

Carlisle City Council

Report to Place Scrutiny Panel

Report details

Meeting Date: 1st December 2022
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Policy and Budget Framework: Yes
 Public / Private: Public

Title: QUARTER 2 PERFORMANCE REPORT 2022/23
 Report of: Policy and Communications Manager
 Report Number: PC.28/22

Purpose / Summary:

This report contains the Quarter 2 2022/23 performance against the current Service Standards and an update on the delivery of the Carlisle Plan 2021-23 actions as defined in the Plan. Performance against the Panel's 2022/23 Key Performance Indicators (KPIs) are included as a dashboard.

Recommendations:

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

Tracking

Executive:	19 th December 2022
Scrutiny:	People – 24 th November 2022 Place – 1 st December 2022
Council:	N/A

1. Background

1.1.1 This report contains the Quarter 2 2022/23 performance against the Service Standards and a summary of the Carlisle Plan 2021-23 actions as defined in the Plan. The Panel's Key Performance Indicators (KPIs) are also included as an appended dashboard.

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

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

1.4 The current position of the projects and programmes of the Carlisle Plan are presented in Section 3. The intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Scrutiny agendas and Portfolio Holder reports.

1.5 Summary of KPIs and Service Standards:

Service Standards – 0 'red', 2 'amber' and 4 'green'

KPIs – 3 'red', 4 'amber', 9 'green'

Summary of Exceptions (RED)

Measure	Target	Performance
CSe14: Actual car parking revenue as a percentage of car parking expenditure	99.4%	83.9% Revenue £77k under target
CSe22: Actual city centre pedestrianised zone revenue as a percentage of city centre expenditure	86.9%	77.4% Revenue down on target

ED03b: Building Control to decide 100% of all applications within the statutory period of 5 weeks or 2 calendar months (with the consent of the applicant)	100%	90%
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2. Proposals

None

3. Risks

None

4. Consultation

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

5. Conclusion and reasons for recommendations

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

6. Contribution to the Carlisle Plan Priorities

Detail in the report.

Contact details:

Contact Officer: Gary Oliver

Ext: 7430

Appendices attached to report:

- Performance Dashboard

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

- None

Corporate Implications:

Legal - This report raises no explicit legal issues.

Property Services - This report raises no explicit property issues

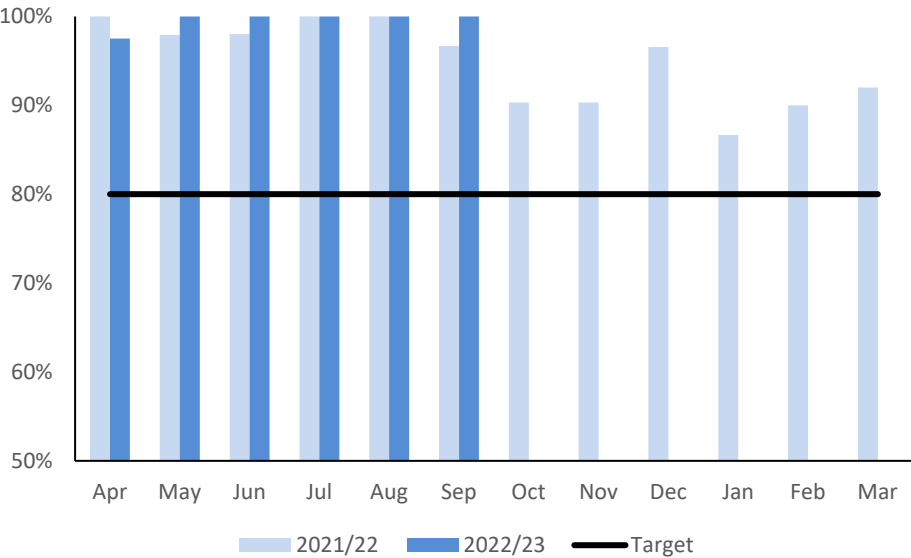
Finance - This report raises no explicit financial issues

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

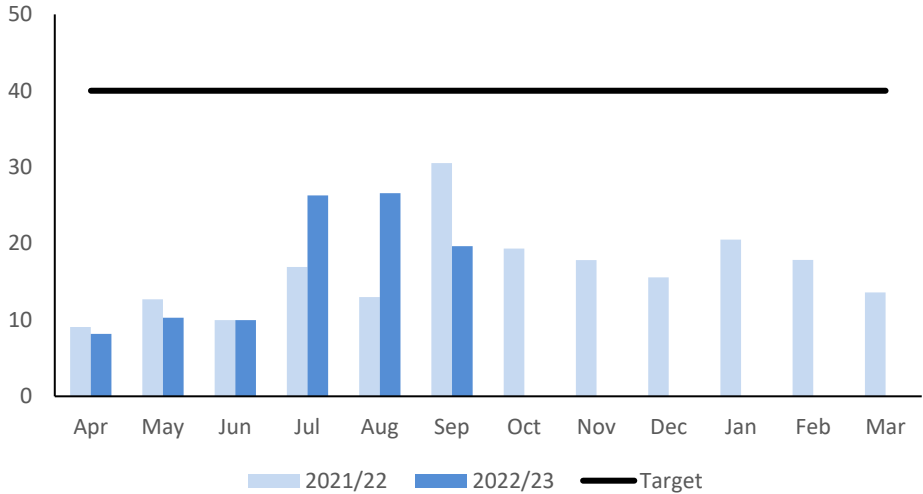

Section 1: Service Standards 2022/23

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

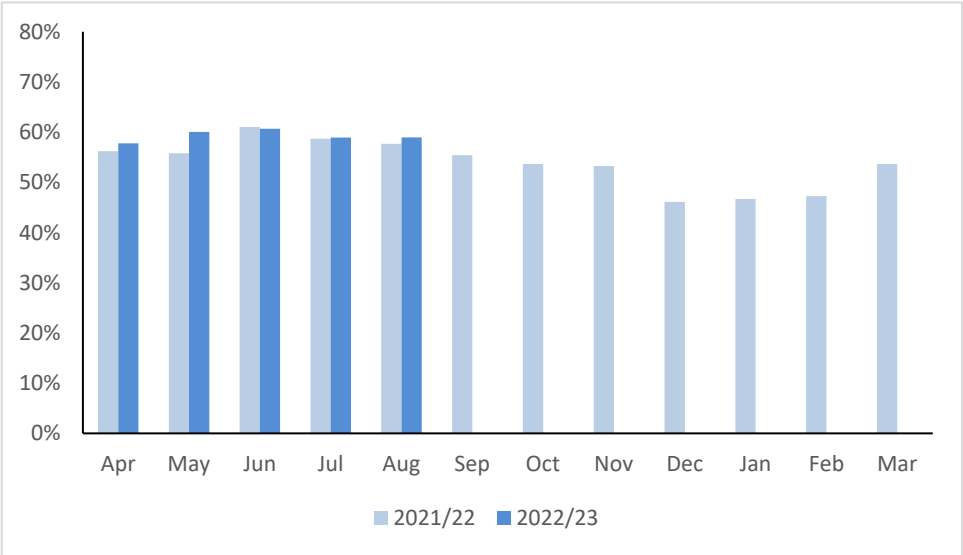
SS01: Percentage of Household Planning Applications processed within eight weeks

Service Standard	2022/23 Q2	Performance by Month	Further Information																																							
<p>80% (Nationally set target)</p>	<p>99.5%</p> <p>(2021/22 Q2: 98.8%)</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>100</td><td>98</td></tr> <tr><td>May</td><td>98</td><td>100</td></tr> <tr><td>Jun</td><td>98</td><td>100</td></tr> <tr><td>Jul</td><td>100</td><td>100</td></tr> <tr><td>Aug</td><td>100</td><td>100</td></tr> <tr><td>Sep</td><td>97</td><td>100</td></tr> <tr><td>Oct</td><td>90</td><td>-</td></tr> <tr><td>Nov</td><td>90</td><td>-</td></tr> <tr><td>Dec</td><td>96</td><td>-</td></tr> <tr><td>Jan</td><td>87</td><td>-</td></tr> <tr><td>Feb</td><td>90</td><td>-</td></tr> <tr><td>Mar</td><td>92</td><td>-</td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	Apr	100	98	May	98	100	Jun	98	100	Jul	100	100	Aug	100	100	Sep	97	100	Oct	90	-	Nov	90	-	Dec	96	-	Jan	87	-	Feb	90	-	Mar	92	-	
	Month		2021/22 (%)	2022/23 (%)																																						
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May	98	100																																								
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Jan	87	-																																								
Feb	90	-																																								
Mar	92	-																																								
<p>On target?</p>																																										
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SS02: Proportion of waste or recycling collections missed (valid)

Service Standard	2022/23 Q2	Performance by Month	Further Information																																																				
40 missed collections per 100,000 (Industry standard)	16.8 (2021/22 Q2: 15.4)	 <table border="1" data-bbox="763 379 1682 874"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2021/22</th> <th>2022/23</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>9</td><td>8</td><td>40</td></tr> <tr><td>May</td><td>13</td><td>10</td><td>40</td></tr> <tr><td>Jun</td><td>10</td><td>10</td><td>40</td></tr> <tr><td>Jul</td><td>17</td><td>26</td><td>40</td></tr> <tr><td>Aug</td><td>13</td><td>26</td><td>40</td></tr> <tr><td>Sep</td><td>30</td><td>20</td><td>40</td></tr> <tr><td>Oct</td><td>19</td><td>-</td><td>40</td></tr> <tr><td>Nov</td><td>18</td><td>-</td><td>40</td></tr> <tr><td>Dec</td><td>16</td><td>-</td><td>40</td></tr> <tr><td>Jan</td><td>20</td><td>-</td><td>40</td></tr> <tr><td>Feb</td><td>18</td><td>-</td><td>40</td></tr> <tr><td>Mar</td><td>14</td><td>-</td><td>40</td></tr> </tbody> </table>	Month	2021/22	2022/23	Target	Apr	9	8	40	May	13	10	40	Jun	10	10	40	Jul	17	26	40	Aug	13	26	40	Sep	30	20	40	Oct	19	-	40	Nov	18	-	40	Dec	16	-	40	Jan	20	-	40	Feb	18	-	40	Mar	14	-	40	Around two million collections have been made with 334 missed (99.98% success rate).
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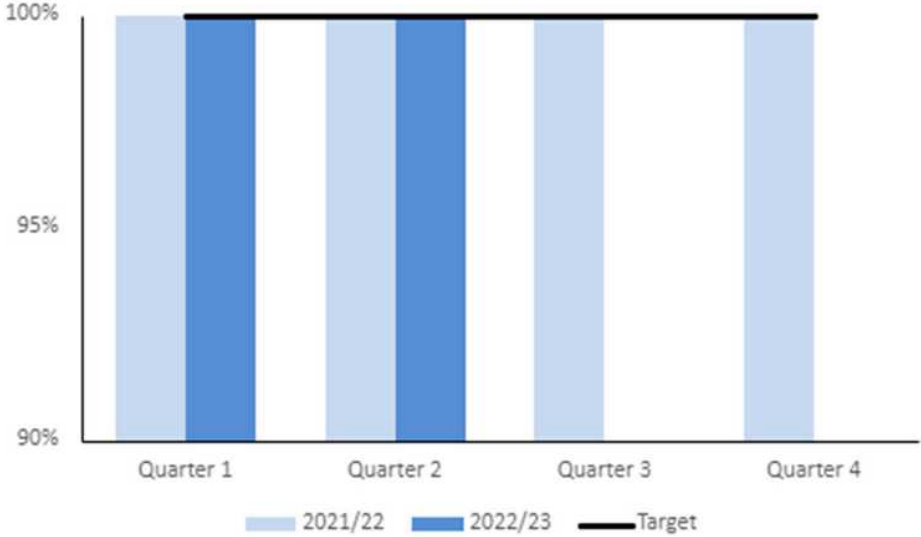
SS03: Percentage of household waste sent for recycling (including bring sites) **now including Household Waste and Recycling Centres at Bousteads Grassing and Brampton**

Service Standard	2022/23 to end Aug	Performance by Month	Further Information																																							
<p>Target to be confirmed (local and national targets under consideration)</p>	<p>59.3% (2021/22 to end Aug: 58.0%)</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>56</td><td>58</td></tr> <tr><td>May</td><td>55</td><td>60</td></tr> <tr><td>Jun</td><td>61</td><td>61</td></tr> <tr><td>Jul</td><td>58</td><td>59</td></tr> <tr><td>Aug</td><td>57</td><td>59</td></tr> <tr><td>Sep</td><td>55</td><td>-</td></tr> <tr><td>Oct</td><td>53</td><td>-</td></tr> <tr><td>Nov</td><td>53</td><td>-</td></tr> <tr><td>Dec</td><td>46</td><td>-</td></tr> <tr><td>Jan</td><td>47</td><td>-</td></tr> <tr><td>Feb</td><td>48</td><td>-</td></tr> <tr><td>Mar</td><td>53</td><td>-</td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	Apr	56	58	May	55	60	Jun	61	61	Jul	58	59	Aug	57	59	Sep	55	-	Oct	53	-	Nov	53	-	Dec	46	-	Jan	47	-	Feb	48	-	Mar	53	-	<p>The Interim Joint Municipal Waste Management Strategy for Cumbria has not been formally signed off given the current uncertainty of LGR and the many unknown impacts arising from the Government's Waste and Resources Strategy (Environment Act 2021). The Strategy is led by the County Council as the designated Waste Disposal Authority.</p>
	Month		2021/22 (%)	2022/23 (%)																																						
	Apr		56	58																																						
May	55	60																																								
Jun	61	61																																								
Jul	58	59																																								
Aug	57	59																																								
Sep	55	-																																								
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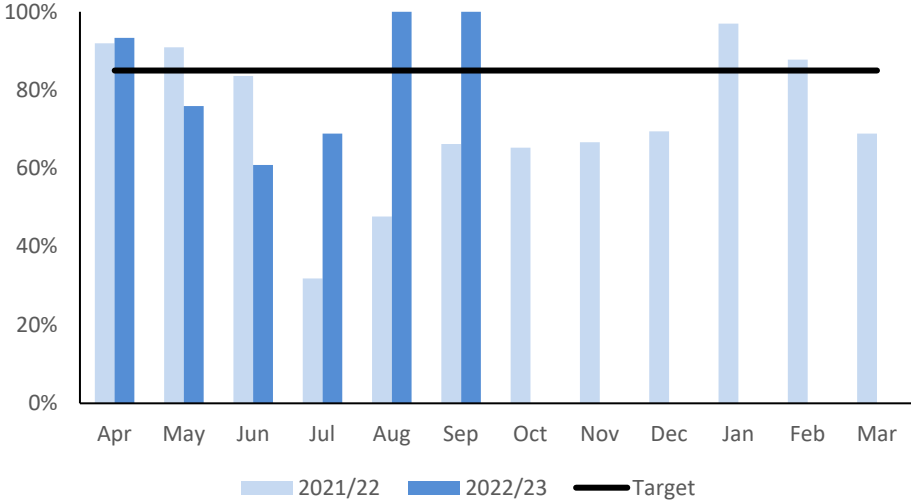

SS06: Proportion of food businesses that are broadly compliant or better with food safety legislation

Service Standard	Rolling figure to end of 2022/23 Q2	Performance by Quarter	Further Information																				
<p>Our work with local food businesses should ensure that 96% are at least broadly compliant.</p>	<p>99%</p>	<table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~96</td> <td>~99</td> <td>96</td> </tr> <tr> <td>Quarter 2</td> <td>~96</td> <td>100</td> <td>96</td> </tr> <tr> <td>Quarter 3</td> <td>~96</td> <td>-</td> <td>96</td> </tr> <tr> <td>Quarter 4</td> <td>~96</td> <td>-</td> <td>96</td> </tr> </tbody> </table>	Quarter	2021/22 (%)	2022/23 (%)	Target (%)	Quarter 1	~96	~99	96	Quarter 2	~96	100	96	Quarter 3	~96	-	96	Quarter 4	~96	-	96	<p>Approximately 200 premises are usually inspected each quarter. All premises are usually inspected at least once every eighteen months.</p>
	Quarter		2021/22 (%)	2022/23 (%)	Target (%)																		
	Quarter 1		~96	~99	96																		
Quarter 2	~96	100	96																				
Quarter 3	~96	-	96																				
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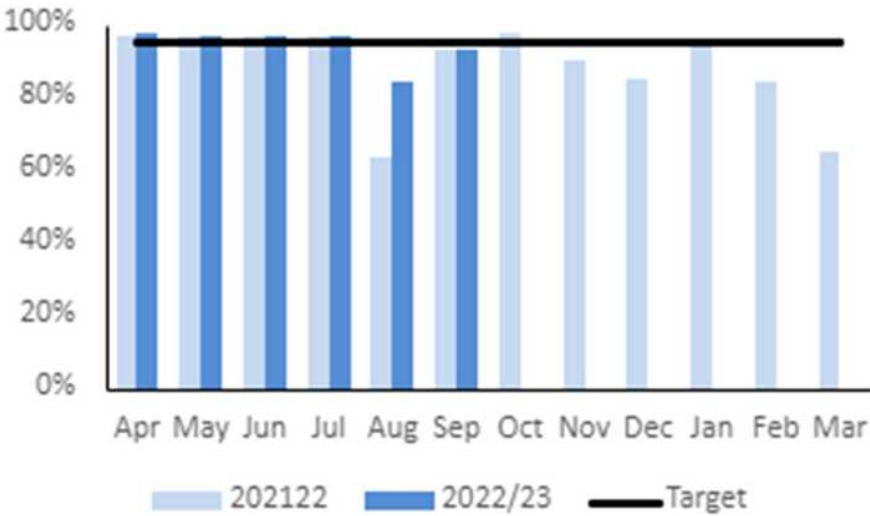
SS07: Proportion of non-contentious licence applications completed on time

Service Standard	2022/23 Q2	Performance by Quarter	Further Information																				
100% of non-contentious licence applications should be completed within 10 working days	100% (2021/22 Q2: 100%)	 <table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 2</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 3</td> <td>100</td> <td>-</td> <td>100</td> </tr> <tr> <td>Quarter 4</td> <td>100</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	2021/22 (%)	2022/23 (%)	Target (%)	Quarter 1	100	100	100	Quarter 2	100	100	100	Quarter 3	100	-	100	Quarter 4	100	-	100	457 out of 457 applications completed on time.
	Quarter		2021/22 (%)	2022/23 (%)	Target (%)																		
	Quarter 1		100	100	100																		
Quarter 2	100	100	100																				
Quarter 3	100	-	100																				
Quarter 4	100	-	100																				
On target?																							
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SS08: Proportion of official local authority searches completed on time

Service Standard	2022/23 Q2	Performance by Month	Further Information																																																				
<p>85% of official local authority searches should be completed within 10 working days</p>	<p>83.1%</p> <p>(2021/22 Q2: 68.2%)</p>	 <p>The chart displays the percentage of searches completed on time for each month from April to March. The 2021/22 data is shown in light blue, 2022/23 in dark blue, and the target is a horizontal black line at 85%. The 2022/23 performance is generally higher than 2021/22, with a notable dip in July. The target is consistently missed throughout the year.</p> <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>92</td><td>93</td><td>85</td></tr> <tr><td>May</td><td>90</td><td>75</td><td>85</td></tr> <tr><td>Jun</td><td>83</td><td>60</td><td>85</td></tr> <tr><td>Jul</td><td>30</td><td>68</td><td>85</td></tr> <tr><td>Aug</td><td>45</td><td>98</td><td>85</td></tr> <tr><td>Sep</td><td>65</td><td>98</td><td>85</td></tr> <tr><td>Oct</td><td>65</td><td>0</td><td>85</td></tr> <tr><td>Nov</td><td>65</td><td>0</td><td>85</td></tr> <tr><td>Dec</td><td>68</td><td>0</td><td>85</td></tr> <tr><td>Jan</td><td>95</td><td>0</td><td>85</td></tr> <tr><td>Feb</td><td>85</td><td>0</td><td>85</td></tr> <tr><td>Mar</td><td>68</td><td>0</td><td>85</td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	Target (%)	Apr	92	93	85	May	90	75	85	Jun	83	60	85	Jul	30	68	85	Aug	45	98	85	Sep	65	98	85	Oct	65	0	85	Nov	65	0	85	Dec	68	0	85	Jan	95	0	85	Feb	85	0	85	Mar	68	0	85	<p>Throughout the Spring/Summer, the delay was primarily due to some external partners taking longer to return information to us than usual.</p>
	Month		2021/22 (%)	2022/23 (%)	Target (%)																																																		
	Apr		92	93	85																																																		
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Feb	85	0	85																																																				
Mar	68	0	85																																																				
<p>On target?</p>																																																							
																																																							

SS09: Proportion of new waste and recycling bins, bags and containers delivered on time (within 10 working days)

Service Standard	2022/23 Q2	Performance by Month	Further Information																																																				
95% delivered within 10 working days	93.7%	 <table border="1" data-bbox="792 405 1659 922"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2021/22 (%)</th> <th>2022/23 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>May</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>Jun</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>Jul</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>Aug</td><td>62</td><td>82</td><td>95</td></tr> <tr><td>Sep</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>Oct</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>Nov</td><td>88</td><td>95</td><td>95</td></tr> <tr><td>Dec</td><td>82</td><td>95</td><td>95</td></tr> <tr><td>Jan</td><td>95</td><td>95</td><td>95</td></tr> <tr><td>Feb</td><td>82</td><td>95</td><td>95</td></tr> <tr><td>Mar</td><td>62</td><td>95</td><td>95</td></tr> </tbody> </table>	Month	2021/22 (%)	2022/23 (%)	Target (%)	Apr	95	95	95	May	95	95	95	Jun	95	95	95	Jul	95	95	95	Aug	62	82	95	Sep	95	95	95	Oct	95	95	95	Nov	88	95	95	Dec	82	95	95	Jan	95	95	95	Feb	82	95	95	Mar	62	95	95	
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Section 2: Key Performance Indicators (KPIs)

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

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

Section 3: Carlisle Plan 2021-23 Actions

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

Key Action	Project Activity
1 Delivering the Borderlands Inclusive Growth Deal	<p>Carlisle Railway Station</p> <ul style="list-style-type: none"> • Business case approved by MHCLG and Borderlands funding of £20m confirmed. • Royal Institute of British Architects (RIBA) Stage 3 Design/Cost plan produced. • Design & Build Contractors appointed for Stage 1 works to the front and rear of the Station <p>Citadels</p> <ul style="list-style-type: none"> • Business case approved by MHCLG and Borderlands of £50m confirmed. • RIBA Stage 3 Design/Cost plan produced. • Design & Build Contractors appointed. • Planning application has been submitted to Carlisle City Council (CaCC) and approved • CaCC land transfers in the process of being completed. • Compulsory Purchase Order works initiated for acquisition of head lease interest on English St.
2 Delivering St Cuthbert's Garden Village	<p>Good progress continues to be made. The technical commissions are now coming in, that will allow us to undertake the scenario testing stage to inform the early phases of delivery alongside the supporting infrastructure requirements.</p> <p>The St Cuthbert's Design Code Pathfinder is on track with a major public consultation event planned to take place between 22 to 24 November.</p> <p>The Stage One Options Appraisal for to determine the most appropriate delivery vehicle to support the longer-term delivery of St</p>

Key Action	Project Activity
	Cuthbert's is ongoing and we remain on track to submit our business case next summer.
3 Delivering the Future High Street Fund (FHSF), Towns Fund, Town Deal Accelerated Fund, and related regeneration projects	<p>Future High Street Fund</p> <p>Tullie House</p> <ul style="list-style-type: none"> • Tullie House Phase 2 Plans agreed at Council. Properties and FHSF funding to be passported to Tullie House to deliver project. • Heads of Terms agreed in relation to the FHSF Grant and Grant Funding Agreement being finalised. <p>Market Square & Greenmarket</p> <ul style="list-style-type: none"> • Specialists to support the Council with the design work for the Market Square project have been appointed to progress designs for the space. • Stage 1 Stakeholder and public engagement took place 11-25 July 2022 to determine high level concepts to inform the design options. • Stage 2 Stakeholder and public engagement is planned for November / December 2022. <p>Central Plaza</p> <ul style="list-style-type: none"> • Site stabilisation investigation works have been undertaken and the engineer's report providing options for solutions is pending. <p>Town Deal</p> <ul style="list-style-type: none"> • Six of the Seven projects set out in the Town Deal Investment Plan received approval following the submission of the business cases and summary documentation to DLUHC • Work is progressing on the finalisation of the Grant Funding Agreements with third parties and preparation is underway for the submission of the baseline reporting and first half yearly reporting to DLUHC.
4 Building on success through new economic opportunities	<p>Rural Strategy</p> <ul style="list-style-type: none"> • The Council is progressing the development a rural strategy for the district working jointly with Eden District Council. • An evidence base for Carlisle has been presented at a stakeholder engagement meeting to support the creation of a

Key Action	Project Activity
	<p>Rural Strategy with clear issues / opportunities identified and recommended actions to Proactively position Carlisle for future investment.</p> <p>UK Shared Prosperity Fund</p> <ul style="list-style-type: none"> • Carlisle’s UKSPF Investment Plan has been submitted to DLUHC and awaiting approval • The Year One programme for UKSPF has been approved by the Executive and Council • Project leads for each intervention in the plan have been preparing for implementation to ensure delivery by March 2022. <p>Rural England Prosperity Fund</p> <ul style="list-style-type: none"> • The Rural Strategy will inform the development of the approach to the Rural Addendum to the UKSPF Investment Plan.
<p>5 Delivering the Phase VII World Health Organisation Healthy City Plan</p>	<p><u>Thriving Communities</u>. The Thriving Communities partnership has been recognised as best practice and is being presented at the World Health Organisation Annual Business and Technical Conference in November. The abstract submitted, highlights the successful partnership project with Tullie House, Carlisle City Council, Prism Arts, The NHS Social Prescribing Team and Cumbria Wildlife Trust tackling isolation and loneliness within the community which initially started in 2021 as a 12-month project and now has funding for 2023.</p> <p><u>Sands Centre Redevelopment</u> open to the public – 14/11/22. The new Sands Centre building, funded by Carlisle City Council with support from a £2.2 million Sport England grant, is set across two storeys and accessed by a bespoke, internal street, the new build extension adds 40,000sqft to the existing building, with the redeveloped centre offering state-of-the-art facilities including a 25m main pool and a 20m learner pool complete with an innovative moveable floor. There is a four-court sports hall with a spectator gallery, full equipped gym, and a spinning studio and dance studios. It also boasts a café and bar areas that will support leisure and event visitors. The improved facilities also include a range of sustainable features which will support Carlisle City Council’s plans</p>

Key Action	Project Activity
	for reducing carbon emissions, improving energy efficiency and providing sustainable, healthy transport options.
6 Delivering The Sands Centre Redevelopment project	<ul style="list-style-type: none"> • The main infrastructure work associated with the building is now complete and a substantial part of the building was handed over to GLL to operate on 14 October 2022. • The focus is now on completing the contract works, completing the training, completing the testing and commissioning and adding the finishing touches. • The Street area, box office, bars and parts of the car park are open to the public. • A national badminton tournament took place in the new facilities over the weekend of 15th and 16th of October. • The resurfacing of the car park and remainder of the City Consequential Improvement items will be procured and delivered as separate contracts.
7 Support the delivery of partnership plans	<p><u>Carlisle Partnership Executive's</u> most recent meeting was held virtually on 5th September. Key highlights included:</p> <ul style="list-style-type: none"> • Special Guest Spotlight: Cumberland Plan – Andrew Seekings and Lisa Brown presented the plan to partners • Spotlight on Community Safety Carlisle and Cumberland which considered: Cumbria Police Restructure and Carlisle Hub • Update on Task based activity (form previous meeting around Cumberland area Partnership mapping) • System infrastructure business (Collaborative funding pilot, WHO Abstracts, Place, Governance, Apprentice and Shared Prosperity Fund) • An activity was undertaken around “Evidencing Partnership Activity”. • The Partnership executive and team have also been: <ul style="list-style-type: none"> ➤ Support vaccination work and the identification of a vaccination site (Covid and Flu)

Key Action	Project Activity
	<ul style="list-style-type: none"> ➤ Developing and sharing partnership e-newsletters – we continue to receive emails asking to be added to the full forum or to share partner information ➤ Supporting the Shared Prosperity Fund work with the Regeneration team and proposals for the development of a SPF Cumberland Partnership ➤ Working with the University of Cumbria, Ayuntamiento de Madrid, Lancaster City Council and the Lake District National Park Partnership on Partnership Research and learning. <p><u>National Lottery funded Place Standard programme:</u> We continue to work on Phase 1 of project delivery plan and includes: mapping, establishing community contacts, scoping, modelling, meeting key partners, gathering data, health data and socio-economic data from a variety of sources, looking at methods of delivery, facilitation and exploring evaluation options.</p> <p><u>WHO Healthy City Annual Business and Technical Conference:</u> Whilst incredibly competitive, we have had an abstract on our Place work at the WHO Healthy Cities Annual Business and Technical Conference. We have also been asked to support a workshop at the event – supporting the WHO Place, Health, Inequalities and wellbeing working group.</p> <p><u>Collaborative Funding Model Pilot</u></p> <p>A revised bid was submitted to the National Lottery Fund (tNLF) for comment ahead of going back to the panel and a follow up meeting has been set to discuss outcome/next steps on 28 October 2022.</p>
8 Delivering the Homelessness Prevention and Rough Sleepers Strategy	<p>A strategic board and operational multi-partnership subgroup have been established since the launch of the Strategy and continue to monitor and oversee performance against the action plan.</p> <p>Year one actions (2021/22) have all been successfully achieved; year two priority actions are currently on track (at the end of Q2).</p>

Key Action	Project Activity
	<p><u>Q1-2 key homeless data overview:</u></p> <p>There were 533 approaches to Carlisle City Councils Homeless Service during this period; this is compared to 446 for the same period in 2021/22 (20% increase).</p> <p>The main reason stated for homelessness at the point of presentation is due to an end of a private rented tenancy (24% which is an increase of 10% for the same period in 2021/22 or 54 households). Ending of tenancies within the social housing sector being stated as the main reason for homelessness has also increased from 10 to 23 cases for the same period in 21/22 to 22/23.</p>
<p>9 Delivering the private sector housing standards to include a range of grants, advice, support and regulation</p>	<p>During the second quarter empty property activity has increased as a new Officer has settled into the role, lots of proactive engagement is taking place and we have seen several long-term problem empty properties come onto the Housing market through public auction, this has been driven by Council involvement and engagement. In the second quarter we have received 37 request for housing advice/complaints, this resulted in 3 inspections, we have also undertaken 7 licensed HMO Inspections in new and existing licensed Houses in Multiple Occupation (HMO)</p> <p>During the period, 24 enforcement notices have been issued for matters relating to poor housing conditions management and documentation requests.</p> <p>During Quarter 2 there have been 88 new referrals for Disabled Facility Grants. Homelife have also seen increased activity due to the launch of the warmer and sustainable homes projects with 722 referrals recorded, 117 of those referrals are related to the discretionary housing delivery, such as hospital discharge, safe and warmer homes under the Housing Assistance Policy. The sustainable home referrals making up the larger percentage of activity into Homelife.</p>

Key Action	Project Activity
	<p>In the period there has been 92 grant approvals under the Housing Assistance Policy grant schemes and 87 case completions in the quarter. The backlogs in the system are starting to clear as staffing levels have improved and the supply chain issues been addressed.</p>
<p>10 Delivering the Local Environment (Climate Change) Strategy</p>	<ul style="list-style-type: none"> • PEP Energy Ltd have been working with the Health & Safety Team and Property Services to install energy monitoring meters to allow us to track and monitor our energy usage in “real time”. • Ongoing work on the Fleet Strategy and decarbonisation means that we are in the process of procuring further electric vehicles for our fleet, following successful trials. • The Swifts Nature Reserve featured in Cumbria Wildlife Trust's Big Buzz Conference and Fringe in Carlisle on 23-25 September, including the Council led team planting 4,000 wildflower plug plants at the site. • The Cumberland Shadow Council has adopted the ‘Cumberland Council Plan’, which includes a commitment to: ‘The climate and environmental emergency will be at the forefront of our decision making and policy development. We will encourage others to do the same and set an example in using resources sustainably, looking for low carbon or carbon neutral alternatives in what we buy and how we work. Making a fair and just transition to a more sustainable Council and Cumberland.’ • The Zero Carbon Cumbria Partnership (ZCCP) have reviewed the plans for Citizens’ Juries and a countywide Citizens’ Assembly in light of the feedback from Elected Members on a theme-based approach and the imminent Local Government Re-organisation. Shared Future, the delivery partners in the Lottery Programme, has also advised ZCCP that they do not have the capacity to run any Cumbria based juries until January 2023. Taking all this into account ZCCP have decided to put the current programme on hold and assess the options for

Key Action	Project Activity
	<p>moving forward after the 1st April 2023 once the new authorities have been established.</p>
<p>11 Delivering the Green Spaces Strategy and supporting the delivery of the Local Cycling and Walking Infrastructure Plan (LCWIP)</p>	<p><u>The Carlisle Local Cycling and Walking Infrastructure Plan</u> (LCWIP) was published by the County Council in March 2022 and endorsed by Carlisle City Council Executive on 21st March. One of the priority paths identified in the plan, linking the Sands Centre with Stoneyholme via the Swifts riverbank public footpath, was upgraded in August/September 2022 by the construction of a tarmac path suitable for pedestrians, buggies, wheelchairs and bicycles. The City Council, as landowner, supported the development of this route which completes an additional link in the walking and cycling network. The project was funded and managed by the County Council in their role as Highway Authority. The new path has been well-used by residents and visitors since its completion.</p> <p><u>The Swifts</u> The Swifts partnership has been recognised as best practice and is being presented at the World Health Organisation Annual Business and Technical Conference in November. The project was delivered in partnership with Cumbria Wildlife Trust transformed the driving range, and par 3 golf course, into an urban nature reserve with a focus on pollinators. It forms part of the wider Get Cumbria Buzzing project.</p> <p><u>Big Buzz Big plant.</u> Carlisle City Council with the Cumbria Wildlife Trust and help from volunteers planted 4,000 wildflower plants at the Swifts Nature Reserve. As well as the planting, experts were on hand to give talks about the importance of pollinators and there were also craft events celebrating all things pollinators.</p> <p>110 people attended and carried out the following projects: planted 2,000 wildflower plugs in the Swifts (volunteers later planted another 2,000 plugs on another day) created 60 solitary bee hotels</p>

Key Action	Project Activity
	<p>took part in pollinator/nature drawing</p> <p>took part in pollinator trail around the swifts to learn about the different pollinators which will show up in the meadow in spring</p> <p><u>Active Spaces</u> A £25,000 capital investment to replace play equipment for younger children at Esk Road, Kingmoor and Belah, was completed in October. New swings, multi play unit and a balance trail were installed into an area with new rubber surfacing, all based on feedback received from residents.</p> <p>Over £40,000 of capital grant funding has recently been awarded to 11 parish councils in the district, grants up to £4000 were available to provide play area improvements or support larger funding applications. Projects in Newtown and Dalston are already complete, with over £6000 having been paid to the relevant parish councils.</p> <p>Yewdale Park and Morton West Play Areas were upgraded with a £70,000 investment following a public consultation. Briar Bank Play Area also received an upgrade a £75,000 project, replacing all existing play equipment and surfacing, will deliver a broad range of equipment, some wheelchair accessible, to youngsters aged up to their mid-teens.</p>
<p>13 Supporting the delivery of the Carlisle Cultural Framework</p>	<p>The Council has continued to support the development of Carlisle Culture. During this last period the group has continued to meet and work on the delivery of the Cultural Framework.</p> <p>Recent activity has focused on the use and development of city centre retail space for cultural purposes.</p>

Place Scrutiny Panel Performance Dashboard

Quarter 2 2022/23

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

On Target?	New Code	Measure	Performance Q2 2022/23	Performance Q2 2021/22	Trend	Target	Comments
✓	CSe04	Revenue gained from household waste recycling collected	£ 613,547	£ 463,076	↑	£ 245,592	
N/A	CSe10a	Number of Fixed Penalty Notices issued for fly tipping	11	11	→	Info only	
N/A	CSe10b	Number of Fixed Penalty Notices issued for littering	33	56	↓	Info only	Including 'Littering from a Vehicle'
N/A	CSe10c	Number of Fixed Penalty Notices issued for dog fouling	2	5	↓	Info only	
N/A	CSe10d	Number of Fixed Penalty Notices issued for abandoned vehicles	2	0	↑	Info only	
N/A	CSe11a	Number of counts/reports of fly tipping	359	583	↓	Info only	
N/A	CSe11b	Number of counts/reports of littering	26	74	↓	Info only	
N/A	CSe11c	Number of counts/reports of dog fouling	40	62	↓	Info only	
N/A	CSe11d	Number of counts/reports of graffiti	1	7	↓	Info only	
N/A	CSe11e	Number of counts/reports of abandoned vehicles	231	220	↑	Info only	
▲	CSe12a	Proportion of acts of fly tipping responded to in full within 5 working days	95.3%	100.0%	↓	100%	
▲	CSe12c	Proportion of abandoned vehicles initially investigated within 5 working days	99.6%	99.5%	↑	100%	
✗	CSe14	Actual car parking revenue as a percentage of car parking expenditure	83.9%	93.9%	↓	99.4%	Revenue £77k under target
✗	CSe22	Actual city centre revenue as a percentage of city centre expenditure	77.4%	60.7%	↑	86.9%	Revenue £8k under target
✓	CSe25	Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure	99.1%	113.9%	↓	93.8%	
✗	ED03b	Building Control to decide 100% of all applications within the statutory period of 5 weeks or 2 calendar months (with the consent of the applicant)	90%	97.8%	↓	100%	
✓	ED05	Proportion of major planning applications completed in 13 weeks or within agreed time extension	83.3%	82%	↑	60%	
✓	ED06	Proportion of minor planning applications completed in 8 weeks or within agreed time extension	94.6%	97.1%	↓	80%	
✓	ED07	Proportion of 'other' planning applications completed in 8 weeks or within agreed time extension	87.2%	92.8%	↓	80%	
✓	ED11	% of valid full plan applications determined or checked by Building Control within 5 working days	37.0%	15.5%	↑	25%	
✓	ED12	% of valid full plan applications determined or checked by Building Control within 15 working days	98.2%	100%	↓	95%	

Place Scrutiny Panel Performance Dashboard Quarter 2 2022/23

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

On Target?	New Code	Measure	Performance Q2 2022/23	Performance Q2 2021/22	Trend	Target	Comments
▲	ED13	% of site inspections carried out by Building Control on the date agreed	95.0%	100%	↓	99%	
✓	GRS05	Proportion of Temporary Event Notices licences processed within 1 working day.	100%	100%	→	100%	
▲	GRS06	Proportion of public health service requests (noise, smells, house conditions) responded to within the target response times.	85%	93%	↓	90%	
✓	GRS10	Proportion of food hygiene inspections completed as scheduled	100%	N/A	N/A	90%	