

Health & Wellbeing Scrutiny Panel

Agenda

Thursday, 11 July 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 Mrs Atkinson, Mrs Bradley, Dr Davison, Mrs Finlayson (Vice-Chairman), Mrs McKerrell, McNulty, Tarbitt.

Substitutes:

Alcroft, Bainbridge, Birks, Betton, Bomford, Mrs Bowman, Brown, Collier, Mrs Ellis-Williams, Mrs Glendinning, Glover, Ms Patrick, Meller, Mitchelson, Morton, Robinson, Robson, Rodgerson, Miss Sherriff, Shepherd, Southward, Tickner, and Tinnion.

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 - 14

To approve the minutes of the meeting held on 6 June 2019 (copy minutes herewith).

A.1 CALL-IN OF DECISIONS

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

A.2 CARLISLE PARTNERSHIP - UPDATE

15 - 24

Portfolio: Cross Cutting

Directorate: Community Services

Officer: Emma Dixon, Carlisle Partnership Manager

Report: CS.21/19 herewith

Background:

The Deputy Chief Executive to submit an update on Carlisle Partnership and associated activity.

Why is this item on the agenda?

Scrutiny of a Partnership or external agency.

What is the Panel being asked to do?

Note the report and presentation and review the current direction of travel.
The Members of the Panel offer their suggestions on the most effective methods of partnership working and the future topics that the Carlisle Partnership should focus on.

A.3 AIR QUALITY

25 - 32

Portfolio: Environment and Transport

Directorate: Governance and Regulatory Services

Officer: Scott Burns, Regulatory Services Manager

Report: GD.38/19 herewith

Background:

The Corporate Director of Governance and Regulatory Services to submit a report detailing the major pollutants effecting the health of Carlisle residents.

Why is this item on the agenda?

Monitoring report.

What is the Panel being asked to do?

It is recommended that the report is noted.

A.4 ANNUAL EQUALITY REPORT 2018/19 AND EQUALITY ACTION PLAN 2019

33 - 68

Portfolio: Communities, Health and Wellbeing

Directorate: Community Services

Officer: Rebecca Tibbs, Policy and Performance Officer

Report: PC.09/19 herewith

Background:

The Deputy Chief Executive to submit the Annual Equality Report for 2018/19 and the Equality Action Plan 2019.

Why is this item on the agenda?

Monitoring report.

What is the Panel being asked to do?

1. Consider and comment on the content of the Annual Equality Report and Equality Action Plan.
2. Consider forming a Task and Finish Group to focus on the development of the new equality objectives.

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Rowan Jones, Overview and Scrutiny Officer
Steven O'Keeffe, Policy and Communications Manager

Report: OS.17/19 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 2019/20 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**

-NIL-

Enquiries, requests for reports, background papers etc to:

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

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 6 JUNE 2019 AT 10.00AM

PRESENT: Councillor Paton (Chairman), Councillors Brown (as substitute for Councillor Mrs Bradley), Dr Davison, Mrs Ellis-Williams as substitute for Councillor McNulty) (until 12.27pm), Mrs Finlayson, Mrs McKerrell, Rodgeron (as substitute for Councillor Mrs Atkinson) and Tarbitt.

ALSO

PRESENT: Councillor J Mallinson - Leader
Councillor Mrs Mallinson – Communities, Health and Wellbeing Portfolio Holder
Councillor Ellis – Finance, Governance and Resources Portfolio Holder
Councillor Christian – Environment and Transport Portfolio Holder
Mr Roberts – Wates
Mr Denson – Pick Everard
Mr Reed – GT3 Architects
Mr Sime - Buro Happold
Mr Reekie - Buro Happold
Mr Rice – Greenwich Leisure Limited
Mr Horne – Greenwich Leisure Limited
Ms Almond – Greenwich Leisure Limited

OFFICERS: Deputy Chief Executive
Financial Services Manager
Policy and Communications Manager
Policy and Performance Officer
Media and Communications Officer
Overview and Scrutiny Officer

HWSP.33/19 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Mrs Atkinson, Mrs Bradley and McNulty and Councillor Nedved, the Economy, Enterprise and Housing Portfolio Holder.

HWSP.34/19 DECLARATIONS OF INTEREST

No declarations of interest were submitted.

HWSP.35/19 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.36/19 MINUTES OF PREVIOUS MEETINGS

RESOLVED – Noted that Council had, at its meeting on 29 April 2019, received and adopted the minutes of the meeting held on 4 April 2019.

HWSP.37/19 CALL IN OF DECISIONS

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

HWSP.38/19 THE SANDS CENTRE REDEVELOPMENT PROJECT

The Deputy Chief Executive introduced the Sands Centre Project team to the Panel and submitted an update on the progress made in developing the Sands Centre Redevelopment Project (CS.17/19).

The Deputy Chief Executive gave a presentation which reminded the Panel that the replacement of James Street Pools and the redevelopment of the Sands Centre site had been a long term aspiration for the Council. He detailed the background to the redevelopment including the approval of the Carlisle Sports Facilities Strategy 2013-23 and the impact of the 2015 flood event which had raised questions regarding the suitability of the site. The work for the Strategy included appraising different sites for the relocation of the Pools and it was agreed that the Sands Centre was still the best option for the facilities.

He highlighted the strong support from Sport England for the project who had awarded the project the maximum grant of £2m which would be finalised should the project be approved. A new contract with Greenwich Leisure Limited (GLL) had commenced in December 2017 and it offered a business case for the development. The Deputy Chief Executive reminded the Panel that the redevelopment project was a key part of the health and wellbeing plan for the city and offered transformation opportunities working with key partners.

The report set out the detailed development proposals which included improvements to the existing events hall and the whole redevelopment had been a Dementia friendly design with increased and improved accessibility.

He explained that GLL had an extensive programme of health, wellbeing and entertainment activities which would continue throughout the build period and the Council's contract with GLL covered those service continuity issues. In addition, the NHS services would need to continue and grow. To ensure that the activities could continue there had been extensive exploration of alternative temporary accommodation from on site portacabins to the renovation of industrial units. It was determined that the former Newman School site was the best option to continue to provide health and fitness in the City Centre.

Mr Reed, GT3 Architects gave a detailed presentation on the design development. He reminded the Panel that the site was well connected in a key location which was well known within the City. He gave an overview of the project which was at the technical design. He detailed the constraints and the opportunities of the site and outlined the colour palette that had been selected based on the City's urban and rural landmarks. The design utilised materials to reflect the locality of the site and to respond to the challenges of the site. Brick had been chosen as the preferred material for the plinth material as it was robust and flood resilient. The colour and tone of the brick had been carefully chosen to fit the local vernacular with Flemish brick bond to provide a link to local brick work in the vicinity. Timber had been chosen for the upper elements of the Pool façade to blend with the rural context of the site and metal mesh would be used on the fitness box to draw attention to the entrance of the building.

Mr Reed explained that the 'street space' inside the building would provide the link between the new sports space and the existing events space and would be a public area accessible to all. He detailed the facilities which would be available including a 25m x 17m, 8 lane pool and a learner pool with a moveable floor, four court sports hall, 120 station fitness suite, spinning studio and two dance studios. The whole design included lots of glass to allow as much natural light as possible and to encourage users to use other facilities in the building.

The facilities on offer would include a changing places facility with unisex changing and toilets, pool lifting platform access, pool stair access, 2 lifts and buggy and wheelchair storage. There was spectator seating in the pool area for 150 people and the design was Sport England compliant and had been designed using the NHS Design Guidance.

A Flood Risk Assessment had been carried out for the site and was included as part of the planning application. The Assessment had informed the overall design of the building levels and materials chosen. The flood defence strategy for the building was a water entry strategy, water would be allowed to enter the building rather than actively being kept out. The material used in the building would be resilient and could be cleaned to ensure the centre could re open quickly. The pool and associated changing areas had been raised to 450mm to ensure the pool areas were at minimal risk of flooding. The only area which would need to be replaced in a flood event was the sports hall as modern sports hall floors used timber sprung floors which could not be cleaned and put back into use.

Mr Reed finished his presentation by outlining the consequential improvements which would be required to the existing events hall.

Mr Roberts introduced Wates and assured the Panel that the company was robust with good financial backing which looked to create sustainable business. Mr Roberts reported that Wates were 100% committed to leaving a positive legacy in the community and would provide a range of Employment Skills opportunities locally.

Wates had a number of Key Performance Indicators (KPIs) to drive social value in the local area. One of the measures was that 75% of local spend would be within a 40-mile radius. This was the goal, but it may prove difficult to find the required skills and supply chain in a small radius as Carlisle and Cumbria was unique in the way it was spread out. The Council's Client Side Project Manager had suggested a 100m radius and it was possible that this may be required.

The Deputy Chief Executive added that the distance had been monitored moving through the project and there was concern that limiting the area may impact the project. The 100m radius took in the Borderlands area which was important to the City. It was important to retain the local element not to the detriment of delivering the project.

The Panel urged Wates to use local businesses within the 40m radius where possible.

The Communities, Health and Wellbeing Portfolio Holder suggested that Wates consider using wood from the Borderlands area for the project as the area had sustainable forestry.

The Deputy Chief Executive summarised the engagement process and the project programme which was due to be completed in August 2021.

The Financial Services Manager gave an overview of the capital cost, business case and funding proposals which had an overall capital cost of £25,499,754 which would comprise of £20,500,000 external borrowing, £2,000,000 Sport England Grant, £273,000 GLL Reserve and £2,276,754 Asset Disposal receipts.

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

- The design included many windows, had any privacy measures been included in the design?

Mr Reed confirmed that all of the windows were fitted with blinds to provide privacy and prevent glare from the sun when required.

- Would there be any hydro pool provision?

The Deputy Chief Executive explained that discussion had taken place with the occupational therapists at the hospital and a Cerebral Palsy charity who both wanted a hydro pool to be included, however, due to lack of space and affordability a hydro pool had not been included in the design.

- A Member asked for more detail on the design of the Changing Places Facility.

Mr Reed clarified that the Changing Places Facility would include single, double and family cubicles along with four group rooms for schools and would have unisex toilets. The space could be split into two so one side could be closed for cleaning and maintenance and there would still be changing facilities open.

- Should the building flood there would still be some work required to re-open the centre, would it have been possible to raise all of the facilities to avoid the need to replace the sports hall floor?

Mr Reed responded that should there be a flood event the Sands Centre would flood and this had been designed this way to avoid displacing the flood water to another location. If the new building had been raised it would have presented issues with the existing building.

Mr Denson, Pick Everard added that a flood specialist had been part of the design team and consultation had been carried out with the Environment Agency. In addition, the flood defences that were in place would be improved in 2020. He reminded the Panel that a minimal amount of water entered the building in 2015 through the ramp access.

A Member asked if the climate change emergency and the increase in flood events and severe flood events had been taken into account in the design.

The Deputy Chief Executive responded that the design team had worked extensively with the Environment Agency to take into consideration the effects of climate change and to satisfy planning requirements. He assured Members that the design team had taken every step possible to protect the building should a flood event happen.

- What would the impact of the reduction of trees and plants be to the site?

Mr Reed assured the Panel that the design would maximise the existing trees and landscape. There would be two trees removed from the car park but further trees and planting would occur so there would be minimal impact to the area.

- A Member supported the inclusion of windows in the design, however the appendix in the report had suggested that some of the proposed windows be omitted, she asked for clarity on the matter.

The Deputy Chief Executive explained that the appendix had been Wates' tender submission which had considered the level of affordability. This was part of the process to reach the final design but there had been no compromise on the primary facilities in the building or the windows in the design.

Mr Reed confirmed that Wates had looked at the original design and affordability and put together a schedule of options, some of which were taken on board and changed, and some were not.

- What was the lifespan of the building and would it be easily maintained? Had future maintenance costs been included?

The Deputy Chief Executive informed the Panel that landlord responsibility costs had been built into each year of the Medium Term Financial Plan, the Asset Management Plan and the Capital Budget.

Mr Reed added that every element of the design had an individual life span matrix which ranged from 20 years to 50 years.

- Had a larger, competition size pool been considered for the site?

The Deputy Chief Executive confirmed that the pool size had been seriously considered but following advice from the swimming national governing body and the affordability of a larger pool the decision was taken to have the proposed size.

- How would the former Newman School be renovated for use?

The Deputy Chief Executive explained that the former Newman School building had an existing sports hall which was operational and being used by Carlisle College. The Council would have Head of Terms with the Diocese of Lancaster and GLL and work with Carlisle College. There would also be some renovation to the ground floor of a two story block next to the sports hall with a five year lease.

Work was already being undertaken on how the building could be used at the end of the project period should it be approved. One option was that Carlisle College could utilise the space for health and wellbeing courses. He assured the Panel that the Council would look to maximise the benefit of the renovation for the longer period.

- Were other sites considered for the temporary facilities?

The Deputy Chief Executive confirmed that extensive work had been carried out in considering alternative sites. The original consideration had been to install temporary portacabins on site but these would be bespoke as they required double height and reinforced flooring. They would also be quite fragile and therefore deemed unsuitable and expensive. GLL had considered other sites such as Morton School, however this would require a new build and would be outside of the City making it an expensive option with limited accessibility.

The conversion of the Sheepmount had been a strong option but it was limited in space and would not offer the required accessibility especially in the winter months. Available units such as the empty Staples and Maplin units had been considered but they would be expensive to renovate and would have a lease rent.

As a result the former Newman School building had been the best option for location and the most affordable. The renovation would be as resilient as a temporary accommodation could be.

- A Member commented that the plans looked excellent but questioned the need for a 120 station fitness suite.

Mr Rice, GLL clarified that the proposed fitness suite was part of GLL's financial model and was key to membership growth. The fitness suite would be a shared space with NHS and there would be private space to encourage less confident users.

Mr Horne, GLL informed the Panel that he had been part of the team which had built a new gym in Allerdale. The gym had a 100 station fitness suite and membership had increased from 1800 to 4400 in six months. As a result, the 100 station gym was not big enough and peak times had queues to use equipment.

Ms Almond, GLL added that her focus was to engage those who were inactive and she tried to bring in new membership, she also interacted with the NHS to engage those who were in recovery or had additional fitness requirements.

The Communities, Health and Wellbeing Portfolio Holder had visited the Allerdale gym which was providing a tremendous benefit to the area. She felt that the proposed redevelopment would help to promote Carlisle as a healthy city and engage those who did not usually visit gyms. The work to engage GPs and the NHS would help prevent future issues and promote an active lifestyle.

- How would those who could not afford gym membership be encouraged to use the sports facilities?

Ms Almond agreed that those who needed the facilities could not always afford them and as a result GLL offered concessionary prices and free and affordable classes for those in programmes or as part of schemes. Part of her role had been to support programmes for those with low incomes and find ways for the facilities to be flexible.

Mr Rice added that GLL offered a junior pricing model, an older persons pricing model and a pay and play pricing model. Some of the accessible classes began at 50p. There was not currently a family pricing model, however work was being undertaken to investigate what other providers offered and what GLL could offer.

- How did GLL engage with areas furthest away from the City?

Ms Almond explained that GLL had an existing outreach programme which primarily dealt with schools but was being expanded to reach a wider audience.

The Panel asked for a copy of the GLL Outreach programme to be circulated to Members.

The Deputy Chief Executive informed the Panel that the Director of Economic Development, two planning officers and himself had met with Stagecoach to discuss options to amend a bus route to take in the Sands Centre. Stagecoach were happy to consider proposals and were undertaking some survey work and consultation with GLL. They suggested that some joint ticketing be introduced to offer better value, and this would be considered further.

- It was noted that the climbing wall had been removed from the centre and the loss of the 'pay and play' squash facility was a concern.

Mr Rice reminded the Panel that the Sands Centre had four squash courts originally but there had been a decline in usage. The courts were reduced to two and following further decline in usage this had been reduced to one. Despite there being only one court the usage remained low and therefore the court was used for other activities. The addition of the two dance studios was to allow for some flexible space which could be used for activities and as additional break out conference space which was a facility that was not currently on offer.

The Deputy Chief Executive added that the squash courts had not been raised as a significant concern during the consultation period and there had been relevantly low demand for the courts. The demand for other activities far outweighed that for the courts or the climbing wall. The Council had worked closely with Eden Rock to look for other facilities and to relocate the new section of the wall. Eden Rock had been keen to take the facility and had discussed setting up a social enterprise to do so as it was estimated that it would cost £120,000 to remove and store the wall. Should the project be approved further work would be undertaken to move the climbing wall facilities.

The Finance, Governance and Resources Portfolio Holder reminded the Panel that the climbing wall had been rejected from the plans by the previous administration due to the lack of use.

- A Member asked for more detail on the catering facilities.

Mr Reed explained that the street area would have a café space, an increase in bars and an area which could be used for events. In addition the outside space would be retained.

- How much had been spent on the project to date?

The Financial Services Manager confirmed that approximately £1.2m had been spent on the design to date and this was part of the overall scheme cost.

The Finance, Governance and Resources Portfolio Holder asked Members to consider the project based on it being the right decision for Carlisle not on the money that had already been spent.

- What contingency was in place in case costs rose during the project?

The Deputy Chief Executive explained that Wates had been clear about the costs and had raised issues in advance of going to tender so everything could be included. The Council did have contingency funds as well.

- The Panel asked for reassurance that local businesses would be encouraged to tender for work and would receive notification of the work they could tender for.

Mr Roberts assured Members that they had held an open day for local businesses in August and would holding a further one as well as engaging with local businesses should approval be given for the project.

RESOLVED – 1) That the Panel thanked Mr Roberts,(Wates), Mr Denson (Pick Everard, Mr Reed (GT3 Architects), Mr Sime, Mr Reekie (Buro Happold), Mr Rice, Mr Horne, Ms Almond (Greenwich Leisure Limited) for their attendance and valuable input into the meeting:

2) That report CS.17/19 and additional presentations on the Sands Centre Redevelopment Project be welcomed;

3) That the Executive consider the comments and concerns raised by the Panel as detailed above when making their recommendation to Council;

4) That the Panel supports the proposals and recommends to the Executive that the project be moved forward;

5) That an update report on the project, including Key Performance Indicators, be submitted to the Panel in six months time should the project be approved.

6) That a copy of the GLL Outreach Programme be circulated to the Panel.

Councillor Ellis-Williams left the meeting.

HWSP.39/19 END OF YEAR PERFORMANCE REPORT 2018/19

The Policy and Performance Officer submitted the 2018/19 end of year 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.06/19)

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. He highlighted three exceptions as detailed in the report.

In considering the report Members raised the following comments questions:

- What work was being undertaken to increase the percentage of household waste being sent to recycling?

The Deputy Chief Executive responded that there had been a reduction in garden waste due to a warm summer, in addition the cost of recylates had gone down and there was a trend to move away from plastics towards other types of packaging.

A Member commented that some people did not recycle as they did not believe that it was going to recycling and suggested that more information about the process be sent out.

The Media and Communications Officer informed that Panel that a webpage had been established to address this issue and it would be promoted further.

The Environment and Transport Portfolio Holder agreed that some people did think recycling was not being dealt with correctly and a new campaign to encourage recycling and educate people was about to be launched. He commented that the target the Council used was a national target which he felt may not be the most suitable for the Council. As a result he would look at the target and work with relevant officers to ensure the correct information was being provided.

The Portfolio Holder added that although the statistics for recycling were useful they did not show the full picture due to household waste sites and the waste treatment plant not being included in the figures.

- A Member highlighted an issue in her ward where green recycling bags were not put out as there was a concern that they would be blown onto a very busy main road. She asked that consideration be given to the use of recycling bins.

The Environment and Transport Portfolio Holder stated that there had been a recent rationalisation of the recycling collection and new vehicles had been introduced. He took on board the comments and stated that there needed to be some consideration for the most efficient way to store and collect recycling.

RESOLVED – That the performance of the City Council had been scrutinised with a view to seeking continuous improvement in how the Council delivered its priorities (PC.06/19).

HWSP.40/19 OVERVIEW REPORT AND WORK PROGRAMME

The Policy and Communications Manager presented report OS.15/19 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 17 May 2019. Both items included in the Notice had been included on the Panel's agenda.

The report included a table of the progress on resolutions from previous meetings of the Panel, all of which had been completed.

The current Work Programme had been appended to the report and Members asked that the following items be added:

- Sands Centre (if approved on 25 June 2019)
- Climate Change

The Policy and Communications Manager highlighted the proposed Joint Inquiry Day to consider highways issues, road safety, connectivity, health and safety, walking and cycling and Members agreed to retain the item in the work programme.

RESOLVED – 1) That the Overview Report and Work Programme (OS.015/19) be noted.

2) That the following items be added to the Panel's work programme for 2019/20:

- Sands Centre (if approved on 25 June 2019)
- Climate Change

(The meeting ended at 12.53pm).

Health & Wellbeing Scrutiny Panel

Agenda
Item:

A.2

Meeting Date: 11th July 2019
Portfolio: Leader
Key Decision: Not Applicable:
Within Policy and
Budget Framework N/A
Public / Private Public

Title: CARLISLE PARTNERSHIP – UPDATE
Report of: The Deputy Chief Executive
Report Number: CS.21/19

Purpose / Summary:

The purpose of this report is to provide an update on Carlisle Partnership and associated activity.

Recommendations:

That members of the panel note the report and presentation and review the current direction of travel.

That members of the panel offer their suggestions on the most effective methods of partnership working and the future topics that the Carlisle Partnership should focus on.

Tracking

Executive:	
Scrutiny:	
Council:	

1. OVERVIEW

- 1.1** On the 29th March 2018 a report was provided to the Health and Wellbeing Scrutiny Panel on the Carlisle Partnership.
- 1.2** The Carlisle Partnership at its broadest is made up of over 90 organisations, all of which have an interest in improving the area and the quality of life of residents. The partnership works with public, private, voluntary and community sector organisations. The Executive group of key strategic partners guide, influence and shape the direction of travel and we have a number of subgroups which deliver projects and programmes of work.
- 1.3** Over the past 5 years we have seen significant changes to: the funding of a number of sectors (such as public health, community safety and education sectors), political shifts, Brexit, as well as considerable changes to local governance with Local Enterprise Partnerships (LEP's), new health governance arrangements and emerging, high profile partnerships such as the Borderlands Growth Initiative.
- 1.4** In addition, we have also witnessed a gradual shift towards to "Place" based working and an increased emphasis on partnership working nationally and locally across many agencies / partners.
- 1.5** Over the past 12 months we have been refocusing the work and direction of the Carlisle Partnership to ensure better communication, more joined up working and a greater understanding of our partners within our district.

2. BACKGROUND

- 2.1** Over the past 12 months we have taken a multidisciplinary approach to building a new partnership system infrastructure.
- 2.2** Partner engagement, workshops and discussions at the Executive resulted in a decision to reconsider the Partnerships future direction and focus. As outlined in the section above, the landscape changed and partners in the Executive felt it appropriate to take stock and analyse the future requirements for partnership working.
- 2.3** Partners took part in a multiagency partnership diagnostic exercise which explored strengths and weaknesses. Looking only at the headlines it highlighted:

2.3.1 We are good at....

- *Putting the interests of the place and the communities we serve ahead of the interests of our own individual organisations*
- *We all contribute to discussion. Nobody dominates and there are no cliques.*
- *Collectively we are willing to let go of the past and work in different ways to deliver better outcomes*

2.3.2 We need to improve...

- *We need to further understand what each of us as partners can offer and the resource's we can commit. We also need to better understand each other's limitations; what we can't do*
- *We need to further engage with stakeholders, colleagues and communities to better understand their views before taking decisions about things that will affect them*
- *We need to further foster an environment where we are able to have difficult, but important conversations and where we welcome constructive challenge and questioning for wider benefit*
- *We need to explore pooling resources and jointly commissioning services*

2.3.3 There is an opportunity to...

- *Share data and work from the same evidence base wherever possible. Ensuring that what we work on is aligned with clear evidence of the current and future needs and aspirations of the communities we serve*
- *Change the way we work by working flexibly using short-term, task and finish groups to deliver specific pieces of work rather than having fixed committees and co-creating the important ideas and decisions together as partners*
- *Improve communication, keeping each other in the loop with important information, whilst also listening and feeling listened to.*

2.4 Following strategic partner engagement a Proposition report was produced to agree a possible way forward by partners. It outlined that we are on a journey to achieve this; it is not an outcome and that partnership commitment to the place is required. The below points highlight progress since the last scrutiny update:

3 PROGRESS TO DATE

3.1 FOCUS: The Partnership collectively agreed a proposed:

"The Partnership will 'fight the corner for Carlisle', influencing existing partnerships (whilst carefully avoiding duplication), delivering shared priorities for the City that would not be addressed in other ways, and building relationships that will form the basis for highly effective future collaboration."

3.2 PARTNERSHIP DIRECTORY MAPPING: We have looked to further know who our local partners are, the personal skills, experience and expertise they have that can add value to our collective work. We have explored the reach of members of the partnership to enable us to "fight the corner for Carlisle" and are preparing

ourselves as a partnership to respond collectively to funding opportunities, consultations or emergency situations.

3.1.1 *How have we done this?* We have asked Strategic Partners to complete our Partnership Mapping form and developed a Strategic Partner database which includes details such as: Organisation; Name; Role; Email; Contact numbers; website; Twitter; Experience, Skills and Expertise; External groups individual sits on.

3.1.2 Several other pieces of information have also been captured, such as an image, signatures, structure charts and key organisation documents.

3.1.3 We have also taken steps to better understand who our partners are.

3.2 SITUATIONAL ANALYSIS

3.2.1 We have developed a holistic partnership situational analysis, which will allow us to gain greater understanding of the place. It was important we consider this from a variety of perspectives and thematic areas (e.g. Health, Education, Economy).

3.2.2 *What have we done and how have we done this?* *During 2018 Carlisle Partnership Executive partners guided and shaped the development of a situational analysis for Carlisle as a Place. Over a number of sessions; thematic areas were identified, several datasets were explored, and a number of local organisations added rich data to create a quantitative picture of place.*

3.2.3 *To robustly develop the situational analysis several questions were asked via scheduled quarterly partnership executive meetings and the outcomes used to further shape the development of the situational analysis further. The questions included:*

- a) Are the themes appropriate?
- b) Is the format appropriate (statement, question, data/indicator?)
- c) What relevant and appropriate information can you add to this from your organisation?
- d) What data is missing?
- e) Are the statements appropriate?

3.2.4 The results of the initial exercise identified the following thematic areas and these were used to set parameters for the situational analysis and prioritisation exercise:

- **Health and wellbeing**
- **Housing and homes**
- **Economy, Entrepreneurship and Employment**
- **Education**
- **Crime and Community Safety**
- **Environment and sustainability**

- 3.2.5 The theme of Communities had featured in the original analysis, however limited specific data was available, and any relevant data was identified as being cross-cutting across all the thematic areas and therefore an underlying theme.
- 3.2.6 When looking at the situational analysis data it was felt that the themes of Environment and Sustainability should be merged to ensure a combined and comprehensive approach, recognising their connectivity.
- 3.2.7 These themes have additionally been aligned to Co-chairs responsibilities and areas of expertise.
- 3.2.8 As a result, a Prioritisation task took place, which is feeding into the development of a report.

3.3 CO-CHAIR APPROACH

- 3.3.1 Previous feedback from Health and Wellbeing Scrutiny highlighted the need for true collaboration, system leadership and a partnership approach.
- 3.3.2 ***What have we done?*** As a result, we have introduced a co-chairs approach. The co-chairs allow for distributed leadership, provide expert advisors in key areas and build more capacity within the Partnership.

3.4 PROJECT WORK

- 3.4.1 **PLACE STANDARD.** Several members expressed an interest in the Place Standard following the presentation at Scrutiny. The Place Standard is a tool developed jointly by the Scottish Government, NHS Health Scotland and Architecture & Design Scotland to support inclusive decision making and community engagement in a Place. The focus of the tool is seeking the views of local people on the quality of their living environment and how this could be affected by a range of policies that are relevant to spatial planning, physical and social regeneration. The findings from the tool can be used to inform decision making at policy as well as operational level, and the tool can also be used to increase mutual understanding between policymakers and local communities.

What have we done? A Place Standard Workshop was arranged in December 2019. Key stakeholders and members of Health and Wellbeing Scrutiny were invited to explore the use of the tool within the district.

- 3.4.2 **CUMBRIA JOINT PUBLIC HEALTH STRATEGY.** The Cumbria Public Health Strategy has been developed with partners from across local government, the health service, the third sector, etc, as examples. It describes the shared ambition of these partners to help bring about the environmental, social and economic conditions that can best support Cumbrian residents to enjoy a healthy and happy life.

What have we done? Carlisle Partnership acted as a critical friend in the development of the Strategy and a number of partners contributed to its development. This also gave a profile to the document across strategic partners, allowed consideration of their role and how they could support and shape the document moving forwards. The finalised Strategy was then guided through full council processes and adopted on 30th April 2019.

4 QUARTERLY MEETINGS

4.1 We have restructured our partnership meetings, which now include a partner guest slot spotlight, a themed topic item, partnership business and possible future agenda items.

4.2 We are keen that the partnership act as a critical friend when considering thematic items, adding value or suggestions where appropriate.

4.3 The table below provides a brief overview of the meetings since the last scrutiny report.

Date	Partner Guest Slot	Agenda focuses
June 2018	Guest Slot not introduced	<ul style="list-style-type: none"> - Proposition Paper - Scrutiny feedback - Partnerships Pot - Place Standard introduction - Suggested guest slot introduction - Roundtable update / information exchange
October 2018	Cumbria Police	<ul style="list-style-type: none"> - Theme: Big Lottery and funding - Chair governance proposals - Place Standard scoping - Partner updates - Roundtable update / information exchange
December 2018	Carlisle City Council	<ul style="list-style-type: none"> - Theme: Health and wellbeing - Situational Analysis development - Place Standard Workshop - Roundtable update / information exchange
March 2019	Carlisle College	<ul style="list-style-type: none"> - Theme: Environment, climate change and sustainability - System infrastructure / business - Prioritisation exercise: situational analysis task - Partner information exchange
June 2019	University of Cumbria	<ul style="list-style-type: none"> - Theme: Arts and culture - One Public Estate - System infrastructure business - Roundtable update / information exchange

5 NEW PARTNERS

- 5.1** This year we have worked hard to build stronger relationships with our key strategic partners and as a result have welcomed partners such as the Principal of Carlisle College and the Regional Director for Riverside, as examples.
- 5.2** We have also received requests for support and interest from other partners. Examples include the CEO of the Jo Cox Foundation, The CEO of Cumbria Action for Sustainability, the new partnership lead at BBC Radio Cumbria, etc.

6 FUNDING

- 6.1** We are keen to consider new innovative ways of finding solutions to local issues such as working through community or place-based foundations in partnership with funders, the voluntary and community sector, and the public and private sector. There is also an opportunity to further explore pooled budgets. To succeed we need to ensure that we are 'funding ready'. It will become essential to identify key organisations that are prepared to lead significant bids and this is where our mapping will play a key role.
- 6.2** We have had positive conversations with the Big Lottery about the direction of travel and keen to work with them to explore this across the district.

7 NEXT STEPS

- 7.1** Next steps will look to use the information gathered to develop a Place based Strategy. We will develop our strategy based on the outcomes of our learning to date. This will include: our mapping, the feedback from people and communities and the situational analysis. This will not be started until we have a better understanding of the place; our place, which will inform our direction of travel and the development of evidence based and needed projects.
- 7.2** Funding will be explored to further develop the Place Standard work.
- 7.3** We will continue to explore cross-cutting agendas locally, in order to collectively support and shape agendas.

8. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 8.1** Carlisle Partnership has moved to a new phase of working and will embark on the development of a new Place Strategy. A greater emphasis will continue to be put on

understanding our partners, the opportunities, challenges, evidence and intelligence to assist in the shaping of the Place collaboratively.

8.2 Recommendations for the Health and Wellbeing Scrutiny Panel:

- That members of the panel note the report and presentation and review the current direction of travel.
- That members of the panel are happy with the progress to date
- That members of the panel offer their suggestions on the most effective methods of partnership working and the future topics that the Carlisle Partnership should focus on.

9. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

9.1 The Partnership contributes to all elements of the Carlisle Plan and has a role to ensure partners are also aware and link to it.

- The overall Vision: “To improve the health, wellbeing and economic prosperity of the people of Carlisle. We will work in partnership to further establish our position as the regional centre and focus for investment, ensuring that residents can share in the benefits through increased opportunities and greater choice of jobs, range of housing and a quality environment.”
- “Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle.”
- “Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents.”
- “Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle.”
- “Address current and future housing needs to protect and improve residents quality of life.”
- “Promote Carlisle regionally, nationally and internationally as a place with much to offer – full of opportunities and potential.”

Contact Officer: Emma Dixon

Ext: 7370

**Appendices
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:

Community Services -

Corporate Support and Resources –

Economic Development –

Governance and Regulatory Services –

Health & Wellbeing Scrutiny Panel

Agenda
Item:

A.3

Meeting Date: 11 July 2019
Portfolio: Environment and Transport
Key Decision: Not Applicable:
Within Policy and
Budget Framework NO
Public / Private Public

Title: AIR QUALITY
Report of: Corporate Director of Governance and Regulatory Services
Report Number: GD.38/19

Purpose / Summary:

An information report detailing the major air pollutants effecting the health of Carlisle residents.

Recommendations:

It is recommended that the report is noted

Tracking

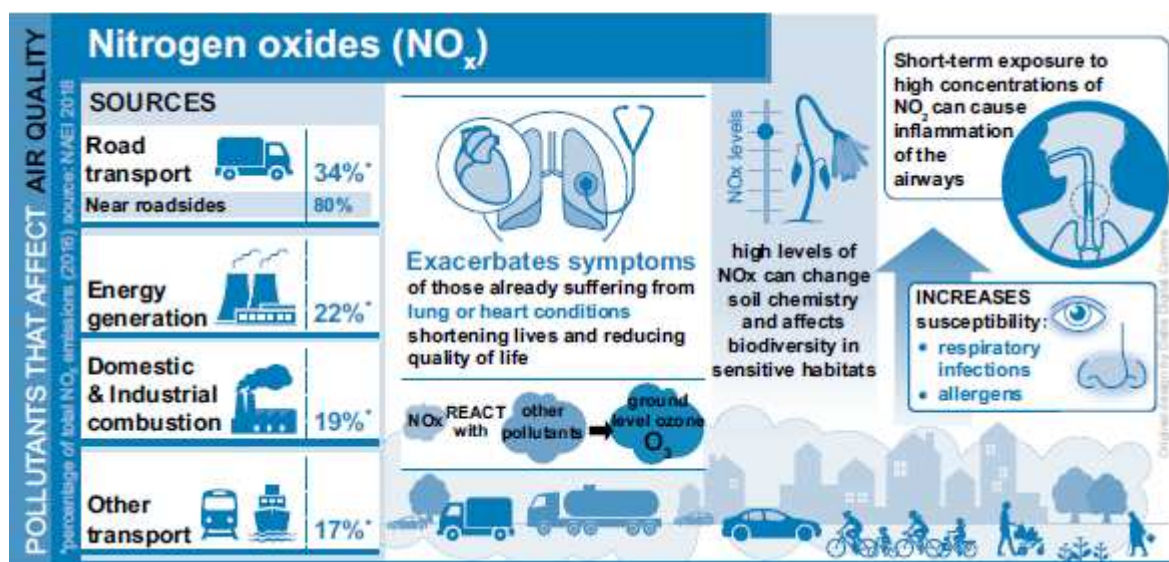
Executive:	NA
Scrutiny:	
Council:	NA

1. BACKGROUND

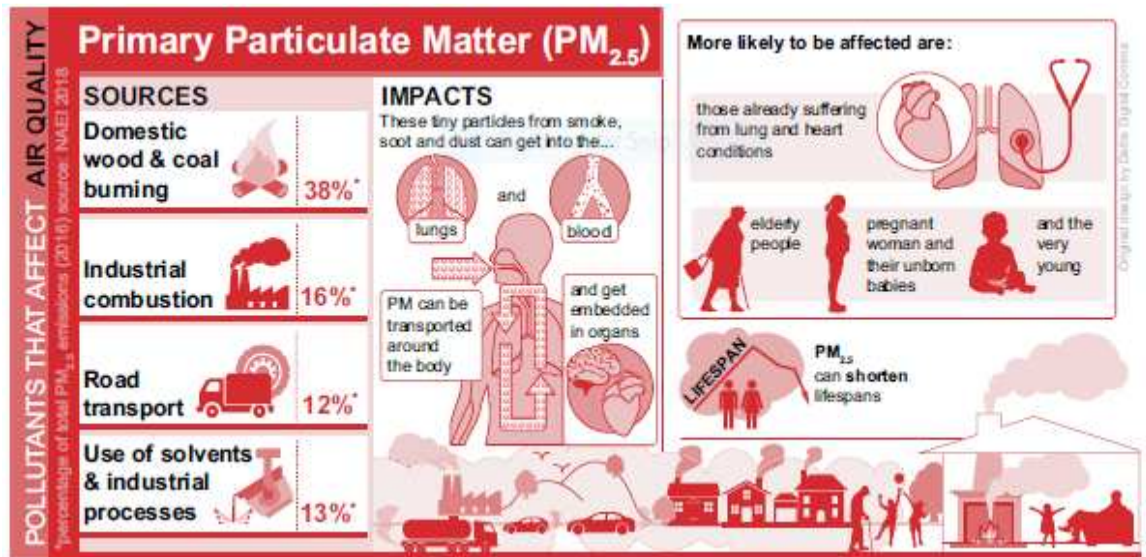
1.1 The evidence is clear on the scale of harm from air pollution. It is the largest environmental risk to the public's health in the UK with an estimated effect equivalent to 28,000 – 36,000 deaths each year attributable to human-made air pollution in the UK. It has a close association with cardiovascular and respiratory disease including lung cancer. Emerging evidence indicates that air pollution affects other organs as well as the lungs, with possible effects on dementia, low birth weight and diabetes. Children in their early years appear to be especially at risk, including asthma and poorer lung development.

1.2 There are 5 key pollutants with known impacts on human health, which are:

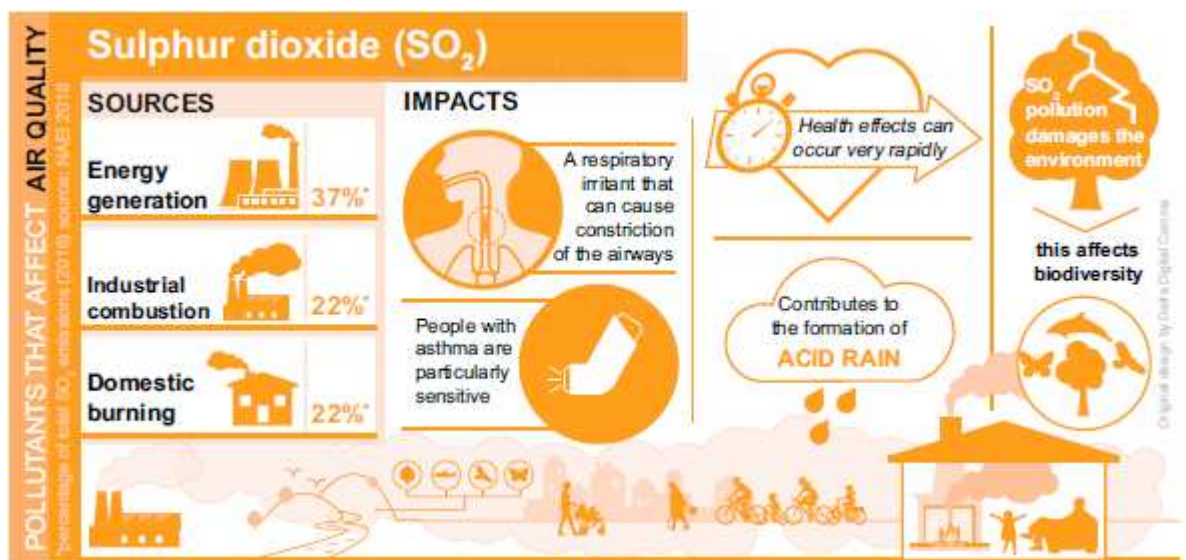
- **Nitrogen Oxides (NO_x)** – these include nitric oxide and nitrogen dioxide and includes man-made gasses often prevalent in rush hour traffic and strongly associated with diesel vehicles;



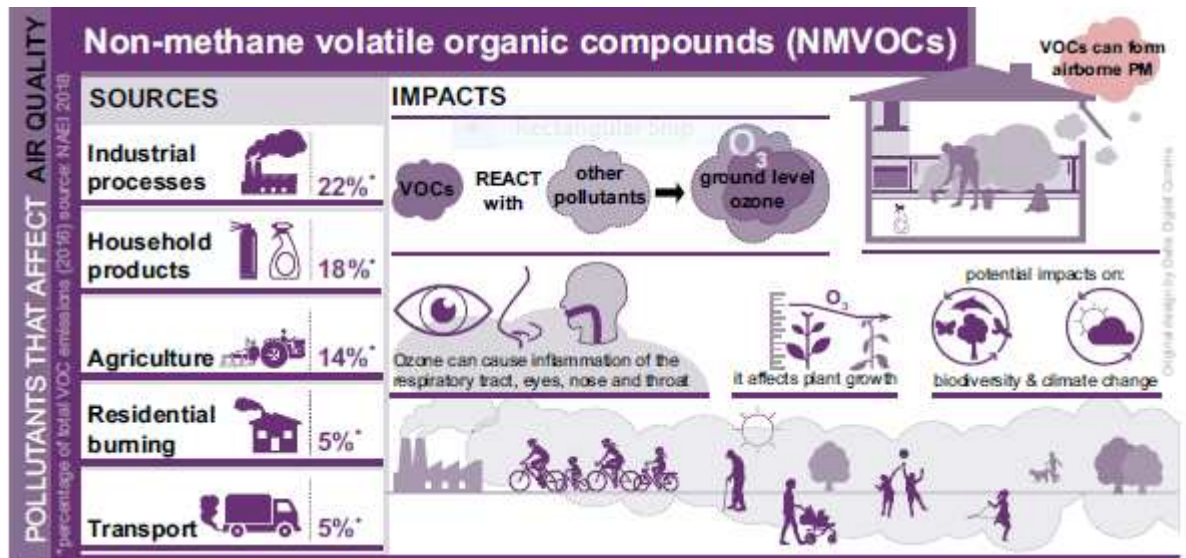
- **Particulate matter (PM)** – a generic term for a complex mixture of solid and liquid particles of varying shapes, sizes and composition which can be breathed into the lungs and passed into the bloodstream. The main man-made sources are from the burning of fuels; brake and tyre wear; mining and quarrying; and industrial emissions. Natural particulate matter can be from sea spray, moorland fires; and windblown soil and dust. Ammonia from the agricultural sector also influences particulate concentrations. Burning wood and coal in open fires and stoves makes up 38% of the UK's primary emissions of fine particulate matter (PM_{2.5}).



- **Carbon monoxide (CO)** – this is naturally present in the atmosphere but harmful in enclosed environments; it also has man-made sources linked mainly to combustion engines.
Carbon dioxide (CO₂) is also produced by combustions and although excessive local concentrations can cause asphyxiation its main harm is in relation to global warming.
- **Sulphur dioxide (SO₂)** – this gas is present in the air mainly due to the burning of fossil fuels and oil, with power stations being a key source in the UK; SO₂ emissions have successfully been reduced over previous decades. SO₂ can have an irritant effect on the air ways.



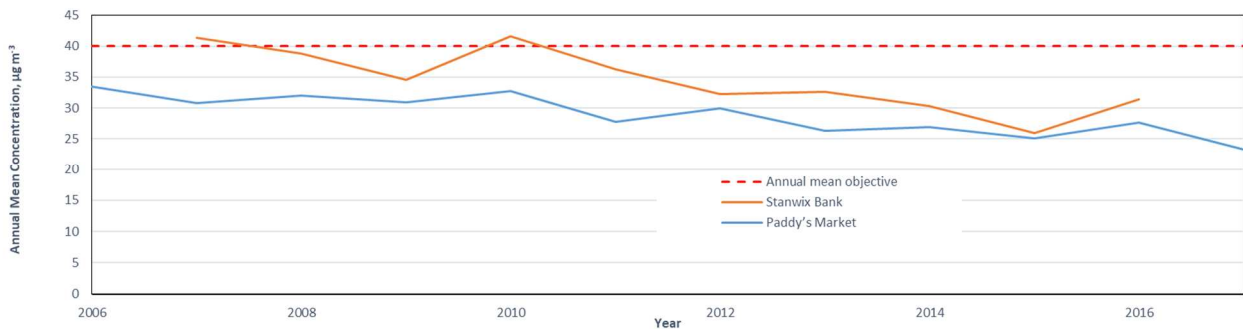
- **Non-methane volatile organic compounds (NMVOCs)** - are a very large group of organic compounds, which differ widely in their chemical composition but can display similar behaviour in the atmosphere. NMVOCs are emitted to air as combustion products, as vapour arising from petrol, solvents and cleaning products. Although a significant cause of indoor air pollution they can react outside forming the irritant ground level ozone.



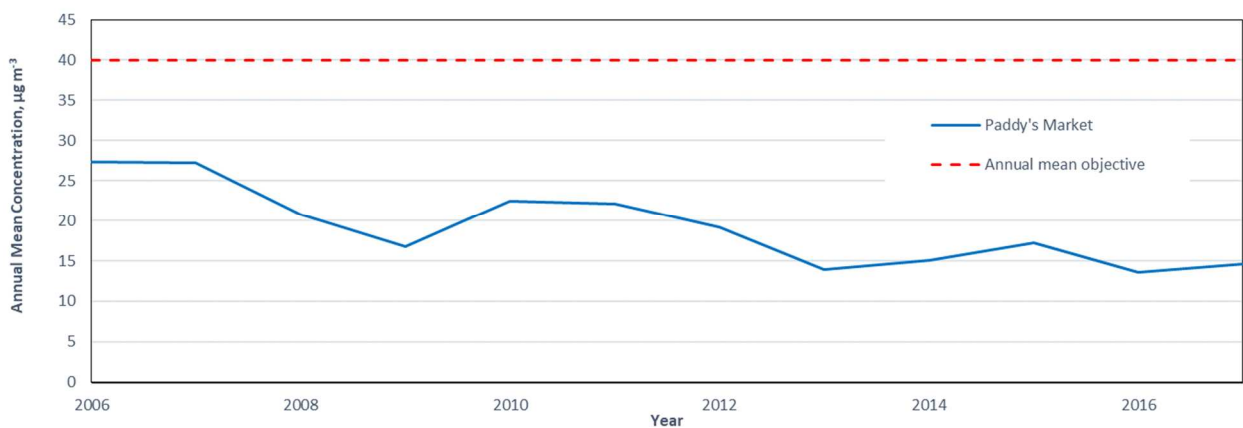
- 1.3** The Governments Clean Air Strategy 2019 states that recent research commissioned by Public Health England has found that the health and social care costs of air pollution (PM2.5 and NO2) in England could reach £5.3 billion by 2035. This is a cumulative cost for diseases which have a strong association with air pollution: coronary heart disease; stroke; lung cancer; and childhood asthma. When diseases with weaker evidence of association are also added, including chronic obstructive pulmonary disease; diabetes, low birth weight, lung cancer, and dementia, the costs could reach £18.6 billion by 2035. When all diseases are included, air pollution is expected to cause 2.4 million new cases of disease in England between now and 2035. PM2.5 alone could be responsible for around 350,000 cases of coronary heart disease and 44,000 cases of lung cancer in England over that time. Even small changes can make a big difference, just a 1µg/m3 reduction in PM2.5 concentrations this year could prevent 50,000 new cases of coronary heart disease and 9,000 new cases of asthma by 2035.

2. Air Pollution in Carlisle

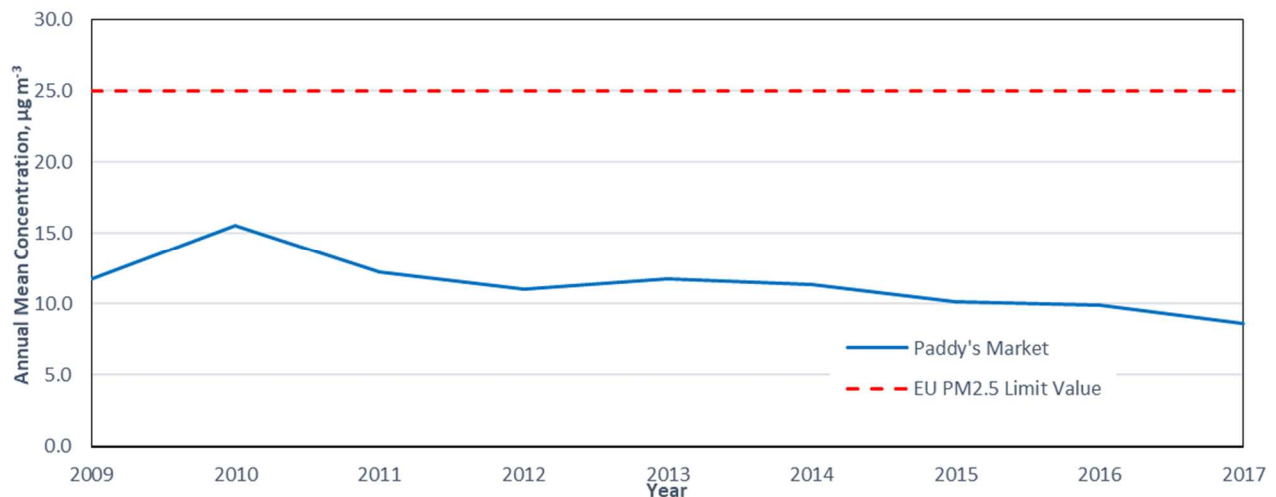
2.1



Automatic NO₂ monitoring data (2006 – 2017)



Trends in Annual Mean PM₁₀ Concentrations

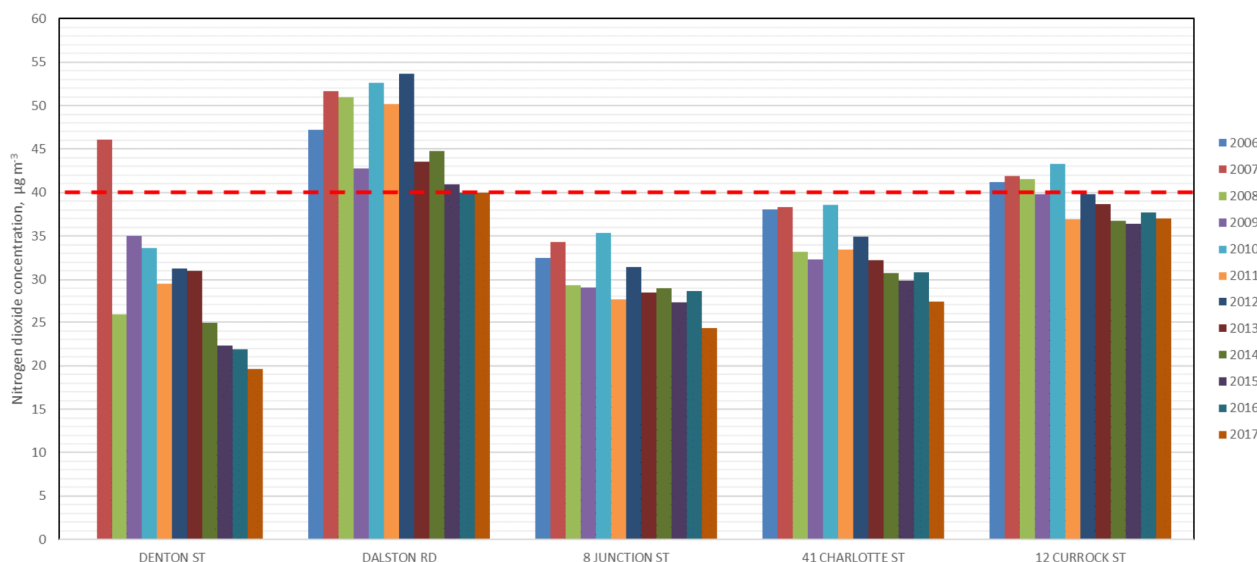


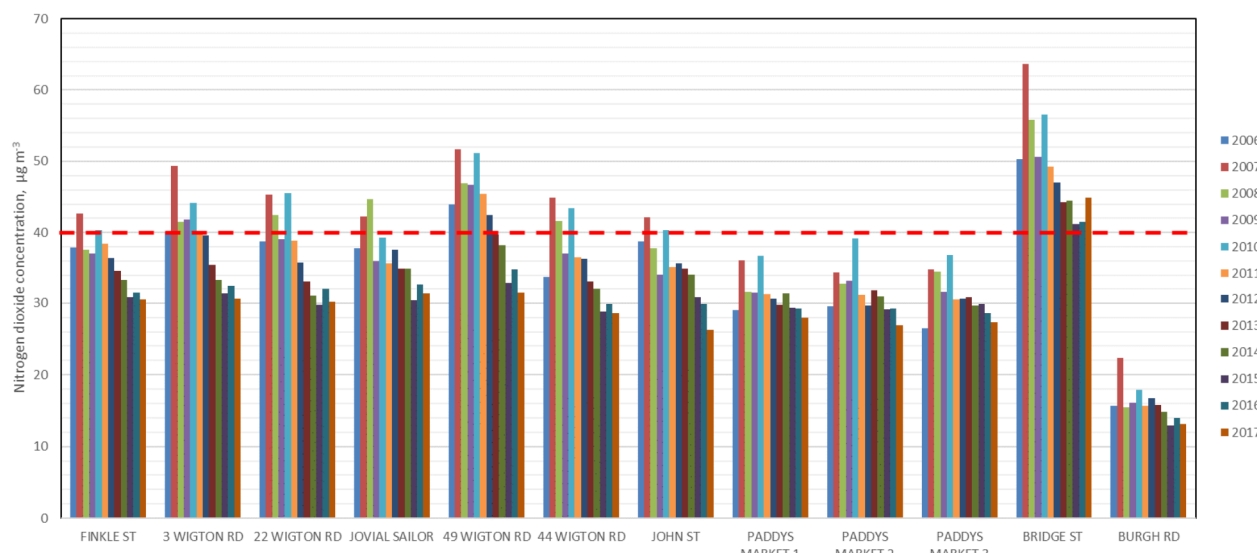
Trends in Annual Mean PM_{2.5} Concentrations

2.2 The tables above confirm the actual continuous monitoring results in Carlisle for the major NO₂, PM₁₀ and PM 2.5 pollutants. The results confirm that all the hourly concentrations of these pollutants in Carlisle have been reducing since 2006 and are

significantly below the limit values in the UK's Air Quality Standards Regulations 2010. Sometimes the media produce articles relating to the World Health Organisation guidelines for air quality 2005, these are similar to the legal UK standards except there is a lower annual PM10 annual standard of 20 $\mu\text{g}/\text{m}^3$ and a lower PM2.5 annual standard of 10 $\mu\text{g}/\text{m}^3$. Carlisle complies with both the UK standards and the WHO guidelines.

2.3 Along with continuous monitoring Carlisle undertakes monthly monitoring of NO₂ concentrations at 30 sites in the District. In some of these locations the annual NO₂ pollutant concentrations have been found to be above the Air Quality Standards. As a result Carlisle declared 6 Air Quality Management Areas on the basis of previous high concentrations. An Air Quality Action Plan (2012) is in place to address the issues. The annual standards for NO₂ are now being met in most areas. We are now in the process of amending and removing some of these AQMA's due to the air quality improvements. The County Council's 'Public Health Air Quality strategy' suggests a target concentration of 30 $\mu\text{g}/\text{m}^3$ for annual NO₂ concentrations. The City Council will continue to develop its Air Quality Action Plan to encourage further reductions in annual NO₂ concentrations.





2.4 Comprehensive reporting on the monitoring results for Carlisle and the latest update on the Action Plan can be found in the latest Air Quality Annual Status Report on the Council's website.

3. RISKS

3.1 This report is for information only

4. CONSULTATION

4.1 This report is for information only

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

5.1 Whenever we use our car, heat our home or cook our food we contribute pollutants to the environment. Sometimes these pollutants can affect the environment itself, like Carbon Dioxide contributes to global warming. Sometimes the pollutants can affect human health. When pollutants are visible like the "smogs" of the last century we can relate our activities to the pollution levels. Unfortunately, with our major pollutant problem, NO_x, concentrations are invisible and it is only by looking at health data, weather patterns and pollutant concentrations that we understand its effect as an air pollutant. It is a sad fact that generally air quality levels are at there worst when the weather is still and nicer to be out and about in.

5.2 Carlisle's monitoring data confirms we have started to improve our ambient air quality. We also know the steps to take to improve it further. Driving newer cleaner vehicles and eventually electric vehicles; walking or biking for small journeys and using public transport when appropriate. Carlisle City Council can help the public make these

changes by providing attractive walking and biking routes, encouraging developments of electric charging points and considering the use of technology to avoid unnecessary travelling in the first place. Insulating the home to reduce fuel usage and changing our heating fuel types are also steps we can all take to improve our health and our environment.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

6.1

Contact Officer: Scott Burns

Ext: 7238

**Appendices
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 –**

Report to Health and Wellbeing Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 11th July 2019
Portfolio: Communities, Health and Wellbeing
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: ANNUAL EQUALITY REPORT 2018/19 AND EQUALITY ACTION PLAN 2019
Report of: Policy and Communications Manager
Report Number: PC 09/19

Purpose / Summary:

This report presents the Annual Equality Report for 2018/19 and the Equality Action Plan 2019.

Recommendations:

Scrutiny is asked to:

1. Consider and comment on the content of the Annual Equality Report and Equality Action Plan.
2. Consider forming a task and finish group to focus on the development of the new equality objectives.

Tracking

Executive:	22 July 2019
Scrutiny:	11 July 2019
Council:	

1. BACKGROUND

- 1.1 The Equality Act (2010) replaced the previous anti-discrimination laws with a single Act. A key measure in the Act is the Public Sector Equality Duty which came into force in April 2011. This duty requires public bodies to tackle discrimination and provide equality of opportunity for all.
- 1.2 The Council's Equality Policy outlines how we meet the duties of the Equality Act. The Policy was approved by the Executive in March 2016, including the equality objectives for 2016-19 (these can be found in Appendix 1).
- 1.3 The Council must provide information about how equality is considered in decision making, policy development and engagement. The Equality Policy states that this information will be published within an annual equality report and reported to the Senior Management Team, Executive and Overview and Scrutiny.

2. PROPOSALS

- 2.1 The Annual Equality Report 2018/19 (Appendix 1) provides an overview of equality work, including the workforce profile, employee support, customer satisfaction, complaints, consultation and engagement.
- 2.2 The Council has a positive approach to equality both in supporting staff and engaging with the community. This is supported by the commitment to be open and transparent, acknowledging gaps in our data and looking at how we can improve. The Equality Action Plan 2019 sets out actions on how the Council will continue to work towards achieving the equality objectives and address the issues identified.
- 2.3 The report presents the gender pay figures for March 2017, 2018 and 2019 and includes the proportion of men and women in each quartile pay band. The Health and Wellbeing Scrutiny Panel, in considering the Annual Equality Report 2017/18 last year, requested further investigation into the roles contained within the quartile pay bands. The roles are broadly represented as:

Quartile	Roles
Upper Quartile	Managers and Directors
Upper Middle Quartile	Officers, Operational Team Leaders, Supervisors
Lower Middle Quartile	Clerks, Assistants, Driver/Loaders
Lower Quartile	Apprentices, Cleaners, Loaders, Street Cleaning Operatives

The Council will continue to monitor the gender pay gap figures to help inform workforce planning and development. Information about the Workforce Development Plan, employee support and training are contained within the Annual Equality Report.

- 2.4 The Equality Policy and equality objectives (2016-19) require updating next year and work will begin to refresh these in 2019. This affords the opportunity to link into key policy developments locally and nationally such as the revised Carlisle Plan and the Government's [Integrated Communities Action Plan](#). The equality objectives can support the development of these plans and identify how the Council can continue to work effectively in partnership with other organisations in Carlisle.
- 2.5 The Health and Wellbeing Panel are asked to consider if they wish to form a task and finish group to revise the equality objectives. This would review the progress of current objectives and identify new objectives to be considered for adoption by the Executive in early 2020.

3. RISKS

- 3.1 The Public Sector Equality Duty places specific duties on the Council, the Annual Equality Report provides evidence of compliance with these duties.

4. CONSULTATION

- 4.1 The Annual Equality Report has been reported to managers and the Senior Management Team.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 5.1 This report presents the Annual Equality Report to enable the Council to fulfil the requirements of the Public Sector Equality Duty. It also details proposals for refreshing the Equality Policy and equality objectives.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 6.1 The Annual Equality Report supports the Carlisle Plan's priorities by promoting equality of opportunity for all and seeking to improve the health and wellbeing of the people of Carlisle.

Contact Officer: Steven O’Keeffe

Ext: 7258

Appendices **Appendix 1 - Annual Equality Report 2018/19 and Equality
attached to report: Action Plan 2019**

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 - The Equality Act 2010 replaced the previous discrimination legislation in Great Britain relating to sex, race, discrimination, sexual orientation, religion or belief and age. It affects the Council in a number of ways, particularly in respect of our role as an employer and a service provider. The Annual Equality Report and Equality Action Plan demonstrate how the Council is performing and how it will continue to seek to comply with its obligations in the future.

FINANCE – None

EQUALITY – The Annual Equality Report enables the Council to meet its requirements under the Equality Act (2010).

INFORMATION GOVERNANCE – None

Annual Equality Report 2018/19 and Equality Action Plan 2019



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Introduction

Under the Equality Act (2010), we must provide information about how equality is considered in decision making, policy development and engagement. This report presents our equality information between 1 April 2018 and 31 March 2019.

We use this information to identify equality issues and develop areas for action or improvement. We aim to publish information in an accessible format and ensure it follows the principles of our Data Quality Policy, giving confidence to the users of the information. We give details about what we publish and why, explaining how the information is used. We also acknowledge gaps in our data and explain how we can improve this.

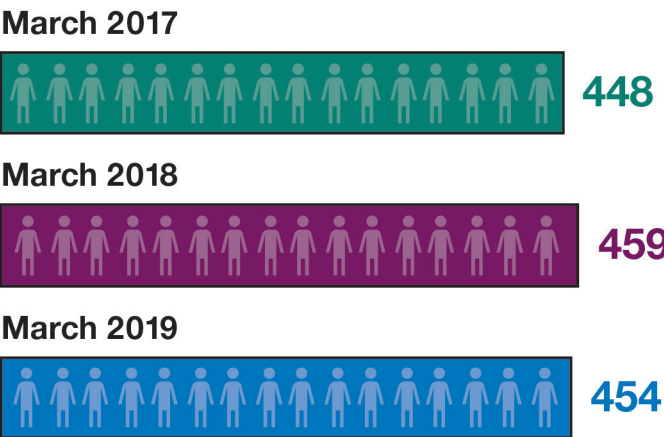
This document is reported to our Senior Management Team, Executive, Scrutiny Panels and published on our website.

Key data – workforce profile

The following key information about our workforce provides a quick reference and comparative data from previous years. The full workforce profile is provided in Appendix 1.

Number of employees*

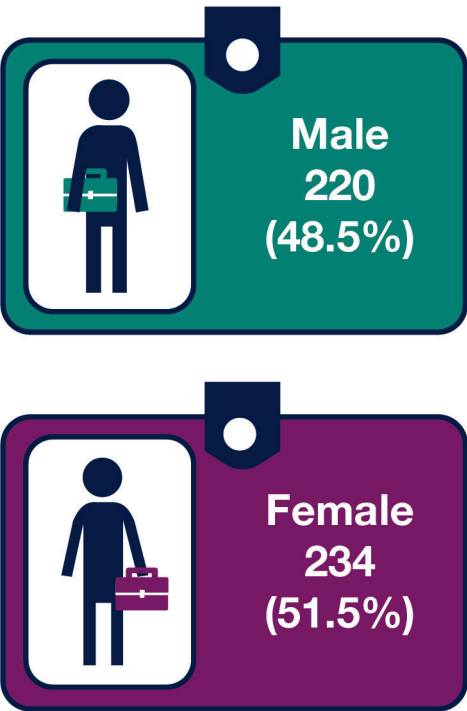
As of 31 March 2019



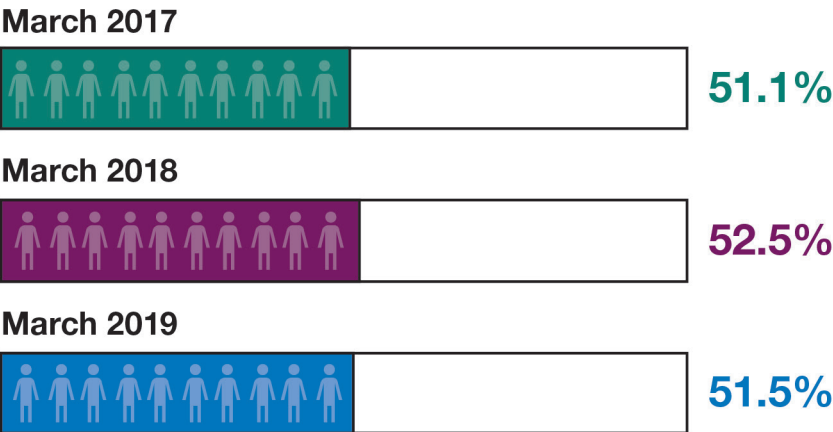
*Number of employees based on the number of posts. Staff who have multiple posts are counted twice.

Gender of employees

As of 31 March 2019

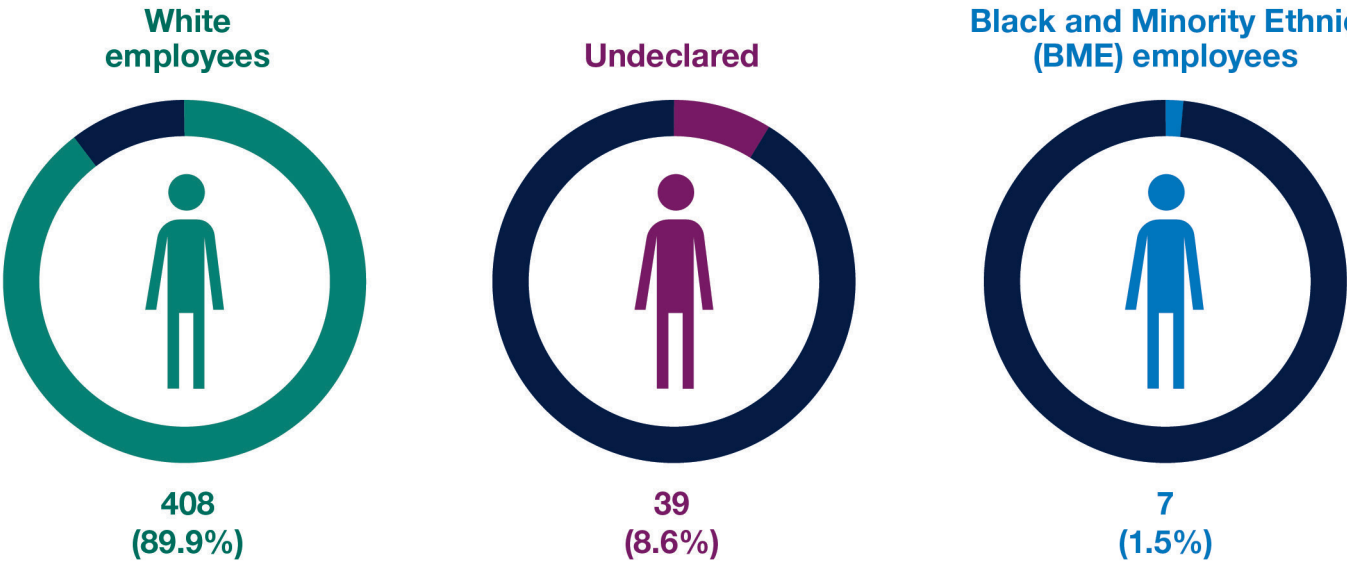


% Female Employees

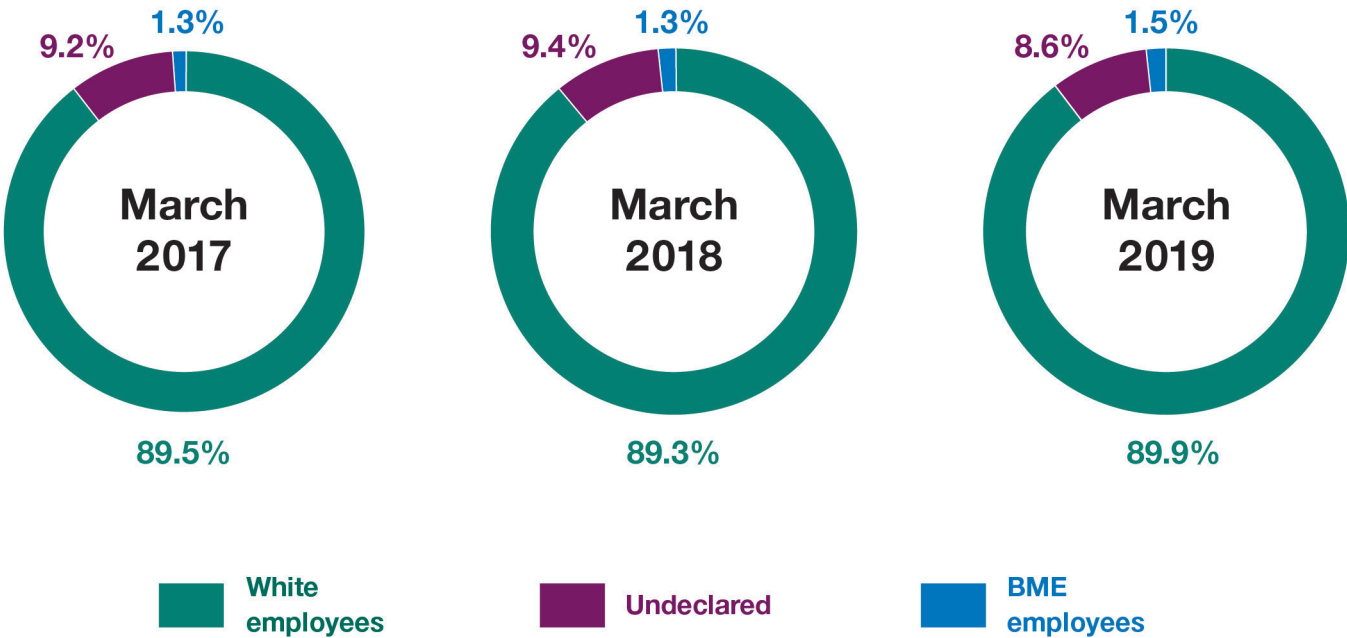


Broad ethnicity

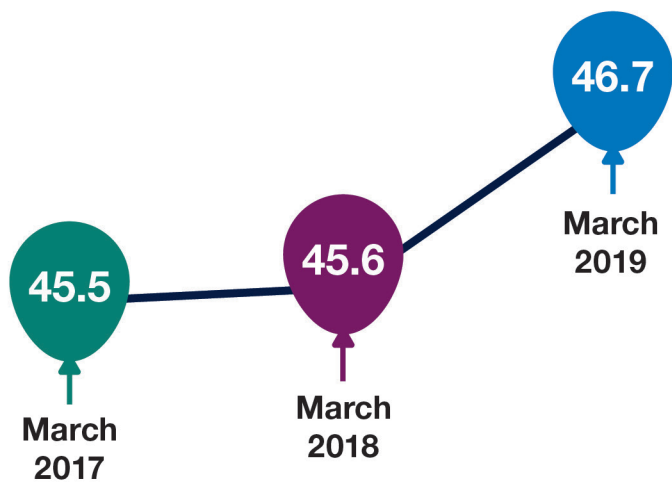
As of 31 March 2019



% Broad ethnicity



Average age of employees
As of 31 March 2019



Employees aged between 45-64



Employees with self-declared disabilities

As of 31 March 2019



% of disabled employees

March 2017



March 2018



March 2019



Workforce profile

We have a duty under the Equality Act (2010) to publish information about the protected characteristics of our employees. Staff provide this information voluntarily; we aim to create an environment where employees feel comfortable and confident to do this. It is of great benefit to be aware of the needs of our workforce, enabling us to adjust or provide for different needs. It also assists us with workforce planning and how we can support and develop staff. We are working to improve the data in terms of how it is recorded and reported, and we will continue to monitor how the workforce changes and look at areas for action. We also use other mechanisms to supplement this information, such as surveys and occupational health figures.

The full workforce profile is available at Appendix 1. There has been an increase in the percentage of employees with self-declared disabilities. There has also been an increase in the number of employees aged 45-64, which has raised the average age of employees slightly. The Workforce Development Plan identifies actions to support recruitment and development of a diverse workforce over the next five years. The actions focus on developing leadership and capacity, supporting and maintaining wellbeing, developing skills and capacity, resourcing the Council and employee engagement.

As of March 2019, we have 17 apprentices and we intend to build on this in future. All apprentices are entered onto the redeployment register in the final months of their apprenticeship and many of our apprentices have secured permanent employment with the Council. The apprenticeship support programme offers a range of additional self-development programmes including CV development; job search and interview skills. This ensures that all support available is offered to apprentices to help them secure employment. Pay has been increased for apprentices and this has made apprenticeships more appealing with an increase in applications. We have allocated a separate budget to support salary costs and are fully spending our Apprenticeship Levy. The apprenticeship landscape has developed with more opportunities for advanced and higher skills, we have utilised this opportunity to full effect and the majority of our apprentices are studying level 3 qualifications with plans to incorporate higher levels going forward.

The Government's Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 implemented a mandatory gender pay gap reporting requirement for public sector employers. The Government considers that the reduction in the gender pay gap is progressing too slowly and aims to improve transparency and commit to closing the gender pay gap through these measures. We are required to report the gender pay figures annually, the figures for March 2017, 2018 and 2019 are included as Appendix 2.

Employee support

We are improving options for appropriate agile working and extending opportunities to employees to enable different methods of working. More than 90% of office-based staff have been supplied with mobile working devices, of which over 75% have been issued with a dongle for agile working purposes. Additional flexible working solutions are also on offer for more than 85% of employees, some posts are fixed due to the nature of the work. These actions continue to support the recruitment of a diverse workforce and reduce carbon emissions, whilst contributing to workplace wellbeing.

We signed the Time to Change Employers Pledge in November 2017 and are committed to changing how we think and act about mental health. As part of this commitment we provided mandatory Mental Health Awareness Sessions (April and May 2018) for all managers, supervisors and team leaders, with optional attendance open to all staff. We have recruited 'Time to Change' Champions to receive appropriate training and strengthen our network of people making positive change.

We have achieved the Bronze Better Health at Work Award and are now working towards the Silver Award. The award recognises our achievement in supporting employees to maintain their own wellbeing through raising awareness and providing access to wellbeing activities. The assessors feedback reported that senior management are fully committed to the health and wellbeing of their employees and that the training of 12 Health Advocates had been carried out effectively. A Health Needs Assessment (sent to all staff) has clearly focused our priorities: free health check; sleep deprivation and mental health awareness.

We have retained our Disability Confident Employer (Level 2) status until June 2021. This means we are taking all of the core actions to be a Disability Confident employer and have agreed to actions to get the right people for our business and to keep and develop our people. We are keen to develop in this area further and are working towards achieving Leader (Level 3) status.

Sickness absence in 2018/19 was 10.3 days lost per FTE employee compared to 9.3 days in 2017/18.³ This has been mainly due to an increase in long-term absences. The 54 instances (this relates to 51 employees) have been long-term (those cases where the absence is four working weeks or more) in 2018/19; seven more than the same period last year. 'Stress, depression, mental health, fatigue syndromes' represents the absence reason with the greatest days lost. Human Resources, Organisational Development, Health & Safety and Occupational Health continue to work closely to proactively manage all sickness absences cases, attendance at work and health surveillance and promotion. There are also a range of initiatives to help improve health and wellbeing and reduce sickness absence; further information is available in the Sickness Absence report.

The 2018 Employee Opinion Survey⁴ found that 86% of staff rate the Council as a good or very good employer compared to 89.8% in 2016. The report is positive for employee satisfaction and wellbeing, and highlights that staff are aware of and understand their role in delivering the Council's priorities. The responses have informed the Workforce Development Plan and continued promotion of the Employee Assistance Scheme. Examples of action taken following feedback from the survey include the development of Staff Competency Standards, building on the Management Competency Standards. These provide clear guidance to staff on what is expected of them whilst contributing to the success of the organisation. Staff have been fully involved in the development of the standards, including opportunities to participate in focus groups and a survey. We have also introduced positive feedback post-it notes to all service areas. The post-it notes have pre-printed positive comments on them that can be used to provide positive feedback to colleagues and encourage a supportive culture.

Examples of other support and training offered to staff included:

- Health and wellbeing activities throughout the year: yoga, physio pilates, meditation, mindful craft classes and crochet classes.
- Promotion of the Council's Employee Assistance Programme (EAP) through Management Briefing (April 2018) and the EAP monthly newsletter. Health Assured, the provider of our Employee Assistant Programme, has launched a smartphone App to increase access to the service.
- Promotion of Mental Health Awareness Week (May 2018).
- Health and Wellbeing event for front line services (May 2018).
- Free fruit for staff for all Council sites every month (started June 2018).
- Carlisle Eden MIND - Suicide Alertness Training courses offered to staff (June and July 2018).
- Celebration of World Mental Health Day with a Sharing Lunch (October 2018).
- Health and Wellbeing event (November 2018) providing health checks, Cardiopulmonary Resuscitation (CPR) training, information and advice on a range of health issues and practical sessions.
- 'Time to Change' Champions Brunch (November 2018).
- Alcohol Awareness Day (December 2018).
- Management Briefing presentation on the menopause and how it can affect employees in the workplace (February 2019).
- 'Time to Talk' day focusing on positive support in the workplace and young people's mental health (February 2019).
- Workshops on reducing stress and mindfulness (February 2019).
- Sleep awareness sessions (March 2019).

Training and development

We provide a range of training and development for staff through courses, e-learning, briefings, toolbox talks, information and employee development. Management training sessions for recruitment and selection, disciplinaries and grievances, and attendance management all include equality briefings and discussions on the impact of these on employees. The training aligned to the management competency standards also refers to equality duties and legislation as appropriate. Staff are encouraged to undertake self-development through advice and guidance available on our Intranet. This can be used to refresh or develop an individual's knowledge as required. Coaching and mentoring are also available for staff and managers. New starters receive a safeguarding leaflet with information about our safeguarding policies and responsibilities.

We have an agreement in place with our supplier that all agency workers should have an induction before working for the authority. This includes briefings on our Code of Conduct, Dignity and Respect, and Safeguarding Policies to ensure that all staff are aware of their equality responsibilities.

We continuously develop our training programme, for example, a mandatory Equality and Diversity e-learning module has recently been added to Skillgate. We have also set up an Every Day Leaders course to support talent and progression planning within the Council. This is a development programme leading to a level 3 chartered management institute qualification. It aims to help staff to get the most out of their job and develop new skills to aid progression and flexibility. We have plans to develop a level 5 programme in the future.

Whilst the 2017 and 2018 gender pay gap figures were positive, further research highlighted some areas where the Council has a gap between predominately female working environments and managers mainly being male. The Self-Empowerment for Women programme was developed to support women in taking control of their development and achieve their full potential. Following positive feedback, the programme is continuing this year and will be open to all staff. This programme supported the increase in female applications to participate in the Every Day Leaders programme.

Details of equality related training and attendance by staff in 2018/19 are provided in the tables below. In total, 179 staff attended an equality training course and 132 equality e-learning modules were completed, with a number of staff completing more than one course.

Overall equality training (April-18 to March-19)

40.6% employees undertook an equality training course or completed an equality e-learning module⁵

Equality training courses (April-18 to March-19)

28.6% unique employees completed an equality training course⁶

Course	Course description	Date(s)	Numbers attended
ACAS Cert Internal Workplace Mediation	To provide internal support to staff on relationship issues / breakdowns.	23/11/2018	1
Bitesize - Less Stress	To provide employees with information on how to identify and deal effectively with the symptoms of stress.	05/02/2019	3
Dignity & Respect	To ensure that staff are aware of the Council's Encouraging Mutual Dignity and Respect Policy.	18/10/2018	4
Health Advocate	To train and develop staff for the roles as Health Advocates within the Council and support corporate wellbeing initiatives.	25/03/2019	15
Masterclass - Mindfulness	To provide the knowledge and confidence to apply mindfulness techniques and start developing a mindfulness practice.	05/02/2019	9
Meditation Programme	Sessions to focus on meditation, relieving stress, mindfulness and positive thinking.	12/10/2018, 11/01/2019	14
Mental Health Awareness	To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.	08/03/2019, 15/03/2019, 28/03/2019	4
Mental Health Champions	To provide support to improving awareness of mental health and break the stigma attached to mental health.	12/11/2018	7
Mental Health in the Workplace for Managers	To improve awareness of mental illness and improved confidence in supporting someone with mental health issues.	24/04/2018, 09/05/2018	74

⁵ If an employee attended more than one course and/or completed more than one module they are only counted once.

⁶ If an employee attended more than one course they are only counted once.

Equality training courses (April-18 to March-19)

Course	Course description	Date(s)	Numbers attended
Secrets from Science of Positive Psychology	To improve knowledge of and approaches to positive thinking in the workplace.	03/07/2018, 04/07/2018, 04/10/2018	20
Self Empowerment for Women	Aimed at developing women with the skills to challenge their career choices and aspirations and equip them with the confidence and self-belief to achieve their goals.	06/09/2018, 21/11/2018	23
Time to Change Champions		30/01/2019	5

Equality e-learning modules in Skillgate (April-18 to March-19)

17.4% unique employees completed an e-learning module⁷

Module Name	Number completed
Prevent ⁸	56
Safeguarding Adults at Risk ⁹	24
Safeguarding Children and Young People ¹⁰	19
General equality related modules	33

Members training

Members attended a range of equality related training courses:

- Combatting Loneliness Conference (1)
- Dementia Friends (6)
- Masterclass - Mindfulness (1)
- Secrets from Science of Positive Psychology (1)

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct.

⁷ If an employee completed more than one module they are only counted once.

⁸ Mandatory course completed by staff every 3 years (296 completed 2017/18).

⁹ Mandatory course completed by relevant staff every 3 years (170 completed 2017/18)

¹⁰ Mandatory course completed by relevant staff every 3 years (123 completed 2017/18)

Equality impact assessment, consultation and engagement

We undertake a wide range of consultation and impact assessment to inform decision making and service delivery. Committee reports include equality considerations in the Corporate Implications section. The nature of these varies, depending on the proposed change and the potential impact on equality. Examples of engagement undertaken include:

- **St Cuthbert's Garden Village (July/August 2018 and ongoing)**

The consultation sought views on a draft vision and key guiding principles, and where development could be focused within the area. Public consultation drop in events were held across Carlisle and residents were encouraged to engage online at www.stcuthbertsgv.co.uk/GET-INVOLVED

- **The Sands Centre Redevelopment (July 2018 and ongoing)**

As part of the pre-planning process, a public consultation event was held to provide the opportunity to see and comment on the draft plans to improve the standard and quality of our major leisure facilities. It is proposed that the new extension will significantly improve the access opportunities for all communities to use and enjoy the facilities and services. The development of the project has used an inclusive design approach to ensure equal access and wellbeing. This will assist users with physical and other conditions such as dementia to make full use of the site and surroundings.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2018/19 is shown in the table below.

Sample of consultations 2018/19

Title	Start date	End date	Internal / external use
Listening Council	Feb-19	Mar-19	External
Wellbeing Survey	Feb-19	Mar-19	Internal
Recycling Survey	Jan-19	Mar-19	External
Discover Carlisle	Jan-19	Mar-19	External
Walker Health	Nov-18	Mar-19	External
Staff Competency Standards	Nov-18	Dec-18	Internal
IT User Survey 2018	Sep-18	Sep-18	Internal
Alleygates Consultation 2018	Aug-18	Sep-18	External
Active Workplace	July-18	Aug-18	Internal
Borderlands Inclusive Growth Conference	May-18	Jun-18	External
Movers Survey	Apr-18	Mar-19	External
Equality Monitoring	Apr-18	Mar-19	External
Customer Satisfaction Survey 2018/19	Apr-18	Mar-19	External
Keeping You Informed	Apr-18	Mar-19	External
Food Charter Sign up	Apr-18	Mar-19	Internal / external

We provide events to engage residents and visitors in a full range of cultural, sporting, historic and fun activities. We aim to develop a local sense of place and pride in Carlisle, celebrating our communities. Events held in 2018/19 included Upperby Gala, International Markets, Carlisle Fringe, Fireshow and the Christmas Lights Switch-on.

We also support local events that promote diversity and community spirit. Examples of this include support of Armed Forces Week, with stalls from various armed forces in Carlisle city centre, leading up to Armed Forces Day (June 2018). Carlisle's first International Yoga Day (June 2018) was held in Bitts Park with sessions available to all levels of experience and ability. The National Health Service's 70 birthday (July 2018) was celebrated by health partners and the community in the city centre, and within our workplaces.

The theme of the Carlisle Puppet Pageant Parade (September 2018) was 'The March for the Unsung Woman' to coincide with the 100-year anniversary of The People's Act. The puppets were created by Prism Arts with local schools and groups in Carlisle. Carlisle Unity Festival (July 2018) was hosted by AWAZ Cumbria to celebrate diversity and community networks, and Cumbria Pride (September 2018) celebrated LGBT¹¹ communities through music and performances. A Chinese New Year Festival (February 2019) included dance, performance and crafts, with a lion dance parade through the city centre to Tullie House Museum. The Cultural Bazaar (February 2019) offered a mixture of dance, music games, art and food delivered by local ethnic minority communities.

Partnership working enables us to engage with different organisations and groups to build closer links with all communities. Examples of work undertaken are:

- **Improving The Private Rented Sector -Tackling Rogue Landlords (2017-19)**

We made a successful bid to the Controlling Migration Fund in March 2017 to deliver outcomes around rogue landlords and food businesses in the Botchergate area of the city. Working in partnership with Cumbria Fire and Rescue Service, Cumbria Constabulary and the Local UK Border Agency and Immigration Compliance and Enforcement team, several rented properties have been investigated and where necessary visited under warrant from the Magistrates Court.

More than 30 lettings have been investigated resulting in enforcement action and civil penalties where appropriate. A further programme of visits is being planned with partners to ensure compliance with relevant statutes.

The second strand of the project is to deliver food hygiene training for food businesses where English is a second language. We have provided food hygiene training for 19 food handlers from 11 businesses, with a further phase planned to meet the target to train 30 food handlers. The training has included the assistance of interpreters where necessary. This proactive engagement with food businesses operators, will improve catering standards and understanding of food law, develop better working relationships with our officers and develop the skills of those who work and live in Carlisle. This in-turn will improve the chances of integration within the community.

- **Support for victims of domestic abuse (funding secured for two years)**

Cumbrian district councils and the County Council are members of this partnership; the project is supported by the Police and Crime Commissioner in Cumbria. Across the county the project has:

- o Continued to safeguard and prevent harm providing specialised support on issues including housing options, homelessness, health, benefits, advocacy support and family interventions.
- o Developed partnership working, promotion of the service has continued to grow and evolve, including representation at county wide inter agency meetings.
- o Facilitated monthly healthy relationship training sessions in temporary emergency accommodation and external drop in information sessions. Literature has been distributed advertising the service and information sessions delivered to community groups and partners.
- o Supported emergency accommodation units for households in crisis have been fully utilised and specialised support services are in place from presentation throughout the homelessness pathway until families are relocated and settled.
- o Provided safety equipment to all households who present and are assessed as at risk and liaised with the police to ensure specialist equipment is installed where necessary. Extra security measures have been implemented through applications to the crisis support fund, including the installation of CCTV, furniture removals, mobile phones and fitting and supply of blinds.

- **Cumbria Community Integration Project (September 2018 onwards)**

Cumbria County Council and members of Cumbria's Strategic Refugee Partnership secured funding from the Controlling Migration Fund for this project. It is delivered by AWAZ Cumbria in partnership with voluntary and community sector and statutory partners. It aims to develop infrastructure to support the integration of Cumbria's migrant and resident communities through a community development approach, focusing resources on the two themes of Strengthening communities and Reducing impact on services.

- **Demonstration Project (work began March 2019)**

The Demonstration Project will deliver 50 new homes for affordable rent on a site tendered by the Council for affordable housing. The site will be delivered by Riverside through their main contractor, Esh; and the new homes will be managed by Impact. Carlisle College students will benefit from work experience opportunities, site tours, apprentice training and arts and media work, whilst college staff will have the opportunity to access industry upskilling and safety. STEM (Science, Technology, Engineering and Mathematics) initiatives will also be delivered for pupils at a local primary school.

- **Carlisle and Eden Armed Forces Support Co-ordination Project (project recruitment begins April 2019)**

This project aims to provide co-ordinated support for ex-armed forces veterans within Carlisle and Eden districts. It is funded by the Armed Forces Covenant grant scheme, Carlisle City Council and Eden District Council and will be delivered by Cumbria Council for Voluntary Service. The funding will be used to employ a co-ordinator to oversee the project and will focus on practical ways the partners can improve their support for the ex-service community.

- **Carlisle Partnership**

The partnership engages a wide range of partners through:

- o Support of the Big Lunch since 2009 and the Food Carlisle Group has made this a key project for 2019. It continues to celebrate local communities, engage volunteers, and link to other initiatives like the Food Charter and Sustainable Food Cities Bronze Award status.
- o A Place Standard session with wider partners to explore using a tool to assess our place. Carlisle Dementia Action Alliance (DAA) has piloted the tool with individuals with dementia and their patients to help formulate an action plan for the area. As part of the DAA work they are also looking to promote dementia friendly environments.

Service Provision

We provide many different services to our customers and strive to improve access for all. Examples of our work to make services more accessible include:

- **Homelife Carlisle Home Improvement Agency (HIA)**

Homelife won a national award for Home Adaptations Service of the Year in July 2018. It was recognised for its success in speeding up home adaptations and for increasing the breadth for types of measures that improve health, wellbeing and independence. This was achieved by working with partners and with other departments to improve the referrals process and through changing our housing policy to meet Carlisle residents' needs. Grants are awarded for home improvements including stair-lifts, level access showers, heating, damp-proofing etc and residents are encouraged to apply for help to maintain and adapt their homes.

Homelife has overseen a major increase in support via Disabled Facilities Grants (DFGs) - the main source of local funding for housing adaptations. This includes a 55% rise in mandatory DGFs and an 130% increase in discretionary grants funding, resulting in 230% increase of grant completions. A total of 408 grants were issued in 2018/2019, providing eligible Carlisle residents with adaptations that improved their living conditions.

- **Homeless Prevention and Accommodation Services (HPAS)**

The HPAS teams assisted 1354 households with housing and homelessness advice. It also accommodated and supported 271 households in temporary accommodation; 247 households departed, of which 78% were supported to move on positively within an average of seven weeks. The service has been awarded £80,000 of funding following a successful countywide bid to the Rough Sleeping Initiative for 2019/20, from the Ministry of Housing, Communities and Local Government. We are the lead authority for this project.

- **Refuse and recycling collections**

In 2018/19, we provided 265 households with assisted collections. We also collected waste from additional containers for 1,679 households with large families or situations where more waste is produced because of disability or personal circumstance.

Customer satisfaction

Customer satisfaction with how well we are running things was 72.6% 'very satisfied' or 'satisfied' in 2018/19¹², compared to 57.1% in 2017/18. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 76.3% and 68.9%.

The survey was available to complete via our most visited webpages and at the concluding page of online transactions. It was promoted via social media and Carlisle Focus residents' magazine.

Our satisfaction survey includes optional equality monitoring questions. This records information about the equality characteristics of people using our services in relation to their level of satisfaction. We are continuing to monitor these responses to identify further work and link this to our consultation and engagement programme. We are developing a Customer Service Charter that details seven aims designed to increase customer satisfaction and outline what customers can expect when contacting the Council.

Complaints

Our Complaints and Feedback Policy contains details of how complaints are managed. Formal corporate complaints are received in writing and recorded through the Council's Customer Relationship Management system. The equality monitoring form attached to the complaints form is voluntary.

The figures for April 2018 to March 2019 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (30 complaints were received in 2018/19). We monitor the responses to screen for equality issues and any concerns are reported to relevant service managers. We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2018/19, a full response to complaints was issued to 93.3% of customers within 15 days of receipt at each stage.¹³

12 PC08-19, Performance Report Quarter 4 2018/19, Executive, 17 June 19

13 PC08-19, Performance Report Quarter 4 2018/19, Executive, 17 June 19

Apr 2018 - March 2019

Number of complaint equality monitoring forms - 12

Context

Date	Number of complaint equality monitoring forms
Apr-16 to Mar-17	20
Apr-17 to Mar-18	23
Apr-18 to Mar-19	12

Gender

Gender	Number	%
Male	5	42
Female	7	58
Undeclared	0	0

Date	% Male	% Female	% Undeclared
Apr16- Mar17	50.0	50.0	0.0
Apr17-Mar18	47.8	52.2	0.0
Apr18-Mar19	42.0	58.0	0.0

Ethnicity

Ethnicity	Number	%
White British	9	75
White Other	0	0
BME ¹⁴	0	0
Undeclared	3	25

Date	% White British	% White Other	% Undeclared
Apr16- Mar17	100.0	0.0	0.0
Apr17-Mar18	87.0	4.3	4.3
Apr18-Mar19	75.0	0.0	25.0

Age

% of equality form complainants aged 45-74

April 2016 - March 17



April 2017 - March 18



April 2018 - March 19



Sexuality

Sexuality	Number	%
Heterosexual	8	66.7
Lesbian, Homosexual, or Bisexual	1	8.3
Undeclared	3	25

Date	% Heterosexual	% Lesbian, Homosexual or Bisexual	% Undeclared
Apr16-Mar17	80	0.0	20
Apr17-Mar18	91.3	0.0	8.7
Apr18-Mar19	66.7	8.3	25.0

Disability

Disability	Number	%
No	3	33.3
Yes	6	66.7
Undeclared	3	33.3

% with a disability or health condition

April 2016 - March 17



April 2017 - March 18



April 2018 - March 19



Equality objectives 2016–19

Our equality objectives were agreed by the Executive in March 2016. They are:

- a) Improve health, wellbeing and economic prosperity in Carlisle.
- b) Improve quality of workforce profile and report recruitment and selection data.
- c) Ensure people have appropriate access to the services they need.
- d) Foster good relations between different people by celebrating communities.

The actions have been identified to help deliver the equality objectives 2016-19 and respond to issues identified in this report. They are reviewed and developed annually.

Equality Action Plan 2019			
Equality objective	Action	Progress	Lead team(s)
Improve health, wellbeing and economic prosperity in Carlisle.	Deliver the Carlisle Plan 2015-18 priorities and work in partnership to achieve these across the district.	2018/19 End of Year Performance Report reported to Executive 17 June 2019 ¹⁵ . This report includes detailed progress on the Carlisle Plan on a Page actions and projects. A new Carlisle Plan is under development, the new equality objectives will link to the identified priorities.	All Council services.
Improve quality of workforce profile and report recruitment and selection data.	Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment model.	iTrent recruitment module under development to include equality reporting requirements.	Human Resources, Policy and Communications.
Improve quality of workforce profile and report recruitment and selection data.	Promote self-declaration within iTrent for staff to increase data for all equality characteristics within the workforce profile.	Percentage of 'Undeclared' Workforce data is generally decreasing across characteristics.	Human Resources.

Equality Action Plan 2019

Equality objective	Action	Progress	Lead team(s)
Improve quality of workforce profile and report recruitment and selection data.	Develop information to meet the gender pay gap reporting regulations (2017).	Data for 2017, 2018 and 2019 included in this report.	Human Resources, Policy and Communications.
Ensure people have appropriate access to the services they need.	Assess responses to satisfaction survey and equality questions to identify issues for further development.	Overall satisfaction figure survey for 2018/19 reported, optional equality responses are monitored to identify areas for investigation.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Revise complaint equality monitoring form to screen for equality issues to help determine if action is needed to address these.	Completed - A revised complaints policy and complaint form was implemented in June 2016.	Customer Services, Policy and Communications.
Ensure people have appropriate access to the services they need.	Review equality website page to include revised objectives and open data links.	Completed.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Review complaint equality monitoring form responses to screen for equality issues to help determine if action is needed to address these.	Ongoing. Responses are monitored to identify any issues and referred to in the Complaints section of this report.	Customer Services, Policy and Communications.

Equality Action Plan 2019

Equality objective	Action	Progress	Lead team(s)
Ensure people have appropriate access to the services they need.	Review intranet equality information, including customer information, consultation and access to impact assessment resources. This will include information about partners that can be engaged in consultation.	Completed - Intranet equality information has been reviewed and updated with relevant information for staff.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Review communications and accessibility policy, and related engagement and consultation policies.	Completed in February 2017.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Review our suppliers' framework for equality related goods and services, ensuring that relevant and appropriate partners are consulted on the procurement process.	Completed - Suppliers' framework has been updated in line with our communications and accessibility guidance.	Policy and Communications.
Ensure people have appropriate access to the services they need.	Continue to support the development of the Smarter Service Delivery project.	The Transformation Board oversees the implementation of our change projects. The Customer Service Charter will set out our commitment to excellent customer service and identify priorities for improvement.	Customer Services, IT Services, Policy and Communications.

Equality Action Plan 2019

Equality objective	Action	Progress	Lead team(s)
Ensure people have appropriate access to the services they need.	Continue to engage appropriately with relevant groups and communities on policy development and service delivery, to ensure that we consider equality in decision making.	Evidence of continued engagement on proposed changes and service delivery in annual report (impact assessments, consultations and engagement).	All Council services.
Ensure people have appropriate access to the services they need.	To keep the assumptions employed in the Gypsy and Traveller Accommodation Assessment (GTAA) relating to the turnover of Gypsy and Traveller pitches under review.	The Cumbrian district councils are currently in discussion about updating the GTAA.	Investment and Policy.
Celebrate communities to foster good relations between different people.	Continue to review and develop events programme to help celebrate different communities in Carlisle.	Carlisle Unity festival held in 2018 and scheduled for 2019. The events programme is reviewed and developed annually to continue to celebrate diversity - see the Consultation and Engagement section of this report. We also support community events such as the Diverse Cumbria awards (May 2018 and 2019).	Health and Wellbeing.
Celebrate communities to foster good relations between different people.	Work with partners to reduce the incidence and impact of hate crime on the local community.	We continue to support hate crime reporting, including in Community Centres. Our Clean Neighbourhood Team delivers coordinated action where emerging issues are identified.	All Council services.

Appendix 1

Workforce profile as at 31 March 2019

Workforce profile 31 March 2019		Carlisle Census 2011	
Number of staff 454		Population of Carlisle 107,524	
Age Range	%	Age Range (years)	%
16-24	4.0	0-15	17.2
25-34	13.4	16-64	64.3
35-44	25.1		
45-54	30.8		
55-64	25.3		
65+	1.3	65+	18.5
Marital Status	%	Marital Status	%
Civil Partner	1.5	Civil Partner	0.2
Divorced	4.0	Divorced	9.7
Married	50.0	Married	47.3
Separated	1.5	Separated	2.5
Single	32.6	Single	32.2
Undeclared	9.5	Undeclared	
Widowed	0.9	Widowed	8.2
Ethnicity	%	Ethnicity	%
BME employees ¹⁶	1.5	BME	1.9
White employees	89.9	White	98.1
Undeclared	8.6	Undeclared	

Workforce profile 31 March 2019		Carlisle Census 2011	
Gender	%	Gender	%
Female	51.5	Female	50.8
Male	48.5	Male	49.2
Disability (self-declared)	%	Disability and health - day to day activities limited?	%
No	78.0	No	80.8
Yes	4.0	Yes a lot	9.2
Undeclared	18.1	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	62.8		
Lesbian, Homosexual or Bisexual	1.5		
Undeclared	35.7		

Workforce profile 31 March 2019		Carlisle Census 2011	
Religion	%	Religion	%
Buddhist	0.4	Buddhist	0.26
Christian	37.2	Christian	69.1
Muslim	0.2	Muslim	
No religion	24.4	No religion	22.9
Other	0.9	Other	0.95
Undeclared	36.8	Undeclared	6.8

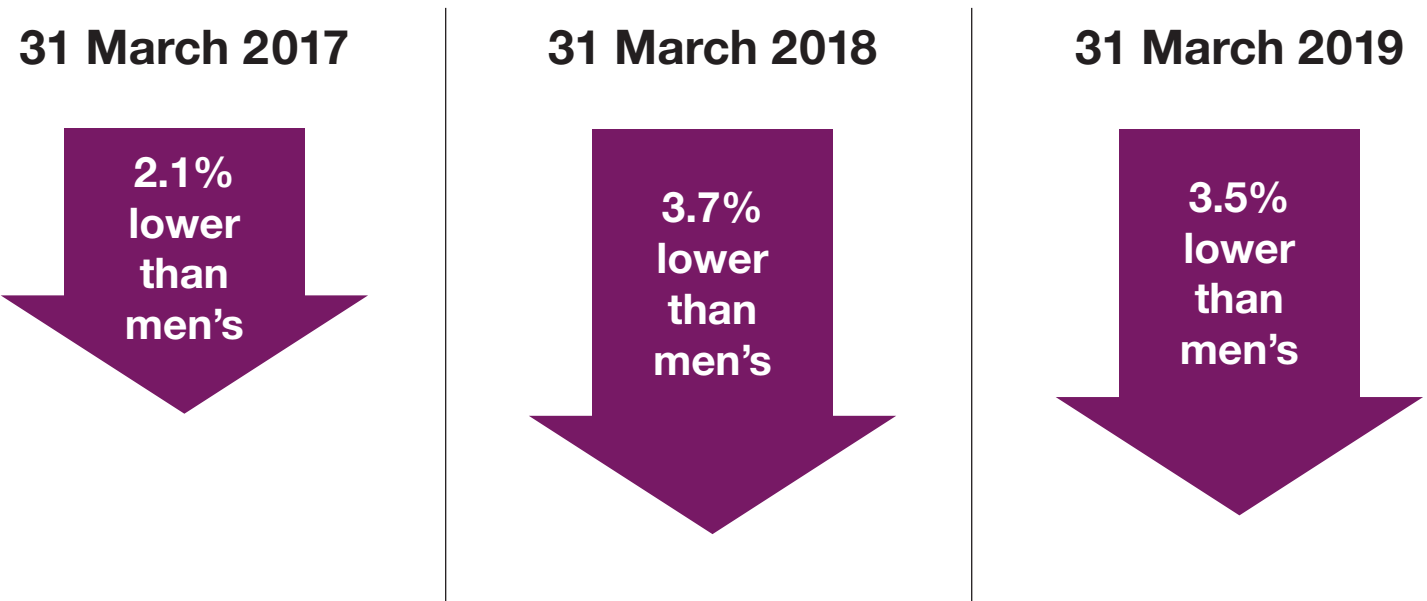
Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2018/19 was four.

Appendix 2

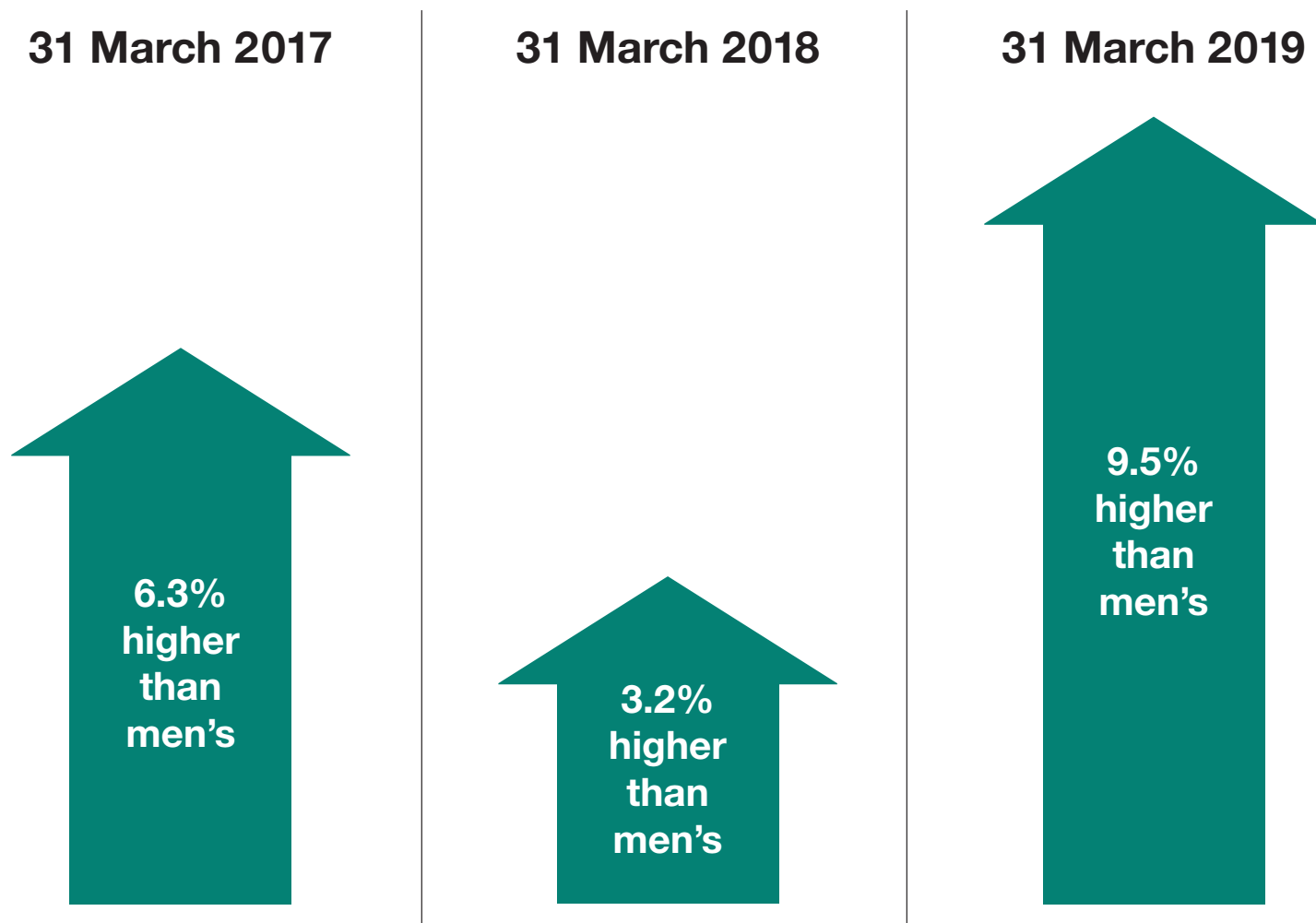
Gender pay figures March 2017, 2018 and 2019

Women's mean hourly rate*



* The mean hourly rate is the average hourly wage across the entire organisation. The mean gender pay gap is a measure of the difference between women's mean hourly wage and men's mean hourly wage.

Women's median hourly rate**



** The median hourly rate is calculated by ranking all employees from the highest paid to the lowest paid, and taking the hourly wage of the person in the middle. The median gender pay gap is the difference between women's median hourly wage (the middle paid woman) and men's median hourly wage (the middle paid man).

For further information on Gender Pay please visit <https://gender-pay-gap.service.gov.uk/>

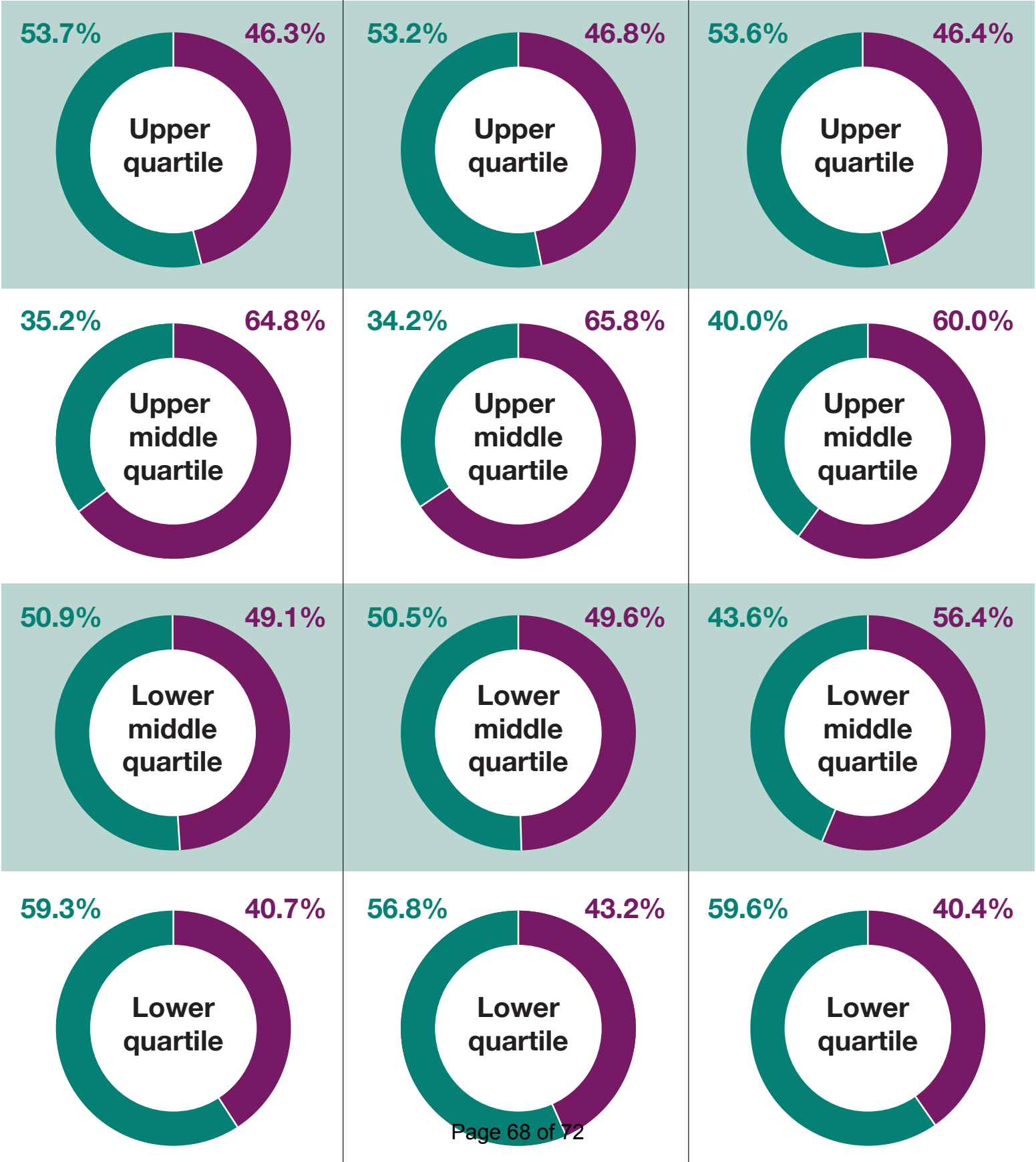
Gender pay gap quartile figures

Male Female

31 March 2017

31 March 2018

31 March 2019



Health and Wellbeing Scrutiny Panel

Agenda
Item:

A.5

Meeting Date: 11 July 2019
Portfolio: Cross-cutting
Key Decision: No
Within Policy and Budget Framework
Private/Public Public

Title: Overview Report
Report of: Overview and Scrutiny Officer
Report Number: OS.17/19

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 and make recommendations for the future work programme

Tracking

Executive:	Not applicable
Scrutiny:	11/07/19
Council:	Not applicable

1. Notice of Key Decisions

1.1 The most recent Notice of Key Executive Decisions was published on 21st June 2019. 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:

None

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

None

2. References from Executive

2.1 None

3. Progress on resolutions from previous meetings

3.1 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].

	Meeting Date	Minute reference	Action	Status
1	06/06/19	HWSP 38/19 5)	That a copy of the GLL Outreach Programme be circulated to the Panel.	Pending
2	06/06/19	HWSP 38/19 6)	That an update report on the project, including Key Performance Indicators, be submitted to the Panel in six months time.	Pending
3	06/06/19	HWSP 40/19	That the following items be added to the Panel's work programme for 2019/20: - Sands Centre Update Report - Climate Change	Completed

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

4.1 The overview and scrutiny of the Carlisle Plan items that match the panel remit, contribute to ongoing policy development.

Contact Officer: Rowan Jones

Ext: 7257

Appendices **1. Scrutiny Panel Work Programme 2019/20**
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:

LEGAL -

FINANCE –

EQUALITY – This report raises no explicit issues relating to the public sector Equality Duty.

INFORMATION GOVERNANCE –

APPENDIX: SCRUTINY PANEL WORK PROGRAMME 2019-20

Title	Lead Officer	Meeting Date
Sands Centre Redevelopment Project	Darren Crossley	06/06/2019
End of Year Performance Report	Gary Oliver	06/06/2019
Air Quality Monitoring	Scott Burns	11/07/2019
Annual Equality Report & Action Plan	Rebecca Tibbs	11/07/2019
Carlisle Partnership	Emma Dixon	11/07/2019
Performance Report	Gary Oliver	29/08/2019
Homelessness Reduction Act	Tammie Rhodes	10/10/2019
Performance Report	Gary Oliver	21/11/2019
Tullie House Business Plan	Darren Crossley	21/11/2019
Emergency Planning and CLRF	Steven O'Keeffe	21/11/2019
Flood risk management and community resilience	Steven O'Keeffe	21/11/2019
Budget setting	Alison Taylor	09/01/2020
Interagency Homelessness Strategy	Tammie Rhodes	09/01/2020
Performance Report	Gary Oliver	20/02/2020
Greenwich Leisure Ltd	Gary Oliver	02/04/2020
Scrutiny Annual Report	Rowan Jones	02/04/2020
Climate Change (Climate Emergency Motion)	Jane Meek	TBC
Sands Centre Redevelopment Project	Darren Crossley	TBC
Cultural Strategy	Darren Crossley	TBC
Enforcement Strategy	Colin Bowley	TBC
Green Spaces Strategy	Luke Leathers	TBC
Community Safety Partnership	Darren Crossley	TBC

Joint Inquiry Day with EGSP to consider a range relevant Highways issues, but to include the council's role in relation to road safety, connectivity in the context of major infrastructure developments, Health and Safety and encouraging walking and cycling.	Steven O'Keeffe	TBC
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