

PORTFOLIO:

COMMUNITY ENGAGEMENT

Report of
Portfolio Holder:

COUNCILLOR
JACQUELYNE GEDDES

CUSTOMER CONTACT CENTRE

The Identity and Passport Service are due to move into the Customer Contact Centre from the end of July. The security advisors from the passport service visited the Civic Centre on Monday, 27th June to check on security and safety issues. The actual contracts are still being developed, but no problems are foreseen.

ACCESS AND INCLUSION

The Access and Inclusion Event took place on 20th April in Carlisle. It was attended by over 40 delegates who spent the day discussing the challenges that different groups face. The event was the second of three across the county and we will receive a report on the findings once all the events have been held.

The **Achieving Equality in Cumbria Project** has been entered into the North West Employers Equality and Diversity Awards for 2010/11.

ENTERPRISE

Community Centre Managers

A lot of work has been done to improve relationships between Centre Managers and the City Council, through the provision of advice and information. All centres have received a hardware upgrade at a cost to the council of £4,400 and are aware of training budget availability and how to access courses run by the City Council. Through the feedback we have received, we are also working with the centres and IT on ways to improve access to the websites. The centres have asked for more information about payroll and pensions. We are in the process of collating responses to this.

A training programme is being designed with Centre Managers. It is envisaged that Cumbria Volunteer Service will do the bulk of the delivery.

Volunteer Initiatives

We have created a partnership of people who work with volunteers, to look at how we as a city can positively utilise the skills and potential this can bring. Partners have already expressed an interest to be involved in preparing the city for the arrival of the Olympic Torch, but looking more broadly there will be potential to bring volunteers together for a number of positive initiatives.

Community Links

Together with the Police we have started a monthly 'tour' of community groups of interest. At present this includes the Gypsy & Traveller camp at Harker Dene, Heathlands (for adults with learning and physical difficulties) and Carlisle People First. The visits are informal but have already gained excellent links and information with groups we often find it hard to link with.

Equality & Diversity Partnership

We continue to be an active arm of this partnership and are presently encouraging the city to commemorate the International Day of Peace (21st September). Schools and community groups will mark this day in a variety of ways. We are also hosting a small event in the town centre, promoting the day and encouraging people to make 'peace pledges'. The initiative is to encourage community cohesion and respect.

INCLUSION

Futsal Tournament

Carlisle hosted the regional Futsal (mini soccer) tournament in May where 200 girls took part from Cumbria. The event was run by the City Council and the Cumberland FA as part of the Women and Girls' Development Programme. A team from Carlisle will go through and represent the city in the national finals.

Disability Activity Club

The club, run in partnership with Mencap, continues to grow and offers sport and physical activities for young children aged from 8-19. The club encourages siblings to take part and offers a small respite for parents. The club will be running sports hall athletics sessions where all participants can achieve a certificate and medal. This is part of the start of activities leading up to the Para Olympics

Safe Clubs

A new Harraby Safe Club has been set up as it was identified that in the area there were no activities for teenagers in Harraby since the youth club closed. The local Policing team and the community centre approached us to set up the new club as the success of the other four across the city have proven to help reduce anti social behaviour and offer what young people are asking for in their local area. Funding was given by the Police, County Council, Crime and Disorder Reduction Partnership, Riverside Housing and The Harraby Community Centre.

Sports Cage

The new multi use Sports Cage and play area has got under way in the Castle Ward this week after 18 months hard work, bringing in external funding of £120K through strong partnership links and local community working and consultation. The Sports Cage will be the fifth one that the department has been able to provide a local community.

National Golf Roots Programme

100 young boys and girls took part in the National Golf Roots project which was held at the Sheepmount Stadium. The city was selected to be the lead on the project along with 11 other cities across the country. The project helps make the sport more accessible and has also trained 20 teachers and volunteers to be able to run sessions as part of school and community clubs. The project also works with local golf clubs to make them more open and coaches go into schools and community clubs to coach. As part of this project we have worked with Carlisle Leisure Ltd to pull together a development plan and as part of that the site now offers discounted rates for young people, families and the over 50's.

Sheepmount Review

As part of the million pound funding for the Sheepmount development the City Council had to put together a 5 year development plan for delivery on the site. Each year the football foundation carry out a review of the site and the plan to see that everything is happening and going in the right direction. We have just had our annual review and have come away with a very positive report and feedback of the diverse and innovative work that we are leading on based from the site.

SPORT

Sport and Physical Activity Alliance

Current programmes include homeless football, walking, 'Fab and Fifty' programme, the sports grants for clubs and coaches and talented individual sports grants.

Tennis

A Family Day was held at Bitts Park in partnership with Carlisle Leisure Ltd. This is part of the tennis community development plan that the council oversee in partnership with the Lawn Tennis Association and CLL. 100 people attended on the day and took part in activities such as kids' taster tennis, cardio tennis, adult tennis and family activities.

Sports Council

We are working with the Sports Council to organise the Carlisle Sports Awards event. This will take place in October at the Sands Centre and will be a chance to celebrate local sports clubs, coaches and volunteers.

33 clubs are currently members of the Sports Council. We are working with Active Cumbria at the County Council to create a website for people to nominate and buy tickets. The Sports Council have managed to get 12 local

sponsors for the awards. The young person's officer will also be involved to develop opportunities for young people to get involved with the photography and evening presentations, design and animation.

YOUNG PEOPLE'S CHAMPIONS

Campaign Group

The campaign group have previously been working on reducing the prices of entertainment for young people in Carlisle. They are now looking at how they can encourage local venues to put on more live entertainment/gigs for young people in the area, promote local talent, and keep prices reduced. The concept is to get young people off the streets and engaged in local activities, and in turn reduce anti social behaviour. Two large events they are involved with is the Skate Fest on the 3rd September 2011 and Cumbria Pride on the 1st October 2011.

Youth Council

This group is about bringing young people together from the different areas of Carlisle (including the surrounding rural locations) to sit on a Youth Council, get their voices heard and be involved in a political and democratic process. This group is very inclusive and diverse and targets many young people. Carlisle City Council is working in partnership with Brathay and Carlisle Youth Zone to develop the Youth Council

ABSTRACT (Newspaper Group):

This project supports young people to produce a young person's magazine/newspaper.

The young people involved explore all aspects of development: editorial, graphics, reporting, writing, photography and so on. The young people have promoted diversity and appealed for more freelance work from other groups and individuals to be submitted for print. The magazine addresses issues affecting young people such as topics related to school, health and wellbeing. Media related qualification to be delivered.

Youth Exchange 2011

This year's youth exchange will be held in Flensburg (Germany) for 10 days in July 2011. The experience offers 10 young people between the ages of 15 – 19 the opportunity to take part in this cultural experience, learn new skills and develop socially.

REVENUE AND BENEFITS SERVICE

Council Tax collection, measured against targets as set out in the Service Plan, is in line with previous year performance. In-year collection performance at 31st May 2011 is 20.76%, almost identical to performance at the same stage compared to 2010/11 when our best ever performance was achieved. Business Rate, in-year collection performance at 31st May 2011 is 21.58%, a 2.43% reduction compared to 2010/11. This is mainly due to delayed recovery action as a result of staffing issues which are to be addressed.

Under the 'right time' indicator the Council is assessing claims and changes in circumstance at a cumulative average for the year to 31st May 2011 of 13.17 days against a target of 10 days.

The Department for Works and Pensions are unable to provide data to show our performance under the 'right benefit' indicator and this is no longer being provided as an indicator.

Within the Revenues and Benefits Shared Service partnership, the process for the provision of common software systems has been completed. The implementation of the CIVICA document management system, including the conversion of over 5 million electronic images held in the Anite databases for Copeland and Carlisle respectively, has been concluded. User training has been held and the system became operational in June 2011. Creation of the virtualised environment for the Shared Desk Top, giving access to all databases within the service, has generated complex technical issues which have caused a period of system downtime and will need considerable further consideration. As a result, the full implementation of the common platform remains outstanding.

HEALTHY CITY

I attended the World Health Organisation technical and business meeting at Liege from 14 – 19 June 2011 where the health statement for 2020 was drafted and delegates had the opportunity to have major input.

I took part in many presentations which shared good practice across Europe and can help strengthen Carlisle's Healthy City status. These projects include two from Carlisle, "Get Into Reading" and "Grow Your Own Healthy City". Many of these projects require little or no funding only facilitating by engaging with communities. A conference pack is available in the Members' Room.

CRIME AND DISORDER REDUCTION PARTNERSHIP

Carlisle financial year to date figures, ending May 11 (compared with the same time previous years)

All Crime	+0.7%
Violent Crime	-0.8%
ASB	-25.3%
Criminal Damage	-20.5%
Burglary dwelling	+3.8% (an increase of 1 offence)
Youth ASB	-14.3%

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Community Engagement Portfolio Holder