

Meeting Date: 28th February 2023

Public/Private*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –
Councillor Elizabeth Mallinson**

CUSTOMER SERVICES

With vesting day fast approaching, much of Customer Services time is being spent ensuring we have a smooth transition to Cumberland Council. It's encouraging that Carlisle City Council's Customer Services Department are at the forefront of influencing customer interactions on day one, based upon best practice examples we have demonstrated over the years.

This includes telephony and email solutions, along with being the driving force in introducing a shared knowledge base that will be shared across all Customer Service teams in Cumberland. Indeed, many of the solutions that have been proposed for Cumberland have been adopted by Westmorland and Furness which will ensure the two new unitary authorities will work together for the people of Cumbria.

As Carlisle City Council time as a local authority draws to a close, we feel a sense of pride that the services we currently offer to our customers is translating into a new combined authority, and that the principles we have worked within over the years will continue to live on.

ARMED FORCES COVENANT

From 22nd November 2022, Councils, NHS Trusts and other local bodies across the UK providing services to the armed forces community are required to adhere to a new legal duty which puts legal responsibility on services to embody the Armed Forces Covenant. The Covenant is a promise to treat members of the armed forces community fairly. The duty means that authorities must now consider how their decision-making impacts upon members of the armed forces community. The services covered include healthcare, housing and education.

The Covenant 'Duty of Due Regard' was included in the Armed Forces Bill of 2021, enshrining it in law. In addition to personnel and veterans living in England, the duty will also apply to those in Northern Ireland, Scotland and Wales.

Announcement:

<https://www.gov.uk/government/news/new-legal-powers-to-support-armed-forces-families-and-veterans--2>

SAFER STREETS OFFICERS

Plans are being developed to extend the work of our Safer Streets Officers, originally expected to end in March, through to September 2023. Feedback on this service is very encouraging with our Officers working to reduce risks for vulnerable people, women and girls, enjoying a Saturday night out in Carlisle, supporting the volunteers through the welfare hub and working with partners such as the Police. Recruitment of further Safer Streets Officers is underway to cover shifts mostly on Saturday nights through to early Sunday morning.

HEALTH & WELLBEING

'**Connecting Communities**' is a new high street initiative which will be supported by a variety of third sector representatives with support from Carlisle City Council. The shop will open in March for a 12 week pilot and will be operated by representatives from the third sector: Age UK Carlisle & Eden; iCan Health & Fitness CIC; CHOC; and Glenmore Trust. Funding has so far been received from Carlisle City Council, Cumbria County Council and CHOC.

The aims & objectives of 'Connecting Communities' shop are to:

- Improve community access to all third sector services, ultimately relieving the burden on statutory services
- Listening to individuals and communities in order to identify needs/wants
- Improve networks, whether that be third sector, statutory and wider partners to improve connectivity between services
- Increase preventative measures rather than reactive measures
- Improve community access to physical, mental and financial support from a non-clinical aspect
- Play a role in reinventing the high street
- Raise awareness of the role of the third sector

All our **Community Centres** continue to be busy providing support to our local communities as demonstrated in their updates to the Council. For example, over the last 12 months one Centre reported that it had submitted 24 funding bids; provided affordable room rental to 15 community groups; accommodated 276 events and training days; and provided volunteering opportunities to 10 people.

Development of a **Teenage Market** within the City Centre has begun. This is a joint piece of work for the Healthy City Team, alongside colleagues from Economic Development and Cumbria County Council. The Teenage Market is a national brand which has had experience of holding markets throughout the country. The market is for young people 13 to 25 years (to include young adults with SEND) to gain experience of selling products they have made, as well as gaining marketing, presentation and communication skills. The market is to be held on 22nd April 2023, in the pedestrian area of the City Centre.

Members of the Healthy City Team and Partnership Manager organised and facilitated a focus group for '**Waiting Well**' – a new NHS pilot programme. 'Waiting Well' aims to support patients who are waiting for surgery to improve their physical and mental health before surgery to aid quicker post-operative recovery. Attendees of the Wellbeing Walks attended the focus group which was held on 25th January.

Attendance at '**Welcome to the City**' event held at Carlisle United football ground on 28th January for asylum seekers and refugees residing within the City. The Wellbeing Walks were promoted with a view to running walks from both the Hilltop and Cumbria Parks Hotels.

The **Wellbeing Walks** restarted on 1st February with a walk around the Currock area and a group visit to hear about the various activities / events offered at the Community Centre. The walks continue to be well attended.

Work has begun with 'Independent Adventures' (based at Talkin Tarn) to develop a **Holiday Activities & Food Funding (HAF)** offer at the Tarn during the Easter holidays. HAF funding has been awarded for four days of activities funding activities during the Easter holidays which will cater for 16 children per day from families whose children receive **free** school meals or could be classed as vulnerable. A healthy packed lunch is also being provided by the Tearoom at the Tarn and this is being paid for via the funding. The children will use the Education Room at the Tarn as a base during the four days and a place to eat their lunch whilst at the same time enjoying the countryside surrounding the location.

Our new co-ordinator for the **Thriving Communities Partnership** started in post early January. She is currently being hosted at Tullie House Museum. Work has already begun on the next round of activities which will hopefully be delivered in conjunction with support from the various Community Centre Managers and Staff. A grant of £5,000 was recently received from Natural England to support the work of the partnership.

Active Spaces received £12,000 of S106 funding from a residential development and has been invested in the purchase and installation of a replacement zip wire for Melbourne Park play area, Botcherby and Harraby North Ward. The new item of equipment replaces a similar, but smaller, example which was over 30 years of age and required removal due to age related deterioration. The new zip wire complements a range of other, modern, items of play equipment which have been installed in on the site during recent years.