

AGENDA

Community Overview and Scrutiny Panel

**Thursday, 01 September 2016 AT 10:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG**

Please note: Members should allocate at least 2 hours for Scrutiny Meetings

****Briefing meeting for Members will be at 9.30 am in the Flensburg Room****

Apologies for Absence

To receive apologies for absence and notification of substitutions

Declarations of Interest

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

Public and Press

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

MINUTES OF PREVIOUS MEETING

5 - 14

To note the Minutes of the meeting held on 21 July 2016.
(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 OVERVIEW REPORT AND WORK PROGRAMME 15 - 22

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decisions items relevant to this Panel as set out in the Notice of Executive Key Decisions.
(Copy Report OS.17/16 herewith)

A.3 CARLISLE EDEN COMMUNITY SAFETY PARTNERSHIP ANNUAL PLAN 2016 17 23 - 32

(Communities, Health and Wellbeing Portfolio)

The Deputy Chief Executive to submit the Carlisle and Eden Community Safety Partnership Plan 2016/17.
(Copy Report SD.13/16 herewith)

A.4 NEW LEISURE CONTRACT PROCUREMENT UPDATE 33 - 44

(Culture, Heritage and Leisure Portfolio)

The Deputy Chief Executive to provide an update on the Leisure Contract Retender Exercise.
(Copy Report SD.16/16 herewith)

A.5 FLOOD UPDATE REPORT

45 - 76

(Cross Cutting)

The Deputy Chief Executive to submit an update on the flood recovery programme of the Council's assets.

(Copy SD.15/16 herewith)

A.6 1st QUARTER PERFORMANCE REPORT 2016/17

77 - 88

(Cross Cutting)

The Policy and Communications Manager to submit an update on the Council's Service Standards relevant to the remit of the Panel, including updates on key actions contained within the new Carlisle Plan.

(Copy Report PC.16/16 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 McKerrell (Vice Chairman), Bainbridge (sub), Bloxham (sub), Mrs Mallinson (sub)

Labour – Burns (Chairman), Ms Franklin, McNulty, Ms Williams, McDonald (sub), Osgood (sub), Mrs Riddle (sub)

Independent - Paton, Betton (sub)

**Enquiries, requests for reports, background papers,
etc to Committee Clerk: Jacqui Issatt - 817557**

COMMUNITY OVERVIEW AND SCRUTINY PANEL

THURSDAY 21 JULY 2016 AT 10.00AM

PRESENT: Councillor Burns (Chairman), Councillors Ellis, Ms Franklin, Layden, Mrs McKerrell, McNulty, Paton and Ms Williams.

ALSO

PRESENT: Councillor Glover (Leader)
Councillor Mrs Bradley (Economy, Enterprise and Housing Portfolio Holder)
Councillor Miss Sherriff (Communities, Health and Wellbeing Portfolio Holder)
Charlotte Studholme, Work Experience Student

OFFICERS: Deputy Chief Executive
Director of Economic Development
Policy and Performance Officer
HR Advisor
Housing Development Officer
Homelessness Prevention and Accommodation Manager
Overview and Scrutiny Officer

COSP.40/16 APOLOGIES FOR ABSENCE

There were no apologies for absence submitted.

COSP.41/16 DECLARATIONS OF INTEREST

Councillor Ms Franklin declared a registrable interest in accordance with the City Council's Code of Conduct in relation to agenda item A.2 – Overview Report and Work Programme. The interest related to the fact that she was the City Council's representative on the Divisional Board Riverside Cumbria.

COSP.42/16 PUBLIC AND PRESS

RESOLVED – That the Agenda be agreed as circulated.

COSP.43/16 AGENDA

The Panel discussed the possibility of the Vice Chairman leading an agenda item as a development opportunity and

RESOLVED – That the Vice Chairman would lead the discussion on Agenda Item A.5 – Interagency Homelessness Strategy for Carlisle 2015 -20 – Year One Key Achievements.

COSP.44/16 MINUTES OF PREVIOUS MEETINGS

RESOLVED – That the minutes of the meeting held on 30 March 2016 and 9 June 2016 be agreed as a correct record of the meeting and signed by the Chairman.

COSP.45/16 CALL-IN OF DECISIONS

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

COSP.46/16 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer submitted report OS.14/16 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 Overview and Scrutiny Officer reported that the Notice of Executive Key Decisions were published on 1 July 2016 and there were no items within the remit of the Panel.

The work programme for the Panel had been circulated for comment / amendment. The Panel discussed the Community Centres item and agreed the item would be moved to a future meeting.

The Panel asked what format the next Flood Update report would take and the Deputy Chief Executive explained that the report would continue to be a generic report to all three Panels along with the public documents which were available. The Director of Economic Development added that the Resilient Grants may be of specific interest to the Panel, general information on the Grants would be included in the report but more detailed information could be provided if the Panel required it.

The Chairman gave a brief update on the Riverside Divisional Board. He reported that the Divisional Director had moved positions and a replacement had not yet been appointed. When the new Director had been appointed they would be invited to attend the Panel to discuss their future plans. He stressed that the Panel had to be robust and clear about what they would be asking Riverside to provide to enable the development of a stronger relationship.

RESOLVED –1) That the Overview Report incorporating the Work programme and Key decision items relevant to this Panel (OS.14/16) be noted.

2) That the Flood Update reports continue as generic reports to all three Panels unless the Panel raised a specific issue.

COSP.47/16 ANNUAL EQUALITY REPORT 2015/16 AND EQUALITY ACTION PLAN 2016/17

The Policy and Performance Officer submitted the Annual Equality Report for 2015/16 and the Equality Action Plan 2016/17 (PC.13/16).

The Policy and Performance Officer reminded the Panel of the Council's duty under the Equality Act (2010), the Council must provide information about how equality was considered in decision making, policy development and engagement.

The Annual Equality Report 2015/16 provided an overview of equality work, including the workforce profile, details of equality impact assessments, customer satisfaction, complaints, consultation and engagement. The report built on the first Annual Equality Report 2014/15 by providing contextual data about the workforce and training, and an additional section on employee support.

Work was being undertaken for 2016/17 to address issues highlighted within the report and continue good practice. The Equality Action Plan 2016/17 set out the actions on how the

Council would continue to work towards achieving the equality objectives and address the issues identified.

The Policy and Performance Officer informed the Panel that the Executive had made two amendments to page 34 of the report:

Disabled employees – the title was to be changed to Employees with self-declared disabilities.

Training – the information of equality related training tied in with information set out further in the report, the section on page 34 would explain that the details were given in a different section of the report.

In considering the Report and Action Plan Members raised the following comments and questions:

- The Panel asked for further information with regard to the e-learning modules and how the use of e-learning could be increased.

The Deputy Chief Executive explained that the e-learning modules were a series of on line learning modules that allowed staff and Councillors to undertake limited training on a variety of subjects.

The HR Advisor added that all new staff underwent an induction which included information about the e-learning modules, in addition work was being undertaken on improving the information available on the intranet and this could include improved signposting to the e-learning modules to encourage usage. In response to a further question the HR Advisor stated that she would find out if the Disability Awareness Module incorporated deaf awareness and report back to the Panel.

- Members raised concerns that staff would not want to declare their disability for various personal reasons and asked how they would be encouraged to self-declare their disability.

The HR Advisor responded that the Council had different sources of information available to them including a new working group and support programmes such as Occupational Health which helped inform them of any needs staff may have.

The Communities, Health and Wellbeing Portfolio Holder added that the Executive wanted the term Disabled Employees changed to encourage staff to feel confident in self-declaring any disabilities.

The Economy, Enterprise and Housing Portfolio Holder explained that it was an advantage for the Council to know of any disabilities to enable them to make any reasonable adjustments to the work place which would in turn make the Council a better place to work for those individuals. The actual figures were not the important part of the data it was the adjustments that could be made as a result of the information that was important.

- How was the Information which was collected on sexuality and religion used?

The Policy and Performance Officer responded that both sexuality and religion were protected characteristics and information had to be collated and published.

The HRAdvisor reminded the Panel that the information was voluntary and confidential. The Council used the information to ensure it did not discriminate against any employees when it was developing policies and procedures and to ensure that any required reasonable adjustments were carried out.

- Why was information such as age and marital status collected when grievances were submitted?

The Deputy Chief Executive explained that if the Council had a high number of grievances the information may identify areas where there may be an underlying issue which needed to be addressed.

- A Member asked why information had to be collected which was not of use to the Council.

The Policy and Performance Officer responded that it was a legal requirement for the authority to collate and publish the information.

The Panel agreed that a wider debate on equality may be a future subject for the work programme.

RESOLVED –1) That the Annual Equality Report 2015/16 and Equality Action Plan 2016/17 be welcomed.

2) That the comments and observations of the Panel as detailed above be considered by the Executive.

3) That the HR Advisor provide a written response to the Panel regarding the elements included in the Disability Awareness Module.

COSP.48/16 HOUSING AND PLANNING ACT (2016)

The Housing Development Officer gave a presentation on the impact of the Housing and Planning Act 2016 on the delivery of Carlisle's housing needs.

The Housing Development Officer highlighted the key elements of the Bill which included:

- Starter Homes
- Right to Buy extended to Housing Associations.
- Lifetime Tenancies
- 'Pay to Stay'
- Private Sector Housing Reform
- Planning reform

The Housing Development Officer gave further details on:

- *Starter Homes*
A Government Scheme which gave first time buyers from the age of 23 up to the age of 40 a discount of 20% on homes where the discounted price was less than £250,000
- *Right to Buy extended to Housing Associations*
The scheme was difficult in the North of England as 'one for one' replacements were not viable due to the low value of properties in some areas, which did not cover the cost of replacing them with new stock. Riverside had carried out a pilot and the key findings showed take up was most popular with 50-59 age group, 3 bed houses were most popular

and the typical market value was £73,000 with an average discount of 55%. There were also a significant number of cash buyers. Previously, many Right to Buy properties had ended up with Buy to Let landlords.

- *Shared Ownership & affordable Homes Programme 2016-21*

The Programme allowed the purchaser to buy a share in the equity whilst paying rent on the non purchased share. The £4.7 billion Homes and Communities Agency Grant Programme provided 135 homes for Shared Ownership, 10,000 homes for Rent to Buy and 8,000 homes for specialised housing but there was no grant funding for general needs rented housing.

The Housing Development Officer outlined the Government initiatives which had affected Housing Associations since 2010 which included grant cuts, 'affordable' rents replacing social rents, removal of spare room subsidy (bedroom tax), benefit cap, extension of Right to Buy, 1% rent reduction for 4 years and Local Housing Allowance Cap.

The Housing Development Officer reminded the Panel that the Local Plan was a major driver of affordable housing completions and it was due to be adopted in October/November of 2016. He gave details of the results of the refreshed Strategic Housing market Assessment (SHMA) which showed a requirement for 8,000 – 9,500 new homes between 2013 and 2030.

The presentation showed the delivery of completed affordable housing from 2009/10 to 2015/16 along with the affordable housing need. The presentation also detailed the property prices and income multipliers for 2015 and local incomes for 2014 which showed the need for affordable housing.

The Housing Development Officer reported that the Supported Housing Review had implications on housing in Carlisle due to the proposed cap in Housing Benefit at LHA rates from 2018 which represented significant concern for supported housing. It would mean that service charges were higher due to greater maintenance costs and scheme closures would increase pressure on the NHS.

In addition it was not yet known what impact the departure from the EU or the recent change to central Government would have on housing in the future.

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

- The recent population growth figures indicated a population increase of 2,000 individuals by 2030 in Carlisle yet the presentation stated that 8,000 – 9,500 new homes were required in the same period. How was the figure for new home requirements formulated?

The Director of Economic Development explained that the SHMA figures had been refreshed for the Local Plan and were based on a variety of information including population growth, housing backlogs, households and economic growth. Carlisle needed good housing stock to attract new businesses into the area; in addition the broader economy had to be considered. New developments and improved rail links to the West Coast meant that people would be looking for suitable housing in the area.

The Economy, Enterprise and Housing Portfolio Holder reminded the Panel that Carlisle had an ageing population and had to attract people of working age into the area to keep the City going.

The Chairman asked that a short guide to the reasons for new homes in Carlisle be produced for Members to use when discussing issues within their Wards.

- Concern was raised that many of the new schemes and incentives were aimed at first time buyers and most of the affordable housing was taken by people outside of the Carlisle area which resulted in local people moving away. There was a shortage of affordable properties for rent which resulted in young people remaining with parents or again moving out of the area.

The Housing Development Officer agreed that there were issues with people remaining in the local area and low cost rental properties. He explained that the Council's scheme had a local connection criteria, as did Housing Association rental properties negotiated through planning obligations, and the Council had tried to get a fair balance of affordable rented properties but the new Starter Home Scheme would now take priority.

- Would the Right to Buy Scheme affect properties in Carlisle?

The Housing Development Officer confirmed that the Right to Buy Scheme would be applicable to homes in Carlisle and Riverside had estimated a loss of 500 of their 6,000 stock. Details had not yet been received on how housing associations would replace their stock but the Government would subsidise the difference between the value of a property and the sale price of a property, however, it would cost significantly more to build new properties as replacements.

- The delivery update for completed properties varied significantly each year, would this continue in the future?

The Housing Development Officer explained that the completion was dependent on the funding programme cycle, higher affordable completions signified more grant funding in that period. The majority of grants came from the Homes and Communities Agency and were front loaded which leads to a cluster of affordable housing completions.

- How long would it take to replace a home following a Right to Buy purchase?

The Housing Development Officer reported that it was anticipated the Government would expect a property to be replaced within three years but the relevant legislation had not yet been released. In addition the replacement property did not have to be in the same area or tenure, this meant a property could be sold in Carlisle and replaced in Liverpool.

The Director of Economic Development added that the 1% rent reduction had impacted on housing associations ability to replace properties making it more difficult to borrow money so it would take longer to replace a property.

- There were a lot of schemes and support for first time buyers but what support was available for older people to move into appropriate homes?

The Housing Development Officer responded that the national focus, notably Starter Homes, was on first time buyers up to the age of 40 however the City Council scheme was more flexible and had no age limit.

RESOLVED – 1) That the Housing Development Officer be thanked for an excellent, well presented and detailed presentation on the Housing and Planning Act.

2) That the Director of Economic Development produce a short guide for Members clarifying the criteria used to project future housing need, when there seems to be a conflict between the estimated population growth and the apparent disproportionate number of new houses identified.

COSP.49/16 INTERAGENCY HOMELESSNESS STRATEGY FOR CARLISLE 2015-20 – YEAR ONE KEY ACHIEVEMENTS

The Homelessness Prevention and Accommodation Manager submitted report ED.27/16 which briefed Members on the key achievements and progress made to date in relation to the Interagency Homelessness Strategy for Carlisle 2015-20 in relation to the priority areas and action plans.

The Homelessness Prevention and Accommodation Manager reminded the Panel that Section 1(1) of the Homelessness Act 2002 gave housing authorities the power to carry out homelessness reviews within the district areas; and S.1 (3 and 4) placed a statutory responsibility on housing authorities to formulate and publish a Homelessness Strategy based on the ongoing results of the reviews.

Section 3(1) of the Act required the local housing authority to have a strategy which sought to:

- prevent people from becoming homeless
- ensure that there was sufficient accommodation in the area for people who might become, or were homeless
- ensure that people who might be, or were homeless, had sufficient support to prevent them from becoming homeless again
- consult with other relevant agencies in carrying out the review and in preparing the strategy

The Interagency Homelessness Strategy for Carlisle 2015-20 was developed in consultation with key stakeholders following a comprehensive review of local trends, gap analysis and a review of National Policy.

Building on the strengths and achievements of the previous strategy, the 2015-20 Strategy was developed to focus 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

Following a full public consultation process the Strategy had been agreed by full Council in 2015 and members of the Interagency Group agreed a delivery action plan for year one with shared ownership of actions. The Group met quarterly to review and monitor progress. A copy of the year one actions had been attached to the report.

The Homelessness Prevention and Accommodation Manager circulated appendix 2 which had been omitted from the report. The Homelessness Prevention and Accommodation Manager gave a detailed review of the 24 key achievements for Year One which included the implementation of the Local Strategic Interagency Commitment which had been signed by all members; no 16-17 year olds or families placed in bed and breakfast; one stop volunteer host in place in Carlisle with two further hosts undertaking training and the implementation of a multi-agency approach to identify, report and refer rough sleepers and those at risk of homelessness.

Carlisle City Council had achieved the Bronze Standard as part of the DCLG Homelessness Gold Service standards and were on track to attain the Gold Standard by the end of the Strategy.

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

- Had the Discretionary Housing Payment allocation been utilised?

The Homelessness Prevention and Accommodation Manager reported that 95% had been used in Year One. The money had been used to keep people in their homes and data had come from the Revenues and Benefits team. Applicants could reapply for the support and had in the past been successful.

- Did the partners report to the City Council?

The Homelessness Prevention and Accommodation Manager explained that the meetings were very well attended and she asked partners to provide data prior to the meetings. The data was being collected in a spreadsheet for future use and analysis. The relationship between the partners was very good and allowed for open discussion and challenge which had proved very useful. Stakeholders included Cumbria County Council, DWP, Job Centre, Drug and Alcohol services, social housing providers and Churches Together. Some of the actions in the Action Plan belonged to partners and the City Council had been clear from the beginning that, although the Strategy was a City Council Strategy, it was a Strategy for the whole City.

- Was there support for families who had broken down following domestic violence?

The Homelessness Prevention and Accommodation Manager confirmed that specific support was detailed in the Year Two action plan for females at risk of domestic violence, homelessness and sexual exploitation and Water Street provided family accommodation.

The Economy, Enterprise and Housing Portfolio Holder added that the Council had always provided support for those at risk of or who had suffered domestic violence.

- Why was the Rough Sleeper Count zero?

The Homelessness Prevention and Accommodation Manager responded that the Count was a statutory return which had very specific definitions of rough sleeping and was a snap shot of one night which had to be taken in November/December nationally. The Count took place between midnight and 5am and the definition stated that the person must be bedded down or asleep and no one had been found.

- What was the Council's assessment of rough sleeping in Carlisle?

The Homelessness Prevention and Accommodation Manager explained that the Council received reports of rough sleeping which were investigated. The homelessness team regularly went out to check for rough sleepers to provide support or advice and address any welfare needs. On occasion people did refuse help, when this happened the issue would be reported to a statutory service to protect the person's welfare needs.

There was a more visible element of people begging in the area and the Team were working closely with the Police as not all of them were homeless. The begging was part of the Street

Culture Activity which was monitored and included shoplifting, prostitution, street drinking and general anti-social behaviour.

- How were the services and information available communicated to those who needed them or to other stakeholders and service providers?

The Director of Economic Development stated that there had been media coverage when the Strategy was launched and there had been a public advice and information session. It was hoped that the strength of the Partnership would convey the information to the target areas.

RESOVLED –1) That the update on the Interagency Homelessness Strategy for Carlisle 2015-20 – Year One Key Achievements (ED.27/16) be welcomed;

2) That the Homelessness Prevention and Accommodation Manager and the Homelessness Team be thanked for their dedication and hard work, in particular for the prevention work they undertook.

(Meeting ended at 12.35pm)

Community Overview and Scrutiny Panel

**Agenda
Item:**

Meeting Date: 1 September 2016
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 17/16

Summary:

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

Recommendations:

Members are asked to:

- Note and/or amend the Panel's work programme

Contact Officer: Sarah Mason **Ext:** 7053

Appendices attached to report: 1. Community O&S Panel Work Programme 2016/17

1. Notice of Key Executive Decisions

The most recent Notices of Key Executive Decisions were published on 29 July 2016. These were circulated to all Members. The following items fall into the remit of this Panel:

KD.17/16 Carlisle and Eden Community Safety Partnership Annual Plan 2016/17 – On the agenda

2. References from the Executive

There are no references from the Executive 1 August 2016.

Any references from the Executive meeting of 30 August 2016 will be circulated separately as this is later than the publication date of this report.

3. Work Programme

The Panel's current work programme is attached at **Appendix 1** for comment/amendment. The Panel needs to discuss and develop the work programme for 2016/17. Members of the Panels, Portfolio Holders and Senior Officers are asked to give some thought to issues which Scrutiny could add value to during the current Civic Year and should consider adding to their Work Programme.

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

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Appendix 1

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive Policy	Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget									
								9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Contact Officer															
CURRENT MEETING – 1 September 2016															
Community Safety Partnership Gavin Capstick				✓			Scrutiny of the Partnership Plan.			✓					
New Leisure contract procurement Gavin Capstick							Update of procurement process. New timescale.			✓					
Flood Update Report Darren Crossley					✓		Update on flood recovery programme	✓		✓					
Performance Monitoring Reports Gary Oliver	✓						Reporting of performance relevant to remit of Panel	✓		✓		✓		✓	
TASK AND FINISH GROUPS															
Youth							Initial look at current provision for youth in Carlisle.								

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Appendix 1

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		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Mental Health							Suggested topic. Panel to decide the purpose of scrutiny of the issues and where focus should lie in order to gain maximum value.								
FUTURE ITEMS															
CSP Strategic Assessment Gavin Capstick				✓			Presentation of the new Strategic Assessment that informs that Partnership Plan.					Date to be confirmed			
Community Centres Gavin Capstick							Federation of Community Matters? Relationship between Council and Community Centres? Panel to decide the purpose of scrutiny and where focus should lie in order to gain					Focus of scrutiny and date to be confirmed			

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Appendix 1

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		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
							maximum value.								
Community Partnerships							Actions and performance of partnerships								
Domestic Violence							Issues and provision for victims of DV							?	
Citizens Advice Bureau and Law Centre															
Riverside							Engage with Riverside regarding future of Divisional Board. Wait for new Divisional Director.								
Arts Centre Gavin Capstick	✓						Performance of the Arts Centre								
Budget setting 2017/18-2021/22 Peter Mason		✓	✓				Consideration of service implications					✓			

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Appendix 1

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		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Greenwich Leisure Ltd Gavin Capstick				✓			Annual Performance Report					✓			
Tullie House Business Plan Gavin Capstick				✓			Annual scrutiny of Tullie House Business Plan					✓			
Riverside Annual Report Jeremy Hewitson							Monitoring progress and developments of joint working. To include Impact and Two Castles Housing Associations.						✓		
Response to Welfare Reform Darren Crossley				✓			Overview of partnership working in response to the Welfare Reform agenda. To invite Board members from other organisations at next update (in 2016/17)							✓	

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Appendix 1

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		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Customer Services Jill Gillespie	✓						Performance of the new web-site / coping with the flood / future of CRM and customer services (smarter services)								✓
Scrutiny Annual Report O&S Officer			✓		✓		Draft report for comment before Chairs Group								✓
COMPLETED ITEMS															
Homeless Hostel Service Structure (Supporting People) Tammie Rhodes							How the Council is addressing the changes to the Supporting People Contract.	✓							
Annual Equality Report 2015/16 and Equality Action Plan 2016/17 Rebecca Tibbs		✓					Monitoring of Equality activity and consideration of Equality Action Plan for 2016/17		✓						

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Appendix 1

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		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Housing and Planning Bill Jeremy Hewitson							Presentation on the impact of the Bill on delivery of Carlisle’s housing needs.		✓						
Interagency Homelessness Strategy for Carlisle 2015-20 Tammie Rhodes				✓			Progress made in year one of the Interagency Homelessness Strategy for Carlisle 2015-20 in relation to the priority actions.		✓						
INFORMATION ONLY ITEMS															
Details								Date Circulated							

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.3

Meeting Date: 1st September 2016
Portfolio: Communities, Health & Wellbeing
Key Decision: Yes: Recorded in the Notice Ref:KD.17/16
Within Policy and
Budget Framework YES
Public / Private Public

Title: CARLISLE & EDEN COMMUNITY SAFETY PARTNERSHIP
ANNUAL PLAN 2016/17
Report of: The Deputy Chief Executive
Report Number: SD.13/16

Purpose / Summary:

The Carlisle and Eden Community Safety Partnership (CSP) have developed their Partnership Plan (Appendix 1) and action plan (Appendix 2) for 2016/17. The plan has been developed by the CSP's Leadership group with input from City Council officers and the portfolio Holder for Communities, Health and Wellbeing.

The purpose of this report is to present the CSP's work programme for the coming year in the form of their partnership plan. While this is presented as a developed document it represents a 'live' work programme – which develops throughout the year and can be influenced and shaped through the city council's representation on the CSP's Leadership Group.

Recommendations:

Community Overview and Scrutiny Panel are asked to consider the CSP partnership plan and action plan and provide comment and feedback to the Executive.

Tracking

Executive:	26th September 2016
Overview and Scrutiny:	1st September 2016
Council:	8th November 2016

1. BACKGROUND

- 1.1** The Crime and Disorder Act 1998 placed statutory obligations on local authorities and the police to act in cooperation with the probation service, health authorities and other relevant agencies, to work together to develop and implement a partnership plan for tackling crime and disorder in their area.

The legislation requires local Community Safety Partnerships (CSP's) to produce a plan setting out how it intends to tackle crime and disorder and allowing the development of strategies to tackle short, medium and long-term priorities.

The Carlisle and Eden Community Safety Partnership's Leadership Group takes responsibility for developing the CSP annual plan based on evidence drawn from a regular Crime and Anti-Social Behaviour Strategic Assessment produced the Cumbria Intelligence Observatory and the Police. The Leadership Group includes representation from Carlisle City Council via the Portfolio Holder for Communities Health and Wellbeing and the Contracts and Community Services Manager.

The plan itself is a high level and brief summary of priorities for 2016-2017 but is supported by a more detailed action plan that is delivered by the CSP task group members.

2. PROPOSALS

- 2.1** It is proposed that Community Overview and Scrutiny Panel consider the CSP Partnership Plan and provide comment and feedback to Carlisle City Council's Executive.

3. CONSULTATION

- 3.1** The Partnership Plan has already been considered by members of the CSP's Leadership Group.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1** It is recommended that Community Overview and Scrutiny Panel consider the plan so that they can offer feedback to the Executive. Executive will ultimately be asked to recommend the plan to full Council for adoption so as to affirm proposed actions around crime and anti-social behaviour and ensure Carlisle City Council meets its legislative responsibilities.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1

Contact Officer: Darren Crossley

Ext: 7004

Appendices Appendix 1, Appendix 2
attached to report:

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -

Carlisle and Eden Community Safety Partnership 2016-2017

MESSAGE FROM THE CHAIR

Carlisle and Eden Community Safety Partnership has and continues to be a successful partnership of multi agencies working together to address crime and disorder in North Cumbria.

Since its inception, we have worked effectively to contribute to significant and sustained falls in levels of crime and disorder.

The partnership continues to have strong strategic leadership and dedicated and knowledgeable people who are committed, prepared and focussed on the priorities for the year ahead.

The Police and Crime Commissioner, is keen the partnership builds upon the good work that has already been delivered and has advised funding will continue for the coming year 2016/17.

Mary Robinson, Carlisle and Eden CSP Chair

To view the full strategic assessment on which this plan is based please go to:

www.cumbriaobservatory.ork.uk

KEY PRIORITIES 2016-2017



TACKLING PRIORITIES 2016-2017

Violent Crime – This will be managed through the Problem Solving Group, Pubwatch and statutory partners.

Alcohol & Substance Misuse – This will be managed through multi agency partnerships such as Cumbria Constabulary, licensees, Pubwatch and will include a focus on New Psychoactive Substances.

Domestic & Sexual Violence – Actively support the countywide work being undertaken on domestic and sexual violence.

Reducing Re-offending – To maintain the Integrated Offender Management program and encourage the use of restorative justice.

Anti-social behaviour – To work with partners to reduce ASB, delivering positive projects to reduce offending and make use of current legislation.

CARLISLE AND EDEN CSP MEMBERS

- Cumbria Constabulary
- Cumbria County Council
- Carlisle City Council
- Eden District Council
- Cumbria Fire and Rescue
- Youth Offending Service
- Office of the Police & Crime Commissioner (OPCC)
- Health
- Eden Housing Association
- Riverside Housing Association
- Pubwatch
- Impact Housing Association

While continuing to tackle our priorities the following areas have been highlighted as current and will be prioritised in 2016 -17

- **Cyber Crime**
- **Child Sex Exploitation**
- **Trafficking**

Carlisle and Eden Community Safety Partnership

Action Plan 2016/17

VIOLENT CRIME – This will be managed through the Problem Solving Group, Pubwatch and statutory partners.			
Licensing	Taxi Rank management in Carlisle and Penrith on key dates.	The project allows the deployment of trained security staff at times when there is an increased risk of disorder. The marshals are able to make early intervention to prevent escalating disorder developing.	
Licensing	Contribute to the Multi Agency Steering Group (MASG) funding of door supervisors at Appleby Horse Fair	To ensure the provision of accredited door supervision over the period of Appleby Horse Fair to enable licensed premises to remain open and reduce the risk of anti-social behaviour and violent crime.	
Multi Agency	Hate Crime	To work with partners to help reduce the incidents of hate crime within the area of Carlisle and Eden.	
ALCOHOL AND SUBSTANCE MISUSE – This will be managed through multi agency partnerships such as Cumbria Constabulary, Licensing, and Pubwatch and will include a focus on New Psychoactive Substances.			
CSP, Licensing and Cumbria Constabulary	To support and develop Pubwatch Schemes in North Cumbria	To ensure integrity of the scheme by continuing to exclude violent and troublesome people from	

		participating premises. To ensure that current legislation is used where appropriate in support this objective. Appoint a Pubwatch co-ordinator for Carlisle and Eden to effectively provide administration for the Pubwatch Scheme to ensure information sharing and best practice.	
Licencing and Cumbria Constabulary	To ensure that Police are aware of powers under Licensing Act 2003	To ensure that relevant police officers have practical knowledge procedures by development of guidance and training.	
CSP and Cumbria Constabulary	New Psychoactive Substances	To continue to work in partnership between the CSP's to expand on 2015-16 joint project to help combat the increased levels of new psychoactive substances misuse countywide.	
CSP and Licensing	Taxi Rank management in Carlisle and Eden on key dates.	The project allows the deployment of trained security staff at times when there is an increased risk of disorder. The marshals are able to make early intervention to prevent more serious disorder developing which is reassuring for taxi operators and the customers. The use of marshals also compliments police presence at times when disorder is most likely to occur.	
DOMESTIC AND SEXUAL VIOLENCE – Actively support the countywide work being undertaken on domestic and sexual			

violence.			
Multi Agency	Domestic Violence Champions	To sustain a dedicated core of domestic violence champions in the area from partner organisations	
Multi Agency and Problem Solving	Facilitate communication between both MARAC and the Problem Solving Groups	To allow both groups to highlight any concerns they have to ensure the safety of the vulnerable and high risk members of the community	
Multi Agency	To work in partnership to support the development of the Bridgeway in North Cumbria.	Partner organisations to actively support the work of The Bridgeway.	
REDUCING RE-OFFENDING- To maintain the Integrated Offender Management program and encourage the use of restorative justice.			
Problem Solving Groups	Carlisle and Eden Problem Solving Groups	To work as a multi-agency partnership to have a coordinated approach to reduce re-offending from the most prolific offenders. Utilise Restorative Justice, It's your choice and Prevent and Deter panel where appropriate.	
Multi Agency	Cumbria Alcohol Strategy Group	To attend group meetings to ensure Community Safety Partnership input into the development of effective county strategy.	

Cumbria Constabulary and Problem Solving	Rural Crime	To work with partners and the local rural farming community to reduce the incidents of targeted crime and theft.	
ANTI SOCIAL BEHAVIOUR – To work with partners to reduce ASB, delivering positive projects to reduce offending and make use of current legislation.			
CSP	Identify emerging and seasonal issues and problem areas in order to develop actions to reduce anti-social behaviour and associated criminality.	Use intelligence led approaches to ensure all activity is targeted. Ensure appropriate partners are attending the group and are able to share information and raise emerging issues.	
CSP	Improve perceptions of crime and anti-social behaviour.	Improve perceptions of crime and anti-social behaviour through targeted media campaigns and positive press coverage.	

County	Cyber Crime	To work in partnership to reduce and inform the public of the emerging and increasing incidents of cyber-crime (fraud, bullying) especially with	
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		high risk groups.	
County	Child Sex Exploitation	To raise awareness of the new guidance which will enable key professionals to gain knowledge in the challenges of identifying children at risk through sexual exploitation, taking steps to protect from further harm.	
County	Anti-Social Police and Crime Act	Work collaboratively to make all agencies aware of the benefits of using the AS Police and Crime Act in partnership to solve ongoing ASB issues.	
CSP	Domestic Homicide Reviews	To build and share expertise between Crime Safety Partnerships in regards to Domestic Homicide Reviews working with all Community Safety Partnerships within Cumbria.	

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.4

Meeting Date: Thursday 1st September 2016
Portfolio: Culture, Heritage and Leisure
Key Decision: Not Applicable:
Within Policy and
Budget Framework NO
Public / Private Public

Title: NEW LEISURE CONTRACT PROCUREMENT UPDATE
Report of: The Deputy Chief Executive
Report Number: SD 16/16

Purpose / Summary:

This report provides the Community Overview and Scrutiny Panel with an update on the Leisure Contract Retender Exercise.

The retender work was paused in January 2016 to allow for a full assessment of the extent of damage to the leisure estate, the repair and reinstatement of the facilities, and to ensure that any longer term implications of the flooding are reflected in the retender exercise.

Recommendations:

1. ThatCommunity Overview and Scrutiny consider the update on the Leisure Contract retender and provide comment on the current position.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1 Throughout 2015 the Community Overview and Scrutiny Panel were provided with a series of reports which outlined proposals and a programme for retendering the City Council's existing leisure contract.
- 1.2 In October 2015 the Executive approved the early retender of the contract in order to realise early savings on the contract fee and expedite delivery of the Council's Sports Facilities Strategy (most notably the replacement of the St. James Street Pools).
- 1.3 The reports detailing these proposals in full were considered by COSP at their June 2015 and October 2015. The October 2015 report is attached at Appendix 1 to provide new members of the COSP a fuller background to the leisure contract retender.
- 1.4 In early 2016 COSP was advised that the Leisure Retender exercise had been placed on hold due to the uncertainty created by the flooding events of December 2015.
- 1.5 The effects of Storm Desmond on the City Council's Leisure Estate were extensive and have been well documented. In the early part of the 2016 the extent of damage remained unclear.
- 1.6 It was understandably important that those tendering for the contract felt confident about the reinstatement of the Council's assets and to assist this, a reinstatement plan would need to be in place prior to the tender being officially put on the market.
- 1.7 The reinstatement plan would also allow the Council to understand the value of the facilities it was replacing and the programme of work required to return the facility to the agreed standard. It was expected that the providers in the market would also have ideas about adding resilience to the Council's facilities and improving the mix and provision of facilities (in line with their own business models).

2. CURRENT FACILITIES POSITION

- 2.1 **The Sands Centre** - The impact on the Sands Centre was relatively minimal (despite the entire ground floor being flooded) and the centre reopened within 10 days of the flood and all services / functions are now operational. There remains minor repair works to undertake to the various floorings (which will be managed to minimise disruption) but the centre is essentially fully recovered.

As part of any retender exercise bidders will be expected to engage fully with the Council's proposals for redeveloping the site to include swimming facilities and

these proposals will remain a central part of the retender exercise. We have already opened discussions with Sport England Architects to seek advice on ensuring that the development of the site involves suitable flood resilience (particularly given the increased footprint, value and complexity of service media and plant on the site).

- 2.2 Stony Holme** - Stony Holme golf course has been recovered and has been open to members and the public since May this year. Limited temporary ancillary facilities are in place for users and staff on site.

The clubhouse remains closed, however as part of the Council's wider reinstatement programme, we are aiming to have the required clubhouse works out to tender before Christmas and a construction firm on site early in the New Year.

We have revisited some of the parties that expressed an interest in operating our golf services as part of last year's leisure contract soft market testing, and they have confirmed they remain interested in tendering. Given this we will progress as intended before the flood, with golf services issued as a separate lot within the leisure contract tender (to maximise specialist interest).

- 2.3 Bitts Park** - The upper courts have been open to the public since Easter. Permanent repair works to the fencing and floodlighting for these courts will commence imminently (in time for the winter months).

The lower courts remain out of action, however they were due to be resurfaced and redeveloped as part of the proposed canopy development. On that basis we have not progressed repair works as they will be unnecessary as and when the canopy project commences. We are currently awaiting the release of funds from the LTA (Lawn Tennis Association) Trust but envisage works starting in the Autumn.

The Kiosk was insured and will form part of the Council's reinstatement programme, however we are still working alongside White Young Green to form a view on the best provision and layout of facilities in the park (taking account of future needs and the insurance settlements and functions of the Kiosk, Park Keeper's Lodge and Bitts Park Depot).

- 2.4 The Sheepmount** - The Athletics facilities have reopened in a limited and controlled manner. They have extremely limited ancillary facilities at this stage (a small portacabin and portaloo). The jump pits still need to be temporarily reinstated. However the track and some field facilities are back open for club training.

Temporary changing rooms are being sourced ahead of the football season and repair works to the pitches and turf have been completed to ensure that the facility can provide some football pitches from September.

The changing rooms and buildings will now be considered as part of the Council's reinstatement programme although an outline timetable for this work is still subject to confirmation.

We are in discussions with Sport England and other specialist providers to explore what resilience measures could be built into the athletics track and facilities if they are to be fully reinstated at the Sheepmount site.

The retender exercise will also present an opportunity to seek the expertise and input from operators, who will also have considerable experience and clear views on the configuration of facilities at the site, and how they can best be managed to mitigate flood risks.

3. NEXT STEPS

- 3.1 Given the recovery position of facilities and the development stage of the Council's reinstatement programme, it is considered that there is enough certainty to open meaningful negotiations with potential operators via the retender.
- 3.2 The proposals for the retender process have not changed in terms its structure or approach. The previous report submitted to COSP in October (and attached to this report at Appendix 1) details this fully. Clearly however the timetable has changed significantly.

The table on the following page presents an updated timetable.

Stage	Process element	Timeline
Phase 1	Council issues its requirements seeking outline proposals from interested parties	September 2016
Phase 2	Respondents are evaluated for technical ability and financial standing and their outline proposals	November 2016
Phase 3	Council issues its refined requirements and invites detailed proposals from 2-3 shortlisted bidders	November 2016
Phase 4	Discussions with shortlisted bidders	December 2016
Phase 5	Submission of detailed proposals	February 2017
Phase 6	Evaluation of detailed proposals	March 2017
Phase 7	Appoint Preferred Bidder	April 2017
Phase 8	Contract Award	May 2017
Phase 9	Completion and mobilisation	June – August 2017

The process will require various levels of approval at different stages. As a minimum, further Executive consideration will be sought in advance of Phase 8.

4. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 4.1 "We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle."

Contact Officer: Darren Crossley

Ext: 7004

**Appendices
attached to report:**

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources –

Report to Community Overview and Scrutiny Panel

Agenda
Item:

Meeting Date: 15th October 2015
Portfolio: Culture, Health, Leisure and Young People
Key Decision: Yes
Within Policy and Budget Framework: No
Public / Private: Public

Title: LEISURE CONTRACT
Report of: DEPUTY CHIEF EXECUTIVE
Report Number: SD 23/15

Purpose / Summary:

Officers have been examining options for the procurement of a new contract for the operation of the Council's leisure centres and sports facilities. The existing contract with Greenwich Leisure Limited (GLL), following the merger with Carlisle Leisure Ltd (CLL), is due to expire on 30th November 2017. Decisions need to be taken as to how a new contract will be awarded. Any decisions related to the award of a new contract will have to take into account the Council's investment plans for leisure. The award of any new contract will need to follow a process which is fully compliant with new procurement law.

An options report was commissioned from specialist advisors V4 Services Ltd and approval given for a pre procurement phase (market engagement exercise) which was completed during September 2015.

Recommendations:

1. That Community Overview and Scrutiny Consider the proposals within this report and provide comment ahead of Executive consideration.

Tracking

Executive:	19 th October 2015
Overview and Scrutiny:	15 th October 2015
Council:	

1. BACKGROUND

1.1 Context

The existing leisure contract with GLL (formerly CLL) commenced on 29th November 2002 and covers the provision of leisure services and site operation across leisure facilities, including;

- Sands Centre;
- The Pools;
- Sheepmount Athletics Stadium;
- Swifts and Stonyholme Golf Course;
- Leisure and sports services in Bitts Park.

Under the existing contract, the Council currently pay a combined direct revenue subsidy of £732,000 per annum to GLL. GLL retain the operating revenues generated from fees and charges levied for the use of the facilities and services to further support their operations. Whilst the current contract will not expire until 30th November 2017, the Council recognises the benefits associated with addressing the options related to the contract as early as possible in order to secure the best possible outcome; which will also help to deliver the Councils' facility investment plans and savings requirements.

Initial discussions with GLL have confirmed that they are willing to terminate the contract early to allow the Council to benefit from new contractual arrangements, subject to agreement of how best to allocate any reasonable termination costs GLL may incur.

1.2 Investment plans

The Council is seeking to close the existing "Pools" site and build new swimming and leisure facilities at the Sands Leisure Centre (currently a "dry" site) while also delivering wider improvements on the same site. The indicative capital cost for the "core" development of new swimming pools is c.£6m (at 2013/14 prices). An extended scheme which includes further improvements and a wider range of facilities is estimated to cost c.£9m (at 2013/14 prices). Sport England have indicated that they may make a contribution of between £500k and £2m, depending on various factors and subject to further applications. However, even if Sport England provide the maximum level of contribution (£2m) this would leave the Council with a capital funding requirement of either c.£4m (core scheme) or c.£7m (extended scheme).

Provision has been made within the City Council's Medium Term Financial Plan to cover the cost of prudential borrowing for capital works up to £5m. The Business Case for Prudential Borrowing is predicated on securing reductions in the net revenue subsidy

provided to the Leisure Operator by the Council under a new contract. The Council is therefore considering how best to secure the reduction in net revenue subsidy sufficient to meet or exceed the annual cost of finance (prudential borrowing). A further saving of £329k is required from the service to meet the Council's identified savings requirements. The outcome of meeting the saving requirement and the cost of borrowing will be to extinguish the current subsidy provided.

1.3 Market engagement – pre-procurement process

A market engagement exercise was undertaken with interested community leisure operators during September 2015.

The market engagement process comprised of the preparation, publication and circulation to the market of a Prospectus which set out the nature of the opportunity for partnering / engaging with the Council and invited experienced Leisure Operators to identify how they felt the Council will be best able to secure the range of outcomes it seeks within an arrangement which is mutually viable and affordable.

V4 sought/received 13 enquiries from operators and received responses from seven operators who were subsequently invited to discuss their interest in the scheme and how they could assist the Council deliver its objectives:

- There is significant market interest in any opportunity to re-tender the leisure services contract and support for the Council's approach to investing in the Sands Centre
- Amongst the operators there was a widespread consensus that with sufficient investment in an extended and remodelled Sands Centre and transformed leisure services, there is potential to deliver a zero subsidy position over the term of a contract although it would be a significant challenge
- There is a clear preference for a longer term contract period to allow operators to transform the services and generate a return on their investment
- There was interest in improving the golf offer and removing the subsidy during any contract, either as part of a wider leisure service contract or as a standalone agreement
- A number of operators would be interested in project managing the design and build elements of the Sands Centre scheme, as they believe they could offer cost and time savings for the Council as they have extensive experience in this area.
- The proposed timetable is very tight and may need amending slightly to reflect the capacity of operators to submit quality bids in what is currently a very busy market for tender opportunities

It is important to note that the individual responses to the engagement exercise were not evaluated as the process as this stage is purely informal. The outcomes have helped to form the procurement strategy and define the process.

2. PROPOSALS

2.1 Legal compliance

The Council needs to ensure that the process it follows before awarding a new leisure management contract is compliant with UK and EU legislation..Advice has been provided by V4 Services on various procurement route options for both the building of new facilities (Works) and the provision of management for the Sports and Leisure Facilities (Services). The advice from V4 Services is that the Works and Services would be better procured separately, with the leisure services procured as a concession contract. Concession contracts currently are exempt from the EU procurement regulations, although the Council needs to ensure that any process is fair, transparent and equitable and compliant with the Councils own standing orders.

For both the Works, and the Services, the Council will seek appropriate legal advice at each stage of the procurement process and for the subsequent award of contracts.

2.2 Timing

The report sets out the various stages in a tendering process which advisors recommend should be concluded as soon as possible.

The major benefits that would accrue from completing a process well in advance of the current contract extension date (following agreement with GLL) would include;

- Earlier delivery of savings from a reduction in the management fee
- Savings can be used to help fund the cost of borrowing for the Councils investment in the new leisure facilities
- The Council can go ahead with the project to build the replacement for the Pools, avoiding some of the escalating repair costs now being incurred, and providing service continuity for local people by making sure that the Pools are replaced before the risks of a major building or plant failure leading to a facility closure
- The Operator can be in place early enough to make valuable contributions in the final design and fit out for the new leisure facilities and may also be able to use their experience to assist the Council in the project management of the scheme
- Staff employed at the leisure centres will not have to suffer from further uncertainty about when the procurement will take place

- The Council will have time to deliver a process which is innovative and able to allow bidders to propose different ways to meet the Councils ambitious plans for the service.

2.3 Stages and indicative timeline in the tendering process culminating in the award of a new contract

The proposed procurement process that will lead to the award of a contract has been developed based on advice from legal and financial officers from V4 Services and the outcomes of the market engagement exercise. It is proposed that the contract is procured as a services concession involving the following key stages;

Stage	Process element	Timeline
Phase 1	Council issues its requirements seeking outline proposals from interested parties	Late November 2015
Phase 2	Respondents are evaluated for technical ability and financial standing and their outline proposals	Early January 2016
Phase 3	Council issues its refined requirements and invites detailed proposals from 2-3 shortlisted bidders	Mid January 2016
Phase 4	Discussions with shortlisted bidders	Mid January to Late February 2016
Phase 5	Submission of detailed proposals	Early March 2016
Phase 6	Evaluation of detailed proposals	March 2016
Phase 7	Appoint Preferred Bidder	Early April 2016
Phase 8	Contract Award	Early May 2016
Phase 9	Completion and mobilisation	May – July 2016

The process will require various levels of approval at different stages. As a minimum, further Executive consideration will be sought in advance of Phase 8.

Further specialist legal and procurement advice may be required to complete the procurement exercise with the costs of this estimated at up to £125,000. Budgetary provision has been made via the Leisure Reserve and Executive will be asked to approval expenditure against this budget up to £125,000.

3. CONSULTATION

- 3.1 Internally via the Council's corporate structures and processes
- 3.2. Council Members have been notified of the proposals and afforded the opportunity to comment via prior Executive Reports and the Community Overview and Scrutiny Panel.
- 3.3. Further appropriate consultation will be undertaken as part of the process at suitable points in the procurement exercise.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1 The key recommendation coming out of the V4 Services report was that the Council should design a bespoke procurement process which will involve competitive dialogue with bidders, and that this process should commence following a pre procurement market engagement exercise. This exercise has identified extensive market interest in the opportunity and officers recommend that procurement should commence as soon as possible to enable the Council to benefit from the predicted revenue savings early in the 2016/17 financial year.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1 "We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle."

Contact Officer: Darren Crossley

Ext: 7004

**Appendices
attached to report:**

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

- None

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance – A number of legal agreements will need to be prepared, including with V4 for the next phase of advice and, ultimately, with the successful leisure partner. Any procurement process must be compliant with EU and UK Regulations as stated in the report. Consideration needs to be given as to whether to procure both Services and Works Contracts together or the Services Contract at this stage then to procure the Works Contract in partnership with the successful services provider after the Services Contract has commenced. The advice from V4 is that the latter approach would be preferable. It is important to note that, while a services concession contract is exempt from the full procurement regulations (although must still comply with European Treaty principles) a contract for works is not and must be OJEU compliant.

Local Environment –

Resources – The procurement of a new leisure contract will require the use of external advisors that can be provided via an established Framework agreement. The cost of procurement and legal advice can be met from the Leisure Reserve, which was established for this purpose and which use of is delegated to the Deputy Chief Executive, Director of Resources and Portfolio holder. The Procurement process itself will follow the requirements for a contract of this scale, i.e. be EU compliant.

The Medium Term Financial Plan assumes that the cost of borrowing for any capital investment required to develop new facilities will be met from a reduction in the level of subsidy provided to the operator. There is also a requirement to make a further £329,000 savings from 2018/19 as a result of the procurement of a new contract. It is likely that these will lead to a zero subsidy situation in any new contract.

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.5

Meeting Date: 1st September 2016

Portfolio: Cross Cutting

Key Decision: No

Within Policy and
Budget Framework YES

Public / Private Public

Title: FLOOD UPDATE REPORT

Report of: Deputy Chief Executive - Darren Crossley

Report Number: SD 15/16

Purpose / Summary:

This report is part of a series of update reports prepared for Overview and Scrutiny Committees on flood recovery activities and future programmed work.

This report will cover:

- Council assets programme of work including Green Spaces;
- Update on the Winter Plan;
- Latest Flood Grants and household payment financial information;
- Overview of responsibilities of the organisations involved in the flood recovery (for information)

Recommendations:

1. That members of the Community Overview and Scrutiny Committee Panel consider this report and the progress made to date in the continued efforts to reinstate a range of Council assets.

Tracking

Executive:	
Overview and Scrutiny:	1st September 2016
Council:	

1. BACKGROUND:

- 1.1 This is the third in a series of reports updating Members on the status of works following the extensive flooding in December 2015. This report focuses on forward planning for recovery and future resilience.
- 1.2 Details of the Cumbria Food Action Plan have been released which sets out what the Environment Agency and partners are doing to reduce flood risks across Cumbria, based around river catchments. Further information can be found at <https://www.gov.uk/government/publications/cumbria-flood-action-plan>
- 1.3 A copy of the combined Cumbria Food Action Plan and Carlisle Community Action Table can be found at Appendix A.

2. City Council Asset Recovery Programme:

- 2.1 Phase 2 of the Asset Reinstatement programme is now underway. The Council has employed WYG as programme managers. WYG are to design, specify and deliver the reinstatement works to all scheduled properties, including the procurement process and management of the construction works. A number of controls are in place to ensure effective delivery of the programme to budget, quality and time. A plan is in place for effective communication of progress and for early identification of any issues and emerging risks. During the detailed design stages, consultation and sign-off procedures will be scheduled to ensure the relevant stakeholders are involved in the process.

This programme includes the flood damaged properties owned by the City Council with the exception of the Civic Centre, which is the subject of a separate project.

The target start and end dates for individual assets have been updated and are shown below:

Warwick St properties	06/2016 - 12/2016
Adriano's	06/2016 - 02/2017
Sands Centre and Swifts	07/2016 - 01/2017
Stoney Holme (inc Depot)	08/2016 - 02/2017
John St properties (Hostel and Annex)	06/2016 - 02/2017
Shaddongate Resource Centre	06/2016 - 02/2017
Botcherby Community Centre	06/2016 - 01/2017
Bitts Park (Depot, Lodge, Pavilion & WCs)	Dates to be confirmed
Caldew Riverside Properties	06/2016 - 03/2017
Old Fire Station	06/2016 - 09/2016
Sheepmount	dates to be confirmed

Funding for the recovery of these assets is the subject of ongoing work with our insurers.

2.2 ***Civic Centre and Customer Contact Centre:***

Customer contact services continue to be provided from the temporary portababin accommodation located in the car park as the ground floor and basement remain out of action. Work has commenced on investigating options for the future use of the Civic Centre and Customer Contact Centre. This exercise includes investigations into:

- Accommodation requirements having regard to current and future staffing, service delivery needs and working practices;
- The current costs of occupying, running and maintaining the Civic and comparison with the costs of relocation;
- The scope and demand in the marketplace for alternative uses for the ground floor, basement and any surplus office space in the tower from both the public and private sector, and the income generating potential which might arise;
- Any building and engineering constraints and opportunities, together with associated costs, which need to be taken into account if alternative uses are considered;
- Practical and cost efficient flood resilience measures which can be built into the reinstatement;
- The insurance monies available to fund the cost of reinstatement.

2.3 ***The Leisure Facilities:***

A full update on the recovery position of each of our leisure sites has been included in the Leisure contract re-tender update report which appears alongside this paper on the COSP agenda.

2.4 ***Green Spaces Asset Recovery:***

3 play areas were flooded and extensively damaged during Storm Desmond; Bitts Park (Castle) Broad Street (St Aidan's) and Eden Park Crescent (Botcherby). Broad Street and Eden Park Crescent have now been fully reinstated. At Bitts Park the new dry-play equipment is currently being installed including an all-new 'wheelchair swing', specially designed to accommodate anyone who needs to stay in their wheelchair for safety reasons. The chair is clamped to the swing platform and the whole assembly swings together. This apparatus has been funded by the Cumbria Waste Management Environment Trust (Landfill Tax). A 'sky cabin' adventure climbing unit is also being installed. The rebuilt play area will be greatly superior to the old one in terms of play value and resilience against future floods.

Alternative arrangements for deploying operational staff away from Bitts Park Depot are now well embedded and we do not intend to re-occupy the depot except for the storage of low-value bulk items. The main building has been stripped but has not been repaired at this stage, being a lower priority than other assets. It is not currently in use by Green Spaces.

Investigations will commence shortly into the future use of the Bitts Park assets, specifically looking at combining the Pavilion and toilets into one facility.

3. Winter Plan 2016/17:

This Plan (formerly referred to as the Winter Ready Plan) is being developed in partnership with the Environment Agency and Cumbria County Council. It will include the roles and responsibilities of each agency and the role of the community regarding resilience and the emergency response.

The draft version is currently being revised to ensure that it is focused on action and will be ready by the end of July.

4. Flood grants and household payments (Figures as of 5th August 2016)

4.1 *Community Support Grant - £500 household scheme:*

Further to the floods the Government announced an immediate assistance scheme targeted to support households affected by the event. This offered a one off Community Support Grant payment of £500 to each household.

Up to 5th August, 1,670 households have been confirmed as flooded by Storm Desmond, of these 1,601 are eligible for the £500 community support grant. The Council has made payments made to 1,560 households equating to 97.4% and totalling £780,000.

This is being recovered from the County Council upon submission of fortnightly grant claims.

4.2 *£5,000 flood resilience grant:*

Flood resilience grants are available to assist householders and business to make their properties more flood resilient in future. The grants can be used to cover costs associated with resistance products such as flood doors and barriers or they can be used to make properties more resilient, so water proof plaster, moving electric, boilers etc. above the flood water. Since the introduction of the scheme, the Housing team have provided advice to over 500 flood affected property owners, through online enquires, telephone, advice sessions. The scheme has also been widely publicised through partner agencies, local press and social media.

The Council are also now working in partnership with JBA consulting, which are able to provide independent Property Protection reports. The report costs are covered by the £500 allowance within the grant and the Council are arranging payment on behalf of the owner through the process, so there are no upfront costs for the property owner. The report will be invaluable for those who require advice on what measures might be best to future protect their properties.

The Council has received 490 grant applications and granted funded measures to 403 properties (7 were not eligible and 80 were incomplete), totalling £1,637,757. Of these the Council has paid out - 180 totalling £605,010.

4.3 **Council Tax & NNDR discount schemes:**

County wide schemes have now been approved with the DCLG paying £400,000 to the County Council to fund the local discretions (second homes / empty properties / flood affected businesses) contained within the County wide schemes.

Districts are submitting monthly claims to recover the costs incurred. Funding for discounts offered in line with the Government Scheme will be paid through a S31 grant directly to us. Council tax discount awarded to 2,130 householders which amounts to £2,661,269 for the affected properties. Business rates discount awarded to 104 properties amounting to £489,831 in total.

The total number of businesses affected was 205, with 110 properties now being re-occupied.

5. **Responsibilities of the organisations involved in the flood recovery:** **Legislative context**

5.1 **Flood and Water Management Act 2010:**

- Environment Agency Strategic Overview for all sources of flooding
- Local Authority (Lead Local Flood Authority - LLFA) responsibility for local flood risk management (Cumbria County Council):
Risk-based approach to reservoir regulation;
Responsibility for surface water and groundwater flooding;
Groundwork for consolidating existing flood and coastal legislation;
Flood Risk Regulations 2009

Risk Management Authorities – Who does what under this Act:

Flood Source	Environment Agency	LLFA	District	Water Company	Highways Authority
Main River	✓				
The Sea	✓				
Surface Water		✓			
Highway Surface Water					✓
Sewer Flooding				✓	
Ordinary Watercourse		✓	✓		
Groundwater		✓			
Reservoirs	✓				

5.2 ***Civil Contingencies Act 2004:***

- Establishes a coherent framework for emergency planning and response ranging from local to national level.
- Legal obligation upon emergency services and local authorities (defined as "Category 1 responders" under the Act) to assess the risk of, plan, and exercise for emergencies, as well as undertaking Business continuity Management. Category 1 Responders are also responsible for warning and informing the public in relation to emergencies. Finally, local authorities are required to provide business continuity advice to local businesses. It also places legal obligations for increased co-operation and information sharing between different emergency services and also to non-emergency services that might have a role in an emergency such as electric companies.

5.3 ***Environment Agency (EA):***

The EA is an executive non-departmental public body, sponsored by DEFRA.

It has responsible for taking a strategic overview of the management (overarching body) of all sources of flooding and coastal erosion and also an operational responsibility for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea.

The EA is working in partnership with the County Council on the Section 19 flood Investigations. This flood investigation report has been produced by the Environment Agency as a key Risk Management Authority under Section 19 of the Flood and Water Management Act 2010 in partnership with Cumbria County Council as Lead Local Flood Authority. The Cumbria Flood Partnership will produce the Flood action plans.

5.4 ***Cumbria County Council:***

Lead Local Flood Authorities (unitary authorities or county councils) are responsible for developing, maintaining and applying a strategy for local flood risk management in their areas and for maintaining a register of flood risk assets. They also have lead responsibility for managing the risk of flooding from surface water, groundwater and ordinary watercourses.

Cumbria County Council is the Lead Local Flood Authority under the Flood and Water Management Act:

- Local Flood Risk Management Strategy (LFRMS)
- Consent for works on Ordinary Watercourses
- Flood Assets registers
- Section 19 flood Investigations
 - Unprecedented number of Section 19 Reports produced in partnership with the Environment Agency
 - Community combinations
 - 5 Stage process
 - Consultation through Flood Forums throughout

- Final stage leads to a programme of work
- Carlisle first version 3 May (Carlisle Flood Investigation Report)
- Low Crosby first version 29 June
- Warwick Bridge first version 4 July
- Dates of final version to be confirmed
(Catchment reports will provide a summary of the separate Section 19 reports for a river catchment area. These are likely to begin once separate Section 19 reports are finalised)

- Consultees to Local Planning Authorities

5.5 **Carlisle City Council:**

District Councils are key partners in planning local flood risk management and can carry out flood risk management works on minor watercourses, working with Lead Local Flood Authorities and others, including through taking decisions on development in their area which ensure that risks are effectively managed.

Carlisle City Council has responsibilities under the Civil Contingencies Act 2004 (CCA) as a Category 1 responder. These duties are carried out within a multi-agency environment working together to prepare, respond and recover from different emergencies, through the Cumbrian Resilience Forum.

- co-operate with other local responders
- share information with other local responders
- assess the risk of emergencies in the area
- put in place business continuity management arrangements.
- put in place arrangements to warn, inform and advise the public in the event of an emergency.
- provide advice and assistance to businesses and voluntary organisations about business continuity

The Carlisle Emergency Plan (part of duty as a Category 1 responder) is currently under review and will be presented to SMT for sign off. In addition, through work with the Cumbria Resilience Forum (CRF) a number of plans and reports are under review:

- Internal debrief report. This report has fed into the CRF debrief work and has contributed to the recommendations in the CRF Storm Desmond Report.
- CRF Storm Desmond Debrief Report
This report was discussed at the recent Cumbria Resilience Forum Programme Board (23 June 2016) and the task and finish group has been convened to prioritise work on the recommendations. Carlisle City Council will be represented on this Task & Finish Group by the Policy & Communications Manager. The actions most pertinent to Carlisle City Council are in the Policy & Communications Service Plan.
- Emergency Assistance Centres Plan

The CRF Emergency Assistance Centres Plan was thoroughly exercised during the Storm Desmond event. As part of the ongoing development of Emergency Assistance Centres, Cumbria County Council Resilience Unit hosted a workshop looking to learn from the recent activations and to investigate and integrate some of the ideas from staff involved. The workshop focused on:

- Flexibility within the plan.
- Roles and responsibilities.
- Integrated working and communication with the wider response.
- Skills and Training
- Resources

- Supporting People in Emergencies Plan

The CRF Supporting People in Emergencies Plan was also activated during the Storm Desmond event. This plan is also being reviewed with the specific aim of widening the welfare aspects the plan. The reviewed plan will be developed to cover Responder Welfare, including voluntary agencies.

- New Cumbria Resilience Forum Welfare Plan

The culmination of workshops, meetings and debriefs will see the Emergency Assistance Centre Plan, Supporting People Plan and CVAC Protocols being pulled together into a new Welfare Plan under the general response section of the Cumbria Emergency Plan. This new plan will be launched in draft at a workshop in September, initiating the 30 day consultation period. The key areas of the new plan are:

- Welfare Steering Group
- Emergency Assistance Centres
- Responder Welfare
- Community Welfare
- Reassurance Monitoring
- Community Offers of Support (including spontaneous volunteers)

Further specific duties and responsibilities include:

- Development of Flood Ready Plan 2016/17: The plan is focused on finding ways to improve the preparedness and resilience of the city region. Carlisle City Council actions will be incorporated into the Cumbria Flood Partnership Flood Action Plan.
- Administering the Community Support Grant £500 per household scheme.
- Administering the Flood Resilience grants for properties affected by storm Desmond or Eva. The grants are for resilience / resistance measures up to a maximum of £5,000.
- Duties as Strategic Housing Authority.
- Street Cleaning.
- Contribute staff to a shared resource pool of trained officers for the CRF. In particular, we have been approached by Cumbria County Council's Resilience Unit to provide additional Briefing Officers.
- Working through the CRF to look at mutual aid across all the Resilience Forums.

5.6 ***Cumbria Resilience Forum:***

The Cumbria Resilience Forum (CRF) consists of all organisations and agencies involved with emergency response in Cumbrian communities. The CRF was set up in response to the Civil Contingencies Act 2004 to co-ordinate the response to major incidents in Cumbria.

Major incidents are managed through three levels of control: Operational Command (Bronze), Tactical Command (Silver) and Strategic Command (Gold).

The Strategic Recovery Coordination Group is Cumbrian wide and is responsible for the strategic planning and implementation of the recovery phase. There are also **Recovery Subgroups**, namely Business and Economy, Communication, Community Recovery Group, Environment, Finance and Legal, Health and Welfare, Housing, Infrastructure, Skills and Learning, and Flood Planning. A number of these groups are attended by City Council representatives. The Housing Subgroup is chaired by Jane Meek.

5.7 ***Cumbria Flood Partnership:***

Set up by Central Government, the group is made up of local authorities, the Environment Agency, community flood defence groups and is chaired by Rory Stewart. Jason Gooding and Jane Meek represent the City Council. It is carrying out work to identify additional flood protection measures for Cumbrian communities affected by the floods.

Key issues the Partnership will consider include what improvements to flood defences in the region may be needed, look at upstream options for slowing key rivers to reduce the intensity of water flows at peak times and build stronger links between local residents, community groups and flood defence planning.

The Group will produce an Action Plan. This was to be published 27 July (delayed due to the referendum / draft 20 May) gathering all the actions for the three catchments that have been completed since December, are underway or have been put forward by the Cumbria Floods Partnership, covering the full range of activities to reduce flood risk and improve resilience. The Action Plan will be updated in the autumn.

5.8 ***National Flood Resilience (NFR):***

The Department for Environment Food and Rural Affairs (DEFRA) is to take a fresh look at how it calculates flood risk, in light of recent events, to be delivered by a new cross Government team. This will see the Government updating 'worst case scenario' planning, considering the future impacts of climate change and carrying out a risk assessment of critical infrastructure, like electricity substations.

The National Infrastructure Review is being led by the Chancellor of the Duchy of Lancaster Oliver Letwin. At the 'Moving on after the floods: planning for a more resilient future' workshop run by DLCCG, 18 July 2016, a preview of the report was presented by the lead officer. There are three main themes:

- Modelling, looking at the worst-case scenario for future flooding as a thorough stress testing of resilience.
- A cross departmental review of critical infrastructure. This has been completed with a focus on providers preparing protection measures against future flooding. Additional work to be done on the inter-connectivity of this infrastructure and the impact of loss or disruption.
- Building flood resilience in to long term future investment strategies

<https://www.gov.uk/government/consultations/national-flood-resilience-review-call-for-evidence>

DEFRA is launching a Flood Risk Management Competition, to create an opportunity for a wide range of interested parties to apply their particular areas of expertise to a specific flood risk management challenge. The competition will focus on the following question:

If you were responsible for managing the Eden catchment in Cumbria, what flood risk management approaches would you recommend, and why? The closing date is 30 September.

<https://consult.defra.gov.uk/water-and-flood-risk-management/flood-risk-management-modelling-competition>

5.9 **North West Regional Flood and Coastal Committee (NWR FCC):**

There are eleven Regional Flood and Coastal Committees in England. These are responsible for ensuring coherent plans are in place for identifying, communicating and managing flood and coastal erosion risks across catchments and shorelines; for promoting efficient, targeted investment in flood and coastal erosion risk management; and for providing a link between flood risk management authorities and other relevant bodies to develop mutual understanding of flood and coastal erosion risks in their areas:

- Provides 'link' between national and local strategies
- Provides local democratic accountability
- Delivers Strategic Overview at a local level
- Sets and spends Local Levy (CCC £300k)
- Agrees EA Investment programme (GIA)
- Advocates risk management through local leadership

<https://www.gov.uk/government/groups/north-west-regional-flood-and-coastal-committee>

5.10 **Carlisle Flood Action Group:**

This is a local group, led by Dr Stephen Gibbs.

Formal community group acting as powerful voice for Carlisle & District flood victims, run by flood victims, holding government and agencies to account.

www.carlislefloodaction.org.uk

5.11 **National Flood Forum:**

The National Flood Forum is a national charity dedicated to supporting and representing communities and individuals at risk of flooding. This is done by:

1. Helping people to prepare for flooding in order to prevent it or mitigate its impacts
2. Helping people to recover their lives once they have been flooded
3. Campaigning on behalf of flood risk communities and working with government and agencies to ensure that they develop a community perspective.

5.12 **Carlisle Flood Recovery Centre:**

This is a drop-in centre managed by Paul Hendy, for wide ranging advice and support for those affected by the floods.

5.13 **Carlisle Flood Recovery Group:**

This is a local committee group, led by Ted Thwaites at Cumbria County Council. A representative from the City Council attends. The aim of the Group is that people and communities affected by flooding are supported by public authorities, third sector organisations and charities to recover from the impacts of Storm Desmond, as effectively as possible. The Group has focussed on signposting and supporting local residents. This has been achieved by providing residents with regular updates and key information on items such as housing, council tax exemption, grant information and donated goods. Specialist one to one support has also been provided by the Cumbria Law Centre, Carlisle and Eden Citizens Advice Centre, Flood Advice Centre and Eden Flood Volunteers, all of which are members of this Group.

Following feedback from local residents the demands on the group have recently switched more towards community resilience and engagement. Residents are keen to find out what agencies have achieved over the last 6 months, what they plan to do over the next 6 months and how residents can become more 'flood ready' for the future.

The Group is in the process of developing a new action plan that will focus on engaging with communities over the next 6 months. The Group is keen for face to face engagement to occur with residents, businesses, registered social landlords etc, and for the creation of new empowered community groups.

The Group has produced a draft Carlisle Engagement Plan, to engage residents and businesses to

1. provide opportunities for engaged groups to work with us to influence plans to reduce future flood risk locally and within the catchment;
2. to ensure people/groups are more flood resilient by being better aware, prepared and able to take effective action to reduce impacts of flooding.

5.14 **Business Emergency Resilience Group (BERG:)**

An initiative of His Royal Highness The Prince of Wales, the Business Emergency Resilience Group helps businesses and communities across the UK to prepare for,

respond to and recover from emergencies such as flooding, cyber-attacks and civil unrest. BERG helps small to medium-sized business owners recognise and plan for significant risks, and sign-posts support from larger organisations, helping them recover more quickly following an emergency.

www.bitc.org.uk

Contact Officer: Darren Crossley

Ext: PA ext. 7003

**Appendices Yes x1
attached to report:**

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -

Reducing flood risk from source to sea

First steps toward an integrated catchment plan
for Cumbria



Foreword

The floods in Cumbria were truly terrible. They were horrendous in their extent: three complete river systems – the Eden, the Derwent and the Kent – flooded simultaneously.



They were horrendous in their intensity – we now know that the Eden experienced the highest flow levels, recorded on any river in England; following the highest day of rainfall recorded. They were horrendous in their human impact – one and a half thousand homes flooded in Kendal alone; a similar number in Carlisle, and hundreds in Appleby, Keswick and Cockermouth – and, while the media attention was on the larger areas, dozens of outlying villages were suffering terribly. A hundred bridges were damaged some – like Pooley Bridge – which had stood for more than a hundred years were swept away; others – like Eamont Bridge – which had stood for six hundred years were undermined. The slopes of Helvellyn collapsed, spilling rubble into the river, and flooding Glenridding, three times in a week – and on the other side, destroying the A591.

In recognition of these terrible events the Secretary of State appointed me, as Minister for Flooding, to establish and chair this Cumbria Floods Partnership. Our first responsibility as a government was the emergency response to protect lives. We owe a huge thanks to mountain and bay rescue teams, police, military, councils, churches, volunteers, the Environment Agency, and dozens more organisations – and particularly to the communities themselves – for responding so calmly and professionally to something so extreme and unprecedented.

The second stage has been recovery. Collectively the government has spent over £150 million to support recovery in Cumbria, over the last six months. This has extended from emergency funds for households, and businesses, to repairing Cumbrian roads and bridges allowing, among many other projects, Eamont Bridge to be reopened, and Pooley Bridge to be replaced, and the A591 to be rebuilt.

The third stage is now to prepare Cumbria for flooding in the future. I'm pleased that we have been able to provide affordable flood insurance for households across Cumbria through FloodRe. We must also make individual homes more resilient, so we have provided a £5,000 grant for every flooded home, to protect that home better in the future.

I have asked the Environment Agency to appoint a Director for each main river catchment - one for the Eden, one for the Derwent, and one for the Kent and Leven. This document records their initial work to make communities safer for this winter, from repairing damaged flood defences, to building new defences, and establishing new warning areas. But this is just the beginning.

Now the most important task is to improve our flood defences for the long-term. So I have asked the Catchment Directors, as their next task, to re-examine the river systems in Cumbria, from the source to the sea, and to make sure that the money we spend on the environment, farming, and water supply continues to contribute to flood protection,

rather than ignoring it. The plans will rely on state-of-the-art engineering, and scientific modelling of water movement. But it will also rely on listening to communities, and farmers – who live alongside these rivers, know the most detailed local problems, and have seen the behaviour of the rivers at first hand.

By the time these plans are completed, we should be able to analyse all the ways in which you can control a flood - holding water back on the hills, through tree-planting and bogs; working closely with water companies (to use their reservoirs), and with farmers in their fields. In some places we may have to slow the water down, through weirs, and in other places – such as under bridges – we will have to speed it up through dredging. We have to connect all these actions ultimately to individual houses, flood walls, and pumping systems.

And finally, we have to fund all this work. So we have already allocated up to £72 million to invest in flood defence across Cumbria. This is a considerable sum of money.

We owe an enormous thanks to Cumbrian communities for their resilience through this terrible period. I would like to add my thanks to all the partners who have worked so hard and so patiently with the Environment Agency to bring these plans together, which will be vital over the coming years for our businesses, for our homes, and our families.

Rory Stewart OBE MP
June 2016

Cumbria better prepared for winter – about this plan

Flooding is devastating. The 6,300 householders and businesses across Cumbria flooded in December 2015 have spent much of the last 6 months dealing with its effects.

The Environment Agency and our partners have worked hard, and continue to do so, to repair damaged infrastructure and help ensure Cumbria is better protected and prepared for the coming winter, and for the future.

Since December 2015, we have:

- Secured an additional £58 million, including up to £25 million for Carlisle.
- Inspected over 3,300 raised defences and repaired 75% of the 159 flood defences damaged by Storm Desmond. All will be repaired by autumn 2016.
- Completed new flood protection schemes in Appleby, Keswick and Threlkeld on the Gategill Beck.
- Started the construction of flood protection schemes in Kendal, Ulverston, Braithwaite, Ennerdale Bridge, Keswick, Maryport and Egremont.
- Created 7 new flood warning areas taking the total to 72 areas and providing warnings to over 6,500 properties across Cumbria.
- Improved 91 drains, rebuilt 7 walls, repaired 3 bridges and used 2,500 tonnes of concrete to rebuild and resurface 44,000 square metres of the A591 (Highways England).

By winter 2016, with our partners we will:

- Remove 70,000 tonnes of gravel and debris from local rivers in communities such as Glenridding and Kendal.
- Spend over £1 million to make sure that our existing flood defences are well-maintained and are fit for purpose, including over 50km of walls and embankments across Cumbria.
- Make available national supplies of up to 250 water pumps, 500,000 additional sand bags and additional temporary defences.
- Establish a network for the 48 flood action groups so that they can better help communities to prepare, respond and recover. Create a further 6 new flood warning areas to provide better warning to communities – taking the total to 78 in Cumbria.
- Hold a flood risk modelling competition to kick-start changes to the way we manage and plan for water.

Looking further ahead we will work together to:

- Invest a total of up to £72 million in Cumbria to provide better protection from flooding to at least 4,300 homes by 2021.
- Restore 350 hectares of peatland to hold water upstream for longer at several sites in the headwaters of the Eden, Derwent and Kent and Leven catchments.
- Make changes to the way that United Utilities operates its Thirlmere reservoir to provide flood protection without compromising the security of water supply for its customers.
- Work with 4 small communities to test what integrated flood and land management looks like in practice.
- Implement measures to slow the flow where feasible, including woody debris dams and floodplain storage upstream of Gamblesby, Cumrew and Stockdalewath in the Eden catchment, and channel meandering on the Whit Beck in the Derwent catchment.
- All Local Planning Authorities in Cumbria will update key spatial planning documents in light of learning from Storm Desmond to ensure that new development is safe and resilient by summer 2017.

You can find a comprehensive list of actions online by visiting www.gov.uk and searching for 'Cumbria Flood Action Plan'. We will also produce a series of Community Action Tables; some are already available on the same web page.

As well as the actions in the 3 catchments most severely impacted by Storm Desmond, the government continues to invest in flood resilience and water management across the whole county. Over £11.6 million of government funding has been allocated to projects over the next 5 years in Ulverston, Dalton-in-Furness, Barrow-in-Furness, Whitehaven, Ennerdale and Egremont to better protect over 1,600 homes.

Cumbria better prepared – timeline of action

December 2015		
<p>Storm Desmond.</p> <p>Wettest calendar month on record.</p> <p>Record rainfall hits Cumbria resulting in record river levels and devastating flooding.</p>		
2016		
<p>January</p> <p>First meeting of the Cumbria Floods Partnership.</p> <p>Flood defence repairs started.</p> <p>30,000 tonnes of gravel and debris removed.</p>	<p>February</p> <p>Catchment Directors appointed.</p> <p>100% of assets inspected.</p> <p>9% of flood defence repairs complete.</p> <p>New flood gates installed in Appleby.</p>	<p>March</p> <p>An additional £58 million for flood defences announced.</p> <p>Work on Ulverston flood protection scheme started.</p> <p>Temporary bridge at Pooley Bridge opened.</p>
<p>April</p> <p>33% of flood defence repairs complete.</p> <p>Further 25,000 tonnes of gravel and debris removed.</p> <p>7 new flood warning areas went live.</p> <p>Appleby flood defence scheme completed.</p> <p>Work started on new flood defence wall at Glenridding.</p>	<p>May</p> <p>A591 repaired and reopened.</p> <p>Grasmere flood recovery repairs completed.</p> <p>Keswick flood defence repairs started.</p>	<p>June</p> <p>Create a network for the 48 flood action groups.</p> <p>Elliot Park flood protection scheme for Keswick complete.</p>
<p>July</p> <p>Flood risk management and modelling competition launched.</p> <p>75% of flood defence repairs complete.</p>	<p>August</p> <p>United Utilities confirm scope and timing of changes to operation of Thirlmere reservoir.</p> <p>Work on Ennerdale Bridge flood protection scheme starts.</p>	<p>September</p> <p>Further 25,000 tonnes of gravel and debris removed bringing the total to 70,000 tonnes.</p> <p>National supplies of more pumps, sand bags and temporary defences available.</p>
<p>October</p> <p>All flood defence repairs complete and ready for the winter.</p> <p>Gategill Beck, Threlkheld scheme complete.</p>	<p>November</p> <p>Publish interactive version of the Cumbria Flood Action Plan.</p> <p>Confirmation of how up to £25 million on new flood defences in Carlisle will be spent.</p>	<p>December</p> <p>Cumbria will be operationally prepared for winter.</p>
January 2017 and beyond		
<p>Invest a total of £72 million to better protect at least 4,300 homes by 2021.</p> <p>Implement ‘slow the flow’ projects across Cumbria.</p> <p>Take an integrated catchment approach to water management.</p>		

Cumbria better prepared – a summary of actions

In order to respond to the enormity of the flooding, we are taking a comprehensive and detailed approach to protecting Cumbria with more than 100 separate actions. We have grouped these into 5 themes:



Strengthening Defences

We took immediate action to repair and strengthen infrastructure, such as flood defences, roads, bridges, water and sewage works, so that they are operational for the winter and can reduce the impact as flood water travels through towns and villages. We have constructed over 30 new flood defence projects in communities such as Carlisle, Kendal, Ulverston, Pooley Bridge, Braithwaite and Grasmere. By the winter, we will also have more mobile flood defences and portable pumps available for use in Cumbria.

We will continue to work with partners and review the flood risk of roads, railways, water and power supplies that are locally critical, and we will take action to protect them. We are also looking at the role played by bridges to see what we can do to reduce flood risk and plan to replace Staveley Bridge with a single span bridge. We will take coordinated action on the flood management of reservoirs, water courses and drains with United Utilities and other local partners.



Upstream Management

We are working with farmers, landowners, communities and organisations, such as United Utilities and The Rivers Trust to identify how to use and manage the landscape to slow the flow of water and reduce peak river levels. We will use land-management techniques such as soil aeration, bunds, leaky dams, woodland creation and river restoration to absorb water and slow the flow in locations across Cumbria including Whit Beck, Kentmere, River Gowan and Longsleddale.

We are restoring at least 350 hectares of high priority peatland to absorb water upstream of communities, and we are creating natural flood storage areas upstream of Gamblesby, Cumrew and Stockdalewath. Agri-environmental schemes will help support flood management, and we are exploring the opportunities for upstream engineered water storage. United Utilities is currently reviewing the operation of existing reservoirs such as Thirlmere and Birds Park to manage flood flows.

We are piloting this integrated approach to flood and land management in specific sub-catchments in Patterdale, Glenridding, Stockdalewath, Braithwaite and Staveley. We will share what we find out from these pilots with farmers, landowners and communities across Cumbria, and the lessons we learn will help us in our work in the rest of England.



Maintenance

The Environment Agency is updating its routine maintenance activities in light of Storm Desmond. Along with partners, we have repaired and maintained flood defences, rivers, bridges, roads and other infrastructure, so that they remain in good working order and can hold as much flood water as possible. We have repaired over 150 damaged flood and coastal defences and pumping stations. Damaged highways and bridges have been repaired and reopened, and across the Lake District National Park footpaths have been restored.

United Utilities have made sure that reservoirs and water treatment works returned to full operation, and we removed over 70,000 tonnes of gravel and debris from local rivers and streams. We will remove the further build-up of gravel in Kendal, Carlisle and Workington. We are also making it easier for communities to find out what maintenance we are planning to do and supporting local communities to carry out their own maintenance work.



Resilience

We are ensuring that people and property are as prepared for and resilient to flooding as possible and that action is taken beforehand so that life can get back to normal as quickly as possible after a flood. We will establish a network for community flood action groups to share learning and ideas, and local flood action groups are recruiting more flood volunteers, particularly those who live outside flood risk areas. We are also working with children and young people affected.

Multi-agency flood plans are ready for the winter, and we have provided support and grants to make homes and businesses more prepared and resilient. Warning is essential, and we are providing more flood warnings to over 6,500 properties across Cumbria as well as using new methods to warn communities in areas where river levels rise quickly. Local authorities are updating local spatial plans so that inappropriate development can be avoided. The insurance sector are also trialling a new approach to the availability of business insurance in flood risk areas.



Water Level Management Boards

Water Level Management Boards are locally run, public bodies that manage areas of special drainage need. They manage water levels for the benefit of the local economy, environment and the community. We continue to develop proposals and consult on the setting up of new Water Level Management Boards in the Lyth Valley and Waver Wampool.

Cumbria better protected and prepared – investment



In the immediate aftermath of Storm Desmond and the December 2015 floods, the Secretary of State announced the formation of the Cumbria Floods Partnership, and government agreed to invest more money in flood risk management across Cumbria.

We have worked with partners to ensure that we spend this money where it can add the most benefit to the preparedness and protection of the communities of Cumbria. This will pave the way for a new approach to protecting homes, businesses, and the local economy against flooding. The evidence from Cumbria County Council's flood investigation reports will be used to identify where additional investment may be required in the future.

Government and partners have committed:

- A total of up to £72 million of government funding allocated to Cumbria to better protect at least 4,300 homes from flooding by 2021. Up to £58 million of this is new funding agreed since December 2015. **This includes:**
 - £4.7 million of government funding for projects within the Derwent catchment to better protect at least 525 homes in Flimby, Maryport, Braithwaite and Keswick. Projects totalling £1.15 million were completed in March 2016 at Threlkeld and Elliot Park, Keswick.
 - £6.5 million of government funding for projects in the Eden catchment to better protect at least 503 homes in Appleby, Eamont Bridge, Wigton, Pooley Bridge, Rickerby Park and Gamblesby.
 - Up to £25 million for projects in Carlisle. We will confirm how this will be spent by November 2016.
 - £24.3 million of government funding for projects in the Kent and Leven catchments to better protect at least 1,217 homes in Grasmere, Grange-over-Sands and Kendal.
 - Over £11.6 million of government funding has also been allocated to projects over the next 5 years in Ulverston, Dalton-in-Furness, Barrow-in-Furness, Whitehaven and Egremont to better protect over 1,600 homes.
 - To help Cumbria's households and businesses recover from the December floods, government has provided a total of over £150 million. **This includes:**
 - £9.7 million of government funding is being invested in 159 recovery projects to be complete by autumn 2016 including repairs to walls, embankments, pumping stations, gauges, removal of large trees and over 70,000 tonnes of gravel and checking the safety of 1,600 bridges.
 - £117 million of government funding has been allocated to Cumbria County Council for investment in critical highways and bridges.
 - £10 million has been invested in repairing and improving the A591.
 - £20.6 million for Cumbria County Council to distribute through its Community and Business Recovery Scheme, as payments to flooded households, businesses and resilience measures in flooded properties.
 - £5.5 million for district councils in Cumbria to provide council tax and business rate relief for flooded properties.
 - £3 million government investment to repair and improve pathways within the Lake District National Park and £500,000 for paths in Cumbria outside the National Park.
 - Cumbria County Council is investing £3.5 million from capital reserves for repairs across the county to ensure that communities remain connected.
 - There have been over £10 million in charitable donations to the Cumbria Community Foundation's flood recovery appeal to support people and families in hardship and vital community organisations. This includes £4.7 million funding from government.

Catchment management in Cumbria – long-term vision

In the future, we will increasingly work at a catchment scale to integrate land management, development and resilience in areas at risk, from the tops of the fells down to the coast.

Achieving this will require:

Catchment-level leadership:

we have trialled new ways of working with Catchment Directors leading engagement with partners and communities.

Next steps: we will now consider how to evolve these roles to support innovation and coordinate planning not just across water and flood risk, but also forestry, land management, biodiversity and other functions.

A strong evidence base: we have commissioned research to understand the impact of soil condition on run-off and worked with partners to pinpoint locations for measures to slow the flow, such as tree planting.

Next steps: we have launched a hydrological modelling competition for the Eden to generate more sophisticated river modelling and kick-start changes to how we manage and plan for water. The competition will support development of an interactive tool to bring the actions in this plan to life.

Collaborative working:

working collaboratively allows us all to understand others' views, experiences and expertise, and to collate local knowledge. It will help us to make more informed decisions about what is right for Cumbria and to deal with issues such as what integrated land management means in practice, and who has the authority to take decisions.

Next steps:

we will work in partnership to co-produce solutions – beginning with the 4 pilot areas – to deliver innovative solutions and understand long-term governance needs.

Operate public water supply reservoirs so that they help to manage flood risk and provide secure water supplies.

Use uplands to slow the flow by planting trees, installing woody dams and restoring peatland.

Work with farmers and landowners to manage farmland to reduce run-off and restore meandering rivers.

Actively manage gravel to ensure it does not increase flood risk.

Protect our villages and towns by building flood defences, maintaining the flow under bridges and making existing and new buildings safe and resilient.

Collaborative working with communities and partners across water and land-management issues to form and deliver innovative solutions.

Cumbria Floods Partnership – working together for a better prepared Cumbria

This document has focused on the actions we and partners have taken over the last 6 months since the storms of December 2015. Many were about recovering damaged infrastructure. They were complemented by communities and organisations implementing their own actions. Together, these actions will make sure that Cumbria is better prepared and protected against flooding for winter 2016 to 2017 and beyond.

At the same time we have formed the Cumbria Floods Partnership. This has created a framework for communities, public, private and third sector organisations to work together. It has focused on doing more with the money that is invested by doing things differently. Its aim is to work collaboratively to create one vision through shared meetings, shared ownership and joint planning. Its initial work has focused primarily on the 3 most affected catchments – the Derwent, the Eden and the Kent and Leven. The Cumbria Floods Partnership is looking, for the first time, at how we manage flood risk across the length of these river catchments, rather than looking at communities in isolation.

It is early days for the Cumbria Floods Partnership. The catchment actions on pages 9 to 11 represent the first step towards developing a plan to reduce risk and improve resilience. Its aim is to form an action plan that inspires communities, and all involved in flood risk management, to work together and combine their knowledge and resources to reduce flood risk along river catchments from source to sea.

The way in which the Cumbria Floods Partnership works will be crucial to its success. It wants to encourage:

- 1 Collaborative working – working together to share information, coordinate funding and provide communities with a single point of contact.
- 2 Catchment approach – improving what we know about river catchments and taking actions that manage risk from source to sea.
- 3 Integrated solutions – ensuring that actions reduce flood risk but also deliver wider benefits for people and wildlife.
- 4 Community-focussed decision-making – sharing information and data with communities, groups and organisations so they can help us to best protect our communities from flooding.
- 5 Evolution and learning – using learning from Storm Desmond and the best information available to work closely with communities and identify actions.

It will trial this approach in 4 pilot areas: Stockdalewath, Patterdale and Glenridding, Staveley and Braithwaite. Organisations such as the Environment Agency and The Rivers Trusts will trial community-led projects to reduce local flood risk.

Across Cumbria there are 48 flood action groups bringing together communities and organisations to make sure they are better protected and prepared for flooding. By June 2016, the Cumbria Floods Partnership will form a network for these flood action groups so they can support one another, share best practice and help communities better respond to, and recover from flooding. The Cumbria Floods Partnership will also help to identify single points of contact into the various organisations who can work with them.

Initial key actions across the Eden catchment



- Town
- River
- Lake/Reservoir



Strengthening defences

- 1 Up to £25 million for new flood defences and flood storage in and upstream of Carlisle. Full business case completed by September 2017.
- 2 £6.5 million of investment allocated to Appleby, Eamont Bridge, Wigton, Pooley Bridge, Rickerby Park and Gamblesby providing protection to over 500 homes.



Upstream management

- 3 Hold a flood risk modelling competition by autumn 2016 to encourage development of integrated solutions to managing risk from source to sea.
- 4 Install woody debris dams, reduce soil compactions and identify locations for additional storage of floodwater upstream of the villages of Gamblesby, Cumrew and Stockdalewath.
- 5 Complete planting of trees in ghylls and wet areas at Mallerstang, upstream of Appleby.
- 6 Launch community-led flood and land management pilot projects in Patterdale, Glenridding and Stockdalewath by summer of 2016.
- 7 Scope an investigation by end of July 2016 into using Haweswater and Wet Sleddale reservoirs to reduce flooding downstream.



Maintenance

- 8 Remove gravel and debris in Carlisle by the end of August 2016.



Resilience

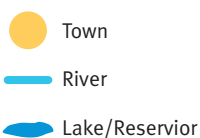
- 9 Carlisle City Council and local flood action groups to develop a Carlisle flood plan.
- 10 Produce a strategic flood risk assessment for the development area of Carlisle South by early 2017.



Water Level Management Boards

- 11 Continue work to develop proposals and re-consult on a new Waver Wampool WLMB by spring 2017.

Initial key actions across the Derwent catchment



Strengthening defences

- 1 £4.6 million of investment allocated to increase flood protection in Flimby, Maryport, Braithwaite and Keswick.
- 2 Complete the works at Penrith Road in Keswick by March 2020 and review the Keswick and Cockermouth flood investigation reports to help identify any additional new needs.



Upstream management

- 3 Make changes to the way United Utilities operates its Thirlmere reservoir to provide flood protection without compromising the security of supply for its customers.
- 4 Restore rivers and floodplains above Cockermouth and Workington to slow the flow by 2021.
- 5 Modify the channel on Whit Beck to slow the flow by 2017.
- 6 Launch community-led flood and land management pilot project in Braithwaite by summer 2016.



Maintenance

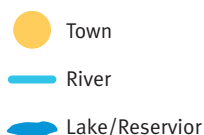
- 7 Remove build-up of gravel from the Derwent in Workington and Cockermouth by the end of September.



Resilience

- 8 Long-term options for the Gote Road area of Cockermouth developed by Allerdale District Council.
- 9 Update the Allerdale Strategic Flood Risk Assessment by summer 2017.

Initial key actions across the Kent and Leven catchment



Strengthening defences

- ① £24.3 million of investment in Kendal, Burneside, Staveley and Carrus Green.
- ② Replace bridge at Staveley with a single span bridge by June 2017.
- ③ Review the effect of bridges on flooding in Kendal, Ambleside and Backbarrow.



Upstream management

- ④ Develop proposals for river and peat restoration to slow the flow in the Kentmere, River Gowan, Longsleddale, River Mint and River Sprint catchments by summer 2017.
- ⑤ Investigate the use of redundant Birds Park reservoir to reduce flood risk downstream in Kendal by March 2017.
- ⑥ Launch community-led flood and land management pilot project in Staveley by summer 2016.



Maintenance

- ⑦ Remove further gravel in Kendal by autumn 2016.
- ⑧ Improve understanding of impact of water levels in Windermere and the operation of sluices at Newby Bridge by autumn 2016.



Resilience

- ⑨ Develop the Kendal town centre development masterplan by November 2016.
- ⑩ Work with children and young people affected by flooding to help them cope and build resilience by winter 2017.



Water Level Management Boards

- ⑪ Continue work to develop proposals and re-consult on a new Lyth Valley WLMB by spring 2017.

Next steps – for the plan

This plan is our first response to the December 2015 floods. It sets out the key actions that we have taken and intend to take to prepare for next winter and reduce flood risk across the 3 catchments most affected: the Eden, Derwent, and Kent and Leven.

The Cumbria Flood Action Plan is a living document. We want to continue working with local partners and communities to develop it further, including an interactive version in the autumn. This will also provide an opportunity for an update on progress. We need you, your community and your organisation to help us do this by providing specific, localised information on catchment management and taking actions to make homes, communities and businesses more resilient to flooding.

Here are 3 key things you can do now:

1. Sign up for flood warnings – call Floodline on 0345 988 1188 or log on to www.gov.uk/flood
2. Make your home more resilient to flooding – advice is available via www.gov.uk/flood
3. Share your local knowledge, suggestions and ideas for catchment management with Cumbria Floods Partnership at CumbriaFloodsPartner@environment-agency.gov.uk


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LIT 10471


<p>Cumbria flood action plan</p> <p>Carlisle community action table</p> <p>The purpose of this action table is to highlight the flood management that is currently in place and the specific actions that are happening or proposed within Cumbria flood action plan for this community.</p> <p>Please read this table in conjunction with the full Cumbria flood action plan and summary document, which can be found online by visiting www.gov.uk and searching Cumbria flood action plan.</p>	<p>Carlisle better protected</p> <p>1) Do now (within next 12 months):</p> <ul style="list-style-type: none"> • Complete repair and recovery work • Set up temporary defences and pump deployment plan before winter 2016 • Complete emergency plans • Register properties on Floodline Warnings Direct • Publish and review flood investigation report • Initiate development of flood risk management improvement works <p>2) Develop (2-5 years):</p> <ul style="list-style-type: none"> • Improvements to flood risk management assets and watercourses in response to the flood investigation report. • Continue to support sharing knowledge and best practice through the network for Community Action Groups <p>3) Explore (5+ years):</p> <ul style="list-style-type: none"> • Implement opportunities for natural flood risk management and engineered storage upstream of Carlisle.
<p>Catchment: Eden</p> <p>Impact of December 2015 flood: Approximately 1,900 homes and businesses were flooded</p> <p>Description: The three large rivers in Carlisle are the Eden, Caldew and Petteril. Key infrastructure includes the sewage works and electricity substation which were affected by flooding and are located on Willow Holme Industrial Estate. The main west coast railway line and Cumbria's principal hospital both located nearby were also affected during Storm Desmond.</p>	

	What's already in place	What we're going to do and what this will achieve	When this work will take place	Who's responsible for this work	How much will it cost/ Sources of funding
<p>Strengthening flood defences</p> 	<p>Flooding in Carlisle is reduced by over 6.3km of raised embankment and 5km of flood wall. These defences work together to manage river flows through the town. There are 2 flood storage basins, two pumping stations to manage flows, 32 floodgates, 3km of culvert and numerous flap valves on drainage outfalls.</p>	<p>Improved defences</p> <p>£26.2million of capital funding has been allocated from within the Flood and Coastal Erosion Risk Management Investment Programme. This funding will be used to promote the options for managing flood risk which may include strengthening defences, improving the capacity of watercourses and surface water drains and upstream storage and 'slow the flow' interventions.</p> <p>Provide access to additional national mobile defences</p>	<p>Medium term (5 years)</p> <p>Available before winter 2016</p>	<p>Environment Agency</p>	<p>£26.2m from central government</p>
		<p>Review the recommendations from the Section 19 Flood Investigation Report and National Resilience Review to develop integrated flood risk management solutions and review maintenance practices.</p>	<p>Flood Investigation Report due summer 2016</p>		

	What's already in place	What we're going to do and what this will achieve	When this work will take place	Who's responsible for this work	How much will it cost/ Sources of funding
		Repairing damages from Storm Desmond Work completed; Repairs to the storage basin at Durranhill and the pumping stations on the Little Caldew and Durranhill. Work ongoing and planned; In June and July projects will start to remove gravel from the river Caldew at Holme Head, repair walls at Botcherby Bridge and remove gravel and a significant number of fallen trees in the channel of the river Petteril between London Road and Melbourne Park.	Complete Short term (within 12 months)		£1.4m from central government
		Modelling and forecasting post-event model re-runs Update the river level model with the most recent flow data available from Storm Desmond to develop and support any future schemes. Hold a flood risk management and modelling competition on the Eden catchment.	Short term (within next 12 months) Short term (within next 12 months)	Environment Agency Defra	£70,000 (Cumbria wide spend)
		Understanding Bridges Review the role that bridges play in flood risk and their vulnerability during a flood	Short term – strategic review within the next 12 months	Cumbria County Council Environment Agency	
		Understanding railway structures Assess the vulnerability of the West Coast Main Line Railway particularly at bridge crossings, and take action where appropriate.	Short Term – May 2017	Network Rail Environment Agency and Cumbria County Council as lead local flood authority	
Upstream management 	Currently there is limited use of Upstream Management in the sub-catchments upstream of Carlisle. Projects are underway in the Eden valley to install natural flood management features and practices such as woodland planting, managing soil to improve infiltration, leaky dams and peatland restoration.	Explore opportunities for engineered and natural flood management solutions to be used upstream of Carlisle in order to 'slow the flow' and manage peak river levels	Medium term (5 years) or long term (over 5 years)	Farmers Landowners Community Groups Trusts	
		By January 2017 it will be easier for farmers and landowners to get natural flood management advice and adopt natural flood management practices through the countryside stewardship scheme.	Short term January 2017	Natural England	

	What's already in place	What we're going to do and what this will achieve	When this work will take place	Who's responsible for this work	How much will it cost/ Sources of funding
		<p>The Cumbrian River Restoration Strategy aims to protect Cumbria's special areas and create better places for local communities, with reducing flood risk and adaptation to climate change being key considerations. This is achieved through projects such as weir removal, re-meandering channels and re-connecting rivers to the natural flood plain.</p> <p>On the River Caldew there are projects planned to work with landowners to look at gravel management, possible weir removal and re-connect parts of the river to the flood plain.</p>	Medium term (5 years)	Eden Rivers Trust Environment Agency Cumbria County Council Carlisle City Council Land owners Natural England	
		Scope an investigation into using Haweswater and Wet Sleddale reservoirs to reduce flooding downstream.	Medium term (5 years)	United Utilities	
		Natural flood management approaches will be trialled and developed in the future across the Eden catchment for affected areas, for example at Stockdalewath, Patterdale and Gamblesby. This will be part of a co-ordinated approach to develop natural flood risk management across the catchment. The longer term aim is to see how this could be scaled up for the benefit of Carlisle.	Medium term (5 years)	Farmers Landowners Community Groups Trusts	
Maintenance 	<p>Flooding in Carlisle is reduced by over 6.3km of raised embankment and 5km of flood wall. These defences work together to manage river flows through the town. There are 2 flood storage basins, two pumping stations to manage flows, 32 floodgates, 3km of culvert and numerous flap valves on drainage outfalls.</p> <p>These assets and the river channel are maintained by the Environment Agency on an ongoing basis. This includes managing vegetation and removing gravel. The flood wall, embankment and other structures are also inspected and any necessary works carried out.</p> <p>The planned maintenance programme is available at: https://www.gov.uk/government/publications/river-and-coastal-maintenance-programme</p> <p>Cumbria County Council maintains the ordinary watercourses, surface water drainage and highway drainage.</p>	<p>New Environment Agency system will make it easier for communities to understand maintenance in their area. Improvements will show exactly when, where and what maintenance is being planned each year.</p> <p>Make sure that communities understand how they can access information on planned maintenance at: https://www.gov.uk/government/publications/river-and-coastal-maintenance-programme</p>	Short (within next 12 months)	Communities Environment Agency Parish and district Councils	

	What's already in place	What we're going to do and what this will achieve	When this work will take place	Who's responsible for this work	How much will it cost/ Sources of funding
Resilience 	<p>There are 2 active Flood Action Groups (FLAG) in Carlisle. An Emergency Plan has been completed for the Carlisle FLAG and another is currently being developed through the Willow Holme FLAG with support from the Environment Agency.</p>	<p>Work with the FLAG's and community groups to ensure that they are able to continue into the future.</p> <p>Continue to work with communities to establish a network of Emergency Groups to share learning and best practice.</p> <p>Carlisle City Council are producing a strategic flood risk assessment for the development area of Carlisle South.</p>	<p>Emergency Plan to be in place before winter 2016.</p> <p>Short term –Early 2017</p>	<p>Environment Agency (Flood Warning & Community Resilience) Communities Parish & District Councils Local Government</p>	<p>Local Levy, central government Flood Defence Grant in Aid</p>
		<p>Identify and make up a 'core' team of Carlisle City Council staff to respond in the event of flooding.</p> <p>Ensure available sandbags are targeted to specific areas where their use may be most effective and Carlisle City Council to agree with community groups the deployment arrangements.</p> <p>Carlisle City Council to continue work on developing the Carlisle Business Continuity Plan.</p>		<p>Carlisle City Council</p> <p>Carlisle City Council</p> <p>Carlisle City Council</p>	
		<p>Work with the Emergency Group to increase uptake of residents registered to the flood warning service</p>	<p>Before winter 2016 / complete</p>	<p>Environment Agency (Flood Warning & Community Resilience) Communities Parish & District Councils Local Government</p>	
	<p>Carlisle currently receive Flood Warnings with an uptake of 79% of at risk properties registered to the service</p>	<p>Named Carlisle City Council officer will be appointed to receive the Environment Agency/Met Office flood warnings.</p> <p>Carlisle City Council to develop engagement plan that will support the dissemination and gathering of information during an event. A clean-up plan is also to be developed/activated.</p>		<p>Carlisle City Council</p>	
		<p>Provide additional support to DCLG and Local Authorities to improve the uptake of the £5,000 Government resilience grants to help people better protect their homes. Applications can be made up until December 2016. A further £2,000 top up grant can also be applied for from the Cumbria Flood Recovery Fund.</p>	<p>Closing date for Grant applications – end of December 2016</p>		<p>Resilience grants of £5k per property</p>
	<p>Carlisle City Council is administering flood recovery and resilience grants</p>	<p>Carry out further investigations with respect to the feasibility of local temporary defences and pumping, with the aim of having plans prepared for Winter 2016. With the outcome to increase resilience in communities where either there are no formal defences in place or where additional contingency is required.</p>	<p>Before winter 2016</p>	<p>Environment Agency</p>	

	What's already in place	What we're going to do and what this will achieve	When this work will take place	Who's responsible for this work	How much will it cost/ Sources of funding
Water Level Management Boards 	There are no Water Level Management Boards in this area				

June 2016 LIT 10479

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.6

Meeting Date: 01 September 2016
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: 1st QUARTER PERFORMANCE REPORT 2016/17
Report of: Policy and Communications Manager
Report Number: PC 16/16

Purpose / Summary:

This Performance Report updates the Panel on the Council's service standard relevant to the Panel that helps measure performance. It also includes updates on key actions contained within the new Carlisle Plan.

Details of the service standard are in the table in Section 1. The table illustrates the cumulative year to date figure and an actual service standard baseline that has been established either locally. The updates against the actions in the Carlisle Plan follow on from the service standard information in Section 2.

Recommendations:

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 and services.

Tracking

Executive:	29 September 2016
Overview and Scrutiny:	Community – 01 September 2016 Resources – 08 September 2016 Economy and Environment – 15 September 2016
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.

2. PROPOSALS

None

3. CONSULTATION

The report was reviewed by the Senior Management Team on 16 August 2016 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community – 01 September 2016

Resources – 08 September 2016

Economy and Environment – 15 September 2016

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to comment on the 1st Quarter Performance Report prior to it being submitted to Executive.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report

Contact Officer:	Steven O’Keeffe	Ext: 7258
	Gary Oliver	7430
	Martin Daley	7508

Appendices **None**
attached to report:

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

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

Deputy Chief Executive's Team – Responsible for managing high level projects and team level service standards on a day-to-day basis.

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

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

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

SECTION 1: 2016/17 SERVICE STANDARDS

Service Standard: Percentage of Corporate Complaints dealt with within timescale

Service Standard	Year to Date Figure	Total Number of CCs per Directorate
A full response issued to the customer within 15 days of receipt at each stage.	100% (Q1 2015/16 – 85%)	Local Environment – 11 Governance – 1 Economic Development – 1 Resources – 4 Chief Exec's Team – 0

There were 17 corporate complaints received during the first quarter compared with 26 in the same period last year.

Section 2: Carlisle Plan 2015-18 Summary

PRIORITY – Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle

Local Plan

Major projects under this priority include the development of the Local Plan 2015-2030 which is an essential building block for future development, whether housing or business. The Local Plan is nearing completion following an independent examination in December and January and subsequent consultation which closed 25 April. Adoption is anticipated November 2016.

The Local Plan is a key catalyst for growth; however work does not stop with its completion. Further activity to support growth and the economy will continue with:

- Carlisle South Master Plan
- Community Infrastructure Levy
- Supplementary Planning Documents

Durranhill

The major improvement works to Durranhill industrial estate are progressing well. The new access road, Locke Road, is in the process of opening and works to widen the original estate road have commenced. Completion is scheduled for October. Increased occupier interest has been noted on the estate and several long term voids have recently been occupied.

Enterprise Zone

Following the successful bid and the Chancellor's announcement in November, the Carlisle Enterprise Zone was formally established on 1 April 2016. Having an Enterprise Zone shows that Carlisle is business friendly and up for growth. The aim is to attract new business to the area with a range of discounts and 100% enhanced capital allowance for plant and machinery. The Carlisle Enterprise Zone at Kingmoor Park offers 122ha ready for development and will potentially generate 2,590 jobs over its lifetime. There has been an increase in interest and enquiries in Kingmoor Park since the EZ was announced.

Public Realm - City Centre Orientation

Work continues to progress in relation to the system of information hubs and finger posts proposed for the City Centre. Cumbria County Council consent has been secured, subject to issuing of relevant permits. Technical design work is complete, copy is being finalised and we are working with the signage manufacturer to agree an installation programme. It is anticipated the new system of signage will be operational in the autumn subject to resource availability.

Carlisle Economic Partnership

The City Council continues to work closely with public and private sector partners through the Carlisle Economic Partnership (CEP). The two key themes identified in their action plan are skills and infrastructure.

The focus for the CEP over the next 12 months will be to further develop an Economic Action Plan and a Skills Strategy for Carlisle which fits with the Cumbria Strategy and supports key economic opportunities for growth such as the Enterprise Zone and Carlisle Airport.

Local Enterprise Partnership

Engagement with Cumbria Local Enterprise Partnership (Cumbria LEP) and Centre of Nuclear Excellence (CoNE) continues to be vital in supporting the CEP key priorities for Carlisle of Infrastructure, Skills and Housing to help deliver growth.

PRIORITY - Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents.

Old Fire Station

It is anticipated that the re-opening will take place as scheduled at the end of September.

Healthy City

The Steering Group has developed over the past few months to include representation from Cumbria Partnership NHS Foundation Trust, Children's Services, Adult Services and the County Council Chair of Local Area Committee.

Activity during this quarter has included holding a workshop with the Local Area Committee to advance the development of public health projects. The workshop was joined by a number of partners and experts involved with best practice. A tripartite arrangement will ensure that projects meet the funding criteria.

The Carlisle Partnership

The Carlisle Partnership sees organisations from across the public, private, voluntary and community sectors, supporting and developing projects and agendas across the city. The most recent Carlisle Partnership Executive focused on the Housing Agenda.

PRIORITY - Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle.

Rethinking Waste

The 'Rethinking Waste' project continues to be developed with the aim of introducing service improvements from April 2017. This includes the development of a potential new two year apprenticeship programme to create employment and training opportunities for young people as well as enhancing service provision.

Recent improvements include:

- The appointment of a dedicated Programme Lead for the project to ensure the project is successful.
- Two 26 tonnes rotapress vehicles have been bought and have been operating for 12 months. A smaller 16t vehicle for the back lanes is due to arrive in Aug 16. New recycling vehicles and further refuse vehicles will be ordered late Aug/early Sept 16.
- Specialist route optimisation software is being used along with officer and crew knowledge to redesign the new rounds to maximise efficiency.
- New vehicle trackers will be used in the vehicles which includes a sat-nav facility to guide drivers that are unfamiliar with the round to avoid missed bins. This will integrate with the Council's Customer Contact Centre to provide up to date information as to where the crews are at any point in time and will record bins not out, contamination and access issues.
- Improved safety of emergency stop button and new cameras will be included in the new vehicles as standard.

Overall the rethink waste project will be on course to provide a consistent, safe, value for money refuse and recycling service for residents.

Street Cleaning and Enforcement

The restructure is almost in place, with vacancies to be filled including a Site Supervisor, Loaders and Street Cleaning Operatives. There is also an apprentice scheme due to be advertised with the opportunity for four clean and green apprentices being given the opportunity to work in the public service and acquire skills and knowledge in front-line service provision

In July 2016, 3 successful littering cases were heard in court, 2 offenders were each fined £145 and a third offender fined a total of £327.

New legislation introduced which gave additional powers to Local Authorities including the micro chipping legislation and powers to issue fixed penalty fines for fly tipping are proving successful. To date 16 notices have been served to dog owners to instruct them to get their dog chipped or the details changed all but one have complied. One FPN for fly tipping has also been successfully served and paid, resulting in the offender being fined £200.

PRIORITY - Address current and future housing needs to protect and improve residents' quality of life.

The City Council continues to work in partnership with local Housing Association partners and the Homes and Communities Agency to address housing need.

A new 38 apartment Extra Care scheme – Bramble Court – is due to open in Brampton in September, providing independent accommodation for older residents with care and support needs. All of the properties are for social rent. The City Council has worked closely with the scheme provider, Impact Housing Association, Adult Social Care, and Brampton and Beyond Community Trust to support the delivery of the scheme, as extra care housing is a crucial priority, due to the changing demographics around the ageing population.

In the financial year 2016/2017, Carlisle City Council has been allocated £1.4 million to deliver Disabled Facility Grants. To date referrals numbers have been relatively low, with 69 live cases and 12 completed, year to date. The 2016/2017 procurement framework for disabled facility adaptation is now in place and work is being undertaken to develop a countywide framework for delivery of disabled adaptations.

PRIORITY – Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential

This is best demonstrated by the many projects and initiatives worked on across the district as part of the Carlisle Partnership and Carlisle Ambassadors.

Carlisle Ambassadors can be defined as, 'A proactive community of passionate individuals, businesses and organisations who participate in projects to raise the profile of Carlisle and make it a better place to live, work and visit.' The Ambassadors have influence and directly 'give a voice' to Carlisle locally, within Cumbria and further afield.'

Meetings are held quarterly and regularly attended by over 220 business people. To date over 130 organisations have become members who are keen to collaborate on projects and support each other to help grow and improve the Carlisle offer. The next meeting of Carlisle Ambassadors is to be held on Thursday 22 September at Eden Golf Club.

As well as some of the cross-over work carried out with the Carlisle Partnership and the Ambassadors, the City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP) (as mentioned above), the action plan from which sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs.,

Engagement with Cumbria Local Enterprise Partnership (Cumbria LEP) and Centre of Nuclear Excellence (CoNE) continues to be vital in supporting the CEP key priorities for Carlisle of Infrastructure, Skills and Housing to help deliver growth.

