

AGENDA

Community Overview and Scrutiny Panel

**Thursday, 01 June 2017 AT 10:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG**

***** Preparatory meeting for Members will be held at 9:30am in the
Flensburg Room**

Apologies for Absence

To receive apologies for absence and notification of substitutions

Declarations of Interest

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any item on the agenda at this stage.

Public and Press

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

MINUTES OF PREVIOUS MEETING

5 - 12

To approve the minutes of the meeting held on 16 February 2017 [Copy minutes in Minute Book 43(6)].

To note the minutes of the meeting held on 6 April 2017 [Copy minutes herewith].

PART A

To be considered when the Public and Press are present

A.1 CALL-IN OF DECISIONS

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

A.2 ROUGH SLEEPING AND BEGGING WITHIN CARLISLE 13 - 18

(Economy, Enterprise and Housing Portfolio)

The Homeless Prevention and Accommodation Services Manager to submit a report providing an overview of the levels of rough sleeping within Carlisle and District, the work to date to address rough sleeping and begging within the City Centre and the strategic priorities outlined within the Interagency Homelessness Strategy for Carlisle 2015-20.

(Copy report GD.33/17 herewith)

A.3 CUSTOMER SERVICES UPDATE 19 - 28

(Communities, Health and Wellbeing Portfolio)

The Customer Services Manager to submit a report updating the Panel on the work within Customer Services in particular the Smarter Services Delivery Project.

(Copy report CE.04/17 herewith).

A.4 END OF YEAR PERFORMANCE REPORT 2016/17 29 - 38

(Finance, Governance and Resources Portfolio)

The Policy and Communications Manager to submit a report detailing the fourth quarter performance against the Council's service standards that help measure performance, including updates on key actions contained within the Carlisle Plan 2015-18.

(Copy report PC.08/17 herewith)

A.5 CUMBRIA POLICE AND CRIME PANEL

39 - 42

Councillor Bowditch to submit a report updating the Panel on the recent work of Cumbria Police and Crime Panel. Councillor Bowditch is the Council's representative on the Cumbria Police and Crime Panel.

(Copy report herewith).

A.6 OVERVIEW REPORT AND WORK PROGRAMME

43 - 50

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

(Copy report OS.12/17 herewith).

PART B

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

-NIL-

Members of the Community Overview and Scrutiny Panel

Conservative – Ellis, Layden, Mrs Mallinson, Bainbridge (sub), Bloxham (sub), Mrs Finlayson (sub)

Labour – Burns (Vice - Chairman), McDonald, McNulty, S Sidgwick, Coleman (sub) Harid (sub), Mrs Riddle (sub)

Independent - Paton (Chairman), Bomford (sub)

**Enquiries, requests for reports, background papers,
etc to Committee Clerk: Jacqui Issatt - 817557 or
jacqui.issatt@carlisle.gov.uk**

MINUTES OF PREVIOUS MEETINGS

COMMUNITY OVERVIEW AND SCRUTINY PANEL

THURSDAY 6 APRIL 2017 AT 10.00AM

PRESENT: Councillor Burns (Chairman), Councillors Bloxham (as substitute for Councillor Layden), Ellis, McDonald (as substitute for Councillor Ms Williams), Mrs McKerrell, McNulty, Paton, and Mrs Riddle.

OFFICERS: Deputy Chief Executive
Contracts and Community Services Manager
Arts Development Officer
Overview and Scrutiny Officer

COSP.19/17 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Layden, MsWilliams, and Councillor Quilter – Culture, Leisure and Heritage Portfolio Holder.

COSP.20/17 DECLARATIONS OF INTEREST

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

COSP.21/17 PUBLIC AND PRESS

RESOLVED – That the Agenda be agreed as circulated.

COSP.22/17 MINUTES OF PREVIOUS MEETINGS

RESOLVED (1) – That the minutes of the meeting held on 12 January 2017 be signed by the Chairman.

(2) That the minutes of the meeting held on 16 February 2017 be noted.

COSP.23/17 CALL-IN OF DECISIONS

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

COSP.24/17 FLOOD UPDATE REPORT

The Deputy Chief Executive provided the Panel with a verbal update on the Council's flood recovery programme covering: the Council's Asset Recovery Programme, including the Civic Centre and Customer Contact Centre; Bitts Park; Flood Grants and Household Payments and the ongoing work of organisations involved in flood recovery.

The Deputy Chief Executive outlined a timetable for the recovery of flood damaged Council properties as follows:

| | |
|---------------------------------------|----------------------|
| Warwick St properties | Complete and settled |
| Adriano's | 06/2016 - 04/2017 |
| Sands Centre and Swifts | Complete and settled |
| Stoney Holme (inc. Depot) | 10/2016 - 05/2017 |
| John St properties (Hostel and Annex) | 06/2016 - 05/2017 |

| | |
|--|--|
| Shaddongate Resource Centre | 06/2016 - 05/2017 |
| Botcherby Community Centre | 06/2016 - 05/2017 |
| Bitts Park (Depot, Lodge, Pavilion & WCs) | Dates to be confirmed awaiting design/costings |
| Caldew Riverside Properties (demolition) | 06/2016 - 04/2017 |
| Old Fire Station | Complete |
| Sheepmount - final programme still to be determined following conclusion of insurance negotiations | 10/2016 – 06/2017 |

Regarding Bitts Park, it was noted that the upper tennis courts had been open to the public since Easter 2016, permanent repair works to the fencing and floodlighting for those courts had also been completed. The lower tennis courts remained out of action, the Deputy Chief Executive explained that the resurfacing and redevelopment work would be undertaken as part of the Canopy Project which the Council was undertaking in conjunction with the Lawn Tennis Association.

In terms of flood grants the Deputy Chief Executive advised that as at 31st December 2016 1,670 households had been confirmed as flooded by Storm Desmond, of those 1,602 were eligible for the £500 Community Support Grant. The Council had made payments to 1,567 households which equated to 97.84% of applicants and had a total financial value of £783,500.

In considering the verbal update Members raised the following comments and questions:

- Had tenants who had been re-housed from the Council's John Street accommodation, following the flood been able to access the support services ordinarily provided at the John Street facility?

The Economy, Enterprise and Housing Portfolio Holder advised that the Council had leased an additional building to provide housing for those tenants displaced from John Street, this had enabled the Council to meet its requirement in relation to homelessness provision. She confirmed that support services had been continued to be provided to John Street tenants, and praised the Officers involved for their work in response to the flood, which had in the disaster response phase ensured that all tenants requiring re-homing had been provided with suitable alternative accommodation within two days of the floods.

- Had the incorporation of additional flood resilience measures into the Council's assets caused delays in the asset recovery programme?

The Deputy Chief Executive explained that as part of the Council's negotiations with its insurers discussions had been undertaken regarding the need to incorporate additional resilience measures into Council assets during the recovery programme.

Regarding Botcherby Community Centre a number of electrical issues had been identified, the Centre Manager was involved in on-going dialogue with contractors to achieve the best solution for the facility.

A Member commented that he had understood that Botcherby Community Centre would re-open in April 2017, he sought clarification on this issue.

The Deputy Chief Executive explained that the May completion of works at the site was the end date by which the Centre would be re-opened.

The Member noted that Botcherby Community Centre had been identified as a polling station site for the Local Elections in May 2017, he sought assurance that a contingency plan was in place to provide those facilities in the event that works at the Centre had not been completed.

Another Member noted that Botcherby Community Centre had been closed for a significant amount of time, he asked if the Council was able to offer any support in publicising the re-opening of the facility, following the completion of the recovery works.

The Communities, Health and Wellbeing Portfolio Holder advised that she has met with the Centre Manager and discussed the progress of the recovery works and what actions were needed to attract users back to the Centre. She was developing a plan in conjunction with the Contracts and Community Services Manager to address these issues.

- Had plans been made regarding the Depot and Lodge at Bitts Park?

The Deputy Chief Executive advised that an insurance settlement had not yet been agreed for the Depot and Lodge, therefore definitive plans for those facilities had not been agreed. A feasibility assessment was being conducted, the results from which would enable Officers to develop plans for the Depot and Lodge, following which proposals would be submitted to the Executive for consideration.

- Were toilet facilities available at Bitts Park?

The Contracts and Community Services Manager confirmed that temporary toilet facilities were available at Bitts Park. He further advised that, in order to meet the increase in the number of users of the park during the spring/summer months, additional temporary toilet facilities were being provided at the Park.

- Did Bitts Park have a Warden?

The Deputy Chief Executive explained that a Warden no longer managed the Park, that role was undertaken by Rangers from the Green Spaces Team.

- Were track and hockey facilities in operation at the Sheepmount?

The Contracts and Community Services Manager advised that the track facilities at the Sheepmount were in operation and being used by a number of clubs within the city, as were the football pitches at the facility.

Regarding hockey, the Contracts and Community Services Manager explained that the astro-turf pitches provided for this activity at the Sheepmount were declining in popularity with users as other facilities in the city, for example, Harraby Community Campus now offered third generation synthetic pitches. It was felt that there was sufficient supply of the new generation pitches to meet the demand within the District.

The Deputy Chief Executive added that no decision had been taken in relation to the synthetic pitches at the Sheepmount, as an insurance settlement had not been agreed. Further details on the matter would be provided to Members in due course.

- How much progress had been made on plans for the ground floor of the Civic Centre?

The Deputy Chief Executive advised that Officers were awaiting confirmation of the insurance settlement prior to the presentation of plans to the Executive.

A Member asked whether consideration had been given to the renting out of space within the Civic Centre building.

The Deputy Chief Executive responded that this issue had been considered, however, feedback had indicated a low level of interest in the types of spaces available within the building amongst both private and public sector organisations. He felt that the approach to marketing the spaces available in the building required review to ensure the benefits of the building were clearly outlined.

A Member requested that when firm plans for the ground floor of the Civic Centre had been developed, they be presented to all Members of the Council at an Informal Briefing. The Panel agreed this proposal.

RESOLVED – (1) That the Deputy Chief Executive be thanked for the update to the Panel.

(2) That proposals regarding the reinstatement of the ground floor of the Civic Centre be presented to Members at an Informal Council Briefing.

COSP.25/17 OLD FIRE STATION ARTS CENTRE (PROGRESS AND PERFORMANCE REPORT)

The Contracts and Community Services Manager submitted report CS.07/17 Old Fire Station Arts Centre (Progress and Performance Report) which provided an update on the performance and operation at the Old Fire Station (OFS), since its opening in May 2015.

The report detailed the impact of the December 2015 flood on the OFS and the action taken to relocate a number of shows to different venues within the city. The OFS had reopened in September 2016 with increased demand for the venue which had exceeded its booking capacity.

The Arts Development Officer explained that the OFS was establishing itself as a venue within the city prior to its closure as a result of the December 2015 floods. Whilst the flooding of the site had presented challenges in terms of forcing the closure of the OFS, it had also provided an opportunity for the Council to take stock of how the facility was operated.

Since its re-opening, the OFS aimed to put on more driven and community based events. In addition, the University of Cumbria had taken over the “Dormitory Room”, as an exhibition space and it was hoped that arrangement would continue on a long-term basis. Consideration was also being given to the feasibility of implementing similar arrangements in other rooms within the OFS.

The programme of events at the OFS was now booked up to November 2018, Officers intended to keep the programming at the OFS under review to ensure that it was interesting and appealing to all residents within the city.

In conclusion, the Arts Development Officer noted that since its opening the OFS had developed a profile at national level, with event promoters being keen to hold events at the facility, which was seen as being well placed, geographically.

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

- Was it the Council's intention for the OFS to become financially self-sufficient?

The Arts Development Officer considered financial greater self-sufficiency to be a longer term serious aspiration for the OFS, he noted that the programming of events was likely to play an important part in the financial success of the OFS.

- A Member sought clarification on the financial information contained in paragraph 3.2 of the report.

The Contracts and Community Services Manager explained that the reference to "... actual expenditure is £306,654 (23/07/2017) contained a typographical error and should read 23/03/2017. The Contracts and Community Services Manager further summarised the financial information contained within the report.

- A Member sought clarification on the difference between "general rent" and "let rent"

The Contracts and Community Services Manager explained that "general rent" referred to room bookings, whereas "let rent" referred to longer term lease arrangements. Profit sharing fees for meals and refreshments were paid annually to the Council following the auditing of the providers annual accounts.

- Were the arrangements for the return of funds from meals and refreshments normal practice?

The Contracts and Community Services Manager explained that the returns from the food provide were paid on an annual basis following the auditing of the providers accounts.

The Member expressed concern that such an arrangement may lead to a situation in which the food provider was unable to make payment to the Council.

The Contract and Community Services Manager acknowledged the Member's concerns, he explained that the food and refreshment provision at the OFS was operated on a profit-share arrangement which meant that the provider only had rights to deliver catering in the building, rather than a lease arrangement. The caterer provided the Council with quarterly information regarding finance, with the Council invoicing for payment on an annual basis.

- A Member commented that it was difficult to fully scrutinise the budget information provided in the report as the OFS had not traded for a full financial year, due to its closure following the floods. Referring to the net annual budget figure indicated as £251,800 in the report, he sought clarification that this was the amount of funding agreed through the Council's budget process, and what proportion of the £251,800 was Council grant.

The Contracts and Community Services Manager confirmed that the £251,800 indicated in the report was the net budget position as agreed by Council. Discussion then followed regarding the factors which made up the net budget including central re-charges and accommodation and support charges

The Member remained concerned that the financial data contained in the report was not in line with the budget forecasting in the Arts Centre Business Plan or that which was agreed through the Council's Budget process.

The Chairman commented that Members felt there was a lack of clarity on the issue and asked that further information be provided to enable Members to effectively scrutinise the matter.

The Contracts and Community Services Manager undertook to provide the Panel with a written reconciliation of the financial data contained within the Business Plan and the Council budget to enable Members' full understanding of the budgetary position of the OFS.

The Chairman requested that the information be presented to the Panel in a report at its June 2017 meeting.

The Contracts and Community Services Manager responded suggesting that the information be circulated in the form of a written response to the Panel, should Members then wish to consider the matter at June meeting of the Panel, an item would be included on the agenda. This course of action was agreed by the Panel.

- The Chairman noted that the OFS had been set up with a view to developing the arts and culture offer within the city, he asked if there was a need for the Council to develop a wider Cultural Strategy for the city.

The Arts Development Officer responded that a key factor in developing arts and cultural activities within the city was space and how to use it effectively. The Council was already developing work and partnerships with external organisations with a view to expanding the arts and cultural activities within the city. In addition the Council also sign-posted arts and cultural organisations within the city to national organisations such as the Arts Council to support their activities.

The Leader considered that the city had made great strides in increasing its output of arts and cultural activities which had led to a growth in confidence within the sector both in the city and outside. He felt that the Council was best able to support to the city's arts and cultural life by bringing partners together, and considering how best to market events to residents and tourists.

- Was the prevalence of male ticket buyers reflected in the usage of the OFS?

The Arts Development Officer advised that during the day the majority of users were female, the majority of male ticket buyers indicated in the report may be a reflection of the programme of events, this was an area that would continue to be monitored.

The Contracts and Community Services Manager added that the data collected from ticket purchasers provided a useful analytical tool for monitoring the overall performance of the OFS and assessing the programme of events going forward.

- How was overbooking at the OFS managed?

The Arts Development Officer explained that in the event of an overbooking, consideration would be given to the wider programme of events, and the demand/popularity of individual events to determine which events should be progressed.

- How was postcode information gathered from ticket purchasers?

The Arts Development Manager explained when tickets were purchased electronically buyers were able to select whether to provide their postcode data. Buyers purchasing tickets

directly from the OFS were given a card which allowed postcode data to be provided, however, it was stressed that ticket purchasers were not under any obligation to provide the data.

RESOLVED - (1) That report CS.07/17 Old Fire Station Arts Centre (Progress and Performance Report) be noted.

(2) That the Contracts and Community Services Manager provided a written response reconciling the financial data contained within the Old Fire Station Business Plan and the funding agreed in the Council's Budget. Following submission of the information, the Chairman of the Panel would make a decision as to whether a full report to the next meeting of the Panel was required.

COSP.26/17 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer submitted report OS.08/17 which provided an overview of matters relating to the work of the Community Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.

The Notice of Executive Key Decisions had been published on 10 March 2017 and there were no items within the remit of the Panel.

The Overview and Scrutiny Officer advised that the Panel had completed its Work Programme for the year 2017/18. At its meeting of 16 February, the Panel had requested a report on the apparent increase in rough sleeping and begging in the City Centre, be included in the Work Programme for presentation at the earliest opportunity. The report was to be included on the agenda of the Panel's June 2017 meeting.

Members no questions or comments on the Work Programme.

RESOLVED – 1) That the Overview Report incorporating the Work Programme and Key Decision items relevant to this Panel (OS.08/17) be noted.

(Meeting ended at 11:35am)

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.2

Meeting Date: 1 June 2017
Portfolio: Economy, Enterprise and Housing
Key Decision: No
Within Policy and
Budget Framework YES
Public / Private Public

Title: ROUGH SLEEPING & BEGGING WITHIN CARLISLE
Report of: Homeless Prevention and Accommodation Services Manager
Report Number: GD.33/17

Purpose / Summary:

This report, requested by the Panel, gives an overview of the levels of rough sleeping within Carlisle and district; the work to date to address rough sleeping and begging within the City Centre; and the strategic priorities outlined within the Interagency Homelessness Strategy for Carlisle 2015-20.

Recommendations:

Members are asked to note the ongoing commitment to address multiple exclusion homelessness and rough sleeping as a key priority area outlined within the Interagency Homelessness Strategy for Carlisle 2015-20.

Tracking

| | |
|------------------------|--|
| Executive: | |
| Overview and Scrutiny: | |
| Council: | |

1. BACKGROUND

Strategic and Statutory responsibilities

- 1.1** Section 3 (1) of the Homelessness Act 2002 requires the local housing authority to have a strategy which seeks to:
- prevent people from becoming homeless
 - ensure that there is sufficient accommodation in the area for people who might become, or are homeless
 - ensure that people who might be, or are homeless, have sufficient support to prevent them from becoming homeless again
 - consult with other relevant agencies in carrying out the review and in preparing the strategy
- 1.2** The Interagency Homelessness Strategy for Carlisle 2015-20 was developed in consultation with key stakeholders; the action plans are reviewed annually following a comprehensive review of local trends, gap analysis and a review of National Policy.
- 1.3** The 2015-20 strategy and annual action plans are focused on four key priority areas:
- 1) Appropriate flexible accommodation and support pathways
 - 2) Multiple Exclusion Homelessness and Rough Sleeping
 - 3) Positive outcomes for young people experiencing homelessness
 - 4) Prevent and relieve Homelessness

Multiple Exclusion Homelessness and Rough Sleeping¹

- 1.4** Carlisle City Council works closely with key stakeholders and members of the public to ensure that anyone reported and identified as rough sleeping is assisted at the earliest opportunity as part of an ongoing commitment to No Second Night Out (NSNO); the Severe Weather Emergency Protocol (SWEP); and official rough sleeping submissions in line with government guidance, priorities and national

¹ Please refer to appendix 1 (page 6) for definition of multiple exclusion homelessness, and rough sleeping

standards; these levels are monitored quarterly as part of the interagency strategic working group.

1.5 The NSNO offer includes:

- *Any people identified as rough sleeping to be offered assistance to get off the streets immediately*
- *Members of the public to play an active role by reporting and referring people sleeping rough (via Streetlink and local contacts including out of hours)*
- *If people have come from another area or country and find themselves sleeping rough, the aim should be to reconnect them back to their local community unless there is good reason why they cannot return*

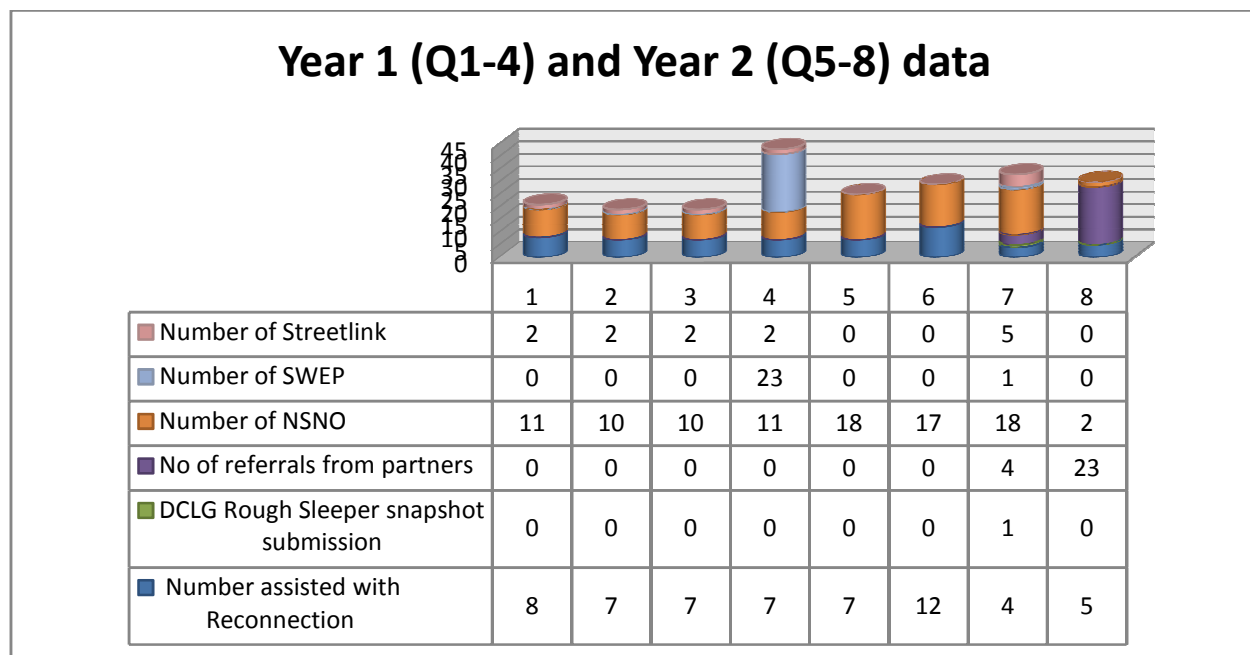
1.6 Throughout the winter months, the weather is monitored closely - where the weather is predicted to be zero degrees or below for three consecutive nights shelter and assistance would be offered to all identified as in need as part of a local Severe Weather Emergency Protocol.

1.7 Carlisle City Council submits an annual snapshot figure in quarter three to the Department of Communities and Local Government to assist in monitoring national levels of rough sleeping. Local authorities are able to decide whether to conduct an official count or submit an estimate based on local intelligence. Table one below outlines Carlisle City Council data submissions for the past three years:

| 2014/15 | 2015/16 | 2016/17 |
|---------|----------|---------|
| 0 | 0 | 1 |
| Count | Estimate | Count |

1.8 On 18th November 2016, Carlisle City Council Homeless Services undertook an official rough sleeper count throughout the hours of 12.30am and 4am, with an independent verifier from Homeless Link. 55 locations were searched by 5 teams (based on intelligence gained through consultation with key stakeholders); one person was located, recorded and reported as rough sleeping - this person was known to us and refused any assistance. The police were notified both in terms of this individual's welfare and as a public safety measure.

- 1.9** Figure 1 outlines comparative data relating to assistance requests for people reported as or at risk of rough sleeping, for quarter 1-4 for year 1 and 2:



2. Begging

- 2.1** The homeless services respond to all reports of rough sleeping within Carlisle and district; this response includes actively searching the location(s) reported for the individual and signs of rough sleeping. Where the person is not located a card is left advising officers are looking to offer assistance and how to make contact should this be required.
- 2.2** From September 2015 it was noted that there was an escalating issue with individuals begging within the City Centre who had been assessed as not homeless. Homeless Service managers have been working with officers from Cumbria Police since October 2015 to agree, outline and monitor the effectiveness of joined up approaches to address this. These issues have also been discussed with key stakeholders to monitor, report and advise individuals who are known to their services to seek appropriate help should this be required.
- 2.3** Regular street needs audits have been undertaken jointly with officers from the Homeless Prevention and Accommodation services and Cumbria Police since March 2016 to date. Welfare assessments / advice and assistance has been undertaken; and persistent offenders dealt with by positive enforcement by Cumbria Police, resulting in a reported significant reduction in calls to address this issue.

2.4 As a direct result of this effective joint action taken:

- 4 individuals were given verbal warnings
- 2 individuals were offered housing advice and assistance
- 2 individuals were arrested
- 1 individual was deported

2.5 At the last audit carried out in March 2017; there were no individuals identified, and no individuals rough sleeping or begging have been seen or reported since this date.

2.6 This is a standing item on the Homeless Strategy partnership group and there were no local concerns were raised at the last meeting held on 26th April 2017. There is an ongoing local commitment with key partners in Carlisle as part of the strategic work to monitor, report and address any future issues and welfare concerns that may arise.

3. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

3.1 Addressing Carlisle's current and future housing needs

Contact Officer: Tammie Rhodes

Ext: 7217

**Appendices
attached to report:**

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

- None

CORPORATE IMPLICATIONS/RISKS:

Community Services -

Corporate Support and Resources –

Economic Development –

Governance and Regulatory Services –

Appendix 1:

Multiple Exclusion Homelessness (MEH)

People have experienced MEH if they have been 'homeless' (including experience of temporary/unsuitable accommodation as well as sleeping rough) and have also experienced one or more of the following other domains of 'deep social exclusion': 'institutional care' (prison, local authority care, mental health hospitals or wards); 'substance misuse' (drug, alcohol, solvent or gas misuse); or participation in 'street culture activities' (begging, street drinking, 'survival' shoplifting or sex work).

<https://www.hw.ac.uk/schools/energy-geoscience-infrastructure-society/research/i-sphere/homelessness-social-exclusion/multiple-exclusion-homelessness.htm>

Rough Sleeping

Rough sleepers are defined for the purposes of rough sleeping counts and estimates as:

`people sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments)

people in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or 'bashes')

The definition does not include people in hostels or shelters, people in campsites or other sites used for recreational purposes or organised protest, squatters or travellers.

Bedded down is taken to mean either lying down or sleeping. About to bed down includes those who are sitting in/on or near a sleeping bag or other bedding.

<https://www.gov.uk/government/publications/vision-to-end-rough-sleeping--2>

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 1st June 2017
Portfolio: Communities, Health & Wellbeing
Key Decision: N/A
Within Policy and Budget Framework: N/A
Public / Private: Public

Title: Customer Services Update
Report of: The Customer Services Manager
Report Number: CE 04/17

Purpose/Summary:

1. Smarter Service Delivery Project

The purpose of this report is to update the panel on the work within customer services and in the main the Smarter Service Delivery (SSD) Project. The project was set up initially to meet customer expectations in being able to access City Council services 24 hours a day, 7 days a week online. Key officers across several service areas developed a transactional website that was optimised for mobile devices. An important part of this was to ensure seamless integration with back office systems. This allowed resources to be used in a more effective way, e.g. they were not downloading information and typing it into spreadsheets.

The new website was written in plain English, although there are certain legislative terms that need to be retained. A portal was devised called “my account”. This allows customers to register and look at various elements of their council tax account such as the balance, their bill and payment methods. They are also able to apply for discounts and exemptions, give details on moving property, set up a direct debit along with various other functions. Customers can sign up to receive their bills by e-mail (e-billing), view their housing benefit application, report environmental problems, access refuse & recycling services, access business rates accounts, submit a green spaces enquiry and submit a planning enquiry. There are plans for other services to be accessed via my account. There are currently over 14,000 sign-ups for my account.

The second phase of Smarter Service Delivery (SSD2) focuses on the installation of a Salesforce platform including the replacement of the Customer Relationship Management (CRM) system. The original Capita CRM system is used within customer services to capture service requests and information which is fed into back office systems. However, Capita CRM is not fit for purpose. There is only one other local authority in the country which uses Capita CRM and it is no longer developed or enhanced. Customer services have used this system since 2004. The annual maintenance costs of around £70,000 are disproportionately high for the amount of support provided and the size of user base.

After researching replacement systems for Capita CRM and consultation with the Senior Management Team, the SSD board chose the Salesforce Platform as a replacement. Salesforce CRM requires a subscription only and therefore shrinks or grows with the required usage. It is fully Cloud based and constantly developed at no additional cost. The expected annual savings over the current solution are £45,000.

Salesforce recommend using a development partner for the implementation of their platform. Our peers have tended to go down this route and have hired companies like Arcus, often at great expense. Carlisle City Council are developing and configuring the system in-house. This has created interest from other authorities using Salesforce as well as from Salesforce itself.

Rather than replace existing CRM processes, wherever possible the project is seeking to make improvements and reduce administration time for front and back office, while also enabling the transfer of additional service areas to customer services.

In summary, the Salesforce CRM will save the Council money and also assist us in creating efficient and effective service processes. Salesforce CRM is the hub of systems that can be created via the Salesforce platform, e.g. it has already replaced the IT helpdesk software. Again, this allows the Council to retain control of changes and upgrades to the systems.

Stage 1 and stage 2 of the SSD project have both used Salesforce. Customers who report a service request on the website will receive a confirmation e-mail with a reference number. The request will then be fed into Salesforce CRM in the same way that a customer requesting a service over the telephone or face to face would. Therefore, the customer service advisor can access all of the information regarding the customer in one place. This method also gives a more detailed reporting capability.

A roadmap of the service migration from Capita CRM to Salesforce CRM is attached at Appendix A. This may vary slightly dependent on differing priorities arising.

2. Customer Contact Centre

The customer contact centre face to face function is currently still operating from a temporary portacabin on the Civic Centre car park. Customer services staff have worked exceptionally patiently since the floods of December 2015. However, this building is very quickly becoming unfit for purpose.

The telephony part of the customer contact centre is situated on the 4th floor of the Civic Centre building. Therefore, the two elements of the service are being challenged to operate as efficiently as they could be. That said, the teams are currently meeting those challenges and this shows their true professionalism and enthusiasm for carrying out excellent customer service for residents and visitors within Carlisle.

The Customer Service Advisors are using both the old Capita CRM system and the new Salesforce CRM system to capture customer service requests. This will continue until the old CRM is decommissioned. Full training in the technical use of Salesforce CRM has been very well received. Also the staff have embraced the training they have received during service transfers into the customer contact centre.

3. Partnership Working

Prior to the floods of December 2015, there were several partner organisations working within the ground floor of the Civic Centre. There were also services carried out by customer services staff on behalf of partner organisations. Some of these partners chose not to return to the Civic Centre after the floods. These included HMRC, Adult Social Care, Children's Services, Cumbria Deaf Vision and Citizens Advice Service Surgeries.

However, we do have organisations that have chosen to remain. These include Department of Works and Pensions Fraud Section and Cumbria Constabulary. Her Majesty's Passport Office staff carried out the passport interview service for first time adult passports. Their staff were made redundant after the floods and that service ceased. However, customer services staff negotiated a new contract with them where customer contact centre staff carry out the service on their behalf. This involves remote links to the Glasgow office of the Passport service. This brings additional income into the authority of £50 per interview. Currently this equates to around £7,500 per month. Customer services has been approached by HMPO to extend the service and we are negotiating this part of the contract.

Recommendations:

It is recommended that the Resources Overview and Scrutiny Panel endorse the proposals within this report of supporting further development of Salesforce CRM. This will combine the use of new and emerging digital service delivery to enable efficiencies as well as continue to meet ever changing customer expectations.

They are further asked to endorse the addition of partnership working opportunities to enable the Civic Centre to become a true community hub for Carlisle.

Tracking

| | |
|------------------------|--|
| Executive: | |
| Overview and Scrutiny: | |
| Council: | |

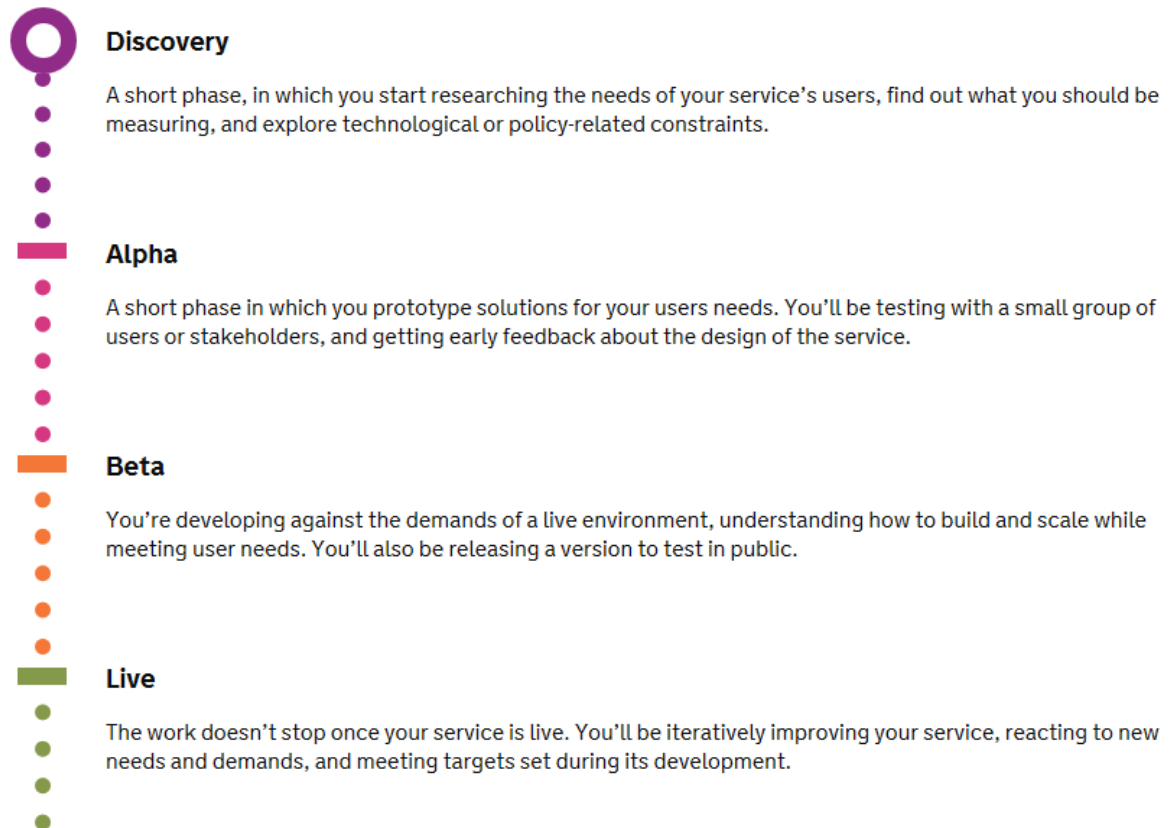
1. BACKGROUND

- 1.1** The original Smarter Service Delivery (SSD) Project focused on the development of a transactional website that was optimised for mobile devices (Mobile first). The goal was to enable customers to self-serve when accessing City Council services.
- 1.2** Priority was based on services which created most public demand and wherever possible, end to end integration with back office systems and the current Capita Customer Relationship Management (CRM) system. A self-service portal was devised which currently has more than 14,000 subscribers.
- 1.3** Following the successful go live in autumn 2015 it was decided to continue the project under the title of SSD2 and move the focus to establishing the new Salesforce CRM platform, redesign and streamline front line and back office processes. A Roadmap was developed timetabling the replacement of the Capita CRM and adding new service requests captured through the CRM by July 2017 (Appendix A).
- 1.4** The annual maintenance costs of the current Capita CRM are around £70,000 and disproportionately high for the functionality of this system, the amount of support and the ongoing development. Whereas, Salesforce CRM requires a subscription only and therefore the costs adapt to the required usage. This system is fully Cloud based and constantly developed at no additional cost. The expected annual savings over the current solution are £45,000.
- 1.5** The implementation will see a period of using the old Capita CRM and the new Salesforce system in parallel until all existing processes have been redeveloped and replaced.

1.6 Service Design Method

1.5.1 An agile approach was used for development and service re-design.

Service design phases:



This means building and testing in small chunks whilst working quickly to deliver improvements to a service. Teams will work out how to best meet the needs of the users. When breaking development into phases the risks are minimised, learning takes place about what works and what doesn't and the processes are iterated throughout.

1.5.2 Business Process Re-Design – Service Transfers

Rather than replace existing CRM processes, wherever possible the project is seeking to make improvements and reduce administration time for front and back office, while also enabling the transfer of additional service areas to Customer Services.

- Green spaces - re-design of allotment procedures have reduced back office administration
- Council tax - reduction in back office administration time with introduction of Auto Indexing function from Salesforce forms.
- Area Maintenance - reduction in back office time to compile fly tipping returns using re-designed processes.

- Environmental Health Service transfer - Environmental Health calls transferred from back office to customer services September 2016.
- Environmental Health - form built in salesforce to allow the transfer.
- Noise Nuisance reporting – process re-design has reduced the number of cases to the back office by 189 compared to the same period last year.
- Green Spaces – online and Salesforce CRM forms live from mid May 2017.

2. PROPOSALS

- 2.1** It is proposed to continue with the transfer of services through redesign and migrate them from the Capita CRM to the Salesforce CRM.
- 2.2** Services not currently captured through the Capita CRM will go through the redesign process and be captured via the Salesforce CRM.
- 2.3** A review plan will be updated to ensure the project objectives have been met.
- 2.4** The same technology used online through the website to be used within each contact channel.
- 2.5** Partnership working opportunities to be investigated in time for any permanent customer contact facility to become operational.

3. CONSULTATION

- 3.1** Consultation has taken place with the Senior Management Team, the Corporate Programme Board, the Smarter Service Delivery Board, Resources Overview & Scrutiny Panel and the Portfolio Holder for Communities, Health & Wellbeing.

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 4.1** The report contributes to a number of priorities within the Carlisle Plan. It gives a more convenient and unified approach to enable access to Carlisle City Council services will support the priorities across the plan.

Contact Officer: Jillian Gillespie

Ext: 7461

**Appendices
attached to report:**

Appendix A – Salesforce Development Roadmap.

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

Corporate Support and Resources -

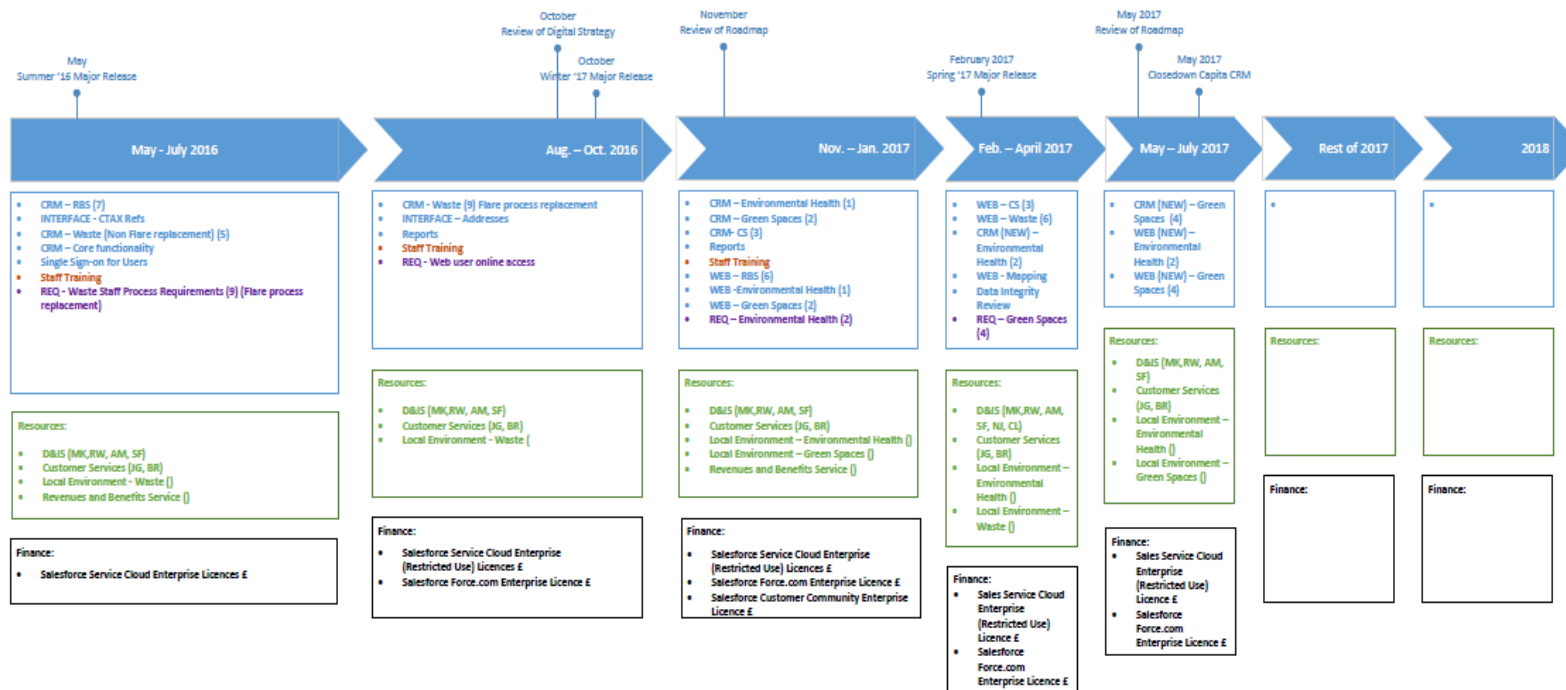
Community Services –

Economic Development –

Governance and Regulatory Services –

Carlisle City Council – Smarter Service Delivery²

Salesforce Development Roadmap 2016 to 2017



Other Digital Strategy and “Business as Usual” projects:

- Financial Ledger application upgrade and cloud hosting.
- Implement e-Purchasing
- Implement intelligent Scanning (Invoices)
- Planning application server build and upgrade.
- Migration to Office 365 – Office 2016 upgrade.
- Migration to Office 365 – Implement One-Drive for Business.
- Migration to Office 365 – Implement SharePoint Online
- British Telecom wide area network migration.
- PSN and PCO-DSS compliance.
- Firewall upgrade.
- Upgrade to Payroll and Personnel application
- Revenues and Benefits application upgrades.

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.4

Meeting Date: 1 June 2017
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: END OF YEAR PERFORMANCE REPORT 2016/17
Report of: Policy and Communications Manager
Report Number: PC 08-17

Purpose / Summary:

This report contains the forth quarter performance against the current service standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Details of the service standard are in the table in Section 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. Only the service standard relevant to the Panel is included in this report. The updates against the actions in the Carlisle Plan follow on from the service standard information in Section 2.

Recommendations:

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

Tracking

| | |
|------------------------|--|
| Executive: | 3/7/17 |
| Overview and Scrutiny: | Community Overview & Scrutiny 1/6/17 Resources Overview & Scrutiny 13/6/17 Environment and Economy Overview & Scrutiny 15/6/17 |
| Council: | N/A |

1. BACKGROUND

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

Regarding the information on the Carlisle Plan, the intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Overview and Scrutiny agendas and Portfolio Holder reports. All actions are included in this reported. It is intended that only actions that sit under the remit of the Panel will be included in future reports. The table appended to the report shows which actions these will be.

2. PROPOSALS

None – Performance reporting options workshop for Members planned for 20 June 2017

3. CONSULTATION

The report was reviewed by the Senior Management Team on 9 May2017 and will be considered at the other Overview and Scrutiny Panels on the following dates:

Resources Overview & Scrutiny 13/6/17

Environment and Economy Overview & Scrutiny 15/6/17

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

1. The Panel are asked to comment on the End of Year Performance Report prior to it being submitted to Executive.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

| | | |
|--------------------------|------------------------|------------------|
| Contact Officers: | Steven O’Keeffe | Ext: 7258 |
| | Gary Oliver | 7430 |

**Appendices
attached to report:
None**

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

Corporate Support and Resources – Responsible for monitoring customer satisfaction, financial management and for managing high level projects.

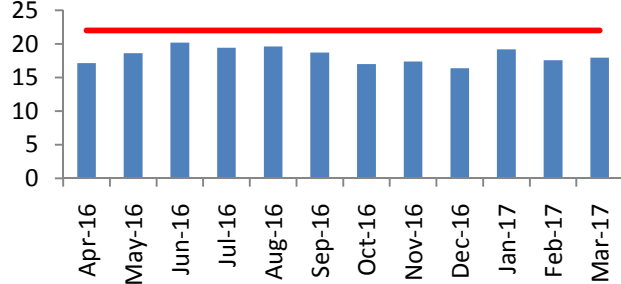
Community Services – Responsible for monitoring and reporting on service standards, progress in delivering the Carlisle Plan and for working with teams to develop team service standards for operational use.

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

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

SECTION 1: 2016/17 SERVICE STANDARDS

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

| Service Standard | 2016/17 | Performance by Month | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|-------|---|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|--------|------|
| New claims should be processed within 22 days to achieve top two quartiles of local authorities | 18.2days (2015/16 – 18 days) | <div><div>Average Time to Process New Claims (Working Days)</div><div>Target</div><table><thead><tr><th>Month</th><th>Average Time to Process New Claims (Working Days)</th></tr></thead><tbody><tr><td>Apr-16</td><td>17.5</td></tr><tr><td>May-16</td><td>18.5</td></tr><tr><td>Jun-16</td><td>20.5</td></tr><tr><td>Jul-16</td><td>19.5</td></tr><tr><td>Aug-16</td><td>19.5</td></tr><tr><td>Sep-16</td><td>18.5</td></tr><tr><td>Oct-16</td><td>17.5</td></tr><tr><td>Nov-16</td><td>17.5</td></tr><tr><td>Dec-16</td><td>16.5</td></tr><tr><td>Jan-17</td><td>19.5</td></tr><tr><td>Feb-17</td><td>17.5</td></tr><tr><td>Mar-17</td><td>18.5</td></tr></tbody></table></div> | Month | Average Time to Process New Claims (Working Days) | Apr-16 | 17.5 | May-16 | 18.5 | Jun-16 | 20.5 | Jul-16 | 19.5 | Aug-16 | 19.5 | Sep-16 | 18.5 | Oct-16 | 17.5 | Nov-16 | 17.5 | Dec-16 | 16.5 | Jan-17 | 19.5 | Feb-17 | 17.5 | Mar-17 | 18.5 |
| Month | Average Time to Process New Claims (Working Days) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr-16 | 17.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May-16 | 18.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun-16 | 20.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul-16 | 19.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug-16 | 19.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep-16 | 18.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct-16 | 17.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov-16 | 17.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec-16 | 16.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan-17 | 19.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Feb-17 | 17.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mar-17 | 18.5 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Contextual Information:

In 2016/17, 3546 new benefit claims were processed compared to 3864 in 2015/16.

Section 2: Carlisle Plan Nov 16 – Mar 18 Delivery [COSP Actions]

| Priority | Key Action/Project [O+S Panel] | Directorate | Progress in Quarter 4 2016/17 |
|--|---|--------------------|--|
| Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents | <i>Service & Facilities Development</i> | | |
| | 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 (November 2017) [COSP] [ROSP] | Community Services | Initial proposals have been received from interested bidders, they have been reviewed and feedback has been provided. Refined requirements have been issued to bidders and they are currently working up their detailed solutions. We remain on schedule to have a preferred bidder in place in the Summer and to complete the retender on time. |
| | Deliver a renewed Old Fire Station 2017/18 Business Plan and Development Strategy (March 2018) [COSP] | Community Services | Work on a revised business plan has commenced, with the initial focus on programming approaches, the action and is on schedule. |
| | Monitor and support the Tullie House Trust 2017/18 Business Plan and associated development plans (September 2017) [COSP] | Community Services | The LGA Productivity Expert programme has produced a detailed set of recommendations for the Council and the Trust. These have been considered at a joint meeting. They will be reflected in the business plan for 2018-21. |
| | Work with Community Centres to develop enhanced business plans, broadband and Wi-Fi services at appropriate sites (March 2018) [COSP] | Community Services | Community Centres have all submitted 3 year business plans covering 2016 – 19. Enhanced Wi-Fi and Broadband is in the final stages of implementation. |
| | <i>Healthy City Programme</i> | | |
| | Continue to work with key | Community | Partners continue to play a key role in the locality and Healthy City |

| | | | |
|--|--|--------------------|--|
| | partners to deliver the World Health Organisation Phase VI Healthy City Action Plan (March 2018) [COSP] | Services | forum. Key quarter updates include abstract acceptances and representation (presentation and panel) at the World Health Organisation annual business and technical conference covering four key areas: air quality, green infrastructure, youth democracy and digital health. |
| | 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 (March 2018) [COSP] | Community Services | <ul style="list-style-type: none"> • Projects in development: SugarSmart, Sustainable Food City Award and Local Healthy Options Award and already established is Phunkyfoods. • Funding application to Sustainable Food City successful. • Sponsorship brought in for the Local Food Show and a successful event and dinner engaging a wide range of partners. National recognition and attention received. |
| | Work with partners to develop and deliver a Healthy Workforce programme (from January 2017) [COSP] | Community Services | Partnership workshop held in Jan 2017, lead partners and priority projects being identified. Two key focuses "getting people into work" and "supporting people in work". Funding identified. Scope in development and two events planned for late 2017. |

| Priority | Key Action/Project [O+S Panel] | Directorate | Progress in Quarter 4 2016/17 |
|---|--|------------------------------------|--|
| Address current and future housing needs to protect and improve residents' quality of life | <i>Housing Strategy</i> | | |
| | Prepare and publish an updated Housing Strategy (June 2017) [COSP] [EEOSP] | Economic Development | Work currently ongoing on updating draft Housing Strategy following Initial consultation with internal colleagues. |
| | Develop and implement a Housing Delivery Action Plan (June 2017) [COSP] [EEOSP] | Economic Development | The Housing Delivery Action Plan will now be incorporated within the Housing Strategy. |
| | <i>Homelessness Strategy</i> | | |
| | Work together with partners to monitor progress against Carlisle's Interagency Homelessness Strategy 2015-20 (March 2020) [COSP] | Governance and Regulatory Services | <p>Continued work with partners to progress and meet and develop the strategic aims and objectives contained within the annual action plans.</p> <p>Q4 achievements include:</p> <ul style="list-style-type: none"> • Focused co-ordinated casework to particularly safeguard females identified as at risk of homelessness and rough sleeping; sexual exploitation and domestic abuse • Award of £730k from the DCLG to support a countywide project to target specialist accommodation based support and service reform to meet priorities and prevent domestic abuse • Ongoing development of a bespoke countywide website developed by and for young people who are at risk of homelessness • Ongoing commitment to review and monitor local access barriers to rehousing, and early crisis intervention to manage and prevent evictions and unplanned exits from services • Prevention audit being undertaken with partners; the findings of which will be used to inform a prevention plan and protocols for Carlisle • Hospital discharge protocol developed, due to be implemented |

| | | | |
|--|---|---|---|
| | | | <p>and rolled out countywide in 2017/18</p> <ul style="list-style-type: none"> Ongoing street needs audit with partners to reduce antisocial behaviour and street culture activity |
| | | | <i>Housing Quality/Access</i> |
| | <p>Improve standards in the private rented sector (including student accommodation) through inspections, advice and, where necessary, enforcement (March 2018) [COSP]</p> | <p>Governance and Regulatory Services</p> | <p>Continued support for the National Landlord Accreditation Scheme. 6 HMO inspections completed to check licence conditions. 5 Notices issued to improve the condition of the Private Housing stock 20 Private Sector Houses Inspections</p> |
| | <p>Continue to develop and promote the Council's Empty Homes Service by delivering advice and information to empty homes owners (March 2018) [COSP]</p> | <p>Governance and Regulatory Services</p> | <p>Permanent Empty Homes Officer Post confirmed. In Oct 2012 – 741 homes were registered as long term empty (more than six months empty) compared to <u>607 in Jan 2017.</u> Number of events and initiatives delivered in 2016 encouraging bringing empty homes back into use.</p> |
| | <p>Deliver the City Council's annual mandatory Disabled Facilities Grant Programme in respect of applications received and revise the Regulatory Reform Order Strategy to improve expenditure compatible with the discretionary grant (March 2018) [COSP]</p> | <p>Governance and Regulatory Services</p> | <p>Housing Renewal Assistance Policy adopted in January 2017. New discretionary Grants available from 2017/18 Around £600k DFG allocations in 2016/17. County Procurement framework in development.</p> |

| | | | |
|--|--|----------------------|---|
| | Develop local solutions to ensure opportunities to maximise the delivery of affordable homes which respond to locally evidenced needs (ongoing) [COSP] | Economic Development | <ul style="list-style-type: none"> • Work underway on drafting Affordable and Specialist Housing Supplementary Document to add context to Local Plan policies • Housing Association briefing session held on 12 April for local associations • Respond to Housing White Paper consultation May 2017 • Liaise with Adult Social Care to develop a better locational picture of the need for Extra Care housing • Continue to explore funding opportunities and good practice through working with a range of partners, including the HCA and Cumbria Housing Group. |
|--|--|----------------------|---|

Summary of the work of the Police and Crime Panel 2016-2017

Introduction by Cllr Steven Bowditch

“As the Carlisle City Council Representative on the Cumbria Police and Crime Panel I submit a review of the Panel’s work for 2016/17. My last report was for 2015/2016 on 31st March 2016.

As I stated at the last meeting of Community Overview and Scrutiny Committee that I attended, this is a very important committee. I have taken a full and active part. There have been five meetings since my last report. I have missed one, for family reasons. There are no subs for this committee. Since I was appointed to this committee and when it was first set up in 2011 I have missed I think only two meetings.

At the last meeting on Community I was asked questions that related to Policing in the City and various crime statistics. My role as a member of the PCP is with the rest of the Panel to hold the Crime Commissioner to account for delivery against his Crime Plan. Reports are given on crime figures for the County and I do ask quite specific questions that relate to Carlisle and District as well as the whole of Cumbria. However as last time if there are specific questions on this area I may well have to refer them to the PCPs Support Officer, Mark Clement, who helped in much of this report, for definitive answers. I will then give a written reply.”

Over the last twelve months the Police and Crime Panel has met four times to discuss a number of issues. This past year saw the election of a new Police and Crime Commissioner in Mr Peter McCall, and the Panel have worked with the Commissioner in the development of a new Police and Crime Plan to replace that of the previous Commissioner. The Panel has also confirmed the appointment of a new Chief Finance Officer, scrutinized the Commissioners council tax precept and looked at a number of other issues.

Police and Crime Plan (Discussed at every meeting)

One of the statutory responsibilities of the Panel is to hold the Commissioner to account for delivery against his Police and Crime Plan. The approach the panel has chosen is to receive thematic reports at every meeting on different elements of the plan. This provides the panel with the information they require to perform intelligent scrutiny, and support the commissioner in the development of appropriate services for Cumbria.

In July the panel discussed with the Commissioner his plans for the development of a new Police and Crime Plan. The Commissioner stated that his plan would build on the work of his predecessor, and not make wholesale changes, although there would be more focus on the issues that had been raised with him during the election. The Commissioner and Panel agreed to work together in the development of a new plan with updates brought back to future meetings.

In October the Panel reviewed the final Police and Crime Plan presented by the commissioner which highlighted as its objectives

- Correct Priorities Across Cumbria;
- A Visible and Effective Police Presence;
- Tackle Crime and Antisocial Behaviour;
- Ensure Offenders Face a Consequence for their Crime;
- Always Putting Victims First;
- Focus our Police on Online and Sexual Crime;
- Spending Your Money Wisely;
- Support Today's Young People

Members asked the Commissioner a number of questions about the Plan, and made suggestions as to its content and tone. The Commissioner promised to take these on board and a final version of the plan was circulated to members prior to publication.

One of the Commissioners key areas is restorative justice, and at the October meeting, Members were given an opportunity to receive a presentation from the chosen provider in Cumbria and the chance to ask questions. This resulted in a full discussion about the issue, as many members showed great interest and it was agreed that the panel would receive regular updates on the progress of this initiative.

Appointment of a Joint Chief Finance Officer

The purpose of the hearing was to review the Commissioner's proposed appointment of Chief Finance Officer, Mr Roger Marshall, following which the Panel would submit a report to him on it. The hearing focused on issues of the process followed, professional competence and personal independence.

The Panels main concern was that the creation of a joint Chief Finance Officer would create significant conflicts of interest in the post holder and impact on the relationship between the PCC and the Constabulary. Following discussions with the PCC, a number of safeguards have been put in place that went some way to alleviate Panel members concerns. Also the Panel will receive regular updates from the PCC on the progress of the new role and any issues that arise.

The Panel then asked Mr Marshall a number of questions relating to his professional competence and operational independence. At the end of the questioning Mr Marshall was given an opportunity to clarify any of his questions, add anything or ask the Panel questions.

Following the discussion with Mr Marshall the Panel moved into a closed session where they discussed the evidence they had heard, and then voted unanimously to confirm the proposed appointment, but reinforced their concerns about the independence of the post and the necessary safeguards required.

Council Tax precept (Discussed at Jan 2017 Meeting)

The Chief Constable presented a report which provided some context for the panel on the financial challenges faced by Cumbria Constabulary in balancing its budget in the main due to successive reductions in central government grant as efforts were made to address the national deficit. The Panel was briefed on the actions taken and planned by the Constabulary to make the required savings and the most recent Value for Money analysis which underpinned those plans.

The Panel considered a report from the Office of the Police and Crime Commissioner which provided an overview of the financial forecast for 2016-17 and an update on the financial monitoring performance of the Police and Crime Commissioner and Chief Constable against their respective budgets for the financial year.

Of great concern to Panel members has been the threat of a significant change to the funding formula. The PCC has agreed to keep panel members updated as to what effect any change may have, and we are expecting a further Government announcement in the coming months.

Other Issues

As well as standard items, the Panel also considers other issues as and when appropriate. Over the last twelve months this has included

- Complaints against the Police and Crime Commissioner
- Regular updates on the progress of the internal investigation into the reasons for the failure of the Poppi Worthington death
- The referral of the PCC to the IPCC for a speeding offence
- The payment of allowances to independent co-opted members of the panel
- The development of national policy and what this means in terms of future collaboration

Community Overview and Scrutiny Panel

Agenda
Item:
A.6

Meeting Date: 1 June 2017
Portfolio: Cross Cutting
Key Decision: No
Within Policy and Budget Framework
Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME
Report of: Overview and Scrutiny Officer
Report Number: OS 12/17

Summary:

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

Recommendations:

Members are asked to:

- Note the items (within Panel remit) on the most recent Notice of Key Executive Decisions
- Note and/or amend the Panel's work programme

Contact Officer: Dave Taylor

Ext: 0781 785 8167

Appendices attached to report:

1. Community O&S Panel Work Programme 2017/18

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 5th May 2017. This was circulated to all Members. The following items fall within the remit of this Panel:

Items which have been included in the Panel's Work Programme:

None.

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

KD.05/17 Food Law Enforcement Service Plan 2017/18

2. References from the Executive

There are no references from the Executive 8th May 2017.

3. Work Programme

The Panel's current work programme is attached at **Appendix 1**. At present, this comprises mostly items for this meeting and the next one on 20th July.

Following the circulation of a written answer about the financial data for the Old Fire Station, the Panel is asked to take a view as to whether it wants to request a full written report on this matter to their next meeting on 20th July.

It is proposed that Directors and Portfolio Holders be invited to the next meeting of the Panel, on 20th July to aid the Panel in defining their work programme for the year. Some possible areas of focus in the work programme will be included in the Overview Report for that meeting. As ever, it is important to stress that Scrutiny is a Member-led function and that the work programme items are chosen by Members themselves.

A request has been received from a member of the public, via the Chief Executive, that this Panel consider conducting a review into "Affordable Ways of Improving Provision of Public Toilets in the City". The Panel can consider this alongside other ideas at its 20th July meeting.

4. Training

As Members will be aware from the Scrutiny Annual Report, there is to be a renewed focus on effective member-led and policy focussed scrutiny this civic year. To assist with this, two training sessions are to be provided by Tim Young from the LGiU – Tim provided some very well-received scrutiny training here earlier this year and will return to provide these two sessions on **Tuesday 27th June 2017**. Members should contact Linda Mattinson to book themselves on either (or both) of these sessions.

BEING AN EFFECTIVE OVERVIEW AND SCRUTINY CHAIR

This workshop is aimed at being a refresher course for existing Chairs and Vice Chairs of Overview & Scrutiny Panels but will also be open to other Overview & Scrutiny Members who are interested in these skills.

The course will cover the practical aspects of chairing a panel along with key skills, approaches and tactics to help ensure that your panel is effective and engaged

Time: 27/06/17: 2.00pm to 5.00pm Venue: Committee Room B/C

Trainer: Tim Young, LGiU Associate

BEING AN EFFECTIVE ‘CRITICAL FRIEND’ – IMPROVING YOUR QUESTIONING SKILLS

As we know, scrutiny is all about robust and confident questioning – this session will help scrutiny Members enhance their questioning skills.

It will cover preparing for questioning, different strategies for questioning and a real world exercise to help develop your skills.

Time: 27/06/17: 5.30pm to 8.30pm Venue: Committee Room B/C

Trainer: Tim Young, LGiU Associate

NB. A buffet will be provided at 5.00 pm for all those attending either session.

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

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

| Issue Contact Officer | Type of Scrutiny | | | | | | Comments/status | Meeting Dates | | | | | | | |
|---|---------------------------|--|------------------------------|---|------------|--------|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Performance Management | Key Decisions Item/Referred from Executive | Policy Review/Development | Scrutiny of Partnership/ External Agency | Monitoring | Budget | | 01 Jun 17 | 20 Jul 17 | 31 Aug 17 | 12 Oct 17 | 23 Nov 17 | 11 Jan 18 | 22 Feb 18 | 29 Mar 18 |
| | | | | | | | | | | | | | | | |
| CURRENT MEETING – 1 June 2017 | | | | | | | | | | | | | | | |
| Performance Monitoring Reports Gary Oliver | ✓ | | | | | | Reporting of performance relevant to remit of Panel | ✓ | | ✓ | | ✓ | | ✓ | |
| Customer Services Jill Gillespie | ✓ | | | | | | Performance of the new website / coping with the flood / future of CRM and customer services (smarter services) | ✓ | | | | | | | |
| Rough Sleeping and Begging Tammie Rhodes | | | | | ✓ | | Report requested by Panel to consider the “apparent increase in rough sleeping and begging in the City Centre” | ✓ | | | | | | | |

Appendix 1 – Community Overview and Scrutiny Panel Work Programme

| Issue Contact Officer | Type of Scrutiny | | | | | | Comments/status | Meeting Dates | | | | | | | |
|---|---------------------------|--|--------------------|---|------------|--------|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Performance Management | Key Decisions Item/Referred from Executive Policy | Review/Development | Scrutiny of Partnership/ External Agency | Monitoring | Budget | | 01 Jun 17 | 20 Jul 17 | 31 Aug 17 | 12 Oct 17 | 23 Nov 17 | 11 Jan 18 | 22 Feb 18 | 29 Mar 18 |
| | | | | | | | | | | | | | | | |
| Police and Crime Panel Cllr Bowditch | | | | | ✓ | | As a Member of the Panel, Cllr Bowditch to provide an update on the recent work of the Cumbria Police and Crime Panel | ✓ | | | | | | | |
| CDRP Gavin Capstick | | | | | ✓ | | Community Safety Partnership Plan | ✓ | | | | | | | |
| TASK AND FINISH GROUPS / WORKSHOPS | | | | | | | | | | | | | | | |
| Youth | | | | | | | Member-led initial work ongoing | | | | | | | | |
| FUTURE ITEMS | | | | | | | | | | | | | | | |
| Housing Strategy Jeremy Hewitson | | | ✓ | | | | To consider the new Housing Strategy | | TBC | | | | | | |
| New Leisure contract procurement Gavin Capstick | | | | | | | Update of procurement process. | | TBC | | | | | | |

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| | | | | | | | | | | | | | | | |
| Old Fire Station: Budget and Financing Gavin Capstick | | | | | ✓ | | Report may be requested by Chair following written response after 6 th April Meeting | | ? | | | | | | |
| Cumbria Health Scrutiny Committee Cllr Williams | | | | | ✓ | | As a Member of the Committee, Cllr Williams to provide an update on the recent work of the Cumbria Health Scrutiny Committee | | ✓ | | | | | | |
| Annual Equality Report 2016/17 and Equality Action Plan 2017/18 Rebecca Tibbs | | | | | ✓ | | Monitoring of Equality activity and consideration of Equality Action Plan for 2016/17 | | ✓ | | | | | | |
| Greenwich Leisure Ltd Gavin Capstick | | | | ✓ | | | Annual Performance Report | | | | | ✓ | | | |
| Scrutiny Annual Report Dave Taylor | | | | | | | Draft report for comment before Chairs Group approval | | | | | | | | ✓ |

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| | | | | | | | | | | | | | | | |
| INFORMATION ONLY ITEMS | | | | | | | | | | | | | | | |
| Details | | | | | | | | Date Circulated | | | | | | | |
| | | | | | | | | | | | | | | | |

