



Governance and Regulatory Services Directorate

Corporate Director of Governance and Regulatory Services:

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TO: THE LEADER AND MEMBERS
OF THE EXECUTIVE

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Your ref:

Our ref:

MD

11 September 2020

Dear Member

VIRTUAL EXECUTIVE – MONDAY 14 SEPTEMBER 2020 AT 4.00 PM

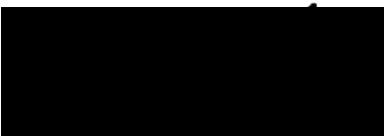
I refer further to the Agenda and papers recently circulated for the virtual meeting of the Executive to be held on **Monday 14 September 2020 at 4.00 pm.**

Please find attached the undernoted documentation which was marked 'to follow' on the agenda:

Agenda item A.5 Annual Equality Report 2019/20 and Equality Action Plan 2020:
Excerpt from the Minutes of the Health and Wellbeing Scrutiny
Panel on 27 August 2020

Agenda item A.6 Quarter 1 Performance Report 2020/21: Excerpts from the
Minutes of the Health and Wellbeing Scrutiny Panel on 27 August
2020 and the Business and Transformation Scrutiny Panel on 3
September 2020

Yours sincerely



Corporate Director of Governance and Regulatory Services

**EXCERPT FROM THE MINUTES OF THE
HEALTH AND WELLBEING SCRUTINY PANEL
HELD ON 27 AUGUST 2020**

HWSP.44/20 ANNUAL EQUALITY REPORT 2019/20 AND ACTION PLAN

The Policy and Communications Manager submitted report PC.17/20 which outlined how the Council had met the duties of the Equality Act. It further set out an overview of the equalities work undertaken, including workforce profiling, training, employee support, customer satisfaction, complaints, consultation and engagement.

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

- Were Officers given sufficient time to attend relevant training?

The Policy and Communications Manager advised that training was offered in a variety of formats e.g. online and in person. The length of courses also varied from short online course to full day or week in person events. Online training was particularly flexible as it allowed learners to start then stop and save training so that it was able to be completed at convenient times for staff.

The Panel discussed the difficulty for Members, who worked, attending Council training. A Member undertook to raise the matter with the Members Learning and Development Working Group.

The Communities, Health and Wellbeing Portfolio Holder suggested that consideration be given to providing Member Training virtually through MS Teams software.

Councillor Paton left the meeting at 12:15pm. Councillor Finlayson assumed the role of Chair of the meeting.

- Had consideration been given to why those who had indicated a disability when applying to work at the Council and were shortlisted had such a low success rate in becoming employed at the authority?

The Policy and Communications Manager responded that it was the first year that data had been recorded. The HR Team was looking into the matter and the Policy and Communications Manager the undertook to look in more detail at the first set of data and report back to the Panel on any relevant trends.

Another Member commented that some individuals may not feel confident to report a disability on an equalities monitoring form, she sought assurance that there were mechanisms for staff to be able to confidentially report such matters and get any necessary support.

The Policy and Communications Manager explained that the Council sought to support employees in a range of ways through direct contact with managers in regular team meetings, annual appraisals and personal development plans. In addition, there was support provided across the organisation from the HR, Organisational Development and Occupational Health teams. The Council had a strong record of making reasonable adjustments to support Officers in delivering their roles in the organisation.

The Finance, Governance and Resources Portfolio Holder questioned whether describing unprovided response on the recruitment equalities questionnaire as “unknown” was useful. He suggested it may be more accurately recorded as “refused”.

The Policy and Communications Manager undertook to look at the form.

- Did the Council plan to retain the Officer employed for the Improving The Private Rented Sector – Tackling Rogue project?

The Policy and Communications Manager undertook to provide a written response on the matter.

A Member noted that the changes in service delivery brought about in response to the Covid 19 restrictions meant that many more services were now accessible online, she felt it was important that the Council did not make its services exclusively available online as many residents did not have access to or the capacity to use such services.

The Policy and Communications Manager acknowledged the Member’s concern and noted that the Council’s telephone lines had remained open during lockdown and that the Customer Contact Centre had re-opened on an appointment only basis.

The Communities, Health and Wellbeing Portfolio Holder agreed that allowing access to services offline was important.

The Panel thanked the Officer for the report which they felt was useful and very informative.

REOLVED – 1) That the Policy and Communications Manager circulate to the Panel:

- i) Further detail on the data set relating to disability and recruitment;
- ii) Information regarding the continuation of post in the Improving The Private Rented Sector – Tackling Rogue project

2) That the Policy and Communications Manager consider how nil-responses on the equalities form be named in future reports.

**EXCERPT FROM THE MINUTES OF THE
HEALTH AND WELLBEING SCRUTINY PANEL
HELD ON 27 AUGUST 2020**

HWSP.43/20 QUARTER 1 PERFORMANCE REPORT 2020/21

The Policy and Communications Manager submitted the quarter 1 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's Key Performance Indicators (KPIs) were also included. (PC.19/20). The report covered the period of April to June 2020 and therefore recorded the impact on service delivery of the Covid 19 restrictions.

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

- The Chair commented that given the Covid 19 restrictions, the reported performance of Talkin Tarn and the Old Fire Station was to be expected.

The Health and Wellbeing Manager advised that the café at Talkin Tarn had been open for some time providing takeaway only service. In addition, there had been a small number of Covid secure events which had taken place at the site, for example, an open-air theatre event.

With respect to the Old Fire Station, the Health and Wellbeing Manager explained that the Council was currently in negotiations regarding the lease with the new leaseholder. He would update Members, on the progress of that matter in due course.

- A number of Members commended the increase of the reach of the Council's social media platforms.

The Policy and Communications Manager undertook to thank the Officers involved. He noted that during the lockdown phase of the pandemic, local authorities were seen as a safe and reliable source of information which may have been a factor in the increased performance.

- With reference to the target for the percentage of household waste sent for recycling (including bring sites) not being achieved, a Member noted that during that time, Copeland Borough Council had delivered good performance in that area. He asked whether the falling short of the target in Carlisle related solely to the suspension of garden waste collection or whether other factors had impacted the performance.

The Policy and Communications Manager noted that waste recycling performance was measured by the weight, therefore the suspension of the garden waste collection was a significant aspect of not meeting that target. Data was collected on the tonnage of each type of waste recycled (including bring sites), the Policy and Communications Manager undertook to liaise with the relevant Service Manager to gather a more detailed breakdown of the types of recycled waste in

Quarter 1 which he would circulate to the Panel. He further undertook to carry out a comparison of the Council's performance in recycling garden waste against that of Copeland Borough Council.

Responding to a question from a Member regarding the booking system at the Bring Site on Rome Street and the likely length of its continuation, the Deputy Chief Executive responded that the site was a Cumbria County Council run facility. At present it was not known how long the booking system would remain in place.

- A Member noted that a high proportion of Council satisfaction surveys were conducted online, she asked whether other modes of data collection were used.

The Policy and Communications Manager responded that the Council was continually seeking new methods for gathering such data and welcomed suggestions from the Panel.

The Health and Wellbeing Manager added that, in addition to the data collected by the Communications Team in relation to events, his team also gathered data on customer satisfaction and economic impact, some of which was reported to the Economic Growth Scrutiny Panel.

The Member suggested that, given the increasing social media reach of the Council, it could be used for online surveys following events.

The Policy and Communications Manager thanked the Member for the suggestion and noted that at events, staff were also in attendance with satisfaction surveys.

The Panel discussed target setting for performance indicators particularly in relation to recycling. Members noted that: it was important that they were appropriate the particular area of service; the confidence intervals of the statistical analysis were sufficient, and that the data collection was broad enough to provide appropriate sample sizes for analysis. Members considered it important that the Performance Report focus on areas where performance was not meeting the set target. It was agreed that the Panel would work with Officers on those matters, including considering whether the matter be added to the Panel's Work Programme.

- Was a new Carlisle Plan in development?

The Deputy Chief Executive confirmed that work was underway to develop a new Carlisle Plan, he emphasised that a number of areas of work from the 2015-18 Plan had been absorbed into the Council's regular operations.

The Member noted that a number of the actions under the former Plan were now identified as complete, she felt it would be useful for the Panel to understand which items had been delivered and which remained ongoing.

The Policy and Communications Manager undertook to circulate that information to the Panel.

RESOLVED 1) That the Policy and Communications Manager circulate the following to the Panel:

- i) A breakdown of the types of waste recycled in Quarter 1;
- ii) a comparison of the Council's performance of the recycling of garden waste with Copeland Borough Council in Quarter 1;
- iii) A summary of the actions delivered and those outstanding from the 2015 – 18 Carlisle Plan.

2) That the Panel work with Officers on the content of future Performance Reports.

EXCERPT FROM THE MINUTES OF THE BUSINESS AND TRANSFORMATION SCRUTINY PANEL HELD ON 3 SEPTEMBER 2020

BTSP.51/20 QUARTER 1 PERFORMANCE REPORT 2020/21

The Policy and Performance Officer submitted the Quarter 1 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's 2020/21 Key Performance Indicators (KPIs) were also included.

The Policy and Performance Officer drew the panel's attention to the summary of exceptions which included measures CSe14 Actual car parking revenue as a percentage of car parking expenditure and SS05 Proportion of corporate complaints dealt with on time, both of which had been due to the impact of Covid-19. The report included the results of the Customer Services Satisfaction survey.

In considering the report the Panel sought clarity on the recharges for Measure CSe14 car parking revenue and hoped that the reduction in car parking at Castle car park was not considered negatively due to the test centre, which was important to the community.

The Corporate Director of Finance and Resources explained that the recharges included building costs, support services, staffing costs and internal recharges.

The Panel had concerns that the performance targets were not aiming for the highest quartiles or were being stretched enough and asked that more comparison data be included in future reports.

The Town Clerk and Chief Executive commented that officers needed to improve the Member engagement in setting targets and needed to be clearer about what kind of targets were being set and the reason for the targets.

RESOLVED -1) That the Panel had scrutinised the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities (PC.21/20).

2) That the Panel be involved in setting the future performance indicators and targets that would be reported to the Panel.