

Health & Wellbeing Scrutiny Panel

Agenda

Thursday, 10 January 2019 AT 10:00

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

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

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

Members of the Health & Wellbeing Scrutiny Panel

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

Substitutes:

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

PART A

To be considered when the Public and Press are present

Apologies for Absence

To receive apologies for absence and notification of substitutions.

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

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

Public and Press

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

Minutes of previous meetings

5 - 16

To note that Council, at its meeting of 8 January 2019, received and adopted the minutes of the Health and Wellbeing Scrutiny Panel held on 4 October 2018 and 15 November 2018 (copy herewith).

The minutes will be signed by the Chairman.

Minute Book Volume 45(4)

A.1 CALL-IN OF DECISIONS

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

A.2 OVERVIEW REPORT AND WORK PROGRAMME

17 - 22

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Steven O'Keeffe, Policy and Communications Manager

Report: OS.35/18 herewith

Background:

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

Why is this item on the agenda?

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

What is the Panel being asked to do?

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

A.3 RESPONSE TO WELFARE REFORM**23 - 28**

Portfolio: Economy, Enterprise and Housing

Directorate: Governance and Regulatory Services / Corporate Support

Officer: Tammie Rhodes, Homelessness Prevention and
Accommodation Manager / Reg Bascombe, Revenues and
Benefits Operations Manager

Report: GD.02/18 herewith

Background:

The Corporate Director of Governance and Regulatory Services to submit a report providing an overview of the ongoing local partnership work developed in response to the Government's Welfare Reform agenda.

Representatives from the Department for Work and Pensions and The Law Centre have been invited to attend the meeting.

Why is this item on the agenda?

Monitoring.

What is the Panel being asked to do?

To review the content of the report and note the progress of the partnership work.

A.4 CARLISLE INTERAGENCY HOMELESSNESS STRATEGY 2015 - 2020**29 - 34**

Portfolio: Economy, Enterprise and Housing

Directorate: Governance and Regulatory Services

Officer: Tammie Rhodes, Homelessness Prevention and
Accommodation Manager

Report: GD.03/18

Background:

The Homelessness Prevention and Accommodation Manager to submit a report updating Members on the key data and outcomes in relation to the

Interagency Homelessness Strategy for Carlisle 2015 - 20.

Why is this item on the agenda?

Scrutiny of partnership / External Agency.

What is the Panel being asked to do?

Review the content of the report and note the progress of the partnership.

PART B
To be considered in Private

-NIL-

Enquiries, requests for reports, background papers etc to:

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

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

**Minutes of previous meetings
HEALTH AND WELLBEING SCRUTINY PANEL**

THURSDAY 15 NOVEMBER 2018 AT 10.05AM

PRESENT: Councillor Paton (Chairman), Councillors Carrigan, Finlayson (until 12:51pm), Harid, Layden, McKerrell (as substitute for Councillor J Mallinson), McDonald (as substitute for Councillor Crawford), and S Sidgwick.

**ALSO
PRESENT:** Mr Mackay, Director, Tullie House
Mr Smith, Trustee, Tulle House Trust
Councillor Glover – The Leader

OFFICERS: Deputy Chief Executive
Corporate Director of Finance and Resources
Corporate Director of Governance and Regulatory Services
Policy and Performance Officer
Overview and Scrutiny Officer

HWSP.64/18 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Crawford, J Mallinson and Quilter – Culture, Heritage and Leisure Portfolio Holder.

HWSP.65/18 DECLARATIONS OF INTEREST

There were no declarations of interest submitted.

HWSP.66/18 PUBLIC AND PRESS

RESOLVED - It was agreed that the items of business in Part A be dealt with in public and Part B be dealt with in private.

HWSP.67/18 AGENDA

RESOLVED – That the Overview Report and Work Programme be considered as the final item of business at the meeting.

HWSP.68/18 MINUTES OF PREVIOUS MEETINGS

RESOLVED – 1) It was noted that Council, on 6 November 2018, received and adopted the minutes of the meetings held on 23 August 2018 and 4 October 2018. The minutes of 23 August were signed by the Chairman.

HWSP.69/18 CALL IN OF DECISIONS

There were no items which had been the subject of call-in.

HWSP.70/18 TULLIE HOUSE BUSINESS PLAN 2019/20 – 2020/21

The Deputy Chief Executive submitted report CS.34/18 which included the Tullie House Museum and Art Gallery 2019 – 2021 Business Plan.

Mr Smith (Tullie House) stated that Tullie House was a wonderful asset for the city and that its Trustees were determined to maximise its potential. The Business Plan was founded on two core principles: financial stability and community engagement, that were key to the ongoing development of the development of the facility.

Mr Smith provided a summary of the various partnerships that Tullie House had formed and their joint bids for funding and their allocations, details of which were provided in the Business Plan. In addition to seeking external funding through grants, the Tullie House Trust (the Trust) also aimed to increase its income by expanding the number of visitors to the facility. He appreciated the Council's position regarding the financial support it provided to the Museum, however, it was his view that a slower, more phased reduction of the Council's Core Grant Funding, from 2021, as set out in the report, would enable the Trust more time to absorb the loss of the funding and find sustainable ways in which to replace it.

Mr Mackay explained that the Museum had identified three areas of focus: the delivery of community engagement projects (supported by Arts Council England funding) which it was hoped would attract younger audiences to the Museum; Project Tullie which would set out the blue-print for the Museum for the coming 10 – 15 years, including the provision and layout of public gallery space, and; how to absorb the reduction in Core Grant funding from the Council.

The Museum had latterly become a more outward looking organisation and in addition to forming partnerships for the purposes of applying for grant monies, it had also developed links nationally and internationally with other museums. Such links would allow Tullie House to share items from its collection and receive items for display from collections held in institutions such as the British Museum. It was hoped that the accessibility of items of national and international significance would lift visitor numbers. The profile of Tullie House was increasing with visits from key figures in Arts Council England, and the Trust hoped such interactions meant awareness of the Museum would continue to increase.

The Chairman invited the Deputy Chief Executive to comment on the Business Plan.

The Deputy Chief Executive considered that the report and Business Plan allowed the Panel to review the previous year and to consider the future, particularly the Council's Core Funding Grant, as part of its agreement with the Trust. He noted that the Council's had undertaken an agreement with the Trust for a period of three years, and asked Members to consider the Council's and the Trust's proposals for future core funding arrangements, in the context of the Council's Budget, Members' attention was drawn to the recommendations set out at the front of the report.

The Leader added that Tullie House was extremely important asset to the city, and that in seeking to alter the level of core funding it provided, the Council did not wish to destabilise the facility. That city was recognised for its visitor economy which Tullie House contributed to, furthermore, the Trust's plans for the future, particularly Project Tullie were cause for excitement.

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

- What plans did the Trust have for marketing Carlisle as a desirable place to visit?

Mr Mackay explained that as part of the development of Project Tullie, work had been undertaken with consultants to find appropriate narratives relating to Borderlands, The Border City and City of the Lakes in an attempt to set out the city's unique identity as a selling point.

The Leader added that government had not yet indicated an outcome to the Borderlands Growth Deal Submission, therefore it was important that Tullie House was not reliant on such funding.

Mr Smith indicated that the most likely source of funding for Project Tullie was the Heritage Lottery Fund, with whom early dialogue had been positive.

- A Member requested a breakdown of visitor figures to Tullie House.

Mr Mackay stated that in 2017/18 there had been 240,000 visitors to Tullie House, and that number was on course to increase in 2018/19. International visitors had made up 6% of attendees in 2017/18 and the Museum had a target to increase that number to 9% in 2018/19. He added that there was potential to grow the numbers of local people visiting the museum, as numbers had been in decline in recent years.

A Member commented that the funding and partnership links the Trust had formed were encouraging, he asked what plans were in place to raise awareness of Tullie House and increase visitor numbers.

Mr Mackay responded that the number of visitors to the site was growing, and that data analysis of those attending was being carried out. He further noted that the ticket price offers had been improved, enabling purchasers to use one ticket for multiple visits over a year. The collection loans from partnership organisations, particularly those from China which were due to be exhibited in 2020 were expected to generate significant interest. He recognised the importance of increasing visitor numbers to support the long term sustainability of Tullie House.

The Chairman asked whether the Tullie Card was still available for purchase.

Mr Mackay explained that the Tullie Card had been replaced with an annual ticket which was able to be purchased for adults at a price of £10, children were able to access the facility for free.

The Chairman responded that £10 was a very small fee, and inquired whether it could be increased.

Mr Smith agreed that charges were the mostly likely source of revenue growth, as in his view, the retail and food outlets at Tullie House had limited income potential, he stated that charges for children would be kept under review.

The Panel discussed the collections held in storage at the Museum. Mr Smith noted that the Trust had submitted two grant applications for monies to create exhibition space to display the Museum's nationally important clothing collection, such alterations to the internal layout of the Museum were the forerunner to Project Tullie.

The Chairman questioned why items were held in storage rather than on display.

Mr Mackay explained items were held in storage as there wasn't sufficient display space within the public areas of the Museum. It was normal practice for museums to have held collections some of which were rotated as part of a programme of exhibitions, others were retained for research purposes as they were not of sufficient quality to be publicly displayed.

- Did the Trust have plans to increase internal revenue by improving the food offer to customers?

Mr Smith confirmed that income from the sale of food had decreased in recent years, and that the contractor had not delivered the type of service that the Trust had been looking for. The matter had become a focus of attention for the Museum's management who were monitoring the service. However, longer term changes to the offer would occur as part of Project Tullie, therefore no significant changes were planned in the short term.

Mr Mackay added day to day monitoring of the service was being carried out and that the menu had been changed recently as well as improvements to the customer service provided.

The Member responded that he considered catering to be an essential aspect of the Museum's business, as it was part of the customer experience while at the facility. He applauded the Trust's securing of internationally significant exhibitions such as the Chinese artefacts planned for display in 2020, he asked what plans the Trust had to secure major paintings for display on a more regular basis.

Mr Smith responded that the Trust would relish the opportunity of regularly displaying paintings by major artists, and noted that in the coming 18 months works by three artists of national significance would be displayed at Tullie House. Whilst such offerings would increase visitor numbers, it was important to recognise that exhibitions by individual artists were likely to have limited range of appeal, therefore it was important to have a broad range of offer.

The Member commented that he was pleased the matter was being looked at.

- What plans did the Trust have to engage the attention of people in the north-west who did not have access to the internet?

Mr Mackay stated that it was very challenging, as there was a lot of competition in the cultural sector to engage people's leisure time, therefore it was important that Trust's marketing was confident. He noted that 60% of visitors lived within an hour's drive of Tullie House, and 40% came from further afield.

Mr Smith added it was a matter the Trust gave regular consideration to. The new crossing on Castle Way had increased footfall to Tullie House, especially during the "Weeping Window" poppy display at the Castle. As Project Tullie developed it would provide an opportunity for the public to engage in future plans for the museum.

The Panel discussed developments in the vicinity of Tullie House; the Frater project at the Cathedral and the location of relocation of Edinburgh Woollen Mill to the city centre and that opportunities that may arise for the Museum as a result.

The Chairman thanked Mr Mackay and Mr Smith for their attendance at the meeting.

The Panel adjourned at 11:10am and reconvened at 11:15am

In response to a question from the Chairman regarding the possibility of engaging another food provider at Tullie House, the Deputy Chief Executive detailed the current position in relation to the contract with the existing provider, which was nearing its term.

- A Member noted the Trust had submitted a counter-proposal for the level of core funding the Council would provide in the coming three years (paragraph 2.3 of the report), he asked whether the Council was happy to accept that proposal.

The Leader stated that the Council was considering the matter, he cautioned that were the Trust's proposal to be accepted, the Council would need to make an additional £100,000 savings from elsewhere within its budget. The Executive had yet to finalise its Budget proposals, therefore the Panel's consideration of the Business Plan were very important.

The Member commented that were the Panel to put emphasis on the Trust's proposal, it would need to take into account the need for the Council to balance its own budget.

The Leader explained that the Trust's Business Plan was not complete, however, it had assured the Council it could guarantee the financial proposals put forward. In the event of increased income receipts, would be able to accommodate additional reductions in its Core Grant Funding. In order to manage its budget properly, the Council's MTFP needed to be based on realistic proposals.

- A Member felt that customers were crucial to the success of any business, he asked how sustainable the Trust's plans to increase visitor numbers were.

The Leader noted the work done to make the city a short break destination, and the potential opportunities to link with other cultural providers in the city.

The Panel discussed the potential for advertising Tullie House on national train services.

- A Member commented that there had been a lot of focus on increasing income, it was his view that the Trust should also seek to reduce its costs, he asked whether the Council was confident that the Trust had the capacity to sufficiently increase its income.

The Leader advised that the Trust had a number of ideas for increasing income and reducing costs. He further noted that the Board was increasingly made up of new members who brought fresh ideas and a different focus.

The Deputy Chief Executive reminded Members of the recommendations set out in the report, stating that the Panel was asked to form a view on the proposals for the core funding of Tullie House. He added that in addition to the core funding grant, the Council had a number of Service Level Agreements with the Trust which, overall, totalled approximately £900,000 of funding. He directed the Panel to consider the Trust's funding proposal in comparison to that set out by the Council in its MTFP.

The Chairman responded that he felt the annual ticket price was too low, and suggested it be increased to £15, he also considered it would be beneficial for the Trust to increase its marketing.

The Deputy Chief Executive suggested that the Panel consider requesting that future Business Plans provide more detail relating to the Trust's future plans, as opposed to context setting.

A Member commented that he was pleased to hear about the Trust's increasing access to grant funding, and felt that the organisation was heading in the right direction. He was sympathetic to the Trust's proposal for its core funding grant settlement and hoped that the Council would be able to view it sympathetically. However, he appreciated the impact accepting the Trust's proposal would have on the Council's Budget, as it would require further savings to be made. A number of Members expressed their support for this view.

Another Member considered that the implementation of the Business Plan should be monitored in future to ascertain whether the increased incomes the Trust anticipated were realised.

RESOLVED – 1) That the Panel were sympathetic to the Tullie House Trust's proposal in relation to the level of its core grant funding; however, it recognised accepting the proposal would mean additional savings would be required in the Council's Budget.

2) That the implementation of the Business Plan be monitored to ascertain whether the increased incomes the Trust anticipated were realised.

3) That the Tullie House Business Plan 2019 – 2021 report (CS.34/18) be noted.

HWSP.71/18 BUDGET 2019/20 – 2020/21

The Corporate Director of Finance and Resources submitted the annual budget reports, noting that Panel's consideration marked the beginning of the process for setting and approving the Council's Budget. The Overview and Scrutiny Procedure Rules contained in the Council's Constitution specified the areas of the Panel's remit, the Corporate Director of Finance and Resources sought clarification that Members wished her presentation of issues to address those matters specifically. The Panel indicated its agreement.

(a) Budget Update - Revenue Estimates 2018/19 to 2023/24

The Corporate Director of Finance and Resources submitted report RD.22/18 providing a summary of the Council's revised revenue base estimates for 2018/19, together with base estimates for 2019/20 and forecasts up to 2023/24 for illustrative purposes. The base estimates had been prepared in accordance with the guiding principles for the formulation of the budget over the next five year planning period as set out in the Medium Term Financial Plan (MTFP) and Charging Policy; Capital Strategy; and Asset Management Plan approved by Council on 11 September 2018.

The report set out known revisions to the MTFP projections, although there were a number of significant factors affecting the budget that were currently unresolved, details of which were recorded at Section 1.3. A summary of the outstanding key issues, together with the resource assumptions was also provided at Section 4.

The Executive had on 12 November 2018 (EX.99/18) received the report and resolved:

"That the Executive:

1. Noted the revised base estimates for 2018/19 and base estimates for 2019/20.
2. Noted the current Medium Term Financial Plan projections, which would continue to be updated throughout the budget process as key issues became clearer and decisions were taken.
3. Noted the initial budget pressures / savings which needed to be taken into account as part of the 2019/20 budget process.
4. Noted the review of the earmarked reserves as outlined in paragraph 9 and Appendix G to Report RD.22/18 and made appropriate recommendations to Council."

Paragraph 5.13 identified the income shortfalls which had a total value of £837,000 and were a pressure on the budget. Of those areas of income shortfall, one fell within the Panels remit: Reduced Income from Recyclates - £164,000. The Corporate Director of Finance and Resources explained that lower income from recyclates was a national issue, and that the Council's Senior Management Team was considering how best to address the shortfall.

In respect of the Income from advertising shortfall, the Corporate Director of Finance and Resources advised that the income shortfall was as a result of lamp post advertising not achieving the level of income anticipated. It was expected that the shortfall would be funded from base budgets, thereby removing the item as a budget pressure.

Additionally, the report highlighted some areas of additional expenditure within the Panel's remit, of which the following was in the Panel's remit: Youth Exchange; Revenue Financing of Capital (Rethinking Waste) and, Increased Garden Waste Tipping Charge.

The Corporate Director of Finance and Resources drew Member's attention to paragraph 5.5 of the report which detailed an additional recurring pressure of £60,000 per annum in respect of IT support for Tullie House.

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

The Chairman noted that the Tullie House Business Plan report detailed a spending pressure of £82,400 for "Services (HR/Payroll/ICT)", he sought clarification as to whether that was inclusive of the cost of the IT support referred to in the Budget Revenue Estimates 2018/19 to 2023/24.

The Deputy Chief Executive confirmed that the £82,400 referred to in the Tullie House Business 2019 – 2021 report was inclusive of the newly identified revenue pressure for IT support contained in the Revenue Estimates report.

In response to further questions from Members the Deputy Chief confirmed that cost was recurring and that the Council had reviewed the contract to ensure it was satisfied with it.

- Were The Lanes doing enough to secure sufficient rental income?

The Corporate Director of Governance and Regulatory Services advised that the matter was not within the remit of the Panel, and that it would be scrutinised by the Business and Transformation Scrutiny Panel when it met to scrutinise the Budget later in the month.

- Was there a single purchaser of garden waste at the site which the Council used?

The Deputy Chief Executive indicated that he did not have that information, but noted that there were a number of other variables the Council had to consider when selecting a site for the depositing of garden waste: proximity to the city; the impact on fuel costs and CO₂ emissions for using a more distant site.

- Would the Council make a larger saving on the Leisure subsidy following the closure of Mack Golf, who had operated the Council's Golf estate until it had gone into administration?

The Deputy Chief Executive explained that the payment for the service for 2018/19 had been made, no further saving would be realised as the service would need to be paid for once a suitable method of delivery had been identified.

The Chairman sought an update of the Non-National Domestic Rates pilot programme.

The Leader advised that Council was awaiting notification from central government on the matter.

(b) Review of Charges 2019/20

The Corporate Director of Finance and Resources presented the Review of Charges reports informing the Panel that there was a 3% increase on the overall level of income in line with the Corporate Charging Policy.

Community Services

The Deputy Chief Executive submitted report CS.31/18 which set out the proposed fees and charges for 2019/18 relating to those services falling within the Community Services Directorate.

The charges highlighted within the report would result in an anticipated level of income of £2,903,300 against the MTFP target of £2,903,300 which represented the income target being met. Details of the proposed charges in relation to those areas within the Panel's remits: Old Fire Station; allotments; use of parks; sports pitches; Talkin Tarn; Bereavement Services; Waste Services and Garage charges, were contained within the report.

The Executive had on 12 November 2018 (EX.100/18) received the report and decided:

"That the Executive:

1. Had reviewed the proposed charges as set out in the body of Report CS.31/18 and relevant appendices with effect from 1 April 2019, noting the impact those would have on income generation as detailed within the report.
2. Made the report of proposed charges available to relevant Scrutiny Panels for their review and comment."

The Deputy Chief Executive noted it was proposed that Room Hire Charges at the Old Fire Station were to remain at their 2018/19 rates, in order to further encourage use of the facility. The proposed increase in charges relating to stray dogs was due to the service now being more costly for the Council to provide.

In considering the report, Members raised the following questions or comments:

- Did the Council receive payment for the processing its recyclates?

The Deputy Chief Executive responded that the Council received recycling credits for the recycling material it sent for processing.

The Corporate Director of Finance and Resources drew the Panel's attention to page 36 of the Budget Book which provided a summary of income from services within the Directorate and advised that all were expected to meet their MTFP targets with the exception of those identified in the Income and Budget Monitoring Shortfalls.

- How would Officers deal with a case where the charge for the stray dog service had been applied, but the resident was unable to pay the fee?

The Deputy Chief Executive advised that in such cases front line Officers were able to request management support to address the issue, on a case by case basis.

- Was the proposed removal of the extended hours charging policy at The Sands Centre car park intended for the duration of the works to the facility, or was it to be permanently removed?

The Deputy Chief Executive responded that the matter fell within the remit of the Economic Growth Scrutiny Panel, who would consider the matter as part of their scrutiny of the Budget proposals.

The car park was well used, were the development of The Sands Centre to be approved, a compound would be installed in the car park which would potentially create issues regarding the provision of spaces. However, there were a number of potential mechanisms which the Council may employ to mitigate against the loss of spaces.

The Deputy Chief Executive noted that it had been custom to detail on the agenda of the individual Scrutiny Panels, the areas within the numerous budget reports which were within the remit of a particular Panel. In his view, the scrutiny of all budget reports by all three Scrutiny Panels was likely to be very time consuming and had the potential to cause issues such as conflicting resolutions. He suggested that Members stick to considering items within the remit of their Panel.

Governance and Regulatory Services

The Corporate Director of Governance and Regulatory Service submitted report GD.72/18 which detailed the proposed fees and charges for areas falling within the responsibility of the Governance and Regulatory Services Directorate.

The report set out the proposed charges relative to Environmental Health and Housing; Homeless, Prevention and Accommodation Services; and Legal Services, and the Corporate Director noted that all the increases proposed were in-line with the Council approved, Corporate Charging Policy.

The introduction of the proposed charges was forecast to generate income of £874,200 in 2019/20 as summarised in the table at paragraph 5.10.1 of the report.

The Executive had on 12 November 2018 (EX.101/18) received the report and decided:

“That the Executive agreed for consultation the charges as detailed within Report GD.72/18 and accompanying Appendices, with effect from 1 April 2019; noting the impact those would have on income generation as detailed within the report.”

The Chairman asked whether the Council owned properties for the purpose of housing people experiencing homelessness.

The Corporate Director of Finance and Resources confirmed that the Council did own a number of such properties through the Hostel Share Scheme.

(c) Revised Capital Programme 2018/19 and Provisional Capital Programme 2019/20 to 2023/24

The Corporate Director of Finance and Resources submitted report RD.23/18 detailing the revised Capital Programme for 2018/19, now totalling £9,551,200, together with the proposed method of financing. The report summarised the proposed programme for 2019/20 to 2023/24 in the light of the new capital proposals identified, together with the estimated capital resources available to fund the programme.

Section 4 provided details of the current commitments and new spending proposals. Any capital scheme for which funding had been approved by Council may only proceed after a full report, including business case and financial appraisal, had been approved. A summary of the estimated resources compared to the proposed programme year on year was also provided.

The Corporate Director of Finance and Resources noted that of the new spending proposals listed, one fell within the Panel's remit: Play Area Improvements.

The Executive had on 12 November 2018 (EX.104/18) received the report and decided:

"That the Executive:

1. Noted the revised capital programme and relevant financing for 2018/19 as set out in Appendices A and B including approving the removal of two schemes from the capital programme in 2018/19 and future years, and to make recommendations to Council to re-profile £380,000 from 2018/19 to 2019/20;
2. Had given initial consideration and views on the proposed capital spending for 2019/20 to 2023/24 given in the report in the light of the estimated available resources;
3. Noted that any capital scheme for which funding had been approved by Council may only proceed after a full report, including business case and financial appraisal, had been approved."

RESOLVED – 1) That having considered the items within the budget relevant to its remit, and put questions to Officers, the Panel was satisfied with the recommendations put forward.

HWSP.72/18 QUARTER 2 PERFORMANCE REPORT 2018/19

The Policy and Performance Officer submitted report PC.21/18 which contained the Quarter 1 2018/19 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'Plan on a page'. Performance against the Panel's 2018/19 Key Performance Indicators (KPIs) were also included.

The Panel's attention was drawn to the second report recommendation, which sought Members' approval for the closure of Carlisle Plan Key Action 26 as the specific task it had been set up to monitor – the construction of the Crinkledyke Cycleway, had been completed.

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

- The Chairman asked Members whether they were agreeable to the closure of Carlisle Plan Key action 26 as set out in the report. The Panel indicated its assent.

A Member sought clarification as to where the Section 106 monies to fund the construction of the Crinkledyke had come from.

The Deputy Chief Executive advised that the monies had been paid from Planning Obligations (Section 106 Agreement) from the Planning Permission granted at the Crinkledyke development and another site. The monies received from the second development had allowed the path to be expanded so that it met with Eden Bridge.

- A Member thanked the Officer for the presentation of the data in the report which he found legible and easy to understand.

- Had the target for increasing audience numbers at the Old Fire Station, listed on page 73, been achieved?

With reference to page 88 of the agenda document pack, the Policy and Performance Officer noted that Key Performance Indicator CSE19 detailed the number of counted attendees at events held at the Old Fire Station as 12,507 visitors in the year, up to the end of Quarter 2. The figure marked an increase on the previous year when at the end of Quarter 2, 7,097 people had attended events.

The Chairman commented that the level of increase was significant.

- Had the plans for the installation of a revised Tennis Canopy been delayed?

The Deputy Chief Executive advised that, as stated in the report, the plan to install a new canopy over the lower courts had been abandoned due to the presence of a mains sewer in the area where piling was required to support the foundations of the Canopy. The Council continued in its dialogue with the Lawn Tennis Association to see if there were other options for providing covered courts.

The Member asked a further question regarding the provision of local football pitches in communities in the district.

The Deputy Chief Executive explained that Council in 2013 had approved a Sports Pitches Strategy that concluded there was sufficient provision across the district. Given the changes to provision in the city, for example the 3G pitches now available, a small scale review of the policy was being conducted, and was expected to conclude in early 2019.

- In respect of the Better Health at Work Awards, were there criteria for the Council to meet to achieve the Silver/Gold awards?

The Deputy Chief Executive stated that there would be particular standards for the authority to meet, in the event of it seeking the Silver/Gold award. He added that feedback received in respect of its Bronze Award activities had been very positive.

The Chairman thanked the Policy and Performance Officer for his report.

RESOLVED: - 1) That the Panel approve the closure of Carlisle Plan Key Action 26 as a Key Performance Indicator.

2) That the Quarter 2 Performance Report 2018/19 (PC.21/18) be noted.

HWSP.73/18 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer presented report OS.31/18 which provided an overview of matters relating to the work of the Health and Wellbeing Scrutiny Panel.

The Overview and Scrutiny Officer reported that the most recent Notice of Executive Key Decisions, copies of which had been circulated to all Members, had been published on 12 October 2018. Tullie House Business Plan 2019 – 2021 (KD.16/18), was an item on the agenda at the meeting. There were no other items within the Panel's remit contained in the Notice that had not been included on the Panel's Work Programme.

The report included a table of the progress on resolutions from previous meetings of the Panel and the current Work Programme. The Overview and Scrutiny Officer noted the feedback from

the Panel to the Policy and Performance Officer in respect to the changes made in the presentation of SMART target information in the quarterly performance report which had been requested by the Panel at its August meeting.

The Panel raised no questions or comments in relation to the Overview Report or Work Programme.

RESOLVED – That the Overview Report and Work Programme (OS.31/18) be noted.

(The meeting ended at 12:51pm)

Health and Wellbeing Scrutiny Panel

Agenda
Item:

A.2

Meeting Date: 10 January 2019

Portfolio: Cross-cutting

Key Decision: No

Within Policy and
Budget Framework

Private/Public Public

Title: Overview Report and Work Programme

Report of: Policy & Communications Manager

Report Number: OS.35/18

Purpose / Summary:

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

Recommendations:

Members are asked to:

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

Tracking

Scrutiny:	Health & Wellbeing Scrutiny Panel 21/12/18
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1. Notice of Key Decisions

- 1.1 Since the last overview report there have been two Notices of Key Executive Decisions, on 18 December 2018. These were both circulated to all Members. The following items fall within the remit of this Panel:

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

KD.19/18 Budget Process 2019/20 (Completed)

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

None

2. References from Executive

- 2.1 None

3. Progress on resolutions from previous meetings

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

Latest Report Number	Meeting Date	Minute Reference	Action	Status
1	07/06/2018	HWSP.36/18 (2)	That the Green Spaces Strategy and consultation responses be submitted to the Panel in six months' time;	Pending (January)
2	07/06/2018	HWSP.36/18 (4)	That a draft Play Area Review be submitted to the Panel in six months' time for Member's comments.	Pending (January)
3	12/07/2018	HWSP.45/18 (2)	That the Policy and Performance Officer conduct an investigation into the roles contained within the reported quartiles of the gender pay gap figures.	Pending (2019/20 WP)
4	23/08/2018	HWSP.53/18	An update on the implication of the Regulatory Reform (Housing Assistance) – Changes to existing Housing Assistance policy, to include performance, successes, and areas for improvement be submitted to the panel in 12 months	Pending (2019/20 WP)

Latest Report Number	Meeting Date	Minute Reference	Action	Status
5	23/08/2018	HWSP.54/18 (1)	The Policy and Performance Officer review where necessary the quality of performance SMART targets.	Completed
6	04/10/2018	HWSP.61/18 (2)	The Homelessness Prevention and Accommodation Manager circulate to the Panel: <ul style="list-style-type: none"> a. the legal definition of homelessness b. the number of homeless people in the district; c. a breakdown of homelessness people in the district by gender and age group. 	Completed
7	04/10/2018	HWSP.61/18 (3)	That a further update report focussing on the impact of The Duty to Refer be submitted to the Panel in autumn 2019	Pending (2019-20 WP)
8	04/10/2018	HWSP.62/18 (2)	That following the installation of new flood defence measures, consideration be given to holding a joint agenda item with the Economic Growth Scrutiny Panel to scrutinise flood risk management and community resilience.	Pending
9	04/10/2018	HWSP.62/18 (3)	That the Panel be kept informed on the Cumbria Resilience Forum performance against national standards	Pending (2019-20 WP)
10	04/10/2018	HWSP.63/18 (2)	That future reports to the Panel focus on the Air Quality Action Plan and health impacts related to air quality	Pending (2019-20 WP)

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

Contact Officer: Steven O’Keeffe

Ext: 7258

Appendices attached to report: 1. Scrutiny Panel Work Programme 2018/19

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL - None

FINANCE – None

EQUALITY – None

INFORMATION GOVERNANCE – None

Appendix: Scrutiny Panel Work Programme 2018/19

Date	Item	Lead Officer	Why?
07/06/2018	End of Year Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
07/06/2018	Green Spaces Strategy	Phil Gray	Policy Review/Development
12/07/2018	Annual Equality Report 2017/18 & Equality Action Plan 2018/19	Rebecca Tibbs/Steven O'Keeffe	Monitoring
23/08/2018	Performance Report	Gary Oliver	Performance Management
04/10/2018	Impact of Homelessness Reduction Act	Tammie Rhodes	Policy Review/Development
04/10/2018	Emergency Planning	Steven O'Keeffe	Policy Review/Development
04/10/2018	Air Quality Monitoring	Scott Burns	Monitoring
15/11/2018	Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
15/11/2018	Budget setting 2019/20	Steven Tickner/Alison Taylor	Budget
15/11/2018	Tullie House Business Plan	Gary Oliver	Scrutiny of Partnership/External Agency
10/01/2019	Responses to Welfare Reform	Tammie Rhodes/Reg Bascombe	Monitoring
10/01/2019	Community Safety Partnership	Darren Crossley	Scrutiny of Partnership/External Agency
10/01/2019	Interagency Homelessness Strategy for Carlisle 2015-20	Tammie Rhodes	Scrutiny of Partnership/External Agency
10/01/2019	Cultural Strategy	Darren Crossley	Policy Review/Development
21/02/2019	Performance Report	Gary Oliver/Steven O'Keeffe	Performance Management
21/02/2019	Enforcement Strategy	Helen Graham	Policy Review / Development
21/02/2019	Greenwich Leisure Ltd	Gary Oliver/Darren Crossley	Scrutiny of Partnership/External Agency
21/02/2019	Health and Wellbeing Strategy	Emma Dixon	Scrutiny of Partnership/External Agency
04/04/2019	Scrutiny Annual Report	Steven O'Keeffe	N/A
04/04/2019	Sands Centre Redevelopment	Darren Crossley	Key Decision Item
TBC	OFS new food and drink concession	To be confirmed	Performance Management
TBC	Environmental Health; Environmental Protection; Health and Safety; Streetscene	To be confirmed	Monitoring
TBC	Joint Inquiry Day with EGSP to consider Highways / Health and Safety, in relation to the Council's role in encouraging walking and cycling within the city.	To be confirmed	Scrutiny of Partnership/External Agency

Report to Health and Wellbeing Overview and Scrutiny Panel

Agenda
Item:

A.3

Meeting Date: 10th January 2019
Portfolio: Economy, Enterprise & Housing
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: RESPONSE TO WELFARE REFORM
Report of: Corporate Director of Governance and Regulatory Services
Report Number: GD.02/19

Purpose / Summary:

The purpose of this report is to provide members of the Health and Wellbeing Overview and Scrutiny Panel with an overview of the ongoing local partnership work developed in response to the Governments welfare reform agenda, Welfare Reform Act 2012, and the Welfare Reform and Work Bill 2015/16.

Recommendations:

It is recommended that members of the Health and Wellbeing Overview and Scrutiny Panel receive this report, review the contents, and note the progress of the partnership.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1** Established in 2012, Carlisle Welfare Reform Board is a multi-agency partnership group which meets on a quarterly basis to provide strategic direction and an effective coordinated partnership response to welfare reform across Carlisle and district.
- 1.2** To achieve this, the group explores and monitors local impacts (and anticipates potential impacts) of the implementation of welfare changes; shares information updates; explores best practice; challenges, supports and assists each other to ensure the best outcomes for clients.
- 1.3** The group continues to have a focus on the following:
- Ensuring good communication between partners on the implemented welfare changes and forthcoming revisions to benefits, support and local service delivery
 - Sharing timely information, data and intelligence on the impact of changes in the local population
 - Sharing and coordinating the development of our local response to welfare changes
- 1.4** The composition and governance of the group has remained intentionally fluid; this deliberate approach is considered appropriate given the breadth and depth of the reforms planned. Core members of the group to date are representative of:
- Carlisle City Council (Portfolio Holder, Deputy CE, Housing, Welfare, Policy, Customer Contact and Benefits)
 - Housing Associations (Riverside, Impact, Castles & Coast)
 - Department for Work and Pensions
 - Cumbria Law Centre
 - Food Bank / Churches Together
 - Citizens Advice Bureau
 - Clinical Commissioning group

2. GROUP OBJECTIVES AND AGENDA

- 2.1** The group consistently monitors local data from all key partners and Cumbria Observatory, alongside key national trends and local case studies. This sharing of non-personalised information has proved very effective at identifying pressure points in the assessment and payments systems across the partnership which has led to a more joined up and consistent understanding of the processes.
- 2.2** The group is committed to ensuring there is an appropriate and effective local service response through:
- Sharing individual organisations good practice strategic and operational approaches to support people affected by welfare reforms
 - Working together to improve local service delivery to meet needs; support fair employment; professional practice and data sharing; sharing learning; training and shaping the future delivery of services
 - Researching best practice nationally and adopt good practice locally
 - Improving data sharing through the provision of local stats / data
- 2.4** In addition to the information exchange and data review, current standard agenda items for update and discussion include:
- Case studies outlining customer journeys for review
 - Any welfare reform timetable updates and emerging issues
 - Discretionary Housing Payments
 - Benefit Cap
 - Under Occupancy
 - Universal Credit
- 2.5** Further to this work, since 2012 the group has delivered joint training, workshops, and public events; and is currently closely monitoring the roll out to Universal Credit full service.

3. MEMBER FEEDBACK

3.1 DEPARTMENT OF WORK AND PENSIONS

As a DWP Manager the Carlisle Welfare Reform Board is an essential communication meeting that allows the DWP the opportunity to feedback Welfare

Reform to key strategic partners. Universal Credit replaced six benefits in Carlisle in July and the agility of this system means updates occur on a fortnightly basis. The sharing of information and the opportunity to forge closer working links has fundamentally meant people can be supported through partnership working. Universal Credit migration is in its infancy and the policy will develop in 2019 and it is essential that reform is understood, managed through partnership and individuals supported in Carlisle. Furthermore, informing partners on what policy updates mean has been essential as the media coverage of UC has been worrying for many as significant change is landing.

Heritage benefits are also subject to change including Pension reform as well as the existing legacy benefits that include Income Support, Jobseekers Allowance, Personal Independence Payments, Employment Support Allowance, Child Tax Credit & Working Tax Credits. Informing partners of policy changes in these areas is also essential.

3.2 WELFARE ADVICE SERVICE

The meetings are extremely useful about updates on Welfare reform, also networking with other agencies who for example who have shared tools and knowledge to help assist us manage the introduction of Universal Credit and also as an arena to raise concerns. For example, we have raised the difficulties experienced by advisers assisting vulnerable clients under Universal Credit and I understand our concerns are passed to Policy Makers by the DWP Liaison Officer. On the 21st Nov 2018 Justin Tomlinson - Family, Child Maintenance and Housing Minister told MPs that the introduction of implicit consent under universal Credit is 'a real priority' for the DWP so our small voice may help to make a difference to vulnerable clients.

3.3 CARLISLE LAW CENTRE

The Forum continues to be a vital tool for communication between the key organisations touched by welfare reforms and changes. I am in regular contact with other Law Centre managers from across the country and we frequently compare and contrast our working approaches and the challenges we face. I think that the situation in Carlisle compares very favourably with most other localities. The open communication between local government, DWP, housing providers and advice agencies goes a long way towards finding all solutions to the problems posed by welfare reform – or at least opportunities to work together to mitigate some of the potential negative effects. For that reason, organisations like the Law Centre are able to target our resources on the cases where real challenge is necessary. A good working relationship with partners means that many problems of an

administrative nature can be fixed quickly without legal process. This really means that we can use our very limited resources helping those for whom complex and expert casework is necessary. I have little doubt that in the coming year, we will see the demand on all of our services rise for many and complicated reasons including the funding of other support services, the freezing of some benefits despite inflation and the inescapable issues of the move to Universal Credit. The forum means that agencies from across civic society can work together to do out very best of the most vulnerable and make best use of public funding.

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 4.1** The work of this Welfare Reform Board contributes to a range of our priorities but particularly relates to the focus on improving resident's quality of life.

Contact Officer: **Tammie Rhodes**
 Reg Bascombe

Ext: **7217**
 7102

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**

Health & Wellbeing Scrutiny Panel

Agenda
Item:

A.4

Meeting Date: 10th January 2019
Portfolio: Economy, Enterprise and Housing
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: CARLISLE INTERAGENCY HOMELESSNESS STRATEGY 2015-20
Report of: Tammie Rhodes, Homelessness Prevention and Accommodation Manager
Report Number: GD.03/19

Purpose / Summary:

To update members of the Health and Wellbeing Scrutiny Panel on key data and outcomes in relation to the Interagency Homelessness Strategy for Carlisle 2015-20 priority areas; and give feedback on the partnership from stakeholders.

Recommendations:

Members of the Health and Wellbeing Scrutiny Panel are asked to note key data and outcomes in years one to three in relation to the priority areas within the Interagency Homelessness Strategy for Carlisle 2015-20; and feedback on the partnership from stakeholders.

Tracking

Executive:	
Scrutiny:	
Council:	

1. BACKGROUND

- 1.1** Section 1 (1) of the Homelessness Act 2002 gives Housing Authorities the power to carry out homelessness reviews within the district areas; and S.1 (3 and 4) places a statutory responsibility on housing authorities to formulate and publish a homelessness strategy based on the ongoing results of regular reviews.
- 1.2** Section 3 (1) of the Homelessness Act 2002 requires the local housing authority to have a strategy which seeks to:
- prevent people from becoming homeless
 - ensure that there is sufficient accommodation in the area for people who might become, or are homeless
 - ensure that people who might be, or are homeless, have sufficient support to prevent them from becoming homeless again
 - consult with other relevant agencies in carrying out the review and in preparing the strategy
- 1.3** The Interagency Homelessness Strategy for Carlisle 2015-20 was developed in consultation with key stakeholders following a comprehensive review of local trends, gap analysis and a review of National Policy.
- 1.4** Building on the strengths and achievements of the previous strategy, the 2015-20 strategy was developed to focus on four key priority areas:
- 1) Appropriate flexible accommodation and support pathways
 - 2) Multiple Exclusion Homelessness and Rough Sleeping
 - 3) Positive outcomes for young people experiencing homelessness
 - 4) Prevent and relieve Homelessness
- 1.5** Following a full public consultation process, the Interagency Homelessness Strategy for Carlisle 2015-20 was subsequently agreed by full Council, published and launched in June 2015.
- 1.6** Annual reviews are conducted and delivery action plans agreed by the members of the interagency group with shared ownership of actions. The group meets quarterly, where the action plans are reviewed, and progress monitored.

- 1.7** The Homeless Reduction Act 2017 was implemented on 3 April 2018, with the Public Duty to Refer from 1st October 2018; which significantly amended existing legislation and data recording.
- 1.8** Carlisle City Council will continue to work with all stakeholders in 2019/20 to review local trends, needs and gaps to identify priorities in advance of formulating and publishing a new 5-year strategy. The review will consider the additional duties introduced through the 2017 Act and align to other relevant local strategic plans.

2 FEEDBACK FROM STAKEHOLDERS

2.1 MY SPACE HOUSING

My Space provides accommodation for vulnerable adults in partnership with Carlisle Council and their partners. We have always found the work of the homeless service to be exemplary. From our perspective the good quality communication regarding the referrals enables us to act confidently and decisively in providing suitable and appropriate housing knowing we are part of a well-structured arrangement. The partnership members are proactive in managing the issues that are presented from what is a difficult client group and constantly display a genuine interest in what they do. For me it is the sense of optimism and willingness to do what needs to be done that is so refreshing.

2.2 CUMBRIA LAW CENTRE

I have been a regular at the Homeless Strategy meetings and I have found them constructive and informative. It has also been very useful to have a structured forum for the various agencies involved with tackling homelessness. I think you should be congratulated on this initiative and I hope it continues.

2.3 HUMAN KIND

The Strategy group is fundamental to address issues around homelessness in Carlisle and in developing a multi-agency response to changing need / demand / regulation.

2.4 INSPIRA

The partnership group provides an opportunity for a diverse group of organisations to come together who touch the Homeless Strategy; it provides useful updates as well as the opportunity to raise awareness and ensure everyone is up to date.

3 CONCLUSION AND REASONS FOR RECOMMENDATIONS

3.1 Appendix 1 profiles key data and outcomes of year one to three.

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

4.1 Addressing Carlisle's current and future housing needs

Contact Officer: Tammie Rhodes

Ext: 7217

Appendices

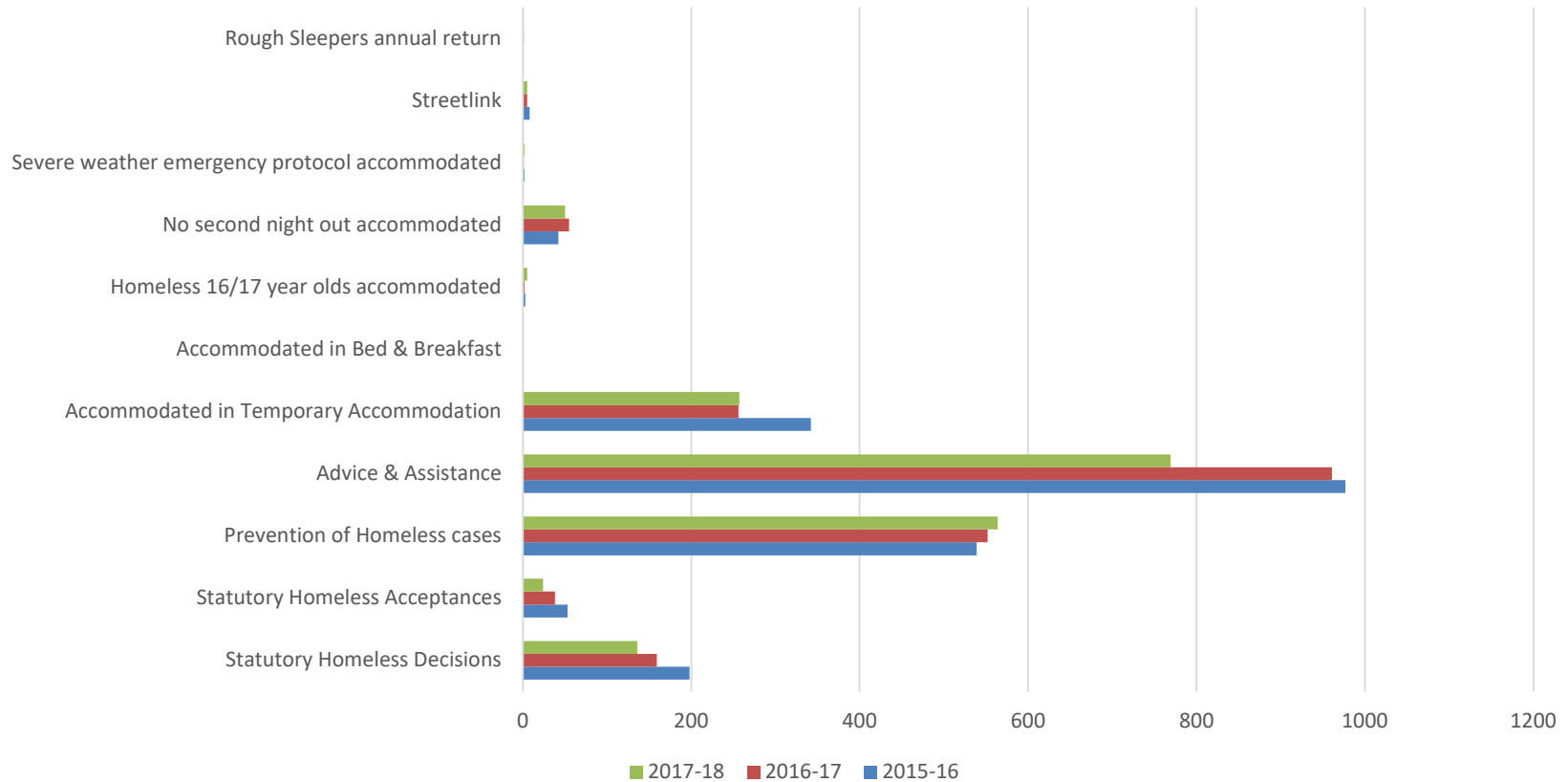
attached to report: Key Achievements of Year 1 - 3

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

Carlisle Inter agency Homelessness Strategy 2015-20

Summary of Year 1 - 3 Key Data

Summary of data 2015 - 2018



Inter agency Homelessness Strategy for Carlisle

Summary of key outcomes from 2015-2018

- ❖ Made 493 statutory homelessness decisions; and accepted a full homeless duty to 115 (23%) households
- ❖ Provided housing and homelessness advice to 2707 households
- ❖ Prevented or relieved 1655 households from experiencing homelessness
- ❖ Accommodated 855 households in temporary accommodation; 85% of which were assisted and supported to move on positively, in an average of 9 weeks
- ❖ No 16-17 year olds placed in Bed and breakfast
- ❖ No Families placed in Bed and Breakfast
- ❖ Two nightstop volunteer hosts in place with Carlisle district utilised for a total of 73 nights
- ❖ 50 households assisted successfully to move from hospital in to secure accommodation
- ❖ 166 households accessing specialist support to prevent or relieve homelessness as a result of domestic abuse
- ❖ 54 cases where mediation has prevented homelessness
- ❖ 41 Early Help Assessments opened on 16-17 year olds
- ❖ 193 people (under 21) successfully assisted and homelessness prevented
- ❖ Carlisle Protocol Implementation Group (16-17 year olds) established to prevent youth homelessness and discuss those at risk
- ❖ £5.33 million benefit gains through assistance from Carlisle City Councils Welfare Advice Service
- ❖ 97% of Discretionary Housing Payment allocation
- ❖ 39 crisis intervention meetings carried out with key partner to prevent homelessness
- ❖ 410 households referred for supported temporary accommodation placements
- ❖ Effective reconnection policy in place, which has successfully assisted 84 people
- ❖ Embedded and promoted No Second Night Out (NSNO); and supported 147 people directly as a result
- ❖ Since 1st October 2018, we have received 96 prevention referrals: 78 from public bodies, 18 from non statutory bodies