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**PORTFOLIO:**

**LEARNING & DEVELOPMENT**

Report of  
Portfolio Holder:

**COUNCILLOR**  
**JACQUELYNE GEDDES**

**SKILLS FOR LIFE**

The proposed Skills for Life Strategy has been presented to the Executive where it received strong support and a recommendation that it go on to Overview and Scrutiny for comment, with a view to O&S assuming a monitoring role of this strategy in due course. Apart from its value to our employees, this strategy is also significant because it embodies our concept of the Learning City.

With this in mind the Executive have agreed that the Council should publicly commit to achieving the 'Go' Award for Local Government. This is a national

award, organised here in the North West by the NWE0, designed to encourage and assist local authority employers to organise ourselves to address the problems caused by shortcomings in numeracy, literacy and communications among adults of working age, of which we mirror the national statistics. We will be the first District Council in the North West to make this commitment, and hopefully in 9 months time, the first such to achieve the Award. There will be a ceremony in the Civic Centre on 1 September where the Leader will make this commitment, as well as present qualification achievement awards to some of our employees.

### **ACE – ‘MAKING A DIFFERENCE THROUGH PARTNERSHIPS’ EVENT – FEEDBACK**

An information pack and feedback notes from each of the first two sessions have been forwarded to Member Services to be placed in the Members’ Reference Room under the ACE Programme Events section.

Feedback from the first two events in July (Kendal and Carlisle) will be used to make any necessary changes to the further two events on 15 September (Higham Hall nr Cockermouth) and 21 September (Barrow Borough Council, Barrow-in-Furness). Feedback from all 4 events will also be used to shape the practical workshop sessions in the Autumn.

- Working together to support the LAA through LSPs and CSP – Generic Issues – 27 October, Kendal
- Working Locally on the 4 themes of the LAA through the LSPs and CSP – 15 November, Higham Hall

### **ACE – LEADING THROUGH PEOPLE EVENT**

An information pack from this event has been forwarded to Member Services to be placed in the Members Reference Room under the ACE Programme Events Section.

## **101 NON EMERGENCY NUMBER**

The 101 Non Emergency Number is being rolled out across England and Wales. The first phase which included Northumbria and Cardiff went live last year. A partnership has been established in Cumbria consisting of County and District Councils, Police, Connected Cumbria, which is working towards submitting to the Home Office a bid for Cumbria to establish 101 Non Emergency Number as part of the Wave 2 of partnerships. The County Council is the lead authority and would be the accountable body if the bid for funding is successfully approved by the Home Office by the end October. A briefing by the Home Officer is to be arranged for all Members.



# Transferring Calls to the 101 Service.



## Identifying which calls to transfer:

Before calls are transferred to the 101 Service we need to establish that the call satisfies two criteria:

### 1: The Scope of the Call

The 101 Service deals with the following 8 types of NON-EMERGENCY call:



#### Vandalism & Graffiti:

This includes vandalism to street furniture, damage to private property, bus shelters or telephone kiosks. It also includes graffiti of a racist or homophobic nature.



#### Noisy Neighbours:

This includes complaints relating to loud music, noisy parties, inconsiderate DIY or disputes between neighbours where the root cause is noise. It does NOT include the noise annoyance associated with scrambler bikes.



#### Intimidation & Harassment:

This includes domestic disputes which involve harassment, racial or homophobic intimidation. It also includes incidents where members of the public feel intimidated by groups of people (including youths) in the street.



#### Abandoned Vehicles:

This includes reports of vehicles which have been stolen or burnt out. It also includes reports of vehicle obstruction.



#### Drunk & Rowdy Behaviour:

This includes groups of people drinking in the street, groups of people (including youths) causing annoyance or being rowdy, or problems which occur outside or near public houses or other licensed premises.



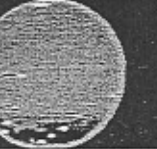
#### Rubbish & Litter:

This includes reports of "fly-tipping" and illegal dumping, bins which have been tipped over in the street, litter which has been strewn over the ground, or any "build up" of rubbish which is potentially a health hazard.



#### Drug Related Anti-Social Behaviour:

This includes reports of "found needles" or other drug paraphernalia. It also includes reports of drug dealing or related activity but NOT if this is happening now, these reports should be referred to the Control Room.



#### Street Lighting:

This includes all reports of defective or damaged street lighting. It does not include defective traffic lights or signals which should be referred to the Control Room as normal.

**Only NON-EMERGENCY calls should be transferred to the 101 Service.**

Calls which are identified as being EMERGENCIES should continue to be transferred to the appropriate Area Control Room.

## 2: The Location of the Call

At the moment the 101 Service only covers the City & County of Cardiff, i.e. the are covered by 'C' Division.

The 101 Service does not cover 'E' Division or any part of the Gwent Police area.

**Only calls for the 'C' Division area should be transferred to the 101 Service**

### Process for routing a call:

**1**

As normal, establish if the caller is reporting an incident.  
CRIME reports should be transferred to the CIS Bureau as normal.  
EMERGENCY calls should be transferred to the Control Room.

**2**

Establish if the nature of the call falls within the scope of the 101 Service by asking "what is the nature of your call?".  
If it doesn't transfer to the Incident Management Unit as normal.

**3**

If the call falls within the scope of the 101 Service determine if the incident has occurred within the boundaries of 'C' Division. This could be done by asking . . . . .  
"is your address / the location in the Cardiff Council area?"  
If the call is not in the Cardiff area transfer to the I.M.U. as normal.

Calls for the 101 Contact Centre should be transferred to:

**7 1 0 7 6**

(This is the extension number for the 101 call handling queue)