housing would be built to that standard but Riverside also looked at existing houses that had already been adapted and offered those to people who required adaptations made to their homes. Mr Taylor confirmed that there was a register of homes that had been adapted and added that, due to the current financial situation, Riverside would consider whether to move to putting more priority on adapting homes but that a balance would need to be maintained.

Mr Butterworth explained that the aim of the Affordable Housing Programme was to meet local housing needs working with the Council in the future. Due to the current general financial situation there were a number of 20-45 year olds who still lived with parents. Riverside would work to ensure the flow of properties in the affordable rent programme.

- *There was a scheme to assist younger people run by Riverside and the County Council called Launch Pad but that had ended. Was Riverside considering something similar in the future and what had been the benefits of the programme?*

Mr Taylor informed Members that since the scheme ended three tenants remained with Riverside. The main challenge had been in engaging with the young people regarding filling in forms in relation to benefits and conducting their tenancy satisfactorily. Some led to anti social behaviour problems and rent arrears. Such tenants were a high risk for housing providers and as a landlord it was essential that support was put in place to reduce the risks. The Care Leaving Team had generally become involved towards the end of a tenancy which was disappointing. Young people often had chaotic lifestyles which required a lot of support.

In future it was anticipated that more self contained properties would be made available to create a cluster scheme and there would be support on site.

Mr Butterworth added that Riverside Groups three year Corporate Plan would include focus on training and employment skills for young people and would look at developing a more holistic package to maximise opportunities for young people.

- *There were several pieces of amenity land in which Riverside had expressed an interest. Was Riverside intending to turn that land, and their amenity land, into housing land?*

Mr Butterworth advised that Riverside had not gone into that level of detail but that they would look at existing land use and the housing needs in a particular location to ensure that value would be added to the community in that area. Riverside, working with Officers from the City Council, regularly looked at maps to determine what could be delivered and ensure that it would be a feasible site.

- *How did Welfare Reform impact on tenants?*

Financially Riverside had not experienced as many rent arrears as expected but there had been a considerable cost to Riverside in terms of support. Mr Butterworth explained that Riverside had been proactive in identifying which tenants would be most affected and had offered positive dialogue and advice. Riverside had seen an increase in the levels of vacant properties. At present it was not easy to find a tenant for every vacant property and Riverside had competition from a vibrant private rented sector.

- *In July 2013 Riverside had advised that they were to undertake a review of their rental arrears policy. Had that taken place?*

Mr Taylor explained that the aim of the Big Changes campaign was to educate tenants about Welfare Reform. Riverside was aware that some tenants were struggling due to income cut backs. However, he reiterated that the increase in rent arrears had not been as bad as anticipated which was due to good management and being proactive and making people aware of their options. Only one tenant had been evicted in respect of under occupancy. Riverside promoted downsizing and to date 75 tenants had downsized supported by Officers from Riverside. There were a number of issues regarding vacant stock and it was important that Riverside invested wisely in stock to ensure there was high quality stock to meet the needs of client groups.

- *Had there been any impact on the Discretionary Housing Payment Fund?*

The Housing and Health Manager provided information that compared the current number of applications to those before the under occupancy charge. The Council were on target in the current financial year to spend all of their allocation of the Fund. The number of applications had almost trebled from 107 last year to 284 applications approved this year. The Fund was ongoing and the Government had given £165,000 for 2014/15 for the Fund. The Housing and Health Manager explained that more people were applying for grants from the Fund and more were being approved.

- *How was Riverside addressing the number of empty properties that had been vacant for many months?*

Mr Butterworth explained that Riverside was focussing on two main issues – a better marketing strategy and a better Choice Based Letting system. The marketing strategy would look at how better to attract self paying tenants who were less welfare dependent.

With regard to Choice Based Letting that system worked well when demand exceeded than supply. Currently supply exceeds demand which created new challenges. Discussions were ongoing with the City Council about those challenges.

- *Was there flexibility within Choice based Lettings for Housing Associations to run schemes that were different to other Housing Authorities?*

Mr Taylor advised that Riverside was obliged to abide by the Choice Based Letting system which was based on housing needs and allowed properties to be allocated on a fair basis. People in employment who were in need of accommodation were not always aware that they

could apply to Riverside for housing. Riverside wished to work with other partners to work swiftly and provide more flexibility when allocating properties. The focus in future would be on different ways to promote available properties.

Mr Butterworth added that if a property was advertised three times and was not let Officers would actively look to find tenants for those properties. Such tenants may already be on the register but in a lower category

- *Private landlords with three bedroom properties had different constraints to housing Associations. That allowed private sector landlords to provide properties superior to what Riverside could offer.*

Mr Butterworth agreed with the comments from the Member and had personal experience of looking for accommodation within Carlisle. He queried what sort of things new tenants expected such as broadband/white goods/carpets or good neighbours/good repair services. Some of the challenges related to peoples' perception of areas which were often historical. There were currently a lot of privately rented properties on the market but if the financial situation changed people may sell properties rather than let them which would change that position and reduce the competition for Riverside.

Riverside also had to look at the affordability of their product and acknowledged that they were at the lower end of the market. Rents were due to increase in 2014/15 and Mr Butterworth outlined those increases. The proposed rent increases were less than others across the Local Authority stock in other Local Authority areas. He informed Members that Riverside had spent £3million improving fire safety in their properties.

- *The year to date figure for the number of people accepted by the Council to secure settled accommodation was 46. How did that compare to the previous year?*

The Housing and Health Manager advised that the figure would be lower than the previous year as Officers were working with other agencies to prevent people becoming homeless. The Cumbria Choice Based Letting system was a useful tool to prevent people from becoming homeless.

- *The figure for the number of tenants who were affected by the changes within Welfare Reform and would not have made any contribution to the rent shortfall had fallen from 50% to 9%. What was the reason for that decrease?*

Mr Butterworth explained that initially there was some misunderstanding of the guidance and Riverside had been proactive in how they engaged with tenants. The aim was to reduce the figure to 5%. Riverside wanted to reduce the turnover for unsuccessful reasons of tenancy and support those tenants most in need.

- *The number of homeless people was a third lower than a decade ago. Was that figure reflected in Carlisle?*

The Housing and Health Manager explained that the key indicator relating to homelessness had been improved and that accurate figures for Carlisle could be provided if required. Carlisle was currently within the context of regional and national figures.

- *A number of Riverside properties had been fitted with solar panels as part of their energy and efficiency measures. Was it right that Riverside received revenue from those solar panels and tenants received some of their electricity free of charge?*

Mr Butterworth advised that tenants received a payment for usage and Riverside were using assets to draw down the additional costs. The scheme would not be as successful as anticipated due to the reduced feed-in tariff. It was expected that Riverside would not break even on the scheme for 25 years.

With regard to energy efficiency in general, Riverside were looking at properties where heating was leaking from lofts and windows and were investigating measures such as external cladding. However such schemes would take time to invest the necessary resources and relevant properties would have to be identified.

- *Claims had been made that properties in Longtown where solar panels had been installed had not been improved and that energy efficiency was poor in terms of insulation. There had been allegations that there had been threats of evictions as a result of subsequent high energy bills that prevented tenants from paying their rent. How was Riverside addressing those issues?*

Mr Butterworth refuted the allegations and challenged peoples' perception of the heating systems installed. One to one sessions had been arranged in respect of tenants' concerns and of 160 tenants only four attended a session. If any properties were identified where there were problems they would be looked at part of the new asset management programme.

With regard to allegations that energy bills had increased by 400% Mr Butterworth stated that if a tenant provided bills to evidence that claim and assessment of electricity usage would be carried out and compensation could result. Of the 160 new heating systems that had been installed only four tenants had raised concerns and Riverside would deal with those. However Mr Butterworth did not believe that the situation was as it had been circulated.

The Chairman thanked Mr Butterworth and Mr Taylor for their attendance at the meeting. Mr Butterworth, Mr Taylor, the Housing and Health Manager and the Housing Development Officer left the meeting.

Members discussed the suitability of Choice Based Letting to the Council in terms of accessibility, location and affordability and requested that the Executive look at those issues and ensure that all aspects of housing needs were encompassed within the Housing Strategy and Action Plan. Members acknowledged that the position was more positive than the previous year.

The Communities and Housing Portfolio Holder confirmed that the Executive could look at the development of panel choice.

It was suggested that the Council's relationship with Riverside could be included in the work programme for the coming year and that a ½ day meeting be arranged to focus on the issues. The Portfolio agreed with that suggestion and along with representatives from Riverside could look at the impacts of Welfare Reform, homelessness and the spare room subsidy.

RESOLVED: 1) That report ED.09/14 – Riverside Carlisle be noted.

2) That a further report be submitted to the Panel in six months.

3) That the Panel request that the Executive examine the Choice based letting scheme with regard to suitability for the people of Carlisle.



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Meeting Date: 10th March 2014
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Within Policy and Budget Framework: Yes
 Public

Title: Internal Audit Charter
 Report of: [Director of Resources](#)
 Report Number: RD94-13

Purpose / Summary:

The Cumbria Shared Internal Audit Service is required to conform to the mandatory Public Sector Internal Audit Standards (PSIAS). These standards comprise a Definition of Internal Auditing, a Code of Ethics and the Standards by which internal audit work must be conducted.

An Audit Charter is one of the key requirements of the PSIAS and failure to approve an Audit Charter may be considered to be a significant deviation from the requirements of the Standards

Recommendation:

Members are asked to approve the Internal Audit Charter and note that this document will be updated annually and submitted to the Audit Committee alongside the annual audit plan.

Tracking

Audit Committee	24 January 2014
Executive	10 March 2014
Audit Committee:	14 April 2014
Overview and Scrutiny:	Not applicable
Council:	Not applicable

Report to Executive

Agenda

Item:

A.7

1 **BACKGROUND**

- 1.1. Attached as **Appendix A** is a draft internal audit charter setting out the arrangements for the delivery of the Internal Audit service to Carlisle City Council (the Council). It is a requirement of the mandatory Public Sector Internal Audit Standards that the Council has an audit charter in place, which has been approved by senior management and the Audit Committee.
- 1.2. Key elements of the Charter are:
- Reference to the mandatory nature of the Public Sector Internal Audit Standards;
 - The functional reporting line of internal audit to the Audit Committee to maintain audit independence;
 - The requirement for internal audit to provide an annual opinion on the Council's arrangements for governance, risk management and internal control;
 - Internal Audit's right of access to all activities, premises, records, personnel, cash and stores as required to undertake agreed internal audit assignments;
 - The responsibility of the Head of Internal audit (the Group Audit Manager) to prepare an annual risk based audit plan for approval by senior management and the Audit Committee; and
 - The responsibility of the Head of Internal Audit to bring to the attention of Audit Committee:
 - any resourcing issues that would impact on the provision of the annual opinion; and
 - any occasion where management have accepted a level of risk that may be unacceptable to the organisation.
 - The responsibilities of management to:
 - Maintain systems that are controlled against fraud or error and to undertake reviews of their systems to ensure they continue to operate effectively; and
 - Support the delivery of an effective internal audit function by contributing to audit scopes, providing information as required, responding to internal audit reports and implementing audit recommendations on a timely basis.
- 1.3. Internal Audit helps the Council to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. The diagram attached as **Appendix B** illustrates the three lines of defence in ensuring that organisations are adequately managing their risks. Internal audit forms the third line of defence alongside other independent external providers of assurance. Importantly, the role of Internal Audit is to provide the senior management and elected Members of the organisation that the arrangements within the first and second lines of defence are adequate and working effectively to manage risks.

2 **CONSULTATION**

- 2.1. The draft Internal Audit Charter was considered by the senior management team at its meeting on 21st January 2014 and the Audit Committee on 24th January.

- 2.2. The consultation process raised comments regarding confidentiality arrangements when auditors are working in different organisations across the shared service. Paragraph 6.9 (page 10) has now been added to cover these arrangements.

3 CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 3.1. The Executive is required to approve internal audit protocols and policies.

4 CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 4.1. To support the Council in maintaining an effective framework regarding governance, risk management and internal control which underpins the delivery the Council's corporate priorities and helps to ensure efficient use of Council resources.

Contact Officer: **Niki Riley** **Tel: (01228) 226261**
 Group Audit Manager
 (Cumbria County Council)

Appendices **A - Internal Audit Charter**
attached to report: **B - Diagram - 3 lines of defence to managing risks**

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/RISKS:

Chief Executive's – not applicable

Economic Development – not applicable

Governance – The Audit Committee's Terms of Reference include responsibility for considering reports dealing with the management and performance of the providers of internal audit services. This will include this Charter, which is required by the PSIAS as detailed within the report. The Audit Committee's terms of reference require it to consider matters such as this Report and make recommendations to the Executive.

Local Environment – not applicable

Resources – The Accounts and Audit Regulations 2011 makes it a requirement of the Council to undertake an adequate and effective internal audit of its accounting records and of its systems of internal control; and conduct a review of the effectiveness of its internal audit on an annual basis. Compliance with the Public Internal Audit Standards, including the Auditors approach to the delivery of internal audit services, through this Charter, will form part of that annual review.

INTERNAL AUDIT CHARTER

1. Introduction

- 1.1 This Charter describes the purpose, authority, responsibilities and objectives of internal audit across the Cumbria Shared Internal Audit Service. It establishes Internal Audit's position within Carlisle City Council and the nature of the Audit Manager's functional reporting relationships with the Audit Committee.
- 1.2 The Charter also provides for Internal Audit's rights of access to records, personnel and physical properties relevant to audit engagements.
- 1.3 The Cumbria Shared Internal Audit Service is required to conform to the mandatory Public Sector Internal Audit Standards (PSIAS). These standards comprise a Definition of Internal Auditing, a Code of Ethics and the Standards by which internal audit work must be conducted. Any instances of non-conformance with the PSIAS must be reported to the Audit Committee and significant deviations must be considered for inclusion within Annual Governance Statement and may impact on the external auditor's value for money conclusion.
- 1.4 An Audit Charter is one of the key requirements of the PSIAS. As such, failure to approve an Audit Charter may be considered to be a significant deviation from the requirements of the Standards.
- 1.5 The Charter must be presented to the Council's senior management and final approval of the Audit Charter rests with the Audit Committee. This will be done alongside the approval of the annual audit plan.
- 1.6 The Public Sector Internal Audit Standards use the terms 'board' and 'senior management' and require that the Audit Charter defines these terms for the purpose of the internal audit activity. For the Shared Service, senior management refers to the respective client lead officer and the 'board' is the Audit Committee which is charged with responsibility for governance.

2. The Role of Internal Audit

- 2.1 Internal Audit is an independent, objective assurance and consulting service designed to add value and improve the Council's operations. Internal Audit helps the Council to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. The diagram attached as Appendix B illustrates how internal Audit supports the governance framework and provides a line of defence in ensuring that organisations are adequately managing their risks.
- 2.2 Internal Audit operates as a Shared Audit Service between Cumbria County Council, Carlisle City Council, Copeland Borough Council, Cumbria Constabulary and the Police

and Crime Commissioner. The host authority for the delivery of the Shared Audit Service is Cumbria County Council.

- 2.3 The services provided by Internal Audit are designed to assist each of the participating organisations to continually improve the effectiveness of their respective risk management, control and governance frameworks and processes and to allow an independent, annual opinion to be provided on the adequacy and effectiveness of these arrangements.
- 2.4 Internal Audit activities in support of this include:
- Planning and undertaking an annual programme of risk-based internal audit reviews focusing on risk management, internal control and governance;
 - Review of arrangements for preventing, detecting and dealing with fraud and corruption;
 - Review of overall arrangements for risk management and corporate governance;
 - Review of grant funded expenditure where assurance is required by funding bodies or where risks are considered to be high;
 - Provision of advice on risk and control related matters;
 - Consultancy services which may include hot assurance on projects or service and system development;
 - Investigation of suspected fraud or irregularity or provision of advice and support to management in undertaking an investigation; and
 - Advice on strengthening controls following such an incident.

3. Purpose, Authority, Responsibility and Objectives

Purpose

- 3.1 Internal audit is described by the Chartered Institute of Internal Auditors as a key component of corporate governance. When properly resourced, positioned and targeted, internal auditors act as invaluable eyes and ears for Senior Management and the Audit Committee inside the Council, giving an unbiased and objective view on what's happening in the organisation.
- 3.2 Internal Audit's core purpose is to provide Senior Management and Elected Members with independent, objective assurance that their respective organisations have adequate and effective systems of risk management, internal control and governance.
- 3.3 By undertaking an annual risk assessment for each organisation within the shared service, and using this to prepare annual risk-based audit plans, Internal Audit is able to target resources at the areas identified as highest risk to each organisation. This then allows Internal Audit to give an annual overall opinion on the organisation's systems of risk management, internal control and governance.
- 3.4 The annual report and opinion is a mandatory requirement and is a key contributor to the Annual Governance Statement which accompanies the annual statement of accounts. The Governance Statement provides assurance to the Audit Committee that an effective internal control framework is in place.

- 3.5 Internal Audit supports the Section 151 Officer to discharge their responsibilities under section 151 of the Local Government Act 1972, the Accounts and Audit Regulations 2011 and the CIPFA Statement on the Role of the Chief Financial Officer in Local Government. This Statement places on the Chief Financial Officer, the responsibility for ensuring that the authority has put in place effective arrangements for internal audit of the control environment and systems of internal control as required by professional standards.
- 3.6 Internal Audit supports the Head of Paid Service (Chief Executive) in providing high level assurances relating to the Council's Governance arrangements.
- 3.7 Internal Audit also supports the Monitoring Officer (Director of Governance) in discharging his / her responsibilities for maintaining high standards of governance, conduct and ethical behaviour.

Authority

- 3.8 This charter provides the authority for Internal Audit's right of access to all activities, premises, records, personnel, cash and stores as deemed necessary to undertake agreed internal audit assignments. In approving this charter, Senior Management and Members of the Audit Committee have approved this right of access and therefore the responsibility of all officers to comply with any reasonable request from members of the Cumbria Shared Internal Audit Service.
- 3.9 This charter delegates to the Head of Internal Audit, the responsibility to undertake an annual risk assessment for each organisation in consultation with the Council's management, and from this, prepare a risk-based plan of audit work for approval by the Audit Committee.
- 3.10 Internal audit shall have the authority to undertake audit work as necessary within agreed resources so as to achieve audit objectives. This will include determining the scope of individual assignments, selecting areas and transactions for testing and determining appropriate key contacts for interview during audit assignments.
- 3.11 The charter establishes that the Head of Internal Audit or nominated deputy has free and unfettered access to the Audit Committee and has the right to request a meeting in private with the Chair of the Audit Committee should it become necessary.

Responsibilities and Objectives

- 3.12 Internal audit's primary objective is to undertake an annual programme of internal audit work that allows an annual opinion to be provided on the overall systems of risk management, internal control and governance for each participating organisation.
- 3.13 The Group Audit Manager / Audit Managers and their staff have responsibility for the following areas:

Planning

- Develop an annual internal audit plan using a risk based methodology, based on at least an annual assessment of risk and incorporating risks and concerns identified by senior management;
- Submit the annual audit plan to senior management (SMT) and to Audit Committee for approval; and

- Review agreed audit plans in light of new and emerging risks and report any necessary amendments to agreed plans to Audit Committee.

Implementation

- Deliver the approved annual programme of internal audit work and report the outcomes in full to senior management (as agreed at the scoping stage of each engagement) and in summary to the Audit Committee. Where locally agreed, internal audit reports may also be reported in full to the Audit Committee;
- Assist, as required, in the investigation of significant suspected fraudulent activities within the Council and report the outcomes to senior management (S151 Officer, Monitoring Officer and other relevant directors); and
- Monitor implementation of agreed audit recommendations through follow up process and report the outcomes to Senior Management and the Audit Committee.

Reporting

- Any significant issues arising during audit fieldwork will be discussed with management as they are identified;
- Draft audit reports will be produced on a timely basis following all audit reviews and these will be discussed with management prior to finalising, to ensure the factual accuracy of the report and incorporate management responses;
- Quarterly progress reports will be prepared and discussed with management before being reported formally to the Audit Committee;
- Internal audit has a responsibility to report to the Audit Committee any areas where it is considered that management have accepted a level of risk that may be unacceptable to the organisation; and
- Internal audit has a duty to bring to the attention of the Audit Committee where the Head of Internal Audit, or his/her nominated deputy Audit Manager, believes that the level of agreed resources will impact adversely on the provision of the annual audit opinion.

Relationships with other Inspectorates

- Internal Audit will maintain effective relationships with other providers of assurance and external inspectorates in order to avoid duplication of effort and enable Internal Audit, where appropriate, to place reliance on the work of other providers.

Non-Audit / management responsibilities

- 3.14 In order for Internal Audit to maintain its independence and thereby provide an independent and objective opinion, there are a number of areas that internal audit is not responsible for:
- Internal Audit does not have any operational responsibilities;
 - Internal Audit does not have any part in decision making within the organisation or for authorising transactions, and

- Internal Audit is not responsible for implementing its recommendations or for ensuring that these are implemented.

- 3.15 The presence of internal audit does not in any way detract from management's responsibilities for maintaining effective systems of governance, risk management and internal control.
- 3.16 Internal audit does not have any responsibilities for preventing or detecting fraud or error, this is the responsibility of the management of the respective organisations. Internal audit's role is to provide senior management and the Audit Committee with assurance that the management of the organisation have themselves established procedures that allow them to prevent or detect fraud or error and to respond appropriately should this occur.
- 3.17 It is the responsibility of the respective organisations' management to maintain adequate systems of internal control and to review their systems to ensure that controls continue to operate effectively.
- 3.18 The role of Internal Audit vs the Management of the organisation is summarised in the diagram at appendix B.

4. Scope of Internal Audit Work

- 4.1 The scope of Internal Audit work covers the entire systems of risk management, internal control and governance across each participating organisation. This allows Internal Audit to provide assurance that appropriate arrangements are in place to ensure that:
- the organisation's risks are being appropriately identified, assessed and managed;
 - information is accurate, reliable and timely;
 - employees' actions are in compliance with expected codes of conduct, policies, laws and procedures;
 - resources are utilised efficiently and assets are secure;
 - the organisation's plans, priorities and objectives are being achieved, and
 - legal and regulatory requirements are being met.

5. Position and Reporting Lines for Internal Audit

- 5.1 Internal Audit reports operationally to the Section 151 Officer / Chief Financial Officer within each of the participating organisations. Functional reporting is to the Audit Committee.
- 5.2 On a day to day basis Internal Audit will report the outcomes of its work to the senior officer responsible for the area under review. Progress and performance of Internal Audit will be monitored by the Section 151 Officer who is charged with ensuring the Council has put in place effective arrangements for internal audit of the control environment and systems of internal control as required by professional standards.
- 5.3 Internal Audit reports the outcomes of its work to the Audit Committee on a quarterly basis. This includes as a minimum, a progress report summarising the outcomes of Internal Audit engagements as well as the performance of Internal Audit against the approved plan of work.

- 5.4 On an annual basis, Internal Audit will prepare and present to the Audit Committee, an annual report containing:
- the overall opinion of the Head of Internal Audit (or delegated Audit Manager);
 - a summary of the work undertaken to support the opinion, and
 - a statement of conformance with the Public Sector Internal Audit Standards.
- 5.5 Should significant matters arise in relation to the work of Internal Audit, these will be escalated through the management hierarchy and to the Chair of the Audit Committee as appropriate.
- 5.6 Where major changes are required to agreed audit plans or Internal Audit is required to divert resource to urgent non-planned work, this will be agreed with the Responsible Financial Officer and / or Chief Executive and reported to the Audit Committee. Where changes are less urgent, these will be discussed with senior management and the Chair of Audit Committee before being implemented. All changes to approved audit plans will be reported to the next meeting of the Audit Committee.

6. Ethics, Independence and Objectivity

Ethics

- 6.1 Internal Audit works to the highest standards of ethics and has a responsibility to both uphold and promote high standards of behaviour and conduct.
- 6.2 All internal auditors working within the UK public sector are now required to comply with the mandatory Code of Ethics contained within the new Public Sector Internal Audit Standards. As such this Code has been adopted by the Shared Internal Audit Service and all staff will be requested to sign up to the Code on an annual basis. Auditors within the shared service are also required to comply with the codes of ethics of their professional bodies.

Governance and Independence of the Shared Internal Audit Service

- 6.3 The governance of the provision of the Shared Audit Service shall be carried out by the Shared Service Operations Board and Strategic Board whose role is to:
- Ensure that the shared Audit Service meets the requirement of the proper practices for Internal Audit
 - Reach common agreement over issues such as standards, goals and objectives and reporting requirements
 - Agree on the range of audit outputs
 - Confirm the scope and remit of the audit function
 - Agree reporting and performance arrangements for internal audit, including performance measures, delivery of plan, cost, and impact tracking.

Independence

- 6.4 Internal Audit is independent of all of the activities it is required to audit which ensures that Audit Committees can be assured that the annual opinion they are given is independent and objective. While the Head of Internal Audit (or delegated Audit Manager) reports operationally to the Section 151 Officer (Director of Resources) there is

also a functional reporting line to the Audit Committee and the Head of Internal Audit (or delegated Audit Manager) has direct access to the Chair of Audit Committee.

- 6.5 Internal auditors will not undertake assurance work in areas for which they had operational responsibility during the previous 12 months.
- 6.6 Internal Audit will report annually to the Audit Committee to confirm that the independence of Internal Audit is being maintained.

Resourcing, Proficiency and Due Professional Care

- 6.7 For internal audit to provide an opinion to each Authority within the Shared Internal Audit Service there must be a sufficiently resourced team of staff with the appropriate mix of skills and qualifications. Resources must be effectively deployed to deliver the approved programmes of work.
- 6.8 It is the responsibility of the participating organisations to ensure that they approve a programme of audit work sufficient to provide an adequate level of assurance over their systems of risk management, internal control and governance.
- 6.9 Internal Auditors, by the nature of their work, will receive and review significant volumes of information from the various clients of the Shared Internal Audit Service. Confidentiality is therefore paramount and all internal audit staff are bound by the mandatory Code of Ethics within the PSIAS. The Code requires that auditors do not disclose information without the appropriate authority unless there is a legal or professional obligation to do so.
- 6.10 In line with the requirements of the Standards, in the event that the Head of Internal Audit considers that the level of agreed resources will impact adversely on the provision of the annual internal audit opinion, the consequences will be brought to the attention of the Audit Committee.
- 6.11 In line with the requirements of the PSIAS and the CIPFA Statement on the Role of the Head of Internal Audit 2010, the Group Audit Manager and Audit Manager who perform this function for clients of the Shared Service, are professionally qualified and appropriately experienced.

The Role of Internal Audit in Fraud-related work

- 6.12 The PSIAS require that the role of internal audit in any fraud-related work is defined within the audit charter.
- 6.13 Internal audit may also undertake planned reviews of areas considered to be at particular risk of fraud. Such reviews will be included within audit plans following discussion with management for approval by the Audit Committee. In addition, where relevant, the risk of fraud is considered when undertaking risk based audit reviews.
- 6.14 It is recommended that each participating authority reviews its counter-fraud and whistleblowing arrangements and key contact details in light of the Shared Internal Audit Service and ensures appropriate arrangements are in place for reporting and investigating suspected frauds or other irregularities, including the reporting of frauds to Internal Audit. The Council's Counter Fraud Policy states that senior management are responsible for following up any allegation of fraud or corruption that is received and are required to report all suspected irregularities to the Director of Resources. The Director

of Resources will liaise with the Head of Internal Audit (or delegated Audit Manager) to determine the appropriate way to proceed, including ensuring that any investigation is undertaken by suitably qualified and experienced staff.

Advice / Consultancy work

- 6.15 Where Internal Audit is requested to provide advice, consultancy or investigatory work, the request will be assessed by the Head of Internal Audit. Such assignments will be accepted where it is considered the following criteria are met:
- The work request aligns with the available skills and resources within Internal Audit at the time
 - The assignment will contribute to strengthening the control framework
 - No conflict of interest could be perceived from Internal Audit's acceptance of the assignment; and
 - The request relates to functions that are the responsibility of the organisation's management and are thereby not appropriate internal audit tasks.
- 6.16 In line with the PSIAS, approval will be sought from the Audit Committee for any significant additional consulting services not already included in the audit plan prior to accepting the engagement.

7. Management Responsibilities

- 7.1 For Internal Audit to be fully effective, it needs the full commitment and cooperation from management in the Council. In approving this Charter, the S151 Officer (Director of Resources) and the Audit Committee are mandating management to cooperate with Internal Audit in the delivery of the service by:
- Attending audit planning and scoping meetings and agreeing the terms of reference for individual audit assignments on a timely basis.
 - Sponsoring each audit assignment at Service Manager level or above.
 - Providing Internal Audit with full support and cooperation, including complete access to all records, data, property and personal relevant to the audit assignment on a timely basis.
 - Responding to internal audit reports and making themselves available for audit closeout meetings to agree draft audit reports.
 - Implementing audit recommendations within agreed timescales.
- 7.2 Instances of non-cooperation with reasonable audit requests will be escalated through the S151 Officer and ultimately to the Audit Committee if necessary.
- 7.3 While Internal Audit is responsible for providing independent assurance to the Council and the Audit Committee, it is the responsibility of the organisations' management to develop and maintain appropriately controlled systems and operations. Internal Audit does not remove the responsibility from management to continually review the systems and processes for which they are responsible and to provide their own assurances to senior management and Elected Members that they are maintaining appropriately controlled systems.

8. Quality Assurance

- 8.1 Public Sector Internal Audit Standards require that the Internal Audit function is subject to a quality assurance and improvement programme that must include both internal and external assessments. Internal Audit will report the outcomes of quality assessments to the Audit Committee through its regular and annual reports.

Internal assessments

- 8.2 All internal audit reviews are subject to management quality review to ensure that the work meets the standards expected for audit staff. Such management review will include:
- Ensure the work complies with the PSIAS;
 - Work is planned and undertaken in accordance with the level of assessed risk; and
 - Appropriate testing is undertaken to support the conclusions drawn.

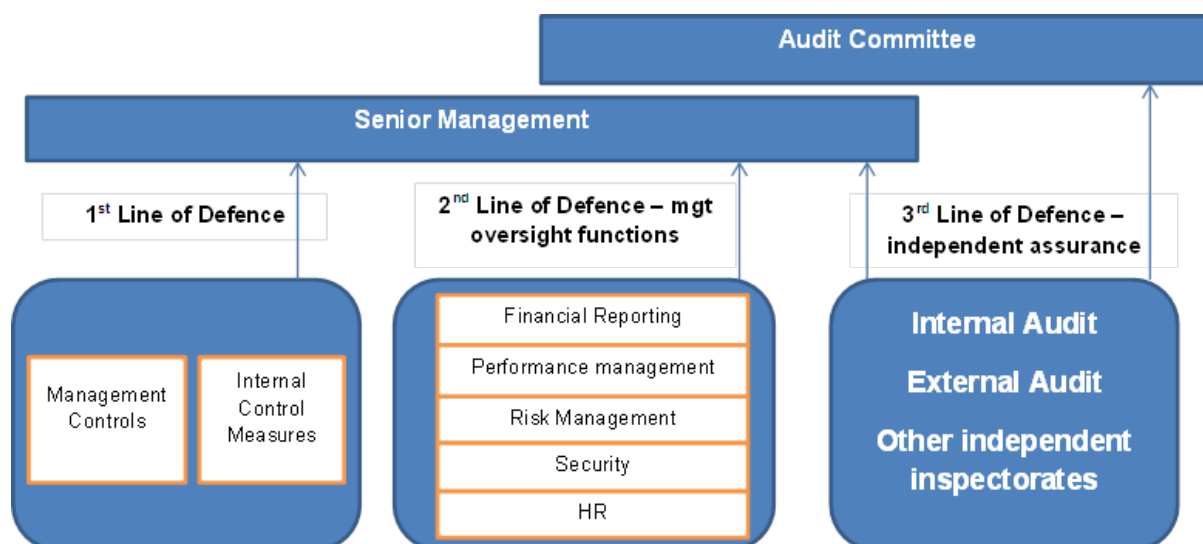
External assessments

- 8.3 An external assessment must be conducted at least every five years by a qualified, independent assessor from outside the organisation. The Group Audit Manager will discuss options for the assessment with the Shared Services Strategic Board.

9. Review of the Audit Charter

- 9.1. This Charter will be reviewed annually and submitted to Senior Management and the respective Audit Committee, for approval alongside the annual audit plans.

Internal Audit - The Third Line of Defence



The above diagram demonstrates the three lines of defence in ensuring that organisations are adequately managing their risks.

The first line of defence comprises the arrangements that operational management have implemented to ensure risks are identified and managed. These include the controls that are in place within systems and processes together with the management and supervisory oversight designed to identify and correct any issues arising.

The second line of defence refers to the strategic oversight arrangements that are designed to provide management with information to confirm that the controls in the first line of defence are operating effectively. For example the risk management policies and strategies that determine how risks within the organisation will be identified, assessed and managed and the reporting arrangements to confirm that these policies and strategies are being appropriately implemented and complied with.

Internal audit forms the third line of defence alongside other independent providers of assurance. The role of internal audit is to provide the senior management and Elected Members of the organisation that the arrangements within the first and second lines of defence are adequate and working effectively to manage the risks faced by the organisation.

EXCERPT FROM THE MINUTES OF THE AUDIT COMMITTEE HELD ON 24 JANUARY 2014

AUC.15/14 INTERNAL AUDIT CHARTER

The Group Audit Manager (Cumbria County Council) submitted report RD.80/13 presenting a draft Internal Audit Charter (Appendix A) setting out the arrangements for the delivery of the Internal Audit service to Carlisle City Council.

It was a requirement of the mandatory Public Sector Internal Audit Standards that the Council had a Audit Charter in place, which had been approved by senior management and the Audit Committee.

Members' attention was drawn to the key elements of the Charter, together with the responsibilities of management, as outlined at Section 1.2 of the report.

The Group Audit Manager added that Internal Audit helped the Council to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. The diagram attached at Appendix B illustrated the three lines of defence in ensuring that organisations were adequately managing their risks. Internal Audit formed the third line of defence alongside other independent external providers of assurance. Importantly, the role of Internal Audit was to provide the senior management and elected Members of the organisation with assurance that the arrangements within the first and second lines of defence were adequate and working effectively to manage risks.

The Chairman noted that Section 3.8 (Authority) made no mention of confidentiality. She believed that to be a key requirement for inclusion within the Charter.

The Group Audit Manager replied that the new Standards contained a new mandatory Code of Ethics which could be mirrored within the Internal Audit Charter.

Referring to page 245 (Reporting), the Chairman noted that draft audit reports would be produced on a "timely basis" following all audit reviews. She recalled that the audit of Customer Services had been ongoing for years and expressed a wish to see more defined timescale(s) included within the Internal Audit Charter.

In response, the Group Audit Manager said that the matter would form part of other service and performance measures.

The Audit Manager also emphasised the need to ensure that the Action Plans attached to final audit reports remained current and were not out of date.

In response to questions regarding the procedure for approval of the Internal Audit Charter, the Director of Governance suggested that the Audit Committee recommend the Charter to the Executive for final approval.

RESOLVED – (1) That the Audit Committee had considered the draft Internal Audit Charter and noted that the document would be updated annually and submitted for approval to senior management and the Audit Committee alongside the annual Audit Plan.

(2) That the Audit Committee considered that confidentiality was a key requirement for inclusion within the Charter.

(3) That, subject to the above, the draft Internal Audit Charter be referred to the Executive for approval.

Report to Executive

Agenda
Item:

A.8

Meeting Date: **10th March 2014**
Portfolio: **Finance, Governance and Resources / Environment and Transport**
Key Decision: **No**
Within Policy and Budget Framework: **YES**
Public / Private: **Public**

Title: **AMENDMENT TO WAR MEMORIALS PROJECT**
Report of: **DIRECTOR OF RESOURCES**
Report Number: **RD88/13**

Purpose / Summary:

This report requests approval for funding of £20,000 to carry out work on war memorials mainly in the rural part of the district and mainly located on private property. The funding will enable cleaning and repair work to be carried out to war memorials in time for the anniversary of the start of the First World War on 4th August 2014.

Recommendations:

It is recommended that:-

1. Approval is given to allocate £20,000 from the revenue maintenance budget for repair and cleaning of war memorials throughout the City Council District.
2. Approval is given to contact the owners of the memorials and request permission to carry out the repair and cleaning work. Alternatively assistance can be given to those who wish to arrange the work themselves, either financial or provision of cleaning materials, access equipment etc.

Tracking

Executive:	
Overview and Scrutiny:	Not Applicable
Council:	Not Applicable

1. BACKGROUND

1.1 100 Year Anniversary

On 4th August 1914, the UK government declared war on Germany following that country's invasion of neutral Belgium. The war developed into a global conflict and continued until 1918, costing many millions of lives. Every community in Great Britain was affected. In the years following the end of the war memorials were erected to honour the dead and recognise the sacrifice made.

The Council wishes to ensure that these memorials are in good condition and continue to honour and remember those who gave their lives for freedom. The 100 year anniversary is particularly important in this respect. The Council has already taken steps to ensure that the memorials in the direct care of the City Council are in good condition for the anniversary and now wishes to extend this ambition to those memorials in the care of the wider community and provide assistance to bring these community memorials to a good standard in time for the 100 year anniversary in August.

1.2 Funding

The Council has allocated £704,600 for revenue repair and maintenance to its buildings during financial year 2014 -15. The £20,000 required for work to these community memorials can be allocated from this budget.

1.3 Permission

As the memorials in question are not Council owned and not located on Council property it will be necessary to obtain the permission of the landowners to carry out the work. The landowners are mostly churches but some are in the care of parish councils. It is proposed to write to the landowners requesting permission to carry out the work.

1.4 Licence

The work would be carried out under a licence stating the extent and limitations of the work and indemnifying the Council against any future claims arising from the work.

2. PROPOSALS

2.1 Schedule of Work

The memorials to be included in the amended war memorials project are listed in the table in Appendix A, descriptions and photographs are in Appendix B.

3. CONSULTATION

3.1 Consultation Proposed

Parish Councils

Church Committees

Ward Councillors

4 Recommendations:

It is recommended that:-

4.1 That approval is given to allocate £20,000 from the buildings revenue maintenance budget 2014 – 2015 for repair and cleaning of war memorials throughout the City Council District.

4.2 Approval is given for the Council to contact the owners of the memorials and request permission to carry out the repair and cleaning work or offer assistance to those who wish to arrange the work themselves, either financial assistance in the form of a grant or provision of cleaning materials, access equipment etc.

5 REASONS FOR RECOMMENDATIONS

5.1 To enable the Council to support local communities in preparation for the anniversary of the First World War by providing assistance with the cleaning and repair of community war memorials.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

6.1 The project will contribute to the Carlisle plan priorities by providing employment for local contractors and by engaging with communities in this cultural and educational project.

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's – We are talking with partners and stakeholders to organise a series of commemorate events for the anniversary of the First World War.

Economic Development – A number of the monuments may be individually statutorily listed or lie within the curtilage of listed buildings e.g. Church yards. Liaison will be undertaken with the Council Conservation/Urban Design Officer regarding any consents required for cleaning / restoration methods employed.

Governance – The Local Government Act 2000 (Section 2) provides that the Council has the power to do anything which it considers likely to achieve the promotion or improvement of the economic, social or environmental well-being of its area. The power may be used in relation or for the benefit of the whole or any part of the community or all or any persons present or resident in the Council's area. As explained in the report, permission will be needed to go onto the landowners' land and carry out the works. Legal Services are working with officers to prepare the necessary documentation.

Resources – There is scope within the 2014/15 revenue repair and maintenance budget of £704,600, to fund the proposed repair and cleaning works to the War memorials as detailed within this report. Grants can either be provided to the owners of the memorials or the Council could carry out the work once permission has been obtained from the land owners. If the latter is the preferred option, further investigations would be required as to any insurance liabilities whilst the work is being undertaken and any potential future liabilities.

Contact Officer: **David Kay**

Ext:




7230




APPENDIX A - LIST OF MEMORIALS TO BE INCLUDED IN THE AMENDED PROJECT




WAR MEMORIALS – NOT IN CHURCH GROUNDS				
NAME	LOCATION	DESCRIPTION	CONFLICT	WORK REQUIRED
Carlisle Cemetery New War Memorial	Richardson Street, Carlisle	Stone cross with bronze sword	Not stated	Clean
Longtown Memorial Hall War Memorial	At the road junction outside the hall	Stone cross	Not stated	Clean, paint railings
Cumwhinton War Memorial	Roadside in village	Stone cross	WW1, WW2	Clean, paint lettering
Great Corby War Memorial	On wall of village hall	Bronze plaque	WW1	Clean
Raughtonhead War Memorial	Raughtonhead Village	Stone cross	WW1, WW2	Clean
Scaleby War Memorial	Scaleby Village Hall	Stone cross	WW1	Clean, repair missing letter
WAR MEMORIALS LOCATED IN CHURCHYARDS				
NAME	LOCATION	DESCRIPTION	CONFLICT	WORK REQUIRED
Bewcastle War Memorial	St Cuthbert's Church yard, Bewcastle	Stone cross	WW1, WW2	Clean
Blackford War Memorial	St John the Baptist Church yard, Blackford	Stone cross	WW1, WW2	Clean
Burgh-by-Sands War Memorial	St Michaels Church, new graveyard	Stone cross	WW1, WW2	Clean
Carlisle Church of Saint Aidan war memorial	Church of Saint Aidan, Carlisle, external	Timber crucifix on stone plinth	WW1	Clean, re-stain timber
Carlisle Our Lady and St Joseph's church War Memorial	Our Lady and St Joseph's Church, Carlisle, external	Marble crucifix on marble plinth	WW1	Clean
Castle Carrock WW1 War Memorial	St Peter's Church yard, Castle Carrock	Stone cross	WW1	Clean
Castle Carrock WW2 War Memorial	St Peter's Church yard, Castle Carrock	Stone tablet	WW2	Clean
Cotehill War Memorial	St John's Church yard, Cotehill	Stone cross	WW1, WW2	Clean
Cumdivock War Memorial	St John's Church yard, Cumdivock	Timber / copper cross on stone base	WW1, WW2	Clean, re-stain timber and repair
Dalston War Memorial	St Michael's Church yard, Dalston	Stone cross	WW1, WW2	Clean
Farlam Church War Memorial	St Thomas a Becket's Church yard, Kirkhouse	Stone cross	WW1, WW2	Clean
Great Orton War Memorial	St Giles Church yard, Gt Orton	Bronze cross and plaque on stone base	WW1	Clean
Hayton War Memorial	St Mary Magdalene Church yard, Hayton	Stone cross	WW1	Clean
Hethersgill War Memorial	St Mary's Church yard, Hethersgill	Stone cross	WW1, WW2	Clean
Houghton War	St John's Church yard,	Stone cross	WW1	Clean




Memorial	Houghton			
Irthington War Memorial	St Kentigern's Church yard, Irthington	Stone cross	WW1, WW2	Clean
Nicholforest War Memorial	St Nicholas Church yard, Nicholforest	Stone cross	WW1, WW2	Clean
Rockcliffe War Memorial	St Mary's Church yard, Rockcliffe	Stone tablet with cross	WW1, WW2	Clean
Scotby War Memorial	All Saints Church yard, Scotby	Stone cross	WW1, WW2	Clean
Stapleton War Memorial	St Mary's Church yard, Stapleton	Stone cross	WW1	Clean
Warwick Bridge War Memorial	St Paul's Church yard, Warwick Bridge	Stone cross	WW1, WW2	Clean




APPENDIX B – DETAILS OF WAR MEMORIALS TO BE INCLUDED IN THE AMENDED PROJECT




	<p>Stone cross with bronze sword mounted on a tiered stone base, located in the war graves area of Carlisle Cemetery. Maintained by Carlisle City Council. Good condition.</p>
CARLISLE CEMETERY NEW WAR MEMORIAL RICHARDSON STREET	
	<p>A plain stone cross set on three plinth stones located at the roadside in front of the memorial hall and enclosed by low metal railings Maintained by Carlisle City Council. Good condition</p>
LONGTOWN MEMORIAL HALL WAR MEMORIAL	
	<p>Celtic type cross constructed of granite. Located by the roadside and enclosed by a stone wall with railings. Maintained by Wetheral Parish Council. Good condition</p>
CUMWHINTON WAR MEMORIAL	




	<p>Bronze plaque mounted on the wall of the village reading room (village hall). Maintained by Wetheral Parish Council. Good condition</p>
<p align="center">GREAT CORBY WAR MEMORIAL</p>	
	<p>Granite cross on granite plinth inscribed with names, WW1 and WW2 memorial, located in the centre of a road junction outside the church. Good condition. Maintained by?</p>
<p align="center">RAUGHTONHEAD WAR MEMORIAL</p>	
	<p>Granite cross on granite base inscribed with names, WW1 memorial, located within the curtilage of the village hall. Good condition, one letter missing from inscription. Maintained by Scaleby parish council.</p>
<p align="center">SCALEBY WAR MEMORIAL</p>	




	<p>Granite obelisk on granite plinth with names. Located in the churchyard and maintained by Bewcastle St Cuthbert's Church. Good condition.</p>
<p align="center">BEWCASTLE ST CUTHBERT'S CHURCH WAR MEMORIAL</p>	
	<p>Celtic style cross constructed of granite with granite base with names. Located in the churchyard and maintained by Blackford St John's Church. Good condition.</p>
<p align="center">BLACKFORD ST JOHN THE BAPTIST CHURCH WAR MEMORIAL</p>	
	<p>Granite cross with granite base with names, WW1 and WW2 memorial. Located in the larger graveyard opposite St Michael's Church. Maintained by St Michael's church. Good condition</p>
<p align="center">BURGH-BY-SANDS WAR MEMORIAL</p>	




	<p>Timber crucifix with shelter on a 3-tiered stone base with names and inscription, WW1 memorial. Maintained by St Aidans's church. Good condition.</p>
<p>CARLISLE ST AIDAN'S CHURCH WAR MEMORIAL</p>	
	<p>Marble crucifix with shelter on marble plinth inscribed with names, located in the churchyard, WW1 memorial maintained by Our Lady & St Joseph's church. Good condition.</p>
<p>CARLISLE OUR LADY & ST JOSEPH'S WAR MEMORIAL</p>	
	<p>Granite cross with granite base with names, WW1 memorial. Located in the churchyard and maintained by Castle Carrock St Peter's Church. Good Condition</p>
<p>CASTLE CARROCK ST PETER'S CHURCH WW1 WAR MEMORIAL</p>	

	<p>Tablet style cross memorial for WW2 with 2 names, located in the churchyard and maintained by Castle Carrock St Peters Church. Good condition.</p>
<p>CASTLE CARROCK ST PETER'S CHURCH WW2 WAR MEMORIAL</p>	
	<p>Granite cross on granite plinth with names. Located in the churchyard and maintained by Cotehill St Johns Church. Good condition.</p>
<p>COTEHILL ST JOHN'S CHURCH WAR MEMORIAL</p>	
	<p>Wooden post with tubular copper crucifix on sandstone plinth with tiered sandstone base. Located in the churchyard and maintained by Cumdivock St John's Church. Poor condition – some loose stones and open joints in the plinth, timber is weathered.</p>
<p>CUMDIVOCK ST JOHN'S CHURCH WAR MEMORIAL</p>	

	<p>Celtic style granite cross with names located in the churchyard and maintained by Dalston St Michael's Church. Good condition</p>
DALSTON ST MICHAEL'S CHURCHYARD WAR MEMORIAL	
	<p>Granite cross on granite plinth with names, located in the churchyard, maintained by Farlam Thomas a Becket Church. Good condition.</p>
FARLAM THOMAS A BECKET CHURCH WAR MEMORIAL	
	<p>Stone block with bronze tablet with names and Border Regiment Badge, bronze cross on top, on 2-tiered stone plinth enclosed by a chain supported on posts made from artillery shells, located in the church yard, WW1 memorial. Good condition. Maintained by St Giles church.</p>
GT ORTON ST GILES CHURCH WAR MEMORIAL	

	<p>Granite cross on plinth inscribed with names, located in the churchyard, WW1 memorial. Good condition. Maintained by St Mary Magdalene church.</p>
<p>HAYTON ST MARY MAGDALINE CHURCH WAR MEMORIAL</p>	
	<p>Granite cross on granite plinth, granite tablet inscribed with names attached to the front, WW1 and WW2 memorial, located in the church yard. Good condition. Maintained by St Mary's church.</p>
<p>HETHERSGILL ST MARY'S CHURCH WAR MEMORIAL</p>	
	<p>Granite cross on granite plinth inscribed with names, WW1 memorial, located in the church yard. Good condition. Maintained by St John's church.</p>
<p>HOUGHTON ST JOHN'S CHURCH WAR MEMORIAL</p>	

	<p>Granite cross on granite base inscribed with names, WW1 and WW2 memorial, located in the church yard. Good condition. Maintained by St Kentigern's church.</p>
<p>IRTHINGTON ST KENTIGERN'S CHURCH WAR MEMORIAL</p>	
	<p>Granite cross on granite plinth with carved sword, inscribed with names, WW1 and WW2 memorial, located in the church yard. Good condition. Maintained by St Nicholas church.</p>
<p>NICHOLFOREST ST NICHOLAS CHURCH WAR MEMORIAL</p>	
	<p>Granite tablet with cross and bronze plaque, inscribed with names, WW1 and WW2 memorial, located in the church yard. Good condition. Maintained by St Mary's church.</p>
<p>ROCKLIFFE ST MARY'S CHURCH WAR MEMORIAL</p>	

	<p>Sandstone cross on tiered sandstone plinth inscribed with names, WW1 and WW2 memorial, located in the church yard. Good condition. Maintained by All Saints church.</p>
SCOTBY ALL SAINTS CHURCH WAR MEMORIAL	
	<p>Granite obelisk on granite base inscribed with names, WW1 memorial, located in the church yard. Good condition. Maintained by St Marys church.</p>
STAPLETON ST MARY'S CHURCH WAR MEMORIAL	
	<p>Granite cross on granite base inscribed with names, WW1 and WW2 memorial, located in the church yard. Good condition. Maintained by St Paul's church.</p>
WARWICK BRIDGE ST PAUL'S CHURCH WAR MEMORIAL	

EXCERPT FROM THE MINUTES OF THE SPECIAL CITY COUNCIL MEETING HELD ON 4 FEBRUARY 2014

C.31/14 CITY COUNCIL BUDGET 2014/15

(g) Consideration of Amendments

5. War Memorials

Councillor Earp moved an amendment to Councillor Glover's motion as follows:

"To provide capital funding of £20,000 in the 2014/15 capital programme to fund necessary improvements and refurbishment works to all of the War Memorials in the Carlisle District in advance of the proposed centenary commemorations in 2014. This proposal is to be funded by deleting the Arts Centre scheme from the Capital Programme with resulting revenue and capital savings of £104,000 in 2014/15 increasing to £159,000 from 2015/16 onwards and capital savings of £1,015,000 in 2014/15."

Councillor Collier seconded the amendment.

Councillors Earp addressed the Council in support of the amendment.

The Director of Resources' comments on the impact of the above amendment on the Executive's budget proposals had been circulated.

Councillor Mrs Martlew stated that, because the amendment was to be funded by deletion of the Arts Centre scheme, the Executive could not support it. However, Members could be assured that the Executive would take the proposal on board and a report would be submitted to future meetings of the Executive and City Council.

In response, Councillor Earp indicated that he was assured that Members could work together to address the matter and the amendment, as set out above, was
WITHDRAWN.

Report to: Executive

**Agenda
Item:**

A.9

Meeting Date: 10 March 2014
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: Quarter Three Performance Report 2013/14
Report of: Policy and Communications Manager
Report Number: PC 4/14

Purpose / Summary:

This Performance Report updates the Executive on the Council's service standards that help measure performance and customer satisfaction. It also includes updates on key actions contained within the Carlisle Plan.

Details of each service standard are in the table at Appendix 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. The updates against the actions in the Carlisle Plan follow on from the service standard information in Appendix 2.

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:	10 March 2014
Overview and Scrutiny:	Community – 13 February 2014 Resources – 20 February 2014 Environment and Economy – 27 February 2014

1. BACKGROUND

Service standards were introduced at the beginning of 2012/13. They provide a standard in service that our customers can expect from the City Council and a standard by which we can be held to account. The measures of the standard of services are based on timeliness, accuracy and quality of the service we provide in areas that have a high impact on our customers.

Regarding the information on the Carlisle Plan, the intention is to give the Executive a brief overview of the current position without duplicating the more detailed reporting that takes place within the Overview and Scrutiny agendas and Portfolio Holder reports.

2. PROPOSALS

None

3. CONSULTATION

The report was reviewed by the Senior Management Team at their meeting on 4 February 2014 and was considered by the Overview and Scrutiny Panels on the following dates:

Community – 13 February 2014

Resources – 20 February 2014

Environment and Economy – 27 February 2014

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Executive are asked to comment on the 3rd Quarter Performance Report.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 See Appendix 2

Contact Officer: Steven O’Keeffe

Ext: 7258

Appendices attached to report: Appendix 1 – 2013/14 Quarter 3 Service Standards
Appendix 2 – Carlisle Plan Update

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's - Responsible for monitoring and reporting on service standards, customer satisfaction and progress in delivering the Carlisle Plan whilst looking at new ways of gathering and reviewing customer information.

Economic Development – Responsible for managing high level projects and team level service standards on a day-to-day basis.

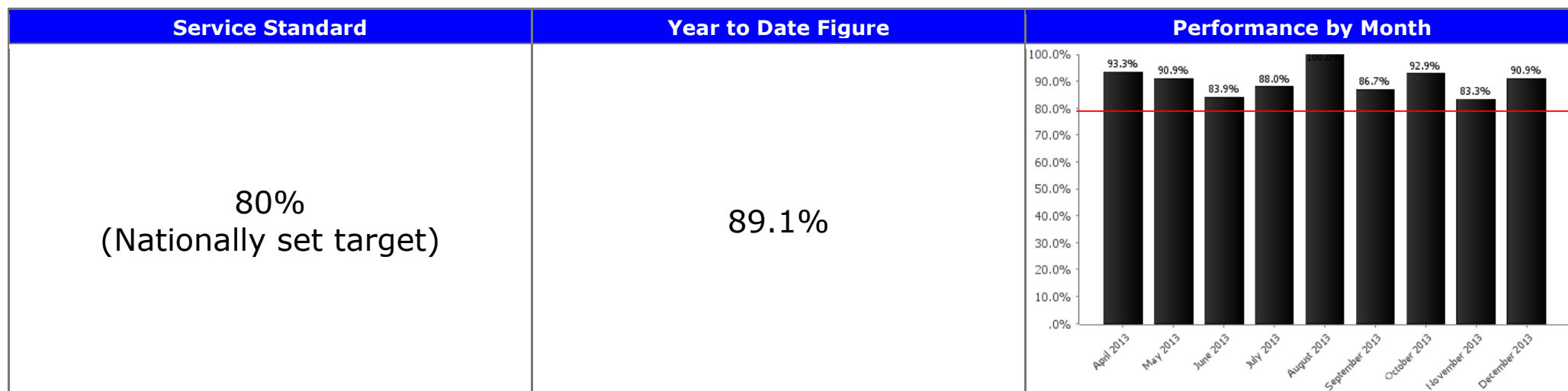
Governance – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

Local Environment – Responsible for managing high level projects and team level service standards on a day-to-day basis.

Resources - Responsible for managing high level projects team level service standards on a day-to-day basis.

APPENDIX 1: 2013/14 QUARTER 3 SERVICE STANDARDS

Service Standard: Percentage of Household Planning Applications processed within eight weeks



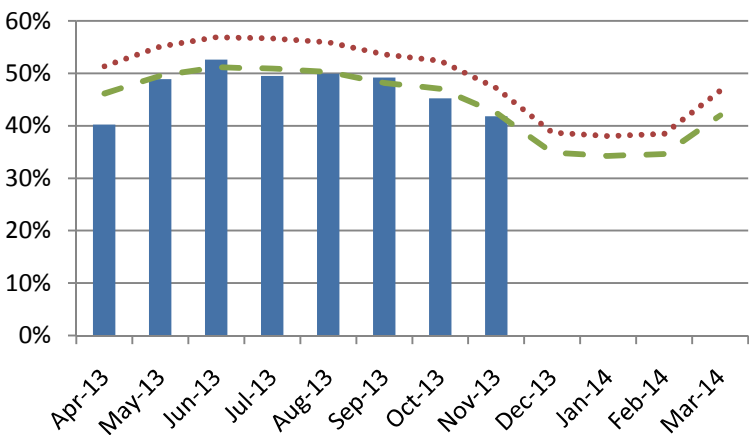
Service Standard: Number of missed waste or recycling collections

Service Standard	Year to Date Figure	Performance by Month																																				
40 missed collections per 100,000 (Industry Standard)	32 missed per 100,000 (2013/14 mean average)	<p>Missed Collections per 100,000</p> <p>Upper Limit</p> <table><thead><tr><th>Month</th><th>Missed Collections per 100,000</th></tr></thead><tbody><tr><td>Nov-12</td><td>25</td></tr><tr><td>Jan-13</td><td>22</td></tr><tr><td>Mar-13</td><td>23</td></tr><tr><td>May-13</td><td>28</td></tr><tr><td>Jul-13</td><td>29</td></tr><tr><td>Sep-13</td><td>31</td></tr><tr><td>Nov-13</td><td>32</td></tr><tr><td>Jan-14</td><td>39</td></tr><tr><td>Mar-14</td><td>28</td></tr><tr><td>May-14</td><td>29</td></tr><tr><td>Jul-14</td><td>39</td></tr><tr><td>Sep-14</td><td>22</td></tr><tr><td>Nov-14</td><td>35</td></tr><tr><td>Jan-15</td><td>33</td></tr><tr><td>Mar-15</td><td>35</td></tr><tr><td>May-15</td><td>24</td></tr><tr><td>Jul-15</td><td>37</td></tr></tbody></table>	Month	Missed Collections per 100,000	Nov-12	25	Jan-13	22	Mar-13	23	May-13	28	Jul-13	29	Sep-13	31	Nov-13	32	Jan-14	39	Mar-14	28	May-14	29	Jul-14	39	Sep-14	22	Nov-14	35	Jan-15	33	Mar-15	35	May-15	24	Jul-15	37
Month	Missed Collections per 100,000																																					
Nov-12	25																																					
Jan-13	22																																					
Mar-13	23																																					
May-13	28																																					
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Sep-13	31																																					
Nov-13	32																																					
Jan-14	39																																					
Mar-14	28																																					
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Jul-14	39																																					
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Nov-14	35																																					
Jan-15	33																																					
Mar-15	35																																					
May-15	24																																					
Jul-15	37																																					

This service standard was previously measured as a percentage of all collections made whereas the industry standard is measured per 100,000 collections. To allow an easier comparison to be made with the industry standard and for benchmarking purposes the standard is now measured in the same format as the target.

On average there are approximately 0.4 million collections made every month.

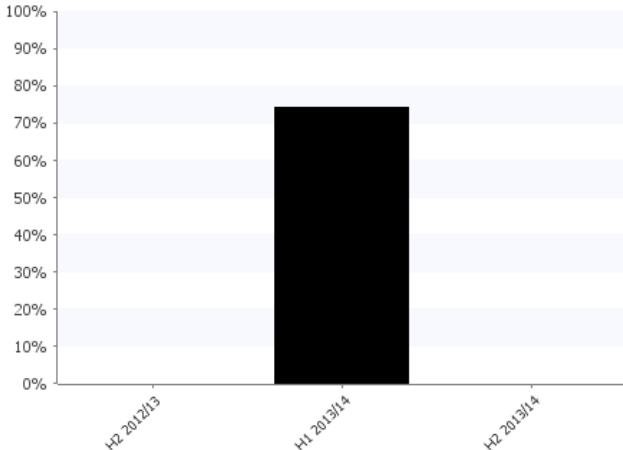
Service Standard: Percentage of household waste sent for recycling

Service Standard	Year to Date Figure	Performance by Month																																							
Nationally set target of 45% by 2015 and 50% by 2020.	47.2% (to end of November)	 <table border="1"> <caption>Monthly Performance Data (Estimated from Graph)</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr-13</td><td>40</td><td>48</td></tr> <tr><td>May-13</td><td>48</td><td>50</td></tr> <tr><td>Jun-13</td><td>52</td><td>52</td></tr> <tr><td>Jul-13</td><td>50</td><td>51</td></tr> <tr><td>Aug-13</td><td>50</td><td>50</td></tr> <tr><td>Sep-13</td><td>48</td><td>49</td></tr> <tr><td>Oct-13</td><td>45</td><td>48</td></tr> <tr><td>Nov-13</td><td>42</td><td>45</td></tr> <tr><td>Dec-13</td><td>-</td><td>38</td></tr> <tr><td>Jan-14</td><td>-</td><td>35</td></tr> <tr><td>Feb-14</td><td>-</td><td>35</td></tr> <tr><td>Mar-14</td><td>-</td><td>42</td></tr> </tbody> </table>	Month	Actual Performance (%)	Target (%)	Apr-13	40	48	May-13	48	50	Jun-13	52	52	Jul-13	50	51	Aug-13	50	50	Sep-13	48	49	Oct-13	45	48	Nov-13	42	45	Dec-13	-	38	Jan-14	-	35	Feb-14	-	35	Mar-14	-	42
Month	Actual Performance (%)	Target (%)																																							
Apr-13	40	48																																							
May-13	48	50																																							
Jun-13	52	52																																							
Jul-13	50	51																																							
Aug-13	50	50																																							
Sep-13	48	49																																							
Oct-13	45	48																																							
Nov-13	42	45																																							
Dec-13	-	38																																							
Jan-14	-	35																																							
Feb-14	-	35																																							
Mar-14	-	42																																							

The graph above shows what the monthly target would be in order to achieve the EU 2015 target of 45% and the 2020 target of 50%. The monthly target changes to reflect seasonal variations of recycling rates; particularly garden waste tonnages. Work will be done to calculate the annual targets over the next six years in order to achieve a 50% recycling rate by 2020.

In reference to the 2013/14 performance, dry recycling (kerbside, bring site and third party) figures are down while bulky waste is up. Analysis has shown that the reduction is mainly in paper and cans (both part of the green box scheme). Figures for plastic, card and glass are similar to last year. The most obvious reason for the downturn in paper is due to more people using paperless systems. Supermarket's recyclable packaging has also reduced in weight.

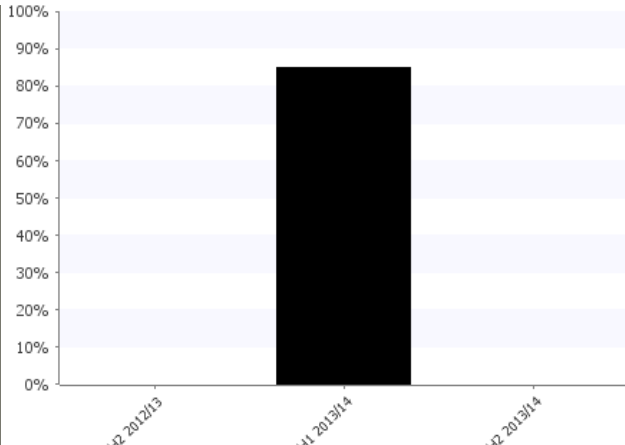
Service Standard 2013-14 - Customer satisfaction with street cleanliness

Service Standard	Year to Date Figure	Performance to date								
There is currently no national standard for satisfaction with street cleanliness.	74%	 <table><caption>Performance to date data</caption><tr><th>Period</th><th>Performance (%)</th></tr><tr><td>H2 2012/13</td><td>0%</td></tr><tr><td>H1 2013/14</td><td>74%</td></tr><tr><td>H2 2013/14</td><td>0%</td></tr></table>	Period	Performance (%)	H2 2012/13	0%	H1 2013/14	74%	H2 2013/14	0%
Period	Performance (%)									
H2 2012/13	0%									
H1 2013/14	74%									
H2 2013/14	0%									

Based on 960 responses in the Carlisle Focus Readers' Survey and an online survey.

Carlisle's satisfaction levels are on par with a recent Local Government Association (LGA) national survey.

Service Standard 2013-14 - Customer satisfaction with waste services

Service Standard	Year to Date Figure	Performance to date								
There is currently no national standard for satisfaction with waste services.	85%	 <table><caption>Performance to date data</caption><thead><tr><th>Period</th><th>Performance (%)</th></tr></thead><tbody><tr><td>H2 2012/13</td><td>0%</td></tr><tr><td>H1 2013/14</td><td>85%</td></tr><tr><td>H2 2013/14</td><td>0%</td></tr></tbody></table>	Period	Performance (%)	H2 2012/13	0%	H1 2013/14	85%	H2 2013/14	0%
Period	Performance (%)									
H2 2012/13	0%									
H1 2013/14	85%									
H2 2013/14	0%									

Based on 1010 responses in the Carlisle Focus Readers' Survey and an online survey.

Carlisle's satisfaction levels are on par with a recent Local Government Association (LGA) national survey. Interestingly there was virtually no difference between satisfaction with weekly and fortnightly household waste collections.

Service Standard: Average number of days to process new benefits claims

Service Standard	Year to Date Figure (Average)	Performance by Month																				
All new claims should be processed within 22 days	20.9 days	<table><thead><tr><th>Month</th><th>Average Days</th></tr></thead><tbody><tr><td>April 2013</td><td>20.4</td></tr><tr><td>May 2013</td><td>18</td></tr><tr><td>June 2013</td><td>19.7</td></tr><tr><td>July 2013</td><td>17.1</td></tr><tr><td>August 2013</td><td>22.2</td></tr><tr><td>September 2013</td><td>23.4</td></tr><tr><td>October 2013</td><td>25.6</td></tr><tr><td>November 2013</td><td>21.1</td></tr><tr><td>December 2013</td><td>23.1</td></tr></tbody></table>	Month	Average Days	April 2013	20.4	May 2013	18	June 2013	19.7	July 2013	17.1	August 2013	22.2	September 2013	23.4	October 2013	25.6	November 2013	21.1	December 2013	23.1
Month	Average Days																					
April 2013	20.4																					
May 2013	18																					
June 2013	19.7																					
July 2013	17.1																					
August 2013	22.2																					
September 2013	23.4																					
October 2013	25.6																					
November 2013	21.1																					
December 2013	23.1																					

This standard was previously measured in 2012/13 as the proportion of new claims that were processed within 28 days. This was a specific measure defined locally and consequently did not enable us to easily benchmark with other authorities. As a result we have now adopted the industry standard way of measuring the performance of this service. The Department for Work and Pensions (DWP) ranks authorities into quartiles and Carlisle's target is to not fall lower than the 2nd quartile.

Below shows the quartile ranges based on 2012/13 data. Carlisle's performance from April to December of 20.9 days would put us in the 2nd quartile.

DWP official figures for 2012/3:

- 6–18 days – Top Quartile
- 18-22 days – 2nd Quartile
- 22-28 days – 3rd Quartile
- >28 days – Bottom Quartile

Appendix 2: Carlisle Plan Update

PRIORITY – We will support the growth of more high quality and sustainable business and employment opportunities

The Council's Key Decisions will support business growth, with its services being viewed as 'business friendly' through working more closely with them to meet business' needs.

Local Plan

The first stage public consultation on preferred options Local Plan (LP) ended on 16 September 2013. A Compliance Meeting with the Planning Inspector took place the following day. Initial consultation feedback of issues was raised to the LP Members Working Group on 10 October 2013. Following this it was recommended to insert an additional stage of consultation (Preferred Options Stage 2) in the Local Plan programme and thereby reduce the risk of any future challenge to the process of the Local Plan being prepared. This delayed the programme by approximately six months. A report outlining the additional stage of consultation was due to reach Full Council on 4 March 2014 with a period of consultation to commence on 10 March for 4 weeks.

Prospectus for Carlisle

A prospectus for Carlisle, based on the Carlisle Story, is being developed as part of a suite of documents available for use by the public and private sector to raise the profile of Carlisle. The prospectus will be available for use as a standalone document, or in conjunction with a range of inserts; each of which will have specific information relating to themes or specific sectors. An amended draft of the prospectus has now been circulated for comment and once approved will form the basis for the inserts.

PRIORITY - We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle

This priority supports tourism, the arts and creative industries. It is recognised that arts and leisure are important in making Carlisle a great place to work, live and visit. Developing public realm improvements is a key piece of work under this priority. This involves the City and County councils working together.

Old Town Hall Phase 2 / Tourist Information Centre

Following the receipt of tenders on 22nd November 2013 and completion of an evaluation exercise, an intention to 'Award Contract' letter was issued to the successful party on 31/12/13. An inception meeting was held on 2/1/14 to agree methodology and management procedures. The first Project Progress Meeting was held in mid January 2014.

Public Realm

The programme of public realm projects has been scored, ranked and prioritised. An overarching project has been identified to develop a signage design suite which can then be accurately costed for use in other projects. Concept designs are already in place and we are currently in the process of commissioning Thinkingplace to produce a comprehensive signage suite with a deadline of late February. This will enable procurement of a preferred manufacturer to work with the design team to finalise the products within quality and cost tolerances. The resulting 'shopping list' of items can then be incorporated within subsequent public realm projects as and when they are brought forward.

The commission for a hoardings design suite has been completed and has already attracted interest from private sector businesses wishing to use these designs. This should result in Carlisle Story inspired hoardings being seen in Carlisle over the coming months.

Arts Centre

The design and build scheme submitted by Thomas Armstrong (with Day Cummings) has been approved and final contracts and design variations are currently being negotiated. The wider construction timescales and deadlines remain on schedule. Pilot projects within the centre remain under development and the programme is growing. It will continue up to May 2014 before close down and refurbishment to gauge interest in using the Arts Centre.

A draft business plan is currently being developed by officers based on information obtained since the project was agreed in principle at Full Council in September 2013.

PRIORITY - We will work more effectively with partners to achieve the City Council's priorities

The City Council wants to establish Carlisle as a nationally recognised sub-regional capital by becoming an effective partner in the key areas of housing and economic growth.

Home Improvement Agency

The Home Improvement Agency (HIA) has helped 73 clients to date including 35 home visits. Work has been delivered under the Electrical Safety Council Grant funding, the Sanctuary Scheme for victims of domestic and sexual violence, and the Keep Safe scheme for victims of anti-social behaviour.

Already, 38 volunteers have been recruited to the Community Neighbour Programme; of which 21 are fully trained and disclosure and barring service checked. Eight volunteers are actively working with older people in the urban and rural wards. An apprentice and caseworker have been recruited and new software has been installed to assist with case management, financial / budget management and reporting.

Carlisle Ambassador's Programme

The development of the Carlisle Story and place branding toolkit has provided the means to promote Carlisle as a regional capital. The establishment of the Carlisle Ambassador's Programme to work with individuals and organisations across all sectors and encourage the use of this place branding, has also provided an opportunity to review existing partnerships and establish connections where this may have proved difficult in the past. The focus for Carlisle Ambassador's is to raise the profile of Carlisle and thereby have a positive effect on the local economy. A series of projects utilising the Carlisle Story are already being delivered, the outputs of which will help us towards achieving our priorities.

PRIORITY - We will work with partners to develop a skilled and prosperous workforce, fit for the future

The City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP). Part of the CEP action plan of key priorities sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs. One of the outputs for this priority was to hold a careers event where young people could meet representatives of local businesses. A skills trade fair took place on Thursday 30 January 2014 at the Sands Centre.

The City Council is supporting the Knowledge Transfer Project which will help maximise the potential of 'e'-commerce by supporting local retailers (SMEs) and especially independents to make use of the internet to promote and grow their business. This two year project will support businesses to develop specific products together with experts from the University of Cumbria with the aim of maximising the use of proposed City Centre WiFi, using apps, for example, to support the local economy.

The City Council also continues to lead by example as one of Carlisle's large employers by investing in the development of its staff. This includes working with the University of Cumbria, Carlisle College and local training providers to deliver a wide range of technical and professional learning and development opportunities to staff. The City Council works closely with the National Apprenticeship Service and local training providers on its apprenticeship programme and all three of the staff who have recently completed apprenticeships have continued to be employed by the Council.

PRIORITY - Together we will make Carlisle clean and tidy

The City Council recognises the shared responsibility between it and the community and is committed to a pro-active approach to making Carlisle a place that its residents can be proud of.

Integrated Waste Management Project

A review of the waste collection service is underway. This is an exciting opportunity to improve the service and maximise value for money

Purple Sack and Gull Sack Projects

A part of the Love Where You Live campaign had been to identify sources of litter on the streets. We found that high levels of litter were caused by seagulls attacking waste in the purple sack collections.

The project has begun in Denton Holme where purple sack collections have moved to wheeled bins collections. This has reduced the levels of litter caused by the waste collections.

A further roll out of gull proof sacks is planned for early 2014/15.

Enforcement and Education

An update on the Enforcement and Education Team activities is below including latest performance figures.

On 8 February the team facilitated another successful dog micro chipping event with around 60 dogs chipped. This was well received by the public and on social media.

A community grant project offering £500 grants to community groups to do something to make their area better has also been launched.

Following the suggestion at the Panel in November a new clean advertising campaign is due to commence. This is where a stencil is printed on the pavement by cleaning an area around it. The first area to benefit will be Old Harraby at the start of March.

The team continues to work closely with schools and has recently completed another project with Year 7s at Newman School. A number of further primary school visits is programmed over the coming months.

Below are the latest enforcement figures including historic data to enable a comparison to be made with previous years.

Year / Service Requests	2011/2012	2012/2013	2013/2014 (to 11 February 2014)
Dog Fouling	594	712	505
Fly Tipping	177	201	242
Waste Receptacles	9	32	108
Total	780	945	855

Year / Fixed Penalty Notices	2011/2012	2012/2013	2013/2014 (to 11 February 2014)
Dog Fouling	11	37	43
Dogs Off Leads	0	19	12
Fly Posting	6	24	8
Littering	0	40	42
Waste Receptacles	0	11	8
Total	17	131	113

Year / Prosecutions	2012/2013	2013/2014 (to 11 February 2014)
Dog Fouling	2	8
Dogs Off Leads	-	5
Fly Posting	7	2
Littering	2	1
Waste Receptacles	1	1
Other	1	2
Total	13	19

PRIORITY - We will address Carlisle's current and future housing needs

The key to this priority is the delivery of the City Council's housing strategy.

Delivery of the Affordable Housing Programme:

Riverside has reached agreement with Lovell to deliver and manage 37 affordable homes in the Raffles area at Dalton Avenue. Planning permission has been granted for these properties; 23 two-bed homes, 6 three-bed homes, 4 four-bed homes and 4 two-bed bungalows. Contracts were due to be exchanged late 2013 / early 2014, with a start on site by Spring 2014.

Land transfer has been completed which has led to a capital receipt of £150,000.

Empty Homes:

The Cluster of Empty Homes programme originally set out plans to return 45 empty properties back into use by the end of 2014/15. The City Council are the accountable body and the YMCA's Making Homes Programme is the provider for this programme. The YMCA's programme is based on lease and repair with an approximate 20% rental income stream in fees. Nationally these types of programmes have struggled to hit targets; primarily due to the complex nature of the work involved. In Carlisle ten properties were completed by the end of January 2014 and a further 24 are expected to come on stream by end of September 2014. A number of landlords with multiple properties are trialing the programme with a single property before committing further. The City Council will continue to closely monitor the performance of the programme provider.

