

# AGENDA

## People Panel

Thursday, 25 August 2022 AT 10:00  
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

**\*\*A pre meeting for Members to prepare for the Panel will take place 45 minutes before the meeting\*\***

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

### **Members of the People Panel**

Councillor Glover (Chair), Councillors Finlayson, Mrs McKerrell, Mrs Mitchell (Vice Chair), Pickstone, Shepherd, Miss Whalen, Wills

### Substitutes:

Alcroft, Allison, Atkinson, Bainbridge, Birks, Bomford, Brown, Collier, Ms Ellis-Williams, Mrs Glendinning, Lishman, Mitchelson, Morton, Ms Patrick, Robson, Miss Sherriff, Southward, Sunter, and Dr Tickner.

## **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**

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any items 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**

**7 - 16**

To note that Council, at its meeting of 19 July 2022, received and adopted the minutes of the meeting held on 9 June 2022. The Chair will sign the minutes. [Copy minutes in Minute Book 49(1)]

The Chair will move the minutes of the meeting held on 14 July 2022 as a correct record. The only part of the minutes that may be discussed is their accuracy.

(Copy minutes herewith).

#### **A.1 CALL-IN OF DECISIONS**

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

#### **A.2 VICTORIAN AND TURKISH BATHS**

**17 -  
44**

Portfolio:	Leaders
Directorate:	Community Services
Officer:	Darren Crossley, Deputy Chief Executive

Report:	CS.27/22 herewith
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**Background:**

The Friends of the Carlisle Victorian and Turkish Baths to provide an update on their work on the viability study and business plan proposals for the Victorian and Turkish Baths. Representatives of the Friends will attend the meeting to present the update.

**Why is this item on agenda?**

The former Health and Wellbeing Scrutiny Panel, at its meeting of 17 February 2022, agreed to receive the viability and business plan proposals from The Friends.

**What is the Panel being asked to do?**

Receive the presentation (Appendix 1) and update from The Friends of the Carlisle Victorian and Turkish Baths.

**A.3 ANNUAL EQUALITY REPORT 2021/22 AND ANNUAL EQUALITY ACTION PLAN 2022**

**45 -  
84**

Portfolio:	Communities, Health and Wellbeing
Directorate:	Community Services
Officer:	Steven O'Keeffe, Policy and Communications
Report:	PC.24/22 herewith

**Background:**

The Deputy Chief Executive to submit the Annual Equality Report for 2021/22 and the Equality Action Plan 2022.

**Why is this item on the agenda?**

Monitoring Report.

**What is the Panel being asked to do?**

Consider and comment on the content of the Annual Equality Report and the Equality Action Plan 2022.

**A.4 QUARTER 1 PERFORMANCE REPORT 2022/23 AND UPDATE ON CARLISLE PLAN DELIVERY PROGRESS**

**85 -  
104**

Portfolio:	Cross Cutting
Directorate:	Community Services
Officer:	Steven O'Keeffe, Policy and Communications Manager
Report:	PC.21/22 herewith

**Background:**

The Policy and Communications Manager to submit the Quarter 1 Performance Report 2022/23 performance against current Service Standards and an update on the delivery of the Carlisle Plan 2021-23. Performance against the Panel's 2022/23 Key Performance Indicators are also included.

**Why is this item on the agenda?**

Monitoring report.

**What is the Panel being asked to do?**

Scrutinise the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities.

**A.5 OVERVIEW REPORT**

**105 -  
110**

Portfolio:	Cross Cutting
Directorate:	Cross Cutting
Officer:	Rowan Jones, Overview and Scrutiny Officer
Report:	OS.20/22 herewith

**Background:**

To consider a report providing an overview of matters related to the work of the People Panel.

**Why is this item on the agenda?**

The People Panel operates within a Work Programme which has been set for the 2022/23 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 as necessary.

## **PART B**

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

Enquiries, requests for reports, background papers etc to:  
[democraticservices@carlisle.gov.uk](mailto:democraticservices@carlisle.gov.uk)





**People Panel**

**Date:** Thursday, 14 July 2022

**Time:** 10:05

**Venue:** Flensburg Room

**Present:** Councillor Mrs Christine Finlayson, Councillor Colin Glover, Councillor Mrs Ann McKerrell, Councillor Mrs Linda Mitchell, Councillor Tim Pickstone (until 1.00pm), Councillor David Shepherd, Councillor Christopher Wills, Councillor Pamela Birks (for Councillor Miss Jeanette Whalen)

**Also Present:** Communities, Health and Wellbeing Portfolio Holder  
Environment and Transport Portfolio Holder  
Mr McNulty, Chair, Carlisle Foodbank  
Mr Auld, Chief Executive, Carlisle and Eden Citizens Advice Bureau  
Mr Rasbash, Strategic Policy and Scrutiny Adviser, Cumbria County Council

**Officers:** Health and Wellbeing Team Manager  
Healthy City Team Manager  
Policy and Communications Manager  
Head of Financial Services (Deputy S.151)

**PEP.16/22 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillor Miss Whalen and the Corporate Director of Finance and Resources.

**PEP.17/22 DECLARATIONS OF INTEREST**

In accordance with the Council's Code of Conduct Councillor Shepherd declared an interest in agenda item A.3 - Citizens Advice Carlisle and Eden Update. The interest related to his appointment as Carlisle City Council representative on the Citizens Advice Bureau Carlisle and Eden.

**PEP.18/22 PUBLIC AND PRESS**

RESOLVED - That the items in Part A be dealt with in public and the items in private be dealt with in Part B.

**PEP.19/22 MINUTES OF PREVIOUS MEETING**

RESOLVED - That the minutes of the meeting held on 9 June 2022 be agreed as a correct record.

## **PEP.20/22 CALL-IN OF DECISIONS**

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

## **PEP.21/22 FOOD SECURITY**

The Healthy City Team Manager submitted an update from the Chair of Carlisle Foodbank (CS.26/22)

The Healthy City Team Manager reported that as pressures on communities across Carlisle had increased in recent years, issues relating to local food security had also increased. This was exemplified by Carlisle Foodbank facing almost a doubling in demand for their support since January this year.

Foodbank Carlisle were a not-for-profit voluntary organisation, set up 12 years ago in response to growing needs amongst local people for essential food items. They provided emergency food parcels to people through a referral system that identified households in most need of support. The Foodbank recently set up as a Community Interest Organisation (CIO) which had provided them with increased governance and potential sustainability. From their base on West Tower Street, Carlisle, they received, repackaged and distributed food parcels to those people who needed them most. Although the project started as a temporary response to the needs at the time, over 12 years later they were still providing a service which was in as much need as ever.

Lockdown was a particularly difficult time for many families, with food security issues leading to the creation of community-led responses, including the establishment of new, open-access affordable food outlets. Users of these facilities did not need to be referred. The increase in activity around affordable food also led to some confusion amongst donors regarding who was receiving the donation and created risks of competition for finite supplies of donated items. To help manage those potential problems effectively, a Food Security Network was established during the pandemic to bring together the different organisations involved in different aspects of addressing those issues. It was hoped that the Network could provide a forum for better coordinating food outlets, understanding food needs across the City and educating people on the difference between affordable food and emergency food, so that they could make an informed choice on who they donated and/or referred those in need to.

Mr McNulty, Chair of Carlisle Foodbank, stressed that the Foodbank had been a temporary arrangement and work was now needed to make it sustainable. Due to the increased demand on the service and the reduction in donations, the Foodbank had to use their own monies to provide food, this was not a sustainable situation. He explained that the welfare referral system worked well and the Foodbank were part of a network of support for people in crisis. The Foodbank worked closely with the City Council to ensure that the correct advice and support was being provided.

Mr McNulty drew the Panel's attention to the statistics in the report showing the increase in referrals and a break down of the areas in Carlisle that the referrals came from.

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

- Who was involved in the Food Security Network?

The Healthy City Team Manager responded that the Network was made up of Carlisle City Council, Cumbria County Council and some food hub partners. The Network met bi-monthly



however they would meet more regularly due to the 'cost of living crisis'.

Mr McNulty added that the Foodbank had some concerns regarding the Network not reaching its full potential and also the decision making process. He clarified that the Foodbank provided emergency food for those at crisis point, the referral system and welfare support which was in place worked well. He felt that the affordable food projects had impacted on the donations to crisis food. There were excellent hubs in the area but there was no evidence that the affordable food hubs were reducing the crisis need.

- Would it be possible to promote the difference between the Foodbank and affordable food to give more clarity to those making donations.

The Healthy City Team Manager explained that the matter had been discussed at the previous Network meeting and it had been suggested that Mr McNulty would look at providing training to Council staff to ensure that the correct advice and signposting was given.

- The Panel asked what Members could do to help the Network reach its potential.

Mr McNulty responded that the Foodbank welcomed the discussions of the Network, noting that actions were limited. He suggested that the terms and conditions of the Network be refreshed and that the Network be extended to include more groups.

The Healthy City Team Manager offered to support the Food Security Network in refreshing their Terms and extending the invitation to more partners and organisations.

- There was concern that there was some stigma in using the Foodbank and that those in need may not have the confidence to seek the help needed. A Member asked if other ways of providing food had been considered such as prepaid cards for supermarkets.

Mr McNulty agreed it could be difficult for people to access the help they need. The Foodbank tried to ensure that the users experience was as valuable as possible, they aimed to make a difference to people as soon as they walked through the door. He added that welfare agencies worked hard to make the users feel valued and reduce the stigma. He explained that the Food Pantry model was a good example of a subsidised shopping experience, however there were waiting lists to join those schemes and they did not provide the crisis support that the Foodbank did.

In response to a further question Mr McNulty explained that the emergency bags of food provided were as nutritionally balanced as possible and were tailored to users. It was difficult for some affordable food places to provide a variety of food as they relied on what was available to them.

- Were there any Foodbank collection points outwith the City Centre?

Mr McNulty explained that if a referral was from outside of the City but could not afford to travel to the Foodbank they would be provided with a bus ticket, this arrangement had been reached in partnership with Stage Coach. The Foodbank was keen to establish collection points in Brampton and Longtown, however he felt that the Food Security Network should be looking at the good projects which were in rural areas which needed additional resources.

The Communities, Health and Wellbeing Portfolio Holder agreed that more joined up thinking was required, and that the membership of the Food Security Network should be considered. There were many issues, globally, that would impact food security in the country and consideration needed to be given to how this would be managed. She noted that food

security was linked to the wider picture of poverty / poor diet / poor housing. There needed to be better engagement with local communities, including rural areas, to work together and support each other.

-Welfare support such as the Foodbank relied heavily on volunteers, how could some resilience be built into the system?

The Health and Wellbeing Manager replied that the CVS led the Carlisle Community Groups Network, the City Council did support this.

- How did the Foodbank manage food donations from large supermarkets?

Mr McNulty responded that the Foodbank warehouse was set up to hold all of the food donated, including fresh and frozen, The food was sorted and distributed by excellent volunteers and the Centre Manager. Some supermarkets donated food or provided food at a discounted price. The opening hours of the Foodbank were being reviewed to deal with the increase in demand and to ensure that those being referred were being supported properly.

- A Member commented that the current situation with regard to food security and cost of living was an emergency and something needed to be done to address it.

- Community food production was highlighted as an opportunity to help alleviate food crisis in the community.

The Healthy City Team Manager highlighted successful community food production projects within the City and acknowledged that allotment holders may have surplus food that could be donated. She agreed to explore this opportunity further.

- How were those in crisis supported with costs of cooking as energy costs increase.

Mr McNulty acknowledged the issues those in crisis had in heating food, as a result the Foodbank were providing more food that could be cooked using a microwave only. In addition support was available for those individuals who were struggling with the energy costs via a voucher scheme.

- There was concern that individuals who had disabilities or limited mobility were not able to access crisis support, in addition those that were not able to leave their house needed the heating etc on and would be significantly impacted by the energy price increase.

The Healthy City Team Manager responded that the Citizens Advice Bureau were very good at providing help and circulating information on support that was available to people in need.

RESOLVED - 1) That Mr McNulty, Chair of the Carlisle Foodbank be thanked for his informative presentation to the Panel (CS.26/22);

2) That the Panel welcomed the training from Mr McNulty and asked that the training be extended to Members;

3) The Panel welcomed the offer of support from Council Officers to the Food Security Network to make the best use of the resources available;

4) That a Cost of Living Crisis Task and Finish Group be established to investigate further the impact of the cost of living crisis and food security on residents. The Task and Finish Group would provide evidence based reports which would be submitted to the Cumberland Council.

## **PEP.22/22 CITIZENS ADVICE CARLISLE & EDEN - UPDATE PRESENTATION ON WORK AND ISSUES FOR LOCAL RESIDENTS**

The Healthy City Team Manager presented the work of Citizens Advice Carlisle and Eden (CAB), as they worked with City Council support, to assist residents of Carlisle and District.

Mr Auld, Chief Executive of Citizens Advice Carlisle and Eden, was in attendance to brief Members on the issues facing local residents.

Mr Auld informed the Panel that the CAB provided an independent, impartial advice service via a mixture of paid and voluntary staff. The CAB received financial support from the Council but it had not received an uplift in support for ten years.

Mr Auld set out the top five enquires for support for 2021/22 adding that there had been an increase in employment advice and utilities advice in the last twelve months. Mr Auld provided the Panel with detailed statistics from the CAB and the changes to the demographics of those who sought advice. He explained there had been an increase in those presenting with mental health issues and he outlined the holistic approach that provided by the CAB and partners.

The increase on demand to the service had resulted in budgetary pressures. The CAB used statistical data to identify the key areas of required support and forward plan potential challenges. Mr Auld highlighted the challenges with staff recruitment and retention, the CAB had excellent staff who were trained to a very high level, this meant they were in demand and the CAB could not match wages being offered elsewhere.

Mr Auld stated that the Local Government Reorganisation created funding uncertainty at a time when all available grants had reduced. He outlined some of the work the CAB were involved in including rural services and projects with the NHS. He reiterated that services were under a tremendous amount of pressure due to debt, energy costs, benefits demand and it was likely to get worse.

In considering the report and Mr Auld's presentation the panel raised the following comments and questions:

- Referring to the increase in energy prices, a Member noted that some companies were offering reduced payments which would not, ultimately, cover the cost of the energy bill. Would this impact the service as debt increased?

Mr Auld was aware of the offers being made by some companies to help with fuel costs but agreed it was moving the problem to a future time as the debt would still be there. The CAB provided advice on switching energy providers but this had become limited and there was now no long term help for people. He was aware of grants being given to eligible households, the money was often needed elsewhere and was not being used on energy costs, it would have been helpful for the grants to go direct to the energy bills.

- The eviction embargo had ended, and cases were being progressed through the court system. Was the potential impact of the evictions being monitored?

Mr Auld confirmed that the CAB had been made aware that social housing providers were beginning to start eviction processes, the situation and potential impact on the service was being monitored closely.

- Was there a change in the demographic of people accessing the CAB services?

Mr Auld responded that there had been an increase in households with up to £30,000 annual income accessing services. There was also an increase in request for advice from women under 35.

- The strength of the CAB were the staff, Members were concerned to hear that there was difficulty in recruitment / retention and asked what could be done to assist with the issue.

Mr Auld explained that the CAB had managed to retain contracts and had applied for additional funding to support the service. The CAB were looking at recruiting people who could maintain the remote service and free up local people to deal with face to face matters. The CAB were trying to be creative in how the services were provided in order to help as many people as possible.

The Healthy City Team Manager added that Age UK were training energy advisers and it was hoped that this would alleviate some of the demand on the CAB.

- How did the CAB support individuals who had mental health issues who did not know where to turn or how to access support.

Mr Auld responded that it was difficult to support people who did not reach out for help. If the CAB were contacted they would provide advice, support and signposting as required. A lot of work was being carried out with other organisations such as Mind to help those with mental health issues.

- Was there a waiting list to access CAB services?

Mr Auld confirmed that there was a 2 - 3 day waiting list for triage, then depending on the service required, there was a 1 to 4 week wait for an appointment.

- The CAB covered areas which would be in both of the new Unitary Authorities, was there anything the new authorities could do to support the work?

Mr Auld did not expect a lot of change for the CAB initially. The Reorganisation presented another challenge for the CAB but collaborative work already took place within Carlisle, Copeland and Allerdale areas and less so in the south of the County.

RESOLVED - 1) That Mr Auld, Chief Executive of Citizens Advice Carlisle and Eden, be thanked for insightful and informative presentation ( CS.25/22)

2) That the work of the CAB and the statistical information they hold be incorporated into the work of the Cost of Living Crisis Task and Finish Group;

3) That the Panel asked, in light of the current cost of living crisis and the impact on demand for services, that the Executive give consideration to increasing the Carlisle City Council grant funding to the Citizens Advice Bureau.

*The meeting adjourned at 12:00 and reconvened at 12:05.*

## **PEP.23/22 CUMBRIA COUNTY COUNCIL COST OF LIVING PROGRAMME**

Mr Rasbash, Strategic Policy and Scrutiny Adviser, Cumbria County Council, provided information on Cumbria County Council work on cost of living issues.(OS.18/22)

Mr Rasbash reported that costs of living were rising nationally, this picture was reflected in Cumbria. Impacts of the rising cost of living were disproportionately felt by lower income households. He gave an overview and background of the statistics included within his report.

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

- Given the increase in energy costs, what support was in place to support older people who were living on their own?

Mr Rasbash confirmed that the DWP funding had a condition that at least 33% of the funding had to go to households with pensioners, this meant £1m was ring fenced. This was an area with low uptake as a result Cumbria County Council were working with agencies and care providers to encourage those who were eligible to access the money,

- The increase in the number of children eligible for free school meals would lead to an increase in Pupil Premiums for the schools, were there any opportunities to work with schools to help alleviate food poverty?

Mr Rasbash responded that there was an excellent network of schools working with child poverty along with a dedicated County Officer specifically for the poverty programme. He suggested that the Panel's Task and Finish Group could engage with schools in the process of developing a holistic approach as they knew what the needs of the children were.

- As fuel costs rose was there any funding that could support people with travel costs to work or for education?

Mr Rasbash explained that it was difficult to provide direct support through the funding, however, the funding helped with other household costs which would impact on the affordability of travel costs.

- The presentation detailed a shortfall between financial support provided during the pandemic and now, how much of a shortfall was there given the funding that was being provided.

Mr Rasbash stated that the funding gap was significant, the £20 uplift that had been provided during the pandemic was a significant amount of money that was difficult for local authorities to replace.

The Communities, Health and Wellbeing Portfolio Holder noted that the answers to many of the questions being asked by the Panel were available in other places, she suggested that a fact sheet be produced to provide Members with signposting information to the support available.

- There had been a significant rise in those in employment claiming Universal Credit, was there anything in place to support families with child care during the summer?

Mr Rasbash responded that there was limited support available, he agreed to look at early years support further with providers.

A Member highlighted the changes that were taking place linking tax credits to the Universal Credit and the impact this may have on families income.

Mr Rasbash confirmed that he was aware of the changes, stating that stronger lobbying was required to make government aware of the impact of the changes they proposed.

RESOLVED - 1) That Mr Rasbash, Strategic Policy and Scrutiny Adviser, Cumbria County Council, be thanked for his in depth presentation and responses to questions (OS.18/22);

2) That the communications channels for the support available be enhanced and promoted through local and social media;

3) That the work being undertaken by the Strategic Policy and Scrutiny Adviser be incorporated into the Cost of Living Crisis Task and Finish Group.

## **PEP.24/22 THRIVING COMMUNITIES**

The Healthy City Team Manager provided a report on the first phase of Thriving Communities Carlisle and update the Panel on the plans for the next stages. (CS.24/22)

The Healthy City Team Manager informed the Panel that the overarching aim of the Thriving Communities Carlisle was to help deliver Healthy City outcomes by developing a network of social prescribing partnerships and activities that met the needs of residents in Carlisle & North Cumbria, with a particular emphasis on people impacted by loneliness and isolation following Covid-19.

It was a partnership project involving Carlisle City Council, Susie Tate, Carlisle Healthcare, Prism Arts, Tullie House and Cumbria Wildlife Trust. Funding had been secured from the Thriving Communities Fund, thanks to the National Academy of Social Prescribing, Arts Council England, Natural England and Historic England, with support from NHS England, NHS Improvement, Sport England, the Office for Civil Society, the Money and Pensions Service and NHS Charities Together.

The Healthy City Team Manager outlined the Carlisle Programme and outcomes. She reported that the Thriving Communities Evaluation Report 2021/22 had been received prior to the meeting and agreed to circulate a copy to Members.

The Communities, Health and Wellbeing Portfolio expressed her gratitude to all officers involved in the very successful programme. Officers had worked in partnership with organisations, supported by Members, to produce a programme which gave real benefits to the community.

A Member felt that planting orchards through community food production programmes was achievable and something that the Council could do as a legacy for the new authority.

The Healthy City Team Manager agreed it would be beneficial and highlighted a community allotment in Upperby where fruit trees had been planted.

RESOLVED - 1) That the Thriving Communities report be received (CS.24/22);

2) That the Healthy City Team Manager circulate a copy of the Thriving Communities Evaluation Report 2021/22 to all Members of the Panel.

## **PEP.25/22 STANDING ORDERS**

RESOLVED - That Council Procedural Rule 9, in relation to the duration of meetings be suspended in order that the meeting could continue over the 3 hour time limit.

## **PEP.26/22 BUSINESS RATES OUTTURN 2021/22**

The Head of Financial Services submitted a summary of the 2021/22 provisional outturn and performance position for Business Rates and the impact it would have on the overall general Fund Balance (RD.26/22).

The Panel congratulated the Financial Services Team for their excellent work in delivering the successful Business Rates Outturn.

RESOLVED - That the Panel asks the Executive to consider how the additional transfer of £425,000 to the General Fund Reserves could be used to support communities and build a solid foundation for the new authority (RD.26/22)

## **PEP.27/22 OVERVIEW REPORT**

The Policy and Communication Manager submitted report OS.17/22 which provided an overview of matters relating to the work of the People Panel.

In considering the work programme the Panel agreed to defer the Youth Projects item until the schools returned.

A Member requested that homelessness be added to the Panel's work programme. The Chair responded that homelessness fell within the Place Panel's remit and discussion were taking place to determine where the matter should be scrutinised.

RESOLVED - That the Overview Report, incorporating Key Decision items relevant to the People Panel be noted. (OS.17/22)

The Meeting ended at: 13:22





Meeting Date: 25/08/2022  
 Portfolio: Leaders  
 Key Decision: No  
 Policy and Budget Framework: No  
 Public / Private: Public

Title: **VICTORIAN AND TURKISH BATHS**  
 Report of: Deputy Chief Executive  
 Report Number: CS.27/22

**Purpose / Summary:**

The Friends of the Victorian and Turkish Baths are to provide an update on their work on the viability study and business plan proposals for the Victorian and Turkish Baths.

**Recommendations:**

Members are asked to:

- Receive the presentation (Appendix 1) and update from The Friends of the Victorian and Turkish Baths.

**Tracking**

Executive:	<b>Not applicable</b>
Scrutiny:	<b>People 25/08/22</b>
Council:	<b>Not applicable</b>

## **1. Background**

- 1.1. The Friends of Carlisle Victorian and Turkish Baths are a group of volunteers that have been campaigning to protect and develop the building as a health and wellbeing centre.
- 1.2. The Friends have set out a vision that proposes to create a new facility that would include an expanded Turkish Baths offer, a new health centre and community hub and laundry service. This would operate as a charity or Community Interest Organisation. Funding has yet to be identified but the Friends have previously indicated that Heritage Lottery Fund funding would be sought.
- 1.3. The Turkish Baths are of special historic interest and are Grade II listed as the original internal decorative tiling is of high quality and complete, rendering the building a rare example, with only around 20 remaining in England.
- 1.4. The Friends have been successful in securing funding for a viability study and the attached presentation provides an update on this piece of work.

## **2. Current Position**

- 2.1. The current Pools facility at James Street comprises of two distinct elements: a 1970's building containing the 25m pool and the historic James Street Baths building, which includes the 20m and 10m pools and the Edwardian Turkish Baths.
- 2.2. The £27M Sands Centre redevelopment project will combine the existing entertainment, and leisure facilities at the Sands Centre and existing swimming facility at The Pools sites, to provide a modern contemporary entertainment, leisure and swimming facility at a single location.
- 2.3. The final completion of the whole Sands project is targeted for October 2022 when all leisure and swimming activities will transfer from The Pools site to the redeveloped Sands Centre.
- 2.4. This departure will see the end of GLL operation of The Pools site, including the operation of the Turkish Baths.
- 2.5. Concurrently, with the construction of the Sands Centre, Cumbria County Council, in partnership with the Council, Network Rail and Avanti West Coast have secured £20M of funding through the Borderlands Inclusive Growth Deal for improvements to Carlisle Railway Station.

2.6. Relevant to the Victorian and Turkish Baths building is the proposed development of a southern station entrance. As part of this, it is planned that the 1970s building will be demolished to assist with the creation of a new public space and the James St Baths building made into a standalone facility. This work is currently scheduled to happen from January 2023.

### **3. Recommendations**

3.1. People Scrutiny Panel are recommended to receive the presentation and update.

### **4. Contribution to the Carlisle Plan Priorities**

4.1. Identifying a sustainable future use for the James Street Baths will support the successful implementation of the Borderlands-funded Station improvement project. This wider project will support the delivery of vision set out in the Carlisle Plan, which is to enable Carlisle to grow and prosper as the capital of the Borderlands region.

4.2. The James Street Baths has the potential to contribute to the growth of the tourist and visitor economy of the city. Therefore, identifying a sustainable future use for the building will contribute to the priority of delivering inclusive and sustainable economic growth, by increasing visitor spend and making Carlisle a more attractive place for investment.

**Contact Officer: Luke Leathers**

**Ext: 7481**

**Appendices attached to report: Presentation from Friends of Carlisle Victorian and Turkish Baths**

**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 –**

**PROPERTY SERVICES**

**FINANCE**

**EQUALITY**

**INFORMATION GOVERNANCE –**



Carlisle City Council

# PEOPLE PANEL

25 August 2022

Julie Minns

Alan Lindsay



FRIENDS OF  
CARLISLE VICTORIAN  
& TURKISH BATHS



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FRIENDS OF  
CARLISLE VICTORIAN  
& TURKISH BATHS

# KEY DATES





# TIMELINE OF FEASIBILITY & VIABILITY STUDIES

CaCC  
2018 vote to open new pools but retain Turkish Baths

Yr 1

FoCVTB  
June 2022 secure CLEP funding + AHF grant for viability study  
Oct 2022 viability

Yr 2

FoCVTB  
Q3 2023 commence development study (subject to funding)

CaCC  
2020 commission feasibility study

Yr 3

FoCVTB  
Q1 2024 development study completes

Yr 4

FoCVTB  
2025/26 Renovation & Restoration of Turkish Baths (subject to capital funding)

CaCC  
2022 publish feasibility study

Yr 5

FoCVTB  
2026 Renovation & Restoration of Turkish Baths completes (subject to capital funding)

CaCC  
2023 1974 Pool demolished

Yr 6



# CLOSURE OF THE BATHS


## Cost

Permanent closure & 'mothballing' Moseley Road Baths (Birmingham) was estimated at around £5m (2018)

## Meanwhile tenancy

A temporary lease to permit non-commercial purposes





# RECOMMENDATIONS 01 & 02. TURKISH BATHS CLOSURE IN OCTOBER

1. CaCC to confirm cost of mothballing
2. CaCC to consider meanwhile tenancy



# RECOMMENDATIONS 03 & 04. TURKISH BATHS OPERATION FROM OCTOBER

3. CaCC Executive to confirm if Baths is included in Shared Prosperity Fund Investment Plan & if not CaCC Executive to agree budget virement at meeting on 31 Aug for operation of Turkish Baths to end of December 2022

4. CaCC Executive to invite FoCVTB to meeting with CC Leader to discuss future operation of Turkish Baths

STUDIO  
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[Grange Lido, Cumbria \(info\)](#)



# SCOPE OF THE VIABILITY STUDY

1. Increase the capacity of the Turkish Baths by making use of the 20m pool, its changing rooms, & adding café / bar & treatment rooms
2. Refurbish 10m pool as a hydrotherapy pool. If no partner is identified to operate the pool then examine alternative use of this space
3. Creation of a community hub & laundry

Phase 1 of the study to focus on the Business Plan to inform design feasibility

# FUNDING OF THE VIABILITY STUDY

## AHF TRANSFORMING Places Through Heritage

- Help regenerate high streets and town centres, making them fit for the future
- Find viable new uses for disused and underutilised historic buildings
- Maximise the positive social impact that results from restoring historic buildings
- Build capacity within local community groups, social enterprises, and charities

## CUMBRIA LOCAL ECONOMIC PARTNERSHIP

- Ensure the commercial aspects are understood in order to create a sustainable facility



**AHF** Transforming  
Heritage

# PHASE 1 OUTPUTS





01.

## STATION GATEWAY

The Gateway project...has the potential to provide significant place-making benefits for the historic Baths.

A restored Baths fronting onto George Square, and adding activity and animation, will add considerably to the quality and sense of space of this southern station entrance.

- The historic building will become more visible and prominent
- George Square will provide a pedestrianised 'apron' connecting the Baths to the station
- Reorganised vehicular access, drop-off & parking arrangements will benefit the Baths
- A restored Baths could contribute significantly to the overall setting of the Southern Gateway & counter the perception of a 'passive space', &
- could deter antisocial behaviour by creating an attractive place for all to dwell







02.

## TURKISH BATHS ACCESS AND VISIBILITY

The Southern Gateway project...offers a significant opportunity for the Turkish Baths to improve accessibility and visibility

- The Baths will benefit from having its principal entrance fronting onto or accessing the new George Square
- This would create accessible access which is not available from James street
- The success of a Turkish Baths will be affected by the quality of environment and sense of place within its vicinity
- Adding commercial facilities - such as cafe, bar or restaurant which will benefit from passing trade - will create a more vibrant local atmosphere





## RECOMMENDATION 05.

# STATION GATEWAY ACCESS TO & OPERATION OF BATHS

CaCC Executive to support allocation of the £400,000 Borderlands funding to future proof the stand-alone operation of Baths (water supply, security & communications, accessible entrance)





03.

## TURKISH BATHS CORE OFFER

Recent trends have experienced a resurgence in the demand and appeal for wellbeing offers - addressing and supporting both physical and mental health needs

- Removal of the 1970s swimming pool presents an opportunity for the Baths to realign its focus, & reflect its original intent & purpose i.e. health and wellbeing rather than 'leisure'
- Considerable appeal and benefit to modern day users by revealing and restoring the heritage features
- Heritage should be complemented by additional aqua/hydro thermal features, changing facilities, treatment rooms & new reception
- Additional ancillary & supporting functions to address modern day consumer demands





04.

## TURKISH BATHS CAPACITY AND USAGE

Spatial programme (phase 2) should carefully balance and complement the historic features and steer towards the most optimum revenue and operating position

- Expanded facilities to support 40-45 concurrent users = Max 44,000 - 49,000 admissions per annum
- Strong performing spa = 70-75% occupancy = 30,000 - 37,000 admissions
- Mature/Strong performing day spa in Carlisle = £300k - 450k
- Projected EBITDA 30-40% (subject to variation in maintenance & operation costs for heritage building)
- Target audience - local & day spa visitors. Secondary spend higher for day spa visitors





05.

## TURKISH BATHS SWIMMING

Advice is to avoid recommissioning the two historic pools as a part of the future Carlisle Baths offer

A swimming pool is a luxury not a necessity in a modern day spa and therefore should not therefore form part of the design brief

- GLL & CaCC - The Sands pools will be sole focus of public swimming; the Baths will be unable to offer a swim product
- The cost of heating and filtering the pools outweighs potential income generation
- Energy price inflation has increased the subsidy requirement for pools
- 20m pool offers space and potential for the enhanced and expanded Turkish baths





06.

## 10M POOL HYDROTHERAPY

- University of Cumbria - Strong interest in training opportunities for Institute of Health students from expanded Turkish Baths, & support for student health & wellbeing from facilities including laundry.
- UofC unable to commit as operating partner for Hydrotherapy Pool.
- Cumbria Health and Wellbeing Board - Declined presentation from FoCVTB, deferred to CaCC as lead authority for health in Carlisle.
- Carlisle City Council - Request for meeting with Executive Councillor for Health & Wellbeing declined (Sept '21). Awaiting follow-up to request at Council (19 July) for meeting with CC Shadow Executive Member for Health and Adult Care.
- CIC MSK Physiotherapy team - Awaiting date for rescheduled June presentation





# RECOMMENDATION 06. 10M POOL HYDROTHERAPY

CaCC Executive to meet with NHS & primary care partners, & CC and confirm to FoCVTB by 31 August whether 10m pool should be reserved for development of hydrotherapy pool.

# PHASE 2 OF VIABILITY STUDY

1. Mechanical & Electrical Services Consultant (9 August)  
Outline services statement for inclusion in the Feasibility Report and to inform a Stage 1 budget cost
2. Architect  
Outline budget costing based on the RIBA Stage 1 Feasibility Study.
3. Cost Consultant  
Two design options with strategic plans and diagrams for how the building will work and accommodate all the functions.







## FoCVIB NEXT STEPS

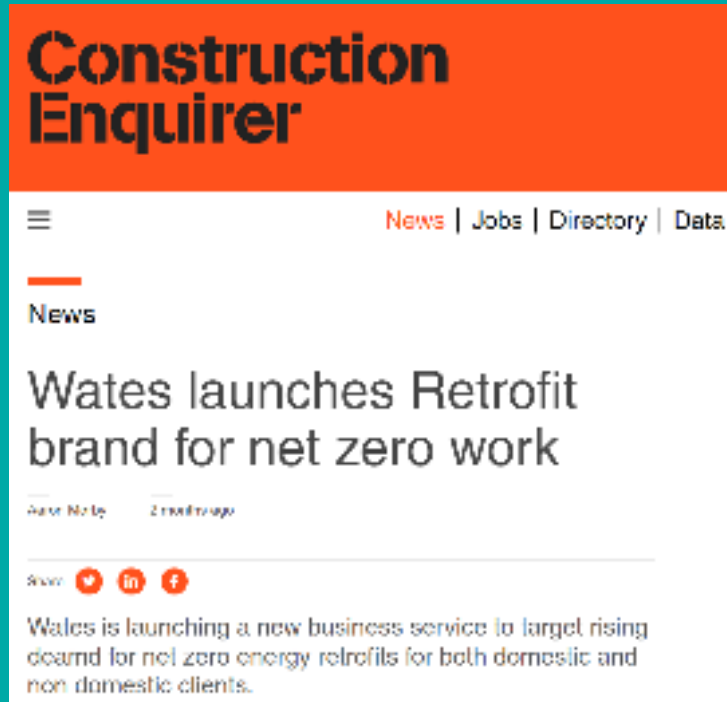
1. Hydrotherapy Pool go/no go for architect scheme
2. Consultation Oct 2022
3. AHF Report Q4 2022
4. AHF Development Grant Application Q1 2023
5. Community Laundry - Kitty's Laundry



# REDUCING ENVIRONMENTAL IMPACT

## CARBON

- Reusing the existing historic assets and buildings will greatly reduce the carbon footprint
- Living Wall - one m2 extracts 2.3 kg of CO2 per annum & produces 1.7 kg of oxygen



## ENERGY

- Fabric First approach combined with energy efficiency measures & on site renewable energy generation
- All electric system approach & battery storage to exclude reliance on fossil fuels

## POLLUTANTS

- Microfiltration through a ceramic membrane
- Chlorine alternatives

## TRAVEL

- Location accessible by a range of sustainable modes of transport





# RECOMMENDATIONS

1. CaCC to confirm cost of mothballing
2. CaCC to consider meanwhile tenancy
3. CaCC to confirm if Baths is included in Shared Prosperity Fund Investment Plan & if not Executive to agree budget virement at meeting on 31 Aug for operation of Turkish Baths to end of December 2022
4. CaCC Executive to invite FoCVTB to meeting with CC Leader to discuss future operation of Turkish Baths
5. CaCC Executive to support allocation of the £400,000 Borderlands funding to future proof the stand-alone operation of Baths
6. CaCC Executive to confirm to FoCVTB if 10m pool should be reserved for hydrotherapy pool





THANK YOU



# Support for FoCVTB

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University of Cumbria



John Stevenson MP



Cumbria Local Economic Partnership



Historic Pools of Great Britain



National Trust



Eden North



FRIENDS OF  
CARLISLE VICTORIAN  
& TURKISH BATHS



Meeting Date: 25/08/2022  
 Portfolio: Communities, Health and Wellbeing  
 Key Decision: No  
 Policy and Budget Framework: Yes  
 Public / Private: Public

Title: Annual Equality Report 2021/22 and Equality Action Plan 2022  
 Report of: Head of Policy and Communications  
 Report Number: PC.24/22

**Purpose / Summary:**

This report presents the Annual Equality Report for 2021/22 and the Equality Action Plan 2022.

**Recommendations:**

Members are asked to:

1. Consider and comment on the content of the Annual Equality Report and Equality Action Plan.

**Tracking**

Executive:	<b>26/09/22</b>
Scrutiny:	<b>People 25/08/22</b>
Council:	<b>Not applicable</b>

## **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 May 2020, including the equality objectives for 2020-24.

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 2021/22 (Appendix 1) provides an overview of equality work, including the workforce profile, employee support, customer satisfaction, partnership working, consultation and engagement.

2.2 The Council has a positive approach to equality both in supporting staff and engaging with the community. This is demonstrated by the commitment to be open and transparent, acknowledging gaps in data and looking at how the Council can improve. The Equality Action Plan 2022 sets out actions on how the Council will work towards achieving the equality objectives and address the issues identified.

2.3 Local Government Reorganisation in Cumbria will influence the approach that the City Council takes to many policy decisions in the current year (2022-23), but our commitment to promoting best practice and equalities will remain. The relevant actions from the LGR Programme, in the Policy & Performance Workstream Delivery Plan, are included in the Equality Action Plan 2022 to show continuity.

2.4 The Annual Equality Report presents equality information between April 2021 and March 2022.

## **3. Recommendations**

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 Recommendation**

5.1 This report presents the Annual Equality Report to enable the Council to fulfil the requirements of the Public Sector Equality Duty.

## **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  
attached to report:**

1. Appendix 1 - Annual Equality Report 2021/22 and Equality Action Plan 2022

**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 - 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



# Carlisle City Council

## Annual Equality Report 2021/22 and Equality Action Plan 2022

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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 2021 and 31 March 2022.

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 Panel 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 <sup>1</sup>	Date
460	31 March 2022
471	31 March 2021
477	31 March 2020
454	31 March 2019

### Sex

Female employees	Date
53.7%	31 March 2022
50.5%	31 March 2021
50.3%	31 March 2020
51.5%	31 March 2019

### Ethnicity

Employees from all other ethnic groups combined	White employees	Employees with undeclared ethnicity	Date
1.3%	90%	8.7%	31 March 2022
1.5%	88.3%	10.2%	31 March 2021
1.5%	90.1%	8.4%	31 March 2020
1.5%	89.9%	8.6%	31 March 2019

### Age

Average age of employees	Date
47.1	31 March 2022
46.8	31 March 2021
46.1	31 March 2020
46.7	31 March 2019

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<sup>1</sup> Staff who have multiple posts are counted twice.

Percentage of employees aged between 45-64	Date
57% (NB 4% of employees aged 65+)	31 March 2022
56.7%	31 March 2021
56.0%	31 March 2020
56.2%	31 March 2019

#### Disability

Employees with self-declared disabilities	Date
4.3%	31 March 2022
3.8%	31 March 2021
4.0%	31 March 2020
4.0%	31 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 use other mechanisms to supplement this information, such as surveys and occupational health figures.

The full workforce profile and the latest comparative data for Carlisle is shown in Appendix 1. Recent data is not available for some characteristics (eg ethnicity, religion, sexual orientation) making it difficult to compare our workforce with the local population in all areas.

Our Workforce Development Plan has been successful in supporting actions to further support and encourage female progression within the Council and promoting the Apprenticeship route into employment and skill development. Further actions included general progression opportunities and wellbeing. Apprenticeships are a key part of our approach to succession planning and will help to tackle skills shortages by growing our own. We held virtual awareness sessions during National Apprenticeship Week (February 2022) and as part of the Learning at Work Week (May 2021). We provide additional financial support to service areas to encourage the use of apprenticeships, this support allows us to pay the age-related pay to Apprentices and encourages people from diverse backgrounds to consider the Apprenticeship route into employment rather than entering other better paid entry level jobs (factories). Workforce Development actions continue to encourage the use of higher-level apprenticeship provision and the Council currently have 18 employees on an apprenticeship programme. Further to this the Council also offer an application process (non-apprenticeship) to support further qualification enhancement.

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 with more than 250 employees. Appendix 2 shows our gender pay data for 2019, 2020, 2021 and 2022, and the average Chartered Institute of Public Finance and Accountancy (CIPFA) near neighbour figures for 2021/22. Our mean and median gender pay data compares favourably to the near neighbours average. The pay quartile data shows that our lower quartile differs in gender balance to the average where we have a larger proportion of male employees. In response to these figures, we

are developing action to address the gender imbalance of male and female staff working in front-line roles.

## Employee support

Supporting our staff has been a key focus throughout the past few years as we responded to the coronavirus pandemic and in the last year post pandemic, supporting staff back to the workplace. We recognise that the place of work has changed, and we have supported staff through this change to appropriate hybrid models of work. We continue to prioritise mental health and work proactively to promote an open culture, providing mental health tools and support.

We held a photographic competition which was well supported and included a view from your window theme (self-isolating) to include all staff, assessors' comments from the Better Health at Work award team:

*“The photographic competition was an excellent element and very inclusive by having the 3 different categories to ensure there was something for everyone. The winning pictures are fantastic, too.”*

This work is reflected in our achievement of the Better Health at Work Award Continuing Excellence in December 2021. The award recognises our range of support to employees to maintain their own wellbeing through raising awareness and providing access to wellbeing activities. We are proud of the work of our Organisational Development team and Health Advocates who continue to adapt and find new ways of delivering wellbeing initiatives post pandemic. The award assessors commented that:

*“This is a sound CE submission from Carlisle City Council, with many elements of good and best practice. Both Lead Health Advocates are clearly very committed and passionate in their substantive and additional roles - and it looks as though this has translated further and they have managed to bring the organisation and staff with them, even under the most challenging of circumstances.”*

The Organisational Development team continue to use virtual platforms to promote development and wellbeing, allowing equal access to home workers and office-based staff. In addition, wellbeing information continues to be posted out to front line employees and some activities are delivered face to face in a safe way. Examples of initiatives include virtual sessions on Mental Health related topics; domestic abuse, the harms of gambling and developed 'Doing Good does you Good' booklet was shared with staff. The Wellbeing Newsletters continue and are shared monthly providing various wellbeing information and links to other partners with support options. Topics have included information on menopause, mindfulness, anxiety, finances, and men's health.

Yoga sessions (face to face) have been reintroduced in the workplace and lunch time walking commences soon. We have also offered two dates for cholesterol checks and body stats checks within the workplace environment.

We continue to conduct Pulse Surveys to gather information about how staff coped with the pandemic restrictions reducing and return to the workplace. As we were one of the first workplaces to encourage staff back to the work place this feedback was crucial in helping us support staff returning safely to the workplace. 369 members of staff completed the eLearning module 'Safe use of the Civic' prior to returning to that workplace.

The appraisal process has been reviewed to simplify and enhance process and outcome, and link to wellbeing. This has improved delivery outcomes and engagement.



## Training and development

### Staff training

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, disciplinarys 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. Over 4000 eLearning courses have been completed, these are often very short development programmes and confirms the Council as a learning Council. Coaching and mentoring are also available for staff and managers. New starters receive a safeguarding leaflet with information about our safeguarding policies and responsibilities. There are also a regulatory eLearning programme and toolbox talks sessions to be completed by all staff.

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 continue to encourage participation on the Everyday Leaders Programme and promote regularly and as part of the National Apprenticeship Week. This programme leads to the achievement of the Chartered Management Institute (CMI) Level 3 in Management and Leadership. We also offer a similar programme at level 5.

In preparation for the Local Government Reorganisation taking place, we have planned for more opportunities for people to enhance their qualifications and have sessions planned for delivery on Change Management and its impact on individuals.

Details of equality related training and staff participation in 2021/22 are provided in the tables below. In total, 248 equality subject related training course have been completed and 59 importance of equality and diversity e-learning modules were completed in the last 12 months. Some e-learning modules are mandatory and require completion every 3 years (e.g. Safeguarding). Over 350 completions of Safeguarding have been completed in the last 12 months, however some completions are not due this year and they will not show in these figures. We developed fresh approaches to training and encouraged staff to continue to develop their learning during the pandemic and these approaches to continue to be part of the Organisational Development offer which helps

promote improved and flexible access to learning. The continued success and uptake of training is a testament to our staff and Organisational Development team. Equality related training continues to include a variety of sessions on specific disabilities to support awareness. Later this year we will have another cohort of 9 learners completing the British Sign Language course.

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct. Members also have access to SkillGate modules.

### Overall equality training

Employees that undertook an equality training course or completed an equality e-learning module <sup>2</sup>	Date
64.8%	April 2021 to March 2022
61.3%	April 2020 to March 2021
80.3%	April 2019 to March 2020

### Equality training courses

Employees that undertook an equality training course <sup>3</sup>	Date
28.7%	April 2021 to March 2022
24.8%	April 2020 to March 2021
35.6%	April 2019 to March 2020

### SkillGate (e-learning)

Employees that completed an equality e-learning module <sup>4</sup>	Date
55.9%	April 2021 to March 2022
55.8%	April 2020 to March 2021
65.7%	April 2019 to March 2020

<sup>2</sup> If an employee attended more than one course and/or completed more than one module they are only counted once.

<sup>3</sup> If an employee attended more than one course they are only counted once.

<sup>4</sup> If an employee completed more than one module they are only counted once.

## Member training

Members attended a range of equality related training courses:

- Breaking County Lines (15)
- Rebuilding confidence at work (1)
- Safeguarding for Members (3)
- Deaf awareness and sign language (1)
- Understanding domestic abuse (6)
- Equality and diversity training (1)

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct. Members also have access to Skillgate modules.

## Recruitment and selection

As part of our recruitment process, applicants can complete a diversity monitoring form when applying for a job. The tables below summarise the equality monitoring information for applicants for vacancies advertised between 31 March 2021 and 1 April 2022. The diversity monitoring form was revised in May 2020 to update and standardise the age and ethnicity categories. Due to the amendments of the age and ethnicity categories we may be unable to make direct comparisons between some data.

Variations between the numbers of posts advertised and successful appointments are due to either more appointments being made than originally advertised (more successful appointments than posts advertised), or inability to recruit/withdrawal of post from the structure (less successful appointments than posts advertised).

### Application summary

Date	Posts advertised	Applications	Shortlisted	Successful
April 2021 to March 2022	92	732	299	80
April 2020 to March 2021	53	682	185	47
April 2019 to March 2020	49	376	154	51

### Equality monitoring information March 2020 to April 2021

Sex	Applications	Shortlisted	Successful
Female	47.7%	42.5%	45%
Male	38.1%	45.5%	42.5%
Undeclared	13.3%	4.3%	2.5%

Age	Applications	Shortlisted	Successful
16-24	12.6%	12%	12.5%
25-34	23.1%	19.7%	27.5%
35-44	19.8%	19.7%	22.5%
45-54	19.1%	22.7%	17.5%
55-64	11.5%	15.1%	11.3%
65+	0.1%	0.3%	1.3%
Undeclared	0.6%	2%	7.5%

Sexual orientation	Applications	Shortlisted	Successful
Bisexual, Gay, Lesbian or Other	3.6%	4%	5%
Heterosexual	75%	77.3%	78.6%
Undeclared	20.6%	18.7%	16.3%

Ethnicity	Applications	Shortlisted	Successful
All other ethnic groups combined	4.4%	2%	1.25%
White	80.6%	85%	85%
Undeclared	14.1%	13%	13.8%

Disability	Applications	Shortlisted	Successful
Yes	5.2%	6%	1.25%
No	76.4%	76.6%	82.5%
Undeclared	17.6%	17.4%	16.3%

## Equality impact assessment, consultation, and engagement

We undertake a wide range of consultation and impact assessment to inform decision making and service delivery. The nature of these varies, depending on the proposed change and the potential impact on equality. During coronavirus restrictions, the ways in which we consult changed, and we continue to develop how we are engaging. Examples undertaken include:

### New Carlisle Plan

A public consultation on Carlisle City Council's draft Carlisle Plan for 2021 - 2023 was completed. A programme of public consultation events took place alongside an online survey.

### St Cuthbert's Garden Village and Carlisle Southern Link Road

A public exhibition was held at Carlisle Racecourse to provide another opportunity to help shape two major projects in the city.

The event showcased the St Cuthbert's Garden Village (SCGV) and Carlisle Southern Link Road (CSLR) schemes. Setting out their progress as well as providing the chance to comment on draft designs for a new Greenway and Park, the centrepiece of St Cuthbert's Garden Village communities in the south of Carlisle, and also influence the design of some key features along the CSLR route.

### Gambling Policy

Carlisle City Council undertook a review of its statement of Gambling Policy under the Gambling Act 2005 and consulted with all interested parties.

### Taxi Policy

Carlisle City Council is asking local residents and businesses their opinion on their updated taxi policy. This was a consultation exercise involving other authorities such as the Police and existing licence holders.

### Improvement plans for Hammond's Pond

Carlisle City Council, with the support of the Friends of Hammond's Pond and Hammond's Pond Café, consulted with local residents to get their views on other aspects of work to be undertaken.

## Improvement plans for Carlisle play areas

A series of consultations took place on the four sites (Briar Bank, Esk Road, Morton West and Yewdale Park) asking local residents what play equipment they would like installed within the play areas.

## Budget Consultation (December 2021 - January 2022)

Consultation on the 2022/23 Budget was undertaken with the public, staff, business rate payers and trade unions. The budget process led up to the Executive's Budget Proposal to Council, the process was concluded in February with the resolutions agreed by Council.

## Surveys

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2021/22 are listed below:

- Carlisle Partnership and Funding Feedback Form
- Walker Health Survey
- Staff Survey - Flexible Working Arrangements (office-based staff)
- Play Area Development Consultation 2022
- Morton West Play Area Development Consultation 2022
- Briar Bank Play Area Development Consultation 2022
- Carlisle City Council Car Park Survey 2022
- Yewdale Park Play Area Development Consultation 2022
- Esk Road Play Area Development Consultation 2022
- Community Governance Review 2022

## Partnership working and service delivery

We provide many different services to our customers and strive to improve access for all. Partnership working enables us to engage with different organisations and groups to build closer links with all communities. It is an important way of working to break the cycle of inequality and improve health, wellbeing, and economic prosperity. During the past year, we have maintained our essential services, adjusting to meet the needs of the most vulnerable and challenges of the pandemic. We have had to work at pace to react quickly to different challenges and provide effective support to staff and partners.

### Cumbria Local Resilience Forum

The Health and Wellbeing Scrutiny Panel received reports on the response to and recovery from the coronavirus pandemic throughout the year<sup>5</sup>. These detail our partnership work and community resilience activity, including support to the resilience forum subgroups for response and recovery.

The Carlisle Community Resilience Group (CaCRG) has now been stood down with the view to be activated again if required. The group has now been reformed as the Carlisle Community Recovery Group, comprising of co-chair's from Cumbria County Council and the Carlisle Partnership with representation from the four CaCRG subgroups: Carlisle Welfare Reform Board, Communities Group, Children and Families Partnership and World Health Organisation (WHO) Carlisle Health Forum. This development aligns with the moving from response to recovery phase and the recently launched Cumbria Recovery Strategy.

Cumbria CVS recruited a Carlisle Community Resilience Worker for seven months. This new role will work with the whole range of community groups, developing a local network to improve the areas readiness for any future shocks.

### Homeless Prevention and Accommodation Services (HPAS)

The HPAS teams assisted 867 households with housing and homelessness advice. It also accommodated and supported 294 households in temporary accommodation.



## Domestic abuse placements in emergency accommodation during coronavirus

Homeless Prevention and Accommodation Services assisted:

- 113 households with emergency accommodation as a direct result of domestic abuse
- 149 households with community support as a direct result of domestic abuse

The service worked closely with wider statutory and safeguarding partners to keep people safe; this increased in frequency during the lockdown period, with weekly snapshot and comparative trend data being closely monitored and reported in order to ensure that capacity to assist appropriately was maintained.

## Next Steps Accommodation Funding

Carlisle was awarded £46,600 from the Ministry for Housing, Communities and Local Government Next Steps Accommodation Programme. This was to make resources available to support local authorities and their partners, to ensure that the current provision that was set up to safeguard people who were taken safely from the streets was able to continue for an appropriate length of time.

Organisations who were successful demonstrated in their proposal how the funding would be used to rapidly support those in coronavirus emergency accommodation. The funding is for use during 2020/21 only. Carlisle will work with Cumbria Gateway to create up to 22 self-contained tenancies for people who have been accommodated as a result of coronavirus due to a risk of rough sleeping.

## Disabled Facilities Grants

During 2021/22 there were 773 referrals for housing grants and 654 completed works. The most common works being level access showers; stairlifts; heating and boiler improvements and house cleans needed to make properties fit for the returning occupiers. Contractor issues; covid and vacancies within the teams delivering the grants, meant that 2021/22 was the first year for a number of years when the Council did not spend its full central Government DFG allocation. At present the supply chain and contractor availability is the biggest blockage to delivery of our main adaption type which is level access shower adaptations. There are currently 105 individuals in the system awaiting a bathroom adaptation. A priority point system is being used to manage the adaptation waiting list to ensure those most in needs receiving there adaptation in a timely manner. There are no issues at present with stairlift adaptations, these are being turn around very quickly from application to installation averaging under a month in most cases. In

the last year the inhouse Trusted Assessor has undertaken 56 individual assessment of needs, these are referrals that would of otherwise been undertaken by Adult Social Care or are assessments of individuals that would of fallen outside the scope of a Care Act assessments.

### Homelife: Discretionary Housing Grants

During 2021/22 484 discretionary grant applications were completed at a value of £640,513. These Discretionary Housing Grants, permitted through the City Council's Housing Renewal Assistance Policy, include Safe & Warm, Hospital Discharge, Energy efficiency and Dementia friendly grants. The grants assisted people to return to, and live safely at home. The most common works completed included: 53 new central heating systems; 47 house clearances; 47 boiler and gas safety works, and 28 electrical safety works.

### Green Homes Grant Scheme

Due to an unprecedented number of applications for the Green Homes Grant (LAD2) Scheme in Cumbria, the scheme has now reached its target in April 2022. Those that met the criteria for the Green Homes Grant Scheme but have not been able to make an application to EON can now apply to the Sustainable Warmth Grant Scheme which is also available in Carlisle.

### Sustainable Warmth Cumbria

The City Council, through its Homelife HIA, are leading on a Sustainable Warmth Grant Scheme. The £20million scheme is for low-income owner-occupied and privately tenanted homes.

### Dementia Action Week

To coincide with Dementia Action Week the council's Dementia Friendly Grants were promoted. These grants, managed through Homelife Carlisle, offer a home visit to meet the individual with friends/family to complete a Basic Housing Assessment. This assessment is to assist the individual and their carer to promote independence within the home for as long as possible.

### Carlisle Plant, Food and Wellbeing Fair

This free event, organised by Carlisle City Council and Food Carlisle, was held to support our local communities coming out of lockdown. There were a wide variety of stalls in place promoting healthy living.

## Carlisle community sports clubs

Carlisle City Council and Cumbria County Council launched a joint Sport Hardship Fund in January 2021 to support community sports clubs. As part of the government's roadmap out of lockdown organised outdoor sports were able to restart from Monday 29 March. Subsequently the fund was extended to support local sports clubs to reopen in a COVID secure way.

## Carlisle funding scheme

A funding scheme was launched to help communities come back together post lockdown and to stimulate economic activity in the district, resulting in 24 community projects/events receiving a total of £50,000 funding.

Carlisle City Council allocated the funding to support parish councils, community centres and constituted urban community groups to provide community activities and support the local economy. This fund was designed to allow parishes and local communities to put in place additional measures to create and promote a safe environment for local trade and business, particularly in high streets, support the visitor economy and to bring the community together in a safe way.

## Armed Forces Covenant

Carlisle City Council reaffirmed its commitment to the armed forces by re-signing the Armed Forces Covenant on Monday 7 March 2022. Partner organisations and businesses from across Carlisle also signed it, to also demonstrate their support. The Armed Forces Covenant is a promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly. The government-led initiative focusses on helping members of the armed forces community have the same access to government and commercial services and products as any other citizen.

The award will help focus wellbeing initiatives on issues employees want to know more about, allowing support for colleagues to be well in and out of work.

## Carlisle Community Awards

Local community champions have been recognised for their achievements at a Carlisle City Council Community Awards presentation, held at The Halston Hotel on Thursday 10 March 2022.

## Customer Services and customer satisfaction

Customer satisfaction with how well we are running things was 86.5% 'very satisfied' or 'satisfied' in 2021/22, compared to 72.6% in 2020/21. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 90.6% and 82.3% based on 555 respondents.

A link to the online customer satisfaction survey was available on our website and promoted via social media.

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.

Customer Services returned to the new contact centre in September 2021, following a lengthy period of working from home during the Coronavirus pandemic. This included resuming face-to-face operations. Our phone and digital contact channels, with additional support (please see the 2020/21 Annual Equality Report), were available for the entirety of our pandemic response. However, this was a welcome return of personalised support for the residents of Carlisle. Our availability of all contact channels, in comparison to surrounding local authorities, was, and remains, the most complete offering.

Initially, face-to-face contact was approximately 60% of pre-pandemic footfall, although from January 2022 onwards, we have seen a steady increase in footfall to pre-pandemic levels. It is encouraging that over 70% of this contact is to assist customers with more complex queries surrounding Council Tax liability, Benefit entitlement and Council Tax Reduction, usually for the less digitally aware. This justifies the investment in our new contact centre and the key role it plays in supporting our customers. Evaluation of our statistics since returning to the Civic Centre has highlighted a shift in how and when customers contact us over the phone. Previously, our demand was very high in the morning, with a significant reduction in the afternoon. Demand is now spread more evenly throughout the day. We are embarking on a restructure of hours to meet this demand, which we expect to have in place by November 2022.

From 8 August 2022, Customer Services went live with our new telephony solution. This is a big leap forward from our previous system, giving us excellent resilience as our agents can access the system from home, with no change to the

customer journey. Additionally, this system is cloud based so is not reliant on the Civic Centre infrastructure to operate which means we are more prepared than ever for any future disaster recovery events. The new contact centre system has advanced queuing functionality which should significantly reduce customer waiting times. At the time of writing, we only have just under 48 hours of statistics to understand the impact, although initial signs are very positive.

Customer Services continue to be the first point of contact for government grants; most recently the £150 Energy Grant. We have seen unprecedented demand as a result with over 2,000 calls and nearly 300 customers served face-to-face in a single day.

We are now looking to the future and are extremely active in the Customer and Digital Workstream for the delivery of Local Government Reorganisation. We are focused on ensuring our customers have access to excellent services from vesting day and beyond. We are actively involved in the design and implementation of several technical solutions for each contact channel, ensuring the new Cumberland authority starts as it means to go on.

## 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.

We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2021/22, a full response to complaints was issued to 93% of customers within 15 days of receipt at each stage. The majority of late replies were due to resources reallocated to the coronavirus response, mostly concerning the administration of government grants.

2021/22 saw a further 26% increase in the volume of complaints received with a total of 75 complaints. Many complaints surrounding the significant level of development across the authority area. In response to this increase, the Corporate Complaints and Feedback policy was updated and published in November 2021. A notable addition included an 'informal response', which provides a full explanation on the points of a complaint but is used when the Council cannot approach the substantive issue. This typically occurs when there is a misunderstanding over the remit or statutory powers the council must operate within. In these instances, the

Corporate Complains process is not equipped to provide a resolution. Providing responses in this manner dramatically reduces the time officers and councillors spend responding to complaints that we cannot resolve. Since the introduction of this policy, we have provided an informal response to 13 complainants.

The number of complaint equality monitoring forms received for April 2020 to March 2021 is shown in the table below (the number of complaints received in 2021/22 was 75). We monitor the responses to screen for equality issues and any concerns are reported to relevant service managers.

Number of complaint equality monitoring forms	Date
3	April 2021 to March 2022
1	April 2020 to March 2021
17	April 2019 to March 2020
12	April 2018 to March 2019

## Benchmarking

Comparisons of strategic approach to equalities across Councils that will form the new Cumberland Council.

	Detail	Date published	Find it online
<b>Allerdale</b>			
Equality Plan	Not a requirement under the Equality Act.		
Equality objectives	<p>Four objectives:</p> <ul style="list-style-type: none"> <li>• Tackling poverty and helping those most in need.</li> <li>• Giving people skills, education and employment opportunities</li> <li>• Providing great services to people and communities</li> <li>• Working to create healthier communities including activity to: <ul style="list-style-type: none"> <li>- provide access to quality leisure and cultural activities</li> <li>- Ensure access to suitable and safe housing</li> </ul> </li> </ul>	2018	<a href="https://www.allerdale.gov.uk/equality-report-and-needs-analysis-2017-18-web.pdf">equality report and needs analysis 2017-18 web.pdf (allerdale.gov.uk)</a>
Gender pay gap	<p>Mean: 9.5% lower for women</p> <p>Median: 17% lower for women</p> <p>Produce a comprehensive gender pay gap report.</p>	31/03/2022	<p>Council Report: <a href="#">gender pay gap report 2022 internet version.docx (live.com)</a></p> <p>Gov.uk data: <a href="#">Allerdale Borough Council gender pay gap data for 2022-23 reporting year - GOV.UK - GOV.UK (gender-pay-gap.service.gov.uk)</a></p>

<b>Carlisle</b>			
Equality Plan	Equality Policy sets out how the Council promotes equality and meets the Public Sector Equality Duty. Sets out equality objectives.	May 2020	<a href="https://www.carlisle.gov.uk/equality-and-diversity">equality-and-diversity (carlisle.gov.uk)</a>
Equality objectives	<p>Four objectives:</p> <ul style="list-style-type: none"> <li>• Break the cycle of inequality and improve health, wellbeing and economic prosperity</li> <li>• Support a diverse workforce by improving the equality data of the recruitment and retention processes</li> <li>• Ensure all people have access to the services they need</li> <li>• Celebrate the diversity of our communities and bring people together</li> </ul>	May 2020	<a href="https://www.carlisle.gov.uk/equality-and-diversity">equality-and-diversity (carlisle.gov.uk)</a>
Gender Pay Gap	<p>Mean: 1.5% lower for women</p> <p>Median: 1.96% lower for women</p>	September 2022	<a href="https://www.carlisle.gov.uk/equality-and-diversity">equality-and-diversity (carlisle.gov.uk)</a>
<b>Copeland</b>			
Equality Plan	<p>Equality and Diversity Scheme 2016 – 2020</p> <p>This scheme sets out the Council's equality objectives</p>	June 2018	<a href="https://www.copeland.gov.uk/equalities_scheme_june_2018.pdf">equalities_scheme_june_2018.pdf (copeland.gov.uk)</a>
Equality Objectives	<p>Two objectives:</p> <ul style="list-style-type: none"> <li>• To embed and promote the three aims of the Equality Duty across the authority.</li> <li>• To ensure that the three aims of the Equality Duty are considered when carrying out work to achieve the 5 Strategic Outcomes of the Council's Corporate Strategy 2016-2020.</li> </ul>	June 2018	<a href="https://www.copeland.gov.uk/equalities_scheme_june_2018.pdf">equalities_scheme_june_2018.pdf (copeland.gov.uk)</a>



Gender Pay Gap	Mean: 18.8% lower pay for women Median: 20.7% lower for women	31 March 2021	Gov.uk data: <a href="https://www.gov.uk/government/statistics/copeland-borough-council-gender-pay-gap-data-for-2021-22-reporting-year">Copeland Borough Council gender pay gap data for 2021-22 reporting year - GOV.UK - GOV.UK (gender-pay-gap.service.gov.uk)</a>
<b>Cumbria</b>			
Equality Plan	Don't currently have an Equality Plan or Policy, as these are no longer required under the Equality Act. Key documents relating to equalities are made available online.		<a href="https://www.cumbria.gov.uk/equalities/default.asp">https://www.cumbria.gov.uk/equalities/default.asp</a>
Equality Objectives	Five objectives: <ul style="list-style-type: none"> <li>• Objective 1: Services and partnerships have clear information about Cumbria's diversity profile to inform public services;</li> <li>• Objective 2: People who share a protected characteristic or experience inequalities are involved in shaping public policy in Cumbria;</li> <li>• Objective 3: Commissioning and prevention work reflects the needs of people who share a protected characteristic or experience inequalities and can demonstrate outcomes in addressing structural inequalities;</li> <li>• Employment outcomes for people who share a protected characteristic or experience inequalities demonstrate the benefits of a proactive approach to Equalities;</li> <li>• Ensure that COVID-19 recovery actively addresses structural inequalities, including those caused by socio-economic inequality.</li> </ul>	October 2020	<a href="https://www.cumbria.gov.uk/equalities/default.asp">Equality Objectives 2020-24 cabinet report (cumbria.gov.uk)</a>

Gender Pay Gap	Mean: 9.4% lower pay for women Median: 17.6% lower for women Produce a comprehensive gender pay gap report.	31/03/2022	<a href="#">Gender Pay Gap report 2022   Cumbria County Council</a>
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## Equality objectives 2020-24

Our equality objectives were agreed by the Executive in May 2020. They are:

- a) Break the cycle of inequality and improve health, wellbeing and economic prosperity
- b) Support a diverse workforce by improving the equality data of the recruitment and retention processes
- c) Ensure all people have access to the services they need
- d) Celebrate the diversity of our communities and bring people together

The actions below have been identified to help deliver the equality objectives 2020-24 and respond to issues identified in this report. They are reviewed and developed annually.

## Equality Action Plan 2022/2023

The updated plan includes the relevant Policy & Performance Delivery Plan actions agreed within the LGR Programme.

Equality objective	Action	Progress	Lead team(s)
All Equality objectives	LGR Programme/Policy & Performance Delivery Plan action: Council Plan for each Council	A forward plan for Cumberland Shadow Authority sets out the key dates at: <a href="http://www.cumberland.gov.uk">www.cumberland.gov.uk</a>  Draft plan will be published at:	LGR Programme/Policy & Performance Work Stream
All Equality objectives	LGR Programme/Policy & Performance Delivery Plan action:	Work will begin in September 2022	LGR Programme/Policy &

	Equality Duties (PSED) and Objectives. Including all aspects of governance, reporting and improvement planning.		Performance Work Stream
All Equality objectives	LGR Programme/Policy & Performance Delivery Plan action: Equality analysis/ Equality Impact Assessments (EqIA) of substantive service and employment decisions.	Equality Impact Assessment include in Shadow Executive report template.	LGR Programme/Policy & Performance Work Stream
Ensure people have appropriate access to the services they need	LGR Programme/Policy & Performance Delivery Plan action: Armed forces Covenant(s) and actions to meet new duty.	Work will begin in November 2022	LGR Programme/Policy & Performance Work Stream
Break the cycle of inequality and improve health, wellbeing and economic prosperity	1. Deliver the Carlisle Plan priorities and work in partnership to achieve these across the district.	2021/22 End of Year Performance Report reported to Executive in July 2022.	All Council services
Break the cycle of inequality and improve health, wellbeing and economic prosperity	2. Deliver the Healthy City Strategy actions.	We are working as part of the World Health Organisation Healthy City Forum. An update was reported to People Scrutiny in June 2022.	All Council Services, Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	3. Explore the impact the use of Council land, assets and planning has on communities and supporting equality and diversity, and how these can be developed.	See the progress comment for action 2.	Healthy City Team

Break the cycle of inequality and improve health, wellbeing and economic prosperity	4. Support third sector partners addressing priority needs of local communities.	Our support to Community Centres allows us to target and provide services for priority needs of local communities.	Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	5. Include equality within all Portfolio Holder reports to Council to help promote understanding and awareness to members.	Regular updates on the work are included in the Portfolio Holder Reports.	Policy and Communications, Partnerships
Break the cycle of inequality and improve health, wellbeing and economic prosperity	6. Include the equality objectives in Council reports to help improve consideration of equality implications in decision making.	To be developed through internal communications, linking the corporate implications to the equality objectives.	Policy and Communications
Support a diverse workforce by improving the equality data of the recruitment and retention processes	7. Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment.	iTrent recruitment module under development to include equality reporting requirements.	Human Resources, Policy and Communications
Support a diverse workforce by improving the equality data of the recruitment and retention processes	8. Screen gender pay information for issues and identify actions that may need to be taken in response to these.	Data included in Annual Equality Report. See the Workforce Profile section of the report for comment on the figures and action.	Human Resources, Policy and Communications
Ensure all people have access to the services they need	9. Assess responses to satisfaction survey and equality questions to identify issues for further	This measure will be reported in the Quarter 1 Performance Report 2022/23 to Scrutiny and the	Customer Services, Policy and Communications

	development. Review complaint equality monitoring form responses to screen for equality.	Executive. Optional equality responses are monitored to identify areas for investigation. Complaint equality monitoring form responses are referred to in the Complaints section of this report.	
Ensure people have appropriate access to the services they need	10. 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 had agreed to update the GTAA during 2020; however the tendering process to appoint a consultant to carry out the research was delayed due to the COVID-19 situation. ORS (Opinion Research Services Ltd.) were appointed to undertake the research and the final report was due in Summer 2021. Local Government Reorganisation means that the commissioning of the GTAA report will be more effective when it can focus on the area of the new Cumberland unitary, and can help to influence the suite of planning policy documents that will be developed or adopted by Cumberland Council in its first two years.	Planning Policy

Ensure people have appropriate access to the services they need	11. To continue developing support to the Armed Forces community and our commitment to the Armed Forces Covenant, including achieving the silver award of the Defence Recognition Scheme.	We have achieved the gold award of the Defence Employer Recognition Scheme. <a href="https://www.carlisle.gov.uk/armed-forces-covenant-gold-award">Armed Forces Covenant - Gold award (carlisle.gov.uk)</a>	Policy and Communications, Human Resources
Ensure people have appropriate access to the services they need	12. Develop an accessible version of the Equality Policy.	Completed. We are undertaking work to comply with the Accessibility Regulations and develop the accessibility of our digital services.	Policy and Communications
Ensure people have appropriate access to the services they need	13. Review available data to identify who is accessing Council services and where.	Data included in Annual Equality Report. See the Customer Services section of the report for comment on the figures and action.	Policy and Communications, Customer Services
Celebrate the diversity of our communities and bring people together	Continue to review and develop events programme to help celebrate different communities in Carlisle.	A full programme of events is planned for 2022/23.	Healthy City Team
Celebrate the diversity of our communities and bring people together	14. Ensure children and young people are included in engagement and consultation. Learning from successful consultations to be shared and developed across the Council.	Our ongoing good practice of engaging children and young people in play park improvements has been adapted for online use, working with the Policy and Communications Team.	Policy and Communications, Healthy City Team

## Appendix 1 – Workforce profile on 31 March 2022 and latest comparative data for Carlisle

Workforce profile 31 March 2022		Carlisle	
Number of employees	460	Population of Carlisle <sup>5</sup>	110,000

Age range	%	Age range <sup>8</sup>	%
0-15	n/a	0-15	15.9
16-24	3.5	15-24	10.4
25-34	14.1	25-34	12.5
35-44	21.5	35-44	11.7
45-54	28.9	45-54	13.3
55-64	28	55-64	14.5
65+	3.9	65+	21.7

Due to rounding, the age range percentages for Carlisle do not add up to 100%.

Marital status	%	Marital status <sup>6</sup>	%
Civil Partner	1.3	Civil Partner	0.2
Divorced	3.9	Divorced	9.7
Married	47.4	Married	47.3
Separated	2	Separated	2.5
Single	32	Single	32.2
Undeclared	12.2	Undeclared	
Widowed	0.9	Widowed	8.2

Ethnicity	%	Ethnicity <sup>9</sup>	%
All other ethnic groups combined	1.3	All other ethnic groups combined	1.9
White	90	White	98.1
Undeclared	8.7	Undeclared	n/a

<sup>5</sup> Census 2021, Office for National Statistics, June 2022

<sup>6</sup> Census 2011



Sex	%	Sex <sup>8</sup>	%
Female	53.7	Female	50.9
Male	46.3	Male	49.1

Disability (self-declared)	%	Disability and health – day to day activities limited? <sup>9</sup>	%
No	79	No	80.8
Yes	4.3	Yes a lot	9.2
Undeclared	17	Yes a little	10.0

Sexual orientation	%	Sexual orientation	%
Heterosexual	65.4	Heterosexual	Not available
Bisexual, Gay, Lesbian, or Other	2.4	Bisexual, Gay, Lesbian, or Other	Not available
Undeclared	33.5	Undeclared	Not available

Religion	%	Religion <sup>9</sup>	%
Buddhist	0.4	Buddhist	0.3
Christian	36.5	Christian	69.1
Hindu	0	Hindu	0.2
Jewish	0	Jewish	0
Muslim	0	Muslim	0.4
No religion	28.5	No religion	22.9
Other	0.9	Other	0.3
Sikh	0	Sikh	0
Undeclared	33.7	Undeclared	6.8

### **Pregnancy and Maternity**

The number of employees who took maternity leave in 2020/21 was 9.

## Appendix 2 – Gender Pay Figures March 2019, 2020, 2021 2022

<b>Pay details</b>	<b>Carlisle City Council March 2019</b>	<b>Carlisle City Council March 2020</b>	<b>Carlisle City Council March 2021</b>	<b>Carlisle City Council March 2022</b>	<b>Average of CIPFA near neighbours 2021/22<sup>7</sup></b>
<b>Women's mean hourly rate*</b>	3.5% lower than men's	1.5% lower than men's	2.2% lower than men's	1.62% lower than men's.	2% lower than men's
<b>Women's median hourly rate**</b>	9.5% higher than men's	9.2% higher than men's	11.7% higher than men's	1.96% lower than men's	0.6% higher than men's
<b>Upper quartile</b> Females Males	46.4% 53.6%	46.5% 53.5%	46.1% 53.9%	46.29% 53.7%	49.5% 50.5%
<b>Upper middle quartile</b> Females Males	60.0% 40.0%	61.4% 38.6%	60.5% 39.5%	66.97% 33.02%	55.1% 44.9%
<b>Lower middle quartile</b> Females Males	56.4% 43.6%	51.8%# 48.3%#	62.3% 37.7%	60.55% 39.44%	53.6% 46.4%
<b>Lower quartile</b> Females Males	40.4% 59.6%	37.7% 62.3%	33.3% 66.7%	40.36% 59.63%	46% 54%

\*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.

<sup>7</sup> [LG Inform Gender Pay Gap comparison](#)

\*\*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).

Due to rounding, the Lower Middle Quartile percentages for March 2020 do not add up to 100%.

Please [visit the Gender Pay Gap Service](#) for further information.





# Carlisle City Council

## Report to People Scrutiny Panel Item A.4

### Report details

Meeting Date: 25<sup>th</sup> August 2022  
 Portfolio: Finance, Governance and Resources  
 Key Decision: No  
 Policy and Budget Framework: Yes  
 Public / Private: Public

Title: QUARTER 1 PERFORMANCE REPORT 2022/23  
 Report of: Policy and Communications Manager  
 Report Number: PC 21/22

### Purpose / Summary:

This report contains the Quarter 1 2022/23 performance against the current Service Standards and an update on the delivery of the Carlisle Plan 2021-23 actions as defined in the Plan. Performance against the Panel’s 2022/23 Key Performance Indicators (KPIs) are included as a dashboard.

### Recommendations:

1. Scrutinise the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities.

### Tracking

Executive:	26 <sup>th</sup> September 2022
Scrutiny:	People – 25 <sup>th</sup> August 2022 Place – 1 <sup>st</sup> September 2022
Council:	N/A

## 1. Background

1.1 This report contains the Quarter 1 2022/23 performance against the Service Standards and a summary of the Carlisle Plan 2021-23 actions as defined in the Plan. The Panel's Key Performance Indicators (KPIs) are also included as an appended dashboard.

1.2 Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs. The following pages contain the Council's performance against the Service Standards for this Panel.

1.3 The measures are predominately lagging indicators (looking back at performance) and cover a range of services. Some indicators naturally lend themselves to having a specific target, or a national target, whilst with others the aim is to continually improve year-on-year compared to past performance. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The measures can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form, through performance reporting, is just one aspect of the Council's wider performance framework.

1.4 The current position of the projects and programmes of the Carlisle Plan are presented in Section 3. Normally, only actions within the remit of the Panel are included in this report. However, as this is the first Panel, all actions are included this time for information. The intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Scrutiny agendas and Portfolio Holder reports.

### 1.5 Summary of KPIs and Service Standards:

Service Standards – 0 'red', 2 'amber' and 1 'green'

KPIs – 3 'red', 1 'amber', 5 'green'

### Summary of Exceptions (RED)

Measure	Target	Performance
CSE024 Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure	152.5%	132.4%
CSu07 Customer Services - Respond to customer emails within 48hrs	90%	84% 95% in April and 99% in May. 59% in June due to £150 Council Tax rebate queries.

FR04 Percentage of return-to-work interviews completed in five working days of returning to work.	78%	70% See separate sickness absence report.
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## 2. Proposals

None

## 3. Risks

None

## 4. Consultation

The report was reviewed by relevant senior management and will be considered at the other Scrutiny Panel.

## 5. Conclusion and reasons for recommendations

The Panel are asked to scrutinise the Performance Report prior to it being submitted to Executive.

## 6. Contribution to the Carlisle Plan Priorities

Detail in the report.

### Contact details:

Contact Officer: Gary Oliver

Ext: 7430

### Appendices attached to report:

- Performance Dashboard

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 - This report raises no explicit legal issues.

Property Services - This report raises no explicit property issues

Finance - This report raises no explicit financial issues

Equality - This report raises no explicit issues relating to the Public Sector Equality Duty.

Information Governance- This report raises no explicit issues relating to Information Governance.

**Section 1: Service Standards 2022/23**

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Five further measures were introduced from Quarter 2 2017/18 and all are reviewed during Quarter 3 each year as part of the service planning process. Service Standards are the measures judged to be the most important to our customers, therefore, the most likely to influence the overall satisfaction with how the Council performs.

The following pages contains the Council’s performance against the Service Standard within the Panel’s remit.

SS04: Average number of working days to process new benefits claims

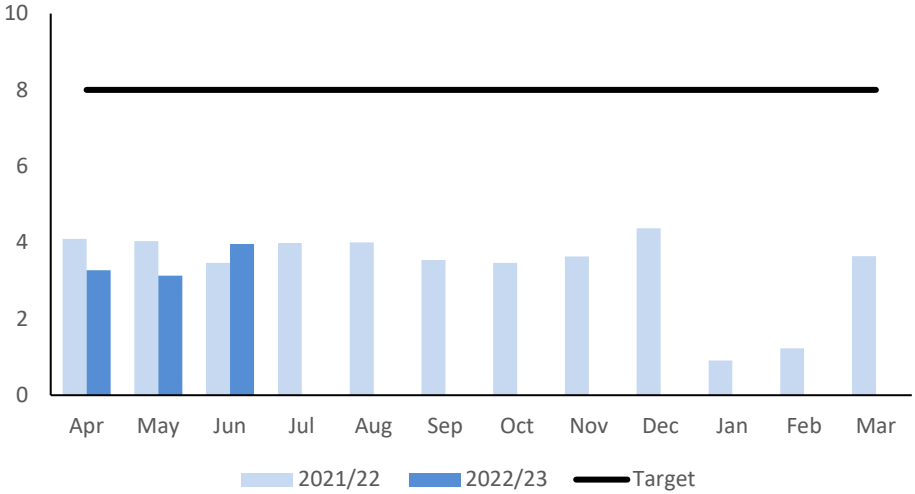
Service Standard	2022/23 Q1	Performance by Month	Further Information																																																				
<p>New claims should be processed within 19 days to achieve top two quartiles compared to other local authorities</p>	<p>20.3 days  (2021/22 Q1: 21.6 days)</p>	<table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>2021/22 (Days)</th> <th>2022/23 (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>24</td><td>20</td><td>19</td></tr> <tr><td>May</td><td>21</td><td>20</td><td>19</td></tr> <tr><td>Jun</td><td>19</td><td>21</td><td>19</td></tr> <tr><td>Jul</td><td>22</td><td>-</td><td>19</td></tr> <tr><td>Aug</td><td>22</td><td>-</td><td>19</td></tr> <tr><td>Sep</td><td>23</td><td>-</td><td>19</td></tr> <tr><td>Oct</td><td>21</td><td>-</td><td>19</td></tr> <tr><td>Nov</td><td>19</td><td>-</td><td>19</td></tr> <tr><td>Dec</td><td>17</td><td>-</td><td>19</td></tr> <tr><td>Jan</td><td>21</td><td>-</td><td>19</td></tr> <tr><td>Feb</td><td>16</td><td>-</td><td>19</td></tr> <tr><td>Mar</td><td>16</td><td>-</td><td>19</td></tr> </tbody> </table>	Month	2021/22 (Days)	2022/23 (Days)	Target (Days)	Apr	24	20	19	May	21	20	19	Jun	19	21	19	Jul	22	-	19	Aug	22	-	19	Sep	23	-	19	Oct	21	-	19	Nov	19	-	19	Dec	17	-	19	Jan	21	-	19	Feb	16	-	19	Mar	16	-	19	
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SS05: Proportion of corporate complaints dealt with on time

Service Standard	2022/23 Q1	Performance by Quarter	Further Information																				
<p>Corporate complaints should be dealt with within 15 working days</p>	<p>95%</p> <p>(2021/22 Q1: 88%)</p>	<table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>90</td> <td>95</td> <td>100</td> </tr> <tr> <td>Quarter 2</td> <td>94</td> <td>-</td> <td>100</td> </tr> <tr> <td>Quarter 3</td> <td>99</td> <td>-</td> <td>100</td> </tr> <tr> <td>Quarter 4</td> <td>99</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	2021/22 (%)	2022/23 (%)	Target (%)	Quarter 1	90	95	100	Quarter 2	94	-	100	Quarter 3	99	-	100	Quarter 4	99	-	100	<p>21/22 corporate complaints responded to on time. One over the response time due to the technical nature of the complaint.</p>
	Quarter		2021/22 (%)	2022/23 (%)	Target (%)																		
	Quarter 1		90	95	100																		
Quarter 2	94	-	100																				
Quarter 3	99	-	100																				
Quarter 4	99	-	100																				
<p><b>On target?</b></p>																							

SS10: Average number of working days to process benefit claimants' changes of personal details

Service Standard	2022/23 Q1	Performance by Month	Further Information																																																				
Changes should be processed within 8 days	3.4 days  (2021/22 Q1: 3.8 days)	 <table border="1" data-bbox="786 379 1697 874"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2021/22 (Days)</th> <th>2022/23 (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>4.1</td><td>3.3</td><td>8.0</td></tr> <tr><td>May</td><td>4.0</td><td>3.2</td><td>8.0</td></tr> <tr><td>Jun</td><td>3.5</td><td>4.0</td><td>8.0</td></tr> <tr><td>Jul</td><td>4.0</td><td>-</td><td>8.0</td></tr> <tr><td>Aug</td><td>4.0</td><td>-</td><td>8.0</td></tr> <tr><td>Sep</td><td>3.5</td><td>-</td><td>8.0</td></tr> <tr><td>Oct</td><td>3.5</td><td>-</td><td>8.0</td></tr> <tr><td>Nov</td><td>3.6</td><td>-</td><td>8.0</td></tr> <tr><td>Dec</td><td>4.4</td><td>-</td><td>8.0</td></tr> <tr><td>Jan</td><td>1.0</td><td>-</td><td>8.0</td></tr> <tr><td>Feb</td><td>1.3</td><td>-</td><td>8.0</td></tr> <tr><td>Mar</td><td>3.6</td><td>-</td><td>8.0</td></tr> </tbody> </table>	Month	2021/22 (Days)	2022/23 (Days)	Target (Days)	Apr	4.1	3.3	8.0	May	4.0	3.2	8.0	Jun	3.5	4.0	8.0	Jul	4.0	-	8.0	Aug	4.0	-	8.0	Sep	3.5	-	8.0	Oct	3.5	-	8.0	Nov	3.6	-	8.0	Dec	4.4	-	8.0	Jan	1.0	-	8.0	Feb	1.3	-	8.0	Mar	3.6	-	8.0	
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## **Section 2: Key Performance Indicators (KPIs)**

Service Standards are not the only set of measures used to interrogate the performance of the Council. Alongside the review of Service Standards, a set of Key Performance Indicators, derived from the links between the service plans and budget resolution were developed. The measures are predominately lagging indicators (looking back at performance) and cover a range of internal and external facing services. Some indicators naturally lend themselves to having a target or may have a national target set whilst with others, the aim is to improve year-on-year. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The KPIs can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form is just one aspect of the Council's wider performance framework.

The KPIs are attached as a dashboard at the end of this report.

Throughout 2021/22, a link to the online customer satisfaction survey was available on the Council's website and promoted via social media. The following table is a summary of the results. When confidence levels for this year and last are taken into account, all satisfaction levels are broadly similar apart from overall satisfaction levels which have improved. The results of the most recent LGA survey are also included and Carlisle is in line with the national average.

<b>Question</b>	<b>Sample size</b>	<b>Proportion who answered Very Satisfied/Satisfied for satisfaction questions or Improved/Stayed the Same for change questions</b>	<b>Confidence Interval at 95% Confidence Level</b>	<b>2020/21 Performance</b>	<b>LGA Survey</b>
Overall satisfaction with how well Carlisle City Council is running things	555	86.5%	4.2%	72.6%	68%
Satisfaction with Carlisle's street cleanliness	550	74.5%	4.2%	73.2%	68%
Perception of changes to customer's neighbourhood street cleanliness over last three years	548	77.4%	4.2%	75.5%	N/A
Satisfaction with the Council's Waste and Recycling Collection Service	523	81.2%	4.3%	76.4%	80%
Perception of changes to the Waste and Recycling Service over the last three years	519	85.6%	4.3%	77.8%	N/A
Satisfaction with the Council's parks and open spaces	501	80.6%	4.4%	73.8%	81%
Perception of changes to the parks and open spaces over the last three years	500	75.6%	4.4%	73.5%	N/A
Satisfaction with the Council's leisure facilities	464	66.8%	4.5%	61.8%	61%
Perception of changes to the leisure facilities over the last three years	461	67.6%	4.6%	63.0%	N/A
Satisfaction with Council-run events	488	93.6%	4.4%	92.3%	N/A
Perception of changes to Council-run events over the last three years	488	96.7%	4.4%	94.4%	N/A
Satisfaction with the Old Fire Station	N/A	N/A	N/A	N/A	N/A

### **Section 3: Carlisle Plan 2021-23 Actions**

The new Carlisle Plan covers the period 2021 to 2023 and was adopted by Council on 14<sup>th</sup> September 2021 following a period of public consultation. The following table provides an update on the delivery of the actions in the plan.

<b>Key Action</b>	<b>Project Activity</b>
1 Delivering the Borderlands Inclusive Growth Deal	<p><b>Carlisle Railway Station</b></p> <ul style="list-style-type: none"> <li>• Business case approved by MHCLG and Borderlands funding of £20m confirmed.</li> <li>• Royal Institute of British Architects (RIBA) Stage 3 Design/Cost plan produced.</li> <li>• D&amp;B Contractors appointed for Stage 1 works to the front and rear of the Station</li> </ul> <p><b>Citadels</b></p> <ul style="list-style-type: none"> <li>• Business case approved by MHCLG and Borderlands of £50m confirmed.</li> <li>• RIBA Stage 3 Design/Cost plan produced.</li> <li>• Design &amp; Build Contractors appointed.</li> <li>• Planning application has been submitted to Carlisle City Council (CaCC).</li> <li>• CaCC land transfers in the process of being completed.</li> <li>• Compulsory Purchase Order works initiated for acquisition of head lease interest on English St.</li> </ul>
2 Delivering St Cuthbert's Garden Village	<p>We continue to make good progress with St Cuthbert's with the majority of the technical commissions needed to inform the next stage of the Local Plan on track to report in August. These are informing the scenario testing stage to inform the early phases of delivery alongside the supporting infrastructure requirements. The project team for the St Cuthbert's Design Code Pathfinder is assembled and is working to deliver the first stage works as per the programme.</p> <p>In May 2022, we appointed specialist legal and financial advisors Shape Pritchard and 31Ten who will complete the first stage</p>

Key Action	Project Activity
	<p>options appraisal for the most appropriate delivery vehicle to support the longer-term delivery of St Cuthbert's. This will allow us to progress the submission of the formal business case to Government in May 2023.</p> <p>Utility diversions are now underway as part of the Carlisle Southern Link Road with Homes England now confirming a funding extension for the project until September. This will allow the County Council to progress with the re-procurement of the construction contract.</p>
<p>3 Delivering the Future High Street Fund (FHSF), Towns Fund, Town Deal Accelerated Fund, and related regeneration projects</p>	<ul style="list-style-type: none"> <li>• 'Tullie House Phase 2 Plans agreed at Council. Properties and FHSF funding to be passported to Tullie House to deliver project.</li> <li>• Specialists to support the Council with the design work for the Market Square project have been appointed to progress designs for the space. Stakeholder and public engagement is planned during the summer to inform the design options.</li> <li>• Specialists have been appointed to undertake structural surveys of the Central Plaza site who will then produce a design specification for the stabilisation of the retaining walls of the site along West Walls and Victoria Viaduct to prepare the site for redevelopment.</li> </ul>
<p>4 Building on success through new economic opportunities</p>	<p><b>Rural Strategy</b></p> <ul style="list-style-type: none"> <li>• The Council is progressing the development a rural strategy for the district working jointly with Eden District Council.</li> <li>• This will involve developing a strong evidence base for Carlisle, which is developed in line and supported by strong stakeholder engagement – and the creation of a Rural Strategy with clear issues / opportunities identified and recommended actions</li> </ul> <p><b>Proactively position Carlisle for future investment</b></p> <ul style="list-style-type: none"> <li>• The Council attended the UK Real Estate Investment and Infrastructure Forum (UKREiIF) held in Leeds 17-19 May 2022</li> </ul>

Key Action	Project Activity
	<ul style="list-style-type: none"> <li>• The event brought together the public sector alongside Government, investors, funders, developers and housebuilders.</li> <li>• Attendance at the event enabled the Council to showcase the scale of development and future investment opportunities in Carlisle to national and international investors, developers and occupiers.</li> </ul>
<p>5 Delivering the Phase VII World Health Organisation Healthy City Plan</p>	<p><b>Queen’s Platinum Jubilee ‘Community &amp; Hope’ – Bitts Park, Sunday, 5<sup>th</sup> June</b></p> <p>The Healthy City Team worked with partners to deliver a community celebration to mark the Queen’s Platinum Jubilee. We were joined by just under 20 different community organisations ranging from the likes of Carlisle College, Multicultural Cumbria, Carlisle Cathedral, Active Cumbria and many more. The event was attended by over 5,000 people. We were delighted to welcome the Lord Lt for Cumbria alongside the Mayor of Carlisle.</p> <ul style="list-style-type: none"> <li>• Welcome to Carlisle - Refugee events held at Tribe Carlisle</li> </ul> <p>On June 19<sup>th</sup> and July 17<sup>th</sup>, the first ‘Welcome to Carlisle’ events at Tribe in Bitts Park were held. The main aim was to create a friendly environment to invite refugees but also to make the whole community to feel welcome and create opportunities for people to mix and socialise. This was delivered in partnership with Carlisle Refugee Action Group (CRAG) and Anti Racism Cumbria, Multi-Cultural Carlisle, Carlisle College, the Police &amp; M Unit also attended.</p>
<p>6 Delivering The Sands Centre Redevelopment project</p>	<p>As at 19/7/22:</p> <p>We are in week 85 of 98 of the construction project.</p> <ul style="list-style-type: none"> <li>• There are an average of 90 personnel working on site and a further 20 – 30 staff or consultants working off site</li> <li>• The main infrastructure work associated with the building is now complete.</li> </ul>

Key Action	Project Activity
	<ul style="list-style-type: none"> <li>• The external envelope of the main building is also now complete – with the last few panels fitted to the outside of the building within the last month.</li> <li>• The focus is now on the final fix mechanical and electrical installations and finishes including testing and commissioning.</li> <li>• The tiling and movable floors are now in place swimming pool and changing village areas with a view to beginning to fill the pool at the end of this week.</li> <li>• Work has also been ongoing in the installation and fit out of the reception, bars and street areas inside the building.</li> <li>• The remaining areas of significant activity is the planning and programming of the removal of the Portakabins off site, re-joining the two halves of the building,</li> <li>• We are now approximately four to five weeks behind programme for sectional completion as all the float built into the programme to deal with COVID, and other contingency events has now been exhausted. We have also been receiving an increase in the number claims or risks which may have a time and cost implication for the project team to manage and mitigate. Measures have been put in place to mitigate the risk as far as possible for the contract completion date.</li> </ul>
7 Support the delivery of partnership plans	<p><b>National Lottery funded Place Standard programme:</b></p> <p>We continue to work on Phase 1 of project delivery plan and includes: mapping, establishing community contacts, scoping, modelling, meeting key partners, gathering data, health data and socio-economic data from a variety of sources, looking at methods of delivery, facilitation and exploring evaluation options.</p> <p><b>Develop and deliver an application to the National Lottery Partnership Fund:</b></p>



Key Action	Project Activity
	<p>Further redevelopment work took place using a squad working methodology to capture new opportunities/impacts of LGR. This work has been collated and added to a full application to the National Lottery in early Summer 2022. Feedback is currently being sought from the National Lottery before submission</p> <p><b>Carlisle Partnership Executive's</b> most recent meeting was held virtually on 6<sup>th</sup> June. Partners expressed how interesting and helpful the meeting had been. Key highlights included:</p> <ul style="list-style-type: none"> <li>• <b>Elevator pitch from All Together Cumbria</b></li> <li>• Spotlight from University of Cumbria in the <b>Carlisle Medical School and Centre for Digital Transformation</b></li> <li>• <b>Borderlands Community Place Plan update (and Place Standard)</b> – discussions around how partners can support and the development of a stakeholder session</li> <li>• <b>System infrastructure business</b> (covering roles and responsibilities, governance, Shared Prosperity Fund, Partnership Strategy)</li> <li>• <b>LGR update</b> – updates and a Q&amp;A on Cumberland</li> <li>• <b>Task based activity:</b> Cumberland Area Partnership Mapping – to explore and support partnership working across the new authority area.</li> <li>• Date of next meeting 5th September 2022</li> </ul> <p><b>The Partnership executive and team have also been:</b></p> <ul style="list-style-type: none"> <li>• Supporting emergency response – covid and extreme heat work</li> <li>• Support vaccination work and a potential new site for the autumn</li> <li>• Developing and sharing partnership e-newsletters – we continue to receive emails asking to be added to the full forum or to share partner information</li> </ul>

Key Action	Project Activity
	<ul style="list-style-type: none"> <li>• Supporting the Shared Prosperity Fund (SPF) work with the Regeneration team and proposals for the development of a SPF Cumberland Partnership</li> <li>• Working with the University of Cumbria, Ayuntamiento de Madrid, Lancaster City Council and the Lake District National Park Partnership on Partnership Research and learning.</li> <li>• Working with the College to explore learning opportunities for an apprentice post – an offer has been made and it is anticipated the apprentice will start in late summer / early autumn.</li> </ul> <p><b>Collaborative Funding Model Pilot</b></p> <p>A revised bid has been submitted to the National Lottery Fund (tNLF) for comment ahead of going back to the panel which should be within the next two weeks. A bid was also submitted to the UKSPF fund to support key objectives of the fund over the next 3 years of its delivery.</p>
8 Delivering the Homelessness Prevention and Rough Sleepers Strategy	<p>A strategic board and operational multi-partnership subgroup have been established since the launch of the Strategy and continue to monitor and oversee performance against the action plan.</p> <p>Year one actions (2021/22) have all been successfully achieved; year two priority actions are currently on track (at the end of Q1).</p>
9 Delivering the private sector housing standards to include a range of grants, advice, support and regulation	<p>During the first quarter empty property activity was limited due to staff and resource capacity, a new Officer is now in post. In the first quarter we have received 27 request for housing advice/complaints, this resulted in 1 inspection, we have also undertaken 26 licensed HMO Inspections in new and existing licensed Houses in Multiple Occupation (HMO).</p>

Key Action	Project Activity
	<p>During the period, 16 enforcement notices have been issued for matters relating to poor housing conditions management and documentation requests.</p> <p>During Quarter 1 there have been a higher-than-average number of referrals for disabled facility grants, with 107. Homelife have also seen increased activity due to the launch of the warmer and sustainable homes projects with 321 referrals, 84 of those referrals are related to the discretionary housing delivery, such as hospital discharge, safe and warmer homes under the Housing Assistance Policy. The sustainable home referrals making up the larger percentage of activity into Homelife. In the period there has been 95 grant approvals under the Housing Assistance Policy grant schemes and 271 case completions in the quarter. A large percentage of those closures are related to case management due to staff changes which has seen a surge in better data management. The figures will therefore include cases that should have been closed in previous periods. The actual completions in the period are significantly less, in the Housing and Pollution Team were the core Disabled Adaptation delivery takes place, there were 29 completions in the period.</p> <p>As reported in the last quarter report, there are back logs in the system, due to supply chain and contractor availability. The biggest blockage to delivery is our main adaption type which is level access shower adaptations. There are currently 105 individuals in the system awaiting a bathroom adaptation. A priority point system is being used to manage the adaptation waiting list to ensure those most in need receive their adaptation in a timely manner. There are no issues at present with stairlift adaptations, these are being turn around very quickly from application to installation averaging under a month in most cases.</p>

Key Action	Project Activity
10 Delivering the Local Environment (Climate Change) Strategy	<p>An update on progress has been taken to Place Scrutiny (July 2022) covering the following action plan topics:</p> <ul style="list-style-type: none"> <li>National policies, strategies and reports</li> <li>Countywide partnership work</li> <li>Update on action plan and baseline</li> <li>Update on organisational actions (assets &amp; finance)</li> <li>Update on local actions (Local Plan, Housing, Movement, general round-up)</li> <li>Communications and engagement.</li> </ul>
11 Delivering the Green Spaces Strategy and supporting the delivery of the Local Cycling and Walking Infrastructure Plan (LCWIP)	<p>The <b>Local Cycling and Walking Infrastructure Plan (LCWIP) for Carlisle</b> was formally launched on 8<sup>th</sup> July after extensive consultation between the County and City councils together with local organisations and community groups. The LCWIP, which is a requirement in order for councils to qualify for government funding, prioritises cycling and walking routes at a local level and at shorter distances, connecting residents with the places they may wish to go. Investment in the network will ensure these routes are safe, direct and attractive for people to use for active travel as a realistic alternative to motor transport.</p> <p><b>Hammonds Pond Infrastructure Improvements</b></p> <p>Improvement works to park infrastructure at Hammond’s Pond have been completed. The £230,000 project funded from S106 contributions involved resurfacing poor quality paths; constructing a new path to allow safe pedestrian access to the Western side of the park; replacing four end of life timber foot bridges with new steel examples; and replacing collapsing sections of bank edge around the pond with new materials which are more environmentally friendly. A small number of additional minor works will be completed during the summer.</p> <p><b>Conservation grassland</b></p>

Key Action	Project Activity
	<p>Carlisle City Council has carried out further changes to grass cutting regimes in green spaces to better manage grassland habitat for wildlife. Over the Spring / Summer of 2022, a total of seven green spaces will be targeted to reduce the frequency of mowing, from regular cutting, to cutting the grass once a year in September and removing the grass cuttings. Eight hectares of conservation grassland will be created for the benefit of pollinators and other wildlife. This will be in addition to the 17 hectares of hay meadows, diverse woodland, and wet grassland that has already been carried out in the Swifts. These projects will provide essential habitat for pollinating insects and will also offer feeding and nesting opportunities for a wide range of bird and mammal species. Interpretation Boards and signage will be erected over the Summer informing local residents why the grass is not being cut and explain the benefits to wildlife.</p> <p><b>Active Spaces</b></p> <ul style="list-style-type: none"> <li>• £32,000 has been invested in the replacement safety surfacing in Bitts Park Play Area, with works to resurface approximately half the site being completed in early June. The existing surface had become worn due to the heavy usage the site has received since opening in 2016</li> <li>• Work commenced in mid-June to install new outdoor fitness equipment costing £35,000 at Hammond’s Pond. The new equipment, consisting of an exercise bike, wheelchair accessible arm bike and a fitness rig, will be in the area previously occupied by a football kick wall and seating</li> <li>• Dale End Field multi-use games area has been completely renovated with new fencing, a teen shelter, lighting upgrades and some resurfacing. The multi-use games area was constructed in 2004 and has been extremely well used since. Works to upgrade the area were completed in May and cost approximately £41,000.</li> </ul>

<b>Key Action</b>	<b>Project Activity</b>
<p>12 Developing the new Cumbria Waste Strategy</p>	<p>No further updates from the previous quarter below.</p> <p>It is requested that this action is closed as it is a County Council led strategy that will be overtaken by LGR</p> <p>A draft interim Joint Municipal Waste Management Strategy has been prepared and shared for comment by all seven councils. The interim 'holding' document remains under review and will be updated as necessary to reflect any changes arising from LGR, and, as and when, more detail emerges from the Government's Waste and Resources Strategy for example in relation to food waste and recycling collections.</p>
<p>13 Supporting the delivery of the Carlisle Cultural Framework</p>	<p>The Council has continued to support the development of Carlisle Culture. During this last period the group has continued to meet and work on the delivery of the Cultural Framework.</p> <p>Recent activity has focused on the use and development of city centre retail space for cultural purposes.</p>



## People Scrutiny Panel Performance Dashboard Quarter 1 2022/23

Key	
↓	Performance is deteriorating (compared to same period last year)
↑	Performance is improving (compared to same period last year)
→	No change in performance (compared to same period last year)
✘	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	New Code	Measure	Performance Q1 2022/23	Performance Q1 2021/22	Trend	Target	Comments
✘	CSe24	Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure	132.4%	157.4%	↓	152.5%	
✓	CSu04	Percentage of Council Tax collected	29.0%	28.9%	↑	28.9%	
▲	CSu05	Percentage of NNDR collected	31.8%	32.6%	↓	32.6%	
✓	CSu06	Proportion of direct social media messages on Facebook and Twitter responded to within 24 hours (work days)	100%	100%	→	100%	
✘	CSu07	Customer Services - Respond to customer emails within 48hrs	84%	88%	↓	90%	95% in April and 99% in May. 59% in June due to £150 Council Tax rebate queries.
N/A	CSu08	Customer Services - Calls answered within 1 minute	N/A	N/A	N/A	80%	Unable to measure until new telephony system in place later in the year
N/A	CSu09	Customer Services - visitors served within 10 minutes	N/A	N/A	N/A	90%	Unable to measure until new queuing system in place later in the year
✓	FR01	Actual net spend as a percentage of annual net budget.	7.4%	24.7%	↑	12.8%	
✓	FR02	Percentage of all invoices paid within 30 working days	99.5%	99.1%	↑	98%	
✓	FR03	Average number of working days lost due to sickness absence per FTE (full-time equivalent) employee.	2.3	2.6	↑	2.6	
✘	FR04	Percentage of return to work interviews completed in five working days of returning to work.	70%	78%	↓	78%	





Meeting Date: 25/08/2022  
 Portfolio: Cross-cutting  
 Key Decision:  
 Policy and Budget Framework: No  
 Public / Private: Public  
 Title: Overview Report  
 Report of: Overview and Scrutiny Officer  
 Report Number: OS.20/22

**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 and comment on
- Note the current work programme, work planning activity and comment on the programme, in particular on items for the next Panel meeting.

**Tracking**

Executive:	<b>Not applicable</b>
Scrutiny:	<b>People 25/08/22</b>
Council:	<b>Not applicable</b>

## 1. Notice of Key Decisions

1.1. The most recent Notice of Key Executive Decisions was published on 2 July 2022. This was circulated to all Members and is available on the CMIS section of the Council's webpages. The following items fall within the remit of this Panel:

Items that are included in the Panel's work programme:

- None

Items that are not included in the Panel's work programme:

- None

## 2. References from the 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.

	<b>Meeting date</b>	<b>Minute reference</b>	<b>Action</b>	<b>Status</b>
1	09/06/22	PEP.05/22	2) That the Homelessness Accommodation Manager write to the Panel setting out how the £100,000 budget pressure was to be addressed and what impact the cost of living crisis may have on the matter.	Complete
2	09/06/22	PEP.06/22	2) That the Corporate Director of Finance and Resources provide written information to the Panel regarding: i) The financial contingencies in place for the Future High Street Fund projects; ii) The potential use of monies allocated for Disabled Facilities Grants that had not been used.	Complete
3	09/06/22	PEP.10/22	2) That arrangements be made for the Panel to undertake a site visit of the Sands Centre prior to the soft opening.	Pending
4	09/06/22	PEP.11/22	2) That the Healthy City Manager circulated to Members of the Panel details of the Thriving Communities exhibition being held at Tullie House.	Complete
5	09/06/22	PEP.14/22	2) That the Policy and Communications Manager circulate to the Panel further information regarding the progress of the Carlisle Southern Relief Road project.	Complete
6	14/07/22	PEP.21/22	4) That a Cost of Living Crisis Task and Finish Group be established to investigate further the impact of the cost of living crisis and food security on residents. The Task and Finish Group would	Pending

			provide evidence based reports which would be submitted to the Cumberland Council.	
7	14/07/22	PEP.22/22	2) That the work of the CAB and the statistical information they hold be incorporated into the work of the Cost of Living Crisis Task and Finish Group;	Pending
8	14/07/22	PEP. 22/22	3) That the Panel asked, in light of the current cost of living crisis and the impact on demand for services, that the Executive give consideration to increasing the Carlisle City Council grant funding to the Citizens Advice Bureau.	Pending
9	14/07/22	PEP.23/22	2) That the communications channels for the support available be enhanced and promoted through local and social media;	Pending
10	14/07/22	PEP.23/22	3) That the work being undertaken by the Strategic Policy and Scrutiny Adviser be incorporated into the Cost of Living Crisis Task and Finish Group.	Pending
11	14/07/22	PEP.24/22	2) That the Healthy City Team Manager circulate a copy of the Thriving Communities Evaluation Report 2021/22 to all Members of the Panel.	Pending
12	14/07/22	PEP.26/22	That the Panel asks the Executive to consider how the additional transfer of £425,000 to the General Fund Reserves could be used to support communities and build a solid foundation for the new authority (RD.26/22)	Complete Exec considered and agreed at their meeting of 25/07/22. Minute ref: EX.94/22

#### 4. Changes to Place and People Scrutiny Panel Remits

- 4.1 Place Scrutiny Panel made a recommendation at their meeting of 21<sup>st</sup> July 2022 that the Chairs of Place and People Panel should meet to discuss changing the remit of some housing issues. This meeting has taken place and the Chairs agreed that the following items would move from the remit of Place Panel to People Panel:
- Homelessness (strategy, hostels, prevention)
  - Housing – empty properties, standards and improvements
  - Housing advice and support

4.2 It is anticipated that this move will assist a planned People Panel Task and Finish Group that will consider cost of living issues to take a more holistic view of the matter and to make more effective recommendations.

#### 5. Contribution to the Carlisle Plan Priorities

5.1. The scrutiny of Carlisle Plan items that fall within the remit of this Panel contribute to ongoing policy development.

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Appendices attached to report: 1. Draft Scrutiny Panel Work Programme 2022-23

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 –**

**PROPERTY SERVICES -**

**FINANCE –**

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

**INFORMATION GOVERNANCE –**

## APPENDIX 1: Draft Scrutiny Panel Work Programme 2022-23

Date	Title	Lead Officer
09/06/2022	End of Year Performance Report 2021/22	Steven O'Keeffe
	Sickness Absence - end of year report 2021/22	Bibian McRoy
	Provisional Outturn Reports	Steven Tickner
	Healthy City 2022/23 programme and opportunities for broadening approach beyond 2023	Luke Leathers
	Sands Centre Redevelopment - Programme Update and plans for re-opening	Darren Crossley
14/07/2022	Business Rates Outturn 2021/22	Alison Taylor
	Thriving Communities	Jeannie Pasley
	CAB - update presentation on work and issues for local residents	Jeannie Pasley/ Andy Auld (CAB)
	Cumbria County Council Cost of Living Programme	Joel Rasbash (County Council)
	Food Security - Carlisle Foodbank	Jeannie Pasley/ Niall McNulty (Chair Carlisle Foodbank)
25/08/2022	Annual Equality Report	Steven O'Keeffe
	Carlisle Plan - delivery progress	Steven O'Keeffe
	Victorian Baths	Darren Crossley/ Friends Group
	Overview Report - including updates to remit regarding housing	Rowan Jones
TBC - Sept?	Site visit to sands centre before soft opening	Darren Crossley
06/10/2022	Budget monitoring Q1 2022/23	Steven Tickner
	Emergency Planning - winter readiness and LGR preparation	Steven O'Keeffe
	Asylum Seekers - Carlisle Refugee Action Group (CRAG) update	TBC
	Welfare Reform Board - update presentation on work and issues for local residents	TBC
	Local Cycling and Walking Infrastructure Plans (LCWIPs)	Darren Crossley
24/11/2022	Budget monitoring Q2 2022/23	Steven Tickner
	Performance Report Q2 2022/23	Steven O'Keeffe
	Sickness Absence - Q2 2022/23	Bibian McRoy
	Community Centre Sustainability - currently and post LGR	TBC
	Youth Projects and Engagement	
	LGR - support for staff and assurance on proposed arrangements	Bibian McRoy
12/01/2023	Corporate Projects - LGR handover	Jason Gooding
	Corporate Risk Register - LGR handover	Darren Crossley
23/02/2023	Budget monitoring Q3 2022/23	Steven Tickner
	GLL	Luke Leathers
	Scrutiny Annual Report	Rowan Jones

### For information reports

Jul-22	Update on IT projects - Part B	Monitoring	D. Strong/ M. Kelly
Aug-22	Performance Report Q1 2022/23	Monitoring	Steven O'Keeffe
Aug-22	Sickness Absence - Q1 2022/23	Monitoring	Bibian McRoy
Dec-22	Update on IT projects - Part B	Monitoring	D. Strong/ M.Kelly
Feb-23	Performance Report Q3 2022/23	Monitoring	Steven O'Keeffe
Feb-23	Sickness Absence - Q3 2022/23	Monitoring	Bibian McRoy