

# AGENDA

## Community Overview and Scrutiny Panel

Thursday, 13 February 2014 AT 10:00  
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

**\*\*Briefing meeting for Members will be at 9.15 am in the  
Flensburg Room\*\***

### 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 item on the agenda at this stage.

### Public and Press

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

### Minutes of Previous Meetings

5 - 16

To note the Minutes of the meeting held on 9 January 2014  
(Copy Minutes herewith)

## **PART A**

### **To be considered when the Public and Press are present**

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

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

#### **A.2 RIVERSIDE CARLISLE**

**17 - 22**

(Communities and Housing Portfolio)

The Director of Economic Development to submit a monitoring report on the joint working between Riverside Carlisle and Carlisle City Council.

(Copy Report CD.09/14 herewith)

#### **A.3 OVERVIEW REPORT AND WORK PROGRAMME**

**23 - 34**

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decisions items relevant to this Panel as set out in the Notice of Executive Decisions

(Copy Report OS.04/14 herewith)

#### **A.4 CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP STRATEGIC ASSESSMENT 2014/15**

**35 - 96**

(Communities and Housing Portfolio)

The Contracts and Community Services Manager to submit a report on the Carlisle and Eden Community Safety Partnership Draft Strategic Assessment 2014/15.

(Copy Report SD.05/14 herewith)

**A.5 QUARTER THREE PERFORMANCE REPORT 2013.14**

**97 - 108**

(Communities and Housing Portfolio  
Culture, Health, Leisure and Young People Portfolio)

The Policy and Communications Manager to submit performance monitoring reports relevant to the remit of the Community Overview and Scrutiny Panel.  
(Copy Report PC.01/14 herewith)

**A.6 CUSTOMER ACCESS STRATEGY**

**109 -  
122**

(Communities and Housing Portfolio)

The Town Clerk and Chief Executive to submit a report on the implementation of the Customer Access Strategy.  
(Copy Report CE.10/14 herewith)

**PART B**

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

-NIL-

**Members of the Community Overview and Scrutiny Panel**

**Conservative** – Ellis, Mrs Prest (Vice Chairman), Mrs Vasey, Bainbridge (sub), Lishman (sub), Mrs Mallinson (sub)

**Labour** – Scarborough, Miss Sherriff, Mrs Stevenson, Wilson, Dodd, (sub) Forrester (sub), Whalen (sub)

**Liberal Democrat** – Mrs Luckley (Chairman), Allison (sub)

**Enquiries, requests for reports, background papers,  
etc to Committee Clerk: Sheila Norton - 817557**





## **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

**THURSDAY 9 JANUARY 2014 AT 10.00 AM**

**PRESENT:** Councillor Mrs Luckley (Chairman) Councillors Ellis, Mrs Prest, Mrs Vasey, Scarborough, Miss Sherriff (until 11:25), Mrs Stevenson and Wilson (until 11:15)

**ALSO PRESENT:** Councillor Mrs Riddle, Communities and Housing Portfolio Holder

**OFFICERS:** Communities, Housing and Health Manager  
Contracts and Community Services Manager  
Deputy Chief Executive  
Director of Economic Development  
Overview and Scrutiny Officer  
Private Sector Technical Team Manager  
Sports Development Officer

### **COSP.01/14 APOLOGIES FOR ABSENCE**

An apology for absence was submitted on behalf of Councillor Mrs Quilter, Culture, Health, Leisure and Young People Portfolio Holder

### **COSP.02/14 DECLARATIONS OF INTEREST**

There were no declarations of interest affecting the business to be transacted at the meeting.

### **COSP.03/14 MINUTES OF PREVIOUS MEETINGS**

RESOLVED – That the minutes of the meetings held on 19 November 2013 be agreed as a correct record of the meetings and signed by the Chairman.

### **COSP.04/14 CALL-IN OF DECISIONS**

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

### **COSP.05/14 OVERVIEW REPORT AND WORK PROGRAMME**

- The Scrutiny Officer presented report OS.02/14 which provided an overview of matters relating to the work of the Community Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.
- The Scrutiny Officer reported that the Notice of Key Executive Decisions had been published on 16 December 2013. The items which fell within the remit of this Panel were both included on the agenda for this meeting:  
KD.029/13 – Carlisle Sports Strategy 2013-23  
KD.033/13 – Private Sector Housing Enforcement

- The following minute excerpt was from the Executive’s meeting held on 17 December 2012:

EX.150/13 – Budget 2014/15 – Feedback from the Overview and Scrutiny Panels on the Draft Budget Reports. The Executive had decided:

“That the Overview and Scrutiny Panels be thanked for their consideration of the draft Budget reports; and their comments, as detailed within the Minutes submitted, would be taken into account as part of the Executive’s deliberations on the 2014/15 Budget.”

- The minutes of the Scrutiny Chairs Group held on 12 December had been included in the report. The Overview and Scrutiny Officer informed the Panel that it was intended to increase public awareness of Overview and Scrutiny by using social media such as Twitter and Facebook.

The Chairman of the Group had suggested that it was his view that it was timely to review the structure of the Scrutiny Panels. Members of the Scrutiny Chairs Group agreed to discuss the matter with their relevant political Groups for feedback on reviewing the structure. The Overview and Scrutiny Officer asked that any other suggestions could also be made to the Chair of the Group or herself. All feedback would be discussed at the next Scrutiny Chairs Group in February.

- The Scrutiny Officer drew Members attention to the Work Programme and the reports which were scheduled for the February meeting. A Member stated that, in the past, the Community Safety Partnership Strategic Assessment and Partnership Plan had been received by the Panel and comments made in November/December. Those comments were then fed into the plan. By receiving the plan in February did not give the Panel the opportunity to provide input into the plan. The Member suggested that in future the Plan be brought before the Panel in November/December as in past years.

RESOLVED – 1) That, subject to the issues raised above, the Overview Report incorporating the Work Programme and Forward Plan items relevant to this Panel be noted.

2) That the decision of the Executive (EX.150/13) be received.

3) That the minutes of the Scrutiny Chairs Group held on 12 December 2013 be noted.

4) That the Community Safety Partnership Strategic Assessment and Partnership Plan be brought to the Panel in November/December in future.

#### **COSP.06/14 CARLISLE SPORTS AND PHYSICAL ACTIVITY STRATEGY**

The Deputy Chief Executive submitted report SD.11/13 presenting the City Council’s overall Sports and Physical Activity Strategy for 2013-17.

The Deputy Chief Executive informed Members that the Sports and Physical Activity Strategy, attached at Appendix A, proposed the City Council’s vision for Carlisle to become more active, healthy and successful by creating opportunities and overcoming barriers to the taking part in sport and physical activity. The Strategy was underpinned by and dependent upon specific work around the provision of indoor and outdoor facilities and pitches.

Turning to the Carlisle Sports Facilities Strategy 2013-23, attached at Appendix B, the Director explained that it proposed a framework for the development of indoor facilities across the City to successfully support and enable the Sport and Physical Activity Strategy. The Carlisle Sports Facilities Strategy 2013-23 was therefore also included for approval and adoption by the Executive.

Whilst the two documents were stand alone texts, they were co-dependent and together formed a platform for an integrated sports development, participation and investment programme in future years. There was a third element to the Sports Development Strategic Framework, namely a Playing Pitch Strategy, which outlined the development needs and provision of outdoor pitches and facilities across Carlisle over the same period. The Playing Pitch Strategy was in draft format, but was currently subject to final consultation with Sport England (who had offered some strategic planning related lessons learned from other authorities and were keen to offer that advice in direct relation to Carlisle's playing pitch strategy). The finalised Playing Pitch Strategy would be brought before the Executive as soon as that advice had been reviewed.

The Deputy Chief Executive emphasised that the Sports and Physical Activity Strategy had been developed following a considerable amount of partnership working across the City. The associated health benefits and need to focus existing Council resources on areas of greatest need; bring partners together; and align resources towards shared and explicit resources were particularly important.

The Executive had on 18 November 2013 (EX.141/13) considered the report and decided:

“That the Executive had considered the proposals arising from both the Carlisle Sports and Physical Activity Strategy and the Sports Facility Strategy, appended to Report SD.08/13, and sought the views of the Community Overview and Scrutiny Panel on those plans.”

The Sports Development Officer explained the reason for three strategies. The Sports and Physical Activity Strategy was an overarching strategy that would maintain participation in sports and recreation. The Sport Facilities Strategy and the Playing Pitch Strategy focussed more on the sport, recreation and activity but all were linked. Sport England had recommended that the Council had those documents in place as they gave greater confidence when applying for grants and/or funding.

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

- *The Council had to ensure that the standard of facilities matched those expected by Sport England.*

The Deputy Chief Executive explained that the Sports and Physical Activity Strategy provided a vision of how the Council could support people who took part in sports or who volunteered at and ran sports clubs. The Sports Facilities Strategy looked at facilities across the City including those in the private sector. Sport England tried to order how local authorities saw facility development to make it easier to see how funding could be allocated. Sport England had recently changed how funding would be administered in future.

- *Did the consultants, KKP, look at the condition of playing pitches as part of their review?*

The Sports Development Officer explained that the Playing Pitch Strategy looked at the condition of each site. The strategy looked at the area of grass, the condition of the grass and the drainage of the site, how many pitches were available and the standard of those pitches. The Officers also liaised with governing bodies in respect of the pitches as well as working with the Council's Green Spaces team and individual clubs who use the sites. The information from the strategy would be discussed with the Green Spaces team and national bodies to see how best to take the strategy forward.

- *The report stated that Sport England regarded Carlisle as a priority area. Would that open doors to funding from Sport England?*

The Contracts and Community Services Manager advised that Sport England now looked at larger scale projects. There was no bidding process. Instead Sport England approached the authority and invited them to bid for funding for projects. Informal discussions had been held with Sport England and once the strategies were approved more formal discussions would take place. Sport England had been consulted on the strategies and had provided positive feedback. That would be critical in the next round of funding.

In response to a query from a Member the Sports Development Officer informed Members that Sport England had a strategy to look at voluntary organisations and club development as well as playing pitch development and therefore different pots of money would be available at different times. Funding would help to deliver the Sports and Physical Activity Strategy the aim of which was to deliver sports provision in hard to reach groups in deprived areas. That would be a three year programme starting in June 2014.

The Contracts and Community Services Manager explained that Sport England provided a larger scale funding stream between £0.5 million and £2 million.

- *There was a lack of reference to rural areas in the Sports and Physical Activity Strategy. Many people in rural areas could not afford the costs of coming into Carlisle for activities such as holiday programmes.*

The Sports Development Officer explained that the strategies did not go into that level of detail but was overarching. Events were held in William Howard School and in Longtown and summer schemes were delivered by Parish Councils. They would not be included in the report but were part of the monitoring process.

- *The report stated that a firm commitment and vision was needed from all partners. Was the City Council giving that same commitment and vision?*

Resources had been allocated in the current and previous budgets and in the Medium Term financial Plan. The Council was working with partners on the redevelopment of the Sands Centre as a hub. The partners would then go through their own mechanisms to gain funding.

- *Voluntary clubs would have limited opportunities and finances.*

The Deputy Chief Executive advised that if voluntary clubs wished to develop their own facilities Carlisle City Council would continue to do what it could to support them. They would be welcome to consult with the Contracts and Community Services Manager and the Sports Development Officer to explore how those strategies could support an individual club's development. Direct support would also be provided through the Sports

Development Officer and the Carlisle and District Sport and Physical Activity Alliance Foundation (SPAAF).

- *Was the dedicated arts and entertainment hall, part of the upgrade to the Sands Centre, still required in light of the Council's intention to develop the Arts Centre in the former fire station?*

The Deputy Chief Executive explained that the proposed arts centre would be a smaller dedicated venue for events that would be too small for the Sands Centre. A dedicated entertainment hall would still be desirable to hold larger events without having an impact on sporting provision. Carlisle Leisure Limited were looking at the possibility of expanding their entertainment programme over the coming years.

- *The report talked about access yet stated that charges for sports facilities would increase.*

The Sports Development Officer advised that that applied only to Council owned sport pitches. Pitches were still cheap to hire and season tickets were available for junior teams. Balanced against the cost of maintenance and running of the pitches the Council were providing a subsidy for their pitches. Clubs were a major part of the delivery of the strategy and many clubs had several teams which used the pitches.

The Deputy Chief Executive informed Members that there was ongoing debate in respect of fees and charges. In respect of playing pitches the Council were trying to recover some of the costs of maintenance and running of the facilities. However Councillors were aware of the issues in deprived areas. Fees were set according to the standard of the pitches so if a pitch had been available for some years it was difficult for clubs to accept increases. Newly constructed pitches had better drainage and were therefore charged a higher fee. The council try to ensure that there was a good spread of facilities across the district but acknowledged that some were of a better quality than others.

- *When would the Playing Pitch Strategy be finalised?*

The Sports Development Officer explained that it was currently in the process of being finalised and that it was essential that the strategy was right before being taken through any funding streams.

- *The report stated that £5 million would be borrowed to finance the redevelopment of the Sands Centre. With current interest rates at around 5% that would have a revenue implication of £250,000 per annum to the Council. The Council had not borrowed for the last 20 years. How could borrowing be avoided?*

The Deputy Chief Executive advised that there would be more detailed debate before any settlement. The proposals for redevelopment were considered an Invest to Save opportunity. Discussions were taking place with the current provider of the Sands Centre and if the Council borrowed to redevelop and improve the Sands Centre a net revenue saving would yield sufficient savings to cover the loan. However that theory remained to be tested, discussed and debated before a final decision was made.

- *Current savings from Tullie House and the Community Centres were put into the pot to cover the Council's current revenue situation. A Member asked for clarification that any savings as a result of the redevelopment of the Sands Centre would cover the cost of the loan.*

The Deputy Chief Executive stated that the idea of redevelopment of the Sands Centre had been thought of as part of the budget plans. Whether there would be additional savings would need to be tested as circumstances around savings may change in the future. More work on the proposal was needed as well as more discussion.

- *The KKP report recommended a new eight lane pool with a smaller teaching pool. Where were talented swimmers currently training?*

The Sports Development Officer advised that if a person showed to be talented in a particular field, that person would be part of the systems in place by the governing body of that sport and may have to travel outside of the City. Part of the new strategy would provide free training for talented and gifted people. Sports clubs and coaches were vital to that training as well as training coaches for the future.

- *National governing bodies have strategies that have to be adhered to and people have to travel outside of the County for additional training. Could the training not be provided in the City?*

As partners with other organisations the Council provided training regarding first aid and safeguarding. Higher qualifications required more qualified coaches and there were not enough coaches in the area. Courses were not fully subscribed in the area therefore people had to travel to Manchester or Newcastle.

- *The report refers to a 1km closed road for cycling. Where would that be and what other provisions were being considered for cycling?*

The Sports Development Officer advised that cycling was one of the priorities as it can be undertaken competitively or as an activity with family and/or friends. Funding through the strategy could achieve £100,000. Free family cycle rides led by instructors would be available from April 2014 provided by British Cycling. Ride leaders and route planners would be trained up for the events. That would link to the provision of safer facilities for people to cycle. Some areas would be a closed road which could be a loop around a sports field. Officers were currently considering the options available.

- *Would there be a facility for families to hire bikes?*

The Contracts and Community Services Manager advised that Carlisle Leisure Limited had a cycle hire scheme and issues around subsidised rates and expansion of the scheme could be discussed with Carlisle Leisure Limited. Cycles were also available for hire from Impact Housing.

*Some years ago Morton Academy stated that they would be hosting events. Was there any further information available?*

The Council was working with other partners including Morton Academy. They did have developments planned which were still logged but the Deputy Chief Executive was not sure how they would be progressed.

- *The development of the strategies was a result of ambitious consultation over a number of years. When would the Council get together with partners to realise their commitment to the strategies?*

The Deputy Chief Executive stated that the strategies gave the opportunity to look at partnerships. Following discussions with the Panel there would be a report back to the Executive requesting that they accept the report and the strategies and move forward. The focus would then be on the contractual relationship with Carlisle Leisure Limited which was due to end in 2017. If the Council moved now into an implementation phase there would be contractual implications with Carlisle Leisure Limited.

The Contracts and Community Services Manager explained that subject to comments from the Panel and the Executive Officers would work on the business case and work with Carlisle Leisure Limited without prejudice.

- *The report stated that issues around funding remain to be addressed.*

Officers were clear in the strategy what was required but not clear on how the work would be funded. There were ideas which would be tested as well as the contract with Carlisle Leisure Limited. There would be planning implications, governing body implications and compliance with standards which would be looked at in detail. The higher level strategic issues needed to be dealt with and the Council's Resource Planning Manager was currently re-evaluating previous plans for facilities.

The Contracts and Community Services Manager explained that to deliver the Council's full aspirations would cost more than the £5 million allocated in the budget. Officers were investigating additional funding and would work with operators in respect of savings. The Council would want to test the potential of savings made by partners. As the cost of the scheme increased the amount of money being put into the budget would diminish.

- *There was a changing pattern in women's sport such as football, rugby and cricket. That would have an impact on facilities such as changing rooms. There would also be an impact in respect of people with disabilities using the facilities.*

The Contracts and Community Services Manager stated that it was taken as read that facilities would be used by women and people with disabilities and it was not yet clear whether funding would come from the Council or from Sport England. There would be debate about the size and location of changing facilities.

RESOLVED: 1) That report SD.11/13 – Carlisle Sports and Physical Activity Strategy – be noted

2) That the Panel were concerned about the lack of clarity in respect of financial implications of the strategy.

## **COSP.07/14 PRIVATE SECTOR HOUSING ENFORCMENT**

The Communities, Housing and Health Manager presented Report ED.03/14 and introduced the Private Sector Technical Team Manager. She reminded Members that the City Council had in 2011 commissioned a Private Sector Housing Stock Condition Survey. The results of that survey, in 2012, revealed that 86% of the district's housing stock was in the private sector, with 14.5% of the total stock owned and managed by private sector landlords. That was up from 9.7% in the 2001 census.

There was estimated to be a total of 7160 private rented dwellings in the district, with around 21% of those properties containing a Category 1 hazard under the Housing Health

and Safety Rating System, and 34.3% classed as non Decent under the Decent Homes Standard revised 2006.

The Communities, Housing and Health Manager reported that the Housing Act 2004 introduced the Housing Health and Safety Rating System (HHSRS) as a statutory system for assessing housing conditions in England and Wales. The system placed a duty on the Council to take statutory action where any Category 1 hazard was identified in a property.

The Government was actively encouraging Local Authorities to look more to the private rented sector to fulfil their housing obligations, and meeting Carlisle's housing needs was a key priority within the Carlisle Plan. The 2011 Housing Need and Demand Survey noted that part of the gap between the likely future need for affordable housing and future supply was likely to be met by the Private Rented Sector. The study also noted that in 2009 and 2010, the Private Rented Sector housed 463 households in housing need per annum, supported by Local Housing Allowance (LHA). As that pattern looked set to continue, there was a clear role for the Council to engage private sector landlords and institutions to ensure that the standard of housing met legal obligations and the supply continued to be available to meet housing need.

Members' attention was then drawn to the draft Enforcement Policy attached at Appendix 1, in addition to which Appendix 1a outlined how the Council proposed to utilise fairly and consistently all the powers contained within the Housing Act 2004 to achieve improvements to housing, health and the environment in the City. The policy would ensure that the authority protected vulnerable occupants and provided the foundation for strategic targeted enforcement.

The Executive had on 16 December 2013 (EX.160/13) approved the draft Enforcement Policy for Private Sector Housing comprising Appendix one of Report ED.42/13

The Communities, Housing and Health Manager advised that the policy consolidated what Officers were already doing. The Council recognised the contribution made by the private sector housing within the City and the growth in private sector housing. There were many good landlords in the City and the policy would ensure those standards continued which would reduce the amount of enforcement required.

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

- *Could the Council determine discretion in respect of Houses in Multiple Occupancy (HMO) or was the service mandatory?*

The Communities, Housing and Health Manager explained that the Council had a mandatory duty to licence certain types of HMOs and stressed that it was the landlord that was licensed and not the property. The Council also had the powers to be selective over which licenses were granted. The Communities, Housing and Health Manager described the various types of HMO.

The Private Sector Technical Team Manager advised that there would not be many licenses granted in an area where demand was low. All landlords were compliant with the guidance and accredited. Some providers such as the University were exempt from being licensed.

In response to a query from a Member the Private Sector Technical Team Manager advised that the cost for a new license was £330 with a cost of £25 for each additional



unit, over 5 units. The cost of re-licensing was £191, every additional unit over 5 incurring a charge of £12.50. The Communities, Housing and Health Manager further advised that the Council could set the license fee and they were reviewed and based on work undertaken.

- *As the license was linked to the landlord rather than the property there could be difficulties if the property changed hands. Was there any data sharing between the Housing department and Revenues and Benefits?*

The Communities, Housing and Health Manager informed Members that Officers could request and use a list of private sector housing properties but that would only advise who paid the Council Tax and not who owned the property. The Council were looking at an accreditation scheme which would be common across all districts in Cumbria. Officers had attended a meeting in Lancashire regarding such schemes. However it would be resource intensive to inspect all private sector properties as there were presently 100 licensable properties with a minimum of five households in each. Officers were focussing on larger properties where standards were likely to be poorer.

- *Would it not be possible to increase the license fee to fund that work?*

That was being looked at as part of the annual charging review and Officers were looking at charges across other districts. The Deputy Chief Executive advised that Officers had looked at directing some work to other teams/agencies to raised standards in the worst affected places. Enforcement was generally a supportive mechanism.

The Communities, Housing and Health Manager advised that a review of a landlord accreditation scheme was underway. There were currently 132 accredited landlords with 500 properties. Surveys had been carried out across the county which indicated that nineteen landlords were currently members of the national Landlords Association. They had been asked to assess the benefits of an accreditation scheme.

The Private Sector Technical Team Manager explained that the main reason for having an accreditation scheme was to recognise good landlords. As an example she stated that the University would only use accredited landlords.

The Deputy Chief Executive explained that the Council were able to set fees for provider services but could not make a profit to fund other services. The cost of fees would be monitored and if it was necessary to increase the fees that would be brought back into the budget process.

- *How easy was it for tenants to find out information about standards, etc? Was there any information on the Council's website?*

The Communities, Housing and Health Manager explained that the Government was about to launch consultation and develop a form of Tenants' Charter which would provide that information. The response of the Government Select Committee on the Private Rented Sector had been positive. That information was not linked to the policy but Officers were aware of it.

The Deputy Chief Executive advised that the information contained on the Council's website was detailed and helpful but may be complicated to new tenants. A Member had looked on the website for information about hazards but found that the 29 hazards that

constituted Category 1 were not listed in the information regarding the two Categories. The Deputy Chief Executive agreed to check the information that was available.

- *A leaflet would be better than the internet as not all tenants had access to the internet. It would also be useful for the leaflet to be available to letting agents.*
- *Fire regulations were high priority. Did the Council work with other agencies such as the Fire Service and Police?*

The Private Sector Technical Team Manager explained that it was the Council's duty under the Housing Act to liaise with those authorities but the Council would consult with them even if it was not part of the Act. If a fire occurred in a rented property the Council would again liaise with the Fire Service to determine whether regulations had been breached.

- *Who provided the funding to bring properties to the required standard? Was it the landlord or through grants?*

The Communities, Housing and Health Manager explained that the investment in the property was the responsibility of the owner and that the Council did not provide such grants. Assistance was available through Disabled Facilities Grants as well as grants for certain types of properties in certain areas.

The Private Sector Technical Team Manager advised that the Council worked in partnership with the Home Improvement Agency and would look at energy efficient improvements for tenants on benefits. Advice on Green Deal was also available.

- *The report indicated that 21% of rented properties contained a Category 1 hazard. Was that figure similar to other authorities?*

The figures were obtained from the 2012 House Conditions Survey. The Communities, Housing and Health Manager advised that she could circulate information on the county wide figures and advised that Carlisle's stock was better than other districts.

- *Had the survey contacted all landlords?*

The Communities, Housing and Health Manager explained that she did not have the data to the level of areas/streets but was a measure of conditions overall of the housing stock.

- *A Member was encouraged by the number of landlords approved by the Council and hoped that the standards would continue.*
- *What human resources were available to undertake the current work and that in the future?*

The Private Sector Technical Team Manager advised that there were seven people in her team who dealt with housing enforcement 70% of their time and Disabled Facilities Grants the remaining 30%.

The Communities and Housing Portfolio Holder stated how much she valued the hard work undertaken by Officers in that section. The Portfolio Holder also expressed appreciation for the work of the Panel who had highlighted issues and gaps. She believed

that the strength of scrutiny was that it was non-political and that scrutiny would be difficult if the non-political nature was lost.

RESOLVED – 1) That Report ED.03/14 – Private Sector Housing Enforcement – be noted.

2) That the Executive be requested to re-examine the current charges for HOM registration fees to ensure enough income was generated to enable Officer to carry out the necessary functions.

(The meeting ended at 11.30 am)



# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.2**

Meeting Date: 13th February 2014  
 Portfolio: Communities and Housing  
 Key Decision: Not Applicable:  
 Within Policy and Budget Framework YES  
 Public / Private Public

Title: RIVERSIDE CARLISLE  
 Report of: The Director of Economic Development  
 Report Number: ED 09/14

**Purpose / Summary:** This report provides Members of the Community Overview and Scrutiny Panel with an update on joint working between Riverside and Carlisle City Council

**Recommendations:** Members of Community Overview and Scrutiny Panel are invited to ask questions and comment on the contents of the report.

**Tracking**

Executive:	
Overview and Scrutiny:	
Council:	

## **1. BACKGROUND**

### **1.1 Affordable Homes Programme 2014-17**

The Riverside Group currently operate in over 150 local authorities managing over 50,000 homes. As part of its new Asset Rationalisation Strategy, Riverside aims to reduce its local authority footprint and rationalise its stock profile. Therefore Riverside will dispose of 1500 properties over the next three years in local authorities with less than 50 owned properties. In parallel Riverside will also concentrate its development strategy and resources in 20 key local authorities. This development programme will generate up to 500 new social rent and low cost home ownership properties per year during this period. Carlisle has been identified as one of the key local authority areas in which to develop more robust partnerships to meet local demand between 2014 and 2017 in line with the latest round of Housing and Communities Agency (HCA) funding submissions.

For schemes within the current programme, please note the following:-

- Borland Avenue – 11 units due for completion in April 2014.
- Arnside Court – 10 units due for completion in May 2014.
- Tomlinson Avenue – 21 units due for completion in December 2014.
- Dalton Avenue – 37 units due for completion in February 2015.

Riverside Cumbria continues to maintain strong operational and strategic links with Carlisle City Council, which also has four elected Members on Riverside Cumbria's Board.

### **1.2 Land Assets**

As noted above the City Council, Riverside and other registered providers will continue to work in partnership to identify suitable development schemes and opportunities to meet the need for social rented and low cost home ownership properties in Carlisle, either through self funded schemes or in partnership with the HCA.

Both the Council and Riverside work closely to identify housing need, the changing demographic profile of the city's population and the current market potential to ensure any future pipeline schemes are sustainable and contribute towards wider Council and Riverside objectives.

### **1.3 Homelessness and Choice Based Lettings**

The Council's Homeless Team continue to work closely with Riverside's Allocation Team on the administration on the Cumbria Choice allocation scheme. During the current 2013/14 financial year Riverside have re-housed 27 homeless people accepted by the Council as owing a duty under homeless legislation. The year to date figure for the number of people accepted by the Council as owing a duty to secure settled accommodation is 46.

However, during 2013/14 Riverside has seen the number of vacant properties it manages increase from around 40 to approximately 120 and the average re-let time increase from around 25 days to 42 days. This increased turnover of properties has increased Riverside's expenditure on vacant properties by approximately £800,000. While a number of factors have contributed towards these figures e.g. tenants downsizing due to welfare reforms and the increased competition from the private rented sector, the current choice based lettings scheme is failing to generate sufficient demand for the empty properties.

The Cumbria Housing Association Chief Officers Group are currently looking at whether this issue is replicated across all registered providers in Cumbria and are working with the National Housing Federation to develop a series of proposals, where appropriate, to assist the Choice Based Letting process increase demand and lower operating costs.

### **1.4 Welfare Reform**

Following the implementation of the welfare reforms in April 2013 the Council and Riverside have continued to work in partnership to understand and mitigate the consequences of welfare reform on local people.

However, while the true cost of welfare reform has yet to be identified Riverside are estimating an increase in current tenant arrears of £150,000 to year end and that 9% of tenants who fall within the guidance of welfare reform will not have made any contribution towards the rent shortfall. This figure has fallen from 50% in May 2013. Evictions for rent arrears have remained relatively static when compared with 2012/13 with an estimated 26 tenants being evicted for non payment of rent during 2013/14.

Also, Riverside have assisted over 50 tenants move to smaller accommodation to reduce the impacts of welfare reform. However, as previously noted this has added to the pressure on vacant properties and increased operating costs. It is anticipated that Riverside will see further transfers to reduce the impact of welfare reform until March 2015.

## **1.5 Affordability**

Riversides annual rent increase for 2014/15 is 3.7% and is in line with government policy on rent convergence. This increase is below the proposed rent increase for local authority retained landlords which is proposed at approximately 6.1%.

Riverside's rent for both social and affordable rents in Carlisle compare with other registered providers and the private rented sector.

## **1.6 Disabled Facilities Grants (DFG)**

Riverside continues to fund major adaptations costing under £7000, for its tenants, in most cases. For adaptations costing over £7,000 a DFG application is made. Riverside make a contribution of up to £7000 towards the cost of the Grant funded cases. In 2013/14 the number of adaptations completed to date is 71 with a further 34 due for completion by 31<sup>st</sup> March 2014. The cost to Riverside is estimated to be £300,000 and an approximate cost to Carlisle City Council of £28,000 by year end.

The current partnership approach to DFG's between the Council and Riverside works well and delivers a quick and responsive service to the households affected.

## **1.7 Riverside Cumbria**

In October 2013 Riverside Carlisle was officially rebranded Riverside Cumbria to coincide with the appointment of a new Divisional Director. This rebranding reflects Riversides aspirations to extend its operational footprint into other local authorities in Cumbria, namely Eden and South Lakeland.

Riverside Cumbria's Board is made up of 12 members, four Carlisle City Councillors, three Carlisle tenants, three independents and two Riverside representatives. At the January 2014 Board it was agreed to reduce the number of Carlisle Councillors to three and recruit a Councillor from Eden to represent the needs of the tenants in that local authority. This process will take place during 2014/15 to ensure a smooth transition of board governance.

## **2. PROPOSALS**

### **2.1 N/A**

## **3. CONSULTATION**

### **3.1 N/A**



#### **4. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

**4.1 N/A**

#### **5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

**5.1** The work we do with Riverside meets the Carlisle Plan Priorities for developing effective partnerships. The work that Riverside does helps to address the City Council's, Carlisle Plan priority of helping to address the Carlisle's housing needs.

**Contact Officer: Jane Meek**

**Ext: 7190**

**Appendices  
attached to report:**

**Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:**

- None

#### **CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Community Engagement –**

**Economic Development –**

**Governance –**

**Local Environment –**

**Resources -**



# Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.3**

Meeting Date: 13<sup>th</sup> February 2014  
 Portfolio: Cross Cutting  
 Key Decision: No  
 Within Policy and Budget Framework  
 Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME  
 Report of: Overview and Scrutiny Officer  
 Report Number: OS 04/14

### Summary:

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

### Recommendations:

Members are asked to:

- Decide whether the items on the Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- Note and/or amend the Panel's work programme

### Tracking

Executive:	<b>Not applicable</b>
Overview and Scrutiny:	<b>13<sup>th</sup> February 2014</b>
Council:	<b>Not applicable</b>

## 1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 10<sup>th</sup> January 2014. There are no issues which fall into the remit of this Panel.

## 2. References from the Executive

The following references have been received from the Executive following their meeting on 15<sup>th</sup> January 2014 and are attached at Appendix 1.

- Ex.07/14 Carlisle Sports And Physical Activity Strategy
- Ex.08/14 Private Sector Housing Enforcement

## 3. Update from Cumbria Health and Wellbeing Scrutiny Committee and Cumbria Police and Crime Panel

The Council's representative of these Committees, Cllr Bowditch, will attend the meeting to update Members on items discussed at the above Committees on 22<sup>nd</sup> January and 30<sup>th</sup> January respectively. The agenda and associated reports from the meeting can be found on Cumbria County Council's website.

Police and Crime Panel -

<http://councilportal.cumbria.gov.uk/ieListDocuments.aspx?CId=1000000007&MId=7265&Ver=4>

Cumbria Health Scrutiny Committee -

<http://councilportal.cumbria.gov.uk/ieListDocuments.aspx?CId=152&MId=7761&Ver=4>

## 4. Scrutiny Chairs Group

A meeting of the Chairs Group was held on 6<sup>th</sup> February 2014 and the Panel will be updated verbally on items discussed at the meeting.

## 5. Scrutiny Annual Report

All Scrutiny Members were sent an e-mail asking if there were particular issues they wished to see discussed in the annual report. If Members have not given their views yet, they are invited to do so at today's meeting or by e-mail soon afterwards. A draft of the annual report will come to the Panel's final meeting of this civic year, on Thursday 27<sup>th</sup> March 2014.

## 6. Community Centre Task and Finish Group

In order to continue to monitor the implementation of the Task Groups recommendations made in October 2012, Members of the Task Group attended the Community Centre Managers meeting on 11<sup>th</sup> February. Cllr Prest, Lead Member will update Members of the visit at the Panel meeting and a decision should be made as to whether this item should continue to be placed on the work programme.

## 7. Work Programme

The Panel's current work programme is attached at **Appendix 2** for comment/amendment.

<b>Contact Officer:</b>	<b>Nicola Edwards</b>	<b>Ext: 7122</b>
<b>Appendices attached to report:</b>	<b>1. Notice of Key Decisions</b>	
	<b>2. References from the Executive</b>	
	<b>3. Community O&amp;S Work Programme 2013/14</b>	

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

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## EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 15 JANUARY 2014

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**EX.07/14**     **CARLISLE SPORTS AND PHYSICAL ACTIVITY STRATEGY**  
(Key Decision – KD.029/13)

**Portfolio**     Culture, Health, Leisure and Young People

**Relevant Overview and Scrutiny Panel**     Community

### **Subject Matter**

Pursuant to Minute EX.141/13, the Culture, Health, Leisure and Young People Portfolio Holder submitted report SD.01/14 returning the City Council's overall Sports and Physical Activity Strategy for 2013 – 17, and related Sports Facilities Strategy, to the Executive following consultation with the Community Overview and Scrutiny Panel.

The Portfolio Holder reminded Members that the Sports and Physical Activity Strategy, attached at Appendix A, proposed the City Council's vision for Carlisle to become more active, healthy and successful by creating opportunities and overcoming barriers to the taking part in sport and physical activity. The Strategy was underpinned by and dependent upon specific work around the provision of indoor and outdoor facilities and pitches.

Turning to the Carlisle Sports Facilities Strategy 2013 – 23, attached at Appendix B, she reiterated that it proposed a framework for the development of indoor facilities across the City to successfully support and enable the Sport and Physical Activity Strategy. The Carlisle Sports Facilities Strategy 2013 – 23 was therefore also included for approval and adoption by the Executive.

Whilst the two documents were stand alone texts, they were co-dependent and together formed a platform for an integrated sports development, participation and investment programme in future years. There was a third element to the Sports Development Strategic Framework, namely a Playing Pitch Strategy, which outlined the development needs and provision of outdoor pitches and facilities across Carlisle over the same period.

That was also in draft format, but was currently subject to final consultation with Sport England (who had offered some strategic planning related lessons learned from other authorities and were keen to offer that advice in direct relation to Carlisle's playing pitch strategy). The finalised Playing Pitch Strategy would be brought before the Executive as soon as that advice had been reviewed.

The Culture, Health, Leisure and Young People Portfolio Holder emphasised that the Sports and Physical Activity Strategy had been developed following a considerable amount of partnership working across the City. The associated health benefits and need to focus existing Council resources on areas of greatest need; bring partners together; and align resources towards shared and explicit resources were particularly important.

The Portfolio Holder thanked Kavanagh, Knight & Page; all partners and staff; and the Community Overview and Scrutiny Panel for their work.

The Community Overview and Scrutiny Panel had considered the matter on 9 January 2014 and resolved:

- “1) That report SD.11/13 – Carlisle Sports and Physical Activity Strategy – be noted
- 2) That the Panel were concerned about the lack of clarity in respect of financial implications of the strategy.”

A copy of Minute Excerpt COSP.06/14 had been circulated.

The Chairman of the Community Overview and Scrutiny Panel said that Members generally welcomed the strategies, but discussed a central point of a need for extra resources to achieve the aims incorporated therein. They noted that informal conversations had been held with Sport England regarding how external funding might assist. A number of areas were identified in discussion and there would be others where that funding would be required.

For instance, in recent years, the weather and the climate changes would have thrown up problems in relation to drainage improvement on some of the Council’s outdoor pitches. Drainage improvements could cost considerable sums, into many thousands of pounds.

In terms of practical requirements, another factor was that up and down the country more and more women and girls were participating in what were seen in the past as strictly male outdoor sports, such as football and cricket. That participation called for appropriate changing facilities to serve both genders, and resources would have to be found to carry out those needs. Something that both the Council and the private clubs would have to provide.

The strategies stressed that equity in sport was part of their aim. Sport could contribute to improving health and wellbeing, and disabled people were encouraged to take part in sport. According to the report the percentage of disabled people enjoying sport in Carlisle at present was small and it was hoped that figure would grow as a result of the strategies. Extra provisions would, however, be required which would need funding.

The Chairman added that the Panel felt that there was a lack of clarity or explanation as to what and from where the funding needed for those practical aspects would come and who would provide the necessary resources. Accordingly they had inserted a request

for further clarification on those questions within the final resolution, recognising that may take some time to produce.

In response, the Portfolio Holder stated that she had read the Minutes with interest and did consider the issues raised. The Portfolio Holder was in agreement with greater engagement, especially with disabled people. An Action Plan was in the course of development which would encompass all comments raised.

In conclusion, the Culture, Health, Leisure and Young People Portfolio Holder moved the recommendation which was duly seconded by the Communities and Housing Portfolio Holder.

The Leader thanked the Chairman and Portfolio Holder for their input.

**Summary of options rejected** None

## **DECISION**

That the Executive had considered and approved both the Carlisle Sports and Physical Activity Strategy and the Sports Facilities Strategy.

## **Reasons for Decision**

Approval of both the Sport and Physical Activity Strategy and the Sports Facilities Strategy would support increased participation in sports and physical activity across the district, together with the well documented health and wellbeing benefits that brought to all communities

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## EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 15 JANUARY 2014

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**EX.08/14 PRIVATE SECTOR HOUSING ENFORCEMENT**  
(Key Decision – KD.033/13)

**Portfolio** Communities and Housing

**Relevant Overview and Scrutiny Panel** Community

### **Subject Matter**

Pursuant to Minute EX.160/13, the Communities and Housing Portfolio Holder submitted report ED.05/14 seeking approval of the Enforcement Policy for Private Sector Housing.

The Communities and Housing Portfolio Holder gave an overview of the background to the matter reminding Members that, the draft Enforcement Policy attached at Appendix 1 and Appendix 1a outlined how the Council proposed to utilise fairly and consistently all the powers contained within the Housing Act 2004 to achieve improvements to housing, health and the environment in the City. She added that the policy would ensure that the authority protected vulnerable occupants and provided the foundation for strategic targeted enforcement.

The Community Overview and Scrutiny Panel had scrutinised the matter on 9 January 2014 and resolved:

- “1) That Report ED.03/14 – Private Sector Housing Enforcement – be noted.
- 2) That the Executive be requested to re-examine the current charges for HMO registration fees to ensure enough income was generated to enable Officer to carry out the necessary functions. “

A copy of Minute Excerpt COSP.07/14 had been circulated.

The Chairman of the Community Overview and Scrutiny Panel reported that the Panel recognised the importance of the service performed by that Section in relation to the standards required in rental properties and, particularly, those classified as HMOs. The private sector rental market had expanded in recent years, an increase which was expected to continue.

As it was, it was the landlord that was licensed by the Council, rather than the property, which could throw up problems in keeping the Council’s information on rented



properties up to date. Members felt that an aid to tenants making them aware of the conditions which should be in place in rented properties would be of use.

The Panel suggested that the Council consider:

- (a) Producing a leaflet setting out the above mentioned information, which would be available to both tenants and letting agents; and
- (b) Providing simpler and clearer information on the Council's web pages setting out the hazards which classified as Category I or II, hazards which should be eliminated.

Finally, in order to adequately fund the service provided by the Council's Team, the Panel requested that the Executive re-examine the charges made for registration as a licensed HMO.

In response, the Communities and Housing Portfolio Holder believed that the Panel had raised a number of interesting points which had been answered by Officers. The Portfolio Holder was very aware of the work undertaken by the Team, adding that current charges could be re-examined as requested.

The Director of Governance clarified that the draft Policy attached to the report should in fact have been dated 2014 (rather than 2013).

In conclusion, the Communities and Housing Portfolio Holder recommended that the Executive approve the Enforcement Policy for Private Sector Housing. The Deputy Leader; and Environment and Transport Portfolio Holder seconded the recommendation.

**Summary of options rejected** None

## **DECISION**

That the Enforcement Policy for Private Sector Housing 2014, attached at Appendix 1 to Report ED.05/14, be approved.

## **Reasons for Decision**

To ensure a consistent, proportionate and transparent approach to private sector housing enforcement

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 30 January 2014

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		30	11	22	3	19	9	13	27
								May	Jul	Aug	Oct	Nov	Jan	Feb	Mar
<b>CURRENT MEETING - 13<sup>th</sup> February 2014</b>															
Riverside Carlisle			✓					✓					✓		
Performance Monitoring Reports	✓						✓		✓		✓		✓		
Community Safety Partnership	✓		✓										✓	✓	
<b>TASK AND FINISH GROUPS</b>															
Hate Crime			✓						✓					✓	
Customer Access Strategy			✓						✓				✓		

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 30 January 2014

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		30	11	22	3	19	9	13	27
								May	Jul	Aug	Oct	Nov	Jan	Feb	Mar
Community Centres				✓									✓		
<b>FUTURE MEETINGS</b>															
Arts Centre		✓						✓							
Scrutiny Annual Report			✓		✓									✓	
<b>COMPLETED ITEMS</b>															
Private Housing Enforcement		✓										✓			
Tullie House Trust											✓				
Budget 14/15 - 18/19		✓	✓							✓					

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 30 January 2014

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		30	11	22	3	19	9	13	27
								May	Jul	Aug	Oct	Nov	Jan	Feb	Mar
							13	13	13	13	13	14	14	14	
Carlisle's Play Provision Action Plan							To consider report detailing review of play pitches and to consider the options indentified.				✓				
Revenue & Benefits Services							Report detailing pressures and performance of service				✓				
Benefits Advice Service							Report detailing cost and impact of service				✓				
Localisation of Council Tax							Update on proposals for scheme 2014/15				✓				
Transformation					✓	✓	Update of savings proposals and Directorate Restructure				✓				

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 30 January 2014

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		30	11	22	3	19	9	13	27
								May	Jul	Aug	Oct	Nov	Jan	Feb	Mar
							13	13	13	13	13	14	14	14	
CCTV		✓				✓	To monitor any effects of the reduction of CCTV provision			✓					
Shaddongate Resource Centre					✓		Update on provision, services and financial plan	✓							
Regulatory Reform Order – Empty Property Policy Amendments		✓					Consideration of Executive Report	✓							



# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.4**

Meeting Date: 13th February 2014  
Portfolio: Communities and Housing  
Key Decision: Yes: Recorded in the Notice Ref:KD  
Within Policy and Budget Framework No  
Public / Private Public

Title: CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP STRATEGIC ASSESSMENT 2014-15  
Report of: The Deputy Chief Executive  
Report Number: SD 05/14

**Purpose / Summary:**

The purpose of this report is to present the Carlisle and Eden Community Safety Partnership (CSP) Draft Strategic Assessment for 2014/15.

The Strategic Assessment provides partners, and other responsible authorities, with an understanding of the levels and patterns of crime, disorder and substance misuse within the County and local areas.

The report (attached at appendix 1) and local summary (attached at appendix 2) provides the evidence base that will be used by the Community Safety Partnership to identify their key priorities for the year ahead.

**Recommendations:**

It is recommended that panel consider and note the report and provide feedback to the Carlisle and Eden Community Safety Partnership as appropriate.

**Tracking**

Executive:	
Overview and Scrutiny:	
Council:	

## **1. BACKGROUND**

- 1.1** The Crime and Disorder Regulations 2007 place a statutory duty on Community Partnerships to prepare a joint strategic assessment of crime and disorder in their local area. The Strategic Assessment provides statistical analysis and information about crime, changes and patterns over time; and qualitative information about what those working or living in the local communities feel are priorities and issues from information drawn from the annual British Crime Survey and the annual Public Consultation document.

## **2. PROPOSALS**

- 2.1** The strategic assessment (as presented) will be used as the evidence base to inform decision making and the development of the Carlisle and Eden Community Safety Partnership's annual plan for 2014/15.

## **3. CONSULTATION**

- 3.1** The Strategic Assessment has already been circulated to all individual partners within the Carlisle and Eden Community Safety Partnership's and considered by their Leadership Group.

## **4. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

- 4.1** It is recommended that Carlisle City Council's Community Overview and Scrutiny Panel consider and note the report and provide feedback to the Carlisle and Eden Community Safety Partnership as they prepare their annual plan.

## **5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

- 5.1** "We will work more effectively with partners to achieve the City Council's priorities".

**Contact Officer:** Darren Crossley

**Ext:** 7004

**Appendices attached to report:** Appendix 1 Draft Strategic Assessment Technical Report  
Appendix 2 Carlisle and Eden District Summary



**CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Community Engagement –**

**Economic Development –**

**Governance –**

**Local Environment –**

**Resources -**

# CUMBRIA COUNTY AND DISTRICTS COMMUNITY SAFETY STRATEGIC ASSESSMENT

## TECHNICAL REPORT

2012-13

Ali Wilson

Senior Research, Information & Intelligence Officer

DRAFT



CUMBRIA  
CONSTABULARY  
SAFER STRONGER CUMBRIA



CUMBRIA  
PROBATION  
TRUST



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## Introduction

The Crime & Disorder Regulations 2007 place a statutory duty on Community Safety Partnerships (CSPs) to prepare a Joint Strategic Assessment of crime and disorder in their local areas.

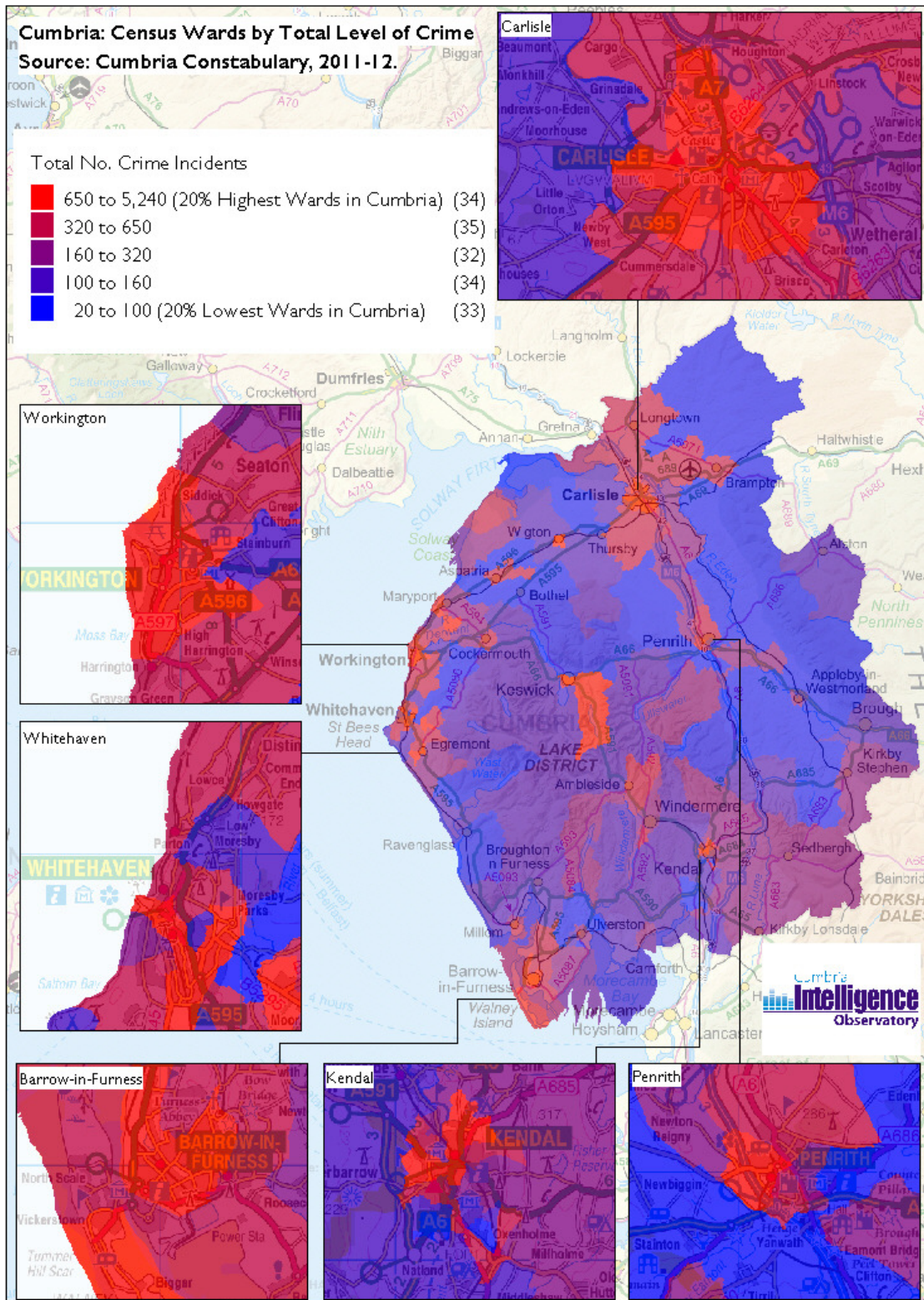
This Technical Report will provide the evidence base for the Community Safety Strategic Assessment which will be used by the Safer & Stronger Thematic Partnership and the Community Safety Partnerships (CSPs) for the development of Cumbria's Community Safety Agreement. The aim of the Community Safety Strategic Assessment is to provide partners, and other responsible authorities, with an understanding of the levels and patterns of crime, disorder and substance misuse in the county and local areas which will enable partners to plan their resources in order to tackle crime and disorder. The CSPs use this document to inform their Partnership Plans.

This Technical Report provides statistical analysis and information about crime, changes and patterns over time; and qualitative information about what those working or living in the local communities feel are priorities and issues from information drawn from the annual British Crime Survey and the annual Public Consultation Survey.

This Technical Report is part of a collection of documents which make up the Cumbria Community Safety Strategic Assessment. This document should be read in conjunction with the County and six District Summary Reports for Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland.

# Crime Mapping

The map below shows the level of crime in Cumbria by wards. The darker shades represent areas with the greatest levels of crime and the lighter shades are areas with the least crime. The wards with the greatest levels of crime in each of the districts are: **Allerdale:** St. Michael's, St. John's, Moss Bay; **Barrow:** Central, Hindpool, Ormsgill; **Carlisle:** Castle, Currock, Upperby; **Copeland:** Harbour, Egremont South, Hensingham; **Eden:** Penrith West, Penrith South, Kirkby Stephen; **South Lakeland:** Kendal Fell, Kendal Mintsfeet, Windermere Bowness South.



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## ACORN Data

ACORN is a socio-economic profiling tool which uses a range of information gathered from a number of sources to classify postcodes in the UK as belonging to one of: 6 socio-economic categories; 18 socio-economic groups; and 62 socio-economic types. This information provides us with an insight into the common characteristics of residents and enables us to make assumptions about how people might think or behave.

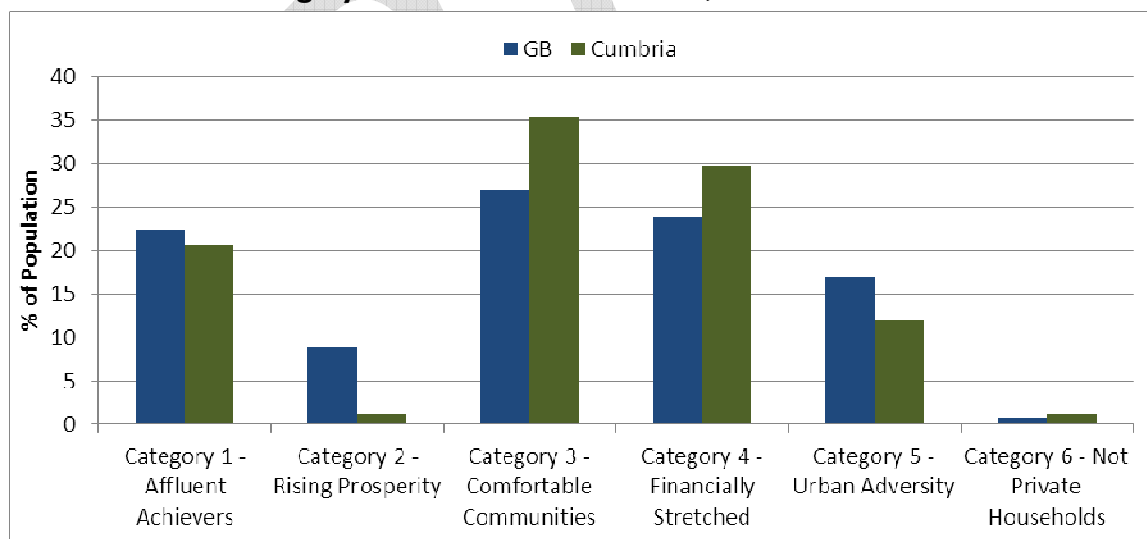
**Table 1: ACORN Category Profile (% Persons)**

Area Name	Category 1: Affluent Achievers	Category 2: Rising prosperity	Category 3: Comfortable Communities	Category 4: Financially stretched	Category 5: Urban Adversity	Category 6: Not private households
Cumbria	20.7%	1.2%	35.2%	29.8%	11.9%	1.2%
Allerdale	16.5%	0.4%	36.5%	34.9%	10.7%	1.0%
Barrow	11.7%	0.7%	27.1%	31.3%	28.5%	0.8%
Carlisle	16.8%	2.1%	33.6%	29.5%	17.2%	0.9%
Copeland	13.9%	1.1%	29.4%	45.6%	8.7%	1.4%
Eden	18.4%	0.5%	58.4%	19.2%	2.5%	1.0%
South Lakeland	40.4%	1.6%	33.4%	19.2%	3.6%	1.7%
Great Britain	22.4%	8.9%	26.9%	23.9%	17.0%	0.9%

### ACORN Category Profile - Cumbria vs. Great Britain

Chart 1 compares the profile of Cumbria's population with the profile of the population of Great Britain (GB) across the six broad 'ACORN Categories'.

**Chart 1: ACORN Category Profile – Cumbria vs. GB, 2013**



- 20.7% of Cumbria's residents live in postcodes that have been classified by CACI as 'ACORN Category 1 postcodes'; residents living in these postcodes are also referred to by CACI as 'Affluent Achievers'. Compared to national average, Cumbria has a slightly lower proportion of Affluent Achievers; with 22.4% of the population of GB living in ACORN Category 1 postcodes.
- Just 1.2% of Cumbria's residents live in ACORN Category 2 postcodes (Rising Prosperity); this is much lower than the national average (GB 8.9%).

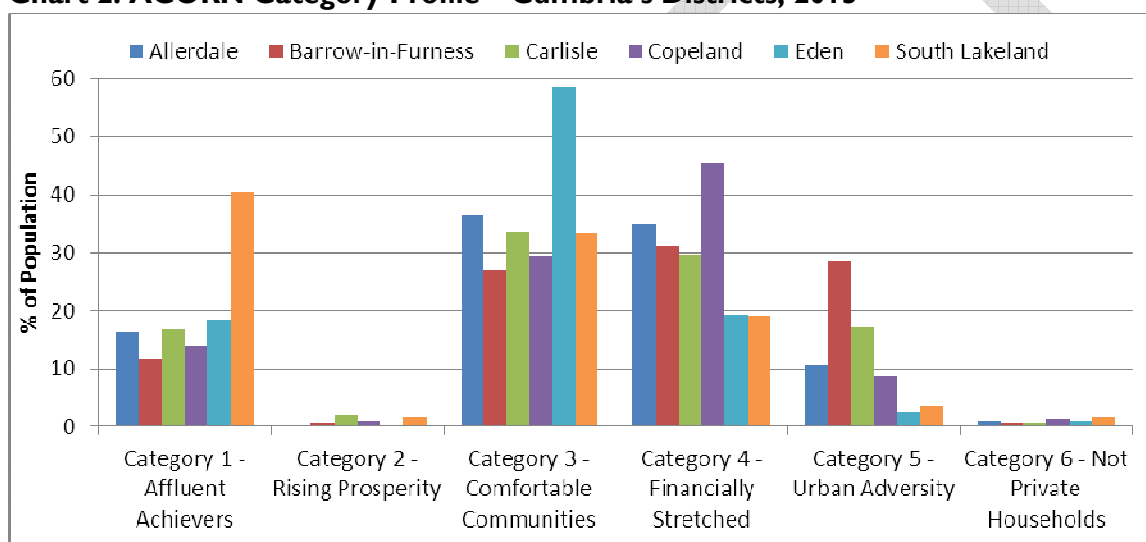


- The greatest proportion of Cumbria’s residents (35.2%) live in ACORN Category 3 postcodes (Comfortable Communities); this is much higher than the national average (GB 26.9%).
- Furthermore, the second greatest proportion of Cumbria’s residents (29.8%) live in ACORN Category 4 postcodes (Financially Stretched); again, this is higher than the national average (GB 23.9%).
- 11.9% of Cumbria’s residents live in ACORN Category 5 postcodes (Urban Adversity); this is lower than the national average (GB 17%).
- Finally, 1.2% of Cumbria’s residents live in ACORN Category 6 postcodes (Not Private Households – i.e. business areas or communal establishments such as care homes, prisons etc.); this is similar to the national average (GB 0.9%).

### ACORN Category Profile – Cumbria’s Districts

Chart 2 compares the profile of the populations of each of Cumbria’s districts across the six broad ACORN Categories.

**Chart 2: ACORN Category Profile – Cumbria’s Districts, 2013**



The ACORN Category profiles of Cumbria’s districts vary considerably from the county average. Of Cumbria’s six districts:

- South Lakeland has by far the greatest proportion of Affluent Achievers (ACORN Category 1); 40.4% vs. 20.7% for Cumbria. In contrast, just 11.7% of residents in Barrow-in-Furness live in postcodes classified as ACORN Category 1.
- Carlisle has the greatest proportion of residents living in ACORN Category 2 postcodes (Rising Prosperity); 2.1%. Although this proportion is higher than the county average (1.2%), it is still much lower than the national average (8.9%).
- Eden has the greatest proportion of residents living in ACORN Category 3 postcodes (Comfortable Communities); 58.4% compared 35.2% for Cumbria.
- Copeland has the greatest proportion of residents living in ACORN Category 4 postcodes (Financially Stretched); 45.6% compared to 29.8% for Cumbria.
- Barrow-in-Furness has the greatest proportion of residents living in ACORN Category 5 postcodes (Urban Adversity); 28.5%, which is more than double the county average of 11.9%. Inversely, the proportions of residents in Eden and South Lakeland living in postcodes belonging to this classification are less than a third of the county average; 2.5% and 3.6% respectively.

## Anti-Social Behaviour, including young people

This section looks at data in relation to Anti-Social Behaviour (ASB) including ASB involving young people. It includes all ASB where an interest marker was added by the call handler stating that it involved youths (Age under 18). The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. iQuanta is a web-based tool which provides policing performance information and analysis. The aim of the Constabulary is to reduce the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were 25,772 ASB incidents in Cumbria, a 1.1% reduction from the previous year; and there were 6,287 incidents involving young people, a 16.7% reduction
- Numbers of ASB were at their highest in August. Numbers of Youth ASB were at their highest in October
- Compared to the previous year, there has been a reduction in ASB in Allerdale, Carlisle and South Lakeland; and an increase in Barrow, Copeland and Eden
- Carlisle district had the highest number of offences, equating to 28% of the total number, however Barrow had the greatest rate per 1,000 population
- Eden district had the lowest number of offences, equating to 6% of the total number
- The wards with the highest number of ASB incidents in each of the districts are:  
**Allerdale:** St. Michael's, St. John's and Wigton;  
**Barrow:** Central, Hindpool and Ormsgill  
**Carlisle:** Castle, Currock and Upperby  
**Copeland:** Harbour; Hensingham, Egremont South  
**Eden:** Penrith West, Penrith South, Penrith North  
**South Lakeland:** Kendal Fell, Kendal Mintsfeet, Ulverston Town  
 The wards with the highest number of incidents involving young people are:  
**Allerdale:** St Michael's, Moss Bay, Wigton  
**Barrow:** Central, Hindpool, Risedale  
**Carlisle:** Castle, Upperby, Belle Vue  
**Copeland:** Egremont South, Hensingham, Harbour  
**Eden:** Penrith South, Penrith West, Penrith East/Appleby  
**South Lakeland:** Kendal Fell, Kendal Kirkland, Kendal Mintsfeet
- **The most prevalent category is 'nuisance' behaviour accounting for 75.7% of all ASB**
- In Cumbria, most offenders and victims are male and aged 18-30years

### Conclusions

Anti-Social Behaviour and incidents involving young people have fallen year on year in Cumbria and in all of the districts over 3 years.

### Data

**Table 1: Anti-Social Behaviour incidents in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	32,932	26,062	25,772	-1.1	51.6
Allerdale	6,016	4,685	4,468	-4.6	46.4
Barrow	6,604	5,159	5,241	1.6	<b>76.6</b>
Carlisle	9,020	7,191	<b>7,100</b>	-1.3	65.7
Copeland	4,770	3,546	3,883	9.5	55.2
Eden	2,195	1,656	<b>1,669</b>	0.8	31.7
South Lakeland	4,334	3,825	3,411	-10.8	33.0



**Table 2: ASB incidents involving young people in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	10,405	7,544	6,287	-16.7	12.6
Allerdale	2,043	1,547	1,224	-20.9	12.7
Barrow	2,221	1,526	1,314	-13.9	19.2
Carlisle	2,788	1,831	<b>1,512</b>	-17.4	14.0
Copeland	1,597	1,015	1,090	7.4	15.5
Eden	476	381	<b>321</b>	-15.7	6.1
South Lakeland	1,280	1,244	826	-33.6	8.0

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## Total Crime

This section looks the total of All Crime. The source of this information is Cumbria Constabulary. The aim of the Constabulary is to reduce the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were a total of 23,225 crimes recorded in Cumbria, a 10.7% reduction from the previous year
- Numbers were at their highest in July and December
- Compared to the previous year there has been a reduction in crime in all districts with the exception of Barrow where crime has increased by 3.0%
- Carlisle district had the highest number and rate of offences per 1,000 population
- Eden district had the lowest number and rate of offences
- The wards with the highest number of crimes in each of the districts are:  
**Allerdale:** St. Michael's, St. John's and Moss Bay;  
**Barrow:** Central, Hindpool, Ormsgill  
**Carlisle:** Castle, Currock, Upperby  
**Copeland:** Harbour, Egremont South, Hensingham  
**Eden:** Penrith West, Penrith South, Kirkby Stephen  
**South Lakeland:** Kendal Fell, Kendal Mintsfeet, Windermere Bowness South
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are female and aged 18-30years

### Conclusion

Numbers of crimes have fallen in Cumbria year on year. In the last year numbers have fallen in all districts with the exception of Barrow where numbers have increased. Despite fluctuations, total numbers of crime have fallen in all districts over the last 3 years.

### Data

**Table 1: All crime offences in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	26,966	25,996	23,225	-10.7	52.1
Allerdale	5,034	5,166	4,423	-14.4	53.6
Barrow	4,667	4,057	4,180	3.0	59.3
Carlisle	7,496	7,463	6,487	-13.1	69.1
Copeland	3,581	3,222	2,902	-9.9	45.8
Eden	1,974	1,926	1,691	-12.2	36.5
South Lakeland	4,214	4,162	3,540	-14.9	40.2

## Burglary Dwelling

This section looks at data in relation to Burglary Dwelling offences. The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain or decrease the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were 641 crimes in Cumbria, a -3.5% decrease from the previous year
- Numbers of crimes fell in Barrow, Copeland and Eden; numbers increased in Allerdale, Carlisle and South Lakeland
- The greatest number of crimes took place in October (73)
- Barrow had the highest rate of offences per 1,000 population, Eden had the lowest rate
- The wards with the highest number of crimes in each of the districts are:  
**Allerdale:** Ellen, St. Michael's, Moss Bay  
**Barrow:** Central, Barrow Island, Hindpool  
**Carlisle:** Botcherby, St. Aidans, Castle  
**Copeland:** Harbour, Mirehouse, Hensingham  
**Eden:** Hesketh, Kirkby Stephen, Kirkby Thore  
**South Lakeland:** Windermere Bowness South, Kendal Highgate, Ulverston East
- The burglary dwelling crime rate in Cumbria is below the average and is the lowest of its Most Similar Groups (out of 8 forces)
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are male and aged over 60years

### Conclusions

In Cumbria numbers of offences have fallen in the last year and over a 3 year period. Despite the overall fall, numbers have increased in Allerdale, Carlisle and South Lakeland.

### Data

**Table 1: Burglary Dwelling offences in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	661	664	641	-3.5	1.3
Allerdale	127	139	146	5.0	1.5
Barrow	150	122	120	-1.6	1.8
Carlisle	159	182	186	2.2	1.7
Copeland	84	87	54	-37.9	0.8
Eden	49	42	35	-16.7	0.7
South Lakeland	92	92	100	8.7	1.0

### District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – below the average, ranked 5 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 1

Carlisle – below the average, ranked 4

Copeland – below the average, ranked 1

Eden – below the average, ranked 1

South Lakeland – below the average, ranked 2

## Burglary Other (non domestic)

The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain or reduce the number of Burglary offences.

### Headlines/Key findings

- Throughout 2012-13 there were 1,514 crimes in Cumbria, a 7.8% increase compared to the previous year
- Compared to the previous year, numbers of crimes increased in all districts with the exception of Allerdale and Copeland where they fell
- Carlisle has the highest rate of offences per 1,000 population, Copeland has the lowest rate
- The wards with the highest number of crimes in each of the districts are:
  - Allerdale:** Moss Bay, St Michael's, Harrington
  - Barrow:** Central, Hindpool, Walney South
  - Carlisle:** Harraby, Castle, Upperby
  - Copeland:** Egremont South, Frizington, Harbour
  - Eden:** Penrith West, Hesketh, Kirkby Stephen
  - South Lakeland:** Windermere Bowness South, Kirkby Lonsdale, Kendal Mintsfeet
- The crime rate in Cumbria is below the average and is the second lowest of its Most Similar Groups
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are male and aged 41-50years

### Conclusions

In Cumbria numbers of offences have increased in the past year and over a 3 year period. In the past year numbers have increased in Barrow, Carlisle, Eden and South Lakeland. In Allerdale and Copeland numbers have fallen in the past year.

### Data

**Table 1: Burglary Other in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	1,429	1,405	1,514	7.8	3.0
<b>Allerdale</b>	287	336	283	-15.8	2.9
<b>Barrow</b>	180	180	221	22.8	3.2
<b>Carlisle</b>	348	377	<b>436</b>	15.6	4.0
<b>Copeland</b>	162	150	127	-15.3	1.8
<b>Eden</b>	194	131	<b>134</b>	2.3	2.5
<b>South Lakeland</b>	258	231	313	35.5	3.0

### District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – below the average, ranked 6 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 1

Carlisle – below the average, ranked 8

Copeland – below the average, ranked 1

Eden – below the average, ranked 1

South Lakeland – below the average, ranked 6

## Criminal Damage

The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain or reduce the number of Criminal Damage offences.

### Headlines/Key findings

- Throughout 2012-13 there were 5,315 offences in Cumbria, a 15.6% increase from the previous year
- Compared to the previous year, numbers of offences have increased in all districts with the exception of Barrow where they have fallen
- Barrow had the highest rate of offences per 1,000 population, Eden had the lowest
- The wards with the highest number of crimes in each of the districts are:  
**Allerdale:** St. Michael's, St. John's, Moss Bay,  
**Barrow:** Central, Hindpool, Parkside  
**Carlisle:** Castle, Currock, Upperby  
**Copeland:** Harbour, Hensingham, Mirehouse  
**Eden:** Penrith West, Penrith South, Kirkby Stephen  
**South Lakeland:** Kendal Fell, Kendal Kirkland, Kendal Mintsfeet
- The crime rate in Cumbria is above the average and is ranked 6th highest of its Most Similar Groups (out of 8 Forces)
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are female aged 18-30years

### Conclusions

In Cumbria, numbers of offences have been falling year on year. In the past year numbers have fallen in all districts with the exception of Barrow where they have increased. Despite this, over a 3 year period numbers of offences have fallen in all districts.

### Data

**Table 1: Criminal Damage in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	6,912	6,298	5,315	-15.6	10.6
<b>Allerdale</b>	1,340	1,324	1,110	-16.2	11.5
<b>Barrow</b>	1,308	958	994	3.8	14.5
<b>Carlisle</b>	1,660	1,588	1,250	-21.3	11.6
<b>Copeland</b>	1,149	914	858	-6.1	12.2
<b>Eden</b>	359	388	305	-21.4	5.8
<b>South Lakeland</b>	1,096	1,126	798	-29.1	7.7

### District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – above the average, ranked 12 (out of 15; 1 being the best, 15 being the worst)

Barrow – above the average, ranked 13

Carlisle – above the average, ranked 10

Copeland – above the average, ranked 14

Eden – below the average, ranked 4

South Lakeland – above the average, ranked 9

## Drug Crime

This section looks at data in relation to Drug Crime, including possession and trafficking. The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to increase the number of drug offences and therefore reduce the number of drugs in circulation.

### Headlines/Key findings

- Throughout 2012-13 there were 1,533 drug offences in Cumbria, a 15.5% decrease from the previous year
- In Cumbria drug possession was down by 16.8%; and drug trafficking was down by 7.3%
- Numbers were down in all districts with the exception of Barrow where numbers increased
- Carlisle had the highest rate of offences per 1,000 population, South Lakeland had the lowest
- The wards with the highest number of crimes in each of the districts are:
  - Allerdale:** St. Michael's, Moss Bay, St. John's
  - Barrow:** Central, Hindpool, Ormsgill
  - Carlisle:** Castle, Currock, Harraby
  - Copeland:** Harbour, Sandwith, Hensingham
  - Eden:** Askham, Penrith West, Penrith South
  - South Lakeland:** Kendal Fell, Windermere Bowness South, Kendal Far Cross
- The crime rate in Cumbria is above the average and is the second highest of its Most Similar Groups (out of 8 Forces). Allerdale, Carlisle, and Eden are above average.
- In Cumbria, most offenders are male and aged between 18-30years

### Conclusion

In Cumbria numbers of offences have fallen in the past year and over a 3 year period. In the past year numbers of offences have fallen in all districts with the exception of Barrow where they have increased. Allerdale experienced the greatest fall in offences by 34.7%.

### Data

**Table 1: Drug Crime in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	1,809	1,815	1,533	-15.5	3.1
<b>Allerdale</b>	371	487	318	-34.7	3.3
<b>Barrow</b>	188	187	206	10.2	3.0
<b>Carlisle</b>	474	477	468	-1.9	4.3
<b>Copeland</b>	206	241	209	-13.3	3.0
<b>Eden</b>	245	204	149	-27.0	2.8
<b>South Lakeland</b>	325	219	183	-16.4	1.8

**Table 2: Drug Crime in Cumbria for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	11	9	4	-55.6
Drugs (possession)	1,495	1,532	1,275	-16.8
Drugs (trafficking)	303	274	254	-7.3
All drug offences	1,809	1,815	1,533	-15.5

**Table 3: Drug Crime in Allerdale for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	3	5	1	-80.0
Drugs (possession)	324	389	273	-29.8
Drugs (trafficking)	44	93	44	-52.7
All drug offences	371	487	318	-34.7

**Table 4: Drug Crime in Barrow for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	2	1	1	0.0
Drugs (possession)	148	149	168	12.8
Drugs (trafficking)	38	37	37	0.0
All drug offences	188	187	206	10.2

**Table 5: Drug Crime in Carlisle for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	4	1	1	0.0
Drugs (possession)	409	416	401	-3.6
Drugs (trafficking)	61	60	66	10.0
All drug offences	474	477	468	-1.9

**Table 6: Drug Crime in Copeland for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	1	0	1	100.0
Drugs (possession)	178	219	169	-22.8
Drugs (trafficking)	27	22	39	77.3
All drug offences	206	241	209	-13.3

**Table 7: Drug Crime in Eden for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	0	0	0	0.0
Drugs (possession)	214	175	118	-32.6
Drugs (trafficking)	31	29	31	6.9
All drug offences	245	204	149	-27.0

**Table 8: Drug Crime in South Lakeland for the last 3 financial years**

Type of drugs offence	2010-11	2011-12	2012-13	% change in the last year
Drugs (other offences)	1	2	0	-100.0
Drugs (possession)	222	184	146	-20.7
Drugs (trafficking)	102	33	37	12.1
All drug offences	325	219	183	-16.4

**District results against Most Similar Groups (each district has its own set of MSGs):**

Allerdale – above the average, ranked 14 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 8

Carlisle – above the average, ranked 13

Copeland – below the average, ranked 9

Eden – above the average, ranked 12

South Lakeland – below the average, ranked 2

## Offences Against the Person (Violence)

This section looks at data in relation to Offences Against the Person. The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain/decrease the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were a total of 5,461 offences in Cumbria, a 13% decrease from the previous year; and a total of 2,105 Alcohol Related offences, a 17.5% decrease from the previous year
- Numbers of offences have fallen in all districts
- Barrow had the highest rate of offences per 1,000 population at 16.8, Eden had the lowest rate at 6.0
- The wards with the highest number of crimes in each of the districts are:  
**Allerdale:** St. John's, St. Michael's, Moss Bay  
**Barrow:** Central, Hindpool, Risedale  
**Carlisle:** Castle, Currock, Botcherby  
**Copeland:** Harbour, Cleator Moor North, Sandwith  
**Eden:** Penrith West, Penrith South, Penrith North  
**South Lakeland:** Kendal Fell, Ulverston Town, Windermere Bowness South
- The crime rate in Cumbria is below the average and is ranked 4th out of its Most Similar Groups (out of 8 Forces)
- Numbers of offences were highest in December
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are female and aged 18-30years

### Conclusion

In Cumbria and districts numbers of offences have fallen in the past year and over a 3 year period.

### Data

**Table 1: Offences Against the Person in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	6,277	6,279	5,461	-13.0	10.9
<b>Allerdale</b>	1,088	1,117	998	-10.7	10.4
<b>Barrow</b>	1,159	1,223	1,147	-6.2	16.8
<b>Carlisle</b>	1,917	1,869	1,480	-20.8	13.7
<b>Copeland</b>	928	814	791	-2.8	11.3
<b>Eden</b>	379	402	317	-21.1	6.0
<b>South Lakeland</b>	806	854	727	-14.9	7.0



### Alcohol Related Data

This includes all offences against the person where an interest marker was added by the officer stating that the offender was under the influence of alcohol.

**Table 2: Alcohol Related Offences Against the Person in Cumbria and districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	2,020	2,550	2,105	-17.5	4.2
<b>Allerdale</b>	311	391	363	-7.2	3.8
<b>Barrow</b>	416	606	446	-26.4	6.5
<b>Carlisle</b>	627	697	534	-23.4	4.9
<b>Copeland</b>	309	354	313	-11.6	4.5
<b>Eden</b>	108	145	123	-15.2	2.3
<b>South Lakeland</b>	249	357	327	-8.4	3.2

### District results against Most Similar Groups (each district has its own set of MSGs):

Allerdale – below the average, ranked 7 (out of 15; 1 being the best, 15 being the worst)

Barrow – above the average, ranked 11

Carlisle – below the average, ranked 7

Copeland – above the average, ranked 8

Eden – below the average, ranked 1

South Lakeland – below the average, ranked 4

## Theft from a Motor Vehicle

This section looks at data in relation to Theft from a Motor Vehicle (TFMV). The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to decrease the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were a total of 1,135 offences in Cumbria, a 7.3% increase from the previous year
- Compared to the previous year, numbers of offences have fallen in Allerdale, Copeland and South Lakeland; numbers have increased in Barrow, Carlisle, and Eden
- Barrow had the greatest increase of 65.3%
- Carlisle had the greatest rate of offences per 1,000 population, Copeland had the lowest
- Numbers were highest in October
- The wards with the highest number of crimes in each of the districts are:
  - Allerdale:** Ellenborough, St. Michael's, Ewanrigg
  - Barrow:** Hindpool, Central, Parkside
  - Carlisle:** Belah, Currock, Denton Holme
  - Copeland:** Harbour, Sandwith, Arlecdon
  - Eden:** Penrith West, Askham, Appleby
  - South Lakeland:** Lakes Grasmere, Lakes Ambleside, Kendal Mintsfeet
- The 'vehicle offences' crime rate in Cumbria is below the average of its Most Similar Groups, and ranks 1st (lowest) out of 8 Forces
- In Cumbria, most offenders are male and aged between 18-30years; and most victims are male and aged 41-50years

### Conclusion

In Cumbria numbers of offences have increased in the last year (and over a 3 year period); numbers have increased in Barrow, Carlisle, Copeland and Eden; numbers have fallen in Allerdale, Copeland and South Lakeland.

### Data

**Table 1: TFMV in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	1,098	1,058	1,135	7.3	2.3
<b>Allerdale</b>	276	263	257	-2.3	2.7
<b>Barrow</b>	187	98	162	65.3	2.4
<b>Carlisle</b>	221	272	317	16.5	2.9
<b>Copeland</b>	105	110	85	-22.7	1.2
<b>Eden</b>	78	102	117	14.7	2.2
<b>South Lakeland</b>	231	213	197	-7.5	1.9

### District results against Most Similar Groups (each district has its own MSGs):

Allerdale – below the average, ranked 6 (out of 15; 1 being the best, 15 being the worst)

Barrow – below the average, ranked 1

Carlisle – below the average, ranked 6

Copeland – below the average, ranked 1

Eden – below the average, ranked 6

South Lakeland – below the average, ranked 2

## Theft of a Motor Vehicle (Vehicle taking)

This section looks at data in relation to Theft of a Motor Vehicle (TOMV). The source of this information is Cumbria Constabulary. Data is also provided by the Home Office iQuanta system when making comparisons to other Most Similar Forces. The aim of the Constabulary is to maintain/decrease the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were a total of 350 offences in Cumbria, a 4.9 % decrease from the previous year
- Compared to the previous year, numbers of offences have fallen in all districts with the exception of Barrow and Eden where they have increased
- Barrow had the greatest rate of offences per 1,000 population, South Lakeland had the lowest
- The wards with the highest number of crimes in each of the districts are:
  - Allerdale:** Moss Bay, Moorclose, Silloth
  - Barrow:** Central, Hindpool, Risedale
  - Carlisle:** Upperby, Denton Holme, Castle
  - Copeland:** Distington, Cleator Moor South, Mirehouse
  - Eden:** Hesketh, Penrith West, Dacre
  - South Lakeland:** Kendal Mintsfeet, Kendal Fell, Windermere Bowness South
- The 'vehicle offences' crime rate in Cumbria is below the average of its Most Similar Groups, and is the lowest out of 8 Forces. All districts are below the average of their Most Similar Groups
- In Cumbria, most offenders and victims are male and aged between 18-30years

### Conclusions

In Cumbria numbers of offences have decreased year on year. Numbers of offences fell in all districts with the exception of Barrow and Eden where they increased. The greatest increase has been in Barrow.

### Data

**Table 1: TOMV in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	465	368	350	-4.9	0.7
<b>Allerdale</b>	88	73	57	-21.9	0.6
<b>Barrow</b>	74	38	71	86.8	1.0
<b>Carlisle</b>	145	130	100	-23.1	0.9
<b>Copeland</b>	63	44	34	-22.7	0.5
<b>Eden</b>	40	34	42	23.5	0.8
<b>South Lakeland</b>	55	49	46	-6.1	0.4

## Business Crime

This section looks at data in relation to Business Crime. This includes all crimes where the victim was entered by the officer as a business rather than an individual. The source of this information is Cumbria Constabulary. The aim of the Constabulary is to decrease the number of offences.

### Headlines/Key findings

- Throughout 2012-13 there were a total of 4,429 offences in Cumbria, a 12.2% decrease from the previous year
- Compared to the previous year numbers of offences have fallen in Cumbria and in all districts, with the exception of Eden where numbers have increased
- Carlisle had the greatest rate of offences per 1,000 population, Eden had the lowest
- The wards with the highest number of crimes in each of the districts are:  
**Allerdale:** St. Michael's, St. John's, Moss Bay  
**Barrow:** Central, Hindpool, Parkside  
**Carlisle:** Castle, Currock, Denton Holme  
**Copeland:** Harbour, Frizington, Egremont South  
**Eden:** Penrith West, Penrith South, Kirkby Stephen  
**South Lakeland:** Kendal Fell, Kendal Mintsfeet, Lakes Ambleside

### Conclusion

In Cumbria numbers of offences have decreased year on year. Numbers have fallen in all districts in the last year with the exception of Eden where they have increased.

### Data

Please note that all instances of Burglary Dwelling are where a business owns the dwelling that has been targeted.

**Table 1: Business Crime in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
<b>Cumbria</b>	5,264	5,047	4,429	-12.2	8.9
<b>Allerdale</b>	1,059	1,152	807	-29.9	8.4
<b>Barrow</b>	758	644	640	-0.6	9.4
<b>Carlisle</b>	1,754	1,605	1608	0.2	14.9
<b>Copeland</b>	662	591	411	-30.5	5.8
<b>Eden</b>	287	266	295	10.9	5.6
<b>South Lakeland</b>	744	789	668	-15.3	6.5

**Table 2: Numbers of Business Crimes, by offence type, in Cumbria for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	23	23	26	13.0
Burglary other	454	385	401	4.2
Criminal Damage	1,466	1,197	1020	-14.8
Fraud & Forgery	209	238	177	-25.6
Offences Against the Person	3	4	5	25.0
Robbery	6	2	1	-50.0
Theft	2,894	3,001	2625	-12.5
Theft from a Motor Vehicle	184	176	163	-7.4
Theft of a Motor Vehicle	25	21	11	-47.6
<b>Total</b>	<b>5,264</b>	<b>5,047</b>	<b>4,429</b>	<b>-12.2</b>

**Table 3: Numbers of Business Crimes, by offence type, in Allerdale for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	5	2	7	250.0
Burglary other	124	130	89	-31.5
Criminal Damage	303	288	219	-24.0
Fraud & Forgery	22	35	16	-54.3
Offences Against the Person	0	0	0	0
Robbery	4	1	0	-100.0
Theft	519	634	444	-30.0
Theft from a Motor Vehicle	72	57	31	-45.6
Theft of a Motor Vehicle	10	5	1	-80.0
<b>Total</b>	<b>1,059</b>	<b>1,152</b>	<b>807</b>	<b>-29.9</b>

**Table 4: Numbers of Business Crimes, by offence type, in Barrow for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	2	5	5	0.0
Burglary other	39	42	43	2.4
Criminal Damage	222	151	168	11.3
Fraud & Forgery	16	24	18	-25.0
Offences Against the Person	1	0	3	100.0+
Robbery	0	0	0	0
Theft	464	415	395	-4.8
Theft from a Motor Vehicle	12	4	8	100.0
Theft of a Motor Vehicle	2	3	0	-100.0
<b>Total</b>	<b>758</b>	<b>644</b>	<b>640</b>	<b>-0.6</b>

**Table 5: Numbers of Business Crimes, by offence type, in Carlisle for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	12	12	7	-41.7
Burglary other	116	65	90	38.5
Criminal Damage	413	321	280	-12.8
Fraud & Forgery	80	85	88	3.5
Offences Against the Person	2	3	1	-66.7
Robbery	1	1	0	-100.0
Theft	1,081	1,057	1075	1.7
Theft from a Motor Vehicle	43	57	63	10.5
Theft of a Motor Vehicle	6	4	4	0.0
<b>Total</b>	<b>1,754</b>	<b>1,605</b>	<b>1608</b>	<b>0.2</b>

**Table 6: Numbers of Business Crimes, by offence type, in Copeland for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	2	2	3	50.0
Burglary other	65	53	44	-17.0
Criminal Damage	263	163	111	-31.9
Fraud & Forgery	17	21	15	-28.6
Offences Against the Person	0	0	0	0
Robbery	0	0	0	0
Theft	302	329	227	-31.0
Theft from a Motor Vehicle	11	19	10	-47.4
Theft of a Motor Vehicle	2	4	1	-75.0
<b>Total</b>	<b>662</b>	<b>591</b>	<b>411</b>	<b>-30.5</b>

**Table 7: Numbers of Business Crimes, by offence type, in Eden for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	0	1	1	0.0
Burglary other	47	27	45	66.7
Criminal Damage	67	70	66	-5.7
Fraud & Forgery	20	28	15	-46.4
Offences Against the Person	0	1	0	-100.0
Robbery	1	0	0	0
Theft	132	117	143	22.2
Theft from a Motor Vehicle	16	19	22	15.8
Theft of a Motor Vehicle	4	3	3	0.0
<b>Total</b>	<b>287</b>	<b>266</b>	<b>295</b>	<b>10.9</b>

**Table 8: Numbers of Business Crimes, by offence type, in South Lakeland for the last 3 financial years**

Offence	2010-11	2011-12	2012-13	% change in the last year
Burglary dwelling	2	1	3	200.0
Burglary other	63	68	90	32.4
Criminal Damage	198	204	176	-13.7
Fraud & Forgery	54	45	25	-44.4
Offences Against the Person	0	0	1	100.0
Robbery	0	0	1	100.0
Theft	396	449	341	-24.1
Theft from a Motor Vehicle	30	20	29	45.0
Theft of a Motor Vehicle	1	2	2	0.0
<b>Total</b>	<b>744</b>	<b>789</b>	<b>668</b>	<b>-15.3</b>

## Hate Crime

This section looks at data in relation to Hate Crime, crimes which have been given a hate crime interest marker by Police Officers. This includes all crimes where an interest marker was added by the officer stating that the crime was either Racially, Religiously, Sexual Orientation, Disability or Transgender motivated. The source of this information is Cumbria Constabulary. *The aim of the constabulary is to increase the reporting of hate incidents and crimes*

### Headlines/Key findings

- Throughout 2012-13 there were a total of 209 offences in Cumbria, a 22% fall from the previous year
- Compared to the previous year, numbers of offences have fallen in all districts, with the exception of Copeland where they have increased
- Barrow had the greatest rate of offences per 1,000 population, Eden had the lowest
- Race hate crime contributes to the majority of all hate crime (68.9% of the total), followed by sexual orientation (19.4% of the total)
- At ward levels numbers of crimes are relatively low, however, wards with the highest number of crimes in each of the districts are:
  - Allerdale:** St. John's, Christchurch, Moss Bay
  - Barrow:** Central, Hindpool, Hawcoat
  - Carlisle:** Castle, Currock, Dalston
  - Copeland:** Harbour, Hensingham, Cleator Moor North
  - Eden:** Penrith West, Penrith South, Penrith East
  - South Lakeland:** Kendal Fell, Kendal Stricklandgate, Windermere Appletwhaite

### Conclusions

In the last year numbers of crimes have fallen in Cumbria; this is true for all districts with the exception of Copeland where numbers have increased. Carlisle district had the greatest fall in the number of offences.

### Data

**Table 1: Total Hate Crime in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year	Rate (per 1,000)
Cumbria	234	269	209	-22.0	0.4
Allerdale	32	36	30	-14.3	0.3
Barrow	50	47	47	0.0	0.7
Carlisle	86	100	54	-46.0	0.5
Copeland	23	18	31	72.2	0.4
Eden	8	16	12	-25.0	0.2
South Lakeland	35	52	35	-32.7	0.3

**Table 2: Hate Crime Type in Cumbria for the last 3 financial years**

Offence type	2010-11	2011-12	2012-13
Disability	13	16	20
Orientation	39	43	40
Racist	172	194	142
Religious	5	9	15
Transgender	5	7	6
All Hate (TOTAL)	234	269	206

## Domestic Violence and Sexual Offences

This section looks at data in relation to Domestic Violence incidents (all incidents recorded on the Force domestic abuse system). The source of this information is Cumbria Constabulary. Regional data has also been drawn from the British Crime Survey. The aim of the Constabulary and the wider Domestic Violence Partnership is to reduce the number of repeat incidents and repeats to MARAC, to increase the number of first time reports/ incidents and to reduce the number of repeat perpetrators.

### Headlines/Key findings

- Throughout 2012-13 there were 6,524 **domestic violence** incidents in Cumbria, a 1.6% increase from the previous year; there were 354 **sexual offences** in the county, a 12.4% decrease from the previous year
- Compared to the previous year, numbers of **domestic violence** incidents have increased in all districts with the exception of Carlisle and Eden where they have fallen; numbers of **sexual offences** have fallen in all districts with the exception of Allerdale and South Lakeland where they have increased
- Barrow district had the highest number and rate of **domestic violence** incidents per 1,000 population, while Eden had the lowest; Carlisle district had the highest number and rate of **sexual offences**, Copeland and Eden had the lowest rate
- Barrow had the greatest 'repeat victim rate' at 47.7%, while South Lakeland had the lowest at 32.8%
- Repeat victim rates have increased in Barrow, Carlisle and Copeland; rates have fallen in Allerdale, Eden and South Lakeland
  
- The wards with the highest number of **domestic violence** incidents in each of the districts are:
  - **Allerdale:** Moss Bay, St Michaels, Moorclose;
  - **Barrow:** Central, Hindpool, Ormsgill;
  - **Carlisle:** Castle, Currock, Botcherby
  - **Copeland:** Mirehouse, Harbour, Sandwith
  - **Eden:** Penrith South, Penrith West, Penrith North
  - **South Lakeland:** Kendal Kirkland, Kendal Fell, Kendal Underley
  
- The wards with the highest number of **sexual offences** in each of the districts are:
  - **Allerdale:** Moss Bay, Seaton, St. John's
  - **Barrow:** Hindpool, Walney South, Barrow Island
  - **Carlisle:** Castle, Currock, Harraby
  - **Copeland:** Egremont South, Harbour, Bootle
  - **Eden:** Kirkby Stephen, Kirkby Thore, Crosby Ravensworth
  - **South Lakeland:** Kendal Castle, Kendal Fell, Lakes Ambleside
- Offenders of **sexual offences** are typically male and aged 18-30years; victims are female and aged 0-17years
  
- There were 697 cases of those accessing Cumbria's Independent Domestic Violence Advisors (IDVA) Services, equating to an annual caseload of 70 cases per FTE; an increase of 295 cases compared to the previous year. Of those, 92% were female; 95% were White British or Irish; 97% were heterosexual; and 36% are aged 21 – 30 years. 59% of clients have children; 36% of clients are 'high risk'; 64% experience physical abuse; 75% experience jealous and controlling behaviour; 13% experience sexual abuse; and 57% experience harassment and stalking; 3% are misusing drugs; 10% are misusing alcohol; 28% have mental health issues



## Conclusions

Compared to the previous year, numbers of **domestic violence** incidents have increased in Cumbria. Numbers of incidents have increased in all districts with the exception of Carlisle and Eden where they have fallen. Numbers have increased over a 3 year period in the county. Repeat victim rates are increasing. Numbers of **sexual violence** incidents have fallen in the last year in all districts with the exception of Allerdale and South Lakeland where they have increased; over a 3 year period numbers have fallen in the county, but have increased in Allerdale, Carlisle and South Lakeland.

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**Data . Table 1: Levels of Violence Against Women and Girls in Cumbria**

<b>Do you know how many women and girls are victims of violence in your area?</b>	
<b>Based on regional data from the British Crime Survey, the estimate for an area this size would be that:</b>	
Women and girls aged 16-59 have been a victim of domestic abuse in the past year	<b>15,247</b> (margin of error +/- 3,528)
Women and girls aged 16-59 have been a victim of a sexual assault in the past year	<b>5,249</b> (margin of error +/- 2,999)
Women and girls aged 16-59 have been a victim of stalking in the past year	<b>29,068</b> (margin of error +/- 4,546)

(These figures are estimates based on the population size specified for Cumbria and the BCS prevalence rate for the North West region. They are only indicative of the level of VAWG, and should serve as one of several sources on which to assess the need for VAWG services in the area).

**Table 2: Domestic Violence Incidents in Cumbria for the last 3 financial years. (DV Repeats - all domestic abuse incidents where the victim was a victim in the 12 months prior to the incident)**

<b>Force</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>change in the last year</b>
Incidents	6,455	6,424	6,524	1.6%
Repeat incidents	2812	2840	2,920	2.8%
Repeat Victim Rate	43.6	44.2	44.8	0.6

**Table 3: Domestic Violence Incidents in Allerdale for the last 3 financial years**

<b>Allerdale</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>change in the last year</b>
Incidents	1,305	1,398	1,511	8.1%
Repeat incidents	571	682	714	4.7%
Repeat Victim Rate	43.8	48.8	47.3	-1.5

**Table 4: Domestic Violence Incidents in Barrow for the last 3 financial years**

<b>Barrow</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>change in the last year</b>
Incidents	1,376	1,224	1,292	5.6%
Repeat incidents	650	544	616	13.2%
Repeat Victim Rate	47.2	44.4	47.7	3.3

**Table 5: Domestic Violence Incidents in Carlisle for the last 3 financial years**

<b>Carlisle</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>change in the last year</b>
Incidents	1,493	1,619	1,477	-8.8%
Repeat incidents	633	705	687	-2.6%
Repeat Victim Rate	42.4	43.6	46.5	2.9

**Table 6: Domestic Violence Incidents in Copeland for the last 3 financial years**

<b>Copeland</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>change in the last year</b>
Incidents	1,205	1,122	1,171	4.4%
Repeat incidents	571	513	550	7.2%
Repeat Victim Rate	47.4	45.7	47.0	1.3

**Table 7: Domestic Violence Incidents in Eden for the last 3 financial years**

Eden	2010-11	2011-12	2012-13	change in the last year
Incidents	249	270	264	-2.2%
Repeat incidents	71	100	88	-12.0%
Repeat Victim Rate	28.5	37.0	33.3	-3.7

**Table 8: Domestic Violence Incidents in South Lakeland for the last 3 financial years**

South Lakeland	2010-11	2011-12	2012-13	change in the last year
Incidents	827	791	809	2.3%
Repeat incidents	316	296	265	-10.5%
Repeat Victim Rate	38.2	37.4	32.8	-4.6

**Table 9: Sexual Offences in Cumbria and Districts for the last 3 financial years**

	2010-11	2011-12	2012-13	% change in the last year
Cumbria	383	404	354	-12.4
Allerdale	69	58	70	20.7
Barrow	72	60	48	-20.0
Carlisle	89	124	91	-26.6
Copeland	59	54	41	-24.1
Eden	34	49	29	-40.8
South Lakeland	60	59	75	27.1

**Table 10: Cumbria Integrated, IDVA Service, Coordinated Action Against Domestic Abuse (CAADA) Insights Service Report, 12 months to July 2013**

Cumbria	12 months to July 2013
Intake forms (number of cases opened)	697
Annual caseload per FTE	70
Exit forms (number of cases leaving the service)	667
Criminal & Civil Justice forms	358
Repeat clients	21%
Gender of clients: Female	92%
Gender of clients: Male	8%
Ethnic origin of clients: White British or Irish	95%
Clients with children	59%
Social Services involvement	23%
Police primary referral route	62%
Age: <18years	2%
Age: 18-20years	6%
Age: 21-30years	36%
Age: 31-40years	26%
Age: 41-50years	18%
Age: 51-60years	7%
Age: 61+years	4%
Proportion of clients with a financial problem	25%
Proportion of clients with mental health issues	28%
Proportion of clients attempting or threatening suicide	13%
Proportion of clients self-harming	11%
Proportion of clients misusing drugs	3%
Proportion of clients misusing alcohol	10%
Average length of abusive relationship	2 years
Proportion of clients 'high risk'	36%
Proportion of clients experiencing physical abuse	64%
Proportion of clients experiencing jealous and controlling behaviour	75%
Proportion of clients experiencing sexual abuse	13%
Proportion of clients experiencing harassment and stalking	57%

## Offender and Re-offending data

This section looks at data in relation to Adult Offending and Re-offending. The source of the Offending information is the Cumbria Probation Trust; and the source of the Re-offending data is the Ministry of Justice. The aim of the Probation Trust is to protect the public and to reduce reoffending.

To note: Local Delivery Units (LDU); North & West LDU: Carlisle, Penrith and West Cumbria Probation Offices; South LDU: Barrow and Kendal Probation Offices.

The order/licence/custody categories are: Community Orders: sentences of the court which are managed in the community. Licences: adults custodial sentences of 12 months or more which are then subject to supervision in the community upon release from custody; youths: releases from Young Offenders Institutions. Custody: adult sentences of 12 months or more and sentences to Young Offenders Institutions, who are in custody.

### Headlines/Key findings

- In March 2013 there were a total of 1,919 registered Offenders
- Compared to the previous year the number of cases fell by 32 from 1951 to 1,919
- Re-offending rates in Cumbria have fallen over the last year and over a 3 year period
- Over the 3 year period 'actual' rates of reoffending have been below the 'predicted' rates
- In Cumbria 87.5% of offenders are male
- Almost half of offenders (40.2%) are aged between 20-29 years
- 96.8% of offenders are of white origin
- There is a greater proportion of Offenders in the North & West LDU (65.5%) than the South (34.5%), however, the population is much greater in the North & West
- Violence accounts for the greatest proportion of the total offences in Cumbria (26.3%)
- Thefts account for 12.5%
- Drugs account for 9.2%
- 21.6% of offenders show evidence of domestic abuse
- 20.4% of offenders have parental responsibility

### Data

**Table 1: Profile of Offender Caseload at 31st March 2013, Cumbria Probation Trust**

Gender:	North & West LDU			South LDU			Cumbria Probation Trust		
	Community Order	Licence	Custody	Community Order	Licence	Custody	Community Order	Licence	Custody
Female	122	20	14	65	5	14	187	25	28
Male	563	219	318	325	105	149	888	324	467
<b>Total</b>	<b>685</b>	<b>239</b>	<b>332</b>	<b>390</b>	<b>110</b>	<b>163</b>	<b>1075</b>	<b>349</b>	<b>495</b>

Age:	North & West LDU			South LDU			Cumbria Probation Trust		
	Community Order	Licence	Custody	Community Order	Licence	Custody	Community Order	Licence	Custody
18-19yrs	22	1	7	12	1	5	34	2	12
20-29yrs	311	83	91	168	46	48	479	129	139
30-39yrs	181	74	109	102	27	48	283	101	157
40-49yrs	105	44	64	67	20	36	172	64	100
50-59yrs	47	27	37	31	14	14	78	41	51
60-69yrs	19	7	18	8	2	8	27	9	26
70-80yrs	0	3	6	2	0	4	2	3	10
<b>Total</b>	<b>685</b>	<b>239</b>	<b>332</b>	<b>390</b>	<b>110</b>	<b>163</b>	<b>1075</b>	<b>290</b>	<b>495</b>

Racial Origin:	North & West LDU			South LDU			Cumbria Probation Trust		
	Community Order	Licence	Custody	Community Order	Licence	Custody	Community Order	Licence	Custody
Asian	2	1	6	1		2	3	1	8
Black	1			1	1	1	2	1	1
Mixed	3	2	3	4	1	2	7	3	5
Other			1	2			2		1
White	674	234	317	369	108	156	1043	342	473
Refused							0	0	0
Not recorded	5	2	5	13		2	18	2	7
<b>Total</b>	<b>685</b>	<b>239</b>	<b>332</b>	<b>390</b>	<b>110</b>	<b>163</b>	<b>1075</b>	<b>349</b>	<b>495</b>

**Table 2: Probation commencements by offence type (at Trust and Office level), 2012-2013**

	Cumbria	Barrow	Carlisle	Kendal & Penrith	West Cumbria
Violence	555	139	161	80	175
Theft	264	52	111	23	78
Drugs	194	40	53	31	70
Public Order	184	43	75	21	45
Breach	171	32	66	11	62
Motoring	144	22	45	29	48
Burglary	127	24	58	13	32
Criminal Damage	90	16	23	17	34
Other	169	29	66	29	45
Fraud/Forgery	85	15	27	19	24
Sexual	65	13	25	13	14
Theft Vehicle	54	9	24	7	14
Dangerous Driving	8	3	1	3	1
<b>Total</b>	<b>2110</b>	<b>437</b>	<b>735</b>	<b>296</b>	<b>642</b>

Note: Data is combined for Kendal and Penrith, the data is not available for the individual offices)

**Table 3: Proportion of probation commencements by offence type, 2012-2013**

	Cumbria	Barrow	Carlisle	Kendal & Penrith	West Cumbria
Violence	26.3%	31.8%	21.9%	27.0%	27.3%
Theft	12.5%	11.9%	15.1%	7.8%	12.1%
Drugs	9.2%	9.2%	7.2%	10.5%	10.9%
Public Order	8.7%	9.8%	10.2%	7.1%	7.0%
Breach	8.1%	7.3%	9.0%	3.7%	9.7%
Motoring	6.8%	5.0%	6.1%	9.8%	7.5%
Burglary	6.0%	5.5%	7.9%	4.4%	5.0%
Criminal Damage	4.3%	3.7%	3.1%	5.7%	5.3%
Other	8.0%	6.6%	9.0%	9.8%	7.0%
Fraud/Forgery	4.0%	3.4%	3.7%	6.4%	3.7%
Sexual	3.1%	3.0%	3.4%	4.4%	2.2%
Theft Vehicle	2.6%	2.1%	3.3%	2.4%	2.2%
Dangerous Driving	0.4%	0.7%	0.1%	1.0%	0.2%

Note: Data is combined for Kendal and Penrith, the data is not available for the individual offices)

**Table 4: Probation commencements with incidents of domestic violence/partner abuse, 2012-13**

	Evidence of Domestic Violence	
	Number	% of all offenders
Cumbria	389	21.6%
Barrow	107	27.0%
Carlisle	139	21.8%
Kendal & Penrith	46	18.0%
West Cumbria	97	18.8%

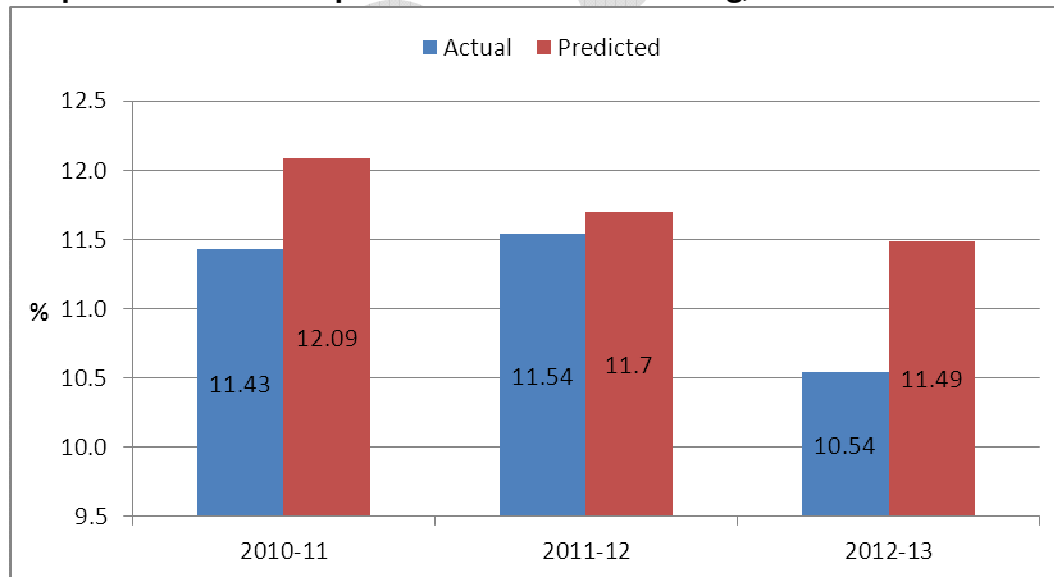
**Table 5: Probation commencements with identified evidence of parental responsibility data, 2012-13**

	Evidence of parental responsibility	
	Number	% of all offenders
Cumbria	369	20.4%
Barrow	101	25.5%
Carlisle	113	17.8%
Kendal & Penrith	53	20.7%
West Cumbria	102	19.7%

**Table 6: Local adult reoffending rates over 3 years, Probation area, Ministry of Justice**

Cumbria Probation Trust	2010-11	2011-12	2012-13
Cohort size (combining four quarters of probation caseload data) <sup>1</sup>	5,654	5,426	5,322
Actual rate of reoffending	11.43%	11.54%	10.54%
Predicted rate of reoffending	12.09%	11.70%	11.49%
% difference from baseline <sup>2</sup>	-5.50%	-1.42%	<b>-8.25%</b>

**Graph I: Actual rates v predicted rates of reoffending, 2009-10 – 2012-13**



<sup>1</sup> Note that data will not exactly aggregate from the local authority level to the Probation Trust level, as there are a small (roughly 1%) number of offenders who could not be assigned to a local authority as they have no postcode data. There are also a small (again roughly 1%) number of offenders whose postcode is in a local authority which is not in the probation trust where they are on the caseload.

<sup>2</sup> Data in bold illustrate that the change in re-offending from the baseline is statistically significant.

## Youth Offending

This section looks at data in relation to young offenders (those aged 10-17 years) who enter the youth offending system. The source of the information is Cumbria Youth Offending Service and Ministry of Justice.

### Headlines/Key findings

- Throughout 2012-13, there were 442 young offenders, a reduction of 32.3% from the previous year
- 373 young people entered the Youth Justice System for the first time, a fall of 25.4% from the previous year
- A total of 1,548 offences were committed
- 33 young people received a custodial (prison) sentence, a 17.5% reduction from the previous year

**Table 1: First Time Entrants, Cumbria Youth Offending Service**

	2009-10	2010-11	2011-12	change in the last year
First Time Entrants	684	500	373	-25.4%

**Table 2: Overall Youth Crime, Cumbria Youth Offending Service**

	2010-11	2011-12	2012-13	change in the last year
Number of Offenders	1,035	653	442	-32.3%
Number of Offences	1,940	1,548		-20.2%

**Table 3: Re-offending rates, Cumbria Youth Offending Service, 2010-11**

	2009-10	2010-11	Change from baseline
Frequency rate	0.91	0.90	-0.01
Binary rate	34.8%	34.0	-0.8% (% point change)

**Table 4: Offence data, Youth Offending Service, Youth Justice Board**

	2010-11	2011-12	Change in last year
Total Offences MIS report 2000	1,940	1,548	-20%
Number of Pre-court disposals	600	197	-67%
Number of First-tier disposals	662	571	-14%
Number of Community disposals	130	225	73%
Number of Custody disposals	36	39	8%
Total Disposals	1,428	1,032	-28%

**Table 5: Offending population, Youth Justice Board**

	2010-11	2011-12	Change in last year
Cumbria	1,035	632	-38.9%

**Table 6: Outcomes, Youth Justice Board**

	2011-12	2011-12	Change in last year
First Time Entrants	373		-113
Custodial sentences	40	33	-17.5

## Cumbria Drug & Alcohol Services (CDAS) data

This section looks at data in relation to drug users who come into contact with the Cumbria Drugs and Alcohol Services (CDAS). The primary source of this information is CDAS. In addition to this we have also used data drawn from the Cumbria Young Persons Alcohol & Tobacco Consumption Survey, Trading Standards

### Headlines/Key findings

- Throughout 2012-13, 2,642 substance users came into contact with CDAS (an increase of 149 users from 2,493 in 2011-12)
- In Cumbria 66% of users are male, 34% are female
- Most users are aged between 30-39years
- 98% of users are White British
- 66% of service users are accessing services because of drugs misuse; 34% are accessing services because of alcohol misuse (an increase of alcohol users compared to the previous year)
- **Allerdale:** 486 service users came into contact with CDAS (an increase of 86 users from the previous year). 49% of those use heroin as their main drug; 31% use alcohol. Most users are male and aged between 35-39years.
- **Barrow:** 640 service users came into contact with CDAS (an increase of 81 users from the previous year). 54% of those use heroin as their main drug; 30% use alcohol. Most users are male and aged between 35-39years.
- **Carlisle:** 673 service users came into contact with CDAS (an increase of 89 users from the previous year). 58% of those use heroin as their main drug; 30% use alcohol. Most Users are male and aged between 35-39 years.
- **Copeland:** 327service users came into contact with CDAS (an increase of 85 users from the previous year). 41% of those use heroin as their main drug; 39% use alcohol (an 11% increase from the previous year). Most Users are male and aged between 30-34 years.
- **Eden:** 212 service users came into contact with CDAS (an increase of 40 users from the previous year). 50% (increase) of those use alcohol as their main drug; 33% use heroin. Most users are male and aged between 30-34 years.
- **South Lakeland:** 337 service users came into contact with CDAS (an increase of 78 users from the previous year). 38% use heroin as their main drug; 42% use alcohol (increase). Most users are male and aged between 35-39 years
- 30% of drug users using the service have children; 43% of alcohol users using the service have children

### Cumbria Young Persons Alcohol & Tobacco Survey 2013

- The survey of 14-17 years olds was carried out between January and April 2013
- 1,363 completed surveys were received
- Compared to 2011 results, 14-17 year olds are drinking less often or not at all
- Proportions of those claiming they never drink alcohol has increased from 12% in 2011 to 25% in 2013
- Levels of binge drinking have fallen from 19% in 2011 to 9% in 2013
- There has been a fall in the number of 14-17 year olds drinking in pubs/clubs and outside on streets and in parks
- 27% of respondents are aware of drinking dens and/or party houses
- Respondents who drink alcohol mostly obtain it from their parents/guardians/family
- 3% of respondents claim to have fake ID, below the regional average of 7% (the internet is the most common source for fake ID)
- 17% of respondents claim they drink alcohol because there is nothing else to do
- 69% of respondents think that getting drunk is fun
- 54% of respondents think that it is normal to get drunk
- 16% of respondents claim they have been violent whilst drunk
- 36% of respondents are not worried about the long-term health effects



## Data

**Table 1: Gender of Drug Users who have come into contact with CDAS**

Gender	2012-13	
	Number	%
Male	1,753	66.4
Female	889	33.6
<b>Total</b>	<b>2,642</b>	

**Table 2: Ethnicity of Drug Users who have come into contact with CDAS**

Ethnicity	2012-13	
	Number	%
White British	2,590	98.0%
White Irish	6	0.2%
Other White	29	1.1%
White & Black Caribbean	2	0.1%
White & Black African	1	0.0%
White & Asian	1	0.0%
Other Mixed	0	0.0%
Indian	0	0.0%
Pakistani	0	0.0%
Bangladeshi	1	0.0%
Other Asian	4	0.2%
Caribbean	0	0.0%
African	0	0.0%
Other Black	2	0.1%
Chinese	1	0.0%
Other	5	0.2%
Not Stated	0	0.0%
Missing ethnicity code	0	0.0%

**Table 3: Age of Drug & Alcohol Users who came into contact with CDAS**

Age group at mid-point (End September)	2012-13	
	Number	%
18-24 years	186	7.0%
25-29 years	326	12.3%
30-34 years	466	17.6%
35-39 years	524	19.8%
40-44 years	404	15.3%
45-49 years	322	12.2%
50-54 years	203	7.7%
55-59 years	108	4.1%
60-64 years	61	2.3%
65+ years	42	1.6%

Table 4: Main and Secondary drugs used by Drug Users who have come into contact with CDAS

MAIN DRUG	SECOND DRUG																				
	Heroin	Methadone	Other Opiates	Benzodiazepines	Amphetamines	Cocaine	Crack	Hallucinogens	Ecstasy	Cannabis	Solvents	Barbiturates	Major Tranquilisers	Anti-depressants	Alcohol	Other Drugs	Poly Drug	Prescription Drugs	Misuse Free	N/A	Total
Heroin		90	34	218	66	14	34		1	57					107	2	3	2	5	666	1,299
Methadone	4		1	13											4					36	58
Other Opiates	5	1		15	5		1			6					9					76	118
Benzodiazepines	3		2							3					6					28	42
Amphetamines	4		1	4		3				5					6					36	59
Cocaine				1	2				1	10					8					13	35
Crack					1	1															2
Hallucinogens			1			1				1					1						4
Ecstasy										1										1	2
Cannabis			1	5	2	4		1	2		1			1	34	1		1		53	106
Solvents										1											1
Barbiturates																					
Major Tranquilisers																					
Anti-depressants															1						1
Other Drugs				1																2	3
Poly Drug																					
Prescription Drugs										2										4	7
Misuse free																					
<b>Total</b>	16	91	40	258	76	23	35	1	4	86	1			1	176	3	3	3	5	915	1,737

## Alcohol

This section looks at data in relation to Alcohol, alcohol related mortality, hospital admissions, crime, violent crime and binge drinking. The source of the information is from the Local Alcohol Profiles for England (LAPE) produced by the North West Public Health Observatory.

### Headlines/Key findings

- In Cumbria the rate of **alcohol specific mortality for males** is below the national and regional average, however, in Barrow and Carlisle it is above the national average. **Alcohol specific mortality for females** is above the national average in Cumbria, Allerdale, Barrow and South Lakeland
- In Cumbria the rate of **under 18s admitted to hospital with alcohol specific conditions** is above national and regional rates. Rates in Allerdale, Barrow and Copeland are also above national and regional rates
- In Cumbria **admission episodes for alcohol-attributable conditions** is above the national average; this is reflected in the rates for Allerdale, Barrow, Carlisle and Copeland
- In Cumbria the rate of those **engaging in binge drinking** is above the national average but below the regional average; this is reflected in all districts with the exception of Barrow
- In Cumbria the rate of **recorded crime attributable to alcohol** is below the national and regional average, however, in Barrow and Carlisle rates are above both national and regional averages
- In Cumbria the rate of **violent crimes attributable to alcohol** is below the national and regional average, however, rates in Barrow and Carlisle are above national and regional rates

### Conclusion

Rates of **Alcohol specific mortality for males** have fallen in Cumbria. This is true for Allerdale, Copeland, Eden and South Lakeland, however, rates in Barrow and Carlisle have increased.

Rates of **Alcohol specific mortality for females** have fallen in Cumbria. This is true for Allerdale, Barrow, Carlisle and Copeland. Rates in Eden and South Lakeland have increased.

Rates of **Under 18s admitted to hospital with alcohol specific conditions** are falling in Cumbria. This is true for Allerdale, Barrow, Carlisle, Eden and South Lakeland; in Copeland rates are increasing.

Rates of **Admission episodes for alcohol-attributable conditions** have increased in Cumbria. This is true for Barrow however, rates have increased in all other districts.

Rates of **Crime attributable to alcohol** have fallen in Cumbria, this is true for Carlisle and Copeland. Rates have increased in Allerdale, Barrow, Eden and South Lakeland.

Rates of **Violent crimes attributable to alcohol** in Cumbria have remained the same. Rates have increased in Allerdale, Barrow, Eden and South Lakeland. Rates have fallen in Carlisle and Copeland.

## Data

**Table 1: Alcohol specific mortality: Males, all ages, DSR per 100,000 population**

	2006-2008	2007-2009	2008-2010	Number of deaths 2008-2010
Cumbria	10.87	11.53	11.25	95
Allerdale	10.12	12.72	10.71	17
Barrow	19.11	23.55	<b>27.05</b>	32
Carlisle	12.21	13.99	<b>14.27</b>	24
Copeland	11.63	8.91	8.13	10
Eden	4.66	4.89	2.82	3
South Lakeland	7.76	5.35	4.88	9
North West	18.51	19.01	18.51	1,982
England	13.12	13.06	13.16	10,579

**Table 2: Alcohol specific mortality: Females, all ages, DSR per 100,000 population**

	2006-2008	2007-2009	2008-2010	Number of deaths 2008-2010
Cumbria	7.66	7.69	6.62	56
Allerdale	9.04	8.67	8.10	14
Barrow	11.54	12.02	8.10	9
Carlisle	9.88	7.93	5.67	9
Copeland	5.96	6.04	3.26	5
Eden	3.98	4.79	5.59	4
South Lakeland	4.87	6.03	7.95	15
North West	9.98	9.93	9.82	1,082
England	6.12	6.12	6.04	5,029

**Table 3: Under 18s admitted to hospital with alcohol specific conditions: Persons, crude rate per 100,000 population**

	2006/07-2008/09	2007/08-2009/10	2008/09-2010/11	Number of under 18s admitted 2008/09-2010/11
Cumbria	111.71	103.21	96.38	283
Allerdale	156.00	144.90	132.23	75
Barrow-in-Furness	109.55	104.51	103.98	47
Carlisle	107.70	110.41	85.25	52
Copeland	167.90	121.89	136.43	57
Eden	32.87	43.09	40.15	12
South Lakeland	74.48	71.88	67.75	40
North West	113.33	102.81	93.71	4,165
England	66.41	61.81	55.79	18,444

**Table 4: Admission episodes for alcohol-attributable conditions (previously NI39): All ages, DSR per 100,000 population**

	2009/10	2010/11	2011/12	Number of admission episodes 2011/12	% change in the last year
Cumbria	1896.02	1924.33	2076	13,710	8%
Allerdale	1957.06	1972.37	1956	2,536	-1%
Barrow-in-Furness	2528.12	2464.45	2560	2,190	4%
Carlisle	2021.69	2047.67	2403	3,197	17%
Copeland	2120.89	2185.33	2314	2,089	6%
Eden	1367.06	1404.29	1663	1,221	18%
South Lakeland	1433.26	1530.67	1617	2,477	6%
North West	2295.19	2425.49	2413	199,855	-1%
England	1742.78	1895.18	1974	1,220,293	4%

**Table 5: Synthetic estimate of the percentage of the population aged 16 years and over who report engaging in binge drinking**

	2007-2008	Lower 95% CI	Upper 95% CI
Cumbria	21.6	20.1	23.2
Allerdale	22.0	18.6	25.7
Barrow-in-Furness	18.7	15.5	22.4
Carlisle	22.4	19.1	26.0
Copeland	21.7	17.6	26.5
Eden	22.8	18.4	28.0
South Lakeland	21.9	18.8	25.3
North West	23.3	21.2	25.5
England	20.1	19.4	20.8

**Table 6: Recorded crime attributable to alcohol: Persons, all ages, crude rate per 1,000 population**

	2009/10	2010/11	2011/12	Number recorded crime 2011/12
Cumbria	5.80	5.46	5.44	2,688
Allerdale	5.54	5.13	5.21	491
Barrow-in-Furness	7.66	7.09	7.10	502
Carlisle	7.98	7.64	7.60	<b>795</b>
Copeland	5.33	5.57	4.94	343
Eden	3.72	3.28	3.48	180
South Lakeland	3.90	3.47	3.63	377
North West	7.76	7.17	6.73	46,684
England	8.01	7.58	7.02	366,791

**Table 7: Violent crimes attributable to alcohol: Persons, all ages, crude rate per 1,000 population**

	2009/10	2010/11	2011/12	Number violent crimes 2011/2012
Cumbria	4.94	4.71	4.71	2,330
Allerdale	4.59	4.29	4.41	415
Barrow-in-Furness	6.75	6.08	6.43	454
Carlisle	7.00	6.80	6.63	<b>693</b>
Copeland	4.61	4.93	4.33	301
Eden	2.99	2.72	2.87	149
South Lakeland	3.16	2.88	3.07	318
North West	5.46	5.16	4.93	34,183
England	5.79	5.46	5.03	262,791

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## Killed or Seriously Injured (KSIs)

This section looks at data in relation to KSIs which are defined as being the number of casualties who were killed or seriously injured in road traffic collisions. The source of the information is Cumbria County Council (Department for Transport).

### Headlines/Key findings

- Throughout 2012 there were 196 KSI incidents in Cumbria, 53 less than the previous year equating to a 21.3% decrease, and 15.9% decrease over 3 years
- Compared to the previous year numbers of incidents have fallen in all districts with the exception of Carlisle where they have increased
- Carlisle had the highest number of KSIs, Eden had the highest rate per 1,000 population
- Barrow had the lowest number of KSIs, however South Lakeland had the greatest proportional fall in the last year

### Conclusion

In Cumbria and districts numbers of KSIs have fallen in the last year with the exception of Carlisle where they have increased.

**Table 1: KSIs in Cumbria and Districts for the last 3 calendar years**

	2010	2011	2012	% change in the last year
Cumbria	233	249	196	-21.3%
Allerdale	50	63	40	-36.5%
Barrow	18	14	13	-7.1%
Carlisle	37	42	48	14.3%
Copeland	20	31	30	-3.2%
Eden	52	42	30	-28.6%
South Lakeland	56	57	35	-38.6%

**Table 2: KSIs by user group category, Cumbria, 2012**

	2010	2011	2012	% change in the last year
All KSIs	233	249	196	-21.3%
Child KSI	35	18	10	-44.4%
All fatal	30	30	30	0.0%
Slight	1586	1506	1511	0.3%
Total casualties	1819	1755	1707	-2.7%

## Fire Service

This section looks at data in relation to deliberately started Fire Incidents. The source of this information is Cumbria Fire Service.

The information is broken down by primary and secondary fires (primary - including all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues or fires attended by five or more appliances; secondary fires are fire incidents that did not occur at a primary location, was not a chimney fire in an occupied building, did not involve casualties (otherwise categorised as a Primary incident) and was attended by four or fewer appliances). Please note that numbers of arson offences are included in the Criminal Damage which are reported in this Assessment.

### Headlines/Key findings

- Throughout 2012-13 there were a total of 1,664 fire incidents in Cumbria
- There were a total of 663 deliberate fire incidents in the county, which accounted for 39.8% of all fire incidents
- Compared to the previous year the number of all fire incidents had fallen by 8.7%; the number of deliberate fire incidents had fallen by 22.1%
- Over the last 3 years, the number of incidents had fallen across Cumbria and in all of the districts
- Allerdale district had the greatest number of incidents and the greatest rate per 1,000 population
- Eden district had the lowest number of incidents and the lowest rate per 1,000 population

The wards with the highest number of deliberate fire incidents are as follows:

- **Allerdale:** St Michaels, Moss Bay, Moorclose; **Barrow:** Central, Ormsgill, Hindpool; **Carlisle:** Castle, Currock, Botcherby; **Copeland:** Distington, Harbour, Mirehouse; **Eden:** Hesket, Brough/Penrith West, Alston Moor/Penrith South; **South Lakeland:** Arnside & Beetham, Kendal Far Cross, Ullswater/Kirby Lonsdale

### Conclusions

The general trend for all fires (both accidental and deliberate) is downward as it is nationally.

### Data

**Table 1: All fires incidents in Cumbria and Districts for the last 3 financial years**

	2010-11			2011-12			2012-13		
	Accidental	Deliberate	Total	Accidental	Deliberate	Total	Accidental	Deliberate	Total
<b>Allerdale</b>	166	265	431	161	253	414	182	231	413
<b>Barrow</b>	157	240	397	126	156	282	122	121	243
<b>Carlisle</b>	191	358	549	193	224	417	228	141	369
<b>Copeland</b>	129	160	289	117	119	236	120	95	215
<b>Eden</b>	168	29	197	151	27	178	160	12	172
<b>South Lakeland</b>	213	87	300	224	72	296	189	63	252
<b>Cumbria</b>	1,024	1,139	2,163	972	851	1,823	1,001	663	1,664



**Table 2: Deliberate fire incidents in Cumbria and Districts for the last 3 financial years**

	2010-11			2011-12			2012-13		
	Primary	Secondary	Total	Primary	Secondary	Total	Primary	Secondary	Total
Allerdale	58	207	265	45	208	253	50	181	231
Barrow	28	212	240	27	129	156	19	102	121
Carlisle	70	288	358	53	171	224	37	104	141
Copeland	33	127	160	34	85	119	18	77	95
Eden	11	18	29	10	17	27	5	7	12
South Lakeland	19	68	87	17	55	72	18	45	63
<b>Cumbria</b>	<b>219</b>	<b>920</b>	<b>1,139</b>	<b>186</b>	<b>665</b>	<b>851</b>	<b>147</b>	<b>516</b>	<b>663</b>

**Table 3: All (accidental and deliberate) fire incidents - change over time**

	Numerical change 3 years	% change 3 years	Numerical change 1 year	% change 1 year
Allerdale	-18	-4.2%	-1	-0.2%
Barrow	-154	-38.8%	-39	-13.8%
Carlisle	-180	-32.8%	-48	-11.5%
Copeland	-74	-25.6%	-21	-8.9%
Eden	-25	-12.7%	-6	-3.4%
South Lakeland	-48	-16.0%	-44	-14.9%
<b>Cumbria</b>	<b>-499</b>	<b>-23.1%</b>	<b>-159</b>	<b>-8.7%</b>

**Table 4: Deliberate fire incidents - change over time**

	Numerical change 3 years	% change 3 years	Numerical change 1 year	% change 1 year
Allerdale	-34	-12.8%	-22	-8.7%
Barrow	-119	-49.6%	-35	-22.4%
Carlisle	-217	-60.6%	-83	-37.1%
Copeland	-65	-40.6%	-24	-20.2%
Eden	-17	-58.6%	-15	-55.6%
South Lakeland	-24	-27.6%	-9	-12.5%
<b>Cumbria</b>	<b>-476</b>	<b>-41.8%</b>	<b>-188</b>	<b>-22.1%</b>

## British Crime Survey

The British Crime Survey (BCS) is a face to face survey in which adults living in private households are asked about their experiences of crime. The results are only available at County level and percentage responses for Cumbria to questions posed are shown in the table below:

	Mar-12	Mar-13	Trend	MSG Rank (1 = best 8 = worst)
Percentage who think their local police do a good or excellent job	68.3%	67.7%	Worse	1
Police or Council dealing with Crime	65.4	63.9	Worse	1
Reliable	62.5	62.3	Worse	1
Respect	89.7	89.6	Worse	2
Fair Treatment	67.8	65.3	Worse	4
Community Understanding	79.6	79.3	Worse	1
Police deal with community priorities	70.0	65.8	Worse	1
Confidence	81.5	80.4	Worse	1
Risk of crime (household)	9.7	10.4	Worse	4
Risk of crime (personal)	4.5	2.2	Better	1

(Note: MSG = Most Similar Group)

## Public Consultation Survey

The Annual Public Consultation Survey is a county wide survey and was conducted during August 2012 using a number of different sampling methods.

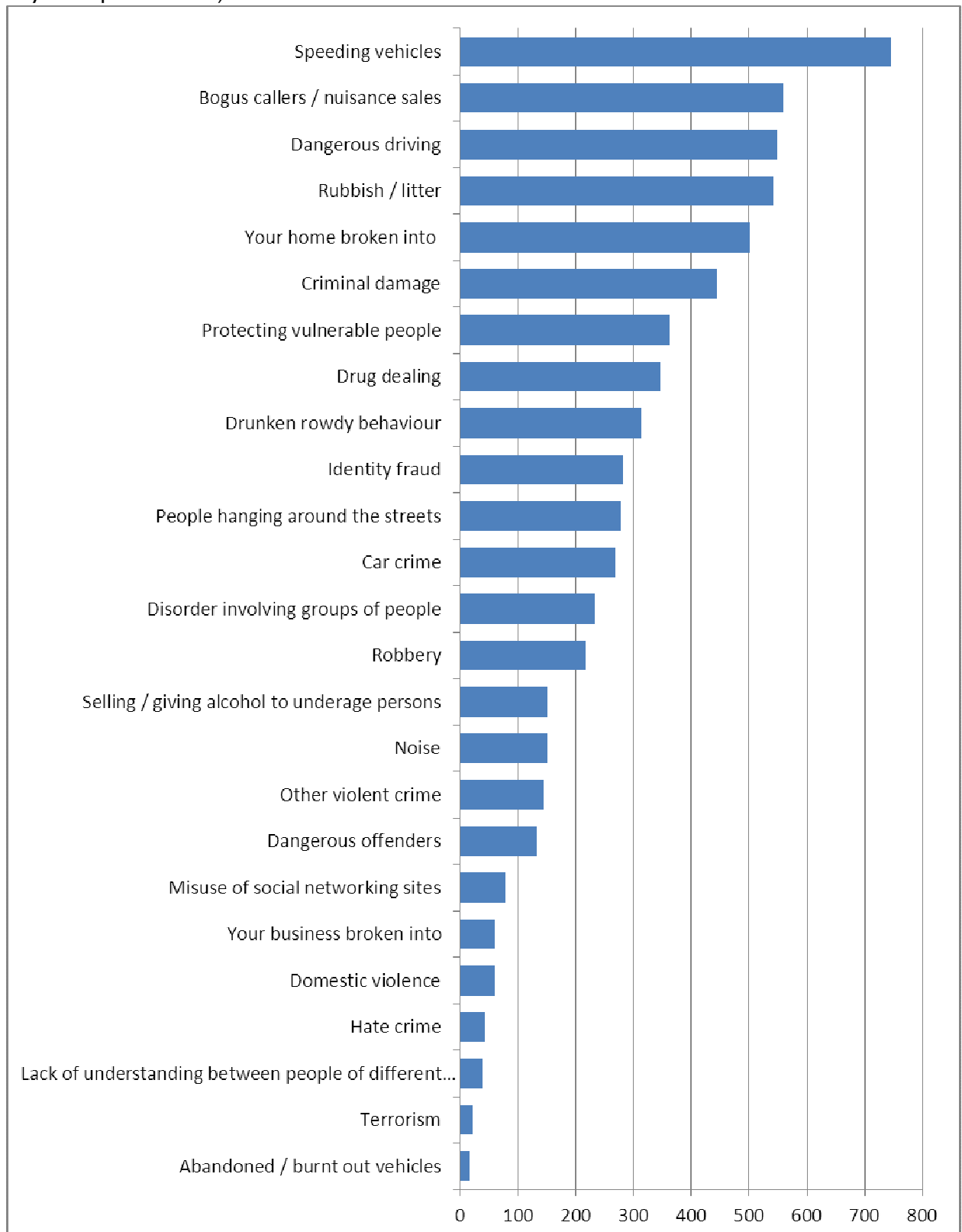
In total, 2,430 surveys were distributed to Members of Community Voice. The survey was also made available online.

### Headlines/Key findings

- 1,033 surveys were returned, a response rate of 42.5%
- 355 surveys were filled in online, bringing the total number of completed surveys to 1,388
- In Cumbria the greatest concern is speeding vehicles followed by bogus callers / nuisance sales
- In Allerdale the greatest concern is speeding vehicles followed by dangerous driving
- In Barrow the greatest concern is speeding vehicles (& rubbish/litter) followed by bogus callers / nuisance sales
- In Carlisle the greatest concern is speeding vehicles followed by bogus callers / nuisance sales
- In Copeland the greatest concern is speeding vehicles followed by dangerous driving
- In Eden the greatest concern is speeding vehicles followed by dangerous driving
- In South Lakeland the greatest concern is speeding vehicles followed by bogus callers / nuisance sales

**Chart 1: Graph showing the most important local concerns**

(Question 5 – Thinking about your local neighbourhood, please look at the following list and put an X next to your top 5 concerns).



# Cumbria Community Safety Strategic Assessment

## Carlisle District Summary

November 2013

Ali Wilson

Senior Research, Information & Intelligence Officer



CUMBRIA  
CONSTABULARY  
SAFER STRONGER CUMBRIA



CUMBRIA  
PROBATION  
TRUST



## **BACKGROUND**

This Summary Report provides a narrative overview of community safety within Carlisle District. It forms part of a collection of documents which make up the Community Safety Strategic Assessment (CSSA) for Cumbria.

The Crime and Disorder Regulations 2007 place a statutory duty on Community Safety Partnerships (CSPs) to prepare a Joint Strategic Assessment of crime and disorder in their local areas. The aim of the CSSA is to provide partners with an understanding of the levels and patterns of crime, disorder and substance misuse in the county and local areas, through statistical analysis, information about crime, changes and patterns over time, and, where possible, explanations as to why these changes have occurred.

The CSSA will highlight the county's priorities for the Safer and Stronger Thematic Partnership, the CSPs and other responsible authorities that are working together to tackle crime, disorder and substance misuse. The CSSA will provide the evidence base for the development of Cumbria's Community Safety Agreement by helping to identify and prioritise the resources and interventions required to combat crime and disorder. It will draw on issues raised by those working or living in local communities including areas that they feel should be addressed.

This report is one of six district Summaries which sit alongside an overall Cumbria Summary and the Cumbria Community Safety Technical Report to make up the CSSA. The narrative within this report draws on the data and analysis contained in the comprehensive Cumbria Community Safety Strategic Assessment Technical Report.

## **EXECUTIVE SUMMARY**

Levels of crime in Carlisle district continue to **fall**. Over the past year crime has fallen by 13.1%, despite this, the overall crime rate in the district is higher than any other district in the county.

Whilst levels of overall crime are falling, incidents of **burglary dwelling** and **burglary other** and **theft from a motor vehicle** are **rising**. The number of people killed and seriously injured on Carlisle's roads has also increased in the past year. **Hate crime** has **fallen** significantly in the district with numbers of crimes almost half what they were in the previous year.

Despite a slight fall in levels of **drug crime**, Carlisle has the highest rate out of all districts across the county.

Carlisle has experienced the second highest rise in the rate of alcohol attributable hospital admissions. And rates for those aged under 18 years admitted to hospital with alcohol specific conditions remain above national and regional levels. The rate of alcohol specific mortality among men is also on the rise (awaiting data update).

The typical offender in Carlisle district is most likely to be male and aged 18-30 years; and the typical victim is female aged 18-30 years. Crime and disorder is most prevalent in deprived areas characterised by relatively high levels of unemployment and child poverty.

Castle Ward, which includes Carlisle city centre, is the ward with the highest level of crime in the county. This is driven by high levels of anti-social behaviour, business crime, theft, offences against the person, and criminal damage.

Crime was focused in the city of Carlisle, with the highest levels of crime in Castle ward. Currock ward had the fourth highest level of crime in the county. While crime is concentrated in deprived urban areas, crimes do take place in more affluent areas such as Dalston and Stanwix where there were a notable number of thefts of a motor vehicle. Belah had the second highest number of thefts from a motor vehicle in the county. While levels of deliberate fires are falling, incidents are relatively high in Currock.

Future changes to welfare reform may have an impact on levels of crime. As we see levels of household income reduce through benefit cuts, adding further to financial pressures in the home, we may see an increase in alcohol and substance misuse, crime (potentially acquisitive crime) as well as domestic violence. Some of these welfare reforms have already taken place but further changes will continue to take place up until 2017. Services may see an increase in demand as changes to personal and financial circumstances take place.

## **PEOPLE AND COMMUNITIES**

The district of Carlisle is in the north east corner of Cumbria. The historic city of Carlisle is the largest in Cumbria and acts as service centre and transportation hub for the north of the county and the south west of Scotland. The district includes the market towns of Brampton, Dalston and Longtown. Carlisle district contains two Areas of Outstanding Natural Beauty, the Solway Estuary in the west of the district and the Pennines in the east. The district also includes the western part of Hadrian's Wall which is classified as a World Heritage Site by UNESCO.

Carlisle district has a geographical area of 1,040 km<sup>2</sup>. While the majority of the district is urban it still contains significant rural areas. The district's urban / rural split is approximately 60:40. Carlisle is the most populated district in Cumbria with a current population of 108,800 people.

When compared to England & Wales, Carlisle has lower proportions of residents in the three youngest age groups (0-44 years) and higher proportions of residents in the four oldest age groups (aged 45+); Since Mid-2002, the population of Carlisle has increased by 6,200 people (+6.1%), with the greatest percentage increase occurring in the 85+ age group (+37.6%) and the greatest percentage decrease occurring in the 30-44 age group (-9.8%); Since Mid-2002, there have been more births than deaths in Carlisle, this 'natural change' has accounted for an increase of 700 persons across the district. Furthermore, during the same time, 5,600 more people have migrated into Carlisle (from other parts of the UK and overseas) than have migrated out from Carlisle.

Carlisle district has the second highest proportion of residents from black and minority ethnic (BME) groups at 5.6%, above the county average of 4.9%. The average male living in Carlisle can expect to live to 77.6 years, below the county and national average; and the average female 81.6 years, also below the county and national average. There is an approximate gap of 4.6 years for males and 7.1 years for females between the best and worst areas in Carlisle.

The largest areas of employment in the district are health (14.8%), retail (12.8%), manufacturing (10.7%) and transport (8.0%). This reflects the city of Carlisle's role as a service and administrative centre. While the role of manufacturing in Carlisle's economy has declined, some major national companies still have a presence in the district including Nestle, Pirelli Tyres and United Biscuits. The city of Carlisle also hosts the headquarters of Stobart Group.

The median average annual household income in Carlisle district is also above the county average at £26,017. The median house price in the district is £114,818, approximately £19,000 less than the county average. 3.3% of working age residents in Carlisle district were unemployed (claiming Job Seekers Allowance), above the county average rate but below national and regional averages. This figure differs considerably between the best and worst areas across the district from 6.8% in Upperby to 0.9% in Wetheral and Great Corby.

Within Carlisle district there are pockets of deprivation, particularly in the urban areas of the district and close by Carlisle city centre including Upperby, Botcherby and Castle wards. Upperby is the most deprived ward in the district and the seventh most deprived in Cumbria. In Upperby the median household income is £19,821 and the average house price is £74,688. 6.8% of the population are claiming Job Seekers Allowance, and youth unemployment is an issue. 14% of households in Carlisle district have an annual income of under £10,000, while 16.1% of children live in poverty. In Upperby these figures rise to 20.2% of households with an annual income less than £10,000 and 32.0% of children living in poverty.



## **COMMUNITY SAFETY INFORMATION**

This section will present the narrative of community safety within Carlisle district.

Two different measures of incidents have been used:

- **Number:** the exact number of incidents / offences within Carlisle district.
- **Rate:** the number of incidents in relation to the population of Carlisle district.

### **Substance misuse & alcohol**

The impact of alcohol on the health of the district's population is significant, a reflection of the situation in Cumbria as a whole. The district performs poorly in a number of indicators when compared to the situation at a county and a national level. Alcohol abuse remains a significant contributing factor in crime and disorder in the district, as well as being detrimental to peoples' overall health and wellbeing.

22.4% of the district's population aged over 16 years report engaging in binge drinking, above county and national levels. Rates of alcohol related hospital admissions are rising and are above national levels. And although admissions of those aged under 18 have fallen they remain above county and national levels (awaiting data update).

Although rates of recorded crimes and violent crimes attributable to alcohol have fallen they remain above national and regional levels. The rate of alcohol specific mortality among males is rising in the district and is also above county and national levels (awaiting update).

673 service users in Carlisle came into contact with Cumbria Drug and Alcohol Services (CDAS). 70% used the service because of drugs misuse, 30% use the service for alcohol misuse. A significant proportion (58%) of service users in Carlisle use heroin as their primary drug. The greatest proportion of service users are male aged between 35-39 years.

There is a clear relationship between levels of crime and alcohol misuse. Castle ward in the city centre of Carlisle had the greatest number of alcohol related offences against the person in the county, followed by Currock in third place.

### **Reoffending**

The north and west of the county, which includes Carlisle district, currently has a significantly higher number of offenders than the South. Offenders are typically male and aged between 20-29 years reflecting the situation in Cumbria as a whole. Over the last 3 years actual rates of reoffending in Cumbria have remained below predicted rates. Over the same period, reoffending rates have fallen. In Carlisle, violence accounts for 21.9% of offending, followed by theft (15.1%). 21.8% of offenders in Carlisle have shown evidence of committing domestic abuse; and 17.8% have parental responsibility. Reducing the level of reoffending in Cumbria remains a priority for the partnership and through systems such as Prevent and Deter for young people, and the Integrated Offender Management system for adults this should be achieved in the future.

## Domestic Violence

Numbers of domestic violence incidents have fallen by 8.8% in the district, repeat victim rates have also fallen. Domestic violence is most common in deprived areas with high levels of crime, unemployment, low household income and high proportions of child poverty. Castle ward has the greatest levels of domestic violence in the district and the fourth highest in the county; Castle ward is also the third most deprived ward in the district. The correlation between deprivation and domestic violence is further evidenced by other areas where levels of domestic violence are high, specifically Currock, Botcherby and Upperby wards. Despite the typical trend of incidents taking place in areas of poverty and deprivation it is important to be aware that domestic violence is often hidden and not reported particularly in affluent areas and rural areas. Improving detection rates and access to services should be a priority.

The wards of Castle, Currock and Harraby had the greatest number of sexual offences in the county, although numbers are not significant.

## Anti social behaviour (ASB)

ASB and ASB involving young people in Carlisle continues to fall, by 1.3% and 17.0% respectively. There are various initiatives and interventions in place throughout Cumbria including: Pub Watch, Integrated Offender Management (IOM), Local Problem Solving, Prevent and Deter, the 'It's Your Choice' staged process of dealing with youth ASB and supporting repeat victims of ASB using the 'Anti-social behaviour risk assessment (ASBRA) which have all continue to contribute to this fall. Carlisle district has the second highest rate of ASB in the county. ASB is most prevalent in deprived areas in and around the city of Carlisle. Castle ward had the highest rate of ASB incidents in the county. Currock ward had high levels of ASB and other areas of concern are the relatively deprived wards of Upperby, Botcherby, Denton Holme and St Aidan's. Incidents of ASB involving young people were greatest in Castle, Upperby and Belle Vue.

## Crime

Overall levels of crime in the district have fallen by 13.1% in the last year and by 13.5% in the last three years. Despite this continuous fall, Carlisle district has the highest crime rate than any other district in the county. Incidents of **burglary at dwellings** and **burglary other** have increased by 2.2% and 15.6% respectively.

The most significant fall in crime was levels of **hate crime** incidents which fell by 46.0% in the last year, the greatest fall experienced than any other district. Despite this fall, the district has the second highest rate in the county. It is worth noting that the aim of Cumbria Constabulary is to increase the reporting of **hate incidents and crimes**. The cause of the majority of hate crimes is racism, accounting for 68.9% across the county. Hate crime incidents tend to take place in and around town centres and are also linked to areas where there are greater proportions of black and ethnic minority groups and migrant workers. The increase in the number of hate crimes may not necessarily reflect an absolute increase in crimes as it could relate to improved reporting systems which are available online via multi agencies and organisations.

Despite a slight fall in levels of **drug crime**, Carlisle has the highest rate out of all districts across the county. The wards of Castle and Currock had the greatest number of offences. The aim of Cumbria Constabulary is to increase the number of drug convictions and therefore

reduce the number of drugs in circulation, therefore the increase in drug crime does not necessarily mean things are getting worse in Carlisle as it may reflect an increase in operations and an improvement in the number of offenders getting caught and being convicted.

**Offences against the person** continue to fall (-21.0%) as did **alcohol related** offences against the person (-23.0%) however, the overall rates remain the second highest in the county, as we would expect in and around the town centre. **Criminal damage** has fallen (-21.3%) however compared to the district's most similar groups (other forces with similar characteristics) Carlisle remains above the average.

**Theft from a motor vehicle** have increased (+16.35%) and the rate of incidents in the district are the highest in the county. **Theft of motor vehicles** have fallen (-23.1%) but the rate remains the second highest in the county.

Castle ward, which incorporates Carlisle's city centre and the nightlife area, had the highest levels of crime in the county as well as the district, followed by Currock and Upperby. The wards of Botcherby and St. Aidan's had high levels of burglary dwelling; Harraby ward had high levels of burglary other and similar to previous years – there were notable numbers of offences experienced in the more affluent ward of Wetheral. Other wards with high levels of crime include Denton Holme, Belle Vue and Morton.

While crime is concentrated in deprived urban areas of Carlisle, it is worth noting that crimes do take place in more affluent areas such as Dalston and Stanwix where there were a notable number of thefts of a motor vehicle. Belah had the second highest number of thefts from a motor vehicle in the county.

Crime in the district was typically committed by males aged 18-30 years in deprived areas of the city of Carlisle. Victims are typically female aged 18-30 years.

### **Killed and seriously injured**

48 people were killed or seriously injured on Carlisle's roads, a 14.3% increase from the previous year. The greatest numbers of KSI s took place in Longtown & Rockcliffe ward where there were 13 KSIs, followed by Dalston with 12 incidents. **In the most recent annual Public Consultation Survey speeding vehicles was the main area of concern for Carlisle's residents.**

### **Deliberate Fires**

Numbers of deliberate fires in the district continue to fall and in the last year they fell by 37.1%, and by 60.6% over a three year period. Currock ward had the highest number of deliberate fires in the district and the fifth highest in the county, followed by Botcherby. Incidents of deliberate fires are highest and tend to take place in deprived areas surrounding the city.



## STATISTICAL SUMMARY - CARLISLE

<u>Indicator</u>	<u>Number</u>	<u>Rate</u>	<u>Trend</u> <u>(change</u> <u>from</u> <u>2011/12 -</u> <u>2012/13</u>
<b>Total Crime</b> (rate per 1,000 population) 2012/13	6,487	69.1	down
<b>Anti-Social Behaviour</b> (rate per 1,000 population) 2012/13	7,100	65.7	down
<b>Anti-Social Behaviour involving young people</b> (rate per 1,000 population) 2012/13	1,512	14.0	down
<b>Burglary Dwelling</b> (rate per 1,000 population) 2012/13	186	1.7	up
<b>Burglary Other</b> (rate per 1,000 population) 2012/13	436	4.0	up
<b>Criminal Damage</b> (rate per 1,000 population) 2012/13	1,250	11.6	down
<b>Drug crime</b> (rate per 1,000 population) 2012/13	468	4.3	down
<b>Offences Against the Person</b> (rate per 1,000 population) 2012/13	1,480	13.7	down
<b>Alcohol Related Offences Against the Person</b> (rate per 1,000 population) 2012/13	534	4.9	down
<b>Theft from a Motor Vehicle</b> (rate per 1,000 population) 2012/13	317	2.9	up
<b>Theft of a Motor Vehicle</b> (rate per 1,000 population) 2012/13	100	0.9	down
<b>Business crime</b> (rate per 1,000 population) 2012/13	1,608	14.9	up
<b>Hate crime</b> (rate per 1,000 population) 2012/13	54	0.5	down
<b>Domestic Violence</b> (rate per 1,000 population) 2012/13	1,477	13.7	down
<b>Sexual offences</b> (rate per 1,000 population) 2012/13	91	0.8	down
<b>Alcohol specific mortality: Males</b> (all ages, DSR per 100,000) 2008-10 *	24	14.3	no change
<b>Alcohol specific mortality: Females</b> (all ages, DSR per 100,000) 2008-10 *	9	5.7	no change
<b>Under 18s admitted to hospital with alcohol specific conditions</b> (all ages, per 100,000) 2008/09-2010/11 *	52	85.2	no change
<b>Admission episodes for alcohol-attributable conditions</b> (all ages, per 100,000) 2011/12	3,197	2,403	up
<b>Recorded crime attributable to alcohol</b> (Persons, all ages, per 1,000) 2011/12 *	795	7.6	no change
<b>Violent crimes attributable to alcohol</b> (Persons, all ages, per 1,000) 2011/12 *	693	6.6	no change
<b>Killed or Seriously Injured</b> (Rate per 1,000) (2012)	48	0.4	up
<b>Deliberate Fire Incidents</b> (Rate per 1,000) (2012/13)	141	2.1	down

(DSR: Directly Standardised Rate)

\*Awaiting data update

# Cumbria Community Safety Strategic Assessment

## Eden District Summary

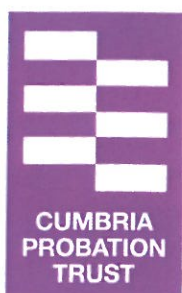
November 2013

Ali Wilson

Senior Research, Information & Intelligence Officer



CUMBRIA  
CONSTABULARY  
SAFER STRONGER CUMBRIA



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## **BACKGROUND**

This Summary Report provides a narrative overview of community safety within Eden. It forms part of a collection of documents which make up the Community Safety Strategic Assessment (CSSA) for Cumbria.

The Crime and Disorder Regulations 2007 place a statutory duty on Community Safety Partnerships (CSPs) to prepare a Joint Strategic Assessment of crime and disorder in their local areas. The aim of the CSSA is to provide partners with an understanding of the levels and patterns of crime, disorder and substance misuse in the county and local areas, through statistical analysis, information about crime, changes and patterns over time, and, where possible, explanations as to why these changes have occurred.

The CSSA will highlight the county's priorities for the Safer and Stronger Thematic Partnership, the CSPs and other responsible authorities that are working together to tackle crime, disorder and substance misuse. The CSSA will provide the evidence base for the development of Cumbria's Community Safety Agreement by helping to identify and prioritise the resources and interventions required to combat crime and disorder. It will draw on issues raised by those working or living in local communities including areas that they feel should be addressed.

This report is one of six District Summaries which sit alongside an overall Cumbria Summary and the Cumbria Community Safety Technical Report to make up the CSSA. The narrative within this report draws on the data and analysis contained in the comprehensive Cumbria Community Safety Strategic Assessment Technical Report.

## **EXECUTIVE SUMMARY**

Eden remains a very safe place to live with low levels of crime and the lowest crime rate in the county. Eden is the third least deprived district in England in terms of crime.

In the past year crime in Eden has fallen by 12.2%.

Despite the declining levels of crime overall, incidents of burglary other, theft 'from' and 'of' a motor vehicle, business crime and anti-social behaviour have increased.

The number of people killed and seriously injured on Eden's roads has fallen however the district continues to have the highest rate of people killed and seriously injured within Cumbria. This could be attributable to the rurality of the district and the distances being travelled, the infrastructure and make up of the roads, and perhaps the high numbers of tourists travelling around Eden.

The typical offender in Eden is most likely to be male and aged 18-30 years, and victims are typically male and aged 41-50 years, perhaps a reflection of the older population in Eden. Crime and disorder is most prevalent in Penrith, in particular the ward of Penrith West. Penrith West has the highest levels of crime and is also the fifth most deprived ward in Eden. Overall the link between levels of crime and levels of poverty and deprivation is less significant in Eden than in other districts of Cumbria.

Future changes to welfare reform may have an impact on levels of crime. As we see levels of household income reduce through benefit cuts, adding further to financial pressures in the home, we may see an increase in alcohol and substance misuse, crime (potentially acquisitive crime) as well as domestic violence. Some of these welfare reforms have already taken place but further changes will take place from October 2013 to 2017. Services may see an increase in demand as changes to personal and financial circumstances take place.

## **PEOPLE AND COMMUNITIES**

Eden sits in the East of the county. The administrative centre of the district is the market town of Penrith. Eden contains a number of other historic market towns including Kirkby Stephen, Appleby-in-Westmorland and Britain's highest market town Alston, which can be reached by the scenic Hartside pass. Eden has a rich and varied natural landscape, which includes sections of the Lake District National Park including Ullswater, the countryside of the Eden Valley and the moorlands that make up the North Pennines, an Area of Outstanding Natural Beauty.

Eden has a geographical area of 2142 km<sup>2</sup> and is predominantly rural in nature. The district is the least populated in Cumbria with a current population of 52,700 people. Eden also has by far the lowest population density of all the districts in Cumbria with only 24 people per km<sup>2</sup>.

Eden's population is ageing with proportions of residents aged over 65 years increasing year on year. When compared to England & Wales, Eden has lower proportions of residents in the three youngest age groups (0-44 years) and higher proportions of residents in the four oldest age groups (aged 45+); Since Mid-2002, the population of Eden has increased by 2,400 people (+4.7%), with the greatest percentage increase occurring in the 85+ age group (+37.2%) and the greatest percentage decrease occurring in the 30-44 age group (-20.0%); Since Mid-2002, there have been more deaths than births in Eden, this 'natural change' has accounted for a decrease of 800 persons across the district. However, during the same time, 3,200 more people have migrated into Eden (from other parts of the UK and overseas) than have migrated out from Eden.

4.8% of Eden's population are from black and minority ethnic groups, similar to the county average. Eden has the highest life expectancy in Cumbria for males at 79.8 years. The wards of Askham, Dacre, Greystoke and Ullswater have the highest male life expectancy in the county at 83.5 years. For males, there is a 9.4 years gap between the best and worst areas. Eden also has the highest life expectancy in the county for females at 84 years. There is a gap of 5.3 years for females living between the best and worst areas in Eden.

Tourism plays a key role in Eden's economy. Within the district the largest areas of employment are accommodation & food (19.2%), health (10.5%), health (10.5%) and manufacturing (10.0%).

61.1% of Eden's population are of working age. Despite wages being relatively low in the district the median average household income of £25,458 is slightly above the county average. House prices have fallen in the district in recent years, reflecting the local and national picture, with the current median house price of £183,866, significantly greater than the Cumbria average of £133,946. There are low levels of unemployment with just 1.3% of the district's working-age population claiming job seekers allowance. Factors such as the low levels of crime and the rich natural beauty of the Eden Valley and of the district as a whole make it a very desirable place to live.

Eden is a relatively affluent district yet there are pockets of poverty and deprivation spread across the district. 14.2% of households have an annual income of less than £10,000, above national levels. 8.5% of children living in the district are living in poverty, while 28.3% of households are in fuel poverty, the greatest level of fuel poverty out of any other local authority in England. Because of the rurality of the district this makes access to some essential services for part of the district's population very difficult, particularly those living in the very rural areas with poor or no access to transport or public transport.



## **COMMUNITY SAFETY INFORMATION**

This section will present the narrative of community safety within Eden.

Two different measures of incidents have been used:

- **Number:** the exact number of incidents / offences within Eden.
- **Rate:** the number of incidents in relation to Eden's population.

### **Substance misuse and alcohol**

The impact of alcohol on the health of the population in Eden is comparatively less significant than other districts in Cumbria, however, rates of alcohol related hospital admissions are increasing but remain below regional and national levels.

The rate of the population aged over 16 years engaging in binge drinking has increased, at 22.8% it is the highest in the county and is above the rate for England. Rates of alcohol specific mortality for males have fallen however rates for females have increased, both remain the lowest in Cumbria and are well below national and regional rates (**awaiting data update**).

Alcohol related offences against a person have fallen however there are still areas of particular concern such as Penrith West (the town centre of Penrith). **Rates of crime and violent crime attributable to alcohol have increased however they remain below county, regional and national levels.**

212 drugs and alcohol misusers in Eden came into contact with Cumbria Drug and Alcohol Services (CDAS), an increase of 40 users from the previous year. 50.0% used the service because of drugs misuse, while 50.0% used the service for alcohol misuse (an increase from the previous year). 33.0% of service users in Eden use heroin as their primary drug. The greatest proportion of service users are aged between 30-34 years. Spikes in drug related offences are significantly influenced by a major music festival that occurs annually in the district.

### **Reoffending**

The north and west of the county, which includes Eden, currently has a significantly higher number of offenders than the South. Offenders are typically male and aged between 20-29 years reflecting the situation in Cumbria as a whole. Over the last 3 years actual rates of reoffending in Cumbria have remained below predicted rates. Over the same period, reoffending rates have fallen. In Kendal & Penrith Trust, violence accounts for 27.0% of offending, followed by drugs (10.5%). 18.0% of offenders in Penrith have shown evidence of committing domestic abuse; 20.7% have parental responsibility. Reducing the level of reoffending in Cumbria remains a priority for the partnership and through systems such as Prevent and Deter for young people, and the Integrated Offender Management system for adults this should be achieved in the future.

## Domestic Violence

Eden has the lowest rate of domestic violence in the county. Numbers of incidents have fallen by 2.2% in the last year, as well as the repeat victim rate (-3.7). Numbers of sexual offences also fell in Eden, from 49 to 29 (-40.8%). Levels of domestic violence were highest in and around the town of Penrith, particularly the wards of Penrith South and West. There were also a notable number of incidents in the Appleby ward. There is a clear link between overall levels of crime and levels of domestic violence. Despite the typical trend of incidents taking place in areas of poverty and deprivation it is important to be aware that domestic violence is often hidden and not reported particularly in affluent areas and rural areas, improving detection rates and access to services should be a priority.

## Anti Social Behaviour (ASB)

In recent years there has been a significant fall in ASB and ASB involving young people in Eden and in the rest of the county, however, in the past year there has been a marginal increase of ASB (0.8%); ASB involving youth disorder did fall (16.0%). There are various initiatives and interventions in place throughout Cumbria which have contributed to this fall.

Eden continues to have the lowest rate of ASB incidents in Cumbria, mirroring the low levels of crime overall. The levels of ASB are partly a reflection on the relatively small number of young people in the district. Incidents typically take place in and around urban areas which have comparatively high levels of crime overall. ASB was most prevalent in Penrith, particularly the wards of Penrith West, Penrith South and Penrith North. The rural wards Appleby, Alston Moor and Kirkby Thore also had a notable number of incidents.

## Crime

Eden is a safe place to live with low levels of crime. It has the lowest crime rate in the county and is the third least deprived district in terms of crime in the whole of England. In the past year crime in the district has fallen by 12.2%.

There were significant falls in the number of **criminal damage** crimes (-21.4%), **hate crime** (-25.0%), **drug crime** (-27.0%) and **anti-social behaviour involving young people** (-34.0%). There were falls in other crimes including **burglary dwelling** (-16.7%), **offences against the person** (-21.0%) and **alcohol related offences the person** (-15.0%), and **domestic violence** (-2.2%).

Although overall levels of crime have fallen in Eden, some forms of crime have increased. The most significant increase was **theft of a motor vehicle** which rose by 23.5%. The area with the greatest number of incidents was the ward of Hesket followed by Penrith (please note numbers are relatively low). Incidents of **theft from a motor vehicle** also rose (+14.7%) (the wards of Penrith West and Askham had the greatest numbers of incidents); incidents of **burglary other** increased (+2.3%), **business crime** (+10.9%), and there was a slight increase of **anti-social behaviour** (+0.8%).

Levels of drug crime in Eden have improved in the past year and have fallen by 27.0%, however, it is worth noting that there are still a notable amount of incidents in Askham ward which can

been attributed to the Kendal Calling Music Festival which takes place in the Lowther Deer Park. Askham had the second highest number of incidents in the district following Penrith West ward which had the highest. The aim of Cumbria Constabulary is to increase the number of drug convictions in order to reduce the number of drugs in circulation. Despite the fall in drug crimes it is still an issue, compared to its most similar groups (forces with similar characteristics) Eden is above average. There were also a relatively high number of thefts in Askham (also linked to the festival), following Penrith West which had the highest.

Crime in Eden was typically committed by men aged 18-30 years, and victims are typically male and aged 41-50 years, perhaps a reflection of the older population in Eden. Crime is most prevalent in Penrith and in particular the ward of Penrith West where there are high levels of anti-social behavior and theft, while the surrounding areas of Penrith South and North also had relatively high levels of crime. The rural ward of Kirkby Stephen also had a notable level of crime which can be attributed to relatively high levels of anti-social behaviour.

### **Killed and seriously injured**

30 people were killed or seriously injured on Eden's roads, a 28.6% decrease from the previous year. Despite falling numbers Eden has the highest rate of collisions, perhaps a reflection of the rurality of the district and the distances being travelled, and the infrastructure and make-up of the roads. The greatest numbers of KSI s took place in the ward of Brough where there were 13 KSIs, followed by Alston Moor ward where there were 10 KSIs; and Ullswater where there were 9 KSIs. **In the most recent annual Public Consultation Survey speeding vehicles was the main area of concern for Eden's residents, followed by dangerous driving (awaiting update).**

### **Deliberate fires**

Eden has the lowest number and rate of deliberate fires in Cumbria. Numbers of incidents continue to fall and over the past year they have fallen by 55.6%; over a three year period they have fallen by 58.6%, reflecting the picture of falling numbers of the county as a whole. Although numbers are low, the ward of Penrith South had the greatest number of deliberate fires, the ward has the second highest levels of crime and pockets of deprivation.



## STATISTICAL SUMMARY - EDEN

Indicator	Number	Rate	Trend (change from 2011/12 – 2012/13)
<b>Total Crime</b> (rate per 1,000 population) 2012/13	1,691	36.5	down
<b>Anti-Social Behaviour</b> (rate per 1,000 population) 2012/13	1,669	31.7	up
<b>Anti-Social Behaviour involving young people</b> (rate per 1,000 population) 2012/13	321	6.1	down
<b>Burglary Dwelling</b> (rate per 1,000 population) 2012/13	35	0.7	down
<b>Burglary Other</b> (rate per 1,000 population) 2012/13	134	2.5	up
<b>Criminal Damage</b> (rate per 1,000 population) 2012/13	305	5.8	down
<b>Drug Crime</b> (rate per 1,000 population) 2012/13	149	2.8	down
<b>Offences Against the Person</b> (rate per 1,000 population) 2012/13	317	6.0	down
<b>Alcohol Related Offences Against the Person</b> (rate per 1,000 population) 2012/13	123	2.3	down
<b>Theft from a Motor Vehicle</b> (rate per 1,000 population) 2012/13	117	2.2	up
<b>Theft of a Motor Vehicle</b> (rate per 1,000 population) 2012/13	42	0.8	up
<b>Business crime</b> (rate per 1,000 population) 2012/13	295	5.6	up
<b>Hate crime</b> (rate per 1,000 population) 2012/13	12	0.2	down
<b>Domestic Violence</b> (rate per 1,000 population) 2012/13	264	5.0	down
<b>Sexual offences</b> (rate per 1,000 population) 2012/13	29	0.6	down
<b>Alcohol specific mortality: Males</b> (all ages, DSR per 100,000) 2008-10 *	3	2.8	no change
<b>Alcohol specific mortality: Females</b> (all ages, DSR per 100,000) 2008-10 *	4	5.6	no change
<b>Under 18s admitted to hospital with alcohol specific conditions</b> (all ages, per 100,000) 2008/09-2010/11 *	12	40.1	no change
<b>Admission episodes for alcohol-attributable conditions</b> (all ages, per 100,000) 2010/11	1,221	1,663	up
<b>Recorded crime attributable to alcohol</b> (Persons, all ages, per 1,000) 2011/12 *	180	3.5	no change
<b>Violent crimes attributable to alcohol</b> (Persons, all ages, per 1,000) 2011/12 *	149	2.9	no change
<b>Killed or Seriously Injured</b> (Rate per 1,000) (2012)	30	0.6	down
<b>Deliberate Fire Incidents</b> (Rate per 1,000) (2012/13)	12	0.5	down

(DSR: Directly Standardised Rate)

\*Awaiting data update

# Community Overview and Scrutiny Panel

Meeting Date: 13 February 2014  
 Portfolio: Finance, Governance and Resources  
 Key Decision: No  
 Within Policy and Budget Framework: Yes  
 Public / Private: Yes

Title: Quarter Three Performance Report 2013/14  
 Report of: Policy and Communications Manager  
 Report Number: PC 1/14

**Purpose / Summary:**

This Performance Report updates the Executive on the Council’s service standards that help measure performance and customer satisfaction. It also includes updates on key actions contained within the Carlisle Plan.

Details of each service standard are in the table at Appendix 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. The updates against the actions in the Carlisle Plan follow on from the service standard information in Appendix 2.

**Recommendations:**

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

**Tracking**

Executive:	10 March 2014
Overview and Scrutiny:	Community – 13 February 2014 Resources – 20 February 2014 Environment and Economy – 27 February 2014

## **1. BACKGROUND**

Service standards were introduced at the beginning of 2012/13. They provide a standard in service that our customers can expect from the City Council and a standard by which we can be held to account. The measures of the standard of services are based on timeliness, accuracy and quality of the service we provide in areas that have a high impact on our customers.

Regarding the information on the Carlisle Plan, 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 Overview and Scrutiny agendas and Portfolio Holder reports.

## **2. CONSULTATION**

The report was reviewed by the Senior Management Team at their meeting on 4 February 2014 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community Overview and Scrutiny Panel	13 February 2014
Economy and Environment Overview and Scrutiny Panel	20 February 2014
Resources Overview and Scrutiny Panel	27 February 2014

## **3. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

The Panel are asked to comment on the 3<sup>rd</sup> Quarter Performance Report prior to it being submitted to Executive.

**Contact Officer:** Steven O’Keeffe **Ext:** 7258  
**Appendices attached to report:** Appendix 1 – 2013/14 Quarter 3 Service Standards  
Appendix 2 – Carlisle Plan Update

**Note:** in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following:

## **CORPORATE IMPLICATIONS/RISKS**

**Chief Executive's** – Responsible for monitoring and reporting on service standards, customer satisfaction and progress in delivering the Carlisle Plan whilst looking at new ways of gathering and reviewing customer information.

**Economic Development** – Responsible for managing high level projects and team level service standards on a day-to-day basis.

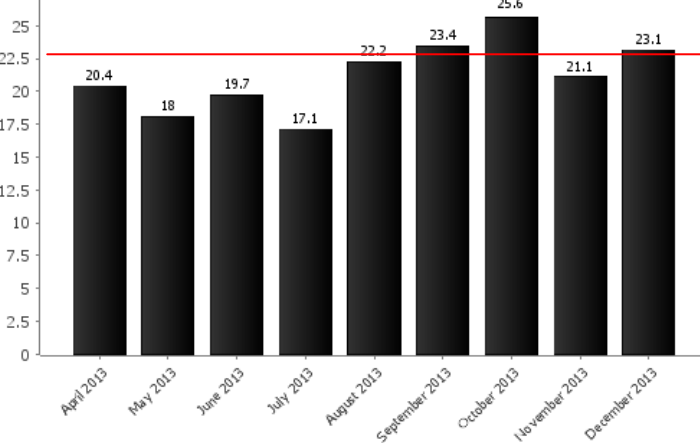
**Governance** – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

**Local Environment** – Responsible for managing high level projects and team level service standards on a day-to-day basis.

**Resources** – Responsible for managing high level projects team level service standards on a day-to-day basis.

## APPENDIX 1: 2013/14 QUARTER 3 SERVICE STANDARDS

### Service Standard: Average number of days to process new benefits claims

Service Standard	Year to Date Figure (Average)	Performance by Month																				
All new claims should be processed within 22 days	20.9 days	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>April 2013</td> <td>20.4</td> </tr> <tr> <td>May 2013</td> <td>18</td> </tr> <tr> <td>June 2013</td> <td>19.7</td> </tr> <tr> <td>July 2013</td> <td>17.1</td> </tr> <tr> <td>August 2013</td> <td>22.2</td> </tr> <tr> <td>September 2013</td> <td>23.4</td> </tr> <tr> <td>October 2013</td> <td>25.6</td> </tr> <tr> <td>November 2013</td> <td>21.1</td> </tr> <tr> <td>December 2013</td> <td>23.1</td> </tr> </tbody> </table>	Month	Average Days	April 2013	20.4	May 2013	18	June 2013	19.7	July 2013	17.1	August 2013	22.2	September 2013	23.4	October 2013	25.6	November 2013	21.1	December 2013	23.1
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This standard was previously measured in 2012/13 as the proportion of new claims that were processed within 28 days. This was a specific measure defined locally and consequently did not enable us to easily benchmark with other authorities. As a result we have now adopted the industry standard way of measuring the performance of this service. The Department for Work and Pensions (DWP) ranks authorities into quartiles and Carlisle's target is to not fall lower than the 2<sup>nd</sup> quartile.

Below shows the quartile ranges based on 2012/13 data. Carlisle's performance from April to December of 20.9 days would put us in the 2<sup>nd</sup> quartile. The slight deterioration in performance during the 2<sup>nd</sup> quarter was due mainly to annual leave.

DWP official figures for 2012/3:

- 6–18 days – Top Quartile
- 18-22 days – 2<sup>nd</sup> Quartile
- 22-28 days – 3<sup>rd</sup> Quartile
- >28 days – Bottom Quartile



## **Appendix 2: Carlisle Plan Update**

**PRIORITY – We will support the growth of more high quality and sustainable business and employment opportunities**

The Council's Key Decisions will support business growth, with its services being viewed as 'business friendly' through working more closely with them to meet business' needs.

### **Local Plan**

The first stage public consultation on preferred options Local Plan (LP) ended on 16 September 2013. A Compliance Meeting with the Planning Inspector took place the following day. Initial consultation feedback of issues was raised to the LP Members Working Group on 10 October 2013. Following this it is recommended to insert an additional stage of consultation (Preferred Options Stage 2) in the Local Plan programme and thereby reduce the risk of any future challenge to the process of the Local Plan being prepared. This would delay the programme by approximately six months. A report outlining the additional stage of consultation will reach Full Council on 4 March 2014 with a period of consultation to commence on 10 March for 4 weeks.

### **Prospectus for Carlisle**

A generic prospectus for Carlisle, based on the Carlisle Story, is being developed as part of a suite of documents available for use by the public and private sector to raise the profile of Carlisle. The prospectus will be available for use as a standalone document, or in conjunction with a range of inserts; each of which will have specific information relating to general themes or specific sectors. An amended draft of the prospects has now been circulated for comments and once approved will form the basis for the inserts.

**PRIORITY - We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle**

This priority supports tourism, the arts and creative industries. It is recognised that arts and leisure are important in making Carlisle a great place to work, live and visit. Developing public realm improvements is a key piece of work under this priority. This involves the City and County councils working together.

**Old Town Hall Phase 2 / TIC**

Following the receipt of tenders on 22nd November 2013 and completion of an evaluation exercise, an intention to 'Award Contract' letter was issued to the successful party on 31/12/13. An inception meeting was held on 2/1/14 to agree methodology and management procedures. The first Project Progress Meeting was held in mid January 2014.

A risk to the project relates to the sensitivities of serving vacation notices to the ground floor tenants who will be impacted upon by the proposed new access arrangements to the building.

**Public Realm**

The programme of public realm projects has been scored, ranked and prioritised. An overarching project has been identified which is to develop a signage design suite which can then be accurately costed for use in other projects. Concept designs are already in place and we are currently in the process of commissioning Thinkingplace to produce a comprehensive Signage Suite with a deadline of late February. This will enable procurement of a preferred manufacturer to work with the design team to finalise the products within quality and cost tolerances. The resulting 'shopping list' of items can then be incorporated within subsequent public realm projects as and when they are brought forward.

The commission for a Hoardings Design Suite has been completed and has already attracted interest from private sector businesses wishing to use these designs. This should result in Carlisle Story inspired hoardings being seen in Carlisle over the coming months.

## **PRIORITY - We will work more effectively with partners to achieve the City Council's priorities**

The City Council wants to establish Carlisle as a nationally recognised sub-regional capital by becoming an effective partner in the key areas of housing and economic growth.

### **Home Improvement Agency**

The Home Improvement Agency (HIA) has helped 73 clients to date including 35 home visits. Work has been delivered under the Electrical Safety Council Grant funding, the Sanctuary Scheme for victims of domestic and sexual violence, and the Keep Safe scheme for victims of anti-social behaviour.

Already, 38 volunteers have been recruited to the Community Neighbour Programme; of which 21 are fully trained and disclosure and barring service checked. Eight volunteers are actively working with older people in the urban and rural wards. An apprentice and caseworker have been recruited and new software has been installed to assist with case management, financial/ budget management and reporting.

### **Carlisle Ambassadors Programme**

The development of the Carlisle Story and place branding toolkit has provided the means to promote Carlisle as a regional capital. The establishment of the Carlisle Ambassadors Programme to work with individuals and organisations across all sectors and encourage the use of this place branding has also provided an opportunity to review existing partnerships and establish connections where this may have proved difficult in the past. The focus for Carlisle Ambassadors is to raise the profile of Carlisle and thereby have a positive effect on the local economy. A series of projects utilising the Carlisle Story are already being delivered, the outputs of which will help us towards achieving our priorities.

**PRIORITY - We will work with partners to develop a skilled and prosperous workforce, fit for the future**

The City Council continues to work closely in partnership both locally and regionally.

The City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP). Part of the CEP action plan of key priorities sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs. One of the outputs for this priority is to hold a careers event where young people can meet representatives of local businesses. A skills trade fair took place on Thursday 30 January 2014 at the Sands Centre.

The City Council is supporting the Knowledge Transfer Project which will help maximise the potential of 'e'-commerce by supporting local retailers (SMEs) and especially independents to make use of the internet to promote and grow their business. This two year project will support businesses to develop specific products together with experts from the University of Cumbria with the aim of maximising the use of proposed City Centre WiFi, using apps, for example, to support the local economy.

## **PRIORITY - Together we will make Carlisle clean and tidy**

The City Council recognises the shared responsibility between it and the community and is committed to a pro-active approach to making Carlisle a place that its residents can be proud of.

### **Public Realm Improvements – Castle Street / Historic Quarter**

The project is now progressing well after a long delay in progressing the traffic order. This delay was due to limited staff resources at both City and County due to changes to staff structures and termination of Claimed Rights taking priority. The costs have increased due to the delay in progressing work and the additional vired budget is likely to be needed.

### **Public Realm Caldewgate**

This project continues to be on hold pending outcomes of other public realm work and Sense of Place. (Updated 3/1/14).

### **Integrated Waste Management Project**

A successful bid was made to the Waste & Resources Action Programme for match funding of 'Options and Issues Review' work and technical support in procurement of consultancy services. This was followed by the successful procurement of consultancy and subsequent appointment of Eunomia to deliver the project.

A project Inception meeting has been held and a brief, including options to be modelled, has been agreed with consultant

Outline framework of project presentation delivered to JMT and visits have been made to authorities to see their different approaches.

Recruitment to the new Technical team will assist with the full delivery of the project as it moves from the first stage into the next more demanding stages of the project to decide and implement the new waste and recycling collection services.

Training needs of whole team can be identified once the team is in place.

## **PRIORITY - We will address Carlisle's current and future housing needs**

The City Council recognises the need to provide several hundred homes per year to support economic growth. It is committed to planning for this future housing need by working with key partners to ensure that these plans deliver high quality homes that are affordable, energy efficient and sustainable.

The Council's Housing Strategy is key to this priority. Under this strategy are several programmes focusing on certain areas.

### **Delivery of the Affordable Housing Programme:**

Riverside has reached agreement with Lovell to deliver and manage 37 affordable homes in the Raffles area at Dalton Avenue. Planning permission has been granted for these properties; 23 two-bed homes, 6 three-bed homes, 4 four-bed homes and 4 two-bed bungalows. An early timetable anticipates that contracts will be exchanged by winter 2013, with a start on site by mid February 2014.

Land transfer completed and capital receipt of £150,000 received.

### **Empty Homes:**

The Cluster of Empty Homes programme is on track to return 45 empty properties back into use. The City Council are the accountable body for this programme. The YMCA's Making Homes Programme is behind programme and the target of returning 45 homes back into use will not be met. The YMCA's programme is based on lease and repair. Nationally, lease and repair programmes have been beset with problems and have not delivered, partly due their complexity and (investment) risk with Landlords (and lenders) unwilling to enter in to a long term lease that locks in around 20% rental income stream in fees. Further discussions will take place with the YMCA to establish a realistic target for delivery.

There is a crossover between the YMCA's Making Homes programme and the financial sustainability of Shaddongate Resource Centre. The YMCA's 12/13 business plan assumed an income of around £10,000 from management fees accrued on properties returned to use via the Making Homes Programme.

**Gypsy and Traveller Transit Site:**

The contractual requirement is for Homespace to lay drainage and hard-standing by 28 November. Homespace confirmed they did not start work on site because they were waiting for the lease to be varied. Legal Services have advised that there is no particular reason why work cannot start on the transit site, independently of changes to the lease. Homespace have been advised of the position and at the most recent quarterly monitoring meeting supplied a work programme showing a site start in March, with completion at the end of April.

Delivery of the transit site is predicated on a successful contract with Homespace. In return for taking all of the rental income, Homespace are contracted to provide 7 transit pitches.

A default notice under the contract was issued in June 2013. Subsequent discussions between Homespace and the City Council produced an action plan and highlighted the need to improve relationships. Since then, key personnel responsible for monitoring the contract have changed, contract monitoring arrangements have been strengthened and there has been progress on the action plan.

The City Council has recently refused a request from Homespace to increase pitch rents as the increase was not justified based on the information we received.





# Report to Community Overview and Scrutiny Panel

Agenda  
Item:

**A.6**

Meeting Date: 13<sup>th</sup> February 2014  
Portfolio: Communities & Housing  
Key Decision: N/A  
Within Policy and Budget Framework: N/A  
Public / Private: Public

Title: Customer Access Strategy  
Report of: The Chief Executive  
Report Number: CE10/14

## **Purpose / Summary:**

The purpose of this report is to update the Community Overview and Scrutiny Panel on the Customer Access Strategy (Appendix A) following on from the Task & Finish Group comments (Appendix B) in August 2013.

The Customer Access Strategy was produced in early 2013. In February 2013 the Senior Management Team endorsed the recommendations to turn the Strategy into an Action Plan with timescales and responsible officers.

Throughout financial year 2013/14, the aims and objectives of the action plan and thus the strategy, have been achieved.

The Customer Access Strategy has allowed Carlisle City Council to realise its potential in regard to customers accessing services and ensuring this experience is customer centric, efficient, effective and sustainable.

## **Recommendations:**

It is recommended that the Community Overview and Scrutiny Panel endorse the proposals within this report of introducing a new strategy. This will combine the use of new and emerging digital service delivery to deliver efficiencies as well as continue to meet ever changing customer expectations.

**Tracking**

Executive:	
Overview and Scrutiny:	
Council:	

## **1. BACKGROUND**

**1.1** Carlisle City Council has, since 2004, continued to grow and develop in the area of Customer Contact. The enhancements and improvements have included:

- Customer Service Advisors delivering more services at a single first point of contact.
- The delivery of partner services by Carlisle City Council staff.
- The ongoing use of customer feedback to inform service delivery.
- The introduction and promotion of self serve access points, including in community venues to reduce the digital divide.
- The use of technology to support and develop customer access and service delivery.
- The review and evaluation of collaboration opportunities.
- The development of a shared vision with partners for excellent customer access and seamless service delivery.

Customer expectations constantly need to be reviewed to ensure that Carlisle City Council recognise the way customers expect services to be delivered. Also, in times of austerity and reduced budgets, Carlisle City Council needs to deliver services in an efficient and cost effective manner.

## **2. PROPOSALS**

**2.1** It is proposed that a new Customer Access Strategy be produced which will bring together several key initiatives currently being undertaken within Carlisle City Council. The Strategy will harness together these initiatives and projects to ensure customer needs are met and efficiencies made.

## **3. CONSULTATION**

**3.1** A new Customer Access Strategy will be agreed by the Senior Management Team.

## **4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

**4.1** The report contributes to the vision within the Carlisle plan priorities:  
“To promote Carlisle as a prosperous City, one in which we can all be proud”

**Contact Officer:** Jillian Gillespie

**Ext:** 7461

**Appendices**                      Appendix A - Customer Access Strategy  
**attached to report:**        Appendix B - Task & Finish Group comments

**Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers:**

- None

**CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Community Engagement –**

**Economic Development –**

**Governance –**

**Local Environment –**

**Resources -**

## **Customer Access Strategy**

**Vision - To promote Carlisle as a prosperous City, one in which we can all be proud.**

<b>Objectives</b>
<p><b>1. The customer experience will be of the highest possible standard</b></p> <p>Using customer information to shape service delivery around our customers needs so that they are delivered responsibly, accurately and cost effectively (All residents of Carlisle can confidently and easily access all the council's services they need. This should be in a timely and appropriate manner, irrespective of where they live, their skills knowledge and ability)</p>
<p><b>2. Customer access will be supported by the most appropriate use of new technologies</b></p> <p>Ensuring that we are an efficient and effective Council. One that continually reviews its processes and technological requirements to deliver cost efficient quality services in a timely manner that are appropriate to customers.</p>
<p><b>3. Achieve effective and appropriate collaboration with partners</b></p> <p>Proactively seeking out opportunities to work collaboratively with our partners to continually improve access to information and services provided to our customers.</p>
<p><b>4. Achieve channel shift across the whole of the customer base</b></p> <p>Encouraging self service where this is appropriate, for those who are able to contact the Council in this way, and publishing our achievements.</p>
<p><b>5. Learning, development and training</b></p> <p>Providing empowered, well-trained, professional and knowledgeable staff to support the delivery of services and assist customers to be confident and competent users of ICT based access.</p>

**1. The customer experience will be of the highest possible standard**

<b>Action</b>	<b>Requiring</b>	<b>Timeline</b>
Agree and introduce clear service standards across all aspects of customer contact.	Ensure that services are focussed fully around the needs of the customer by : <ul style="list-style-type: none"> <li>• Review of face to face, telephony and web performance standards and monitoring mechanisms (such as mystery shoppers etc) across all access channels within all services.</li> <li>• Review use of customer insight to give us an accurate understanding of the customer profile (i.e. focus groups, feedback cards, CRM, complaints, compliments and comments).</li> </ul>	April 2013
Introduce new customer contact performance monitoring standards	Report quarterly to Community Engagement DMT <ul style="list-style-type: none"> <li>• Service level agreements for delivery of service requests, e.g. new bin, fly tipping removed, abandoned vehicle removed.</li> </ul>	April 2013
Re-engineer processes, in order to improve first point of contact resolution and improve right first time resolution.	<ul style="list-style-type: none"> <li>• Re-design services and re-engineer processes and procedures via Lean Systems thinking methodology.</li> <li>• Introduce Rapid Improvement Events</li> </ul>	Jan 2012 onwards
All customer service requests, requests for information and advice to be co-ordinated through the customer	<ul style="list-style-type: none"> <li>• Officers and Members should take details from customers and then direct the details through the customer contact centre.</li> </ul>	May 2012 onwards

contact centre and recorded on CRM in the first instance.		
Introduce systematic use of CRM intelligence	<ul style="list-style-type: none"> <li>• Feed into covalent for a holistic view of customer needs.</li> </ul>	Jan 2012 onwards

<b>2. Customer access will be supported by the most appropriate use of new technologies</b>		
<b>Action</b>	<b>Requiring</b>	<b>Timeline</b>
<p>Use technology to support and enhance customer access and service delivery.</p> <p>Set up an Automating Services Project Board to support new ways of working/service delivery using new and emerging technology.</p>	<p>Cross service/departmental work package</p> <p>Consider opportunities, and challenges associated with the greater use of the current and anticipated new technologies/social media to communicate and engage with customers:</p> <ul style="list-style-type: none"> <li>• Devise and introduce mobile App technology for services, e.g. Housing App, Carlisle People App.</li> <li>• Undertake primary and secondary research, including: <ul style="list-style-type: none"> <li>○ Identifying and evaluating good practice</li> <li>○ focus groups,</li> <li>○ market testing,</li> </ul> </li> </ul>	2012/13

	<ul style="list-style-type: none"> <li>○ officer work groups</li> <li>○ Member workshops</li> <li>○ Young People's workshops</li> </ul>	
Devise, agree and implement new working practices across all customer contact locations, including Community venues.	Resourced implementation action plan in line with Transformation programme.	April 2013

<b>3. Achieve effective and appropriate collaboration with partners</b>		
<b>Action</b>	<b>Requiring</b>	<b>Timeline</b>
Review and evaluate all collaboration opportunities	<p>Working group with Customer Contact service to be a major part of:</p> <ul style="list-style-type: none"> <li>• Identify areas of similarity/dissimilarity and potential barriers to implementation with partners</li> <li>• Evaluate greater customer access collaboration with (for example) CDRP, Police, DWP, Public Health Partners, Voluntary Sector, Riverside, YMCA, Salvation Army.</li> <li>• Further asset/accommodation sharing with partners, e.g. Post Office Counters, Job Centre Plus.</li> <li>• Examine collaborative opportunities to minimise the potential effects of the Welfare Reform Bill.</li> </ul>	Nov 2012 onwards



<p>Develop a shared vision with partners for excellent customer access in Carlisle and seamless customer service delivery</p>	<ul style="list-style-type: none"> <li>• Establish combined customer forums and integrate consultation activity. Share feedback and research.</li> <li>• Agree common signage across access channels supporting customers with learning, language or literacy difficulties or sensory loss to access services.</li> <li>• Share customer issues with all stakeholders to enable total resolution for customers in a cost effective way. Utilising customer information in accordance with the data protection act to overcome mutual issues which involve stakeholders.</li> </ul>	<p>March 2013</p>
<p>Rationalise and improve co-location of services with other partners.</p>	<p>Multi Agency Framework Model Approach.</p>	<p>Developed December 2012</p>

<p><b>4. Achieve channel shift across the whole of the customer base</b></p>		
<p><b>Action</b></p>	<p><b>Requiring</b></p>	<p><b>Timeline</b></p>
<p>An enhanced website facility ensuring consistency of</p>	<ul style="list-style-type: none"> <li>• Insight from customer groups (Youth Zone, Age UK, Focus</li> </ul>	<p>April 2013</p>

terminology and up to date service information.	<p>Groups)</p> <ul style="list-style-type: none"> <li>• Best practice from websites</li> </ul>	onwards
Reduce the digital divide by extending electronic access to services through community centres, village halls, leisure centres, etc.	<ul style="list-style-type: none"> <li>• Feedback from Community Centre projects including community web development.</li> </ul>	April 2013
Promote and market new ways of accessing services to help customers to become confident in accessing services in new ways.	<ul style="list-style-type: none"> <li>• Engagement of customers in the design and review, management and delivery of services, and the development of access channels and local customer facilities.</li> <li>• Use of Triage Reception roles to promote online facilities to customers</li> <li>• Use feedback as part of service design, development and delivery</li> <li>• Developing, embedding and encouraging self serve via an enhanced website and mobile Apps.</li> </ul>	April 2013

5. Learning, Development and Training		
Action	Requiring	Timeline
Put customer access at the heart of all aspects of Council service delivery.	<ul style="list-style-type: none"> <li>• Introduce customer service training as part of induction process.</li> <li>• Develop customer service training package to be incorporated into training, appraisals etc.</li> <li>• Build a customer centric authority with a focus on putting the customer first.</li> </ul>	April 2013
Deliver services through a committed, well trained and motivated workforce.	<ul style="list-style-type: none"> <li>• Embedded through all frontline services.</li> </ul>	Ongoing
Implement a comprehensive change management process to support staff through a period of rapid and substantial change particularly in the area of welfare reform.	<ul style="list-style-type: none"> <li>• Mentoring process to cascade throughout authority.</li> </ul>	Jan 2013 onwards
Incorporate a “train the trainer” approach to cascade Lean Systems Thinking methodology through the authority to promote customer centric service improvements.	<ul style="list-style-type: none"> <li>• Train the trainer training through Lean programme.</li> <li>• Rapid Improvement Events identified.</li> </ul>	Developed Jan 2012 onwards
Improve internal communications and increase the capacity for staff to help shape the improvement of	<ul style="list-style-type: none"> <li>• Challenge &amp; Change Group</li> <li>• Staff briefings</li> </ul>	March 2013

services.	<ul style="list-style-type: none"> <li>• Information cascade back and forward via team meetings, DMT, etc, management briefings etc.</li> </ul>	
Ensure that performance management information, key indicators and monitoring systems are fed into covalent to measure our progress toward achieving excellence in customer access.	<ul style="list-style-type: none"> <li>• Data collected for quality and quantity measurement.</li> <li>• Goals to ensure constant improvement in delivery of services.</li> <li>• In line with ongoing service reviews and customer expectations.</li> </ul>	April 2013
Ensure Equality and Diversity training for all staff to deliver an appropriately sensitive service to a diverse community with diverse requirements.	<ul style="list-style-type: none"> <li>• Hard to reach groups</li> <li>• Community Resource Centre, Hostels</li> <li>• Age UK, Youth Zone, CLL, Tullie House, Community Venues</li> <li>• Disability groups</li> <li>• In collaboration with partners – Police, Voluntary Sector, Riverside, YMCA, Salvation Army, County Council</li> </ul>	2012/13



## **Customer Access Strategy – Task & Finish Group**

### **Briefing Note for Panel 22<sup>nd</sup> August 2012**

1. Cllrs Prest, Stevenson and Vasey were appointed by the Panel on 11<sup>th</sup> July to the Task Group to look at the Customer Access Strategy.
2. The Task Group held a meeting on 2<sup>nd</sup> August 2013 with the Customer Services Manager, Jill Gillespie and the Director of Community Engagement, Keith Gerrard. Prior to the meeting the Customer Access Strategy document was circulated to Task Group members. (copy attached)
3. The Customer Services Manager explained to the Task Group that the Strategy had been developed in order to focus on customers and their needs and tied in with the Carlisle Plan.
4. The Customer Contact Centre was developing into a One Stop Shop for services in the district. Currently Cumbria County Council (Adult Social Care), Cumbria Constabulary, Passport Service and the CAB had presence in the centre. Closer links were also being developed with Carlisle Law Centre.
5. The foyer in the Civic Centre was currently undergoing an overhaul. Triage Receptionists are being introduced in order to filter and signpost customers. This will ensure that the most in need will receive support and advice required. There is evidence that previously people have left the Civic Centre without seeing an Adviser.
6. Self service kiosks are to be placed in the Contact Centre and customers will be encouraged to use the kiosks for straightforward tasks which will free up Advisers time for those with more complicated queries. It is hoped that eventually kiosks will be available in community settings, eg Community or Parish Centres.
7. More tasks can now be completed on-line and it is expected that over time less and less people will need to visit the Civic Centre as more routine enquiries will be undertaken in this way.
8. Members of the Task Group agreed that there was little that they could do to add value to the area. They commended the work and enthusiasm of the Customer Services Manager and her staff.
9. It was agreed that each of the Members would spend an hour in the Contact Centre to experience first hand the service and that the Task Group would reconvene in February 2014 to be updated in the implementation of the Action Plan.

Nicola Edwards

Overview and Scrutiny Officer