

AGENDA

Health & Wellbeing Scrutiny Panel

Thursday, 19 November 2020 AT 10:00

This meeting will be a virtual meeting and therefore will not take place in a physical location.

Virtual Meeting - Link to View

This meeting will be a virtual meeting using Microsoft Teams and therefore will not take place at a physical location following guidelines set out in Section 78 of the Coronavirus Act 2020.

[To view the meeting online click this link](#)

Members of the Health & Wellbeing Scrutiny Panel

Councillor Paton (Chair), Councillors Dr Davison, Ms Ellis-Williams, Mrs Finlayson (Vice-Chair), Mrs McKerrell, McNulty, Tarbitt, Miss Whalen.

Substitutes:

Alcroft, Atkinson, Bainbridge, Birks, Betton, Bomford, Mrs Bowman, Brown, Collier, Mrs Glendinning, Glover, Ms Patrick, Meller, Mitchelson, Morton, Robson, Miss Sherriff, Shepherd, Southward, Dr Tickner, and Tinnion.

PART A

To be considered when the Public and Press are present

Register of Attendance and Declarations of Interest

A roll call of persons in attendance will be taken and 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.

Apologies for Absence

To receive apologies for absence and notification of substitutions

Public and Press

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

Minutes of Previous Meetings

7 - 14

To note that Council, at its meeting of 3 November 2020, received and adopted the minutes of the meetings held on 27 August and 17 September (Special) 2020. The Chair will sign the minutes at the first practicable opportunity. [Copy minutes in Minute Book 47(3)].

The Chair will move the minutes of the meeting held on 8 October 2020 as a correct record. The only aspect of the minutes that may be discussed is their accuracy.
(Copy minutes herewith).

A.1 CALL-IN OF DECISIONS

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

A.2 BUDGET 2020/21 - 2025/26

Portfolio: Finance, Governance and Resources, Culture, Heritage and Leisure, Communities, Health and Wellbeing, and Environment and Transport

Directorate: Finance and Resources

Officer: Alison Taylor, Corporate Director of Finance and Resources

Report: **Member are reminded that the Budget reports were circulated to all Scrutiny Members on 30 October 2020. Members are asked to bring the relevant Budget reports to the**

meeting. The Executive Decisions from 9 November 2020 will be tabled at the meeting.

Revenue Budget Reports:

(a) Budget Update - Revenue Estimates 2021/22 - 2025/26

Report RD.32/20

Pages 1 - 26

Officer: Alison Taylor, Corporate Director of Finance and Resources

Background:

To consider new revenue spending pressures and additional income which fall within the area of responsibility of this Panel:

- | | |
|--|------------|
| - Cremator Reserve / Replacement | Pages 3, 7 |
| - Talkin Tarn | Page 7 |
| - Environmental Clean Up and Enforcement Pilot | Page 7 |

(b) Individual Charges Review -

Background:

To consider and comment on the review of charges in respect of the following areas which are within the area of responsibility of this Panel:

Community Services

Report CS.30/20

Pages 27 - 52

(plus addendum circulated on 04/11/2020)

Officer: Darren Crossley, Deputy Chief Executive

- | | |
|------------------------|----------------------|
| - Allotments | Pages 29 - 39 |
| - Use of Parks Charges | Pages 29, 40 |
| - Football Pitches | Pages 29, 41 |
| - Talkin Tarn | Pages 30, 42 |
| - Bereavement Services | Pages 30, 43, 44, 45 |
| - Waste Services | Pages 30, 31, 41 |
| - Garage | Page 31, 48 |
| - Enforcement | Pages 31, 49, 50 |

Economic Development

Report: ED.38/20

Pages 53 - 64

Officer: Jane Meek, Corporate Director of Economic Development

- Shopmobility Page 56
- Home Life Grant Scheme Page 56

Governance and Regulatory Services

Report: GD.48/20

Pages 65 - 98

Officer: Mark Lambert, Corporate Director of Governance and Regulatory Services

- Environmental Health and Housing Pages 66 - 69, 79- 88
- Homelessness Prevention and Accommodation Services Pages 69, 89

(c) Revised Capital Programme 2020/21 and Provisional Capital Programme 2021/22 to 2025/26

Report: RD.33/20

Pages 117 - 128

Officer: Alison Taylor, Corporate Director of Finance and Resources

Background:

To consider the capital spending which falls within the area of responsibility of this Panel:

- Vehicles, Plant and Equipment Pages 120, 126
- Disabled Facilities Grants Pages 120, 122, 126
- Leisure Facilities Page 120
- Recycling Containers Pages 120, 126
- Crematorium Infrastructure Pages 120, 126
- Sands Centre Redevelopment Page 120
- Open Space Improvements Page 126
- Play Area Improvements Page 126
- LED Footway Lighting Infrastructure Page 126
- Rough Sleeping Initiative Page 126
- Skew Bridge Deck Page 126

Why are these items on the agenda?

Annual Scrutiny as part of the Budget process.

What is the Panel being asked to do?

Scrutinise the reports and provide feedback to the Executive.

A.3 QUARTER 2 PERFORMANCE REPORT 2020/21**15 - 30**

Portfolio: Finance, Governance and Resources

Directorate: Community Services

Officer: Gary Oliver, Policy and Performance Officer

Report: PC.27/20 herewith

Background:

The Policy and Communications Manager to submit the Quarter 2 performance against current service standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's 2020/21 Key Performance Indicators are also included.

Why is this item on the agenda?

Quarterly performance monitoring report.

What is the Panel being asked to do?

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

A.4 OVERVIEW REPORT AND WORK PROGRAMME**31 - 36**

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Rowan Jones, Overview and Scrutiny Officer

Report OS.25/20 herewith

Background:

To consider a report providing an overview of matters related to the work of the Health and Wellbeing Scrutiny Panel.

Why is this item on the agenda?

The Health and Wellbeing Scrutiny Panel operates within a Work Programme which is set for the 2020/21 municipal year. The Programme is reviewed at every meeting so that it can be adjusted to reflect the wishes of the Panel and take into account items relevant to this Panel in the latest Notice of Executive Key Decisions.

What is the Panel being asked to do?

- Note the items (within Panel remit) on the most recent Notice of Executive Key

Decisions

- Discuss the Work Programme and prioritise as necessary.

PART B

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

B.1 TULLIE HOUSE BUSINESS PLAN 2020/21

- Information relating to the financial or business affairs of any particular person (including the authority holding that information);

Enquiries, requests for reports, background papers etc to:

Jacqui Issatt, Committee Clerk - jacqui.issatt@carlisle.gov.uk

HEALTH AND WELLBEING SCRUTINY PANEL

THURSDAY 8 OCTOBER 2020 AT 10.00AM

PRESENT: Councillor Paton (Chair), Councillors Dr Davison, Mrs Finlayson, Glover (as substitute for Councillor Ms Ellis-Williams), Mrs McKerrell, McNulty, Tarbitt.

ALSO

PRESENT: Councillor Ellis - Deputy Leader and Finance, Governance and Resources Portfolio Holder
Councillor Christian - Environment and Transport Portfolio Holder
Councillor E Mallinson - Communities, Health and Wellbeing Portfolio Holder

OFFICERS: Deputy Chief Executive
Regulatory Services Manager
Health and Wellbeing Project Manager
Partnership Manager
Funding and Development Officer
Overview and Scrutiny Officer

HWSP.51/20 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillor Ms Ellis-Williams, Councillor Miss Whalen and the Policy and Communications Manager.

HWSP.52/20 DECLARATIONS OF INTEREST

Councillor Dr Davison declared an interest in accordance with the Council's Code of Conduct relating to Agenda item A.3 – Cycling Walking Infrastructure Plans (CWIPs). The interest related to her being a member of Cycle Carlisle.

HWSP.53/20 PUBLIC AND PRESS

RESOLVED - It was agreed that the items of business within Part A be dealt with in public and Part B be dealt with in private.

HWSP.54/20 MINUTES OF PREVIOUS MEETINGS

Councillor McNulty noted that he had been omitted from the minutes of the meeting held on 27 August 2020 and asked that his name be added to the attendance.

RESOLVED – 1) That it be noted that Council, at its meeting on 8 September 2020, received and adopted the minutes of the meeting held on 16 July 2020. The Chair will sign the minutes at the first practicable opportunity.

2) That the minutes of the meetings 27 August 2020, with the addition of Councillor McNulty in the attendance, and 17 September 2020 (Special) be approved.

HWSP.55/20 CALL IN OF DECISIONS

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

HWSP.56/20 HOUSING GRANTS AND SUPPORTING HOSPITALS

The Regulatory Services Manager submitted a report informing the Panel of the activities taking place to meet the Council's commitment to use discretionary housing grants to assist the elderly, disabled or other vulnerable groups: to live independently; to improve their living conditions and well-being, and promote opportunities to return home after hospital attendance (GD.47/20).

The Regulatory Services Manager reminded the Panel of the City Council's Housing Renewal Assistance Policy 2018 and its source of funding. He detailed the mandatory and discretionary grants which the City Council offered along with the Housing Grant Performance since 2017.

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

- The Panel congratulated the Regulatory Services Manager and his team for the excellent support provided and work undertaken which provided a significant benefit to those in need.
- Did the criteria for the Housing Renewal Assistance Policy include families with young children or was it primarily based on health concerns?

The Regulatory Services Manager responded that individual grants had specific criteria, the majority of the grants were health related and means tested rather than based on a family situation. However, individual cases were considered, and the Homelife Team were able to signpost families to providers for alternative support.

- What work was undertaken to support individuals who had mental health issues which often led to houses falling into disrepair?

The Regulatory Services Manager acknowledged that often the most complicated cases were linked to mental health issues. He reported that he had previously worked with the Public Health Department to create an action plan and develop a referral process for individuals. This had not been as successful as hoped as often those with mental health issues did not acknowledge it and therefore did not want to engage in a referral process.

- How did the Housing Renewal Assistance Policy link to energy efficiency and sustainability in homes?

The Regulatory Services Manager explained that although the service was mindful of climate change issues, grants such as the Warmer Homes Grant looked to move individuals out of fuel poverty and were not always able to insist on sustainable options.

- Would any underspent Disabled Facilities Grant funding be carried forward in the next financial year?

The Regulatory Services Manager confirmed that underspent funding would be carried forward as part of the annual budget process. The Covid-19 pandemic had affected the mandatory grants, as a result the funding would be reprofiled resulting in carry forwards in 2021.

- Were there any concerns regarding the procurement of services or supplies as a result of Brexit?

The Regulatory Services Manager responded that he was not aware of any issues with the procurement of services or supplies at this time.

- Were there any examples of how the Dementia Friendly Grants supported people to remain in their home longer?

The Regulatory Services Manager reported that six grants had been issued totally £17,956. The Safe and Warm grants had been extremely successful and some of that funding also supported dementia related concerns.

- Could the City Council support individuals to access the new Green Homes Scheme which the Government had introduced?

The Regulatory Services Manager explained that the Council would not support individuals applying for the grant other than in a sign posting capacity. The Council had not applied for the first stage of funding due to the timing of the application, however, consideration would be given to making an application in the second stage.

- Was there any support for individuals who did meet the means test but did need additional support, due to mental health issues, in finding trustworthy tradesman and making arrangements for the work to be carried out.

The Regulatory Services Manager stated that Homelife Team worked hard to raise awareness of their work to provide a trusted service which individuals could contact. They were a very small Team and could only deal with those people who came through the service where they provided the best help possible.

The Communities, Health and Wellbeing Portfolio Holder reiterated the Panel's thanks to the Regulatory Services Manager and his team for their outstanding work in improving the quality of life for residents, especially during the Covid-19 pandemic.

RESOLVED – That the Housing Grants and Supporting Hospitals report (GD.47/20) be noted.

HWSP.57/20 CYCLING WALKING INFRASTRUCTURE PLANS (CWIPS)

The Health and Wellbeing Project Manager presented an update on progress with a Local Cycling and Walking Infrastructure Plan (L-CWIP) for Carlisle (CS.27/20).

The Health and Wellbeing Project Manager reported that Cumbria County Council (as the Highway Authority) started work on a county wide CWIP early in 2020, the work had been significantly delayed due to the impact of Covid-19. However, work had progressed, and the County Council had agreed a contribution of £15,8000 towards the commissioning of a consultant to produce a CWIP for Carlisle. The City Council has been asked to provide the balance of £10,000 which the Corporate Director of Economic Development was considering the use of existing regeneration budgets to fund the balance.

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

- Discussions regarding walking/cycling and a movement strategy for Carlisle had taken place over a number of years but no big changes had materialised. What was different this time and how would community groups, cyclists and the Cycling Mayor be engaged in the plans?

The Health and Wellbeing Project Manager confirmed that work that had been undertaken previously, including work by cyclists, was being used as the basis of the current plans. He commented that there was now a much better understanding that cycling and walking were viable alternatives to driving, in addition there was a greater appetite amongst the public and politicians, nationally and locally, to make such changes. He explained that the County Council

had involved Members and partners including the Cycling Mayor in a workshop for the LCWIP and he would undertake to raise the matter at the next meeting.

- The Panel were concerned that the LCWIP would produce good infrastructure plans, but the funding would not be available to develop them as had previously happened. The Panel urged officers and the Executive to continue to push for Carlisle to be part of the next phase of funding to ensure a new infrastructure was developed to help reduce the carbon footprint and improve the health and wellbeing of its residents.
- The Panel stressed the importance of consultation with cyclists, groups and non-cyclists and suggested cycling zones be considered as they had proved successful in other countries.

The Deputy Chief Executive commented that a drawback of some funding, such as Section 106 money, had been how far it had to stretch to create a reasonable amount of pathway. This often resulted in the surface or lighting not being ideal. He highlighted an issue regarding the adoption of cycleways and ongoing maintenance and stated that this would have to be addressed to move forward.

He added that in addition to the right routes within the City, the safety and comfort of cyclists also had to be considered along with the start and end of journeys i.e. secure places for the bikes to be stored. The LCWIP was fundamental to the health and wellbeing of the City and it was important that healthy habits were formed, and people were encouraged to walk and cycle.

- A Member reminded the Panel of the work already being undertaken by the City Council to promote walking and walking routes and urged officers to promote what was already in place to help create a demand and suggested more walking and cycling maps.
- A Member highlighted the potential for Section 106 monies to be maximised to ensure infrastructure in new developments were linked with existing infrastructure.

The Environment and Transport Portfolio Holder addressed the Panel. He felt that there was significant potential for good cycling and walking routes within the City and agreed that it was vital that consultation took place with cyclists, pedestrians and drivers. It was important that Carlisle offered positive choices for moving around the City. It was important to have the LCWIP plans in place to attract funding and move forward with the infrastructure. Referring to Section 106 monies, he reminded the Panel that there was a lot of demand for Section 106 money and Planning Officers worked hard to maximise the funding.

The Communities, Health and Wellbeing Portfolio Holder highlighted the walking routes that were promoted by Green Spaces and the activities that would be promoted in conjunction with Cumbria County Council through Healthy Cities.

- A Member highlighted a previous park and ride scheme which had been operated across the Christmas period, he suggested this may be a good scheme to reintroduce to reduce the traffic in the City.

The Environment and Transport Portfolio Holder acknowledged the scheme and informed the Panel that he had met with representatives of local travel companies to discuss options for a similar scheme in the future.

RESOLVED – 1) That the Cycling Walking Infrastructure Plans (CWIPs) report be noted (CS.27/20)

2) That a further update on the Cycling Walking Infrastructure Plans (CWIPs) be submitted to the Panel in six months' time.

HWSP.58/20 EMERGENCY PLANNING AND EVOLVING APPROACH TO COMMUNITY ENGAGEMENT AND CLIMATE CHANGE

The Partnership Manager presented an overview of the ongoing Covid-19 pandemic response and recovery, with an emphasis on the evolving approach to community engagement and climate change.

The Partnership Manager also highlighted the key statistics for the impact on health and wellbeing as detailed in the report. The report provided links to a Local Outbreak Control Plan and the Health Protection Board which the Panel had previously requested. The Partnership manager highlighted the funding application which had been submitted to The National Lottery in August to support further community resilience, unfortunately the bid had been unsuccessful.

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

- A Member asked for an update on the infection rate figures for Carlisle. The Partnership Manager responded that the updated figures had not been released however the infection rate in Carlisle was increasing.
- There was concern regarding licenced venues who were not closing at 10.00pm and were disregarding peoples' welfare.

The Partnership Manager reminded the Panel that there was an exceptional group of officers and partners who continued to work in difficult circumstances to deal with such matters.

- The Panel noted that the community response and partnership work regarding Covid-19 had been excellent in Carlisle and the work of the Carlisle Resilience Group had been very effective and accessible.
- A Member asked for information on the volunteering capacity for Carlisle.

The Partnership Manager confirmed that the information within the report was Cumbria wide and that it would be worthwhile having a better understanding of the Carlisle area, she agreed to discuss the matter with the Carlisle Resilience Group.

- Had the Local Nature Recovery Strategies identified any projects in the Carlisle area?

The Partnership Manager did not have details of any projects, however, she understood that the Council's Green Spaces Team were involved in the work. She agreed to provide the Panel with a written response.

- 2094 volunteers registered with Support Cumbria, why were only 1202 volunteers matched to organisations, what happened to the other 42%?

The Partnership Manager agreed to take the question back to the partner organisations as an action, however, she did know that some individuals had registered then were unable to carry out the role due to their own personal circumstances.

- How would the work of Zero Carbon Cumbria Partnership fit in with the work to build back better from the pandemic?

The Partnership Manager commented that the pandemic had caused a shift in the consideration of climate change and assured the Panel the matter would be kept on the agenda for a number of partners moving forward. The Partnership Manager suggested that due to growth of the area and work a separate item on Climate Change may be warranted.

- A Member asked for assurance that the Local Nature Recovery Strategies included urban areas within Carlisle to protect nature and ensure the health and wellbeing of local people.

The Partnership Manager assured the Panel that there would be some focus to ensure the Carlisle district was considered as part of the Strategies.

- The Government had placed a ban on evictions during the pandemic, there was concern that once the ban was lifted there would be a significant impact on the homelessness in the City and a significant impact on available resources.

The Partnership Manager reported that there was a group in the recovery structure which considered homelessness matters and the Council's Homelessness Prevention and Accommodation Manager fed into the group. She added that the situation would be closely monitored.

- There had been a considerable increase in the number of Universal Credit claimants, were the Council able to address issues such as practical problems individuals would face alongside mental health issues, were there any interventions available?

The Partnership Manager acknowledged that the increase of Universal Credit claimants had been a concern across the country. There was a group within the Resilience Structure that looked at welfare and hardship and it monitored matters such as Universal Credit claimants, the impact the end of furlough would have and the loss of jobs. In addition, Cumbria County Council were developing an Anti-Poverty Strategy and she had requested that information from it was relayed into the local level recovery sub-groups.

- Would it be possible to engage local community groups such as 'friends of' groups to help improve local spaces?

The Partnership Manager thanked the Member for highlighting the groups and agreed it would be beneficial to engage those who wanted to continue to volunteer in friends or groups or work such as the Place Standard in the future.

- The Environment and Transport Portfolio Holder asked for an update on the Winter Ready Campaign and wardens.

The Partnership Manager reported that the Winter Ready Campaign was being addressed by a Task and Finish Group of the Cumbria Resilience Forum and the City Council were active participants on the Group. The Group had to consider being winter ready though the Covid-19 lens and consider how concurrent events such as Covid-19 and severe weather would be dealt with.

The Funding and Development Officer explained that an application for Local Wardens to support communities during the pandemic and future weather shocks had been the basis of a National Lottery bid, this had been unsuccessful due to not being the right fit for that funding programme. A future application was to be developed and submitted when the next funding programme opened in December. This programme would be a better fit for the projects aims. In the meantime, work was being undertaken to support groups in developing or

updating their own Community Emergency Plan with a COVID focus. Organisations were also being supported through signposting to funding and advice.

The Communities, Health and Wellbeing Portfolio Holder thanked Officers and Members for their ongoing exceptional work, she drew attention to the award the High Sherriff of Cumbria had given to the Partnership Manager and she urged Members to promote the steps for keeping safe from Covid-19.

- A Member highlighted the difficult work that many Officers had undertaken and that many would be becoming fatigued. The situation was likely to be long term and it was important that staff and Members were taking care of themselves and that the City Council supported them in doing so.

RESOLVED – 1) That the Emergency Planning and evolving approach to community engagement and climate change report (PC.25/20) be noted.

2) That an update on the Emergency response to Covid-19 be submitted to the Panel at their meeting on 25 February 2021.

HWSP.59/20 CORPORATE PEER CHALLENGE – FOCUS ON SCRUTINY

The Overview and Scrutiny Officer submitted a report highlighting the key findings from the Corporate Peer Challenge with regard to scrutiny activity along with the steps that had been taken so far to respond to the findings (OS.21/20).

The Overview and Scrutiny Officer summarised the findings of the Corporate Peer Challenge with regard to scrutiny and set out the key points from the Scrutiny Chairs Group review. She requested that the Panel consider and agree a list of strategic priorities for Health and Wellbeing Scrutiny Panel and consider the initial steps taken.

A Member felt strongly that more work should be undertaken on the recommendations set out in the Peer Challenge feedback. She commented that the Council needed to take the report seriously and the Panel should look closely at their priorities and really consider which ones could make a real difference to the Council's performance and the service given to the community.

The Panel discussed the potential priorities which they felt could benefit from scrutiny and
RESOLVED – That the Panel agreed the following list of priorities that impact the local community which could benefit from scrutiny by the Health and Wellbeing Scrutiny Panel:

- Community Support and Involvement and Neighbourhoods and Rural Support
- Opportunity for Outdoor Exercise, Recreation, Learning and Active Travel
- Homelessness/Hostels/Homeless Prevention
- Disabled Access
- Environmental Health
- Climate Change and Extinction of Wildlife
- Cultural Resilience

HWSP.60/20 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer presented report OS.22/20 providing an overview of matters relating to the work of the Health and Wellbeing Scrutiny Panel.

RESOLVED 1) That report OS.22/20 be noted.

HWSP.61/20 SUSPENSION OF STANDING ORDERS

During consideration of the above item, it was moved, seconded and RESOLVED that Council Procedure Rule 9, in relation to the duration of meetings be suspended in order that the meeting could continue over the time limit of 3 hours.

[The meeting ended at 1.03pm]

Report to Health & Wellbeing Scrutiny Panel

Agenda
Item:

A.3

Meeting Date: 19 November 2020
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: QUARTER 2 PERFORMANCE REPORT 2020/21
Report of: Policy and Communications Manager
Report Number: PC 27-20

Purpose / Summary:

This report contains the Quarter 2 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2016-19 actions as defined in the 'plan on a page'. Performance against the Panel's 2020/21 Key Performance Indicators (KPIs) are also included.

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:	14/12/20
Scrutiny:	Health and Wellbeing 19/11/20 Economic Growth 26/11/20 Business and Transformation 1/12/20
Council:	N/A

1. BACKGROUND

This report contains the 2020/21 Quarter 2 performance against the Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. The Panel's Key Performance Indicators (KPIs) are also included as an appendix.

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 contains the Council's performance against the Service Standards for this Panel.

The measures are predominately lagging indicators (looking back at performance) and cover a range of 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 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 is just one aspect of the Council's wider performance framework.

All three Scrutiny Panels have requested that Members are involved with the reviewing of the content of performance reports including setting of measures and targets. A Member working group will therefore be set up and run over the Winter months.

The updates against the actions in the Carlisle Plan are presented in Section 3. Only actions within the remit of the Panel are included in this report. 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.

Summary of KPIs and Service Standards:

Service Standards – 0 'red', 1 'amber' and 3 'green'

KPIs – 2 'red', 3 'amber', 6 'green'

Summary of Exceptions (RED)

Measure	Target	Performance
CSe18: Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure	29%	0.8% OFS has been closed since March due to Covid-19.
CSe25 Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure	85.5%	70.1% Tearoom closed during Q1 due to Covid-19.

2. PROPOSALS

None

3. RISKS

None

4. CONSULTATION

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

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to scrutinise the Quarter 2 Performance Report prior to it being submitted to Executive.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

Contact Officer: Gary Oliver

Ext: 7430

Appendices attached to report:

Performance Dashboard

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

- None

CORPORATE IMPLICATIONS:

LEGAL - This report raises no explicit legal 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.

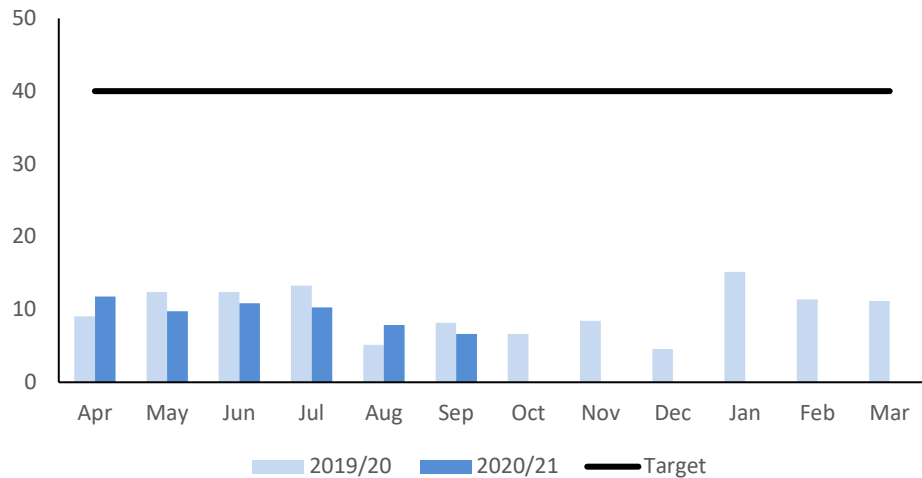

PROPERTY SERVICES - This report raises no explicit issues relating to Property Services

Section 1: Service Standards 2020/21

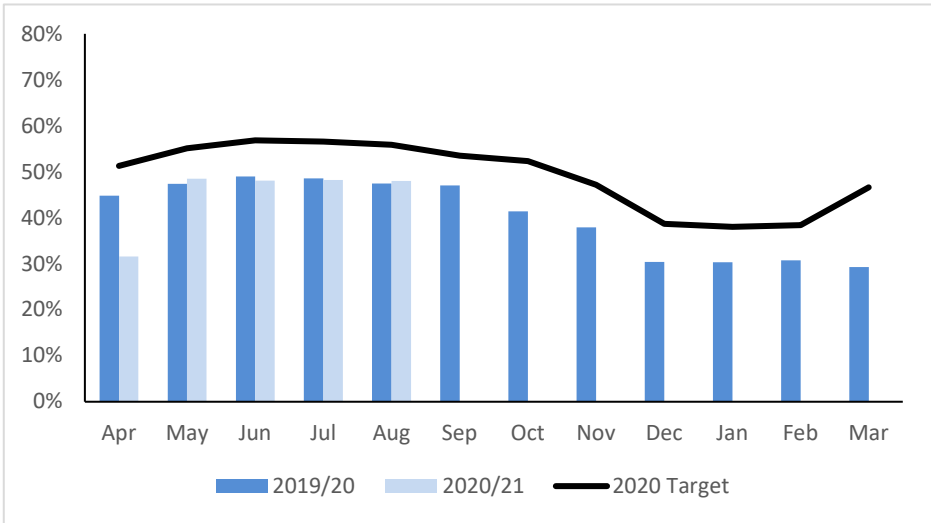
Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Five further measures were introduced from Quarter 2 2017/18 and all are reviewed during Quarter 3 each year. Service Standards are the measures judged to be the most important to our customers, therefore,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

The following pages contains the Council's performance against the Service Standards.

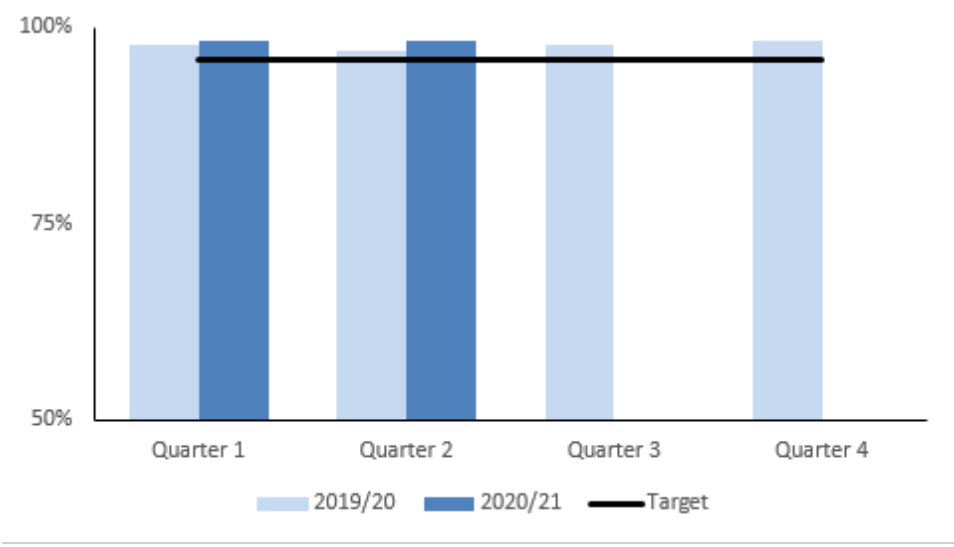
SS02: Proportion of waste or recycling collections missed (valid)

Service Standard	To end of Quarter 2 2020/21	Performance by Month	Further Information																																							
40 missed collections per 100,000 (Industry standard)	9.5 (Q2 2019/20: 10.1)	 <table><caption>Missed Collections per 100,000 by Month</caption><thead><tr><th>Month</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Apr</td><td>9</td><td>12</td></tr><tr><td>May</td><td>12</td><td>10</td></tr><tr><td>Jun</td><td>12</td><td>11</td></tr><tr><td>Jul</td><td>13</td><td>10</td></tr><tr><td>Aug</td><td>5</td><td>8</td></tr><tr><td>Sep</td><td>8</td><td>7</td></tr><tr><td>Oct</td><td>7</td><td>-</td></tr><tr><td>Nov</td><td>8</td><td>-</td></tr><tr><td>Dec</td><td>5</td><td>-</td></tr><tr><td>Jan</td><td>15</td><td>-</td></tr><tr><td>Feb</td><td>11</td><td>-</td></tr><tr><td>Mar</td><td>11</td><td>-</td></tr></tbody></table>	Month	2019/20	2020/21	Apr	9	12	May	12	10	Jun	12	11	Jul	13	10	Aug	5	8	Sep	8	7	Oct	7	-	Nov	8	-	Dec	5	-	Jan	15	-	Feb	11	-	Mar	11	-	<p>Just under two million collections were due to be made in the first two quarters of the year. 182 collections were missed meaning the success rate was 99.99%.</p> <p>This figure excludes the temporary suspension of garden waste collections during the early stages of Covid-19.</p>
	Month		2019/20	2020/21																																						
	Apr		9	12																																						
May	12	10																																								
Jun	12	11																																								
Jul	13	10																																								
Aug	5	8																																								
Sep	8	7																																								
Oct	7	-																																								
Nov	8	-																																								
Dec	5	-																																								
Jan	15	-																																								
Feb	11	-																																								
Mar	11	-																																								
On target?																																										
																																										

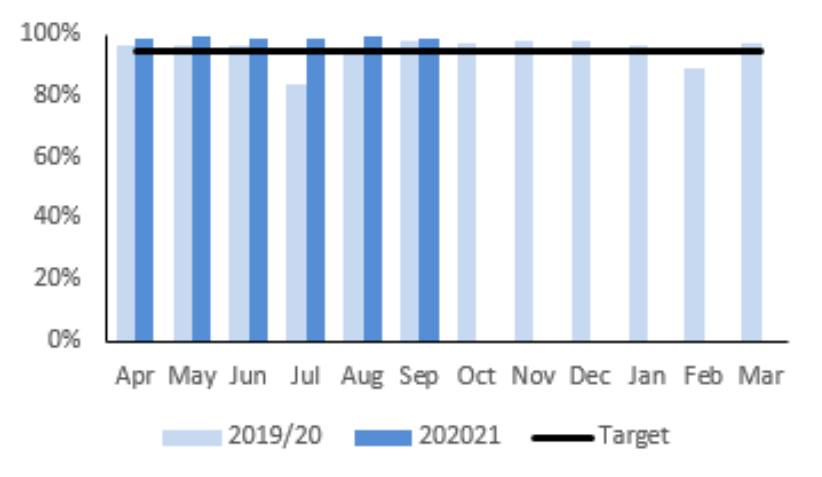
SS03: Percentage of household waste sent for recycling (including bring sites)

Service Standard	To end of Aug 2020	Performance by Month	Further Information
50% (Nationally set target)	45.4%	 <p>80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar</p> <p>■ 2019/20 ■ 2020/21 — 2020 Target</p>	Recycling rates were lower in April due to the temporary suspension of the garden waste collections in order to support priority services during the early stages of the Covid-19 pandemic.
	(end of Aug 2019: 47.4%)		
	On target?		
	▲		

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

Service Standard	Rolling figure to end of Quarter 2 2020/21	Performance by Quarter	Further Information
Our work with local food businesses should ensure that 96% are at least broadly compliant.	98.5%	 <p>The chart displays performance by quarter for two financial years: 2019/20 (light blue bars) and 2020/21 (dark blue bars). A horizontal black line represents the target at 96%. The y-axis ranges from 50% to 100% in 25% increments. The x-axis lists Quarter 1, Quarter 2, Quarter 3, and Quarter 4. In 2019/20, performance is approximately 97% in Q1, 96% in Q2, 97% in Q3, and 97% in Q4. In 2020/21, performance is approximately 98% in Q1, 98% in Q2, 98% in Q3, and 98% in Q4. All 2020/21 data points are above the 96% target line.</p>	Approximately 200 premises are usually inspected each quarter. All premises are inspected at least once every eighteen months.
	On target?		
	✓		

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

Service Standard	To end of Quarter 2 2020/21	Performance by Month	Further Information
95% delivered within 10 working days	99.0%	 <p>5,032 deliveries were made in the first half of the year.</p>	
	(Q2 2019/20: 94.4%)		
	On target?		
	✓		

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 Panel's current KPIs are attached as a dashboard.

Section 3: [Carlisle Plan on a Page 2016–19](#) Delivery

The current [Carlisle Plan](#) covered the period 2016-19 and the majority of the key actions are now either delivered or considered business as usual and feature within existing service plans. Quarter 2 updates to the Panel's remaining key actions are contained within the following pages. Following Member feedback, the layout of the updates have also been simplified.

Priority: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents

Service and Facilities Development:

Key Action 12: Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city (SMT Owner: D Crossley, Scrutiny Panel: B&T/H&W)

Project Description: Remaining actions: Refurbishment of the leisure facilities and partial refurbishment of the events centre at the Sands Centre site including the addition of two swimming pools. Provision of temporary accommodation for GLL staff, resident NHS staff, and alternative leisure facilities, sports hall, temporary bar and WC's during the construction phase.

Timeline - Quarter 2 Update:

A Special Meeting of the City Council took place on the 13th October to ratify the current scheme.

This project is progressing. Preparations are underway for the next phase which will see the demolition of the existing leisure centre (end of November) and the start of foundations for the extension to the side of the site. Reconfiguration of car parking, landscaping, incoming utilities diversions and new supplies and associated works will also begin to progress. Excavation for the swimming pools is also planned in the upcoming period.

The existing events centre is to be kept operational during the demolition works and construction of the new leisure centre. On site constructors are winter ready and will continue to work through the next national lock down period

Emerging risks/issues:

The main contract deal is being finalised although no significant issues identified at this time. No deal Brexit brings some uncertainty to contracts in place and could impact on the supply chains and associated costs. The impact of the on-going Covid situation will require attention.

Healthy City Programme:

Key Action 16: Continue to work with key partners to deliver the World Health Organisation Phase VI Healthy City Action Plan (SMT

Owner: D Crossley, Scrutiny Panel: H&W)

Project Description: Remaining actions: Restructure Healthy City Forum (HCF) and work with partners to deliver on the Phase VI application. Explore next phase and Develop action plan (VII)

Timeline - Quarter 2 Update:

Phase VI activity is now complete.

A SharePoint site has been set up to allow access to the live working document. This has been further developed (September 2020) to allow access to external partners and Teams site established.

Meetings with strategic partners have been taking place around phase VII and interest gauged. Examples include: University of Cumbria, CHOC, PCNs, ICCs, etc.

A development session was held on the 8th July, with meetings on 21st July, 11 Aug, 4th Sept. The agenda will now need to consider how Covid and recovery structures dovetail with Cumbria Resilience and recovery work.

COVID has significantly reduced capacity available to progress this as response and recovery continue into phase 2.

Future tasks: Set up a task group to look at the application and distribute writing sections, explore funding opportunities, seek letters of support, map activity and horizon scan.

Emerging risks/issues:

Several cross cutting agendas running at present - ad hoc system (opportunity for this work to pull this together).

Lack of engagement and input from key partners

Complexity of submission in terms of number of partners input required

Covid agenda (many partners are tied up with response and recovery)

Key Action 17: Continue to support and develop the Food City Partnership: Local Healthy Eating Options; Carlisle Food Charter; food sector supply chain development; food skills; education and tourism (SMT Owner: D Crossley, Scrutiny Panel: H&W)

Project Description: Develop work of Food Carlisle and subsequent partnership projects

Timeline - Quarter 2 Update:

The City Council was successful in its application to Sustainable Food Cities for both the campaigns grant (£5k) and the coordinator grant to move from Bronze to Silver Award (£10k).

We have also been successful in achieving an additional £5k and a 6 month extension to the Bronze to Silver Award project due to the current Covid-19 crisis.

Emerging risks/issues:

We have been unable to appoint the position to deliver this work due to the Covid-19 crisis.



Carlisle City Council Performance Dashboard

Quarter 2 2020/21

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 2020/21	Performance Q2 2019/20	Trend	Target	Comments
▲	CSe03	Average weight (Kg) of domestic non-recycled waste collected per house	216.8	208.2	↓	208.2	
✓	CSe04	Revenue gained from household waste recycling collected	£ 276,211	£ 260,031	↑	£ 243,443	
N/A	CSe05	Proportion of all Carlisle waste recycled (including partners)	60.2%	60.0%	↑	Info only	
✓	CSe08	Litres of fuel used by Council fleet	193,866	196,377	↑	196,377	
N/A	CSe10a	Number of Fixed Penalty Notices issued for fly tipping	6	7	↓	Info only	
N/A	CSe10b	Number of Fixed Penalty Notices issued for littering	11	55	↓	Info only	Including 'Littering from a Vehicle'
N/A	CSe10c	Number of Fixed Penalty Notices issued for dog fouling	2	7	↓	Info only	
N/A	CSe10d	Number of Fixed Penalty Notices issued for abandoned vehicles	0	0	→	Info only	
N/A	CSe11a	Number of counts/reports of fly tipping	358	244	↑	Info only	
N/A	CSe11b	Number of counts/reports of littering	15	32	↓	Info only	
N/A	CSe11c	Number of counts/reports of dog fouling	56	89	↓	Info only	
N/A	CSe11d	Number of counts/reports of graffiti	0	3	↓	Info only	
N/A	CSe11e	Number of counts/reports of abandoned vehicles	179	190	↓	Info only	
▲	CSe12a	Proportion of acts of fly tipping responded to in full within 5 working days	99.4%	100%	↓	100%	
N/A	CSe12b	Proportion of acts of offensive graffiti responded to in full within 1 working day	N/A	N/A	N/A	100%	None reported
▲	CSe12c	Proportion of abandoned vehicles initially investigated within 5 working days	99.4%	98.6%	↑	100%	
✗	CSe18	Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure (including recharges).	0.8%	18.5%	↓	29.0%	OFS has been closed since March due to Covid-19.
N/A	CSe19	Old Fire Station count of event attendees (direct count of ticket sales)	0	6479	↓	Info only	Excludes visitors to the venue (café or to buy tickets) and private hire room bookings.
✓	CSe24	Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure (including recharges)	226.9%	178.8%	↑	189.7%	
✗	CSe25	Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure (including recharges)	70.1%	98.7%	↓	85.5%	Tearoom closed during Q1 due to Covid-19.
N/A	CSe26	Proportion of allotment sites that are self-managed.	16.0%	19.0%	↓	Info only	
N/A	CSe27	Proportion of allotment plots that are occupied.	93.0%	90.0%	↑	Info only	Excluding self-managed sites.
✓	CSe29	Percentage of play area safety inspection completed on time.	100%	100%	→	100%	
N/A	CSe36a	Social media reach: Facebook post reach - monthly average	568000	342145	↑	Info only	The number of people who had a City Council post enter their screen
N/A	CSe36b	Social media reach: Twitter post reach - monthly average	310000	189400	↑	Info only	



Carlisle City Council Performance Dashboard Quarter 2 2020/21

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 2020/21	Performance Q2 2019/20	Trend	Target	Comments
✓	GRS06	Proportion of public health service requests (pest control, noise, smells, house conditions) responded to within the target response times.	91.7%	88.0%	↑	90%	
✓	GRS10	Proportion of food hygiene inspections completed as scheduled	100%	66.0%	↑	90%	

Health and Wellbeing

Scrutiny Panel

CARLISLE
CITY COUNCIL

Agenda
Item:

A.4

Meeting Date:

19

Portfolio:

Crwww.carlisle.gov.uk

Key Decision:

No

Within Policy and
Budget Framework

Private/Public

Public

Title:

Overview Report

Report of:

Overview and Scrutiny Officer

Report Number:

OS.25/20

Purpose / Summary:

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

Recommendations:

Members are asked to:

- Note the items (within Panel remit) on the most recent Notice of Key Executive Decisions
- Review the current work programme and resolutions and make recommendations for the future work programme

Tracking

Executive:	Not applicable
Scrutiny:	HWSP 19/11/20
Council:	Not applicable

1. Notice of Key Decisions

1.1 At the time of writing this Overview Report, the most recent Notice of Key Executive Decisions was published on 9 October 2020. This was circulated to all Members. The following items fall within the remit of this Panel:

Items which are included in the Panel's Work Programme:

- KD 07/20 - Homelessness and Rough Sleeping Strategy 2021 to 2026
- KD 24/20 – Tullie House Business Plan
- KD 25/20- Budget Process 2021/22 – 2025/26

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

- KD 26/20 – Bitts Park Interactive Water Feature – release of insurance settlement funds for flood damage to reinstatement to the capital programme.
- KD 27/20 – Review of Public Space Protection Orders

2. References from Executive

2.1 None

3. Progress on resolutions from previous meetings

3.1 The following table sets out the meeting date and resolution that require following up. The status is presented as either “completed”, “pending” (date expected), or “outstanding”. An item is considered outstanding if no update or progress has been made after three panel meetings. All the completed actions will be removed from the list following the meeting.

	Meeting date	Minute reference	Action	Status
1	20/02/20	HWSP 15/20	1) That the draft Local Environment (Climate Change) Strategy be included in a future Informal Briefing for all Members of the Council.	Pending
2	27/08/20	HWSP 42/20	2) That a further updated report be scheduled in the Panel's Work Programme for April 2021 meeting. 3) That Mr Rice circulate information to the Panel on the numbers who participated in the Healthwise scheme.	Complete Pending
3	27/08/20	HWSP 43/20	1) That the Policy and Communications Manager circulate the following to the Panel: i) A breakdown of the types of waste recycled in Quarter 1:	Complete

			ii) a comparison of the Council's performance of the recycling of garden waste with Copeland Borough Council in Quarter 1; iii) A summary of the actions delivered and those outstanding from the 2015 – 18 Carlisle Plan. 2) That the Panel work with Officers on the content of future Performance Reports.	Pending
4	27/08/20	HWSP 44/20	1) That the Policy and Communications Manager circulate to the Panel: i) Further detail on the data set relating to disability and recruitment; ii) Information regarding the continuation of post in the Improving The Private Rented Sector – Tackling Rogue project 2) That the Policy and Communications Manager consider how nil-responses on the equalities form be named in future reports.	Complete
5	08/10/20	HWSP 57/20	2) That a further update on the Cycling Walking Infrastructure Plans (CWIPs) be submitted to the Panel in six months' time.	Complete
6	08/10/20	HWSP 58/20	2) That an update on the Emergency response to Covid-19 be submitted to the Panel at their meeting on 25 February 2021.	Complete

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

Contact Officer: Rowan Jones

Ext: rowan.jones@carlisle.gov.uk

**Appendices
attached to report:**

1. Draft Scrutiny Panel Work Programme 2020-21

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

- None

CORPORATE IMPLICATIONS:

LEGAL -

FINANCE –

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

INFORMATION GOVERNANCE –

APPENDIX 1: Draft Health and Wellbeing Scrutiny Panel Work Programme 2020-21

Title	Type of Scrutiny	Lead Officer	Meeting Date
Scrutiny Annual Report 2019/20	Policy development	Rowan Jones	11/06/2020
End of Year Performance Report - for information	For info	Gary Oliver	June 2020
Food Law Enforcement Plan	For info		June 2020
Introduction to Health and Wellbeing Team including Sport Development	Policy update	Luke Leathers	16/07/2020
Emergency Planning and Resilience for Covid-19	Policy development	Steven O'Keeffe	16/07/2020
Allocations Policy and Equality Impact Assessment	Policy development	Gareth Torrens	16/07/2020
Greenwich Leisure Ltd	Policy update	Gary Oliver	27/08/2020
Performance Report - Q1	Monitoring	Gary Oliver	27/08/2020
Redevelopment of the Sands Centre Update	Policy update	Darren Crossley	27/08/2020
Annual Equality Report & Action Plan	Policy Update	Rebecca Tibbs	27/08/2020
Sands Centre Redevelopment Project - special meeting	Policy update	Darren Crossley	17/09/2020
Air Quality Monitoring	For info	Scott Burns	Oct 2020
Strategic Framework for Culture in Carlisle	For info	Darren Crossley	Oct 2020
Housing Grants and Supporting Hospitals	Policy update	Scott Burns	08/10/2020
Cycling Walking Infrastructure Plans (CWIPS)	Policy update	Darren Crossley	08/10/2020
Corporate Peer Challenge	Policy development		08/10/2020
Emergency Planning and Evolving Approach to Community Engagement and Climate Change	Policy update	Steven O'Keeffe	08/10/2020
Homelessness Strategy Workshop	Policy development	Tammie Rhodes	Cancelled
Tullie House Business Plan	Policy update	Darren Crossley	19/11/2020
Budget Setting	Budget	Alison Taylor	19/11/2020
Performance Report - Q2	Monitoring	Gary Oliver	19/11/2020
Local Environment (Climate Change) Strategy	Policy development	Jane Meek/ Steven O'Keeffe	14/01/2021
Active Spaces Review	Policy development	Luke Leathers	14/01/2020
Community Centre Update	Policy update	Luke Leathers	14/01/2021
Green Spaces Strategy - update	Policy update	Phil Gray	14/01/2021
Performance Report - Q3	Monitoring	Gary Oliver	25/02/2021
Emergency planning response to Covid 19	Policy update	Steven O'Keeffe	25/02/2021
Cycling Walking Infrastructure Plans (CWIPS)	Policy update	Darren Crossley	08/04/2021
Scrutiny Annual Report 2019/20	Policy development	Rowan Jones	08/04/2021
Greenwich Leisure Limited	Policy update	Gary Oliver	08/04/2021
Draft Healthy City Strategy	Policy development	Luke Leathers	Not scheduled
Enforcement Strategy	Policy update	Colin Bowley	Not scheduled
Carlisle Partnership	Partnership	Emma Dixon	Not scheduled

