

Report to:

Council

Agenda
Item:

11(b)(v)

Meeting Date: 6th March 2018

Public/Private*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –
Councillor Lee Sherriff**

SMARTER SERVICE DELIVERY PROJECT

The Smarter Service project continues to develop and deliver improvements to our key services. The project was nominated for the iNetwork awards on 30/01/2018 in Manchester, and our work created a lot of interest for the use of Salesforce and the development of the Customer Database. We also gained interest for our new waste tracking system called Web Aspx (pronounced web aspects). This system allows our advisors to see any issues (i.e. missed collections) in real time with the ability to know where waste vehicles are at any given point. Advisors can now answer the majority of waste queries quicker without placing calls on hold. We are now working on integration between Salesforce and Web Aspx to further enhance the customer experience as any issues raised from 'the cab' will automatically raise the appropriate action in Salesforce. This will seek to resolve common customer queries before we are contacted.

Our 'My Account' service is rapidly gaining in popularity. There are over 30 services available on My Account of which 28 link directly to the Salesforce system. The website is constantly evolving so we can direct more traffic to self-service. This allows customers to access our services at any time, providing a confirmation we have received a query with a relevant reference number. Queries received over this contact channel do not require data input from officers, freeing up time for customers who need our help the most. To give an idea of growth, we had 18170 users on 21/01/2018 and 18476 users as of 11/02/2018.

SUGAR SMART SURVEY AND LAUNCH EVENT

On 29th November 2017 we launched the Sugar Smart Carlisle Survey which aimed to gain a greater understanding of people's awareness around sugar and actions they might like to see taken forward. The Survey ran until Tuesday 9th January, was promoted through social media channels and made available in hard copies. Prizes were also donated by partners (such as a fruit and vegetable hamper) to encourage uptake.

There were over 317 responses during the survey period and the survey remains open as we further engage with the public and communities. 76% of the responses would like more information about sugar.

The survey responses will be used to further shape the project moving forward and the individuals who made pledges are being contacted.

Sugar Smart Carlisle Summit was launched at Carlisle College on Friday 19th January. Over 80 people joined attended the event which aimed to raise awareness of the impact of added sugars can have on our health and how we as a district can work together to help educate.

Key speakers included the Mayor, National Sugar Smart UK lead, Director of Public Health and local professional practitioners. The local issues were highlighted, including local statistics, pledges and work to date. We also showcased some of the amazing local pledges and action which have been taking place. This included:

- Presentations from local Primary Schools (Belle Vue Primary School, St Bedes School and Newlaithes Infant School), who presented their ideas on how to be more Sugar Smart and gave presentations, produced posters and plays.
- Carlisle College produced and premiered an information film, which interviewed local partners and organisations around the topic. This was picked up nationally. They also produced a number of sugar smart recipes.

At the end of the session a sugar smart lunch was also provided by Carlisle College using the recipes produced by Carlisle College.

Feedback was positive and additionally highlighted the positive learning experience the students and young people had got from being involved.

WALKING FOR HEALTH

NEW Walking for Health programme launch (January – July)

Carlisle Doorstep walks programme continue to grow in numbers and success and receives attendees from across the City and district. Last year's attendance figures for this programme alone highlight that over 188 different people attended the walks, with a total of 1362 (up on last year's figures by 197 attendances). We have also seen an increase in referrals to the programme (examples include: First Step, Physiotherapy services and GP's to name a few). When we consider the entry, and exit programmes (such as the Tuesday Trundles and pilot of the evening and weekend walks) the figures rise to 2090 attendances - a record breaking number of attendances!

The new Wednesday Walking for Health programme runs from January – July 2018 and includes a number of accessible walks. Walks are free to attend and take place at 10.30am and 1pm every other Wednesday at various locations across the district. The location of the walk moves, in order to make it more accessible to different people across the district – taking the guided programme out to communities. We are grateful to the many volunteers who assist in the running of this programme and to the staff who develop and manage the programme behind the scenes.

National recognition: The programme has also been recognised and promoted by the national team, who have used several of the case studies shared with referral agencies / partners.

TUESDAY TRUNDLES

The Walking programmes continue to grow in numbers and a new programme of Tuesday walks have been released. This block of walks runs every other Tuesday at 10am from various locations around the Carlisle District between the 9th January and the 20th March). As these walks are an exit route from the Wednesday Walking for Health programme (due to user feedback and health gains), they are more challenging and therefore vary in distance and difficulty.

This programme is an outcome of the success of the Wednesday Walking programme, the improvement in health and fitness gains and the investment in volunteers. We are extremely grateful to all of our wonderful volunteers who take time to lead walks, assess

routes, develop the programme and attend events. Without them, the scheme would not be the success it is. The most recent programme has been designed and developed by local volunteers.

If anyone would like further information on any of the programmes, or is interested in attending, please contact the Partnership Manager. Information on all programmes is available from: <http://carlislepartnership.carlisle.city/Partnerships/Healthy-City/walking-and-exercise>.

DISABLED FACILITY GRANT

Delivery continues to improve on previous years. Over £880,000 worth of grants have been paid this year providing essential facilities such as low access showers and stairlifts and ensuring vulnerable people are safe and warm in their homes.

COMMUNITY SAFETY PARTNERSHIP

Multi Agency Hub - Key agencies met to discuss and review the work of the recently formed multi agency hub. The partners agreed that the hub is ideally located in the Civic Centre and is considered to be an early success and is continually developing. Accommodation was discussed along with training opportunities, communication with internal and external sources and increasing partnership engagement.

The Carlisle and Eden Community Safety Partnership are in the process of preparing their Partnership Plan and setting their objectives for 2018/2019.

The Carlisle and District Federation of Community Organisations has recently secured £9,995 from the National Lottery Awards for All scheme. The funding will be used to re-launch the Federation, help them to develop a marketing and training strategy and increase membership.