

Meeting Date: 27th April 2021

Public/Private\*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –  
Councillor Elizabeth Mallinson**

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## **CUSTOMER SERVICES**

We have been reviewing last year's interaction totals to understand the impact of the Coronavirus Pandemic on both demand and any potential channel shift (customers using different methods to contact us).

We have compared the 2019/20 and 2020/21 financial years. Fortunately, our first day working from home was 1<sup>st</sup> April 2020 which has aided direct comparisons.

### **Phone Interactions**

2019/20 – 85,921

2020/21 – 148,678

Demand increase – **73%**

### **Emails**

2019/20 -12,718

2020/2021 – 23,006

Demand increase – **81%**

The increase in demand is largely due to being the first point of contact for business grants and isolation payments. Council Tax payment arrangements and main billing have also impacted demand. We have managed to resource this increase due to the Contact Centre being closed, along with several team members volunteering for additional hours requests in particularly busy periods.

The Customer Service Team have shown incredible resilience over the past year. Not only have we had our busiest year on record, but it has all been done from home, without dropping a minute's service throughout the Pandemic.

## **HOMELIFE**

Homelife will be starting to deliver our Warm and Adapted Homes Scheme from April which aims to offer energy advice and small-scale draught proofing measures and carbon monoxide alarms to DFG recipients. This new scheme is funded by Foundations Independent Living Trust charity (FILT).

## **WHO CARLISLE HEALTH FORUM**

The last meetings focused on the following areas:

- Key Covid Public Health, Community and the latest data updates (and the impact in Carlisle)
- Electricity North West – Priority Services Register and Protecting GP surgeries and Pharmacies on the Business Priority Services Register to ensure key services are maintained
- WHO European Region Annual Business meeting
- Local Covid Research and a discussion about how learning can shape practice and policy
- Mental Health
- Healthy Weight – a paper is being pulled together around the current provision and position of the health weight agenda with support from partners
- Sharing of the latest guidance, funding and policy information

## **CARLISLE COMMUNITY RESILIENCE GROUP**

Carlisle Community Resilience Group was established in March 2020, working with Partners to support resilience work, recovery and cascade key information with a wide range of Community Partners, Organisations and Groups remains jointly chaired by Cumbria County Council and Carlisle City Council.

Sub-groups are working on key themed areas which will link to recovery. These sub-groups have been carefully structured by data and consultation with stakeholders:-

- Children & Families
- Communities Emergency Response Groups
- Health & Wellbeing
- Welfare & Hardship

## **DEFENCE EMPLOYER RECOGNITION SCHEME**

The Council has submitted its application for the Gold Award of the Defence Employer Recognition Scheme. This scheme encourages employers to demonstrate and advocate support to defence and the armed forces community, and align their values with the [Armed Forces Covenant](#).

The Council achieved the Silver Award in August 2020 and continues to support work with the armed forces community across the District. Applications will be assessed by a national level selection board and the results announced later this year.

## **HEALTHY CITY TEAM**

### **Thriving Communities Fund**

The Healthy City Team forms part of a 'North Cumbria Arts, Health & Wellbeing Partnership' which was successful in being awarded £50,000 from the Thriving Communities Fund.

The partnership is made up of the City Council, Tullie House Museum & Art Gallery, North Cumbria Integrated Care Foundation Trust, Carlisle Healthcare, Prism Arts, Susie Tate Projects and Cumbria Wildlife Trust. They will be working with other partners to increase the uptake of social prescribing to help improve the health and resilience of communities most impacted by the COVID-19 pandemic.

### **Community Centres**

We are currently working with the Federation of Carlisle Community Centres to develop family days in four different areas on each Sunday in July. The centres currently involved are Brampton, Morton, Harraby and Longtown.

The day will bring together many partners to deliver healthy, sporting, cultural and signposting opportunities. Already on board are members of the NHS, the local Police Force, Carlisle United, Tullie House, Multi-Cultural Carlisle, the Army, the Fire Service. Other potential partners including local sports, who we hope will be able to encourage more participants.

### **Space to Talk Partnership**

A training model has been put together by partners and is currently being reviewed by volunteers from a variety of organisations before being distributed to various interested parties. Once finalised, the training package will then allow 'Space to Talk' to reach many more communities throughout the County and further afield.

### **Food Carlisle**

A £10,000 food resilience grant was awarded to the partnership from Sustainable Food Places. This will be used to support the Affordable Food Hubs (AFHs), food banks and local growing projects in becoming more sustainable in the longer term. Food Carlisle is also part of a small group deciding how to best monitor social impact of AFH's.

The food partnership are developing a project to work alongside the various Community Centres to pilot a local healthy food scheme later this year.

### **Play Areas**

There are two refurbishment projects happening during this current period:

- Cummersdale Play Area - repairs to existing swings and resurface the whole site with new wet pour rubber surfacing
- Hadrian's Gardens Play Area, off Brampton Old Road - refurbish an existing swing frame and provide all new surfacing utilising long lasting hard wood play chip