

AGENDA

Community Overview and Scrutiny Panel

Thursday, 09 April 2015 AT 10:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

****Briefing meeting for Members will be at 9.30 am in the
Flensburg Room****

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 of Previous Meetings

5 - 14

To note the Minutes of the meeting held on 26 February 2015
(Copy Minutes herewith)

PART A

To be considered when the Public and Press are present

A.1 CALL-IN OF DECISIONS

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

A.2 RIVERSIDE CUMBRIA

15 - 30

(Communities, Health and Wellbeing Portfolio)

The Director of Economic Development to submit a report, the content of which had been prepared by Riverside Cumbria and provides Members of the Community Overview and Scrutiny Panel with an update in respect of a number of issues raised by Members of the Panel, following the previous report on 31 July 2014.
(Copy Report ED.18/15 herewith)

A.3 COMMUNITY TRIGGER

31 - 46

(Communities, Health and Wellbeing Portfolio)

The Deputy Chief Executive to submit a report that introduces the Community Trigger which gives victims, or their representatives, a right to ask local agencies to review how they have responded to previous anti-social behaviour complaints and consider what further action might be taken where the behaviour persists.
(Copy Report SD.05/15 herewith)

A.4 OVERVIEW REPORT AND WORK PROGRAMME

47 - 66

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of Key Decisions items relevant to this Panel as set out in the Notice of Executive Key Decisions.
(Copy Report OS.07/15 herewith)

PART B

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

-NONE-

Members of the Community Overview and Scrutiny Panel

Conservative – Ellis, Mrs Prest (Vice Chairman), Mrs Vasey, Bainbridge (sub), Mrs McKerrell (sub), Mrs Mallinson (sub)

Labour – Burns (Chairman), Harid, McDevitt, Mrs Stevenson, Caig (sub), Scarborough (sub), Sherrieff (sub)

Liberal Democrat – Gee, Allison (sub)

**Enquiries, requests for reports, background papers,
etc to Committee Clerk: Sheila Norton - 817557**

COMMUNITY OVERVIEW AND SCRUTINY PANEL

THURSDAY 26 FEBRUARY 2015 AT 10.00 AM

PRESENT: Councillor Burns (Chairman), Councillors Allison (as substitute for Councillor Gee), Ellis, Mrs Prest, Mrs Stevenson and Mrs Vasey.

ALSO

PRESENT: Councillor Mrs Martlew – Environment and Transport Portfolio Holder

OFFICERS: Deputy Chief Executive
Green Spaces and Bereavement Services Manager
Policy and Performance Officer
Overview and Scrutiny Officer

COSP.09/15 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Gee and Harid.

Apologies were also submitted on behalf of Councillors Mrs Bradley and Mrs Riddle.

COSP.10/15 DECLARATIONS OF INTEREST

There were no declarations of interest in respect of the business to be transacted.

COSP.11/15 PUBLIC AND PRESS

It was agreed that the items of business in Part A be dealt with in public.

COSP.12/15 MINUTES OF PREVIOUS MEETINGS

RESOLVED – That the minutes of the meeting held on 15 January 2015 be approved and signed by the Chairman as a true record of those meetings.

COSP.13/15 CALL-IN OF DECISIONS

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

COSP.14/15 CHAIRMAN'S ANNOUNCEMENT

The Chairman advised that, in order to facilitate Officer and Member time, the Overview Report and Work Programme would, at this meeting and in future, be taken as the final item of the agenda.

COSP.15/15 UPDATE ON PLAY AREA REVIEW

The Green Spaces and Bereavement Services Manager presented report LE.05/15 which updated the Panel on the progress of the Play Area Review. The report summarised the work carried out to date and looked ahead at the improvements planned for the coming year.

The Green Spaces and Bereavement Services Manager explained that there had been a period of positive development work as a result of the first stage of the review. The removal

of obsolete equipment and the closing of some play areas was a difficult time and received an adverse reaction.

For the past 6-9 months a lot of intervention and development work had been undertaken investing in children's play in Carlisle in order to reach the Council's objective of quality play equipment and better standards and with the resources available to focus on quality.

The work tied in with the Council's overarching objectives in their role as a Healthy City and providing the opportunities for children to develop physical strength, to be challenged and to judge risk.

The largest single investment during the year was at Dale End Field in Harraby where the play area was completely replaced after being declared obsolete in the Review. The supplier of the equipment was chosen after extensive consultation with the community including parents and children. Carlisle South Community Group, the Council's main point of contact with the community, organised a number of consultation sessions. Funding came from a Section 106 contribution by Barratt Homes and a landfill Tax Grant from Cumbria Waste Management.

At Yewdale Community Centre a new multi-play unit was installed in summer 2014 incorporating components to challenge children's abilities in climbing, balance and stamina.

At Melbourne Park the Review identified a need for investment in new equipment as a priority and consequently the Council had consulted widely with the community. Their clear instruction was to focus on provision for younger children and that would form the basis of the tender specification. The project will be funded entirely from Section 106 contributions which had already been paid over by the developers concerned.

The Play Area Review afforded the opportunity to stand back and assess the key sites for investment and improvement. The Green Spaces and Bereavement Services Manager indicated a number of play areas identified in the Review as strategically important but in need of upgrading. There had been investment during the year to make sure that all children had ready access to decent play equipment.

As well as healthy play the Council also provided residents with opportunities to keep fit with specialist 'outdoor gym' equipment. The fitness trail in Bitts Park Riverside was installed in wood many years ago and had become unsafe due to natural wear and tear. In summer 2014 it was replaced with new equipment which incorporated instructions for safe use and the benefit of that specific exercise.

The purpose of the Review was to help Officers to make sure that the Council's resources were used most efficiently. At the end of the year a new independent inspector was commissioned to look at every play facility in the Council's portfolio as well as a number managed by Parish Councils. The resulting report enabled Officers to plan the forthcoming year's maintenance work and the Director of Local Environment outlined the planned programme of work for 2015-16.

The future of children's play in Carlisle had been secured by the Council's approach and the Council was now able to look ahead at the play areas whose equipment had further deteriorated in the two years since the survey was conducted and was now in need of replacement. The Green Spaces and Bereavement Services Manager advised that investment would be required in Eden Parkside and Lund Crescent and a significant

investment in play was due at Hammonds Pond via the Section 106 Agreement relating to the Story Homes development at Blackwell Road.

In rural areas most play areas were provided and maintained by Parish Councils. The Council's strategy was to support the Parishes by offering a reduced rate for the independent annual inspections that were required by insurers. Officers were also working with Dalston, Brampton and Arthuret Parish Councils to maximise the value of existing play areas in their Parishes.

The Green Spaces and Bereavement Services Manager explained that such a programmed approach would help the Council to maximise the play value of its sites while keeping them safe for children to enjoy. Following the Review the City Council currently retained responsibility for 49 children's play areas, three BMX tracks, four multi-use games areas (MUGAs) and the Skate park.

The Green Spaces and Bereavement Services Manager advised that a wheelchair swing would be installed in Bitts Park. That would avoid the need to lift older children from their wheelchairs onto a swing and enable them to join in the play with other children. In line with health and safety a fence would be installed around the swing to prevent children running into it while in use. It was anticipated that the Council would receive up £20,000 from the Cumbria Waste Management Landfill Tax towards the cost of the swing.

The Green Spaces and Bereavement Services Manager explained that consultation had taken place with local children to determine what play equipment they would like and what needed to be replaced.

The Green Spaces and Bereavement Services Manager presented photographs of a number of play areas showing the original play equipment and either the new equipment or, where the play area had been removed, the site after it had been grassed over.

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

- *Do the new play areas have cellular covering that allows the grass to grow through?*

The Green Spaces and Bereavement Services Manager advised that a number of surfaces were used depending upon the location of the play area. The cellular type of surface was low maintenance and once the grass had grown through would only require limited maintenance. Other surfaces, if set alight, would be expensive to replace.

- *What were the maintenance costs of play areas?*

The Green Spaces and Bereavement Services Manager explained that each play area was inspected weekly. Any faults were repaired as soon as possible and dangerous items removed. The maintenance cost was £2,000 per year. As an example the Green Spaces and Bereavement Services Manager advised that if a set of swings was vandalised and needed to be replaced the cost would be in the region of £2,500 to £5,000 and multi-play equipment similar to that at Yewdale would cost £7,500.

The Environment and Transport Portfolio Holder stated that she was glad that the review had been undertaken and things had moved on from the first, difficult phase. The report was very positive and highlighted the need for working with other financial pools to enable the Council

to do what they wanted to do. Section 106 Agreements had been implemented and money used from Cumbria Waste Management.

The Portfolio Holder had attended the opening of the Dale End Road play area and the children were delighted with it. That epitomised what had been said, that children needed quality play areas and the work would be ongoing.

With regard to the wheelchair swing the Portfolio Holder advised that it had been decided to locate the swing in Bitts Park as it was a central location and added that it was hoped that, at some point in the future, more wheelchair swings could be installed around the district.

The Portfolio Holder congratulated the Green Spaces and Bereavement Services Manager and Officers for their hard work in maintaining the play areas to such a high standard.

- *The Council was facilitating projects using Section 106 Agreement monies and grants such as Landfill Tax rather than investing in projects. Would it be possible to facilitate more projects in rural areas or to support Parish Councils?*

The Green Spaces and Bereavement Services Manager advised that most of the play areas in rural locations were maintained by Parish Councils. However the Council helped and supported the Parish Councils by offering advice on where to seek funding and the criteria needed to obtain funding. The Council also offered a play area inspection service at a cost of £45 which was substantially less than the Parish Council could obtain elsewhere.

In response to a query from a Member the Green Spaces and Bereavement Services Manager advised that the cost of maintenance was included in the Council's revenue budget.

- *Would it be possible to install netball/football nets on the play areas that had been grassed over?*

The Green Spaces and Bereavement Services Manager advised that the areas would require a weekly inspection which would result in costs similar to a small play area. Therefore, regrettably, he was unable to agree in most cases.

The Portfolio Holder believed that as long as the children knew they were play areas they should be encouraged to use them.

- *Children do use them and the lack of play equipment encourages more creative play.*
- *Longtown Parish Council had been promised help with their play areas but that had not yet been forthcoming.*

The Green Spaces and Bereavement Services Manager advised that he was aware that help had been promised to Longtown, Brampton and Dalston Parish Councils and that would be followed up. The money was available and the Officer was awaiting a delegated decision to release the money. Parish Councils were keen to work with the City Council and to use Section 106 monies for play provision and to replace old equipment.

The Green Spaces and Bereavement Services Manager believed that it was important for Parish Councils to engage with the planning process and when a development was proposed the Parish Council need to be involved at an early stage.

- *The Council's Development Framework was looking at preventing a proliferation of small developments and queried how the Council could comply with the planning agreements. There was the possibility that there could be a lot of small play areas which could cease to be the Council's responsibility after ten years.*

The Portfolio Holder advised that the nature of play areas was changing and in future small play areas would not provide the stimulus needed. The Council would then need to look at larger, more comprehensive play areas that would serve a wider area. The nature of play was evolving. The Council would resist creating small play areas in a number of areas which would be expensive to maintain.

Small play areas were difficult to maintain and in the past few years larger developers had agreed to maintain the areas under a management company agreement in perpetuity which would take the responsibility away from the Council.

- *A Member was concerned that Section 106 monies would be put into a central pot and used only for central areas.*

The Green Spaces and Bereavement Services Manager explained that the rule for Section 106 monies for public open space was that it had to be linked to the development. The Council's calculations were based on a contribution to support play and amenity open space.

However the rules were changing with the introduction of the Community Infrastructure Levy, the details of which were not yet clear. The Green Spaces and Bereavement Services Manager advised that Officers were trying to encourage developers to look at the longer term and if they were planning to develop an area in stages to contribute to a larger play area rather than create a smaller play area at each stage of the development.

- *With regard to Section 106 Agreements was discussion taking place with developers to make contributions to destination sites?*

The Green Spaces and Bereavement Services Manager explained that that was covered by the Local Plan but there was scope for negotiation. As an example the Green Spaces and Bereavement Services Manager advised that there was currently agreement for two developments at Houghton with the possibility of another in the future. There was therefore scope to negotiate better play provision across the whole development.

- *There seemed to be positive work coming out of community engagement.*

The Green Spaces and Bereavement Services Manager advised that Officers were trying to do the best they could. Developers had a sustainability test that they could apply. That resulted in a long "shopping" list for Councils which included open space which was competing with the need for transport, etc. If the development was unsustainable the developer could challenge the Section 106 Agreement. Some people saw green space as a luxury and if it came up against a need for an additional classroom green space would lose out. Officers were trying to involve other people in discussions.

- *How was the use of play areas monitored?*

The Green Spaces and Bereavement Services Manager explained that when inspectors went out they could often see the area being used. Inspectors also determined how often areas

were used by noting whether there were weeds growing among bark covering which would indicate the area was not being used

RESOLVED: 1. That report LE.05/15 be noted and that staff be congratulated on their hard work.

2. That a further update report be submitted to the Panel in twelve months.

COSP.16/15 – THIRD QUARTER PERFORMANCE REPORT 2014/15

The Policy and Performance Officer presented Report PC.03/15 which updated the Panel on the Council's service standards that help measure performance. The report also included updates on key actions contained within the Carlisle Plan.

Details of each service standard were included in a table appended to the report. The table illustrated the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that had been established either locally or nationally. The updates against actions in the Carlisle Plan followed on from the service standard information which was attached to the report. A note of the performance of the Customer Contact Centre was also included as an appendix to the report.

With regard to the Service Standard which measured the average number of days to process new benefits claims the Policy and Performance Officer explained that there had been an improvement in the service and the figures for January 2015 indicated that the trend was continuing.

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

- *Had there been a drop in the number of benefit claims?*

The Policy and Performance Officer advised that he was not aware of a drop in claims but there had been an improvement in the service. Remedial actions to resolve some of the problems appeared to be taking effect thus far.

- *What impact would the introduction of Universal Credit have on the service?*

The Deputy Chief Executive advised that the Council did not yet know the milestones in respect of Universal Credit but was aware that there would be challenges for the Customer Contact Centre. Once the milestones were known the Council could start predictive work to reduce the impact.

- *Would any staff be transferred as a result of the winding down of the shared service?*

The Deputy Chief Executive advised there would be no staff transferred in that respect. The Deputy Chief Executive acknowledged that there were concerns nationally about the impact of Universal Credit but at present there was no clear information from the DWP.

- *Would it be useful to contact the local MPs about the matter?*

The Deputy Chief Executive explained that it had not got to that stage yet and it would be useful for the Council's Shared Services Partnership Manager and the DWP to meet to

discuss the issues. The Council's role will be to support people with legitimate claims and manage the changeover as well as possible.

The Policy and Performance Officer reminded Members that the shared service was being wound down.

The Deputy Chief Executive stated that the positives of the new service were not immediately obvious and that it was likely that there would be problems. However it was important that the performance of the service continued to improve.

When the shared service was finally sorted the Council could look at what went well during that time.

- *Universal Credit was a very complex area. Was there any intention to have further discussion on the matter?*

The Deputy Chief Executive advised that the Council's Shared Services Partnership Manager had attended Panel meetings some time ago in respect of the IT system that would be required for Universal Credit.

The Overview and Scrutiny Officer advised that the shared services arrangements were due for discussion at the next Resources Overview and Scrutiny Panel meeting and had been discussed by the Executive on 2 February 2015.

The Deputy Chief Executive explained that the Resources Overview and Scrutiny Panel would be looking at the process and the management of the winding down of the shared service. The Community Overview and Scrutiny Panel would deal with the outcomes and outputs of the service.

- *Could the matter be included in the Work Programme to allow Members to find out more about the issues and to discuss the implications for staff?*

The Deputy Chief Executive reminded Members that the Communities, Health and Wellbeing Portfolio Holder was also a member of the Welfare Reform Board which also looked at the impact of the forthcoming changes. Representatives from the County Council and Riverside were also represented on that Board.

The Policy and Performance Officer suggested that the Council's Shared Services Partnership Manager could attend the meeting when the end of year performance report was considered. By that time the Council would be a couple of months into the new system and the changes to the shared service will have passed.

- *With regard to the Carlisle Plan was the Arts Centre on target in terms of timescale and budget?*

The Policy and Performance Officer advised that it was.

- *In the original projection it suggested that staff from Carlisle Leisure Limited would help at the Arts Centre.*

The Deputy Chief Executive advised that would not now be the case. However some of the people who would be helping and working at the Arts Centre would have been trained by Carlisle Leisure Limited. Staffing would be looked at again in the future.

- *The contract in respect of the catering included staff undertaking roles in ticketing as well as catering. Was that still the case?*

The Deputy Chief Executive advised that was still the case but the contractual terms had not yet been finalised and were still in draft form.

- *With regard to the Harraby Campus the report mentioned additional funding supplied by the County Council. Was the project over budget and was the County Council covering the shortfall?*

The Deputy Chief Executive explained that the removal of asbestos and flood prevention works had put additional pressure on the budget. The County Council had discussed the matter with their Cabinet and it would be necessary to look at the site again to re-evaluate the finance. The contribution from the City Council would remain the same.

RESOLVED: 1. That report PC.03/15 be noted.

2. That the Council's Shared Services Partnership Manager be invited to attend the meeting in June 2015 when the final end of year performance report was considered.

COSP.17/15 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer presented report OS.02/15 which provided an overview of matters relating to the work of the Community Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.

The Overview and Scrutiny Officer reported:

- that the Notice of Key Executive Decisions, published on 30 January 2015, included the following item which fell within the remit of this Panel.

KD.003/15 – Carlisle and Eden Community Safety Partnership Annual Plan 2015/16 – Executive consideration of the Carlisle and Eden Community Safety Partnership's (CSP) Annual Plan for 2015/16 had been deferred following the postponement of a meeting between the CSP Leadership and the Police and Crime Commissioner's Officer which was scheduled to take place on 10 February 2015. The Plan will be returned to Executive as soon as possible after the meeting had been reconvened and the final draft confirmed and submitted to Council in April 2015.

- *The Panel urged the Portfolio Holder to ensure that the Panel were involved in the Plan.*

The Overview and Scrutiny Officer advised that the Portfolio Holder could take the Panel's concerns that they had not had sight of the report back to the Partnership Board.

- The following item within the remit of the Panel had been considered by the Executive on 2 February 2015:

- EX.12/15 – Inter-Agency Homelessness Strategy for Carlisle 2015.
- The Overview and Scrutiny Officer had contacted the Panel by e-mail asking if there were particular issues they wished to see discussed in the Annual Report. A facilitation session was scheduled for Monday 2 March 2015 and comments would feed into the Annual Report. Therefore the Annual Report which would be submitted to the Panel's final meeting of the civic year on Thursday 9 April 2015 may be retrospective with the second part of the report being submitted at the Panel's first meeting of the next Civic year.

The Chairman explained that the Annual Report included information from each of the Scrutiny Chairs and invited Members of the Panel to e-mail any topics which they wished to be included.

- The Work Programme had been attached to the report for comment/amendment.

RESOLVED – That the Overview Report (OS.02/15) incorporating the Work Programme and Notice of Executive Decisions items relevant to this Panel be noted.

[The meeting ended at 11.25]

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.2

Meeting Date: 9 April 2015
Portfolio: Economy, Enterprise and Housing
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: RIVERSIDE CUMBRIA
Report of: The Director of Economic Development
Report Number: ED 18/15

Purpose / Summary: Content for this report has been prepared by Riverside Cumbria and provides Members of Community Overview and Scrutiny Panel with an update in respect of a number of issues raised by Members of the Panel, following the previous report on 31 July 2014.

Recommendations: Members of Community Overview and Scrutiny Panel are invited to ask questions and comment on the contents of the report prepared by Riverside Cumbria.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

1.1 Following Riverside's attendance at Community Overview and Scrutiny Panel in July 2014, Members of the Panel had requested updates from Riverside on the following subject areas:-

- Longtown maintenance update - including outcomes of the BRE report (the Executive Summary of the BRE report is included as *Appendix 1*)
- Riverside's capital programme within Carlisle District
- Welfare Reform
- The customer satisfaction report (provided as *Appendix 2*).

Additionally, Riverside were asked whether a representative from the Tenant Scrutiny Board could attend the Panel. It has been confirmed that Ian Haywood, Chair of Riverside's Tenant Scrutiny Panel will be able to attend.

The text in sections 1.2 to 1.6 has been provided by Riverside Cumbria

1.2 Longtown maintenance update (including outcome of the BRE report)

Riverside are currently undertaking the following works at Longtown:-

- Installing „I Boost' diverters to the electric boiler systems. These divert the electricity generated by the PV (photovoltaic) panels to the heating system.
- Servicing & remedial works are being carried out to all systems. Remedial work includes installing thermostatic radiator valves, upgrading pipe lagging and setting systems up to tenants' requirements.
- Installing external wall insulation to Moor Road (flats) & Raefield (all flats & 3 houses) total 36 properties. This work also includes installing new PVC windows, communal front and rear doors.
- Brick built bin stores are being constructed to Moor Road flat blocks in order to remove the bins being stored at the front communal area of the property.
- Environmental improvements are being carried out to the rear of Moor Road flat blocks which will included the installation of fencing.

Last year Riverside Director Dean Butterworth held a meeting with Longtown tenants to go through the outcome of the BRE report and explain the subsequent improvements which would be carried out.

The BRE Report is 75 pages long, so only the Executive Summary has been included in this report as *Appendix 1*. However, the full BRE Report, together with a supporting *PowerPoint* presentation, on Longtown Heating systems can be accessed via the following link:-

http://riverside.org.uk/north_west/cumbria/events/event_list/bre_investigation_into_longtown.aspx

The conclusions of BRE's presentation are:-

- Riverside have provided tenants with a modern whole house central heating system providing higher comfort & convenience.
- No mains gas in Longtown means that more expensive electricity has to be used instead of gas.
- Air source heat pumps (ASHPs) use electricity very efficiently (provide 2x to 3x the energy) but not suitable for all houses.
- Electric boilers are usually cheaper to run on E10 tariff.
- Solar photovoltaic (PV) panels provide tenants with some free electricity but the amount may be increased by fitting Power Diverters.
- Further investment in insulation and help in setting controls and choosing best tariffs will reduce tenants' energy costs.

Subsequent to the BRE report each of the tenants referred to in this report have had a visit from an independent consultant from Cumbria Action for Sustainability (CAFS) offering free advice regarding their heating system and heating tariffs.

In addition to the independent advice, Riverside has now appointed an Affordable Warmth Officer whose role is to assist tenants in achieving the most efficient use of their heating systems. Many of the Longtown tenants have already benefitted from the advice provided.

1.3 Riverside Cumbria Capital Programme – New Development

Overview of 2014-15 schemes handed over in Carlisle

- 11 properties in Borland Avenue
- 11 properties (including 1 refurbishment) at St Elizabeth's Close, Harraby (formerly Arnside Court)
- 21 properties in Thomlinson Avenue, Raffles

- 37 properties in Dalton Avenue, Raffles
- We have also purchased 8 Section 106 units from Persimmon at Teasdale Place, Denton Holme
- Total properties delivered within Carlisle City Council within the year 1 April 2014 – 31 March 2015 is 88.

Overview of 2015-16 schemes planned so far in Carlisle

- Riverside have secured planning permission for 18 units at the site adjacent to the Border Terrier public house in Morton
- We have planning permission for 13 units at Longtown at Lochinvar Close
- The above will have a start on site no later than July 2015 and will be handed over prior to 31st March 2016
- We also have 7 further Section 106 units to take at Teasdale Place that will be completed by August 2015
- Riverside Cumbria is continuing to work up a pipeline of further schemes; although it is too early to discuss any specific sites at this point. These represent reasonable sized sites that would start on site 2015-16 with a view to hand over 2016-17.

1.4 Riverside Cumbria Capital Programme – Existing Stock

For the **2014/15 Programme** Riverside have undertaken the following works:-

- It should be noted that the capital programme for 2014/15 is primarily re-roofing works - 439 roof renewals have been completed: the majority of which are within the Raffles, Wigton Road and Belah neighbourhoods.
- Replacement of 90 external double-glazed security doors.
- Kitchen and bathroom replacements: approximately 50 combined
- Continuation of the „bathroom on stilts’ refurbishment programme - now in its third year with a further 24 properties completed. (Bathroom-on-stilts are first floor bathroom extensions supported by steel stanchions built circa 1980s works include upgrading the thermal efficiency of the wall structure, new flat roof, repairs to steel structure and removal of asbestos containing materials).
- Additional budget from Group of £1million, of which £670,000 has been spent on Public Realm projects – 16 schemes have benefitted from upgrading unadopted roads, and improving footpaths and parking areas to the wider community in our customer neighbourhoods.

- £105,000 spent upon our Green Spaces – 29 schemes across various neighbourhoods with a „spend to save’ theme; thereby reducing our long term maintenance costs by upgrading and installing protection measures to our planted schemes.
- £150,000 spent upon providing external boundary fencing and hedging to our bungalow communal areas to tackle the issues highlighted by our customers: i.e. increased sense of security and wellbeing to our elderly customers; reducing neighbourhood nuisance.
- Upgrading existing shared paths to 70 properties on Raffles to provide each property their own access which has promoted ownership to tenants; leading to a reduction in fly-tipping and dumping of abandoned furniture, especially to front gardens with shared paths.

For the up-coming **2015/16 Programme**:-

- The majority of the budget is allocated to a continuation of the re-roofing programme, which is programmed to replace 300 roofs at Belah, Petteril Bank, Upperby, and Raffles.
- Continuation of the bathroom on stilts refurbishment programme with 34 homes programmed at Currock, Petteril Bank, and Upperby.
- External upgrade schemes to Greengarth, Upperby and Moor Crescent, Longtown; including insulation, remedial wall repairs, render, installing new windows and re-roofing.
- Garden fencing works to Currock and Raffles neighbourhoods.

Aids & Adaptations

Riverside Cumbria continues to fund all Major Adaptations costing under £7,000, for its customers. For those costing over this amount a DFG (Disabled Facilities Grant) application is made to Carlisle City Council. Riverside make a contribution of up to £7,000 towards the cost of the grant funded cases. In 2014/15 the number of adaptations completed to date is 81 with a further 6 due for completion by 31st March 2015.

- Of the key adaptations undertaken, by the end of March 2015, we will have installed 35 wet rooms/level access showers and 38nr over bath showers.
- We have relocated 2 families living in unsuitable accommodation, saving £4,200 and we have 3 relocations due to complete by mid-April with a potential saving of a further £11,900.

1.5 Welfare Reform

The main issue of concern lies with the introduction of Universal Credit. Currently this is only affecting new claimants. Riverside Cumbria has 18 cases with total arrears of £14920.90. This averages out at £828.94 per customer. This compares with an average figure for all other customers who are in arrears of £369.60.

The process of application for Universal Credit relies heavily on the claimant providing information and managing this process carefully. A process also exists to initiate managed payments which are paid to the landlord however payments take up to six weeks to come through and these may be sporadic and credits are not necessarily for the full period required.

Riverside Group had identified specific members of staff to act as „Champions’, to support customers and colleagues dealing with Universal Credit claims. Further assessment is ongoing to evaluate the impact on tenants and the Riverside long term business plan. For the Cumbria division we anticipate an increase in the numbers of arrears cases as the number of new claimants escalates. At this stage it is difficult to assess how many new claims will be made over the forthcoming months.

1.6 Tenant Scrutiny and Customer Satisfaction

Riverside undertakes an annual customer satisfaction survey. The results of the next survey are due in May 2015. Figures for the last two years have remained fairly static and the last survey was somewhat scaled down from previous years.

Riverside Group has provided some national benchmarking for the Annual Report to tenants 2014:-

Question	Our result	Best	Average	Worst
Overall satisfaction with landlord	83%	96%	84%	69%
Satisfaction in taking tenant views into account	60%	90%	69%	56%
Repairs and maintenance	77%	93%	80%	64%
Neighbourhood as a place to live	83%	92%	84%	71%
VFM of service charges	61%	85%	69%	56%
VFM of rent	73%	91%	79%	66%

The Riverside Cumbria Tenant Scrutiny Group undertook a survey of tenants within the Cumbria division in 2014. The group prepared a report which highlights the purpose and outcomes of this survey. The Scrutiny group provided information which was more qualitative in nature; this was the first major project for the group, the results of which were presented to Riverside Board members and Managers.

Riverside's Tenant Scrutiny Report on Customer Satisfaction 2013/14 is included as *Appendix 2*.

2. PROPOSALS

2.1 N/A

3. CONSULTATION

3.1 N/A

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

4.1 N/A

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 The joint working between Carlisle City Council and Riverside Cumbria contributes to the Carlisle Plan priorities of developing effective partnerships and addressing Carlisle's housing needs.

Contact Officer: **Jeremy Hewitson**

Ext: **7519**

Appendices **Yes**
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 -

Community Engagement –

Economic Development –

Governance –

Local Environment –

Resources -

Appendix 1: BRE Investigation into Longtown Heating Systems

Executive Summary

Riverside has approximately 175 properties in Longtown comprising a mix of houses, bungalows and flats. New heating systems were installed about 18 months ago to replace solid fuel systems of storage heaters. Since the area does not have a mains gas the new systems were either electric air source heat pumps (ASHPs) or electric flow boilers. The properties also had solar photovoltaic (PV) panels installed.

Some tenants have complained about high heating costs. This has led to high profile media and MP involvement. The media has in some cases confused the high heating costs with the solar PV.

Riverside commissioned BRE to provide an independent report to address a number of questions regarding the installations, including whether the new heating systems are fit for purpose, are the running costs (electricity bills) reasonable or not, and whether the PV installations are linked to the problems with the heating systems.

Two BRE experts undertook a site visit and inspection of five representative properties on the 13th and 14th May 2014. This report presents the results of these surveys and BRE's opinion on the appropriateness of the heating systems and whether the solar PV systems are in any way linked to the heating problems.

In BRE's opinion the choice of electricity as fuel is reasonable considering that the area does not have main gas but does mean that the use of electric boilers will be relatively expensive to run. ASHPs should consume around half the electricity of the electric boilers and have similar running costs to mains gas-fired boilers but for practical reasons it was not possible to install them in all properties. The main alternatives are stored fuel systems based on LPG or heating oil. These are also expensive fuels whose price can also fluctuate significantly. There are also practical as well as security and maintenance reasons why they are less suitable and therefore not recommended as alternatives.

The cost of running the electric boiler heating systems may be reduced by around 20% by the tenants switching to an Economy 10 tariff. There is also evidence that initial high running costs was in at least one case caused by inappropriate thermostat temperature and timer settings. BRE recommends that Riverside provides guidance and assistance on switching tariffs and appropriate temperature and programmer time settings. In some cases tamperproof thermostats should be considered.

Additional running cost savings may also be made by further energy efficiency improvements and some are already planned by Riverside. However, in these older properties individual

measures such as wall insulation and new windows generally only provide relatively modest savings.

BRE can confirm that the PV installations are not linked to any problems with the heating systems and should slightly reduce the tenants' electricity bills.

BRE found that the solar PV systems in the five properties inspected were configured and correctly wired to supply some electricity to the properties during the hours of daylight, with any power produced over and above the demand being „spilled' onto the electricity grid. One system was non-functional on the day of BRE's inspection. This fact was reported to Riverside who have confirmed to BRE that this fault has now been repaired.

A limitation in the existing PV systems is that they can only provide relatively small reductions in the tenants' electrical heating bills. The simple reason for this is that the main heating demand is in the winter months, when the output of the PV is lowest due to low light levels and shorter days. The PV output is highest on sunny days when the heat requirement tends to be lowest.

BRE recommends that the benefit to the tenants from the solar PV systems may be improved by fitting an output power diverter unit, which can divert any excess electricity generated by the solar system to the immersion heater. Only when the hot water is up to the set temperature would the excess power be exported to the grid. Under current rules such an arrangement would not affect the level of feed-in tariff paid.

Appendix 2: Riverside Scrutiny Report on Customer Satisfaction 2013/14 (September 17th 2014)

Summary

The Scrutiny Panel after discussion chose to scrutinise customer satisfaction. The Panel is composed of tenants who are representative of most of the neighbourhoods in and around Carlisle

The Panel chose to scrutinise customer satisfaction following the publication of the STARS survey for 2012 which showed a drop of 2% (from 85%) for 2011 in the level of customer satisfaction within the Riverside Cumbria Division.

Overall Aims and Objectives

The scrutiny effected by the Panel aimed to ascertain the cause/es and any significant factors which might have materially affected customer satisfaction rates and produce a report and recommendations to the Divisional Board and the business in order to improve those levels of satisfaction.

Introduction

The Panel, now comprising thirteen tenant members and representative of eight of our neighbourhoods has met monthly on fifteen occasions during 2013/14.

Evidence for scrutiny was provided by examination of documentation and systems in use within the business, through interviews and discussions with staff and most importantly through Panel members conducting a doorstep survey of tenants on sixteen of our neighbourhoods in and around Carlisle. The spreadsheet linked to this report details the results of that survey.

1

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2

Materials and methods

Interviews of Staff and Selected Tenants

A sub group of Panel members was formed and discussed with staff the likely causes of a reduction in customer satisfaction. A selected number of tenants who had experienced problems were interviewed. This process permitted the group to discuss, review and evaluate their findings reporting back to the full Panel.

Shadowing staff

A number of Panel members shadowed staff directly involved with tenants; these included front line reception, repairs, allocations and payment of rents. Opportunities were taken to observe front office staff engaging with several customer issues including allocations, repairs and rent queries.

Desktop Review

A sub group of Panel members was provided with unlimited access to all paper documents and forms currently in use within the division relating to complaints. The Panel were advised that complaints were tracked and controlled using the Division's computer system. Complaints in general related to quality of repairs to properties and rechargeable repairs levied against tenants on vacating a property. These permitted the group to discuss, review and evaluate the content and again report back to the full Panel.

3

Survey of Tenants

Panel members undertook a doorstep survey of tenants around sixteen of the Division's neighbourhoods in and around Carlisle including some rural areas between March and July 2014.

Questions asked related to tenants' satisfaction with the service received from Riverside (including comments where appropriate), tenant's awareness of their designated housing officer, length of tenancy, whether or not they read the Tenant's Newsletter, preferred method of communication and an assessment of age grouping.

The spreadsheet linked to this report outlines the range of responses given by tenants. Panel members designed the questionnaire which asked the same questions of all tenants interviewed in order to assess their overall satisfaction or dissatisfaction.

4

Main body/findings

The Division being concerned over the apparently significant drop in customer satisfaction rates influenced our decision and the processes used to scrutinise this issue.

The Panel met between May 2013 and July 2014 with two joint meetings with the Divisional Board in August 2013 and May 2014.

A small group of Panel members held a „brainstorming session’ with staff representatives from the Stock and Contract teams during November 2013. The session was focussed on their views relating to likely causes of customer dissatisfaction and any influencing factors.

Team members responded to two questions posed by Panel members – “Why do you think customer satisfaction levels have dropped?” and “Should the specification for re-letting properties be reviewed?”

Responses expressed by the Teams focussed on cost, budgetary constraints, higher tenant expectations, fewer building inspectors and time constraint pressures; level of current voids and new heating and/or power technology. The last two points were specific to the Division’s properties at Longtown.

The interviews with staff and selected tenants were conducted in the Boardroom, Carlisle. A number of issues from these interviews were highlighted including renovation of estate properties, installation, maintenance and repair of heating boilers, quality of new fitted kitchens and inconsistent response from staff contacted by tenants with problems. Some tenants are upset that promises made in relation to stock improvements during the transfer of housing stock from the local authority to Riverside Cumbria have not been kept.

5

Panel members felt that this issue was purely tenant’s perception, with no evidence to support it; however lack of communication relating to this, by the Division, appears to be the main problem.

Adaptations to properties cause confusion with tenants who are uncertain as to which agency is actually responsible resulting in the blame inevitably being levelled at Riverside.

The use of customer satisfaction cards was inconsistent but has historically been productive in assisting the business to accurately monitor customer satisfaction on an ongoing basis. Additionally it was noted that where work was accessible (i.e. outside the building) workmen were not making the customer aware that work had been done, resulting in complaints of non-attendance.

There were apparent problems with the use of the „pod’ system, using prefabricated components, as utilised at Stonegarth and there is a notable problem relating to the installation and use of solar panels, specifically at Longtown. This last issue is the subject of a separate piece of work within the Division.

These pieces of scrutiny highlighted the lack of up to date accurate tenant contact details held within the division.

Shadowing of in house repair staff highlighted issues related to the size of areas covered by some individuals, lack of effective contact between repair staff and the stock management team. On the whole Panel members were impressed with positive attitude apparent among the actual repair teams.

The desktop review included examination and review of documentation in use during the period of scrutiny and discussion with staff involved with the control, monitoring and resolution of customer complaints within the Division. It was noted that the new Customer

Relations Management system was imminent (and has now been installed) and that at the time of interview only one person was responsible for all aspects of complaints.

6

Scrutiny of documentation, included tenant starter packs, new tenant agreement booklets, assured tenant agreement booklets, nationally published reports, customer complaint files, service pledges, communication standards and information leaflets presently in use plus the use of customer satisfaction cards.

Findings from the desktop review were discussed fully by the sub group and the full Panel and recommendations formulated.

The doorstep survey of tenants carried out by Panel members revealed a wide ranging number of responses to questions relating to their views on the service received from Riverside Cumbria and additional questions useful to the panel and the business.

Riverside homes in almost all of the local areas were covered with the aim of meeting or exceeding the „magic number’ of 400 responses; in the end the Panel collected 762 responses.

The results show that 563 tenants are satisfied overall. Of the remainder, 116 tenants said that their problems were unresolved at the time of the survey.

Of the 762 tenants interviewed, 601 said they read the Tenant’s Newsletter.

The spreadsheet linked to this report provides the business with the opportunity to extract and utilise data relevant to each department. Panel members expressed their personal opinion that the doorstep survey exercise had been one of the most important and significant aspects of this piece of scrutiny, providing „hands on’ education and familiarisation with customer service issues and tenant’s views.

7

Conclusion

Scrutiny based on all of the information obtained resulted in a number of areas where the Panel felt confident in making recommendations. At the request of the Divisional Board, four primary submissions were presented in May 2014 on the grounds that they were „quick hits’ which the business could utilise and assimilate quickly and effectively.

Communication in its’ many forms was felt by the Panel to be the single most contributory factor to tenant dissatisfaction, since every area of scrutiny highlighted communication, either between departments or between staff and tenants was often less than ideal.

It was felt that the experience of connecting with customers directly showed that this was the most invaluable and useful tool in this and future scrutiny work.

Recommendations

Four primary submissions were presented to the Divisional Board in May 2014 relating to the re-introduction of customer satisfaction response cards, the re-heading of the customer complaints and comments and compliments forms, the rewording of the transfer notice inspection form and the setting up of a process to capture and continually update customer details at all points of contact. Details of the evidence and Panel judgements relating to these submissions have already been circulated and presented.

The Scrutiny Panel additionally recommends –

1. The spreadsheet data linked to this report be utilised by the business at the earliest opportunity.
2. Communications between departments and between departments and customers be reviewed and improved at the earliest opportunity.
3. Doorstep surveys as the most effective means of connecting with and capturing customer's views.
4. Tighter control of complaints and repairs should be continued on an ongoing basis.

References

Scrutiny Tool Document

Carlisle Tenant report 2012

Assured Tenancy Agreement April 2010

Starter Tenancy Agreement April 2010

Sign Up Pack (getting started in your home) February 2013

Transfer Notice Inspection Form

STAR Surveys 2012 and 2013

Findings from the Focus groups on the performance and communication with Riverside

Carlisle – Laura Chadwick and Maria Mendez - January 2013

Customer feedback on contact with Riverside Carlisle (authors as above) November 2013

Our Service Pledge leaflet April 2009

Making a Comment or Complaint leaflet April 2013

Divisional Customer Complaint files – current

Riverside Communication Standards document – current

Comments and Compliments form December 2009

Acknowledgements

Sean Crossley, Riverside Cumbria

Judith Falder, Riverside Cumbria

Sue Taylor-Gage, Riverside Cumbria

Repair teams, Riverside Cumbria

Stock and Contract Team representatives, Riverside Cumbria

Appendices/Links

Spreadsheet data from doorstep survey of tenants
Tenant's Survey form 2014
Copies of Minutes of the meetings of the Scrutiny Panel

COMMUNICATION

Is the message that is understood

We cannot, not communicate

10

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 9th April 2015
Portfolio: Communities, Health and Wellbeing
Key Decision: Yes: Recorded in the Notice Ref: KD
Within Policy and
Budget Framework YES
Public / Private Public

Title: COMMUNITY TRIGGER
Report of: The Deputy Chief Executive
Report Number: SD 05 15

Purpose / Summary:

The Anti-Social Behaviour, Crime and Policing Act 2014 is aimed at focussing responses to anti-social behaviour (ASB) on the needs of the victim. The act introduces a number of new tools and powers to replace existing provisions, including the introduction of anti-social behaviour case reviews, also known as the Community Trigger. The Trigger gives victims, or victim's representatives a right to ask local agencies to review how they have responded to previous ASB complaints and consider what further action might be taken where the behaviour persists.

All Community Safety Partnerships (CSPs) around the County, including the Carlisle and Eden CSP have worked together to develop a countywide approach to implement the new Community Trigger legislation.

Recommendations:

It is recommended that the Community Overview and Scrutiny Panel consider and provide feedback to the Executive on the countywide approach for the new Community Trigger legislation.

Tracking

Executive:	01/06/15
Overview and Scrutiny:	09/04/15
Council:	N/A

1. BACKGROUND

- 1.1.1** The community Trigger approach is intended to encourage a collaborative problem-solving approach amongst agencies dealing with persistent cases of ASB in order to identify whether any further actions can be taken. The Act sets out the framework for ASB case reviews and requires the 'relevant bodies' to work together to agree local processes and procedures and ensure they meet the needs of their communities. The Community Trigger will sit alongside existing processes and practices for responding to ASB.
- 1.1.2** Cumbria Constabulary has conducted intensive research into the Community Trigger legislation and has, and will continue to provide local authorities with advice and support on the new process.
- 1.1.3** Members of the public will be able to request a Community Trigger via telephone, email, letter or online reporting form on the Councils website, as detailed in (Appendix 1). The Community Development Officer will act as the single point of contact (SPOC) for Carlisle City Council.
- 1.1.4** On receipt of the trigger application, the SPOC will forward the request and associated information to the designated officers for consideration. Those partners will then research the complaint and within 10 days reply back to the SPOC as to whether it meets the trigger threshold or not. If it does meet the threshold then the identified partners will be required to convene and carry out a full review of the Trigger Complaint. If it does not meet the threshold, the reporting person will be informed of the decision and the rationale behind it.
- 1.1.5** Once all the information has been returned a review panel date will be set and all relevant partners and officers will be invited to attend. Please see process map (Appendix 2) and list of designated officers and key representatives (Appendix 3). The panel will be chaired by the Chair of the Community Safety Partnership. Following the review panel the SPOC will notify the reporting person of the outcome. If the reporting person is unhappy or disagrees with the review panel outcome they can request an appeal within a 10 day period.

2. PROPOSALS

- 2.1** It is proposed that the Community Overview and Scrutiny Panel consider the countywide approach to the new Community Trigger legislation and provide feedback to the Executive who will be asked to approve it.

3. CONSULTATION

- 3.1** The Community Trigger process has been developed in conjunction with key partners and CSPs countywide, and has been approved and provisionally adopted by all other District Councils within the County.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1** It is recommended that the Community Overview and Scrutiny Panel consider the countywide approach for the new Community Trigger legislation and it is then adopted by the Executive. This will bring Carlisle City Council in line with its legislative requirements and partners across the county.

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 Appendix 1 – Countywide Community Trigger Process
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 –

Deputy Chief Executive – Community Development Officer will act as Single Point of Contact (SPOC) on behalf of Council.

Economic Development – None

Governance – None

Local Environment – Local Environment Officers will act as designated officers as and when required.

Resources – None

Community Trigger Referral Form

The Community Trigger is a process you can use to ask agencies to review their response to anti-social behaviour or hate incidents you have reported. This is the Community Trigger referral form. In an emergency please contact the relevant emergency service, police, fire or ambulance on 999.

Please complete this form as fully as possible.

Your Contact Details

Name

Address including Postcode

Telephone

Email

Which of these best describes you?

Council tenant (including leasehold) ☐

Private Tenant ☐

Owner Occupier ☐

Housing Association ☐

Other ☐

If you're a tenant, please provide the name of your Landlord and contact details:

Page 35 of 66

Please give details of Incident One

Date

What happened?

Where did it take place?

How has it affected you?

Who did you report it to?

Were you given a reference number? If so, what was it?

What response did you receive to this first report?

Please give details of Incident Two

Date

What happened?

Where did it take place?

How has it affected you?

Who did you report it to?

Were you given a reference number? If so, what was it?

What response did you receive to this second report?

Please give details of Incident Three

Date

What happened?

Where did it take place?

How has it affected you?

Who did you report it to?

Were you given a reference number? If so, what was it?

What response did you receive to this third report?

Additional information

Please use the space provided to let us know of any additional information you feel is relevant

Equalities Monitoring (optional questions - you do not have to answer all questions)

Gender

Male ☐

Female ☐

Transgender ☐

Other ☐

Age

Sexual Orientation

Bi-sexual ☐

Same sex preference - (Lesbian / Gay) ☐

Heterosexual ☐

Don't know ☐

Prefer not to say ☐

Other

Religion – please state

Disability

Yes or No

If Yes – then please provide details

Ethnicity – please select

Indian	Caribbean	White and Black Caribbean	White - British
Pakistani	African	White and Black African	White - Irish
Bangladeshi	Any other Black background	White and Asian	Any other White background
Any other Asian Background	Chinese	Any other Mixed background	Any other Ethnic background

Declaration

I confirm that the information given in the above form is correct to the best of my knowledge. Please sign

and return to:

Contracts and Community Services, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG.

Email: customerservices@carlisle.gov.uk

Tel No: 01228 817200

Community Trigger Website Text

Introduction

The Carlisle and Eden Community Safety Partnership, which includes the police, the council and registered housing providers, works together to tackle anti-social behaviour and hate incidents.

What is the Community Trigger?

The Community Trigger is a process you can use to ask agencies to review their response to anti-social behaviour or hate incidents you have reported.

If someone has reported Anti-Social Behaviour but *no action* has been taken, you will be able to tell us about it under the Community Trigger.

The reporting threshold is:

You have reported 3 or more incidents relating to the same problem in the past 6 months to the Council, Police or your landlord, and no action has been taken.

Or

You have made 5 reports about the same problem in the past 6 months to the Council, Police or the landlord and no action has been taken.

Or

1 incident or crime motivated by hate in the last 3 months and no action has been taken.

What is meant by no action taken?

The reported problems have not been acknowledged – i.e. no one contacted you to advise what action would be taken.

The reported problems have not been appropriately investigated.

Your vulnerability and/or the potential for harm has not been considered and this has affected potential service delivery.

No action has been taken because information has not been shared between partners and this has affected potential service delivery.

What is not suitable for a Community Trigger?

If someone has reported Anti-Social Behaviour and received a service but the problems are ongoing;

Contact the agency you are working with to tell them what is happening.

If you have reported Anti-Social Behaviour and received a service but you're unhappy with the service received or action taken;

Submit a complaint under the agency's complaints procedures.

Application Process

You need to fill out a local community trigger online referral form giving details of the case.

This can be done by following the below link:

Carlisle-

http://www.carlisle.gov.uk/community_and_living/anti_social_behaviour/community_trigger.aspx

The Community Trigger is designed to ensure that there is a review where cases have been reported and no action has been taken. It is not a complaints procedure. If your case meets these criteria you will be notified within five working days.

Your case will be reviewed and recommendations may be made as to how the case can progress will be reported to you within ten working days. If you have difficulty accessing or completing the online form, please contact your local authority. Carlisle City Council on 01228 817 000 / 817 200 or customerservices@carlisle.gov.uk

I don't meet the criteria, what do I do now?

If this is the first time you are reporting this issue or concern, you can report it by:

Contacting Cumbria Constabulary on 101 or <http://www.cumbria.police.uk/contact-us>

Riverside Housing Association on 0345 111 0000 or info@riverside.org.uk

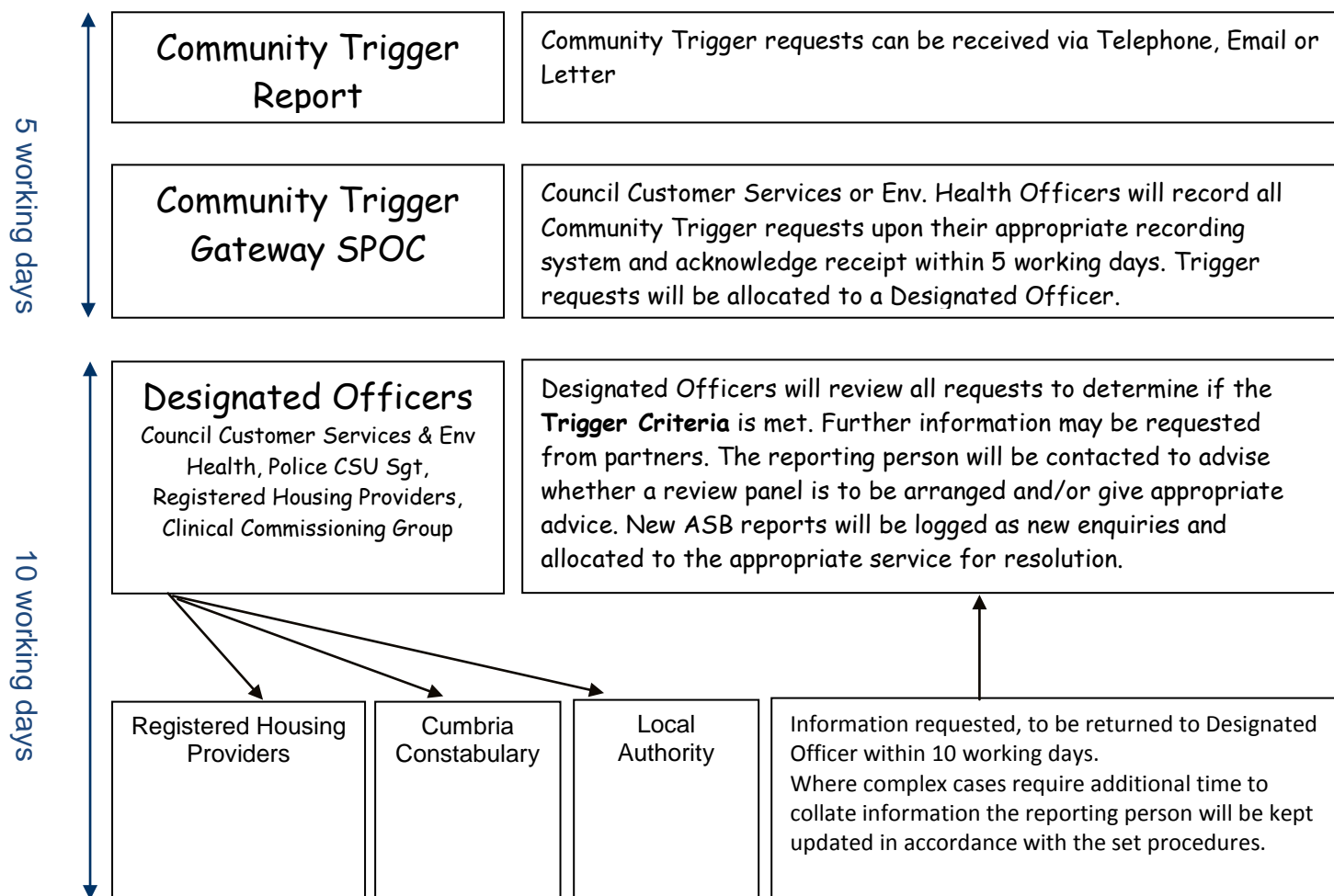
Impact Housing Association on 01228 633 600

Carlisle City Council on 01228 817 000 / 817 200 or customerservices@carlisle.gov.uk

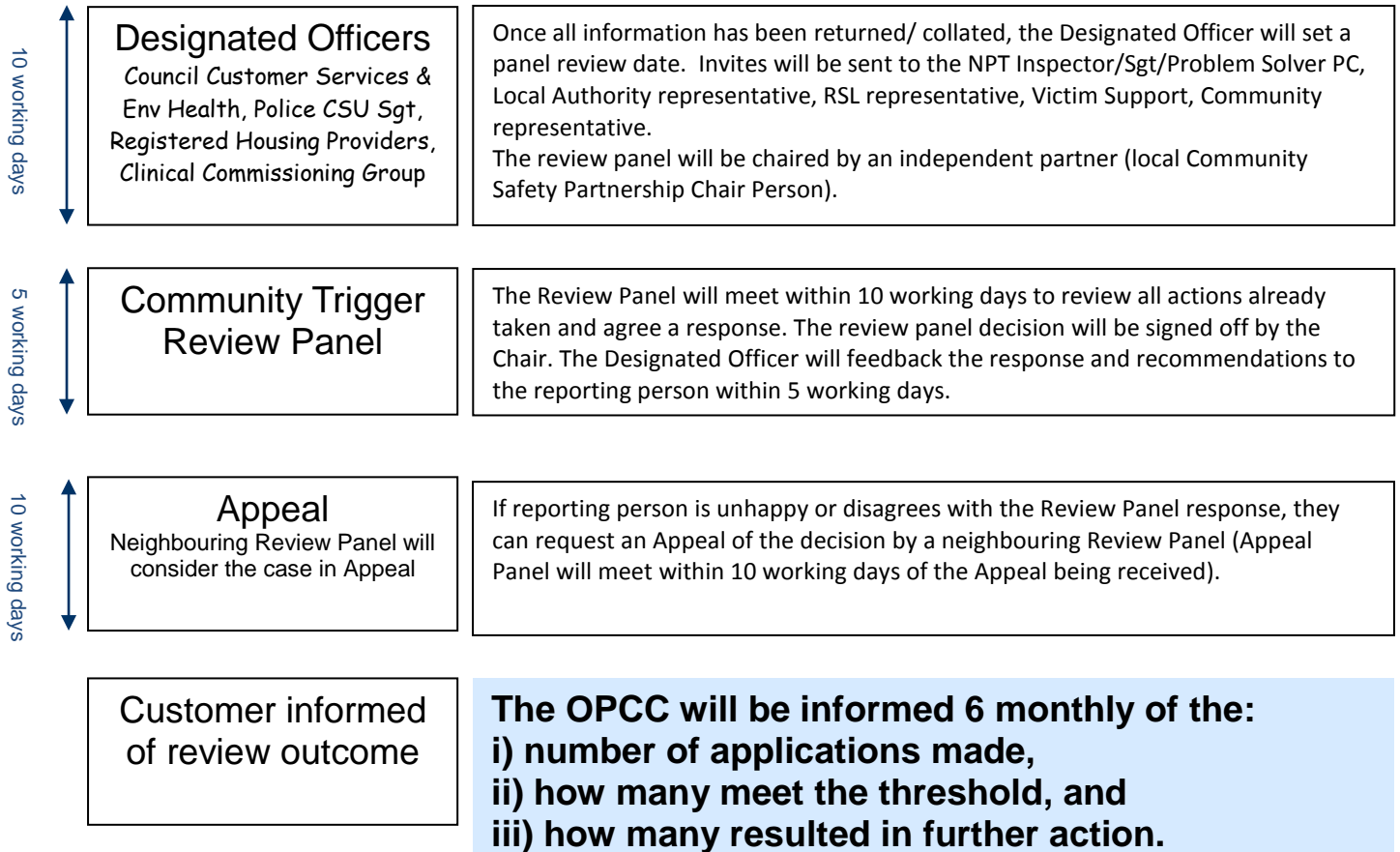
In emergencies, always call 999.

Community Trigger Review Process - Appendix 2

(1)



Community Trigger Review Process (2)



Community Trigger Representative List – Appendix 3

Designated Officers - North Area

Designated Officers 'Relevant Bodies'	Job Title/ Name
Carlisle City Council Single Point of Contact (SPOC)	Community Development Officer
Cumbria Constabulary	Community Safety Sgt
Carlisle City Council Environmental Health	Environmental Health Manager
Registered Social Landlords	Riverside Housing Impact Housing
Clinical Commissioning Group (CCG)	TBC

Review Panel Chair - North Area Chair

Agency	Job Title
Carlisle and Eden Community Safety Partnership	Chair of the Carlisle and Eden Community Safety Partnership

Community Overview and Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 9th April 2015
Portfolio: Cross Cutting
Key Decision: No
Within Policy and Budget Framework
Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME
Report of: Overview and Scrutiny Officer
Report Number: OS 07/15

Summary:

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

Recommendations:

Members are asked to:

- Decide whether the items on the Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- Note and/or amend the Panel's work programme

Contact Officer: Nicola Edwards

Ext: 7122

Appendices attached to report:

1. Draft Overview and Scrutiny Annual Report 2014/15
2. Community O&S Panel Work Programme 2014/15

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions will be published on 30th January 2015 and was circulated to all Members. The following items fall into the remit of this Panel:

KD.10/15 - Community Trigger - The Executive will be asked to adopt the proposed countywide approach for the new Community Trigger legislation. The draft process is to be considered by the Panel at this meeting.

2. References from the Executive

There are no references for this Panel from the Executives meeting on 2nd March 2015.

3. Overview & Scrutiny Annual Report 2014/15

The Scrutiny Annual Report has been drafted and is attached at **Appendix 1**. Panel Members are asked to comment on the draft which is being considered by all three O&S Panels. The report will then be formally approved by the Scrutiny Chairs Group prior to being presented at Council on 28th April 2015.

4. Work Programme

The Panel's current work programme is attached at **Appendix 2** for comment/amendment.

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

Draft Scrutiny Annual Report 2014/15

Introduction

Scrutiny is considered to be the main check and balance to the power of the Executive and involves many of the Councillors who are not on the Executive. Individual Councillors are selected by their political parties to sit on the scrutiny panels.

The key roles of scrutiny are:

- ensuring the Executive is accountable. This means questioning members of the Executive and senior officers about decisions that have been made or are about to be made. It also involves looking at how well the Council is doing against its policy objectives and targets for achievement.
- reviewing and developing policies. In this role, scrutiny can help the Council to develop its policy and budgetary framework. This might involve research and consultation with the community and other agencies on policy issues, good practice and looking at alternative ways of doing things.
- ensuring the continuous improvement of Council services. Scrutiny can make suggestions to the Executive for service reviews. Members of scrutiny panels are often involved in individual reviews where a particular service or function of the Council is thoroughly examined

In Carlisle, scrutiny operates through three panels - Community Overview and Scrutiny, Resources Overview and Scrutiny and Environment and Economy Overview and Scrutiny. The Scrutiny Chairs Group (Chairs and Vice Chairs of the three Scrutiny Panels) meets on an ad hoc basis to deal with any overarching scrutiny issues.

There are eight non-Executive members on each panel and each panel is politically balanced (ie the proportions of each political party on the panel are the same as on the Council as a whole).

This annual report provides an overview of the work of the scrutiny function during the 2014/15 civic year. The first part of the report provides brief details of the work of the individual panels and gives details of examples of Task Group work. The second part of the report considers current scrutiny practices and issues this year and looks to the future, considering areas where further development could be considered.

Does Cllr Watson want to add anything here as lead Member of Scrutiny Chairs Group?

Cllr Glover asked to provide quote for report

Part 1: Work of the Individual Panels

The sections below give a personal commentary from the Chairs of the Panels on their view of their particular Panel's work over the last year.

Community Panel

Personal View from Cllr Rob Burns, Chair of Community O&S Panel

It has been an interesting year for the scrutiny processes of Carlisle City Council.

There has been some discussion about the effectiveness of our use of scrutiny and, as well as two separate training sessions on it, the Peer Review Team who visited us in October 2014, commented on it as an area for future review.

That is not to pre-suppose that the current system is not wholly effective, indeed one trainer commented that he thought we used the process wisely and well, but rather to help speed up decision making and find ways of making better use of more members skills.

Whilst the principles of scrutiny are fairly clear to most Members and are accepted as being fundamental to achieving open and accountable local governance, the practice itself is often underrated.

Tooth-combing policies, strategies and often longwinded, complex and detailed reports isn't always as joyous, or as rewarding, as developing them in the first place and it demands a good deal of goodwill amongst Panel Members to retain enthusiasm and interest in doing so.

As far as the Community Panel is concerned, we have been privileged to effectively contribute and hopefully add value to, the development of a number of projects, services and initiatives which are important to the delivery of the Council's key objectives. Agenda items during the past year have included;

The new Arts Centre

- The Homelessness Strategy
- The Play Areas Strategy
- Playing Pitches Strategy
- Future proofing Carlisle Leisure Ltd
- The on-going progression of the Tullie House Trust
- Food Law Enforcement Implementation Plan
- The Implementation of Mobile Homes Act
- Community Centres
- Riverside Housing Association's role in delivering the Housing Strategy
- Corporate policies eg Equality, Finance, Local Plan etc
- Customer Service Improvements

Variety is indeed the spice of life!

Despite political, philosophical and cultural differences, COSP members have achieved a high degree of unanimity this year and much of that has been down to the input from Officers who have, in the main, presented the issues to us in a straight forward and open style which has encouraged often frank, but always positive exchanges.

The input from Portfolio Holders, who have been diligent in their support of the Panel's work when necessary, was also a key factor in ensuring thorough debate.

In my first year as Chair of the Community Overview and Scrutiny Panel, I admit to having enjoyed not only that role, but the whole experience of being a Councillor, much more than I thought I might and this has been due in no small part to the patience, encouragement and support of my long suffering colleagues and officers, who have tolerated my foibles and accepted my unintended eccentricities, including my occasional tendency to sleepwalk into 'officer mode', with humour and good grace.

This perhaps applies particularly to the Scrutiny Officer, the Member Support Officers and the Committee Clerks who continue to defy reasonable expectation by managing to produce consistently coherent notes from the garbled gobbledygook which occasionally passes for discussion!

I will be delighted if I am given the opportunity to serve in this capacity again next year, not only because I think there will be many more interesting and important issues to address, but also because, if the matter of how the Council operates its scrutiny processes is itself to be the subject of review and scrutiny, I'd like to be part of that debate.

I think that the outcome ought to be that no Member need feel they are consigned to the margins of the decision and policy making processes, which seems to be one of the main concerns emerging from the as yet incomplete Members' Involvement Working Group survey on the perceived level of Members' engagement.

The completion of that piece of work alone, including suggestions for resolutions, will in itself be a worthwhile exercise for Scrutiny Members next year.

Quotes

Cllr Jessica Riddle, Portfolio Holder for Communities, Health and Wellbeing

I continue to find the Scrutiny Panel an excellent forum for careful and thoughtful examination of Executive decisions

Cllr Ann Quilter, Portfolio Holder for Culture, Leisure and Young People (to follow)

Environment and Economy Panel

Personal View from Cllr Paul Nedved, Chair of Environment & Economy O&S Panel (to follow)

Quotes

Cllr Elsie Martlew, Portfolio Holder for Environment & Transport

Overview and Scrutiny is an important democratic tool and the robust questioning of the Executive and senior officers leads to better and more informed decisions.

Apart from monitoring, questioning and, at times, challenging the Executive they undertake detailed analysis of specific policy areas through the work of the Task and Finish groups. The outcome from this detailed work is invaluable for developing or fine-tuning council policy.

Cllr Heather Bradley, Portfolio Holder for Economy, Enterprise and Housing

I have valued the comments and suggestions put forward by both the Environment and Economy Panel and the Community Panel on major Council documents. For example, the Environment and Economy Panel has continued its scrutiny of the emerging Local Plan 2015-30 and has contributed to its development. Recently, the Community Panel has looked in detail at the draft Homelessness Strategy and has questioned both our own officers and representatives from some of our partner organisations.

Scrutiny plays an important role in holding the Executive to account and in developing and monitoring policies.

Resources Panel

Personal View from Cllr Reg Watson, Chair of Resources O&S Panel (to follow)

Part 2: Development of Scrutiny & Summary of Progress

Peer Review and CfPS Session and actions from Scrutiny Chairs Group

Carlisle City Council invited a peer team to the Authority in September 2014 to deliver a Future Council Review as part of the LGA offer to support sector led improvement. Peer reviews are delivered by experience elected member and officer peers and the effectiveness of the scrutiny function was an area that was covered within the review.

The following is taken from the formal feedback letter from the review team dated 28th October 2014:

“Governance and decision-making

Partners enjoy good relationships with the council, but can find decision making slow at Carlisle, a not unusual frustration with the public sector. The council needs to make decisions in an accountable and transparent way and the Leadership want to engage a wide range of members in decision making and policy development. Within the executive governance model, scrutiny (including pre-decision scrutiny) is one way this can be achieved. However, the council – including members across all groups – should consider if decision making is as streamlined as it can be and if all stages in decision making are required (for example if there has been pre-decision scrutiny which has been taken into account by the Executive then a call-in may not be adding value or making the best use of limited time). Councils, like other organisations, are working in an increasingly fast moving world and opportunities can be lost when decision making is delayed.

We heard of a number of examples of effective scrutiny, particularly through the use of Task and Finish groups. Examples include the Talkin Tarn country park and Recycling reviews where recommendations were taken up by the Executive. We were also given examples of cross-party working groups which were considered helpful, such as that on the Local Plan. Following the reduction in the level of dedicated support to scrutiny to one officer, a member of SMT has been designated to support each of the three Scrutiny Panels (Community, Environment & Economy, and Resources). The panels are engaging with the SMT sponsor and the Executive in developing their work programmes to ensure that these are aligned to the Council’s priorities. The recent decision to instigate a scrutiny review of Business Support is an example of this.

But we also heard of a number of frustrations with scrutiny – a feeling that it was used for political purposes, especially in some instances of call-in; that it was not clearly adding value and that it can add unnecessary stages to the decision making process. There is also reluctance among some members to serve on scrutiny.

These concerns are not unique to Carlisle, but we feel that it may be timely to review your scrutiny arrangements to make better use of members’ skills and interests and provide a greater focus on council priorities. One option could be to establish a scrutiny commission which could hold the executive to account, along with a policy commission which would establish task and finish groups to develop future policy. These groups could draw on the relevant talents of all non-executive

members, and outside experts where appropriate. The separation of scrutiny and policy commissions could be augmented by establishing member panels to champion, oversee and support the delivery of key elements of the council's agenda, building on the previous success of cross party working groups. Possible areas of responsibility could be Growth or Transformation, with consideration of some delegated responsibilities to help speed decision making "

The Scrutiny Chairs group met on 4th November 2014 to discuss their response to these findings. It was agreed that in order to begin the process of looking at the future of Scrutiny a facilitated discussion with all Members to identify what the authority wanted from Scrutiny would be a useful first step.

The Centre for Public Scrutiny was subsequently commissioned to facilitate this session which was held on 2nd March 2015. 17 Scrutiny Members attended covering all three Overview and Scrutiny Panels along with the Leader of the Council, Chief Executive, Director of Governance and the Overview and Scrutiny Officer.

The notes from the session are attached at Appendix 1 for information. The session was discussed at the Scrutiny Chairs Group meeting on 12th March 2015 and it was agreed that in order to gain more focus and better outcomes that:

- That each Panel would meet informally in the new municipal year to identify issues and topics that they would like to be scrutinised in the coming year;
- That the Chair of each Panel prepares an Action Plan which contained the issues and topics agreed at the informal Panel meeting with the support of officers. The Action Plan would be monitored by the Panel throughout the year.

The facilitator suggested that Members may wish to consider further the following and these will be addressed by the Scrutiny Chairs Group in the 2015/16 Civic Year:

- How they can get regular access to a small range of "framework documents", produced by the council and by others, which will collectively tell them a story about local services;
- How they can refine the focus of scrutiny by using these documents to decide what they do and don't look at;
- How they can manage the risk of "things falling between the cracks", which is inherent in this approach;
- How they can maximise member involvement by ensuring that member insight and views are central to what does and doesn't get looked at;
- How this approach will lead to more high quality scrutiny work.

Issues for consideration by Scrutiny Panels – do Members agree with the above suggestions for identifying the areas of work for the scrutiny panels next year?. Does this reflect the outcomes from the facilitated session and what can Scrutiny Members do to prepare for the planning sessions in order to develop a focused work programme and action plan? What is required from Chairs, Members and Officers in advance of the session?

Call-in (both details of call-ins received and recommendations for change)

Call-in provides a mechanism for Councillors to intervene when they feel that a decision being made by the Executive needs to be revisited (or possibly changed). It provides a key check and balance in the leader/cabinet system of governance.

According to the Centre for Public Scrutiny¹, call-in should be regarded as a measure used in exceptional circumstances, rather than day to day, and sits in the context of a range of other tools at scrutiny's disposal to influence decision making.

In the 2014/15 Civic year four requests for Call-in were received.

Decision Ref	Issue	Overview & Scrutiny Panel	Outcome of Call-in Meeting
OD 22/14	Arts Centre Development	Community	<p>(1) That the Community Overview and Scrutiny Panel accepted the explanation for the delay to the Arts Centre project provided by the Town Clerk and Chief Executive.</p> <p>(2) That the matter shall not be referred back and the decision shall take effect from the date of the call-in meeting.</p> <p>(3) That the Panel noted that there were lessons to be learnt in terms of keeping Members informed; and Officers be requested to take that on board in the future.</p>
EX 93/14	Development at Rosehill	Economy & Environment	<p>(1) The Panel were critical of the Executive for dealing with this matter in Part B. Therefore requested that this item is referred back to the Executive to be split into two – the principle in Part A and confidential details in Part B.</p> <p>(2) For transparency and consultation, the Panel request that the Executive review whether the Council is getting value for money in respect of development at Rosehill.</p>
EX 78/14	Business Plan – Arts Centre	Community	That Members of the Panel were happy with the explanations provided and the matter would not therefore be referred back to the Executive.
PF 006/14	Neighbourhood Forum Grants Administered By Cumbria County Council	Resources	<p>(1) That the Resources Overview and Scrutiny Panel accepted the explanation provided, as set out above, for the decision to pay out £44,000 Neighbourhood Forum grant in 2014/15 and advise the County in writing of grant reduction for 2015/16,</p> <p>(2) That the matter shall not be referred back and the decision shall take effect from the date of the call-in meeting.</p> <p>(3) That the Panel noted that there were lessons to be learnt and requested that the procedures / formal agreements in place in relation to joint grant funding be strengthened (in particular to include clear guidance on notification periods and the role of the City Council) to avoid similar issues arising in the future.</p>

¹ Key decisions and powers of call-in, Practice Guide 4 – Centre for Public Scrutiny (CfPS) June 2014

The Scrutiny Chairs Group requested that a small review was undertaken to identify any concerns relating to call-in that they would be able to make recommendations for change. The follow issues were considered by the group:

Who can exercise call-in powers?

Carlisle City Council allows the Chair or any three members of the appropriate scrutiny committee to request a call-in a decision.

Different Councils have different requirements and CfPS notes that there is no trend relating to those requirements when compared across urban or rural, district, county or unitary or political majority.

The majority of Council's in Cumbria allow non- scrutiny Members to request a call-in:

Cumbria County Council	3 or more non-cabinet members
Allerdale BC	3 Members of the Council
Barrow BC	Scrutiny Chairman or any 3 Members of the Scrutiny Committee
Copeland BC	Chair or Deputy Chair of an O&S Committee or any 3 Members of the Council.
Eden DC	3 Members of the Council
South Lakes	Chairman of O&S or any 3 non-Executive Members

Following discussion at their meeting on 12th March 2015 the Scrutiny Chairs Group suggested that the powers of call-in be extended to substitute Members of Overview & Scrutiny Panels.

Issues to consideration by Scrutiny Panels – Are you in agreement with this recommendation being included within the Annual Report to amend the Constitution to extend the powers of call-in to Substitute Members?

Considerations given by the Chair group were -

Does the restriction of call-in powers act, or could act, as a bar to call-in being exercised. Particularly if the opposition parties are reduced further? If a Member of the Committee is on holiday or incapacitated for other reasons should a substitute Member be about to sign the call-in? Therefore should the right to exercise call-in powers be extended to either substitute members or all non-Executive Councillors?

What happens at the meeting?

Many Councils have protocols to define how the call-in meeting will be run. It is usual to convene a separate meeting for this purpose and for the Executive Member and Chief Officer (SMT Officer) for the service involved be invited to give evidence. The Chair can also invite others to give evidence – Council Officers, members of the public directly affected by the decision or representatives of partner organisations.

The Scrutiny Chairs Group requested that draft guidance for the procedure to be followed at Call-in Meetings be drafted and they subsequently approved the guidance at their meeting on 12th March 2015. This is attached for information at Appendix 2.

Timeframes for meetings

Carlisle City Council's Constitution states that a meeting of the relevant scrutiny panel to consider the Call-in should be held within 7 clear working days of the decision to call-in. If the matter is referred back to the Executive they are required to meet within a further 7 working days.

The Constitution does not state a timeframe should the matter be referred to Council.

5 and 10 working days are common limitations for the O&S meeting to be held. The "next scheduled meeting" are often referred to, a few Councils allow 14-15 working days and the average for District Councils is 9.6 working days.

An issue for Carlisle which has caused administrative problems is that call-in's have been requested late afternoon on the final day for call-in (the 5th working day after the decision). As papers have to be sent out 5 working days prior to the meeting and as the meeting has to be held within 7 working days, realistically this only leaves the option of 1 specific date for the meeting.

Following discussion at the Scrutiny Chairs Group on 15th March 2015 the Scrutiny Chairs Group agreed that the deadline for holding a call-in meeting be extended from 7 clear working days to 10 clear working days in order to give more flexibility for all involved. The Group also agreed that if deemed appropriate and with the agreement of all parties the Call-in could be heard at the next scheduled meeting of the relevant Overview & Scrutiny Panel.

Issues to consideration by Scrutiny Panels – Are you in agreement with a recommendation within this Annual Report to amend the Constitution with regard to deadlines for the holding of a call-in meeting?

Training for Scrutiny Members

It was identified in the 2013/14 Annual Report that more training was required for Scrutiny Members. The following details training sessions that was made available to Scrutiny Members in 2014/15 along with attendance information.

Session	Date	Attendance
<i>Introduction to Scrutiny</i>	16 th June 2014	4 Members (2 Labour, 1 Conservative, 1 Liberal Democrat)
<i>INLOGOV Session on Overview and Scrutiny</i>	17 th September 2014	10 Members (7 Conservative, 2 Labour, 1 Liberal Democrat)
<i>Budget Scrutiny</i>	12 th November 2014	14 Members (8 Conservative, 5 Labour, 1 Liberal Democrat)

The Introduction to Scrutiny session is now included in the Ethical Governance Training Schedule and a session has been timetabled to induct new Scrutiny Members in the 2015/16 Civic year.

Specific training for Chairs and Vice Chairs of Overview and Scrutiny Panels is being coordinated by the 7 Local Authorities in Cumbria in order to share costs and share ideas. This is in the process of being organised by Eden District Council and a date will be arranged early in the next Civic Year.

Issues to consideration by Scrutiny Panels – aside from Induction Training and Chairs Training is there any specific training that you would like arranged for Scrutiny Members in the next year?

Do Scrutiny Members agree that this is an accurate reflection of the work undertaken this year and address concerns raised appropriately?

Are there any other issues which Members would like included within the report?

Are there any particular topics that Members would like to be considered for review in 2015/16?

Centre for Public Scrutiny

CARLISLE: NOTES FROM SESSION ON 2 MARCH

The opinions expressed in this document are those of Ed Hammond, facilitator of the 2 March session, unless expressed otherwise.

The national context

There are a number of factors in play nationally which will have a significant effect on the development of scrutiny in local government in the coming years.

- The financial challenge. LGA financial projections suggests that – at a national scale – local government will have a significant funding gap by 2019/20, which will only be filled by profound changes to the way that services are delivered. For many authorities, 2016/17 will be the “crunch year”. Many councils have already progressed some distance down the road of tackling this challenge, but there is more work to be done, and the decisions involved will be difficult ones for councillors;
- The potential for devolution and decentralisation of power. In urban areas this is happening through the rapid development of combined authorities, and the associated central Government “deals” that go along with them. For Greater Manchester, that means more say over the health budget for the city; other combined authority areas will be hoping for similar and greater levels of devolution. Combined authorities are growing in attractiveness for more rural areas, including counties. There will be more of these formal combined arrangements and more informal partnerships – all of which will pose a challenge to governance and accountability;
- The pressure to transform. Different public expectations of services, and the financial challenge (see above) are driving councils to fundamentally rethink how they deliver services, and to whom.

Nationally, scrutiny has an important part to play in this. It has an vital role around transformation, and policy development – challenging assumptions made by the executive, considering alternative options and trying to understand local people’s needs. But the resource available for carrying out scrutiny work has, in recent years, depleted.

The role and function of scrutiny

Nationally

There are often considered to be two principal elements to the scrutiny role – holding to account (“scrutiny”, the process of looking at decisions after they have been made and challenging on their implementation) and policy development (“overview”, the process of looking at policy options as they are being considered). CfPS has found that a focus on overview, challenging the development of policy, can be more productive – but also more resource intensive.

Scrutiny’s powers in legislation are mainly set out in section 9F onwards of the Local Government Act 2000, as well as other legislation. Scrutiny committees may require information and attendance from council officers and Cabinet members, and may require Cabinet to respond to recommendations within two months. Committees may request the attendance of other partners, or that those partners provide them with information.

Ultimately, scrutiny's role is quite broad – committees may look at anything that affects the area or the area's inhabitants.

Scrutiny is a critical part of the council's corporate governance arrangements. It is vital that it is treated with respect by senior officers and cabinet members; it is also important that scrutiny demonstrates a commitment to securing value for money in its own work, by focusing on issues which reflect corporate priorities and/or the priorities of local people. This necessitates careful prioritisation of workload, which itself requires that members lead and own the process.

In Carlisle

Carlisle's Member Involvement Survey suggests no huge groundswell of worry and concern about scrutiny and how it operates, although perhaps a sense that members could be more actively involved (rather than informed) in decision-making. There is also a sense that scrutiny's role is not especially focused, which was picked up by the LGA's Future Council review, along with the observation that lots of activity happened in scrutiny but with rather fewer outcomes.

Following is a summary of the discussion which ensued, focusing on four points in particular.

The role of scrutiny in Carlisle

- Sometimes seen as “giving non-executive members something to do”;
- Work programme fed by the executive (certainly insofar as pre-decision scrutiny goes), with the executive not especially open to challenge;
- These and other factors leading to a disengagement from councillors.

There was a sense from councillors that scrutiny was insufficiently challenging, and therefore not as effective as it might be.

How this role might be clarified

A stronger focus on task and finish groups was seen as beneficial. This would bring about;

- More clarity on outcomes;
- Better focus and use of resources;
- More commitment and member interest and engagement;

Strong and effective scoping was seen as key. The onus for this was seen as resting very much on chairs.

Areas to add value in the future

There was seen to be a need to look more closely at “framework documents” (see below). In particular, these documents could be used on a “by exception” basis to clarify when issues should, or should not, be looked at. This means that members would be able to look at the information and apply a judgment, based on a framework or some criteria, to decide whether something was sufficiently serious to be escalated to committee.

It was also thought that value could be achieved by focusing on issues of interest to members (which would presumably, by extension, be issues of interest and importance to their constituents).

Collectively, these steps would allow members to be clearer on the parameters and outcomes of their work,

Members also considered the need to “cut out “party politics.

Key sources of information and advice for carrying out this role

A wide variety of sources of information exist – performance information, the corporate plan, business cases, contracts, specifications, options appraisals, improvement plans, organisational development plans, risk registers and so on. These would be the documents described above as “framework documents”.

Currently, members considered that reports provided to them were too detailed and broad to be of significant use. Members were particularly keen that information be provided to them to allow them to clarify the priority of their work, rather than as an end in itself.

Resourcing

A range of resourcing options exist for scrutiny. On the officer side, resourcing can be provided by one or more scrutiny officers, by officers within service departments and from officers working in Democratic Services. No one model of officer resourcing necessarily leads to more effective scrutiny, although our research does point to the fact that where one or more dedicated scrutiny officers, providing policy advice to councillors, does exist, scrutiny tends to be more effective.

On the member side, the key limiting factor is members’ ability to commit their own time and resource to the scrutiny function. Members noted the following:

- There was a close link here between member commitment and scrutiny’s success in adding value;
- Scrutiny members had to work closely together as a team.

Structures

A range of structural options exist, which have been identified by CfPS in its past research.

- Single committee, which commissions task and finish groups;
- Two committees, divided by task (for example, a “policy” committee and a “performance” committee, or similar)
- Two committees, divided by service (for example, “people” and “places”);
- Multiple committees, with terms of reference reflecting corporate priorities, council departments or other division.

There is no one “best approach”.

Members considered what structures they might adopt in future for their committees that would be fit for purpose. This discussion happened in the context of the following:

- Form must follow function (ie, the structure must reflect scrutiny’s role);
- As such, the committee structure is the last thing that should be considered, after other aspects of scrutiny’s work have been discussed and agreed.

It was felt that structures needed to be formal, but to have sufficient flexibility to take account of changing priorities and areas of member interest.

Next steps

At the Chairs' meeting, and subsequently, members might wish to consider further:

- How they can get regular access to a small range of “framework documents”, produced by the council and by others, which will collectively tell them a story about local services;
- How they can refine the focus of scrutiny by using these documents to decide what they do and don't look at;
- How they can manage the risk of “things falling between the cracks”, which is inherent in this approach;
- How they can maximise member involvement by ensuring that member insight and views are central to what does and doesn't get looked at;
- How this approach will lead to more high quality scrutiny work.

EH

7/3/15

Carlisle City Council - CALL-IN GUIDANCE

The call-in meeting is an important part of a short decision-making process, which gives scrutiny members a chance to test the merits of the decision. It also provides an opportunity to ask the decision makers to reconsider their decision - if members think this is necessary.

What are the possible outcomes of this meeting?

In summary, the Overview & Scrutiny Panel can:

- (a) refer the matter back to the decision making body, in this case the Executive, for reconsideration setting out in writing the nature of its concerns;
- (b) refer the matter to full Council if members believe the decision was taken outside the Council's budget or one of the key Council plans or strategies (the Policy Framework).; or
- (c) not refer the matter back to the decision making body, in which case the decision shall take effect from the date of this meeting.

Suggested Procedure at Meetings

1. The Chair opens the meeting by outlining the call-in meeting procedure and 'order of play';
2. Call-in Members will be requested to nominate a Lead Call-in Member who will be invited by the Chair to present the reasons behind the call-in;
3. The remaining two Call-in Members will be invited to contribute to the Lead Call-in Member's argument;
4. The Executive Member will be invited to respond to the call-in arguments and offer their viewpoint;
5. Any additional appropriate speakers, including the Chief Executive, Deputy Chief Executive and/or Director, will be given the opportunity to explain any technical issues/provide background to the decision;
6. After all appropriate members/officers have spoken, Scrutiny Members may ask call-iners, the Executive member and officers questions of clarification;
7. The Director of Governance or Legal Services representatives may be asked points of clarification about procedures by Scrutiny Members;
8. The Chair will ask firstly the Executive member and then the two lead call-in members to briefly sum up their positions; the Overview and Scrutiny Panel will then discuss the issues around the call-in generally without interjection by call-in members (unless they are also members of the Panel), the Executive member and officers (unless the Panel asks for any further clarification).
9. A member may propose a motion, which needs to be voted on by the Scrutiny Members only. There can be further debate on the motion prior to voting unless the Panel feels that all arguments have already been exhausted;
10. If a second member proposes an AMENDMENT to the motion, the amendment must be voted on first;
11. At the close of the meeting, the Chair should summarise the conclusion (s) of the Panel for clarification of all present.

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 26 March 2015

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		19 Jun 14	31 Jul 14	11 Sep 14	23 Oct 14	25 Nov 14	15 Jan 15	26 Feb 15	9 Apr 15
CURRENT MEETING – 9 th April 2015															
Community Safety Partnership	✓		✓				Community Trigger								✓
Riverside Carlisle				✓			Monitoring progress and developments of joint working		✓						✓
Scrutiny Annual Report			✓		✓		Draft report for comment before Chairs Group								✓
TASK AND FINISH GROUPS															
Hate Crime			✓				Monitoring of implementation of recommendations	✓							
FUTURE MEETINGS															
Leisure Service Delivery Options							To consider consultants report								

Date last revised: 26 March 2015

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		19 Jun 14	31 Jul 14	11 Sep 14	23 Oct 14	25 Nov 14	15 Jan 15	26 Feb 15	9 Apr 15
COMPLETED ITEMS															
Play Area Review							Update report on implementation of review							✓	
Performance Monitoring Reports	✓						Reporting of performance relevant to remit of Panel	✓		✓		✓		✓	
Homelessness			✓				Jan- draft strategy				✓		✓		
Budget 15/16 - 19/20		✓	✓				Consideration of service implications					✓			
Tullie House Trust							Business Plan 2014/15 - 2017/18					✓			
Shaddongate Resource Centre	✓				✓		Invite YMCA to meeting to scrutinise performance of centre				✓				
Carlisle Leisure Ltd							Annual Performance Report			✓					

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 26 March 2015

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		19 Jun 14	31 Jul 14	11 Sep 14	23 Oct 14	25 Nov 14	15 Jan 15	26 Feb 15	9 Apr 15
Corporate Equality Scheme							Details of review of scheme and determine scrutiny involvement			✓					
Carlisle's Sports Strategy							To scrutinise Playing Pitch Strategy.		✓						
Arts Centre		✓					Scrutiny of Business Plan		✓						
Mobile Home Act		✓	✓				Pre-decision scrutiny	✓							
INFORMATION ONLY ITEMS															
Details								Date Circulated							
Food Law Enforcement Service Plan								With papers for 31 st July meeting							