

Health & Wellbeing Scrutiny Panel

Agenda

Thursday, 04 April 2019 AT 10:00

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

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

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

Members of the Health & Wellbeing Scrutiny Panel

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

Substitutes:

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

PART A

To be considered when the Public and Press are present

Apologies for Absence

To receive apologies for absence and notification of substitutions.

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

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

Public and Press

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

Minutes of Previous Meetings

5 - 12

To note that Council, at its meeting of 5 March 2019, received and adopted the minutes of the meeting held on 10 January 2019. The Chairman will sign the minutes.

[Copy minutes in Minute Book 45(5)]

To approve the minutes of the meetings held on 21 February 2019 (copy minutes herewith).

A.1 CALL-IN OF DECISIONS

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

A.2 FLOOD RECOVERY LESSONS LEARNT

13 - 22

Portfolio: Cross Cutting

Directorate: Economic Development

Officer: Jane Meek, Corporate Director of Economic Development

Report: ED.14/19 herewith

Background:

The Corporate Director of Economic Development to submit a report summarising the lessons learnt from the Storm Desmond Flood Event 2015.

Why is this item on the agenda?

The Panel requested the report.

What is the Panel being asked to do?

Note and comment on the report.

A.3 SCRUTINY ANNUAL REPORT**23 - 26**

Portfolio: Cross Cutting

Directorate: Community Services

Officer: Steven O'Keeffe, Policy and Communications Manager

Report: OS.11/19 herewith

Background:

The Policy and Communications Manager to submit the draft Scrutiny Annual report.

Why is this item on the agenda?

Annual Scrutiny Report.

What is the Panel being asked to do?

Consider the draft report and make comments prior to Scrutiny Chairs Group approval.

A.4 OVERVIEW REPORT**27 - 30**

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Steven O'Keeffe, Policy and Communications Manager

Report: OD.08/19 herewith

Background:

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

Why is this item on the agenda?

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

What is the Panel being asked to do?

- Note the items (within Panel remit) on the most recent Notice of Executive

Key Decisions

- Discuss the Work Programme and prioritise if necessary.

PART B

To be considered in Private

Enquiries, requests for reports, background papers etc to:

Jacqui Issatt, Committee Clerk (01228) 817557 or
jacqui.issatt@carlisle.gov.uk

- NIL -

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

Minutes of Previous Meetings

HEALTH AND WELLBEING SCRUTINY PANEL

THURSDAY 21 FEBRUARY 2019 AT 10.00AM

PRESENT: Councillors Bomford, Carrigan (Until 12:22pm), Finlayson, Harid, J Mallinson, McKerrell (as substitute for Councillor Layden).

ALSO

PRESENT: Mr Rice, Partnership Manager, GLL
Ms Almond, Cumbria Health Lead, GLL
Mr Holland, Head of Service, GLL
Mr Cox, Director of Public Health, Cumbria County Council
Ms Edbury, Director, Carlisle Cultural Consortium

OFFICERS: Deputy Chief Executive
Carlisle Partnership Manager
Policy and Communications Manager
Policy and Performance Officer

HWSP.13/19 APPOINTMENT OF CHAIRMAN FOR THE MEETING

In the absence of the Chairman and Vice Chairman it was moved and seconded that Councillor J Mallinson be appointed Chairman of the meeting.

RESOLVED – That Councillor J Mallinson be appointed Chairman of the meeting.

Councillor J Mallinson thereupon took the Chair.

HWSP.14/19 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Crawford, Layden, Paton and, S Sidgwick.

HWSP.15/19 DECLARATIONS OF INTEREST

No declarations of interest were submitted.

HWSP.16/19 PUBLIC AND PRESS

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

HWSP.17/19 MINUTES OF PREVIOUS MEETINGS

RESOLVED – That the minutes of the meeting held on 10 January 2019, be approved.

HWSP.18/19 CALL IN OF DECISIONS

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

HWSP.19/19 GREENWICH LEISURE LTD UPDATE

The Policy and Performance Officer submitted Greenwich Leisure Limited (GLL) annual performance and operations update on the Carlisle City Council Leisure Contract. The report

attached at appendix 1 covered the first eleven months of the new leisure contract with GLL. The Panel welcomed Mr Rice, Mr Holland and Ms Almond to the meeting.

Mr Rice and Ms Almond gave a presentation covering: an overview of the contract; key headlines; the four pillars of the business; membership and events programme; outreach programme activities, and usage statistics by category.

Mr Rice highlighted that there had been an increase in events usage at The Sands Centre in the preceding year but also a decrease in membership which he attributed to customers' lack of certainty regarding the provision of facilities in light of the proposed redevelopment of the site. He further noted that in terms of gym facilities that there were more providers in the city, therefore customers were able to choose other sites. A new gym had been installed at The Sheepmount following its re-opening after the 2015 flood, and new gym equipment had also been provided at The Sands Centre.

With reference to the financial performance of the contract, Mr Rice advised that further to the report which indicated a loss making position of £104,000, the receipt of flood insurance payments and events payments meant that the overall financial position was not a deficit. Additionally, staff resources had been reduced, without impacting services delivery, so as to reduce costs.

Ms Almond noted that there was currently an NHS multi-service kiosk in The Sands Centre, and that there would be a dedicated area in the redeveloped facility. A pathway to a co-location agreement with the local NHS Partnership Trust was being developed with a view to increasing healthcare activity at The Sands Centre with consideration being given to the use of a digital platform to support and monitor the work.

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

The Chairman thanked Mr Rice and Ms Almond for their presentation. He appreciated that the financial data in the report covered an 11 month period, rather than a full year. Did GLL consider that there was any aspect of the financial or membership data that would necessitate any amendment to the proposed redevelopment of The Sands Centre?

Mr Rice indicated that the principal area of concern was the downturn in membership: the rise of competition through the increase of other gyms in the city meant that customers had a choice of provider. The Sands Centre had been built more than 30 years ago and was in need of redevelopment to enable it to meet the needs of current users who expected all facilities such as gym and pool to be located on one site. Therefore, the proposals to expand the facilities were needed to prevent a continued downturn in membership levels.

- A Member expressed concern at the details of the financial performance contained in the report, he asked whether the losses were across the business or were as a result of declining membership?

Mr Rice advised that the only area of the business operating at a loss was the membership at The Sands Centre, and reiterated the factors that he considered had led to the downturn. He felt that following the redevelopment of the site, The Sands Centre would be the premier gym facility of choice within the city and membership would rise accordingly.

In terms of the financial performance, Mr Rice reminded the Panel that the data included in the report related to an 11 month period, and that in the 12th month of the first year of the contract flood insurance payments and events income had been received which had meant that overall, there was not a financial loss.

The Chairman asked whether it would be beneficial for the annual update report to be submitted a cycle later in the Panel's Work Programme for the new civic year in order to facilitate the reporting of a full financial year's performance.

Mr Rice endorsed the suggestion and indicated he was happy to delay the submission of the next annual report by a cycle in order to facilitate fuller financial reporting.

The Panel agreed the proposal.

- Was there a pathway to a permanent job for those who took part in the GLL apprentice programme?

Mr Rice explained that once an apprentice had completed the programme they were able to remain with GLL until an appropriate position became vacant. A vacancy may not be immediately available and it was a decision for the apprentice whether they remained with GLL.

Ms Almond added that in addition to the apprentice programme, GLL were working with Cumbria County Council to provide training opportunities to looked after children and children in care. In particular participants were able to take part in a 12 week programme with an opportunity for employment upon completion.

The Chairman thanked Mr Rice, Ms Almond, and Mr Holland for their report and presentation, he praised community integration and engagement as detailed therein which he felt was useful in the context of decision making in respect of the proposed new development of The Sands Centre. He felt that the declining membership was a risk to the sustainability of the facility.

RESOLVED – 1) That the Greenwich Leisure Ltd Update (CS.07/19) be received.

2) That the next annual update be submitted to the Panel at such time as a full year's financial performance was able to be reported.

HWSP.20/19 DRAFT JOINT CUMBRIA PUBLIC HEALTH STRATEGY

The Carlisle Partnership Manager presented the Draft Joint Cumbria Public Health Strategy which described wide ranging aims to tackle the wider determinates of health and wellbeing, in line with the draft Health and Wellbeing Strategy 2019-29 (CS.08/19). She noted it was the first time that the Strategy had been developed using a multi-disciplinary partnership approach where several organisations and District Council Officers had contributed to the Strategy. Furthermore, the method employed in generating the Strategy built on the work facilitated to date via Carlisle City Council's participation in the Healthy Cities programme, building on work addressing the wider determinants of health across the organisation and with partners.

The Panel welcomed Mr Cox, Director of Public Health (Cumbria County Council) to the meeting.

Mr Cox introduced himself to the Panel and gave a brief overview of his role, he thanked the Partnership Manager and the Council L for their contributions in the development of the Strategy to date. He delivered a presentation which covered: the five key themes of the strategy – Planet, People, Participation, Place, and Prosperity and the key aims aligned with each; the wider determinants of health; the process for approving the strategy and, governance arrangements.

Mr Cox emphasised the importance of a multi-disciplinary approach in the effective implementation of the Strategy, which comprised health organisations and democratic bodies

such as District Councils. The Cumbria Health and Wellbeing Board was responsible for setting the overall Strategy across the county and formally recommending it to partner organisations. The overall purpose of the Strategy was to improve the health of people across the county.

The Partnership Manager noted the strong thematic links between the draft Strategy and the Carlisle Plan and the Healthy Cities programme which the Council participated in. Were the Council to approve the Strategy, Officers would work with partner organisations to develop an approach for implementation, that aligned with the Council's existing health work.

The Panel were asked to consider the draft Strategy and provide any comments to the Executive prior to its recommendation for adoption.

In considering the draft Strategy Members raised the following comments and questions:

- Were existing wildlife trusts in the county involved in the Strategy?

Mr Cox responded that wildlife trusts had participated in the development of the Strategy and it was hoped that their engagement would continue in the future.

Responding to a further question from a Member on the use of eco-friendly vans by parcel delivery companies, Mr Cox stated that the relevant companies would do well to consider the issue.

The Partnership Manager added that the adoption of the draft Strategy be a number of public sector bodies added voice to its message.

- What action could be taken locally to reduce carbon emissions?

Mr Cox stated that the purpose of the draft Strategy was to co-ordinate actions to improve health across the county, it was a high-level strategic document which set out overarching aims, it did not prescribe specific actions for individuals. A county-wide carbon audit would enable an effective assessment of areas where measures were able to be taken to address carbon emissions, Mr Cox cautioned that such an exercise would be a complex undertaking and outlined of examples of activity across the county and emphasised a range of solutions would be needed to address the issue.

- A Member commented that the provision of public transport was important, especially in rural communities where access to vehicles was lower. He further noted that the city of London was to apply a heavier congestion charge to diesel fuelled vehicles, he asked how a reduction in air pollution was to be achieved in Cumbria?

Mr Cox considered that the most likely was to improve air quality across the county was to encourage and increase the use of electric vehicles, and increasing the network of charging points be increased as a means to facilitate uptake. Electric vehicles were an emerging technology whose development needed support.

The Partnership Manager noted that some public sector partners, for example, the University of Cumbria who had begun to provide electric charging points at its sites.

The Communities, Health and Wellbeing Portfolio Holder added that car manufacturers needed to do more work to improve vehicle emissions.

In response to a question from a Member regarding the Council's promotion of electric vehicles, the Deputy Chief Executive stated that the Council had applied for government funding to

provide charging points for electric vehicles. He added that the use of electric cycles was another effective way of reducing car use.

In terms of a congestion charge, Mr Cox was of the view that such a policy was unlikely to be welcomed in Cumbria and that it would be more difficult to justify due to lower number of vehicles and the need of residents in rural communities to use their own vehicles.

- Which organisations and bodies would be responsible for the actual implementation of the Strategy?

Mr Cox stated that public health happened at all levels including that of communities, he hoped that all strands of the Strategy would be developed equally and that organised social action would help in that regard.

Responding to a question from a Member about what support was available for children who were long-term absent from education due to ill health, Mr Cox undertook to circulate a written response containing details to the Panel.

- A Member commented that she was pleased to see isolation identified as a health determinant in the draft Strategy.

Mr Cox advised that the issue of loneliness was difficult to resolve with external interventions, different parts of the Strategy overlapped with others so it was likely that an issue may benefit from a number of approaches.

The Panel discussed the issue of adaptations required to properties which enabled residents to continue living in their homes following either a change to their mobility or a stay in hospital.

The Deputy Chief Executive explained that for new properties the National Planning Policy Framework and the Carlisle and District Local Plan 2015 – 30 (Local Plan), requires new dwellings to be “Homes for Life”, which required the properties be constructed to enable adaptations, such as widened staircases, in the future. Residents in older properties were able to apply for funding to have adaptation works carried out, however, that process could be time consuming.

He suggested that were the Panel minded to make a recommendation on the matter that Members consider recommending to the Executive that an examination on the availability of homes be carried out to make them better prepared.

The Chairman commented that, in the context of the St. Cuthbert's Garden Village project, planning policy requirements were very interesting, he felt that the project presented an opportunity to promote health and wellbeing.

The Chairman thanked Mr Cox for his presentation.

RESOLVED – That observations and comments as set out above be referred to the Executive as part of the consideration of the Draft Joint Cumbria Public Health Strategy (CS.08/19).

2) That Mr Cox circulate details of the support provided to children who were not in education due to ill health.

The meeting adjourned at 12:00 noon and reconvened at 12:05pm

HWSP.21/19 CARLISLE CULTURAL CONSORTIUM

The Deputy Chief Executive introduced Ms Edbury, Director, Carlisle Cultural Consortium to the Panel. The Deputy Chief Executive and Ms Edbury gave a presentation which introduced Members to the Carlisle Cultural Consortium and covered: the origins and context to the Consortium; the national and sub-regional picture; the four emergent themes in the developing strategy; an overview of up and coming events, and future steps.

The Consortium was made up of 4 partners: the Council, the University of Cumbria, Tullie House Trust, and Prism Arts, and it aimed to develop comprehensive and complimentary plans for culture in the district. The Consortium was a potential vehicle to draw down funding from organisations such as The Arts Council. The submission of applications for funding required a supporting evidence base, it was hoped that the feedback from the four sessions detailed in the presentation would provide a greater understanding of the cultural sector within the district and also be used as the basis for a draft Cultural Strategy.

Four emergent themes had been adopted by the Consortium with an Officer from each partner organisation leading on each. The Deputy Chief Executive was the lead for the Arts and Culture for Health and Wellbeing theme, an event had been held on 19 February which had been oversubscribed that brought together people from a range of sectors to consider the theme.

The cultural sector of the economy was experiencing significant growth, looking to develop the cultural offer available in the district held potential benefits across a number of areas including economy and health. The Deputy Chief Executive felt it was important that the cultural offer provided as a result of the Consortium's work resonated with residents.

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

A number of Members expressed enthusiasm that cultural activities in the city were to be developed.

A Member commented that he would be interested to see the responses of the consultation exercise and a breakdown of potential growth areas.

- Would Community Centres be used as place for outreach work?

The Deputy Chief Executive advised that Community Centres would be included in a future phase of consultation.

It was important to recognise that local authorities were less able to directly fund cultural activities, therefore community and business involvement and engagement with the work was necessary for the sector to be expanded in the district.

- How would cultural growth in the district be measured?

The Deputy Chief Executive advised that there was work to be done on developing an understanding of the existing cultural sector in Carlisle, which would provide useful baseline data.

The Panel gave consideration to how cultural activities were able to link with and benefit other areas such as economic development, health and wellbeing and education. Ms Edbury gave an overview of a number of projects she had previously been involved with in other areas of the country, for example, Hull 2017 Capital of Culture.

The Chairman considered comments about the ability of Councils to fund cultural work interesting. He thanked the Deputy Chief Executive and Ms Edbury for their presentation and attendance at the meeting.

RESOLVED – That the presentation on the Carlisle Cultural Consortium be noted.

HWSP.22/19 STANDING ORDERS

During consideration of the above item, it was moved, seconded and RESOLVED that Council Procedure Rule 9, in relation to the duration of meetings be suspended in order that the meeting could continue over the time limit of 3 hours.

HWSP.23/19 QUARTER 3 PERFORMANCE REPORT 2018/19

The Policy and Communications Manager submitted the Quarter 3 2018/19 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's 2018/19 Key performance Indicators (KPIs) were also included. (PC.02/19)

The report included a dashboard of the Key Performance Indicators (KPIs) for the Panel along with a summary of exceptions. Section 3 of the report gave an update against the actions in the Carlisle Plan for actions within the remit of the Panel.

RESOLVED – That the Quarter 2 Performance Report 2018/19 (PC.02/19) be noted.

HWSP.24/19 OVERVIEW REPORT AND WORK PROGRAMME

The Policy and Communications Manager presented report OS.04/19 which provided an overview of matters relating to the work of the Health and Wellbeing Scrutiny Panel.

The report detailed the most recent Notice of Executive Key Decisions, copies of which had been circulated to all Members, which had been published on 11 January 2019. There was only one item within the Panel's remit and it had not been included in the Panel's Work Programme: KD.01/19 – Old Fire Station Lease.

The report included a table of the progress on resolutions from previous meetings of the Panel and the current Work Programme. The Policy and Communications Manager noted that item number three on the table was complete as a written response had been circulated to Members.

In relation to the Work Programme, the Policy and Communications Manager drew Members' attention to the Joint Inquiry Day with the Economic Growth Scrutiny Panel on Highways, and noted that following the announcement of funding for the Carlisle Southern Relief Road. He suggested that in order for the Panel to receive more detailed information from Officers involved that the item be carried over into the Panel's Work Programme for the new municipal year.

The Panel agreed the proposal

RESOLVED – 1) That the Overview Report and Work Programme (OS.04/19) be noted.

2) That Joint Inquiry Day with the Economic Growth Scrutiny Panel on Highways be arranged in the new municipal year.

(The meeting ended at 13:12).

Health & Wellbeing Scrutiny Panel

Agenda
Item:

A.2

Meeting Date: 4 April 2019
Portfolio: Cross-cutting
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: Flood Recovery Lessons Learnt Report
Report of: Corporate Director of Economic Development
Report Number: ED 14/19

Purpose / Summary:

The purpose of this report is to summarise the lessons learnt from the Storm Desmond Flood Event 2015.

Recommendations:

- Panel are asked to note and comment on the report

Tracking

Executive:	N/A
Scrutiny:	B&TSP 28/3/19, H&WSP 4/4/19 , EGSP 11/4/19
Council:	N/A

1. BACKGROUND

- 1.1 The impact of Storm Desmond in 2015 on Cumbria were of the highest strength and scale. The recovery challenges facing Cumbria were indeed unprecedented; Storm Desmond flooded over 5,500 homes and 1,000 businesses, damaged or destroyed 792 bridges and nearly 400 km of major road and affected public sector buildings the Civic Centre and 44 schools.
- 1.2 The Cumbria Local Resilience Forum's Strategic Coordinating Group (SCG) led on the acute phase response, this has been thoroughly debriefed and the improvement plan continues to drive the wide work of this partnership. In parallel to the acute phase a Strategic Recovery Coordinating Group (SRCG) was initiated. The SCG finally stood down and handed over to the SRCG at 17:00hrs on Thursday 10th December 2015, marking the end of the acute phase.
- 1.3 A debrief on the acute phase was completed in April 2016, the Improvement Plan generated from the recommendations has been the focus of the Cumbria Local Resilience Forum's (CLRF) ongoing work. Progress on the Improvement Plan is reported to the CLRF's Programme Board on a quarterly cycle.
- 1.4 A countywide [Impact Assessment](#) was completed and then updated in July 2018, the report identifies and quantifies the impacts, district by district, on:
 - households,
 - community welfare,
 - infrastructure,
 - learning and schools,
 - environment, economy and business.
- 1.5 A recovery debrief report, titled '[A review of recovery processes following Storm Desmond's impacts on Cumbria \(5th/6th Dec 2015\)](#)' was completed in July 2018 and published on the County Council's website in December 2018.
- 1.6 The Chief Fire Officer, Steven Healey, Chair of the Cumbria Local Resilience Forum, explained that this report 'includes fifty-eight recommendations for further actions, many of which have been, or are being, actioned through the Cumbria Local Resilience Forum or by individual organisations. Other recommendations require consideration at national level or by central Government in a longer timescale.'
- 1.7 The Chair of the CLRF also noted that 'whilst the report offers many suggestions as to where improvements might be made it concludes that, given the scale and challenges of capacity involved, the recovery processes were managed effectively, and that the experience offers a number of examples of notable good practice.'
- 1.8 The CLRF has recently recruited a manager to continue the development of the partnership. This role will add more capacity to deliver on the existing Improvement Plan and the recommendations from the recovery debrief report.

2. LESSONS LEARNT BY SERVICE MANAGERS

2.1 Recovery and reinstatement projects have been reported to the panel over the last three work programmes. Links to associated reports, including national reviews is presented in appendix A.

2.2 Key service areas, **based on panel remits**, have been selected as a focus. In each case the service manager has been asked to respond to the following questions:

- Thinking about your service area, what lessons have you learnt from the recovery from the Storm Desmond Flood Event 2015?
- Thinking in terms of business continuity, what steps have you taken to ensure that a level of service can be maintained if a similar event was to happen again?
- Which, if any, parts of service recovery are still outstanding?

The responses from the service manager are summarised below, service by service.

2.3 Emergency Planning

Emergency Planning was audited in 2015/16 and given a 'reasonable assurance'. In addition, a rolling improvement plan is maintained by the Emergency Planning Working Group, an officer group that meets every three months to discuss Emergency Planning and Business Continuity.

The panel received a report which covered the development of emergency planning and community emergency planning in 2018. The key lessons learnt from 2015 were:

- A clear, publicised '[Flood Plan](#)' that identifies the actions the Council will take in the event of flooding has been completed.
- Inclusion of smaller, more local Emergency Assistance Centres (EAC), also known as Reception Centres.
- Greater involvement of the voluntary and business sector in both response and recovery, this is now facilitated through improved partnership contact and engagement.
- In 2018 'Exercise Longbow', a test of multiple Emergency Assistance Centres across Carlisle, was completed successfully. The exercise delivered the following objectives:
 - a. Demonstrate the ability of the local authorities and supporting agencies to effectively establish and coordinate multiple concurrent Emergency Reception Centres which meets the needs of evacuees, in accordance with the Cumbria Emergency Assistance Centre Plan.
 - b. Demonstrate the ability and effectiveness of the Reception Centre registration process to capture, record and send evacuees' personal details to a given location in accordance with the Emergency Assistance Centre plan.

- c. Analyse and demonstrate the ability to establish communications, to receive and transmit key information from sources, to include Airwave and Resilience Direct, which provides members of the public with timely information about the incident.
 - d. Demonstrate the effective management and coordination of the Emergency Reception Centres through a reserve District Council Control Reception Centre.
 - e. Review how the Humanitarian Assistance response is integrated with the Welfare Support Team and the voluntary sector for both residential and transient populations.
 - f. Implement and analyse the role of a hospital clinical care lead and the relationship required with the Reception Centre Manager.
 - g. Examine the operation of Secondary Reception Centres as multi-agency Evacuee Reception Centres.
- The challenges of spontaneous volunteering and donations is dealt with in a separate section of the Cumbria Resilience Forum Welfare Plan.
 - In addition to the voluntary sector roles, 2 EAC Managers and 4 EAC Support roles are now retained.
 - The CLRF have identified additional improvement actions around the acute and recovery phases. We will continue to contribute time and resources to the CLRF and the County Council's Resilience Unit through a Service Level Agreement. We will play an active part in the improvement of the CLRF through its plans, exercises, sub groups and task and finish groups.
 - CLRF works in partnership to create a [Community Risk Register \(CRR\)](#) which lists possible risks, their probability of occurring and potential impact.
 - The CRR provides information on risks together with an assessment of how likely they are to happen and the potential impacts and is published on the County Council's website. The risks are presented in order of rating with the highest rating being coloured red, localised fluvial flooding and fluvial flooding remain amongst the highest rated risks.
 - The CLRF has critically appraised its capabilities against the CRR to understand its current strengths and weaknesses relating to the common consequences of these risks. For example, both 'localised fluvial (river) flooding' and a 'transport incident (fuel/explosion)' can lead to people being evacuated to a designated Reception Centre.

2.4 Community Emergency Planning

- We are working with Action with Communities in Cumbria (ACT), Newground, Cumbria Voluntary Sector and Carlisle Flood Action Group to raise awareness of, and support, Community Emergency Planning and resilience.
- Community Emergency Plans can help to minimise the impact of an emergency and help communities to recover more quickly. Communities are being encouraged to plan for extreme weather events, and other types of emergencies, to:
 - Be better prepared for an emergency
 - Know what to do, before outside help and emergency services can arrive
 - Work with emergency services and other agencies effectively, using local knowledge
 - Recover more quickly and effectively after an emergency

2.5 Homelessness Service

The financial impacts have been reported to the Business & Transformation Scrutiny Panel (28/3/19).

- It is critical that we mobilise staff to assist people as quickly as possible who require housing advice. A central base is required to see those in need efficiently.
- Provision must be made to enable the use of phones and IT equipment when the network goes down. An emergency plan in place for these risks.
- Access to emergency accommodation is critical and an emergency fund needs to be established to enable emergency accommodation, furnishings, supplies to assist rehousing.
- Service managers must be actively engaged in the project management in terms of the reinstatement of affected schemes.
- The time taken to reinstate the accommodation schemes must be given a higher priority.
- The financial impact on the service through loss of income and increase in refurbishment costs of alternative accommodation utilised must be factored in, where this is not recoverable through insurance cover.
- Delays in refurbishment work of dispersed properties utilised throughout 2018/19 has had a significant negative impact on income recovery within the service.

2.6 Neighbourhood Services

- We now have a 'flood clean-up and recovery plan' that draws on our experience of responding to the 2015 flooding and highlights the priorities and actions necessary in terms of supporting the clean-up activity and at the same time maintaining key services for other areas of Carlisle that was not directly affected by flooding. An anonymised version of this internal plan is available on request.
- The plan includes a list of key contacts, identifies their roles in leading the clean-up response and identifies a range of partners and contractors that we will work with to facilitate our coordinated response. This includes for example operators of heavy plant and vehicles to remove flood damaged property from the streets.
- The plan also outlines what worked well and not so well. In this regard, the overnight road closures and coordinated activity through the night was very effective.
- The over-reliance on skips then slowed the clean-up process down, delays in getting permission from home-owners to remove flood damaged property as many were awaiting approval from their insurance assessors. Therefore, piles of furniture then built up blocking pavements and spilling out on to the roads causing a hazard for pedestrians, cyclists and motorists.
- Clean-up takes longer than expected and comes in waves, with the last wave largely due to the work of builders reinstating properties and where some were not managing the waste responsibly or indeed legally. Engagement with the insurance

companies and builders in this regard was important to avoid enforcement action for illegal dumping of waste.

- A key message would be for home-owners to photograph their items in their home, during or after the flood water has receded. It is more difficult for the assessors to determine value and confirm ownership once the material is outside of the property.
- Working with key partners and volunteers is key. We also need to know when it is appropriate to call on such support and when such support should be declined for the safety and protection of the volunteers.
- We also have a plan for the evacuation of key Council vehicles should our depots / operational bases be at risk. We lost some vehicles to flood damage previously parked in the Civic Centre and at our Bitts Park depot. No vehicles are now parked at Bitts Depot and the fleet evacuation plan now includes the relocation of vehicles parked at the Civic Centre. For example, the Mayor's official car and pool cars would be relocated should the flood risk be raised accordingly.
- We have developed a small store of equipment that can help with the clean-up effort. This will ensure that key council staff have access to certain tools and equipment to facilitate an earlier response.
- The flood clean-up and recovery plan will facilitate a return to business as usual as early as possible and at the same time ensure that services are maintained to those areas of Carlisle not affected by flooding.
- The plan outlines the roles and responsibilities of key staff in this regard under single coordination, feeding back into the centre and working closely with Communications to ensure key messages are given to residents about any disruption to services.
- We have increased our fleet capacity to respond to severe winter weather and flooding events. For example, in 2016, we replaced two vans with 4x4 pick-up vehicles with raised air intakes (snorkels) to improve their wading depth and capability for driving in flood water.

2.7 Environmental Health (Property Level Resilience Grants)

- The flood grant work required additional officer support, it dominated the work of the Housing Pollution Team, after the flood, preventing other important activities being progressed.
- Officer equipment has been improved to facilitate contact and working out of the office.
- The success of the Flood Case Worker Post supported by Foundations. A Foundations Report noted that the case worker used in Carlisle was an example of good practice.
- This work is also recognised in a Newground case study, titled '[Willow Park Community Flood Scheme - Video Case Study - Newground](#)', available on YouTube.

- The new phones and laptops will help with remote working and keeping in contact with officers to direct them.
- Web based information systems now enable access to Notices Procedures, we also provide carbonated Notice pads for Food Safety. A Case Management software has been procured for all grant work.
- We are still considering when and how to update Flare and Lalpac Systems which are used for Environmental Health and Licensing work. These systems provide access to digital databases for complaints / inspections.

2.8 Parks and leisure

- We have changed the way we work with our teams by not using Bitts Depot as a main depot for vehicles and machinery to reduce the risk of flood damage. The lack of vehicles caused issues in both normal business and flood recovery support.
- The natural environment stood up well to the floods and this did not cause us many issues in business continuity.
- The main issues within the Parks/Open Spaces and Play areas was the built environment such as The Lodge, toilet facilities and the play areas at Bitts Park. *(Property Services are providing a response on The Lodge and toilets refurbishment to Business & Transformation Scrutiny Panel)*
- These buildings being out of action has had a knock-on effect on the level of service that we have been able to offer for users of Bitts Park resulting in numerous complaints and minor reputational damage to the authority.
- The play area was replaced by October 2016 which was positive for the parks users and has flood resilience built in should we get another flood.
- The Sands Centre only had minor disruption and was up and running fairly quickly.
- The Sheepmount was out of action for a considerable time and this caused severe business continuity with the athletics and football provided through the leisure contract. The Sheepmount has now been rebuilt with flood resilience built in.
- Stony Holme Golf Course was out of action with the main issue being the building and depot being unusable. Once again, the natural environment at the golf course recovered fairly quickly.

2.9 Land Drainage (operational)

- The key lesson learned about flooding is the need for all relevant organisations to cooperate and plan. It is inevitable that flooding will occur to various degrees in future, but the impact can be limited by ensuring that problem locations are known, and appropriate action is taken to limit the impact of flooding.

- The 'Making Space for Water Group' ensures regular coordination with all relevant parties (County Council, EA, City Council, UU, Eden Rivers Trust).
- This group is working well, any reported issues are inspected quickly, and action is taken to resolve them.

3. RISKS

- 3.1** The new [Risk Management and Assurance Framework](#) (RMAF) was scrutinised by Business & Transformation Scrutiny Panel on 18 October 2019. The link to the Project Management Handbook (PHF) is made clear in the policy, this places the responsibility on the Project Manager to identify the risks associated with a project. The [Project Manager Handbook](#) was scrutinised by the Business & Transformation Scrutiny Panel on 5 December 2017.
- 3.2** The risks to business continuity, through loss of access to assets, ICT or data, is dealt with through the Business Continuity Plan, with the detail contained in the Service Recovery Plans. This approach was audited in 2017/18 and an update on actions will be reported at the [Audit Committee](#), March 2019.
- 3.3** The risks relating to new projects are contained in the project's risk register, management is in accordance with the RMAF, the registers are maintained during the life-cycle of the project.

4 CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1** Panel are asked to note and comment on the report.

Contact Officer: Steven O'Keeffe

Ext: 7258

**Appendices Links to associated reports
attached to report:**

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL -

FINANCE –
EQUALITY –
INFORMATION GOVERNANCE –

Appendix: Links to reports

Report	Purpose
Debrief reports and impact assessment	
Acute Debrief Report (Accessible only on ResilienceDirect, secure extranet)	Debrief report on the acute phase of the major emergency
Recovery Debrief Report	Debrief report for the recovery phase of the major emergency
Impact Assessment	Wide-ranging impact assessment
National reviews and reports	
National Flood Resilience Review	Case study on Carlisle
Estimating the economic costs of the 2015 to 2016 winter floods	Assessment of the economic costs
Health & Wellbeing Scrutiny Panel reports	
Final Flood Update Report (January 2018)	This report is the final update report prepared for Overview and Scrutiny Committees on flood recovery activities and any future programmed work
Emergency Planning	The purpose of this report is to provide a summarised overview of Emergency Planning.

Health & Wellbeing Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 4 April 2019
Portfolio: Cross-cutting
Key Decision: No
Within Policy and
Budget Framework
Private/Public Public

Title: Scrutiny Annual Report
Report of: Policy & Communications Manager
Report Number: OS.11/19

Purpose / Summary:

The draft Health & Wellbeing Scrutiny Panel sections for the Scrutiny Annual Report 2018/19 are attached.

Recommendations:

Members are asked to:

1. Consider and comment on the attached sections of the draft report

Tracking

Executive:	N/A
Scrutiny:	4/04/19
Council:	30/04/19

1. Background

- 1.1 The Constitution: Article 6 – Overview and Scrutiny Committees, 6.03 Specific functions [c] states that: ***‘Annual report. Overview and scrutiny committees must report annually to full Council on their workings and make recommendations for future work programmes and amended working methods if appropriate’.***
- 1.2 The Government is currently preparing new statutory guidance on overview and scrutiny in local government.
- 1.3 This report contains this panel’s draft sections for the Annual Scrutiny Report 2018/19. The draft report will be considered by each panel before recommending its acceptance to Council.

2. Recommendations:

- 2.1 Consider and comment on the attached sections of the draft report

Contact Officer: Steven O’Keeffe

Ext: 7258

**Appendices attached
to report:**

**Draft Health & Wellbeing Scrutiny Panel sections for the
Scrutiny Annual Report 2018/19**

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

CORPORATE IMPLICATIONS:

LEGAL – None

FINANCE – None

EQUALITY – None

INFORMATION GOVERNANCE – None

Appendix: Draft Health & Wellbeing Scrutiny Panel sections for the Scrutiny Annual Report 2018/19

Introduction

Scrutiny is one of the main checks and balances to the power of the Executive and involves many of the Councillors who are not on the Executive.

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 reviews where a service or function of the Council is thoroughly examined.

In Carlisle, scrutiny operates through three panels: Business & Transformation Scrutiny Panel; Economic Growth Scrutiny Panel and Health & Wellbeing Scrutiny Panel.

The Scrutiny Chairs Group (Chairs and Vice Chairs of the three Scrutiny Panels) meets to deal with any overarching scrutiny issues.

There are eight non-Executive members on each panel and each panel is politically balanced (i.e. the proportions of each political party on the panel are the same as on the Council as a whole). Individual Councillors are selected by their political parties to sit on the scrutiny panels.

The Annual Report to Council is an overview of the workings of the Overview and Scrutiny Panels during the 2018/19 civic year. It also provides recommendations for future work programmes and amended working methods if appropriate.

Chair of Health & Wellbeing Scrutiny Panel, Cllr Jack Paton

The Health & Wellbeing Scrutiny Panel has been an amazing experience and I have learned so much and enjoyed every minute. The work we have done and the recommendations we have sent to the Executive will hopefully improve performance. We have had some lengthy debates resulting in positive outcomes from the Members. I have been very fortunate that Cllr Stephen Sidgwick has been a great help, thanks also to Cllr Crawford and Cllr J Mallinson for stepping into the breach for me. The staff have been incredible and supported the panel so well over the past year, my thanks go out to all who have made this past year possible.

Health & Wellbeing Scrutiny Panel key highlights:

- Interagency Homelessness Strategy
- GLL Leisure Contract monitorin
- Joint Cumbria Public Health Strategy

Portfolio Holder for Culture, Heritage & Leisure, Cllr Anne Quilter

Scrutiny panels play an important role in the decision-making process of the Council. They allow elected members to comment on reports which are then fed back to the Executive. I would like to thank all members and staff involved in this important process.

Carlisle City Council has achieved significant successes over the past few years and I would hope that this continues.

Portfolio Holder for Communities, Health & Wellbeing, Cllr Lee Sheriff

Scrutiny is an important part of the decision-making process of the Council. Ensuring that the budget is spent wisely is important in the current climate of austerity. All Members support Carlisle being ambitious in its plans for the future. It is right and fair that the Scrutiny Panels robustly investigate Executive proposals. I would like to thank all Members and staff involved in scrutiny for all their commitment and hard work involved. Let us continue to work together to deliver our ambitions and celebrate our achievements.

Portfolio Holder for Economy, Enterprise & Housing, Anne Glendinning

Overview and Scrutiny play a valuable and important role in questioning executive members and senior officers on decisions made, they also have an important role in helping in the development of policy and priorities, looking at best practice and performance.

I know a lot of hard work has been put in by members on the Scrutiny Panels and the staff who support them, so my thanks to all involved for that hard work and the important contribution they have made.

Amendments to working methods

There are no amendments to working methods proposed in this report for 2019/20.

Health and Wellbeing Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 4 April 2019
Portfolio: Cross-cutting
Key Decision: No
Within Policy and
Budget Framework
Private/Public Public

Title: Overview Report
Report of: Policy & Communications Manager
Report Number: OS.08/19

Purpose / Summary:

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

Recommendations:

Members are asked to:

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

Tracking

Scrutiny:	Health & Wellbeing Scrutiny Panel 4/4/19
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1. Notice of Key Decisions

The most recent Notices of Key Executive Decisions was published on 15 March, this was circulated to all Members. The following items fall within the remit of this Panel:

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

KD.07/19 Sands Centre Redevelopment

KD.10/19 Food Law Enforcement Service Plan 2019/2020 (circulated for information)

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

None

2. References from Executive

None

3. Progress on resolutions from previous meetings

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

Latest Report Number	Meeting Date	Minute Reference	Action	Status
1	10/01/2019	HWSP.08/19 (3)	That the Homelessness Prevention and Accommodation Manager provide further information on the support provided for ex-service people.	Completed
2	21/02/2019	HWSP.19/19	That the next GLL annual update be submitted to the Panel at such time as a full year's financial performance was able to be reported.	Pending (2019/20 WP)
3	21/02/2019	HWSP.20/19	That Mr Cox circulate details of the support provided to children who were not in education due to ill health.	Pending

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

Contact Officer: Steven O'Keeffe

Ext: 7258

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

LEGAL - None

FINANCE – None

EQUALITY – None

INFORMATION GOVERNANCE – None

Appendix: Scrutiny Panel Work Programme 2018/19

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