

PORTFOLIO:

COMMUNITY ENGAGEMENT

Report of
Portfolio Holder:

COUNCILLOR
JACQUELYNE GEDDES

CORPORATE EQUALITY GROUP

The Corporate Equality Group met in January to finalise the Diversity Peer Challenge Report.

The Comprehensive Equality Scheme has been reviewed and a new draft shared with Community Overview and Scrutiny. Their comments will be fed back to the Corporate Equality Group at the next meeting in March.

An Access and Inclusion Event will take place on 20th April in Carlisle. This event is being planned to look in detail at access issues across the public services and specifically within public spaces.

CRIME AND DISORDER REDUCTION PARTNERSHIP (CDRP)

The Carlisle and Eden CDRP has recently agreed its priorities for 2011/12 as identified through the strategic assessment. These are:

- Anti Social Behaviour and Criminal Damage
- Violent Crime (including all aspects of a safer night time economy)
- Domestic Abuse
- Re-offending

In addition to these main priorities the partnership will also be working closely with the Police and Drug & Alcohol Action Team to address substance misuse and crime relating to this issue.

Although these will be the main priorities for 2011/12, the Partnership will monitor all other crime types and will respond to any emerging issues accordingly.

Crime figures (Carlisle District)

The figures below show the changes in crime comparing April – Dec 2010/11 with the same period 2009/10:

All Crime	-6%
Violence against the person	-4%
All Vehicle Crime	-20%
Burglary Dwelling	-8%
Burglary Other	-17%
Criminal Damage	-12%
Anti Social Behaviour	-14%

Domestic violence repeat incidents are currently at 22% compared with 26% the previous year.

The 6 month review of Partnership activity has been published and a summary is attached to this report. (Appendix 1). This showcases some of the projects that the CDRP has delivered or funded between April - September 2010/11.

Forward Planning

The Partnership is currently waiting for an announcement on the funding allocation for 2011/12. However, preparations are currently preparing for a reduction in funding and developing the Partnership Plan which will identify how priorities will be addressed.

CUSTOMER CONTACT CENTRE

The extension to the customer contact centre is now nearing completion. The extension has allowed for 2 extra interview rooms and 4 extra desks. The electronic queuing system has also been upgraded to enable the capture of enhanced management information. This information will be used together with different types of customer feedback, such as govmetric and information from our customer relationship management system, to tell us what customers are contacting us about and which access channel they are using. The customer services team are working with back office staff to use this data to improve the customer experience and shape service delivery around our customers' needs so that they are delivered responsively, accurately and cost effectively.

The customer services team are working with colleagues to allow more services to be delivered in more depth at the first point of contact. This process includes the delivery of services via all customer access channels including the encouragement of self service use where appropriate, for those customers who wish to contact the council in this way.

FAIRTRADE

Carlisle Fairtrade City

We are waiting to hear if the renewal for Carlisle Fairtrade City status has been successful. Every two years, the Carlisle Fairtrade Steering Group has to submit an application covering five key goals: A resolution by the local council to support Fairtrade; A range of (at least two) Fairtrade products are readily available and served in local cafes/catering establishments; Fairtrade products are used by an appropriate number of local work places and community organisations; Attract media coverage and popular support for the campaign and; A local steering group is convened to ensure that progress and continued commitment to the campaign.

Carlisle has maintained its Fairtrade City status since 2005. I hope to be able to confirm the Fairtrade Foundation's decision at the Full Council meeting.

Fairtrade Fortnight

In celebration of Fairtrade Fortnight (28 February – 13 March), a coffee morning will be held on Saturday 12 March, from 10am to 12noon, at the Old Town Hall. Organised by Carlisle Fairtrade, it will not only be an opportunity to enjoy the taste of Fairtrade tea or coffee and delicious homemade Fairtrade baking, but you will also be able to take part in the Fairtrade Foundation's Show Off Your Label Campaign, aiming to beat the world record for the longest string of hand design bunting. The world record currently stands at 2,696 metres of individual, hand-made bunting triangles.

HEALTHY CITY

The Healthy City Steering Group is continuing to work towards developing Carlisle's Healthy City Status, both in terms of supporting health improvement activity and in influencing policy and improving health literacy.

In recent weeks the group has worked closely with the Local Strategic Partnership's Healthy Communities Group and used Communities for Health funding to develop a number of health improvement projects.

These have included the initiation and development of the "Fab and Fifty" over 50's exercise programme. This is delivering a range of different activities (from drawing and cookery classes, to Tai Chi and golf) across both the urban and rural areas of the district. The group has also agreed to fund a project aimed at re-establishing or improving a number of allotments in the city and promoting the health benefits of gardening and home-grown produce.

Healthy City Steering Group member will also be taking part in a Core Strategy consultation workshop organised by the City Council's planning team through the Carlisle Partnership. This should ensure that health considerations help shape our Local Development Framework in the coming years.

Councillor Jacquelyne Geddes
Community Engagement Portfolio Holder

Carlisle and Eden CDRP 6 Month Review

Summary Paper

The CDRP 6 month review reflects on work over the first 6 months of 2010-11. It highlights where projects have been successful and also where further work is needed, helping to provide a solid evidence base for future partnership work to address crime and disorder in Carlisle and Eden.

This document is a brief summary of the full review aimed at providing Carlisle City Councillors with an overview of its contents. The full review is available from Cllr. Jacquelyne Geddes or from Gavin Capstick, Carlisle Partnership Manager (Ext. 7030; gavincap@carlisle.gov.uk)

Performance:

Comparing April – September 2010 with the same period in 2009, North Cumbria is showing the following changes in crime and disorder:

Crime Types	North Cumbria	Carlisle	Eden
All Crime	-6%	-7%	-2.5%
Anti Social Behaviour	-12.5%	-15%	-1.7%
Violent Crime	-3.8%	-2.8%	-8.3%
Burglary Dwelling	-26.8%	-28.4%	-21.6%
Burglary Other	-8.7%	-20.3%	+15%

Key Projects:

Summer Splash:

A programme of activities that would run on targeted nights throughout the summer months in Carlisle West Wards, know as Summer Splash.

During the 6 week period, 1,154 children and young people attended the activities, 493 of these young people were in the 13-19 age group.

Graffiti Removal:

Between April and September 2010 a total of 33 days have been spent on the graffiti project alone totalling 34 completed referrals.

Football Project:

The Carlisle Football Project was a continuation of the 2009/10 project developed to provide diversionary activities and give agencies an opportunity to engage with the young people.

Throughout the summer of 2010, 120 young people aged 12 – 15 took part in 70 games of football, which ended in a final at the Sheepmount fields in Carlisle. 5 young also gained the Level 1 FA Coaching Award.

Sports Activity Fitness and Exercise (SAFE) Clubs (Morton, Trinity, Belah and Brampton):

The SAFE clubs provide diversionary activities for young people aged 11 – 18 and provide opportunities to take part in positive activities such as sport and exercise.

Belah SAFE Club runs on a Tuesday, 6.30pm -8.30pm and attracts around 15- 25 young people.

Morton SAFE Club runs on a Wednesday, 7pm -9pm and attracts around 20-30 young people.

Trinity SAFE Club runs on a Friday, 7pm -9.30pm and attracts around 65-70 young people

The Newly formed Brampton SAFE Club runs on a Saturday, 7pm -9.30pm and is attracting around 40-50 young people.

Re-deployable CCTV:

The CDRP has 5 re-deployable cameras which it can deploy throughout Carlisle and Eden. The cameras were deployed in 13 different locations between April and September 2010 for a variety of issues such as anti-social behaviour and criminal damage and to increase safety at events such as Appleby Fair.

Resolve Mediation:

Resolve mediation provides early intervention through mediation for community and neighbourly disputes. Between April and September 2010 Resolve Mediation had 26 referrals from the North Police Helpdesk. These cases break down as follows:

- 19 – Mediation on going
- 2 – Full agreement and improved situations
- 2 – Not able to contact
- 2 – Parties declined mediation
- 1 – Not appropriate

ASB Support Assistant:

The ASB Support Assistant works closely with the ASB officer and other Partners to ensure an effective level of service towards this key community priority. This post has provided residents of Carlisle with a central point of contact to report specific problems and has been central to providing faster response times in relation to ASB and vehicle nuisance and issues around alleygate management and enviro-crimes.

Harraby Dance Project

2 dance classes ran over the summer months, one in July and one in August. The classes provided activities for 20 young people aged 8-15 in each occasion.

ASB Poster / Awareness Project

In total, 9 year 7 classes from Newman School and 5 Year 7 classes from Trinity School took part in the project, with 50 winners being picked overall. As a reward the winners of the project were taken to the cinema by the Neighbourhood Policing Team.

Livingwell Summer Camp

Working with the Livingwell trust the summer camp included 4 days of activities and provided the young people who, on their return, took part in a litter pick in and around Heysham Park.

Radio Campaign

The CDRP worked alongside Cumbria Constabulary and CFM to develop and deliver a comprehensive radio advertising strategy that addresses key issues throughout the year. In addition to four set campaigns, we are also able to make use of 4 reactive campaigns that can be used tactically throughout the year to address emerging issues.

Burglary Other / Operation Marvel

In response to the increase in burglary other in rural part of North Cumbria, the CDRP supported the constabulary to run Operation Marvel and providing a prevention based approach.

Between April – September 2010 17 premises have been visited and given security advice relating to their premises. 8 driveway alerts, 4 cable alarms and 4 ground anchors have been deployed through these visits.

Safety Net

The Safety Net project provides extended provision of therapeutic Services for Children and Young People and families affected by domestic violence. The CDRP part funded the installation of a new, secure door with speaker system to ensure only those invited are allowed entry to the building.

Best Bar None Scheme

The Best Bar None scheme is a multi agency project that seeks to reduce the incidents of crime and disorder associated with the consumption of alcohol. The scheme has now completed a third successful year, with 45 premises joining the scheme in 2010, an increase of 50% when compared with 2009.

Street Pastors

Street Pastors are a group of volunteers patrol Carlisle City Centre between 10pm and 3am on a Saturday night. They are equipped with bottles of water, lollies, flip flops and first aid equipment to help people who may need assistance or in some case, calm situations down.

Taxi Rank Marshals

Taxi rank marshals are deployed on targeted nights, such as bank holidays or world cup match days, to ensure people are waiting in an acceptable manner.

Looking at Carlisle for the dates that taxi rank marshals have been deployed, we can see a 35% reduction in Violent Crime and a 37% reduction in public order offences.

Domestic Abuse - Victim Safety

To ensure victims of domestic abuse feel confident and secure, the Domestic Abuse Task Group has purchased and deployed a number of safety measures to compliment and add value to the work of the IDVA's:

- Personal Alarms
 - 200 personal alarms have been purchased specifically for victims of domestic abuse, but also to be deployed to other vulnerable groups where identified
- Fire bags
 - These are installed onto letter boxes to prevent deliberate house fires when an attempt is made – 5 bags were installed specifically for domestic violence victims between April – September 2010.
- Mobile phones
 - 4 mobile phones have been deployed to high risk victims of domestic abuse to ensure they have access to a telephone line to call for police assistance when necessary.